

Mitel Announcement for VARs

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**ST14.2 AND RELATED SOFTWARE AND SG VOICE SWITCHES
END OF SALE AND END OF LIFE UPDATE**

Summary

This bulletin updates and supersedes ShoreTel Product Bulletin 18007, dated 28 March 2018, that announced the End of Sale and End of Life process for ST14.2, older voice switches, and VPN Concentrator products. (discussed below).

The End of Life for ST14.2 software has been moved out from 31 December 2019 to 30 September 2020 to give Mitel partners and customers more time to migrate to MiCloud Connect or MiVoice Connect.

The following table provides a quick summary of the actions Mitel has already taken and will be taking (future actions are in **boldface**):

Product	End of New Sales	End of Add-on Sales	End of Life
ST14.2 software ECC 9 Mobility 8	1-Apr-2018	30-Jun-2018	30-Sep-2020
Full-width SG voice switches except SG-24A		June 2012 and earlier	31-Dec-2017
SG-24A	30-Jun-2018	30-Jun-2018	30-Jun-2023
Half-width SG voice switches except BRI models	30-Jun-2018	30-Jun-2018	30-Jun-2023
Pre-ST switch bundles		30-Jun-2017	30-Jun-2023
Pre-ST SBE Bundles except BRI bundles		30-Jun-2017	30-Jun-2023
BRI Voice Switches and BRI SBE Bundle		Limited availability while supplies last	30-Jun-2023
VPN Concentrator		30-Jun-2017	30-Jun-2018

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Recap - Mitel Lifecycle Policy

As described in Bulletin number 18012, ShoreTel products now adhere to the Mitel Product Release Lifecycle Policy, and the following new definitions are in force for heritage ShoreTel products:

- **End of New Sales:** Sales of an item will no longer be made to new customers. Items will remain available for purchase by existing customers. Full support of the product continues.
- **End of Add-on Sales:** Sales of an item to all customers cease. Technical support services are still offered, but no scheduled releases or service packs are available. Patch releases for critical issues may be offered at Mitel's discretion.
- **End of Life:** Best effort technical support for catastrophic failures/critical issues only.
- **End of Technical Support:** No technical support and all software assurance (SWA) contracts are terminated.

An online description of the Mitel Product Release Lifecycle Policy can be found at:

<https://www.mitel.com/support/product-release-lifecycle-policy>

ST14.2 Software: End of Sale and End of Life

On 1 April 2018, ST14.2 reached End of New Sales and ceased to be available for new customers.

On 30 June 2018, ST14.2, Enterprise Contact Center (ECC) 9 and Mobility 8 reached End of Add-on Sales and ceased to be orderable by any customers.

On 30 September 2020, ST14.2, ECC 9 and Mobility 8 will reach End of Life.

- Effective 1 April 2018, ST14.2, ECC 9 and Mobility 8 were no longer available for new customer installations. Additional phones and all user licenses remain available to all customers.
- Effective 1 July 2018, ST14.2, ECC 9 and Mobility 8 ceased to be available for any customers. Server software SKUs for ST14.2 and ECC 9 were discontinued. Additional phones and all user licenses will continue to be available to all customers, but no new contact center servers, physical or virtual service appliances or mobility routers may be added to the system. **Per Mitel product release lifecycle policy, active design support ended and any patching or new releases are at Mitel's discretion.**
- Effective 30 September 2020, ST14.2, ECC 9 and Mobility 8 will reach End of Life. Per Mitel policy, design support ceases, and any support for catastrophic failures or critical issues is on a best efforts basis. Established systems will continue to operate, and additional phones and user licenses remain available until further notice.

Alternative Products for Customers with ST14.2 Software

[MiVoice Connect](#) (formerly ShoreTel Connect ONSITE) is currently and will remain one of Mitel's principal on-site software offerings. Ending sales of ST14.2 encouraged Mitel partners and customers to focus on the benefits that MiVoice Connect provides for those who prefer the on-site deployment model.

Current Mitel ST14.2 customers—and customers still running earlier releases—should consider migrating their installations to the cloud with [MiCloud Connect](#). Refer to the *Migration to MiCloud Connect or MiVoice Connect* section below for details.

All customers with active support agreements are always entitled to upgrades to the latest MiVoice Connect release at no charge for the software. Mitel urges all current ST14.2 and earlier release customers to upgrade their systems to the latest MiVoice Connect software. MiVoice Connect software can be installed on any currently supported Mitel hardware (but note the comments for End of Life of the older full-width SG voice switches, discussed below).

