End-of-Sale and End-of-Life Announcement for the Cisco Webex DX80

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Contents

Overview 3

End-of-life milestones 3

Product part numbers 4

Product migration options 6

For more information 6

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Overview

EOL13662 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco Webex DX80. The last day to order the affected product(s) is January 30, 2021. 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 Webex DX80

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.	October 30, 2020
End-of-Sale Date: HW, License	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	January 30, 2021
Last Ship Date: HW, License	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	April 30, 2021
End of SW Maintenance Releases Date: HW	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.	January 31, 2023
End of Vulnerability/Security Support: HW	The last date that Cisco Engineering may release a planned maintenance release or scheduled software remedy for a security vulnerability issue.	January 31, 2026
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.	January 30, 2022
End of New Service Attachment Date: HW	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.	January 30, 2022
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	April 27, 2025
Last Date of Cloud Support: HW	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.	January 31, 2026

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Milestone	Definition	Date
Last Date of Support: HW	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.	January 31, 2026

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
CAB-COMBO-2M	Combo cable USB & HDMI. Grey. 2 meters	There is currently no migration product available for this product.	-	-
CAB-COMBO-2M=	Combo cable USB & HDMI. Grey. 2 meters	There is currently no migration product available for this product.	-	-
CP-DX70/80-HS=	Handset Accessory for DX70/80	There is currently no migration product available for this product.	-	-
CP-DX80-FS=	Replacement Footstand for DX80	There is currently no migration product available for this product.	-	-
CP-DX80-K9	Not in use	There is currently no migration product available for this product.	-	-
CP-DX80-K9++	Cisco Smart Desk DX80	There is currently no migration product available for this product.	-	-
CP-DX80-K9++=	Cisco Webex DX80 TAA - GPL (for registration to VCS and UCM)	There is currently no migration product available for this product.	-	-
CP-DX80-K9=	Cisco Webex DX80	CS-DESK-C-K9	Cisco Desk, Carbon Black	-
CP-DX80-K9=	Cisco Webex DX80	CS-DESK-K9	Cisco Desk, First Light (White)	-
CP-DX80-K9=	Cisco Webex DX80	CS-DESKPRO-K9	Cisco Desk Pro	-
CP-DX80-NC-K9=	Cisco Webex DX80 -	There is currently no	-	-

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End-of-Sale Product Part Number	Product Description	Migration Product Part Number	Migration Product Description	Additional Information
	GPL (for registration to VCS and UCM)	migration product available for this product.		
CP-DX80-NR-K9++=	Cisco Webex DX80 No Radio TAA - GPL(for VCS and UCM)	There is currently no migration product available for this product.	-	-
CP-DX80-NR-K9=	Cisco Webex DX80 No Radio - GPL (for VCS and UCM)	There is currently no migration product available for this product.	-	-
CP-DX80-SUB-K9	MLB for Subscription Room Kit	There is currently no migration product available for this product.	-	-
CP-DX80-VESA	VESA mounting adapter for DX80	There is currently no migration product available for this product.	-	-
CP-DX80-VESA=	VESA Adapter and Wall Mount Kit for DX80	There is currently no migration product available for this product.	-	-
CP-PWR-CUBE-5	Power transformer for the DX70 and DX80 series	There is currently no migration product available for this product.	-	-
CP-PWR-CUBE-5=	Power transformer for the DX70 and DX80 series	There is currently no migration product available for this product.	-	-
L-DX-PAVR3-SP	Virtual Reception App for DX70 and DX80. 3 year support	There is currently no migration product available for this product.	-	-

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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 Webex DX80 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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Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

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Printed in USA Cxx-xxxxxxx-xx 11/25

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