End of Sale Advisory
Genesys™ Hardware products
all Genesys™ Platform

End of Sale Advisory
October 22nd, 2020

GENESYS

End of Sale Advisory

Last Updated: November 17th, 2020

Overview

Genesys™ is announcing end-of-sale for the following 3rd party Hardware products:

Product	Platform
AudioCodes Media Gateways	**Genesys Engage & PureConnect**
AudioCodes Mediant Digital Gateways	**Genesys Engage & PureConnect**
AudioCodes SBC Gateway	**Genesys Engage & PureConnect**
AudioCodes SBC & related mgmt. Software	**Genesys Engage & PureConnect**
Interaction Application Servers	**Genesys Engage & PureConnect**
Interaction Collector	**Genesys Engage & PureConnect**
Pindrop security appliances	**Genesys Engage & PureConnect**
Genesys branded & Poly IP Phone Hardware	**Genesys Engage & PureConnect**
Poly Telephone Accessories	**Genesys Cloud, Genesys Engage & PureConnect**
PureCloud Edges & Peripherals	**Genesys Cloud, Genesys Engage & PureConnect**

End of Sales Announcement Date	**October 22nd, 2020**
Last Order Date	**January 31st, 2021**

Details

Genesys has made a strategic decision, at the executive level, to exit the hardware resale business. This will be accomplished via an extended partnership with [Arrow Electronics](#) through which customers and partners will have the option to purchase hardware products currently sold off of Genesys price sheets. This change impacts all hardware products including Genesys-branded Integrated Servers and all 3rd party hardware offerings from Poly and AudioCodes.

Beginning in **November 2020**, Genesys customers and partners will have the option to purchase 3rd party and Genesys-branded hardware products through Arrow Electronics via an external webstore. Genesys will maintain its ability to process hardware orders through the existing channels until close of business on **January 31st, 2021**.

By **February 1st, 2021**, Genesys will remove all hardware products from Genesys price sheet, and all customers and partners will transact directly with Arrow Electronics.

Existing warranties and active Genesys Care contracts will continue to be honored through Genesys. If Genesys decides to end support any products, extension of existing Genesys Care contracts will no longer be offered.

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Genesys products that are affected by this End of Sale Advisory:

