# Mitel MiVoice Connect End of Life

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# Rick Balzer

CEO of Intelesys 1994 - Present

**Fractional CIO / IT Director**

City of San Marino

January 2019 – April 2020

Teaching Consultant Mentor

California State University, Fullerton

Fall 2018 to Present

CALIFORNIA STATE UNIVERSITY SAN BERNARDINO

Entrepreneur of the Year Award

MISAC

MUNICIPAL INFORMATION SYSTEMS ASSOCIATION OF CALIFORNIA

MISAC Attendee Since 2015

Feature Presenter – 2019 (IT as an Investment)

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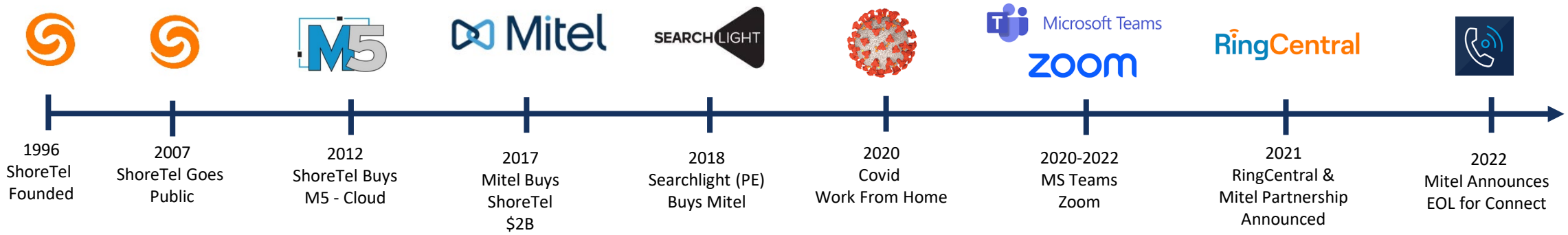
# ShoreTel History




# What Now?

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# Announcements

Mitel Connect is EOL 2029

New System Sales End 2023

- **Q1 2023 – Official Announcement from Mitel on Official Dates**

Add On Licensing Sales End 2024 or 2025

6900 Series Phones Currently Supported by Ring Central and MiVoice Business.
-400 Series Phones To Follow Soon

ST & SG Gateways Will Be Supported Until The EOL of Connect

Price Increase For Partner Support

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# Mitel / Ring Central Announcement Details

RingCentral becomes the exclusive UCaaS partner for Mitel

RingCentral acquires differentiated CloudLink technology to enable a unique transition path from on-premises PBX to RingCentral's Message Video Phone (MVP) cloud platform

RingCentral will pay Mitel $650 million to acquire intellectual property rights and patents covering network and call management, security, and infrastructure.

Searchlight will invest $200 million in equity in RingCentral

Mitel gets residual payments from Ring Central for all transitions

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# Ring Central Experience

## The Mitel Customer Experience when upgrading to RingCentral MVP

### The Right Journey for the Right Customer

1. **Device Journey**
   (Device options)

2. **Migration Tools**
   ( Profiles, Call Flows, Devices)

3. **Incentives**
   (Customer)

4. **Self-service**
   VS
   **Professional Services**

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# Options

**OPTION I**
Stay on Connect

## It Still Works !!!!!!

**OPTION II**
Move to Cloud

RingCentral

8x8

Microsoft Teams

TPX

zoom

GoToMeeting

AT&T

**OPTION III**
Move to Mitel MiVoice Business (Prem)

6900 Series

400 Series

**Will NOT Move to MiVB**

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# Phone Options

## PROPIETARY

Mitel 6900

Mitel 400

Mitel 200 / 655

## OPEN SIP

Poly VVX550

Yealink T43U

AudioCodes

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# MiVoice Connect Roadmap 2022-2023

*Content and schedules are subject to change*

**MiVConnect 19.3 SP1**
- Modern Auth (Azure AD)
- 988 suicide hotline
- RNG Video Pro cross-launch
- Other security & defect fixes

