

## End-of-Sale and End-of-Life Announcement for the Cisco Unified IP Interactive Voice Response (IP IVR) 4.5

EOL6281

Cisco® announces the end-of-sale and end-of life dates for the Cisco Unified IP Interactive Voice Response (IP IVR) 4.5. The last day to order the affected product(s) is May 12, 2008. 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 IP Interactive Voice Response 4.5

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.	November 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.	May 12, 2008
<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.	August 10, 2008
<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.	May 12, 2009
<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.	May 12, 2009
<b>End of Service Contract Renewal Date: App. SW</b>	The last date to extend or renew a service contract for the product.	August 8, 2010
<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.	May 12, 2011

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
<b>IPIVR-3X45-SASU=</b>	IPIVR 3.X to 4.5 SASU Upgrade	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 5.0
<b>IPIVR-45</b>	IP IVR 4.5 server software and 5 ports	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 5.0
<b>IPIVR-45-1A</b>	IPIVR 4.5 7815 Server SW, OS, 5 ports	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 5.0
<b>IPIVR-45-1B</b>	IPIVR 4.5 7825 or 7835 Server SW OS, 5 ports	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 5.0
<b>IPIVR-45-1C</b>	IPIVR 4.5 7845 Server SW, OS, 5 ports	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 5.0

<b>IPIVR-45-ADDON</b>	IP IVR 4.5 Port Add On	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 5.0
<b>IPIVR-45-DART-NFR=</b>	IPIVR 4.5 NFR Kit for Dart w/ 5 ports	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 5.0
<b>IPIVR-45-DSTI-NFR=</b>	IPIVR 4.5 NFR Kit for DISTI w/ 5 ports	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 5.0
<b>IPIVR-45-PORT</b>	IPIVR 4.5 Port	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 5.0

## Product Migration Options

Customers are encouraged to migrate to the Cisco Unified IP Interactive Voice Response (IP IVR) 5.0. Information about this product can be found at:

<http://www.cisco.com/en/US/products/sw/custcosw/ps3651/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 the Cisco Certified 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://cisco.com/go/remarketing>

## For More Information

For more information about the Cisco Unified IP Interactive Voice Response (IP IVR) 5.0, visit <http://www.cisco.com/en/US/products/sw/custcosw/ps3651/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/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>



**Americas Headquarters**  
Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
[www.cisco.com](http://www.cisco.com)  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 527-0883

**Asia Pacific Headquarters**  
Cisco Systems, Inc.  
168 Robinson Road  
#28-01 Capital Tower  
Singapore 068912  
[www.cisco.com](http://www.cisco.com)  
Tel: +65 6317 7777  
Fax: +65 6317 7799

**Europe Headquarters**  
Cisco Systems International BV  
Haarlerbergpark  
Haarlerbergweg 13-19  
1101 CH Amsterdam  
The Netherlands  
[www-europe.cisco.com](http://www-europe.cisco.com)  
Tel: +31 0 800 020 0791  
Fax: +31 0 20 357 1100

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