Customers seeking continuity of full software and hardware support for their systems must migrate to MiCloud Connect or update their ST14.2 systems to MiVoice Connect before 1 October 2020.

SG Full-width Voice Switches: End of Life

ShoreTel first sold the SG Full-width Voice Switches in 2003. End of Sale for most of these voice switch models occurred in early 2009, with the End of Sale for the SG-120 following in June 2012.

The following SG Full-width Voice Switches reached End of Life on 31 December 2017:

- SG-40
- SG-60
- SG-120
- SG-T1
- SG-E1

Since these five models began shipping 15 years ago, customers who purchased them have benefited from full support with updates, bug fixes, RMA service and compatibility with all subsequent versions of system software through the latest MiVoice Connect release. However, these voice switch models' physical limits have been reached, and maintaining ongoing support is no longer practical.

- MiVoice Connect R1803 and all subsequent releases do not include software compatibility for these full-width switches, as they have been removed from Connect Director.

After support for these switches was removed from Director, it is no longer be possible to update any systems that include one or more of these voice switches to R1804 or subsequent versions of MiVoice Connect software.

The SG-24A, which was introduced in 2008, remains fully supported and is not part of this End of Life announcement. However, it reached End of Add-on Sales, along with the SG Half-width Voice Switches, as described below.

Alternative Products for SG Full-width Voice Switches

The ST Voice Switches, which require MiVoice Connect software, constitute Mitel's primary portfolio of voice switches. While an assessment of individual customer needs will determine which ST Voice Switches—or combinations thereof—will be the best alternatives to the SG Full-width Voice Switches, general guidance is provided here:

- SG-40, SG-60, SG-120: recommend the ST50A and ST100A as replacements for these general purpose voice switches.
- SG-T1, SG-E1: recommend the ST1D and ST2D digital trunk switches. The ST2D is a double density version of the ST1D. Both new switches can be configured to support either T1 or E1 trunks.

Consider the ST100DA as a replacement for a combination of these older voice switch models being used for IP phone and trunk services. The ST100DA provides 8 analog ports, a digital trunk (configurable as either T1 or E1) and support for up to 100 IP extensions with no port trade-offs.

Customers may also wish to consider replacing their physical voice switch models with virtual IP Phone and SIP Trunk switches supported by MiVoice Connect, or they may consider migrating their on-site deployments to the cloud with MiCloud Connect. Refer to the *Migration to MiCloud Connect or MiVoice Connect* section below for details.

Half-width SG Voice Switches and SG-24A: End of Add-on Sales

On 30 June 2018, Mitel ended all new and add-on sales of half-width SG Voice Switches (except limited quantities of BRI models and the SG-90 and SG-90V—see below), and the SG-24A Voice Switch. The impossibility of obtaining all required parts for the manufacture of these voice switch models was the principal factor leading to this action. In addition, the demand for these older voice switch models declined as the focus shifted to the new ST Voice Switches.

The following specific SG voice switch models ceased to be available on 1 July 2018:

- SG-30
- SG-50
- SG-50V
- SG-T1k
- SG-E1k
- SG-220T1
- SG-220E1
- SG-220T1A
- SG-24A

The BRI models along with the SG-90 and SG-90V remain available in limited quantities. The SG-90 and SG-90V require Mitel PLM approval for orders to be fulfilled. Contact your distributor for additional details. Mitel will continue to provide full support with updates and bug fixes in MiVoice Connect releases along with TAC assistance and RMA service until at least 30 June 2023..

The 144-port Analog switch bundle (six SG-24A switches with 144 Courtesy licenses) and the SBE Bundles containing these voice switches were discontinued on 30 June 2017. The China-specific SG Voice Switches were discontinued on 31 August 2017.

Ending sales of these older models focused partners and customers on the simpler, up-to-date portfolio of ST Voice Switches that is now well established in the market. The ST Voice Switches are Mitel's principal portfolio of voice switches for MiVoice Connect, and Mitel will continue to sell these for the foreseeable future.

