



End of Sale Notice

Notification Date: 02-Oct-2013

Revision Date: 17-Mar-2014

Effective Date: 3-Mar-2014 and 17-Mar-2014

**Subject: End of Sale of Avaya 9620L/9620C/9650C IP
Deskphones and Related Accessories**

Theatre/Region: Global

Revision History

Revision Date	Reason for change
02-Oct-2013	Initial version of Notice.
11-Nov-2013	Material Availability Clarification.
17-Mar-2014	9650C (700461213) Effective End of Sale, as of March 17, 2014. Previously June 2, 2014.

Summary

End of Sale Notification – Avaya 9620L/9620C/9650C IP Deskphones and Related Accessories.

This document provides official End of Sale notification for the Avaya 9620L/9620C/9650C IP Deskphones and their related accessories. Effective 3-Mar-2014, Avaya will no longer make the 9620L/9620C IP Deskphones and their related accessories commercially available. Effective 17-Mar-2014, Avaya will no longer make the 9650C IP Deskphone commercially available.

The 9650 IP Deskphone (the monochrome screen version of the 9650C IP Deskphone), will remain available until future notice.

Avaya recommends that the 9601/9608/9611G/9621G/9641G IP Deskphones be offered instead. Each of these is more attractively priced, and offers higher overall value to customers.

Material Availability Clarification

As the End of Sale dates approach, material availability may be reduced; customers are highly encouraged to place any final orders soon to minimize the risk of availability issues.

Please note that 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.



Background

As Avaya's 9600-Series IP Deskphones continue to evolve, it is 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 newest models of the 9600-Series IP Deskphones consist of the following:

- 9601 IP Deskphone
- 9608 IP Deskphone
- 9611G IP Deskphone
- 9621G IP Deskphone
- 9641G IP Deskphone

The 9620L/9620C/9650C IP Deskphones belong to earlier models of the series and no longer offer the same benefits that the newer models deliver; for example:

- The newest 9600-Series IP Deskphones 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
- Although the 9620L/9620C/9650C IP Deskphones in this notification are still generally available until their end of sale effective date, no new features will be added to these models going forward.
- The following IP Deskphones were previously announced for [End of Sale](#) and are no longer commercially available as of October 7, 2013: 9630G, 9640 / 9640G, 9670G, and TAA models: 9620L TAA, 9640 TAA, 9650 TAA

The newest IP Deskphones 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:

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

9620L/9620C/9650C IP Deskphones and Related Accessories End of Sale Effective Date:

Effective 3 March 2014, Avaya will no longer make commercially available the 9620L/9620C IP Deskphones and Related Accessories. The 9650C IP Deskphone will no longer be commercially available as of 17 March 2014.

Discontinued Order Codes and Migration Strategy

Discontinued Codes: 3 March 2014

Material/Offer Code	Description
700461197	IP PHONE 9620L CHARCOAL GR



Material/Offer Code	Description
700461239	IP PHONE 9620L W/O FCPLT
700461205	IP PHONE 9620C CHARCOAL GRY
700461247	IP PHONE 9620C W/O FCPLT
700383870	IP PHONE 9620 WEDGE STAND
700416555	IP PHONE 9620 RPLCMNT STAND SLV
700430838	FCPLT KIT 9620 GRY W/O LABEL PK25
700430879	FCPLT KIT 9620 GRY CYRILLIC LBL PK25
700431018	FCPLT KIT 9620 YELLOW PK25
700431067	FCPLT KIT 9620 RED PK25
700431117	FCPLT KIT 9620 BLUE PK25
700431315	FCPLT KIT 9620 SLV PK25
700431364	FCPLT KIT 9620 WH PK25
700452113	FCPLT 9620 GRY W/LBLS PK25

Discontinued Codes: 17 March 2014

Material/Offer Code	Description
700461213	IP PHONE 9650C CHARCOAL GRY
700461254	IP PHONE 9650C W/O FCPLT

Migration Strategy

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

Previous Model	Target Model	Comments
9620L	9601	Use 9601 for SIP deployments.
	9608	Use 9608 for H.323 deployments.
9620C	9611G	Gigabit Ethernet
9650C	9611G	Provides button interface and Gigabit Ethernet
	9641G	Provides touch screen, Gigabit Ethernet and integrated Bluetooth.
	9650	For customers that do not want a set with a different form factor, the 9650 with monochrome display, will remain for sale until further notice.

Faceplates and replacement stands will no longer be commercially available from Avaya as of 3 March 2014 for the 9620L/9620C IP Deskphones. Faceplates and replacement stands will continue to be available for the 9650/9650C IP Deskphones.

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
700500254	IP PHONE 9601

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700480585	IP PHONE 9608
700504844	IP PHONE 9608 ICON ONLY
700480593	IP PHONE 9611G
700504845	IP PHONE 9611G ICON ONLY
700480627	IP PHONE 9621G
700480601	IP PHONE 9641G

Schedule

Milestone	9620L/9620C	9650C
End of Sale Date (last day to order new systems)	3-Mar-2014	17-Mar-2014
End of Manufacturer Support for SOFTWARE *	3-Mar--2017	17-Mar-2017
End of Manufacturer Support for HARDWARE *	3-Mar--2017	17-Mar-2017
Last day to purchase system expansions	n/a	n/a
Last day to purchase a new Avaya services contract *	3-Mar-2015	17-Mar-2015
Targeted End of Services Support**	3-Mar-2020	17-Mar-2020

* 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

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