

Services Support Notice:
8/29/2017

**Product Name: 8400 Series Digital and
8410D Digital Telephones**

End of Services Support Notice

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

In accordance with Avaya lifecycle policy, the following 8400 Series Digital and 8410D Digital Telephones are moving to End-of-Services-Support. See below the complete list of Product and Maintenance codes impacted by this Notice.
See below the complete list of codes impacted by this Notice.

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

3/31/2018*

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

3/31/2019*

**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 digital telephones.

** 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 8400 Series Digital and 8410D Digital Telephones. Now, Avaya is taking this series to End of Services Support effective March 31, 2019. 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 March 31, 2019 will need to take action to upgrade or the contract will be cancelled effective as of this date.

Product Migration Path:

Existing customers using 8400 Series Digital and 8410D Digital Telephones are recommended to leverage 1400 series and 9400 series Digital Telephones. Further, Avaya highly recommends that this upgrade take place before March 31, 2019 in order to ensure that partner can receive continuous and uninterrupted Technical Support, if required.

**List of Codes Impacted
by this Notice:**

Material Code*	Description
102020	TELSET DGTL VCE TERM BLK 8403D02A
102021	TELSET DGTL VCE TERM WH 8403D02A
102023	TELSET VCE TERM DISP 1W SPKR 8405D07A
102024	TELSET VCE TERM DISP 1W SPKR 8405D07A
102025	TELSET VCE TERM DISP 2W SPKR 8405D05A
102026	TELSET VCE TERM DISP 2W SPKR 8405D05A
102027	TELSET DGTL VCE TERM DISP 8410
102028	TELSET VCE TERM PWR BLK 8411D02A
102029	TELSET VCE TERM PWR WH 8411D02A
102030	TELSET VCE TERM PWR BLK SWB 8411D02A
102031	TELSET VCE TERM PWR WH SWB 8411D02A
102033	TELSET DGTL VCE TERM DISP 8410D03A
102034	TELSET VCE TERM PWR BLK 8411D01B
102035	TELSET VCE TERM PWR WH 8411D01B
102036	TELSET VCETERM DISP PWR BLK SWB 8411D01B
102037	TELSET VCETERM DISP PWR WH SWB 8411D01B
102038	DEF TELSET DISP PWR 8434D01A REMAN
102039	DEF TELSET DISP PWR 8434D01A REMAN
102040	TELSET DGTL VCE TERM BLK 8434
102041	TELSET VCE TERM PWR BLK 8434D02B
102042	DEF TELSET PWR PKG 8434D02A REMAN
102043	TELSET VCE TERM PWR WH 8434D02B
102044	DEF TELSET PWR 8434D02A REMAN
102045	TELSET DGTL VCE TERM EXP MOD BLK 8434
102046	TELSET PWR AND EXP MOD BLK 8434D02B
102047	TELSET PWR AND EXP MOD WH 8434D02B
102048	TELSET VCE TERM EXP PKG BLK SWB 8434D02B
102049	TELSET VCE TERM EXP PKG WH SWB 8434D02B
102050	TELSET VCE TERM EXP MOD BLK SWB 8434D02B
102051	TELSET VCE TERM EXP MOD WH SWB 8434D02B
102052	TELSET VCE TERM PWR PKG BLK SWB 8434D02B
102053	TELSET VCE TERM PWR PKG WH SWB 8434D02B
105113	TELSET DGTL VCE TERM 8410D04A
105114	TELSET 1W SPKR 8405D08A
105115	TELSET VCE TERM 2W SPKR 8405D06A
105116	TELSET VCE TERM 2W SPKR 8405D06A
106912	TELSET DISP TERM BLK 8411D
107655	TELSET DCP TERM W/O DISP BLK 8411D02A
107656	TELSET DCP TERM W/O DISP WH 8411D02A
107657	TELSET DCP TERM WH 8411D01B
107660	TELSET DCP TERM WH 8434DX
107661	TELSET DCP TERM W/EXPNSN MOD WH 8434DX
113254	8434 DIG VT W/DIS-BL
153792	8411B TERM BLK & PWR

