End-of-Sale and End-of-Life Announcement for the Cisco Wireless IP Phone 8821 and Charging Accessories

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Overview

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Cisco announces the end-of-sale and end-of-life dates for the Cisco Wireless IP Phone 8821 and Charging Accessories. The last day to order the affected product(s) is August 7, 2024. 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.

Batteries, doors and individual phone accessories will remain available. Customers should replace batteries and other accessories periodically to ensure proper device functionality.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco Wireless IP Phone 8821 and Charging Accessories

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 7, 2024
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.	August 7, 2024
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.	November 5, 2024
End of SW Maintenance Releases Date: HW,Accessory	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.	August 7, 2025
End of Vulnerability/Security Support: HW,Accessory	The last date that Cisco Engineering may release a planned maintenance release or scheduled software remedy for a security vulnerability issue.	August 7, 2027
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.	August 7, 2025
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.	August 7, 2025
End of Service Contract Renewal Date: HW,Accessory	The last date to extend or renew a service contract for the product.	November 2, 2028
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	August 31, 2029

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Milestone	Definition	Date
	and conditions. After this date, all support services for the product are unavailable, and the product becomes obsolete.	

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
CP-DSKCH-8821-BUN	Cisco 8821 Desktop Charger, Power Supply, AC Power Cord	There is currently no migration product available for this product.	-	-
CP-DSKCH-8821-EX	Cisco 8821-EX Desktop Charger	There is currently no migration product available for this product.	-	-
CP-DSKCH-8821-EX=	Cisco 8821-EX Desktop Charger	There is currently no migration product available for this product.	-	-
CP-DSKCH-8821=	Cisco 8821 Desktop Charger	There is currently no migration product available for this product.	-	-
CP-DSKCH-8821EX-BN	Cisco 8821-EX Desktop Charger, Power Supply, AC Power Cord	There is currently no migration product available for this product.	-	-
CP-MCHGR-8821-BUN	Cisco 8821 Multi-Charger, Power Supply, AC Power Cord	There is currently no migration product available for this product.	-	-
CP-MCHGR-8821-EX=	Cisco 8821-EX Multi-Charger	There is currently no migration product available for this product.	-	-
CP-MCHGR-8821-WMK=	Cisco 8821 Multi-charger Wall Mount Kit	There is currently no migration product available for this product.	-	-
CP-MCHGR-8821=	Cisco 88xx Wphone Series Multi-Charger	There is currently no migration product available for this product.	-	-

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End-of-Sale Product Part Number	Product Description	Migration Product Part Number	Migration Product Description	Additional Information
CP-MCHGR-8821EX-BN	Cisco 8821-EX Multi-Charger, Power Supply, AC Power Cord	There is currently no migration product available for this product.	-	-
CP-PWR-8821-AR=	Cisco 8821 Power Supply for Argentina	There is currently no migration product available for this product.	-	-
CP-PWR-8821-AU=	Cisco 8821 Power Supply for Australia	There is currently no migration product available for this product.	-	-
CP-PWR-8821-BZ=	Cisco 8821 Power Supply for Brazil	There is currently no migration product available for this product.	-	-
CP-PWR-8821-CE=	Cisco 8821 Power Supply for Central Europe	There is currently no migration product available for this product.	-	-
CP-PWR-8821-IND=	Cisco 8821 Power Supply for India	There is currently no migration product available for this product.	-	-
CP-PWR-8821-JP=	Cisco 8821 Power Supply for Japan	There is currently no migration product available for this product.	-	-
CP-PWR-8821-KR=	Cisco 8821 Power Supply for Korea	There is currently no migration product available for this product.	-	-
CP-PWR-8821-NA=	Cisco 8821 Power Supply for North America	There is currently no migration product available for this product.	-	-
CP-PWR-8821-SW=	Cisco 8821 Power Supply for Switzerland	There is currently no migration product available for this product.	-	-
CP-PWR-8821-UK=	Cisco 8821 Power Supply for United Kingdom	There is currently no migration product available for this product.	-	-
CP-8821-K9	Cisco Unified Wireless IP Phone 8821, World Mode	There is currently no migration product	-	-

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End-of-Sale Product Part Number	Product Description	Migration Product Part Number	Migration Product Description	Additional Information
		available for this product.		
CP-8821-K9-BUN	Cisco Unified Wireless IP Phone 8821, World Mode Bundle	CP-840-BUN-K9	Cisco 840 WW Phone, Battery, Cable, Charger	-
CP-8821-K9=	Cisco Unified Wireless IP Phone 8821, World Mode Spare only	CP-840-K9=	Cisco 840 WW Phone and Battery Only	-

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 Wireless IP Phone 8821 and Charging Accessories 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.

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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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San Jose, CA

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