

End-of-Sale and End-of-Life Announcement for the Cisco Multiparty Media 310 and 320

EOL11231

Cisco announces the end-of-sale and end-of-life dates for the Cisco Multiparty Media 310 and 320. The last day to order the affected product(s) is May 2, 2017. 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 Multiparty Media 310 and 320

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.	November 1, 2016
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.	May 2, 2017
Last Ship Date: App. SW, 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.	July 31, 2017
End of SW Maintenance Releases Date: App. SW, 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.	May 2, 2018
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.	May 2, 2018
End of New Service Attachment Date: App. SW, 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.	May 2, 2018
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	July 28, 2021
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	July 29, 2019
Last Date of Support: App. SW	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.	May 31, 2020
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.	May 31, 2022

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-310-MEDIA-K9	Hardware Child Unit for Cisco TelePresence Server 310	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTI-310-MEDIA-K9=	Encrypted Hardware Spare Unit, TelePresence Server 310	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTI-310-MPM1-K9	SMS Hardware Child Unit for Cisco TelePresence Server 310	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTI-310-MPM1-T-K9	SMS Hardware Child Unit for Cisco TelePresence Server 310	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTI-310-MPM2-K9	FOC Hardware Child Unit for Cisco TelePresence Server 310	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTI-310-MPM2-T-K9	FOC Hardware Child Unit for Cisco TelePresence Server 310	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTI-310-TS-K9	Cisco TelePresence Server 310	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTI-310-TS-K9=	Cisco TelePresence Server 310 Spare	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTI-310-TS-T-K9	Cisco TelePresence Server on Multipaty Media 310 (TAA)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTI-310-TS-T-K9=	Cisco TelePresence Server on Multipaty Media 310 (TAA) Spare	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTI-320-MEDIA-K9	Hardware Child Unit for TelePresence Server 320	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTI-320-MEDIA-K9=	Encrypted Hardware Spare Unit, TelePresence Server 320	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTI-320-MPM1-K9	SMS Hardware Child Unit for Cisco TelePresence Server 320	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTI-320-MPM1-T-K9	SMS Hardware Child Unit for Cisco TelePresence Server 320	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTI-320-MPM2-K9	FOC Hardware Child Unit for Cisco TelePresence Server 320	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
CTI-320-MPM2-T-K9	FOC Hardware Child Unit for Cisco TelePresence Server 310	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTI-320-TS-K9	Cisco TelePresence Server 320	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTI-320-TS-K9=	Cisco TelePresence Server 320 Spare	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTI-320-TS-T-K9	Cisco TelePresence Server on Multipaty Media 320 (TAA)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTI-320-TS-T-K9=	Cisco TelePresence Server on Multipaty Media 320 (TAA) Spare	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-300-1SL	Cisco TelePresence Server Screen License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-300-PLC	Cisco TelePresence Port License Conversion Key	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-300-TPI	Cisco TelePresence Server 3rd Party Multi-Screen Interop Key	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-AES-TS300-K9	TelePresence Server 300 Series Encryption Key, e-Del	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-AES-TS300-K9=	TelePresence Server 300 Series Encryption Key, e-Del	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-TS300-UPG-PAK	Cisco TelePresence Server 300 Series Upgrade PAK	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-300-1SL	Cisco TelePresence Server Screen License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-300-PMP-1SL	Cisco TelePresence Server Resource License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-300-TPI	Cisco TelePresence Server 3rd Party Multi-Screen Interop Key	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-310-TS-K9	License Key For TS on Media 310 Software Image	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-320-TS-K9	License Key For TS on Media 320 Software Image	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
LIC-AES-TS300-K9	TelePresence Server 300 Series Encryption Key	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-AES-TS300-K9=	TelePresence Server 300 Series Encryption Key, Phys Divy	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-PM-3X-ADD-UWL	Personal Multiparty Additional Capacity for 300 Platform	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-PM-3X-USR-UWL	Personal Multiparty Video for 300 Platform	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-PM-3X-USRA-UWL	Personal Multiparty Video for 300 Platform	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-PMP-300-USRA	Personal Multiparty Named Host License for 310/320 Platform	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-PMP-ADV-300	Personal Multiparty Named Host Adv Lic - 310 or 320 Platfm	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-PMP-ADV-3X-UWL	Personal Multiparty Named Host Upg from Basic to Adv-310/320	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-PMP-BTOA-300	Personal Multiparty Named Host Upg from Basic to Adv-310/320	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-TS300-PMP-PAK	PAK for e-Delivery TS Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
SW-300-V3.X-K9	Software Image for TelePresence Server on media 310/320 v3.x	See the Product Migration Options section below for detailed information on replacing this product.	-	-
SW-300-V4.X-K9	Software Image for TelePresence Server on media 310/320 v4.x	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product Migration Options

Cisco Multiparty Media 310 and 320 have been superseded by the Cisco Meeting Server 1000. Customers can continue to deploy the Cisco TelePresence Server virtually on the Cisco Meeting Server 1000 (as well as on Cisco UCS and third-party specification-based server platforms). There is no loss in functionality between the Meeting Server 1000 and the Multiparty Media 310 or 320, but the Meeting Server 1000 does offer greater capacity (84 HD ports instead of 12 HD and 24 HD ports, respectively). Information about the Cisco TelePresence Server can be found at: <http://www.cisco.com/c/en/us/products/collateral/conferencing/telepresence-server/datasheet-c78-736947.html>.

Customers are encouraged to migrate to multiparty licensing and also to the Cisco Meeting Server, which is Cisco's next-generation solution for on-premises video, audio, and web conferencing. An overview of migrating to multiparty licensing and to the Cisco Meeting Server can be found at:

<http://www.cisco.com/c/dam/en/us/products/collateral/conferencing/meeting-server/at-a-glance-c45-737497.pdf>.

More detailed product information can be found at:

<http://www.cisco.com/c/en/us/products/collateral/conferencing/meeting-server/datasheet-c78-737519.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 Multiparty Media 310 and 320 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 properly dispose 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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