



Messaging Life Cycle Management Planning Notice

REVISION HISTORY

Date	Revision #	Summary of Changes
29 March 2013	Original bulletin	This is the original publication.
01 April 2013	Rev. 1	Added further clarity to LCM states.
09 August 2013	Rev. 2	Updated to reflect PASS+ continuation on CallPilot 5.0.
25 March 2014	Rev. 3	Updated to reflect Avaya one-X Speech 6.3 and Avaya Aura Messaging 6.3 market introductions.
22 December 2014	Rev. 4	Updated to reflect Modular Messaging transition from End-of-Sale into Manufacture Support and other updates.
04 March 2015	Rev. 5	Updated to reflect Avaya CallPilot 1006r transition from GA to End-of-Sales as well as other updates.
03 Nov 2025	Rev. 6	End of Support Sales (EoSS) date published

Introduction

This bulletin provides current and forecasted Life Cycle Management (LCM) changes for Avaya messaging products: Avaya Aura® Messaging, CallPilot, Communication Manager Messaging, Hospitality Messaging Server 400 (HMS 400), Intuity Audix, Meridian Mail, Modular Messaging, Octel, and Unified Messaging 2000 (UM2000) in accordance with the standard LCM policy.

This document replaces earlier versions as well as *Messaging Life Cycle Management Planning Notice* bulletins P-2009-0156-Global-Rev2, P-2007-0191-Global-Rev1 (July-2008), P-20060009-Global-Rev1 (April-2006), P-2004-0155-Global-Rev3 (May-2005), and P-2007-0191-Global (July-2007).

Summary of LCM policy

Avaya solutions (hardware and software) and the services that support these products move through product life-cycle phases based on the speed of innovation, market demand, component availability, and customer requirements.

Summary of LCM milestones:

- General Availability – New product is released for sale.
- End of Sale Notification (EOSN) Notice is given that at some point in the future, product will no longer be available for sale of new systems. Timeframe is either 60 days (full replacement/no change in functionality) or nine (9) months.
- End of Sale Date (EOS) Last date orders will be taken for new systems; all inprocess orders will be fulfilled.
- Manufacturer Support Full Hardware support (technical support, replacement of parts, etc.) for three (3) years following end sale notification. Full software support (through Tier IV) is provided for one (1) year following end of sale notification for current releases.
- End of Manufacturer Support Bug fixes to software and hardware product changes will no longer be made. Avaya will provide Extended Service Support as outlined in the Avaya Life Cycle Policy Guide.
- Extended Service Support Enables customer with an Avaya maintenance contract to receive extended hardware and software support.
- End of Extended Services Support Avaya will cease to provide any type of support.
- End of Support Sales (EoSS) will be 01 December 2025.

The following is a graphical representation:

		60 days to 1 Yr ¹		6 Years Standard ²		
				3 years HW 1 year SW	3 years HW ³ 5 years SW ³	
	Element	General Availability	End of Sale Notification Period	Manufacturer Support	Extended Services Support	End of Services Support
SALES	New System Sales	Y	Y	N	N	N
	System Expansions	Y	Y	Applicable hardware and/or software expansions, if available, are identified in EoS notification.	Applicable hardware and/or software expansions, if available, are identified in EoS notification.	N
	New Service Contract	Y	Y	Y Term cannot extend past EoSS date	Y Term cannot extend past EoSS date	N
	Service Contract Renewal	Y	Y	Y Term will not extend past EoSS date	Y 1 yr increments	N
SUPPORT	Technical Support / Troubleshooting ⁴	Y	Y	Y All tiers	Y All tiers through Tier III Backbone	N
	Bug Fix (New) ⁴	Y	Y	Y	N	N
	Bug Fix (Existing) ⁴	Y	Y	Y	Y	N
	Repair & Return ⁴	Y	Y	Y	Y Limited to availability	N

For complete details on Avaya LCM practice, definitions, service and hardware/software support levels, refer to the Partner Portal at: <http://portal.avaya.com>

Regional Exceptions

While messaging products share the same life-cycle management status throughout the world, at times there may be regional exceptions such as where localized clients and/or voice prompts are not available until sometime after the initial GA launch. In these infrequent cases, the previous

release will remain “GA/Current” within the affected markets until the localized components are made available on the newest release; after which the previous release LCM rating reverts to the global LCM rating.

Market-specific Exceptions

As of this publication, there are no market-specific exceptions for any Avaya messaging solution.

