

**Manufacture Discontinue and  
End of Life Notice**

**Bulletin Number: MD-2004-0142-Global  
Date: 28 April 2004**

**Symposium TAPI Service Provider 2.3.1 Manufacture  
Discontinue Notice and End of Life Notification**

**Sustained Notice, Manufacture Discontinue Notice and End of Life Date:**

<b>Sustained Date:</b>	15 July 2004
<b>Last Time Order Date:</b>	15 July 2004
<b>Last Time Ship Date:</b>	15 July 2004
<b>Manufacture Discontinue (MD) Date:</b>	29 October 2004
<b>End of Life (EOL) Date:</b>	29 April 2005
<b>Last Supported Software Release:</b>	TAPI SP 2.3.1 is superceded by Release 3.0
<b>Market Regions Affected:</b>	Global

**Introduction**

**Symposium TAPI Service Provider 2.3.1 will be moved to Sustained status globally on 15 July 2004.** No further orders will be accepted for Release 2.3.1 from that date.

**Symposium TAPI Service Provider Release 2.3.1 will be moved to Manufacture Discontinued status on 29 October 2004.**

**Symposium TAPI Service Provider Release 2.3.1 will be moved to End of Life status on 29 April 2005.**

Customers are recommended to avail of the zero charge upgrade to Symposium TAPI Service Provider Release 3.0 prior to the support end-of -life date for Release 2.3.1.

The related Symposium Agent 2.3 original base package (only) is also being Manufacture Discontinued as it has been superceded by the Symposium Agent Standalone 2.3 Base Package that was introduced with TAPI SP Release 3.0.

**Symposium TAPI Service Provider Release 3.0 and Symposium Agent Standalone 2.3 remain fully available and supported until further notice.**

## **Definitions**

**Sustained Definition** – This notice serves as formal communication of Nortel Networks' intent to move to the Sustained rating the product(s) noted. No further orders for new systems, expansions or upgrades will be accepted as of the date shown above. During the Sustained period, Nortel Networks will continue to support the existing field population. Existing patches will continue to be available. Provision of reworked and individual software patches is at the discretion of Nortel Networks. No new bug fixes will be issued as of the date shown above.

**Manufacture Discontinue Definition** – This notice serves as formal communication of Nortel Networks' intent to manufacture discontinue (MD) the product(s) noted. No further orders will be accepted as of the date shown above. The MD of these products should not be interpreted as the discontinuance of any Nortel Networks agreements to support the existing field population. Services to the existing product base will continue to be provided until the End of Life (EOL) date shown above.

**End-Of-Life Definition** – This notice serves as formal communication of Nortel Networks' intent to end the life of the product(s) noted. No further support will be provided. Emergency recovery and/or upgrades may be performed in accordance with customer specific service plans or upgrade agreements as negotiated prior to EOL.

## **Product Overview**

The following Product Engineering Codes (PEC) and Products are being Manufacture Discontinued:

### **Symposium TAPI Service Provider 2.3**

NTL432CA	A0828545	Symposium TAPI Service Provider for M1, Rel2.3 (Link) – Site Base Package (10 Users)
NTVF97AA	A0776400	TAPI SP for M1 (Link) 1 User Licence File
NTVF98AA	A0776401	TAPI SP for M1 (Link) 10 User Licence File
NTVF99AA	A0776402	TAPI SP for M1 (Link) 50 User Licence File
NTL420AA	A0776409	TAPI SP for M1 (Link) 100 User Licence File
NTL421AA	A0776411	TAPI SP for M1 (Link) 200 User Licence File
NTL422AA	A0776413	TAPI SP for M1 (Link) 500 User Licence File
NTL423AA	A0850414	TAPI SP for M1 (Link) 1000 User Licence File
NTL497CA	A0828546	Symposium TAPI Service Provider for M1, Rel2.3 (Link&IVR) – Site Base Package (10 Users)
NTL424AA	A0776417	TAPI SP for M1 (Link and IVR) 1 User Licence File
NTL400AA	A0776419	TAPI SP for M1 (Link and IVR) 10 User Licence File
NTL401AA	A0776420	TAPI SP for M1 (Link and IVR) 50 User Licence File
NTL402AA	A0776421	TAPI SP for M1 (Link and IVR) 100 User Licence File
NTL403AA	A0776423	TAPI SP for M1 (Link and IVR) 200 User Licence File
NTL404AA	A0776424	TAPI SP for M1 (Link and IVR) 500 User Licence File
NTL405AA	A0776425	TAPI SP for M1 (Link and IVR) 1000 User Licence File