Genesys Products affected*	Product Number	Vendor / Category
M1K-M-VM-1SPAN	TH-705-MDM1KVM1S	AudioCodes 1000 Modular Options
M1K-M-VM-2SPAN	TH-705-MDM1KVM2S	AudioCodes 1000 Modular Options
M1K-M-VM-4FXO	TH-705-MDM1K4FX0	AudioCodes 1000 Modular Options
M1K-M-VM-4FXS	TH-705-MDM1K4FXS	AudioCodes 1000 Modular Options
M1K-M-VM-4SPAN	TH-705-MDM1KVM4S	AudioCodes 1000 Modular Options
M1K-VM-4BRI	TH-705-M1K4BRI	AudioCodes 1000 Modular Options
Mediant 1000B LAN Extension Module	TH-705-MDM1000LEM	AudioCodes 1000 Modular Options
10 Rack Mounting Shelves - Bulk Pack for MP-11x	TH-705-AC10RMSB	AudioCodes Accessories for Gateways
AudioCodes Media Pack 11x Power Cord - Australian Plug	TH-600-ACMPCAU	AudioCodes Accessories for Gateways
AudioCodes Media Pack 11x Power Cord - Brazilian Plug	TH-600-ACMPCBR	AudioCodes Accessories for Gateways
AudioCodes Media Pack 11x Power Cord - China Plug	TH-600-ACMPCCH	AudioCodes Accessories for Gateways
AudioCodes Media Pack 11x Power Cord - Euro Plug	TH-600-ACMPCEU	AudioCodes Accessories for Gateways
AudioCodes Media Pack 11x Power Cord - India Plug	TH-600-ACMPCIN	AudioCodes Accessories for Gateways
AudioCodes Media Pack 11x Power Cord - Japan Plug	TH-600-ACMPCJP	AudioCodes Accessories for Gateways
AudioCodes Media Pack 11x Power Cord - North American Plug	TH-600-ACMPCNA	AudioCodes Accessories for Gateways
AudioCodes Media Pack 11x Power Cord - South African Plug	TH-600-ACMPCSA	AudioCodes Accessories for Gateways
AudioCodes Media Pack 11x Power Cord - Swiss Plug	TH-600-ACMPCSW	AudioCodes Accessories for Gateways
AudioCodes Media Pack 11x Power Cord - UK Plug	TH-600-ACMPCUK	AudioCodes Accessories for Gateways
Connector Box for MediaPack-124D	TH-705-ACNBXMDPK	AudioCodes Accessories for Gateways
M800 Rackmount Kit	TH-705-AC8RMK	AudioCodes Accessories for Gateways
MP Lifeline Cables 25/Pk	TH-705-ACLC25PK	AudioCodes Accessories for Gateways
AUDC M4000 Transcoding License	3GP85356ACAA	AudioCodes Gateway
AUDC M9000 - 100 Transcoding licenses	3GP108297ACAA	AudioCodes Gateway
AUDC M9000 - 1000 Transcoding licenses	3GP108299ACAA	AudioCodes Gateway
AUDC M9000 - 25 Transcoding licenses	3GP108295ACAA	AudioCodes Gateway
AUDC M9000 - 250 Transcoding licenses	3GP108298ACAA	AudioCodes Gateway
AUDC M9000 - 50 Transcoding licenses	3GP108296ACAA	AudioCodes Gateway
Mediant 800 12FXS - OSN	TH-705-GWM812FXS	AudioCodes Gateway
MP-112/FXS/AC/SIP (G.723/G.729)	TH-705-GWMP12FS-CAAS	AudioCodes Media Pack Analog Gateways
MP-114 /2FXS2FXO /AC	TH-705-GWMP14FSO-CAAS	AudioCodes Media Pack Analog Gateways
MP-114/FXO/AC/SIP (G.723/G.729)	TH-705-GWMP14FO-CAAS	AudioCodes Media Pack Analog Gateways
MP-114/FXS/AC/SIP (G.723/G.729)	TH-705-GWMP14FS-CAAS	AudioCodes Media Pack Analog Gateways
MP-118 /4FXS4FXO /AC	TH-705-GWMP18FSO-CAAS	AudioCodes Media Pack Analog Gateways
MP-118/FXS/AC/SIP (G.723/G.729)	TH-705-GWMP18FS-CAAS	AudioCodes Media Pack Analog Gateways
Mediant 1000 B 1 Span	TH-705-GWM101T1B	AudioCodes Mediant Digital Gateways
Mediant 1000 B 1 Span	TH-705-GWM101T1B-CAAS	AudioCodes Mediant Digital Gateways
Mediant 1000 B 2 Spans	TH-705-GWM102T1B	AudioCodes Mediant Digital Gateways
Mediant 1000 B 2 Spans	TH-705-GWM102T1B-CAAS	AudioCodes Mediant Digital Gateways

