



# MiVoice MX-ONE Feature Matrix

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## MiVoice MX-ONE Feature Matrix

**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  
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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				
16 kbit Switching and Multiplexing	x																x	x							
Abbreviated Dialing See Speed Dialing																									
Absence Information See Message Diversion																									
Account Code																									
– Before start of call		x	x	x	x	x	x	x	x	x	x	E	x		x	x	x	x					Number of digits: 1-15		
– During call		x																							
ACD See Automatic Call Distribution																									
ACD/CTI Backup Group	x																						Maximum number of back-up groups per ACD group 1		
Activating End-to-End DTMF See Dial during a Connected Call (Suffix Dialing)																							Maximum number of overflow attempts 8		
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 <b>MGU board</b> : as MG Classic but theoretically 2880.  Total number of multi-party inlets for <b>Media Gateway Classic(TMU)</b> : 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 <b>MX-ONE Media Server</b> : 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																								
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



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- 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	x	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 Call)																								
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		
- Indicating an unavailable agent		x																						
- Clerical time		x																						
- Selecting a delayed call		x																						



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- 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			
- 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			Y	IP SIP: No information regarding diversion
- Receiving second call on same Line			x	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																							

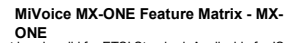


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<b>Boss-secretary</b>																						Maximum 10 secretaries per boss. The number of function keys restricts the number of bosses per secretary. (for DTS)	Y	A digital boss or secretary phone can activate or deactivate the service using a PEN key. 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	x	P		x	x																See also MNS and MDN.
- Filtering				x	P																			
<b>Call Admission Control (CAC)</b>	x																							
<b>Call Announcing</b>															x									
<b>Callback</b>																						Total capacity includes callback orders for 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	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	x				
- Faultman's Ring Back		x	x	P	x	x	x	x	x	x	x										x			
<b>Call Barring</b> See Trunk Call Discrimination (TCD)																								
<b>Call Center Group (CTI Group)</b>		x	x	x	T*	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	Y	Requires MiContact Center Enterprise or a similar CSTA application to control it. *Only receiving, answering calls.



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Date:2021-03-05  
Sheet: MX-ONE



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- 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																								
- 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			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.



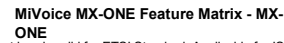


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Camp on Busy															x							Maximum 1280 per LIM		
CAS Extension													x									E1: 30 x 22 extensions per LIM T1: 23 x 22 extensions per LIM 22 interfaces per LIM	Y	8 different protocols available
Centralized Answering Position (C-OP)																								
– Night Service	x															x		x	x					
– Rerouting	x															x		x	x					
– Notification	x															x		x	x					
– Day/night status control	x																							
– Customer Centralized Operator (CCOP)	x																							
Charging Information See Call Metering (Charging)																								
Choice of Language		x	P	x*	x*		x*	x		x*	x*				x							10 active languages per system. However, the total number of available languages in the system is >20.	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		



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- Being a Member		x	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.
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*			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 6800/6900 phones. The phone model Mitel 6863 does not support this feature. H.323 terminals: Supported only by Mitel 7444
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
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																							



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			x	P	x*	x*																		
			x	x	x*	x*	x*																	
			x																					
			x	x*	x	x	x	x																
			x	x	x	x	x	x	x	x	E	x			x									



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- Be affected by		x	x	x	x	x	x	x	x	x	x	x	x										Y	Emergency category allows calls.
Encryption				x	x	x*																		* Depends on the terminal type
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																								
Flexible Calling Line Identity (CLI)				x	x	x	x																	"Flexible CLI" for generic extensions (IP, SIP, DECT, and Mobile Extension).
Follow-me																								
- External		x	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.	
- Internal		x	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																								
Forking (Multiple terminal service)				x	x	x	x	x	x	x	x											Y	MS Skype4Business 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.



