



The bridge to possible

Product End-of-Life Notice

Cisco public

# End-of-Sale and End-of-Life Announcement for the Cisco Unity Express Version 10.x



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## Overview

### EOL13383 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unity Express Version 10.x. The last day to order the affected product(s) is October 29, 2020. 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.

### End-of-life milestones

**Table 1.** End-of-life milestones and dates for the Cisco Unity Express Version 10.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.	April 30, 2020
<b>End-of-Sale Date: App SW, License</b>	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	October 29, 2020
<b>Last Ship Date: App SW, License</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.	January 27, 2021
<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.	October 29, 2021
<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.	October 29, 2021
<b>End of Service Contract Renewal Date: App SW</b>	The last date to extend or renew a service contract for the product.	January 25, 2023
<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.	October 31, 2023

HW = Hardware

OS SW = Operating System Software

App. SW = Application Software

## Product part numbers

**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
<b>CUE-LANG-ARA</b>	Cisco Unity Express - Saudi Arabian Arabic	There is currently no replacement product available for this product.	-	-
<b>CUE-LANG-CHS</b>	Cisco Unity Express - Chinese (Mandarin)	There is currently no replacement product available for this product.	-	-
<b>CUE-LANG-CHT</b>	CUE Language Chinese (Taiwan)	There is currently no replacement product available for this product.	-	-
<b>CUE-LANG-DAN</b>	Cisco Unity Express - Danish Language Option	There is currently no replacement product available for this product.	-	-
<b>CUE-LANG-DEU</b>	Cisco Unity Express - German Language Option	There is currently no replacement product available for this product.	-	-
<b>CUE-LANG-ENG</b>	Cisco Unity Express - British English	There is currently no replacement product available for this product.	-	-
<b>CUE-LANG-ENU</b>	Cisco Unity Express - North American English	There is currently no replacement product available for this product.	-	-
<b>CUE-LANG-ESM</b>	Cisco Unity Express - Mexican Spanish	There is currently no replacement product available for this product.	-	-
<b>CUE-LANG-ESO</b>	Cisco Unity Express - Latin American Spanish	There is currently no replacement product available for this product.	-	-
<b>CUE-LANG-ESP</b>	Cisco Unity Express - European Spanish Language Option	There is currently no replacement product available for this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
<b>CUE-LANG-FRA</b>	Cisco Unity Express - European French Language Option	There is currently no replacement product available for this product.	-	-
<b>CUE-LANG-FRC</b>	Cisco Unity Express - French Canadian	There is currently no replacement product available for this product.	-	-
<b>CUE-LANG-HUN</b>	Cisco Unity Express - Hungarian - Hungary	There is currently no replacement product available for this product.	-	-
<b>CUE-LANG-ITA</b>	Cisco Unity Express - Italian	There is currently no replacement product available for this product.	-	-
<b>CUE-LANG-JPN</b>	Cisco Unity Express - Japanese	There is currently no replacement product available for this product.	-	-
<b>CUE-LANG-KOR</b>	Cisco Unity Express - Korean	There is currently no replacement product available for this product.	-	-
<b>CUE-LANG-NLD</b>	Cisco Unity Express - Dutch	There is currently no replacement product available for this product.	-	-
<b>CUE-LANG-NOR</b>	Cisco Unity Express - Norwegian - Norway	There is currently no replacement product available for this product.	-	-
<b>CUE-LANG-PTB</b>	Cisco Unity Express - Brazilian Portuguese	There is currently no replacement product available for this product.	-	-
<b>CUE-LANG-PTG</b>	Cisco Unity Express - Portuguese - Portugal	There is currently no replacement product available for this product.	-	-
<b>CUE-LANG-RUS</b>	Cisco Unity Express - Russian Russian	There is currently no replacement product available for this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
<b>CUE-LANG-SVE</b>	Cisco Unity Express - Swedish	There is currently no replacement product available for this product.	-	-
<b>CUE-LANG-TUR</b>	Cisco Unity Express - Turkish Turkish	There is currently no replacement product available for this product.	-	-
<b>CUE-LANG-ZHH</b>	CUE Language Chinese (Hong Kong)	There is currently no replacement product available for this product.	-	-
<b>SCUE-ESXI-10-K9</b>	Cisco Unity Express Virtual Release 10	There is currently no replacement product available for this product.	-	-
<b>VIRTUAL-CUE</b>	Virtual CUE software container for UCS E-Series	There is currently no replacement product available for this product.	-	-
<b>CUE10-IVR</b>	Cisco Unity Express v10.x: 1 IVR Session (Smart License)	There is currently no replacement product available for this product.	-	-
<b>CUE10-VM</b>	Cisco Unity Express v10.x: 1 Voice Mailbox (Smart license)	See the Product Migration Options section below for detailed information on replacing this product.	-	-

## Product migration options

Customers with an active SWSS support contract may convert existing Cisco Unity Express version 9.x or 10.x voice mail licenses to Cisco Unity Connection version 12.x basic voice mail licenses using the Product Update Tool (<https://upgrad.cloudapps.cisco.com/upgrad/>). Customers without an active SWSS support contract for Cisco Unity Express v9.x or later, have the option to purchase license migration to Cisco Unity Connection version 12.x (UCXN-MIG-CUECUC). Please work with your Cisco Partner or Cisco account team to find out more, or visit Cisco Commerce Workspace to purchase migration licenses.

Customers may be able to use the Cisco Technology Migration Program (TMP) where applicable to trade-in eligible 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:

[https://www.cisco.com/web/partners/incentives\\_and\\_promotions/tmp.html](https://www.cisco.com/web/partners/incentives_and_promotions/tmp.html).

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Customers may be able to continue to purchase the Cisco Unity Express Version 10.x 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: <https://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 properly dispose 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: [https://www.cisco.com/web/about/ac227/ac228/ac231/about\\_cisco\\_takeback\\_recycling.html](https://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html).

## For more information

For more information about the Cisco End-of-Life Policy, go to: [https://www.cisco.com/en/US/products/products\\_end-of-life\\_policy.html](https://www.cisco.com/en/US/products/products_end-of-life_policy.html).

For more information about the Cisco Product Warranties, go to: [https://www.cisco.com/en/US/products/prod\\_warranties\\_listing.html](https://www.cisco.com/en/US/products/prod_warranties_listing.html).

To subscribe to receive end-of-life/end-of-sale information, go to: <https://www.cisco.com/cisco/support/notifications.html>.

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