Alternative Products for SG Half-width and SG24A Voice Switches

While an assessment of individual customer needs will determine which ST Voice Switches—or combinations thereof—will be the best alternatives to the SG Voice Switches, general guidance is provided here:

- SG-30, SG-50, SG-90: recommend the ST50A and ST100A as replacements for these general-purpose voice switches.
- SG-T1k, SG-E1k: recommend the ST1D and ST2D digital trunk switches. The ST2D is a double density version of the ST1D. Both these new switches can be configured to support either T1 or E1 trunks.
- SG-220T1, SG-220E1, SG-220T1A: recommend the ST100DA for IP extension, analog FXS and FXO connection and digital trunk (configured as T1 or E1) support in a single half-width switch.
- SG-50V, SG-90V: recommend the ST50A and ST100A. These switches will benefit from planned MiVoice Connect software improvements that will enable support of “V-switch” functionality without requiring unique “V-switch” hardware. Until the V-switch features (voice mail and auto attendant) become available on the ST voice switches, customers will need to consider the addition of DVS servers to handle these functions in ST Voice Switch environments.

Also consider the new ST200 and ST500 Voice Switches, which support large numbers of IP extensions.

- SG-24A: recommend the ST24A and ST48A for support of analog devices. The ST48 is a double-density version of the ST24A.
- 144 FXS Port Analog Bundle (based on SG-24A): recommend one of the two new 144-port bundles based on either the ST24A or the ST48A Voice Switch.

Consider the ST100DA as a replacement for a combination of these older voice switch models being used for IP phone and trunk services. The ST100DA provides 8 analog ports, a digital trunk (configurable as either T1 or E1) and support for up to 100 IP extensions with no port trade-offs.

Note that the ST Voice Switches require MiVoice Connect software; they are not supported on ST14.2.

Customers should always consider replacing physical voice switch models whenever possible with virtual IP Phone and SIP Trunk switches supported by MiVoice Connect, as they provide more flexible and scalable deployment options.

BRI Voice Switches

Limited quantities of the following BRI Voice Switches remain available until existing inventory is depleted:

- SG-30BRI
- SG-90BRI
- SG-90BRIV

The SG-90BRIV SBE bundle will remain orderable while supplies of that voice switch model are available.

There are no successor BRI voice switches planned for MiVoice Connect. In general, the market and telecommunications carriers have been moving away from BRI trunk connections. Carriers and ITSPs are evolving their connection offerings to favor SIP trunks over BRI trunks. In response to declining market demand, Mitel will not be producing any more voice switches that support BRI trunks for MiVoice Connect.

VPN Concentrator

VPN Concentrator SKUs reached End of Add-on Sales on 30 June 2017. These SKUs reach their End of Life on 30 June 2018.

Accessories, Parts and Documentation

Accessories, parts and product documentation for the End of Sale voice switches will remain available for the foreseeable future.

Voice Switch Software Compatibility

With the exception of the old SG Full-width Voice Switches with End of Life dates announced above, all of the SG Half-width Voice Switches and SG24A will continue to be fully supported by MiVoice Connect software. Mitel has no plans to end software compatibility between any of these voice switches and MiVoice Connect software releases for the foreseeable future.

Hardware Warranty and Support Coverage

Existing Mitel warranty and support contracts on all Half-width SG Voice Switches and the SG-24A Voice Switch will continue until the warranty period or support contract expires. These switches will be eligible for support contract coverage until at least 30 June 2023. If one of these voice switches fails in the field, Mitel reserves the right to replace the failed product with a similar or better product.

Migration to MiCloud Connect or MiVoice Connect

Customers facing decisions related to End of Life hardware may find that now is the perfect time to migrate their business communications to MiCloud Connect or MiVoice Connect. Mitel has the Pathway program available to facilitate either migration path at significant discounts. For details on the Pathway program, log into the [MiAccess portal](#), select InfoChannel, search for "Pathway" then click on the Pathway program link dated Jan 9 2019.

Tables of all Affected SKUs

ST14.2 and Related Software SKUs

The following SKUs associated with ST14.2 software reached End of Add-on Sales on 30 June 2018:

SKU	Description
29152	ST 14.2 Software (GA Release)
30133	ECC 9 Base 10 package. Only one Base 10 package needed per server.
30157	Virtual Mobility Router and software media kit

Voice Switch SKUs (End of Life)

The following SG Full-width Voice Switch SKUs reached End of Life on 31 December 2017:

SKU	Description
10134	ShoreGear 120 - 1U full width - Max Capacities, 120 IP phones, 16 Analog exts, 0 LS trunks, 8 Universal ports. Not all maximum capacities can be reached at the same time.
10142	ShoreGear 40 - 1U full width - Max Capacities, 40 IP phones, 4 Analog exts, 2 LS trunks, 2 Universal ports. Not all maximum capacities can be reached at the same time.
10144	ShoreGear T1 - 1U full width - Max Capacities, 1 T1, 0 IP phones, 0 Analog exts, 0 LS trunks, 0 Universal ports. Digital trunk support only.
10168	ShoreGear 60 - 1U full width - Max Capacities, 60 IP phones, 4 Analog exts, 0 LS trunks, 8 Universal ports. Not all maximum capacities can be reached at the same time.
10242	ShoreGear E1 (International only) - 1U full width - Max Capacities, 1 E1, 0 IP phones, 0 Analog exts, 0 LS trunks, 0 Universal ports. Digital trunk support only.

Voice Switch SKUs (End of Sale)

The following Voice Switch SKUs reached End of Add-on Sales on 30 June 2018, and were removed from price lists and ordering tools at that time:

SKU	Description
10259	Voice Switch SG-50 - 1U half width, Max Capacities: 50 IP phones, 2 Analog exts, 4 LS trunks, 0 Universal ports. Not all maximum capacities can be reached at the same time. Requires one Tray (SKU 10223) for every two units. Made in USA.
10261	Voice Switch SG-220T1 - 1U half width, Max Capacities: 1 T1, 220 IP phones, 0 analog exts, 0 LS trunks, 0 universal ports. Requires one Tray (SKU 10223) for every two units. Made in USA.
10262	Voice Switch SG-220E1 (International only) - 1U half width - Max Capacities, 1 E1, 220 IP phones, 0 Analog exts, 0 LS trunks, 0 Universal ports. Made in USA.
10229	Voice Switch SG-220T1A - 1U half width, Max Capacities: 1 T1, 220 IP phones, 4 Analog exts, 2 LS trunks, 0 Universal ports. Requires one Tray (SKU 10223) for every two units. Made in USA.
10325	Voice Switch SG-90V - 1U half width. 90 IP phones, 4 Analog exts, 8 LS trunks, 90 mailboxes, 56 hours of storage. Requires one Tray (SKU 10223) for every two units. (Requires ST8.1 or later). Made in USA.
10323	Voice Switch SG-E1k - 1U half width, Max Capacities: 1 E1, 0 IP phones, 0 Analog exts, 0 LS only trunks, 0 Universal ports. Digital trunk support only. Requires one Tray (SKU 10223) for every two units. (Requires ST8.1 or later). Made in USA.
10322	Voice Switch SG-T1k - 1U half width, Max Capacities: 1 T1, 0 IP phones, 0 Analog exts, 0 LS only trunks, 0 Universal ports. Digital trunk support only. Requires one Tray (SKU 10223) for every two units. (Requires ST8 or later). Made in USA.

SKU	Description
10320	Voice Switch SG-30 - 1U half width, Max Capacities: 30 IP phones, 2 Analog exts, 2 LS trunks, 0 Universal ports. Requires one Tray (SKU 10223) for every two units. (Requires ST8 or later). Made in USA.
10321	Voice Switch SG-24A - 1U full width, Max Capacities - 24 Analog extensions. No IP Phone or trunk support. (requires ST8 or later)
10411	Voice Switch SG-90V (Taiwan) - 1U half width. Max Capacities: 90 IP phones, 4 Analog exts, 8 LS trunks, 90 mailboxes, 56 hours of storage. Requires one Tray (SKU 10223) for every two units. (Requires ST8.1 or later). For sale in Taiwan only.
10412	Voice Switch SG-220T1A (Taiwan) - 1U half width, Max Capacities: 1 T1, 220 IP phones, 4 Analog exts, 2 LS trunks, 0 Universal ports. Requires one Tray (SKU 10223) for every two units.
10413	Voice Switch SG-30 (Taiwan) - 1U half width, Max Capacities - 30 IP phones, 2 Analog exts, 2 LS trunks, 0 Universal ports. Requires one Tray (SKU 10223) for every two units.
10414	Voice Switch SG-50 (Taiwan) - 1U half width, Max Capacities - 50 IP phones, 2 Analog exts, 4 LS trunks, 0 Universal ports. Requires one Tray (SKU 10223) for every two units.
10415	Voice Switch SG-90 (Taiwan) - 1U half width, Max Capacities: 90 IP phones, 4 Analog exts, 8 LS trunks, 0 Universal ports. Requires one Tray (SKU 10223) for every two units.
10416	Voice Switch SG-50V (Taiwan) - 1U half width. Max Capacities: 50 IP phones, 2 Analog exts, 4 LS trunks, 50 mailboxes, 22 hours of storage. Requires one Tray (SKU 10223) for every two units. (requires ST8.1 or later)
10365	Voice Switch SG-220E1 - 1U half width, Max Capacities - 1 E1, 220 IP phones, 0 analog exts, 0 LS trunks, 0 universal ports. Requires one Tray for every two units. For Mexico and CALA Only
10366	Voice Switch SG-E1k (International only) - 1U half width, Max Capacities - 1 E1, 0 IP phones, 0 Analog exts, 0 LS only trunks, 0 Universal ports. Digital trunk support only. Requires one Tray (SKU 10223) for every two units. For Mexico and CALA only

