Mitel 8528 / 8568 Telephones

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FREQUENTLY ASKED QUESTIONS

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Q. Do the Mitel® 8528 / 8568 Telephones support headset operation?

A. Yes. The 8528 / 8568 Telephones have a separate headset jack or port in the base of the phone. All of the same Plantronics headsets that are supported on the Mitel 8520 / 8560 Telephones are also supported on the 8528 / 8568 Telephones.

Q. Is a line cord included with the 8528 / 8568 Telephones?

A. A 4 meter (13 ft.) line cord cable is packaged with the 8528 / 8568 Telephones. An RJ-11 Line Cord is included with the NA phone variants and one each of the RJ-45 and BT Line Cord is included with the UK phone variants.

Q. What are the MTTF Rates for the digital phones?

A. Here are the current MTTF (Mean Time To Failure) rates for the telephones. These are sometimes referred to as MTBF (Mean Time Between Failure) rates:

Telephone	MTTF Rate (Years)
8528 Telephone	10
8568 Telephone	10

Q. What is the power consumption of the 8528 and 8568 Telephones and their peripherals?

A.

Telephone	Typical (Active) Power
8528 Telephone	1 W
8568 Telephone	1 W
PKM 12	1.3 W
PKM 48	1.7 W

Q. What are the main differences between the new 8528 / 8568 Telephones and the older 8520 / 8560 Telephones?

A. The new 8528 and 8568 Telephones function similar to the Mitel 8520 and 8560 Telephones, but include the following functional differences:

- The 8528 and 8568 Telephones require Mitel 5000 Communications Platform (CP) software v3.2 or later. They are not backwards compatible with previous 5000 CP software versions and they are not compatible with Inter-Tel Axxess® systems
- The 8528 and 8568 Telephones run on programmable firmware that is downloaded to the telephone when it first comes on-line and when updates become available
- The 8528 and 8568 Telephones support the Mitel Unified Communicator® (UC) Express and Mitel Unified Communicator® (UC) Advanced (Release 3.0) desktop applications. (The existing 8520 / 8560 Telephones support the UC Advanced application but NOT the UC Express.)

- The 8528 and 8568 Telephones support the Mitel Programmable Key Module (PKM) 12 and Mitel Programmable Key Module (PKM) 48. They do not support the Mitel Programmable Key Module (PKM) 50 unit (also known as Model 8416 Mini-DSS) or the Mitel Programmable Key Module (PKM) 16 unit (also known as Model 8450-50 key DSS).
- The 8528 and 8568 Telephones do not support the Personal Computer Data Port Module (PCDPM) or the Modem Data Port Module (MDPM).
- The 8528 and 8568 Telephones do not support the Off-Hook Voice Announce (OHVA) feature.
- The 8520 and 8560 Telephones had NA and UK variants, each with individual A-law and mu-law codecs. The new 8528 and 8568 Telephones contain universal codecs for global use. The only difference in the NA and UK variants is in the packaging of the line cords.
- The new 8528 and 8568 Telephones use standard wiring when connecting to RJ jacks. The older 8520 and 8560 Telephones used non-standard wiring.

Q. What are the wiring differences between the older 8520 / 8560 Telephones and the new 8528 / 8568 Telephones, and why is it important for installers to note this?

A. There has been a change in the wiring for the 8528 / 8568 Telephones as compared to the existing 8520 / 8560 Telephones. The 8520 / 8560 Telephones used non-standard wiring, but the new 8528 / 8568 Telephones use standard wiring.

When installers look at the "RJ", the new 8528 / 8568 Telephones use the inside pair of wires (the two middle wires). The older 8520 / 8560 Telephones used the next pair out from the middle. Typically, the secondary Tip / Ring pair was used by the older 8520 / 8560 Telephones and this was pins 2 and 5. The primary Tip / Ring pair is used by the 8528 / 8568 Telephones, and these are typically referred to as pins 3 and 4.

This wiring change is relevant if an installer tries to try to replace an older 8520 or 8560 Telephone with a new 8528 or 8568 Telephone. Installers will likely need to rewire the jack.

In addition, the older phones 8520 / 8560 Telephones were polarity sensitive and Tip and Ring had to be matched appropriately. The new 528 / 8568 Telephones are agnostic to which is Tip and which is Ring, as long as they are wired to the center pair of contacts on the RJ.

Q. Are there User Guides / Quick Reference Guides available for the 8528 and 8568 Telephones?

A. Yes. 8528 and 8568 Telephone User Guides / Quick Reference Guides in Adobe® PDF format can be found on the Mitel edocs site on Mitel OnLine:

http://edocs.mitel.com/UG/Index.html

Q. Are there spare parts for the new 8528 and 8568 Telephones?

A. Yes. Here is a list of the spare parts for the 8528 and 8568 Telephones:

Part Number	Description
50005231	Mitel Handset (25 Pack) (v4) Includes: V4 Handset (Narrowband)
50004471	Mitel Phone Stand FRU (Single) Product Note(s): 35º (Degree) Angle Phone Base / Wall Mount Stand
51013673	8528 Telephone Lens (25 Pack) Spare
51013674	8568 Telephone Lens (25 Pack) Spare
51013677	8528 / 8568 Telephone Removable DESI Card (Blank) (25 Pack): Product Note(s): These are the slide-out DESI Cards for 8528 / 8568 Telephones. These are single small cards NOT suitable for a Printer. For 8.5 x 11 printable DESI Cards, contact the DESI Card Co.
51013675	8528 Telephone Fixed Silver Mylar Card (25 Pack): Product Note(s): This is the grey fixed overlay label for the 8528 Telephone.
51013676	8568 Telephone Fixed Silver Mylar Card (25 Pack) Product Note(s): This is the grey fixed overlay label for the 8568 Telephone.
51013678	8528 / 8568 Telephone Icon Overlay Labels (5000) (English) (25 Pack): Product Note(s): For use on 8528 / 8568 Telephones. English labels that fit around the 6 fixed function keys to identify the function of the Icon.
9132-800-208-NA	Mitel Handset Curly Cord Dark Grey (25 Pack)

