

MiCloud Flex General Information Guide (Google Cloud)

March 2021



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Revision History

Document Version	Document Release Date	Description
1.0	15 May, 2020	Initial release
2.0	29 Oct, 2020	Made the following changes for bundle 1.2: <ul style="list-style-type: none">Added <i>Onsite Gateway</i> section

Introduction

This chapter contains the following sections:

- [Purpose](#)
- [Audience](#)
- [About MiCloud Flex Documentation](#)

Purpose

This guide is designed to give you an overview of Mitel's MiCloud Flex solution, architecture, management components, and topology.

This guide is designed to give you a deployment overview of Mitel's MiCloud Flex solution.

Audience

This guide is for the Mitel partners, solution architects and network administrators who use the MiCloud Flex solution.

About MiCloud Flex Documentation

The documentation set consists of guides in PDF format and online help systems that are integrated with the various management applications. The following documents are the main source of information for the MiCloud Flex solution:

- MiCloud Flex General Information Guide
- MiCloud Flex Solution and Engineering Guidelines
- MiCloud Flex Deployment Guide
- Solution Manager Online Help
- Initial Configuration Wizard (ICW) Online Help

Additional guides and help systems are available that provide instructions on how to configure and use the individual Mitel applications that are supported on MiCloud Flex. The complete documentation set is listed in the [Appendix](#).

To access the MiCloud Flex product documentation set:

1. Access Mitel Document Center (URL: <http://www.mitel.com/document-center>).
2. From Document Center you can either:
 - Navigate to the respective document.
 - Use the search functionality to search for the document that you want to access.

NOTE: Ensure that you select Document Center as the search repository before clicking the search icon.

Overview

This chapter contains the following sections:

- [Overview of MiCloud Flex](#)
- [Market Segments](#)
- [Partner Prerequisites and Requirements](#)

Overview of MiCloud Flex

MiCloud Flex is a Mitel unified communications (UC) and collaboration solution built on Google Cloud and encompasses a full suite of Unified Communications and Contact Center solutions. Unified communications (UC) is a term that implies real-time integration of voice, data, and video communication. Without UC, a user's voice mail, email, video conferencing, voice conferencing, chat, and desktop-sharing applications are independent and require separate interaction.

A rich UC solution delivers a user experience that integrates all communication tools into a unified experience. With a UC solution, a user can seamlessly choose the medium they want to use without affecting the medium that other participants are using. For example, users may attend a meeting from different locations using a combination of text, voice, or video technologies without affecting other attendees. Combined with real-time presence, each participant knows what options are available for communicating with another participant. UC provides a user with a consistent unified experience across multiple devices and media types. For a complete list of applications available on MiCloud Flex, see [Applications Supported on MiCloud Flex](#).

NOTE: This general information guide provides a high-level overview of the solution. For MiCloud Flex deployment, see *MiCloud Flex Deployment Guide*.

Onsite Gateway

Customers who connect to MiCloud Flex through private networking (MPLS or SD-WAN) via Point-of-Presence (PoP) may choose to deploy an onsite gateway. This gateway can support local analog extensions as well as local functions such as paging adapter support or music on hold. It can also support local PSTN connections via PRI E1, PRI T1, or analog trunks. IP phones located at this site, registered to MiCloud Flex, can optionally fail over to this gateway instead of to a controller in a secondary data center. This would enable local voice extension calling at the gateway site should the primary controller become unavailable.

Resilient voicemail service can also be provided by the onsite gateway using the embedded voicemail capabilities of the gateway. Configuration of resiliency is on a per-set and per user basis. Some IP phones and users at the site can be administratively programmed to failover to the onsite gateway while others can be configured to fail over to the secondary data center.

The onsite gateway is a Mitel MiVoice Business controller running Release 9.1 or higher. This minimum release is required in order to support Fully Qualified Domain Name (FQDN) addresses. The onsite gateway can be monitored from the MiCloud Flex MPA.

MiCloud Flex users at this site are registered to the MBGs or controller in the MiCloud Flex deployment. They receive their primary voice services from MiCloud Flex. In a failover scenario, if the MiCloud Flex

users are programmed to fail back to the onsite gateway, they can then receive their PSTN services from the onsite gateway. Analog users connected to the onsite gateway, as well as IP set users who are not MiCloud Flex users, may receive their PSTN services from the onsite gateway or via the centralized trunk services in the cloud depending upon configuration and licensing.

