

Services Support Notice:
5/1/2015

Product Name: Intuity Audix 770 (IA
770) and Intuity Audix Map 5, Map 40
and Map 100

End of Services Support Notice

**Product(s) moving to End
of Maintenance Eligibility
Status:**

In accordance with Avaya lifecycle policy, the following messaging products and associated support services materials are moving to End-of-Services-Support:

- Avaya Intuity Audix 770 (IA770)
- Intuity Audix Map 5, Map 40 and Map 100.

See below the complete list of Product and Maintenance codes impacted by this Notice.

**End of New Contract &
Renewals - Effective Date:**

8/1/2015*

**End Of Service Support -
Effective Date:**

8/1/2016*

**Steps To Be Taken As a
Result of this EOSS
Notification :**

Actions:

Customers receiving this notification are directed to consult their Account Representative or an Avaya Authorized Business Partner to discuss upgrade / migration opportunities to the newer Avaya Aura® Messaging Platform.

* Avaya Services may revise the 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 on <https://support.avaya.com> for final information on product supportability.

Comments / Summary:

In December 2005, Avaya published the initial End of Sale Notification for Intuity Audix 770 (IA770) messaging platforms and later issued the End-of-Manufacturer support Notification in February 2010. In June 2006, Avaya published the initial End of Sale Notification for Intuity Audix Map 5, Map 40 and Map 100 messaging platforms and later issued the End-of-Manufacturer support Notification in June 2011. Now, it's time to take it effective to End of Services Support effective August 1, 2016. **Current Contracts with dates beyond the End of Services Support of August 1, 2016 will need to upgrade at this time to newer products and recast to Support Advantage / Upgrade Advantage prior to the EOSS date as remaining contracts will be cancelled and if applicable credit provided.**

Product Migration Path:

Avaya now offers the following solution(s) as upgrade paths for customers to choose from: Avaya Aura® Messaging, Communication Manager Messaging for Communication Manager solutions and Hospitality Messaging Server 400 R3 (with Communication Manager R6) for Intuity Lodging customers.

Avaya ProVision simplifies migration moving mailbox and message data from one system to the next, preserving end-user experience and minimizing commissioning effort.

List of Impacted Product Material Codes

Material Code	Description
180274	IA770 R1 450 MBX X 8PT W/SW SALE
180276	IA770 EXP TO 300X8 FROM 100X4
180277	IA770 EXP TO 450X8 FROM 100X4 LIC:NU,CU
180278	IA770 EXP TO 450X8 FROM 300X8
108228719	CP CWY1 SPEECH AND SIGNAL PROC
175676	IA770 INT AUD R1 100X4 W/SW SALE
175677	IA770 INT AUD R1 300X8 W/SW SALE
175678	IA770 INT AUD R1 100X4 W/EXISTING SW
175679	IA770 INT AUD R1 300X8 W/EXISTING SW
188636	IA 770 R2 APPLICATION LICENSE LIC:DS
700331408	IA 770 SFTW APPL & MISC SFTW KIT R1.3
700358575	IA 770 R2 Media Kit
186296	IA 770 SEAT BUNDLE 100 SEATS
186297	IA 770 SEAT BUNDLE 300 SEATS
186298	IA 770 SEAT BUNDLE 450 SEATS
184860	IA770 1 MULTISTE UPG FROM SNGL LIC:NU
182598	IA770 CLIENT APPL LIC 1 ENT VMAIL
700193840	IA770 INT AUD KIT FOR G700 MEDIA GATEWAY
700307218	IA770 SYS HDWR KIT
700334949	KIT INT AUD R5.1 APPL UPG SFTW MDL 5
700334956	KIT INT AUD R5.1 APPL UPG SFTW MDL 40
700334964	KIT INT AUD R5.1 APP UPG SFTW MDL 100
112902	INT AUD MAP5P FOR NEW DEF INTG R5.0
112910	INT AUD MAP5P IN A PRLX OFFER 4X60 R5.0
112927	INT GUESTWORKS MSG SRVR BNDL R5.0
112928	INT GUESTWORKS MSG W/CAS R5.0
113427	INT AUD RAID OPT FOR MAP40P R5.0
113496	INT AUD RTU CREDIT ARABIC FEMALE PKG 1
113497	INT AUD RTU CREDIT ARABIC FEMALE PKG 2
113501	INT AUD RTU CREDIT HINDI PKG 2
113505	INT AUD RTU CREDIT RUSSIAN PKG 2

