

Bulletin / Product Announcement

MiVoice Office 400 R5.0

REVISION INFORMATION

18 April 2017 Version 01 First version

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1 PURPOSE

This document announces the new release R5.0 of the MiVoice Office 400 Communication Solution for International markets and lists its contents. All information necessary for the introduction of this new product are listed.

2 PRODUCT DESCRIPTION

2.1 NEW HARDWARE ITEMS

None

2.2 CHANNELS

The MiVoice Office 400 R5.0 supports following channels/countries:

GA COUNTRIES (AS OF MARCH 2017)

Australia	Bulgaria	El Salvador	Jordan	Portugal	Spain
Austria	Colombia	Finland	Lebanon	Qatar	Sri Lanka
Bahrain	Croatia	France	Mexico	Romania	Sweden
Bangladesh	Curacao	Germany	Namibia	Russian Federation	Switzerland
Belgium	Cyprus	Greece	Netherlands	Serbia	Turkey
<i>Bolivia</i>	Czech Republic	Hungary	New Zealand	Singapore	United Arab Emirates
Botswana	Denmark	India	Norway	Slovenia	United Kingdom
Brazil	Egypt	Italy	Papua New Guinea	South Africa	

SUPPORTED COUNTRIES NOT YET DECLARED GA (AS OF MARCH 2017)

Argentina	Kuwait	Nicaragua	Peru	Saudi Arabia
Costa Rica	Libya	Oman	Poland	Tunisia

2.3 MITEL 470 USER LICENSING

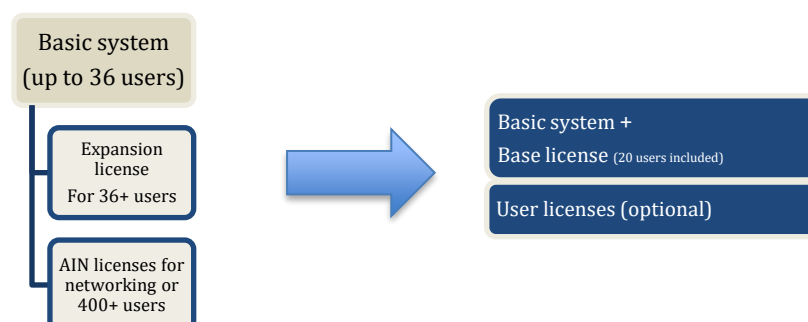
The Mitel 470 base system licensing evolves to get simpler, more consistent with user bundles and SWA as well as to provide a more linear pricing. Advantages for customers and partners are:

- SW Licensing simplification
- Linear user licensing model instead of two hard steps at 36 users and 400 users. The Expansion license and AIN licenses are not needed anymore.
- Get consistent with User bundles, SWA and Virtual Appliance (VA)
- Simplified SWA calculation
- Ease migrations from 470 to VA

2.3.1 A SMARTER LICENSING MODEL

Till now, the users on the Mitel 470 have been licensed via the base system and the expansion licence for >36 users systems, as well as the AIN licence that allows more than 400 users.

As of R5.0, a full user model is introduced with Mitel 470. Like with Virtual Appliance, the Mitel 470 model consists of a base licence and user licences.



2.3.2 MITEL 470 BASE LICENSE

The Mitel 470 base license is required to activate a Mitel 470 system as of R5.0. It contains the license for the MiVoice Office 400 software (previously integrated in the Mitel 470 hardware as well as 20 licences of type 'User' and the entitlement to use AIN networking up to 40 nodes. User licences of any kind can be added on top of this base license to reach the desired number of users in the system.

Item number	Item label	Notes
54007570	Mitel 470 Base Licence (incl.20 users)	

2.3.3 USER LICENCES

In line with the already introduced UCC offer, there are 5 different user levels: 'User', 'Basic User', UCC Entry, Standard and Premium users. Each of them contain at least the user license and can be upgraded to a higher level of functionality by the mean of an upgrade license.

		Type of user license				
		User	Basic User	UCC Entry	UCC Standard	UCC Premium
Included features	User license	✓	✓	✓	✓	✓
	Terminal licence (of any kind)	-	1	multiple	multiple	multiple
	Enterprise Voice Mail included			✓	✓	✓
	MiCollab feature level	UCC Basic	UCC Basic	UCC Entry	UCC Standard	UCC Premium

Please note that MiCollab features require the MiCollab and MBG base licenses.

2.3.4 USER UPLIFTS

Users can be upgraded to a higher level of functionality:



Following possibilities are offered:

User Uplift	Item number	Item label
'User' to 'Basic User'	Will be available later	MIVO400 User to Basic User
Basic User to UCC Entry	54007211	UCCv4.0 MiVO400 Basic to Entry
Basic User to UCC Standard	54007214	UCCv4.0 MiVO400 Basic to Stnd
Basic User to UCC Premium	54007215	UCCv4.0 MiVO400 Basic to Prem
UCC Entry to UCC Standard	54007212	UCCv4.0 MiVO400 Entry to STD
UCC Standard to UCC Premium	54007213	UCCv4.0 MiVO400 STD to PREM

Please note that Software assurance may also need to be uplift:

