



PRODUCT BULLETIN NO. EOL1079

END-OF-SALE AND END-OF-LIFE ANNOUNCEMENT FOR THE CISCO INTERVOICE PERIPHERAL GATEWAY & SYSTEM MANAGER

Cisco Systems© announces the end-of-sale and end-of life dates for the Cisco© InterVoice Peripheral Gateway & System Manager. The last day to order the affected product is July 31, 2002. Customers with active service contracts will continue to receive support from the Cisco Technical Assistance Center (TAC) until July 31, 2005. Table 1 describes the end-of-life milestones, definitions, and dates for the affected product. Table 2 lists the product part numbers affected by this announcement.

Table 1. End-of-Life Milestones and Dates for the InterVoice Peripheral Gateway & System Manager.

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 31, 2002
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.	July 31, 2002
End of software maintenance releases date	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.	July 31, 2003
Last date of support	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.	July 31, 2005

Table 2. Product Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description
ICM-11020	InterVoice Peripheral Gateway (96 Ports)
ICM-95005	System Manager - HDS

PRODUCT MIGRATION OPTIONS

There is no replacement available for the Cisco InterVoice Peripheral Gateway & System Manager-HDS at this time.

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 end-of-sale product through Cisco's Authorized Refurbished Equipment program. Refurbished units of the end-of-sale product are available in limited supply for sale in certain countries on a first-come, first-served basis. For information about the refurbished equipment program, go to:

http://www.cisco.com/en/US/ordering/or6/or17/order_refurbished_equipment_program_description.html

FOR MORE INFORMATION

For more information about the Cisco InterVoice Peripheral Gateway & System Manager, visit <http://www.cisco.com/en/US/products/sw/voicesw/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/prod_end_of_life.html

To subscribe to receive end-of-life/end-of-sale information, go to:
<http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice>

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