

End-of-Sale and End-of-Life Announcement for the Cisco Edge 340 Digital Media Player

EOL10796

Cisco announces the end-of-sale and end-of-life dates for the Cisco Edge 340 Digital Media Player. The last day to order the affected product(s) is July 26, 2016.

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.

Table 1. End-of-Life Milestones and Dates for the Cisco Edge 340 Digital Media Player

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.	January 26, 2016
End-of-Sale Date	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	July 26, 2016
Last Ship Date: HW, OS SW	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	October 24, 2016
End of SW Maintenance Releases Date: OS SW	The last date that Cisco Engineering may release any final software maintenance releases or bug fixes. After this date, Cisco Engineering will no longer develop, repair, maintain, or test the product software.	July 26, 2017
End of Routine Failure Analysis Date: HW	The last-possible date a routine failure analysis may be performed to determine the cause of hardware product failure or defect.	July 26, 2017
End of New Service Attachment Date: HW, OS SW	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.	July 26, 2017
End of Service Contract Renewal Date: HW, OS SW	The last date to extend or renew a service contract for the product.	October 21, 2020
Last Date of Support: HW, OS SW	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.	July 31, 2021

HW = Hardware OS SW = Operating System Software App. SW = Application Software

Table 2. Product Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
ACC-E340-ANT	Cisco Edge 340 Wi-Fi external antenna, omni	There is currently no replacement product available for this product.	-	-
ACC-E340-ANT=	Cisco E340 Wi-Fi external antenna, omni	There is currently no replacement product available for this product.	-	-
ACC-E340-IRE	Cisco Edge 340 IR extender	There is currently no replacement product available for this product.	-	-
ACC-E340-IRE=	Cisco E340 IR extender	There is currently no replacement product available for this product.	-	-
ACC-E340-M-D=	Cisco Edge 340 mount for display deployment	There is currently no replacement product available for this product.	-	-
ACC-E340-M-E=	Cisco Edge 340 mount for wall, ceiling, pole deployment	There is currently no replacement product available for this product.	-	-
ACC-E340-M-V=	Cisco Edge 340 mount for desktop vertical deployment	There is currently no replacement product available for this product.	-	-
ACC-E340-PWR	Cisco Edge 340 power adapter	There is currently no replacement product available for this product.	-	-
ACC-E340-PWR-66W	Cisco Edge 340 66W power adapter	There is currently no replacement product available for this product.	-	-
ACC-E340-PWR-66W=	Cisco Edge 340 66W power adapter, spare	There is currently no replacement product available for this product.	-	-
ACC-E340-PWR=	Cisco Edge 340 power adapter	There is currently no replacement product available for this product.	-	-
CS-E340-G-SW-K9	Cisco Edge340 G series software for non-wireless	There is currently no replacement product available for this product.	-	-
CS-E340-G32-K9	Cisco Edge 340 Generic, 2G Mem, 32G SSD, 1GE, PD	IEC-4650-HW-K9	IEC 4650 HW Client	-
CS-E340-M32-K9	Cisco Edge 340 DMP, 2G Mem, 32G SSD, 1GE, PD	IEC-4650-HW-K9	IEC 4650 HW Client	-
CS-E340W-G-SW-K9	Cisco Edge340 G series software for wireless	There is currently no replacement product available for this product.	-	-
CS-E340W-G32-A-K9	Cisco Edge340 Generic, Wi-Fi, 2G Mem, 32G SSD, 1GE, PD, A Region	IEC-4650-HW-K9	IEC 4650 HW Client	-
CS-E340W-G32-C-K9	Cisco Edge340 Generic, Wi-Fi, 2G Mem, 32G SSD, 1GE, PD, C Region	IEC-4650-HW-K9	IEC 4650 HW Client	-
CS-E340W-G32-E-K9	Cisco Edge340 Generic, Wi-Fi, 2G Mem, 32G SSD, 1GE, PD, E Region	IEC-4650-HW-K9	IEC 4650 HW Client	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CS-E340W-G32-K9	Cisco Edge 340 Generic, Wi-Fi, 2.4G band, 2G Mem, 32G SSD, 1GE, PD	IEC-4650-HW-K9	IEC 4650 HW Client	-
CS-E340W-G32-N-K9	Cisco Edge340 Generic, Wi-Fi, 2G Mem, 32G SSD, 1GE, PD, N Region	IEC-4650-HW-K9	IEC 4650 HW Client	-
CS-E340W-M32-A-K9	Cisco Edge340 DMP, Wi-Fi, 2G Mem, 32G SSD, 1GE, PD, A Region	IEC-4650-HW-K9	IEC 4650 HW Client	-
CS-E340W-M32-C-K9	Cisco Edge340 DMP, Wi-Fi, 2G Mem, 32G SSD, 1GE, PD, C Region	IEC-4650-HW-K9	IEC 4650 HW Client	-
CS-E340W-M32-E-K9	Cisco Edge340 DMP, Wi-Fi, 2G Mem, 32G SSD, 1GE, PD, E Region	IEC-4650-HW-K9	IEC 4650 HW Client	-
CS-E340W-M32-K9	Cisco Edge 340 DMP, Wi-Fi, 2.4G band, 2G Mem, 32G SSD, 1GE, PD	IEC-4650-HW-K9	IEC 4650 HW Client	-
CS-E340W-M32-N-K9	Cisco Edge340 DMP, Wi-Fi, 2G Mem, 32G SSD, 1GE, PD, N Region	IEC-4650-HW-K9	IEC 4650 HW Client	-

Product Migration Options

Customers are encouraged to migrate to the Cisco Interactive Experience Client 4650.

Information about this product can be found at: <http://www.cisco.com/go/iec>.

For those customers who still want to use Appspace Content Management System, please visit <https://docs.appspace.com/appspace/latest/quick-start/important-information/supported-devices/> for compatible 3rd party digital media players

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

Customers may be able to continue to purchase the Cisco Edge 340 Digital Media Player through the Cisco Certified Refurbished Equipment program. Refurbished 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 Certified Refurbished Equipment program, go to: <http://www.cisco.com/go/eos>.

Service prices for Cisco products are subject to change after the product End-of-Sale date.

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: http://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html.

For More Information

For more Information about the Cisco Interactive Experience Client, visit <http://www.cisco.com/c/en/us/products/video/interactive-experience-clients/index.html>, or contact your local account representative.

To request information about the Cisco Interactive Experience Client, send an e-mail to iep-sales@cisco.com.

For more information about the Cisco End-of-Life Policy, go to: http://www.cisco.com/en/US/products/products_end-of-life_policy.html.

For more information about the Cisco Product Warranties, go to: http://www.cisco.com/en/US/products/prod_warranties_listing.html.

To subscribe to receive end-of-life/end-of-sale information, go to: <http://www.cisco.com/cisco/support/notifications.html>.

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