

End-of-Sale and End-of-Life Announcement for the Cisco Unified Contact Center and Cisco Unified Intelligent Contact Management Enterprise and Hosted Editions 7.0, 7.1, and 7.2

EOL6790 - Amended

Cisco announces the end-of-sale and end-of life dates for the Cisco Unified Contact Center and Cisco Unified Intelligent Contact Management Enterprise and Hosted Editions 7.0, 7.1, and 7.2. The last day to order the affected product(s) is February 5, 2010. 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 and Cisco Unified Intelligent Contact Management Enterprise and Hosted Editions 7.0, 7.1, and 7.2

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.	August 7, 2009
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.	February 5, 2010
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.	May 6, 2010
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 5, 2011
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.	February 5, 2011
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	May 3, 2012
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.	February 28, 2013

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	Additional Information
ICME-MEDIA700-K9	ICM ENTERPRISE MEDIKIT RELEASE 7.0	ICMEH-MEDIA75-K9	UNIFIED ICM ENTERPRISE - HOSTED MEDIKIT RELEASE 7.5	-
ICME-MEDIA71X-K9	UNIFIED ICM ENTERPRISE MEDIKIT RELEASE 7.1	ICMEH-MEDIA75-K9	UNIFIED ICM ENTERPRISE - HOSTED MEDIKIT RELEASE 7.5	-
ICME-MEDIA72X-K9	UNIFIED ICM ENTERPRISE MEDIKIT RELEASE 7.2	ICMEH-MEDIA75-K9	UNIFIED ICM ENTERPRISE - HOSTED MEDIKIT RELEASE 7.5	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
ICME-PG-06	ICM ENTERPRISE ERICSSON ACP1000 PG	There is currently no replacement product available for this product.		
ICME-PG-07	ICM ENTERPRISE MD110 PG	There is currently no replacement product available for this product.		
ICME-PG-09	ICM ENTERPRISE NORTEL DMS PG	There is currently no replacement product available for this product.		
ICME-PG-10	ICM ENTERPRISE NORTEL SL-100 PG	There is currently no replacement product available for this product.		
ICME-PG-12	ICM ENTERPRISE ROCKWELL GALAXY PG	There is currently no replacement product available for this product.		
ICME-PG-14	ICM ENTERPRISE SIEMENS HICOM 300E NORTH AMERICA PG	There is currently no replacement product available for this product.		
ICME-PG-15	ICM ENTERPRISE SIEMENS HICOM 300E EURO/INTERNATIONAL PG	There is currently no replacement product available for this product.		
ICME-PG-16	ICM ENTERPRISE SIEMENS ROLM 9751 CBX PG	There is currently no replacement product available for this product.		
ICMH-MEDIA700-K9	ICM HOSTED MEDIAKIT RELEASE 7.0	ICMEH-MEDIA75-K9	UNIFIED ICM ENTERPRISE - HOSTED MEDIAKIT RELEASE 7.5	-
ICMH-MEDIA71X-K9	UNIFIED ICM HOSTED MEDIAKIT RELEASE 7.1	ICMEH-MEDIA75-K9	UNIFIED ICM ENTERPRISE - HOSTED MEDIAKIT RELEASE 7.5	-
ICMH-MEDIA72X-K9	UNIFIED ICM HOSTED MEDIAKIT RELEASE 7.2	ICMEH-MEDIA75-K9	UNIFIED ICM ENTERPRISE - HOSTED MEDIAKIT RELEASE 7.5	-
IPCE-CADKIT700	MEDIAKIT CAD 7.0 FOR IPCC	CCEH-CADKIT75-K9	CISCO AGENT DESKTOP MEDIAKIT RELEASE 7.5	-
IPCE-CADKIT700=	MEDIAKIT CAD 7.0 FOR IPCC	CCEH-CADKIT75-K9	CISCO AGENT DESKTOP MEDIAKIT RELEASE 7.5	-
IPCE-CADKIT71X	Media Kit CAD 7.1	CCEH-CADKIT75-K9	CISCO AGENT DESKTOP MEDIAKIT RELEASE 7.5	-
IPCE-CADKIT72X	MEDIAKIT CAD 7.2	CCEH-CADKIT75-K9	CISCO AGENT DESKTOP MEDIAKIT RELEASE 7.5	-
IPCE-MEDIA700-K9	IPCC ENTERPRISE MEDIAKIT RELEASE 7.0	CCEH-MEDIA75-K9	MEDIA KIT FOR UNIFIED CC ENTERPRISE AND HOSTED 7.5	-
IPCE-MEDIA71X-K9	UNIFIED CONTACT CENTER ENTERPRISE MEDIAKIT RELEASE 7.1	CCEH-MEDIA75-K9	MEDIA KIT FOR UNIFIED CC ENTERPRISE AND HOSTED 7.5	-
IPCE-MEDIA72X-K9	UNIFIED CCE MEDIAKIT RELEASE 7.2	CCEH-MEDIA75-K9	MEDIA KIT FOR UNIFIED CC ENTERPRISE AND HOSTED 7.5	-
IPCE-SMEDIA700-K9	SYSTEM IPCC ENTERPRISE MEDIAKIT RELEASE 7.0	CCEH-MEDIA75-K9	MEDIA KIT FOR UNIFIED CC ENTERPRISE AND HOSTED 7.5	-
IPCE-SMEDIA71X-K9	UNIFIED SYSTEM CCE MEDIAKIT RELEASE 7.1	CCEH-MEDIA75-K9	MEDIA KIT FOR UNIFIED CC ENTERPRISE AND HOSTED 7.5	-
IPCE-SMEDIA72X-K9	UNIFIED SYSTEM CCE MEDIAKIT RELEASE 7.2	CCEH-MEDIA75-K9	MEDIA KIT FOR UNIFIED CC ENTERPRISE AND HOSTED 7.5	-
IPCH-MEDIA700-K9	IPCC HOSTED MEDIAKIT RELEASE 7.0	CCEH-MEDIA75-K9	MEDIA KIT FOR UNIFIED CC ENTERPRISE AND HOSTED 7.5	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
IPCH-MEDIA71X-K9	UNIFIED CONTACT CENTER HOSTED MEDIKIT RELEASE 7.1	CCEH-MEDIA75-K9	MEDIA KIT FOR UNIFIED CC ENTERPRISE AND HOSTED 7.5	-
IPCH-MEDIA72X-K9	UNIFIED CCH MEDIKIT RELEASE 7.2	CCEH-MEDIA75-K9	MEDIA KIT FOR UNIFIED CC ENTERPRISE AND HOSTED 7.5	-