User Uplift	required SWA Uplift	
MIVO400 User to Basic User	none	No SWA uplift required
Basic User to UCC Entry	54007222	Std SWAssu UCC Bsc-Ent MiVO400
Basic User to UCC Standard	54007223	Std SWAssurUCC Bsc-Std MiVO400
Basic User to UCC Premium	54007224	Std SWAssurUCC Bsc-Prm MiVO400
UCC Entry to UCC Standard	AMC	Quote to be done in AMC
UCC Standard to UCC Premium	AMC	Quote to be done in AMC

2.3.5 A FEW EXAMPLES

Customer need	User license Items to be ordered as of R5.0
30 users with 20x analogue phones and 10x 6800 phones	<ul style="list-style-type: none"> • Base licence for Mitel 470 • 10x 'Basic users'
50 users with 50x 5300 digital phones	<ul style="list-style-type: none"> • Base licence for Mitel 470 • 30x 'Users'
50 users with 20x analogue phones 30 x 6800 phones, 600 SIP DECT and MiCollab Entry	<ul style="list-style-type: none"> • Base licence for Mitel 470 • 30x UCC Entry users
80 users with: 30x analogue, 40x 6800 + 600 SIP DECT+ MiCollab Standard 10x 6800 + 600 SIP DECT+ MiCollab Premium	<ul style="list-style-type: none"> • Base licence for Mitel 470 • 10x User • 40x UCC Entry users • 10x UCC Premium users

2.4 USER LICENSING AS OF R5.0 FOR ALL PLATFORMS

2.4.1 USER AND SWA USER LICENSING RULES

A user is an instance composed of an internal subscriber number and a name.

The following users require a licence and a 'SWA User' coverage (in case of SWA):

- users that have a terminal (no matter if used by 'real persons' or not)
- backup users (dual homing feature),
- Free Seating Pool (one pool can include up to 16 free seating phones),
- Phone booths (hospitality),
- Hotel rooms (hospitality),
- SIP DECT ad-hoc conferences (from 1 to 10 depending on the need of conference for SIP DECT)

Consequently, virtual users (users without a terminal) do not need a user license and are not counted in SWA anymore.

Free AWW channels granted by UCC bundles also do not need a user license and are also not counted in SWA anymore.

There is no other exception.

Please note that:

- The Mitel 470 and the Virtual Appliance share the same user license items for 1, 20, 50, 100, and 200 users
- On the Mitel 470, the 'Mitel 470 base licence' is mandatory and contains 20 licences of type 'User'.
- On the Virtual Appliance, the 'MiVoice Office 400 VA base license' is mandatory and contains no user license.
- Mitel 470 has a maximum user license as a flat rate for systems larger than 200 users
- In case of platform migrations from Mitel 470 to Virtual Appliance, all existing user licences will be transferred just as regular licences.
- On Mitel 415/430, all users have implicitly a licence of type 'user' per default, in case no other "higher" user license is assigned to them. There is no need to purchase any licence of type 'User' on a Mitel 415/430.

2.4.2 LICENCE OF TYPE 'USER'

The user license is the lowest level of the user licenses for the Mitel 470 and the Virtual Appliance.

It includes only user rights and will be used in following cases:

- Users with TDM phones: analogue, digital (5361/5370/5380/Dialog)
- Users with TDM DECT (612/622/632/650) phones

- Users required for backup users (dual homing feature), Free Seating Pool (one pool can have up to 16 free seating phones), Phone booths (hospitality), Hotel rooms (hospitality), SIP DECT ad-hoc conferences
- Users from the installed base, already having an additional end-point licenses of following type: Mitel SIP, Standard SIP, 5300IP, Mobile Extension, MMC client, 2380 softphone, video options.

For any IP, SIP or Softphone on a new system it is recommended to use a Basic User license, as the basic user contains the user licence and gives much more flexibility to the user.

The user license is available in bundles of 1, 20, 50, 100, 200 units.

A special 'Maximum users for Mitel 470' applies to the Mitel 470 only and will allow the maximum number of users the platform supports (600).

Item number	Item	Notes
86D00103AAA-A	1 User MiVoice Office 400 VA & Mitel 470	Introduced with R4.0SP1 for Virtual appliance, now also valid for Mitel 470 R5.0
86D00104AAA-A	20 Users MiVoice Office 400 VA & Mitel 470	
86D00105AAA-A	50 Users MiVoice Office 400 VA & Mitel 470	
86D00106AAA-A	100 Users MiVoice Office 400 VA & Mitel 470	
54007571	200 Users MiVoice Office 400 VA & Mitel 470	New bundle with R5.0 for Mitel 470 and VA
54007576	Maximum Users for Mitel 470	New with R5.0 for Mitel 470 only

2.4.3 LICENCE OF TYPE 'BASIC USER'

This licence contains a user license and a one phone license of any kind, including SIP, IP phones and softphones as well as mobile extensions or MMC mobile clients.

This provides full flexibility over time and offers the opportunity to the user to change the type of phone without the need of buying a new licence.

Note that Basic Users can also use a free-seating phone. However, free seating phones must be licensed separately within the free-seating pool using regular user and phone licences.

The 'Basic User' licence can be used on all call managers: Mitel 415/430/470 as well as Virtual Appliance. If used on a Mitel 470 or Virtual Appliance (new sales or migration), no additional regular user licence will be required.

