



EOL Notice

EOL Notice – MEM 4 Card

February 2005

Introduction

In order to keep pace with the changing technology Samsung Business Communications has an ongoing policy of product development and improvement.

From time-to-time this policy will require us to cease manufacturing or production of certain product or product range. As a result the **MEM 4** card for the iDCS100 is **being withdrawn**. The MEM 4 card has been superseded by the OfficeServ 100 MCP card, which has replaced and enhanced the functionality of the original MEM 4 card. However, we will continue to supply MEM 3 cards for simpler sales until further notice.

What components are affected by this EOL?

Part Number	Description
17806	MEM 4 Software Daughter Card
13103	Smart CTI package
13178	CTI TSP Driver dongle
14150 to 53	Smart Display Network Licences
13310	Smart Console
13177	Smart Console Keyboard
19270 to 273	iDCS 100 Smartphone licence keys 'Office'
19280 to 283	iDCS 100 Smartphone licence keys 'Contact'
19290 to 293	iDCS 100 Smartphone licence keys 'Enterprise'

What are the replacements components?

Product affected by this EOL	Replacement component
MEM 4 Software Daughter Card	MCP card for OfficeServ 100
Smart CTI package	OfficeServ Call
CTI TSP Driver dongle	OfficeServ OTSP
Smart Display Network Licences	OfficeServ Call
Smart Console	OfficeServ Operator
Smart Console Keyboard	No replacement
iDCS 100 Smartphone licence keys 'Office'	OfficeServ Smartphone licence keys 'Office'
iDCS 100 Smartphone licence keys 'Contact'	OfficeServ Smartphone licence keys 'Contact'
iDCS 100 Smartphone licence keys 'Enterprise'	OfficeServ Smartphone licence keys 'Enterprise'

When does this come into effect?

Samsung Business Communications are offering a 'last time buy' for the MEM 4 card until the **31st March 2005**. Please ensure that your staff are fully aware of the situation, any orders placed for the MEM 4 card after this date will be converted to the OfficeServ 100 MCP card and appropriate price applied to your orders. Please, note that this does not effect MEM 3 version of iDCS100.

What does End of Life mean?

Samsung Business Communications **WILL** do the following:

- Continue with best endeavours to provide telephone support for a maximum of twenty-four months after this announcement.
- Continue to provide repairs for this product for as long as components can be sourced or no more than 5 years after this announcement.
- Samsung Business Communications may provide maintenance spares by repairing or supplying refurbished equipment to satisfy user's needs.
- Samsung Business Communications, if necessary and at its sole discretion, reserves the right to provide a functionally equivalent product from its then current product range.

Samsung Business Communications **WILL NOT** do the following:

- Supply equipment for new systems
- Supply equipment for upgrades or additions to existing systems.
- Guarantee that alternative new products will be compatible with legacy systems. Please refer to compatibility information on new product release bulletins for compatibility information, if you remain in doubt please check with your Samsung Channel Manager.
- Accept escalations on the product subject to EOL.
- Provide bug fixes for the product subject to EOL.