



Product Bulletin

Product / Program Bulletin

Title: **Axxess Retirement Announcement - Europe, Middle East and Africa**

Summary:

This bulletin announces the retirement timeline for the Axxess portfolio in the EMEA region.

Following the successful transition of the Inter-Tel 5000, the natural migration path for many Axxess customers, to the Mitel 5000 Communications Platform with 3 software releases delivered over the last 8 months, Mitel is now announcing the end of sale and end of support dates for the Axxess platforms and components.

Bulletin Number: **PB20090006**

Business Channels: **authorizedPARTNER MEA
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premierINTEGRATOR MEA
premierINTEGRATOR UK
premierPARTNER MEA
premierPARTNER UK
selectPARTNER MEA
selectPARTNER UK
servicePARTNER EMEA**

Effective Date: **March 1, 2009**

Target Market / Opportunity / Positioning

Sales of the Axxess platform have been declining year over year and quarter over quarter since the introduction of the Mitel 5000 Communications Platform, this decreasing volume brings cost increases which were partially reflected in increasing list prices - which has also resulted in further reducing sales of new Axxess systems.

We have seen the shift of balance swing very clearly over to the 5000 platform. This has been based on the capabilities of the platform prior to the merger of Mitel and Inter-Tel but has been accelerated by the strong development path that we have established on the 5000 following the merger, which has seen us deliver 3 key releases of software to market:

- version 2.4 which provided support for the Mitel range of IP handsets introducing a modern family of devices with self labelling capabilities

- version 3.0 which doubled the TDM set capacity of the 5000 CP through the support of a 3rd and 4th Digital Expansion Interface, numerous software enhancements and the starting place for integrated applications with support for Mitel Application Suite version 1.2

- version 3.1 which delivered SIP trunking - an increasingly attractive proposition for the small to medium business

Additionally, we have also started to experience component shortages on key parts of the Axxess system. This combination of events provides Mitel with two choices - either to continue to heavily invest in the Axxess platform with significant redesigns to accommodate new components or to move Axxess into the retirement phase of its lifecycle. Because we have a platform in the 5000 which can

accommodate a significant percentage of our installed base clients needs for a migration solution, and the 3300 ICP where the capacity requirements are greater and because it does not make economic sense to continue to invest in a broad range of platforms in the Mitel portfolio we have chosen the latter option and are thus announcing the retirement and ongoing support timeline for the Axxess platform, line cards and system options.

This retirement timeline is intended to provide adequate notice for clients who wish to purchase further options and expansion capabilities for their installed systems. It should also be considered in line with the recently announced Axxess to 5000 Migration program (see bulletin PB20090011 posted on Mitel OnLine on 6th February 2009) since starting a migration may be a more appropriate course of action for existing clients.

Manufacturer Discontinue / Supercession

Key retirement dates are as follows:

Announcement of retirement (this bulletin)	March 1st 2009
Last order accepted on parts identified below	July 31st 2009
Last software fix	July 31st 2010
Technical Support Ceases	July 31st 2014

Part Numbers affected are as follows:

AXXESS CPC 64 STARTER PACKS

FAST X64-1	CPC 64 Fast Track – Standard feature set, ISDN30 card, KSU complete with 9 amp PSU, 1 x DKSC16+ card, 1 x SLC-8 card complete with 2m amphenol cable.
FAST X64-1A	CPC 64 Fast Track – Standard feature set, ISDN2 card, KSU complete with 9 amp PSU, 1 x SLC-8 card, 1 x DKSC16+ card complete with 2m amphenol cable.
FAST X64-1 NET	CPC 64 Fast Track – Standard feature set & Networking, ISDN30 card, KSU complete with 9 amp PSU, 1 x DKSC16+ card, 1 x SLC-8 card complete with 2m amphenol cable.
FAST X64-1A NET	CPC 64 Fast Track – Standard feature set & Networking, ISDN2 card, KSU complete with 9 amp PSU, 1 x SLC-8 card, 1 x DKSC16+ card complete with 2m amphenol cable.

