End of Sale Notice

Notification Date: 04-August-2014
Revision Date: 06-August-2014
Effective Date: 30-June-2015
Subject: End of Sale – Avaya CallPilot®
Theatre/Region: Global

Revision History

Revision Date	Reason for change
04-August-2014	Original version for publication.
06-August-2014	Added clarity regarding PASS contracts and life-cycle timeframes

Summary

Effective June 30, 2015 Avaya will no longer sell (make commercially available) new, migration, or foundation Avaya CallPilot® systems.

This change is in conjunction with the recent market introduction and general availability of Avaya Aura® Messaging 6.3, which introduces the CallPilot TUI emulation, data migration utility, two retrofit kits that support re-purposing CallPilot 1006r rack-mounted servers to operate Avaya Aura Messaging, as well as VMware virtualization and numerous other capabilities.

In addition to value-added benefits available in Avaya Aura® Messaging including SIP integration and a pure-Linux operating system, CallPilot customers have substantial pricing discounts available to them when migrating to Avaya Aura® Messaging. CallPilot customers with PASS-Plus contracts are eligible to migrate their user licenses at no additional licensing cost. CallPilot customers with PASS-Basic contracts can up-lift them to Plus (if on a current 5.x release), migrate at upgrade pricing (80% discount), or at a significant discount (60%) if on older releases.

Customers without PASS have the option of adding a contract or leveraging the other investment protection or migration incentive programs available.

Discontinued Order Codes and Migration Strategy

Discontinued Codes

Material Code (Engineered)	Material Code (Functional)	Description
NTZE4001	NTZE4001	CallPilot New System Order
NTZE4003	NTZE4003	CallPilot Migration Order Code
NTZE4004	NTZE4004	CallPilot Foundation System Order
NTZE64AA	NTHY47AA	CallPilot High Availability Feature
NTZE80DAE5	NTHY71FA	CallPilot 5.0 IPE 202i Base System Package
NTZE84CAE5	NTHY53CA	CallPilot 5.0 IPE 202i Migration Server
NTZE84DAE5	NTHY53DA	CallPilot 5.0 IPE 202i Standby System

Material Code (Engineered)	Material Code (Functional)	Description
NTZE46CAE5	NTHY92CAE5	CallPilot 5.0 IPE Unified Messaging Starter Bundle
NTZE73AAE5	NTHY73AAE5	CallPilot 5.0 1006r Base System – 96 MPUs
NTZE73BAE5	NTHY73BAE5	CallPilot 5.0 1006r Migration Server – 96 MPUs
NTZE73CAE5	NTHY73CAE5	CallPilot 5.0 1006r Standby Server – 96 MPUs
NTZE73FAE5	NTHY73FAE5	CallPilot 5.0 1006r High Availability System Bundle – 96 MPUs
NTZE73GAE5	NTHY73GAE5	CallPilot 5.0 1006r High Availability Upgrade Bundle – 96 MPUs
NTZE73HAE5	NTHY73HAE5	CallPilot 5.0 1005r High Availability to 1006r High Availability migration – 96 MPUs
NTZE74AAE5	NTHY74AAE5	CallPilot 5.0 1006r Base System – 288 MPUs
NTZE74BAE5	NTHY74BAE5	CallPilot 5.0 1006r Migration Server – 288 MPUs
NTZE74CAE5	NTHY74CAE5	CallPilot 5.0 1006r Standby Server – 288 MPUs
NTZE74FAE5	NTHY74FAE5	CallPilot 5.0 1006r High Availability System Bundle – 288 MPUs
NTZE74GAE5	NTHY74GAE5	CallPilot 5.0 1006r High Availability Upgrade Bundle – 288 MPUs
NTZE74HAE5	NTHY74HAE5	CallPilot 5.0 1006r High Capacity and High Availability Upgrade Bundle – 288 MPUs
NTZE74KAE5	NTHY74KAE5	CallPilot 5.0 1005r High Availability to 1006r High Availability migration – 288 MPUs
NTZE82EA	N/A	CallPilot 5.0 Rackmount 1002rp DC SMDI System – 96 T1 Channels / 96 MPUs
NTZE83EA	N/A	CallPilot 5.0 Rackmount 1002rp AC SMDI System – 96 T1 Channels / 96 MPUs
NTZE88CA	N/A	CallPilot 5.0 Rackmount 1002rp DC T1/SMDI Migration Server – 96 Channels / 96 MPUs
NTZE89CA	N/A	CallPilot 5.0 Rackmount 1002rp AC T1/SMDI Migration Server – 96 Channels / 96 MPUs