Product Migration Options

Customers are encouraged to migrate to version 7.5 of the Cisco Unified Contact Center and Cisco Unified Intelligent Contact Management Enterprise and Hosted editions. Information about this product can be found at:

<http://www.cisco.com/en/US/products/sw/custcosw/ps1844/index.html>.

Customers can use the Cisco Technology Migration Program (TMP) to trade-in products and receive credit toward the purchase of new Cisco equipment. For more information about Cisco TMP, customers should work with their Cisco Partner or Cisco account team. Cisco Partners can find additional TMP information on Partner Central at <http://www.cisco.com/web/partners/pr11/incentive/tmp/index.html>.

Customers may be able to continue to purchase the Cisco Unified Contact Center and Cisco Unified Intelligent Contact Management Enterprise and Hosted Editions 7.0, 7.1, and 7.2 through the Cisco Certified Refurbished Equipment program. Refurbished units may be available in limited supply for sale in certain countries on a first-come, first-served basis until the Last Date of Support has been reached. For information about the Cisco Certified Refurbished Equipment program, go to: <http://www.cisco.com/go/eos>.

Service prices for Cisco products are subject to change after the product End of Sale date.

The Cisco Takeback and Recycle program helps businesses dispose properly of surplus products that have reached their end of useful life. The program is open to all business users of Cisco equipment and its associated brands and subsidiaries. For more information, go to:

http://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html.

For More Information

For more information about the Cisco Unified Contact Center and Cisco Unified Intelligent Contact Management Enterprise and Hosted Edition 7.5, visit <http://www.cisco.com/en/US/products/sw/custcosw/ps1844/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/products_end-of-life_policy.html.

To subscribe to receive end-of-life/end-of-sale information, go to:

<http://www.cisco.com/cisco/support/notifications.html>.

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