



# End of Sale Notice

**Notification Date** 10<sup>th</sup> May 2016  
**Effective Date** 11<sup>th</sup> July 2016  
**Subject** Avaya Aura<sup>®</sup> Elite Multi Channel (EMC) R6.5 onwards will no more support Avaya Aura<sup>®</sup> Contact Center Elite R4.x and R5.x  
**Theatre/Region** All

## Revision History

| Revision Date             | Reason for change |
|---------------------------|-------------------|
| 06 <sup>th</sup> May 2016 | Baselined         |

## Summary

Avaya Aura<sup>®</sup> Elite Multi Channel R6.5 will be released on 11<sup>th</sup> July 2016. Effective with Avaya Aura<sup>®</sup> Elite Multichannel R6.5, configurations with Avaya Aura<sup>®</sup> Call Center Elite R4 and R5 are no longer supported.

No new sales of Avaya Elite Multichannel R6.x with existing Avaya Communication Manager and Avaya Contact Center Elite R4 and R5.

Existing customers who are using Avaya Elite Multichannel R6.x with Avaya Communication Manager and Avaya Contact Center Elite R4 and R5 will be allowed additions of agent licenses till 10<sup>th</sup> July 2017.

Recommend customer who are on Avaya Communication Manager and Avaya Contact Center Elite R4 or R5 to upgrade to latest release (Avaya Aura R7.x) along with Avaya Elite Multichannel (6.x) to avail of new functionalities and quicker fixes.

For details around upgrade please review the Avaya Elite Multichannel R6.5 release notes available on [support.avaya.com](http://support.avaya.com) or Offer definition available on Avaya Sales and partner portal.

## Discontinued Order Codes and Migration Strategy

### Discontinued Codes

Avaya Elite Multichannel R6.x material codes used with Avaya Communication Manager and Avaya Contact Center Elite R4 and R5 material codes that will be End-Of-Sale (EoS) on 11th July 2016 and they no longer output from the configurator are:

| Mat. Code | Description                          |
|-----------|--------------------------------------|
| 273631    | CCELITE R4 MULTICHANNEL MIG FROM CCE |
| 273634    | CCELITE R4 MULTICHNL MIG CCE ENTL    |
| 305484    | CC R4 ELITE MULTI-CH CMPT SUPT LIC   |



|        |                                      |
|--------|--------------------------------------|
| 273632 | CCELITE R5 MULTICHANNEL MIG FROM CCE |
| 273635 | CCELITE R5 MULTICHNL MIG CCE ENTL    |
| 305485 | CC R5 ELITE MULTI-CH CMPT SUPT LIC   |

### Important

Existing customers who are on Avaya Communication Manager and Avaya Contact Center Elite R4 & R5 and have CCE R4 or R5 will not be able to migrate to EMC R6.x without upgrading Avaya Communication Manager and Avaya Contact Center Elite to latest release available (Avaya Aura R7.x).

### System Expansion post-End of Sale

New system sales will end on the date indicated, however, Avaya Elite Multichannel R6.x material codes used with Avaya Communication Manager and Avaya Contact Center Elite R4 and R5 will still be allowed till 10<sup>th</sup> July 2017 for additions to existing Avaya Elite Multichannel systems when associated with a CC Elite R4 or R5, but no longer allowed to be ordered for new Avaya Elite Multichannel systems with CC Elite R4 or R5.

| Mat. Code | Description                              |
|-----------|------------------------------------------|
| 273562    | CC R4 NEW OR ADD ELITE MULTI-CHANNEL LIC |
| 273563    | CC R4 MS-CRM CONN LIC                    |
| 273560    | CC R5 NEW OR ADD ELITE MULTI-CHANNEL LIC |
| 307690    | CC R5 EMC NEW ADD STANDBY LIC            |
| 273561    | CC R5 MS-CRM CONN LIC                    |

### Migration Strategy

Avaya now offers the following alternative solution(s).

- Upgrade Avaya Communication Manager and Avaya Contact Center Elite to latest release (Avaya Aura R7.x) along with Avaya Elite Multichannel (6.x).

### Schedule

|                                                  |                            |
|--------------------------------------------------|----------------------------|
| End of Sale Date (last day to order new systems) | 10 <sup>th</sup> July 2016 |
| End of Manufacturer Support for SOFTWARE *       | 10 <sup>th</sup> July 2017 |
| End of Manufacturer Support for HARDWARE *       | NA                         |
| Last day to purchase system expansions           | 10 <sup>th</sup> July 2017 |
| Targeted End of Services Support                 | 10 <sup>th</sup> July 2019 |

*\* 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 continued until further notice.*

## **Additional Information**

Avaya website:

<http://www.avaya.com>

Avaya End-of-Sale Notices:

<http://support.avaya.com>

Avaya Product Lifecycle Policy:

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

or

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