

Manufacture Discontinue of Dialog 4200 Phones

Summary:	Announcing phase out of the remaining 4200 Dialog TDM phones with end of sale forecast date of December 2021.
Posted Date:	15 December 2020
Effective Date:	15 December 2020
Bulletin Number:	PB2020Dec1D
Bulletin Type:	Discontinuance
Product Family:	MiVoice MX-ONE Dialog 4200 TDM desktop phones
Audience:	All MiVoice MX-ONE channel partners globally.
Revision Version:	
Revision Reason:	

Manufacturer Discontinue

This Manufacturing Discontinue notice formally announces the phase out of the remaining 4200 Digital Dialog phones, the 4223 and 4225 Light Grey variants. Last time buy component constraints and diminishing market demand means the long serving 4200 series will be phased out by December 2021. Mitel is estimating based on historical demand, that product availability of the 4225 model will run through August 2021 and the 4223 model through December 2021.

Mitel previously announced a projected end of sale date via bulletin PB2019Nov15C of December 2020 but has managed to secure additional components to enable an extended sales period.

Phase Out Models: Desktop Dialog 4223 LG & 4225 LG TDM

With the continued growth in IP deployments and associated decline in TDM, Mitel will phase out the last remaining Dialog 4200 models together with the Key Panel module. This notice announces the planned phase out and the estimated product availability dates.



MiVoice 4223



MiVoice 4225



MiVoice 4200 KPM

Phased Out Part Numbers and Descriptions:

Part Number	Description
DBC22301/01001	Dialog 4223 Professional LG
DBC22502/01001	Dialog 4225 Vision V2 LG
DBY41901/01001	Dialog 4000 Key Panel KPM LG

Manufacture Discontinuance Schedule

Issuing of Manufacturing Discontinue Notice	15-December 2020
End of Sales Date *	30-December 2021
End of Life (Active Support)	30-December 2022
End of Technical Support (Passive Support)	30-December 2025

***Note:** Estimated sales stop date for the 4225 model is August 2021 and December 2021 for the 4223. Inventory made available whilst stocks last and may not be available through final sales stop date. If inventory available post end of sales date, then Mitel will continue to sell until inventory depleted.

Product Replacement

There are no alternative TDM phones for use with MiVoice MX-ONE. However there is an extensive choice of modern IP based phones. For alternative IP based solution, Mitel has a comprehensive range of SIP based desktop phones such as the 6800 and 6900 Series phones. These phones also offer a wide range of accessories. The 6900 series with MiVoice MX-ONE will soon expand to include the 6905 and 6910 models.



TDM MODELS	ALTERNATIVE IP BASED OPTIONS			
DESCRIPTION	PART NUMBER	DESCRIPTION	PART NUMBER	DESCRIPTION
Dialog 4220	80C00005AAA-A	6863 SIP Phone		
Dialog 4222	80C00001AAA-A	6865 SIP Phone	50006767	6920 IP Phone
Dialog 4223	80C00002AAA-A	6867 SIP Phone	50006769	6930 IP Phone
Dialog 4225	50006790	6873 SIP Phone	50006770	6940 IP Phone

Warranty

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 GA firmware release
- Critical bug fixes as required off long term supported release stream
- Mitel KnowledgeBase
- Web Tickets / TeamTrack
- Repair

THROUGH END OF TECHNICAL SUPPORT (PASSIVE SUPPORT)

- No R&D
- Web Tickets /TeamTrack
- Best Effort for catastrophic failures/critical issues
- Mitel KnowledgeBase

Passive sustaining continues to provide product support via available interfaces (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.

Repair / Replacements

Repair will be provided, based on availability of spare parts, until end of Technical Support.

Questions & Answers

Q: Does the End of Sales date guarantee a customer can purchase any quantity of phased out phones at that time?

A: No. Mitel has built out inventory based on available last time buy component constraints and has estimated end of sales dates based on historical sales volume. Sales are based on a first come first served basis. Mitel typically will continue to sell any excess inventory past End of Sales date if inventory remains.

Q: Does Mitel offer attractive upgrade options for TDM based deployments wishing to convert to IP?

A: Yes. Please consult your local sales manager for further information. Several options exist that enable a smooth transition path.

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