# Mitel

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| **Title:** | General Availability of Mitel's 4th Generation SIP-DECT Base Station and SIP-DECT 8.0 Software in October 2018 |
| **Summary:** | This bulletin to announces the release of Mitel's 4th Generation SIP-DECT Base Station portfolio with SIP DECT 8.0 software. This new series contains five new RFP4x models with unique features designed to support a variety of special use cases in on-site deployments who require seamless mobility over a robust wireless network. |
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| **Product Family:** | SIP-DECT Portfolio, MX-ONE, MiVoice 5000, MiVoice Office 400, MiVoice Business, MiVoice Office 250, Telepo |
| **Audience:** | Internal Mitel personnel, Partners, Master Agents, Distributors and Affiliates |
| **Revision Version Revision Reason:** | 1.0 |

## Bulletin Details
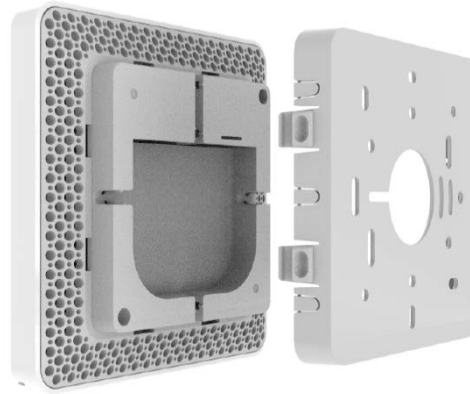
### Product Overview / Features & Benefits / Description

The 4th generation of Mitel's SIP-DECT base stations (RFP4x) and SIP-DECT 8.0 software is being released for Mitel solutions in October 2018. This new series offers five models with unique features designed to support a variety of special use cases for on-site deployments that require seamless and reliable connectivity over a robust wireless network.  All new models offer significant improvements from the existing 3rd generation (RFP3x) models.

The five models below give users the ability to find the right product for their specific capacity, deployment, coverage, and budget needs:

1. RFP 45 – 8 channel base station
2. RFP 44 – 4 channel base station (NEW)
3. RFP 47 – 8 channel base station with 2 external antenna connectors
4. RFP 47 DRC – 8 channel base station pre-mounted in an outdoor housing case with directional antennas
5. RFP 48 – Combo 8 channel base station and simultaneous WLAN/Wi-Fi 802.11ac support

**RFP 45**          **Separated Mounting Bracket**

The new base station family and SIP-DECT 8.0 software improve customer installation, maintenance, and capacity options with the following highlight features:

- Smaller compact design for discrete installation – approx. 40% smaller than RFP3x models!
- Separated mounting bracket for easier installation and maintenance
- Customized color branding plate options to match interior décor or color schemes
- Double capacity for handset/users supported without requiring a separate server or VMware image
- New low cost 4-channel RFP44 base-station for the SMB market or customers that need wide coverage but less capacity
- New 802.11ac WLAN support on the RFP48 for higher Wi-Fi performance (2.4Ghz or 5Ghz, MIMO support)
- Enterprise-grade audio, performance, and redundancy features
- IEEE 802.3af PoE Support (Class 2) for core RFP4x models
- Over-the-air DECT synchronization supports
- Simplified SIP-DECT Cloud-ID feature deployment without a USB-key (only available with RFP4x models)

Along with the RFP4x base station family, Mitel now supports an external Outdoor Enclosure option.  This option provide customers with the flexibility to select any of Mitel's RFP4x products and use them in an outdoor environment.

## Market Introduction Schedule
All 4th generation SIP-DECT base stations and SIP-DECT 8.0 software will be available generally available in October 2018. The initial supported Mitel solutions are below:

- MX-ONE 7.0
- MiVoice 5000 6.5 SP1
- MiVoice Office 400 6.0
- MiVoice Business 8.0 SP3 and 9.0
- MiVoice Office 250 6.3 SP2
- Telepo 4.7

The SIP-DECT RFP4x base-stations will be available generally available in October 2018.  The core regions support by Mitel's SIP-DECT based solutions are:

- Europe (Germany, France, Switzerland, Austria, Spain, Belgium, United Kingdom, Netherlands…)
- North America (United States, Canada)
- APAC (Australia, New Zealand)

## Ordering Information

Mitel CPQ is the designated sales, quote, and ordering tool for RFP4x products. Quoting of the new RFP4x hardware will be available starting around October 4, 2018. The part numbers for the models and accessories are:

| Part Number | Description |
|---|---|
| 50006972 | RFP 45 Indoor IP DECT Base Station |
| 50006973 | RFP 44 Indoor IP DECT Base Station |
| 50006974 | RFP 47 Indoor IP DECT Base Station* |
| 50006975 | RFP 47 DRC DECT Base Station |
| 50006976 | RFP 48 WLAN Base Station |
| 50006977 | RFP 4x Cover Charcoal 10 pack (150mm) |
| 50006978 | RFP 4x Outdoor housing |
| 50006979 | RFP 4x Cover Charcoal 10 pack (175mm) |
| 50006980 | RFP 4x Directional Antenna* |
| 50006981 | RFP 4x Ext. Antenna install kit* |
| 53004225 | RFP 4x Cover Custom Branding Service |
| 53004226 | RFP 4x Circle Logo Custom Branding Svc |
| 54010100 | RFP 4x Cloud ID SW Key (NA) |
| 54010101 | RFP 4x Cloud ID SW Key (EMEA) |

