Product Announcement
MiVoice Office 400 6.0

REVISION INFORMATION

Mitel

EXECUTIVE SUMMARY

MiVoice Office 400 6.0 is a major release that will be launched on the market in September 2018.
The goal is to deliver a new software update as well as a brand-new hardware platform that will:

- facilitate Mitel's strategy of providing the best path to the cloud for our MiVoice Office 400 customers and set the stage for future CloudLink applications delivery
- provide a scalable, competitively priced & simplified offer for SMB customers by replacing the 415 and 430 controllers
- enhance our offer to hospitality customers that will provide a continued growth in this vertical market

Along with the core capabilities of this release, we are also updating the applications line-up to ensure compatibility with latest releases.

Here is a summary of the main items included in the MiVoice Office 400 6.0 release:
- Introduction of new Mitel SMB Controller – CloudLink-ready appliance
- MiVoice Border Gateway (MBG) for Teleworkers (Mitel SIP phones)
- General Data Protection Regulation (GDPR) compliance
- Hospitality enhancements
- Customer-required features & improvements, simplification and hygiene features
- Support for the latest application updates

We wish you success in selling the MiVoice Office 400 solution on your market!

Yours truly,

Herve Morin, Günter Kreis, Vanja Sabanac

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1   INTRODUCTION

Mitel's MiVoice Office 400 is a very flexible all-in-one solution, designed for Small and Medium Businesses that need a comprehensive and homogeneous communication environment whether single or multi-site, whether in one territory or across multiple markets. It is the perfect choice for on-site businesses looking for a feature-rich and future-ready communications solution.
The MiVoice Office 400 portfolio is Mitel's leading offer for SMB customers in its core markets.

The latest Office 400 release, version 6.0 includes integration with new application releases, which are part of the Office 400 solution portfolio, like support for the latest 6900 SIP phone software version as well as some considerable platform enhancements.

1.1   POSITIONING

In line with Mitel's corporate strategy, the MiVoice Office 400 release 6.0 continues to be the driver for our on-site SMB core communications business, positioned as the flagship call server platform in the SMB segment.

MiVoice Office 400 delivers a single software stream to ensure customers get the same services and UCC applications regardless of the deployment option chosen – whether on the new SMB Controller or leveraging a virtual appliance.

2   MIVOICE OFFICE 400 6.0 OVERVIEW

MiVoice Office 400 6.0 is primarily a platform and management suite release that also includes the latest versions of Mitel's value-add applications to ensure our customers get the best value for their investments in the complete portfolio.

2.1   MIVOICE OFFICE 400 6.0 - NEWS

2.1.1   SMB CONTROLLER

Small & Medium Business Controller (SMBC) is a modern and robust platform, but very simply designed with a user-friendly approach in mind. Thanks to its multi-core processors, it was possible to include CloudLink software as an embedded service that runs natively in the SMB Controller, so no separate gateway is required. This means that all SMB Controllers that will be shipped, will also be cloud-enabled from the start. On top of that, CloudLink-based applications are being developed and release dates will be advised as appropriate. The beauty of this model is that we will be able to deliver applications to SMB customers (starting from a few users), without any additional expenses for servers and their provisioning and configuration.

The SMB Controller has significant IP scale improvements compared with the Mitel 415 & Mitel 430 communication servers, reaching capacity for up to 200 IP users. Not only does this provide the smaller customers with the growth headroom they require, but it will also allow us to provide more competitive solutions when customers previously had to step-up to the 470 to get the IP resources they required.

The SMB Controller has 6 analog extension ports natively and can be expanded to support some additional analog and digital extensions using the same cards that are used in the current 415 and 430 controllers. This, along with the support for a common set of desktop devices, offers SMB customers a meaningful level of investment protection.
The SMB Controller will replace 415 and 430 controllers and thanks to its new technology, this robust platform provides a more cost-effective offer for medium businesses with focus on IP.

