



End-of-Sale and End-of-Life Announcement for the Cisco TelePresence IX5000 Series

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Overview

EOL13226

Cisco announces the end-of-sale and end-of-life dates for the Cisco TelePresence IX5000 Series. The last day to order the affected product(s) is October 25, 2019. 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.

Note: For customers with continued interest in this product and the immersive space, please reach out to your Cisco Sales Account Manager or Partner Account Manager.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco TelePresence IX5000 Series

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 25, 2019
End-of-Sale Date: HW	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	October 25, 2019
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 25, 2019
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.	October 24, 2020
End of Vulnerability/Security Support: HW	The last date that Cisco Engineering may release a planned maintenance release or scheduled software remedy for a security vulnerability issue.	October 24, 2022
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.	October 24, 2020
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.	October 24, 2020

Milestone	Definition	Date
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	January 20, 2024
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.	October 31, 2024

HW = Hardware OS SW = Operating System Software App. SW = Application Software

Product part numbers

Table 2. Product part numbers affected by this announcement

End-of-Sale Product Part Number	Product Description
CTS-5K-18-SEAT-UPG	CTS-IX5000 6 Seat Table to 18 Seat Table Upgrade Kit
CTS-5K-6-SEAT-TBL	CTS-IX5000 6 Seat Table Option
CTS-5K-70-G1	CTS-IX5000 70 Display, 1 Qty
CTS-5K-70-G1=	CTS-IX5000 70 Display, 1 Qty
CTS-5K-AMP-PWR	CTS-IX5000 Audio Amplifier Power Brick
CTS-5K-AMP-PWR=	CTS-IX5000 Audio Amplifier Power Brick
CTS-5K-AMP-SUBWFR	CTS-IX5000 Audio Subwoofer Amplifier
CTS-5K-AMP-SUBWFR=	CTS-IX5000 Audio Subwoofer Amplifier
CTS-5K-BZL-KIT	CTS-IX5000 Horizontal and Vertical Display Bezel
CTS-5K-BZL-KIT=	CTS-IX5000 Horizontal and Vertical Display Bezel
CTS-5K-CAM-CLSTR	CTS-IX5000 Camera Cluster
CTS-5K-CAM-CLSTR=	CTS-IX5000 Camera Cluster
CTS-5K-CAM-HS	CTS-IX5000 Plastic Camera Housing
CTS-5K-CAM-HS=	CTS-IX5000 Plastic Camera Housing
CTS-5K-CAM-TOOL	CTS-IX5000 Camera Alignment Tool, QTY 2
CTS-5K-CAM-TOOL=	CTS-IX5000 Camera Alignment Tool, QTY 2
CTS-5K-CBL-70DSP	CTS-IX5000 Cable kit for main the main displays
CTS-5K-CBL-70DSP=	CTS-IX5000 Cable kit for main the main displays

