



End-of-Sale and End-of-Life Announcement for the Cisco TelePresence System 500 Series with 37-Inch Display

EOL7809

Cisco announces the end-of-sale and end-of-life dates for the Cisco TelePresence System 500 Series with 37-Inch Display. The last day to order the affected product(s) is March 19, 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 System 500 Series with 37-Inch Display

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.	September 19, 2011
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.	March 19, 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.	June 17, 2012
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.	March 19, 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.	March 19, 2013
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	June 14, 2016
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.	March 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	Replacement Product Part Number	Replacement Product Description	Additional Information
CTS-500	TelePresence 500 System	See Product Migration Options section for details.	Cisco TelePresence System 500 Series 32-in	

Product Migration Options

Customers are encouraged to consider the Cisco TelePresence System 500-32. The CTS-500-32 offers the same Cisco TelePresence experience of quality, simplicity, and reliability at a lower cost and a smaller footprint. A few of the technological improvements include an auto-retracting camera assembly enabling the full use of the LCD display when not in a call, an advanced two-dimensional microphone array for additional audio clarity, and diffused integrated lighting to eliminate facial shadows. Information about this product can be found at:

<http://www.cisco.com/en/US/products/ps9599/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

http://www.cisco.com/web/partners/incentives_and_promotions/tmp.html.

Customers may be able to continue to purchase the Cisco TelePresence System 500 Series with 37-Inch Display 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 System 500 Series with 32-Inch Display, visit <http://www.cisco.com/en/US/products/ps9599/index.html>, or contact your local account representative.

To request information about the Cisco TelePresence System 500 Series with 32-Inch Display, send an e-mail to mmaisemb@cisco.com.

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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Printed in USA

C51-687975-00 09/11