



End-of-Sale and End-of-Life Announcement for the Cisco Smart CallConnector

EOL9281

Cisco announces the end-of-sale and end-of-life dates for the Cisco Smart CallConnector. The last day to order the affected product(s) is January 20, 2014. Customers will continue to receive phone support from the Cisco Small Business Support Center (SBSC) 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 product warranties, support will be available as stated in the product warranty terms and conditions, 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 Smart CallConnector

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.	July 22, 2013
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.	January 20, 2014
End of Phone Support: App. SW	The last date to receive phone support as part of the product warranty. After this date, all phone support services for the product are available with additional charges or support fees. In some cases, support may not be available.	January 20, 2015
Last Ship Date: App. SW	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	April 20, 2014
End of SW Maintenance Releases Date: App. SW	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.	January 20, 2015
End of New Service Attachment Date: App. SW	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.	January 20, 2015
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	April 17, 2016
Last Date of Support: App. SW	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. Warranty duration is based on product ship dates; refer to warranty terms and conditions for details.	January 31, 2017

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	Additional Information
L-SW-SCC-8ADVANCED	8 Seats of Smart CallConnector Advanced Client for UC500	See Product Migration Options section for details.	Cisco Business Edition 6000	-
L-SW-SCC-OPERATOR	Smart CallConnector Operator Console for UC500	See Product Migration Options section for details.	Cisco Business Edition 6000	-
L-SW-SCC-SERVER	Smart CallConnector Server for UC500 with 8 Advanced Clients	See Product Migration Options section for details.	Cisco Business Edition 6000	-

Product Migration Options

Customers are encouraged to migrate to the Cisco Business Edition 6000 solution. The solution has IM and Presence Servers and Operator consoles that provide the same or better functionality. Information about this product can be found at: <http://www.cisco.com/en/US/products/ps11369/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.

For More Information

For more information about the Cisco Business Edition 6000, visit <http://www.cisco.com/en/US/products/ps11369/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.

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