NTL498CA	A0828548	Symposium TAPI Service Provider for M1, Rel2.3 (Direct) – Site Base Package (10 Users)
NTL406AA	A0776426	TAPI SP for M1 (Direct) 1 User Licence File
NTL407AA	A0776428	TAPI SP for M1 (Direct) 10 User Licence File
NTL408AA	A0776429	TAPI SP for M1 (Direct) 50 User Licence File
NTL409AA	A0776430	TAPI SP for M1 (Direct) 100 User Licence File
NTL410AA	A0776432	TAPI SP for M1 (Direct) 200 User Licence File
NTL411AA	A0776434	TAPI SP for M1 (Direct) 500 User Licence File
NTL412AA	A0776436	TAPI SP for M1 (Direct) 1000 User Licence File
NTL499CA	A0828550	Symposium TAPI Service Provider for M1, Rel2.3 (Direct & IVR) – Site Base Package (10 Users)
NTL413AA	A0776438	TAPI SP for M1 (Direct and IVR) 1 User Licence File
NTL414AA	A0776440	TAPI SP for M1 (Direct and IVR) 10 User Licence File
NTL415AA	A0776442	TAPI SP for M1 (Direct and IVR) 50 User Licence File
NTL416AA	A0776443	TAPI SP for M1 (Direct and IVR) 100 User Licence File
NTL417AA	A0776445	TAPI SP for M1 (Direct and IVR) 200 User Licence File
NTL418AA	A0776446	TAPI SP for M1 (Direct and IVR) 500 User Licence File
NTL419AA	A0776448	TAPI SP for M1 (Direct and IVR) 1000 User Licence File
NT1511CA	A0828557	TAPI Rel2.3 Link to Link & IVR upgrade
NT1512CA	A0828558	TAPI Rel2.3 Direct to Direct/IVR upgrade
NTPH23AA	A0828559	TAPI SP upgrade Rel2.2 to Rel2.3 (Link)
NTPH24AA	A0828561	TAPI SP upgrade Rel2.2 to Rel2.3 (Link & IVR)
NTPH25AA	A0828563	TAPI SP upgrade Rel2.2 to Rel2.3 (Direct)
NTPH26AA	A0828564	TAPI SP upgrade Rel2.2 to Rel2.3 (Direct&IVR)
NTPH27AA	A0828565	TAPI SP upgrade Rel2.1 to Rel2.3 (Link)
NTPH28AA	A0828566	TAPI SP upgrade Rel2.1 to Rel2.3 (Link&IVR)
NTPH29AA	A0828567	TAPI SP upgrade Rel2.1 to Rel2.3 (Direct)
NTPH30AA	A0828569	TAPI SP upgrade Rel2.1 to Rel2.3 (Direct&IVR)
NTL420BA	A0512096	Symposium TAPI for M1-bundled for SWCP - R. 2.3 Link – Site Base Package (10 Users)
NTL420CA	A0512097	Symposium TAPI for M1-(Link) 1 User License File – bundled for SWCP
NTL420DA	A0512098	Symposium TAPI for M1-bundled for SWCP - R. 2.3 Link&IVR Site Base Package (10 Users)

### **Symposium Agent 2.3**

NTL437BA	A0828294	Symposium Agent 2.3 Site Base Package (10 Agents)
----------	----------	---

## **Alternative/Replacement Products/Solutions**

Symposium TAPI Service Provider Release 2.3.1 has been superceded by Release 3.0 which achieved global General Availability in December 2003. Refer to the Symposium TAPI Service Provider Release 3.0 Sales & Marketing bulletin for further information.

**Customers are recommended to avail of the zero charge upgrade to Symposium TAPI Service Provider Release 3.0 prior to the support end-of -life date for Release 2.3.1**

### **NTL436BB      A0504231      TAPI 2.1/2.2/2.3 to 3.0 Upgrade Package**

Contents:

NT1501DB	A0504219	TAPI 3.0 CD-ROM Assembly	Qty 1
NT1503BB	A0504220	TAPI 3.0 Keycode label	Qty 1

This package upgrades an existing TAPI 2.x system to Release 3.0 with the same agent count and supporting all the base functionality of Release 3.0, which is a superset of previous releases and fully backwards compatible.

The related Symposium Agent 2.3 original base package (only) is also being Manufacture Discontinued as it has been superceded by the Symposium Agent Standalone 2.3 Base Package that was introduced with TAPI SP Release 3.0.

**Symposium TAPI Service Provider Release 3.0 and Symposium Agent Standalone 2.3 remain fully available and supported until further notice.**

## **Customer Actions**

**Customers are recommended to avail of the zero charge upgrade to Symposium TAPI Service Provider Release 3.0 prior to the support end-of -life date for Release 2.3.1**

### **NTL436BB      A0504231      TAPI 2.1/2.2/2.3 to 3.0 Upgrade Package**

Contents:

NT1501DB	A0504219	TAPI 3.0 CD-ROM Assembly	Qty 1
NT1503BB	A0504220	TAPI 3.0 Keycode label	Qty 1

**This package upgrades an existing TAPI 2.x system to Release 3.0 with the same agent count and supports all the base functionality of Release 3.0, Release 3.0 supports a superset of previous releases and is fully backwards compatible.**

- **Note that Symposium TAPI Service Provider Release 3.0 requires a minimum of Symposium Call Center Server 4.2 SU09 and higher**
- **Note that Symposium TAPI Service Provider Release 3.0 requires a minimum of Symposium Express Call Center 4.2 SU11 and higher**
  
- **Symposium TAPI Service Provider 3.0 is compatible with Symposium Agent 2.3**
- **Symposium TAPI Service Provider 3.0 is compatible with Symposium Web Center Portal 4.0**

For more information, please contact your Nortel Networks account representative. Content herein is not intended to supercede existing customer contractual commitments.

\* Nortel Networks, the Nortel Networks logo, the Globemark and Meridian 1 are trademarks of Nortel Networks.

Nortel Networks is an industry leader and innovator focused on transforming how the world communicates and exchanges information. The Company is supplying its service provider and enterprise customers with communications technology and infrastructure to enable value-added IP data, voice and multimedia services spanning Wireless Networks, Wireline Networks, Enterprise Networks, and Optical Networks. As a global Company, Nortel Networks does business in more than 150 countries. More information about Nortel Networks can be found on the Web at [www.nortelnetworks.com](http://www.nortelnetworks.com).