



End-of-Sale and End-of-Life Announcement for the Cisco TelePresence VX Clinical Assistant, Cisco TelePresence VX Tactical, Cisco TelePresence Synch, and Cisco TelePresence Extended Height Carts

EOL9346 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco TelePresence VX Clinical Assistant, Cisco TelePresence VX Tactical, Cisco TelePresence Synch, and Cisco TelePresence Extended Height Carts. The last day to order the affected product(s) is July 28, 2013. 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.

Cisco has reached an agreement with a third party, Avizia, for the continued development, sales, and support of these products, excluding the Cisco TelePresence VX Clinical Assistant, licensing Avizia the rights to manufacture products based on the designs of Cisco's vertical telepresence products. These products will be sold bearing Avizia labeling and branding. Cisco is exiting the business of selling the Cisco TelePresence VX Clinical Assistant.

Table 1. End-of-Life Milestones and Dates for the Cisco TelePresence VX Clinical Assistant, Cisco TelePresence VX Tactical, Cisco TelePresence Synch, and Cisco TelePresence Extended Height Carts

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.	July 12, 2013
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.	July 28, 2013
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 26, 2013
End of SW Maintenance Releases Date: HW	The last date that Cisco Engineering may release any final software maintenance releases or bug fixes. After this date, Cisco Engineering will no longer develop, repair, maintain, or test the product software.	July 28, 2014
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.	July 28, 2014
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.	July 28, 2014

Milestone	Definition	Date
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	October 23, 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.	July 31, 2018

