



MiVoice MX-ONE Feature Matrix

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MiVoice MX-ONE Feature Matrix

1. Introduction

NOTE: Users of this document should have sufficient knowledge of Excel before using the Sort and Filter functions.

The features are divided in the following applications and parts:

[MiVoice MX-ONE](#)
[MX-ONE Managers](#)

Tabcolors:

Mandatory function

Optional function

Supporting function



MiVoice MX-ONE Feature Matrix - MX-ONE

Explanations: E = ETSI, that is only valid for ETSI Standard. Applicable for ISDN S0 equipment
P = Proprietary, that is, only valid for Mitel phones or clients
T = Terminal/client model dependent
V = special

Note: 'SIP extension general' includes WiFi and 3rd party SIP extensions/clients

Feature Name	System Feature	Terminal Type (Extension)																Signal System (Trunk)						Capacity	Limitations	Comments
	MX-ONE	Analog extension	Digital extension (DTS)	IP extension H.323	SIP extension, Mitel	SIP extension, general	SIP BluStar 8000i	Mobile extension	DECT/Cordless extension	SIP-DECT	IP-DECT Ascom	ISDN S0 equipment	CAS equipment	Virtual extension	Legacy OPis	DPNSS	ISDN T	ISDN Q	H.323	SIP	Non-CCS					
16 kbit Switching and Multiplexing	x																x	x								
Abbreviated Dialing See Speed Dialing																										
Absence Information See Message Diversion																										
Account Code																								Number of digits: 1-15		
– Before start of call		x	x	x	x	x	x	x	x	x	x	m	x		x		x	x								
– During call			x																							
ACD See Automatic Call Distribution																										
ACD/CTI Backup Group	x																							Maximum number of back-up groups per ACD group 1 Maximum number of overflow attempts 8		
Activating End-to-End DTMF See Dial during a Connected Call (Suffix Dialing)																										
Additional Directory Number (ADN) See also Extra Directory Number		x									x													500 per LIM (server) for DTS, 32 per ISDN S0 user		
Advice of Charge See Call Metering (Charging)																										
Alarm Extension																								7 parties can be connected simultaneously		
– Calling to		x	x	x	x	x	x	x	x	x	x	x	x		x	x	x	x	x	x	x			Any type of party supporting voice/speech can call and be connected to alarm extension.		
– Being an alarm extension		x	x*					x	x			x											Y	* only valid for ADN. All participants in one alarm extension conference must be connected to the same Media Gateway/Media Server.		
																								Maximum number of simultaneous Emergency Extensions = 64 per server Maximum number of Participants in one Emergency Extension call (conference) = 8 Total number of multi-party inlets for MGU board : as MG Classic but theoretically 2880. Total number of multi-party inlets for Media Gateway Classic(TMU) : Depending on the number of TMUs. Maximum 3 Emergency Extensions on one TMU board (or maximum 1 or 2, if multiparty resources are also needed for other services, like Attendant and Conference). Total no. of MP inlets for MX-ONE Media Server : 64 Several MX-ONE Media Servers are allowed per SN. Mixing with other Media Gateway types is allowed.		
Alarm Indication															x									3 alarm classes are displayed		
Alternative Routing See Routing																										
Analog Extension		x																						See CAPACITIES.		
Announcing See Call Announcing																										
Area Code per LIM/Domain	x																									



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Authorization Code																									Y	IP SIP: No menu alternative for this
- Common		x	x	x	x	x	x*	x	x	x	x	E	x					x		x	x			Number of digits: 1-10		Auth code in clear text
- blocking of common auth. code for specific extensions		x	x	x	x	x	x	x	x	x	x															
- Individual		x	x	x	x	x	x*	x	x	x	x	E	x		x		x		x	x				Number of digits or characters: 2-64		Individual Auth Code either hashed or in clear text. Characters only supported for certain SIP phones. Other terminal types must use digits.
Automatic Call Acceptance See Immediate Speech Connection (Automatic Ca																										
Automatic Callback See Callback																										
Automatic Call Distribution (ACD)																								Maximum number of ACD groups - per LIM 500, per system 2048 Maximum number of Agent positions - per LIM 75, per system 1 000 Maximum number of ACD members - per ACD group 250, per LIM 500, - per system 4 000 Maximum number of ACD groups with name display 250 Number of ACD groups an ACD member/Additional Directory Number can belong to 1 Maximum number of ACD groups - per agent position 8 Maximum number of simultaneous calls to an external destination when overflow or External follow-me is active - per ACD group 63 Maximum number of calls in queue - per ACD group 250, per LIM 5 000 - call back/LIM (passive queue) 25 Maximum number of queues - per LIM 16, per system 64 Highest constant by which the number of queue positions can be altered - per ACD group 50 Maximum number of selection/queue priorities - per system 32 Maximum number of digits in PIN code 4 Maximum clerical time duration (seconds) 999		



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- Indicating an unavailable agent		x																						
- Clerical time		x																						
- Selecting a delayed call		x																						
- No answer handling		x																						
- Dynamic Queue Length	x																							
- False B-answer	x																							
- Overflow of calls	x																							
- ACD Group Follow-me	x																							
- ACD Group Do Not Disturb	x																							
- Supervisor Intrusion		x																						
- Help line		x																						
- Displaying group name		x																						
- Call Qualification		x																						
- Displaying a Member/Queue		x																						
- Selecting a free member	x																							Y Only Master extensions
Automatic Network Call Distribution (ANCD)	x																x							Maximum number of ANCD groups - per LIM 4 - per system 64 Maximum number of members - per ANCD group 16 - per LIM 64 - per system 1 024 Number of ANCD groups a satellite ACD/ANCD group can belong to 1 Maximum number of ANCD levels 8 Maximum number of signalling satellite groups/GICI channel 8 Maximum number of steps for the GICI channel signalling 3 Maximum data transmission rate on the GICI to other nodes 9 600 bit/s Maximum number of overflow attempts 8
Automatic Extending															x									
Basic Calls																								
- Calling another extension or group number - Internal Basic Calls		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x			
- Calling on another line			x	x	x	x	x																	
- Calling to individual external line			x	x	x	x	x	x	x	x	E	x			x									
- Receiving call (Normal Case)		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x			Y IP SIP: No information regarding diversion



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- Receiving second call on same Line		x	x		x*					x*	x*												Y	* ISDN S0: Depends on terminal. The system does not have any busy state for S0 terminals. * SIP: Depends on the terminal/client. If they behave as single line access, they may be able to receive a second call on same line.
- Receiving second call on another line (Free on Second Access)		x	P	x	x	x					x*												Y	* ISDN S0: Depends on terminal. The system does not have any busy state for S0 terminals. ** Would open a new BSC window.
Blacklisting See External directory with Blacklisting																								
Boss-secretary																						Maximum 10 secretaries per boss. The number of function keys restricts the number of bosses per secretary. (for DTS)	Y	A digital boss or secretary phone can activate or deactivate the service using a PEN key. This can also be done from a generic extension
- Being the Boss phone		x	x	P																				See also MNS and MDN.
- Being the Secretary phone		x	x	P				x	x															See also MNS and MDN.
- Filtering			x	P																				
Call Admission Control (CAC)	x																							
Call Announcing															x									
Callback																						Total capacity includes callback orders for Busy Extensions, Busy		1280 queue positions
- On Busy Extension		x	x	P	x	x	x	x	x	x	x	x			x	x		x	x			* Can request, but gets no indications		
- On Busy Outgoing Lines		x	x	P	x	x	x	x	x	x	x	x			x							* Can request, but gets no indications		
- On Busy Outgoing Routes		x	x	P	x	x	x	x	x	x	x	x			x			x	x			* Can request, but gets no indications		
- On No Reply		x	x	P	P*			x	x	x	x	x			x	x		x	x					*Only available for phones with softkeys
- On Not Available		x	x	P	x	x	x	x	x	x	x	x			x			x	x			* Can request, but gets no indications		
- Receiver of callback missions		x	x	x	x	x	x	x	x	x	x	x				x	x	x	x		x			
- Faultman's Ring Back		x	x	P	x	x	x	x	x	x	x													
Call Barring See Trunk Call Discrimination (TCD)																								



