



End-of-Sale and End-of-Life Announcement for the Cisco Unified Communications 520 for Small Business

EOL7410 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Communications 520 for Small Business. The last day to order the affected product(s) is September 13, 2011. 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 Unified Communications 520 for Small Business

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.	March 15, 2011
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.	September 13, 2011
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.	December 12, 2011
End of SW Maintenance Releases Date: HW	The last date that Cisco Engineering may release any final software maintenance releases or bug fixes. After this date, Cisco Engineering will no longer develop, repair, maintain, or test the product software.	September 12, 2012
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.	September 12, 2012
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.	September 12, 2012
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	December 9, 2015
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.	September 30, 2016

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
UC520-16U-2BRI-K9	16U CME Base, CUE and Phone FL w/2BRI, 1VIC	UC540W-BRI-K9	UC System with 2BRI, 1VIC Exp	-
UC520-16U-4FXO-K9	16U CME Base, CUE and	UC540W-FXO-K9	UC System with 4FXO,	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
	Phone FL w/4FXO, 1VIC		1VIC Exp	
UC520-24U-4BRI-K9	24U CME Base, CUE and Phone FL with 4 BRI, 1 VIC	UC560-BRI-K9	UC System with 2BRI, 2VIC Exp.	-
UC520-24U-8FXO-K9	24U CME Base, CUE and Phone FL with 8 FXO, 1 VIC	UC560-FXO-K9	UC System with 4FXO, 2VIC Exp.	-
UC520-32U-4BRI-K9	32U CME Base, CUE and Phone FL w/4BRI, 1VIC	UC560-BRI-K9	UC System with 2BRI, 2VIC Exp.	-
UC520-32U-8FXO-K9	32U CME Base, CUE and Phone FL w/8FXO, 1VIC	UC560-FXO-K9	UC System with 4FXO, 2VIC Exp.	-
UC520-48U-12FXO-K9	48U CME Base, CUE and Phone FL w/12FXO	UC560-FXO-K9	UC System with 4FXO, 2VIC Exp.	-
UC520-48U-6BRI-K9	48U CME Base, CUE and Phone FL w/6BRI	UC560-BRI-K9	UC System with 2BRI, 2VIC Exp.	-
UC520-48U-T/E/B-K9	48U CME Base, CUE and Phone FL w/2BRI, T1/E1, 1VIC	UC560-BRI-K9	UC System with 2BRI, 2VIC Exp.	-
UC520-48U-T/E/F-K9	48U CME Base, CUE and Phone FL w/4FXO, T1/E1, 1VIC	UC560-T1E1-K9	UC System 4FXO, 1T1/E1, 1VIC Exp.	-
UC520-8U-2BRI-K9	8U CME Base, CUE and Phone FL w/2BRI, 1VIC	UC540W-BRI-K9	UC System with 2BRI, 1VIC Exp	-
UC520-8U-4FXO-K9	8U CME Base, CUE and Phone FL w/4FXO, 1VIC	UC540W-FXO-K9	UC System with 4FXO, 1VIC Exp	-
UC520W-16U-2BRI-K9	16U CME Base, CUE and Phone FL w/2BRI, 1VIC WIFI	UC540W-BRI-K9	UC System with 2BRI, 1VIC Exp	-
UC520W-16U-4FXO-K9	16U CME Base, CUE and Phone FL w/4FXO, 1VIC WIFI	UC540W-FXO-K9	UC System with 4FXO, 1VIC Exp	-
UC520W-16U-K9/J	16U CME Base, CUE and Phone FL w/2BRI, 1 VIC WIFI	There is currently no replacement product available for this product.		
UC520W-8U-2BRI-K9	8U CME Base, CUE and Phone FL w/2BRI, 1VIC WIFI	UC540W-BRI-K9	UC System with 2BRI, 1VIC Exp	-
UC520W-8U-4FXO-K9	8U CME Base, CUE and Phone FL w/4FXO, 1VIC WIFI	UC540W-FXO-K9	UC System with 4FXO, 1VIC Exp	-
UC520W-8U-K9/J	8U CME Base, CUE and Phone FL w/2BRI, 1 VIC WIFI	There is currently no replacement product available for this product.		

Product Migration Options

Customers are encouraged to migrate to the Cisco Unified Communications 540 or 560 for Small Business. Information about these products can be found at: <http://www.cisco.com/en/US/products/ps7293/index.html>.

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

Customers may be able to continue to purchase the Cisco Unified Communications 520 for Small Business 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 Unified Communications 540 and 560 for Small Business, visit <http://www.cisco.com/en/US/products/ps7293/index.html>, 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/products_end-of-life_policy.html.

For more information about the Cisco Product Warranties, go to: http://www.cisco.com/en/US/products/prod_warranties_listing.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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