End of Sale Notice

Announcement date: 9th September 2009
Effective Date: 9th November 2009
Subject: IP Office 412 End of Sale
Regional Availability: Global

Summary

As part of its on-going program of product enhancement and manufacturing updates, Avaya introduced the new IP Office 500 platform into the IP Office range in February 2007. With the availability of IP Office Release 5 software in August 2009, the IP Office 500 capability and scalability exceeds that offered by the IP Office 412 platform.

Avaya is announcing the End of Sale of the IP Office 412 platform, pictured below effective 9th November 2009.



IP Office 412

Background

Avaya IP Office is a flexible business communications system targeted at small and medium enterprises.

The increased functionality and greater flexibility of the IP Office 500 result in a lower total cost of ownership for small and medium sized enterprises.

The IP Office 500 offers the following enhancements compared to the IP Office 412:

- **Increased extension capacity** – maximum system capacity increases to 384 users
- **Increased trunk capacity** - a total capacity of 192 (T1) or 240 (E1) trunk lines
- **Increased VoIP capability** – maximum VoIP channel capacity increases to 128
- **Increased flexibility** – modular chassis allows easy installation and upgrades without removing the unit's cover; many upgrades available through simple license upload
- **Greater memory capacity** – more future feature enhancements and additions can be accommodated
- **Lower entry cost** – IP Office 500 offers a much lower cost entry for smaller sites, with easy expansion when future growth is required



IP Office 500

Transition Summary

- Effective **9th November 2009,** all variants of the IP Office 412 are to be withdrawn from sale
- Subject to availability, the latest date that orders for IP Office 412 can be placed is 8th November 2009
- Thereafter the relevant order codes will be removed from price lists and associated order entry systems. Stock will be reserved to meet requirements for warranty returns and repairs
- Marketing collateral and web-site / portal content will be modified to reflect this product transition
- IP Office 412 is supported by IP Office Software Release 5 (GA). To facilitate this transition, **IP Office 412 will continue to be supported by all IP Office 5.x and 6.x releases**
- IP Office Software Release 4.2 will also continue to be supported on IP Office 412 units in the field until the release of IP Office 6.0
- Following standard Avaya support and warranty guidelines, IP Office 412 unit hardware will be supported (technical support, repairs, etc) for a minimum of a further 3 years (November 2012)

Discontinued Order Codes

Code	Description	Region affected
700234479	IPO MOD - IP412 OFF DGTL STA A-LAW	EMEA / APAC / CALA
700350408	IPO IP412 OFF MUL BASE	Global

Schedule

End of Sale announcement	9 September 2009
End of Sale (last orders subject to availability)	8 November 2009
Minimum Period of Support Availability after End of Sale	3 Years

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 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 BusinessPartners or other service providers.

Avaya Manufacturer Support Policy:
http://support.avaya.com/Support_Policy/

Avaya End of Sale Notices:
http://support.avaya.com/japple/css/japple?PAGE=ProductArea&temp.productID=161339

Additional Information

Avaya website
www.avaya.com/small

Avaya Enterprise Portal (SSO Login required)
http://portal.avaya.com/ptlWeb/products/P0160

Avaya IP Office Knowledge Base website:
http://marketingtools.avaya.com/knowledgebase/

APPENDIX A: Platform Comparison

	IP Office 412	IP Office 500
		
Launch Date	December 2002	February 2007
Digital Stations ports	n/a	Up to 24 ports via optional 8-port plug-in cards.
Analog Station ports	n/a	Up to 32 ports via optional 2-port and 8-port plug-in cards
External expansion modules	Up to 12 supported	Up to 12 supported
Maximum extensions	360 (via expansion module capacity)	384 (via plug-in cards and expansion modules)
Internal trunk cards supported	Up to two ISDN BRI-8 cards; Up to two 4-port Analog Trunk cards; Up to two Single or Dual E1/T1/PRI cards * Please check regional availability	Up to four ISDN BRI-4 or BRI-8 cards; Up to four 4-port Analog Trunk cards; Up to four Single or Dual T1/PRI cards * Please check regional availability
Maximum trunks	90 (E1); 72 (T1); 200 (analog)	240 (E1); 192 (T1); 208 (analog)
Voice-over-IP Resources	Optional support for up to two VCM 4, 8, 16, 24 & 30 – maximum 60 channels	Optional support for two VCM 32 or 64 cards – maximum 128 channels
Conferencing channels	128 in two banks of 64; maximum 64 parties per conference	128 in a single bank; maximum 64 parties per conference
LAN ports	2 x 10/100 L3 switched ports	2 x 10/100 L3 switched ports
Max. Voicemail Channels	30	40
Essential Edition	n/a	Via optional Compact Flash Card
Power Supply	3-pin 60W earthed power supply (supplied with unit)	Internal
License Key Activation	Serial port feature key dongle	Smart Card feature key
Remote dial-up access	Soft modem access through Analog Trunk card; ISDN dial-up access	Soft modem access through Analog Trunk card; ISDN dial-up access

APPENDIX B: Why Migrate to IP Office 500

The Avaya IP Office 500 Solution

Since its release in February 2007, the Avaya IP Office 500 has become the platform of choice for many small and medium sized customers and Avaya BusinessPartners selling into that space around the globe. With IP Office 500 you have the assurance of easy expansion in both capacity and capability when needed.



It's Easy To Put Together

IP Office 500 hardware is flexible yet simple to configure and install, offering combinations of up to 4 Base Cards plus Daughter Cards that are enough to support 32 extensions in a single unit. Up to 12 stackable expansion modules supporting additional trunks or telephone extensions can be added to a total capacity of 384 users. For VoIP applications, the VCM capacity has more than doubled compared to IP Office 412 with 128 channels, making IP Office 500 the natural choice for IP Telephony.

