

Sales Circular

Product Phase-out of OpenScape Desk Phone CP400T

Summary:	Product Phase-out: OpenScape Desk Phone CP400T (OpenScape TDM phone). The successor, the OpenScape Desk Phone CP405T is already available.
Publication Date:	July, 10th 2025
Effective Date:	From August, 4th 2025
Circular Number.:	Sales Circular No. 26/2025
Circular Type:	Product Phase-out Announcement
Audience:	External

Product Phase-out of OpenScape Desk Phone CP400T

The phase-out of the following product has been started for the direct and indirect channels in all countries.

Order Position	Item Number	Feature Number
OpenScape Desk Phone CP400T	S30817-S7822-A101	L30250-F600-C436 L30253-K600-F651

All sales activities relating to new sales for the products listed above are to be finished according to the milestone dates published below. New service contracts should no longer be signed, and existing rental agreements and service contracts should not be prolonged after expiration.

Successor Product/Solution

The OpenScape Desk Phone CP405T is available as the successor product (order number CP405T: S30817-S7823-A101/L30250-F600-C606).

The following timeline and procedure have been agreed:

- **M43 Order Stop**
The order stop for the products mentioned above takes effect on 4th of August 2025.
- **M44 Sustaining Stop**
The end of hardware and software support by development occurs on 7th of August 2028. From this point on no more error correction will take place. Instead, the customer must migrate to the successor products.
- **M5 End of product activities**
All product activities under responsibility of headquarters will be terminated on 7th of August 2028. Any other regional product activities and their associated liabilities are the responsibility of the respective sales region.

Requirements to Sales

All outstanding offers are to be modified to reflect this or be issued with a statement indicating the successor products.

Overview of Phase-out dates

MILESTONE:	DESCRIPTION:	DATE:
M43	Order stop for phase-out product, end of central training*	August, 4th 2025
M44	End of hardware and software support	August, 7th 2028
M5	End of product activities	August, 7th 2028

* Order stop may be adjusted based on stock levels

Additional information can be found in the partner portal:

<https://www.mitel.com/login>

For further information please contact your Channel Sales representative in charge, too.

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Annex: none

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