

## End-of-Sale and End-of-Life Announcement for the Cisco TelePresence System 3000 and Cisco TelePresence System 3200

EOL7092

Cisco announces the end-of-sale and end-of life dates for the Cisco TelePresence System 3000 and Cisco TelePresence System 3200. The last day to order the affected product(s) is April 20, 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 3000 and Cisco TelePresence System 3200

Milestone	Definition	Date
<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.	April 20, 2010
<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.	June 22, 2010
<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.	September 6, 2011
<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.	September 6, 2011
<b>End of Service Contract Renewal Date: HW</b>	The last date to extend or renew a service contract for the product.	December 2, 2014
<b>Last Date of Support: HW</b>	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.	September 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	Additional Information
CTS-3000	TelePresence 3000 System	CTS-3010	Cisco TelePresence Systems 3010 endpoint	--
CTS-3000-10PK	CTS-3000 10 Unit Package - Must order 10 to qualify	There is currently no replacement product available for this product.		
CTS-3000-5PK	CTS-3000 5 Unit Package - Must order 5 to qualify	There is currently no replacement product available for this product.		
CTS-3200	TelePresence 3200 System	CTS-3210	Cisco TelePresence Systems 3210 endpoint	--
CTS-ATP-3000	ATP discounted CTS-3000	CTS-ATP-3010	ATP discounted CTS-3010	--
CTS-ATP-3200	ATP discounted CTS-3200	CTS-ATP-3210	ATP discounted CTS-3210	--
CTS-PRJTR-GEN1	TelePresence Data Projector	There is currently no replacement product available for this product.		

CTS-PRJTR-GEN1=	TelePresence Data Projector	There is currently no replacement product available for this product.		
CTS-PRJTR-GEN2	Z700/Gen2 proj for WW	There is currently no replacement product available for this product.		
CTS-PRJTR-GEN2-CH	Z700 Projector for China	There is currently no replacement product available for this product.		
CTS-PRJTR-GEN2-CH=	Z700 Projector for China	There is currently no replacement product available for this product.		
CTS-PRJTR-GEN2=	Z700/Gen2 proj for WW	There is currently no replacement product available for this product.		

## Product Migration Options

Customers are encouraged to migrate to the Cisco TelePresence System 3010 and Cisco TelePresence System 3210. Information about these products can be found at: <http://cisco.com/en/US/products/ps10753/index.html> and [http://cisco.com/en/US/prod/collateral/ps7060/ps8329/ps8330/ps9573/ps10754/data\\_sheet\\_c78-579688.html](http://cisco.com/en/US/prod/collateral/ps7060/ps8329/ps8330/ps9573/ps10754/data_sheet_c78-579688.html), respectively.

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 3000 and Cisco TelePresence System 3200 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: [www.cisco.com/go/eos](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/prod\\_end\\_of\\_life.html](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:



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