MiVoice Business R9

Product Bulletin: PB2018Aug1G
Document Date: August 1, 2018

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REVISION INFORMATION

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Summary

Mitel is delighted to announce and provide information regarding the forthcoming release of MiVoice Business. MiVoice Business Release 9.0 delivers not only additional features designed to enhance the overall experience of your customers, it also delivers a significant architectural shift for MiVoice Business through a change in the operating system to enhance security, installation and the delivery of new features in future releases.

MiVoice Business R9.0 will be available for all installed base customers with active Software Assurance who have platforms that meet the minimum requirements. At initial release this version will not be available on the following hardware variants, Release 9.1 will add these to complete the full roll out of the new software architecture:

- AX Controller
- Multi-Instance MiVoice Business (Enterprise deployments)
- MiVoice Business Express

Mitel is currently targeting General Availability for August 31, 2018.

Regional Availability

Global

Target Market / Opportunity / Positioning

MiVoice Business, our lead offer for the mid market globally, has established itself as a world renowned onsite communication platform that provides tremendous features, functionality and deployment flexibility for customers. To ensure we continue to meet customer and market requirements, Release 9.0 is a significant investment to refresh the core software architecture. As well as providing some immediate benefits, this foundational work will help ensure we provide improved responsiveness as we develop future releases and respond to continued customer requirements whether that is for the latest security updates, customer technology transitions (e.g. to IPv6), feature requirements and more.

Product Overview / Features & Benefits / Description

MiVoice Business development is firmly aligned with the focus on continuous improvement that will deliver innovation, new features to enhance customer interaction and reduce the overall total cost of ownership.

MiVoice Business Release 9.0 focuses on:

- A complete software refresh and move to native Linux which will provide a common set of

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tools for software management; enable the integration new services and enhance security.

- A number of customer requested feature enhancements
- Ongoing technology hygiene and compatibility

SOFTWARE REFRESH FOR MIVOICE BUSINESS

MiVoice Business Release 9.0 has delivered a full software refresh, the code has been completely re-written in C & C++ on a Linux based operating system. It is delivered using Mitel Standard Linux (11.0) and is available on the following hardware & software platforms:

- 3300 ICP CX(i) II and MXe III
    - 3300 ICP CX(i) II with a minimum of 1GB of RAM and minimum of 16GB Disk Storage
    - MXe III with minimum 1GB of RAM and minimum of 60GB Disk Storage
- Mitel EX Controller (only supported from this software release onwards)
- MiVoice Business on Industry Standard Server (ISS)
- MiVoice Business in a virtual environment

By undertaking this complete software refresh it ensures MiVoice Business now has the tools, ability and capabilities to quickly install patches for both platform maintenance & security issues in addition to delivering a software base ready for future releases. This move to native linux also provides:

- FQDN and IPv6 readiness
    - FQDN (IPv4/IPv6) delivers immediate benefits through DNS support
    - IPv6 is supported for MiVoice Business 9.0 and the associated console release. This means you can run in IPv4, IPv6 or a mixed environment (it is IPv4/IPv6 dual stack capability). Please note that for a full IPv6 implementation other solution components such as the desktop devices etc will need to be IPv6 capable. Further communications will be made for those products as the support is added.
- Improved responsiveness and deployment of updates through the ability to patch maintenance/security issues rather than having to conduct a complete re-install of the MiVoice Business software. This will allow faster response times to potential future security issues and will save time for partners installing any such updates
- SNMPv3 Support which itself delivers
    - Increased Security
    - Uses Agent extensibility protocol for Master and Sub-Agents
    - SNMP feature parity
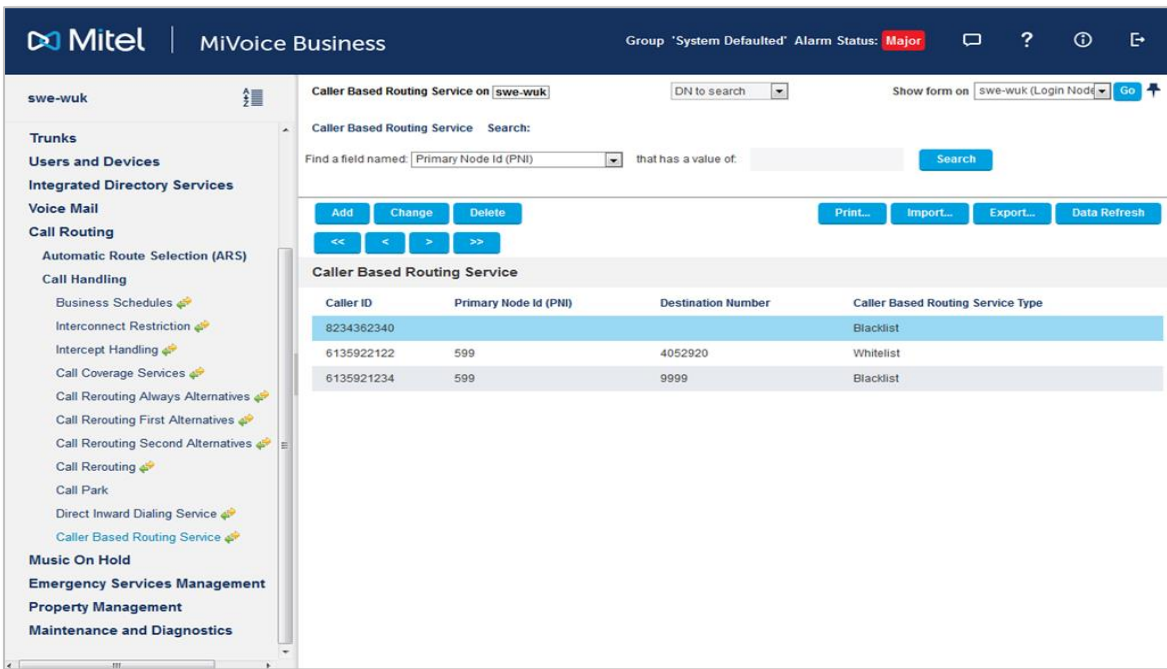
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NEW FEATURES