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Feature Name	System Feature	Terminal Type (Extension)														Signal System (Trunk)					Capacity	Limitations	Comments
		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 OPs	DPNSS	ISDN T	ISDN Q	H.323	SIP	Non-CCS		
<b>Free Seating</b>																							
- End user service (with procedure)		x	x	x	x			x	x	x													
- Terminal dependent (built-in log on procedure)				x	x				x	x													
- Possibility to use the IP phone number from other phone types		x	x																				
<b>General Deactivation (Cancellation)</b>		x	x	x	x	x	x	x	x	x	E	x			x*								Y * Only assist
<b>Generic Extension</b>	x																						See CAPACITIES
<b>Group Hunting</b>																							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										
- 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								
<b>HLR backup</b>				x	x	x	x																Max. 15000 backup HLRs per LIM (but max 7500 is recommended in practice).
<b>Hold</b>																							
- Common		x	x	P	P	P		P	x				x										
- Individual		x	x	P	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	E	x	x	x*	x*											Y Recall is only available for generic extensions. x* = no recall available.
<b>Hospitality</b>																							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.



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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											
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												
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						
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	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.	
Inter Gateway Routing (ISDN fallback for VoIP media)	X																X	X					See CAPACITIES, ISDN routes.	Primarily for public ISDN, but also tieline (QSIG)	
Internal Group Hunting See Group Hunting																								See CAPACITIES, ISDN routes.	



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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			4 protection levels 4 intrusion levels						
- Forced Release															x	x		x	x	x		4 protection levels 4 intrusion levels						
- Being intruded		x	x	x	x	x	x	x	x	x		x																
- 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				
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						





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- 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																			Controlled by configuration file.
Log-off restriction option																								
Malicious Call Tracing		x	x	x	T	T	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 tracing
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
Message Diversion (Absence Information)																							Y	
- Using the Feature		x	x	P	P	x	x*	x	x	x	E	x			x*									Maximum 10 different absence reasons.
- Answering Position		x	x	x*	x*							x	x		x								Y	* Only assist ** No display indication
Message Waiting	x															x		x	x				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										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 receivers per MFU 8 senders per MFU
Mobile key					x*																			* Only for Mitel 6930, 6940 and 6970 SIP phones. Connects media to soft client and desk phone.
Mobile Extension							x																	See CAPACITIES.



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	MX-ONE																						
<b>Monitoring Key (MNS)</b>																							
- Supervising			x	P	P																		
- Being supervised		x	x	x	x	x	x	x	x	x		x											
<b>Multi-Directory Diversion/Do-not-disturb</b>			x		P																		
<b>Multi-Tenant PBX</b> See Customer Group																							Mitel 6700 models with EDNs
<b>Multi-PBX</b> See Customer Group																							
<b>Multi Member Busy on Primary Number or Additional Number</b>			x																				
- Supervising			x																				
- Being supervised		x	x									x	x										
<b>Music on Hold</b>	x	x	x	x	x	x	x	x	x	x		x											
<b>Name Identity</b> See Calling Name Identity and Connected Name Identity																							
<b>Name and Number Log (Call Log)</b>			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: 1–20 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	
Number Series See Number Analysis																								
Operator															x							10 operators per LIM. 250 operators per system.		Integrated legacy attendant. See also the InAttend application.



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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			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.
Outgoing Call via Operator		x	x	x	x	x	x	x	x	x	x	x		x		x	x	x	x	x	x				
Overlap Sending		x	x	x				x				x													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
Paging																									
- 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													* 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.
Parallel Ringing		x	x	x	x	x	x	x	x	x	x														
Parking Common (see Hold, common)																									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 and Retrieval of Parked Calls (for attendants)																									
- Automatic														x											
- Manual														x											
- Monitoring														x											
Path Replacement (Route Optimization)	x															x		x							

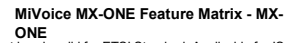


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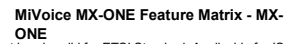
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Peripheral Units on Extension Positions		x																							
Personal Number																						5 profiles per user 10 entries per profile 20 digits per entry 15 000 numbers per LIM			
- Selecting a profile		x	x	x	x	x	x	x	x	x	x	x	x	x	x*									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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Date:2021-03-05  
Sheet: MX-ONE



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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.		A maximum of 10 digits per PNR destination. A maximum of 3000 PNR destinations. Maximum IP addresses per destination: 2.
Security	x																							
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) (SCABR)				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		* Depends on terminal type.
Simplified Interception	x																						Y	Digital phones receive notification on absence reason
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	E	x		x							12 600 numbers per system, 20 digits per number		





**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 OPls	DPNSS	ISDN T	ISDN Q	H.323	SIP	Non-CCS			
- Individual		x	x							m	x				x							15 000 users per LIM can have 10 individual numbers, 20 digits per number 64 connections per LIM		
Static Semi-Permanent Connection (SSPC)	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	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								x									12 000 records of 10 digits. Maximum 20 digits.		
Terminal Portability																								
Terminal Selection Service				x	x	x	x	x	x	x	x											All extensions that can be Forked can also request the TSS.		
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)		
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.



