

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.
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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.



Part Number	Description
50008229	EX Controller 4/60G
50008230	EX Controller 8/120G
50008231	4 port FXS
50008232	4 port FXO
50008233	1 port PRI
50008234	DSP card

As noted previously, the EX Controller has a very different architecture as compared to the MXe. Conceptually, the EX Controller is a virtual instance of MiVoice Business that internally communicates to a SIP gateway. There are some functions of the MXe III that are not supported by the EX Controller that users should be aware of when planning network configurations:

- The EX Controller supports up to 28 FXS or FXO ports natively. The EX Controller does not support CIM cards or ASU II modules for higher density analog deployments. For requirements with greater analog density the AX Controller should be used.
- The EX Controller has no integrated paging interface. The use of a SIP paging unit or Analog paging unit should be considered if required.
- The EX Controller doesn't support PRI redundancy as per the mechanism used by the MXe III.
- The EX Controller has a single solid-state medium for storage. The requirement for dual drives and RAID control on the MXe III stems from the days when it used spinning disk drives, which were susceptible to failure.
- The EX Controller doesn't support DPNSS. The CX II Controller or AX Controller should be considered if DPNSS is still required.
- The EX Controller doesn't currently support BRI in a MiVoice Business configuration. If BRI is still needed, the CX II Controller should be considered.

Last Time Buy

Last time buy orders should be placed before the above-mentioned End of Sale date.

Technical Training / Technical Support / Warranty

There is no impact to availability of training and technical support.

Pricing

The formal notification of price changes is through the Price Notification PN202004-00, which is posted on InfoChannel. Authorized users can find pricing details via the Mitel MiAccess portal under Mitel CPQ Reports & Pricing

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