End-of-Sale and End-of-Life Announcement for the Cisco Webex Room 55

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Overview

EOL14647 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco Webex Room 55. The last day to order the affected product(s) is November 11, 2023. 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 Webex Room 55

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.	February 10, 2022
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.	November 11, 2023
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.	February 9, 2024
End of SW Maintenance Releases Date: HW	The last date for software full support. After this date, Cisco will no longer guarantee new features or non-critical bug fixes for this product. Customers may be required to install newer software versions to continue to get support.	November 10, 2025
End of SW/Vulnerability/Security Maintenance Releases Date: HW	Last date for limited software support; only critical bug fixes, security and vulnerability improvements are delivered, if possible. The last date that Cisco Engineering may release a maintenance release or scheduled software remedy for a security vulnerability or critical issue. Customers may be required to install newer software versions to continue to get support.	November 30, 2028
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 10, 2024
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.	October 25, 2024
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	October 25, 2024

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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. 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. After this date, all support services for the product are unavailable, and the product becomes obsolete.	November 30, 2028

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
CS-R55-UNI2-K9+	Cisco Webex Room 55 Main Unit	There is currently no replacement product available for this product.	-	-
CS-R55-UNI2-K9=	Cisco Webex Room 55 Main Unit (Service purpose only)	There is currently no replacement product available for this product.	-	-
CS-R55-UNI2-NR-K7+	Cisco Webex Room 55 Main Unit, Non Encryprion and Non Radio	There is currently no replacement product available for this product.	-	-
CS-R55-UNI2-NR-K7=	Cisco Webex Room 55 Main Unit, Non Encryption and Non Radio	There is currently no replacement product available for this product.	-	-
CS-R55-UNI2-NR-K9+	Cisco Webex Room 55 Main Unit Non Radio	There is currently no replacement product available for this product.	-	-
CS-R55-UNI2-NR-K9=	Cisco Webex Room 55 Main Unit Non Radio	There is currently no replacement product available for this product.	-	-
CS-ROOM55-FSK	Webex Room 55, Floor Stand Kit	There is currently no replacement product available for this product.	-	-

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End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CS-ROOM55-FSK=	Webex Room 55, Floor Stand Kit	There is currently no replacement product available for this product.	-	-
CS-ROOM55-K9	Room 55 with Navigator and Mount	CS-BRDP55-K9	Cisco Board Pro 55 G2	-
CS-ROOM55-K9=	^Cisco Webex Room 55 with Touch10 and Mount	There is currently no replacement product available for this product.	-	-
CS-ROOM55-NR-K7	Room 55, Non Encryption and Non Radio	CS-BRD55P-NR-K7	Cisco Webex Board Pro 55 -Non Radio - Non Encryption	-
CS-ROOM55-NR-K9	Room 55, Non Radio, with Room Navigator and Mount	CS-BRDP55-NR-K9	Cisco Board Pro 55 G2, No-Radio	-
CS-ROOM55-NR-K9=	^Cisco Webex Room 55, Non Radio, with Touch10 and Mount	There is currently no replacement product available for this product.	-	-
CS-ROOM55-RC=	Webex Room 55, Spare Rear Cover	There is currently no replacement product available for this product.	-	-
CS-ROOM55-SGK=	Webex Room 55, Speaker Grille Kit Spare	There is currently no replacement product available for this product.	-	-
CS-ROOM55-WBK	Webex Room 55, Wheel Base Kit	There is currently no replacement product available for this product.	-	-
CS-ROOM55-WBK=	Webex Room 55, Wheel Base Kit	There is currently no replacement product available for this product.	-	-
CS-ROOM55-WMK	Webex Room 55, Wall Mount	There is currently no replacement product available for this product.	-	-
CS-ROOM55-WMK=	Webex Room 55, Wall Mount	There is currently no replacement product available for this product.	-	-

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End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CS-ROOM55-WUK=	Webex Room 55, Wheels Upgrade Kit (With cable hook)	There is currently no replacement product available for this product.	-	-
CTS-NAL-ROOM55	CS Room 55 NAL label for China, TTC60-21	There is currently no replacement product available for 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 Webex Room 55 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/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html.

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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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Printed in USA 03/25

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