



End of Sale and Support Notification for PG230 Gateway also known as PG230 Non RM switch

As of May 30, 2008, Avaya will no longer sell the PG230 Gateway Switch (SAP Code: 213940) and its associated options for the Proactive Contact system sales (new or upgrade). In ASD, PG230 Gateway switch is called out as PG230 Non-RM switch.

Avaya offers the PG230RM switch as an alternative to the PG230 Gateway Switch. Avaya will provide hardware support for the PG 230 for at least 3 years from the End of Sale date as detailed below.

Please note that although the PG230 Gateway switch will not be available for new sales, customers with existing PG230s can continue to add capacity to their systems by purchasing the applicable QT1 and QE1 cards, which are not being discontinued. Additions designs can be done in ASD and any additions questions can be directed to the ATAC.

Hardware: Discontinued SAP Codes

SAP Code (Comcode)	Description	End of Sale	Minimum Period of Mfg Support
213940	APC PG230 GATEWAY	30-May-2008	30-May-2011
182402	APC PG230 LBL FOR CE MARK	30-May-2008	30-May-2011
700331887	APC PG230 JATE LABEL FOR JAPAN	30-May-2008	30-May-2011
700331895	APC PG230 LBL	30-May-2008	30-May-2011
700447980	APC ASSY PG230 PWR SUPP	30-May-2008	30-May-2011
700448004	APC PG230 REDUN PWR SUPP	30-May-2008	30-May-2011

Software and other codes: Discontinued SAP Codes

SAP Code (Comcode)	Description	End of Sale	Minimum Period of Mfg Support
195363	APC PG230 SYS UPG	30-May-2008	Tracking codes. End of Mfg Date support not applicable.
195317	APC NEW PG230 SYSTEM OFFER	30-May-2008	Tracking codes. End of Mfg Date support not applicable.

Offer Strategy

Avaya offers the PG230RM as the migration path to the PG230 Gateway Switch. The PG230RM is the rack mountable version of PG230 Gateway.

The PG230RM can be mounted on the Avaya 19" standard rack with a standard footprint. Multiple PG230RMs can be mounted on a single rack, reducing space requirements, while continuing to providing same functionality and capacities as that of PG230 Gateway. The PG230RM based offer provides the same degree of flexibility offered by the PG230, allowing customers to procure various components of the solution themselves or through Avaya.

Many of the cards used in the PG230 Gateway can be reused in the PG230RM switch. Questions regarding component compatibility should be referred to the ATAC.

Next Steps

Avaya Client Executive and Authorized Business Partner should contact their customers to advise them on the end of sale of PG230 Gateway switch. You should also advise them on the upgrade and/ or expansion plan involving PG230 Gateway switch.

PG230RM Switch: The code for the PG230RM Switch

SAP Code (Comcode)	Description
213949	APC PG230 RACK MOUNTABLE SYS CAB

Alert for the Avaya client executive and business partners: Additional codes may be required to upgrade and/ or expand the existing PG230 Gateway switch depending upon customer specific needs. Therefore, please contact ATAC to get customer specific upgrade codes.

Contact Information:

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End of Manufacturer's Support

The date of End of Manufacturer's Support represents the final date that Avaya will provide manufacturer's support for the product per the Avaya Manufacturer's Support Policy. Maintenance and support of Avaya Global Services (AGS) may continue to provide the maintenance and the support to PG230 Gateway beyond the end of manufacturer's support date at their discretion. . Please contact your Avaya representative for additional information on extended support from AGS.

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 Avaya support web site.