

End-of-Sale and End-of-Life Announcement for the Cisco Telepresence Touch10



Contents

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

Overview

EOL12215 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco Telepresence Touch10. The last day to order the affected product(s) is December 3, 2019. 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 Telepresence Touch10

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.	December 3, 2019
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.	December 3, 2019
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.	December 3, 2019
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.	June 2, 2021
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.	June 2, 2021
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	August 28, 2024
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.	June 30, 2025

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
CTS-CTRL-DV10	Cisco Touch 10 inch	CS-TOUCH10	Cisco Touch 10 controller for endpoints	-
CTS-CTRL-DV10++=	Cisco Touch 10 inch - TAA	CS-TOUCH10=	Cisco Touch 10 controller for endpoints Spare	-
CTS-CTRL-DVC10=	InTouch 10 - Control Device	CS-TOUCH10=	Cisco Touch 10 controller for endpoints Spare	-
CTS-CTRL-DVX-10	Touch 10 Control Device - selectable option	CS-TOUCH10	Cisco Touch 10 controller for endpoints	-
CTS-CTRL-DV10++	Cisco Touch 10 inch - TAA	There is currently no replacement product available for this product.	-	-
CTS-CTRL-DVX-10+	Touch 10 auto expand	CS-TOUCH10+	Cisco Touch10 controller for collaboration endpoints	-
CTS-CTRL-DV10+	Cisco Touch 10 inch	CS-TOUCH10+	Cisco Touch10 controller for collaboration endpoints	-
CTS-CTRL-DV10=	Touch 10 Spare for IX5000 only	CS-TOUCH10=	Cisco Touch 10 controller for endpoints Spare	-
CTS-CTRL-DVC10	InTouch 10 - Control Device	CS-TOUCH10	Cisco Touch 10 controller for endpoints	-

Product migration options

All Cisco collaboration systems that use the devices in the End-of-Life bulletin, with the exception of the IX5000 series, can use the identified replacement device once you have software TC7.3.9, CE8.3.2, CE9.1.X and newer versions. If you do not have this software on your systems, please contact TAC for support. This announcement does not impact the IX5000 system which is using a different SKU.

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 Telepresence Touch10 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>.

Service prices for Cisco products are subject to change after the product End-of-Sale date.

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/en/US/products/products_end-of-life_policy.html.

For more information about the Cisco Product Warranties, go to:

https://www.cisco.com/en/US/products/prod_warranties_listing.html.

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

<https://www.cisco.com/cisco/support/notifications.html>.

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)