



End of Sale Notice

Notification Date: 24-Aug-2015

Revision Date: 10-Nov-2015

Effective Dates: 14-Mar-2016, 31-Aug-2015 (9641G Icon Only TAA), 10-Nov-2015 9621G (All)

Subject: 9621G and 9641G Transition to 9641GS

Theatre/Region: Global

Revision History

Revision Date	Reason for change
24-Aug-2015	Initial version of Notice.
31-Aug-2015	Stock depletion of 9641G TAA
5-Nov-2015	Stock depletion of 9621G and 9621G (Non-Global) TAA

Summary

End of Sale: 9621G and 9641G IP Deskphone

This document provides notice of the End of Sale for current 9621G and 9641G IP Deskphones models, effective March 14, 2016 **OR While Quantities Last**. As of this date, or when stock is depleted, they will no longer be made available for sale. In their place, Avaya has made available the 9641GS IP Deskphone. This phone was made commercially available on April 13, 2015.

Stock Depletion of 9641G TAA

As of August 31, 2015, all remaining quantities of 9641G TAA phones have been allocated to orders, and there is no remaining Avaya stock. Customers may be able to obtain units through distribution channels while limited quantities remain. Avaya recommends customers order 9641GS TAA, and that existing quotes and orders be converted to this material.

Stock Depletion of 9621G and 9621G TAA

As of November 5, 2015, all remaining quantities of 9621G and 9621G (Non-Global) TAA phones (700506514, 700506516, and 700501430) have been allocated to orders, and there is no remaining Avaya stock. It may be possible for customers to obtain units through distribution channels while limited quantities remain. Avaya recommends customers order 9641GS TAA, and that existing quotes and orders be converted to this material.

9641GS IP Deskphone

Effective April 13, 2015, Avaya has commercially available the new 9641GS IP Deskphone. This phone replaces the 9621G and 9641G materials. The corresponding 9621G and 9641G models compliant with the US Trade Agreement Act (TAA) are also transitioning to the 9641GS TAA.



The 9641GS is similar to the 9621G and 9641G and features a 5" capacitive touch screen, for improved touch performance. The change improves the user experience by making touch response lighter and more accurate.

The minimum Deskphone software releases supported on the 9641GS IP Deskphone are SIP 6.5 and H.323 6.6. The phone cannot be downgraded to an earlier software version. Avaya recommends all customers keep to the latest version of Deskphone software available on support.avaya.com

Customers are highly encouraged to place any orders for the 9621G and 9641G as soon as possible to minimize the risk of availability issues. Avaya cannot guarantee the availability of these materials as stock may be depleted prior to the End of Sale date.

Faceplate Customization

Customers that require faceplate customization will need to purchase the 9641GS W/O Faceplate Material code: 700509981 IP PHONE 9641GS W/O FCPLT.

Transition Timing

Discontinued Codes: 14 March 2016 OR While Quantities Last

Material/Offer Code	Description
700506517	IP TELEPHONE 9641G GLOBAL
700480635	IP TELEPHONE 9641G W/O FCPLT

Discontinued Codes: 31 August 2015

Material/Offer Code	Description
700506519	IP TELEPHONE 9641G GLOBAL (TAA)

Discontinued Codes: 5 November 2015

Material/Offer Code	Description
700506514	IP TELEPHONE 9621G GLOBAL
700501430	IP TELEPHONE 9621G (TAA)
700506516	IP TELEPHONE 9621G GLOBAL (TAA)

Replacement Codes: 13 April 2015

Material/Offer Code	Description
700505992	IP TELEPHONE 9641GS GLOBAL
700509409	IP TELEPHONE 9641GS GLOBAL (TAA)
700509981	IP TELEPHONE 9641GS W/O FCPLT

Please click [October 2014 EOS Notice](#) for 9621G and 9641G materials that were end of sale in 2014.

Transition Strategy



Avaya will continue to make available the 9621G and 9641G IP Deskphones while quantities last until the discontinuance date or until stock is depleted, whichever occurs first. The reason is to allow customers to obtain the exact same form factor as recent purchases, where that is desired.

Customers are highly encouraged to place any orders for the 9621G and 9641G as soon as possible to minimize the risk of availability issues. Avaya cannot guarantee the availability of these materials as stock may be depleted prior to the End of Sale date.

Faceplate Customization

Customers that require faceplate customization will need to purchase the 9641GS W/O Faceplate Material code: 700509981 IP PHONE 9641GS W/O FCPLT.

Schedule

Milestone	9621G and 9641G
End of Sale Date for Lifecycle Purposes Only	14-Mar-2016
End of Manufacturer Support for SOFTWARE *	14-Mar-2019
End of Manufacturer Support for HARDWARE *	14-Mar-2019
Last day to purchase system expansions	n/a
Last day to purchase a new Avaya services contract *	14-Mar-2017
Targeted End of Services Support**	14-Mar-2022

** 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 per the following terms:

- Maintenance contract renewal after End of Sale date provided the renew term does not extend past the End of Services Support date.
- Maintenance contract renewals will be in one year increments after End of Manufacturer Support, until the End of Services Support date.

Additional Information

Avaya website:

<http://www.avaya.com>

Avaya End-of-Sale Notices:

<http://support.avaya.com>

Avaya Product Lifecycle Policy:

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<https://support.avaya.com/css/P8/documents/100081098>

or

<http://support.avaya.com> >> More Resources >> More >> Avaya Product Lifecycle Policy