



End-of-Sale and End-of-Life Announcement for the Cisco TelePresence SX20 Quick Set with 2.5x Camera

EOL10574 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco TelePresence SX20 Quick Set with 2.5x Camera. The last day to order the affected product(s) is April 29, 2016. 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 SX20 Quick Set with 2.5x Camera

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.	April 29, 2016
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.	July 28, 2016
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.	April 29, 2017
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.	April 29, 2017
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	July 25, 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.	April 30, 2021

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
BRKT-PHD2.5X-MON	SX20 Bracket mounting for 2.5X PHDCAM to monitor	There is currently no replacement product available for this product.	-	-
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End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CTS-PHD-2.5X	For auto expand PHD Camera 2.5x	CTS-PHD1080P4XS2	PrecisionHD Camera 1080p 4x Gen 2	The 2.5X camera is discontinued. Substitutes are SX20 with 4X camera or the SX10
CTS-PHD-2.5X+	For auto expand PHD Camera 2.5x	CTS-PHD1080P4XS2+	PrecisionHD Camera 1080p 4x SX20 auto expand	The 2.5X camera is discontinued. Substitutes are SX20 with 4X camera or the SX10
CTS-PHD-2.5X=	PrecisionHD Cam 2.5x (Spare)	CTS-PHD1080P4XS2=	PrecisionHD Camera 1080p 4x Gen 2	The 2.5X camera is discontinued. Substitutes are SX20 with 4X camera or the SX10
CTS-SX20N-C-P20-K9	SX20 Quick Set w/ P20 Cam, 1 mic, remote cntrl	CTS-SX10N-K9	SX10 HD w/ wall mount, int 5x cam and mic	The 2.5X camera is discontinued. Substitutes are SX20 with 4X camera or the SX10
CTS-SX20N-C-P20-K9	SX20 Quick Set w/ P20 Cam, 1 mic, remote cntrl	CTS-SX20-PHD4X-K9	SX20 Quick Set HD, NPP, 4x PHDCam, 1 mic, remote cntrl	The 2.5X camera is discontinued. Substitutes are SX20 with 4X camera or the SX10
CTS-SX20PHD2.5X-K9	SX20 Quick Set HD, NPP, 2.5x PHDCam, 1 mic, remote cntrl	CTS-SX10N-K9	SX10 HD w/ wall mount, int 5x cam and mic	The 2.5X camera is discontinued. Substitutes are SX20 with 4X camera or the SX10
CTS-SX20PHD2.5X-K9	SX20 Quick Set HD, NPP, 2.5x PHDCam, 1 mic, remote cntrl	CTS-SX20-PHD4X-K9	SX20 Quick Set HD, NPP, 4x PHDCam, 1 mic, remote cntrl	The 2.5X camera is discontinued. Substitutes are SX20 with 4X camera or the SX10

Product Migration Options

Customers are encouraged to migrate to the Cisco TelePresence SX20 or SX10 Quick Set (product part number CTS-SX20-PHD4X-K9 or CTS-SX10-K9). Information about this product can be found at:

<http://www.cisco.com/c/en/us/products/collaboration-endpoints/telepresence-sx20-quick-set/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.

Customers may be able to continue to purchase the Cisco TelePresence SX20 Quick Set with 2.5x Camera 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 TelePresence SX20 and SX10 Quick Set, visit <http://www.cisco.com/c/en/us/products/collaboration-endpoints/telepresence-sx20-quick-set/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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