113509	INT AUD RTU CREDIT TURKISH PKG 2
113609	INT LODGING RTU ARABIC FEMALE CREDIT
113611	INT LODGING RTU ARABIC FEMALE LIC:DS
113612	INT LODGING RTU RUSSIAN
114197	INT AUD UPG ENH GROUP LIST
114198	INT AUD RTU UPG TTS 2CH
114199	INT AUD RTU UPG 1ST E-MAIL TRUSTED SRVR
114998	INT LODGING EMEA 6X40 R2.0
117153	INT ARIA UPG R4.4 TO R5.0
120019	INT AUD VLCTY M5P CUST 100X4 R5.0
120033	INT AUD VLCTY M5P CUST 200X8 R5.0
120038	INT AUD VLCTY M5P CUST MIG 300X12 R5.0
120045	INT AUD VLCTY M40P CUST 1200X30 R5.0
120131	INT AUD M40/M100 UPG TO VLCTY R5
120132	INT AUD M5 UPG TO VLCTY R5
120139	INT AUD VLCTY M5P LEG 200X8 R5.0
158094	INT AUD VLCTY M5P LEG 100X4 R5.1
158099	INT AUD VLCTY M5P LEG 200X8 R5.1
158103	INT AUD VLCTY M5P LEG 300X12 R5.1
158105	INT AUD VLCTY M5P LEG CUST 300X12 R5.1
158108	INT AUD VLCTY M5P DEF 100X4 R5.1
158204	INT AUD VLCTY M5P LEG CUST 100X4 R5.1
115283	INT AUD RAID OPT FOR MAP40P CRDT R5.0
186217	INT AUD M40 RAID 1 OPT INCL ADDL DISK
408082196	INT AUD CP DACPR-1-4E-LUC RAID R5.0
700169261	INT AUD AND CONV CP RAID CNTRLR
158163	INT AUD VLCTY M40P CUST MIG 300X12 R5.1
158164	INT AUD EBUS M40P LYLTPRGM 600X18 R5.1
158165	INT AUD VLCTY M40P DEF 900X24 R5.1
158166	INT AUD VLCTY M40P DEF MIG 900X24 R5.1
158167	INT AUD VLCTY M40P CUST 900X24 R5.1
158168	INT AUD EBUS M40P LYLTPRGM 900X24 R5.1
158169	INT AUD EBUS M40P UPG 900X24 R3/4 R5.1
158171	INT AUD VLCTY M40P DEF MIG 1200X30 R5.1
158172	INT AUD VLCTY M40P CUST 1200X30 R5.1
158173	INT AUD VLCTY M40P CUST MIG 1200X30 R5.1
158174	INT AUD VLCTY M40P UPG 1200X30 R3/4-R5.1
158175	INT AUD VLCTY M100P DEF 900X24 R5.1
158177	INT AUD EBUS M100P 900X24 R5.1
158178	INT AUD VLCTY M100P CUST MIG 900X24 R5.1
158179	INT AUD EBUS M100P UPG 900X24 R3/4 R5.1

158180	INT AUD VLCTY M100P DEF 1500X36 R5.1
158181	INT AUD VLCTY M100P DEF MIG 1500X36 R5.1
158182	INT AUD VLCTY M100P CUST 1500X36 R5.1
158183	INT AUD VLCTY M100P CUST MIG 1500X36 5.1
158184	INT AUD VLCTY M100P UPG 1500X36 R3/4-5.1
158185	INT AUD VLCTY M100P DEF 2100X48 R5.1
158187	INT AUD EBUS M100P 2100X48 R5.1
158188	INT AUD EBUS M100P LYL T PRGM 2100X48 5.1
158189	INT AUD EBUS M100P UPG 2100X48 R3/4 5.1
159196	INT AUD VLCTY M5P UPG SRVR LIC-INTL R5
700334444	INTUITY AUDIX MODEL 5 R5.1 100 SEATS x 4 PORTS LICENSE
700334451	INTUITY AUDIX MODEL 5 R5.1 200 SEATS x 8 PORTS LICENSE
700334469	INTUITY AUDIX MODEL 5 R5.1 300 SEATS x 12 PORTS LICENSE
700334477	INTUITY AUDIX MODEL 40 R5.1 600 SEATS x 18 PORTS LICENSE
700334485	INTUITY AUDIX MODEL 40 R5.1 900 SEATS x 24 PORTS LICENSE
700334493	INTUITY AUDIX MODEL 100 R5.1 900 SEATS x 24 PORTS LICENSE
700334501	INTUITY AUDIX MODEL 100 R5.1 2100 SEATS x 48 PORTS LICENSE
700334519	INTUITY AUDIX MODEL 5 R5.1 UPGRADE 0 SEATS x 0 PORTS LICENSE
700334527	INTUITY AUDIX MODEL 40 R5.1 UPGRADE 0 SEATS x 0 PORTS LICENSE
700334535	INTUITY AUDIX MODEL 100 R5.1 UPGRADE 0 SEATS x 0 PORTS LICENSE
700334543	INTUITY AUDIX MODEL 5 R5.1 100 SEATS x 4 PORTS LICENSE CUSTOMER LOYALTY
700334550	INTUITY AUDIX MODEL 5 R5.1 200 SEATS x 8 PORTS LICENSE CUSTOMER LOYALTY
700334568	INTUITY AUDIX MODEL 5 R5.1 300 SEATS x 12 PORTS LICENSE CUSTOMER LOYALTY
700334576	INTUITY AUDIX MODEL 40 R5.1 600 SEATS x 18 PORTS LICENSE CUSTOMER LOYALTY
700334584	INTUITY AUDIX MODEL 40 R5.1 900 SEATS x 24 PORTS LICENSE CUSTOMER LOYALTY
700334592	INTUITY AUDIX MODEL 100 R5.1 900 SEATS x 24 PORTS LICENSE CUSTOMER LOYALTY
700334600	INTUITY AUDIX MODEL 100 R5.1 2100 SEATS x 48 PORTS LICENSE CUSTOMER LOYALTY
700334519	IA M5 W/ 0 SEAT x 0PT R5.1 UPG
700334527	IA M40 0 SEATx0PT R5.1 UPG
700334535	IA M100 W/ 0 SEAT x 0PT R5.1 UPG
100625	INT Lodging RTU S/W Lic
112907	INT AUD M5P PRLX 0X60 MIG-1 R5.0 PKG 2
120144	INT AUD VLCTY M5P LEG MIG 300X12 R5.0
120165	DEF AUD UPG TO VLCTY R5
158095	INT AUD VLCTY M5P LEG MIG 100X4 R5.1
158097	INT AUD VLCTY M5P LEG CUST MIG 100X4 5.1
158098	INT AUD VLCTY M5P LEG UPG 100X4 R3/4-5.1
158100	INT AUD VLCTY M5P LEG MIG 200X8 R5.1

