Product Transition

Reference: 2004-032
Effective Date: 26th May 2004
Subject: End-of-Sale Announcement: IP401 Transition to IPO - Small Office Edition

Background

IP401 Compact Office was introduced in June 2002 as an entry-level IP Office unit for small sites or branches in a multi-location communications system. Designed for businesses in EMEA and APAC, IP401 has two fixed configuration variants featuring a unique combination of digital trunks (ISDN BRI), analog and digital user extensions (2+2+2 or 4+4+4). By including a 4- or 8-port LAN hub, 401 could also support VoIP applications through the addition of the VCM5 IP Office VoIP module.

Based on demand for IP401 and user feedback on potential enhancements, in Nov-03 Avaya further developed the concept of the all-in-one small office unit by introducing IP Office - Small Office Edition (SOE). SOE offers a range of 6 fixed configuration variants that not only scale higher than 401 (from 2+4 to 4+4+8), but also feature support for both ISDN and analog trunks, DS or DT extensions, on-board VoIP channels and an enhanced on-board messaging, including Auto-Attendant.

With SOE now established as the preferred entry-level IP Office unit on a world-wide basis, Avaya has decided to focus exclusively on this product. As there are no plans for the ongoing manufacture of IP401 and based on residual stock levels, Avaya is announcing the imminent End-of-Sale of the IP401 product line and associated options.

This document outlines the transition plan for IP401 to Small Office Edition.

Transition Summary

- Effective **26th July 2004** Avaya will no longer sell the IP401 Compact Office.
- Subject to availability, the latest date that orders for IP401-related parts can be ordered is 23rd July 2004.
- Thereafter the relevant part numbers will be removed from price lists and associated order entry systems.
- Marketing collateral, web-site and BusinessPartner portal content will be modified to reflect this product transition.
- IP Office Software Release 2.1 will be the last mainstream software release to include support for IP401.
- Following standard Avaya support and warranty guidelines, IP401 will be supported (tech support, bug fixes, etc.) for a minimum of a further 2 years (July 2006).

Discontinued Order Codes

Code	Description	End-of-Sale Date
700184617	IP401 Compact Office DT2	26th July 2004
700184633	IP401 Compact Office DT4	26th July 2004
700185093	IP401 WAN Expansion Kit	26th July 2004
700198351	IP401 Memory Expansion	26th July 2004
700185085	IP401 CO DT2 Expansion Kit	26th July 2004

Migration Strategy

From 26th July 2004, all requirements for an IP Office system, primarily for small branch or networked office applications, will be met by the IP Office - Small Office Edition. The relevant order codes are as follows. This product has been available since November 2003.

Code	Description
700280175	Small Office Edition (base unit) 2T + 4A (3 VoIP) INTL
700293061	Small Office Edition (base unit) 4T + 8A (3 VoIP) INTL
700280209	Small Office Edition (base unit) 4T + 4A + 8DS (3 VoIP) INTL
700280217	Small Office Edition (base unit) 4T + 4A + 8DS (16 VoIP) INTL
700280225	Small Office Edition (base unit) 4T + 4A + 8DT (3 VoIP) INTL
700280233	Small Office Edition (base unit) 4T + 4A + 8DT (16 VoIP) INTL
700289713	IPO Small Office Edition Universal WAN Expansion Kit
700289721	IPO Small Office Edition Voice Memory Expansion Kit
700289739	IPO Small Office Edition Wireless LAN Card Expansion Kit
700262017	IP400 BRI 8 (Uni) Expansion Kit
700293095	IP400 Feature Key - Serial Port
700289747	Power Lead (Earthed) UK
181567	Power Lead (Earthed) UK Pk 10
700289762	Power Lead (Earthed) European CEE7/7
181569	Power Lead (Earthed) European CEE7/7 Pk 10

If you have questions or would like more information about these products, click here and an authorized Avaya Representative will contact you.

Schedule

End-of-Sale announcement	26th May 2004
End-of-Sale (last orders subject to availability)	26th July 2004
Minimum Period of Support Availability after End-of-Sale	2 Years

Supported Releases

- IP401 has been supported by IP Office Software since Release 1.2
- The last release to feature support for IP401 is Software Release 2.1 (May 2004)

Minimum Period of Support Availability

The Minimum Period of Support availability 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 Manufacturer Support Commitment.

Support may be extended past that period at the discretion of Avaya Services, BusinessPartners or other service providers. For additional information concerning long-term support please contact your Service Provider.

