



End-of-Sale and End-of-Life Announcement for the Jawbone ICON for Cisco Bluetooth Headset

EOL9510

Cisco announces the end-of-sale and end-of-life dates for the Jawbone ICON for Cisco Bluetooth Headset. The last day to order the affected product(s) is February 21, 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.

Although this notice includes IP phones and cameras from the Cisco Unified IP Phone 9900 Series, only bundled packages with the Jawbone ICON for Cisco Bluetooth Headset are subject to this notice. All other products for the Cisco Unified IP Phone 9900 Series remain orderable and unaffected by this notice.

Table 1. End-of-Life Milestones and Dates for the Jawbone ICON for Cisco Bluetooth Headset

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 21, 2013
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.	February 21, 2014
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.	May 21, 2014
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.	February 21, 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.	February 21, 2015
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.	February 28, 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
CP-9951-CHSUS-K9=	Cisco Unified IP Phone 9951, Char, Std HS, Camera, ICON, US
CP-9951-CLHSUS-K9=	Cisco Unified IP Phone 9951, Char, Slim HS, Camera, ICON, US
CP-9971-CHSUS-K9=	Cisco Unified IP Phone 9971, Char, Std HS, Camera, ICON, US
CP-9971-CLHSUS-K9=	Cisco Unified IP Phone 9971, Char, Slim HS, Camera, ICON, US
CP-ICON-HS-C-AU	Jawbone ICON for Cisco Headset, Charcoal, Australia Power
CP-ICON-HS-C-AU=	Jawbone ICON for Cisco Headset, Charcoal, Australia Power

End-of-Sale Product Part Number	Product Description
CP-ICON-HS-C-CE	Jawbone ICON for Cisco Headset, Charcoal, Europe Power
CP-ICON-HS-C-CE=	Jawbone ICON for Cisco Headset, Charcoal, Europe Power
CP-ICON-HS-C-NA	Jawbone ICON for Cisco Headset, Charcoal, N. America Power
CP-ICON-HS-C-NA=	Jawbone ICON for Cisco Headset, Charcoal, N. America Power
CP-ICON-HS-C-UK	Jawbone ICON for Cisco Headset, Charcoal, UK Power
CP-ICON-HS-C-UK=	Jawbone ICON for Cisco Headset, Charcoal, UK Power
CP-ICON-HS-W-AU	Jawbone ICON for Cisco Headset, White, Australia Power
CP-ICON-HS-W-AU=	Jawbone ICON for Cisco Headset, White, Australia Power
CP-ICON-HS-W-CE	Jawbone ICON for Cisco Headset, White, Europe Power
CP-ICON-HS-W-CE=	Jawbone ICON for Cisco Headset, White, Europe Power
CP-ICON-HS-W-NA	Jawbone ICON for Cisco Headset, White, N. America Power
CP-ICON-HS-W-NA=	Jawbone ICON for Cisco Headset, White, N. America Power
CP-ICON-HS-W-UK	Jawbone ICON for Cisco Headset, White, UK Power
CP-ICON-HS-W-UK=	Jawbone ICON for Cisco Headset, White, UK Power

Product Migration Options

There is no replacement available for the Jawbone ICON for Cisco Bluetooth Headset at this time.

Customers are encouraged to consider reference-sell Bluetooth headsets provided by Cisco partners. Cisco is no longer packaging third-party headsets for use with IP phones.

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 Jawbone ICON for Cisco Bluetooth Headset 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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