With R5.0, following bundles of Basic Users are made available:

Item number	Item label	Notes
51304913	1 Basic User Office 400	(introduced in R4.1)
54007572	20 Basic Users-Office 400	New bundle with R5.0
54007573	50 Basic Users-Office 400	New bundle with R5.0
54007574	100 Basic Users-Office 400	New bundle with R5.0
54007575	200 Basic Users-Office 400	New bundle with R5.0

2.4.4 MICOLLAB UCC ENTRY, STANDARD AND PREMIUM USERS

These licences are kits composed of MiVoice Office 400 and MiCollab licences.

54007208	UCCv4.0 MiVO400 Entry User x 1
54007209	UCCv4.0 MiVO400 Stnd User x 1
54007210	UCCv4.0 MiVO400 Prem User x 1

Notes for MiVoice Office 400 part

On the MiVoice Office 400 each UCC user bundle will provide the ability to use up to 8 phones of any kind, including SIP and IP phones and Softphones as well as mobile extensions or MMC mobile clients. Amongst those 8 devices, one SIP line is reserved for MiCollab softphone(s).

In addition to this, Enterprise Voice Mail and AWV resources will be automatically granted to the system based on the total number of UCC bundles present in the system:

Additional users for AWV audio channels support (Virtual Appliance only)	10 + [UCC Standard]/10 + [UCC Premium]/5
Standard SIP Terminal for AWV audio channels support	10 + [UCC Standard]/10 + [UCC Premium]/5
Enterprise Voice Mail base	Granted with the first UCC user
Enterprise VM additional channels	[Number of UCC bundle -10]/10

Note: all divisions are to be rounded DOWN individually.

Notes for MiCollab part

A set of MiCollab functionalities are provided according to the following table:

Feature	UCC Entry	UCC Standard	UCC Premium
Target User	Office Worker	Information Worker	Highly Mobile Worker
User licenses on communication server	Yes	Yes	Yes
MiTeam	No	No	Yes (Note 2)
Voicemail	Enterprise VM	Enterprise VM	Enterprise VM
Multiple devices	Up to 8 Devices	Up to 8 Device	Up to 8 Devices
Instant Messaging	✓	✓	✓
Presence - IM / Voice	✓	✓	✓
PC Desktop / Web Client	✓	✓	✓
Enhanced Client capabilities: Dynamic Status, ad hoc collab, Calendar integration	-	✓	✓
Mobile Client plus enhanced client capabilities, for desktop and mobile	Optional	✓	✓
Conf / Collab Permission (Note1)	Participate	Participate Schedule, Moderate	Participate Schedule, Moderate
Teleworker for Softphone Voice / Video Softphone	Optional (Mobile only)	1 TW Lic ✓ (PC OR Mobile)	3TW Lics ✓ (3 devices but only one active at a time)

Note 1: Anyone can participate, even non-UCC users.

Note 2: 1 year introductory subscription included

Granted AWV channels

Like for the MiVoice Office 400 side, AWV channels will also automatically be granted on the MiCollab side, based on the purchased number of UCC bundles.

In addition to this, AWV channels will be granted automatically based on the purchased number of UCC bundles:

AWV audio, Web HD channels	10 + [UCC Standard]/10 + [UCC Premium]/5
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2.4.5 OPTIONS UCC BUNDLES

UCC Entry bundles can be upgraded with mobile client and mobile softphone options by using following options:

54006550	MiCollab Mobile Client Option	Adds mobile client capability to a UCC Entry user bundle
54006551	MiCollab Mobile Softphone Option	Adds mobile softphone capability to a UCC Entry user bundle

A Skype plugin option is available standalone or in combination with any of the UCC bundles:

54005953	Microsoft Lync Plugin User x 1	This license allows the Lync plugin functionality on the supported MiCollab client
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2.4.6 MICOLLAB FREE DESKTOP CLIENT (UCC BASIC CLIENT)

The MiCollab base license offers a free desktop client for all users that have no UCC user bundle on the communication server.

See in next chapter the level of functionality of the free client.

2.4.7 CLIENT FUNCTIONALITIES

Each level of UCC user has access to a desktop client with varying degrees of functionality.

The following table summarizes the functionality provided.

Please refer to the MiCollab 7.2 ordering guide and general documentation for more details

UC Client Capabilities	Free Desktop Client (UCC Basic)	UCC Entry Desktop Client	UCC Standard / Premium Desktop Client
PC & Web Client	✓	✓	✓
Click to Call	✓	✓	✓
Auto Answer	✓	✓	✓
Do Not Disturb	✓	✓	✓
Call Forwarding	✓	✓	✓
Search (Compact Mode)	✓	✓	✓
Import Contacts (Outlook, Google)	✓	✓	✓
Incoming Call Notification	✓	✓	✓
IM Chat	✓	✓	✓
Call History	Missed Calls	Missed/Dialed/ Answered calls	Missed/Dialed/ Answered calls
Presence – IM & Voice		✓	✓
Ad hoc Collaboration (Requires AWW)			✓
Calendar Integration (Google, Exchange)			✓
Launchpad			✓

2.4.8 DEMO KIT

A demo kit will be available for partners at a special price for demonstrations only.

