End of Genesys Support for T-Server for Mitel MiVoice 5000

**End of Genesys T-Server for Mitel MiVoice 5000
Support Announcement**

April 15th, 2021

End of T-Server for Mitel MiVoice 5000 Support

Last Updated: March 25th, 2021

Overview

As of April 15th, 2021, Genesys announces the End of T-Server for Mitel MiVoice 5000 Support.

Genesys Products	Release
T-Server for Mitel MiVoice 5000	All Versions

End of Life Announcement Date	April 15th, 2021
End of Support Date	December 31st, 2022

Details

This is a notice to all customers and partners that Genesys will stop supporting **T-Server for Mitel MiVoice 5000**, effective **April 15th, 2021**. This means that if an issue arises after this date with any existing Genesys software version that relates to **T-Server for Mitel MiVoice 5000**, Genesys will recommend that the customer migrate to **Genesys Cloud**, **Genesys SIP Solution** or a **Genesys Supported T-Server**.

Major Versions

Genesys versions that are affected by this T-Server for Mitel MiVoice 5000 EOS announcement:

Versions of Genesys products affected
8.0
8.1
9.0

Supplemental Information

Migration path: Customers using **T-Server for Mitel MiVoice 5000** should migrate to **Genesys SIP Solution** or another supported **T-Server** before Genesys ends support on **December 31st, 2022**.

Frequently Asked Questions

Are customers entitled to any supported T-Server as a replacement for EOL/EOS T-Servers?

- Answer: Yes. Customers are entitled (at no cost) to use any of the supported Genesys T-Servers. Customers migrating to a Genesys SIP solution will incur additional costs.

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Definitions

End of Life Announcement Date

This is a general announcement for end of support.

End of Support Date

From this date, all Genesys Maintenance and Support obligations will be ceased.

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