



# End-of-Sale Notice

**Notification Date:** October 17, 2008  
**Effective Date:** December 31, 2008  
**Subject:** Notification of Availability & End-of-Sale for the Avaya Quick Edition System  
**Region:** Global  
**Audience:** Avaya Authorized Distributors, BusinessPartners, and Avaya Direct Channel

## Summary

Effective December 31, 2008, Avaya will end the sale of the Quick Edition telephone system. Avaya relentlessly looks for ways to improve our solutions in the market place, and we are in the process of simplifying our portfolio to enable better focus, superior offers, and clearer messages for our channel and customers.

Quick Edition will continue to be available for purchase from Avaya until December 31, 2008. **Beginning January 1, 2009 Quick Edition will no longer be orderable from Avaya on a global basis.** Avaya Global Services continues to support the Quick Edition portfolio with a full range of Service offers. For more detailed information on these services visit the Avaya Enterprise portal under the "Services" heading.

You should work with your Quick Edition customers to plan future purchases of equipment, or plan a transition strategy to the Avaya IP Office or Communications Manager Branch Edition (formerly known as Distributed Office) platform, according to their current and planned future communication needs.

Compelling product and commercial migration options are available today to help Quick Edition customers migrate to alternative Avaya platforms, as shown below under "Migration Strategy".

This document outlines the logistics for this transition.



## Transition Summary

- The Quick Edition product line will continue to be available from Avaya until **December 31, 2008. Avaya services support will continue to remain in effect until further notice.**
- **Effective January 1, 2009, Quick Edition will no longer be available for sale.** The relevant 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
- Following standard Avaya product support and warranty guidelines, the product hardware will be supported (e.g., replacement, tech support) for a minimum of 3 years; software (e.g., bug fixes) for 1 year, from December 31, 2008
- Marketing collateral, web-site and BusinessPartner portal content will be modified to reflect this product transition

## Migration Strategy

Customers have a choice about the direction they wish to take, and Avaya is able to offer a number of solutions that can meet varying customer requirements. These solutions will enable even the largest Quick Edition customer to grow their business:

1. **Stay with Quick Edition:** Many customers are happy with their Quick Edition systems and don't want to change. Avaya is committed to providing product support for an additional three (3) years after the End of Sale date and Avaya Global Services will continue with services support (if a maintenance contract has been purchased). Customers can retain their installed system for the foreseeable future.
2. **Migrate to Avaya IP Office or Communications Manager Branch Edition (formerly Distributed Office):** Customers have the option to migrate their existing Quick Edition system to Avaya IP Office or Communications Manager Branch Edition. Migration is possible by retaining the phones and re-flashing the Quick Edition 4610, 4621 or 1616 firmware to H.323 for use on either platform. Re-flashing a Quick Edition phone is offered at no additional charge, and customers are responsible only for the incremental cost of the IP Office switch or Communications Manager Branch Edition gateway, as well as any additional software or licenses required.

Migrating to IP Office or Communications Manager Branch Edition gives customers access to a wealth of new applications, features and functionality – such as unified communications, conferencing, and integrated contact center solutions – that will enhance productivity, customer service and business efficiency. Coupled with an Avaya Maintenance Agreement, customers benefit from guaranteed priority response for on-site support, unlimited service calls, emergency service plans, application software upgrades as well as a host of other value-added entitlements.

Open CTI (Computer Telephony Integration) enables integration with 3rd party applications to further enhance the IP Office solution. Quick Edition and IP Office application development takes place within the same R & D team, customers who move from Quick Edition to IP Office will see a high degree of commonality in usage and look and feel in certain key applications, protecting the user experience and minimizing the need for re-training.

Customers may have already considered competitive offers from other vendors who operate in this space. The Quick Edition migration options and offers that allow customers to leverage their investment with their existing telephones sets will help protect and defend the installed customer base by providing a clear upgrade path from their current Avaya Quick Edition to a new Avaya platform.



