



End-of-Sale and End-of-Life Announcement for the Cisco TelePresence SX20 Quick Set Promotional Bundle

EOL9694 - Amended

Cisco announces the end-of-sale dates for the Cisco TelePresence SX20 Quick Set Promotional Bundle. The last day to order the affected product(s) is October 13, 2014. 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.

The Cisco TelePresence SX20 models with product IDs CTS-SX20-PHD12X-K9, CTS-SX20-PHD4X-K9, and CTS-SX20PHD2.5X-K9 all come with premium resolution (1080p60) and dual display without any extra cost as of March 31. Please order these as replacement for the Cisco TelePresence SX20 promotional bundles.

Table 1. End-of-Life Milestones and Dates for the Cisco TelePresence SX20 Quick Set Promotional Bundle

| 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. | April 14, 2014 |
| End-of-Sale Date: HW | The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date. | October 13, 2014 |
| 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. | January 11, 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 | Additional Information |
|---------------------------------|--|---------------------------------|--|---|
| CTS-SX20-12XK9-PRM | SX20 Quick Set HD, NPP, 12xPHDCam, 1 mic, remote cntrl | CTS-SX20-PHD12X-K9 | ^SX20 Quick Set with 12xPHDCam, 1 mic, remote and TC7 sw | For support milestones see EOL12167 |
| CTS-SX20-4XK9-PRM | SX20 Quick Set HD, NPP, 4x PHDCam, 1 mic, remote cntrl | CTS-SX20-PHD4X-K9 | ^SX20 Quick Set with 4x PHDCam, 1 mic, remote and TC7 sw | For support milestones see EOL12121 |

Product Migration Options

Customers are encouraged to migrate to the Cisco TelePresence SX20 Quick Set. Information about this product can be found at: <https://www.cisco.com/en/US/products/ps12153/index.html>.

Table 3. Product Comparisons

| Feature | Cisco TelePresence SX20 Quick Set Promotional Bundle | Cisco TelePresence SX20 Quick Set |
|------------------------------|--|---|
| Premium Resolution (1080p60) | Included | Included (from 31 st of March) |
| Dual Display | Included | Included (from 31 st of March) |
| MultiSite | Included | Payable option |

Service prices for Cisco products are subject to change after the product End-of-Sale date.

The Cisco Takeback and Recycle program helps businesses properly dispose 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:

https://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html.

For More Information

For more Information about the Cisco TelePresence SX20 Quick Set, visit:

<https://www.cisco.com/en/US/products/ps12153/index.html>, or contact your local account representative.

For more information about the Cisco End-of-Life Policy, go to:

https://www.cisco.com/en/US/products/products_end-of-life_policy.html.

For more information about the Cisco Product Warranties, go to:

https://www.cisco.com/en/US/products/prod_warranties_listing.html.

To subscribe to receive end-of-life/end-of-sale information, go to:

<https://www.cisco.com/cisco/support/notifications.html>.

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