



Title	MiVoice Business Platform Evolution
Summary	This bulletin summarizes evolutionary changes happening with MiVoice Business hardware platforms. The EX platform is undergoing a number of operational improvements and is the recommended choice for deployment instead of the MXe platform. As a result, the MXe is moving to End of Sale in some markets, while other markets will see a price increase.
Posted Date	January 31, 2020
Effective Date	January 31, 2020
Bulletin Number	PB2020Jan30D
Bulletin Type	Product Announcement
Product Family	MiVoice Business
Audience	Global
Revision version	1.0
Revision reason	Initial release

Bulletin Details

Platform Evolution

Purpose built hardware platforms for the MiVoice Business platform have existed for several years, consisting of the

- *MXe III Controller, which supports 300 IP users in regular form, 1400 in Expanded mode. It comes equipped with 6 FXO and 4 FXS ports built-in and can provide support for up to 8 PRIs or 576 additional analog ports with the addition of extra hardware.*
- *CX II Controller, which supports up to 150 users. It comes equipped with 6 FXO and 4 FXS ports built in. An analog option board can double the analog capacity to 12 FXO and 8 FXS. It can be optionally equipped to support up to 2 PRIs or 144 analog ports with the addition of extra hardware.*
- *AX Controller, which is primarily a high-density analog controller that supports up to 288 analog ports, up to 100 IP users and 2 PRIs.*

In September 2018 the EX Controller was also introduced as a common controller across several Mitel platforms. When running MiVoice Business software level 9.0 or higher, the EX Controller supports up to 1400 IP users, up to 8 PRIs, 28 FXS or 28 FXO ports.

The EX Controller is very different from the legacy hardware platforms, as it consists of a virtual machine running MiVoice Business software along with an integrated media gateway. Some partners were initially challenged by this new architecture and the documentation supplied for the EX Controller. This feedback has been received, and improvements are being made. A new EX Controller Installation and Administration Guide is being introduced which will provide help to those looking to deploy an EX but who are unfamiliar with it. New factory firmware will also be made available to provide a clean factory reset when required. The MiVoice Business Core I&M training is being updated to include more details on the EX Controller. A standalone self-study course specifically on the EX Controller called “Deploying MiVoice Business on the EX Controller” is also being made available.

With the newer EX Controller now available, the use of the EX Controller is strongly encouraged over the MXe III Controller. The MXe III has been moved to a “Legacy Controller” section in CPQ in order to emphasize this. The EX Controller will meet the requirements of the vast majority of MXe III deployments. When the analog density is greater than can be met by the EX Controller, the AX Controller or clustered AX Controllers should be used.

End of Sale

With the availability of the EX Controller, the End of Sale of the MXe III is being announced in certain markets where recent MXe III sales could have easily been made using the EX Controller.

Those markets where the MXe III will remain available will see a price increase for the product.

Several existing bundles that include the MXe will be End of Sale in all markets.

Mitel is announcing the End of Sale for the MXe III Controller in the following countries or regions, effective May 1, 2020:

- Nordics
- Benelux
- Spain
- CIS
- Italy
- Austria/CSEE
- France
- Germany/Switzerland
- Caribbean
- LATAM
- Asia (not including Australia/New Zealand)

Part Number	Description
50006731	3300 MXe III w/ 1GB RAM Controller

Mitel is announcing End of Sale for the following MXe III Controller bundles across all markets, effective May 1, 2020:

Part Number	Description
52002541	MiVoice Bus MXe User Controller x1400
52002545	3300 MXe Media Gateway
52002591	Upgd - SX-200 to MiVoice Bus Standalone
52002592	Upgd - SX-200 to MiVoice Bus Enterprise
52002660	Upgrade - SX2000 to MCD 4.0 Base Pkg
52002677	Upgd - SX2000 to MCD 4.0 Base Pkg - CUBA

Parts for ongoing maintenance of the MXe Controller such as fans, disks, memory upgrades, or field replaceable circuit board assemblies will continue to be available in all markets.

Product Replacement

The use of the EX Controller is strongly encouraged for most deployments that would previously have been done with the MXe III Controller. The EX Controller will meet the requirements of the vast majority of MXe III deployments. When the analog density is too high for the EX Controller, the AX Controller or clustered AX Controllers should be used.

For reference, part numbers for the EX Controller are shown in the table below. Refer to CPQ for configuration information.

