



## End-of-Sale and End-of-Life Announcement for the Cisco Nuance Automatic Speech Recognition (ASR) and Nuance Text-To-Speech (TTS) for IP IVR and IPCC Express

Cisco Systems<sup>®</sup> announces the end-of-sale and end-of life dates for the Cisco<sup>®</sup> Nuance Automatic Speech Recognition (ASR) and Nuance Text-To-Speech (TTS) for IP IVR and IPCC Express 3.X products. The last day to order the affected product is May 15, 2006. Customers with active service contracts will continue to receive support from the Cisco Technical Assistance Center (TAC) until August 27, 2009. 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.

This announcement makes the ASR/TTS sales model for IPIVR and IPCC Express consistent with the Cisco Customer Voice Portal where partners work directly with ASR/TTS providers to procure the necessary technology. Cisco Systems has negotiated with the product supplier of these products to ensure customers using these products will be able to migrate to new versions of the product after Cisco Systems stops selling the existing product. Please note that this end-of-sale and end-of-life announcement affects product features that have been available with IPIVR and IPCC Express 3.X products only. Cisco Systems will continue to renew SAS service agreements until End of service contract renewal date, with customer understanding that Cisco will only be able to support the features compatible with IPIVR and IPCC Express 3.X. Cisco Systems will no longer supply upgrades to ASR or TTS, and will stop selling and renewing Software Application Support plus Upgrades (SASU) service agreements. Customers are encouraged to migrate to IPCC Express/IPIVR 4.0 and the ASR and TTS products offered by Nuance. Those products provide significantly better speech recognition and speech synthesis capabilities. To encourage customers to migrate, Cisco and Nuance will be providing a special offer to upgrade their ASR/TTS to Nuance's latest versions, available with IPCC Express/IPIVR 4.0. Cisco recommends that customers migrating to the latest versions of ASR/TTS, which are compatible with IPCC Express/IPIVR 4.0, purchase support for those ASR/TTS products directly from Nuance. 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 Nuance Automatic Speech Recognition (ASR) for IP IVR and Nuance Text-To-Speech (TTS) for IP IVR.

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.	March 15, 2006
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, 2006
Last shipment date	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 26, 2006
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.	August 28, 2007
End of new service attachment date	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 28, 2007
End of service contract renewal date	The last date to extend or renew a service contract for the product.	November 23, 2008

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.	August 27, 2009
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**Table 2.** Product Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description
LNSR-3.X-2L-1	1 2nd Language Limited Nuance 3.X ASR Port
LNSR-3.X-2L-10	10 2nd Language Limited Nuance 3.X ASR Ports
LNSR-3.X-2L-25	25 2nd Language Limited Nuance 3.X ASR Ports
LNSR-3.X-2L-5	5 2nd Language Limited Nuance 3.X ASR Ports
LNSR-3.X-2L-50	50 2nd Language Limited Nuance 3.X ASR Ports
LNSR-3.X-3L-1	1 3rd Language Limited Nuance 3.X ASR Port
LNSR-3.X-3L-10	10 2nd Language Limited Nuance 3.X ASR Ports
LNSR-3.X-3L-25	25 3rd Language Limited Nuance 3.X ASR Ports
LNSR-3.X-3L-5	5 3rd Language Limited Nuance 3.X ASR Ports
LNSR-3.X-3L-50	50 3rd Language Limited Nuance 3.X ASR Ports
LNSR-3.X-SL-1	1 Single Language Limited Nuance 3.X ASR Port
LNSR-3.X-SL-10	10 Single Language Limited Nuance 3.X ASR Ports
LNSR-3.X-SL-25	25 Single Language Limited Nuance 3.X ASR Ports
LNSR-3.X-SL-5	5 Single Language Limited Nuance 3.X ASR Ports
LNSR-3.X-SL-50	50 Single Language Limited Nuance 3.X ASR Ports
NASR-3.0=	Nuance Speech Recognition SW for Cisco Approved Platforms
NASR-3.X-PORTS=	Nuance Speech Recognition 3.X Ports (SW Not Included)
NSR-3.X-2L-1	1 2nd Language Nuance 3.X ASR Port
NSR-3.X-2L-10	10 2nd Language Nuance 3.X ASR Ports
NSR-3.X-2L-25	25 2nd Language Nuance 3.X ASR Ports
NSR-3.X-2L-5	5 2nd Language Nuance 3.X ASR Ports
NSR-3.X-2L-50	50 2nd Language Nuance 3.X ASR Ports
NSR-3.X-3L-1	1 3rd Language Nuance 3.X ASR Port
NSR-3.X-3L-10	10 2nd Language Nuance 3.X ASR Ports
NSR-3.X-3L-25	25 3rd Language Nuance 3.X ASR Ports
NSR-3.X-3L-5	5 3rd Language Nuance 3.X ASR Ports
NSR-3.X-3L-50	50 3rd Language Nuance 3.X ASR Ports
NSR-3.X-SL-1	1 Single Language Nuance 3.X ASR Port
NSR-3.X-SL-10	10 Single Language Nuance 3.X ASR Ports
NSR-3.X-SL-25	25 Single Language Nuance 3.X ASR Ports
NSR-3.X-SL-5	5 Single Language Nuance 3.X ASR Ports
NSR-3.X-SL-50	50 Single Language Nuance 3.X ASR Ports
NTTS-3.0=	Nuance 3.X Text-to-Speech SW for Cisco Approved Platforms
NTTS-3.1-2L-1	1 2nd Language Nuance Voc. 3 TTS Port

