End of Sale Notice

Notification Date: 03-Apr-2013

Revision Date: 10Jun-2013*
Effective Date: 7-Oct-2013
Subject: End of Sale of Avaya 9630G, 9640 / 9640G, 9670G, 9620L TAA, 9640 TAA, 9650 TAA, and Related Accessories

Theatre/Region: Global

Revision History

Revision Date	Reason for change
03-Apr-2013	Initial version of Notice.
***10-Jun-201313**	Updated software support period to align with hardware support period of three years..

Summary

End of Sale Notification – Avaya 9630G, 9640 / 9640G, 9670G, 9620L TAA, 9640 TAA, 9650 TAA and related accessories.

This document provides official End of Sale notification for the Avaya 9630G, 9640 / 9640G, 9670G, 9620L TAA, 9640 TAA, 9650 TAA IP Deskphones and their related accessories. Effective 7-Oct-2013, Avaya will no longer make these IP Deskphones and their related accessories commercially available.

Please note that TAA / GSA versions of the IP Deskphones are typically only needed by Avaya Government Solutions customers. All other customers should order Avaya's, non-TAA IP Deskphones. To be clear, the non-TAA / GSA version of the 9620L and 9650 remain commercially available at the time of this notification.

Avaya recommends that the following IP Deskphones: 9608, 9611G, 9621G, and 9641G be offered instead. Each of these is more attractively priced, and offer higher overall value to customers.

Background
As Avaya's 9600 Series IP Deskphones continue to evolve it's important to clearly articulate the status of the portfolio so that customers can make the most informed purchase decisions based on price, functionality, lifecycle considerations and future software innovations.

The 9600 Series IP Deksphones newest models consist of the following:

- 9608
- 9611G
- 9621G
- 9641G

The 9630G, 9640 / 9640G, and 9670G belong to earlier models of the series and no longer offers the same benefits that the newer models deliver; for example:

- The newest 9600 Series phones offer significantly better price/performance compared to earlier models, and will benefit from a more extended lifecycle to add innovative features and capabilities
- The capabilities of the newest models already surpass those of the earlier models
- All quality issues with the newest models have been successfully resolved
- Although the earlier IP Deskphones, including the 9630G, 9640 / 9640G, and 9670G in this notification, are still generally available until 7 October, 2013, no new features will be added to these models going forward

The newest endpoints in this series provide leading edge capabilities, support hundreds of existing features Avaya customers rely upon to run their business, and offer the highest overall value and lowest price Avaya has to offer. Additionally, these models provide the longest usable lifespan, optimal investment protection, and the greatest potential to deliver innovative future software solutions.

The newer models of the 9600 series have numerous benefits. They already support features and functionality not available on earlier 9600 models, for example:

- Recordable Agent Greetings for Contact Center (H.323)
- Avaya Aura Conferencing Client (SIP)
- Instant Messaging and Presence integration on the Deskphone (SIP)
- MS Outlook Contact List Integration (SIP)
- MS Outlook Calendar Integration (SIP)

9630G, 9640 / 9640G, 9670G and Related Accessories End of Sale Effective Date:
Effective 7-Oct-2013, Avaya will no longer make commercially available the 9630G, 9640 / 9640G, 9670G IP Deskphones and Related Accessories.

Discontinued Order Codes and Migration Strategy

Discontinued Codes

Material Code	Description
700405673	IP PHONE 9630G GRY 9630GD01A
700408602	IP PHONE 9630G W/O FCPLT
700383920	IP PHONE 9640 GRY 9640D01A
700408610	IP PHONE 9640 W/O FCPLT
700419195	IP PHONE 9640G GRY
700429095	IP PHONE 9640G W/O FCPLT
700460215	IP PHONE 9670G CHARCOAL GRY
700461395	IP PHONE 9670G W/O FCPLT
700480833	IP PHONE 9620L (TAA)
700438856	IP PHONE 9640 CHARCOAL GRY (TAA)
700480841	IP PHONE 9650 (TAA)
700452121	FCPLT 9630/40 GRY W/LBLS PK25
700431125	FCPLT KIT 9630/40 BLUE PK25

© 2013 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.

