PB20170062 - Manufacturing Discontinue Notice

MiVoice 6700 IP Phones

Mitel 650 DECT Phone

for Mitel 100 - OpenCom 100 - OpenCom 1000

July 2017

◁◁ Mitel®

EXECUTIVE SUMMARY

This Manufacturing Discontinue formally announces the phase out of the MiVoice 6700 IP telephones.

The IP telephone market has clearly shifted from the proprietary IP-based products over to SIP-based telephones. In line with this shift Mitels strategic direction is today focused on the SIP standard and our product development as well as our sales focus has clearly evolved towards this technology and its benefits.
With the enhanced functionality and performance of our SIP telephone family in combination with the SIP-based capabilities in MiVoice OpenCom, the Mitel 6800i series already today represents the majority of our phone sales and consequently the sales volumes of IP-based telephones have decreased significantly. The Mitel 6800i series is the most competitive range of phones within Mitel today and it is the terminal family where our R&D efforts is focused on.

PRODUCTS TO BE DISCONTINUED:

MiVoice 6775 IP Phones

PRODUCT NUMBER	DESCRIPTION	REMARKS
69357	Aastra 6773 ip	
69355	Aastra 6775 ip	

Mitel 650 DECT Phone

PRODUCT NUMBER	DESCRIPTION COLOR COMMENT	
68629	Mitel 650c (Handset)	
68631	Mitel 650c (Set)	

REPLACEMENT PRODUCTS:

As replacement for IP environments and where SIP is supported the existing Mitel 6800 SIP phone series is the natural choice offering different models for various needs, supporting a high level of features and functionality. For Switches without SIP or 6800 support, a Last Time Buy option can be applied to cover the future needs.

MiVoice 6700 IP Phones

REPLACEMENT PRODUCTS – OpenCom 100 Mitel 100: 6800 SIP Phone RECOMMENDED **(6873: Rel 12.1)**

DESCRIPTION & COLOR	PRIMARY (PARTN #)	SECCONDARY
Aastra 6773 ip	6865 *(80C00001AAA-A)*	6867 *(80C00002AAA-A)*
Aastra 6775 ip	6869 *(80C00003AAA-A)*	6873 *(50006790)*

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MiVoice 6700 IP Phones

REPLACEMENT PRODUCTS – OpenCom 1000:

DESCRIPTION & COLOR	PRIMARY (PARTN #)	REMARKS
Aastra 6773 ip	No IP replacement	Please use the LTB option to cover future needs
Aastra 6775 ip	No IP replacement	Please use the LTB option to cover future needs

Mitel 650 DECT Phone

By introduction of Mitel 6x2d v2 the wideband feature of the 650c is supported now by all 612d v2, 622d v2 and 632d v2. The natural replacement of the 650c is the 622d v2.

PRODUCT NUMBER	DESCRIPTION	REPLACEMENT	PN
68629	Mitel 650c (Handset)	Mitel 612d v2 (Handset)	50006866
68631	Mitel 650c (Set)	Mitel 622d v2	50006864

DEVICES, MAINTENANCE AND SUPPORT

Aastra 6770 IP Phones

PHASE OUT SCHEDULE:	DATE:
• Issuing of Manufacturing Discontinue Notice	July 15, 2017
• Last Time Buy order	December 15, 2017
• End of new sales	December 31, 2017
• End of add on sales (while inventory supplies last)	July 15, 2018
• End of Life (Active support)	December 2019
• End of Technical support (passive support)	December 2021

Note: Inventory made available whilst stocks last and may not be available through final sales stop date.

Mitel 650 DECT Phone

PHASE OUT SCHEDULE:	DATE:
• Issuing of Manufacturing Discontinue Notice	July 15, 2017
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• End of Life (Active support)	December 2018
• End of Technical support (passive support)	December 2021

Note: Inventory made available whilst stocks last and may not be available through final sales stop date.

MAINTENANCE AND SUPPORT
Maintenance and support will be available as defined in the terms below until the end of technical support.

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WARRANTY OBLIGATIONS

All hardware warranty and enhanced hardware warranty obligations will be honoured per terms and conditions of applicable warranty.

TECHNICAL SUPPORT AND SUSTAINING

THROUGH END OF LIFE (ACTIVE SUPPORT)

- R&D Support limited to the latest firmware
- Critical bug fixes as required (off long term support release stream)
- Live Phone Support
- KB
- Web Tickets

Active sustaining continues based on the latest published GA release of firmware for the applicable model. Customers requiring critical fixes must upgrade to latest GA software first and replicate the issue on the latest GA release appropriate for that model prior to escalation to technical support. Critical fixes will only be released based on the latest GA published software for each model. Product GA firmware and documentation can be accessed via Mitel.com.

THROUGH END OF TECHNICAL SUPPORT (PASSIVE SUPPORT)

- No R&D
- Phone Support
- Web Tickets
- Best Effort for catastrophic failures/critical issues
- KB
- Repair

Passive sustaining continues to provide product support via available interfaces (phone, web etc.). No new firmware releases or fixes will be made available post active sustaining stop date (End of Life) but general configuration, troubleshooting support continues. There will be no R&D involvement during passive sustain phase.

MARKETING MATERIAL

Marketing material will be available until sales-stop, thereafter the marketing material will be phased out and removed from general access.

PRODUCT DOCUMENTATION

End-user documentation such as User Guides and Quick Reference Guides will remain available on-line until end of passive sustaining, printed versions will be phased out at sales stop.

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