Q. Do the 8528 / 8568 Telephones support UC Express and UC Advanced applications?

A. Yes. Both UC Express (Release 3.0) and UC Advanced (Release 3.0) are supported on the 8528 and 8568 Telephones.

Q. Do the 8528 and 8568 Telephones require a license on the 5000 CP?

A. The 8528 and 8568 Telephones do not require a license. They are licensed identically to the 8520 and 8560 Telephones.

Q. What are the differences between the NA and UK variants of the 8528 / 8568 Telephones?

A. Even though Mitel optimized the hardware design of the phones with universal codecs, that allows the phone to operate in both A-law and mu-law, there are packaging differences between the NA and UK variants.

Part Number	Description
50006122	8528 Telephone (NA) Includes: 2-Line Display Digital Phone v4 Handset (Regular) RJ11 Line Cord
50006321	8528 Telephone (UK) Includes: 2-Line Display Digital Phone v4 Handset (Regular) RJ-45 and BT Line Cords
50006123	8568 Telephone (NA) Includes: 6-Line Display Digital Phone v4 Handset (Regular) RJ11 Line Cord
50006322	8568 Telephone (UK) Includes: 6-Line Display Digital Phone v4 Handset (Regular) RJ-45 and BT Line Cords

"Green" Benefit: We have separate variants of NA and UK Phones because of the different line cords. Mitel originally looked at a single universal variant of the phone that included both NA and UK (BT) line cords, but in each case, one or the other line cord would be thrown out. This method minimizes the number of cables going into landfills.

Q. What is the maximum loop length for operation of the 8528 and 8568 Telephones?

A. The maximum loop length is 1200 ft (366 meters). This is the same as the existing 8520 / 8560 Telephones. This distance has been limited in order to meet powering requirements of the phone.

Q. What are the volume levels supported on the speaker, ringer, handset and headset?

A. The speaker and alerting tone (ringer) have eight volume levels. The handset supports 11 volume levels, while the headset mode supports up to seven volume levels.

Q. Do the 8528 and 8568 Telephones support dual colored LEDs?

A. No. Because there was no system software available to support functions that required dual color LEDs, these were not designed into the 8528 and 8568 Telephones.

Q. Can I get blank DESI labels for the 8528 and 8568 Telephones that are suitable for printers?

A. Yes. DESI offers printable labels for the 8528 and 8568 Telephones. Labels are also available for the PKM 12 and PKM 48.

DESI labels offered for the Mitel Telephones are available here:
http://www.desi.com/product-exec/product_id/2832/nm/Mitel_8528_8568

DESI Telephone Labels' latest release of DESI Plus and DESI Lite software supports many new phone faceplates. Updates to existing DESI Plus and DESI Lite software are always available at no charge. Label sheets that support the full range of Mitel Phones and DESI software can be found at www.desi.com.

Q. How do I order blank DESI labels?

A. Go to www.desi.com > Phone Labels & Plastic Covers > Mitel > Search "8528" and "8568." You will find everything you need there. To buy online, simply choose a label, click "Add to Cart," and then check out.

Q. How do I get the DESI labeling software?

A. DESI is now offering a DESI Lite labeling software for free, and a DESI Plus labeling software for a nominal charge. All you need to know is on www.desi.com.

Q. Is a redesigned version of the Inter-Tel Model 8500 also planned?

A. No, there are no plans to offer a low end re-designed digital phone. A decision was made early on in the development of the new digital phone project not to redesign the Model 8500 digital endpoint for a couple of reasons:

1) Sales of the Model 8500 (both NA and UK variants) have been steadily declining, quarter over quarter (less than 10 percent of overall digital phone volumes). Mitel decided to focus on the digital phones that account for more than 90 percent of the sales of digital phones on the 5000 CP. The projected sales forecast for the Model 8500 endpoint did not justify the development of a new Model 8500 digital phone.

2) The majority of the Model 8500 sales were on the Axxess platform as opposed to the 5000 CP platform, and since the refreshed phones would be supported on the 5000 CP only, refreshing the Model 8500 endpoint as well could not really be justified for the return on investment.

Q. Are there plans to support the 8528 / 8568 Telephones on the MCD or SX-200 ICP platforms?

A. No, there are no plans to port the functionality of these digital phones to the Mitel Communications Director (MCD) or Mitel SX-200 IP Communications Platform (ICP). Customers requiring digital phones on the MCD or SX-200 ICP still have the option to purchase the Mitel Superset 4025 digital phone.

Q. Are there plans to support the 8528 / 8568 Telephones on the Axxess platform?

A. While the 8528 and 8568 Telephones cannot be directly connected to an Axxess platform, Axxess customers can reinvigorate their Axxess by inserting a 5000 CP as a "gateway" to provide several new capabilities, including 8528 / 8568 Telephone support, Dynamic Extension Express, SIP Trunks, and Mitel NuPoint Unified Messaging™ (UM) support.

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