



End of Sale Notice

Notification Date: November 10, 2008

Revision Date: February 1, 2011

Effective Date: May 4, 2009

Subject: End of Sale Notification for Avaya 4600 Series IP Deskphones

Theatre/Region: All

Summary

In November, 2008 Avaya announced its plans to make the 4600 Series IP Deskphones End of Sale over the next 12 months. Today Avaya is announcing a scheduling change for the 4622SW.

Please read through this entire document which contains details of this transition including timing, details on replacement products, and dependencies customers will need to plan for.

As of May 4, 2009, Avaya will no longer offer for sale the following deskphones: 4601+ and 4625SW (and custom variants of the 4625 including the 4626SW). As of May 3, 2012, Avaya will no longer provide Manufacturer support on these materials. The 4602SW+ will not be offered for sale in North America as of May 4, 2009, but will still be available in all other regions.

As of November 2, 2009, Avaya will no longer offer for sale the following deskphones and accessories: 4602SW+ (in remaining regions), 4610SW, 4621SW, EU24BL, custom 4621 variants (Tempest, positive disconnect, and fiber and radio interfaces), and 4622 headset adjunct. As of November 1, 2012, Avaya will no longer provide Manufacturer support on these materials.

**** [Updated October 19, 2009]** As of November 1, 2010, Avaya will no longer offer for sale the following deskphones and accessories: 4622SW. As of November 4, 2013, Avaya will no longer provide Manufacturer support on these materials. This has been extended from the previously announced November 2, 2009 end of sale date.

****[Updated February 1, 2011]** The End of Sale Date of November 1 2010 has been extended to February 7, 2011 when Avaya will no longer offer for sale the following deskphones and accessories: **4622SW**. As of February 7, 2014, Avaya will no longer provide Manufacturer Support on these materials. This has been extended from the originally announced November 2, 2009 end of sale date.

This is part of a multi-year transition from the 4600s, which were Avaya's original line of IP deskphones, to its next-generation one-X Deskphone 9600s and 1600s. This consolidation of Avaya's IP phone product line will simplify portfolio planning and support for Avaya customers and partners, and deliver value to customers as Avaya focuses development efforts on its next generation platforms. The 4600s have been an integral part of the Avaya IP phone lineup for many years. With millions of 4600s sold, Avaya is making all possible efforts to make this an easy and positive transition for our partners and customers.



Discontinued Order Codes and Migration Strategy














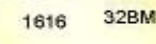

Discontinued Codes

Material Code	Description
Currently Generally Available “GA” Items	
700381890	4601+ (4601D01B-2001)
700381916	4602SW+ (4602D02B-2001)
700381551	4625SW (4625D01A-2001)
700381957	4610SW (4610D01A-2001)
700381544	4621SW (4621D01A-2001)
700381569	4622SW (4622D01A-2001)
700381825	EU24BL (2XU-A-2001 Exp Mod)
Custom Phones (not currently “GA”)	
700350036	4625SW- White (4625D01A-2007)
700344542	4626SW – White (4626D01A-2007)
700447402	4626SW – White (4626D01A-2007)
700448533	4626SW – Black (4626D01A-003)
Specialty Items	
700386881	4621 set equipped with positive disconnect
700384860	4621 set equipped with fiber interface
700415847	4621 with Radio Interface
700414600	4622 Adjunct for dual headsets
700448475	4621 White Tempest set
700428428	4621 tempest set
700386899	4621 w/fiber interface & pos disconnect



Offer Strategy: 4600 Alternative Options

With the introduction of the mid/high-end one-X Deskphone 9600s in 2006, and the one X Deskphone Value Edition 1600s in 2007, Avaya now offers 11 next-generation Deskphones as alternatives to the current 6 deskphones in the 4600 Series. Customers now have multiple options to choose from in determining the best fit based on user profile and price. Avaya is committed to expanding and refining the lineup of 9600s and 1600s in the future.

Targets:	Walkup	Everyday	Essential	Navigator	Agent
9600 Series <ul style="list-style-type: none"> Most advanced endpoints in our industry Superior Audio Customization Enhanced UI SIP on select models 	 9610	 9620C 9620L	 9670G 9640G 9640 9630G 9650C 9650	 9650C 9650 SBM24	 9650 9620L 9650
	 4601 4602	 4610 4602	 4625 4621	 4621 EU24BL	 4621 4622
1600 Series <ul style="list-style-type: none"> Basic communicators Cost sensitive Digital phone migrations Key-System-Like operation with CMBE Localized versions available for APAC, MEA 	 1603	 1608 1603SW	 1616	 1616 32BM	 16CC (SIP) 1616 1608

Offer Strategy: Related Products

- The Avaya VPNremote offer, which provides VPN firmware for IP phones, was recently modified to make both the firmware and license available as a free download onto a capable 4600 Series phone. No further change will be made to this offer. A version of the VPNremote firmware for 9600 Series IP Deskphones will be available in 2009.
- Avaya's Hospitality offer, which has included the 4626, will shift to focus on the 9640 and future phones. The new offer will utilize a version of SIP firmware customized for the needs of hospitality environments.

