



End of Sale Notice

Notification Date: 07-Oct-2013

Effective Date: 09-Dec-2013 and 03-March-2014 for materials specified

Subject: End of Sale IP Office version 1 ATM card, Combination ATM card, VCM 32/64, R8.0 upgrade licenses, R8.0 Demo kits; DS 16 and DS30 expansion modules and other materials listed

Theatre/Region: ALL

Summary

Effective December 9, 2013, Avaya will no longer sell (make commercially available) the Release 8 upgrade license, Power Demo Kits (R8.0 version), and select hardware and software material codes listed in this document. New materials replacing these versions are available for sale with the IP Office product line.

Effective March 03, 2014, Avaya will no longer sell (make commercially available) the Digital Station (DS) 16 and 30 Expansion modules. New DS16 'B' and DS30 'B' versions supporting Avaya digital phones or heritage Nortel phones are available with Release 9.0.

Avaya will make every effort to have a supply of these products available for orders, but cannot guarantee product availability through their end of sale dates. Avaya reserves the right to manage and/or limit order quantities, substitute like materials, or to cancel orders if supply is exhausted prior to the End of Sale dates in this notice. Avaya will issue an updated notice and accelerate removal of the applicable product codes from price lists and associated order entry systems are required.

Transition Summary

- Marketing collateral and web-site / portal content will be modified to reflect this product transition
- Avaya Product Life Cycle Policy and warranty policy applies to materials in this end of sale document. Products identified as EoS will be supported (technical support, repairs, etc) for a minimum of three (3) years (December 9, 2016; DS Modules March 3, 2017) for the hardware and for a minimum of one (1) year for software December 9, 2014).
- Avaya will provide support for the two most current major releases. Avaya will provide this support for R8.1 and R9.0 via standard software patch process.

Additional service pack support for R8.0 software will end upon the GA release of R9.0. Avaya will require customers to move to a supported service pack to provide software support. For information on future service packs, refer to the Avaya Service Pack Schedule on the Avaya Support web site.

Avaya offers IP Office Support Services (IPOSS), a standard manufacturer support offer for customers on IP Office Release 8.1 and 9.0. Purchasing the IP Office Support Services offer will lock in future maintenance patches, as well as product software upgrades, for the life of the support contract term. Contact your channel account manager for information concerning IPOSS.



Discontinued Order Codes and Migration Strategy

Discontinued Codes

Discontinued Material/Offer Code	Description
December 9, 2013 End of Sale Materials	
700476013	IPO/B5800 V2 COMB Card ATM
700417405	IPO/B5800 IP500 TRNK ANLG 4 UNI
700417389	IPO/B5800 IP500 MC VCM 32
700417397	IPO/B5800 IP500 MC VCM 64
700411182	IP Office Phone Status Software
700504403	IPO IP500V2 Demo Kit NA
700504404	IPO IP500V2 Demo Kit Int'l
700502043	IPO R8.0 APPL SRVR DVD
700502042	IPO R8.0 USER/Admin Set DVD
267792	IPO LIC UPG R8.0
267785	IPO LIC UPG R8.0 SML
March 3, 2014 End of Sales Materials	
700426216	IPO/B5800 EXP MOD DGTL STA 30
700449499	IPO/B5800 EXP MOD DGTL STA 16

Migration Strategy

DS Modules (700501585 and 700501586) replacement materials are supported with IP Office system **Release 8.1** and higher. DS "B" modules will require Release 9.0 or higher for heritage Nortel phone support. ATM V2 trunk card (700503164), Combination Card ATM V2 (700504556), VCM32 V2 (700504031) and VCM 64 V2 (700504032) are supported with Release 7.0(39) and higher. Customers on older releases will need to upgrade to currently supported releases and service packs.

IP Office one-X Portal Call Assistant Accessibility is available with IP Office to replace IP Office Phone Status Software. This new solution allows people with visual impairments or people who are blind to interact with the telephone through the use of built-in voice prompts, leveraging the Microsoft speech API, thereby eliminating the need for extra screen reader.

Refer to the Product Update Document for Release 9.0 and the IP Office Knowledge Base for additional support and release information.



Discontinued Material/Offer Code	Description	Replacement Material/Offer Code	Replacement Description
700476013	IPO/B5800 V2 COMB Card ATM	700504556	IPO IP500V2 Combo Card ATM V2
700417405	IPO/B5800 IP500 TRNK ANLG 4 UNI	700503164	IPO IP500 TRNK ANLG 4 V2
700417389	IPO/B5800 IP500 MC VCM 32	700504031	IPO MC VCM 32 V2
700417397	IPO/B5800 IP500 MC VCM 64	700504032	IPO MC VCM 64 V2
700426216	IPO/B5800 EXP MOD DGTL STA 30	700501586	IPO IP500 DS30B RJ45
700449499	IPO/B5800 EXP MOD DGTL STA 16	700501585	IPO IP500 DS16B RJ45
700411182	IP Office Phone Status Software	NA	one-X Portal Call Assistant
700504403	IPO IP500V2 Demo Kit NA	700507177	IPO IP500V2 R9+ Demo Kit NA
700504404	IPO IP500V2 Demo Kit Int'l	700507178	IPO IP500V2 R9+ Demo Kit Int'l
700502043	IPO R8.0 APPL SRVR DVD	700506050	IPO R9.0 APPL DRVR DVD
700502042	IPO R8.0 USER/Admin Set DVD	700506051	IPO R9.0 USER/Admin Set DVD
267792	IPO LIC UPG R8.0	275669	IPO LIC UPG R9.0
267785	IPO LIC UPG R8.0 SML	275670	IPO LICN UPG R9.0 SML

Schedule

End of Sale Date (IP Office Codes as indicated)	09-Dec-2013
End of Sale Date (DS Modules)	03-Mar-2014
End of Manufacturer Support for SOFTWARE *	09-Dec-2014
End of Manufacturer Support for HARDWARE *	09-Dec-2016
End of Manufacturer Support for HARDWARE (DS Modules)	03-Mar-2017
Last day to purchase system expansions	NA
Last day to purchase a new Avaya services contract *	09-Dec-2014
Targeted End of Services Support	09-Dec-2019
Targeted End of Services Support (DS Modules)	03-March-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 for at least 3 years.



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