CALLER ID BASED ROUTING

To help customers better manage calls we have created a whitelist/blacklist capability which can route specific incoming callers (based on calling line ID). In the context of a whitelist, the calling line ID can be used to provide a white glove service to route known contacts to specific users or groups of users to help ensure optimum customer service. In the context of a blacklist, unwanted calls can be routed either to a message only mailbox or simply disconnected, thus avoiding staff having to waste time dealing with unnecessary calls.

This routing:

- Can be based on full or partial CLI match
- Has an unlimited number of table entries
- Is easy to add, change or delete numbers in the table

LAST GROUP MEMBER RECALL

Last member recall enables your customers to be connected to the person that they spoke with in the event they have to call back rather than potentially getting connected to another member of the group and having to repeat themselves.

A typical use case would be where a customer calls in, has to hang up and then call back to clarify additional information. With this capability, instead of having to repeat themselves, callers can be connected to the

person they spoke with and complete their transaction more swiftly and efficiently. This will apply to both internal and external callers.

This capability works using the following logic:
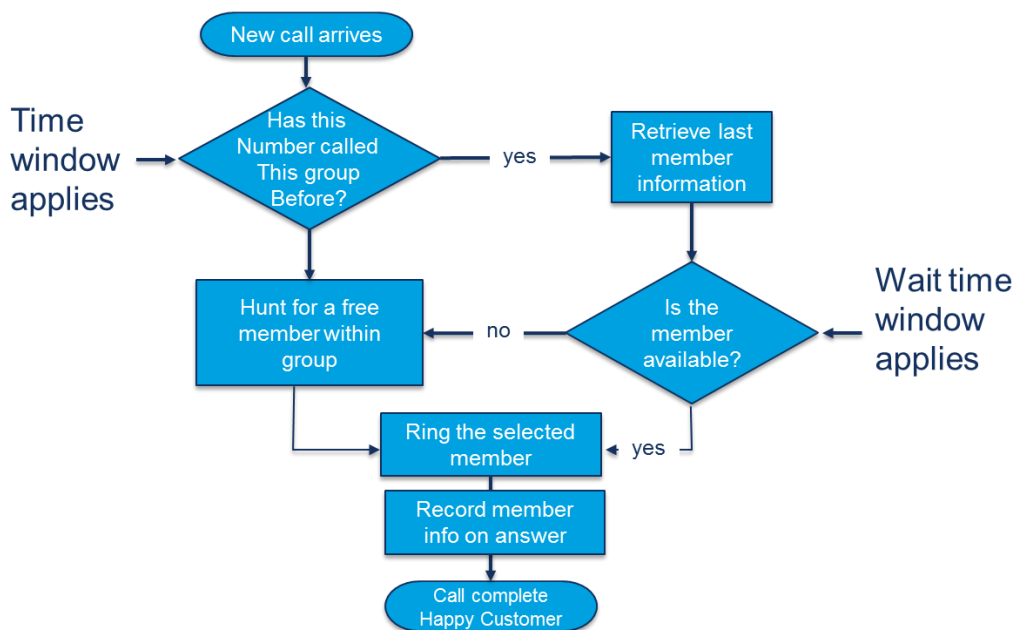
In terms of the information presented to the ring group member and other configuration data:

- Call that are returned to the last member are indicated by an on-screen "Calling Back" text followed by calling party name and number in the 69xx series IP phones. On 53xx series IP phones, the first line displays the called number and name. The second line displays the "CALLBACK" text followed by the ring group name and number.
- The "Prefer Call Forwarding/Rerouting Information" COS option is extended to rings groups. When enabled, it gives priority to the forwarding/rerouting information over ring group information on the ringing member's telephone display.
- If the Last Group Member Routing feature is enabled, then this option overwrites the ring group member's setting for this option.

