

Services Support Notice:
5/1/2015

Product Name: Intuity Audix LX (IALX)
R1

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 LX (IALX) running on either the S3210 or LX1000 server

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 July 2007, Avaya published the initial End of Sale Notification for Intuity Audix LX and later issued the End-of-Manufacturer support Notification in January 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 based on Communication Manager Solutions and Hospitality Messaging Server 400 R3 (HMS 400 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
700337108	IALX SRVR OFFER CODE SFTW
700337116	IALX DOC BUNDL R1.1
700211444	IALX MN MODEM SERIAL
700402779	AM S3210R SERVER RHS
174642	IALX US/CANADA 100X4 SYS R1
174643	IALX US/CANADA 300X8 SYS R1
174644	IALX US/CANADA 500X12 SYS R1
175726	IALX 100X4 SYS (EMEA)
176338	IALX 100X4 TO 300X 8 SYS EXP BD A
176339	IALX 100X4 TO 500X12 SYS EXP BD
176340	IALX 300X8 TO 500X12 EXPBD
176341	IALX 100X4 TO 300X8 SYS EXP BD B
176342	IALX 100X4 TO 500X12 SYS EXP BD B
176343	IALX 300X8 TO 500X12 EXP BD
176356	IALX PT CD (TYPE A) W/PT RTU'S
176357	IALX PT CD (TYPE B) W/PT RTU'S
176358	IALX ACTIVATION FOR ADDL AM
176359	IALX MEDIA
176783	AM CARD 4PT ANALOG TA
176784	AM CARD 4PT ANALOG TA
182759	IALX SFTW APPL LIC LIC:DS
186027	IALX 100 SEATS X 4PT BNDL LIC:NU,CU
186028	IALX 300 SEATS X 8PT LIC BNDL
186029	IALX 500 SEATS X 12PT BNDL LIC:NU,CU
700211444	IALX MN MODEM SERIAL
700231079	IALX SFTW SYS REPLACEMENT R1.0
700337108	IALX SRVR OFFER CODE SFTW
700337116	IALX DOC BUNDL R1.1
700211444	IALX MN MODEM SERIAL
700402779	AM S3210R SERVER RHS
700403496	AM 4PT ANLG CARD TYPE A US KIT RHS
700403504	AM 4PT ANLG CARD TYPE B NONUS KIT RHS

700403520	AM KEYBOARD US TYPE WITH MOUSE RHS
700402787	AM MONITOR FLT PNL US /W PWR CRD RHS (US/Canada)

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