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Call Center Group (CTI Group)		x	x	x	T*	T*	x	x				x										Only external equipment. Maximum number of ACD groups: 500 per LIM, 2048 per system Maximum number of Agent positions: 0 (no dedicated extensions for ACD positions, but any extension can be CSTA monitored Maximum number of ACD members: 0 (members must be defined in the external ACD application. Any extension that can be monitored can be an agent and member.) Maximum number of ACD groups with name: 500 per LIM Maximum number of queues: 1 per group Maximum number of calls in queue, per LIM: 5000 Maximum number of calls in queue, per ACD group: 250 Maximum number of simultaneous calls to an external destination when overflow or External Follow Me is active per ACD group: 63 Highest constant by which the number of queue positions can be altered: 50 Maximum number of selection/queue priorities: 32 Maximum number of back-up groups per ACD group: 0 Maximum number of overflow attempts: 8	Y	Requires MiContact Center Enterprise or a similar CSTA application to control it. *Only receiving, answering calls.
- Outbound call center traffic	x																						Uses virtual SIP terminals and the CSTA Deflect service to reach the agent terminal.	
Call Completion See Callback																								
Call Information Logging (CIL)	x																					All calls can be logged. Maximum number of simultaneously logged calls: approx 3000 per LIM Maximum number of defined CIL output ports: 10 per LIM Maximum number of active output ports: 10 per LIM Maximum number of data forwarding positions: 3 per LIM Maximum time for long duration calls: approximately 9 hours		
Caller ID See Calling Line Identity and Connected Line Identity																								
Calling Line Identity																								



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- Presentation		x	x	x	x	x	x	x	x	x	x	E	x		x	x	x	x	x	x	x	Number of digits for private network numbers: 1-10 Number of digits for public network numbers: 1-20	Y	IP SIP: Basic functionality supported but not in all services. ATS: If the phone supports FSK or DTMF signaling, the name of the caller can be displayed.
- Restriction		x	x	x	x	x	x	x	x	x	x	E	x	x	x	x	x	x	x			Number of digits for private network numbers: 1-10 Number of digits for public network numbers: 1-20	Y	IP SIP: Basic functionality supported but not in all services
- Restriction Override			x	x	x	x	x	x	x	x	x	E		x	x									OPI always override presentation restrictions. For extensions COS controlled.
Calling Line Identity Restriction (CLIR) per call		x	x	x	x	x	x	x	x	x	x	x	x										Y	IP SIP: No menu alternative for this.
Calling Name Identity																								
- Presentation		x*	x	P	x	x	x	x	x*	x	x				x		x	x	x	x		Number of characters: Maximum 20, 10 +10 for first name and last name. * Only local directory name used, not received Calling Name Identity.	Y	* If the phone supports FSK signaling (ATS), the name of the caller can be displayed. **IP SIP: Support for displaying name sent from exchange or if no name is sent local contact information is used. Note that the terminals can have a name, which overrides the MX-ONE extension name
- Restriction		x*	x	x	x	x	x	x	x*	x	x	x	x	x	x		x	x	x			Number of characters: Maximum 20, 10 +10 for first name and last name. Name presentation restriction is supported, but abides any Calling Line Identity settings. * Only local directory name used, not received Calling Name Identity.	Y	* Only applicable with FSK signaling (ATS) IP SIP: Support for displaying name sent from exchange or if no name is sent local contact information is used. Note that the terminals can have a name, which overrides the MX-ONE extension name
- Public subscriber name presentation (alpha-tagging), see External database	x																x		x			Number of characters: Maximum 20, 10 +10 for first name and last name.		Name queried from external databases via ESTOS.
Call Log (Call List) (see Name and Number Log)																								See Name and Number Log
Call Metering/Charging																								
- Advice of Charge			x												x		x	x	x					The information is used for delivering charging information to Call Information Logging, or for display purposes, to show the cost of the ongoing public outgoing call.
- Individual	x																x			x		All public trunks can be metered. Maximum number of metering pulses per counter = 16 million Maximum number of metering routes = 99		
- via Operator	x														x		x			x				
- Metering Group	x																x				x			
Call Offer See Call Waiting																								Call Waiting over Network
Call Pick-up																								



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- Group		x	x	x	x	x	x	x	x	x	x	x										- 250 groups per LIM - 48 members per group - 1-4 alternative answer groups - 3300 extensions per LIM - 100 waiting unanswered calls per LIM - 11000 ext. members per system	The information is used for delivering charging information to Call Information Logging.	
- Additional display/tone function for group members					x	x*															All SIP extension members.	x* = Depends on the terminal model. Can work for all SIP extension members that support RFC 4235		
- Individual		x	x	P	x	x	x	x				x												
Call Splitting															x									
Call Waiting																						Y	IP SIP: A-party: No button for sending Call Waiting. B-party: No indication of call waiting and no possibility to answer a second call	
- Requesting		x	x	P	x	x	x	x	x	x	x	x	x			x		x	x	x				
- Indicating		x	x	P	x	x*	x	x	x			x										Maximum 1280 per LIM.	Y	Call Waiting cannot be invoked if the called party is in one of the following states: - has a party on hold - another call is already waiting - busy but not in speech state, for example, dialing, waiting for answer, ringing - is participating in a Conference an is not the Conference leader - connection is a serial call or is marked for metering x* = Depends on the terminal model.
Camp on Busy															x							Maximum 1280 per LIM		
CAS Extension												x										E1: 30 x 22 extensions per LIM T1: 23 x 22 extensions per LIM 22 interfaces per LIM	Y	8 different protocols available
Centralized Answering Position (C-OP)																								
- Night Service	x															x		x	x					
- Rerouting	x															x		x	x					
- Notification	x															x		x	x					
- Day/night status control	x																							



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- Customer Centralized Operator (CCOP)	x																							
Charging Information See Call Metering (Charging)																								
Choice of Language		x	P	x*	x*		x*	x		x*	x*				x							10 languages per system	Y	x* = Depends on terminal model, and you have to change separately in the terminal. The available languages may differ in clients and system.
CIL See Call Information Logging (CIL)																								
Class of Service (CoS) or Common Service Profile (CSP)																								
- Common		x	x									x	x									64 common category codes for analog and digital extensions		
- Individual		x	x									x	x											
- Common Service Profile (CSP)				x	x	x	x	x	x	x	x			x								257 Common Service Profiles for generic extensions Default 0		
Common Bell Group																						50 groups per exchange 150 members per group 250 members per LIM Maximum queue length: 30		
- Calling to		x	x	x	x	x	x	x	x			x	x											
- Included in a group		x	x	x	x	x	x	x	x				x											
Common Hold See Hold																								
Common Public Directory Number	x																					Number = 2-10 digits		
Computer Supported Telecommunication Applications (CSTA Phase 3)																						Maximum number of digits in calling, called, connected or dialed number. - Private network = 20 - Public network = 20 Call ID: 24 digits Maximum number of devices that can be monitored per LIM= 15 510 (all). All calls is approx 3 000.		



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- CSTA Deflect/Single Step Transfer	x																x	x						Redirection from an alerting/offered or (for SST) speech state. For CSTA deflect requests from CTI groups, below features will be executed based on the service parameter value given in csta command: · Bypass IRD · Diversion after deflection · Replace dialed number with deflected-to number
- CSTA Services		x	x	x	x	x	x	x	x	x		x	x											See CSTA3 description for details.
- Monitoring		x	x	x	x	x	x	x	x	x		x	x		x									
Computer Supported Telecommunication Applications (CSTA Phase 1)																								
- CSTA Deflect/Single Step Transfer	x																x	x						Max no of digits in calling, called, connected, or dialed number: - Private network = 10 - Public network = 20 Max no of CSTA applications (link groups) per system= 4 Maximum number of CT ports per system= 4 Max no of devices monitored per LIM = 1000
- CSTA Services		x	x	x	x	x	x	x	x	x		x	x											See CSTA1 description for details.
- Monitoring		x	x	x	x	x	x	x	x	x		x	x											
Conference																								
																								The number of permitted participants can vary from 3 to 8 and the number of participating external lines from 0–8. Total number of multi-party inlets for MGU board : as MG Classic but theoretically 2880. Total number of multi-party inlets for Media Gateway Classic(TMU) : Depending on the number of TMU boards. Each TMU board has up to 24 inlets. Total no. of MP inlets for MX-ONE Media Server : 2000, which gives 660 three-party conferences. Several MX-ONE Media Servers are allowed per SN. Mixing with other Media Gateway types is allowed.
- Being a Member		x	x	x	x	x	x	x			x	x			x	*	*	*	*	*	*			* All trunks can be members, but there is no specific signalling for Conference.
- Being a Leader		x	x	P	x	x	*	x	x			x			x									* Only 3 parties, established in the phone.