Requirements for Onsite Gateway

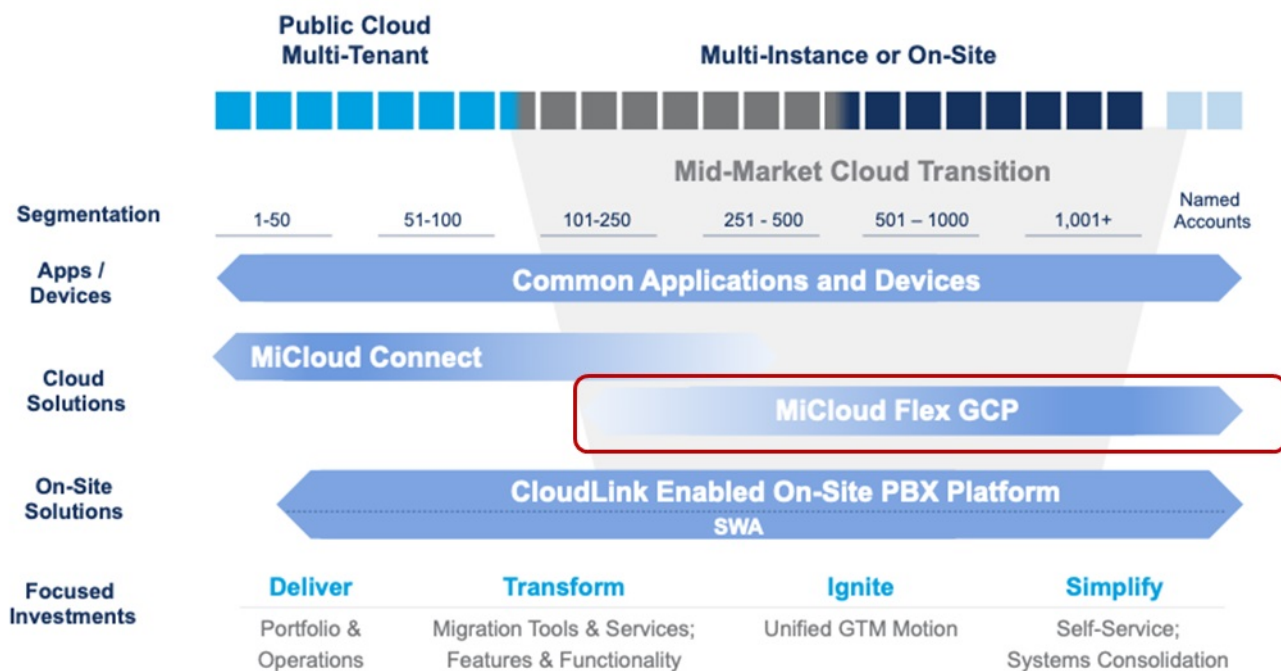
- **Controller Hardware** - New customers will purchase or lease an EX or AX to be the onsite gateway. Existing customers with controllers that can be upgraded to MiVoice Business 9.1 and above may use them as MiCloud Flex Onsite Survivable Gateways. For a list of supported controllers, see the MiVoice Business Migration Guidelines document.
- **IP Set Hardware** - The introduction of onsite gateway does not alter the list of supported IP phones that can register to MiCloud Flex. The onsite gateway will still support the same phones as an on-premise MiVoice Business of the same release.
- **Software** - The onsite gateway software must be running release 9.1 or newer because FQDN support is required for this solution. It is recommended to upgrade the onsite gateway software to the same MiVoice Business release as what is in the MiCloud Flex offering.
- **PSTN Connectivity** - The onsite gateway supports PSTN connectivity via local analog and E1/T1 links. It does not support PSTN connectivity via SIP.
- **Connection to MiCloud Flex** - The connection between the onsite gateway and MiCloud Flex is via Mitel proprietary IP trunks. These trunks need to be enabled at firewalls to allow calls on the local gateway to be routed to other phones that will be registered with MiCloud Flex. This connection must support FQDNs.
- **Embedded Voice Mail (EMEM)** - There are different capacities and functionality between what is supported by EMEM in MiCloud Flex and what is supported by EMEM in an onsite gateway. For further information on capacities, see to the MiVoice Business Engineering Guidelines.
 - Mitel 3300 ICP platforms support 20 or less Voice Mail ports, versus up to 120 in MiCloud Flex and other x86 platforms.
 - Mitel 3300 ICP platforms support 750 or less Voice Mail boxes, versus up to 5000 in MiCloud Flex and other x86 platforms.
 - Call Flows are only supported in MiCloud Flex currently. The feature is under consideration for adding support in a future release on the x86 platforms including EX (not 3300s)
 - EMEM Auto Attendant programming on the gateway is a manual process. The Hunt Group pilot number will most likely be different than the one initially setup using the Initial Configuration Wizard on the resilient MiCloud Flex pair. If the hunt group pilot number must be the same on all the systems in the cluster, you must mark the hunt group pilot number on all systems as Local Only.
- **MiVoice Border Gateway (MBG)** - Local MBGs providing SIP connectivity, teleworker or SRC are not supported at the local gateway.
- **MiCollab** - You must setup onsite DNS server and MiCollab Client Deployment profile for each resilient pair where onsite gateway is involved. This is required only for MiCollab Clients registering directly to MiVB over MPLS network. For more information on how to add or modify MiCollab Client Deployment Profile, see MiCollab Client Deployment Web Help > Deployment Profiles > Add or Modify a Profile page available on [Document Center](#). For information on DNS, see the MiCloud Flex Solution Engineering Guidelines document available on [Document Center](#).
- **Mitel Business Analytics (Tollring)** - If an update is made to the user profile in the Mitel Business Analytics portal, you must restart the tollring probe from the Solution Manager GUI so that the updated user profile can be downloaded and then connect to configured PBXs.

