

## Sunset Announcement for Mirra® Series 2 Voice Recorder and Applications

### Overview

As part of NICE Systems ongoing commitment to specialized product development, excellent service and support, and proactive measures to reduce our impact on the environment, NICE must announce the retirement of the Mirra Series 2 recording platform and associated applications.

### Mirra Sunset - End of Sale

This document announces the end of sale date for the sale of NEW Mirra systems. The Mirra product will be available for sale up to **1<sup>st</sup> March 2007**, after which no new Mirra products will be sold. All orders must be placed far enough in advance to ensure shipment before this date, it is recommended that orders are placed prior to **5<sup>th</sup> February 2007**. Please use this information to plan the withdrawal of Mirra from your portfolio and to understand your commitment for the ongoing supply of Mirra and the associated support of this product line.

### Key Dates

<b>End of Sale Announcement</b>	- Now – April 2006
<b>End of Sale Date</b>	- March 1st 2007
<b>End of Software Development</b>	- March 1st 2008
<b>End of Expansion</b> (Last upgrade Order)	- March 1st 2008
<b>End of Support Date</b>	- March 1st 2011

### What Is Affected?

All Mirra hardware and compatible software applications including:

- **Mirra Series 2 – Recording Platform**
- **Mirra Applications**
- **Mirra Remote Audio Unit**
- **Investigator Replay**
- **Last Message Replay – For use with Mirra**
- **ANI -ALI – For use with Mirra**

**NOTE:** sales of spares, such as line cards, processor cards etc. are unaffected by the End Of Sale date and restrictions, as these fall under the support commitment and as such will be available to order until the end of support date – please see 'Upgrades and support of installed equipment' for further details.

### What Does End Of Software Development Mean?

The final date on which NICE will cease to provide code fixes and changes, and third party software certifications for a product or version. If a fault resulting from a software defect should arise after this date, NICE will propose alternative solutions or remedial work to resolve problems up to the 'End of Support Date'. Any such problems will be managed on a case by case basis.

### What Does End of Expansion (Last upgrade Order) Mean?

NICE will continue to sell licenses and product expansions / enhancements to customers already utilizing this product, up to this date. This means that current customers and channel partners have until **March 1<sup>st</sup> 2008** to enhance current installations. Channel partners and distributors should use this time to manage the withdrawal of the product.

### **What Does End Of Support Mean?**

The End of Support Date for Mirra is **March 1st, 2011**. This means that spares and modules for the Mirra product will continue to be available until the End of Support Date, enabling ongoing system support for the installed configuration up to that date.

Following the 'End of Support' date NICE will no longer offer support for third parties or direct customers as part of our standard NASP or contractual agreements.

### **Support Arrangements**

Support for Mirra Series 2 will cease as from **March 1st 2011**, for all NICE channels and end users, unless NICE has made specific contractual agreements with individual customers that extend this date. Customers and channels who have specific **support contracts agreed by NICE, that extend the dates within this document**, should be aware that the dates specified within that contract supersede this document.

Channel Partners with support commitments beyond this date that are not covered by a specific contract with NICE, should contact your NICE representative to agree the best course of action to ensure ongoing support for your customers.

If in doubt please contact your NICE representative and we can confirm specific dates, agreements and commitments.

### **Upgrades and support of installed equipment**

Support will be available for the installed configuration of Mirra Series 2 up to the End of Support date, meaning access to product support specialists (Help Desk) and availability of hardware up to from **March 1st 2011**.

Upgrades to installed product will be available up to the 'Last Upgrade Date'. This means that parts to extend the capacity and functionality of Mirra will be available up to **March 1st 2008**.

**Please note:** that provision of all spares is under a best endeavors policy, meaning all spares and accessories for the Mirra are subject to availability and alternative parts may be offered from time to time where obsolescence prevents supply of the original parts.

Due to the above note, NICE recommends that any upgrade requirements be purchased prior to the End of Sale date, to ensure availability and avoid disappointment.

### **What Product Replaces Mirra Series 2?**

Over the past four years NICE has invested extensively in the NiceCall® Focus product line, increasing its functionality, performance and ease of use. Its latest variant NiceCall Focus III has a new easy-to-maintain low-cost design and very competitive pricing! NiceCall Focus III now outperforms Mirra Series 2 (and most of the competition) in its new form factor, with lower pricing than Mirra and the extended capacity up to 48 mixed channels per recorder. NiceCall Focus III offers many benefits and enhancements over the Mirra Series 2.

### **New Mirra Product**

NICE is developing a new Mirra to offer a further extension to this successful product line. The solution will follow the Mirra form factor and real time operating system, (utilizing Linux) offering a simple plug and play product. This is scoped for introduction in Q1 2007. Further information regarding its development will be released later in the year.

### **Migration to NiceCall Focus III**

NiceCall Focus III is a GA product and readily available globally. Information regarding the product and market specific brochures etc. are all available on ExtraNICE. Channels requiring specific product training can book this via their NICE representative, who will also be able to explain the benefits of moving to the NiceCall Focus solution.

### Benefits of Moving to NiceCall Focus III:

Below is a simple summary of the benefits of NiceCall Focus III. For full details of the NiceCall Focus III capabilities, please contact your NICE representative or visit [www.nice.com](http://www.nice.com).

Capability	Mirra Series 2	NiceCall Focus III	Benefit
Operating System	Proprietary	Windows XP	Standards based, secure and supports latest drivers, integrations and COTS hardware, etc.
Mixed Telephony Recording	Yes	Yes	
Internal HDD Capacity	None	250 GB = 50,000 hours	Instant access to records for longer – improved stand alone capability
Archive Options : DVD (4.7GB)	Yes	Yes	Less media, changes and maintenance reducing cost of ownership
AIT-Turbo (40 GB)	No	Yes	
Compression	G.729A	G.729A	
Internal RAID 1 HDD (Mirrored HDD)	No	Yes	Large capacity, resilient, reliable online storage within the box
Direct Attached Storage (External RAID 5)	No	Storage Center	Intelligently managed network-based storage and retention of data
NAS - Storage	No	Yes (Storage Center)	Intelligently managed network-based storage and retention of data
SAN - Storage	No	Yes (Storage Center)	Intelligently managed network-based storage and retention of data
Media Management	No	Yes	Total media library and referencing for media
Evidence Disclosure - Scenario Replay	No	Yes	Fast, powerful disclosure of evidence
Instant Replay – ‘New’ Last Message Replay	No	Yes	Call detail verification, from the latest .net application – fully integrated with the recording system
Quality Management - NICE Universe	No	Yes	Market-leading quality management solutions fully integrated with recording system
Tool-less maintenance	No	Yes	Fast, simple maintenance procedures and easy training

Product Management

Adam Smith