



Product Launch

MiVoice Office 400 6.1

Summary: This bulletin announces the General Availability of our new release of MiVoice Office 400 (MiVO400), Release 6.1. The focus in this release is mobility and SIP-DECT integration enhancements, making the transition from the traditional TDM-DECT to SIP-DECT as a natural next step for our partners and customers. Furthermore, MiVO400 Release 6.1 delivers improvements that were requested by the channels and is compatible with the new Mitel Dialer version that brings great new functionality.

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Overview

Mitel's MiVoice Office 400 is a leading global communication and collaboration solution for SMB customers.

It is the perfect all-in-one solution that delivers the communications performance and collaboration functionality an SMB requires at the price they can afford.

Mitel is investing and innovating in the MiVoice Office 400 platform, focusing especially on mobility part. In March 2019 we introduced our **new MiVoice Office Mobile Application**, the mobile-first unified communications application designed with the small business in mind. The mobile app makes it simple and easy for small business users to stay connected to their business and never miss a call. Additionally, in 6.1 release we are focusing on **improvements in the SIP-DECT area**, making solution even more attractive for mobile users.

MiVoice Office 400 6.1 is a platform and management suite release that also includes the latest versions of **Mitel's value-add applications** and integration with Mitel end points to ensure our customers get the best value for their investments in the complete MiVoice Office 400 product portfolio.

MiVoice Office 400 6.1 is the second stage of the plan initiated in April 2019 to help our partners drive the transition to SIP-DECT as cordless solution for SMB. As a reminder, Release 6.0 SP2 introduced a simplification of the licensing (suppression of the SIP terminal license for SIP-DECT handsets). Additionally, a training update has been published covering **a short self-study module dedicated to basic SIP-DECT installation** with MiVoice Office 400.

As a next step, MiVoice Office 400 6.1 introduces **major improvements in the user experience** for SIP-DECT handsets as well as further simplification for Installers.

Besides SIP-DECT enhancements, Release 6.1 includes the integration of the **new Mitel Dialer 2.1**, coming with a full set of new functionalities. It also answers market requirements for SIP-Trunking & emergency call handling for the Belgian market as well refreshing the alignment with other Mitel products as they see software updates.

MiVoice Office 400 6.1 is compatible with following products and applications:

- SIP-DECT 8.0
- Mitel SIP 5.1
- Mitel Dialer 2.1
- MiCollab 8.1
- MiContact Center Business
- MiVoice Office Mobile Application

Enhancements for SIP-DECT

The demand for in-building cordless voice solutions remains strong in the SMB segment. With SIP-DECT, the best-selling IP multi-cell DECT solution, Mitel is well positioned to deliver complete solutions to our SMB customers evolving their communication infrastructure towards IP based communications.

To help our partners driving this transition, the first initiatives announced in April included a simplification of the licensing coupled with the **Promotional Program "Go SIP DECT" running till end of Q3 2019** (see bulletin PB2019Apr1A).

Release 6.1 now focusses on improving the experience for end users and installers.

Simplified 6x2d SIP-DECT handset user interface

The user interface of the SIP-DECT handsets has been completely reworked to improve the user experience. The redesign offers faster navigation to the most frequently used features, it reorders the menu entries by order of importance and better aligns with the Mitel SIP desk phone user interface. In addition, all Mitel SIP-DECT local features which overlapped with the MiVO 400 system features have been removed.



Picture 1 - New idle screen



Picture 2 - New "Menu"



Picture 3 - Call related functions

The idle screen (see picture 1) has been redefined and simplified for a better overview.

The soft keys are configured per default with

- "Menu"
- "Info" providing additional information to the pop-up, for example new unanswered calls or new voicemails.
- Call related functions menu

The most noticeable change relates to the new menu (see picture 2) on the left-hand side soft key.

Accessible with a single click, this menu includes the mostly used functions in the top lines followed by the terminal settings for audio profiles, display etc. Content and order are oriented to the menu known from Mitel SIP desk phones.

The right-hand side soft key offers quick access to call related functions, depending on the call situation and user' configuration (see picture 3). For example, "Take" is presented only to those users owning more than one terminal. Choice of call routing profile, presence management and activation of "Do not disturb" complete the list in idle state, while in a call, "callback", "hold" and "transfer" are proposed.

In addition to their menu navigation role, the 4-way navigation support the following short-cuts in idle mode:

- "Arrow down": central phonebook query
- "arrow left": select ringing profile
- "Arrow right": enter in the menu

The default configuration of the side keys has been cleaned-up. The keys on the left-hand side of the phone are left empty by default. Functions can be configured using Web Admin or the Self-Service Portal (SSP) for adapting to each end-user needs. The key on the right-hand side (Mitel 622d and Mitel 632d only) defaults to the VIP list for each user's favorite dial numbers or */# functions.