NTTS-3.1-2L-10	10 2nd Language Nuance Voc. 3 TTS Ports
NTTS-3.1-2L-25	25 2nd Language Nuance Voc. 3 TTS Ports
NTTS-3.1-2L-5	5 2nd Language Nuance Voc. 3 TTS Ports
NTTS-3.1-PORTS=	Nuance Text-to-Speech Voc. 3 Ports (SW Not Included)
NTTS-3.1-SL-1	1 Single Language NuanceVoc. 3 TTS Ports
NTTS-3.1-SL-10	10 Single Language Nuance Voc. 3 TTS Ports
NTTS-3.1-SL-25	25 Single Language Nuance Voc. 3 TTS Ports
NTTS-3.1-SL-5	5 Single Language NuanceVoc. 3 TTS Ports
NTTS-3.1=	Nuance Text-to-Speech Vocalizer 3.0
NTTS-3.X-2L-1	1 2nd Language Nuance 3.X TTS Port
NTTS-3.X-2L-10	10 2nd Language Nuance 3.X TTS Ports
NTTS-3.X-2L-25	25 2nd Language Nuance 3.X TTS Ports
NTTS-3.X-2L-5	5 2nd Language Nuance 3.X TTS Ports
NTTS-3.X-3L-1	1 3rd Language Nuance 3.X TTS Port
NTTS-3.X-3L-10	10 3rd Language Nuance 3.X TTS Ports
NTTS-3.X-3L-25	25 3rd Language Nuance 3.X TTS Ports
NTTS-3.X-3L-5	5 3rd Language Nuance 3.X TTS Ports
NTTS-3.X-PORTS=	Nuance Text-to-Speech 3.X Ports (SW Not Included)
NTTS-3.X-SL-1	1 Single Language Nuance 3.X TTS Port
NTTS-3.X-SL-10	10 Single Language Nuance 3.X TTS Ports
NTTS-3.X-SL-25	25 Single Language Nuance 3.X TTS Ports
NTTS-3.X-SL-5	5 Single Language Nuance 3.X TTS Ports

## PRODUCT MIGRATION OPTIONS

Customers with Nuance ASR/LNSR and Nuance TTS for IPIVR have the ability to upgrade to Nuance's latest ASR and TTS products through a third-party integrator or directly from Nuance. Because these products are not available directly from Cisco, Nuance is providing a one-year offer for customers who have Nuance ASR/Nuance TTS to move to Nuance's latest products at 10 percent of their standard product fees and the purchase of maintenance. This will allow customers to upgrade to the latest supported versions of ASR and TTS products. Nuance offers OpenSpeech Recognizer and Nuance 8.5 as the market-leading ASR engines. Nuance also offers RealSpeak as the market-leading TTS solution. This offer will be available for one year and is available to all current Nuance ASR/Nuance TTS customers. In addition, if a current Cisco customer has not purchased any Nuance speech technology, customers can purchase the latest versions of Nuance software and receive a 20 percent discount off of list price, with a full maintenance contract, when purchased by June 30, 2006. To redeem the product offers from Nuance (of for new sales), please contact the Inside Sales Team at Nuance, phone number 801 446-4192. Nuance Sales will collect all the appropriate company information and determine the best package for the customer. Nuance has established selected resellers in geographic areas that will fulfill product request and provide joint value-added services and support.

## FOR MORE INFORMATION

For more information about the Cisco Nuance Automatic Speech Recognition (ASR) for IP IVR and Nuance Text-To-Speech (TTS) for IP IVR, visit [http://www.cisco.com/en/US/netsol/ns340/ns394/ns165/ns45/ns250/net\\_value\\_proposition09186a00800b6741.html](http://www.cisco.com/en/US/netsol/ns340/ns394/ns165/ns45/ns250/net_value_proposition09186a00800b6741.html) or contact your local account representative.



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