Service and Warranty

Avaya will continue to honour 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 BusinessPartners or other service providers.

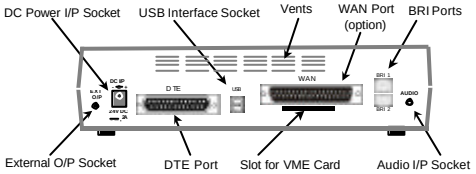
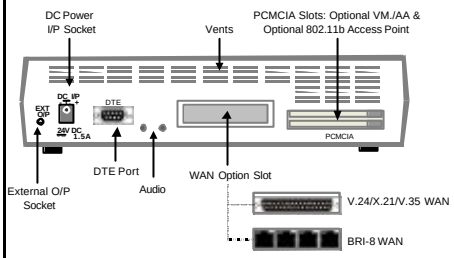
Additional information concerning Avaya Services can be found on the Services Offer Information Web site.

The Avaya Manufacturers Support Policy can be found at:
http://support.avaya.com/elmodocs2/prodtran/20030922-AvayaManufacturerSupportPolicy.prn.pdf

For additional Information about Avaya Solutions please visit the Avaya Business Solutions Web site.

© 2004 Avaya Inc. All Rights Reserved. All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners

APPENDIX A – Comparison of IP401 and SOE

Feature	IP401	Small Office Edition
Front View		
Availability	EMEA and APAC	EMEA, APAC, NA, CALA
Minimum Config (TDM)	2+4	2+4
Maximum Config (TDM)	4+8	12+12
Maximum VoIP resources	5 channels	16 channels
Maximum Config (IP&TDM)	4+13	12+28
Variants Price per user* (4+8)	2 (RoW only) €255 (ISDN trunks)	4 (US); 6 (RoW) €238 (POTS trunks)
Price per user* (4+8) + VoIP	€388 (ISDN trunks+VCM5)	€238 (POTS trunks)
Price per user* (4+8) + VoIP	€388 (ISDN trunks+VCM5)	€315 (ISDN & POTS trunks)
Trunks (standard)	ISDN BRI (2 or 4)	Analog (4)
Trunks (optional)	None	ISDN BRI (8)
Analog Extensions	2 or 4	4 (on all variants) 8 (available on 1 variant)
DS extensions	Not supported	8 (available on 2 variants)
DT extensions	2 or 4	8 (available on 2 variants)
VoIP channels (standard)	None	3 (available on 4 variants) 16 (available on 2 variants)
VoIP channels (optional)	5 (using VCM5 option card)	N/A
DTE Port	25-way serial port	9-way serial port
USB Port	1 (terminal adaptor applications only)	N/A
Max VoIP WAN Bandwidth	256kbps	256kbps
Embedded Messaging Option	401 VM application on 32Mb Smart Media Flash Card	SOE VM and AA applications on 64Mb PCMCIA Flash Card
Data LAN	4 or 8 shared LAN ports	4 switched LAN ports (all variants) Optional 802.11b wireless access point
Data WAN	Optional X.21/V.24/V.35 WAN Module	Integral Ethernet WAN port (all variants) Optional X.21/V.24/V.35 WAN Module
RFA Licence Device	External feature key server	9-pin serial dongle
Rear View		

** pricing based on suggested retail prices (Euro) including 401/VCM; SOE/BRI bundles*

APPENDIX B – Benefits of Transition to SOE

Availability	• Global product available to all Avaya regions • 10 variants supporting appropriate regional end-point and trunk types
Applications	• Branch, chain-store or networked offices AND • Sophisticated standalone small sites
Price-point	• Lower per-user cost than 401 for standard configurations • Up to 39% lower per user cost for VoIP-enabled system
End-points	• 2400 and 6400 sets (DS variants) • 20xx sets (DT variants) • 4600 sets (all variants)
Trunks	• VoIP trunking supported as standard • Analog trunks (US / MC) supported as standard • Integral V32 soft modem enabling remote access • Hard-wired fall-back trunk/extension for fallback power fail operation • Optional ISDN trunk expansion (max 8 lines) • Dynamic fail-over from VoIP or ISDN to POTS
Scale	• Basic variants support up to 8 or 12 traditional extensions • Advanced variants feature 16 pre-configured VoIP channels
Messaging	• Embedded voicemail AND Auto-Attendant option • 64Mb storage for up to 12 hours storage (using voice compression)
LAN Integration	• LAN ports are full 10/100 switch ports • 4 x LAN1 and 1 x LAN2 (WAN) ports • Optional 802.11b WiFi interface