Important to note is that in the first release, the SMB Controller has regulatory approval for all EU countries as well as in Norway, Switzerland and Turkey. Australia and New Zealand will follow shortly afterwards.
For other countries, please contact the Product Management.

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Some facts about SMBC:

- Basic system including
  - Quad-Core CPU / Mem module
  - 4 x GigE*
  - 6 FXS ports
  - 4 slots for TDM expansion cards
  - Rack and wall mount
    : The GigE ports cannot be used as switch. Only ETH0 is used with Release 6.0

- Expansion cards
  - Trunk: E1, BRI-4, FXO-4
  - Internal: FXS-4, DSI-4, DSI-8*
    : the DSI-8 card is planned for Q4 2018, doubling the maximum number of DSI to 32

- Max TDM Capacity
  - 22 FXS ports, 16 digital ports *(32 with DSI-8)*

- Audio Input
  - SMBC has no Audio Input Connector anymore. Like with Mitel 470 an FXS port can be used instead.

A look inside the SMBC hardware:
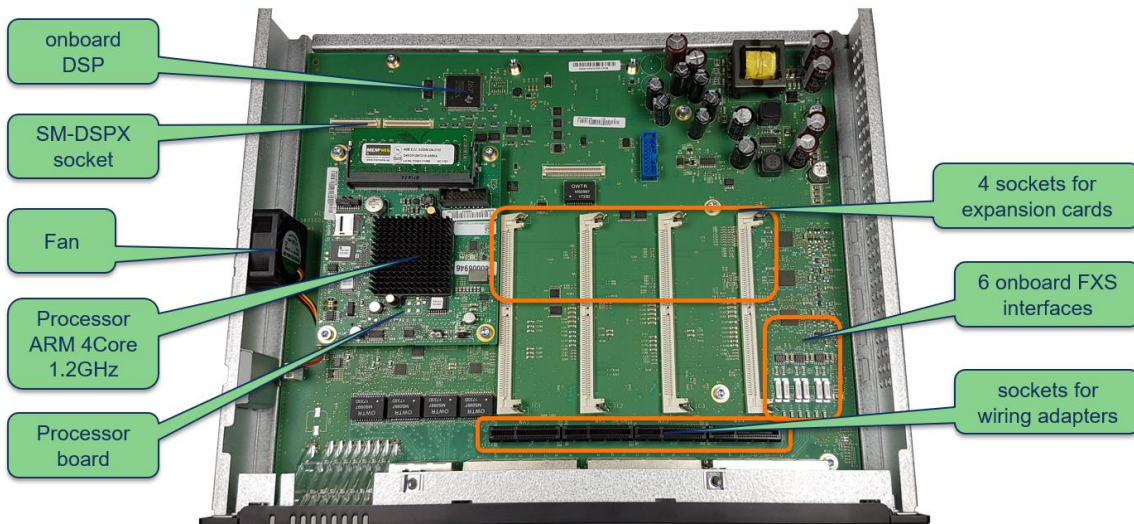
Product positioning and sweet spots for IP configurations:

IP Users	415	430	SMBC	470 R6.0
5	X	X	X	
10	X	X	X	
16		X	X	
25		X	X	
30		X	X	
40		X	X	X
50		X	X	X
100			X	X
150			X	X
200			X	X
250				X
300				X
400				X
600				X

Product positioning and sweet spots for TDM configurations:

DSI/FXS	415	430	SMBC	470
4/2	X	X	X	
6/2	X	X	X	
6/4	X	X	X	
8/4		X	X	
12/4		X	X	
16/4		X	X	X
24/4			x (1)	X
32/6			x (1)	X
48/4				X
..				..
228				X

(1) Requires 8-DSI card

2.1.2 TELEWORKERS WITH MITEL 6800 & 6900 SIP PHONES

In addition to the existing Teleworkers solution based on MiCollab server and MiCollab clients on a PC or smartphone, release 6.0 now introduces support of Mitel SIP phones for Teleworkers based on Mitel MiVoice Border Gateway (MBG).
This solution provides a complete set of functionality and call server features, including the XML applications.