The demo kit will contain all necessary base licenses for MiCollab as well as 5 Entry, 5 Standard and 25 Premium UCC bundles.

MiVoice Office 400 infrastructure is to be purchased separately.

No SWA is required for demo kits upgrades.

2.4.9 KNOWN RESTRICTIONS

The following restrictions apply:

- One MiCollab server can only be connected to one MiVoice Office 400 single node or Mitel AIN
- MiCollab is only available for MiVoice Office 400 as a virtualized solution
- Google and SFDC integrations are not supported
- No visual voice mail is provided on the MiCollab clients
- A premium user can only use one MiCollab softphone simultaneously. However, if one of its 3 possible softphones is activated, the 2 others will be de-activated automatically

MiCollab PC softphone

- Conference call not available
- Not possible to reject incoming calls

MiCollab PC CTI mode

- No blind transfer possible

MiCollab mobile softphone

- No brokering possible between active and held user

MiVoice Office 400 Presence and one number

- Presence states are not synchronized between MiCollab and MiVoice Office 400. However, one can set the desired presence on MiVoice Office 400 manually by dialing “*27x#” where x is the ID of the presence profile of the user.
- No Personal call routing integration with MiVoice Office 400. It is not possible to influence the personal call routing of a user with MiCollab client functionality. Even when MiCollab presents the selection to make or send calls to softphone or deskphone it will always call the same user number. The active terminals defined current personal call routing of the user will ring. However, one can set the desired presence on MiVoice Office 400 manually by dialing “*45x#” where x is the ID of the personal call routing variant of the user (“0” is ring all).

2.5 SOFTWARE ASSURANCE

The general MiVoice Office 400 rules and existing offers of SWA are unchanged for all platforms and still cover up to 50 users, so that all the systems benefit from a flat fee for SWA for up to 50 users. For the Mitel 470 and Virtual Appliance this SWA offering is contained in the according base license.

Up to 50 users, SWA is a flat fee for all platforms

The SWA coverage for Mitel 470 and Virtual Appliance systems with more the 50 users needs to be extended according to the number of licenced users.

2.5.1 USER COUNTS FOR THE MITEL 470 AND VA

The SWA user count rules are simplified:

- Virtual users (users without a terminal) do not require SWA User coverage anymore as of R5.0
- AWV channels users granted via UCC bundles do not require SWA User coverage anymore

All other user count rules remain unchanged.

As a consequence, the number of SWA Users that need to be covered in a Mitel 470 or VA is equal to the number of licenced users.

For Mitel 470 and VA, licenced Users count = SWA User count

2.5.2 MITEL 470 AND VA SWA USERS RENEWAL

SWA renewal for MiVoice Office 400 is now also supporting the following package parts as well for voucher or CPQ renewal:

Item number	Label
84D00028AAA-A	SW Assur 470/VA 20u reinstate
84D00032AAA-A	SW Assur 470/VA 50u reinstate
84D00036AAA-A	SW Assur 470/VA 100u reinstate
84D00025AAA-A	Std SW Assur 470/VA 20u 1year
84D00026AAA-A	Std SW Assur 470/VA 20u 3years
84D00027AAA-A	Std SW Assur 470/VA 20u 5years
84D00029AAA-A	Std SW Assur 470/VA 50u 1year
84D00030AAA-A	Std SW Assur 470/VA 50u 3years

84D00031AAA-A	Std SW Assur 470/VA 50u 5years
84D00033AAA-A	Std SW Assur 470/VA 100u 1y
84D00034AAA-A	Std SW Assur 470/VA 100u 3y
84D00035AAA-A	Std SW Assur 470/VA 100u 5y

This is valid for all releases.

2.6 HYPER-V SUPPORT

The MiVoice Office 400 Virtual Appliance (VA) is now supporting Hyper-V on following OS versions:

- Windows 10 Pro 64
- Windows Server 2012R2
- Windows Server 2016

2.6.1 A LOW FOOT PRINT SOLUTION

The MiVoice Office 400 software is delivered in the native Hyper-V format as a vhd image file. It is a low footprint solution that requires only following resources:

- 1 vCPU reserved for the Virtual Appliance with at minimum 2.0 GHz (> 3 GHz to reach max. limits)
- 2 GB Memory
- 40 GB storage space

The Windows based OIP can be used in conjunction to that solution as a separate Hyper-V VM.

2.6.2 RESILIENCY OPTIONS

Following resiliency options are supported in combination with the MiVoice Office 400 application:

- Hyper-V Failover Clustering:

A failover cluster is a group of independent computers that work together to increase the availability and scalability of clustered roles (formerly called clustered applications and services). The clustered servers (called nodes) are connected by physical cables and by software. If one or more of the cluster nodes fail, other nodes begin to provide service (a process known as failover). In addition, the clustered roles are proactively monitored to verify that they are working properly. If they are not working, they are restarted or moved to another node. (credits: Microsoft Technet)

- Hyper-V Live Migration

Hyper-V live migration moves running virtual machines from one physical server to another with no impact on virtual machine availability to users. (credits: Microsoft Technet)

- Replica

Hyper-V Replica asynchronously replicates Hyper-V virtual machines in a primary site to replica virtual machines in a secondary site. It offers then different fail-over scenarios: test, planned, unplanned. (credits: Microsoft Technet)

Conditions to the OS version, HW used and available Microsoft licences may apply. For more details about those Hyper-V features, please refer to the Microsoft Hyper-V documentation on the web.

