# End-of-Sale and End-of-Life Announcement for the Cisco Unified Contact Center Express 4.0

EOL6236

Cisco® announces the end-of-sale and end-of life dates for the Cisco Unified Contact Center Express 4.0. The last day to order the affected product(s) is May 15, 2008. 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 Contact Center Express

| 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 15, 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. | May 15, 2008 |
| **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. | August 13, 2008 |
| **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. | May 15, 2009 |
| **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. | May 15, 2009 |
| **End of Service Contract Renewal Date: App. SW** | The last date to extend or renew a service contract for the product. | August 11, 2010 |
| **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. | May 15, 2011 |

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 |
|---|---|---|---|
| **CCX-3031E-40E-UPG=** | CCX 3.0 or 3.1 ENH WITHOUT IVRPortOption Upgrade to 4.0 ENH | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **CCX-3031E-40P-UPG=** | CCX 3.0 or 3.1 ENH WITH IVR Port Option Upgrade to 4.0 PRE | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **CCX-3031S-40S-UPG=** | CCX 3.0 or 3.1 STD Upgrade to 4.0 STD | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **CCX-35E-40E-UPG=** | CCX 3.5 ENH Upgrade to 4.0.X ENH | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |

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| **CCX-35P-40P-UPG=** | CCX 3.5 PRE Upgrade to 4.0.X PRE | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **CCX-35S-40S-UPG=** | CCX 3.5 STD Upgrade to 4.0.X STD | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **CCX-40XE-40YE-UPG=** | CCX 4.0.X ENH Upgrade to 4.0.Y ENH | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **CCX-40XP-40YP-UPG=** | CCX 4.0.X PRE Upgrade to 4.0.Y PRE | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **CCX-40XS-40YS-UPG=** | CCX 4.0.X STD Upgrade to 4.0.Y STD | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X-40ES** | IPCX or IPIVR 4.0 Expansion Server,OS, Configurable Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X-4X-ENH-PRE** | IPCX 3.X ENH to 4.0 PRE Upgrade - Configurable | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X-4X-STD-ENH** | IPCX 3.X STD To 4.X ENH Upgrade - Configurable | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X-4X-STD-PRE** | IPCX 3.X STD To 4.0 PRE Upgrade - Configurable | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X-4XENH** | IPCX 3.X ENH To 4.X ENH Upgrade - Configurable | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X-4XPRE** | IPCX 3.X PRE To 4.X PRE Upgrade - Configurable | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X-4XSTD** | IPCX 3.X STD To 4.X STD Upgrade - Configurable | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-CSU-1=** | IPCX 3.X to 4.0 STD, ENH, or PRE CS Server Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-ENH-RED** | IPCX 3X-40 ENH For Upgrades to 4.0 HA - NO 3.X Cold Standby | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EPHAE-1A** | IPCX 3X-40 ENH-PRE HA Active,Standby SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EPHAE-1B** | IPCX 3X-40 ENH-PRE 7825/35 HA Active,Standby SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EPHAE-1C** | IPCX 3X-40 ENH-PRE 7845 HA Active,Standby SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EPHAS-1A** | IPCX 3X-40 ENH-PRE HA Active,Standby SW,OS,SQL2K Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EPHAS-1B** | IPCX 3X-40 ENH-PRE 7825/35HA Active,Standby SW,OS,SQL2K Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EPHAS-1C** | IPCX 3X-40 ENH-PRE 7845 HA Active,Standby SW,OS,SQL2K Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EPU-S1** | IPCX 3.X-4.0 ENH-PRE Seat Qty 1 Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EPU-S10** | IPCX 3.X-4.0 ENH-PRE Seat Qty 10 Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EPU-S10=** | IPCX 3.X to 4.X ENH to PRE Seat Qty 10 Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EPU-S1=** | IPCX 3.X to 4.X ENH to PRE Seat Qty 1 Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EPU-S25** | IPCX 3.X-4.0 ENH-PRE Seat Qty 25 Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EPU-S25=** | IPCX 3.X to 4.X ENH to PRE Seat Qty 25 Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EPU-S50** | IPCX 3.X-4.0 ENH-PRE Seat Qty 50 Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EPU-S50=** | IPCX 3.X to 4.X ENH to PRE Seat Qty 50 Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |

