



End-of-Sale and End-of-Life Announcement for the Cisco TelePresence IP Gateway

EOL8065

Cisco announces the end-of-sale and end-of-life dates for the Cisco TelePresence IP Gateway. The last day to order the affected product(s) is July 27, 2012. 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 until the termination date of the contract, even if this date exceeds the Last Date of Support shown in Table 1.

Table 1. End-of-Life Milestones and Dates for the Cisco TelePresence IP Gateway

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.	January 27, 2012
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.	July 27, 2012
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.	October 25, 2012
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.	July 27, 2013
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.	July 27, 2013
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.	July 27, 2013
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	October 22, 2016
Last Date of Support: HW	The last date to receive service and support for the product. After this date, all support services for the product are unavailable, and the product becomes obsolete.	July 31, 2017

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
CTI-3510-GWIP-K9	IPGW-3510 10 Call IP Gateway
CTI-3510-GWIP-K9=	IPGW-3510 10 Call IP Gateway - Spare
CTI-3520-GWIP-K9	IPGW-3520 20 Call IP Gateway
CTI-3520-GWIP-K9=	IPGW-3520 20 Call IP Gateway

End-of-Sale Product Part Number	Product Description
CTI-3540-GWIP-K9	IPGW-3540 40 Call IP Gateway
CTI-3540-GWIP-K9=	IPGW-3540 40 Call IP Gateway -Spare
CTI-8350-GWIP-K9	IP GW MSE 8350 - IP Gateway Blade Up to 20 IP GW Ports
CTI-8350-GWIP-K9=	IP GW MSE 8350 - IP Gateway Blade Up to 20 IP GW Ports
CTI-ATP-8350-K9	IP GW MSE 8350 - IP Gateway Blade Up to 20 IP GW Ports
CTI-ATP-8350-K9=	IP GW MSE 8350 - IP Gateway Blade Up to 20 IP GW Ports
L-8350-1PL	Order L-8000-CHLIC-PAK for MSE 8350 1 IP GW Port License
LIC-8350-1PL	MSE-8350-PL 1 IP GW Port License
LIC-AESCDN3-K9	AES and HTTPS Enable Upgrade
LIC-AESCDN3-K9=	AES and HTTPS Enable Upgrade
LIC-ATP-8350-1PL	ATP Demo - MSE-8350-PL 1 IP GW Port License

Product Migration Options

There is no replacement available for the Cisco TelePresence IP Gateway at this time.

Although there is no direct replacement for the Cisco TelePresence IP Gateway, it did offer firewall-bypass functionality, dial plans, and a video automated attendant/IVR. The Cisco TelePresence VCS Control and Expressway are the recommended products for firewall traversal and dial plans. Added to this, from version X7 the Cisco TelePresence Video Communication Server offers an indirect replacement of the video automated attendant through a policy server toolkit that effectively provides customers with the ability to define and manage incoming call policies with such things as hunt groups and other value-added features.

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 the Cisco TelePresence IP Gateway 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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http://www.cisco.com/web/feeds/products/end_of_life_rss.xml.

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