End-of-Sale and End-of-Life Announcement for the Cisco TelePresence SX20 with 12X camera

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Overview

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Cisco announces the end-of-sale and end-of-life dates for the Cisco TelePresence SX20 with 12X camera . The last day to order the affected product(s) is July 30, 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 TelePresence SX20 with 12X 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.	January 29, 2018
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.	July 30, 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.	October 28, 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.	July 31, 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.	July 30, 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.	July 30, 2019
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	October 25, 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.	July 31, 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.	July 31, 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
BRKT-12X-MONITR	Bracket mounting for 12x PHD camera to screen	There is currently no replacement product available for this product.	-	-
BRKT-12X-MONITR=	Spare bracket mounting for 12x PHD camera to monitor	There is currently no replacement product available for this product.	-	-
BRKT-P40-MONITR	Bracket mounting for P40 camera to screen	There is currently no replacement product available for this product.	-	-
BRKT-P40-MONITR=	Bracket mounting for P40 camera to screen	There is currently no replacement product available for this product.	-	-
CAB-HDMI-PHD4XS2	Custom 4xcamera cable; HDMI, Control and Power (3m)	There is currently no replacement product available for this product.	-	-
CAB-HDMI-PHD4XS2=	Custom 4xcamera cable; HDMI, Control and Power (3m)	There is currently no replacement product available for this product.	-	-
CTS-PHD1080P12XS2+	PrecisionHD Camera 1080p 12x Gen 2 for use in auto expand	CTS-CAM-P60+	Cisco TelePresence Precision 60 Camera - auto expand only	-
CTS-PHD1080P12XS2=	PrecisionHD Camera 1080p 12x Gen 2	CTS-CAM-P60=	Cisco TelePresence Precision 60 Camera	-

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End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
			Spare	
CTS-SX20N-12X-K9	SX20 w/ 12x Cam, 1 mic, remote and CE9 - Lead time extended	CS-KITP60-K9	Room Kit Plus P60 - Codec Plus, P60 Camera and Navigator	-
CTS-SX20N-12X-K9	SX20 w/ 12x Cam, 1 mic, remote and CE9 - Lead time extended	CS-KITPLUS-K9	Room Kit Plus w/Codec Plus, Quad Camera and Room Navigator	-
CTS-SX20N-C-12X-K9	SX20 Quick Set w/ 12X cam, 1 mic, remote cntrl	CS-KITP60-K9	Room Kit Plus P60 - Codec Plus, P60 Camera and Navigator	-
CTS-SX20N-C-12X-K9	SX20 Quick Set w/ 12X cam, 1 mic, remote cntrl	CS-KITPLUS-K9	Room Kit Plus w/Codec Plus, Quad Camera and Room Navigator	-

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 TelePresence SX20 with 12X 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.

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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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