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Connected Line Identity																							Number of digits for private network numbers: 1-10 Number of digits for public network numbers: 1-20					
– Presentation		x	x	x	x*	x*	x*	x	x	x	x	E	x		x	x	x	x	x	x*			Y	* IP SIP: Basic functionality supported but not in all services				
– Restriction		x	x	x	x*	x*	x*	x	x	x	x	E	x			x	x	x	x	x*			Y	* IP SIP: Basic functionality supported but not in all services				
Connected Name Identity																												
– Presentation			x	P	x*	x*	x*	x	x**	x	x							x		x*			Y	* IP SIP: Note that the MX-ONE has an extension name, which overrides the terminal name				
– Restriction		x	x	x	x*	x*	x*	x	x**	x	x	x	x					x		x*			Y	* IP SIP: Note that the MX-ONE has an extension name, which overrides the terminal name. ** Only local directory name used (if any), not received Name Identity.				
Corporate log-on (Network roaming)				x	x																		Available for all IP extensions of the relevant types.	SIP terminals: supported by Mitel 6700/6800/6900 phones. H.323 terminals: Supported only by Mitel 7444 phones.				
Customer Group	x																						2000 customers (tenants) per server (LIM), up to max 10000 per system.					
Customer Identity Storage (CID)		x	x	x	x	x	x	x	x	x	x		x					x	x	x			A CID can contain up to 20 digits. The Customer Identity (CID) can be received as additional digits within the called party number over ISDN DSS1 interface.					
Data Privacy		x	x					x				E	x															
Day/Night Status See Centralized Answering Position (C-OP)																												
Day/Night Switching	x																											
DECT/Cordless Extension (integrated)								x															Maximum number of cordless extensions initiated in one LIM: 640. Maximum number of cordless extensions that can be located in one LIM simultaneously: 1000. recommended number of portable phones handled by one base station: 20. Number of simultaneous calls per base station: 8					
Deflect/Single Step Transfer	x																	x	x	x				See also CSTA.				
Dial by Function Key																												
– Stored centrally			x	P	x*	x*																		*Depends on terminal type.				
– Stored in the terminal			x	x	x*	x*	x*																	*Depends on terminal type.				
Dial by Name			x																				Maximum number of digits for stored numbers: 20					



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Note: 'SIP extension general' includes WiFi and 3rd party SIP extensions/clients

Feature Name	System Feature	Terminal Type (Extension)														Signal System (Trunk)						Capacity	Limitations	Comments
	MX-ONE	Analog extension	Digital extension (DTS)	IP extension H.323	SIP extension, Mitel	SIP extension, general	SIP BluStar 8000i	Mobile extension	DECT/Cordless extension	SIP-DECT	IP-DECT Ascom	ISDN S0 equipment	CAS equipment	Virtual extension	Legacy OPls	DPNSS	ISDN T	ISDN Q	H.323	SIP	Non-CCS			
- Stored centrally		x																				Maximum 65000 entries per system (and per server)		
- Stored in the terminal		x	x*	x	x	x	x																*Depends on terminal type.	
Dial during a Connected Call (Suffix Dialing)		x	x	x	x	x	x	x		x	x	E	x		x							Y	IP SIP: Only works for SIP extensions that support the INFO message.	
Dialed Number Information Service (DNIS) for ACD	x																					Maximum 10 000 DNIS numbers		
Digital Extension		x																				See CAPACITIES		
Direct-In Dialing	x															x	x	x	x	x	x			
Direct-In Lines	x																					Y	All manual trunks	
Direct Inward System Access (DISA)	x																							
Direct Media			x	x	x	x													x	x				
Diversion (See also Personal Number for an alternative feature)																								
- Bypassing		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x		Y	IP SIP: No menu alternative for this.	
- Common		x	x	x	x	x	x	x	x	x	x	x	x	x	x									
- Direct		x	x	x	x	x	x	x	x	x	x	x	x	x		x	x	x	x					
- Individual		x	x	x	x	x	x	x	x	x	x	x	x	x										
- On Busy		x	x	x	x	x	x	x	x	x	x	x	x	x		x	x	x	x					
- On Origin		x	x	x	x	x	x	x	x	x	x	x	x	x		x	x	x						
- On No Reply		x	x	x	x	x	x	x	x	x						x	x	x	x					
- Verification of Diversion		x	x																					
Do Not Disturb																								
- Bypassing															x			x	x	x			Same feature as bypass of diversion.	
- Group		x	x	x	x	x	x	x			E	x	x									Y	* No display indication	
- Individual		x	x	x	x	V	V	x	x		E	x	x										IP SIP: supported if the terminal has a mute key. See also Multi-Directory Diversion/DND * No display indication	
DPNSS Networking	x															x						8 DPNSS interfaces per LIM 240 DPNSS trunk circuits in each LIM (MX-ONE Classic)		
DSS1 Network Side	x																x					Y	One ISDN interface must have the same support for DSS1 network side on all routes if the interface is divided in more than one route.	
Dual Forking, see Forking (multiple terminal service)																								
Emergency Calls/SOS Calls for VoIP																				x*			* The Location information can on SIP trunk be conveyed either as caller Name, caller number, or as PANI Header.	
- Phone logged on			x	x	x*	x				x	x												* WiFi does not support Emergency calls.	
- Phone logged off			P	T*	T*																		*Depends on the terminal type.	
Emergency Calls to Operator	x																						All extensions and tie lines can call any operator.	
Emergency Extension See Alarm Extension																								
Emergency Notification	x	x	x	x	x																	249 emergency notification groups per server or system.	Y	9 emergency notification groups per emergency number. The feature is also limited by the maximum number of simultaneously ringing analog phones. This value depends on the type of board used for initiating analog extensions.



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Emergency State Switching																								
- Activating															x									
- Be affected by		x	x	x	x	x	x	x	x	x	x	x	x										Y	Emergency category allows calls. * Depends on the terminal type
Encryption				x		x*																		
End to End DTMF See Dial during a Connected Call (Suffix Dialing)																								
Estimated Waiting Time Announcement (EWTA) for ACD	x																							See also Recorded Voice Announcement (RVA).
Expensive Route Warning Tone See Least Cost Routing																								
Extending															x									
Extension Status Indication															x	x	x	x	x*				Y	* Only certain signaling systems
External Number Redial See Last Number Redial																								
External Database	x																x		x				Y	Name queried from external databases via ESTOS. Note that only calls from ISDN and SIP trunks can use this function.
External Directory with Blacklisting	x																x		x				Y	Note that only calls from ISDN and SIP trunks can use this function.
Extra Directory Number (EDN) See also Additional Directory Number					x	x*																	Y	Proprietary XML protocol used. Some third party SIP can define multiple directory numbers, but it will not be the EDN feature.
																								Up to 7 EDNs per 6700 SIP terminal. Model and configuration dependent. With default configuration: 6730i/6731i: max 1 EDN 6753i: no EDN 6735-7-9i/6755i/6757i: max: 7 EDNs 6800/6900: max: 7-22 EDNs (model dependent) Maximum number of EDNs per server: 15000 minus ODNs.
Facility Restriction Level/Travelling Class Mark (FRL/TCM)	x		x	x	x	x	x	x	x	x	x	x	x			x	x	x	x	x*			Y	* Only certain signaling systems
FAX III Recognition	x																							Maximum number of FAX licences that can be installed in one LIM: 304
Fixed Remote Extension See Mobile Extension																								
Follow-me																								
- External		x	x	x	x	x	x	x	x	x	E	x	x		x*	x	x	x	x	x			Y	For interconnecting an incoming and an outgoing external line, the prerequisites for the traffic group matrix and line signal diagrams (release mode) must be complied. An extension with an ongoing external Follow-me diverted call cannot participate in a multi-party call. SIP extensions will not get display updates while in idle mode. * Only assist. ** No display indication.
- Internal		x	x	x	x	x	x	x	x	x	E	x	x		x*	x		x	x				Y	* Only assist. ** No display indication.
Forced Release See Intrusion and Forced Release																								



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Forking (Multiple terminal service)				x	x	x	x	x	x	x													For SIP a maximum of 4 terminals can be registered per number. For other extension types 1 terminal per type is allowed.	Y	MS Lync uses the forking of SIP client.		
Free on Second Access (Free on busy)			x	x	P		x																For Mitel SIP phones menu and for DTS a key to activate/deactivate the service are supported.		* Would open a new BSC window.		
Free Seating																											
- End user service (with procedure)		x	x	x	x				x	x	x																
- Terminal dependent (built-in log on procedure)			x	x		x				x	x																
- Possibility to use the IP phone number from other phone types		x	x																								
General Deactivation (Cancellation)		x	x	x	x	x	x	x	x	x		E	x		x*									Y	* Only assist		
Generic Extension	x																						See CAPACITIES				
Group Hunting																							10000 groups per LIM (shared with Ring group) 15000 extensions per server (LIM) which can be group members 160 members per group 30 calls in queue per group 4 group hunting groups per extension 25000 calls in queue per LIM 10000 groups per system 63 overflows to external				
- Member of a group		x	x	x	x	x	x	x	x	x	x		x	x													
- Group member availability LED key					x																		All 6900/6800/6700 SIP phones, up to 4 keys (4 groups) per extension				
- Calling to a group		x	x	x	x	x	x	x	x	x	x	x	x		x												
HLR backup				x	x	y	x																Max. 15000 backup HLRs per LIM (but max 7500 is recommended in practice).		Only for terminals that support load sharing or DNS SRV.		
Hold																											
- Common		x	x	P	P	P	P	x					x														
- Individual		x	x	P	x	x	x	x	E	x	x	x	x											Y	IP SIP: B-party: No information when being put on hold.		
- using Call Park Pool		x*	x*	x	P	x	x	x	E	x	x	x*	x*											Y	Recall is only available for generic extensions. x* = no recall available.		



