

Product Notice #0238

End-of-Life Announcement for SmartWORKS PLUS

Notice Subject

AudioCodes™ announces End-of-Life (EoL) for SmartWORKS PLUS.

Notice Date

March 9, 2015

Notice Effective Date

Immediate

Affected Products

SmartWORKS PLUS Call Recording Engine

Notice Details

This Product Notice is a formal notification by AudioCodes that its SmartWORKS PLUS recording engine is now considered EoL. Customers with active support agreements are not affected by this notice, but AudioCodes recommends that all customers migrate to its SmartTAP recording solution.

Product Migration or Replacement

The SmartTAP recording solution is the foundation on which the SmartWORKS PLUS solution is based. SmartWORKS PLUS customers should migrate to SmartTAP, which offers a fully compatible API and more.



Note: All SmartWORKS PLUS customers are encouraged to migrate to SmartTAP 2.7.0 or later.

Affected Part Numbers

This EoL applies to the following catalog part numbers (CPN):

CPN	Description
910-5000-000	SWX PLUS Base Package L.M(1)
910-5000-001	SWX PLUS Software Recording License (1)
910-5001-001	SWX PLUS Microsoft Lync Integration License (1)
910-5003-001	SWX PLUS IP Integration License (1)
910-5000-002	SWX PLUS Live Monitoring System License (1)
910-5000-003	SWX PLUS Additional Site License (1)

The following table lists the SmartTAP replacement part numbers (CPN):

SmartWORKS PLUS	SmartTAP Replacement	
CPN	CPN	Description
910-5000-000	920-0001-000	SMARTTAP BASE STARTER PACKAGE QM x8 LM x2
910-5000-001	920-0000-001	SMARTTAP RECORDER LICENSE x1
910-5001-001	920-0001-001	SMARTTAP IP INTEGRATION SOFTWARE x1
910-5003-001	920-0001-001	SMARTTAP IP INTEGRATION SOFTWARE x1
910-5000-002	920-0008-001	SMARTTAP LIVE MONITORING LICENSE x1
910-5000-003	920-0011-000	SMARTTAP ADDITIONAL SITE LICENSE x1