



## End-of-Sale and End-of-Life Announcement for the Cisco TelePresence System 500 Series with 37-Inch Display - Miscellaneous Accessories

EOL8504

Cisco announces the end-of-sale and end-of-life dates for the Cisco TelePresence System 500 Series with 37-Inch Display - Miscellaneous Accessories. The last day to order the affected product(s) is December 29, 2012. 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 Cisco TelePresence System 500 Series with 37-Inch Display - Miscellaneous Accessories

Milestone	Definition	Date
<b>End-of-Life Announcement Date</b>	The date the document that announces the end-of-sale and end-of-life of a product is distributed to the general public.	June 30, 2012
<b>End-of-Sale Date</b>	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	December 29, 2012
<b>Last Ship Date: HW</b>	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	March 29, 2013
<b>End of Routine Failure Analysis Date: HW</b>	The last-possible date a routine failure analysis may be performed to determine the cause of hardware product failure or defect.	December 29, 2013
<b>End of New Service Attachment Date: HW</b>	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.	December 29, 2013
<b>End of Service Contract Renewal Date: HW</b>	The last date to extend or renew a service contract for the product.	March 26, 2017
<b>Last Date of Support: HW</b>	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.	December 31, 2017

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-500-DISP37-INT	CTS500-37inch display+Cam+Mic+Spkr	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-500-DISP37INT=	CTS500-37inch display+Cam+Mic+Spkr	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-CODEC-COVSTND	TelePresence Codec Cover and Stand	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS-CODEC-COVSTND=	TelePresence Codec Cover and Stand	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-ACC-KIT	TelePresence 500 Accessory Kit	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-ACC-KIT=	TelePresence 500-37 Accessory Kit	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-CABLE-COV	TelePresence Cable Cover for Wall Mount	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-CABLE-COV=	TelePresence 500-37 Cable Cover for Wall Mount	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-LIGHT-FIXT	TelePresence 500 Lighting Fixture	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-LIGHT-FIXT=	TelePresence 500-37 Lighting Fixture	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-LIGHT-REFL	TelePresence 500 Lighting Reflector	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-LIGHT-REFL=	TelePresence 500-37 Lighting Reflector	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-STRUC-PED	TelePresence 500 Structure - Pedestal	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-STRUC-PED=	TelePresence 500-37 Structure - Pedestal	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-STRUC-TABL	TelePresence 500 Structure - Tabletop	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CTS500-STRUC-TABL=	TelePresence 500-37 Structure - Tabletop	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-STRUC-WALL	TelePresence 500 Structure - Wall Mount	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-STRUC-WALL=	TelePresence 500-37 Structure - Wall Mount	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-UPHOUSNG-F	TelePresence 500 Upper Housing - Front	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CTS500-UPHOUSNG-F=	TelePresence 500-37 Upper Housing - Front	See the Product Migration Options section below for detailed information on replacing this product.	-	-

## Product Migration Options

There is no migration plan for these accessories. Refer to the end-of-life bulletin EOL7809

([http://www.cisco.com/en/US/prod/collateral/ps7060/ps8329/ps8330/ps9599/end\\_of\\_life\\_notice\\_c51-687975.pdf](http://www.cisco.com/en/US/prod/collateral/ps7060/ps8329/ps8330/ps9599/end_of_life_notice_c51-687975.pdf))

for migration information for the Cisco TelePresence System 500 Series with 37-inch Display.

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](http://www.cisco.com/web/partners/incentives_and_promotions/tmp.html).

Customers may be able to continue to purchase the Cisco TelePresence System 500 Series with 37-Inch Display - Miscellaneous Accessories 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](http://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:

[http://www.cisco.com/en/US/products/products\\_end-of-life\\_policy.html](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](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>.

## Subscribe for RSS Notifications for End-of-Life and End-of-Sale Notices

To subscribe to the End-of-Life and End-of-Sale RSS Feed, insert the following URL into your RSS application:

[http://www.cisco.com/web/feeds/products/end\\_of\\_life\\_rss.xml](http://www.cisco.com/web/feeds/products/end_of_life_rss.xml).

Any authorized translation issued by Cisco Systems or affiliates of this end-of-life Product Bulletin is intended to help customers understand the content described in the English version. This translation is the result of a commercially reasonable effort; however, if there are discrepancies between the English version and the translated document, please refer to the English version, which is considered authoritative.



Americas Headquarters  
Cisco Systems, Inc.  
San Jose, CA

Asia Pacific Headquarters  
Cisco Systems (USA) Pte. Ltd.  
Singapore

Europe Headquarters  
Cisco Systems International BV Amsterdam,  
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices).

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: [www.cisco.com/go/trademarks](http://www.cisco.com/go/trademarks). Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)