

End-of-Sale and End-of-Life Announcement for the Cisco Customer Voice Portal: Audium Studio Version 5.1

EOL5484

Cisco Systems® announces the end-of-sale and end-of life dates for the Cisco Customer Voice Portal: Audium Studio Version 5.1. The last day to order the Cisco Customer Voice Portal: Audium Studio Version 5.1 is August 13, 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 the Cisco Customer Voice Portal: Audium Studio Version 5.1. 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 Studio Version 5.1

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.	February 12, 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.	August 13, 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.	November 11, 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.	August 12, 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.	August 12, 2008
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	November 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.	August 12, 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
CVP-AD-STUDIO	This part number will remain after End-of-Sale. Customers will be able to select only Studio Version 5.2 after End-of-Sale.

Product Migration Options

Customers are encouraged to migrate to Studio Version 5.2. Please note that the Cisco part number used, CVP-AD-STUDIO, does not contain a version number and supports Studio Version 5.1 and 5.2. At time of end of sale of Studio Version 5.1, customers will no longer be able to download Version 5.2 from the Cisco Audium Support Site.

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 CVP-Audium Studio Version 5.2, 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>.



Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

Asia Pacific Headquarters
Cisco Systems, Inc.
168 Robinson Road
#28-01 Capital Tower
Singapore 068912
www.cisco.com
Tel: +65 6317 7777
Fax: +65 6317 7799

Europe Headquarters
Cisco Systems International BV
Haarlerbergpark
Haarlerbergweg 13-19
1101 CH Amsterdam
The Netherlands
www-europe.cisco.com
Tel: +31 0 800 020 0791
Fax: +31 0 20 357 1100

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

©2007 Cisco Systems, Inc. All rights reserved. CCVP, the Cisco logo, and the Cisco Square Bridge logo are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn is a service mark of Cisco Systems, Inc.; and Access Registrar, Aironet, BPX, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, Follow Me Browsing, FormShare, GigaDrive, GigaStack, HomeLink, Internet Quotient, IOS, iPhone, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, LightStream, Linksys, MeetingPlace, MGX, Networking Academy, Network Registrar, Packet, PIX, ProConnect, RateMUX, ScriptShare, SlideCast, SMARTnet, StackWise, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0701R)