End-of-Sale Product Part Number	Product Description
CTS-5K-CBL-AUX-6M=	HDMI-DVI display cable for data displays, 6M
CTS-5K-CBL-B-KIT	CTS-IX5000 Back Row Table Cable Kit
CTS-5K-CBL-CODEC	CTS-IX5000 Cable kit for the Encoder
CTS-5K-CBL-CODEC=	CTS-IX5000 Cable kit for the Encoder
CTS-5K-CBL-CUP-KIT	CTS-IX5000 Presentation Cable Cup
CTS-5K-CBL-CUP=	CTS-IX5000 Presentation Cable Cup
CTS-5K-CBL-DISP=	CTS-IX5000 3m HDMI-DVI display cable
CTS-5K-CBL-EP	CTS-IX5000 Cable Kit for speaker, lights and camera
CTS-5K-CBL-EP=	CTS-IX5000 Cable Kit for speaker, lights and camera
CTS-5K-CBL-F-KIT	CTS-IX5000 Front Row Table Cable Kit
CTS-5K-CBL-HOST	CTS-IX5000 Cable kit for the Host CPU
CTS-5K-CBL-HOST=	CTS-IX5000 Cable kit for the Host CPU
CTS-5K-CBL-R1-AC	CTS-IX5000 Cable kit, front row AC cables
CTS-5K-CBL-R1-AC=	CTS-IX5000 Cable kit, front row AC cables
CTS-5K-CBL-R1-LAP	CTS-IX5000 Cable kit, front row table Ethernet Lapconns
CTS-5K-CBL-R1-LAP=	CTS-IX5000 Cable kit, front row table Ethernet Lapconns
CTS-5K-CBL-R1-MIC	CTS-IX5000 Cable kit, front row table audio
CTS-5K-CBL-R1-MIC=	CTS-IX5000 Cable kit, front row table audio
CTS-5K-CBL-R1-SW	CTS-IX5000 Cable kit, front row table switch
CTS-5K-CBL-R1-SW=	CTS-IX5000 Cable kit, front row table switch
CTS-5K-CBL-R2-AC	CTS-IX5000 Cable kit, back row AC cables
CTS-5K-CBL-R2-AC=	CTS-IX5000 Cable kit, back row AC cables
CTS-5K-CBL-R2-LAP	CTS-IX5000 Cable kit, back row table Ethernet Lapconns
CTS-5K-CBL-R2-LAP=	CTS-IX5000 Cable kit, back row table Ethernet Lapconns
CTS-5K-CBL-R2-MIC	CTS-IX5000 Cable kit, back row table audio
CTS-5K-CBL-R2-MIC=	CTS-IX5000 Cable kit, back row table audio
CTS-5K-CBL-R2-SW	CTS-IX5000 Cable kit, back row switches

End-of-Sale Product Part Number	Product Description
CTS-5K-CBL-R2-SW=	CTS-IX5000 Cable kit, back row switches
CTS-5K-CBL-RTR-KIT	CTS-IX5000 Presentation cable, Retractor Assy
CTS-5K-CBL-RTR=	CTS-IX5000 Presentation cable, Retractor Assy
CTS-5K-CBL-RUN	CTS-IX5000 Cable Runner Assy
CTS-5K-CBL-RUN-A	CTS-IX5000 Cable Runner Assy For Use With Lower Aux Display
CTS-5K-CBL-RUN-A=	CTS-IX5000 42 Aux Display Brackets and Cable Runner
CTS-5K-CBL-RUN=	CTS-IX5000 Cable Runner Assy
CTS-5K-CBL-SUBW	CTS-IX5000 Cable Kit for the Subwoofer
CTS-5K-CBL-SUBW=	CTS-IX5000 Cable Kit for the Subwoofer
CTS-5K-CTRL-DVX-10	Touch 10 Control Device - selectable option for IX5x00
CTS-5K-DISP42	CTS-IX5000 42
CTS-5K-DISP42=	CTS-IX5000 42
CTS-5K-ENCODER	CTS-IX5000 Encoder / Decoder for World Wide Shipment
CTS-5K-ENCODER-CH	CTS-IX5000 Encoder / Decoder For China Only
CTS-5K-ENCODER-CH=	CTS-IX5000 Encoder / Decoder For China Only
CTS-5K-ENCODER=	CTS-IX5000 Encoder / Decoder for World Wide Shipment
CTS-5K-EP-CBL-KIT	CTS-IX5000 Endpoint Cable Kit
CTS-5K-EP-HW-KIT	CTS-IX5000 Endpoint Hardware Kit
CTS-5K-EP-HW-KIT=	CTS-IX5000 Endpoint Hardware Kit
CTS-5K-EP-PDU	CTS-IX5000 End Point Power Distribution Unit, 1 Qty
CTS-5K-EP-PDU=	CTS-IX5000 End Point Power Distribution Unit, 1 Qty
CTS-5K-FAB-PNL-B	CTS-IX5000 Back Table Panels Fabric Set
CTS-5K-FAB-PNL-B=	CTS-IX5000 Back Table Panels Fabric Set
CTS-5K-FAB-PNL-EP	CTS-IX5000 End-Point Panel Fabric Set
CTS-5K-FAB-PNL-EP=	CTS-IX5000 End-Point Panel Fabric Set
CTS-5K-FAB-PNL-F	CTS-IX5000 Front Row Table Panels Fabric Set
CTS-5K-FAB-PNL-F=	CTS-IX5000 Front Row Table Panels Fabric Set