2.7 NEW OPERATOR PHONES

Introducing a new generation of operator phones, with a touch screen version (Mitel 6873) and a hard-key version (Mitel 6869).

In addition to the well-known features inherited from the 5380 Operator, customers will benefit from:

- Newest range of Mitel phones with color display and high-end audio support
- Graphical and colored display of the call queue, with colored icons

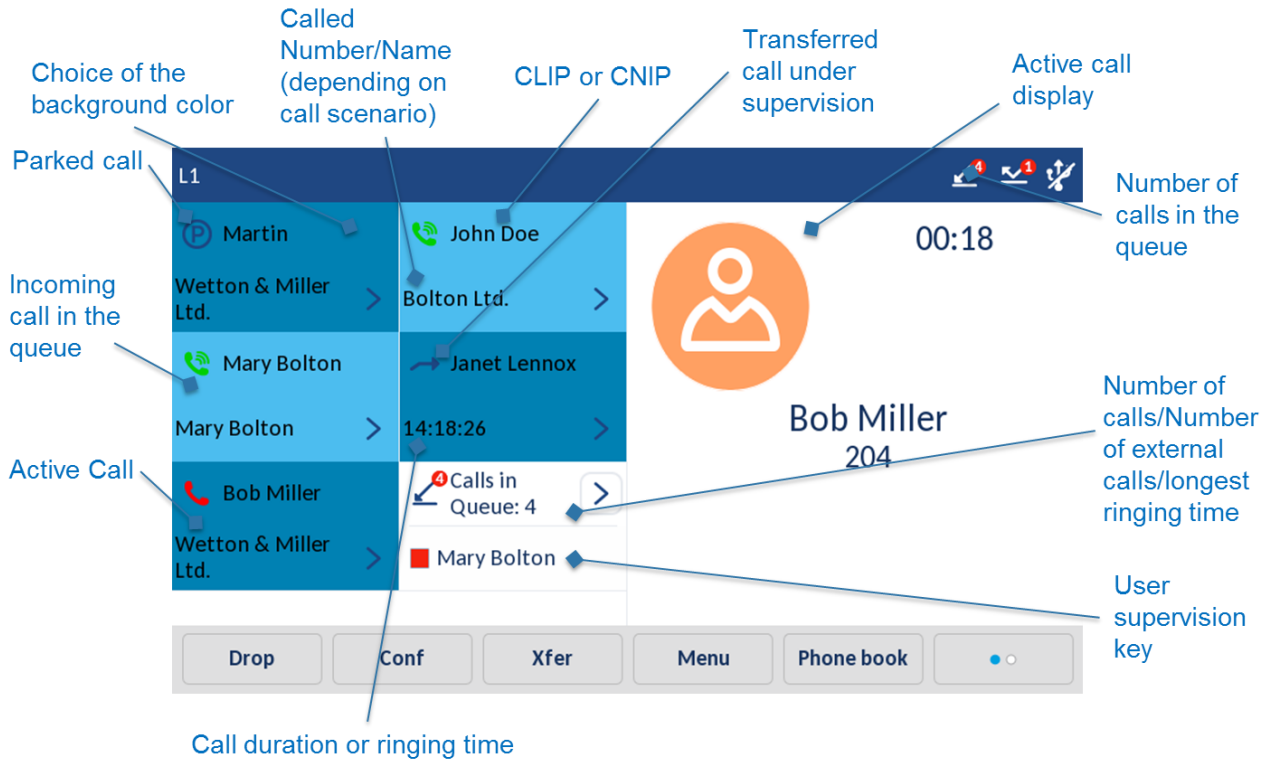


- Choice between touch screen or hard key UI
- Individual scrolling for each call to display complementary call information
- New 'longest waiting time key' and number of calls in the queue indication on top
- M680, M685 can be used as regular key extensions















2.7.1 OPERATOR UI

The operator queue can display with full details up to 10 calls, in an intuitive UI.



Following icons are used to show the call status:

State	Icon	Comment
Parked		This icon will be white if the key has a dark background colour.
Hold		
Transferred		This icon will be white if the key has a dark background colour.
Recall		
Ringing		One-company mode or internal call in two-company mode
	 or 	External call in two-company mode
Connected		
Diverted		One-company mode or internal call in two-company mode
	 or 	External call in two-company mode
Idle		This icon will be white if the key has a dark background colour.

2.7.2 LIMITS

- Maximum number of operator phones on a system:
 - Mitel 470 or VA: 4
 - Mitel 415/430: 1
- Maximum number of operator keys per operator phone is 10
- Maximum number of operator keys per operator phone used also as hospitality reception desk is 4

2.8 E112 EMERGENCY CALLS

The Emergency calls feature has been complemented to comply with the Swisscom E112 specifications over SIP Trunks. The same standards can be used for other countries if they fit with local regulations.

When an emergency call is made to one of the public emergency numbers, the communication server will automatically add to the call additional information of the geographic location of the caller. This allows the provider to route the call to the correct PSAP (Public safety answering point).