**MiVConnect 19.3 SP2**
- OpenSSL update (Dell issue)
- 6900w compatibility
- Other security & defect fixes

**MiVConnect 19.3**
- 6900 series Teleworker
- Updated Connect Client (macOS 12)
- Disable TLS 1.0 in Director
- MySQL Community Edition

**MiVConnect 19.4**
- CloudLink Chat
- Mobile push notification
- Hyper-V Secure Boot
- Windows Server 2022
- Security and Defect fixes

GA | In Progress | In Planning | Directional

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# MiVoice Connect Ongoing Development

- Core capability
  - Modern Authentication
    - OAuth 2.0 for Connect Client and CC client
  - Push Notification for Mobility
    - Corrects longstanding deficiency
  - TLS 1.2 for Connect CC (ECC)
  - CloudLink chat
  - RingCentral Video Pro cross launch
- Mitel endpoint devices & evolution
  - 6900x basic support (same as non-w)
  - 6900w/L/t/Lt differentiated support
  - 5634 Wi-Fi Handset support
  - 6900 Admin
    - Ringtunes, Wallpaper, Audio path selection
  - 6970 Integrated
- Stability, Robustness and Performance
  - D&M improvements
  - Bug fixes
- Security
  - Ongoing security:
    - OpenSSL 1.1.1 for Dell Gen15 issue
    - Secure Boot
    - Vulnerability reduction
    - Library updates
    - 3rd party platform & OS updates
    - Complete HTTPS for phones (Private CA download, Cert validation)
- Other
  - DID/DNIS Trunk Tool (offline app)

Won't deliver:

- Client docking, VM/AA for ST, SIPREC

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# TLS 1.2 Support

## DOES NOT SUPPORT TLS 1.2

SWITCHES:
- SG30
- SG50
- SG50V
- SG90
- SG90V
- SG220T1
- SG220T1a
- SGT1K
- SG24a

PHONES (MGCP):
- 200 Series
- 655 Phone

## SUPPORTS TLS 1.2

SWITCHES:
- ST1D
- ST2D
- ST24a
- ST48a
- ST50A
- ST100A
- ST100DA
- ST200
- ST500
- Virtual Switches

- PHONES (SIP):
  - 400 Series
  - 6900 Series

Minimum Connect Release Required: 22.12.7211.0

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# Mitel Speedway Program

**Physical to Virtual Upgrade:** If you have physical SG hardware, Mitel will provide the like for like virtual license at no charge for the licenses. Prorated support charges apply when upgrading to the virtual licenses.

**Physical to Physical Hardware Upgrade:** If you still require hardware and need to get off of the older SG gateways, Mitel is providing a 30% discount off list price on ST100A, ST100DA, ST1D & ST48A. For the SG24A and the SG50A Mitel is providing a 15% discount.

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# Deprecation of Basic Authentication of MS 365

## Deprecation of Basic Authentication in Microsoft 365

Look for Product Bulletin PB2022Sept15C on PowerUP Hub

Microsoft has announced the deprecation of Basic Authentication as of Oct 1, 2022

- New Microsoft 365 tenants are created with Basic Authentication already turned off as they have Security defaults enabled.
- Beginning in early 2021, Microsoft started to disable Basic Authentication for existing tenants with no reported usage.
- Effective October 1, 2022, Microsoft will begin disabling Basic authentication for Outlook, EWS, RPS, POP, IMAP, and EAS protocols. SMTP Auth will also be disabled if it is not being used.

Microsoft recently updated their guidance for tenants using Basic Authentication

- Tenants who need to continue using Basic Authentication can extend their cutover to Modern Authentication (Oauth 2.0) through December 31, 2022

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# Kari's Law/ Ray Baum's Act

## Kari's Law

On Site Notification via text / email / call

Ability to dial 911 with out dialing 9

## Ray Baum's Act

All Phones that dial 911 must provide a dispatchable location
- Physical Phones, IP Phone, Softphones, Work from Home

Requires Connect 19.2 SP1

RedSky

Intrado

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# Kari’s Law/ Ray Baum’s Act

Kari’s Law / Ray Baum’s Act 101

Ray Baum’s Act  - Mitel

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# Cloud Mistakes / Concerns

Special Routing (Police / Fire / etc).