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Hospitality																						Maximum number of ATS extensions with a single extension number and simultaneous ringing in a room is 5. If MDN functionality is used, then maximum number of interconnected DTS extensions with simultaneous ringing in a room is 40. Maximum number of characters for Service quarter's information string is 40 (20+20). If parallel ringing is used, maximum extensions (with hospitality class room vacant or room occupied) that can simultaneously ring are 3.	
service quarter		x		x*	x*																		* SIP phones do not get any additional display info.
room vacant		x	x	x	x*	x*	x	x	x	x				x									
room occupied		x	x	x	x*	x*	x	x	x	x	x			x									
Hot Line																						Maximum 20 digits	
- Delayed		x	x	x	P			x	x		x	x										Delay time range 2-16 sec. All extensions.	Mitel 6900/6800/6700 SIP terminals support it.
- Direct		x	x	x	x	x	x	x	x		x	x											
Immediate Speech Connection (Automatic Call Acceptance)		x*	x	x	x	x*	x	x	x	x*	x*	x			x								Y * Analog: Not MX-ONE phones * IP SIP: Only applicable if headset is used
Incoming Automatic Inter-PBX Calls	x															x		x	x		x		Y All routes
Incoming Calls via Operator		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x		x	x	x			
Information System/Interception Service (ICS)	x																					Maximum 1 interception computer per exchange Maximum 16 ICS systems connected Maximum 100 message waiting position identities Maximum 10 digits in the extension number Maximum 100 terminals	Y External equipment needed. See also Message Diversion.
Inquiry		x	x	P	x	x	x	x	x	x	x	x											
Instant Messaging call (using MSRP)					x	x													X			All SIP end-points could support MSRP.	
Intercom			(x*)		x	x*																All extensions of the relevant types can have the feature.	* SIP extension uses EDN, Hotline and Immediate Speech Connection (Automatic answer) services. Third party SIP terminals may have functional limitations. DTS/ADN can have a similar function but without muting, so it is Hotline, not full Intercom.



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Inter Gateway Routing (ISDN fallback for VoIP media)	X																X	X				See CAPACITIES, ISDN routes.	Primarily for public ISDN, but also tieline (QSIG) can cover the data.	
Internal Group Hunting See Group Hunting																								
Intrusion																						Total number of multi-party inlets for MGU board: as MX-ONE Classic, but theoretically 2880. Total number of multi-party inlets for MX-ONE Classic (w/TMU): Depending on the number of TMU boards. Each TMU board has up to 24 inlets. Total no. of multi-party inlets for MX-ONE Media Server: 2000, which gives circa 660 intrusions. Several MX-ONE Media Servers are allowed per SN. Mixing with other Media Gateway types is allowed.	Y	IP SIP: A-party: No button for sending intrusion. All participants in one intrusion call must be connected to the same Media Gateway/Media Server.
- On Busy Extension		X	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X	X			4 protection levels 4 intrusion levels		
- Forced Release															X	X	X	X	X					
- Being intruded		X	X	X	X	X	X	X	X	X	X	X	X									4 protection levels 4 intrusion levels		
- On External Line															X									
IP Extension				X	X	X	X			X	X											See CAPACITIES.		
IP Networking	X																	X	X*			See CAPACITIES.	* SIP: lacks some services, like Callback	
ISDN QSIG Networking	X																X					See CAPACITIES.		
ISDN S0 Terminal Interface												X										See CAPACITIES.		
Last Number Redial																						20 digits + Account or Authorization code.	Y	IP SIP: No menu alternative for this
- Stored in terminal			X	X	T	T	T			T*	T*												* Last entry in the Name and number log	
- Last number, stored centrally		X	X*	X	X	X	X	X	X	X	X	X	X	X								One last dialled number per user.		* Includes the ENR key function



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Least Cost Routing (LCR)	x																					External Number Table: 1 table of 50 000 entries, max.16 digits/entry; Number Length Table: 1 table of 1 000 entries, max.6 digits/entry; Destination Number Table: 2 tables of 35 000 entries, in which the first has 16 digits per entry and the second 8 digits per entry. Each entry can be barred by the user's 110:110Trunk Call Discrimination class of service. Fictitious Destination Table: 9 tables of 72 entries Route Choice Table: max. 2500 route choices to be shared by Least Cost Routing, Private Network Routing, Customer Number and Automatic Alternative Routing: One table can contain a max. of 8 route choices. Prefix digits: max. 20 digits per choice Deleted digits: max. 16 digits Own Area Code: max. 6 digits Day of week/Time of Day table: 1 table with 3 day groups, max. 3 time zones per day group			
- Expensive Route Warning Tone (ERWT)	x																						Y	Not valid for IP phones or clients	
- On/Off Hook Queuing	x																							50 missions per LIM	
- Time of Day	x																							Day of week/Time of Day table: 1 table with 3 day groups, maximum 3 time zones per day group	
- Transit Network Selection	x																								
License Usage Reports	x																							All MX-ONE related licenses are included. Reporting intervals can be between 1 h and 24 h.	The feature is mandatory in MiCloud solutions.
Lock key					x*																			* Supported y 6900 and 6800 phones	
Logging See Call Information Logging (CIL)				x	x													x*						All Mitel SIP 6900/6800/6700 terminals can have the log off option. Also 7xxx can have it.	* Controlled by configuration file.
Log-off restriction option																									
Malicious Call Tracing		x	x	x	T	T	x	x	x	x	x	E	x		x		x						Y	IP SIP: Supported but only with Inquiry method, and currently no tones. Possibility to mark a call as malicious during the call. This enables	
Manual Answer															x										
Manual Extending															x	x	x	x							
Manual Message Waiting (MMW)		x	x	P	x	x	x	x	x			x	x		x								Y	IP SIP: Follows standard	
- MMW call back (reply) to message controller		x	x	P	x	x	x	x	x			x	x		x										
Master Extension		x	x										x												
Maximum Call Duration		x	x	x	x	x	x	x	x	x	x	x	x											Timer range: 1 - 1092 minutes	



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Message Diversion (Absence Information)																								
- Using the Feature		x	x	P	P	x	x**	x	x	x	x	E	x		x*							Maximum 10 different absence reasons.	Y	* Only assist ** No display indication
- Answering Position		x	x	x*	x*							x	x		x								Y	The operator can be answering position if programmed. P=additional menu support. * MiCollab Advanced Messaging/CMG would use IP extension i/f
Message Waiting	x															x		x	x			Each extension can accept message waiting notifications from a maximum of four different information systems.	Y	* The feature is only available to analog extensions in MX-ONE Classic.
Message Waiting Indication (MWI)		x	x	P	x	x	x	x	x	x	x	x	x									Each extension can accept message waiting notifications from a maximum of four different information systems.	Y	* The feature is only available to analog extensions in MX-ONE Classic. IP SIP: Indication (LED) for waiting voice mail
- Manual MWI call back (reply) to message controller		x	x	P	x	x	x	x	x	x	x	x	x											
Metering See Call Metering (Charging)																								
MF Signaling																								
- MFC																				x		8 receivers per MFU 8 senders per MFU		
- MFE																				x		8 receivers per MFU 8 senders per MFU		
-MFP																				x		8 senders per MFU		
Mobile key					x*																			* Only for Mitel 6930, 6940, and 6970 SIP phones. Connects media to soft client as well as desk phone.
Mobile Extension								x														See CAPACITIES.		
Monitoring Key (MNS)																						A directory number on an analog or IP extension can be multiple represented on a number of digital or IP extensions. A maximum of 40 numbers can be multiple represented on one digital or IP extension. Maximum number of multiple representation groups per LIM: 1500 Maximum number of members (MDN and MNS keys) per LIM, for DTS: 2400 (shared with MDN). Maximum number of members (MNS keys) per LIM, for IP extension: 15000. MNS may have up to 40 members, that are supervising the extension (for DTS the maximum is shared with MDN).		
- Supervising			x	P	P																			
- Being supervised		x	x	x	x	x	x	x	x	x	x		x											
Multi-Directory Diversion/Do-not-disturb			x		P																			Mitel 6700 models with EDNs
Multi-Tenant PBX See Customer Group																								
Multi-PBX See Customer Group																								