Genesys Products affected*	Product Number	Vendor / Category
Mediant 1000 B 4 spans	TH-705-GWM104T1B	AudioCodes Mediant Digital Gateways
Mediant 1000 B 4 spans	TH-705-GWM104T1B- CAAS	AudioCodes Mediant Digital Gateways
Mediant 1000 B 8 Span	TH-705-GWM108T1B	AudioCodes Mediant Digital Gateways
Mediant 1000 B 8 Span	TH-705-GWM108T1B-CAAS	AudioCodes Mediant Digital Gateways
Mediant 800 12FXO - OSN	TH-705-GWM812FXO	AudioCodes Mediant Digital Gateways
Mediant 800 8FXO-4FXS - OSN	TH-705-GWM884FXS	AudioCodes Mediant Digital Gateways
Mediant 800 T1/E1-4FXS - OSN	TH-705-GWM8TE14FXS	AudioCodes Mediant Digital Gateways
AUDC M2600 SBC - 25 Session licenses	3GP108277ACAA	AudioCodes SBC Gateway
AUDC M2600 SBC - 50 Session licenses	3GP108278ACAA	AudioCodes SBC Gateway
AUDC M2600 SBC Hardware Base	3GP85493ACAA	AudioCodes SBC Gateway
AUDC M2600 SBC Sessions	3GP107194ACAA	AudioCodes SBC Gateway
AUDC M2600 SBC Upg Module - 4 DSP	3GP107193ACDA	AudioCodes SBC Gateway
AUDC M2600 Transcoding License	3GP107195ACAA	AudioCodes SBC Gateway
AUDC M3000 Gateway - 16E1/21T1	3GP20728ACAA	AudioCodes SBC Gateway
AUDC M3000 Gateway - 16E1/21T1 Redundant	3GP20727ACAA	AudioCodes SBC Gateway
AUDC M3000 Gateway - 32E1/42T1	3GP20726ACAA	AudioCodes SBC Gateway
AUDC M3000 Gateway - 32E1/42T1 Redundant	3GP20725ACAA	AudioCodes SBC Gateway
AUDC M3000 Gateway - 63E1/84T1	3GP20724ACAA	AudioCodes SBC Gateway
AUDC M3000 Gateway - 63E1/84T1 Redundant	3GP20723ACAA	AudioCodes SBC Gateway
AUDC M3000 Gateway - 8E1/8T1	3GP20722ACAA	AudioCodes SBC Gateway
AUDC M3000 Gateway - 8E1/8T1 Redundant	3GP20721ACAA	AudioCodes SBC Gateway
AUDC M4000 SBC Hardware Base	3GP85125ACAA	AudioCodes SBC Gateway
AUDC M4000 SBC Sessions	3GP85357ACAA	AudioCodes SBC Gateway
AUDC M9000 SBC - 10,000 Session licenses	3GP108292ACAA	AudioCodes SBC Gateway
AUDC M9000 SBC - 1000 Session licenses	3GP108285ACAA	AudioCodes SBC Gateway
AUDC M9000 SBC - 15,000 Session licenses	3GP108293ACAA	AudioCodes SBC Gateway
AUDC M9000 SBC - 20,000 Session licenses	3GP108294ACAA	AudioCodes SBC Gateway
AUDC M9000 SBC - 2000 Session licenses	3GP108286ACAA	AudioCodes SBC Gateway
AUDC M9000 SBC - 250 Session licenses	3GP108284ACAA	AudioCodes SBC Gateway
AUDC M9000 SBC - 3000 Session licenses	3GP108287ACAA	AudioCodes SBC Gateway
AUDC M9000 SBC - 4000 Session licenses	3GP108288ACAA	AudioCodes SBC Gateway
AUDC M9000 SBC - 5000 Session licenses	3GP108289ACAA	AudioCodes SBC Gateway
AUDC M9000 SBC - 6000 Session licenses	3GP108290ACAA	AudioCodes SBC Gateway
AUDC M9000 SBC - 8000 Session licenses	3GP108291ACAA	AudioCodes SBC Gateway
AUDC M9000 SBC Hardware Base	3GP107196ACAA	AudioCodes SBC Gateway
AUDC M9000 SBC HW Base - Fiber 10G I/F	3GP107197ACAA	AudioCodes SBC Gateway
AUDC SBC Media Transcoder Base w 4 DSP	3GP107201ACAA	AudioCodes SBC Gateway
AUDC SBC Upg Module - 12 DSP	3GP85345ACDA	AudioCodes SBC Gateway
AudioCodes Software E-SBC	3GP21249ACDA	AudioCodes SBC & related mgmt. Software
AudioCodes Software E-SBC HA Bundle	3GP21246ACDA	AudioCodes SBC & related mgmt. Software
AUDC E-SBC Transcoding Licenses	3GP85358ACAA	AudioCodes SBC & related mgmt. Software
AUDC E-SBC Transcoding Licenses HA	3GP85359ACAA	AudioCodes SBC & related mgmt. Software
AUDC Element Mgt Sys EMS-GW&SBC	3GP81886ACAA	AudioCodes SBC & related mgmt. Software
AUDC Element Mgt Sys EMS-IP Phone	3GP82240ACAA	AudioCodes SBC & related mgmt. Software
AUDC Session Experience Mgr SEM	3GP81885ACAA	AudioCodes SBC & related mgmt. Software
1 Year Warranty Extension - Mediant 1000 1-Span	TH-705-M1K1-1YEX	Gateway Hardware Warranty
1 Year Warranty Extension - Mediant 1000 2-Span	TH-705-M1K2-1YEX	Gateway Hardware Warranty

