End-of-Sale and End-of-Life Announcement for the Tandberg Classic 1000

EOL7817 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Tandberg Classic 1000. The last day to order the affected product(s) is January 30, 2005. 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 until the termination date of the contract, even if this date exceeds the Last Date of Support shown in Table 1.

Table 1.   End-of-Life Milestones and Dates for the Tandberg Classic 1000

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.	August 1, 2004
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.	January 30, 2005
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.	April 30, 2005
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.	January 30, 2006
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.	January 30, 2006
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	April 27, 2009
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.	January 31, 2010

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-1000-1121001US	1121001US TANDBERG 1000 (384Kb)	CP-9971-C-K9	Cisco Unified IP Endpoint 9971, Charcoal, Thick handset	-
CTS-1000-1121001US	1121001US TANDBERG 1000 (384Kb)	CTS-E20-K9	E20	-
CTS-1000-1121001US	1121001US TANDBERG 1000 (384Kb)	CTS-EX60-K9	EX60 - NPP, Touch UI	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CTS-1000-1121002N	1121002N TANDBERG 1000 384/768 PP NTSC	CP-9971-C-K9	Cisco Unified IP Endpoint 9971, Charcoal, Thick handset	-
CTS-1000-1121002N	1121002N TANDBERG 1000 384/768 PP NTSC	CTS-E20-K9	E20	-
CTS-1000-1121002N	1121002N TANDBERG 1000 384/768 PP NTSC	CTS-EX60-K9	EX60 - NPP, Touch UI	-
CTS-1000-112100N	112100N TANDBERG 1000(384 kbps ISDN/768 kbps IP)	CP-9971-C-K9	Cisco Unified IP Endpoint 9971, Charcoal, Thick handset	-
CTS-1000-112100N	112100N TANDBERG 1000(384 kbps ISDN/768 kbps IP)	CTS-E20-K9	E20	-
CTS-1000-112100N	112100N TANDBERG 1000(384 kbps ISDN/768 kbps IP)	CTS-EX60-K9	EX60 - NPP, Touch UI	-
CTS-1000-112100UK	112100UK TANDBERG 1000 384 UK	CP-9971-C-K9	Cisco Unified IP Endpoint 9971, Charcoal, Thick handset	-
CTS-1000-112100UK	112100UK TANDBERG 1000 384 UK	CTS-E20-K9	E20	-
CTS-1000-112100UK	112100UK TANDBERG 1000 384 UK	CTS-EX60-K9	EX60 - NPP, Touch UI	-
CTS-1000-112100US	112100US TANDBERG 1000 384 US	CP-9971-C-K9	Cisco Unified IP Endpoint 9971, Charcoal, Thick handset	-
CTS-1000-112100US	112100US TANDBERG 1000 384 US	CTS-E20-K9	E20	-
CTS-1000-112100US	112100US TANDBERG 1000 384 US	CTS-EX60-K9	EX60 - NPP, Touch UI	-
CTS-1000-1121022N	1121022N TANDBERG 1000 128 PP NTSC	CP-9971-C-K9	Cisco Unified IP Endpoint 9971, Charcoal, Thick handset	-
CTS-1000-1121022N	1121022N TANDBERG 1000 128 PP NTSC	CTS-E20-K9	E20	-
CTS-1000-1121022N	1121022N TANDBERG 1000 128 PP NTSC	CTS-EX60-K9	EX60 - NPP, Touch UI	-
CTS-1000-112102EU	112102EU TANDBERG 1000 128 Euro	CP-9971-C-K9	Cisco Unified IP Endpoint 9971, Charcoal, Thick handset	-
CTS-1000-112102EU	112102EU TANDBERG 1000 128 Euro	CTS-E20-K9	E20	-
CTS-1000-112102EU	112102EU TANDBERG 1000 128 Euro	CTS-EX60-K9	EX60 - NPP, Touch UI	-
CTS-1000-112102P	112102P TANDBERG 1000(128 kbps ISDN/768 kbps IP)	CP-9971-C-K9	Cisco Unified IP Endpoint 9971, Charcoal, Thick handset	-
CTS-1000-112102P	112102P TANDBERG 1000(128 kbps ISDN/768 kbps IP)	CTS-E20-K9	E20	-
CTS-1000-112102P	112102P TANDBERG 1000(128 kbps ISDN/768 kbps IP)	CTS-EX60-K9	EX60 - NPP, Touch UI	-
CTS-1000-113166P	113166P TANDBERG 1000 IP 384 PAL	CP-9971-C-K9	Cisco Unified IP Endpoint 9971, Charcoal, Thick handset	-
CTS-1000-113166P	113166P TANDBERG 1000 IP 384 PAL	CTS-E20-K9	E20	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CTS-1000-113166P	113166P TANDBERG 1000 IP 384 PAL	CTS-EX60-K9	EX60 - NPP, Touch UI	-
