



# End of Sale Notice

**Notification Date:** October 24, 2011  
**Effective Date:** January 9, 2012  
**Subject:** End of Sale – IP Office IP500 Control Unit ('Version 1'; 700417207)  
**Theatre/Region:** All

## Summary

Effective January 9, 2012 Avaya will no longer sell (make commercially available) the IP Office IP500 Control Unit ('version 1').

Avaya will make every effort to have supply of these products available for all orders, but cannot guarantee product availability through their End of Sale dates. Avaya reserves the right to manage and/or limit order quantities, or to cancel orders if supply is no longer available. Customer orders will be fulfilled on a first-in, first-out basis. Partners may also contact their distributor for product availability.

## Transition Summary

- Effective **January 9, 2012**, the codes listed in the *Discontinued Order Codes* section of this document will be withdrawn from sale
- Subject to availability, the latest date orders for these products can be placed are January 9, 2012. Thereafter, these codes will be removed from price lists and associated order entry systems.
- Marketing collateral and web-site / portal content will be modified to reflect this product transition
- Following standard Avaya support and warranty guidelines, products identified as EoS will be supported (technical support, repairs, etc) for a minimum of three (3) years

## Discontinued Order Codes

Beginning January 9, 2012, the following code will no longer be orderable from Avaya:

Part Number	Description
700417217	IPO IP500 CONTROL UNIT

## System Expansion post-End of Sale

New system sales will end on the date indicated, however, for some products, the capacity of installed systems may be increased based on the continued availability of order codes for any System Expansions. For a period of time, the feature key cards 700417470 (IPO500 FEATURE KEY MULaw) and 700417488 (IPO IP500 FEATURE KEY ALaw), and embedded messaging cards 700343460 (IPO ESSENTIAL EDITION EMBEDDED MESSAGING MC) will continue to be available for aftermarket support purposes.



## Migration Strategy

Customers have a choice about the direction they wish to take, and Avaya is able to offer a smooth migration solution that not only protects their investment but offers them a simple and cost-effective migration path as their needs change in the future.

Effective immediately, The IP500 V2 Control Unit is the replacement for the IP500 Control Unit. The relevant order code and feature keys are as follows:

Part Number	Description
700476005	IPO IP500 V2 CONTROL UNIT
700479702	IPO IP500 V2 SYS SD CARD AL
700479710	IPO IP500 V2 SYS SD CAR MUL

## Schedule

End of Sale Date (last day to order new systems)	9-January-2012
End of Manufacturer Support for SOFTWARE *	NA
End of Manufacturer Support for HARDWARE *	9-January-2015
Last day to purchase system expansions	NA
Last day to purchase a new Avaya services contract *	9-January-2013
Targeted End of Services Support**	9-January-2018

\* 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 for at least 3 years.

## 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>