

End-of-Sale and End-of-Life Announcement for the Cisco Desk Pro

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Overview

EOL15801

Cisco announces the end-of-sale and end-of-life dates for the Cisco Desk Pro. The last day to order the affected product(s) is March 16, 2026. Customers with active service contracts will continue to receive support from the Cisco Technical Assistance Center (TAC) as shown in Table 1 of the EoL bulletin. Table 1 describes the end-of-life milestones, definitions, and dates for the affected product(s). Table 2 lists the product part numbers affected by this announcement. For customers with active and paid service and support contracts, support will be available under the terms and conditions of customers' service contract.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco Desk Pro

Milestone	Definition	Date
End-of-Life Announcement Date	The date the document that announces the end-of-sale and end-of-life of a product is distributed to the general public.	February 16, 2026
End-of-Sale Date: HW,Accessory	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	March 16, 2026
Last Ship Date: HW,Accessory	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	June 16, 2026
End of SW Maintenance Releases Date: HW,Accessory	The last date for software full support. After this date, Cisco will no longer guarantee new features or non-critical bug fixes for this product. Customers may be required to install newer software versions to continue to get support.	March 16, 2028
End of SW/Vulnerability/Security Maintenance Releases Date: HW,Accessory	Last date for limited software support; only critical bug fixes, security and vulnerability improvements are delivered, if possible. The last date that Cisco Engineering may release a maintenance release or scheduled software remedy for a security vulnerability or critical issue. Customers may be required to install newer software versions to continue to get support.	March 31, 2031
End of Routine Failure Analysis Date: HW,Accessory	The last-possible date a routine failure analysis may be performed to determine the cause of hardware product failure or defect.	March 16, 2027
End of New Service Attachment Date: HW,Accessory	For equipment and software that is not covered by a service-and-support contract, this is the last date to order a new service-and-support contract or add the equipment and/or software to an existing service-and-support contract.	March 16, 2027
End of Service Contract Renewal Date: HW,Accessory	The last date to extend or renew a service contract for the product.	June 16, 2030

Milestone	Definition	Date
Last Date of Cloud Support: HW,Accessory	Cisco can no longer guarantee that the device will continue to function and connect to the Cisco Webex cloud which include impacts to calling features, services, applications, and management. When the device loses its cloud connection, it will happen without notice.	March 31, 2031
Last Date of Support: HW,Accessory	The last date to receive applicable service and support for the product as entitled by active service contracts or by warranty terms and conditions. After this date, all support services for the product are unavailable, and the product becomes obsolete.	March 31, 2031

HW = Hardware

OS SW = Operating System Software

App. SW = Application Software

Product part numbers

Table 2. Product part numbers affected by this announcement

End-of-Sale Product Part Number	Product Description	Migration Product Part Number	Migration Product Description	Additional Information
CS-DESKPRO-K9	Cisco Desk Pro	CS-DESKP-C-K9	Cisco Desk Pro G2, Carbon Black	-
CS-DESKPRO-K9++	Cisco Desk Pro, TAA	CS-DESKP-C-K9++	Cisco Desk Pro G2, TAA, Carbon Black	-
CS-DESKPRO-K9++=	^Cisco Webex Desk Pro - TAA	CS-DESKP-C-K9--=	Desk Pro G2, TAA, Customized Model, CarbonBlack(ServiceUnit)	-
CS-DESKPRO-K9--=	Cisco Desk Pro, TAA, Customized Model - SPARE(Service Unit Only)	CS-DESKP-C-K9--=	Desk Pro G2, TAA, Customized Model, CarbonBlack(ServiceUnit)	-
CS-DESKPRO-K9=	Cisco Desk Pro, First Light (White)-SPARE (ServiceUnitOnly)	CS-DESKP-C-K9=	Cisco Desk Pro G2, Carbon Black - SPARE (Service Unit Only)	-
CS-DESKPRO-NR-K7	Cisco Desk Pro, No-Radio, No-Encryption	There is currently no migration product available for this product.	-	-
CS-DESKPRO-NR-K7=	Cisco Desk Pro, No-Radio, No-Encryption- SPARE(ServiceUnitOnly)	There is currently no migration product available for this product.	-	-
CS-DESKPRO-NR-K9	Cisco Desk Pro, No-Radio	CS-DESKP-NR-C-K9	Cisco Desk Pro G2, NoRadio, Carbon Black	-
CS-DESKPRO-NR-K9++	Cisco Desk Pro, No-Radio, TAA	CS-DESKP-NR-C-K9++	Cisco Desk Pro G2, NoRadio, TAA, Carbon Black	-