End-of-Sale Product Part Number	Product Description
CTS-5K-FASCIA-KIT	CTS-IX5000 Fascia Top and Bottom
CTS-5K-FASCIA-KIT=	CTS-IX5000 Fascia Top and Bottom
CTS-5K-HOSTCPU	CTS-IX5000 Host CPU for World Wide Shipment
CTS-5K-HOSTCPU-CH	CTS-IX5000 Host CPU For China Only
CTS-5K-HOSTCPU-CH=	CTS-IX5000 Host CPU For China Only
CTS-5K-HOSTCPU=	CTS-IX5000 Host CPU for World Wide Shipment
CTS-5K-HW-BR-KIT	CTS-IX5000 Back Row Table Hardware Kit
CTS-5K-HW-BR-KIT=	CTS-IX5000 Back Row Table Hardware Kit
CTS-5K-HW-FR-KIT	CTS-IX5000 Front Row Table Hardware Kit
CTS-5K-HW-FR-KIT=	CTS-IX5000 Front Row Table Hardware Kit
CTS-5K-LC-SWITCH	Catalyst 2960C Switch 12 FE PoE, 2 x Dual Uplink, Lan Base
CTS-5K-LED-KIT	CTS-IX5000 LED Light Fixtures Kit
CTS-5K-LED-KIT=	CTS-IX5000 LED Light Fixtures Kit
CTS-5K-LEGS-BACK	CTS-IX5000 Table Back Row Legs
CTS-5K-LEGS-BACK=	CTS-IX5000 Table Back Row Legs
CTS-5K-LEGS-FRNT	CTS-IX5000 Table Front Row Legs
CTS-5K-LEGS-FRNT=	CTS-IX5000 Table Front Row Legs
CTS-5K-LPS-MECH	Mechanical Kit for Lapconn Switch
CTS-5K-LPS-MECH=	Mechanical Kit for Lapconn Switch
CTS-5K-MECH-FRAME	CTS-IX5000 Endpoint Frame Kit
CTS-5K-MECH-FRAME=	CTS-IX5000 Endpoint Frame Kit
CTS-5K-MIC	CTS-IX5000 Microphone, 1 Qty
CTS-5K-MIC-TA	CTS-IX5000 Turn Around Microphone, 1 Qty
CTS-5K-MIC-TA=	CTS-IX5000 Backward Facing Microphone, 1 Qty
CTS-5K-MIC=	CTS-IX5000 Microphone, 1 Qty
CTS-5K-MTL-BR-KIT	CTS-IX5000 Back Row Table Sheetmetal Kit
CTS-5K-MTL-BR-KIT=	CTS-IX5000 Back Row Table Sheetmetal Kit

