

## End-of-Sale and End-of-Life Announcement for the Cisco Unified IP IVR 3.0, 3.1 and IP Queue Manager 3.0, 3.1

EOL5545

Cisco Systems® announces the end-of-sale and end-of life dates for the Cisco Unified IP IVR. The last day to order the Cisco Unified IP IVR is September 14, 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 Unified IP IVR. Table 2 lists the product part numbers affected by this announcement.

**Table 1.** End-of-Life Milestones and Dates for the Cisco Unified IP IVR

Milestone	Definition	Date
<b>End-of-Life Announcement Date</b>	The date the document that announces the end of sale and end of life of a product is distributed to the general public.	March 16, 2007
<b>End-of-Sale Date</b>	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	September 14, 2007
<b>Last Ship Date: App. SW</b>	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	December 13, 2007
<b>End of SW Maintenance Releases Date: App. SW</b>	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.	September 13, 2008
<b>End of New Service Attachment Date: App. SW</b>	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.	September 13, 2008
<b>End of Service Contract Renewal Date: App. SW</b>	The last date to extend or renew a service contract for the product.	December 10, 2009
<b>Last Date of Support: App. SW</b>	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.	September 13, 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
<b>IVR-3.0</b>	IVR 3.0 SW and 5 IVR Ports for Cisco Approved Platforms
<b>IVR-3.1=</b>	IVR 3.1 Software and 5 IVR Ports
<b>QM-3.0</b>	QM 3.0 SW and 12 QM Ports for Cisco approved platforms
<b>QM-3.1=</b>	QM 3.1 Software and 12 QM Ports

### Product Migration Options

Customers are encouraged to migrate to Cisco IP IVR 4.1 and Cisco IP QM 3.5. Information about these products can be found at:

<http://www.cisco.com/en/US/products/sw/custcosw/ps3651/index.html> and

<http://www.cisco.com/en/US/products/sw/custcosw/ps1844/ps3653/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 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](http://www.cisco.com/en/US/ordering/or6/or17/order_refurbished_equipment_program_description.html).

### For More Information

For more information about the Cisco IP IVR 4.1 for Cisco IP IVR and Cisco IP QM 3.5 for Queue Manager, visit, contact your local account representative, or send an e-mail to [ipcc-express-pm@cisco.com](mailto:ipcc-express-pm@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](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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