

## End-of-Sale and End-of-Life Announcement for the Cisco TelePresence Advanced Media Gateway

EOL9659

Cisco announces the end-of-sale and end-of-life dates for the Cisco TelePresence Advanced Media Gateway. The last day to order the affected product(s) is October 27, 2014. 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 Advanced Media Gateway

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.	April 28, 2014
<b>End-of-Sale Date</b>	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	October 27, 2014
<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.	January 25, 2015
<b>End of SW Maintenance Releases Date: HW</b>	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.	October 27, 2015
<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.	October 27, 2015
<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.	October 27, 2015
<b>End of Service Contract Renewal Date: HW</b>	The last date to extend or renew a service contract for the product.	January 22, 2019
<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.	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
CTI-3610-GWAM-K9	Cisco AM GW 3610 - Advanced Media Gateway 10HD/20VGA calls	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTI-3610-GWAM-K9=	SPARE AM GW 3610 - Advanced Media Gateway 10HD/20VGA calls	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTI-3610-GWAM=	Advanced Media Gateway AMGW-3610 10HD/20VGA calls	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-3610-GWAM-K9	License Key For 3610 AM GW Software Image, Used During DF	See the Product Migration Options section below for detailed information on replacing this product.	-	-
SW-3600-GWAM-K9	Software Image For 3600 AM GW, Latest Version	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 Expressway Series or Cisco TelePresence Video Communication Server. The Cisco Advanced Media Gateway enabled HD video interoperability with Microsoft OCS 2007 R2 and Lync 2010 HD. Video interoperability with Microsoft Lync 2013 is provided by the Cisco Expressway Series 8.1 and later (<http://www.cisco.com/en/US/products/ps13435/index.html>) and Cisco TelePresence Video Communication Server 8.1 and later (<http://www.cisco.com/en/US/products/ps11337/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](http://www.cisco.com/web/partners/incentives_and_promotions/tmp.html).

Customers may be able to continue to purchase Cisco TelePresence Advanced Media Gateway 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](http://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html).

---

## For More Information

For more information about the Cisco Expressway Series or Cisco TelePresence Video Communication Server, visit <http://www.cisco.com/en/US/products/ps13435/index.html> or <http://www.cisco.com/en/US/products/ps11337/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](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](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>.

## Subscribe for RSS Notifications for End-of-Life and End-of-Sale Notices

To subscribe to the End-of-Life and End-of-Sale RSS Feed, insert the following URL into your RSS application: [http://www.cisco.com/web/feeds/products/end\\_of\\_life\\_rss.xml](http://www.cisco.com/web/feeds/products/end_of_life_rss.xml).

Any authorized translation issued by Cisco Systems or affiliates of this end-of-life Product Bulletin is intended to help customers understand the content described in the English version. This translation is the result of a commercially reasonable effort; however, if there are discrepancies between the English version and the translated document, please refer to the English version, which is considered authoritative.



---

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

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices).

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: [www.cisco.com/go/trademarks](http://www.cisco.com/go/trademarks). Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)