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Multi Member Busy on Primary Number or Additional Number		x																				A directory number on an analog or IP extension can be multiple represented on a number of digital or IP extensions. A maximum of 40 numbers can be multiple represented on one digital or IP extension.		
Multiple Represented Directory Number (MDN)																						A directory number on an analog or IP extension can be multiple represented on a number of digital or IP extensions. A maximum of 40 numbers can be multiple represented on one digital or IP extension. Maximum number of multiple representation groups per LIM: 1500 Maximum number of members (MDN and MNS keys) per LIM: 2400 (shared with MNS)		
– Supervising		x																						
– Being supervised		x	x									x	x											
Music on Hold	x	x	x	x	x	x	x	x	x	x	x	x										Number of RVA messages per system: 250 Media Gateway, MGU: Maximum 60 minutes storage. Maximum 68 announcements can be played simultaneously. Using VSU, Maximum 12 announcements can be played simultaneously (per VSU). Maximum VSU boards per LIM: 4. With TMU, all users in the Media gateway can listen to the same source simultaneously. Using Media Server: Maximum circa 3 h storage (120 Mb), maximum 1000 RVA files, and 2000 RVA sessions. Alternatively, with MS: Streaming of unlimited length.	Y	The feature uses either continous RVA messages with stored wav audio files on MGU, VSU, or an analog input on the TMU, or streaming via SIP if Media Server is used. MoH is available for incoming calls on a trunk for all indicated phone types. For Music on Wait, see RVA.
Name Identity See Calling Name Identity and Connected Name Identity																								
Name and Number Log (Call Log)		x																						



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- Stored centrally		x			P																	For a 6800 SIP phone with the NLOG function can store up to 60 calls in the received/missed call log, and up to 30 calls in the made call log. Maximum digits for calling number in a logged call are 20 digits. Maximum characters for calling name in a logged call are 40 characters. For a DTS with the NLOG function can store up to 100 numbers in the log (but average is maximum 30 calls per DTS). Maximum digits for calling number in a logged call are 20 digits. Maximum characters for calling name in a logged call are 10 characters.		For SIP, only for Mitel 6800 SIP phones supporting the proprietary XML protocol. For DTS, only for specific models DBC222/223/225.
- Stored in the terminal		x*	x	x	x	x	x	x*	x	x*	x*	x*	x*									Capacity depends on the terminal model.		*Depends on the terminal model.
- Backup on central server, for the terminal stored log				P																				The local call log in the H.323 terminals can be stored on an ftp server, to be retrieved at logon after logoff. Supported by DBC 43x and DBC 44x.
- Call completed elsewhere information					x	x				x														The information can be used to avoid incorrect logging of missed calls in services like Multiple Terminal Service and MNS. SIP clients like BluStar for PC also support this. The functionality depends on the terminal model.
Night Service																								
- Common	x																							
- Individual	x																							
- Flexible		x	x	x	x	x	x	x	x	x	x	x	x		x									
- Universal	x																					30 calls in queue.		
Non-Dialed Connection See Hot Line																								
Number Analysis																						External Digit Handling: Predigits, incoming external per route 2 Number of digits per prefix: 5 Maximum number of digits: Public international: 20 Public national: 15 Public local and private: 10 Private: 10 Internal Digit Handling: Analyzed numbers: 1-10 digits in length ~ 500 registers for simultaneous analysis 40 dialed digits per register Maximum Call Discrimination analysis depth: 10 digits		
- External	x																							
- Internal	x																							
Number Conversion and Bearer Capability Substitution	x																					100 000 per system.	Y	



MiVoice MX-ONE Feature Matrix - MX-ONE

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Number Series	See Number Analysis																							
Operator															x								10 operators per LIM. 250 operators per system.	
Original A-Number	x																					Y	The user may not be allowed to send received A-party information to a public or mobile network without concession from the network operator. Metering and prefixing can be other issues that might have to be considered.	
Outgoing Automatic Call		x	x	x	x	x	x	x	x	x	x	x	x		x	x	x	x	x	x	x			
Outgoing Call via Operator		x	x	x	x	x	x	x	x	x	x	x	x		x	x	x	x	x	x		Y	An answer must have been received from at least one of the called parties before extending can be performed. The outgoing external line must have received an answer signal from the called party. One of the involved external lines must have a clear signal. If the central operator uses a Least Cost Routing (LCR) access code, the operator has to dial all destination digits required to complete the LCR destination analysis.	
Overlap Sending		x	x	x				x				x												
Paging																							Number of pageable numbers per LIM: 640 per system: 10 000 Plus additional and common paging numbers per system: 1000 Paging search areas: 16 Simultaneous paging calls: 80	
- Diverting to Pager (prefix procedure)		x	x	x	x	x	x	x	x	x	E	x												
- Meet-me (prefix procedure)		x	x	x	x	x	x	x	x	x	E	x												
- Requesting paging (both suffix and prefix)		x	x	x*	x*	x*	x*	x	x	x	x	x	x										* SIP and H323 extensions do not support the required suffix dialing (request). For SIP extension a soft-key (XML) is supported as an alternative to suffix. But prefix procedure is supported for both SIP and H323 extension. To initiate a Paging call, dial 7(), or for Mitel 6700/6800/6900 SIP phones, press Paging function key.	



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Parallel Ringing		x	x	x	x	x	x	x	x	x		x											Recommended maximum number of Parallel Ringing lists per LIM: 10% of all extensions. Maximum number of mobile or fixed remote extensions per list: 1			
Parking Common (see Hold, common)																										
Parking and Retrieval of Parked Calls (for attendants)																										
- Automatic															x											
- Manual															x											
- Monitoring															x											
Path Replacement (Route Optimization)	x															x		x								
Peripheral Units on Extension Positions		x																								
Personal Number																							10 profiles per user 10 entries per profile 20 digits per entry 15 000 numbers per LIM			
- Selecting a profile		x	x	x	x	x	x	x	x	x	x	x	x	x	x*										Y	* Only assist
- On Busy		x	x	x	x	x	x	x	x	x	x	x	x	x												
- On Origin		x	x	x	x	x	x	x	x	x	x	x	x	x												
- Key Monitoring (PEN Key)			x	x	x																					
Priority Disconnect (based on FRL/TCM)	x															x		x	x	x	x*		4 call classes supported; Emergency, Priority, Routine and Normal/Admin.	Y	*Only TL22 and TL37 MFC trunks	
Priority Routing	x																						The call service information category is a number of one digit yielding a value range of 0 through 7 100 priority lists per system can be assigned, each consisting of one to four routes. Every route choice can be assigned with a priority list.			
Private Network Routing	x																						1 table of 5 000 entries Maximum 10 digits per entry 2500 external destinations (shared with LCR) Prefixing can add up to 20 digits per choice; truncation can remove up to 20 digits per choice			
Quality of Service (see VoIP Quality of Service logging)																										
Queue Positions for Operators															x								255 common queue positions per system. 128 individual queue positions per LIM.			
Recall to Operator															x											



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Recorded Voice Announcement																						250 announcements Total recording time approximately 1 h. Number of messages per system: 250 LIM with MGU board: Maximum 60 minutes storage. Maximum 68 announcements can be played simultaneously LIM with MX-ONE Classic (VSU): Maximum 57 minutes storage. Maximum 12 announcements can be played simultaneously (per VSU) Maximum VSU boards per LIM: 4 Maximum VSU boards per system: 100 LIM with MX-ONE Media Server: Maximum 60 minutes storage. Maximum 128 announcements can be played simultaneously. Alternatively: Streaming of unlimited length.		There are several implementations and configurations of RVA, with HW based solutions (MGU, VSU), or SW based with Media Server, which can use either locally stored wav-files or streaming (via SIP) from external or internal sources. Including Music on Wait.	
-Listening		x	x	x	x	x	x	x	x	x	x	x	x		x		x	x	x				Y	Only Welcome Announcement to operator.	
- Recording (LIM with Media Gateway)	x																						Y	Recording via an external PC application. Files are thereafter transferred to the MX-ONE.	
- Recording (LIM with MX-ONE Classic, VSU)			x									x			x								Y	Recording from digital phone.	
Redundancy																									
Network redundancy	x																					A maximum of two networks.			
Server redundancy	x																					Maximum 10 LIM servers per cluster, 1 cluster per server, 124 clusters per system.			
Refer Back		x	x	P	T	T	T	x	x	x	x	E	x												
Release Principles																							Y	The calling party is not allowed to initiate an Inquiry call if Called Party Release is valid.	
- First Party	x															x	x	x	x		x				
- Calling Party	x															x	x	x			x*		Y	* Only certain signaling systems	
- Called Party	x															x	x**	x			x*		Y	* Only certain signaling systems ** Only certain markets	



