



Title: Manufacturing Discontinue Notice - MiVoice 5312 and 5320 Phones supported on MiVoice Business

Summary: Announcing the Manufacture Discontinuation of two low volume IP Phone products supported on MiVoice Business.

Posted Date: September 1, 2019

Effective Date: September 1, 2019

Bulletin Number: PB2019Sept1B

Bulletin Type: Product Discontinuance

Product Family: Desktop

Audience: Global MiVoice Business Channels

Bulletin Details

Product Overview / Features & Benefits / Description

This Manufacturing Discontinue notice formally announces the phase out of the MiVoice 5312 and 5320 IP Phones on MiVoice Business.

Mitel is following a natural market trend to consolidate onto a single mainstream portfolio by taking actions to reduce the number of models in our long standing 5300 IP Phone family. Customers wanting phones with equivalent functionality can purchase either the 6910 or 6920 IP Phones, which both offer the added value of Gigabit Ethernet ports and Analog EHS Headset support.

Manufacturer Discontinue

5300 IP Phones

PART NUMBER	DESCRIPTION	COMMENTS
50005847	5312 IP Phone	

50005851	5312 Phone (China/Brazil)	
50005847EW60	EXT WAR 5312 IP Phone	
50005851EW60	EXT WAR 5312 Phone (China/Brazil)	
50006191	5320 IP Phone	
50006193	5320 Phone (China/Brazil)	
50006191EW60	EXT WAR 5320 IP Phone	
50006193EW60	EXT WAR 5320 Phone (China/Brazil)	

Replacement Products

As replacements for IP environments the existing Mitel 6900 IP phone series is the natural choice offering different models for various needs, supporting a high level of features and functionality.

5300 IP Phones

ORIGINAL PART		RECOMMENDED REPLACEMENT PART	
PART NUMBER	DESCRIPTION	PART NUMBER	DESCRIPTION
50005847	5312 IP Phone	50006766	6910 IP Phone
50006191	5320 IP Phone	50006767	6920 IP Phone

Manufacture Discontinuance Schedule

5312/5320 IP Phones

PHASE OUT SCHEDULE:

DATE:

• Issuing of Manufacturing Discontinue Notice	September 1, 2019
• End of sales (while inventory supplies last)	March 31, 2020
• End of Life (Active support)	December 2022
• End of Technical support (passive support)	December 2024

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.

WARRANTY OBLIGATIONS

All hardware warranty and enhanced hardware warranty obligations will be honored 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.

ORDERING INFORMATION

Information related to the products phased out with this Manufacturing Discontinuation notice will be removed from the Ordering Information document/tools according to the date for sales stop, or (per product) when stock is sold out.

DISCLAIMER: Certain Mitel product within this document may not be available to all Partner levels. To purchase available products, Mitel product certification is required



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