System Upgrades post-End of Sale
Installed systems may be upgraded to the current CallPilot release (5.1) based on the continued availability of order codes for any system expansions. This allows customers to get current on their system, take advantage of the feature functionality and compatibility with other environments it offers, as well as move to a release which, in preparation for a future move to Avaya Aura® Messaging, supports migration of data which minimizes the administrative effort of commissioning the system but also preserves the user's experience while minimizing any retraining needs.

System Feature and Capacity Expansion post-End of Sale
Installed systems may add feature functionality and increase channel and user capacity to meet their operational and growth needs based on the continued availability of order codes for any System Expansions.

System features:

- **Voice Forms** - sequenced prompt/response actions ideal for Prescription Refill, Student registration, and many other needs
- **Directory Synchronization (Microsoft Active Directory/LDAP integration)** - automates and simplifies mailbox administration activities
- **Application Builder/Fax** – provides fax back functionality to auto-attendant services
- **Network Message Service (NMS)** – provides centralized voice-mail services to other users on networked CS 1000 systems

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- **Networking** (Enterprise, AMIS, and VPIM) – adds connectivity to Message Networking or other messaging systems
- **Geographic Redundancy** – for live/live replication of user mailbox data, settings, greetings, and messages between two CallPilot systems installed on the same or different CS 1000 systems, regardless of physical location.

User features:

- **Desktop Messaging** – unified messaging for Outlook, Lotus Notes, and GroupWise clients as well as browser-based messaging (via My CallPilot)
- **Fax Messaging** – in/outbound fax directly from a Windows desktop PC (requires Fax channels be equipped or added)
- **Speech Messaging** – spoken command driven mailbox access and message retrieval (requires Speech channels be equipped or added)
- **Email-by-Phone** - text-to-speech conversion of email messages
- **Mobile User** (includes both Email-by-Phone and Speech) (speech requires speech channels be equipped or added)

  Note: Any investment in additional user licenses and user features is carried forward as part of migration to Avaya Aura Messaging. Migration from CallPilot to Avaya Aura Messaging defaults to "Mainstream" licensing which delivers the more comprehensive user feature set.

Channel Capacity Expansions and Channel Conversions:
Channel expansions of Voice, Fax, and/or Speech will remain available throughout the End-of-Sales notification period as well as the Manufacture Support period for software. This also includes expanding the capacity of existing 1002rp, 1005r, and 1006r rack-mounted systems from 96-MPUs to 288-MPUs.

As well, channel conversions will remain available during the same period as noted above, allowing customers to re-engineer their systems as needed.

For details on ordering Features, Mailbox licenses, User features, Channels, or Channel conversions, refer to the CallPilot 5.x Commercial Offer Guide, available from the Sales and Partner portals.

Migration Strategy
Avaya now offers the following alternative solution, Avaya Aura Messaging. As noted above, release 6.3 introduces the CallPilot TUI emulation, a data migration utility, as well as retrofit kits that allow for re-purposing existing 1006r servers to run Avaya Aura Messaging. These, coupled with other features such as VMware virtualization, a pure-Linux OS, and SIP-based architecture provide a migratory path with investment protection and preservation of user experience.

Additional details regarding Avaya Aura Messaging are available from:

Sales/Partner portal: https://sales.avaya.com

Product page: https://support.avaya.com/products/P0792/avaya-aura-messaging/

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Schedule

End of Sale Date (last day to order new systems)	30-Jun-2015
End of Manufacturer Support for SOFTWARE *	30-Jun-2016
End of Manufacturer Support for HARDWARE *	30-Jun-2018
Last day to purchase system expansions	30-Jun-2018
Targeted End of Services Support	30-Jun-2021

** 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 until further notice.

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

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