



>TECHNICAL SUPPORT
PRODUCT LIFECYCLE BULLETIN

Manufacture Discontinuance of IP Phone 2001, IP Phone 2002, IP Phone 2004, and the Expansion Module for IP Phone 2000 Series.

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Background:

With this notice, Nortel is announcing its intent to discontinue its IP Phone 2001, IP Phone 2002, and IP Phone 2004 product models. The Expansion Module for the IP Phone 2000 Series will also be manufacture discontinued. The last time order date for these models is scheduled for November 27, 2009. Note that the IP Phone 2007 is not included in this announcement, and will not be manufacture discontinued in this timeframe.

Product Information: IP Phone 2001, IP Phone 2002, IP Phone 2004, and Expansion Module for IP Phone 2000 Series.

IP Phone 2001: Single-line desktop IP Phone with a 3 line x 24 character display, on-hook dialling, listen mode speakerphone, Message Waiting Indication, fixed keys, navigation and soft keys, 802.3af Power over Ethernet.

IP Phone 2002: Multi-line, intermediate level, standards-based IP Phone with a 4 line x 24 character display, four way navigation cluster, programmable line / feature keys and hands-free speakerphone, 802.3af Power over Ethernet.

IP Phone 2004: Supports up to 12 user-defined line/programmable feature keys and comes standard with a large monochrome display which can support converged (voice and data) applications presentation in textual format, high-quality audio speakerphone, an integrated IEEE 10/100 Ethernet switch, context-sensitive soft keys, Message Waiting Indication, fixed keys, navigation and soft keys, 802.3af Power over Ethernet.

IP Phone 2000 Series Expansion Module: - Adds 24 self-programmable line/feature keys per module and is supported on Nortel IP Phone 2002 and IP Phone 2004.

Impacted Software Releases: All Software revisions for hardware PECs listed. Firmware maintenance loads may be released to support the IP Phone 200x models until EOL if deemed necessary by Nortel, but no new content is intended to be released on the Phase 2 phones. For information on available Firmware maintenance loads or for Minimum Firmware Release requirements, please check the PIC.

Impacted Software Order Codes: N/A
Impacted Hardware Product Engineering Code:

IIP Phone 2001
NTDU90AC70E6
NTDU90BC70E6
NTDU90BBGS

Previous IP Phone 2001 models already MD'd

NTDU90AA16
NTDU90BA16
NTDU90AA70
NTDU90BA70
NTDU90AB70
NTDU90BB70

IP Phone 2002
NTDU91AE70E6
NTDU91BD70E6
NTDU91BCGS

Previous IP Phone 2002 models already MD'd

NTDU91AC70E6
NTDU91BC70E6
NTDU91AA16
NTDU91BA16
NTDU91AA70
NTDU91BA70
NTDU91AB70
NTDU91BB70
NTDU91BBGS

IP Phone 2004
NTDU92AE70E6
NTDU92BD70E6
NTDU92BCGS

Previous IP Phone 2004 models already MD'd

NTDU92AC70E6
NTDU92BC70E6
NTDU92AD70E6
NTDU92AA16
NTDU92BA16
NTDU92AA70
NTDU92BA70
NTDU92AB70
NTDU92BB70
NTDU92BBGS

Expansion Module for IP Phone 2000 Series

NTEX00DA70E6

Previous Expansion Module models already MD'd

NTEX00DA16
NTEX00DA70

Related Separately Orderable Pieceparts*

NTDU84AAE6: IP Phone 2002 footstand
NTDU84BAE6: IP Phone 2001 footstand
N0089575: IP Phone 2002 handset cord
N0114992: Cat 5 cable (2M)

* Note that the IP Phone 2007 is not included within this Manufacture Discontinuation notice, and common separately orderable pieceparts used with the IP Phone 2007 will continue to be available.

Key Cap Kits for IP Phone 2001, IP Phone 2002, IP Phone 2004

NTDU0007E6: Key Cap Kit IP Phone 2001/2 BCM English (RoHS)
NTDU0003E6: Key Cap Kit IP Phone 2001/2 Generic English (RoHS)
NTDU0005E6: Key Cap Kit IP Phone 2004 BCM English (RoHS)
NTDU0001E6: Key Cap Kit IP Phone 2004 Generic English (RoHS)
NTDU0010E6: Key Cap Kit IP Phone 2004 Generic Icon (RoHS)
NTDU0011E6: Key Cap Kit IP Phone 2001/2 Generic Icon (RoHS)

Reason for Retirement: Manufacture Discontinue - Product Life Cycle

Replacement PECs (if applicable): Please read Sales & Marketing Bulletin SM-2008-0199-Global for a list of alternate products.