The deployment is extremely easy for the customer: The user only needs to connect the Mitel SIP terminal to the home/remote office local network (LAN) and the device becomes operational with the MiVoice Office 400 quasi automatically, i.e. no VPN is required, no adaptations are required on the customer network side, e.g. no additional rules/port forwarding's etc. to the customer IT equipment i.e. firewall.

2.1.3 HOSPITALITY ENHANCEMENTS

2.1.3.1 MITEL SIP PHONES FOR GUEST ROOMS

For supporting the development of SIP installations in the hospitality market, release 6.0 brings essential features for this vertical. Ease of use for the guest and efficiency of provisioning for our partners (MiVoice Office 400 as single point of configuration) make Mitel SIP phones the best choice for SIP guestrooms.

New "partial terminal lock": in some situations, like hotel guestrooms, but also for phones installed in public spaces, it is essential to limit the functionality accessible by the user and to prevent modifying the setup. Release 6.0 supports now the "partial lock" setting for Mitel SIP phones in addition to the existing levels "free" (no restrictions) and "locked" (PIN required for using the phone).
When set to "partial lock", the terminal functionality contains only the call lists, the personal phone book, and listening/deleting voicemails. The other menu items, e.g. call forwarding, recording voicemail greetings, access to global/internal phone book, presence, personal call routing etc. are blocked or not displayed. The access to the local phone settings menu is blocked.

This feature is supported on all the Mitel SIP phones, although there are some restrictions on the Mitel 6700 phones and on the 6863 and 6865 phones. Note that it is not supported on the SIP DECT handsets.

New function key "message" for Mitel SIP phones
The new function key is lit if the hospitality function "message for the guest" has been activated at the reception or if a new voicemail has been received in the guest mailbox. By pressing the key, the correct destination is called automatically - reception desk or voicemail.

2.1.3.2 DO NOT DISTURB (DND) FOR GUESTROOMS

As of release 6.0 it is possible to set a guestroom in status "Do Not Disturb". When DND is activated, all calls to this guestroom are redirected to the reception. Only the reception phone as well the staff phones with "hospitality" functions enabled are allowed to call the room, but these will receive a pop-up indicating DND and requesting to confirm whether the room shall be called or not.

Managing DND is possible from the Mitel SIP reception phone, from the Hospitality Manager and from a staff phone having "hospitality" functions enabled.

2.1.3.3 AUXILIARY RECEPTION PHONE

A new reduced set of hospitality functions are now available for Mitel SIP phones such as 6930. This allows for more cost-effective phones to be used alongside the 6873/6940 whilst also delivering the required capabilities such as setting wake-ups, setting DND or managing other guest requests. Typically, such phones may be located in the back office and these capabilities allow the front desk to focus on the guests at the reception.

2.1.3.4 WAKE-UP ALARM IMPROVEMENT

Release 6.0 brings some significant improvements to the handling of wake-up calls.

The most important change is that the wake-up calls are now repeated up to four times with two minutes interval before presenting an alert at the reception.
This new feature reduces the workload for the reception, especially in the busy hours during check-outs.

Additionally, if deleting a wake-up, the system now asks for confirmation to avoid any potential mistakes.