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1 Year Warranty Extension - Mediant 1000 4-Span	TH-705-M1K4-1YEX	Gateway Hardware Warranty
2 Year Warranty Extension - Mediant 1000 1-Span	TH-705-M1K1-2YEX	Gateway Hardware Warranty
2 Year Warranty Extension - Mediant 1000 2-Span	TH-705-M1K2-2YEX	Gateway Hardware Warranty
2 Year Warranty Extension - Mediant 1000 4-Span	TH-705-M1K4-2YEX	Gateway Hardware Warranty
3 Year Warranty Extension - Mediant 1000 1-Span	TH-705-M1K1-3YEX	Gateway Hardware Warranty
3 Year Warranty Extension - Mediant 1000 2-Span	TH-705-M1K2-3YEX	Gateway Hardware Warranty
3 Year Warranty Extension - Mediant 1000 4-Span	TH-705-M1K4-3YEX	Gateway Hardware Warranty
Interaction Application Server - Large Appliance - Gen10	TH-900-4.0-HPIAS36010L	Interaction Application Servers
Interaction Application Server - Medium Appliance - Gen10	TH-900-4.0-HPIAS36010M	Interaction Application Servers
Interaction Edge extra power supply	TH-601-CICEDGE-PS	Interaction Application Servers
Latitude FTP Site	CS-800-12.0-FTPS	Interaction Collector
Latitude MS Office Licence	CS-800-12.0-MOFC	Interaction Collector
MP-112/FXS/AC/SIP (G.723, G.729)	TH-705-GWMP12FS	Media Gateways & Accessories
MP-114 /2FXS2FXO /AC	TH-705-GWMP14FSO	Media Gateways & Accessories
MP-114/FXO/AC/SIP (G.723, G.729)	TH-705-GWMP14FO	Media Gateways & Accessories
MP-114/FXS/AC/SIP (G.723, G.729)	TH-705-GWMP14FS	Media Gateways & Accessories
MP-118 /4FXS4FXO /AC	TH-705-GWMP18FSO	Media Gateways & Accessories
MP-118/FXO/AC/SIP (G.723, G.729)	TH-705-GWMP18FO	Media Gateways & Accessories
MP-118/FXO/AC/SIP (G.723/G.729)	TH-705-GWMP18FO-CAAS	Media Gateways & Accessories
MP-118/FXS/AC/SIP (G.723, G.729)	TH-705-GWMP18FS	Media Gateways & Accessories
MP-124/FXS/AC/SIP-3 - Analog 24FXS (G.723, G729)	TH-705-GWMP24FS	Media Gateways & Accessories
MP-124D/FXS/AC/SIP-3 - Analog 24FXS (G.723/ G729)	TH-705-GWMP24FS-CAAS	Media Gateways & Accessories
Extra Large IAS 4.0 Upgrade Kit - DL380G8	TH-900-4.0-UPXLM-2012	Media Server Offerings
Interaction Media Server - Large Appliance - Gen10	SY-014-4.0-MSAL10	Media Server Offerings
Interaction Media Server - Medium Appliance - Gen10	SY-014-4.0-MSAM10	Media Server Offerings
Interaction Media Server - Small Appliance - Gen10	SY-014-4.0-MSAS10	Media Server Offerings
Large IAS 4.0 Upgrade Kit - DL360G8	TH-900-4.0-UPLM-2012	Media Server Offerings
Large Media Server 4.0 Upgrade Kit - DL360G	TH-900-4.0-UPML-2016	Media Server Offerings
Medium IAS 4.0 Upgrade Kit - DL360G8	TH-900-4.0-UPMM-2012	Media Server Offerings
Medium Media Server 4.0 Upgrade Kit - DL360G	TH-900-4.0-UPMM-2016	Media Server Offerings
Medium MSSP 4.0 Upgrade Kit - DL360G8	SY-014-4.0-UPMM-2012	Media Server Offerings
PCC - Interaction Media Server - Large Appliance - Gen10	TH-900-4.0-MSAL-CAAS	Media Server Offerings
PCC - Interaction Media Server - Large Appliance - Gen10	TH-900-4.0-MSAL10-CAAS	Media Server Offerings
PCC - Interaction Media Server - Medium Appliance - Gen10	TH-900-4.0-MSAM-CAAS	Media Server Offerings
PCC - Interaction Media Server - Medium Appliance - Gen10	TH-900-4.0-MSAM10-CAAS	Media Server Offerings
PCC - Interaction Media Server - Small Appliance - Gen10	TH-900-4.0-MSAS-CAAS	Media Server Offerings
PCC - Interaction Media Server - Small Appliance - Gen10	TH-900-4.0-MSAS10-CAAS	Media Server Offerings
Small Media Server 4.0 Upgrade Kit - DL60	TH-900-4.0-UPMS-2016	Media Server Offerings

