End-of-Sale and End-of-Life Announcement for the Cisco SX20 with P40 camera

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Overview

EOL12121 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco SX20 with P40 camera. The last day to order the affected product(s) is February 3, 2018. 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.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco SX20 with P40 camera

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.	November 4, 2017
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.	February 3, 2018
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.	May 4, 2018
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.	February 28, 2023
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.	February 3, 2019
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.	February 3, 2019
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	May 1, 2022

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Milestone	Definition	Date
Last Date of Cloud Support: **HW**	Cisco can no longer guarantee that the device will continue to function and connect to the Cisco Webex cloud which include impacts to calling features, services, applications, and management. When the device loses its cloud connection, it will happen without notice.	February 28, 2023
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.	February 28, 2023

HW = Hardware OS SW = Operating System Software App. SW = Application Software

Product Part Numbers

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-CAM-P40	Precision 40 Camera with 8x zoom	CTS-CAM-P60	Cisco TelePresence Precision 60 Camera	-
CTS-CAM-P40+	Precision 40 Camera with 8x zoom	CTS-CAM-P60+	Cisco TelePresence Precision 60 Camera - auto expand only	-
CTS-CAM-P40=	Precision 40 Camera with 8x zoom (spare)	CTS-CAM-P60=	Cisco TelePresence Precision 60 Camera Spare	-
CTS-SX20N-C-P40-K9	SX20 Quick Set w/ P40 cam, 1 mic, remote cntrl	CS-KITP60-K9	Room Kit Plus P60 - Codec Plus, P60 Camera and Navigator	-
CTS-SX20N-P40-K9	SX20 w/ P40 Cam, 1 mic, rmt ctrl and CE9 - Extended lead time	CS-KIT-K9	^Cisco Room Kit with integrated mic, speakers and Navigator	-
CTS-SX20N-P40-K9	SX20 w/ P40 Cam, 1 mic, rmt ctrl and CE9 - Extended lead time	CS-KITP60-K9	Room Kit Plus P60 - Codec Plus, P60 Camera and Navigator	-

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Product migration options

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 https://www.cisco.com/web/partners/incentives_and_promotions/tmp.html.

Customers may be able to continue to purchase the Cisco SX20 with P40 camera through the Cisco Refresh (certified remanufactured) program. Remanufactured 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 Refresh program, go to: https://www.cisco.com/c/en/us/products/remanufactured.html.

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/c/en/us/about/takeback-and-reuse/product-recycling.html.

For more information

For more information about the Cisco End-of-Life Policy, go to: https://www.cisco.com/c/en/us/products/eos-eol-policy.html.

For more information about the Cisco Product Warranties, go to: https://www.cisco.com/c/en/us/products/warranty-listing.html.

To subscribe to receive end-of-life/end-of-sale information, go to: https://cway.cisco.com/mynotifications.

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Printed in USA 06/25

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