End-of-Sale Product Part Number	Product Description
CTS-5K-MTL-FR-KIT	CTS-IX5000 Front Row Table Sheetmetal Kit
CTS-5K-MTL-FR-KIT=	CTS-IX5000 Front Row Table Sheetmetal Kit
CTS-5K-MUTE-BTN	CTS-IX5000 Mute Button
CTS-5K-MUTE-BTN=	CTS-IX5000 Mute Button
CTS-5K-R2-15M-DP=	Mic cable, 15m
CTS-5K-SEISMIC	CTS-IX5000 Seismic Bracket Kit
CTS-5K-SEISMIC=	CTS-IX5000 Seismic Bracket Kit
CTS-5K-SPKR	CTS-IX5000 Main Speakers, 1 Qty
CTS-5K-SPKR=	CTS-IX5000 Spare Main Speaker, 1 Qty
CTS-5K-SUBWOOFER	CTS-IX5000 Audio Subwoofer
CTS-5K-SUBWOOFER=	CTS-IX5000 Audio Subwoofer
CTS-5K-TBL-H-18S	CTS-IX5000 Front and Back Row Hickory Table Tops, 18 Seats
CTS-5K-TBL-H-18S=	CTS-IX5000 Front and Back Row Hickory Table Tops, 18 Seats
CTS-5K-TBL-H-6S	CTS-IX5000 Front Row Hickory Table Top, 6 Seats
CTS-5K-TBL-H-6S=	CTS-IX5000 Front Row Hickory Table Top, 6 Seats
CTS-5K-TBL-M-18S	CTS-IX5000 Front and Back Row Maple Table Tops, 18 Seats
CTS-5K-TBL-M-18S=	CTS-IX5000 Front and Back Row Maple Table Tops, 18 Seats
CTS-5K-TBL-PDU	CTS-IX5000 Power Distribution Unit for Table, 1 Qty
CTS-5K-TBL-PDU=	CTS-IX5000 Power Distribution Unit for Table, 1 Qty
CTS-5K-TBL-W-18S	CTS-IX5000 Front and Back Row Walnut Table Tops, 18 Seats
CTS-5K-TBL-W-18S=	CTS-IX5000 Front and Back Row Walnut Table Tops, 18 Seats
CTS-5K-TBL-W-6S	CTS-IX5000 Front Row Walnut Table Top, 6 Seats
CTS-5K-TBL-W-6S=	CTS-IX5000 Front Row Walnut Table Top, 6 Seats
CTS-5K-TDM	CTS-IX5000 Time Division Multiplex
CTS-5K-TDM=	CTS-IX5000 Time Division Multiplex
CTS-5K-THERM-PNLS	CTS-IX5000 Endpoint Thermoform Panels
CTS-5K-THERM-PNLS=	CTS-IX5000 Endpoint Thermoform Panels

End-of-Sale Product Part Number	Product Description
CTS-5K-UI-SWITCH	Catalyst 2960C Switch 8 FE PoE, 2 x Dual Uplink, LAN Base
CTS-5K-WHTBD-TOOL	CTS-IX5000 Whiteboard Alignment Tool, QTY 4
CTS-5K-WHTBD-TOOL=	CTS-IX5000 Whiteboard Alignment Tool, QTY 4
CTS-IX5000	Cisco TelePresence IX5000
CTS-IX5000-DEV-KIT	Cisco TelePresence IX5000 Dev Kit - For ATP Partners Only
CTS-IX5200	Cisco TelePresence IX5200
CTS-LAPCONN-AP	TelePresence Laptop Connectivity - Asia Pacific
CTS-LAPCONN-AP=	TelePresence Laptop Connectivity - Asia Pacific
CTS-LAPCONN-AR	TelePresence Laptop Connectivity - Argentina
CTS-LAPCONN-AR=	TelePresence Laptop Connectivity - Argentina
CTS-LAPCONN-AU	TelePresence Laptop Connectivity - Australia
CTS-LAPCONN-AU=	TelePresence Laptop Connectivity - Australia
CTS-LAPCONN-BZ	TelePresence Laptop Connectivity - Brazil
CTS-LAPCONN-BZ=	TelePresence Laptop Connectivity - Brazil
CTS-LAPCONN-CE	TelePresence Laptop Connectivity - Central Europe
CTS-LAPCONN-CE=	TelePresence Laptop Connectivity - Central Europe
CTS-LAPCONN-CN	TelePresence Laptop Connectivity - China
CTS-LAPCONN-CN=	TelePresence Laptop Connectivity - China
CTS-LAPCONN-ID	TelePresence Laptop Connectivity - India, UAE
CTS-LAPCONN-ID=	TelePresence Laptop Connectivity - India, UAE, S Africa
CTS-LAPCONN-ISR	TelePresence Laptop Connectivity - Israel
CTS-LAPCONN-ISR=	TelePresence Laptop Connectivity - Israel
CTS-LAPCONN-ITA	TelePresence Laptop Connectivity - Italy
CTS-LAPCONN-ITA=	TelePresence Laptop Connectivity - Italy
CTS-LAPCONN-JP	TelePresence Laptop Connectivity - Japan
CTS-LAPCONN-JP=	TelePresence Laptop Connectivity - Japan
CTS-LAPCONN-NA	TelePresence Laptop Connectivity - North America

