

End-of-Sale and End-of-Life Announcement for the Cisco Room USB



Contents

| | |
|---------------------------|---|
| Overview | 3 |
| End-of-life milestones | 3 |
| Product part numbers | 4 |
| Product migration options | 5 |
| For more information | 5 |

Overview

EOL15215 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco Room USB. The last day to order the affected product(s) is October 29, 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.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco Room USB

| 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 30, 2024 |
| 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. | October 29, 2024 |
| 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. | January 27, 2025 |
| End of SW Maintenance Releases Date : HW | The last date for software full support. After this date, Cisco will no longer guarantee new features or non-critical bug fixes for this product. Customers may be required to install newer software versions to continue to get support. | October 29, 2026 |
| End of SW/Vulnerability/Security Maintenance Releases Date : HW | Last date for limited software support; only critical bug fixes, security and vulnerability improvements are delivered, if possible. The last date that Cisco Engineering may release a maintenance release or scheduled software remedy for a security vulnerability or critical issue. Customers may be required to install newer software versions to continue to get support. | October 31, 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. | October 29, 2025 |
| 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. | October 29, 2025 |
| End of Service Contract Renewal Date : HW | The last date to extend or renew a service contract for the product. | January 24, 2029 |

| 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. 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. After this date, all support services for the product are unavailable, and the product becomes obsolete. | October 31, 2029 |

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 | Replacement Product Part Number | Replacement Product Description | Additional Information |
|---------------------------------|--|---|--|------------------------|
| CS-R-USB-T10-KIT | Touch 10 Kit for Room USB Upgrade | There is currently no replacement product available for this product. | - | - |
| CS-R-USB-UPG-BUN | Major Line Bundle for Room USB Upgrade Package | There is currently no replacement product available for this product. | - | - |
| CS-ROOM-USB-K9 | Room USB - With Remote | CS-BAR-T-K9 | Cisco Room Bar in First Light w/Navigator(Table Stand) | - |
| CS-ROOM-USB-K9= | Room USB - With Remote | CS-BAR-K9= | Cisco Room Bar in First Light - SPARE | - |
| L-ROOM-USB-UPG= | Cisco Webex Room USB Product Key (UPGRADE) | There is currently no replacement product available for this product. | - | - |

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 Room USB 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: <https://www.cisco.com/go/eos>.

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/web/about/ac227/ac228/ac231/about_cisco_takeback_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 on Cisco collaboration devices end-of-life policy, go to: <https://help.webex.com/en-US/article/nmivfhq/End-of-Support-Information-for-Webex-Rooms-Devices>.

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>.

Any authorized translation issued by Cisco Systems or affiliates of this end-of-life Product Bulletin is intended to help customers understand the content described in the English version. This translation is the result of a commercially reasonable effort; however, if there are discrepancies between the English version and the translated document, please refer to the English version, which is considered authoritative.

Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

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

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at <https://www.cisco.com/go/offices>.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: <https://www.cisco.com/go/trademarks>. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)