

## End-of-Sale and End-of-Life Announcement for the Cisco Customer Voice Portal: Audium Studio Version 5.1

EOL5484

Cisco Systems® announces the end-of-sale and end-of life dates for the Cisco Customer Voice Portal: Audium Studio Version 5.1. The last day to order the Cisco Customer Voice Portal: Audium Studio Version 5.1 is August 13, 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 Customer Voice Portal: Audium Studio Version 5.1. Table 2 lists the product part numbers affected by this announcement.

**Table 1.** End-of-Life Milestones and Dates for the Cisco Customer Voice Portal: Audium Studio Version 5.1

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.	February 12, 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.	August 13, 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.	November 11, 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.	August 12, 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.	August 12, 2008
<b>End of Service Contract Renewal Date: App. SW</b>	The last date to extend or renew a service contract for the product.	November 8, 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.	August 12, 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>CVP-AD-STUDIO</b>	This part number will remain after End-of-Sale. Customers will be able to select only Studio Version 5.2 after End-of-Sale.

### Product Migration Options

Customers are encouraged to migrate to Studio Version 5.2. Please note that the Cisco part number used, CVP-AD-STUDIO, does not contain a version number and supports Studio Version 5.1 and 5.2. At time of end of sale of Studio Version 5.1, customers will no longer be able to download Version 5.2 from the Cisco Audium Support Site.

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 CVP-Audium Studio Version 5.2, contact your local account representative, or send an e-mail to [cvp-pre-sales@cisco.com](mailto:cvp-pre-sales@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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