



End-of-Sale and End-of-Life Announcement for the Tandberg Classic 550

EOL7821 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Tandberg Classic 550. 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 550

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-550-112400N	112400N TANDBERG 550 (768 kbps IP)	CTS-EDGE95-K9	Edge95MXP w/ 1 mic, NPP, MS, 512kbps ISDN 2 Mbps IP, PHDCam	-
CTS-550-112404EU	112404EU TANDBERG 550 384 Euro	CTS-EDGE95-K9	Edge95MXP w/ 1 mic, NPP, MS, 512kbps ISDN 2 Mbps IP, PHDCam	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CTS-550-112404P	112404P TANDBERG 550 384 PAL	CTS-EDGE95-K9	Edge95MXP w/ 1 mic, NPP, MS, 512kbps ISDN 2 Mbps IP, PHDCam	-
CTS-550-112404UK	112404UK TANDBERG 550 384 UK	CTS-EDGE95-K9	Edge95MXP w/ 1 mic, NPP, MS, 512kbps ISDN 2 Mbps IP, PHDCam	-
CTS-550-112404US	112404US TANDBERG 550 384 US	CTS-EDGE95-K9	Edge95MXP w/ 1 mic, NPP, MS, 512kbps ISDN 2 Mbps IP, PHDCam	-
CTS-550-1124062N	1124062N TANDBERG 550 128/768 PP NTSC	CTS-EDGE95-K9	Edge95MXP w/ 1 mic, NPP, MS, 512kbps ISDN 2 Mbps IP, PHDCam	-
CTS-550-112406N	112406N TANDBERG 550 (128 kbps ISDN/768 kbps IP)	CTS-EDGE95-K9	Edge95MXP w/ 1 mic, NPP, MS, 512kbps ISDN 2 Mbps IP, PHDCam	-
CTS-550-112406P	112406P TANDBERG 550 (128 kbps ISDN/768 kbps IP)	CTS-EDGE95-K9	Edge95MXP w/ 1 mic, NPP, MS, 512kbps ISDN 2 Mbps IP, PHDCam	-
CTS-550-113597N	113597N TANDBERG 550 for Cisco Call Manager	CTS-EDGE95-K9	Edge95MXP w/ 1 mic, NPP, MS, 512kbps ISDN 2 Mbps IP, PHDCam	-
CTS-550-B1124041P	B1124041P TANDBERG 550, Standard model	CTS-EDGE95-K9	Edge95MXP w/ 1 mic, NPP, MS, 512kbps ISDN 2 Mbps IP, PHDCam	-
CTS-550-B1124061P	B1124061P TANDBERG 550, 128/768 Std. PAL	CTS-EDGE95-K9	Edge95MXP w/ 1 mic, NPP, MS, 512kbps ISDN 2 Mbps IP, PHDCam	-
CTS-550-STPN-K9=	112398N TANDBERG SetTop 550 NTSC Unit, All Revs	CTS-EDGE95-K9	Edge95MXP w/ 1 mic, NPP, MS, 512kbps ISDN 2 Mbps IP, PHDCam	-
CTS-550-STPP-K9=	112398P TANDBERG SetTop 550 PAL Unit, All Revs	CTS-EDGE95-K9	Edge95MXP w/ 1 mic, NPP, MS, 512kbps ISDN 2 Mbps IP, PHDCam	-
CTS-CAB-112084=	112084 Video cable, phono-phono, 1.5m	There is currently no replacement product available for this product.	-	-
CTS-TRC2-111750	111750 TANDBERG Remote Control II	There is currently no replacement product available for this product.	-	-

Product Migration Options

Customers are encouraged to migrate to the Cisco TelePresence System Edge 95 MXP. Information about this product can be found at: <http://www.cisco.com/en/US/products/ps11382/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 550 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 System Edge 95 MXP, visit <http://www.cisco.com/en/US/products/ps11382/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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