153793	8411B TERM BLK & PWR
153794	8411B NO-DIS TRM BLK
153795	8410 DIG VT W/DIS-BL
153796	8434 TERM W/PWR-BLK
153797	8434 TERM W/PWR-WHT
153798	8434DX W/X-MODE BLK
160196	8434DCP TERM W/PWRWH
164718	8405D DIS 1-W SPK-BK
169483	8411B MP-DIS TRM BLK
169484	8434DX W/X-MODE BLK
106705106	TELSET 8403D01A-003 840
106705114	TELSET 8403D01A-264 840
106705130	TELSET DGTL VCE TERM WH 8410D01A
106790439	TELSET 8434D01A 003 843
106790447	
106790462	TELSET 8410D02A-264 841
107239436	TELSET 8434D02A-003
107239444	TELSET 8434D02A-264
107526501	TELSET 8411D01A-003 MUL
107526519	TELSET 8411D01A-264 MUL
107526535	TELSET DCP TERM BLK USA 8411D02A
107526543	TELSET DCP TERM WH USA 8411D02A
107592263	TELSET 8434D03A-264 MUL
107702144	TELSET TERM DISP BLK USA 8403D02A
107702177	TELSET TERM DISP WH USA 8403D02A
107702920	TELSET TERM DISP WH USA 8410D03A
107703738	TELSET DGTL VCE TERM WH 8410D04A
107707896	TELSET BLK US 8434D04A
107707986	TELSET DCP TERM BLK USA 8434D04A
107707994	TELSET VCE TERM WH 8434D04A
107715393	TELSET 8410D01A(RS)-003
107715401	TELSET RESIDENTIAL WH 8410D01A
107813677	TELSET DG VCE TERM DISP WH 8410D01B
107813958	TELSET RESIDENTIAL BLK 8410D01B
107813966	TELSET 8410D01B(RS)-264
107817785	TELSET VCE TERM BLK 8434D02B
107817793	TELSET DCP TERM WH USA 8434D02B
107821902	TELSET VCE TERM DISP BLK 8405D01A
107821910	TELSET VCE TERM DISP WH 8405D01A
107821928	TELSET VCE TERM DISP BLK 8405D03A

107821936	TELSET VCE TERM DISP WH 8405D03A
107821944	TELSET 8405D02A-003
107821951	TELSET 8405D02A-264
107821969	TELSET 8405D04A-003
107821977	TELSET 8405D04A-264
107824765	TELSET VCE TERM BLK 8411D01B USA
107824773	TELSET DCP TERM WH USA 8411D01B
107834996	TELSET DGTL VCE TERM 2WSPKR BLK 8405D01B
107835001	TELSET DGTL VCE TERM 2WSPKR WH 8405D01B
107835019	TELSET DGTL VCE TERM 1WSPKR BLK 8405D03B
107835027	TELSET DGTL VCE TERM 1WSPKR WH 8405D03B
107837841	TELSET US HOUSE OF REP BLK 8410D
107837866	TELSET US HOUSE OF REP DISP BLK 8410D
107837874	TELSET US HOUSE OF REP BLK 8411D02A
107837882	TELSET US HOUSE OF REP DISP BLK 8411D
107837890	TELSET DCP TERM BLK 8434D02A
107858110	TELSET DGTL VCE 2WSPKR BLK 8405D05A
107858128	TELSET VCE 2W SPKRPH WH 8405D05A
107858359	TELSET VCE TERM 2W SPKR BLK 8405D06A
107858367	TELSET VCE TERM 2W SPKR WH 8405D06A
107858615	TELSET DGTL VCE 1WSPKR BLK 8405D07A
107858623	TELSET VCE DISP SPKR WH 8405D07A
107858847	TELSET TERM DISP BLK USA 8405D08A
107858854	TELSET TERM 1W SPK WH USA 8405D08A
107973570	TELSET 8403D04A-003
107973588	TELSET 8403D04A-264
108017138	TELSET VCE TERM DISP BLK SWB 8410D01B
108017146	TELSET VCE TERM DISP WH SWB 8410D01B
108017153	TELSET VCE TERM BLK SWB 8410D02A1
108017161	TELSET VCE TERM WH SWB 8410D02A1
108028937	TELSET VCE TERM BLK SWB 8403D01A
108028945	TELSET VCE TERM WH SWB 8403D01A
108028952	TELSET DISP SPKRPH BLK SWB 8405D01B
108028960	TELSET DISP SPKRPH WH SWB 8405D01B
108028978	TELSET SPKR BLK SWB 8405D02A
108028986	TELSET SPKRPH WH SWB 8405D02A
108028994	TELSET DISP SPKRPH BLK SWB 8405D03B
108029000	TELSET DISP SPKRPH WH SWB 8405D03B
108029018	TELSET SPKR BLK SWB 8405D04A
108029026	TELSET SPKRPH WH SWB 8405D04A
108029034	TELSET VCE TERM BLK SWB 8411D02A
108029042	TELSET VCE TERM WH SWB 8411D02A
108029059	TELSET VCETERM DISP BLK SWB 8411D01B
108029067	TELSET VCETERM DISP WH SWB 8411D01B
108029075	TELSET VCE TERM BLK SWB 8434D02B

