



## End-of-Sale and End-of-Life Announcement for the Cisco Multiparty Media 820

EOL11232

Cisco announces the end-of-sale and end-of-life dates for the Cisco Multiparty Media 820. 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 820

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.	November 1, 2016
<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.	May 2, 2017
<b>Last Ship Date: App. SW, 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.	July 31, 2017
<b>End of SW Maintenance Releases Date: App. SW, 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.	May 2, 2018
<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.	May 2, 2018
<b>End of New Service Attachment Date: App. SW, 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.	May 2, 2018
<b>End of Service Contract Renewal Date: HW</b>	The last date to extend or renew a service contract for the product.	July 28, 2021
<b>End of Service Contract Renewal Date: App. SW</b>	The last date to extend or renew a service contract for the product.	July 29, 2019
<b>Last Date of Support: App. SW</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.	May 31, 2020
<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.	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-820-MED-K9++=	TAA Cisco MSE Multiparty Media 820 blade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTI-820-MEDIA-K9	Cisco MSE Multiparty Media 820 blade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTI-820-MEDIA-K9=	Cisco MSE Multiparty Media 820 blade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-8710-1SL	Ordr L-8000-CHLIC-PAKfor MSE-8710 1 TelPres Svr Scrn Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-AESCDN7-K9=	AES and HTTPS Enable Upgrade for MSE 8000 Series Blades	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-ATP-8710-1SL	Electronic Delivery-ATP Demo-MSE-8710 Telpres Svr TS 8710-1	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-820-BPC	Backplane Cluster Key For MSE 820	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-820-MEDIA-K9	License Key For MSE 820 Software Image, Used During DF	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-8710-1SL	MSE-8710 Telepresence Server TS 8710 - 1 screen license	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-8710-HVB-1SL	Telepresence Server 8710 - 1 screen license for HCS Video Bu	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-8710-PMP-1SL	Cisco TelePresence Server Resource License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-AESCDN7-K9	AES and HTTPS Enable Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-AESCDN7-K9=	AES and HTTPS Enable Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-ATP-8710-1SL	ATP Demo-MSE-8710 Telepresence Server TS 8710-1 screen lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
SW-820-V4.X-K9	Software Image v4.x MSE 820	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
SW-8710-V2.3-K9	Software Image v2.3 MSE 8710 Telepresence Blade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
SW-8710-V4.X-K9	Software Image v4.x MSE 8710 Telepresence Blade	See the Product Migration Options section below for detailed information on replacing this product.	-	-

## Product Migration Options

There is no direct replacement for Cisco Multiparty Media 820. Customers wishing to stay on the Cisco TelePresence Server solution and expand their existing deployment 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). 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 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 Meeting Server 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](http://www.cisco.com/web/partners/incentives_and_promotions/tmp.html).

Customers may be able to continue to purchase the Cisco Multiparty Media 820 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](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](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)