End-of-Sale and End-of-Life Announcement for the Cisco TelePresence System 3010/3210

EOL8521 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco TelePresence System 3010/3210. The last day to order the affected product(s) is May 1, 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.

Due to the European Union (EU) Restriction of Hazardous Substances (RoHS 2011/65/EU) regulations, orderability of CTS-3X10 products has been switched off for EU countries from 19 December 2012. All other aspects of this announcement remain unchanged.

Impacted product part numbers: CTS-3010, CTS-3010-PROMO, CTS-3210, CTS-3210-PROMO, CTS-3X00-UPG.

Affected countries: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, the former Yugoslav Republic of Macedonia, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, and United Kingdom.

Table 1.   End-of-Life Milestones and Dates for the Cisco TelePresence System 3010/3210

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 31, 2012
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.	May 1, 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.	July 30, 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.	May 1, 2014
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.	April 30, 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.	May 1, 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.	May 1, 2014

Milestone	Definition	Date
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	July 27, 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.	April 30, 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-3000-SPR-BULBS	Spare CTS-3000 bulbs	There is currently no replacement product available for this product.	-	-
CTS-3010	Cisco TelePresence Systems 3010 endpoint	CTS-TX9000	Cisco TelePresence TX9000	-
CTS-3010-PROMO	Promotion: CTS-3010 for sale with TelePresence Server	There is currently no replacement product available for this product.	-	-
CTS-3200-UPG	Upgrade Kit for CTS-3000 to CTS-3200 upgrade	There is currently no replacement product available for this product.	-	-
CTS-3210	Cisco TelePresence Systems 3210 endpoint	CTS-TX9200	Cisco TelePresence TX9200	-
CTS-3210-PROMO	Promotion: CTS-3210 for sale with TelePresence Server	There is currently no replacement product available for this product.	-	-
CTS-3K-ACC-G2	Cisco TelePresence Systems 3010 accessory kit	There is currently no replacement product available for this product.	-	-
CTS-3K-FURN-G2	Cisco TelePresence Systems 3010 Table	There is currently no replacement product available for this product.	-	-
CTS-3X-FRM-G2	Cisco TelePresence Systems 3X10 Frame	There is currently no replacement product available for this product.	-	-
CTS-3X-FRM-G2=	Cisco TelePresence Systems 3X10 Frame	There is currently no replacement product available for this product.	-	-
CTS-3X-LTSTR-G2	Cisco TelePresence Systems 3X10 Light Structure	There is currently no replacement product available for this product.	-	-
CTS-3X-LTSTR-G2=	Cisco TelePresence Systems 3X10 Light Structure	There is currently no replacement product available for this product.	-	-
CTS-3X00-UPG	Cisco TelePresence Systems 3X00 Data Upgrade	There is currently no replacement product available for this product.	-	-
CTS-3X10FACADE	Cisco TelePresence Systems Facade	There is currently no replacement product available for this product.	-	-
CTS-ATP-3010	ATP discounted CTS-30100	There is currently no replacement product available for this product.	-	-
CTS-ATP-3210	ATP discounted CTS-3210	There is currently no replacement product available for this product.	-	-
CTS-AV-EXP	TelePresence audio and video expansion box	There is currently no replacement product	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
		available for this product.		
CTS-AV-EXP=	TelePresence audio and video expansion box	There is currently no replacement product available for this product.	-	-
CTS-CODEC-G2P-CH	China G2 Pri Codec	There is currently no replacement product available for this product.	-	-
CTS-CODEC-G2P-CH=	China Pri G2 Codec Spare	There is currently no replacement product available for this product.	-	-
CTS-CODEC-SEC	TelePresence Secondary Codec	There is currently no replacement product available for this product.	-	-
CTS-CODEC-SEC-CH	Sec codec for china	There is currently no replacement product available for this product.	-	-
CTS-CODEC-SEC-CH=	China Sec G2 Codec Spare	There is currently no replacement product available for this product.	-	-
CTS-CODEC-SEC=	TelePresence Secondary Codec	There is currently no replacement product available for this product.	-	-
CTS-DATA-DISP-40	Cisco TelePresence Systems 40 LCD	There is currently no replacement product available for this product.	-	-
CTS-DATA-DISP-40=	Cisco TelePresence Systems Facade	There is currently no replacement product available for this product.	-	-
CTS-DISP-65-GEN3	Cisco TelePresence 65 Inch Plasma Display	CTS-DISP-65-GEN4	Cisco TelePresence 65 Inch Plasma Display	-
CTS-DISP-65-GEN3=	Cisco TelePresence 65 Inch Plasma Display	CTS-DISP-65-GEN4=	65 inch Plasma Display for 1300, 3000 and TX Series	-
CTS-HFR-COLLAB-1K	Cisco TeleP High Frame Rate Auto Collab for CTS-1000	There is currently no replacement product available for this product.	-	-
CTS-HFR-COLLAB-3K	Cisco TeleP High Frame Rate Auto Collab for CTS-3000/3200	There is currently no replacement product available for this product.	-	-
CTS-HFRCOLLAB1K-CH	CTS 1100 HFR Codec for China	There is currently no replacement product available for this product.	-	-
CTS-HFRCOLLAB3K-CH	CTS 3x10 HFR Codec for China	There is currently no replacement product available for this product.	-	-
CTS-LDSPKR-G3	Cisco TelePresence Systems Speaker	There is currently no replacement product available for this product.	-	-
CTS-LDSPKR-G3=	Cisco TelePresence Systems Speaker	There is currently no replacement product available for this product.	-	-
CTS-LIGHT-CTRL	System Lighting Control Box for Cisco TelePresence	There is currently no replacement product available for this product.	-	-
CTS-LIGHT-CTRL=	System Lighting Control Box for Cisco TelePresence	There is currently no replacement product available for this product.	-	-
CTS-LIGHT-FIXT	TelePresence Lighting Fixture	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
CTS-NAT-KIT	Cisco TelePresence Network Assurance Test KIT	CTS-TX9000-DEV-KIT	Cisco TelePresence TX9000 development kit	-
CTS32-ACC-KIT	TelePresence accessories specific to CTS-3200	There is currently no replacement product available for this product.	-	-
CTS32-ACC-KIT=	TelePresence accessories specific to CTS-3200	There is currently no replacement product available for this product.	-	-
CTS32-M-2TBL-G2	TelePresence 3200 Table Top, 2nd row - Maple	There is currently no replacement product available for this product.	-	-
CTS32-STRUCTURE	TelePresence 3200 Structure - additional to standard CTS-300	There is currently no replacement product available for this product.	-	-
CTS3K-CAM-CLST-G2	TelePresence3200 High Definition IP Based Camera Cluster	There is currently no replacement product available for this product.	-	-
CTS3K-CAM-CLST-G2=	TelePresence3200 High Definition IP Based Camera Cluster	There is currently no replacement product available for this product.	-	-
CTS3K-CAM-CLUST	TelePresence3000 High Definition IP Based Camera Cluster	There is currently no replacement product available for this product.	-	-
CTS3K-CAM-CLUST=	TelePresence3000 High Definition IP Based Camera Cluster	There is currently no replacement product available for this product.	-	-

Product Migration Options

Customers are encouraged to migrate to the Cisco TelePresence TX9000 Series. Information about this product can be found at: http://www.cisco.com/en/US/products/ps12453/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 3010/3210 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 TX9000 Series, visit http://www.cisco.com/en/US/products/ps12453/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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Printed in USA

C51-720237-01   12/12