108029083	TELSET VCE TERM WH SWB 8434D02B
108059262	TELSET VCE DISP BLK SWB 8410D01B
108059270	TELSET VCE TERM DISP WH SWB 8410D01B
102032	TELSET DGTL VCE TERM DISP 8410D03A
107192726	TELSET TERM DISP WH SPAN 8403D01A
107207938	TELSET 8410D01A(07)-003
107207946	TELSET 8410D01A(07)-264
107207953	TELSET 8410D01A(25)-003
107207961	TELSET 8410D01A(25)-264
107207979	TELSET 8410D01A(22)-003
107207987	TELSET 8410D01A(22)-264
107207995	TELSET 8410D01A(29)-003
107208019	TELSET TERM DISP BLK FR CAN 8410D02A
107208035	TELSET TERM DISP BLK GERMANY 8410D02A
107208084	TELSET TERM DISP WH FR 8410D02A
107208696	TELSET TERM DISP BLK GERMANY 8403D01A
107208704	TELSET TERM DISP WH GERMANY 8403D01A
107208761	TELSET 8434D01A(25)-264
107242315	TELSET 8434D02A(22)-003
107242323	TELSET 8434D02A(22)-264
107242372	TELSET 8434D02A(25)-264
107315749	TELSET TERM DISP BLK SPAN SPK 8410D02A
107581340	TELSET TERM DISP WH JAPAN 8410D01A
107581381	TELSET DCP TERM WH JAPAN 8434D02B
107631665	TELSET DCP TERM WH BELGIUM 8411D02A
107703654	TELSET 8410D03A(05)-003
107714248	TELSET PWR BLK 8434D02A REP
107813735	TELSET TERM DISP WH SPAN 8410D01B
107813768	TELSET TERM DISP BLK GERMANY 8410D01B
107813818	TELSET TERM DISP WH GERMANY 8410D01B
107813859	TELSET 8410D01B(59)-003
107813909	TELSET TERM DISP BLK SP SPK 8410D01B
107813925	TELSET TERM DISP WH SP SPK 8410D01B
107817819	TELSET DCP TERM WH SPAIN 8434D02B
107817827	TELSET DCP TERM BLK CAN FR 8434D02B
107817868	TELSET DCP TERM BLK GERMANY 8434D02B
107817876	TELSET DCP TERM WH GERMAN SPK 8434D02B
107817918	TELSET DCP TERM WH SPANISH SPK 8434D02B
107823429	TELSET TERM DISP WH GERMANY 8405D01A
107824039	TELSET TERM DISP BLK SP SPK 8405D04A
107824104	TELSET TERM 1W SPK WH BR 8405D04A
107824823	TELSET 8411D01B(25)-003
107824849	TELSET 8411D01B(29)-003
107824914	TELSET DCP TERM WH HOLLAND 8411D01B
107844417	TELSET TERM DISP BLK GR BRITAIN 8410D01B

107844425	TELSET TERM DISP WH GR BRITAIN 8410D01B
107844482	TELSET TERM DISP WH GR BRITIAN 8410D02A
107844490	TELSET DCP TERM BLK GR BRITAIN 8434D02B
107844508	TELSET DCP TERM WH EUROPE 8434D02B
107844516	TELSET 8411D01B(54)-003
107844524	TELSET DCP TERM WH EUROPE 8411D01B
107844532	TELSET DCP TERM BLK EUROPE 8411D02A
107844557	TELSET TERM W/DISP BLK 8405D01B(54)
107844565	TELSET TERM DISP WH 8405D01B(54)
107886988	TELSET TERM DISP BLK GR BRITAIN 8403D01A
107886996	TELSET TERM DISP GR BRITAIN 8403D01A
848205993	CARD DESIG 8434 TYPE TELSET 32 CARDS
107581357	TELSET TERM DISP BLK JAPAN 8410D02A
107713943	
107844540	TELSET DCP TERM WH EUROPE 8411D02A
407770569	CUST SOL TELSET W/RIM 8410D BLK
407770593	CUST SOL TELSET RIM WH 8434

***The above material codes with a suffix of R, D, X or M will also be taken to EOSS at the date defined above.**

**For More Information on
Product Status:
Summary of Extended
Support Status –
Effective until End of Services
Support Date:**

[Lifecycle Summary Matrix](#)

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](#)