Controller & Endpoint Compatibility Matrix

Mitel 3300 Hardware Phase Out

PURPOSE:

This matrix provides a clear, printable reference for understanding what technically works, what is supported, and where real operational risk exists as MiVoice Business environments approach and move beyond version 11.0.

This asset is designed for:

- IT leaders validating upgrade paths
- Executives assessing platform risk
- Sales and solution architects guiding modernization conversations

Controller Compatibility Overview

Controller	MiVB ≤10.5	MiVB 11.0	Post-11.0 Outlook	Risk Level
AX	Supported	Not supported	No forward path	High
CX II	Supported	Not supported	No forward path	High
MXe III	Supported	Not supported	Limited lifespan	Medium

Key takeaway:

AX and CX II controllers represent hard stops. MXe III may appear viable but should be treated as a temporary bridge, not a long-term strategy.

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Endpoint (Phone) Compatibility & Behavior

Endpoint Type	≤10.5 Behavior	11.0 Behavior	Support Reality	Risk Indicator
69xx Series non-w	Full feature set	Registers, limited enhancements	Declining	Medium
53xx Series	Full feature set	Registers, reduced support	Legacy	Medium−High
53xxe Series	Stable	Stable with constraints	Conditional	Medium
Third-Party SIP	Variable	Variable	Integration dependent	Medium

Important distinction:

Phones that register successfully may still experience:

- Reduced firmware updates
- Feature stagnation
- Increased operational fragility

Upgrade vs Redesign — Decision Framework

When an Upgrade Is Usually Chosen:

- MXe III controllers only
- Limited endpoint diversity
- Short-term lifecycle extension required
- Budget constrained to capital preservation

RISK: DELAYS MODERNIZATION WHILE INCREASING FUTURE DISRUPTION.

When a Redesign Is the Safer Path:

- AX or CX II controllers present
- Mixed or aging endpoint inventory
- Contact center or remote work criticality
- Compliance or security pressure

BENEFIT: ALIGNS COMMUNICATIONS ARCHITECTURE WITH BUSINESS CONTINUITY AND GROWTH.

Timeline Pressure Points

- Pre-11.0: Planning window
- 11.0 Adoption: Decision enforcement point
- Post-11.0: Reactive risk environment

Organizations entering 11.0 without a defined next step experience increased outage exposure and reduced vendor flexibility.

Towner Advisory Note

The most common mistake organizations make is assuming an upgrade equals a solution. In reality, controller and endpoint constraints often make redesign the only sustainable path.

Towner's role is to validate realities early, reduce unplanned disruption, and guide organizations toward architectures that outlast hardware cycles.