Messaging Software Release LCM Status

	GA (Current)	End of Sale Notice	End of Sale Date	End of Mfr Support
Avaya Aura Messaging 6.3	Mar 2014			
Avaya Aura Messaging 6.2			Mar 2014	Jun 2014
Avaya Aura Messaging 6.1			Sep 2012	Dec 2012
Avaya Aura Messaging 6.0			Oct 2011	Jan 2012
CallPilot 5.1	Dec 2012	Aug 2014	Jun 2015	Jun 2016
CallPilot 5.0 on M1/CS 1000 Note 2 and 3			Dec 2012	Mar 2013*
CallPilot 5.0 on SL-100/DMS-100 Centrex/CS2100 Note 2 and 3			Dec 2012	Mar 2013
CallPilot 4.0 on M1/CS 1000 Note 2			Apr 2009	Apr 2010
CallPilot 4.0 on SL-100/ DMS-100 Centrex/CS2100 Note 2			Apr 2009	Apr 2010
CallPilot 4.0/SU1 (JITC)			Dec 2009	Dec 2010
CallPilot 3.0			Jul 2006	Jul 2008
CallPilot 2.5 on MSL-100 and DMS-100 Centrex			Jul 2007	Jul 2009
CallPilot 2.02 (2.01.27)			Nov 2005	Jul 2007
CallPilot 2.0 (2.01.26)			Jul 2004	Jul 2006
CallPilot 1.07 on MSL-100 and DMS-100 Centrex			Dec 2004	Dec 2006
CallPilot 1.07 on Avaya Definity G3 Note 1				Oct 2006
CallPilot 1.07 on M1/CS1000			Nov 2003	Oct 2005
CallPilot 1.06			Aug 2001	Aug 2003

CallPilot 1.05			Jan 2001	Jan 2003
CallPilot Mini 1.6, 1.6a			Jun 2010	Jun 2013
CallPilot Mini 1.5b			Sep 2005	Dec 2005
CallPilot Mini 1.5, 1.5a				Mar 2007
Communication Manager Messaging 6.3	May 2013			
Communication Manager Messaging 6.2			May 2013	May 2014
Communication Manager Messaging 6.0.1			Jul 2012	Aug 2013
Communication Manager Messaging 6.0			Nov 2010	Jan 2011
Communication Manager Messaging 5.2.1		Jun 2012	Jun 2013	Aug 2014
Communication Manager Messaging 5.2		Dec 2012	Jan 2013	Jun 2014
Communication Manager Messaging 4.0.2		Jun 2012	Aug 2012	Aug 2013

	GA (Current)	End of Sale Notice	End of Sale Date	End of Mfr Support
Hospitality Messaging Server 400 Rls 3.0 (CS 1000 7.5 integration)	Apr 2012			
Hospitality Messaging Server 400 Rls 3.0 (CM 6.x integration)	Dec 2012			
Hospitality Messaging Server 400 Rls 2.0			Apr 2012	Apr 2013
Hospitality Messaging Server 400 Rls 1.0			Nov 2009	Nov 2010
IA770 Intuity Audix 4.0			Feb 2009	Feb 2010
IA770 Intuity Audix 3.1			Dec 2007	Dec 2008
IA770 Intuity Audix 3.0			Dec 2007	Dec 2008
IA770 Intuity Audix 2.0			Dec 2005	Dec 2006
IA770 Intuity Audix 1.3			Dec 2005	Jan 2006
IA770 Intuity Audix 1.2			Dec 2005	Jan 2006
Intuity Audix LX 2.0		Aug 2009	Jan 2010	Jan 2011
Intuity Audix LX 1.1			Aug 2007	Aug 2009
Intuity Audix LX 1.0		Jul 2007	Aug 2007	Aug 2009
Meridian Mail MM13			Oct 2006	Oct 2009

Meridian Mail MM11 MM12				Feb 2007
Meridian Mail SP3 MM10				Yes
Meridian Mail Reporter				Oct 2007
Meridian Mail Auto Admin				Oct 2007
Meridian Mail Net Gateway ^{Note 1}				Oct 2007
Meridian Mail PC Applications (Personal Mailbox Admin, SNMP Support and Text Notification)				Oct 2007
Meridian Mail Hospitality Voice Services			Oct 2006	Oct 2009
Symposium Messenger				Yes
Meridian Text Telephony System ^{Note 1}				Yes
Meridian Mail AUI ^{Note 1}				Yes
Message Networking 6.3	Jul 2014			
Message Networking 5.2		May 2014	Jul 2014	Jul 2015
Message Networking 3.1		Dec 2009	Mar 2010	Mar 2011
Message Networking 2.0		Apr 2007	Aug 2007	Aug 2008
Message Networking 1.1, 1.0		Sep 2004	Sep 2004	May 2007
Modular Messaging 5.2		Apr 2014	Dec 2014	Dec 2015
Modular Messaging 5.1			Dec 2009	Mar 2010
Modular Messaging 5.0			Jun 2009	Sep 2009
Modular Messaging 4.0			Feb 2009	Sep 2010
	GA (Current)	End of Sale Notice	End of Sale Date	End of Mfr Support
Modular Messaging 3.1		Dec 2009	Mar 2010	Mar 2013
Modular Messaging 3.0		Jul 2007	Oct 2007	Oct 2008
Octel 100			Jul 2004	Jul 2005
Octel 200 (Serenade)			Jun 2006	Jun 2011
Octel 300 (Serenade)			Oct 2003	Oct 2008
Octel 250/350 3.0		Jun 2005	Jun 2006	Jun 2011
Octel 250/350 2.0			Jun 2006	Jun 2011
Octel 250/350 1.0			Jun 2006	Jun 2011
Octel 50 (Smooth Operator 4.0)			Dec 2002	Dec 2007
one-X Speech 6.3	Mar 2014			
one-X Speech 5.2			Mar 2014	Mar 2015
one-X Speech 5.1			Dec 2009	Mar 2010
one-X Speech 5.0			Jun 2009	Sep 2009

one-X Speech 4.0		Jul 2009	Sep 2009	Sep 2010
Unified Messaging 2000 Rls 3.4		Jan 2009	Jan 2010	Jan 2013
Unified Messaging 2000 Rls 3.3		Sep 2009	Sep 2010	Sep 2011
Unified Messaging 2000 Rls 3.2				Sep 2008