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Genesys Products affected*	Product Number	Vendor / Category
Small MSSP 4.0 Upgrade Kit - 120G6	SY-014-4.0-UPSM	Media Server Offerings
3rd Party Hardware	3GP07687ACAA	Passthrough
Enter Genesys quote# - Arrow Warranty	TP-001-ARROWWARRANTY	Passthrough
Enter Genesys quote# - AudioCodes ACTS Support	TP-001-ACACTS	Passthrough
Enter Genesys quote# - AudioCodes AHR Warranty	TP-001-ACAHR	Passthrough
Enter Genesys quote# - AudioCodes Hardware	TP-001-ACHARDWARE	Passthrough
Enter Genesys quote# - AudioCodes Software	TP-001-ACSOFTWARE	Passthrough
Enter Genesys quote# - HPE Warranty	TP-001-HPEWARRANTY	Passthrough
Enter Genesys quote# - PolyCom	TP-001-PLYCM	Passthrough
Pindrop Fraud Detection System Appliance	3GP84174ACAA	Pindrop security appliances
Polycom RealPresence Trio Expansion Microphone	TH-508-EXMIC8800	Genesys branded & Poly IP Phone Hardware
Polycom RealPresence Trio Power Kit	TH-508-PKTRIO8800	Genesys branded & Poly IP Phone Hardware
Polycom Trio 8800 Conference Phone - PoE	TH-508-TRIO8800POE	Genesys branded & Poly IP Phone Hardware
405 IP-Phone - POE w/o power supply	TH-705-PH405POE	Genesys branded & Poly IP Phone Hardware
405HD IP-Phone - POE w/o power supply	TH-705-PH405HDG	Genesys branded & Poly IP Phone Hardware
420HD IP phone - POE w/o power supply	TH-705-PH420POE	Genesys branded & Poly IP Phone Hardware
440HD IP phone - POE w/o power supply	TH-705-PH440POE	Genesys branded & Poly IP Phone Hardware
Polycom 331 IP Phone Lease	3GP89914ABAA	Genesys branded & Poly IP Phone Hardware
Polycom 335 IP Phone Lease	3GP89915ABAA	Genesys branded & Poly IP Phone Hardware
Polycom 450 IP Phone Lease	3GP89916ABAA	Genesys branded & Poly IP Phone Hardware
Polycom 550 IP Phone Lease	3GP89918ABAA	Genesys branded & Poly IP Phone Hardware
Polycom SoundStation IP 5000 Conference Phone - Power Supply Not Included	TH-508-PHS500PE	Genesys branded & Poly IP Phone Hardware
Polycom SoundStation IP 6000 Conference Phone - Power Supply Not Included	TH-508-PHS600PE	Genesys branded & Poly IP Phone Hardware
Polycom VVX 201 Business Media Phone 2 Line PoE	TH-508-PHS201POE	Genesys branded & Poly IP Phone Hardware
Polycom VVX 301 Business Media Phone 6 Line PoE	TH-508-PHS301POE	Genesys branded & Poly IP Phone Hardware
Polycom VVX 311 Business Media Phone 6 Line GigE PoE	TH-508-PHS311GE	Genesys branded & Poly IP Phone Hardware
Polycom VVX 411 GigE PoE	TH-508-PHS411GE	Genesys branded & Poly IP Phone Hardware
Polycom VVX 501 SIP 12-line Business Media Phone with HD Voice	TH-508-PHS501BP	Genesys branded & Poly IP Phone Hardware
Polycom VVX 601 SIP 16-line Business Media Phone with HD Voice	TH-508-PHS601BP	Genesys branded & Poly IP Phone Hardware
Polycom VVX310 IP Phone Lease	3GP89919ABAA	Genesys branded & Poly IP Phone Hardware
Polycom VVX500 IP Phone Lease	3GP89917ABAA	Genesys branded & Poly IP Phone Hardware
10' HDMI Cable	TH-506-HDMI10	Poly Telephone Accessories
Add-on Camera for VVX 500, 600	TH-508-ACCVVS5600	Poly Telephone Accessories
Extension Microphone for IP 6000 (2 Pack)	TH-508-ACIP60EM	Poly Telephone Accessories
Extension Microphone for IP 7000 (2 Pack)	TH-508-ACIP70EM	Poly Telephone Accessories
HD Voice handset and cord for VVX 3xx,4xx,5xx,6xx	TH-508-ACHDHSVVX5P	Poly Telephone Accessories
IP Phone Power Supply - 10-unit pack - Australia	TH-705-AC12V10PKAU	Poly Telephone Accessories
IP Phone Power Supply - 10-unit pack - China	TH-705-AC12V10PKCH	Poly Telephone Accessories
IP Phone Power Supply - 10-unit pack - Europe	TH-705-AC12V10PKEU	Poly Telephone Accessories
IP Phone Power Supply - 10-unit pack - North America	TH-705-AC12V10PKNA	Poly Telephone Accessories
IP Phone Power Supply - 10-unit pack - United Kingdom	TH-705-AC12V10PKUK	Poly Telephone Accessories

