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End of Sale Notification for 9610 and 9620 Avaya one-X® Deskphones

Avaya is announcing today its plan to make the 9610 and 9620 IP Deskphones End of Sale in November 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 November 9th, 2009**,** Avaya will no longer offer for sale the 9610 and 9620 IP deskphones. New options will be available for customers that used to purchase these models. To replace the 9610 the option is to move to the 9620L. To replace the 9620 the options for the customer are to move to the 9620L or 9620C. Please note the 9620L does not include the USB port or adapter interface. If customers are using the Bluetooth or Gigabit adapters or USB applications they will need to transition to the 9620C.

The 9610 and 9620 will continue to be supported in the one-X Deskphone firmware versions including S3.1 which is targeted for generally available in November 2009. This is an H.323 based version of firmware.

The next release of SIP firmware, 2.5, will support both the 9620L and 9620C which is targeted for generally availability in November 2009.

Hardware: SAP Codes to be Discontinued

SAP Code	Description	End of Sale	Minimum Support Period
700383912	IP PHONE 9610 GRY 9610D01A	November 9th, 2009	3 years
700426711	IP PHONE 9620 CHARCOAL GRY	November 9th, 2009	3 years
700408578	IP PHONE 9610 W/O FCPLT	November 9th, 2009	3 years
700408586	IP PHONE 9620 W/O FCPLT	November 9th, 2009	3 years
700383953	IP PHONE 9610 WALLMOUNT	November 9th, 2009	NA
700383839	IP PHONE 9610 RPLCMNT	November 9th,	NA

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	FLIP STAND	2009	
700431000	FCPLT 9610 YELLOW PK25	November 9th, 2009	NA
700431059	FCPLT 9610 RED PK25	November 9th, 2009	NA
700431109	FCPLT 9610 BLUE PK25	November 9th, 2009	NA
700431307	FCPLT 9610 SLV PK25	November 9th, 2009	NA
700431356	FCPLT 9610 WH PK25	November 9th, 2009	NA
700430861	FCPLT 9610 GRY W/CYRILLIC LBLS PK25	November 9th, 2009	NA
700430820	FCPLT 9610 GRY W/O LABELS PK25	November 9th, 2009	NA

Offer Strategy: 9610 and 9620 Alternative Options
With the introduction of new models to the Avaya one-X Deskphone 9600 family in February 2009, there are various alternative options available to Avaya customers.

The 9620L and 9620C provide similar capabilities to the 9620 and are the alternatives for customers who have this model deployed. The 9620L is a suitable alternative for customers who used to implement the 9610.

Please note: the 9620L and 9620C 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.

Customer using the 9620L and 9620C in SIP environments will need to implement the 2.5 firmware load for support of these models which is targeted for release in Q4 (calendar).

9600 Series Portfolio (November 2009)



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 the

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9620L grayscale model. With these additions, customers will have more options to meet their business needs.

Ordering Timeline

- The 9610 and 9620 will be removed from all Avaya ASD Configurators and SAP on November 9th, 2009.
- **As the End of Sale date approaches in November 2009, material availability may be reduced; customers are highly encouraged to place any final orders soon to minimize risk of availability issues.**
- The 9610 and 9620 will be in a pipeline status in the period November 2009 to February 2010, during which time orders placed before November 9th will be shipped. After February 2010 the 9610 and 9620 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 9610 and 9620 – 3 years after phone's End of Sale date
- SIP firmware for the 9620 – 3 years after phone's End of Sale date

Recommended Actions for Customers

- Plan for the transition to the 9620L for the 9610.
- Plan for transition to the 9620L or 9620C for the 9620.
- Transition customers to the S3.0 firmware version of the H.323 version in preparation for adding the new hardware models into their environment.
- Transition customers to SIP 2.5 firmware in preparation for the addition of the new hardware models.
- For customers needing additional 9610 or 9620s 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.

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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).

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