*Products may not be available in specific countries/regions due to local regulatory/compliance laws

## Cross-sell / Upsell Opportunities

The new 4-channel RFP44 Indoor DECT base-station presents a new cost-effective opportunity to target the SMB segment with the SIP-DECT wireless solution. The SIP-DECT solution supports a mixture of RFP44 and other RFP4x models which allows the solution to scale-up at the pace of each individual customer.

The RFP44 also has the potential to reduce the overall wireless solution cost for all enterprise customers that require broad coverage but accept lower simultaneous call capacity.

## Warranty

The SIP-DECT RFP4x hardware products are supported under Mitel's standard 12-month warranty.

## Configuration Information

The SIP-DECT RFP4x products require a minimum software version of SIP-DECT 8.0 available mid-October 2018. A mixture of existing RFP3x and RFP4x new base-stations is supported but also requires a minimum software version of SIP-DECT 8.0.

For existing installations, customers may upgrade to SIP-DECT 8.0 software to benefit from new features and bug fixes. An RFP4x base-station is not required to run SIP-DECT 8.0. Customers may also add RFP4x base-stations to existing installations for additional coverage or capacity, provided that the installation is at the minimum software version required. The Open Mobility Manager (OMM) does not need operate on an RFP4x, however any future features that requires the new RFP4x hardware would be disabled.

SIP-DECT 8.0 supports backwards compatibility with all 600d DECT handsets and RFP3x base-stations, equivalent to SIP-DECT 7.x. SIP-DECT 8.0 also supports using existing SIP-DECT 7.x licenses.

## Competitive Information

The new SIP-DECT RFP4x base-stations provide a refreshing new modern, compact size industrial design for customer. The new custom branding cover options and branding customization service options allow customers to align their base-station deployment with the interior design, which is competitive advantage against the competition in key market segments like hospitality.

The new low cost RFP44 also provides a competitive advantage for deploying multi-cellular DECT solutions into the SMB segment and also into enterprise environments that do not need full simultaneous call/channel capacity across its entire network. The RFP44 is expected to make Mitel's SIP-DECT solution even more cost-effective compared to our competition.

## Training

A new SIP-DECT RFP4x and 8.0 Software Sales Training Course (GEN-130 SIP DECT), and updated Technical Self-Study Course will be available on Mitel's Learning Management System.

## Supporting Material

Additional material can be found in the **Devices and Accessories** section of Mitel and on MiAccess/InfoChannel (**Product and Solutions >> Business Phones >> DECT/SIP-DECT**).

## Questions & Answers

1. **Will the RFP3x models be announced MD/EOL now that the RFP4x models have launched?**
   Mitel intends to transition from the RFP3x to RFP4x models for its SIP-DECT solution, given the extra features and value provided by the new RFP4x portfolio.  Both RFP3x and RFP4x models will continue to be sold for a period time (eg overlap period) to allow partners and customers to transition.  More details on the life-cycle support/schedule for the RFP3x portfolio will be announced later this year.

2. **Can you mix RFP3x and RFP4x base-stations in a deployment?**
   Yes, however the installation must be upgraded to SIP-DECT 8.0 first in order to recognize the new models

3. **Does the OMM have to run on an RFP4x base-station?**
   No, the OMM can operate on an RFP3x base-station even if you have RFP4x models in the deployment.  However, any new features that require the new RFP4x hardware will be disabled/not-supported.

4. **Can you upgrade an RFP3x deployment to SIP-DECT 8.0 without adding RFP4x models?**
   Yes, SIP-DECT 8.0 is our next major release of software and includes bug fixes.  You do not need an RFP4x in the deployment to use SIP-DECT 8.0

5. **Can you run RFP4x base-stations with SIP-DECT 6.x or 7.x software?**
   No, SIP-DECT 6.x and 7.x software streams do not support, nor recognize the new RFP4x models

6. **Is the DECT performance the same or different between the RFP3x and RFP4x models?**
   The DECT performance on the RFP4x models is equivalent to the RFP3x models in terms of DECT compliance, performance, and coverage

7. **Can I use an RFP3x Site-Survey-Kit to plan for an RFP4x deployment?**
   Yes, the performance of the RFP4x is the same as the RFP3x so the survey results and base-station placement locations apply to both RFP3x and RFP4x base-stations