

End-of-Sale and End-of-Life Announcement for the Cisco TelePresence System 1000

EOL6935

Cisco announces the end-of-sale and end-of life dates for the Cisco® TelePresence System 1000. The last day to order the affected product(s) is June 22, 2010. 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 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.	December 22, 2009
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.	June 22, 2010
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.	September 20, 2010
End of Routine Failure Analysis Date: HW	The last-possible date a routine failure analysis may be performed to determine the cause of product failure or defect.	June 22, 2011
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.	June 22, 2011
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	September 17, 2014
Last Date of Support: HW	The last date to receive service and support for the product. After this date, all support services for the product are unavailable, and the product becomes obsolete.	June 30, 2015

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
CTS-1000	TelePresence 1000 System	CTS-1100	TelePresence 1100 System
CTS1K-CAM-CLUST	TelePresence1000 High Definition IP Based Camera Cluster	There is currently no replacement product available for this product.	
CTS1K-CAM-CLUST=	TelePresence1000 High Definition IP Based Camera Cluster	There is currently no replacement product available for this product.	
CTS1K-FRNTPNL-BLK	TelePresence1000 Front Panel - Black	There is currently no replacement product available for this product.	
CTS1K-FRNTPNL-BLK=	TelePresence1000 Front Panel - Black	There is currently no replacement product available for this product.	
CTS1K-LIGHT-GN	CTS 1000 light except for JP and EU	There is currently no replacement product available for this product.	
CTS1K-LIGHT-GN=	CTS 1000 light except for JP and EU	There is currently no replacement product available for this product.	

CTS1K-LIGHT-STR	CTS-1000 Light Structure	There is currently no replacement product available for this product.	
CTS1K-SAG=	CTS-1000 Microphone Tray	There is currently no replacement product available for this product.	
CTS1K-STRUCTURE	TelePresence 1000 Structure Assembly	There is currently no replacement product available for this product.	
CTS1K-STRUCTURE=	TelePresence 1000 Structure Assembly	There is currently no replacement product available for this product.	

Product Migration Options

Table 1 describes the end-of-life milestones, definitions, and dates for the Cisco TelePresence System 1000. Common parts with other Cisco TelePresence Systems, such as the codec (CTS-CODEC-PRI-G2) and microphones (CTS-MIC), are not being discontinued. Customers are encouraged to migrate to the Cisco TelePresence System 1100, which offers the features of the Cisco TelePresence System 1000 plus integration with the Cisco Media Player, full table microphone coverage and investment protection with an upgrade path to the Cisco TelePresence System 1300. For more information about this product, see <http://www.cisco.com/go/telepresence>.

Customers can use the Cisco Technology Migration Program (TMP) to trade-in 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/pr11/incentive/tmp/index.html>.

Customers may be able to continue to purchase the Cisco TelePresence System 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 TelePresence System 1100, visit <http://www.cisco.com/go/telepresence>, 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/prod_end_of_life.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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