IP Office 500 System Hardware

The IP Office 500 system has 4 universal bays supporting a combination of Base Cards and Daughter Cards. The control unit also has two switched LAN ports, a slot to support Essential Edition messaging, relay sockets, and an audio input port for music on hold. IP Office 500 cards are divided into two types: base or "extension" cards and daughter or "trunk" cards. For example, a Base Card can have a Daughter Card installed on it – all in a single bay. Additional Base Cards are simply installed into the next available bay – all without the need to open the control unit during installation.

IP Office 500 Digital Station 8 Card
This provides 8 DS ports for the connection of Avaya digital phones and can be fitted with a daughter trunk card. A maximum of 3 can be installed.

IP Office 500 Analog Phone 2 and Phone 8 Cards
These provide 2 or 8 analog extension ports for the connection of analog phones, and can be fitted with a daughter trunk card. A Maximum of 4 can be installed.

IP Office 500 VCM 32 and VCM 64 Cards
These cards are needed for use with VoIP calls, SIP trunks and IP-based voice networking. 4 channels are included in both cards and can be expanded by the VCM Channel licenses. Both cards can be fitted with a daughter trunk card. A Maximum of 2 can be installed providing a total capacity of 128 channels

IP Office 500 Analog or Digital Trunk Daughter Cards
These Daughter Cards fit on the Base Card to provide analog or digital trunks. Each Analog Trunk card provides 4 channels while the BRI card provides 4 or 8 channels and each universal PRI provides up to 2 x 24 T1 or 2 x 30 E1 channels. A maximum of 4 cards can be installed.

IP Office 500 Group Collaboration Editions

Out of the box, the IP Office 500 enables a number of key features like Automatic Call Distribution, Conferencing, Directory and Call Coverage. These can be further enhanced by the addition of Group Collaboration Editions. Choose from:

IP Office Essential Edition
This enables 4-ports embedded voicemail and a multi-level auto attendant functionality with Dial-by-Name functionality, providing a cost effective solution for up to 30 users.

IP Office Preferred Edition
Preferred Edition adds more messaging capacity (up to 40 ports, with storage limited only by PC disk space) plus sophisticated collaboration, call flow, recording and conferencing facilities to IP Office.

IP Office Advanced Edition
This introduces contact centre and customer service capabilities, including Interactive Voice Response and Text To Speech. Preferred Edition is a pre-requisite of Advanced Edition.

IP Office 500 User Productivity Solutions

Independent of the level of Group Collaboration, User Productivity Solutions can be assigned to users based on their Individual needs. The following solutions are available:

IP Office Mobile Worker solution
For employees who spend considerable time traveling, this solution gives the user one-number reachability through mobile phone integration and text-to-speech.

IP Office Tele-Worker solution
For employees who spend most of their time working remotely, this solution offers the use of VPN telephone functionality with the back-up option of central control over a PSTN phone.

IP Office Power User solution
Knowledge workers can always stay in touch whether at home, in the office or on the move and enjoy the benefits of integration between voicemail and email.

IP Office Receptionist solution
PC interface for fast call handling by operators across the IP Office network with visual status of all users.

In addition, for sites using Advanced Edition, the following solutions are available:
IP Office Customer Service Agent solution
Allows agents to efficiently service customer calls and manage their own performance through a simple browser interface.

IP Office Customer Service Supervisor solution
Allows supervisors to monitor the performance of customer facing agents with service customer calls and manage their own performance.

Multi-site Option Voice Networking

IP Office 500 provides businesses with multiple locations - up to 32 sites - unique capabilities and feature transparency between sites. IP Office systems can be networked together in a variety of ways best suited to the environment - using industry standard methods. Employees stay connected and collaborate regardless of where they are located. Resources are shared within the IP Office network (single voice messaging system, single receptionist) saving money and ensuring a common experience for all callers.

Investment Protection

Protecting your base is vital, for those customers that have earlier versions of IP Office that now want to take advantage of IP telephony or SIP trunking, IP Office 500 can re-use some of the existing IP Office 400 hardware to minimize the cost of upgrade.
IP Office 500 Legacy Card Carrier
The carrier card can be installed in any available slot on the IP Office 500 (maximum of 2) and can support the following IP Office 400 cards:

- Single and dual PRI T1/E1/E1R2
- Universal 4 port analog trunk card
- Universal 8 port BRI
- VCM 4, 8, 16, 24, 30

While all IP Office 400 external expansion modules (except for WAN3 modules) can be re-used on the IP Office 500.

It's easy to Install, Maintain & Upgrade Remotely

The modularity of IP Office 500 means you don't even have to open the box; you simply insert a new Base Card in any of the 4 slots or add a Daughter Card / expansion module. Through licensing, simply increase capacity such as adding VoIP channels or SIP trunks, all without a site visit. With the remote management and monitoring programs, customers can be assured you're looking out for them, with notification of impending alarms and congestion.

At A Glance

	IP Office 500	IP Office 412
Maximum DS Phones	384	360
Maximum Analog Phones	384	360
Maximum IP Phones	384	360
Maximum VCM channels	128	60
IP Office Software releases supported	4.x, 5.x	4.x, 5.x
Analog Trunks (Base unit/total)	16/208	8/200
BRI Trunks	32	16
PRI/T1 Trunks	8 x T1 or E1	4 x T1 or E1
Essential Edition supported	Yes	No
Preferred Edition supported	Yes	Yes
Advanced Edition supported	Yes	Yes

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