

End-of-Sale and End-of-Life Announcement for the Cisco Smart+Connected Residential Solution Products

EOL9666

Cisco announces the end-of-sale and end-of-life dates for the Cisco Smart+Connected Residential Solution Products. The last day to order the affected product(s) is November 28, 2014. 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.

Cisco Smart+Connected Communities will continue to focus on specific existing customers. S+CC will scale with partnerships and continue to play a strategic role in home automation by providing a reference architecture. This partner-led approach will provide a customized Cisco solution requiring country and business unit approval and commitments on sales, resources, and investments. For more information on this customized offering, please review the Smart+Connected Residential Products End-of-Life FAQ.

Table 1. End-of-Life Milestones and Dates for the Cisco Smart+Connected Residential Solution Products

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.	May 30, 2014
End-of-Sale Date	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	November 28, 2014
Last Ship Date: HW, App. SW	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	February 26, 2015
End of SW Maintenance Releases Date: App. SW	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.	November 28, 2015
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.	November 28, 2015
End of New Service Attachment Date: HW, App. SW	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.	November 28, 2015
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	February 23, 2017
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	February 23, 2019

Milestone	Definition	Date
Last Date of Support: App. SW	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.	November 30, 2017
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.	November 30, 2019

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
L-SCH-PMS-INT	Cisco S+C Hospitality PMS integration - Existing Driver
L-SCH-RMS-CL-LIC	Cisco S+C Remote Management Client License
L-SCH-RMS-PAK=	Product Authorization Key for S+C RMS, e-Delivery
L-SCH-RMS-SSW-LIC	Cisco S+C Remote Management Server License
L-SCH-SMRTD-LIC	Cisco S+C Smart Device, Dwelling Perpetual License
L-SCH-SMRTD-LIC=	(N/A) Cisco S+C Home Smart Device, Dwelling License
L-SCH-SMRTD-PAK=	Product Authorization Key for S+C Smart Device, e-Delivery
L-SCH-SMRTDS-LIC	Cisco S+C Smart Device, Dwelling Subscription License
SCH-10IN-NBB-1S1L	Cisco S+C Metal 10in In-Wall Back Box, 1 SM/1 LRG Tab, NC
SCH-10IN-NBB-1S1L=	Cisco S+C Metal 10in In-Wall Back Box, 1 SM/1 LRG Tab, NC
SCH-10IN-NEWBB-2L	Cisco S+C Metal 10in In-Wall Back Box w/ 2 Large Tabs, NC
SCH-10IN-NEWBB-2L=	Cisco S+C Metal 10in In-Wall Back Box w/ 2 Large Tabs, NC
SCH-10IN-NEWBB-2S	Cisco S+C Metal 10in In-Wall Back Box w/ 2 Small Tabs, NC
SCH-10IN-NEWBB-2S=	Cisco S+C Metal 10in In-Wall Back Box w/ 2 Small Tabs, NC
SCH-10IN-NEWBB-CT	Cisco S+C Metal 10in In-Wall Back Box w/ Concrete Tabs, NC
SCH-10IN-NEWBB-CT=	Cisco S+C Metal 10in In-Wall Back Box w/ Concrete Tabs, NC
SCH-10IN-TS-W	Cisco S+C 10in Touch Screen-White
SCH-10IN-TS-W=	Cisco S+C 10in Touch Screen-White
SCH-7IN-TS-B	Cisco S+C 7in Touch Screen-Black
SCH-7IN-TS-B=	Cisco S+C 7in Touch Screen-Black
SCH-7IN-TS-W	Cisco S+C 7in Touch Screen-White
SCH-7IN-TS-W=	Cisco S+C 7in Touch Screen-White
SCH-CONTROL-250	Cisco S+C Controller 250
SCH-CONTROL-250=	Cisco S+C Controller 250
SCH-CONTROL-800	Cisco S+C Controller 800
SCH-CONTROL-800=	Cisco S+C Controller 800
SCH-CONTROL800-PS-	Cisco S+C Controller 800 Power Supply
SCH-CONTROL800-PS=	Cisco S+C Controller 800 Power Supply
SCH-HOSREM-150	Cisco S+C Hospitality Suite Room Remote Control
SCH-HOSREM-150=	Cisco S+C Hospitality Suite Room Remote Control
SCH-IO-EXT-8	Cisco S+C IO Extender
SCH-IO-EXT-8=	Cisco S+C IO Extender
SCH-IO-MODULE-10	Cisco S+C 10 Port RS-485 IO Module
SCH-IO-MODULE-10=	Cisco S+C 10 Port RS-485 IO Module