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
ACC-CA-CM	Cisco Clinical Assistant PC Cabinet With Shelf	Not Available	-	-
ACC-CA-CM=	Cisco Clinical Assistant PC Cabinet With Shelf	Not Available	-	-
ACC-CA-DISP-ARM	Optional Display Arm for VXCA	Not Available	-	-
ACC-CA-DISP-ARM=	Optional Display Arm for VXCA	Not Available	-	-
ACC-CA-DM	Cisco Clinical Assistant DRAWER MODULE	Not Available	-	-
ACC-CA-DM=	Cisco Clinical Assistant DRAWER MODULE	Not Available	-	-
ACC-CA-DML	Cisco Clinical Assistant Drawer Module Lock	Not Available	-	-
ACC-CA-DML=	Cisco Clinical Assistant Drawer Module Lock	Not Available	-	-
ACC-CA-LT	Cisco Clinical Assistant Laptop Tray Module	Not Available	-	-
ACC-CA-LT=	Cisco Clinical Assistant Laptop Tray Module	Not Available	-	-
ACC-CA-RC	Cisco Clinical Assistant Medical-Grade Retractable Cord	Not Available	-	-
ACC-CA-RC=	Cisco Clinical Assistant Medical-Grade Retractable Cord	Not Available	-	-
ACC-CA-RN	Cisco Clinical Assistant Retractable Network Cord	Not Available	-	-
ACC-CA-RN=	Cisco Clinical Assistant Retractable Network Cord	Not Available	-	-
ACC-CA-SC	Cisco Clinical Assistant Splash Cover	Not Available	-	-
ACC-CA-SC=	Cisco Clinical Assistant Splash Cover	Not Available	-	-
ACC-CA-SH	Cisco Clinical Assistant Scope Hooks (2)	Not Available	-	-
ACC-CA-SH=	Cisco Clinical Assistant Scope Hooks (2)	Not Available	-	-
ACC-CA-SM	Cisco Clinical Assistant PC Shelf Module	Not Available	-	-
ACC-CA-SM=	Cisco Clinical Assistant PC Shelf Module	Not Available	-	-
ACC-CA-SP	Cisco Clinical Assistant Storage Pod	Not Available	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
ACC-CA-SP=	Cisco Clinical Assistant Storage Pod	Not Available	-	-
ACC-CA-WIFI-KIT	VX Clinical Assistant Wireless Kit	Not Available	-	-
ACC-CA-WM	Wireless Mount Only order ACC-CA-WIFI-KIT for mount with AP	Not Available	-	-
ACC-CA-WM=	Wireless Mount Only order ACC-CA-WIFI-KIT for mount with AP	Not Available	-	-
CA-24LED-DISPL=	Cisco Clinical Assistant 24" 1080p LED Backlight Display	Not Available	-	-
CA-AVSW-MOD=	Cisco Clinical Assistant Analog Video Switching, Controller	Not Available	-	-
CA-BATTERY-35AH=	Cisco Clinical Assistant 35 AH Sealed Lead Acid Battery	Not Available	-	-
CA-DVSW-MOD=	Cisco Clinical Assistant Digital Video Switching, Controller	Not Available	-	-
CA-MED-TRBC-110V=	Medical Grade Isolation Transformer 110V for VXCA and CPS	Not Available	-	-
CA-MED-TRBC-230V=	Medical Grade Isolation Transformer 230V for VXCA and CPS	Not Available	-	-
CA-MIC=	Cisco Clinical Assistant Custom Microphone	Not Available	-	-
CA2-24LED-DISPL=	Cisco Clinical Assistant 24" 1080p LED Backlight Display	Not Available	-	-
CAB-3.5MM-2XRCA=	3.5mmF to 2 x RCA M cable 6 in	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CAB-C20-RS232-DBG=	C20 RS232 Y Cable	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CAB-USB-A-B-15FT=	USB A to USB B 15 ft long	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-C20CODEC-K9-	Codec C20 buried option	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-CA2-K9	VX Clinical Assistant 110V AC and DC PWR	Not Available	-	-
CTS-CA2-P240V-K9	VX Clinical Assistant 240V AC and DC PWR	Not Available	-	-
CTS-MX-CART-EDU	Not Used	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-MX-CART-EDU=	Cart only? Does Not include codec or monitor	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-MX200-CART-K9	MX200 and Extended Height Cart Bundle	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-MX300-CART-K9	MX300 and Extended Height Cart Bundle	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-MX300-CART=	Cart Only for MX300	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-SYNC-SX20-KIT	Synch SX20 Accessory Kit	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-SYNC-SX20-KIT=	Synch SX20 Accessory Kit	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-SYNCH-C20-KIT	Synch C20 Accessory Kit Includes: cables, mounting bracket +	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-SYNCH-C20-KIT=	Synch C20 Accessory Kit Includes: cables, mounting bracket +	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-SYNCH-C40-K9	Synch Module w/C40 Codec And Accessory Kit	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-SYNCH-C40-KIT	Synch C40 Accessory Kit Includes: cables, mounting bracket +	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-SYNCH-C40-KIT=	Synch C40 Accessory Kit Includes: cables, mounting bracket +	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-SYNCH-SX20-K9	Synch SX20 Bundle	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-SYNCH-WBD	Synch Module WBD - Appliance	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-SYNCH-WBD-	White Board Synch - Buried Option	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-SYNCH-WBD=	White Board Synch	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-TACT-K9	Cisco TelePresence VX Tactical-Portable Compact Video Sys.	See the Product Migration Options section below for detailed information on replacing this product.	-	-
PWR-CORD-US-MED=	Spare - Hospital Grade Right Angle AC input cord US	Not Available	-	-

Product Migration Options

Customers may be able to purchase similar products, excluding the Cisco TelePresence VX Clinical Assistant, from Cisco Solutions Technology Integrator Partners, like Avizia. For more information, go to:

<http://www.aviziatech.com> or contact Avizia at info@aviziatech.com.

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, excluding Cisco TelePresence VX Clinical Assistant. 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 VX Tactical, Cisco TelePresence Synch, and Cisco TelePresence Extended Height Carts 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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http://www.cisco.com/web/feeds/products/end_of_life_rss.xml.

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