Genesys Products affected*	Product Number	Vendor / Category
Polycom VVX Wallmount Bracket Kit for VVX 3xx/4xx/500/600 - 5 pack	TH-508-ACCVVWBK345600	Poly Telephone Accessories
Power Supply for Polycom IP 5000 - Aus/NZ	TH-508-ACIP50PS-012	Poly Telephone Accessories
Power Supply for Polycom IP 5000 - NA	TH-508-ACIP50PS	Poly Telephone Accessories
Power Supply for Polycom IP 6000 - Aus/NZ	TH-508-ACIP60PS-012	Poly Telephone Accessories
Power Supply for Polycom IP 6000 - NA	TH-508-ACIP60PS	Poly Telephone Accessories
Power Supply for Polycom IP 7000 - Japan	TH-508-ACIP70PS-002	Poly Telephone Accessories
Power Supply for Polycom VVX 101, 201. 5-Pack - AUS/NZ	TH-508-AC12VVVX34-012	Poly Telephone Accessories
Power Supply for Polycom VVX 101, 201. 5-Pack - Japan	TH-508-AC12VVVX34-002	Poly Telephone Accessories
Power Supply for Polycom VVX 101, 201. 5-Pack - NA	TH-508-AC12VVVX34	Poly Telephone Accessories
Power Supply for Polycom VVX 300, 310, 400, 410. 1-pack - NA	TH-508-AC48VVVX341P	Poly Telephone Accessories
Power Supply for Polycom VVX 300, 310, 400, 410. 5-Pack - AUS/NZ	TH-508-AC48VVVX34-012	Poly Telephone Accessories
Power Supply for Polycom VVX 300, 310, 400, 410. 5-Pack - NA	TH-508-AC48VVVX34	Poly Telephone Accessories
Power Supply for Polycom VVX500, IP 560 & 670. 5-Pack - NA	TH-508-AC48VUPB	Poly Telephone Accessories
Power Supply for Polycom VVX500, IP 560, 670. 1-Pack - NA	TH-508-AC48VUPB1P	Poly Telephone Accessories
Power Supply for Polycom VVX500, IP 560, 670. 5-Pack - Aus/NZ	TH-508-AC48VUPB-012	Poly Telephone Accessories
VVX Color Expansion Module for VVX 3xx/4xx/500/600	TH-508-ACCVVCEM345600	Poly Telephone Accessories
Wired Jabra Polycom Adapter	TH-506-WJABADPT	Poly Telephone Accessories
Polycom Service fee	TH-509-SERVICEFEE	Poly Telephone Service Fee
Standard Power Cord - Australian	TH-600-PCSTDAU	Power Cords
Standard Power Cord - Brazilian	TH-600-PCSTDBR	Power Cords
Standard Power Cord - China	TH-600-PCSTDCH	Power Cords
Standard Power Cord - Euro	TH-600-PCSTDEU	Power Cords
Standard Power Cord - India	TH-600-PCSTDIN	Power Cords
Standard Power Cord - Japan	TH-600-PCSTDJP	Power Cords
Standard Power Cord - Swiss	TH-600-PCSTDSW	Power Cords
Standard Power Cord - UK	TH-600-PCSTDUK	Power Cords
Standard Power Cord - North American	TH-600-PCSTDNA	Power Cords
Power Supply for Edge Mini/Micro	TH-601-ARKPSUM-01	Power Supplies
2U 15" Rack Shelf	TH-601-ST-2UHALFSHELF	PureCloud Edges & Peripherals
External LCD Module for PureCloud Edge	TH-601-PCE-LCDEXT	PureCloud Edges & Peripherals
PureCloud Edge Appliance - Micro	TH-900-PCEDGE-3120200	PureCloud Edges & Peripherals
PureCloud Edge Appliance - Mini	TH-900-PCEDGE-2120200	PureCloud Edges & Peripherals
PureCloud Edge Appliance - Standard V3	TH-900-PCEDGE-5140100	PureCloud Edges & Peripherals
1 Year Extension DL160 G6	TH-502-SVDL160G61X-HP	Server Hardware Warranty
1 Year Extension DL360 G7	TH-502-SVDL360G71X-HP	Server Hardware Warranty
1 Year Extension DL360 G8	TH-502-SVDL360G81X-HP	Server Hardware Warranty
1 Year Extension DL380 G7	TH-502-SVDL380G71X-HP	Server Hardware Warranty
1 Year Extension DL380 G8	TH-502-SVDL380G81X-HP	Server Hardware Warranty