Please note though that the association does NOT survive a reboot, nor is it resilient

EXPANDED BROWSER SUPPORT

MiVoice Business Release 9.0 expands the browser support for accessing the System Admin Tool, and we now support:

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- Internet Explorer
- Firefox (36.0.4 or later)
- Google Chrome (59 or later)
- Microsoft Edge (38 or later)

MIVOICE BUSINESS CONSOLE 9.0

Microsoft Windows 10 support has been expanded to include the following:

- Windows 10 Education
- Windows 10 Enterprise LTSB
- Windows 10 Professional for Workstations

MiVoice Business Console now supports IPv6

Configuration Information

SYSTEM REQUIREMENTS

MiVoice Business Release 9.0 requires the following:

- CX II and CXi II require a minimum of 1 GB Ram and 16GB HDD/SSD
- MXe III requires a minimum of 1GB RAM and 60GB HDD/SSD
- Virtual machines
    - VMware
    - Hyper-V

The following platforms will receive access to the new features, capabilities and software refresh as part of the MiVoice Business 9.1 release. Customers who run a MiVoice Business network of differing controllers will be able to utilize a mixed network of MiVoice Business releases until this time:

- AX Controller
- Multi-Instance MiVoice Business (Enterprise deployments)
- MiVoice Business Express

Please note MiVoice Business software must be at release 6.0 or newer to be migrated to Release 9.0.

NOT SUPPORTED

Mitel issued a revised support statement for the 5200 series sets under bulletin PB20170185. This bulletin clarified that, whilst we expect the phones will operate as normal, the 5200 sets will not have the normal support level. Specifically, this means that, should issues arise after the upgrade to release 9.0, Mitel reserves the right to not fix specific issues isolated to the 5200 series sets operation. In effect, this is a very similar position as Mitel undertook on the Peripheral Node as we transitioned away from the older technology to the newer product variants.

Please refer to the bulletin for further details.

Outside of the 5200 series sets, MiVoice Business Release 9.0 no longer supports the following:

- 3300 LX
- 3300 MXe & 3300 MXe II & MXe Server
- 3300 CX and CXi
- Stratus servers – Direct deployment on RedHat Linux (although VMware deployment continue to be supported)
- FIM connections
- NSU, DSU, FD-PER, 200 Bay
- DNIC devices (consoles, multi-line DNIC sets, Single-line DNIC-sets)
- Analog/Digital on FD-PER or 200 Bay
- 5401, 6600 YA Pro, App Server, 5550 IP Console

Any customers who continue to have such equipment in their network will not be able to upgrade to MiVoice Business Release 9.0 until those items are removed. To facilitate the updates Mitel have created a Migration Tool which is detailed below

MIGRATION TOOL

A MiVoice Business Migration tool is required to upgrade all existing systems. This tool will assist in managing the :

- transition from VxWorks (the previous Operating System Software) to Linux
- introduction of Server Manager to all platforms
- migration of some MiVoice Business data to Server Manager.
- The identification of any hardware that is unsupported
- The identification of any license changes that may be required if moving from one of the previous hardware controllers to an EX controller or software only deployment

The pre-migration audit is an especially important part of this tool and is designed to make every upgrade a success. It will allow Technicians to ensure that any changes get made prior to starting the upgrade process, that any unsupported hardware gets decommissioned, that the system has necessary resources to support

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the upgrade etc. Full details will be covered in the Technical Training update and will be included in the Technical Documentation

Training

Technical Training updates will be available through Mitel's LMS system - for engineers who are qualified on 8.0 an update course will be provided. Technicians new to MiVoice Business should refer to Mitel's LMS for details of the full Technical Training material and courses.

Sales training will be made available through Mitel's LMS system, to support Salespeople new to MiVoice Business and to update those already selling the solution.

Supporting Material

A full range of collateral will made be available at launch within InfoChannel. Please follow the following route MiAccess > InfoChannel > Mitel – Worldwide > Products & Solutions > MiVoice Business > MiVoice Business Solution

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