End-of-Sale and End-of-Life Announcement for the Cisco Desk Camera 4K (Platinum)

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Overview

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Cisco announces the end-of-sale and end-of-life dates for the Cisco Desk Camera 4K (Platinum). The last day to order the affected product(s) is May 15, 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 Camera 4K (Platinum)

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.	April 10, 2026
End-of-Sale Date: HW	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	May 15, 2026
Last Ship Date: HW	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	August 15, 2026
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.	May 15, 2027
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.	May 15, 2029
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.	May 15, 2027
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.	May 15, 2027
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	August 15, 2030
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.	May 31, 2031

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

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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
CD-DSKCAM-P-US	Cisco Desk Camera 4K, Platinum, ship to US ONLY	CD-DSKCAMD-C-US	Cisco Desk Camera 1080p, Carbon Black - US (US Only)	-
CD-DSKCAM-P-WW	Cisco Desk Camera 4K, Platinum, WorldWide except US	CD-DSKCAMD-C-WW	Cisco Desk Camera 1080p, Carbon Black, WorldWide (Non-US)	-

Product Migration Options

Customers may be able to continue to purchase the Cisco Desk Camera 4K (Platinum) 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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