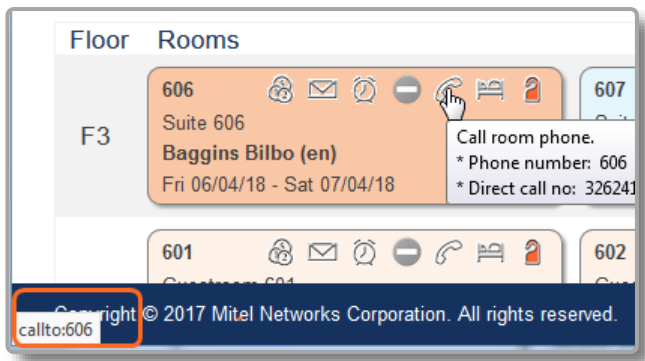✖ Mitel®

2.1.3.5 USER INTERFACE IMPROVEMENTS

Listening to our customers' feedback, many improvements related to the usability have been introduced.
E.g. when a reception phone is in call with a guestroom, the number of the room is now automatically added after pressing a function key like "wake-up", "message" and "do not disturb".
The reception can satisfy the guest faster and reduce the risk for errors.

The name of the active class of service/permission set is now displayed in clear text.

The reason of the Message lamp light (voicemail, message at reception, note in the hospitality manager) is now displayed on the Mitel SIP reception phone, to provide a better assistance to the guest.

2.1.3.6 HOSPITALITY MANAGER CLICK2CALL

The Hospitality Manager is an ideal dashboard for monitoring the room status, either as simple front desk application or for the staff in the back office. With R6.0 and in combination with the newest release of the Mitel Dialer, the user can initiate a call to the room by a simple click.

Note that the deployment is particularly easy: each user can download and install the Mitel Dialer (SW license needed on the system) from his Self-Service Web Portal, integrated in each MiVoice Office 400 as standard.
The configuration of the Dialer is done automatically.

2.1.4 SOME CUSTOMER SPECIFIC REQUIREMENTS

2.1.4.1 SIP TRUNKING
- Improved options for SIP trunks in AIN networks: allowing SIP trunks to deregister from master and allowing these to be used by the satellite (and vice versa) accommodates certain Service Providers and avoids extra cost for customers
- Expanded SIP account password: now increased to 255 characters to fulfil requirements of certain SIP providers
- Configurable response when all SIP trunks busy, to accommodate local providers choices 486 (Busy here) or 503 (service unavailable)
- SIP trunk via MBG with REALM

2.1.4.2 MITEL SIP PHONES AND SIP-DECT INTEGRATION IMPROVEMENTS
- SIP-DECT 7.1 integration
- Improved call info shown on Operator keys of Mitel SIP phones
  - Call queue key: shows how many calls are waiting
  - Call queue key and headline also show a waiting call, if a call is parked
  - Audio notification of another call into a KT line can be switched on for a phone already on a call
- Ability to switch off the backlight on Mitel SIP 6900/6800 sets when in night service (single or multiple phones)
- System Events (malfunction or warnings) are now available on Mitel 6873/6940 SIP phones

