

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	April 15th, 2023

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 **April 15th, 2023**.

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.

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.