For details of the complete range of Avaya products, service and migration options Quick Edition, please contact your local Avaya representative.

## Discontinued Material Codes

From January 1, 2009, the following Quick Edition material codes will no longer be available for sale:

Code	Description	End-of-Sale Date
700387855	QE G10 GW 4PT US & CA	December 31, 2008
700426018	QE G11 4PT ANLG GW ROHS	December 31, 2008
700432255	QE G11B 4PT ANLG GATEWAY	December 31, 2008
700429814	QE G20 BRI GATEWAY 2PT	December 31, 2008
700437718	QE G11 ANLG DEMO KIT	December 31, 2008
700447659	QE BRI DEMO KIT	December 31, 2008
700427164	QE R3.0 MEDIA CD	December 31, 2008
700429830	QE R3.1 CD	December 31, 2008
700387848	QE IP PHONE 4610D01A-2001 GRY	December 31, 2008
700426026	QE R3 PHONE 4610D01A-2001 ROHS	December 31, 2008
700387830	QE IP PHONE 4621D01A-2001 GRY	December 31, 2008
700426034	QE R3 PHONE 4621D01A-2001 ROHS	December 31, 2008
700429822	QUICK EDITION A10 ANALOG TELEPHONE ADAPTER	December 31, 2008
700451933	QE 1616 IP PHONE	December 31, 2008

## Schedule

Advance notification of End-of-Sale	October 17, 2008
End-of-Sale (last orders subject to availability)	December 31, 2008
Product discontinued	January 1, 2009
Minimum Period of Product Support Availability after End-of-Sale	3 Years HW / 1 year SW
Services Support (Avaya Global Services)	Ongoing

## Minimum Period of Product Support Availability

The minimum period of product support available represents the minimum period of time after the product End-of-Sale date. Avaya will make available support for the product per the Avaya Manufacturer Support Commitment.

Support may be extended past that period at the discretion of Avaya Global Services, BusinessPartners or other service providers. For additional information concerning long-term support please contact your service provider.



## Training Availability

All Quick Edition Training will continue through December 31, 2008. After December 31, 2008, the following courses will no longer be available via the Avaya Learning Center:

- AVA00964WDE Quick Edition Core Training (German)
- AVA00964WEN Quick Edition Core Training (English)
- AVA00964WES Quick Edition Core Training (Spanish)
- AVA00964WFR Quick Edition Core Training (French)
- AVA00964WIT Quick Edition Core Training (Italian)
- AVA00965ADE Quick Edition Sales Assessment (German)
- AVA00965AEN Quick Edition Sales Assessment (English)
- AVA00965AES Quick Edition Sales Assessment (Spanish)
- AVA00965AFR Quick Edition Sales Assessment (French)
- AVA00965AIT Quick Edition Sales Assessment (Italian)
- AVA00966ADE Quick Edition Technical Assessment (German)
- AVA00966AEN Quick Edition Technical Assessment (English)
- AVA00966AES Quick Edition Technical Assessment (Spanish)
- AVA00966AFR Quick Edition Technical Assessment (French)
- AVA00966AIT Quick Edition Technical Assessment (Italian)

## 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 maintenance commitments or product support made by BusinessPartners or other service providers.

### Avaya Services Offers:

<https://enterpriseportal.avaya.com/ptlWeb/internal/so/CS2005125161635945060/C2005125155210874030/SN20051269582376026/SN200512695848162089>

### Avaya Manufacturer's Product Support Policy:

[http://support.avaya.com/elmodocs2/prodtran/20050601\\_Avaya\\_Manufacturer\\_Support\\_Policy.pdf](http://support.avaya.com/elmodocs2/prodtran/20050601_Avaya_Manufacturer_Support_Policy.pdf)

## Avaya Global Services (AGS) Offers (North America and Germany)

AGS is the largest service provider of IP Office in the small and medium enterprise market in North America and Germany. Whatever support your customers may require – from professional consulting and system design to ongoing product support and management – Avaya Global Services has a solution. Our extensive portfolio includes offers tailored to the needs and budget of small and medium size enterprises.