**MiVoice MX-ONE Feature Matrix - MX-ONE**

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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
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.
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)		
<b>Account codes</b>	Add and remove account codes	x		Telephony>Extensions	
<b>ACD group</b>	See <i>Call center</i>				
<b>Active directory</b>	Automatically update MP according to AD changes		x	System>Data management	
	Manually trigger a full synch from AD to MP		x	System>Data management	
<b>Administrator</b>	Add, change and remove administrators		x	Administrators	
<b>ADN extensions</b>	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	
<b>Analog extension</b>	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	
	Authorization code		x	Services	
	Parallel ringing		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)		
	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	
<b>Application ID</b>	Define the name of the site to be shown in the GUI	x		Initial setup	
<b>Available extensions</b>	List free and unassigned extensions		x	Services	
<b>Backup and restore</b>	Backup and restore data for the own application	x	x	System>Data management	
	Schedule backups		x	System>Data management	
<b>Batch operations</b>	Add, upload, change, remove, download and execute recorded batch scripts	x		System	
<b>Blocking</b>	Block and unblock hardware units	x		System>Hardware	
<b>Board list</b>	View and scan board lists	x		System>Hardware	
<b>Branch office</b>	Add, change and remove connections to branch offices	x		Services	
<b>Common authorization codes</b>	Add, change, and remove common authorization codes	x		Telephony>Extensions	
<b>Common categories</b>	Change settings of common categories	x		Telephony>Extensions	
<b>Common service profiles</b>	Add, change, and remove common service profiles	x		Telephony>Extensions	
<b>Call center</b>	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	
<b>Call discrimination</b>	Define names for call discrimination groups	x		Number analysis	
	Define permitted numbers	x		Number analysis	
<b>Call diversion</b>	Define call diversion on system or customer level	x		Number analysis	
<b>Charging</b>	Define charging tariffs	x		Telephony>External lines	
<b>Command line interface</b>	Provides a command line interface for MML and unix-style commands. Batch files can be uploaded and	x		Tools	

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)		
<b>Compare with subsystem</b>	Compare Provisioning Manager (PM) settings with selected subsystem's settings		x	System>Data management	
	Schedule comparisons		x	System>Data management	
<b>Configuration wizard</b>	Initially configure PM, SNM and Service Node		x	System	
<b>Corporate name</b>	Add, change and remove corporate name for DMS100			Telephony>External lines	
		x			
<b>CSTA server</b>	Add, change, remove, start and stop CSTA server	x		Services>CSTA server	
	List monitored devices using the CSTA server	x		Services>CSTA server	
<b>CTI group</b>	See <i>Call center</i>				
<b>DECT</b>	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	
<b>DECT extensions</b>	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	
<b>Delay seizure list</b>	Add, change and remove delay seizure lists	x		Telephony>Extensions	
<b>Departments</b>	Add, change and remove departments		x	Users	
<b>Destinations</b>	Add, change, and remove destinations	x		Telephony>External lines	
<b>Digital extension</b>	Add, change and remove digital extensions		x	Services	
	Name information		x	Services	
	Individual call diversion		x	Services	



**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)		
	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	
<b>Email server</b>	Define email server		x	System	
<b>Emergency number</b>	Add and remove emergency numbers	x		Number analysis	
<b>End user interface</b>	Allow end users to update their own settings		x	Own settings	
<b>Equipment</b>	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	
<b>Export</b>	Export MP data in XML and CMG format		x	System>Data management	
	Schedule exports		x	System>Data management	
<b>Extensions</b>	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	
	Copy existing extension or add from template		x	Services	
	Schedule add and change		x	System>Data management	
<b>External number lenght</b>	Define, change and remove external number lenghts	x		Number analysis>Number plan	
<b>Fax extensions</b>	Add, change, and remove analog fax extensions	x		Telephony>Extensions	

