



## End-of-Sale and End-of-Life Announcement for the Cisco VG224 Analog Voice Gateway

EOL9987

Cisco announces the end-of-sale and end-of-life dates for the Cisco VG224 Analog Voice Gateway. The last day to order the affected product(s) is April 24, 2015. 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 VG224 Analog Voice Gateway

Milestone	Definition	Date
<b>End-of-Life Announcement Date</b>	The date the document that announces the end-of-sale and end-of-life of a product is distributed to the general public.	October 24, 2014
<b>End-of-Sale Date</b>	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	April 24, 2015
<b>Last Ship Date: HW</b>	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	July 23, 2015
<b>End of SW Maintenance Releases Date: HW</b>	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.	April 23, 2016
<b>End of Routine Failure Analysis Date: HW</b>	The last-possible date a routine failure analysis may be performed to determine the cause of hardware product failure or defect.	April 23, 2016
<b>End of New Service Attachment Date: HW</b>	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.	April 23, 2016
<b>End of Service Contract Renewal Date: HW</b>	The last date to extend or renew a service contract for the product.	July 20, 2019
<b>Last Date of Support: HW</b>	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.	April 30, 2020

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
VG224	24 Port Voice over IP analog phone gateway	VG310	Cisco VG310 - Modular 24 FXS Port Voice over IP Gateway	-
VG224-4PACK	4 Pack of VG224 High Density Analog Gateway	VG320	Cisco VG320 - Modular 48 FXS Port Voice over IP Gateway	-
VG224-LA	Latin America VG224	VG310-EM	VG310-EM - 24 FXS Port VoIP Gateway for Emerging Markets	-
VG224-MP	VG224 for MultiPack	VG320	Cisco VG320 - Modular 48 FXS Port Voice over IP Gateway	-

## Product Migration Options

Customers are encouraged to migrate to the Cisco VG310 or VG320 gateway. Information about these products can be found at: [http://www.cisco.com/c/en/us/products/collateral/unified-communications/vg-series-gateways/product\\_data\\_sheet09186a00801d87f6.html](http://www.cisco.com/c/en/us/products/collateral/unified-communications/vg-series-gateways/product_data_sheet09186a00801d87f6.html).

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

Customers may be able to continue to purchase Cisco VG224 Analog Voice Gateway 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 dispose properly 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](http://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html).

## For More Information

For more information about the Cisco VG310 and VG320 Analog Voice Gateways, visit [http://www.cisco.com/c/en/us/products/collateral/unified-communications/vg-series-gateways/product\\_data\\_sheet09186a00801d87f6.html](http://www.cisco.com/c/en/us/products/collateral/unified-communications/vg-series-gateways/product_data_sheet09186a00801d87f6.html), or contact your local account representative.

To request information about the Cisco VG310 and VG320 Analog Voice Gateways, send an e-mail to [cs-analog-vg@cisco.com](mailto:cs-analog-vg@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](http://www.cisco.com/en/US/products/products_end-of-life_policy.html).

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For more information about the Cisco Product Warranties, go to:  
[http://www.cisco.com/en/US/products/prod\\_warranties\\_listing.html](http://www.cisco.com/en/US/products/prod_warranties_listing.html).

To subscribe to receive end-of-life/end-of-sale information, go to:  
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