AVAYA

End of Sale Notice

Notification Date: 24-Aug-2015

Revision Date: 24-Aug-2015
Effective Date: 14-Dec-2015
Subject: End of Sale of Avaya 9650 IP Deskphone and Related Accessories

Theatre/Region: Global

Revision History

Revision Date	Reason for change
24-Aug-2015	Initial version of Notice.

Summary

End of Sale Notification – Avaya 9650 IP Deskphone and Related Accessories.

This document provides official End of Sale notification for the Avaya 9650 IP Deskphone. Effective 14-Dec-2015, Avaya will no longer make the 9650, and its related accessories commercially available.

Avaya recommends that the 9641GS IP Deskphone be purchased instead as it is more attractively priced, and offers higher overall value to customers.

The 9641GS offers significantly better price/performance compared to the 9650 with capabilities that surpass those of the 9650.

The 9641GS and other models in the 9600 series, currently available for sale, provide leading edge capabilities; support hundreds of existing features Avaya customers rely upon to run their business.

The 9600 Series IP Deskphones, not including the 9650, have many advanced features, for example:
- Enhanced integration with Avaya Aura Call Center Elite (H.323 and SIP)
- Recordable Agent Greetings for Contact Center (H.323)
- Avaya Aura Conferencing Client (SIP)
- Instant Messaging and Presence integration on the Deskphone (SIP)
- Microsoft Outlook Contact List Integration (SIP)
- Microsoft Outlook Calendar Integration (SIP)

Discontinued Order Codes and Migration Strategy

Discontinued Codes: 14 December 2015

Material/Offer Code	Description
700506209	IP PHONE 9650 GRY AV-1009 9650D01A
700434897	1151D1 IP PHONE PWR W/CAT5 CBL
700430853	FCPLT KIT 9650 GRY W/O LABEL PK25
700431083	FCPLT KIT 9650 RED PK25
700431133	FCPLT KIT 9650 BLUE PK25
700431331	FCPLT KIT 9650 SLV PK25
700431380	FCPLT KIT 9650 WH PK25
700431034	FCPLT KIT 9650 YELLOW PK25
700430895	FCPLT KIT 9650 GRY CYRILLIC LBL PK25
700452139	FCPLT 9650 GRY W/LBLS PK25

Migration Strategy

Avaya offers the alternative IP Deskphone models and recommends the following substitutions. The model which is most similar to the 9650, because of the size of its screen, and touch-screen "buttons" is the 9641GS. Avaya encourages customers to choose the 9641GS for the best value, and best user experience. For those customers that require a phone with mechanical line/feature buttons 9611G should be considered.

Previous Model	Target Model	Comments
9650	9641GS	Provides touch screen, Gigabit Ethernet and integrated Bluetooth.
	9611G	Provides button interface and Gigabit Ethernet

The 9641GS and 9611G can be powered directly by Power over Ethernet capable data switches. When PoE switches are not available, please use the appropriate POE adapter. The SPPOE-1A should be used instead of the 1151D1.

Substitute Material Codes

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

The Power over Ethernet (PoE) AC adapter replacement code is:

Material Code	Description
700500725	IP PHONE SNGL PT POE INJCTR SPPOE-1A

The only material which can support faceplate customization is 700509981

Schedule

Milestone	9650
End of Sale Date (last day to order new systems)	14-Dec-2015
End of Manufacturer Support for SOFTWARE *	14-Dec-2017

End of Manufacturer Support for HARDWARE *	14-Dec-2017
Last day to purchase system expansions	*n/a*
Last day to purchase a new Avaya services contract *	14-Dec-2016
Targeted End of Services Support	14-Dec-2020

* 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:
https://support.avaya.com/css/P8/documents/100081098

or

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