



End-of-Sale and End-of-Life Announcement for the Cisco TelePresence System Quick Set C20

EOL9038

Cisco announces the end-of-sale and end-of-life dates for the Cisco TelePresence System Quick Set C20. The last day to order the affected product(s) is August 6, 2013. 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 System Quick Set C20

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.	February 5, 2013
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.	August 6, 2013
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.	November 4, 2013
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.	August 6, 2014
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.	August 6, 2014
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.	August 6, 2014
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	November 1, 2017
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.	August 31, 2018

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
CTS-ATP-QSC20-K9	ATP Demo - Quick Set w/C20	There is currently no replacement product available for this product.		
CTS-ATP-QSC20-MIC	ATP Demo - Precision Microphone 20	There is currently no replacement product available for this product.		
CTS-ATP-QSC20-WMK	ATP Demo - Wall Mount Kit for Quick Set	There is currently no replacement product available for this product.		
CTS-C20CODEC-K9	C20 Codec	There is currently no replacement product available for this product.		
CTS-C20CODEC-K9=	C20 Codec - Spare	There is currently no replacement product available for this product.		
CTS-C20CODEC=	C20 CODEC Non Encrypted Version Spare	There is currently no replacement product available for this product.		
CTS-PHD1080P4XS1	PrecisionHD 1080p Camera w 4x zoom - not sold stand alone	There is currently no replacement product available for this product.		
CTS-PHD1080P4XS1+	PrecisionHD 1080p Camera w 4x zoom, autoexpand usage only	There is currently no replacement product available for this product.		
CTS-PHD1080P4XS1=	PrecisionHD 1080p x4 - Silver	There is currently no replacement product available for this product.		
CTS-QSC20-K9	QuickSet C20 with NPP, 1 mic, remote control	CTS-SX20-PHD12X-K9	SX20 Quick Set HD, NPP, 12xPHDCam, 1 mic, remote cntrl	--
CTS-QSC20-K9	QuickSet C20 with NPP, 1 mic, remote control	CTS-SX20-PHD4X-K9	SX20 Quick Set HD, NPP, 4x PHDCam, 1 mic, remote cntrl	--
CTS-QSC20-W12-K9	QuickSet HD C20 - Incl NPP, 12X PHD1080pCam, Mic, Rmt, Cbls	CTS-SX20-PHD12X-K9	SX20 Quick Set HD, NPP, 12xPHDCam, 1 mic, remote cntrl	--
CTS-QSC20-W4-K9	QuickSet HD C20 - Incl NPP, 4X PHD1080pCam, Mic, Rmt, Cbls	CTS-SX20-PHD4X-K9	SX20 Quick Set HD, NPP, 4x PHDCam, 1 mic, remote cntrl	--
CTS-QSC20-WMK	QuickSet C20 - Wall Mount Kit	There is currently no replacement product available for this product.		
CTS-QSC20-WMK=	Quick Set 20 Wall Mount Kit	There is currently no replacement product available for this product.		
CTS-QSC20SD-K9	Standard Definition QSC20 w NPP, 1 Mic, Remote, Cables	There is currently no replacement product available for this product.		
CTS-QSC20SD-W12-K9	Standard Definition QS C20 w NPP Microphone, Remote, Cables	There is currently no replacement product available for this product.		
CTS-QSC20SD-W4-K9	Standard Definition QS C20 w NPP Microphone, Remote, Cables	There is currently no replacement product available for this product.		
L-ATP-QS-PAK	Electronic delivery PAK for ATP Demo QuickSet	There is currently no replacement product available for this product.		

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
L-ATP-QSC20-DD	Electronic Delivery - ATP Demo - Quick Set w/C20	There is currently no replacement product available for this product.		
L-ATP-QSC20-PR	Electronic Delivery - ATP Demo - Quick Set w/C20	There is currently no replacement product available for this product.		
L-QS-PAK	Electronic delivery PAK for QuickSet	There is currently no replacement product available for this product.		
L-QSC20-DD	Order L-QS-PAK for E-delivery of C20 Dual Display Option	There is currently no replacement product available for this product.		
L-QSC20-HD	Order L-QS-PAK for E-delivery of QS C20 High Def Option	There is currently no replacement product available for this product.		
L-QSC20-PR	Order L-QS-PAK for E-delivery of QSC20 Premium Res. Option	There is currently no replacement product available for this product.		
LIC-ATP-QSC20-DD	ATP Demo - Quick Set w/C20	There is currently no replacement product available for this product.		
LIC-ATP-QSC20-PR	ATP Demo - Quick Set w/C20	There is currently no replacement product available for this product.		
LIC-QCXX-NPP	Quick Set MXP Natural Presenter Package (NPP) Option	There is currently no replacement product available for this product.		
LIC-QSC20	Quick Set License Key	There is currently no replacement product available for this product.		
LIC-QSC20-DD	C20 Dual Display Option	There is currently no replacement product available for this product.		
LIC-QSC20-HD	Quick Set License Key for HD	There is currently no replacement product available for this product.		
LIC-QSC20-PR	C20 Premium Resolution Option	There is currently no replacement product available for this product.		

Product Migration Options

Customers are encouraged to migrate to the Cisco TelePresence SX20 Quick Set. Information about this product can be found at: <http://www.cisco.com/en/US/products/ps12153/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 System Quick Set C20 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.

For More Information

For more information about the Cisco TelePresence SX20 Quick Set, visit

<http://www.cisco.com/en/US/products/ps12153/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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