



End-of-Sale and End-of-Life Announcement for the Cisco TelePresence System 500-32

EOL10467

Cisco announces the end-of-sale and end-of-life dates for the Cisco TelePresence System 500-32. The last day to order the affected product(s) is October 30, 2015. 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.

Table 1. End-of-Life Milestones and Dates for the Cisco TelePresence System 500-32

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.	October 30, 2015
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 30, 2015
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 30, 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 30, 2016
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 30, 2016
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	January 30, 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-500-24	TelePresence 500-24 System	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-500-32	TelePresence 500-32 System	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-500-AUS	Cisco TelePresence 500	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-500-CODEC-G2	CTS-500 Primary Codec	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-500-CODEC-G2=	CTS-500 Primary Codec	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-500-CODEC-PRI	CTS-500 Primary Codec	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-500-CODEC-PRI=	CTS-500 Primary Codec	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-ATP-500	ATP discounted CTS-500	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-ATP-500-32	TelePresence 500-32 System	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-CODEC-PRI-G2	TelePresence Primary Codec	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-CODEC-PRI-G2=	TelePresence Primary Codec	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-HFR-COLLAB	HFR collaboration codec	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
CTS-HFR-COLLAB-CH	HFR codec for china	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-HFR-COLLAB-CH=	China Collaboration codec	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-HFR-COLLAB=	Cisco TeleP High Frame Rate Auto Collab	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-JUMPER-CORD	TelePresence Power Jumper Cord	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-JUMPER-CORD=	TelePresence Power Jumper Cord	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-PWR-PDU	TelePresence Power Distribution Unit	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-PWR-PDU=	TelePresence Power Distribution Unit	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-24-ACC-KIT	TelePresence 500-24 Accessory Kit	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-24-ACC-KIT=	TelePresence 500-24 Accessory Kit	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-24-CAM-CVR=	TelePresence 500-24 Camera Cover	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-24-COD-CVR=	TelePresence 500-24 Codec Cover	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-24-CVRDOOR=	TelePresence 500-24 Codec Cover Port Access	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-24-INTDISP	TelePresence Integrated 24in Display incl codec	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
CTS500-24-INTDISP=	TelePresence Integrated 24in Display incl codec	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-32-ACC-KIT	TelePresence 500-32 Accessory Kit	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-32-ACC-KIT=	TelePresence 500-32 Accessory Kit	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-32-COD-CVR=	TelePresence 500-32 Codec Cover	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-32-CUSTMT	TelePresence 500-32 Custom Mount	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-32-CUSTMT=	TelePresence 500-32 Custom Mount	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-32-CVRDOOR=	TelePresence 500-32 Codec Cover Port Access Door	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-32-DESKMT	TelePresence 500-32 Desk Mount	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-32-DESKMT=	TelePresence 500-32 Desk Mount	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-32-INTDISP=	TelePresence Integrated 32in Display without codec	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-32-NO-MNT	TelePresence 500-32 No Mount	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-32-PED	TelePresence 500-32 Pedestal	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-32-PED=	TelePresence 500-32 Pedestal	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
CTS500-32-PEDBASE=	TelePresence 500-32 Pedestal Column	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-32-PEDCOL=	TelePresence 500-32 Pedestal Column	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-32-TABMT	TelePresence 500-32 Table top	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-32-TABMT=	TelePresence 500-32 Table top	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-UPHOUSNG-R	TelePresence 500 Upper Housing - Rear	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-UPHOUSNG-R=	TelePresence 500 Upper Housing - Rear	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTSC-500	Cisco TelePresence Express 500 System	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product Migration Options

Customers are encouraged to migrate to the Cisco TelePresence System MX200. Information about this product can be found at: <http://www.cisco.com/c/en/us/products/collaboration-endpoints/telepresence-mx-series/index.html>.

The MX200 Series is part of a redesigned, second-generation product line within the Cisco video collaboration room endpoints portfolio. This line of products offers easy installation and deployment, along with cost efficiency for broad scale and ease of use.

Start making video calls in as little as 8 minutes. Just place the MX200 device where you want it, plug it in, and type in user credentials. The MX200 is designed for small to medium-sized meeting rooms and spaces.

Additional capabilities include:

- Cisco TelePresence Touch 10 interface
- Dual display for an optimal content-viewing experience
- Four-way embedded Cisco MultiSite option for easy multiparty calling without the need for a multipoint control unit (MCU)
- Modern, sleek, and approachable design to increase aesthetic appeal and usability
- Auto provisioning and self-configuration that make the MX200 and MX200 G2 Series easy for IT to install on the network

Cisco TelePresence MX200 and MX300 G2 systems are designed and priced to bring the benefits of telepresence to more teams and meeting rooms. It's an ideal way to broadly deploy the Cisco TelePresence experience throughout your organization, or make your first move into lifelike video communications.

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 500-32 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 MX200, visit

<http://www.cisco.com/c/en/us/products/collaboration-endpoints/telepresence-mx-series/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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http://www.cisco.com/web/feeds/products/end_of_life_rss.xml.

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San Jose, CA

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