The localization information (a phone number or an ID assigned by the authorities) can be based on:

- the end-point provisioning for TDM or non-mobile devices
- the IP address range of the end-point for IP devices (mostly for mobile devices)
- information from the IP network for IP devices

Please refer to the technical documentation and online help for more details for each type of device.

Additionally, emergency calls supervision features have been added:

- The possibility for dedicated terminals to view via the menu the list of the last emergency calls issued, including call details.

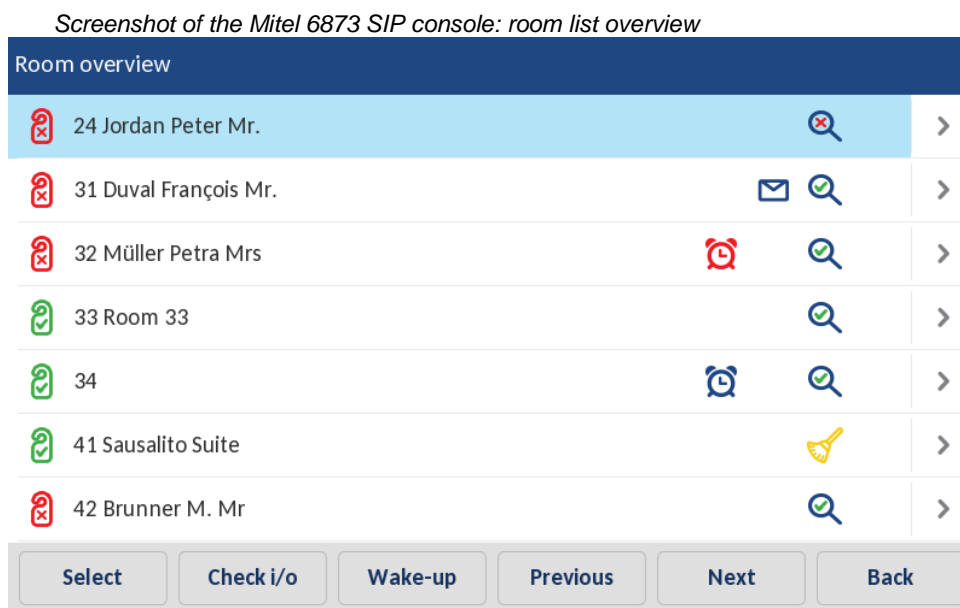
- The possibility to define an emergency response team per emergency location. This team gets informed when a user calls a public emergency number. Their terminals (6867/6869 or 6873 required) get a message/popup on their screens and an alarm tone. The message tells them who called which emergency number and from where. If a team member confirms the reception of the alarm info, it is cleared from all the other members display. The one who confirmed is then responsible to take the appropriate actions. E.g. go and look for the caller and try to help, evacuate the location, wait for the emergency services and guide them to the correct location.
- Email alerts to the emergency response team members
- The possibility to play a customized sound file to alert acoustically the receptionist sitting in front of the Hospitality Manager application in case of an emergency call is issued.
- The possibility for Hospitality Manager to download and/or print the log file holding the list of emergency calls issued on the MiVoice Office 400.
- Indicating emergency calls creation /deletion via SNMP traps.

2.9 HOSPITALITY IMPROVEMENTS

2.9.1 FRONT DESK CONSOLE ON MITEL 6873 SIP PHONE

The highly suitable Mitel 6873 phones can be used as Front Desk phone as of R5.0, benefiting from the large, colour touch screen.

The result is a very intuitive, easy to learn and easy to use interface based on room keys, function keys and menu navigation.



Room keys can be defined on a M685 key module (up to 3 x 28 keys per module, up to 3 modules). The room key shines red for an occupied room, yellow if the room is vacant but not cleaned yet, and green if ready for check-in.

After pressing the room key, the complete room status is presented and the mostly used operations are offered on soft keys.

Alternatively, the user can first press a function key (for example “check-in” or “wake-up”) enter a room number or chose from the list of rooms to complete the operation.

The following functions are supported by the front desk console:

- Icons show the current status of the room: occupancy, wake-up, message, room maid status
- Guest check-in / out, guest name
- Set telephone permissions
- Wake-up management
 - Acoustic and visual alert on missed wake-up
 - List of upcoming wake-up
- Steering message lamp of the guestroom phone
- Room maid status

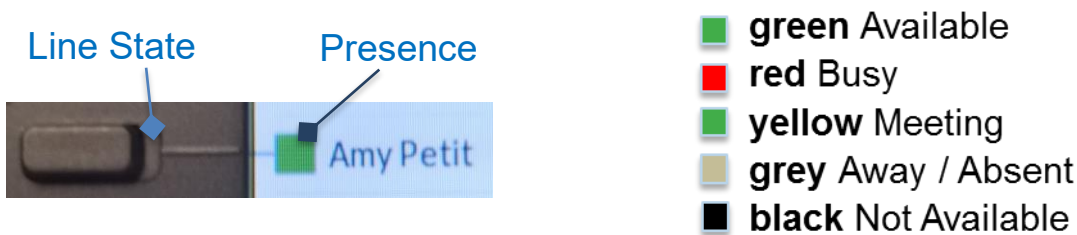
The front desk feature can be combined with the operator feature (refer to previous chapter)

Limits

- maximum 48 room keys (without BLF keys) directly on the 6873 phone keys
- maximum 24 room/BLF keys pairs directly on the 6873 phone
- maximum 200 room keys per 6873 phone (using M685 keyboards)
- Any Mitel SIP phone has a max limit of 50 BLF keys per terminals

2.10 MITEL 6800 IMPROVEMENTS

- Presence on BLF keys: BLF key color icon will change based on supervised user's presence state. This will be available on 6867, 6869 and M685 keys. Line state will be signaled via the LED of the Key. This feature can be switched on/off system wide. Support for the 6873 main display keys is not yet available in this release. Support for the 6873 main display is not yet available in this release.