Live Tech Support

eFax

911 Dispatch

Reporting

Paging

Conference Rooms

Call Center

Ray Baum's Act

Physical Phones w/ features

Call Recording

Analog

Door Phones

Fax

Blue Phones

SMS

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Opex vs. Capex – RFP necessary?

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Hybrid Cloud / Connect Physical as an option

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# MS Teams Calling Options

E3/G3 with Telephony License
Or G5

Microsoft PSTN Plan → Microsoft — As PSTN

Direct Routing → dialpad, IntelePeer, RingCentral, 8x8, AT&T, TPX

Embedded Dialer

Teams Client E3/G3

Launch 3rd Party Client → 8x8, RingCentral, dialpad

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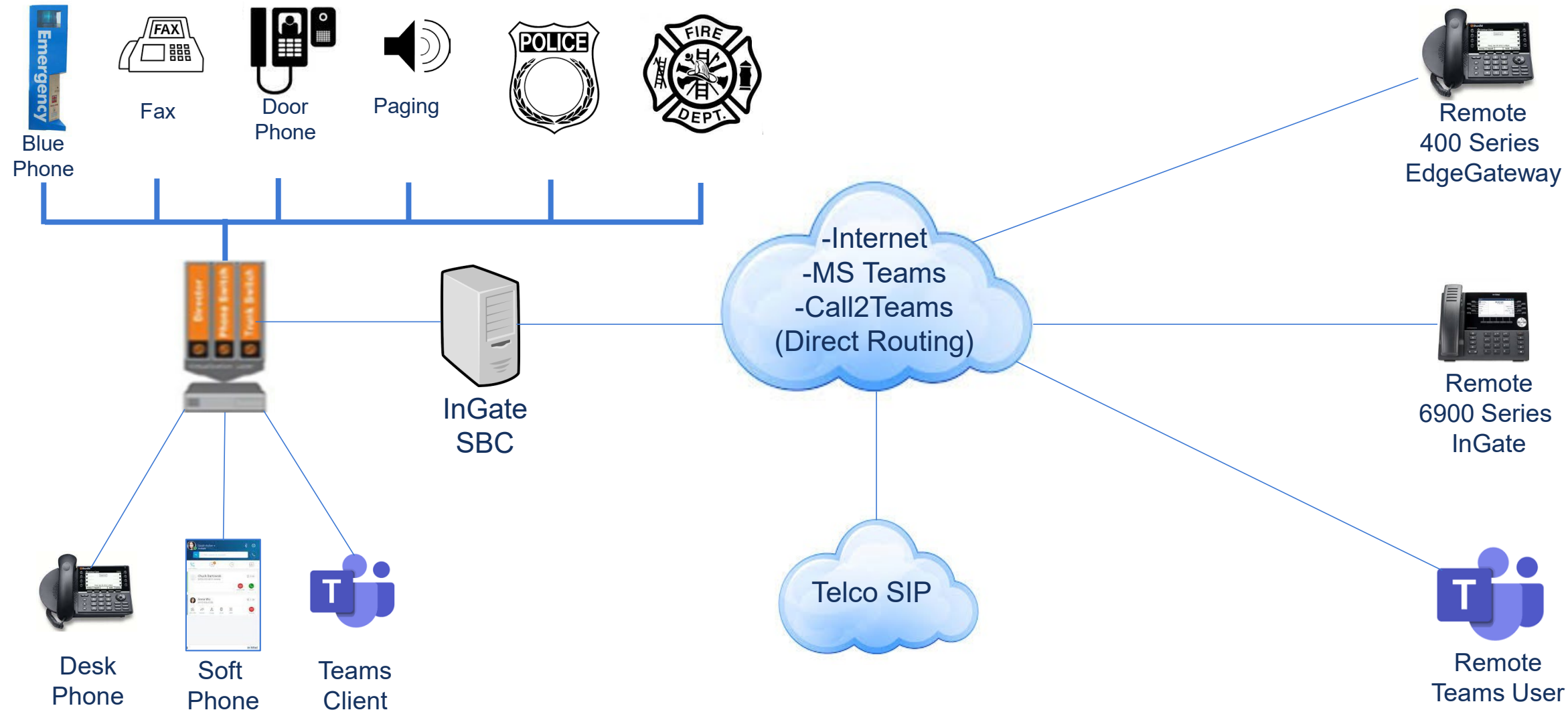
# Teams Hybrid with Mitel Connect