700430887	FCPLT KIT 9630/40 CYRILLIC LBL PK25
700430846	FCPLT KIT 9630/40 GRY W/O LABEL PK25
700431075	FCPLT KIT 9630/40 RED PK25
700431323	FCPLT KIT 9630/40 SLV PK25
700431372	FCPLT KIT 9630/40 WH PK25
700431026	FCPLT KIT 9630/40 YELLOW PK25
700383771	IP PHONE 9600 GIGABIT ETHERNET ADPTR
700383789	IP PHONE BLUETOOTH ADPTR SBTA

Migration Strategy

Avaya offers the alternative IP Deskphone models and recommends the following substitutions.

Previous Model	Target Model	Comments
9630G	9608 / 9611G	Use 9608 if Gigabit Ethernet is not required, otherwise use 9611G
9640 / 9640G	9611G or 9621G	Use 9611G if a button phone is desired, 9621G if touch screen is desired. Up-sell to 9641G for USB, Expansion Port, integrated Bluetooth
9670G	9641G TAA	Provides touch screen and integrated Bluetooth similar to 9670G

Table 1: Substitution Matrix, non-Government customers.

Previous Model	Target Model	Comments
9620L TAA	9608 TAA	9608 provides additional lines, dual color LEDs, and offers software improvements over 9620L, at a lower price.
9640 TAA	9611G TAA or 9621G TAA	Use 9611G if a button phone is desired, 9621G if touch screen is desired. Up-sell to 9641G for USB, Expansion Port, and Integrated Bluetooth
9650 TAA	9611G TAA or 9641G TAA	Use 9611G if a button phone is desired, 9641G if touch screen is desired.

Table 2: Substitution Matrix, Avaya Government Solutions customers.

Customers that want the benefits of a touch screen interface and integrated Bluetooth have been resoundingly choosing the more functional and lower priced 9641G over the 9670G for its many advantages.

Regarding the accessories identified that will also become EOS as of 7 October 2013, customers that require Bluetooth should purchase the 9641G with integrated Bluetooth instead of the Bluetooth adapter. Customers that formerly purchased the Gigabit Ethernet adapter should purchase an IP Deskphone ending in “G” that has Gigabit-Ethernet integrated: 9611G, 9621G, and 9641G.

Faceplates will no longer be commercially available from Avaya for these models as of 7 October 2013, and customers that require colored faceplates should refer to DevConnect for the custom faceplate process.

© 2013 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.

https://devconnect.avaya.com/public/dyn/d_dyn.jsp?fn=671

For more information about the models of the 9600 Series of IP Deskphones, please refer to the brochure at the following link:
http://www.avaya.com/usa/resource/assets/brochures/9600%20series%20ip%20deskphones%20-%20brochure.pdf

Substitute Material Codes

Material Code	Description
700480585	IP PHONE 9608
700480593	IP PHONE 9611G
700480627	IP PHONE 9621G
700480601	IP PHONE 9641G

For Avaya Gov customer, use the following material codes:

Material Code	Description
700501428	IP PHONE 9608 (TAA)
700501429	IP PHONE 9611G (TAA)
700501430	IP PHONE 9621G (TAA)
700501431	IP PHONE 9641G (TAA)

Schedule

End of Sale Date (last day to order new systems)	7-Oct-2013
End of Manufacturer Support for SOFTWARE *	7-Oct--2016
End of Manufacturer Support for HARDWARE *	7-Oct--2016
Last day to purchase system expansions	*n/a*
Last day to purchase a new Avaya services contract *	7-Oct-2014
Targeted End of Services Support	7-Oct-2019

** Per Avaya Product Lifecycle Policy*
***Avaya Services may revise the Target End of Services Support date based on the availability of quality repair parts and/or technical support expertise. Customers should always consult any available product Services Support Notices for final information on product supportability.*

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.

Renewals of existing Avaya service contracts covering this product will be allowed per the following terms:

- Maintenance contract renewal after End of Sale date provided the renew term does not extend past the End of Services Support date.
- Maintenance contract renewals will be in one year increments after End of Manufacturer Support, until the End of Services Support date.

Additional Information

© 2013 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.



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

© 2013 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.