End-of-Sale and End-of-Life Announcement for the Cisco TelePresence MX200 G2

Contents

Overview

EOL12129 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco TelePresence MX200 G2. The last day to order the affected product(s) is May 2, 2018. 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 MX200 G2

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.	November 1, 2017
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 2, 2018
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.	July 31, 2018
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 2, 2021
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 31, 2023
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 2, 2019
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 2, 2019
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	July 28, 2022
Last Date of Cloud Support HW	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.	May 31, 2023

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. After this date, all support services for the product are unavailable, and the product becomes obsolete.	May 31, 2023

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-MX200-42FSKB	Cisco TelePresence MX200 42 Floor Stand Base	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-MX200-42FSKB=	Cisco TelePresence MX200 42 Floor Stand Base	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-MX200-42FSKL	Cisco TelePresence MX200 42 Floor Stand Lid	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-MX200-42FSKL=	Cisco TelePresence MX200 42 Floor Stand Lid	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-MX200-FB-	Front Bezel spare for MX200 Gen 2	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-MX200-FB=	Cisco TelePresence MX200 Gen 2 Front Bezel Spare	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-MX200-FSK	Cisco TelePresence MX200 Gen 2 Floor Stand Kit	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CTS-MX200-FSK=	Cisco TelePresence MX200 Gen 2 Floor Stand Kit Spare	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-MX200-K9	Cisco TelePresence MX200 Gen 2, PHD 1080p 5x, Touch, Mic	CS-BARPRO-K9	Cisco Room Bar Pro, First Light	-
CTS-MX200-K9	Cisco TelePresence MX200 Gen 2, PHD 1080p 5x, Touch, Mic	CS-BRDP55-K9	Cisco Board Pro 55 G2	-
CTS-MX200-K9-E-PR	3 for 2 ePromo - Cisco TelePresence MX200 42, PHD 1080p 4x	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-MX200-PRMO	MX200 42 Promo	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-MX200-TSK	Cisco TelePresence MX200 Gen 2 Table Stand Kit	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-MX200-TSK=	Cisco TelePresence MX200 Gen 2 Table Stand Spare	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-MX200-UNIT	MX200 Gen 2 integrated codec, LCD, camera, speaker, mic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-MX200-UNIT=	MX200 Gen 2 integrated codec, LCD, camera, speaker, mic	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CTS-MX200-WBK	Cisco TelePresence MX200 Gen 2 Wheel Base	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-MX200-WBK=	Cisco TelePresence MX200 Gen 2 Wheel Base Kit Spare	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-MX200-WMK	Cisco TelePresence MX200 Gen 2 Wall Mount Kit	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-MX200-WMK=	Cisco TelePresence MX200 Gen 2 Wall Mount Kit Spare	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-NAL-MX200G2	MX200 NAL label for China - for auto expand only	See the Product Migration Options section below for detailed information on replacing 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 TelePresence MX200 G2 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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