



# End of Sale Notice

**Notification Date: 06<sup>th</sup> October 2020**

**Effective Date: 06<sup>th</sup> October 2020**

**Subject: “End of Sale” – Avaya Mobile Video Snap-in**

**Theatre/Region: All**

## Revision History

Revision Date	Reason for change
October 01, 2020	Initial draft

## Summary

On September 22, 2020, Avaya released a new video solution Avaya WebRTC Connect 4.0 for Avaya Call Center Elite.

Effective October 31, 2020 Avaya will “no longer sell (make commercially available) and no more support” Avaya Mobile Video Snap-in solution for Avaya Call Center Elite.

The recommended solution for Avaya CC Elite customers using Avaya Mobile Video Snap-in is to migrate to Avaya WebRTC Connect 4.0 new functionalities, enhancements, compliances, security enhancements and fixes.

## Discontinued Order Codes and Migration Strategy

### Discontinued Codes

Material Code	Description
370318	MOB VID R3 10 CALL BNDL LIC
370360	MOB VID R3 MEDIA CLIENT LIC
382640	MOB VID R3 MEDIACLNT W/1XAGT LIC
382078	MOB VID R3 1X AGT R2 ADV LIC
370362	MOB VID R3 VCE ONLY USER LAB LIC
370319	MOB VID R3 VCE ONLY USER LIC



### **System Expansion post-End of Sale**

Existing Avaya Mobile Video Snap-in customers will be allowed to buy additional licenses to address their business requirements until March 31, 2021 if the solution is within the supported capacity limits (100 concurrent WebRTC video calls (max) OR 300 concurrent WebRTC audio calls (max))

### **Migration Strategy**

Avaya now offers the following alternative solution

- Avaya WebRTC Connect 4.0 for Avaya CC Elite solution

The Avaya WebRTC Connect 4.0 solution is an on-premise offer that will enable Avaya contact center customers to embed voice and video communications in their mobile applications and provide the infrastructure to handle these calls in a secure way requiring minimal changes to the contact center including the agent experience.

Use cases supported by Avaya WebRTC Connect 4.0

- Customer initiating an Audio or Video call from a Mobile application
- Customer initiating an Audio or Video call from a Vendor web portal
- Agent with Media in browser endpoint (WebRTC agent) either connected to Enterprise network or Internet (remote agent)

For customers using Avaya Mobile Video Snap-in with Avaya Call center Elite need to migrate and adopt Avaya WebRTC Connect 4.0 solution before End-Of-Support timeline. The migration has two-fold, commercial and technical.

- **Commercial**

- Avaya Mobile Video Snap-in with Upgrade Advantage (UA)  
Customers who have bought Avaya Mobile Video snap-in and have UA (active) are entitled to migrate/adopt Avaya WebRTC Connect 4.0 solution. Customer will be entitled to get same number of session licenses as they have for Avaya Mobile Video Snap-in solution.
- Avaya Mobile Video snap-in with Support Advantage (SA)  
Customers who have bought Avaya Mobile Video Snap-in and have SA (active) will receive credits when migrating/adopting Avaya WebRTC Connect 4.0 solution. These credits can be used when ordering Avaya WebRTC Connect 4.0 solution.

- **Technical**

- Solution components  
There are no upgrade or migration for Avaya Mobile components, mainly Avaya Media broker and Avaya Mobile Video gateway to Avaya WebRTC Connect solution that has Avaya Aura Web Gateway and Avaya Aura Media Server. Avaya WebRTC Connect is a new deployment, the Avaya Session Board Controller can be re-used.



- API/SDK

Customers who have used the Javascript in their web portal needs as update so that it can connect to Avaya Aura Web Gateway

Customers who are using Android or iOS SDK in their mobile application need to update and push it to end-user so that the mobile application will connect to new solution (Avaya Aura Web Gateway). There is minimal impact to the click-to-call and click-to-video features and functionalities for client/customers

**Note:** There are no migration material codes from Avaya Mobile Video snap-in to Avaya WebRTC connect 4.0 solution.

## Schedule

End of Sale Date (last day to order new systems)	October 31, 2020
End of Manufacturer Support for SOFTWARE *	October 05, 2021
End of Manufacturer Support for HARDWARE *	NA
Last day to purchase system expansions (add licenses)	March 31, 2021
Targeted End of Services Support	December 05, 2023**

\* 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 (material codes) will no longer be available effective October 06, 2020.

## 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> >> Policies and Legal >> Warranty & Product Lifecycle >> Avaya Product Lifecycle Policy