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## End of Sale Notification for Avaya 4600 Series IP Deskphones

Avaya is announcing today its plans to make the 4600 Series IP Deskphones End of Sale over the next 12 months.

Please read through this entire document which contains details of this transition including timing, details on replacement products, and dependencies customers will need to plan for.

As of May 4, 2009, Avaya will no longer offer for sale the following deskphones: 4601+, 4602SW+ and 4625SW (and custom variants of the 4625 including the 4626SW). As of May 3, 2012, Avaya will no longer provide Manufacturer support on these materials.

As of November 2, 2009, Avaya will no longer offer for sale the following deskphones and accessories: 4610SW, 4621SW, 4622SW, EU24BL, custom 4621 variants (Tempest, positive disconnect, and fiber and radio interfaces), and 4622 headset adjunct. As of November 1, 2012, Avaya will no longer provide Manufacturer support on these materials.

This is part of a multi-year transition from the 4600s, which were Avaya's original line of IP deskphones, to its next-generation one-X Deskphone 9600s and 1600s. This consolidation of Avaya's IP phone product line will simplify portfolio planning and support for Avaya customers and partners, and deliver value to customers as Avaya focuses development efforts on its next-generation platforms. The 4600s have been an integral part of the Avaya IP phone lineup for many years. With millions of 4600s sold, Avaya is making all possible efforts to make this an easy and positive transition for our partners and customers.

### Hardware: SAP Codes to be Discontinued

SAP Code	Description	End of Sale	Minimum Period of Support
<b>Currently Generally Available "GA" Items</b>			
700381890	4601+ (4601D01B-2001)	May 4, 2009	3 years
700381916	4602SW+ (4602D02B-2001)	May 4, 2009	3 years
700381551	4625SW (4625D01A-2001)	May 4, 2009	3 years
700381957	4610SW (4610D01A-2001)	November 2, 2009	3 years
700381544	4621SW (4621D01A-2001)	November 2, 2009	3 years
700381569	4622SW (4622D01A-2001)	November 2, 2009	3 years
700381825	EU24BL (2XU-A-2001 Exp Mod)	November 2, 2009	3 years
<b>Custom Phones (not currently "GA")</b>			
700350036	4625SW- White (4625D01A-2007)	May 4, 2009	n/a
700344542	4626SW – White (4626D01A-2007)	May 4, 2009	n/a

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700447402	4626SW – White (4626D01A-2007)	May 4, 2009	n/a
700448533	4626SW – Black (4626D01A-003)	May 4, 2009	n/a
<b>Specialty Items</b>			
700386881	4621 set equipped with positive disconnect	November 2, 2009	3 years
700384860	4621 set equipped with fiber interface	November 2, 2009	3 years
700415847	4621 with Radio Interface	November 2, 2009	3 years
700414600	4622 Adjunct for dual headsets	November 2, 2009	3 years
700448475	4621 White Tempest set	November 2, 2009	3 years

### Offer Strategy: 4600 Alternative Options

With the introduction of the mid/high-end one-X Deskphone 9600s in 2006, and the one-X Deskphone Value Edition 1600s in 2007, Avaya now offers 11 next-generation deskphones as alternatives to the current 6 deskphones in the 4600 Series. Customers now have multiple options to choose from in determining the best fit based on user profile and price. Avaya is committed to expanding and refining the lineup of 9600s and 1600s in the future.



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### **Offer Strategy: Related Products**

- The Avaya VPNremote offer, which provides VPN firmware for IP phones, was recently modified to make both the firmware and license available as a free download onto a capable 4600 Series phone. No further change will be made to this offer. A version of the VPNremote firmware for 9600 Series IP Deskphones will be available in 2009.
- Avaya's Hospitality offer, which has included the 4626, will shift to focus on the 9640 and future phones. The new offer will utilize a version of SIP firmware customized for the needs of hospitality environments.

### **Solution View: Avaya Communication Manager (CM) Dependencies**

- **With the End of Sale of the 4600s, customers with plans to migrate to or expand their use of IP phones will need to be on CM 3.x or later as is required by both the 9600s and 1600s for proper functioning and support.**

### **Unaffected Products**

- 5600 Series IP Deskphones (which are offered for sale in conjunction only with Avaya IP Office) are not part of this End of Sale announcement.
- The 4690 IP Conference phone is not affected by this announcement.
- The 2400 series of DCP telephones are not affected by this announcement.

### **Ordering Timeline**

- Identified items will be removed from all Avaya ASD Configurators on February 2, 2009.
- After the items are removed from the Configurator, they will remain orderable through SAP until their End of Sale date at which time no new orders may be placed.
- Within 4 months of the End of Sale date, material availability may be reduced; customers are highly encouraged to place any final orders 90 days before the End of Sale date to minimize risk of delivery delays or other availability issues.

**Avaya's Manufacturer's Warranty** - will continue to be valid for 12 months after the date of sale for any purchase of indicated equipment.

### **Manufacturer Support Period**

- Hardware (except specialty and custom items sold as non-GA) – 3 years from phone's End of Sale date
- H.323 firmware – 3 years after phone's End of Sale date
- SIP firmware – 1 year after phone's End of Sale date
- 4600 VPNremote firmware – 1 year after phone's End of Sale date

### **Recommended Actions for Customers**

- Plan for transition
  - Select new deskphone types
  - Develop CM migration plan, as necessary
  - For customers looking to replace older deskphones (IP and DCP) as they migrate to newer 1600s and 9600s, utilize Authentic Avaya's Trade-In/Trade-Up program to obtain rebates for trading in older phones in conjunction with the purchase of new phones (available in North America only).
- For customers needing additional 4600s after the End of Sale dates, utilize Authentic Avaya to purchase refurbished equipment with an Avaya Warranty.

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**Minimum Period of Support**

The Minimum Period of Support represents the minimum period of time after the product end of sale date, during which Avaya will make available support for the product per the Avaya's Manufacturer Support Policy. Services support may be extended past that period at the discretion of Avaya Services, Business Partners 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 Business Partners or other service providers. Additional information concerning Avaya Services can be found on Services Offer Information web site <http://support.avaya.com/japple/css/japple?PAGE=Home> and on the Avaya internal portal under Services.

**For additional information about Avaya solutions, please visit the Avaya business Solutions web site ([www.avaya.com](http://www.avaya.com)).**