<<https://app12.nortelnetworks.com/cgi-bin/partnerPage.cgi?curOid=12460&filename=/communications/publications/smb/collater>

Analysis:

Last Time Order Date: November 27, 2009

Manufacture Discontinue (MD) Dates: December 31, 2009

Project End of Life (EOL) Dates: December 31, 2012

Last Supported Software Load: N/A

Affected Market / Regions: Global

Nortel's first VoIP phone, the original i2004 IP Telephone (IP Phone 2004), was introduced in the year 2000. Over the next few years, the IP Phone 2000 Series evolved with the IP Phone market to include additional phone models and the expansion module accessory within the portfolio. In the same way new technologies drive the electronics industry, ongoing IP Phone development will take advantage of faster processing capability, improved displays, increased memory capacities, and new applications as they become available.

In the year 2005, Nortel launched the IP Phone 1100 Series including four IP phone models and an Expansion Module accessory. In 2007, the IP Phone 1200 Series was introduced with the Business Communications Manager (BCM) 50 RIs 3.0 offering, later extended to the CS 1000 RIs 5.5 offering, and additional support with other Nortel call server platforms coming soon.

While the Nortel IP Phone 2000 Series offering was introduced to the IP Telephony market as a standard portfolio offering to address both the higher and lower end device requirements across a number of market segments, Nortel's IP phone deskset strategy has evolved into two distinct portfolios to best fit varying market and customer requirements. The IP Phone 1100 Series is Nortel's "premier line" with an advanced level of features, while the IP Phone 1200 Series is Nortel's "value line" offering that offers customers a highly cost-effective solution for core telephony requirements.

Impact to Related Products (if applicable): See Sales & Marketing Bulletin - SM-2008-0199-Global for a list of Alternate Products supported by specific Nortel Communications System platforms.

<<https://app12.nortelnetworks.com/cgi-bin/partnerPage.cgi?curOid=12460&filename=/communications/publications/smb/collater>

Support Policy Statement: Firmware maintenance loads may be released to support the IP Phone 200x models until EOL if deemed necessary by Nortel, but no new content is intended to be released on the IP Phone 2000 Phase 2 phones. For information on available Firmware maintenance loads or for Minimum Firmware Release requirements, please check the PIC.

Recommendations:

Available Alternatives: A number of alternatives are provided to the IP Phone 2001, IP Phone 2002, and IP Phone 2004 customers depending on the call server as well as the release of a particular call server. For a full description of options across different Nortel Communications Systems including BCM, CS1000, CS2000, CS2100, MCS5100, and MCS5200, please refer to the Sales & Marketing Bulletin 2008-0199-Global on the Partner Information Center (PIC) at:

<<https://app12.nortelnetworks.com/cgi-bin/partnerPage.cgi?curOid=12460&filename=/communications/publications/smb/collater>

Required Actions:

Specific Actions Required By Customer:: Customers should be aware of the planned December 31, 2009 manufacture discontinuance of the IP Phone 2001, IP Phone 2002, IP Phone 2004 and Expansion Module for IP Phone 2000 Series. Customers should evaluate any future needs they may have for the IP Phone 2001, IP Phone 2002, and IP Phone 2004 and Expansion Module for the IP Phone 2000 Series, and act accordingly. Please see the Sales & Marketing Bulletin - SM-2008-0199-Global for a list of Alternate Products supported by specific Nortel Communications System platforms. <<https://app12.nortelnetworks.com/cgi-bin/partnerPage.cgi?curOid=12460&filename=/communications/publications/smb/collater>

Attachments:

There are no attachments for this bulletin

Footer Information:

For Additional Information:

Definition

Manufacture Discontinue (MD) - This notice serves as formal communication of Nortel Networks' intent to MD the products noted. The intent is that no further orders will be accepted as of the Last Time Order Date shown above and no further shipments will be made after the product has been discontinued. The MD of these products should not be interpreted as the discontinuance of any Nortel Networks agreements to support the existing field population. Services to the existing product base will continue to be provided until the End of Life (EOL) date shown above.

End-Of-Life (EOL) - This notice serves as formal communication of Nortel Networks' intent to end the life of the products noted. No further support will be provided after the EOL date shown above. Emergency recovery and/or upgrades may be performed in accordance with customer specific service plans or upgrade agreements as negotiated prior to EOL.

For more information on the alternatives and supported platform, please refer to the Sales & Marketing Bulletin 2008-0199-Global and Frequently Asked Questions on the Partner Information Center (PIC) at <https://app12.nortelnetworks.com/cgi-bin/myinn/home/NN_prodDoc.jsp?BkMg=0&prodID=63120&progSrcID=-8026&whereClau

Products and Releases:

The information in this bulletin is intended to be used with the following products and associated releases:

PRODUCT	RELEASE
Phones & Accessories-IP-EM 2000	
Phones & Accessories-IP-IP Phone 2001	
Phones & Accessories-IP-IP Phone 2002	
Phones & Accessories-IP-IP Phone 2004	

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Nortel recommends any maintenance activities, such as those outlined in this bulletin, be completed during a local maintenance window.

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