

End-of-Sale and End-of-Life Announcement for the Cisco Customer Voice Portal: Audium Special Part Number for Call Services with Nortel Adapter

EOL5483

Cisco Systems® announces the end-of-sale and end-of life dates for the special part numbers supporting Call Services with Nortel Adapter of the Cisco Customer Voice Portal. The support for the Nortel adapter is now included with the standard call services part numbers CVP-PORTS, CVP-AD-PT-MN500 and CVP-AD-REDPTS. The last day to order the Cisco Customer Voice Portal: Audium Special Part Number for Call Services with Nortel Adapter is April 9, 2007, but is not recommended, as the functionality is included with the other part numbers. 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 Cisco Customer Voice Portal: Audium Special Part Number for Call Services with Nortel Adapter. Table 2 lists the product part numbers affected by this announcement.

Table 1. End-of-Life Milestones and Dates for the Cisco Customer Voice Portal: Audium Special Part Number for Call Services with Nortel Adapter

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 8, 2007
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.	April 9, 2007
Last Ship Date: App. SW	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	July 8, 2007
End of SW Maintenance Releases Date: App. SW	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.	April 8, 2008
End of New Service Attachment Date: App. SW	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.	April 8, 2008
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	July 8, 2009
Last Date of Support: App. SW	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.	April 8, 2010

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
CVP-AD-NTLPORTS	CVP—Audium Call Services Port lic With Nortel Adapter	CVP-AD-PORTS	CVP—Audium Call Services Port license
CVP-AD-NTLPORTS	CVP—Audium Call Services Port lic With Nortel Adapter	CVP-AD-PT-MN500	CVP—Audium Self Service Pt License Min 500 Ports
CVP-AD-REDNTLPRTS	CVP—Audium Call Services Red Port license - NT Adapter	CVP-AD-REDPTS	CVP—Audium Call Services Redundant Port license

Product Migration Options

Cisco no longer requires a special part number for CVP Audium call services with the Nortel Adapter. Customers may now purchase the Call Services port options and receive support for Nortel adapters with the products CVP-AD-PORTS, CVP-AD-PT-MN500 and CVP-AD-REDPTS.

Customers can use the Cisco Technology Migration Plan (TMP) to trade in products and receive credit toward the purchase of new Cisco equipment. For more information about Cisco TMP, go to: <http://www.cisco.com/go/tradein/>. The Cisco TMP application requires all users to have a Cisco.com user ID.

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 support for CVP-Audium Call Services, visit <http://www.cisco.com/en/US/products/sw/custcosw/ps1006/index.html>, contact your local account representative, or send an e-mail to cvp-pre-sales@cisco.com.

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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