Solution View: Avaya Communication Manager (CM) Dependencies

- With the End of Sale of the 4600s, customers with plans to migrate to or expand their use of IP phones will need to be on CM 3.x or later as is required by both the 9600s and 1600s for proper functioning and support.**

Unaffected Products

- 5600 Series IP Deskphones (which are offered for sale in conjunction only with Avaya IP Office) are not part of this End of Sale announcement.
- The 4690 IP Conference phone is not affected by this announcement.



- The 2400 series of DCP telephones are not affected by this announcement.

Ordering Timeline

- Identified items will be removed from all Avaya ASD Configurators' selection pages on February 2, 2009.
- After the items are removed from the Configurator selection screens, they will remain orderable through the Piece-Parts screens and via SAP until their End of Sale date at which time no new orders may be placed.
- Within 4 months of the End of Sale date, material availability may be reduced; customers are highly encouraged to place any final orders 90 days before the End of Sale date to minimize risk of delivery delays or other availability issues.
- **For the period November 2009 to February 7, 2011, the order lead time on the 4622SW will increase from the current 4 weeks and customers are encouraged to place all orders 3-4 months in advance of requested delivery date for Avaya to provide an on-time delivery.**

Avaya's Manufacturer's Warranty - will continue to be valid for 12 months after the date of sale for any purchase of indicated equipment.

Manufacturer Support Period

- Hardware (except specialty and custom items sold as non-GA) – 3 years from phone's End of Sale date
- H.323 firmware – 3 years after phone's End of Sale date
- SIP firmware – 1 year after phone's End of Sale date
- 4600 VPNremote firmware – 1 year after phone's End of Sale date

Recommended Actions for Customers

- Plan for transition
 - Select new deskphone types
 - Develop CM migration plan, as necessary
 - For customers looking to replace older deskphones (IP and DCP) as they migrate to newer 1600s and 9600s, utilize Authentic Avaya's Trade-In/Trade-Up program to obtain rebates for trading in older phones in conjunction with the purchase of new phones (available in North America only).
- For some customers needing additional 4600s after the End of Sale dates, they may be able to utilize Authentic Avaya to purchase refurbished equipment with an Avaya Warranty (not available outside North America).

Schedule

4601+, 4602SW+(NAR), 4625SW (and custom variants of 4625 including the 4626SW)

End of Sale Date (last day to order new systems)	04-May-2009
End of Manufacturer Support for SOFTWARE *	n/a
End of Manufacturer Support for HARDWARE (except specialty and custom items sold as non-GA) *	03-May-2012

** Per Avaya Product Lifecycle Policy*



4602SW+(APAC, CALA, EMEA), 4610SW, 4621SW, EU24BL, custom 4621 variants (Tempest, positive disconnect, and fiber and radio interfaces), and 4622 headset adjunct

End of Sale Date (last day to order new systems)	02-Nov-2009
End of Manufacturer Support for SOFTWARE *	n/a
End of Manufacturer Support for HARDWARE *	01-Nov-2012

** Per Avaya Product Lifecycle Policy*

4622SW

End of Sale Date (last day to order new systems)	07-Feb-2011
End of Manufacturer Support for SOFTWARE *	n/a
End of Manufacturer Support for HARDWARE *	07-Feb-2014

** Per Avaya Product Lifecycle Policy*

Service and Warranty

Avaya will continue to honor previously executed enhanced warranty, post-warranty and service contracts in accordance with the terms of those agreements. Avaya is not responsible for any support or maintenance commitments made by Business Partners or other service providers. Additional information concerning Avaya Services can be found on the [Services Offer Information](#) Web site.

Additional Information

Avaya website:

<http://www.avaya.com>

Avaya End-of-Sale Notices:

<http://support.avaya.com>

Avaya Product Lifecycle Policy:

<https://support.avaya.com/css/P8/documents/100081098>

or

<http://support.avaya.com> >> More Resources >> More >> Avaya Product Lifecycle Policy