

End-of-Sale and End-of-Life Announcement for Audium Studio 3.4

EOL5492

Cisco Systems® announces the end-of-sale and end-of life dates for Audium Studio 3.4. The last day to order Audium Studio 3.4 is January 16, 2007. 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 Audium Studio 3.4. Table 2 lists the product part numbers affected by this announcement.

Table 1. End-of-Life Milestones and Dates for Audium Studio 3.4

Milestone	Definition	Date
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.	January 16, 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.	January 16, 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.	January 16, 2007
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.	January 16, 2007
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	January 16, 2007
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.	July 16, 2007

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-STTR-3.4	CA USE ONLY Audium Studio 3.4 Contract transfer to Cisco	CVP-AD-STUDIO	CVP—Audium Studio (not for use with self-service)

Product Migration Options

Customers are encouraged to migrate to Customer Voice Portal (CVP)-Audium Studio 5.2.

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 Customer Voice Portal (CVP)-Audium Studio 5.2, 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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