2.1.4.3   WEB-ADMIN ENHANCEMENT AND SIMPLIFICATIONS

The following improvements in Web Admin will help our partners to increase work efficiency:
- "Smart DDI" adds a fast and simplified configuration of direct dial-in numbers for basic routing by using rules to map on the internal dial plan
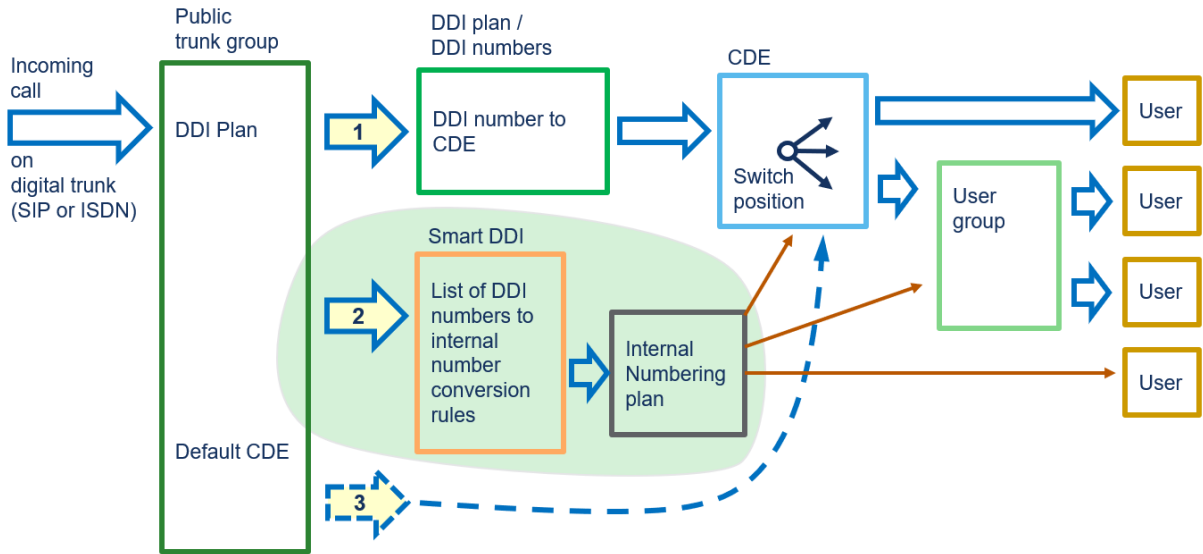
- Multi-lines are personal lines and are now separated from the KT lines and operator lines
- Converting users in guestrooms by block
- Warning in Web Admin in case of insufficient number of PMS licenses
- Layer 2 state displayed for ISDN trunks

2.2   NORTH AMERICA: INCREASED CAPACITY FOR HOSPITALITY

The MiVoice Office 400 has been successfully introduced in North America with release 5.0 for the hospitality market with a simplified offering (one Mitel 470 controller, no networking). The capacity was limited to up to 150 guestrooms and a call accounting application in a "one box" solution.
Following the market demand, release 6.0 now supports up to 288 analog guestrooms, plus additional extensions for the staff by enabling networking of two controllers on the same site.
This capacity extension will enable to cover the full small to medium sizes market and enable transition from the SX-200 platform.

For that purpose, two new expansion bundles are introduced (NA market only): one as a "basic" (without call accounting) and one as "utility" (including call accounting licenses). Both expansion bundles include a Mitel 470 controller (CPU1, power supply), one EIP1-32 VoIP module, one 32FXS card and PMS room licenses,
The "utility" expansion bundle adds 32 iCharge room licenses,

The limits have been increased accordingly in CPQ.

2.3   SUPPORT FOR THE LATEST APPLICATION UPDATES AND END-POINTS

Optional applications, like MiCollab, MiContact Center Business, Mitel Alarm Server, Mitel Connected Guest etc. have been upgraded to the latest revision. (See the MiVoice Office 400 Release Notes document and the respective documentation for those applications.)

MiVoice Office 400 6.0 supports the same end-points portfolio as the previous version.

2.3.1   MIVOICE OFFICE 400 6.0 SOLUTION BASELINE

The following products and releases have been validated as part of the MiVoice Office 400 6.0 solution release:
- MiContact Center Business 9.x
- MiCollab 8.0 SP
- Mitel Alarm Server
- Mitel Connected Guest
- Mitel Mass Notification

- MBG 10.0 (for MiCollab 8.0)
- MBG 10.1 (for Teleworker with SIP Phones)
- Mitel SIP-DECT 7.x
- SIP sets Mitel 6800 and Mitel 6900

As of Release 6.0 SP1, planned for Q4/2018 the following products and releases are planned to be also compatible MiVoice Office 400 solution:
- 8-port DSI card
- MiCollab 8.1
- Mitel SIP-DECT 8.0
- Mitel SIP Phone 5.1

Please look after the appropriate product announcement.

2.4 GDPR COMPLIANCE

The MiVoice Office 400 system management has been upgraded to fulfill security and personal data confidentiality requirements from the GDPR (General Data Protection Regulations, EU legislation regarding handling of personal data).