- Call deflect: all 6800 phones will propose a deflect menu while ringing.
- Ring Alone: this feature can be activated/de-activated via a key on the 6800 phones or via */# code. When active, only the user's phone where the feature has been activated from will be ringing on incoming calls.
- Announcements manual answer: during the announcement on a 6800 phone, a soft key will be shown and will allow to take the call. In this case, the announcement is converted into a regular 2-way phone call.
- 12 hours time format available (AM/PM)

2.11 SIP DECT 7.0

The latest SIP DECT 7.0 version is part of the MiVoice Office 400 R5.0 solution and benefits from lots of simplifications and improvements.

Highlights

- Integrated user provisioning in the MiVoice Office 400, including key programming from WebAdmin and SSP
- Integrated MiVoice Office 400 DHCP server provides plug and play for RFPs and automated SW update
- Simplified deployment of RFPs for SMB installations (Web based, no Java tool required)
- Simplified licensing: no license required for 5 and less base stations
- Feature rich:
 - Call features
 - Base call, CLIP, CNIP, COLP, CONP
 - Call waiting, including if another call is already on hold
 - Hold, retrieve, brokering
 - Conference (3 party) – Note that SIP-DECT phones will use the OMM conference resources.
 - Telephony features via menu
 - Central Directory access including personal contacts
 - Call-back

- Take on own number (one number)
- Call list– (answered and unanswered) centralized and synchronized with one number
- Redial list – centralized and synchronized with one number
- Direct access to MiVoice Office 400 features and menus on the mobiles
- Visual Voicemail
- Presence (status selection only)
- Personal call routing for one number (status selection only)
- Call Forwarding (Central)
- DND
- Note that activated menus will be shown with a ‘tick’ icon on the display.
- Status information on the idle state display
- Call back status (if active)
- DND Status (if active)
- Presence state (if different from available)
- Personal call routing (if different of ‘all’)
- Call forwarding status in idle state (if active)
- Language selection from WebAdmin
- CTI support for Dialer, OfficeSuite and MiCollab:
 - Make call
 - Clear call
 - Answer Call

2.12 G.729 CODEC LICENSE

Starting with R5.0, the G.729 license is not required anymore for using the G.729 codec on all IP end points and trunks.

2.13 ADMINISTRATION IMPROVEMENTS

- The time required for a SW upgrade of a Mitel 415/430 controller has been improved by 50% compared to R4.0.
- System overview & Licences view with overview about used/available “User”-licences, created users, users to be covered by SWA
- CDE can be linked to DDI numbers when creating a DDI range
- New overview for RTP ports of the IP terminals
- Highlighting keys for multi edit
- Option to sort drop down lists by name or number (NFR-14025)
- EXCEL export/import of user licence assignments (note: UCC licences cannot be automatically imported from an Excel File)

2.14 SIP TRUNKS / SIP PROVIDERS ENHANCEMENTS

- FAX Voice Band Data transmission V.152/VBD with standard media switch (VA media and EIP not supported)
- SIP trunk access via Mitel Border Gateway (MBG)

2.15 OTHER NEW FEATURES

- FXO Analogue trunk line supervision with line keys
- Improved call routing for special applications (CFNR to CDE)
 - Renaming of presence states (system wide) - on Mitel SIP, SIP-DECT, 5300 and WebAdmin/SSP
- Mitel Dialer access to personal contacts using LDAP

2.16 OPENCOUNT 6 SUPPORT

Please refer to the OpenCount 6 communication that is provided separate separately. OpenCount is only available for DACH CSUs.

2.17 SECURITY ENHANCEMENTS

- Option to redirect to HTTPS when trying to use HTTP for WebAdmin

2.18 NEW CPU2-S APPLICATION CARD SPECIFICATIONS

The CPU2-S card has been improved and delivers now higher grade specifications. However, the SW features remain the same.

The specifications of CPU2-2A cards are as follow:

- Identification: CPU2-2A (initial CPU2-S had CPU2-2)
- CPU: Intel J1900 – 2 GHz – Quad Core
- RAM: 8 GB
- HD: SATA hard disk, at least 250GB

As already possible with the previous generation, the CPU2-S can be used as a plain server with any compatible OS by formatting/replacing the factory delivered HD partition.

Please note that the embedded Windows license cannot be used in any case where the SW content is modified by the partner or customer.

3 PRODUCT MARKETING

Following items will be available by Product Announcement / Product Launch providing a smooth market introduction for both new, as well as existing partners:

Product Catalogue:

- The Product Catalogue will be updated in English and published on InfoChannel as well as on the English Mitel sites.