End-of-Sale Product Part Number	Product Description	Migration Product Part Number	Migration Product Description	Additional Information
CS-DESKPRO-NR-K9=	Desk Pro, NoRadio, First Light-SPARE (Service Unit Only)	CS-DESKP-NR-C-K9=	Desk Pro G2, NoRadio, Carbon Black-SPARE (Service Unit Only)	-
CS-DSKPRO-MM-K9	Cisco Desk Pro, Customized Model	CS-DESKP-C-K9--	Cisco Desk Pro G2, Customized Model, Carbon Black	-
CS-DSKPRO-MM-NR-K9	Cisco Desk Pro, No-Radio, Customized Model	CS-DESKP-NR-C-K9--	Cisco Desk Pro G2, NoRadio, Customized Model, Carbon Black	-
CS-DSKPRO-NR-K9---	Desk Pro, NoRadio, TAA, Customized Model-SPARE (Service Unit Only)	CS-DESKP-NR-CK9---	Desk Pro G2, NoRadio, TAA, Customized Model, Carbon (Service Unit)	-
CTS-NAL-TTC7-27	CS Webex Desk Pro NAL label for China	There is currently no migration product available for this product.	-	-
CS-DESKPRO-STAND-	Table Stand & Connector Cover for Desk Pro Series	CS-DESKP-C-STAND-	Table Stand for Desk Pro G2, Carbon Black	-
CS-DESKPRO-FG-	Front Speaker Grille for Cisco Desk Pro, First Light (White)	CS-DESKP-C-FG-	Front Speaker Grille for Cisco Desk Pro G2, Carbon Black	-
CS-DESKPRO-STYLUS-	Stylus Pen for Cisco Desk Pro	CS-ACTSTYL	Cisco Active Stylus Pen (1 Stylus)	-
CS-DESKPRO-FG=	Replacement Front SpeakerGrille, Desk Pro, First Light-SPARE	CS-DESKP-C-FG=	Replacement Front SpeakerGrille, DeskProG2, CarbonBlack-SPARE	-
CS-DESKPRO-STAND=	Table Stand Replacement for Desk Pro Series - SPARE	CS-DESKP-C-STAND=	Replacement Table Stand for Desk Pro G2, Carbon Black-SPARE	-
CS-DESKPRO-MG=	Metal Speaker Grille Replacement for Desk Pro Series - SPARE	CS-DESKPRO-MG-C=	Metal Speaker Grille for Desk Pro G2 carbon black - SPARE	-
CS-DESKPRO-VESA=	VESA Adapter & Wall Mount Kit (White) for Desk Pro - SPARE	CS-DESKP-VESA-C=	VESA Adapter & Wall Mount for Desk Pro, Carbon Black - SPARE	-
CS-DESKPRO-VESA	VESA Adapter & Wall Mount Kit (White) for Desk Pro	CS-DESKP-VESA-C=	VESA Adapter & Wall Mount for Desk Pro, Carbon Black - SPARE	-

End-of-Sale Product Part Number	Product Description	Migration Product Part Number	Migration Product Description	Additional Information
PWR-CORD-IND-D	Power Cord for India	PWR-CORD-IND-B	Power Cord for India 2m 10A	-
PWR-CORD-IND-D=	Power Cord for India	PWR-CORD-IND-B=	Power Cord for India 2m 10A	-

Product Migration Options

Customers may be able to use the Cisco Technology Migration Program (TMP) where applicable to trade-in eligible products and receive credit toward the purchase of new Cisco equipment. For more information about Cisco TMP, customers should work with their Cisco Partner or Cisco account team. Cisco Partners can find additional TMP information on Partner Central at

https://www.cisco.com/web/partners/incentives_and_promotions/tmp.html.

Customers may be able to continue to purchase the Cisco Desk Pro through the Cisco Refresh (certified remanufactured) program. Remanufactured units may be available in limited supply for sale in certain countries on a first-come, first-served basis until the Last Date of Support has been reached. For information about the Cisco Refresh program, go to: <https://www.cisco.com/c/en/us/products/remanufactured.html>.

The Cisco Takeback and Recycle program helps businesses properly dispose of surplus products that have reached their end of useful life. The program is open to all business users of Cisco equipment and its associated brands and subsidiaries. For more information, go to:

<https://www.cisco.com/c/en/us/about/takeback-and-reuse/product-recycling.html>.

For more information

For more information about the Cisco End-of-Life Policy, go to: <https://www.cisco.com/c/en/us/products/eos-eol-policy.html>.

For more information about the Cisco Product Warranties, go to:
<https://www.cisco.com/c/en/us/products/warranty-listing.html>.

To subscribe to receive end-of-life/end-of-sale information, go to: <https://cway.cisco.com/mynotifications>.

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