



Title: End of Sale and Support Notification for Avaya IP Agent R5

Notification Date: 27-Apr-2007

As of June 30, 2007 Avaya will no longer sell IP Agent R5. As of June 30, 2008 Avaya will no longer provide Manufacturer's Support for IP Agent R5.

Discontinued SAP/PEC Codes

SAP Code	Description	End of Sale
Discontinued IP Agent R5 licenses - new/add		
192855	IP AGT R5 NEW/ADD LIC PER AGT 1-5 AGTS	30-Jun-2007
192856	IP AGT R5 NEW/ADD LIC PER AGT 6-10 AGTS	30-Jun-2007
192857	IP AGT R5 NEW/ADD LIC PER AGT 11-25 AGTS	30-Jun-2007
192858	IP AGT R5 NEW/ADD LIC PER AGT 26-50 AGTS	30-Jun-2007
192859	IP AGT R5 NEW/ADD LIC PER AGT 51-100 AGTS	30-Jun-2007
192860	IP AGT R5 NEW/ADD LIC PER AGT 101-250 AGTS	30-Jun-2007
192861	IP AGT R5 NEW/ADD LIC PER AGT 251-500 AGTS	30-Jun-2007
192862	IP AGT R5 NEW/ADD LIC PER AGT 501-1000 AGTS	30-Jun-2007
192863	IP AGT R5 NEW/ADD LIC PER AGT 1001+ AGTS	30-Jun-2007
Discontinued IP Agent R5 Single and Multi-Release Upgrades		
194144	IP AGT R5 SNGL RLS UPG PER AGT 1-5	30-Jun-2007
194145	IP AGT R5 SNGL RLS UPG PER AGT 6-10	30-Jun-2007
194146	IP AGT R5 SNGL RLS UPG PER AGT 11-25	30-Jun-2007
194147	IP AGT R5 SNGL RLS UPG PER AGT 26-50	30-Jun-2007
194148	IP AGT R5 SNGL UPG PER AGT 51-100	30-Jun-2007
194149	IP AGT R5 SNGL UPG PER AGT 101-250	30-Jun-2007
194150	IP AGT R5 SNGL UPG PER AGT 251-500	30-Jun-2007
194151	IP AGT R5 SNGL UPG PER AGT 501-1000	30-Jun-2007
194152	IP AGT R5 SNGL UPG PER AGT 1001+	30-Jun-2007
194153	IP AGT R5 MULTI RLS UPG PER AGT 1-5	30-Jun-2007
194154	IP AGT R5 MULTI RLS UPG PER AGT 6-10	30-Jun-2007
194155	IP AGT R5 MULTI UPG PER AGT 11-25	30-Jun-2007
194156	IP AGT R5 MULTI UPG PER AGT 26-50	30-Jun-2007
194157	IP AGT R5 MULTI UPG PER AGT 51-100	30-Jun-2007
194158	IP AGT R5 MULTI UPG PER AGT 101-250	30-Jun-2007
194159	IP AGT R5 MULTI UPG PER AGT 251-500	30-Jun-2007
194160	IP AGT R5 MULTI UPG PER AGT 501-1000	30-Jun-2007
194161	IP AGT R5 MULTI UPG PER AGT 1001+	30-Jun-2007

Migration Strategy

Avaya now offers both IP Agent R6 (GA 11-Jul-2005) and R7 (Scheduled to become GA 04-Jun-2007) as alternative solutions. IP Agent R6 represented the first step towards SIP and Presence in the call center. IP agent operates in multiple modes including Shared Control, Telecommuter and Road Warrior. IP Agent enables use with any phone including the option to use no phone in a VoIP mode. IP Agent provides rich features including Instant Messaging, Screen Pops, Screen Pops with Advanced Segmentation, a Customizable Interface and Agent Greetings.

IP Agent R7 builds on this foundation providing enhanced installation, configuration, security, and usability capabilities. Features such as the new MSI Installation create flexibility in the installation process through the use of standard MSI Technology. Customers can either use the standard installation provided with IP Agent R7 or can customize the installation to meet their specific deployment needs. The new Configuration Utilities and newly documented registry settings in IP Agent R7 provide administrators the ability to generate custom registry configuration files for any user to simplify the process of setting parameters like program options and feature access.



The Secure Desktop feature brings IP Agent R7 in conformity with Microsoft best-practice security guidelines by storing all configuration files and user-specific information (registry, database, agent greetings in particular) in Windows user specific locations. A single PC can now be used by multiple users, all with individual settings.

Other IP Agent R7 features include:

- Encrypted Signaling Link – the H.323 Signaling link from the IP Agent PC desktop to Communication Manager is now able to be optionally encrypted
- Web Dialer Enhancements - provides more support for international number formats, one-click dialing from arbitrary customer selected text and support for on an IE explorer page and support for Microsoft Internet Explorer 7
- Launch Toolbar - allows up to 20 icons to be added to the IP Agent Tool Bar
- 60 Agent Greetings – increases the number of agent greetings from 15 to 60
- Enhanced dial plan – supports 13 digit dialing introduced in Call Center 4.0

