

Prepare for the Mitel MiVoice Connect End of Life.

The end isn't just near, it's here!

Mitel (formerly ShoreTel) officially announced its End-of-Sale (EoS) for MiVoice Connect platform software, hardware, and all related applications, beginning July 6, 2024.

Common Questions

1. Why should I worry about my system now?

It takes months to migrate to a new system successfully. Your business will face scalability, cybersecurity, and support challenges that could upend your operations with dire consequences.

2. What happens to my phones after December?

GCTI will continue to support your phone system on a "best effort" basis, but Mitel will not offer security patches, troubleshooting or help with system issues.

3. Can I add more seats after December?

No. As with any discontinued product, you won't be able to buy licensing or support if you expand.

4. Does it cost a lot to move to cloud-based services?

No, most UCaaS providers charge to port over your existing phone numbers and customize calling features, with no expensive set-up fee.

5. If I move from Mitel, will Global CTI still support my business?

Absolutely! GCTI has strong partnerships with Mitel's UCaaS provider RingCentral, along with 8x8, Nextiva, Dialpad and our Amigo Voice.



What PRODUCTS are affected?

- All legacy ShoreTel products
- MiVConnect Enterprise and Small Business Edition PBX software
- MiVConnect Client software
- MiVConnect ST Voice Switch hardware
- Mitel IP400 Phones
- MiVConnect Edge Gateway software
- MiVConnect Mobility Router software
- MiVConnect Contact Center software
- MiVConnect Advanced Apps software
- Ingate SIParator hardware and software

What FEATURES will change?

- Oasis Voice Recording ends July, 2024
- VMware free licensing ends June 2024

Learn more at [GCTI.com](https://www.gcti.com)

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