AXXESS CPC 64

CPC-64	CPC 64 & Standard feature set
SW0015	CPC 64 Networking Licence
SW800	CTI Pack (OAI Events & OAI 3rd Party Call Control)
SW0023	Agent Help
SW0024	Analogue Voicemail Hunt Groups
SW0029	Desktop Interface
SW0032	Remote ACD

AXXESS CPC 64 UPGRADES

SW802	Upgrade CPC 64 to CPC 128 + Standard feature set
SW0063	Agent Help Upgrade CPC 64 to CPC128/256
SW0064	Analogue Voicemail Hunt Groups Upgrade CPC 64 to CPC 128/256
SW0065	Desktop Interface Upgrade CPC 64 to CPC 128/256
SW0072	Remote ACD Upgrade CPC 64 to CPC 128/256
SW0058	Networking Upgrade CPC 64 to CPC 128/256
SW803	Upgrade CPC 64 CTI Pack to CPC 128 CTI Pack

AXXESS CPC 128 FAST TRACK STARTER PACKS

FAST X128-1	CPC 128 Fast Track – Standard feature set, KSU complete with 9 amp PSU, 1 x DKSC16+ card complete with 2m amphenol cable, 1 x SLC-8 card, ISDN30 card
FAST X128-1 NET	CPC 128 Fast Track – Standard feature set & Networking, KSU complete with 9 amp PSU, 1 x SLC-8 card, 1 x DKSC16+ card complete with 2m amphenol cable, ISDN30 card

AXXESS CPC 128

CPC-128	CPC 128 & Standard feature set
SW0016	CPC 128 Networking Licence
SW801	CTI Pack (OAI Events & OAI 3rd Party Call Control)
SW0039	Agent Help
SW0040	Analogue Voicemail Hunt Groups
SW0045	Desktop Interface
SW0048	Remote ACD

AXXESS CPC 128 UPGRADES

SW0055	Upgrade CPC 128 to CPC 256 + Standard feature set
SW0059	Upgrade CPC 128 Networking to CPC 256 Networking

AXXESS CPC 256 FAST TRACK STARTER PACKS

FAST X256-1	CPC 256 Fast Track – Standard feature set, KSU complete with 9 amp PSU, 2 x DKSC16+ cards complete with 2m amphenol cables, ISDN30 card
FAST X256-1A	CPC 256 Fast Track – Standard feature set, KSU complete with 9 amp PSU, 1 x SLC16 card, 1 x DKSC16+ card complete with 2m amphenol cable, ISDN30 card
FAST X256-1 NET	CPC 256 Fast Track – Standard feature set & Networking, KSU complete with 9 amp PSU, 2 x DKSC16+ cards complete with 2m amphenol cables, ISDN30 card
FAST X256-1A NET	CPC 256 Fast Track – Standard feature set & Networking, KSU complete with 9 amp PSU, 1 x SLC16 card, 1 x DKSC16+ card complete with 2m amphenol cable, ISDN30 card

AXXESS CPC 256

CPC-256	CPC 256 & Standard feature set
SW0017	CPC 256 Networking Licence
SW801	CTI Pack (OAI Events & OAI 3rd Party Call Control)
SW0039	Agent Help
SW0040	Analogue Voicemail Hunt Groups
SW0045	Desktop Interface
SW0048	Remote ACD

AXXESS CPS 512 FAST TRACK STARTER PACKS

FAST X512-1	CPS 512 Fast Track – Standard feature set, KSU complete with 9 amp PSU, 2 x DKSC16+ cards complete with 2m amphenol cables, ISDN30 card
FAST X512-1 NET	CPS 512 Fast Track – Standard feature set & Networking, KSU complete with 9 amp PSU, 2 x DKSC16+ cards complete with 2m amphenol cables, ISDN30 card

AXXESS CPS 512

IT405-D	CPS 512 Non-ATM Rackmount & Standard feature set
IT405-E	CPS 512 Non-ATM Rackmount redundancy
PB2592	Slave CPU - required if 3 or more cabinets are connected
SW0018	CPS 512 Networking Licence
SW801	CTI Pack (OAI Events & OAI 3rd Party Call Control)
SW0039	Agent Help
SW0040	Analogue Voicemail Hunt Groups
SW0045	Desktop Interface
SW0048	Remote ACD
SW0057	Upgrade CPS512 database to ATM 1024 database

