



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

EOL8504

Cisco announces the end-of-sale and end-of-life dates for the Cisco TelePresence System 500 Series with 37-Inch Display - Miscellaneous Accessories. The last day to order the affected product(s) is December 29, 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 - Miscellaneous Accessories

| 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. | June 30, 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. | December 29, 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. | March 29, 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. | December 29, 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. | December 29, 2013 |
| End of Service Contract Renewal Date: HW | The last date to extend or renew a service contract for the product. | March 26, 2017 |
| 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. | December 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-DISP37-INT | CTS500-37inch display+Cam+Mic+Spkr | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| CTS-500-DISP37INT= | CTS500-37inch display+Cam+Mic+Spkr | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| CTS-CODEC-COVSTND | TelePresence Codec Cover and Stand | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| CTS-CODEC-COVSTND= | TelePresence Codec Cover and Stand | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| CTS500-ACC-KIT | TelePresence 500 Accessory Kit | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| CTS500-ACC-KIT= | TelePresence 500-37 Accessory Kit | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| CTS500-CABLE-COV | TelePresence Cable Cover for Wall Mount | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| CTS500-CABLE-COV= | TelePresence 500-37 Cable Cover for Wall Mount | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| CTS500-LIGHT-FIXT | TelePresence 500 Lighting Fixture | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| CTS500-LIGHT-FIXT= | TelePresence 500-37 Lighting Fixture | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| CTS500-LIGHT-REFL | TelePresence 500 Lighting Reflector | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| CTS500-LIGHT-REFL= | TelePresence 500-37 Lighting Reflector | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| CTS500-STRUC-PED | TelePresence 500 Structure - Pedestal | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| CTS500-STRUC-PED= | TelePresence 500-37 Structure - Pedestal | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| CTS500-STRUC-TABL | TelePresence 500 Structure - Tabletop | See the Product Migration Options section below for detailed information on replacing this product. | - | - |

| End-of-Sale Product Part Number | Product Description | Replacement Product Part Number | Replacement Product Description | Additional Information |
|---------------------------------|--|---|---------------------------------|------------------------|
| CTS500-STRUC-TABL= | TelePresence 500-37 Structure - Tabletop | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| CTS500-STRUC-WALL | TelePresence 500 Structure - Wall Mount | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| CTS500-STRUC-WALL= | TelePresence 500-37 Structure - Wall Mount | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| CTS500-UPHOUSNG-F | TelePresence 500 Upper Housing - Front | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| CTS500-UPHOUSNG-F= | TelePresence 500-37 Upper Housing - Front | See the Product Migration Options section below for detailed information on replacing this product. | - | - |

Product Migration Options

There is no migration plan for these accessories. Refer to the end-of-life bulletin EOL7809 (http://www.cisco.com/en/US/prod/collateral/ps7060/ps8329/ps8330/ps9599/end_of_life_notice_c51-687975.pdf) for migration information for the Cisco TelePresence System 500 Series with 37-inch Display.

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 - Miscellaneous Accessories 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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