

End-of-Sale and End-of-Life Announcement for the Cisco TelePresence SX20 Quick Set Promotional Bundle

EOL9694

Cisco announces the end-of-sale and end-of-life dates for the Cisco TelePresence SX20 Quick Set Promotional Bundle. The last day to order the affected product(s) is October 13, 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.

The Cisco TelePresence SX20 models with product IDs CTS-SX20-PHD12X-K9, CTS-SX20-PHD4X-K9, and CTS-SX20PHD2.5X-K9 all come with premium resolution (1080p60) and dual display without any extra cost as of March 31. Please order these as replacement for the Cisco TelePresence SX20 promotional bundles.

Table 1. End-of-Life Milestones and Dates for the Cisco TelePresence SX20 Quick Set Promotional Bundle

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.	April 14, 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.	October 13, 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.	January 11, 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.	October 13, 2015
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 13, 2015
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	January 8, 2019
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.	October 31, 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	Replacement Product Part Number	Replacement Product Description	Additional Information
CTS-SX20-12XK9-PRM	SX20 Quick Set HD, NPP, 12xPHDCam, 1 mic, remote cntrl	CTS-SX20-PHD12X-K9	SX20 Quick Set HD, NPP, 12xPHDCam, 1 mic, remote cntrl	-
CTS-SX20-4XK9-PRM	SX20 Quick Set HD, NPP, 4x PHDCam, 1 mic, remote cntrl	CTS-SX20-PHD4X-K9	SX20 Quick Set HD, NPP, 4x PHDCam, 1 mic, remote cntrl	-

Product Migration Options

Customers are encouraged to migrate to the Cisco TelePresence SX20 Quick Set. Information about this product can be found at: <http://www.cisco.com/en/US/products/ps12153/index.html>.

Table 3. Product Comparisons

Feature	Cisco TelePresence SX20 Quick Set Promotional Bundle	Cisco TelePresence SX20 Quick Set
Premium Resolution (1080p60)	Included	Included (from 31st of March)
Dual Display	Included	Included (from 31st of March)
MultiSite	Included	Payable option

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 TelePresence SX20 Quick Set Promotional Bundle 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 TelePresence SX20 Quick Set, visit <http://www.cisco.com/en/US/products/ps12153/index.html>, or contact your local account representative.

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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