



MiVoice Business Transition Readiness Checklist



(Role-Aware | Controller + Endpoint Flags | Security & Support Logic)

This checklist is designed to surface risk, urgency, and decision readiness—not just technical status.

SECTION 1: Core Environment Identification (All Roles)

- Current MiVoice Business version (e.g., 9.x, 10.5, 11.0)
- Deployment model
 - Virtual (VMware / Hyper-V)
 - Physical appliance
 - Primary controller type
 - AX
 - CX II
 - Mxe III
 - Secondary / survivability controllers present
 - MiCollab in use (yes / no)
 - MiContact Center in use (yes / no)
 - SIP trunking provider(s) identified
 - Third-party integrations (paging, EHR, CRM, recording, door systems)



If any of this information is unknown, planning cannot safely proceed.

SECTION 2: Controller Viability & Support Risk (IT-Focused)

Controller Status Check

- AX controller in production
- CX II controller in production
- MxIII controller in production

Risk Indicators

AX / CX II present → High risk post-11.0

MxIII present → Conditional viability

- Controller firmware current
- Vendor support contract active
- Hardware age exceeds 7 years



Unsupported or aging controllers introduce unplanned outage risk, not just upgrade blockers.

SECTION 3: Endpoint (Phone) Compatibility & Behavior

Endpoint Inventory

- 69xx series phones
- 53xx series phones
- 53xxe series phones
- SIP endpoints (third-party)
- Softphones / remote workers

Known Post-11.0 Behaviors

- Phones register but lose feature parity
- Reduced firmware support
- Increased reliance on legacy signaling
- Replacement timelines unclear



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SECTION 4: Security & Compliance Exposure (Exec + IT)

- OS-level security patches still available
- Encryption standards meet current policy
- Audit or compliance requirements (HIPAA, CJIS, PCI, FERPA)
- Incident response plan tied to current platform



Unsupported platforms create audit findings, not just IT tickets.

SECTION 5: Operational Impact (Call Center & Ops)





- Call routing complexity documented
- Contact center uptime SLAs defined
- Remote / hybrid workflows dependent on MiVB
- Seasonal or peak call periods identified







Platform instability during peak periods = reputational risk.

Decision Readiness Gates (Leadership)

You are NOT ready if:

-  Controller roadmap is unclear
-  Endpoint replacement scope unknown
-  Budget not modeled beyond “upgrade”
-  No parallel-path architecture defined

You are READY to act if:

-  Current-state risks are documented
-  Upgrade vs redesign paths evaluated
-  Timeline aligns with business cycles
-  Stakeholders aligned on outcomes, not versions

This is where Towner steps in helping you to de-risk:

- Validate controller and endpoint realities
- Separate “can upgrade” from “should upgrade”
- Map modernization paths aligned to business, not hardware
- Prevent sunk-cost upgrades that delay the inevitable