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)		
<b>Force mobile through PBX Groups</b>	See <i>Mobile extension</i>				
	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	
<b>Import</b>	Import data from DNA, CMG and CSV		x	System>Data management	
	Schedule imports		x	System>Data management	
<b>Individual diversion</b>	Add, change and remove individual diversions		x	Services	
<b>IP extension</b>	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	
<b>IP phone</b>	Monitor IP phone details and status	x		Telephony>IP phone	
	Define security policy level	x		Telephony>IP phone	
	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	

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)		
	Set media encryption on IP extensions and trunks	x		Telephony>IP phone	
<b>Locations</b>	Add, change and remove locations		x	System	
<b>Logs</b>	List audit trail logs	x	x	Logs	
	List event logs	x	x	Logs	
	List security logs	x	x	Logs	
<b>Mailboxes</b>	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	
<b>Media gateway</b>	Add, change and remove media gateways	x		System>Hardware	
<b>Message diversion</b>	Add, change and remove message diversions	x		Services>Messages	
<b>Message waiting</b>	Add, change and remove message waiting	x		Services>Messages	
<b>Messaging system connection</b>	Add, change and remove connection to remote	x		Services>Connections	
<b>Messaging server</b>	See <i>Mailboxes</i>				
	Compare, see <i>compare with subsystem</i>				
<b>Mitel CMG Server</b>	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>				
	Export, see <i>export</i>				
	Compare, see <i>compare with subsystem</i>				
<b>Mobile direct access destination</b>	Add, change and remove dests for mobile extensions	x		Telephony>External lines	
<b>Mobile extensions</b>	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	



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)		
	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	
<b>Monitoring application</b>	Collect and handle events				
	Keep status				
<b>Monitoring server</b>	Performance				
	Resource consumption				
	Capacity				
<b>Number conversion</b>	Add, change, and remove number conversions	x		Number analysis>Number plan	
	Upload number conversion files (.CSV format)	x		Number analysis>Number plan	
<b>Number series</b>	Add, change, and remove number series	x		Number analysis>Number plan	
<b>Online help</b>	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		
<b>Operators</b>	Add and remove directory numbers for operator individuals	x		Telephony>Operator	
	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	
<b>Own exchange number</b>	Define the own exchange number for route optimization	x		Telephony>System data	
<b>Public exchange number</b>	Define public exchange numbers for a server	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)		
<b>Quality of service</b>	List QoS data for certain extensions	x		Tools	
	Start and stop QoS recording	x		Tools	
<b>Recorded Voice Announcement</b>	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	
<b>Remote extensions</b>	See <i>mobile extensions</i>				
<b>Rerouting</b>	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	
<b>Revision</b>	List revision of included entities	x		System	
<b>Routes</b>	Add, change, and remove routes	x		Telephony>External lines	
	Name information		x	Services	
<b>Routing server</b>	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	
<b>Scheduling</b>	Edit, remove, pause and resume scheduled events		x	System>Data management	
<b>Security profiles</b>	Add, change and remove security profiles		x	Administrators	
<b>Self-service interface</b>	see <i>end user interface</i>		x	Own settings	
<b>Signal tracing</b>	Set, start and stop signal tracing	x		Tools	
<b>Site map</b>	List all tasks in the application	x	x		
<b>Software server</b>	See <i>IP phone</i>				



**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)		
<b>Speed dialing numbers</b>	Add, change, and remove common speed dialing	x		Telephony>Extensions	
<b>Streaming on idle extension</b>	Add, change, remove and print Media Server and extension key settings	x	x*	System>Streaming	* Dedicated key per SIP extension
<b>Subsystem</b>	Add, change and remove subsystems		x	System	
	Backup subsystems individually		x	System	
	Link to subsystem web interfaces, if applicable		x	System	
<b>System data</b>	Define general system settings for telephony	x		Telephony>System data	
<b>System numbers</b>	Define international and national prefixes and country	x		Number analysis>Number plan	
<b>Telephony Domain</b>	See <i>IP phone</i>				
<b>Time information</b>	List the system time	x		System>Hardware	
<b>Time supervision</b>	Define time related settings for telephony	x		Telephony>System data	
<b>Transport media</b>	View and set transport and connection media	x		Telephony>Hardware	
<b>Unlock user</b>	Unlocks locked out users after unsuccessful login		x	Users	
<b>User</b>	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	
<b>User defined fields</b>	Define and name user defined fields		x	Users	
<b>Virtual extensions</b>	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	



**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)		
<b>Walkthroughs</b>	Guided path through selected complex functions including initial setup	x		Initial Setup	