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Remote Firmware Upgrade			x	x	x*	x																	*Depending on terminal type.	
Repeated Individual Diversion		x	x	x	x	x	x	x	x	x	x	x	x	x								1 list with 10 answering positions		
- Selecting a profile		x	x	x	x	x	x	x	x	x	x	x	x	x	x*								Y	* Only assist
- On Busy		x	x	x	x	x	x	x	x	x	x	x	x	x										
- On Origin		x	x	x	x	x	x	x	x	x	x	x	x											
Repeated Deflection	x																							
Rerouting																						Number of digits for internal rerouting numbers: 1–10 Number of digits for network rerouting numbers: 1–10 Number of central rerouting numbers: 3	Y	The local rerouting numbers have the following priority order: – Local answer position for calls to vacant numbers – Local answer position for individual external line – Local operator/local day answer position – Local night answer position for individual external line – Local night answer position
- Busy	x															x	x	x						
- Congestion	x															x	x	x						
- Internal Failure	x																							
- No Answer	x															x	x	x						
- Vacant number	x															x	x	x						
- Not Available	x															x	x	x						
Ring Group/Cascade Ring Group																						10000 groups per LIM (shared with Hunt Group) 15000 extensions per server (LIM) which can be group members 16 members per group 30 calls in queue per group 4 ring groups per extension 25000 calls in queue per LIM 10000 ring groups per system 63 overflows to external		
Ring Signals																							Y	Ring signals are not by default active in operator equipment. Must be manually activated.
- Melody			x*	x	x	x	x	x*	x*	x*	x*												Y	* Depending on phone model
- Silent ringing			x	P	P		x	x															Y	* Standard PC procedure, using the mute function on the PC.
- Internal call		x	x	P*	x	x	x	x*	x*	x*	x*	x			x								Y	* Depending on phone model ** One ring signal, common for internal, external, callback, etc.
- External call		x	x	P*	x	x		x*	x*	x*	x*	x			x								Y	* Depending on phone model
#REF!					x	x																		
- Callback		x	x	P*	x	x		x*	x*	x*	x*	x			x								Y	* Depending on phone model, only available on the Italian market.
- Programmable Ring Signal Type on a Line or Monitoring Key (locally)				P	x*	x*																		*Depending on terminal type



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- Programmable Character of the Ring Signal (locally)				P	x	x																		
- Diverted Ringing		x	x	x																				
- Ring cadence change		x																						Only for ATS. Board restart required.
Ring Signal per Calling Number or Route Number		x	x	x	x			x				x				x	x	x	x	x	x			
Route Optimization See Path Replacement																								
Routing																								Every route can have 1 primary choice and 7 alternative routes. Maximum 20 digits
- Alternative Routing	x																							
- Overflowing	x																							
- Repeat Attempt	x																							
- Return Block	x																							
Routing Server																								Number of Routing Servers per network: 8 Number of clients per Routing Server: 50 See also, PNR.
Security	x																							A maximum of 10 digits per PNR destination. A maximum of 3000 PNR destinations. Maximum IP addresses per destination: 2.
Semi-Permanent Connections (D over B)	x																							
Serial Call															x									
Shared Call Appearance (See also Multiple Representation of Directory number)																								The Mitel 6700/6800/6900 SIP terminal models can support this feature. The SCA and SCABR feature requires a line key, and depending on terminal model, the maximum number of SCA/SCABR keys that can be initiated, varies per model. See the terminal documentation for details on the maximum number of lines. All capable SIP terminals are able to have this feature. SCA/SCABR may have up to 40 members, that is supervising SIP extensions. All the supported 15000 SIP terminals (models) can have the SCA/SCABR feature.
- SCA without bridging (no conference)					x																			
- SCA with bridging (conference)					x																			
Short Message Service (SMS)								x*		x*		x*												Maximum number of TCP/IP connections to an individual SMS server: 10 Maximum length of an SMS message if proprietary information is included 160 characters . Maximum length of an SMS message if proprietary information is not included 100 characters. Maximum number of messages/hour per system 4500. Maximum number of parallel SMS connections: 10
Simplified Interception	x																							Y Digital phones receive notification on absence reason



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Single Number Indication (SNI)		x	x										x									Number = 2-5 digits		
Soft-keys			x	x																				
-monitoring				x	x																		Only supported by ATS, DTS, ISDN S0 and CAS.	
-record on demand				x																		Maximum calls per system: 30	Only supported by ATS, DTS, ISDN S0 and CAS.	
Speed Dialing																								
- Common		x	x	x	x	x	x	x	x	x	x	x			x							12 600 numbers per system, 20 digits per number		
- Individual		x	x									x	x		x							15 000 users per LIM can have 10 individual numbers, 20 digits per number		
Static Semi-Permanent Connection (SSPC)	x																					64 connections per LIM		
	x				x																	All Mitel 6800/6900 SIP terminals with appropriate key assigned.	A number of streaming sources can be selected. Both multi-cast and uni-cast methods are supported.	
Streaming on idle extension												x					x	x						
Subaddressing																								
Surveillance Observation and Monitoring (SOM)		x	x	x*	x*	x*	x*	x		x	x		x									Maximum number of Trunk Link Groups: LIM: 3, System: 8 Maximum number of Monitoring Trunk Lines: LIM 90, System: 240 Number of Monitoring Trunk Groups: System: 240 Maximum number of simultaneously monitored calls (two parties, common monitoring): LIM: 30, System: 240 Maximum number of simultaneously monitored calls (two parties, separate monitoring): LIM: 22, System: 120 Maximum number of stored observations: System: 1200	IP: only gateway traffic can be voice tapped. Routes (Trunk Groups) can be monitored.	
Telephone Name Selection (TNS)			x	P	P																	12 000 records of 10 digits. Maximum 20 digits.		
Terminal Portability												x												
Through-Connection at Power Failure and Processor Breakdown	x	x																				4 FTU2s per LIM 8 analog trunk lines per FTU2		
Traffic Connection Matrix	x																					16 groups (0-15)		



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Traffic Recording	x																					Maximum number of simultaneously ongoing measurements: 250 Maximum number of extensions in one measurement: 255 Maximum number of routes in one measurement: 1 Maximum number of extensions that can be included in one measurement for a stated series: 255 Maximum data per measured 15-minute period: 50 bytes per object Maximum number of measurements that can be run in parallel in one LIM (One ELU31 or base station can only be included in one measurement at the same time): - cordless extension traffic 50 - cordless extension mobility 50	Y	For IP phones only gateway calls can be recorded.
Transfer/Call Transfer		x	x	P	x	x	x	x	x	x	x	x	x			x	x	x					Y	If the system is programmed for Transfer After Answer and the extension tries to transfer the call before the called party has answered, the extension is immediately called back. If this call is not answered within 30 seconds, it is rerouted to the operator.
Transit Counter (Loop Avoidance)	x															x	x	x						
Transit Traffic	x																							
Transmission Matrix	x																					24x24 line types 7 transmission categories defined in MX-ONE Classic	Y	Not used in Media Gateway LIM. Internal parties can only use 8x8, i.e. range 0-7.
Triple Access Line			x	P	P*																		* Some models support more than 3.	
Trunk Call Discrimination (TCD)																						Maximum number of intervals: 65535; 16 categories Maximum Call Discrimination analysis depth: internal - 5 digits; external - 10 digits		
- External	x																							
- Internal	x																							
- Day and Night Categories for TCD	x																							
Virtual Generic Extension	x																					15 000 numbers per LIM		
Voice Mail	x																					Using SIP route, max. number of channels is 1920 per route. Up to 250 routes can be used. Using extension interface, max. number of channels is 248 per server. For legacy extension GICl based: maximum 16 voice mail systems can be connected per exchange.	Y	MX-ONE Advanced Messaging is connected through SIP. Other voice mail systems may also be connected via a CAS/analog extension interface.