- An Avaya service protection plan provides the assurances that customers deserve including guaranteed priority response for on-site support during business hours
- Full support during the warranty period
- Unlimited service calls
- Emergency Service Plan – basic service in 24 hours or less, priority queuing for a permanent replacement system (conditions apply).
- IP Office application software upgrades, with remote technician troubleshooting and delivery of software maintenance corrections/new releases.



- Expedited replacement parts, with next-business-day delivery – and with the price for parts and labor/installation included.
- Smart dispatch – only qualified technicians for the specific solution
- Power Surge Protection – covering parts and labor (restrictions apply)
- Unlimited live Help Line support.
- On-line product correction notifications
- Around the clock online service via the Customer Support Web Site
- Priority service and preferred rates for out-of-hours on-site service and any other additional support requested
- Access to Tier IV product development resources (as needed).
- Remote alarming on IPO
- Additional maintenance options:
  - Unlimited Remote Administration
  - Subsequent Online Training
  - Wire Maintenance Coverage

Speak with your Distributor Representative or your Avaya Account Manager today for more information on the value of an Avaya Maintenance Agreement. BusinessPartners can also contact the BusinessPartner Care Center at 800-225-0266 for additional support. Avaya Global Services brochures supporting the small and medium enterprise market can be located on the Avaya Enterprise Portal: <https://enterpriseportal.avaya.com/ptlWeb/internal/services/SV0392/AllCollateral>

Avaya implementation support also provides a competitive advantage to small and medium enterprise customers. Call your Distributor Representative to learn the advantages of working with Avaya Global Services for your installation and network assessment requirements on Avaya IP Office. In addition, the Avaya Service Center can support BusinessPartner implementation requirements at 866-282-9266.

## **Additional Information**

If you have questions or would like more information about Avaya products, please contact your local authorized Avaya representative or visit one of the Avaya on-line resources shown above.

For additional Information, please visit the Avaya Business Solutions Web site:  
[http://www.avaya.com/gcm/master-usa/en-us/products/offers/one\\_x\\_quick\\_edition.htm](http://www.avaya.com/gcm/master-usa/en-us/products/offers/one_x_quick_edition.htm)

If you have questions or would like more information about Avaya SMBS services, information on Avaya Global Services is available via the Avaya Enterprise Portal at Sales & Ordering > under Indirect Channel Resources select Global Services Reference Library



## Appendices

### Contacts

Product Manager	Rich DeFabritus	732-852-1990	<a href="mailto:defabritus@avaya.com">defabritus@avaya.com</a>
Product Marketing Manager	Diane Otto	908-953-3386	<a href="mailto:dotto@avaya.com">dotto@avaya.com</a>
Pre Sales Technical Support North America only		888-297-4700	<a href="mailto:technictr@avaya.com">technictr@avaya.com</a>
Post Sales Technical Support	Contact your Distributor		
Technical support (Warranty, T&M, Maintenance) North America only	Avaya Global Technical Services (GTS) organization	BusinessPartners 877-295-0099 Customers 800-628-2888	<a href="http://support.avaya.com">http://support.avaya.com</a>
Maintenance Service Support North America only	BusinessPartner Care Center	800-225-0266	
Pre-sales service support (offers, processes, Maintenance Pricing Tool support) North America only	Avaya Technology & Consulting Group	888-297-4700 Please specify "Services" when prompted	<a href="mailto:atac@avaya.com">atac@avaya.com</a> Please include "SMBS Services" in your subject line.
Implementation Support North America only	Avaya Service Center	866-282-9266	Pre-scheduled installation service (chargeable) 866-282-9266. 24-hour installation Rescue Me Service (chargeable) 877-295-0099.
Avaya University			<a href="http://www.avaya-learning.com/">http://www.avaya-learning.com/</a>