

Services Support Notice:
7/21/2015

**Product Name: Avaya 46xx Series IP
Deskphones**

End of Services Support Notice

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

In accordance with Avaya lifecycle policy, the following Avaya 46xx Series IP Deskphones are moving to End-of-Services-Support. This includes Analog Polycom Conference Phones and Digital Avaya 2490 Conference Phones in addition to the below mentioned IP Deskphone models:

- 4601
- 4602
- 4606
- 4610
- 4612
- 4620
- 4621
- 4622
- 4624
- 4625
- 4626
- 4627
- 4630

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 IP Deskphones.

** 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:

Avaya has announced the End of Sale date for all the above mentioned models of Avaya 46xx Series IP Deskphones. Now, Avaya is taking this series to End of Services Support effective August 1, 2016. All current contracts will be supported through the above EOSS effective date.

Please contact your Avaya Client Executive or Business Partner to discuss upgrades and migrations or other system upgrade as a result of this Notice. All contracts with current terms beyond the EOSS date of August 1, 2016 will need to take action to upgrade or the contract will be cancelled effective as of this date.

Product Migration Path:

Existing customers using Avaya 46xx IP Deskphones are recommended to leverage mid/high-end one-X Deskphone 9600s and the one X Deskphone Value Edition 1600s. Customers now have multiple options to choose from in determining the best fit based on user profile and price. Avaya is committed to expanding and refining the lineup of 9600s and 1600s in the future. Further, Avaya highly recommends that this upgrade take place before August 1, 2016 in order to ensure that partner can receive continuous and uninterrupted Technical Support, if required.

List of Impacted Product Material Codes

Material Code	Description
700304926	IP TERM 4601D01A-2001 GRY
700304942	IP TERM 4601D01A-265 WH
700381890	IP PHONE 4601 PLUS GRAY RHS
700221260	IP PHONE TERM 4602D01A-2001
700257934	IP TERM 4602SW D02A-2001
700381916	IP PHONE 4602SW + GRAY RHS
158779	IP PHONE WH ICON 4612D02A(90) EUROPE
158786	IP PHONE BLK ICON 4606D02A(90) EUROPE
158787	IP PHONE WH ICON 4606D02A(90) EUROPE
158798	IP PHONE BLK 4606D01A-003 US & CA
158799	IP PHONE WH 4606D01A-264 US & CA
170280	IP PHONE BLK 4606D02A-003 GEN 2 US & CA
170281	IP PHONE WH 4606D02A-264 GEN 2 US & CA
108576828	IP PHONE BLK 4606D01A-003
108576836	IP PHONE WH 4606D01A-264
108627696	IP PHONE BLK ICON 4606D01A(90)-003
108627704	IP PHONE WH ICON 4606D01A(90)-264
700059306	IP PHONE WH 4606D02A-264 GEN 2
700059314	IP PHONE BLK 4606D02A-003 GEN 2
700059322	IP PHONE WH ICON 4606D02A(90)-264
700059330	IP PHONE BLK ICON 4606D02A(90)-003
700274673	IP TERMINAL 4610SW GRY