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VoIP Quality of Service logging	x																					Maximum number of outputs per LIM is 10. Maximum number of active outputs per LIM is 10. Maximum number of data forwarding positions per LIM is 3. Maximum number of simultaneous calls to be recorded per LIM is ~ 3 000. All calls can be logged.	Y	Old IPLUs and certain end points cannot report QoS data.
Voice Recording (active)			x	x	x																	Depends on the recording server capacity	Y	Supported for 6700/6800/6900, 7xxx and DBC42x v.2
Voice Recording (on demand)				x																		Depends on the recording server capacity	Y	Key supported for 6700/6800/6900 phones



DESCRIPTION
MiVoice MX-ONE Feature Matrix

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MiVoice MX-ONE Feature Matrix - MX-ONE Manager application suite

Feature Name	Description	MX-ONE Manager application		Location	Comments
		MX-ONE Service Node Manager (Core Mandatory)	MX-ONE Provisioning Manager (Core Mandatory)		
Account codes	Add and remove account codes	x		Telephony>Extensions	
ACD group	See <i>Call center</i>				
Active directory	Automatically update MP according to AD changes		x	System>Data management	
	Manually trigger a full synch from AD to MP		x	System>Data management	
Administrator	Add, change and remove administrators		x	Administrators	
ADN extensions	Add, change and remove ADN extensions		x	Services	
	Name information		x	Services	
	Individual call diversion		x	Services	
	Boss secretary		x	Services	
	Malicious call tracing		x	Services	
	Single number presentation		x	Services	
	Recorded voice announcement		x	Services	
	Authorization code		x	Services	
	Parallel ringing		x	Services	
	Personal number lists		x	Services	
	Hunt group belonging		x	Services	
	Customer group belonging		x	Services	
	Call pickup group belonging		x	Services	
	Group do not disturb		x	Services	
	Hot line		x	Services	
	Alarm extension		x	Services	
	Master extension		x	Services	
Analog extension	Add, change and remove analog extensions		x	Services	
	Name information		x	Services	
	Individual call diversion		x	Services	
	Boss secretary		x	Services	
	Malicious call tracing		x	Services	
	Single number presentation		x	Services	
	Recorded voice announcement		x	Services	

DESCRIPTION
MiVoice MX-ONE Feature Matrix

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MiVoice MX-ONE Feature Matrix - MX-ONE Manager application suite

Feature Name	Description	MX-ONE Manager application		Location	Comments
		MX-ONE Service Node Manager (Core Mandatory)	MX-ONE Provisioning Manager (Core Mandatory)		
	Authorization code		x	Services	
	Parallel ringing		x	Services	
	Personal number lists		x	Services	
	Hunt group belonging		x	Services	
	Customer group belonging		x	Services	
	Call pickup group belonging		x	Services	
	Group do not disturb		x	Services	
	Hot line		x	Services	
	Master extension		x	Services	
	Automatic answering		x	Services	
	Alarm extension		x	Services	
Application ID	Define the name of the site to be shown in the GUI	x		Initial setup	
Available extensions	List free and unassigned extensions		x	Services	
Backup and restore	Backup and restore data for the own application	x	x	System>Data management	
	Schedule backups		x	System>Data management	
Batch operations	Add, upload, change, remove, download and execute recorded batch scripts	x		System	
Blocking	Block and unblock hardware units	x		System>Hardware	
Board list	View and scan board lists	x		System>Hardware	
Branch office	Add, change and remove connections to branch offices	x		Services	
Common authorization codes	Add, change, and remove common authorization codes	x		Telephony>Extensions	
Common categories	Change settings of common categories	x		Telephony>Extensions	
Common service profiles	Add, change, and remove common service profiles	x		Telephony>Extensions	
Call center	Add, change, and remove ACD/CTI groups	x		Telephony>Call center	
	Add, change and remove ACD/CTI group members	x		Telephony>Call center	
	Edit ACD/CTI group parameters	x		Telephony>Call center	
Call discrimination	Define names for call discrimination groups	x		Number analysis	
	Define permitted numbers	x		Number analysis	
Call diversion	Define call diversion on system or customer level	x		Number analysis	
Charging	Define charging tariffs	x		Telephony>External lines	

DESCRIPTION
MiVoice MX-ONE Feature Matrix

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MiVoice MX-ONE Feature Matrix - MX-ONE Manager application suite

Feature Name	Description	MX-ONE Manager application		Location	Comments
		MX-ONE Service Node Manager (Core Mandatory)	MX-ONE Provisioning Manager (Core Mandatory)		
Command line interface	Provides a command line interface for MML and unix-style commands. Batch files can be uploaded and	x		Tools	
Compare with subsystem	Compare Provisioning Manager (PM) settings with selected subsystem's settings		x	System>Data management	
	Schedule comparisons		x	System>Data management	
Configuration wizard	Initially configure PM, SNM and Service Node		x	System	
Corporate name	Add, change and remove corporate name for DMS100			Telephony>External lines	
CSTA server	Add, change, remove, start and stop CSTA server	x		Services>CSTA server	
	List monitored devices using the CSTA server	x		Services>CSTA server	
CTI group	See <i>Call center</i>				
DECT	Define DECT system ID	x		Telephony>DECT	
	Add, change and remove DECT boards	x		Telephony>DECT	
	Add, change and remove DECT base stations	x		Telephony>DECT	
	Add, change and remove DECT SMS servers	x		Telephony>DECT	
	Add, change and remove DECT SMS clients	x		Telephony>DECT	
DECT extensions	Add, change and remove DECT extensions		x	Services	
	Name information		x	Services	
	Recorded voice announcement		x	Services	
	Authorization code		x	Services	
	Dual forking		x	Services	
	Parallel ringing		x	Services	
	Personal number lists		x	Services	
	Hunt group belonging		x	Services	
	Customer group belonging		x	Services	
	Call pickup group belonging		x	Services	
	Hot line		x	Services	
Delay seizure list	Add, change and remove delay seizure lists	x		Telephony>Extensions	
Departments	Add, change and remove departments		x	Users	
Destinations	Add, change, and remove destinations	x		Telephony>External lines	

DESCRIPTION
MiVoice MX-ONE Feature Matrix

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MiVoice MX-ONE Feature Matrix - MX-ONE Manager application suite

Feature Name	Description	MX-ONE Manager application		Location	Comments
		MX-ONE Service Node Manager (Core Mandatory)	MX-ONE Provisioning Manager (Core Mandatory)		
Digital extension	Add, change and remove digital extensions		x	Services	
	Name information		x	Services	
	Individual call diversion		x	Services	
	Boss secretary		x	Services	
	Malicious call tracing		x	Services	
	Single number presentation		x	Services	
	Recorded voice announcement		x	Services	
	Authorization code		x	Services	
	Parallel ringing		x	Services	
	Personal number lists		x	Services	
	Function keys		x	Services	
	Hunt group belonging		x	Services	
	Customer group belonging		x	Services	
	Call pickup group belonging		x	Services	
	Group do not disturb		x	Services	
	Hot line		x	Services	
	Master extension		x	Services	
Email server	Define email server		x	System	
Emergency number	Add and remove emergency numbers	x		Number analysis	
End user interface	Allow end users to update their own settings		x	Own settings	
Equipment	List equipment configuration	x		System>Hardware	
	List equipments position data	x		System>Hardware	
	List equipment vacancies	x		System>Hardware	
	Define descriptions on equipment positions	x		System>Hardware	
Export	Export MP data in XML and CMG format		x	System>Data management	
	Schedule exports		x	System>Data management	
Extensions	Add, change and remove extensions		x	Services	
	Compare, print, view many, filter, sort extensions		x	Services	
	Manage ip, analog, digital, mobile, DECT, ADN and virtual , see <i>their own entries in this table</i>		x	Services	

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MiVoice MX-ONE Feature Matrix

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MiVoice MX-ONE Feature Matrix - MX-ONE Manager application suite

Feature Name	Description	MX-ONE Manager application		Location	Comments
		MX-ONE Service Node Manager (Core Mandatory)	MX-ONE Provisioning Manager (Core Mandatory)		
	Copy existing extension or add from template		x	Services	
	Schedule add and change		x	System>Data management	
External number lenght	Define, change and remove external number lenghts	x		Number analysis>Number plan	
Fax extensions	Add, change, and remove analog fax extensions	x		Telephony>Extensions	
Force mobile through PBX	See <i>Mobile extension</i>				
Groups	See <i>Call centers , Operators</i>				
	Add, change, delete, and populate groups for the Group Do Not Disturb feature	x		Telephony>Groups	
	Add and change customer groups	x		Telephony>Groups	
	Add, change, and remove hunt groups	x		Telephony>Groups	
	Add and remove members from hunt groups	x		Telephony>Groups	
	Add, change, remove, and populate pickup groups	x		Telephony>Groups	
Import	Import data from DNA, CMG and CSV		x	System>Data management	
	Schedule imports		x	System>Data management	
Individual diversion	Add, change and remove individual diversions		x	Services	
IP extension	Add, change and remove IP extensions		x	Services	
	Name information		x	Services	
	Boss secretary		x	Services	
	Recorded voice announcement		x	Services	
	Authorization code		x	Services	
	Parallel ringing		x	Services	
	Personal number lists		x	Services	
	Function keys		x	Services	
	Hunt group belonging		x	Services	
	Customer group belonging		x	Services	
	Call pickup group belonging		x	Services	
	Hot line		x	Services	
IP phone	Monitor IP phone details and status	x		Telephony>IP phone	
	Define security policy level	x		Telephony>IP phone	

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MiVoice MX-ONE Feature Matrix

