



# End of Sale Notice

**Notification Date:** April 25, 2011  
**Effective Date:** August 1, 2011  
**Subject:** End of Sale - Avaya 5400 Series Digital Telephones  
**Theatre/Region:** Global

## Summary

As part of its on-going program of product enhancement and manufacturing updates, Avaya recently introduced the 9500 and 1400 Digital Deskphones on the IP Office platform for customers that require reliable, high quality phones for a wide range of user types within their organization.

Effective August 1, 2011 Avaya will no longer sell (make commercially available) the 5400 Series Digital Deskphones. Additionally, Avaya will also no longer sell the T3 ISDN and E3 digital phone portfolio sold primarily in Germany, which is covered in a separate document: <https://support.avaya.com/css/P8/documents/100134044> .

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. If supply is exhausted prior to the targeted End of Sale dates in this notice, Avaya will issue an updated notice and accelerate removal of the applicable product codes from price lists and associated order entry systems.

The equivalent 2400 Digital Deskphones for the Communication Manager and the accessory products for the 5400/2400 Digital Deskphones will remain available until further notice.

## Discontinued Order Codes and Migration Strategy

- Effective August 1, 2011 the codes listed below are to be withdrawn from sale
- As of this date, these order codes will be removed from price lists and associated order entry systems. Stock will be reserved to meet requirements for warranty returns and repairs
- Marketing collateral and web-site / portal content will be modified to reflect this product transition
- Following standard Avaya support and warranty guidelines, Avaya will provide 3 years of Manufacturer Support including technical support and repair services. In addition Manufacturer Support, Avaya will offer up to 3 years of Extended Manufacturer Support providing best effort repair services and technical support.

### Discontinued Codes

| Part Number | Description                      |
|-------------|----------------------------------|
| 700381981   | IPO 5402 DCP TELSET GRY RHS      |
| 700382005   | IPO 5410 DCP TELSET GRY RHS      |
| 700381627   | IPO 5420 DCP TELSET DARK GRY RHS |

Note: The 5400 accessory products are not impacted and remain for sale until further notice. Information on discontinued T3 ISDN and E3 digital phone codes are covered in a separate End of Sale document, please refer to that document for details.



## Migration Strategy

Avaya recently introduced the 9500 and 1400 Series Digital Deskphone on the IP Office platform. The paperless 9504 and 9508 Digital Deskphones were introduced with IP Office Release 7.0 in March 2011, and feature state of the art design, backlit displays and programmable LED soft label buttons.

The 1403, 1408 and 1416 Digital have been available on IP Office since Release 6.0, and offer a very competitive price point with feature backlit displays and programmable paper label buttons.

Customers with older IP Office software releases or hardware may need to upgrade to IP Office 7.0 to leverage the 9500 or 1400 Series Digital sets.

For more details about the 9500 and 1400 Series Digital Deskphones, please refer to the telephones section of the IP Office Product Description on the IP Office Knowledge Base (<http://marketingtools.avaya.com/knowledgebase/>) or the 9500 and 1400 Partner Portal pages at:

- **Avaya 9500:** <https://enterpriseportal.avaya.com/ptlWeb/gs/products/P0964>
- **Avaya 1400:** <https://enterpriseportal.avaya.com/ptlWeb/gs/products/P0601>

## Schedule

|  |               |
|--|---------------|
| End of Sale Announcement                             | 25 April 2011 |
| End of Sale Date (last day to order new systems)     | 1 August 2011 |
| End of Manufacturer Support for HARDWARE *           | 1 August 2014 |
| Last day to purchase a new Avaya services contract * | 1 August 2012 |
| Targeted End of Services Support**                   | 1 August 2017 |

\* 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.

## 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>