CTS-1000-1135901N	1135901N TANDBERG 1000 (768 kbps IP)	CP-9971-C-K9	Cisco Unified IP Endpoint 9971, Charcoal, Thick handset	-
CTS-1000-1135901N	1135901N TANDBERG 1000 (768 kbps IP)	CTS-E20-K9	E20	-
CTS-1000-1135901N	1135901N TANDBERG 1000 (768 kbps IP)	CTS-EX60-K9	EX60 - NPP, Touch UI	-
CTS-1000-1135902N	1135902N TANDBERG 1000 (768 kbps IP)	CP-9971-C-K9	Cisco Unified IP Endpoint 9971, Charcoal, Thick handset	-
CTS-1000-1135902N	1135902N TANDBERG 1000 (768 kbps IP)	CTS-E20-K9	E20	-
CTS-1000-1135902N	1135902N TANDBERG 1000 (768 kbps IP)	CTS-EX60-K9	EX60 - NPP, Touch UI	-
CTS-1000-1135902P	1135902P TANDBERG 1000 (768 kbps IP)	CP-9971-C-K9	Cisco Unified IP Endpoint 9971, Charcoal, Thick handset	-
CTS-1000-1135902P	1135902P TANDBERG 1000 (768 kbps IP)	CTS-E20-K9	E20	-
CTS-1000-1135902P	1135902P TANDBERG 1000 (768 kbps IP)	CTS-EX60-K9	EX60 - NPP, Touch UI	-
CTS-1000-113590N	113590N TANDBERG 1000 (768 kbps IP)	CP-9971-C-K9	Cisco Unified IP Endpoint 9971, Charcoal, Thick handset	-
CTS-1000-113590N	113590N TANDBERG 1000 (768 kbps IP)	CTS-E20-K9	E20	-
CTS-1000-113590N	113590N TANDBERG 1000 (768 kbps IP)	CTS-EX60-K9	EX60 - NPP, Touch UI	-
CTS-1000-113595N	113595N TANDBERG 1000 for Cisco Call Manager	CP-9971-C-K9	Cisco Unified IP Endpoint 9971, Charcoal, Thick handset	-
CTS-1000-113595N	113595N TANDBERG 1000 for Cisco Call Manager	CTS-E20-K9	E20	-
CTS-1000-113595N	113595N TANDBERG 1000 for Cisco Call Manager	CTS-EX60-K9	EX60 - NPP, Touch UI	-
CTS-1000-384768-N	1121001N TANDBERG 1000 384/768 NTSC	CP-9971-C-K9	Cisco Unified IP Endpoint 9971, Charcoal, Thick handset	-
CTS-1000-384768-N	1121001N TANDBERG 1000 384/768 NTSC	CTS-E20-K9	E20	-
CTS-1000-384768-N	1121001N TANDBERG 1000 384/768 NTSC	CTS-EX60-K9	EX60 - NPP, Touch UI	-
CTS-1000-384PP	1121002US TANDBERG 1000 (384Kb) - Presentation Pac	CP-9971-C-K9	Cisco Unified IP Endpoint 9971, Charcoal, Thick handset	-
CTS-1000-384PP	1121002US TANDBERG 1000 (384Kb) - Presentation Pac	CTS-E20-K9	E20	-
CTS-1000-384PP	1121002US TANDBERG 1000 (384Kb) - Presentation Pac	CTS-EX60-K9	EX60 - NPP, Touch UI	-
CTS-1000-B1121002P	B1121002P TANDBERG 1000 384 ISDN/768 IP W/PP PAL	CP-9971-C-K9	Cisco Unified IP Endpoint 9971, Charcoal, Thick handset	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CTS-1000-B1121002P	B1121002P TANDBERG 1000 384 ISDN/768 IP W/PP PAL	CTS-E20-K9	E20	-
CTS-1000-B1121002P	B1121002P TANDBERG 1000 384 ISDN/768 IP W/PP PAL	CTS-EX60-K9	EX60 - NPP, Touch UI	-
CTS-1000-NTSC-K9=	112103N TANDBERG 1000 NTSC Unit, All Revs	There is currently no replacement product available for this product.	-	-
CTS-1000-PAL-K9=	112103P TANDBERG 1000 PAL Unit, All Revs	There is currently no replacement product available for this product.	-	-

Product Migration Options

Customers are encouraged to migrate to the Cisco Unified IP Phone 9971,Cisco IP VIdeo Phone E20,or Cisco TelePresence System EX60. Information about these products can be found at: http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/phones/ps10453/ps10512/data_sheet_c78-565717.html and http://www.cisco.com/en/US/products/ps11327/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 Tandberg Classic 1000 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 Unified IP Phone 9971,Cisco IP VIdeo Phone E20,or Cisco TelePresence System EX60, visit http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/phones/ps10453/ps10512/data_sheet_c78-565717.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.

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