It is primarily stronger passwords, encryption enhancements, and the possibility to erase specific personal data.

3 MARKET INTRODUCTION

3.1 TARGET MARKETS

The MiVoice Office 400 6.0 will be introduced on all markets where the previous releases have been available for the Mitel 415, Mitel 430, Mitel 470 and Virtual Appliance.
The new SMBC controller will be introduced in Europe with focus on DACH and French markets as well as in Australia and New Zealand.
Please, contact your Mitel representative for other countries.

3.2 NEW PART NUMBERS

New SMBC platform

SMB Controller including CPU module and power supply (country specific power cord quoted separately)	50006942
Base license including 10 users	54009814
Std SW Assur base SMBC 1y	54009812
Std SW Assur base SMBC 3y	54009811
Std SW Assur base SMBC 5y	54009813
Migration fee to SMBC (Eco-Trade-In Program)	54009810

New spare parts for SMBC platform

Mitel SMBC CPU module (w/o DRAM)	50006946
DRAM module	50006947
Power Supply Unit (PSU) for SMBC	50006948
Fan	50006949

New parts (for North America market only)

M400 2nd chassis+32 basic rooms (including one Mitel 470 controller, 1 EIP1-32, 1 32FXS card, 32 PMS room licenses)	52003542
M400 2nd chassis+32 "utility" rooms (same as "basic" plus 32 iCharge room licenses)	52003543

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3.3 MIVOICE OFFICE 400 6.0 SOLUTION ROLL-OUT

MIVOICE OFFICE 400 6.0	RELEASE SCHEDULE
Mitel CPQ available	September 14th 2018
Product Announcement	September 14th 2018
General Availability	September 10th 2018
Market Launch	October 2018

Please, contact your Mitel channel manager for further information on product introduction on your market.

3.4 MARKETING & COMMUNICATIONS

MIVOICE OFFICE 400	DOCUMENTS	READY
MiVoice Office 400 offering	Product Announcement / Bulletin	September 14th 2018
MiVoice Office 400 supporting documentation in EN, FR & DE	Presentations, datasheets, ordering information documents, technical information	September 2018

For marketing material in other languages than English, please contact your local Mitel sales unit.

4 EDUCATION

Please visit Mitel Learning Management System (LMS), accessible from Mitel MiAccess, for available courses, detailed schedule and bookings. You will find complete training, not only for MiVoice Office 400, but for all integrated applications, like MiCollab, MiContact Center Business etc.
In addition to the catalogue and search functions, the full training program is also presented as Learning Maps for a better overview and easier selection. To access the Learning Maps, start from the "resources" area, select "Learning Map" in the menu.
For additional information, please contact your channel manager.

5 PRICING AND ORDERING

5.1 SALES OBJECTS AND LICENSING

General ordering information about MiVoice Office 400 6.0 solution is available at Product Launch. Detailed descriptions of sales objects and licenses are provided in product specific documents, available on the InfoChannel.

5.2 PRICING

Price notification for new sales objects introduced with MiVoice Office 400 6.0 release has been distributed to the local Mitel CPQ/price administrators, product managers, finance etc.
Please, contact your channel manager for detailed price information.

6 PRE-SALES BUSINESS SUPPORT

6.1 TOOLS AND SERVICES

6.1.1 INFOCHANNEL AND KNOWLEDGE MANAGEMENT SYSTEM

Information about MiVoice Office 400 solution will be available on InfoChannel and DocWare will be available on the Knowledge Management System at Product Launch. Both InfoChannel and Knowledge Management System are part of Mitel MiAccess (https://connect.mitel.com/).
Please contact your Mitel channel manager for further information regarding access to Mitel Connect.

6.1.2 SALES AND CONFIGURATION TOOL

Mitel CPQ is to be used as sales and configuration tool (part of Mitel Connect - https://connect.mitel.com/).
Please contact your Mitel channel manager for further information regarding access to Mitel MiAccess.

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