The following China-specific Voice Switch SKUs reached End of Add-on Sales on 31 August 2017:

SKU	Description
10537	Voice Switch SG-90V - 1U half width. 90 IP phones, 4 Analog exts, 8 LS trunks, 90 mailboxes, 56 hours of storage. Requires one Tray (SKU 10223) for every two units. (Requires ST8.1 or later). Made in USA. This switch should only ship to China
10538	Voice Switch SG-220E1 (International only) - 1U half width - Max Capacities, 1 E1, 220 IP phones, 0 Analog exts, 0 LS trunks, 0 Universal ports. Made in USA. This switch should only ship to China

VPN Concentrator SKUs

The following VPN Concentrator and related SKUs reached End of Add-on Sales on 30 June 2017. They reached End of Life on 30 June 2018:

SKU	Description
30058	VPN Concentrator Add-on licenses : Qty 5. For Models 4550, 5300LF2, 7301
30059	VPN Concentrator Add-on licenses : Qty 10. For Models 5300LF2, 7301
30060	VPN Concentrator Add-on licenses : Qty 25. For Models 5300LF2, 7301
30071	VPN Concentrator Add-on licenses : Qty 5. For Model 4500
30072	VPN Concentrator Add-on licenses : Qty 15. For Models 5300LF2, 7301, Australia only
30073	VPN Concentrator Add-on licenses : Qty 40. For Models 5300LF2, 7301, Australia only
30074	VPN Concentrator Add-on licenses : Qty 90. For Models 5300LF2, 7301, Australia only
60138	VPN Concentrator Model 4550 , Bundle (Includes Licenses for 5 connections). For use with ST 12.3 or later only
60141	VPN Concentrator Model 4550, Bundle (Includes Licenses for 10 connections). For use with ST8.1 or later only
60204	VPN Concentrator Model 7301, Bundle (Includes Licenses for 25 connections). For use with ST14.2 or later only
60205	VPN Concentrator Model 7301, Bundle (Includes Licenses for 50 connections). For use with ST 14.2 or later only
80157	VPN Concentrator Model 7301, Bundle (Includes Licenses for 10 connections). For use with ST14.2 or later only
60029	VPN Concentrator Model 4500 , Bundle (Includes Licenses for 5 connections). For use with ST8.1 or later only
60031	VPN Concentrator Model 5300 , Bundle (Includes Licenses for 10 connections). For use with ST8.1 or later only
60030	VPN Concentrator Model 4500 , Bundle (Includes Licenses for 10 connections). For use with ST8.1 or later only
60032	VPN Concentrator Model 5300 , Bundle (Includes Licenses for 25 connections). For use with ST8.1 or later only
60033	VPN Concentrator Model 5300 , Bundle (Includes Licenses for 50 connections). For use with ST8.1 or later only
60034	VPN Concentrator Model 5300 , Bundle (Includes Licenses for 100 connections). For use with ST8.1 or later only
60137	VPN Concentrator Model 5300LF2, Bundle (Includes Licenses for 10 connections). For use with ST12.3 or later only
60142	VPN Concentrator Model 5300LF2 , Bundle (Includes Licenses for 25 connections). For use with ST8.1 or later only
60143	VPN Concentrator Model 5300LF2, Bundle (Includes Licenses for 50 connections). For use with ST 8.1 or later only
60144	VPN Concentrator Model 5300LF2, Bundle (Includes Licenses for 100 connections). For use with ST8.1 or later only

Call to Action

Please use the information above to inform your sales staff of this planned action.

More Information

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