Genesys Products affected*	Product Number	Vendor / Category
1 YEAR EXTENSION DL380 G9	TH-502-SVDL380G91X-HP	Server Hardware Warranty
1 YEAR EXTENSION DL60 G9	TH-502-SVDL60G91X-HP	Server Hardware Warranty
Care Pack for HP DL360 Gen10 - 5 Year - Item	TH-502-36010-5CPI	Server Hardware Warranty
Care Pack for HP DL360 Gen10- 3 Year - Item	TH-502-36010-3CPI	Server Hardware Warranty
TH-502-SVDL360G91X-HP	TH-502-SVDL360G91X-HP	Server Hardware Warranty

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Frequently Asked Questions

What is the Genesys Hardware business?

- Answer: Genesys resells 3rd party hardware and software from vendors including AudioCodes and Poly and sells Genesys-branded Integrated Servers built on HPE and AdvanTech platforms - these include the Genesys Cloud Edge Device and the PureConnect Media and Application Servers.

  These products are available on Genesys price sheets and are sold on Genesys paper. Genesys operates a warehouse and logistics center in Indianapolis known as the Product Distribution Center (PDC) from which we distribute products globally.

What is changing?

- Answer: Beginning in **November 1st, 2020**, Genesys Partners and Customers will be able to purchase hardware products via a Web Store managed by Genesys' Partner, Arrow Electronics.

- On **February 1st, 2021**, at the start of Genesys' 2022 fiscal year, Genesys will no longer carry these items on its price sheets and will no longer sell these products on our paper. Instead, all customers and partners will transact directly with Arrow Electronics who will manage the supply chain including global distribution.

- To start working with Arrow Electronics, please email mcase@arrow.com

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When will these changes happen?

Answer: Below are the key dates for this transformation:

- **November 1st, 2020**: The Web Store will be made available, and customers and partners will be able to purchase hardware offerings from Arrow.
- **January 31st, 2021**: The final date for customers and partners to purchase hardware through Genesys
- **February 1st, 2021**: Genesys will end sales of hardware products on Genesys paper and all offerings will only be available through the Web Store. All hardware products will be removed from Genesys price sheets.

Who is Arrow Electronics?

Answer: Arrow Electronics is a publicly traded (ARW), Fortune 500 global electronics distribution leader based in Centennial, CO, USA. Arrow has been a long-time partner of Genesys. Arrow has extensive knowledge of the Genesys business and a strong understanding of Genesys' hardware fulfillment practices.

What product offerings will be a part of this change?

Answer: All physical hardware previously available from Genesys will be included in this change. In addition, software offerings from AudioCodes will be included in this change.

Products which will no longer be available directly from Genesys but will be available from Arrow include but are not limited to:
- Genesys-branded Integrated Servers;
- Genesys Cloud Edge Device (Mini, Micro, and V3)
- PureConnect Media Servers (All sizes)

- PureConnect Application Servers (All sizes)
- Media Server Upgrade Kits
- AudioCodes Hardware and Software including;
- IP Phones
- Gateways and SBC's
- AudioCodes Software
- Poly IP Phones

Are Genesys' existing hardware suppliers involved in this change?

Answer: Yes. All vendors that currently work with Genesys are involved in this transformation and are actively engaged in the changes. These vendors include AudioCodes, Poly, Advantech, and HPE.