SYSTEM COMPONENTS

KS2027-D	System Cabinet complete with 9 amp PSU
IT46-A	Modem – connects to CPU card
C99	Inter-Cabinet expansion cable
C131	Inter-Cabinet expansion cable (19" rack)
PROG-01	Programming lead
DMW44	System Mounting Brackets
IT112	9 inch Screen and Keyboard with PS2 to 5 Pin DIN Converter
IT109	Floppy drive kit for EVMC card

INTERFACE CARDS

PB2546-A	(LSC) 4 Circuit Analogue Line Card including 2m amphenol cable with krone strips
PB2546-B	As above with 4m cable
PB2546-C	(LSC) 4 Circuit Analogue Line Card with 2m amphenol cable unkroned
PB2546-D	As above with 4m cable
PB2555	(LSC-D) Daughter Card 4 Circuit Analogue Line Card
PB2603-A	Basic Rate ISDN Card S/T 8 Circuit complete with 4m amphenol cable
PB2606-A	T1/E1 PCB ISDN30 Channel Card
PB2545-A	(DKSC8) 8 Circuit Digital Keypad Card including 2m amphenol cable with krone strip
PB2545-B	As above with 4m cable
PB2545-C	(DKSC8) 8 Circuit Digital Keypad with 2m amphenol cable unkroned
PB2545-D	As above with 4m cable
PB2605-A	(DKSC16+) 16 Circuit Digital Keypad Card including 2m amphenol cable with krone strip
PB2605-B	As above with 4m cable
PB2605-C	(DKSC16+) 16 Circuit Digital Keypad with 2m amphenol cable unkroned
PB2605-D	As above with 4m cable
PB2605-T	DKSC16+ c/w 2m Telco Cable for use with custom patch panel
PB2552-A	(SLC8) 8 circuit POT Card provides AC ringing single-line ports with 2m amphenol cable kronged
PB2552-B	As above with 4m cable
PB2552-C	(SLC8) 8 circuit POT Card provides AC ringing single-line ports with 2m amphenol cable unkroned
PB2552-D	As above with 4m cable
PB2586-A	SLC16) 16 circuit POT Card provides AC ringing single-line ports with 2m amphenol cable
PB2586-B	As above with 4m cable
PB2586-C	(SLC16) 16 circuit POT Card provides AC ringing single-line ports with 2m amphenol cable unkroned
PB2586-D	As above with 4m cable
PB2586-T	SLC16 c/w 2m Telco cable for use with custom patch panel
PS2743-A	Power supply for SLC16
PS2744-A	Quad power supply for SLC16
PB2553	Lamp Option Card (LOC) (For use with SLC8)
PB2587	Lamp Option Card (LOC) (For use with SLC16)
PB2607	IIRC 16 port
PB2610	IIRC 16 port daughter card

AXXESS IP NETWORKING LICENCES

SW0115	4 Port IP Networking Licence
SW0116	8 Port IP Networking Licence
SW0117	16 Port IP Networking Licence
SW0118	32 Port IP Networking Licence
SW659	IP Trunk Licence

AXXESS EMBEDDED VOICE MAIL CARDS

PB2602-C
PB2602-D
PB2604

Axxess Embedded Voicemail Card 4 port
Axxess Embedded Voicemail Card 4 port
EVMC 4 port expansion card

OPTIONS CARD - OPC

PB2547-E
PB2547-F
PB2547-G
PB2547-H

OPC c/w 1 DSP and control PAL
OPC c/w 2 DSP and control PAL
OPC c/w 3 DSP and control PAL
OPC c/w 4 DSP and control PAL

Repair / Replacements

Mitel, either directly or indirectly, will make reasonable efforts to provide spares, new or refurbished, and/or repairs to the hardware components in the field for a period of five (5) years from the manufacture discontinuance date of July 1st 2009 or for a period of seven (7) years from installation date, whichever comes first. Spare parts will only be available until Mitel stock is depleted.

Last Time Buy

Mitel will make reasonable efforts to fulfill Purchase Orders from Mitel Solution Providers for components listed in this bulletin that are received prior to July 31st 2009.

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

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