DECT handset phonebook query aligned with Mitel desk phone

The phonebook queries done from SIP-DECT now deliver the same results as a query done from a Mitel SIP desk phone. The query supports the popular “quick dial” (vanity dial, entering digits instead of letters) in addition to name dial and provides results from the central phonebook and the private contacts of the user. As a further important improvement, the phonebook queries from SIP-DECT phones support Outlook integration (with OIP).

To align with Mitel SIP phones (and therefore simplify the phonebook queries and avoid confusion), the “personal directory” stored in the SIP-DECT phone has been disabled by default. Personal contacts can still be managed by the user using the self-service portal (SSP).

The “VIP” number list, which offers quick access to favorite numbers or mostly frequently used *-code functions, is configured by default on the right-hand side key. These numbers are configured locally on the phone and as such not considered in the central phonebook queries. For privacy reasons, the VIP list is deleted at logout.

Synchronized Call Lists

The call lists presented on the SIP-DECT handset are now synchronized with the lists presented on the other terminals of the user. For example, deleting an entry from a list on the Mitel SIP desk phone automatically deletes the corresponding entry of the SIP-DECT.

Simplified Login

Phones in logged out status now have a default soft-key “login” on the idle screen, this avoids users having to navigate through the menus for login. This improves the usability for shift workers changing phones regularly and saves time when installing the system.

Terminal Pin

The PIN of the SIP-DECT terminal is now automatically set to the same value as the MiVoice Office 400 user’s PIN defined in the web admin or SSP.

Web Admin for SIP-DECT Configuration

Some parameters necessary for configuring SIP-DECT are now automatically configured or not required anymore.

- The NTP service is now configured by default, instead of ISDN time synchronization.
- The configuration of the LDAP for phonebook queries is no longer required.
- The “Feature Access Codes” are now configured by default.
- The SIP-DECT regulatory domain is now set automatically in the OMM according to the sales channel of the MiVoice Office 400.

New SIP-DECT Configuration Guide

A new “step by step” preparation and installation guide for SIP-DECT on MiVoice Office 400 is being published. This document will be particularly helpful for partners transitioning from the legacy “TDM” DECT (based on 2-wire digital system bases) to the SIP-DECT solution.

Mitel Dialer R2.1 Integration

MiVoice Office 400 6.1 supports the new release R2.1 of the Mitel Dialer. The latest version of this cost effective, simple and easy to use CTI application introduces very attractive features for MiVoice Office 400 users.

- **Optimized phonebook integration**
Phonebook queries support Outlook and Google contacts, as well as the MiVoice Office 400 central phonebook and the users private contacts.
- **Call lists management**
The user's call lists are now presented in different sorting options (all, incoming, outgoing, missed calls). The lists are synchronised with the user's phones which makes it easier for the user to manage things from their PC – for example, deleting calls from the Mitel Dialer also deletes the call in the desk phone and vice-versa.
For each entry of the call list, icons allow to call the different numbers of the contact (business, private, mobile, ...) or send a mail.
- **Automated actions upon incoming or outgoing calls**
Mitel Dialer can be configured to automatically trigger different actions upon incoming or outgoing, external or internal calls. The list of supported actions includes opening an Outlook contact or a Google contact, opening a Web Page in the default browser, or opening a new email.
- **Direct call from web pages**
Mitel Dialer can be configured as default app for Dial actions. It supports hypertext links: "callto", "phone", "tel" on web pages.
This function now enables, for example, the hotel reception or back office to call a guest room from the MiVoice Office 400 Hospitality Manager web application.
- **Mitel Dialer 2.1 support TLS v1.2**
With this security improvement the TLS 1.2 version can now be used for HTTPS. This new option works with auto-signed certificates. Windows PCs need a version equal or higher than Windows 8.

The deployment of Mitel Dialer is particularly easy. The configuration in Web Admin requires only a couple of parameters (user name and PIN). The application can be downloaded by each user from the self-service portal, the setup is provided automatically by the MiVoice Office 400.

New Release 6.1 Functionalities

Emergency Call Support for Belgium

The emergency call location feature has been extended to support the Belgian public network.

Documentation

The MiVoice Office 400 documentation set will be available in Dutch language. Following sections are translated:

- SMB Controller, Mitel 470 and Virtual appliance
- SIP-DECT integration
- Mitel 1560 Operator
- Systems and Features
- Digital phones, SIP phones

Other sections will remain in English.

New Settings and Options

Manageable Codec for SIP Trunks

In addition to the setting of “preferred” codecs for SIP-Trunks, the MiVoice Office 400 now supports the option to enforce a specific codec (e.g. G.711). If the codec enforced by the MiVoice Office 400 is not supported by the SIP provider, the connection will fail and an error message will be created in the logs.