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# Government Contract Vehicles

CALNET

NASPO ValuePoint™

PEPPM COOPERATIVE PURCHASING

OMNIA® PARTNERS | Public Sector

TIPS

NCPA National Cooperative Purchasing Alliance

Fully vetted and publicly bid RFP process for each contract vehicle

- Competitively Priced
- Negotiated Payment Terms
- Negotiated Terms and Conditions

No RFP Process Required

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# Conclusion

1. Stay on Connect for as long as you want

2. When you are ready let Intelesys help you get get to the cloud

3. Don’t do it alone.

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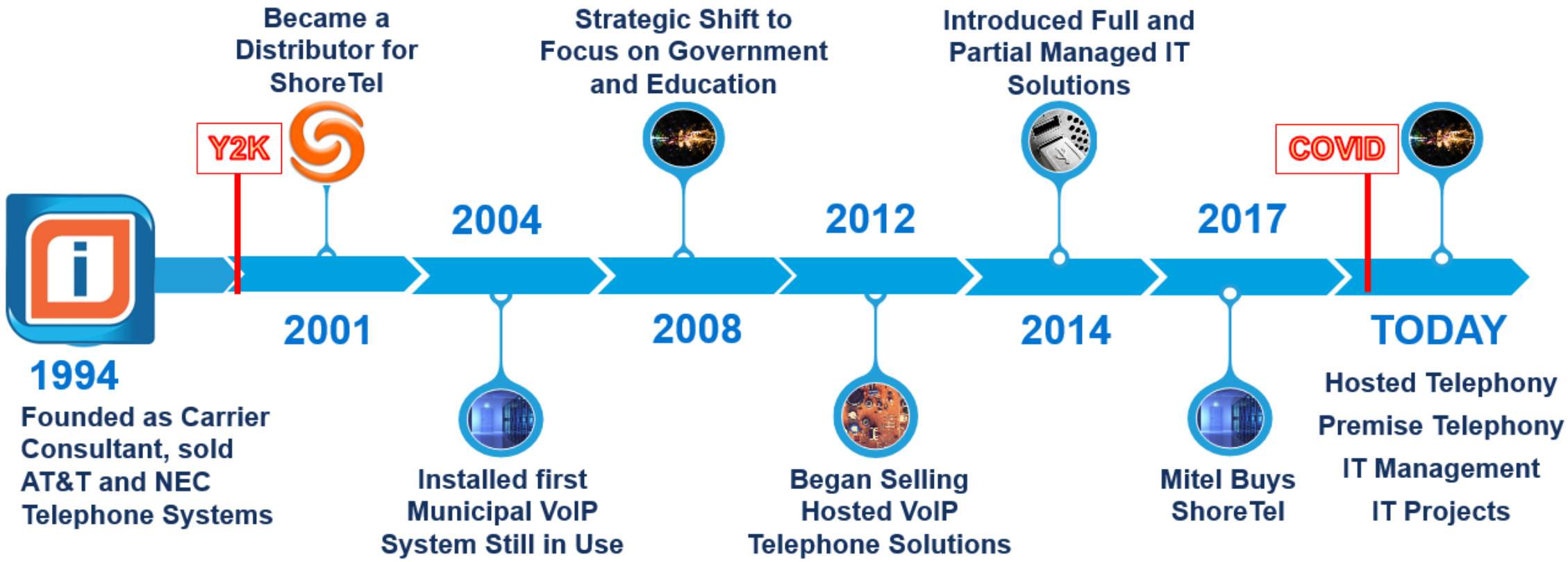
# Intelesys History



# Contacts

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