Notes:

1. These items were never offered in Europe, Middle East, and Africa (EMEA) and Asia Pacific/Greater China (AP/GC).
2. Due to the large number voice prompts introduced with CallPilot 5.0, it was necessary to break the release of CallPilot 5.0 into three (3) tiers:
 - a. Tier 1 went GA July 2007
 - b. Tier 2 went GA November 2007
 - c. Tier 3 went GA April 2008
3. Software Release Subscription (SRS) continues to be available for all CallPilot 5.x (5.0 and 5.1) customers.

Messaging Hardware Platform LCM Status Summary

	GA (Current)	End of Sale Notice	End of Sale Date	End of Mfr Support
CallPilot Mini			Jun 2010	Jun 2013
CallPilot 200i IPE			Feb 2001	Feb 2004
CallPilot 201i IPE			Dec 2009	Dec 2012
CallPilot 202i IPE		Aug 2014	Jun 2015	Jun 2018
CallPilot 600r Rack-mount		Jan 2011	Feb 2011	Feb 2014
CallPilot 702t Tower			Dec 2003	Dec 2006
CallPilot 703t Tower			Dec 2006	Dec 2009
CallPilot 1001rp Rack-mount (on M1/CS 1000)				Oct 2005
CallPilot 1001rp Rack-mount (on SL-100/DMS-100)			Oct 2004	Oct 2007
CallPilot 1002rp Rack-mount (on M1/CS 1000)			Dec 2006	Dec 2009
CallPilot 1002rp Rack-mount (on SL-100/DMS-100)		Aug 2014	Jun 2015	Jun 2018
CallPilot 1005r Rack-mount (on M1/CS 1000)		Jul 2010	Jul 2010	Jul 2013

CallPilot 1006r Rack-mount (on M1/CS 1000)		Jan 2015	Jan 2015	Jan 2018
Communications Manager Messaging (Federal) S8500C		Jan 2010		
HMS400 HPDL360G7	Apr 2012			
HMS400 IBM3350			Apr 2012	Apr 2015
HMS400 703ht Tower		Nov 2009	Nov 2009	Nov 2012
Intuity Audix LX S3210R			Aug 2007	Jun 2009
Meridian Mail Enhanced Card Option (ECO)			Oct 2006	Oct 2009
Meridian Mail Modular Option EC			Oct 2006	Oct 2009
Meridian Mail Mini Mail				Oct 2008
Meridian Mail EC11				Oct 2008
Meridian Mail Modular Option GP ^{Note 3}				Oct 2008
Meridian Mail Card Option				Feb 2007
Meridian Mail Modular Option				Feb 2007
Meridian Mail MSM ^{Note 3}				Oct 2007
Meridian Mail GPX Cabinet ^{Note 3}				Yes
Meridian Mail Option S, X, NT, XT				Yes
Meridian Mail SP Tower ^{Note 3}				Yes
Meridian Mail MP ^{Note 3}				Yes
	GA (Current)	End of Sale Notice	End of Sale Date	End of Mfr Support
Octel 200 / 300			Oct 2003	Oct 2008
Octel 250 / 350		Jun 2005	Jun 2006	Jun 2011
Common Servers:				
Dell R610		Oct 2012	Dec 2012	Dec 2015
Dell R620	Mar 2014			
HPDL360G7 (used with Avaya Aura Messaging)		Oct 2013	Mar 2014	Mar 2017
HPDL360G7 (used with Modular Messaging)		Jul 2013	Mar 2014	Mar 2017

HPDL360G7 (used with Message Networking)		Oct 2013	Jun 2014	Jun 2017
HPDL360G7 (used with one-X Speech)		Apr 2014	Dec 2014	Dec 2017
HPDL360G8 (used with Avaya Aura Messaging)	Mar 2014			
HPDL380PG8 (used with Message Networking)	Jul 2014			
HPDL380PG8 (used with one-X Speech)	Mar 2014			
S8500C (used with Communication Manager Messaging-Federal Market)		Jan 2010	Jan 2010	Jan 2013
S8730 (used with Modular Messaging, Message Networking, and one-X Speech)		Dec 2009	Feb 2010	Feb 2013
S8800 (used with Modular Messaging, Message Networking, and one-X Speech,)		Oct 2010	Jun 2011	Jun 2014

Notes:

1. Changes will be effective with the commercial offer update closest to the date indicated.
2. Software upgrades to current software releases continue to be supported on “Manufacturer Support” platforms if platform is compatible with software release.
3. These items were never offered in Europe, Middle East, and Africa (EMEA) and Asia Pacific/Greater China (AP/GC).

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