



# End of Sale Notice

**Notification Date:** 22-Apr-2014

**Revision Date:** 5-Jan-2015

**Effective Date:** 6-Oct-2014

**Subject:** 9611G Global Phone Transition

**Theatre/Region:** Global

## Revision History

Revision Date	Reason for change
22-Apr-2014	Initial version of Notice.
5-Jan-2015	Correction to material code number error, 700480953 to 700480593

## Summary

### End of Sale: 9611G IP Deskphone

This document provides notice of the End of Sale of the 9611G IP Deskphone (material code 700480593), effective October 6, 2014. As of this date the specific material code noted here will no longer be made available for sale. At the same time, Avaya is making available a "Global" model of the 9611G IP Deskphone. This global version of the 9611G IP Deskphone will be made commercially available on July 7, 2014.

### Global 9611G IP Deskphone

Effective July 7, 2014, Avaya will make commercially available the new global 9611G IP Deskphone material code 700504845. This code replaces the existing 9611G material code of 700480593. Corresponding TAA codes are also changing: 700501429 to 700507948 (Global), and changes may come into effect up to 3 months after the initial non-TAA codes are updated.

The global 9611G IP Deskphone is feature equivalent to the 9611G. The difference is the text identifying the button functions in English that appears below the buttons on the phone face has been removed, for a cleaner, improved look. The change aligns the language of the physical phone with the multitude of languages in software and documentation by using the universal language of icons.

The minimum Deskphone software releases supported on the 9611G IP Deskphone are SIP 6.4 and H.323 6.4. The phone cannot be downgraded to an earlier software version. Avaya recommends all customers keep to the latest version of Deskphone software available on [support.avaya.com](http://support.avaya.com)



Avaya has made available an easy reference of icon function in all supported languages, on support.avaya.com.

The global 9611G IP Deskphone will become the default orderable phone beginning July 2, 2014. The previous 9611G phone model will continue to be made available while supplies last and at latest through October 6, 2014.

**Customers are highly encouraged to place any final orders as soon as possible to minimize the risk of availability issues. Automatic substitutions to the new Global phone may occur, without notice.**

## Transition Timing

### New Codes: 7 July 2014

Material/Offer Code	Description
700504845	IP TELEPHONE 9611G GLOBAL
700507948*	IP TELEPHONE 9611G GLOBAL (TAA)

\*Note TAA code to be introduced within 3 months post non-TAA material introduction.

### Discontinued Codes: 6 October 2014

Material/Offer Code	Description
700480593	IP TELEPHONE 9611G
700501429*	IP TELEPHONE 9611G (TAA)

\*Note TAA code to be discontinued up to 3 months after non-TAA material is discontinued.

## Transition Strategy

Avaya recommends that customers order the Global versions of the 9611G IP Deskphones whenever possible, due to limited quantities of the English text labeled version. The purpose of continuing to make available the previous material codes, while supplies lasts, is to allow customers to obtain the exact same form factor as recent purchases, where that is desired.

**Customers are highly encouraged to place any final orders as soon as possible to minimize the risk of availability issues. Automatic substitutions to the new Global phone may occur, without notice.**

## Schedule

Milestone	9611G
End of Sale Date	6-Oct-2014
End of Manufacturer Support for SOFTWARE *	6-Oct -2017
End of Manufacturer Support for HARDWARE *	6-Oct -2017
Last day to purchase system expansions	n/a
Last day to purchase a new Avaya services	6-Oct -2015

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contract *	
Targeted End of Services Support**	6-Oct -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