



# End of Sale Notice

**Notification Date: November 27, 2008**

**Revised Date: November 30, 2010**

**Effective Date: April 20, 2009**

**Subject: Proactive Contact 4.0 End of Sale Notice**

**Theatre/Region: All Regions**

## Summary

Effective Apr 20, 2009, Avaya will no longer sell (make commercially available) Avaya Proactive Contact 4.0. Avaya is introducing Proactive Contact 4.1 (English) on Mar 2, 2009, and Proactive Contact 4.1 (Localized) on Apr 20, 2009 to replace Proactive Contact 4.0.

The salient features of Avaya Proactive Contact 4.1 are:

1. Role Based Access Control: Protect data on the dialer by restricting user access by role. You can create desired roles with varying permission to run and access objects on the dialer to meet the unique needs of each business.
2. Campaign template: Create and deploy new campaigns on the fly.
3. New Quad Digital Trunk Card: The new Quad Digital Trunk Card can emulate any one of the six telephony cards used today. All existing six telephony cards will be discontinued and replaced by the Quad Digital Trunk Card.

## Discontinued Order Codes and Migration Strategy

### Discontinued Codes

Material Code	Description
700448061	APC QT1 CARD
700448111	APC QT1 PRI CARD
700448079	APC QE1 CAS 75 OHM CARD
700448087	APC QE1 CAS 120 OHM CARD
700448095	APC QE1 PRI CARD 75 OHM CARD
700448103	APC QE1 PRI CARD 120 OHM CARD
212541	APC R4 AGT SFTW MEDIA
212542	APC R4 SUPV SFTW MEDIA
182403	APC ENBC SFTW MEDIA
700420383	APC SRK ENBC GENERIC 16.1

### 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.

### Migration Strategy

All PC 4.0 customers with a valid contract are qualified to get the PC 4.1 upgrade free of cost. Since PC 4.1 includes critical bug fixes, all qualified customers are strongly advised to schedule an appointment at the earliest possible opportunity to upgrade their systems. Customers upgrading from previous major releases (PC 3.0 and earlier) to PC 4.1 will need to purchase upgrade licenses as applicable.



Avaya now offers the following alternative solution(s). These codes will be shipped for all new orders. Please order them for upgrading from PC 4.0 to PC 4.1.

#### New Codes

Material Code	Description
224341	APC R4.1 AGT SFTW MEDIA
224342	APC R4.1 SUPV SFTW MEDIA
700436904	APC QUAD DIGITAL TRUNK CARD 2
224353	APC ENBC SFTW MEDIA 02
700465990	APC SRK ENBC GENERIC 16.2

**Note:** The new Quad Digital Trunk Card requires the new ENBC Generic version 16.2. This version is completely backward compatible with ENBC Generic version 16.1.

#### Schedule

End of Sale Date (last day to order new PC 4.0 systems) <i>(Effective March 2, 2009, new English PC 4.x orders and effective April 20, 2009 new localized orders will automatically ship PC 4.1)</i>	20-Apr-2009
End of Manufacturer Support for SOFTWARE * <i>(End of Patches/Service Packs for PC 4.0: An upgrade to PC 4.1 is required to receive updates on the 4.x software after this date)</i>	20-Apr-2010
End of Manufacturer Support for HARDWARE *	20-Apr-2012
Last day to purchase system expansions	20-Apr-2010
Last day to purchase a new Avaya services contract *	20-Apr-2010
Targeted End of Services Support** <i>(Per Avaya Product Lifecycle Policy, targeted for 5 years after projected End of Manufacturing Support for PC 4.x)</i>	09-Jan-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.

Renewals of existing Avaya service contracts covering this product will be allowed until further notice.

#### 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