SAP Code	Description	Effective Date
How to order IP Agent R6 licenses - new/add		
192846	IP AGT R6 NEW/ADD LIC PER AGT 1-5 AGTS	11-Jul-2005
192847	IP AGT R6 NEW/ADD LIC PER AGT 6-10 AGTS	11-Jul-2005
192848	IP AGT R6 NEW/ADD LIC PER AGT 11-25 AGTS	11-Jul-2005
192849	IP AGT R6 NEW/ADD LIC PER AGT 26-50 AGTS	11-Jul-2005
192850	IP AGT R6 NEW/ADD LIC PER AGT 51-100 AGTS	11-Jul-2005
192851	IP AGT R6 NEW/ADD LIC PER AGT 101-250 AGTS	11-Jul-2005
192852	IP AGT R6 NEW/ADD LIC PER AGT 251-500 AGTS	11-Jul-2005
192853	IP AGT R6 NEW/ADD LIC PER AGT 501-1000 AGTS	11-Jul-2005
192854	IP AGT R6 NEW/ADD LIC PER AGT 1001+ AGTS	11-Jul-2005
How to order IP Agent R6 Single and Multi-Release Upgrades		
194126	IP AGT R6 SNGL RLS UPG PER AGT 1-5	11-Jul-2005
194127	IP AGT R6 SNGL RLS UPG PER AGT 6-10	11-Jul-2005
194128	IP AGT R6 SNGL RLS UPG PER AGT 11-25	11-Jul-2005
194129	IP AGT R6 SNGL RLS UPG PER AGT 26-50	11-Jul-2005
194130	IP AGT R6 SNGL UPG PER AGT 51-100	11-Jul-2005
194131	IP AGT R6 SNGL UPG PER AGT 101-250	11-Jul-2005
194132	IP AGT R6 SNGL UPG PER AGT 251-500	11-Jul-2005
194133	IP AGT R6 SNGL UPG PER AGT 501-1000	11-Jul-2005
194134	IP AGT R6 SNGL UPG PER AGT 1001+	11-Jul-2005
194135	IP AGT R6 MULTI RLS UPG PER AGT 1-5	11-Jul-2005
194136	IP AGT R6 MULTI RLS UPG PER AGT 6-10	11-Jul-2005
194137	IP AGT R6 MULTI UPG PER AGT 11-25	11-Jul-2005
194138	IP AGT R6 MULTI UPG PER AGT 26-50	11-Jul-2005
194139	IP AGT R6 MULTI UPG PER AGT 51-100	11-Jul-2005
194140	IP AGT R6 MULTI UPG PER AGT 101-250	11-Jul-2005
194141	IP AGT R6 MULTI UPG PER AGT 251-500	11-Jul-2005
194142	IP AGT R6 MULTI UPG PER AGT 501-1000	11-Jul-2005
194143	IP AGT R6 MULTI UPG PER AGT 1001+	11-Jul-2005
How to order IP Agent R7 licenses - new/add (available 6/4/2007)		
197952	IP AGT R7 NEW/ADD LIC PER AGT 1-5 AGTS	04-Jun-2007
197953	IP AGT R7 NEW/ADD LIC PER AGT 6-10 AGTS	04-Jun-2007
197954	IP AGT R7 NEW/ADD LIC PER AGT 11-25 AGTS	04-Jun-2007
197955	IP AGT R7 NEW/ADD LIC PER AGT 26-50 AGTS	04-Jun-2007
197956	IP AGT R7 NEW/ADD LIC PER AGT 51-100 AGTS	04-Jun-2007
197957	IP AGT R7 NEW/ADD LIC PER AGT 101-250 AGTS	04-Jun-2007
197958	IP AGT R7 NEW/ADD LIC PER AGT 251-500 AGTS	04-Jun-2007
197959	IP AGT R7 NEW/ADD LIC PER AGT 501-1000 AGTS	04-Jun-2007
197960	IP AGT R7 NEW/ADD LIC PER AGT 1001+ AGTS	04-Jun-2007
How to order IP Agent R7 Single and Multi-Release Upgrades		
197961	IP AGT R7 SNGL RLS UPG PER AGT 1-5	04-Jun-2007
197962	IP AGT R7 SNGL RLS UPG PER AGT 6-10	04-Jun-2007



197963	IP AGT R7 SNGL RLS UPG PER AGT 11-25	04-Jun-2007
197964	IP AGT R7 SNGL RLS UPG PER AGT 26-50	04-Jun-2007
197965	IP AGT R7 SNGL UPG PER AGT 51-100	04-Jun-2007
197966	IP AGT R7 SNGL UPG PER AGT 101-250	04-Jun-2007
197967	IP AGT R7 SNGL UPG PER AGT 251-500	04-Jun-2007
197968	IP AGT R7 SNGL UPG PER AGT 501-1000	04-Jun-2007
197969	IP AGT R7 SNGL UPG PER AGT 1001+	04-Jun-2007
197970	IP AGT R7 MULTI RLS UPG PER AGT 1-5	04-Jun-2007
197971	IP AGT R7 MULTI RLS UPG PER AGT 6-10	04-Jun-2007
197972	IP AGT R7 MULTI UPG PER AGT 11-25	04-Jun-2007
197973	IP AGT R7 MULTI UPG PER AGT 26-50	04-Jun-2007
197974	IP AGT R7 MULTI UPG PER AGT 51-100	04-Jun-2007
197975	IP AGT R7 MULTI UPG PER AGT 101-250	04-Jun-2007
197976	IP AGT R7 MULTI UPG PER AGT 251-500	04-Jun-2007
197977	IP AGT R7 MULTI UPG PER AGT 501-1000	04-Jun-2007
197978	IP AGT R7 MULTI UPG PER AGT 1001+	04-Jun-2007

If you have questions or would like more information about these products, contact your authorized Avaya Representative.

Schedule

End of Sale (EoS) – IP Agent R5 new and additional licenses	30-Jun-2007
End of Manufacturer's Support – IP Agent R5	30-Jun-2008

End of Manufacturer's Support

The End of Manufacturer's Support availability represents the final date that Avaya will provide manufacturer's support for the product per the CSAG Manufacturer Support Commitment. Support may be extended past that period at the discretion of Avaya Services, BusinessPartners or other service providers. For additional information concerning long term support please contact your Service Provider.

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 BusinessPartners or other service providers. Additional information concerning Avaya Services can be found on the [Services Offer Information](#) Web site.