End-of-Sale Product Part Number	Product Description
CTS-LAPCONN-NA=	TelePresence Laptop Connectivity For Knee Knockers - NA
CTS-LAPCONN-SA	TelePresence Laptop Connectivity - South Africa
CTS-LAPCONN-SA=	TelePresence Laptop Connectivity - South Africa
CTS-LAPCONN-SK	TelePresence Laptop Connectivity - Slovakia - Type E socket
CTS-LAPCONN-SK=	TelePresence Laptop Connectivity - Slovakia - Type E socket
CTS-LAPCONN-SWI	TelePresence Laptop Connectivity - Switzerland
CTS-LAPCONN-SWI=	TelePresence Laptop Connectivity - Switzerland
CTS-LAPCONN-UK	TelePresence Laptop Connectivity - United Kingdom
CTS-LAPCONN-UK=	TelePresence Laptop Connectivity - United Kingdom
CTS-MON-42-WW	Cisco TelePresence 42 Inch Auxiliary Display - World Wide
CTS-MON-55-WW	Cisco TelePresence 55 Inch Auxiliary Display - World Wide
CTS-MON-55-WW=	Cisco TelePresence 55 Inch Auxiliary Display - World Wide
PWR-CORD-JP	TelePresence NEMA 15 Power Cord - Japan
PWR-CORD-JP=	TelePresence NEMA 15 Power Cord - Japan
PWR-CORD-NA	TelePresence NEMA 15 Power Cord - North America
PWR-CORD-NA=	TelePresence NEMA 15 Power Cord - North America
PWR-CORD10-AP	TelePresence 10 Power Cord - Asia Pacific
PWR-CORD10-AP=	TelePresence 10 Power Cord - Asia Pacific
PWR-CORD10-AR	TelePresence 10 Power Cord - Argentina
PWR-CORD10-AR=	TelePresence 10 Power Cord - Argentina
PWR-CORD10-AU	TelePresence 10 Power Cord - Australia
PWR-CORD10-AU=	TelePresence 10 Power Cord - Australia
PWR-CORD10-CE	TelePresence 10 Power Cord - Central Europe
PWR-CORD10-CE=	TelePresence 10 Power Cord - Central Europe
PWR-CORD10-CN	TelePresence 10 Power Cord - China
PWR-CORD10-CN=	TelePresence 10 Power Cord - China
PWR-CORD10-ID	TelePresence 10 Power Cord - India, UAE

End-of-Sale Product Part Number	Product Description
PWR-CORD10-ID=	TelePresence 10 Power Cord - India, UAE
PWR-CORD10-ISR	TelePresence 10 Power Cord - Israel
PWR-CORD10-ISR=	TelePresence 10 Power Cord - Israel
PWR-CORD10-ITA	TelePresence 10 Power Cord - Italy
PWR-CORD10-ITA=	TelePresence 10 Power Cord - Italy
PWR-CORD10-JP	TelePresence 10 Power Cord - Japan
PWR-CORD10-JP=	TelePresence 10 Power Cord - Japan
PWR-CORD10-NA	TelePresence 10 Power Cord - North America
PWR-CORD10-NA=	TelePresence 10 Power Cord - North America
PWR-CORD10-SA	TelePresence 10 Power Cord - South Africa
PWR-CORD10-SA=	TelePresence 10 Power Cord - South Africa
PWR-CORD10-SWI	TelePresence 10 Power Cord - Switzerland
PWR-CORD10-SWI=	TelePresence 10 Power Cord - Switzerland
PWR-CORD10-UK	TelePresence 10 Power Cord - United Kingdom
PWR-CORD10-UK=	TelePresence 10 Power Cord - United Kingdom

Product migration options

There is no replacement available for the Cisco TelePresence IX5000 Series at this time.

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:

https://www.cisco.com/web/partners/incentives_and_promotions/tmp.html.

Customers may be able to continue to purchase the Cisco TelePresence IX5000 Series 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:

<https://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:

https://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:

https://www.cisco.com/en/US/products/products_end-of-life_policy.html.

For more information about the Cisco Product Warranties, go to:

https://www.cisco.com/en/US/products/prod_warranties_listing.html.

To subscribe to receive end-of-life/end-of-sale information, go to:

<https://www.cisco.com/cisco/support/notifications.html>.

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