700326051	IP TERMINAL 4610SW WH
700381957	IP PHONE 4610SW GRAY RHS
158778	IP PHONE BLK ICON 4612D02A(90) EUROPE
158790	IP PHONE BLK 4612D01A-003 US & CA
158791	IP PHONE WH 4612D01A-264 US & CA
170278	IP PHONE BLK 4612D02A-003 GEN 2 US & CA
170279	IP PHONE WH 4612D02A-264 GEN 2 US & CA
108690447	IP PHONE BLK 4612D01A-003
108690454	IP PHONE WH 4612D01A-264
108690462	IP PHONE BLK ICON 4612D01A(90)-003
108690470	IP PHONE WH ICON 4612D01A(90)-264
700059348	IP PHONE WH 4612D02A-264 GEN 2
700059355	IP PHONE BLK 4612D02A-003 GEN 2
700059363	IP PHONE WH ICON 4612D02A(90)-264
700059371	IP PHONE BLK ICON 4612D02A(90)-003
700212186	IP PHONE TERM 4620D01A-2001
700259674	IP PHONE 4620SW GRY 4620D01B-2001
700284961	IP PHONE 4620SW WH 4620D02B(90)-2001
700344591	IP PHONE CUSTOM 4620D01B-2007
700345192	IP PHONE 4621D01A-2001
700381544	IP PHONE 4621SW GRAY RHS
700447832	IP PHONE 4621SW WH RHS
700345200	IP PHONE 4622D01A-2001
700381569	IP PHONE 4622SW GRAY RHS
158776	IP PHONE BLK ICON 4624D02A(90) EUROPE
158777	IP PHONE WH ICON 4624D02A(90) EUROPE
158788	IP PHONE BLK 4624D01A-003 US & CA
158789	IP PHONE WH 4624D01A-264 US & CA
170276	IP PHONE BLK 4624D02A-003 GEN 2 US & CA
170277	IP PHONE WH 4624D02A-264 GEN 2 US & CA
108576794	IP PHONE BLK 4624D01A-003
108576802	IP PHONE WH 4624D01A-264
108661273	IP PHONE BLK ICON 4624D01A(90)-003
108661281	IP PHONE WH ICON 4624D01A(90)-264
700059389	IP PHONE WH 4624D02A-264 GEN 2
700059397	IP PHONE BLK 4624D02A-003 GEN 2
700059405	IP PHONE WH ICON 4624D02A(90)-264
700059413	IP PHONE BLK ICON 4624D02A(90)-003
700344526	IP PHONE 4625D01A-2001
700350036	IP PHONE CUSTOM 4625D01A-2007
700381551	IP PHONE 4625SW GRAY RHS

700344542	IP PHONE CUSTOM 4626D01A-2007
700447402	IP PHONE 4626 HOTEL WH RHS
700448533	IP PHONE 4626 CUSTOM BLK RHS
700344559	IP PHONE CUSTOM 4627D01A-2007
700018807	IP PHONE 4630 SCREEN 4630D01A
700250731	IP PHN 4630 SCRNPHN 4630D02A(90)-052A
700405053	
193716	
196728	VPNPHONE LIC ENABLEMENT
700207376	IP PHONE 4600 ETHERNET SW BASE 30A BLK
700289820	SPKRPH 4690IP W/O MICS
700289838	SPKRPH 4690IP W/MICS
700304108	POLYCOM SPKRPH 4690IP PWR KIT
700381825	IP PHONE EU24BL EXP MOD RHS
700384860	CUST SOL 4621 WITH FIBER INTERFACE
700386881	CUST SOL 4621 W/POSITIVE DISCONNECT
700386899	CUST SOL 4621 W/FIBER INTF-POS DISC
700411168	SPKRPH 4690IP W/O MICS RHS
700411176	SPKRPH 4690IP W/MICS RHS
700414600	CUST SOL 4622 MODULAR BRACKET ASSY
700415847	CUST SOL 4621 WITH RADIO INTF MOD
700428428	CUST SOL 4621 TEMPEST SET
700448475	CUST SOL 4621 WHITE TEMPEST SET
408122950	
601145055	
700261613	
700345275	IP PHONE EXP UNT BACK LIGHT 2XU2001
700387830	QE IP PHONE 4621D01A-2001 GRY
700387848	QE IP PHONE 4610D01A-2001 GRY
700396914	CUST SOL 4621 TEMPEST SET
700405046	
700405061	QE IP PHONE 4610D01A-2001 GRY RHS
700426026	QE R3 PHONE 4610D01A-2001 ROHS
700426034	QE R3 PHONE 4621D01A-2001 ROHS
700465750	AK1G-2001 RPLCMNT HANDSET
700353469	
700353477	
700353485	

**For More Information on
Product Status:**

[Lifecycle Summary Matrix](#)

**Summary of Extended
Support Status –
Effective until End of Services
Support Date:**

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](#)