End-of-Sale and End-of-Life Announcement for the Cisco Unified Attendant Console

EOL6573

Cisco announces the end-of-sale and end-of life dates for the Cisco® Unified Attendant Console. The last day that the affected product will be provided for new/Greenfield Cisco Unified Communications Manager Versions 7.0 or 7.1 customers is April 17, 2009. 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.

This end-of-sale and end-of life bulletin applies only to new/Greenfield Cisco Unified Communications Manager Versions 7.0 and 7.1. Existing Cisco Unified Communications Manager customers on an earlier release who are upgrading to 7.0 or 7.1 will be able to retain the use of their Cisco Unified Attendant Consoles and even add additional operators. With Cisco Unified Communications Manager Version 8.0, the Cisco Unified Attendant Console will no longer be supported for new/Greenfield or for upgrades to Cisco Unified Communications Manager Version 8.0.

Table 1. End-of-Life Milestones and Dates for the Cisco Unified Attendant Console

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.	October 17, 2008
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.	April 17, 2009
Last Ship Date Feature	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	July 16, 2009
End of SW Maintenance Releases Date Feature	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.	April 17, 2010
End of New Service Attachment Date Feature	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.	April 17, 2010
Last Date of Support Feature	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.	April 16, 2012

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	Replacement Product Part Number	Replacement Product Description
Cisco Unified Attendant Consoles used in departmental applications		Cisco Unified Communications Manager Assistant
	CUD-ATT-CON	Cisco Unified Department Attendant Console
Cisco Unified Attendant Consoles used in medium-sized applications	CUB-ATT-CON	Cisco Unified Business Attendant
Cisco Unified Attendant Consoles in large applications	CUE-ATT-CON	Cisco Unified Enterprise Attendant Console

Cisco Unified Attendant Consoles in large applications	SP-ARC-ENP-ATT-CON	Arc Enterprise S+

Product Migration Options

Customers with departmental attendant console needs are encouraged to migrate to the Cisco Unified Communications Manager Assistant or to the Cisco Unified Department Attendant Console. For medium-sized businesses with fewer than 500 Cisco Unified IP Phones, customers are encouraged to migrate to the Cisco Unified Business Attendant Console. For large businesses with more than 500 Cisco Unified IP Phones, customers are encouraged to migrate to the Cisco Unified Enterprise Attendant Console or to Cisco Technology Developer Program-approved third-party attendant consoles such as the Arc Enterprise SolutionsPlus offering. Service prices for Cisco products are subject to change after the product end-of-sale date.

For More Information

For more information about the Cisco Unified Communications Manager Assistant, Cisco Unified Department Attendant Console, Cisco Unified Business Attendant Console, or Cisco Unified Enterprise Attendant Console, visit http://www.cisco.com/en/US/products/ps7282/products_data_sheets_list.html, or contact your local account representative.

To request information about the Cisco Unified Communications Manager Assistant, Cisco Unified Department Attendant Console, Cisco Unified Business Attendant Console, or Cisco Unified Enterprise Attendant Console, send an e-mail to ipphone-pm-team@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.

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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Printed in USA

C51-499091-01   07/09