158102	INT AUD VLCTY M5P LEG UPG 200X8 R3/4-5.1
158104	INT AUD VLCTY M5P LEG MIG 300X12 R5.1
158106	INT AUD VLCTY M5P LEG UPG 300X12 3/4-5.1
158109	INT AUD VLCTY M5P DEF MIG 100X4 R5.1
158110	INT AUD EBUS M5P 100X4 R5.1
158111	INT AUD EBUS M5P LYLT PRGM 100X4 R5.1
158112	INT AUD EBUS M5P UPG 100X4 R3/4 R5.11
158113	INT AUD VLCTY M5P DEF 200X8 R5.1
158114	INT AUD VLCTY M5P DEF MIG 200X8 R5.1
158115	INT AUD EBUS M5P 200X8 R5.18 R5.1
158116	INT AUD EBUS M5P UPG 200X8 R3/4 R5.11
158117	INT AUD VLCTY M5P DEF 300X12 R5.1
158118	INT AUD VLCTY M5P DEF MIG 300X12 R5.1
158119	INT AUD EBUS M5P 300X12 R5.1
158120	INT AUD EBUS M5P UPG 300X12 R3/4 R5.11
158121	INT AUD VLCTY M40P DEF 300X12 R5.1
158122	INT AUD VLCTY M40P DEF MIG 300X12 R5.1
158123	INT AUD VLCTY M40P CUST 300X12 R5.1
158124	INT AUD VLCTY M40P UPG 300X12 R3/4-R5.1
158125	INT AUD VLCTY M40P DEF 600X18 R5.1
158127	INT AUD VLCTY M40P DEF MIG 600X18 R5.1
158129	INT AUD EBUS M40P 600X18 R5.1
158141	INT AUD EBUS M40P UPG 600X18 R3/4 R5.1
158159	INT AUD VLCTY M5P LEG CUST MIG 200X8 5.1
158161	INT AUD EBUS M5P LYLT PRGM 200X8 R5.1
158162	INT AUD M5P LYLT PRGM 300X12 R5.1

For More Information on [Lifecycle Summary Matrix](#)
Product Status:

Summary of Extended Support Status:

Avaya may discontinue or limit the scope of Maintenance Services for Supported Products that Avaya or a third party manufacturer has declared "end of life," "end of service," "end of support," "manufacture discontinue" or similar designation ("End of Support") effective as of the effective date of the manufacturer's End of Support notice. Following the effective date, Avaya Maintenance Services for manufacturer End of Support Products will be under the terms of "Extended Support." Extended Support will continue to provide the same maintenance services with the following exceptions: At the end of manufacturer support, Tier IV R&D product developer support and going-forward maintenance updates (e.g., Product Correction Notices ("PCN's"), "bug fixes," interoperability / usability solutions) are no longer provided by the manufacturer.

Therefore, certain complex faults or functionality issues may not be resolvable without the Customer upgrading the system to a version currently supported by the manufacturer. In addition, as replacement parts* are manufacture discontinued, some products or components may become increasingly scarce or require replacement with substitute parts. This may result in delays in response or repair intervals, or may require upgrades to other components or the entire product itself replaced with manufacturer supported technology at Customer's expense in order to ensure compatibility and preserve Supported Product functionality.

*Does not apply to Remote-Only Maintenance Service.

All active PCNs currently issued against these products will be honored until such time they are deemed inactive and no longer available.

For more information on Avaya Extended Support click [here](#)

[Product Life Cycle Policy](#)