



End of Sale Notice

Notification Date: October 24, 2011
Effective Date: March 5, 2012
Subject: End of Sale – Phone Manager Pro and Phone Manager Pro Softphone
Theatre/Region: All

Summary

Avaya has recently introduced new, user friendly applications for IP Office, including one-X Portal for IP Office and the IP Office Video Softphone. As a result, Avaya will no longer sell (make commercially available) the single user license SKUs for Phone Manager Pro and Phone Manager Pro Softphone, effective March 5, 2012.

Multi-user licenses for these solutions were taken End of Sale previously, and Avaya made a License Swap announcement (April 2011) that offered customers an option to swap multi-user Phone Manager Pro and Phone Manager Pro Softphone licenses for corresponding one-X Portal user profile licenses.

Transition Summary

- **Effective March 5, 2012**, the codes listed in the Discontinued Order Codes section of this document will be withdrawn from sale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 **March 5, 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 one (1) year for the Phone Manager Pro and Phone Manager Pro Softphone licenses (**March 5, 2013**)

Discontinued Order Codes

Beginning March 5, 2012, the following codes will no longer be orderable from Avaya:

Part Number	Description
177468	IPO LIC PMGR PRO RFA 1 LIC:CU
171992	IPO LIC PMGR SFTPHN RFA 1 LIC:CU

System Expansion post-End of Sale

There will be no System Expansion for Phone Manager Pro and Phone Manager Pro Softphone licenses after end of sale date.



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.

The Avaya Office Worker user solution, which includes one-X® Portal for IP Office, is a recommended replacement for Phone Manager Pro and provides this path forward with key feature compatibility and support:

Part Number	Description	Replacement Part Number	Replacement Description
177468	IPO LIC PMGR PRO RFA 1 LIC:CU	229438	IPO LIC R6+ OFF WORKER 1

The Avaya Teleworker user solution, which includes the IP Office Video Softphone, is a recommended replacement for the Phone Manager Pro Softphone and provides this path forward with key feature compatibility and support:

Part Number	Description	Replacement Part Number	Replacement Description
171992	IPO LIC PMGR SFTPHN RFA 1 LIC:CU	229430	IPO LIC R6+ TELEWORKER 1

Schedule

End of Sale Date (last day to order single user license SKUs for Phone Manager Pro and Phone Manager Pro Softphone)	March 5, 2012
End of Manufacturer Support for SOFTWARE *	March 5, 2013
End of Manufacturer Support for HARDWARE *	N/A
Last day to purchase a new Avaya services contract *	N/A
Targeted End of Services Support**	March 5, 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>