

# End-of-Sale and End-of-Life Announcement for the Cisco TelePresence SX20 Quick Set with 2.5x Camera

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## Overview

### EOL10574 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco TelePresence SX20 Quick Set with 2.5x Camera. The last day to order the affected product(s) is April 29, 2016. 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 TelePresence SX20 Quick Set with 2.5x Camera

Milestone	Definition	Date
<b>End-of-Life Announcement Date</b>	The date the document that announces the end of sale and end of life of a product is distributed to the general public.	October 30, 2015
<b>End-of-Sale Date: HW</b>	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	April 29, 2016
<b>Last Ship Date: HW</b>	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	July 28, 2016
<b>End of Vulnerability/Security Support: HW</b>	The last date that Cisco Engineering may release a planned maintenance release or scheduled software remedy for a security vulnerability issue.	April 30, 2021
<b>End of Routine Failure Analysis Date: HW</b>	The last-possible date a routine failure analysis may be performed to determine the cause of hardware product failure or defect.	April 29, 2017
<b>End of New Service Attachment Date: HW</b>	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.	April 29, 2017
<b>End of Service Contract Renewal Date: HW</b>	The last date to extend or renew a service contract for the product.	July 25, 2020

Milestone	Definition	Date
<b>Last Date of Cloud Support: HW</b>	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.	April 30, 2021
<b>Last Date of Support: HW</b>	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.	April 30, 2021

HW = Hardware      OS SW = Operating System Software      App. SW = Application Software

## Product migration options

Customers are encouraged to migrate to the Cisco TelePresence SX20 or SX10 Quick Set product part number CTSSX20PHD4XK9 or CTSSX10K9. Information about this product can be found at:

<https://www.cisco.com/c/en/us/products/collaborationendpoints/telepresencesx20quickset/index.html>.

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](https://www.cisco.com/web/partners/incentives_and_promotions/tmp.html).

Customers may be able to continue to purchase the Cisco TelePresence SX20 Quick Set with 2.5x Camera 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/c/en/us/about/takeback-and-reuse/product-recycling.html>.

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## For more information

For more Information about the Cisco TelePresence SX20 and SX10 Quick Set, visit:

<https://www.cisco.com/c/en/us/products/collaboration-endpoints/telepresence-sx20-quick-set/index.html>, or contact your local account representative.

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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**Americas Headquarters**  
Cisco Systems, Inc.  
San Jose, CA

**Asia Pacific Headquarters**  
Cisco Systems (USA) Pte. Ltd.  
Singapore

**Europe Headquarters**  
Cisco Systems International BV Amsterdam,  
The Netherlands

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