

## End-of-Sale and End-of-Life Announcement for the Cisco Unified Attendant Console Department Edition 9.x

EOL10350

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Attendant Console Department Edition 9.x. The last day to order the affected product(s) is December 18, 2015. 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 under the terms and conditions of customers' service contract.

**Table 1.** End-of-Life Milestones and Dates for the Cisco Unified Attendant Console Department Edition 9.x

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.	June 19, 2015
<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.	December 18, 2015
<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.	March 17, 2016
<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.	December 17, 2016
<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.	December 17, 2016
<b>End of Service Contract Renewal Date: App. SW</b>	The last date to extend or renew a service contract for the product.	March 15, 2018
<b>Last Date of Support: App. SW</b>	The last date to receive applicable service and support for the product as entitled by active service contracts or by warranty terms and conditions. After this date, all support services for the product are unavailable, and the product becomes obsolete.	December 31, 2018

HW = Hardware   OS SW = Operating System Software   App. SW = Application Software

**IMPORTANT:** Please review the Cisco Unified Attendant Console Standard data sheet

(<http://www.cisco.com/c/en/us/products/collateral/unified-communications/unified-attendant-console/datasheet-c78-731866.html>) and product documentation (<http://www.cisco.com/c/en/us/support/unified-communications/unified-attendant-consoles/tsd-products-support-series-home.html>) carefully to make sure you are comfortable with the transition from Department Edition to Standard.

Please also note that, while Department Edition licenses may be migrated to Standard licenses, Standard is a completely different product. Settings and configurations from the Department Edition do not translate to Standard and are therefore not able to be migrated.

**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
CUACD9X-AC-UPG	Cisco Unified Att Console Department Upgrade to 9.x	There is currently no replacement product available for this product.	-	-
CUACD9X-ATT-CON	Cisco Unified Attendant Console Department Edition 9.x	CUAC11X-STND	Cisco Unified Attendant Console Standard 11.x - 1 Lic	-
CUACD9X-U-AC=	Cisco Unified Att Console Dept Upg to 9.x	CUAC11ST-U-AC=	Cisco Unified Att Console Standard Upg to 11.x	-
L-CUACD9X-ATT-CON	Cisco Unified Attendant Console Department Edition 9.x	L-CUAC11X-STND	Cisco Unified Attendant Console Standard 11.x - 1 Lic	-
L-CUACD9X-U-AC=	Cisco Unified Att Console Dept Upg to 9.x - eDelivery	L-CUAC11ST-U-AC=	Cisco Unified Att Console Standard Upg to 11.x - eDelivery	-

## Product Migration Options

Customers are encouraged to migrate to Cisco Unified Attendant Console Standard. Information about this product can be found at: <http://www.cisco.com/c/en/us/products/unified-communications/unified-attendant-consoles/index.html>.

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

## For More Information

For more Information about the Cisco Unified Attendant Console Standard, visit

<http://www.cisco.com/c/en/us/products/unified-communications/unified-attendant-consoles/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](http://www.cisco.com/en/US/products/products_end-of-life_policy.html).

For more information about the Cisco Product Warranties, go to:

[http://www.cisco.com/en/US/products/prod\\_warranties\\_listing.html](http://www.cisco.com/en/US/products/prod_warranties_listing.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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