

MiVoice Office 250 Lifecycle Announcement

Overview

Mitel has seen a significant change in the SMB market and most notably a shift of market demand to cloud services, IP technologies and software-based UC applications. This has been a trend observed over the last few years, but recent world events have caused the pace of change to accelerate. Due to this shift, Mitel has made the decision to initiate the end of life process for the MiVoice Office 250 solution in the US, Canada, Australia, and Caribbean region.

We recognize this platform has significant history and importance for end users and will be working with you to manage through this transition.

Affected Products

All of MiVoice Office 250 related products shown below will be affected by this announcement but the key dates vary in terms of end of sales. Specifically, the end of new system sales date refers to the HX Controller and the various kits that use the HX controller (such as the IP Base Kit, the Digital base kit).

Add-on sales, whether for the MiVoice Office Applications Suite, extra line cards, digital system phones and software licenses, will continue for an extended period and we will continue to review as we get closer to the date to assess if there is demand or inventory to consider any extension. Please note that any extension would be communicated separately.

MiVoice Office 250

All of MiVoice Office systems (HX Controller and the associated marketing kits which include this controller), line cards, trunk cards and software licenses are affected. The broader MiVoice Office 250 components such as Attendant console, PS-1, and CT Gateway are affected as well.

Digital and IP Phones

The 85xx Digital phones are also subject to this same lifecycle notice as they are only sold on the MiVoice Office 250 platform. All other devices such as the MiNET 53xx IP phones, 56xx WiFi phones, IP DECT phones, and 69xx phones continue to be available, regardless of the MiVoice Office 250 Lifecycle plan, unless otherwise announced separately.

MiVoice Office Application Suite

All of MiVoice Office Application Suite parts including Phone Manger, Call Reporter, and Call Recorder are affected but with 12-month extension to the milestones as described below and may be subject to further review subject to demand.

Lifecycle Plan Milestones

In order to support partners through the transition, Mitel is providing 10 months advance notice to the End of New System Sales date.

The following tables show the lifecycle milestones for MiVoice Office 250 and Application Suite. Application Suite has the extended part availability and support due to the recent increase of its use as the work style and environment is changing. Please note that dates shown beyond the formal end of new sale milestone are planned dates at this time and could extend further based on supply and demand. Any change to these dates would be advised under a separate communication or a revision to this bulletin.

Product line	End of New System Sales	End of Add-on Sales	End of Software Design	End of Technical Support End of Life
	January 31, 2022	June 30, 2022	January 31, 2023	June 30, 2026
MiVoice Office 250	HX Controller and all marketing kits which include the HX Controller	85x8 Digital Phones System cards, expansion cards/bays Software licenses CT Gateway		

End of New System Sales

After the End of Sales date, no new MiVoice Office 250 system sales will be available.

The base packages for Application Suite will continue to be available until the End of Sales (Application Suite).

End of Add-on Sales

All parts for MiVoice Office 250, except the Software Assurance renewal parts, are discontinued after the End of Add-on Sales.

End of Software Design

There will be no scheduled software release for MiVoice Office 250 after the End of Software Design.

End of Technical Support/End of Life

Between the end of design support and end of Technical Support, we will continue to take calls and offer help to resolve (but no software changes will be made). Please note that to continue to access Technical Support Services, Software Assurance must be maintained.

Hardware warranty service will be available based on the eligibility date of each hardware unit. Repair of out of warranty unit is available at the best effort basis.

Product line	End of Sales (Application Suite)	End of Software Design	End of Technical Support End of Life
	January 31, 2023	January 31, 2024	June 30, 2027
Application Suite	MiVoice Office Applications Suite and all components (e.g. Phone Manager, Call Reporter.)		

End of Sales (Application Suite)

All parts for Application Suite, except the Software Assurance renewal parts, are discontinued after the End of Sales (Application Suite). Appendix-C shows the list of parts to be discontinued. However, this milestone is subject to further review based on the demand.