



# End of Sale Notice

**Notification Date:** 31-January-2014

**Revision Date:** 31-January-2014

**Effective Date:** 01 January 2015\*

**Subject:** End of Sale – 1165E IP Deskphone

**Theatre/Region:** Global

## Revision History

Revision Date	Reason for change
31-January-2014	Initial EOS Notice

## Summary

The 1165E IP Deskphone will be End of Sale effective January 1, 2015, based on currently forecasted demand and available inventory. \*This date may be earlier or later depending on actual demand. This EoS Notification includes recommendations for alternative products that are already supported with the Avaya Call Platforms that support the 1165E IP Deskphone.

## Discontinued Order Codes and Migration Strategy

### Discontinued Codes

Material Code	Description
NTYS07ABE6	1165E IP Deskphone with Icon Keycaps, RoHS, no power supply
NTYS07BBE6	1165E IP Deskphone with English Keycaps, RoHS, no power supply
NTQ424AA	Functional Code: 1165E IP Deskphone with Icon Keycaps w/o ps (EMEA and Asia Pac only)
NTQ424BA	Functional Code: 1165E IP Deskphone with Icon Keycaps with ps (EMEA and Asia Pac only)
NTQ424CA	Functional Code: 1165E IP Deskphone with English Keycaps w/o ps (Asia Pac only)
NTQ424CB	Functional Code: 1165E IP Deskphone with English Keycaps with ps (Asia Pac only)
Current Codes – related to 1165E, required for ongoing spares throughout EoS timeframe	
NTYS16AAE6	1165E IP Deskphone Icon Keycap Kit
NTYS16BAE6	1165E IP Deskphone English Keycap Kit
1165E IP Deskphone Related Codes previously EOS	
NTYS07AAE6	1165E IP Deskphone with Icon Keycaps, RoHS, no ps, (Nortel branded)
NTYS07BAE6	1165E IP Deskphone with English Keycaps, RoHS, no ps, (Nortel branded)
NTYS07CAE6	1165E IP Deskphone with Icon Keycaps, RoHS, no ps (SIP), (Nortel branded)
NTYS07DAE6	1165E IP Deskphone with English Keycaps, RoHS, no ps, (SIP), (Nortel branded)



### System Expansion post-End of Sale

Sales of 1165E IP Deskphones will end on the date indicated or upon use up of existing inventory. The capacity of installed systems may be increased based on the continued availability of order codes for any System Expansions and alternate recommended IP Deskphones including the 1140E IP Deskphones.

### Migration Strategy

Avaya offers the following alternative solution which is the recommended model already supported on Avaya Call Platforms that currently support the 1165E IP Deskphone. There is no direct replacement for the 1165E, but the 1140E IP Deskphone is the closest in terms of providing the same features and capabilities. The differences from the 1165E IP Deskphone are noted.

1140E IP Deskphone: Part of the same 1100 Series IP Deskphone Series, the 1140E is the same graphite metallic color as the 1140E, and the same type of adjustable stand. The 1140E has a grey scale, pixel based display, not a color display like the 1165E. The 1140E has 6 programmable feature keys (vs eight on the 1165E). The CS1000 supports 'Shift' capability that allows an additional 6 programmable keys on the 1140E, when used as a UNISlim IP Deskphone. Wideband audio is supported on the 1140E, but requires the optional wideband handset, unlike the 1165E which ships with the wideband handset. Like the 1165E, the 1140E IP Deskphone supports SIP software and is supported with the Avaya Aura Call platform.

See the link for information on the 1140E IP Deskphone:

[http://avaya.my.salesforce.com/apex/sp\\_ViewDetailPage?c=a3d30000000L1dEAAS&Id=a3j3000000L2HYAA0](http://avaya.my.salesforce.com/apex/sp_ViewDetailPage?c=a3d30000000L1dEAAS&Id=a3j3000000L2HYAA0)

### Schedule

End of Sale Date (last day to order new systems)	31-Dec-2014 (See Note below)
End of Manufacturer Support for SOFTWARE *	31-Dec-2015
End of Manufacturer Support for HARDWARE *	31-Dec-2017
Last day to purchase system expansions	31-Dec-2014
Targeted End of Services Support	31-Dec-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.*

Note: The End of Sale Date for the 1165E IP Deskphone is projected as 31-December-2014 based on current demand and available inventory. This date may be earlier or later based on actual demand requirements.



## 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