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MiVoice MX-ONE Feature Matrix - MX-ONE Manager application suite

Feature Name	Description	MX-ONE Manager application		Location	Comments
		MX-ONE Service Node Manager (Core Mandatory)	MX-ONE Provisioning Manager (Core Mandatory)		
	Add, change and remove SIP external domains	x		Telephony>IP phone	
	Add, change and remove telephony domains	x		Telephony>IP phone	
	Add, change and remove IP phone SW server	x		Telephony>IP phone	
	Connect to existing configuration files on SW server	x		Telephony>IP phone	
	Add, change, remove, backup config file on SW server	x		Telephony>IP phone	
	Unregister IP phones	x		Telephony>IP phone	
	Set media encryption on IP extensions and trunks	x		Telephony>IP phone	
Locations	Add, change and remove locations		x	System	
Logs	List audit trail logs	x	x	Logs	
	List event logs	x	x	Logs	
	List security logs	x	x	Logs	
Mailboxes	Add, change and remove mailboxes in Messaging		x	Services	
	Message waiting indication		x	Services	
	Messaging presentation		x	Services	
	E-mail		x	Services	
	Alternate extensions		x	Services	
	SMS		x	Services	
Media gateway	Add, change and remove media gateways	x		System>Hardware	
Message diversion	Add, change and remove message diversions	x		Services>Messages	
Message waiting	Add, change and remove message waiting	x		Services>Messages	
Messaging system connection	Add, change and remove connection to remote	x		Services>Connections	
Messaging server	See <i>Mailboxes</i>				
	Compare, see <i>compare with subsystem</i>				
Mitel CMG Server	Map Mitel CMG misc field to MP user defined fields		x	Users>UDF mapping	
	Map Mitel CMG PBX ID to MP subsystem		x	Users>Subsystem	
	Map Mitel CMG customer group to MP location		x	System>Location	
	Link to Mitel CMG CM and DM		x	System>Subsystem	
	Connect media to Mitel CMG	x		Services>Connections	
	Import, see <i>import</i>				

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MiVoice MX-ONE Feature Matrix

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MiVoice MX-ONE Feature Matrix - MX-ONE Manager application suite

Feature Name	Description	MX-ONE Manager application			
		MX-ONE Service Node Manager (Core Mandatory)	MX-ONE Provisioning Manager (Core Mandatory)	Location	Comments
	Export, see <i>export</i>				
	Compare, see <i>compare with subsystem</i>				
Mobile direct access destination	Add, change and remove dests for mobile extensions	x		Telephony>External lines	
Mobile extensions	Define settings for the Force Mobile through PBX	x		Telephony>Extensions	
	Add, change and remove mobile and remote extensions		x	Services	
	Name information		x	Services	
	Boss secretary		x	Services	
	Least cost routing setup		x	Services	
	Recorded voice announcement		x	Services	
	Authorization code		x	Services	
	Dual forking		x	Services	
	Parallel ringing		x	Services	
	Personal number lists		x	Services	
	Hunt group belonging		x	Services	
	Customer group belonging		x	Services	
	Call pickup group belonging		x	Services	
	Hot line		x	Services	
Monitoring application	Collect and handle events				
	Keep status				
Monitoring server	Performance				
	Resource consumption				
	Capacity				
Number conversion	Add, change, and remove number conversions	x		Number analysis>Number plan	
	Upload number conversion files (.CSV format)	x		Number analysis>Number plan	
Number series	Add, change, and remove number series	x		Number analysis>Number plan	
Online help	User guide in HTML and PDF format	x	x		
	Page help for each task	x	x		
	Context sensitive help for each entry field	x	x		
Operators	Add and remove directory numbers for operator individuals	x		Telephony>Operator	

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MiVoice MX-ONE Feature Matrix

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MiVoice MX-ONE Feature Matrix - MX-ONE Manager application suite

Feature Name	Description	MX-ONE Manager application		Location	Comments
		MX-ONE Service Node Manager (Core Mandatory)	MX-ONE Provisioning Manager (Core Mandatory)		
	Add and remove operator groups	x		Telephony>Operator	
	Add and remove operators to/from operator groups	x		Telephony>Operator	
	Define operator display messages	x		Telephony>Operator	
	Add and remove central operator numbers	x		Telephony>Operator	
	Define a common access code	x		Telephony>Operator	
	Define day and night mode hours	x		Telephony>Operator	
	Define Operator Assistant server ports	x		Telephony>Operator	
Own exchange number	Define the own exchange number for route optimization	x		Telephony>System data	
Public exchange number	Define public exchange numbers for a server	x		Telephony>External lines	
Quality of service	List QoS data for certain extensions	x		Tools	
	Start and stop QoS recording	x		Tools	
Recorded Voice Announcement	Add, change and remove voice messages	x		Services>Voice announcements	
	Add, change and remove announcements	x		Services>Voice announcements	
	Add, change and remove operator group	x		Services>Voice announcements	
	Add, change and remove operator individual announcements	x		Services>Voice announcements	
	Add, change and remove announcement groups	x		Services>Voice announcements	
	Add, change and remove announcement group	x		Services>Voice announcements	
	Add, change and remove hunt group announcements	x		Services>Voice announcements	
	Add, change and remove extension announcements	x		Services>Voice announcements	
	Add, change and remove vocal guidance	x		Services>Voice announcements	
	Add, change and remove diversion announcements	x		Services>Voice announcements	
Remote extensions	See <i>mobile extensions</i>				
Rerouting	Define rerouting of incoming calls for a specific route when the called extension is busy	x		Telephony>External lines	
	Define rerouting of incoming calls for a specific route when the called extension is vacant			Telephony>External lines	
	Define rerouting of incoming calls for a customer group when the called extension is busy or vacant			Telephony>External lines	
Revision	List revision of included entities	x		System	

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MiVoice MX-ONE Feature Matrix

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MiVoice MX-ONE Feature Matrix - MX-ONE Manager application suite

Feature Name	Description	MX-ONE Manager application		Location	Comments
		MX-ONE Service Node Manager (Core Mandatory)	MX-ONE Provisioning Manager (Core Mandatory)		
Routes	Add, change, and remove routes	x		Telephony>External lines	
	Name information		x	Services	
Routing server	Add, change and remove routing servers	x		Services>Routing server	
	Add, change and remove routing satellites	x		Services>Routing server	
	Activate or deactivate time supervision for routing	x		Services>Routing server	
Scheduling	Edit, remove, pause and resume scheduled events		x	System>Data management	
Security profiles	Add, change and remove security profiles		x	Administrators	
Self-service interface	see <i>end user interface</i>		x	Own settings	
Signal tracing	Set, start and stop signal tracing	x		Tools	
Site map	List all tasks in the application	x	x		
Software server	See <i>IP phone</i>				
Speed dialing numbers	Add, change, and remove common speed dialing	x		Telephony>Extensions	
Streaming on idle extension	Add, change, remove and print Media Server and extension key settings	x	x*	System>Streaming	* Dedicated key per SIP extension
Subsystem	Add, change and remove subsystems		x	System	
	Backup subsystems individually		x	System	
	Link to subsystem web interfaces, if applicable		x	System	
System data	Define general system settings for telephony	x		Telephony>System data	
System numbers	Define international and national prefixes and country	x		Number analysis>Number plan	
Telephony Domain	See <i>IP phone</i>				
Time information	List the system time	x		System>Hardware	
Time supervision	Define time related settings for telephony	x		Telephony>System data	
Transport media	View and set transport and connection media	x		Telephony>Hardware	
Unlock user	Unlocks locked out users after unsuccessful login		x	Users	
User	Add, change and remove users		x	Users	
	Propagate user settings to registered subsystems		x	Users	
	Associate extensions and mailboxes to users		x	Users	
	Remove or keep extensions&mailboxes when removing users		x	Users	
	Schedule add and change		x	Users	

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MiVoice MX-ONE Feature Matrix

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MiVoice MX-ONE Feature Matrix - MX-ONE Manager application suite

Feature Name	Description	MX-ONE Manager application		Location	Comments
		MX-ONE Service Node Manager (Core Mandatory)	MX-ONE Provisioning Manager (Core Mandatory)		
User defined fields	Define and name user defined fields		x	Users	
Virtual extensions	Add, change and remove virtual extensions		x	Services	
	Name information		x	Services	
	Boss secretary		x	Services	
	Recorded voice announcement		x	Services	
	Authorization code		x	Services	
	Parallel ringing		x	Services	
	Personal number lists		x	Services	
	Hunt group belonging		x	Services	
	Customer group belonging		x	Services	
	Call pickup group belonging		x	Services	
	Hot line		x	Services	
Walkthroughs	Guided path through selected complex functions including initial setup	x		Initial Setup	