



## **End of Sale Notification for 9630 Avaya one-X Deskphone**

Avaya is announcing today its plan to make the 9630 IP Deskphone End of Sale in August 2009.

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

As of August 3<sup>rd</sup>, 2009, Avaya will no longer offer for sale the 9630 IP deskphone. New options will be available for customers that used to purchase this model. To replace the 9630, the Essential Profile transition options are to move to the 9650, the new 9650C (color) or 9630G (integrated gigabit).

The 9630 will continue to be supported in the one-X Deskphone firmware versions including S3.0 which was made generally available on February 16<sup>th</sup> 2009. This is an H.323 based version of firmware. Similarly, 2.4 SIP firmware which is planned to be released during the summer (of 2009), will continue to include support for the 9630.

### **Hardware: SAP Codes to be Discontinued**

<b>SAP Code</b>	<b>Description</b>	<b>End of Sale</b>
700426729	IP PHONE 9630 CHARCOAL GRY	August 3 <sup>rd</sup> , 2009
700408594	IP PHONE 9630 W/O FCPLT	August 3 <sup>rd</sup> , 2009

### **Offer Strategy: 9630 Alternative Options**

With the introduction of new models to the Avaya one-X Deskphone 9600 family, there are various alternative options available to Avaya customers.

The 9650 / 9650C and 9630G provide similar capabilities to the 9630 and are the alternatives for customers. The 9650, with one touch access buttons for features, bridged appearances or team buttons has become a popular choice within the 9600 series portfolio. The 9650 provides additional capabilities that are useful to many user profiles. An alternative is the 9620C (color) which is a different form factor to the 9630 and provides customers with a new color option within the portfolio. Please note: the 9620L, 9620C or 9650C require S3.0 firmware (H.323) and customers transitioning to these models must upgrade to S3.0. This firmware is available for the Avaya Support site for download.

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The 9630G remains available, and provides the same industrial design as the 9630 with the added benefit of integrated gigabit support. This model is a good alternative for users who are dependent on being able to support large bandwidth applications on a connected PC.

### 9600 Series Portfolio (August 2009)

Targets:	Walkup	Everyday	Essential	Navigator	Agent
<b>9600 Series</b> <ul style="list-style-type: none"> <li>• Most advanced endpoints in our industry</li> <li>• Superior Audio</li> <li>• Customization</li> <li>• Enhanced UI</li> <li>• SIP on select models</li> </ul>	 9610	 9620 9620C 9620L	 9670G   9640G 9640   9630G 9650 9650C	 9650C 9650 SBM24	 9650   9620L

As shown above, the one-X Deskphone 9600 series portfolio is extending the number of models to include color variants across the line 9620C, 9640 and 9650C as well as a new grayscale model. With these additions, customers will have more options to suit their business needs.

### Ordering Timeline

- The 9630 will be removed from all Avaya ASD Configurators and SAP on August 3<sup>rd</sup>, 2009.
- As the End of Sale date approaches, material availability may be reduced; customers are highly encouraged to place any final orders soon to minimize risk of delivery delays or other availability issues.
- The 9630 will be in a pipeline status in the period August to November, during which time orders placed before August 3<sup>rd</sup> will be shipped. After November 2<sup>nd</sup> the 9630 will be moved to an inactive state and no further shipments will be made.
- Please note: orders will be supported while inventories last. Avaya has undertaken planning to support customer needs, however, should a shortage arise, priority will be based on the order completion date.

**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 Minimum Support Period

- Hardware - 3 years from phone's End of Sale date
- H.323 firmware for the 9630 – 3 years after phone's End of Sale date
- SIP firmware for the 9630 – 3 years after phone's End of Sale date

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### **Recommended Actions for Customers**

- Plan for transition to the 9650 / 9650C / 9630G or 9620C for the 9630.
- Transition customers to the S3.0 firmware version of the H.323 version in preparation for adding the new hardware models into their environment.
- For customers needing additional 9630s after the End of Sale dates, utilize Authentic Avaya to purchase refurbished equipment with an Avaya Warranty (where available).

### **Minimum Period of Support**

The Minimum Period of Support represents the minimum period of time after the product end of sale date, during which Avaya will make available support for the product per the Avaya's Manufacturer Support Policy. Services support may be extended past that period at the discretion of Avaya Services, Business Partners or other service providers. For additional information concerning long term support please contact your Service Provider.

### **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 Services Offer Information web site <http://support.avaya.com/japple/css/japple?PAGE=Home> and on the Avaya internal portal under Services.

**For additional Information about Avaya solutions, please visit the Avaya business Solutions web site ([www.avaya.com](http://www.avaya.com)).**

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