End-of-Sale Product Part Number	Product Description
SCH-NEWBB-MET	Cisco S+C In Wall Metal Back Box, New Construction
SCH-NEWBB-MET=	Cisco S+C In Wall Metal Back Box, New Construction
SCH-NEWBB-PLS	Cisco S+C In Wall Plastic Back Box, New Construction
SCH-NEWBB-PLS=	Cisco S+C In Wall Plastic Back Box, New Construction
SCH-PMS-INT	Cisco S+C Hospitality PMS integration - Existing Driver
SCH-PMS-INT=	(N/A)Cisco S+C Hospitality PMS integration - Existing Driver
SCH-RCKMNT-1HC250	Cisco S+C 1RU Rack Mount Kit for One 250 Controller
SCH-RCKMNT-1HC250=	Cisco S+C 1RU Rack Mount Kit for One 250 Controller
SCH-RCKMNT-2HC250	Cisco S+C 1RU Rack Mount Kit for Two 250 Controller
SCH-RCKMNT-2HC250=	Cisco S+C 1RU Rack Mount Kit for Two 250 Controller
SCH-RCKMNT-HC800	Cisco S+C 1RU Rack Mount Kit for 800 Controller
SCH-RCKMNT-HC800=	Cisco S+C 1RU Rack Mount Kit for 800 Controller
SCH-REMOTE-150	Cisco S+C Universal Remote Control, SR-150
SCH-REMOTE-150-BPK	Cisco S+C Battery and Cover for SR-150 Remote
SCH-REMOTE-150-CHK	Cisco S+C Recharging Kit for SR-150 Remote
SCH-REMOTE-150=	Cisco S+C Universal Remote Control, SR-150
SCH-REMOTE-250	Cisco S+C Universal Remote Control, SR-250
SCH-REMOTE-250-BPK	Cisco S+C Battery and Cover for SR-250 Remote
SCH-REMOTE-250-CHK	Cisco S+C Recharging Kit for SR-250 Remote
SCH-REMOTE-250=	Cisco S+C Universal Remote Control, SR-250
SCH-REMOTE150-BPK=	Cisco S+C Battery and Cover for SR-150 Remote
SCH-REMOTE150-CHK=	Cisco S+C Recharging Kit for SR-150 Remote
SCH-REMOTE250-BPK=	Cisco S+C Battery and Cover for SR-250 Remote
SCH-REMOTE250-CHK=	Cisco S+C Recharging Kit for SR-250 Remote
SCH-RMS-CL-LIC	Cisco S+C Residential Remote Management Client License
SCH-RMS-CL-LIC=	(N/A) Cisco S+C Home Remote Management Client License
SCH-RMS-PAK=	Product Authorization Key for S+C RMS, Paper License
SCH-RMS-SSW-LIC	Cisco S+C Home Remote Management Server License
SCH-RMS-SSW-LIC=	(N/A) Cisco S+C Home Remote Management Server License
SCH-RTRBB-MET	Cisco S+C In Wall Metal Back Box, Retrofit
SCH-RTRBB-MET=	Cisco S+C In Wall Metal Back Box, Retrofit
SCH-RTRBB-PLS	Cisco S+C In Wall Plastic Back Box, Retrofit
SCH-RTRBB-PLS=	Cisco S+C In Wall Plastic Back Box, Retrofit
SCH-SMRTD-LIC	Cisco S+C Home Smart Device, Dwelling License
SCH-SMRTD-PAK=	Product Authorization Key for S+C Smart Device Paper License
SCH-SMRDTS-LIC	Cisco S+C Smart Device, Dwelling Subscription License
SCH-TABLET	Cisco S+C 7in Portable Tablet, Docking Station & Battery
SCH-TABLET-DOCK=	Cisco S+C Docking Station & Power Supply for Tablet
SCH-TABLET-PS=	Cisco S+C Power Supply for 7in Portable Tablet
SCH-TABLET=	Cisco S+C 7in Portable Tablet, Docking Station & Battery
SCH-VDS-BB	Cisco S+C Video Door Station Back Box
SCH-VDS-BB=	Cisco S+C Video Door Station Back Box

End-of-Sale Product Part Number	Product Description
SCH-VDS-E	Cisco S+C Video Door Station External
SCH-VDS-E=	Cisco S+C Video Door Station External
SCH-VDS-I	Cisco S+C Video Door Station Internal
SCH-VDS-I=	Cisco S+C Video Door Station Internal
SCH-VDS-WIFI-26CM	Cisco S+C 26cm External WiFi Antenna for VDS
SCH-VDS-WIFI-26CM=	Cisco S+C 26cm External WiFi Antenna for VDS
SCH-VDS-WIFI-3M	Cisco S+C 3M External WiFi Antenna for VDS
SCH-VDS-WIFI-3M=	Cisco S+C 3M External WiFi Antenna for VDS

Product Migration Options

There is no replacement available for the Cisco Smart+Connected Residential Solution Products at this time.

There are no generally available direct replacements for the Smart+Connected Residential Control4 products. Smart+Connected Residential Solution products will continue to play a strategic play role in home automation through a reference architecture. The reference architecture can be used as a partner-led approach where Cisco offers a customized solution to customers.

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.

Customers may be able to continue to purchase Cisco Smart+Connected Residential Solution Products 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.

For More Information

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.

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

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

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

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

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