Will hardware offerings still be available on Genesys price sheets?

Answer: No. Beginning February 1st, 2021, there will not be any hardware products on the Genesys price sheets.

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Who will Genesys customers and partners work with if they need assistance?

Answer: Throughout the process of purchasing and through fulfillment, customers and partners will work directly with Arrow and, when necessary, Genesys resources will assist.

- For Genesys Cloud, PureConnect Premise, and PureConnect Cloud customers:

  Following the fulfillment of a purchase through Arrow, Genesys Cloud and PureConnect customers will be able to engage Genesys through existing support channels. When necessary, Genesys Customer Care will engage OEM providers for additional support.

- For Genesys Engage Customers:

  Following the fulfillment of purchases through Arrow, customers will need to engage directly with OEM providers for support. Existing Genesys Care support contracts will be honored and can be renewed until Genesys Care contracts expire, at which time, customers will be directed to extend support from OEMs directly with Arrow.

What if my organization has negotiated pricing or contractual agreements to acquire products from Genesys?

Answer: As an exception to the rule of all transactions being made between Genesys customers or partners and Arrow, Genesys will maintain the ability to purchase hardware from Arrow and resell it on Genesys paper through a passthrough process. This will allow Genesys to provide negotiated pricing and meet contractual obligations to transact directly with Genesys customers and/or partners. Please work directly with your Account Executive to execute this type of transaction.

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Will Genesys still operate the Product Distribution Center (PDC) in Indianapolis?

Answer: No. Genesys will take orders for hardware sold from Genesys price sheets until close of business on **January 31st, 2021**. Following these final sales, Genesys will fulfill any outstanding orders. Following fulfillment of orders placed prior to **February 1st, 2021**, Genesys will begin the process of closing the Product Distribution Center in Indianapolis.

When is the last date to purchase hardware from Genesys?

Answer: **January 31st, 2021** – the close of the Genesys 2021 fiscal year.

How will items sold by Arrow be supported?

Answer:
- For Genesys Cloud, PureConnect Premise, and PureConnect Cloud customers:

  Following the fulfillment of a purchase through Arrow, customers will be able to engage Genesys through existing support channels. When necessary, Genesys Customer Care will engage OEM providers for additional support.

- For Genesys Engage Customers:

  Following the fulfillment of purchases through Arrow, customers will need to engage directly with OEM providers for support.

- Existing Genesys Care support contracts will be honored until expiration. As Genesys Care contracts expire, customers will be notified that they will need to renew or extend support with the OEM providers through Arrow.

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Will we still honor existing warranties?

- Answer: Yes. Any existing warranties will be honored. Return Merchandise Authorization (RMAs) will be processed and delivered by Arrow. Customers will work directly with Genesys to start this process. This will also be true for any new products purchased through Arrow.

Will all products previously available from Genesys be available through Arrow?

- Answer: The majority of products previously offered through Genesys will be available through Arrow. There will be an adjustment to the full list of AudioCodes products in line with AudioCodes recent adjustments to its price sheet. In addition, this partnership and transformation will increase the number of items available from our vendors.

Will Arrow continue to sell the Genesys-branded IP Phone from AudioCodes?

Answer: Genesys branded IP phones are the OEM products from AudioCodes and share the same firmware as AudioCodes IP phone family. With this hardware transformation, Genesys will cease the Genesys branded IP phone offers with inventory exhaustion and these products will be replaced with standard AudioCodes IP phones. This transformation does not mean there is an end-of-life (EOL) needed to the Genesys branded IP phones as they are still workable products and will continue to be supported by Genesys together with AudioCodes until existing maintenance contract expiration. In the case of contract expiration, customers are able to renew the maintenance contract directly with Arrow and get support from AudioCodes .

Does this include AudioCodes Software?

Answer: Yes. AudioCodes software is included in this change and will be available through Arrow.

How will this change affect shipments bound for locations outside of the United States?

Answer: All orders placed through Arrow will be fulfilled from the Arrow distribution center in the US. Customers and partners will have shipping options similar to those previously available from Genesys. As is the case today, shipping costs including duties and taxes will be the responsibility of the customer. Arrow will assist customers and partners in selecting and leveraging the appropriate options to import products throughout the world.

For other questions / answers, please send questions to
GenesysHardware@genesys.com .

This announcement provides notice to enable customers and partners have sufficient time to plan ahead for the upcoming changes.

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