Datasheets:

- MiVoice Office 400 Communication Server datasheet will be updated (English/German/French).
- New MiVoice Office 400 Operator Phones datasheet (English/German/French)
- New User Licensing Guide (English/German/French)
- MiVoice 1560/1560IP PC Operator (English/German/French)

Brochures:

- Mitel 400 Hospitality Package (English/German/French)

Presentations:

Giving you an overview on “what’s new” with MiVoice Office 400 a delta presentation will be published and presented during webinars.

For further information please contact your Channel Marketing or Product Marketing, for

- MiVoice Office 400: Ryan Smith
- MiCollab and MiTeam: Scott Snider
- MiCC: Matthew Clare
- SIP DECT : Frederic Schilton

Comprehensive information about streamlined and other dedicated applications are available on InfoChannel.

4 PRE-SALES AND SALES BUSINESS SUPPORT

4.1 MITEL CPQ SUPPORT

R5.0 will be supported with the May 11th CPQ update.

4.2 SOFTWARE LICENCE SERVER (SLS)

SLS is ready for R5.0 and will be activated at GA.

Mitel 470 systems will require at least the base license in order to be activated in R5.0.

4.3 TRADE CONTROL COMPLIANCE

The MiVoice Office 400 controller's benefits from a global export license.

The Virtual Appliance should follow the same rules – but this needs to be confirmed at GA date.

As a consequence, the following points have to be underlined:

- MiVoice Office 400 HW and SW are considered as dual-use technologies, mainly due to the encryption capabilities (Secure VoIP)
- Deliveries and installations of MiVoice Office 400, whether they include “secure VoIP” technology, is allowed without any restriction within the so-called EU+7 zone
- For sales and installations in countries outside the EU+7 zone, Mitel Partners and Resellers must contact their CSU.
- The CSUs must submit direct and indirect sales requests to Annalise Aeschbacher or Peter Graovac as individual export licenses might be needed.
- For all countries, orders concerning licenses for secure VoIP technologies shall be addressed to Annalise Aeschbacher or Peter Graovac.
- The CSUs must inform their customers, distributors and partners of their responsibilities when selling or re-exporting the MiVoice Office 400 (disclaimer on all invoices)

Detailed information can be found on the “Global Info Channel” under “information on export control”.

The Secure VoIP license is needed on all nodes of a Mitel 400 Network (known as AIN), included for upgrading Mitel 400 Networks.

5 DOCUMENTATION

The technical documentation is planned to be delivered as follow:

Documentation sets	de	en	fr	it	es
Documentation Set MiVoice Office 400	✓	✓	✓	✓	✓

Documents for end users	de	en	fr	it	es
Online Help SSP	✓	✓	✓	✓	✓
Online Help Hospitality Manager	✓	✓	✓	✓	✓
User's Guide 6873 SIP for MiVoice Office 400	✓	✓	✓	✓	✓
User's Guide Mitel 6867/6869 SIP for MiVoice Office 400	✓	✓	✓	✓	✓
User's Guide Mitel 6863/6865 SIP for MiVoice Office 400	✓	✓	✓	✓	✓

Documents for professionals	de	en	fr	it	es
Online Help WebAdmin	✓	✓	✓	✓	✓
System Manual Virtual Appliance for MiVoice Office 400	✓	✓	✓	✓	✓
System Manual Mitel 470	✓	✓	✓	✓	✓
System Manual Mitel 415/430	✓	✓	✓	✓	✓
System Manual Mitel 400 System Functions and Features	✓	✓	✓	✓	✓
What's New MiVoice Office 400	✓	✓	✓	✓	✓

6 TRAINING

Updated classroom training material will be available at GA from the training department for MiVoice Office 400 R5.0.

Absorb sales and I&M courses are available. Please consult the Absorb Catalog.

7 SOFTWARE DELIVERY

Please refer to the release notes.

8 PRICING

Please refer to Global Pricing announcements for pricing information.

9 ROLLOUT

R5.0 General Availability Schedule

The MiVoice Office 400 R5.0 is planned to be generally available **(GA) in June 2017**.

New licenses will be available in SLS on this date for all channels.

Country or Regional Sales Units are responsible for opening access to CPQ and local sales at GA date.

The R5.0 software components will be published on the download server on GA date.

Please read carefully the release notes of each component before using it.

Installed Base upgrades

MiVoice Office 400 systems that have an active SWA will be allowed to upgrade to R5.0 after the GA.

Mitel 470 systems being upgraded to R5.0 will be automatically and free of charge converted to the new licensing model for the number of SWA covered users at the time of the update. It is the responsibility of the partner to make sure that the number of SWA covered users is accurate before doing the upgrade.

10 CONTACT INFORMATION AND SUPPORT

PRODUCT LINE MANAGEMENT

MiVoice Office 400 Solution: Gabriel Unger (gabriel.unger@mitel.com)

MiCollab: Cliff Element (cliff.element@mitel.com)

MiContact Center Business: Matthew Clare (matt.clare@mitel.com)

PRODUCT MARKETING

Ryan Smith (ryan.smith@mitel.com)

MiVoice Office 400 TRAINING

Peter Andraschko (peter.andraschko@mitel.com)

3RD LEVEL SUPPORT

TeamTrack, Global Technical Support Team