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| **IPCX-3X40-EU-1A** | IPCX 3.X-4.0 ENH 7815 Server SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EU-1A=** | IPCX 3.X to 4.0 ENH 7815 Server Software Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EU-1B** | IPCX 3.X-4.0 ENH 7825/7835 Server SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EU-1B=** | IPCX 3.X to 4.0 ENH 7825 or 7835 Server Software Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EU-1C** | IPCX 3.X-4.0 ENH 7845 Server SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EU-1C=** | IPCX 3.X to 4.0 ENH 7845 Server Software Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EU-S1** | IPCX 3.X-4.0 ENH Seat Qty 1 SW Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EU-S10** | IPCX 3.X-4.0 ENH Seat Qty 10 SW Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EU-S10=** | IPCX 3.X to 4.X ENH Seat Qty 10 SW Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EU-S1=** | IPCX 3.X to 4.X ENH Seat Qty 1 SW Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EU-S25** | IPCX 3.X-4.0 ENH Seat Qty 25 SW Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EU-S25=** | IPCX 3.X to 4.X ENH Seat Qty 25 SW Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EU-S50** | IPCX 3.X-4.0 ENH Seat Qty 50 SW Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EU-S50=** | IPCX 3.X to 4.X ENH Seat Qty 50 SW Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EUHAE-1A** | IPCX 3X-40 ENH HA Active,Standby SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EUHAE-1B** | IPCX 3X-40 ENH 7825/35 HA Active,Standby SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EUHAE-1C** | IPCX 3X-40 ENH 7845 HA Active,Standby SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EUHAS-1A** | IPCX 3X-40 ENH HA Active,Standby SW,OS,SQL2K Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EUHAS-1B** | IPCX 3X-40 ENH 7825/35 HA Active,Standby SW,OS,SQL2K Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-EUHAS-1C** | IPCX 3X-40 ENH 7845 HA Active,Standby SW,OS,SQL2K Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-PRE-RED** | IPCX 3X-40 PRE For Upgrades to 4.0 HA - NO 3.X Cold Standby | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-PU-1A** | IPCX 3.X-4.0 PRE 7815 Server SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-PU-1A=** | IPCX 3.X to 4.0 PRE 7815 Server Software Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-PU-1B** | IPCX 3.X-4.0 PRE 7825/7835 Server SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-PU-1B=** | IPCX 3.X to 4.0 PRE 7825 or 7835 Server Software Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-PU-1C** | IPCX 3.X-4.0 PRE 7845 Server SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-PU-1C=** | IPCX 3.X to 4.0 PRE 7845 Server Software Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-PU-S1** | IPCX 3.X-4.0 PRE Seat Qty 1 SW Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |

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| **IPCX-3X40-PU-S10** | IPCX 3.X-4.0 PRE Seat Qty 10 SW Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-PU-S10=** | IPCX 3.X to 4.X PRE Seat Qty 10 SW Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-PU-S1=** | IPCX 3.X to 4.X PRE Seat Qty 1 SW Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-PU-S25** | IPCX 3.X-4.0 PRE Seat Qty 25 SW Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-PU-S25=** | IPCX 3.X to 4.X PRE Seat Qty 25 SW Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-PU-S50** | IPCX 3.X-4.0 PRE Seat Qty 50 SW Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-PU-S50=** | IPCX 3.X to 4.X PRE Seat Qty 50 SW Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-PUHAE-1A** | IPCX 3X-40 PRE HA Active,Standby SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-PUHAE-1B** | IPCX 3X-40 PRE 7825/35 HA Active,Standby SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-PUHAE-1C** | IPCX 3X-40 PRE 7845 HA Active,Standby SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-PUHAS-1A** | IPCX 3X-40 PRE HA Active,Standby SW,OS,SQL2K Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-PUHAS-1B** | IPCX 3X-40 PRE 7825/35 HA Active,Standby SW,OS,SQL2K Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-PUHAS-1C** | IPCX 3X-40 PRE 7845 HA Active,Standby SW,OS,SQL2K Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SEHAE-1A** | IPCX 3X-40 STD-ENH HA Active,Standby SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SEHAE-1B** | IPCX 3X-40 STD-ENH 7825/35 HA Active,Standby SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SEHAE-1C** | IPCX 3X-40 STD-ENH 7845 HA Active,Standby SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SEHAS-1A** | IPCX 3X-40 STD-ENH HA Active,Standby SW,OS,SQL2K Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SEHAS-1B** | IPCX 3X-40 STD-ENH 7825/35HA Active,Standby SW,OS,SQL2K Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SEHAS-1C** | IPCX 3X-40 STD-ENH 7845 HA Active,Standby SW,OS,SQL2K Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SEU-S1** | IPCX 3.X-4.0 STD-ENH Seat Qyt 1 Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SEU-S10** | IPCX 3.X-4.0 STD-ENH Seat Qyt 10 Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SEU-S10=** | IPCX 3.X to 4.X STD to ENH Seat Qty 10 Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SEU-S1=** | IPCX 3.X to 4.X STD to ENH Seat Qyt 1 Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SEU-S25** | IPCX 3.X-4.0 STD-ENH Seat Qty 25 Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SEU-S25=** | IPCX 3.X to 4.X STD to ENH Seat Qty 25 Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SEU-S50** | IPCX 3.X-4.0 STD-ENH Seat Qty 50 Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SEU-S50=** | IPCX 3.X to 4.X STD to ENH Seat Qty 50 Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |

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| **IPCX-3X40-SPHAE-1A** | IPCX 3X-40 STD-PRE HA Active,Standby SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SPHAE-1B** | IPCX 3X-40 STD-PRE 7825/35 HA Active,Standby SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SPHAE-1C** | IPCX 3X-40 STD-PRE 7845 HA Active,Standby SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SPHAS-1A** | IPCX 3X-40 STD-PRE HA Active,Standby SW,OS,SQL2K Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SPHAS-1B** | IPCX 3X-40 STD-PRE 7825/35HA Active,Standby SW,OS,SQL2K Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SPHAS-1C** | IPCX 3X-40 STD-PRE 7845 HA Active,Standby SW,OS,SQL2K Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SPU-S1** | IPCX 3.X-4.0 STD-PRE Seat Qty 1 Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SPU-S10** | IPCX 3.X-4.0 STD-PRE Seat Qty 10 Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SPU-S10=** | IPCX 3.X to 4.X STD to PRE Seat Qty 10 Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SPU-S1=** | IPCX 3.X to 4.X STD to PRE Seat Qty 1 Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SPU-S25** | IPCX 3.X-4.0 STD-PRE Seat Qty 25 Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SPU-S25=** | IPCX 3.X to 4.X STD to PRE Seat Qty 25 Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SPU-S50** | IPCX 3.X-4.0 STD-PRE Seat Qty 50 Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SPU-S50=** | IPCX 3.X to 4.X STD to PRE Seat Qty 50 Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SU-1A** | IPCX 3.X-4.0 STD 7815 Server SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SU-1A=** | IPCX 3.X to 4.0 STD 7815 Server Software Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SU-1B** | IPCX 3.X-4.0 STD 7825/7835 Server SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SU-1B=** | IPCX 3.X to 4.0 STD 7825 or 7835 Server Software Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SU-1C** | IPCX 3.X-4.0 STD 7845 Server SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SU-1C=** | IPCX 3.X to 4.0 STD 7845 Server Software Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SU-S1** | IPCX 3.X-4.X STD Seat Qty 1 SW Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SU-S10** | IPCX 3.X-4.X STD Seat Qty 10 SW Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SU-S10=** | IPCX 3.X to 4.X STD Seat Qty 10 SW Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SU-S1=** | IPCX 3.X to 4.X STD Seat Qty 1 SW Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SU-S25** | IPCX 3.X-4.X STD Seat Qty 25 SW Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SU-S25=** | IPCX 3.X to 4.X STD Seat Qty 25 SW Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SU-S50** | IPCX 3.X-4.X STD Seat Qty 50 SW Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-3X40-SU-S50=** | IPCX 3.X to 4.X STD Seat Qty 50 SW Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |

| IPCX-3X40EPU-1A | IPCX 3.X-4.0 ENH-PRE 7815 Server SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
|---|---|---|---|
| IPCX-3X40EPU-1A= | IPCX 3.X to 4.0 ENH to PRE 7815 Server Software Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-3X40EPU-1B | IPCX 3.X-4.0 ENH-PRE 7825/7835 Server SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-3X40EPU-1B= | IPCX 3.X to 4.0 ENH to PRE 7825 or 7835 Server Software Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-3X40EPU-1C | IPCX 3.X-4.0 ENH-PRE 7845 Server SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-3X40EPU-1C= | IPCX 3.X to 4.0 ENH to PRE 7845 Server Software Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-3X40S-SASU= | IPCX 3.X STD to 4.0 STD SASU Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-3X40SEU-1A | IPCX 3.X-4.0 STD-ENH 7815 Server SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-3X40SEU-1A= | IPCX 3.X to 4.0 STD to ENH 7815 Server Software Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-3X40SEU-1B | IPCX 3.X-4.0 STD-ENH 7825/7835 Server SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-3X40SEU-1B= | IPCX 3.X to 4.0 STD to ENH 7825 or 7835 Server Software Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-3X40SEU-1C | IPCX 3.X-4.0 STD-ENH 7845 Server SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-3X40SEU-1C= | IPCX 3.X to 4.0 STD to ENH 7845 Server Software Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-3X40SPU-1A | IPCX 3.X-4.0 STD-PRE 7815 Server SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-3X40SPU-1A= | IPCX 3.X to 4.0 STD to PRE 7815 Server Software Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-3X40SPU-1B | IPCX 3.X-4.0 STD-PRE 7825/7835 Server SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-3X40SPU-1B= | IPCX 3.X to 4.0 STD to PRE 7825 or 7835 Server Software Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-3X40SPU-1C | IPCX 3.X-4.0 STD-PRE 7845 Server SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-3X40SPU-1C= | IPCX 3.X to 4.0 STD to PRE 7845 Server Software Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-3X4X-DIFF-UPG | IPCX 3.X-4.X UPGRADE STD-ENH,STD-PRE,ENH-PRE - Configurable | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-3X4X-SAME-UPG | IPCX 3.X-4.X UPGRADE STD-STD,EHN-ENH,PRE-PRE - Configurable | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-3XI40P-SASU= | IPCX 3.X ENH WITH IVR Port Opt to 4.0 PRE SASU Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-3XNI40E-SASU= | IPCX 3.X ENH WITH NO IVR Port Opt to 4.0 ENH SASU Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4.X-ADDON-ENH | IPCX 4.0 ENH Configurable - ADD to an EXISTING deployment | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4.X-ADDON-PRE | IPCX 4.0 PRE Configurable - ADD to an EXISTING deployment | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4.X-ADDON-STD | IPCX 4.0 STD Configurable - ADD to an EXISTING deployment | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |

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| **IPCX-4.X-NEW-ENH** | IPCX 4.0 ENH Configurable Option for server, seat software | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4.X-NEW-PRE** | IPCX 4.0 PRE Configurable Option for server, seat software | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4.X-NEW-STD** | IPCX 4.0 STD Configurable Option for server, seat software | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40-CM-BUNDLE** | 5 Seat IPCCX ENH CCM Bundle - AVAILABLE ONLY WITH CCM | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40-CM-BUNDLE=** | 5 Seat IPCCX STD CCM Bundle - AVAILABLE ONLY WITH CCM | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40-DART-NFR=** | IPCX 4.0 NFR Kit for DART: PREMIUM with 6 Seats-NO ASR/TTS | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40-DISTI-NFR=** | IPCX 4.0 NFR Kit for DISTI: PREMIUM with 6 Seats-NO ASR/TTS | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40-ENH-ADDON** | ADD ONs to an EXISTING 4.0 ENHANCED Deployment | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40-ENHANCED** | NEW 4.0 ENHANCED Deployment | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40-PRE-ADDON** | ADD ONs to an EXISTING 4.0 PREMIUM Deployment | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40-PREMIUM** | NEW 4.0 PREMIUM Deployment | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40-STANDARD** | NEW 4.0 STANDARD Deployment | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40-STD-ADDON** | ADD ONs to an EXISTING 4.0 STANDARD Deployment | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-EHA-PHA** | IPCX 40-40 ENH HA-PRE HA Upg - License only | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-ENH-RED** | IPCX 40-40 ENH For Upgrades to 4.0 HA - NO 4.0 HA Standby | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-EPHAE-1A** | IPCX 40-40 ENH-PRE HA Active,Standby SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-EPHAE-1B** | IPCX 40-40 ENH-PRE 7825/35 HA Active,Standby SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-EPHAE-1C** | IPCX 40-40 ENH-PRE 7845 HA Active,Standby SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-EPHAS-1A** | IPCX 40-40 ENH-PRE HA Active,Standby SW,OS,SQL2K Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-EPHAS-1B** | IPCX 40-40 ENH-PRE 7825/35HA Active,Standby SW,OS,SQL2K Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-EPHAS-1C** | IPCX 40-40 ENH-PRE 7845 HA Active,Standby SW,OS,SQL2K Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-EPU-S1** | IPCX 4.0-4.0 ENH-PRE Seat Qty 1 Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-EPU-S10** | IPCX 4.0-4.0 ENH-PRE Seat Qty 10 Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-EPU-S10=** | IPCX 4.0 to 4.X ENH to PRE Seat Qty 10 Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-EPU-S1=** | IPCX 4.0 to 4.X ENH to PRE Seat Qty 1 Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-EPU-S25** | IPCX 4.0-4.0 ENH-PRE Seat Qty 25 Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-EPU-S25=** | IPCX 4.0 to 4.X ENH to PRE Seat Qty 25 Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-EPU-S50** | IPCX 4.0-4.0 ENH-PRE Seat Qty 50 Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |

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| **IPCX-4040-EPU-S50=** | IPCX 4.0 to 4.X ENH to PRE Seat Qty 50 Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-EUHAE-1A** | IPCX 40-40 ENH HA Active,Standby SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-EUHAE-1B** | IPCX 40-40 ENH 7825/35 HA Active,Standby SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-EUHAE-1C** | IPCX 40-40 ENH 7845 HA Active,Standby SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-EUHAS-1A** | IPCX 40-40 ENH HA Active,Standby SW,OS,SQL2K Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-EUHAS-1B** | IPCX 40-40 ENH 7825/35 HA Active,Standby SW,OS,SQL2K Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-EUHAS-1C** | IPCX 40-40 ENH 7845 HA Active,Standby SW,OS,SQL2K Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-PRE-RED** | IPCX 40-40 PRE For Upgrades to 4.0 HA - NO 4.0 HA Standby | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-PUHAE-1A** | IPCX 40-40 PRE HA Active,Standby SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-PUHAE-1B** | IPCX 40-40 PRE 7825/35 HA Active,Standby SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-PUHAE-1C** | IPCX 40-40 PRE 7845 HA Active,Standby SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-PUHAS-1A** | IPCX 40-40 PRE HA Active,Standby SW,OS,SQL2K Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-PUHAS-1B** | IPCX 40-40 PRE 7825/35 HA Active,Standby SW,OS,SQL2K Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-PUHAS-1C** | IPCX 40-40 PRE 7845 HA Active,Standby SW,OS,SQL2K Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-SEHAE-1A** | IPCX 40-40 STD-ENH HA Active,Standby SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-SEHAE-1B** | IPCX 40-40 STD-ENH 7825/35 HA Active,Standby SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-SEHAE-1C** | IPCX 40-40 STD-ENH 7845 HA Active,Standby SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-SEHAS-1A** | IPCX 40-40 STD-ENH HA Active,Standby SW,OS,SQL2K Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-SEHAS-1B** | IPCX 40-40 STD-ENH 7825/35 HA Active,Standby SW,OS,SQL2K Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-SEHAS-1C** | IPCX 40-40 STD-ENH 7845 HA Active,Standby SW,OS,SQL2K Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-SEU-S1** | IPCX 4.0-4.0 STD-ENH Seat Qyt 1 Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-SEU-S10** | IPCX 4.0-4.0 STD-ENH Seat Qty 10 Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-SEU-S10=** | IPCX 4.0 to 4.X STD to ENH Seat Qty 10 Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-SEU-S1=** | IPCX 4.0 to 4.X STD to ENH Seat Qyt 1 Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-SEU-S25** | IPCX 4.0-4.0 STD-ENH Seat Qty 25 Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4040-SEU-S25=** | IPCX 4.0 to 4.X STD to ENH Seat Qty 25 Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |

| IPCX-4040-SEU-S50 | IPCX 4.0-4.0 STD-ENH Seat Qty 50 Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
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| IPCX-4040-SEU-S50= | IPCX 4.0 to 4.X STD to ENH Seat Qty 50 Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4040-SPHAE-1A | IPCX 40-40 STD-PRE HA Active,Standby SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4040-SPHAE-1B | IPCX 40-40 STD-PRE 7825/35 HA Active,Standby SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4040-SPHAE-1C | IPCX 40-40 STD-PRE 7845 HA Active,Standby SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4040-SPHAS-1A | IPCX 40-40 STD-PRE HA Active,Standby SW,OS,SQL2K Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4040-SPHAS-1B | IPCX 40-40 STD-PRE 7825/35HA Active,Standby SW,OS,SQL2K Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4040-SPHAS-1C | IPCX 40-40 STD-PRE 7845 HA Active,Standby SW,OS,SQL2K Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4040-SPU-S1 | IPCX 4.0-4.0 STD-PRE Seat Qty 1 Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4040-SPU-S10 | IPCX 4.0-4.0 STD-PRE Seat Qty 10 Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4040-SPU-S10= | IPCX 4.0 to 4.X STD to PRE Seat Qty 10 Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4040-SPU-S1= | IPCX 4.0 to 4.X STD to PRE Seat Qty 1 Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4040-SPU-S25 | IPCX 4.0-4.0 STD-PRE Seat Qty 25 Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4040-SPU-S25= | IPCX 4.0 to 4.X STD to PRE Seat Qty 25 Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4040-SPU-S50 | IPCX 4.0-4.0 STD-PRE Seat Qty 50 Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4040-SPU-S50= | IPCX 4.0 to 4.X STD to PRE Seat Qty 50 Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4040EPU-1A | IPCX 4.0-4.0 ENH-PRE 7815 Server SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4040EPU-1A= | IPCX 4.0 to 4.0 ENH to PRE 7815 Server Software Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4040EPU-1B | IPCX 4.0-4.0 ENH-PRE 7825/7835 Server SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4040EPU-1B= | IPCX 4.0 to 4.0 ENH to PRE 7825 or 7835 Server Software Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4040EPU-1C | IPCX 4.0-4.0 ENH-PRE 7845 Server SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4040EPU-1C= | IPCX 4.0 to 4.0 ENH to PRE 7845 Server Software Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4040SEU-1A | IPCX 4.0-4.0 STD-ENH 7815 Server SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4040SEU-1A= | IPCX 4.0 to 4.0 STD to ENH 7815 Server Software Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4040SEU-1B | IPCX 4.0-4.0 STD-ENH 7825/7835 Server SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4040SEU-1B= | IPCX 4.0 to 4.0 STD to ENH 7825 or 7835 Server Software Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4040SEU-1C | IPCX 4.0-4.0 STD-ENH 7845 Server SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4040SEU-1C= | IPCX 4.0 to 4.0 STD to ENH 7845 Server Software Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |

| IPCX-4040SPU-1A | IPCX 4.0-4.0 STD-PRE 7815 Server SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
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| IPCX-4040SPU-1A= | IPCX 4.0 to 4.0 STD to PRE 7815 Server Software Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4040SPU-1B | IPCX 4.0-4.0 STD-PRE 7825/7835 Server SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4040SPU-1B= | IPCX 4.0 to 4.0 STD to PRE 7825 or 7835 Server Software Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4040SPU-1C | IPCX 4.0-4.0 STD-PRE 7845 Server SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-4040SPU-1C= | IPCX 4.0 to 4.0 STD to PRE 7845 Server Software Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-40ENH-1A | IPCX 4.0 ENH 7815 Server SW,OS | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-40ENH-1A= | IPCX 4.0 ENH 7815 Server Software | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-40ENH-1B | IPCX 4.0 ENH 7825/7835 Server SW,OS | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-40ENH-1B= | IPCX 4.0 ENH 7825 or 7835 Server Software | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-40ENH-1C | IPCX 4.0 ENH 7845 Server SW,OS | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-40ENH-1C= | IPCX 4.0 ENH 7845 Server Software | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-40ENH-HAE-1A | IPCX 4.0 ENH 7815 HA Active,Standby Server SW,OS | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-40ENH-HAE-1A= | IPCX 4.0 ENH 7815 HA Active,Standby Server SW,OS | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-40ENH-HAE-1B | IPCX 4.0 ENH 7825/35 HA Active,Standby Server SW,OS | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-40ENH-HAE-1B= | IPCX 4.0 ENH 7825/35 HA Active,Standby Server SW,OS | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-40ENH-HAE-1C | IPCX 4.0 ENH 7845 HA Active,Standby Server SW,OS | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-40ENH-HAE-1C= | IPCX 4.0 ENH 7845 HA Active,Standby Server SW,OS | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-40ENH-HAS-1A | IPCX 4.0 ENH 7815 HA Active,Standby Server SW,OS,SQL2K | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-40ENH-HAS-1A= | IPCX 4.0 ENH 7815 HA Active,Standby Server SW,OS,SQL2K | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-40ENH-HAS-1B | IPCX 4.0 ENH 7825/35 HA Active,Standby Server SW,OS,SQL2K | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-40ENH-HAS-1B= | IPCX 4.0 ENH 7825/35 HA Active,Standby Server SW,OS,SQL2K | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-40ENH-HAS-1C | IPCX 4.0 ENH 7845 HA Active,Standby Server SW,OS,SQL2K | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-40ENH-HAS-1C= | IPCX 4.0 ENH 7845 HA Active,Standby Server SW,OS,SQL2K | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-40ENH-SEAT1 | IPCX 4.0 ENH Seat Qty 1 (agent or supervisor) | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-40ENH-SEAT10 | IPCX 4.0 ENH Seat Qty 10 (agent or supervisor) | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| IPCX-40ENH-SEAT10= | IPCX 4.0 ENH Seat Qty 10 (agent or supervisor) | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |

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| **IPCX-40ENH-SEAT1=** | IPCX 4.0 ENH Seat Qty 1 (agent or supervisor) | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40ENH-SEAT25** | IPCX 4.0 ENH Seat Qty 25 (agent or supervisor) | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40ENH-SEAT25=** | IPCX 4.0 ENH Seat Qty 25 (agent or supervisor) | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40ENH-SEAT50** | IPCX 4.0 ENH Seat Qty 50 (agent or supervisor) | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40ENH-SEAT50=** | IPCX 4.0 ENH Seat Qty 50 (agent or supervisor) | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40PRE-1A** | IPCX 4.0 PRE 7815 Server SW,OS | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40PRE-1A=** | IPCX 4.0 PRE 7815 Server Software | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40PRE-1B** | IPCX 4.0 PRE 7825/7835 Server SW,OS | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40PRE-1B=** | IPCX 4.0 PRE 7825 or 7835 Server Software | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40PRE-1C** | IPCX 4.0 PRE 7845 Server SW,OS | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40PRE-1C=** | IPCX 4.0 PRE 7845 Server Software | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40PRE-HAE-1A** | IPCX 4.0 PRE 7815 HA Active,Standby Server SW,OS | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40PRE-HAE-1A=** | IPCX 4.0 PRE 7815 HA Active,Standby Server SW,OS | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40PRE-HAE-1B** | IPCX 4.0 PRE 7825/7835 HA Active,Standby Server SW,OS | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40PRE-HAE-1B=** | IPCX 4.0 PRE 7825/7835 HA Active,Standby Server SW,OS | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40PRE-HAE-1C** | IPCX 4.0 PRE 7845 HA Active,Standby Server SW,OS | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40PRE-HAE-1C=** | IPCX 4.0 PRE 7845 HA Active,Standby Server SW,OS | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40PRE-HAS-1A** | IPCX 4.0 PRE 7815 HA Active,Standby Server SW,OS,SQL2K | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40PRE-HAS-1A=** | IPCX 4.0 PRE 7815 HA Active,Standby Server SW,OS,SQL2K | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40PRE-HAS-1B** | IPCX 4.0 PRE 7825/7835 HA Active Server SW,OS,SQL2K | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40PRE-HAS-1B=** | IPCX 4.0 PRE 7825/7835 HA Active,Standby Server SW,OS,SQL2K | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40PRE-HAS-1C** | IPCX 4.0 PRE 7845 HA Active,Standby Server SW,OS,SQL2K | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40PRE-HAS-1C=** | IPCX 4.0 PRE 7845 HA Active,Standby Server SW,OS,SQL2K | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40PRE-SEAT1** | IPCX 4.0 PRE Seat Qty 1 (agent or supervisor) | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40PRE-SEAT10** | IPCX 4.0 PRE Seat Qty 10 (agent or supervisor) | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40PRE-SEAT10=** | IPCX 4.0 PRE Seat Qty 10 (agent or supervisor) | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40PRE-SEAT1=** | IPCX 4.0 PRE Seat Qty 1 (agent or supervisor) | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40PRE-SEAT25** | IPCX 4.0 PRE Seat Qty 25 (agent or supervisor) | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |

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| **IPCX-40PRE-SEAT25=** | IPCX 4.0 PRE Seat Qty 25 (agent or supervisor) | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40PRE-SEAT50** | IPCX 4.0 PRE Seat Qty 50 (agent or supervisor) | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40PRE-SEAT50=** | IPCX 4.0 PRE Seat Qty 50 (agent or supervisor) | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40STD-1A** | IPCX 4.0 STD 7815 Server SW,OS | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40STD-1A=** | IPCX 4.0 STD 7815 Server Software | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40STD-1B** | IPCX 4.0 STD 7825/7835 Server SW,OS | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40STD-1B=** | IPCX 4.0 STD 7825 or 7835 Server Software | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40STD-1C** | IPCX 4.0 STD 7845 Server SW,OS | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40STD-1C=** | IPCX 4.0 STD 7845 Server Software | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40STD-SEAT1** | IPCX 4.0 STD Seat Qty 1 (agent or supervisor) | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40STD-SEAT10** | IPCX 4.0 STD Seat Qty 10 (agent or supervisor) | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40STD-SEAT10=** | IPCX 4.0 STD Seat Qty 10 (agent or supervisor) | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40STD-SEAT1=** | IPCX 4.0 STD Seat Qty 1 (agent or supervisor) | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40STD-SEAT25** | IPCX 4.0 STD Seat Qty 25 (agent or supervisor) | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40STD-SEAT25=** | IPCX 4.0 STD Seat Qty 25 (agent or supervisor) | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40STD-SEAT50** | IPCX 4.0 STD Seat Qty 50 (agent or supervisor) | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-40STD-SEAT50=** | IPCX 4.0 STD Seat Qty 50 (agent or supervisor) | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4X-4Y-ENH-PRE** | IPCX 4.X ENH To 4.Y PRE Upgrade - Configurable | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4X-4Y-STD-ENH** | IPCX 4.X STD To 4.Y ENH Upgrade - Configurable | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4X-4Y-STD-PRE** | IPCX 4.X STD To 4.Y PRE Upgrade - Configurable | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4X-4YENH** | IPCX 4.X ENH To 4.Y ENH Upgrade - Configurable | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4X-4YPRE** | IPCX 4.X PRE To 4.Y PRE Upgrade - Configurable | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4X4Y-DIFF-UPG** | IPCX 4.X-4.Y UPGRADE STD-ENH,STD-PRE,ENH-PRE - Configurable | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCX-4X4Y-SAME-UPG** | IPCX 4.X-4.Y UPGRADE STD-STD,EHN-ENH,PRE-PRE - Configurable | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCXIVR-40DB1PS1** | IPCX or IVR 4.0 MS SQL 2K Server 1 Processor Software | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCXIVR-40DB1PS1=** | IPCX or IVR 4.0 MS SQL 2K Server 1 Processor Software | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCXIVR-40DB2PS1** | IPCX or IVR 4.0 MS SQL 2K Server 2 Processors Software | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCXIVR-40DB2PS1=** | IPCX or IVR 4.0 MS SQL 2K Server 2 Processors Software | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCXIVR-40ES-1A** | IPCX or IVR 4.0 7815 Expansion Server SW w/OS | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |

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| **IPCXIVR-40ES-1A=** | IPCX or IVR 4.0 7815 Expansion Server Software | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCXIVR-40ES-1B** | IPCX or IVR 4.0 7825/7835 Expansion Server SW w/OS | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCXIVR-40ES-1B=** | IPCX or IVR 4.0 7825 or 7835 Expansion Server Software | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCXIVR-40ES-1C** | IPCX or IVR 4.0 7845 Expansion Server SW w/OS | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCXIVR-40ES-1C=** | IPCX or IVR 4.0 7845 Expansion Server Software | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCXIVR-40UEXP-1A** | IPCX or IVR 4.0 7815 Expansion Server SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCXIVR-40UEXP-1A=** | IPCX or IVR 4.0 7815 Expansion Server Software Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCXIVR-40UEXP-1B** | IPCX or IVR 4.0 7825/7835 Expansion Server SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCXIVR-40UEXP-1B=** | IPCX or IVR 4.0 7825 or 7835 Expansion Server Software Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCXIVR-40UEXP-1C** | IPCX or IVR 4.0 7845 Expansion Server SW,OS Upg | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |
| **IPCXIVR-40UEXP-1C=** | IPCX or IVR 4.0 7845 Expansion Server Software Upgrade | See Product Migration Options section for details. | Cisco Unified Contact Center Express 5.0 or later |

## Product Migration Options

Customers are encouraged to migrate to Cisco Unified Contact Center Express 5.0. Information about this product can be found at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/index.html.

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 the Cisco Certified 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://cisco.com/go/remarketing

## For More Information

For more information about the Cisco Unified Contact Center 5.0, visit http://www.cisco.com/en/US/products/sw/custcosw/ps1846/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