



End-of-Sale and End-of-Life Announcement for the Cisco Vision Mobile

EOL12549 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco Vision Mobile. The last day to order the affected product(s) is December 14, 2018. The last day to renew or add to an existing subscription is December 14, 2019. Customers with active service contracts and subscriptions (as applicable) 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 and subscriptions (as applicable), support will be available under the terms and conditions of customers' service contract and subscription.

Table 1. End-of-Life Milestones and Dates for the Cisco Vision Mobile

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.	June 15, 2018
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.	December 14, 2018
Last Ship Date: Subscription	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 14, 2018
End of SW Maintenance Releases Date: Subscription	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.	December 14, 2019
End of New Service Attachment Date: Subscription	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.	December 14, 2018
End of Service Contract Renewal Date: Subscription	The last date to extend or renew a service contract for the product.	December 14, 2019
End of Change/Renewal Date: Subscription	The last date to Renew or Add to an existing subscription.	December 14, 2019
Last Date of Support**: Subscription	The last date to receive applicable subscription entitlements, service and support for the product as entitled by active subscriptions and service contracts(as applicable) or by warranty terms and conditions. After this date, all subscription and support services for the product are unavailable, and the product becomes obsolete.	December 31, 2021

*The requested subscription start date needs to be on or before the End-of-Sale Date for new subscriptions, and on or before the End of Change/Renewal Date for subscription changes and renewals.

**The projected subscription term end date for new or changing subscriptions needs to be on or before the Last Date of Support.

Table 2. Product Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description
CV-MOBILE-SETUP	Cisco Vision Mobile New Application Creation
CV-MOBILE-SUB	Cisco Vision Mobile Application Subscriptions
CV-AG-O-CONTROL	New Local Control App Creation
CV-AG-O-VISITOR	New Customer Mobile App Creation
CV-AG-S-1KLOYALTY	Loyalty Rewards
CV-AG-S-CONTROL	Local Control App
CV-AG-S-REPLAY	Video Playback
CV-AG-S-VISITOR	Customer Mobile App

Product Migration Options

There is no replacement available for the Cisco Vision Mobile at this time.

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>.

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