



END-OF-SALE AND END-OF-LIFE ANNOUNCEMENT FOR THE CISCO ICS 7750 INTEGRATED COMMUNICATION SYSTEM

Cisco Systems® announces more information about the end-of-sale and end-of-life process for the Cisco® ICS 7750 Integrated Communication System. Previously announced on October 13, 2003, the last day to order the Cisco ICS 7750 was March 31, 2004. Customers with active service contracts will continue to receive support from the Cisco Technical Assistance Center (TAC) until March 31, 2005. Table 1 shows the milestones, definitions, and dates for the Cisco ICS 7750. Table 2 lists the product part numbers affected by this announcement.

CISCO ICS 7750 SOFTWARE FEATURE RELEASE SUPPORT—IMPORTANT NOTICE

The Cisco ICS 7750 will support future Cisco CallManager 4.0(2)a, Cisco Unity™ 4.0.4, and Cisco IP Contact Center (IPCC) Express 3.5(2)SR1 releases as the last major feature releases on the Cisco ICS 7750. For certain Cisco CallManager 4.0.1 feature deployments, due to System Processing Engine (SPE) 310 and Multiservice Route Processor (MRP) 300 series hardware limitations, external voice gateways will be required to configure multiline priority and pre-emption (MLPP) and voice security support with the Cisco ICS 7750.

For more details about the Cisco ICS 7750 software release compatibility and plans, visit:

<http://www.cisco.com/kobayashi/sw-center/telephony/ics-7750/ics-compatibility.shtml>

CISCO ICS 7750 SOFTWARE AND HARDWARE UPGRADES FOR EXISTING CISCO ICS 7750 CUSTOMERS

Existing Cisco ICS 7750 customers will be able to purchase selected software and hardware upgrades to upgrade software application versions and to add user capacity to installed Cisco voice applications. For instance, Cisco ICS 7750 customers that have a Cisco Unity messaging solution can now add additional voice-mail boxes to existing Cisco ICS installations of Cisco Unity.

For more details about available upgrade options, visit:

http://www.cisco.com/en/US/products/hw/voiceapp/ps967/prod_bulletin0900aecd8018a38f.html

Table 1. End-of-Sale Milestones, Definitions, and Dates for the Cisco ICS 7750

Milestone	Definition	Date
End-of-Sale Announcement Date	The date the document that announces the end of sale or end of life of a product is distributed to the general public.	October 13, 2003
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.	March 31, 2004
Last Shipment Date	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	June 30, 2004
End of Software Maintenance Releases Date	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.	March 31, 2005

Milestone	Definition	Date
End of Routine Failure Analysis Date	The last-possible date a routine failure analysis may be performed to determine the cause of product failure or defect.	March 31, 2005
End of New Service Attachment Date	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.	March 31, 2005
End of Service Contract Renewal Date	The last date to extend or renew a service contract for the product. The extension or renewal period cannot extend beyond the last date of support.	December 31, 2006 for software and December 31, 2008 for hardware
Last Date of Support	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.	March 31, 2007 for software and March 31, 2009 for hardware

Table 2. Product Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description
Hardware and Components	
ICS-7750	Cisco ICS 7750 base system
ICS-7750-xxx	All Cisco ICS 7750 voice packages including ICS-7750-M1V/BV/TV/EV/AV/DV as well as the ICS-7750-BASE and ICS-7750-INTL
MRPxxx	All Multiservice Route Processor (MRP) 200 and 300 series cards including MRP200, ASI81, ASI160, MRP300, MRP3-8FXOM1, MRP3-8FXS and MRP3-16FXS
MOD7700xxx	VPN hardware module for the MRP cards
MEM7700-xxx	Flash SIMM expansion memory options for MRP cards
MEM-MRP-xxx	DRAM expansion memory options for MRP cards
SPExxx	All System Processing Engine (SPE) 200 and 310 cards
MEM-SPE-xxx	All DRAM memory expansion options for SPE cards
SSPxxx	All System Switch Processor cards
SAPxxx	All System Alarm Processor cards
PWR-xxx-7750	All power supply options for the Cisco ICS 7750 chassis
CD-ROM-xxx	All CD-ROM drives for Cisco ICS 7750
DOCS-xxx-7750	All Cisco ICS 7750 documentation including CD-ROM and paper copies

End-of-Sale Product Part Number	Product Description
System Software and Applications	
SW-S77xxx	All Cisco ICS System Software products for the ICS 7750
SW-CCM-xxx-ICSxxx	All Cisco CallManager software products for the Cisco ICS 7750
ICSUNITYxxx, ICSVxxx, ICSUxxx	All Cisco Unity Voice Mail and Cisco Unity Unified Messaging products, bundles and software upgrades for the Cisco ICS 7750
SW-xxxICDxxx-ICS, SW- xxxIVRxxx-ICS, BUN-SPE- xxxICDxxx, BUN-SPE-xxxIVRxxx	All Cisco IPCC Express and IP IVR products and bundles for the Cisco ICS 7750

The recommended replacements for the Cisco ICS 7750 voice application products are the new Mid-Market IP Communications Server Bundles for the Cisco CallManager and Cisco Unity Voice Messaging support plus the use of external Cisco IOS® Software voice gateways for a functionally equivalent IP telephony solution. The Cisco IPCC and IP interactive-voice-response (IVR) application support can also be delivered using the current Cisco 7800 Series Media Convergence Server application server configurations available today. The Cisco ICS 7750 Multiservice Route Processor (MRP) recommended replacements will be the Cisco 1760-V for the voice gateways configured with the appropriate analog or digital VIC or VWIC cards. However, all Cisco IOS Software-based multiservice routers and gateways, including the Cisco 1700, 2600, and 3700 series routers, will also work.

Table 3 provides relevant information for migrating from the Cisco ICS 7750 to the new Mid-Market IP Communications Server Bundles.

Table 3. Product Comparisons

Feature Category	Cisco ICS 7750	Cisco Standalone Products
Callmanager Application and Hardware Platform for the Midmarket	ICS 7750 Base system and ICS 7750 Voice Packages	Mid-Mkt-IPC-A/B/C product bundles that include both the MCS server, CallManager and Cisco Unity Voice Messaging products
ICS Cisco Unity Voice Messaging and Unified Messaging Applications and Platforms for the Midmarket	ICS 7750 Voice Mail and Unified Messaging applications	MCS-78xx for Cisco Unity Voice Mail and Cisco Unity Unified Messaging
IPCC Express and IP IVR Application and Platforms for the Midmarket	ICS 7750 IPCC Express (and co-resident with Cisco CallManager) and IP IVR applications	MCS-78xx with CallManager (and CRS co-resident configurations)
Windows Server Cards for the ICS 7750	System Processing Engine 310 cards	MCS-7815 and MCS-7825
Multiservice Voice Gateway And Router Cards for High-Density Analog FXO and FXS Configurations	MRP 300 series cards including the MRP300, MRP3-8FXOM1, MRP3-8FXS and MRP3-16FXS	Cisco 1760-V and VIC2-4FXO, VIC-4FXS/DID; or equivalent Cisco 2600/3700 router configurations

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, visit: <http://www.cisco.com/go/tradein/>. The Cisco TMP application requires all users to have a Cisco.com user ID.

For existing backlog Cisco ICS 7750 orders, please contact your Cisco account manager and/or Cisco Channel Partner for current status and migration options.

ADDITIONAL INFORMATION

For more information about Cisco products, promotions and migrations, please contact your Cisco account manager and/or Cisco Channel Partner.

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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