Path MTU Discovery Process / Fragmentation Byte

For IPv4 packets, Path MTU Discovery Process means the Fragmentation Byte can be set to define whether the IP packages to the provider can be split into fragments or not. It is now possible to set this option “on” or “off” for SIP trunks.

Market Introduction

Target Markets

The MiVoice Office 400 6.1 will be introduced to all markets where the previous releases have been available. Please, contact your Mitel representative for other countries.

Solution Roll-Out

MIVOICE OFFICE 400 6.1	RELEASE SCHEDULE
Mitel CPQ available	June, 2019
Product Announcement	May 16, 2019
General Availability	June 28, 2019

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

Marketing Collaterals

Marketing Collaterals	
Sales Presentation	New
Sales Presentation - Delta 6.1	New
Brochure: MiVoice Office 400 Main Brochure	Update
Brochure: MiVoice Office 400 Product Catalog	Update
Product Announcement (Product Bulletin)	New
Product Launch (Product Bulletin)	New
Sales Kit	Update

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.

Release 6.1 Trainings

The following Installation and Maintenance Trainings have been updated for Release 6.1 and available in English, German and French:

- **MiVoice Office 400 Rel 6.1 Core Installation and Maintenance Remote Lead** for new partners, leading to certification.
- **MiVoice Office 400 Rel 6.1 Update Self-Study** for partners already certified on the solution with the previous release
- **MiVoice Office 400 Rel 6.1 with SIP-DECT 8.0 Self-Study** this 2-hour self-study training is aiming to partners certified on MiVoice Office 400 and require only to acquire basic knowledge to install SIP-DECT
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Additionally, the following courses are available on LMS for the Streamline products:

- **Mitel Streamline Sales Course**
- **Streamline rel 1.1 I+M Self-Study** (installation and maintenance course, available in English, German and French)

Pricing and Ordering

1.1 Sales Objects and Licensing

There are no new saleable part numbers associated with this release, so the process remains unchanged.

1.2 Pricing

There are no pricing changes for the MiVoice Office 400 associated with this release. All price changes follow the standard notification process.

FAQ

Q: Is it possible to implement Messaging and Alarming solutions with MiVoice Office 400 and SIP-DECT?

A: Yes. Text Messaging and Alarming solutions with Mitel 602d DECT handsets and SIP-DECT RFPs can be realised with the AXI interface provided by SIP-DECT.

The Mitel Alarm Server, as well as numerous alarming solutions from our Application Partners are certified with SIP-DECT. Check on Mitel Solution Alliance (MSA) page on InfoChannel or contact a pre-sales engineer.

Q: Are licenses required to implement Messaging and Alarming solutions with SIP-DECT?

A: It depends on the level of the functionality required. E.g. no license is required for standard messaging.

For extended messaging, alarming and locating, the following SIP-DECT licences are required:

The **Extended Messaging & Alerting System Licence** enables message priority “Emergency”, full control of acoustic signalling (melody, volume and vibration) and interrupting ongoing phone call. The license depends on the number of RFPs. The Extended Messaging and Alerting license are not available for license-free SIP-DECT systems - RFP licences must be purchased.

For locating applications, the **SIP-DECT locating server licence** plus one **SIP-DECT locating licence** for each handset, are required.

In CPQ, the alarming solution can be quoted in the page “Applications (Apps)”.

Q: Can I use the ATAS and ATAS pro licences for Messaging, Alarming and Locating solutions with SIP-DECT?

A: No, the ATAS and ATAS Pro licences support alarming to Mitel SIP, digital and IP desktop phones and DECT systems using the digital System Bases SB-4+, SB-8 and SB-8ant. ATAS and ATAS Pro do not enable messaging and alarming to SIP-DECT handsets.

Q: The installation on the customer site is 2-wire. Is there a solution to deploy Mitel SIP-DECT or Mitel SIP Phones?

A: Yes. For installing SIP phones or SIP-DECT RFPs on 2-wire infrastructure, Mitel propose the Streamline product line. The Streamline solution is based on DSL technology. A Streamline switch is connected by IP to the MiVoice Office 400 on the one side and by existing 2-wire lines to the IP phone or RFP on the other side. A dongle installed at the end of the 2-wire line converts the signal back to IP.

Streamline switches exist in 3 variants including 8-, 24- and 48-ports. All models support PoE injection to provide power to the dongle and the IP endpoint. Streamline supports line lengths of up to 365 meters for all Mitel SIP 6800/6900 phones and all SIP-DECT 4th generation RFPs except the RFP 48 (DECT + WLAN).

A self-study Installation and Maintenance training is available on LMS in English, German and French.

Installation guides and a project guide are available on the documentation server in English, German and French.

Some requirements apply to the installation (type of wiring) and a check must be done upfront (see training and documentation).

Streamline can be quoted in CPQ; it is included in the MiVoice Office 400 model, under “Terminals”.