Market Segments

The market for MiCloud Flex are customers who:

- are of 150+ users in general; but need a solution that can scale beyond this as well
- need complete control over upgrades and maintenance schedules
- want to customize their deployments with integrations to their business workflows
- require optional capabilities including contact/call centres, and call/screen recording
- are highly mobile and may use multiple devices
- want the deployment over dedicated network connections, such as MPLS
- want the deployment in a secure dedicated customer instance

The following illustration shows the market segmentation for MiCloud Flex.



MiCloud Flex Benefits

The MiCloud Flex solution offers various benefits including the following:

- **Dedicated Instance Solution** - MiCloud Flex is deployed in a dedicated and secure environment that cannot be accessed by other organizations. The solution also allows more secure access to customers who are sensitive about using the public internet for accessing data. MiCloud Flex solution offers private and secure network links for such customers. The customer has full and complete administrative rights to the system. Google Cloud meets rigorous privacy and compliance standards that test for data safety, privacy, and security.
- **Customization and integration** - MiCloud Flex offers easy and extensive integration with popular back-office cloud solutions, such as CRM, ERP and other apps, and turns a cloud communications system into a hub that enhances productivity and collaboration.

- **Maintenance and Updates** - With MiCloud Flex you can perform your upgrades and other maintenance activities during a specified time frame of your choice. This helps reduce the overall impact of system downtime and outages.
- **Purpose-built communications solution** - MiCloud Flex uses the same communication, collaboration, and contact center applications as on-site platforms. Users have access to the same easy-to-use features and functionality whether they are in the main office, working from a remote location, or on the road. With MiCloud Flex, Mitel offers full PBX, applications, and contact center features thereby providing customers with more reliability and flexibility.
- **Integrated Omnichannel Contact Center** - MiCloud Flex Contact Center is an optional all-in-one contact center platform designed to enable exceptional customer experiences anywhere, anytime and is integrated with our communication platform. It leverages Google Artificial Intelligence (AI) capability, drastically reduces the complexity associated with integrating multiple tools and generates deep insights into data and performance.
- **Devices, Endpoints, and Applications** - A robust suite of Mitel desktop endpoints that enhances the communication experience for businesses at all levels. Mitel owns and develops the hardware and software, and offers tight integration with collaboration tools in a harmonized ecosystem, which results in improved employee productivity.
- **Emergency Services** - Emergency call routing and notification is as per standard MiVoice Business practices. The existing resiliency guidelines also apply to the onsite gateway

Partner Prerequisites and Requirements

At Mitel, our partners form the cornerstone of our success. We value the investment our partners make to effectively position and deliver our solutions.

The Mitel MiCloud Flex program strategy aims to:

- Offer their customers a path to move to the cloud while maintaining full control of their existing customer relationships and experience
- Align and provide a uniform Mitel partner experience
- Provide an opportunity to build a new business model with an innovative OPEX solution to build and increase MRR
- Provide Mitel partners an opportunity to leverage attained competencies
- Provide process improvements in the areas of:
 - Activations
 - Offering additional Services
 - Support
- Improve customer experience by creating loyal customers

Following are the prerequisites that each Mitel partner must meet:

- Complete all the requisite Mitel training and certifications
- Expertise with the various network monitoring tools to identify and triage problems in the MiCloud Flex Applications that are deployed for customers

In the Mitel MiCloud Flex program, the partners are responsible for:

- Sales and provisioning
- Site surveys, discovery sheets, user provisioning, and on-site deployment

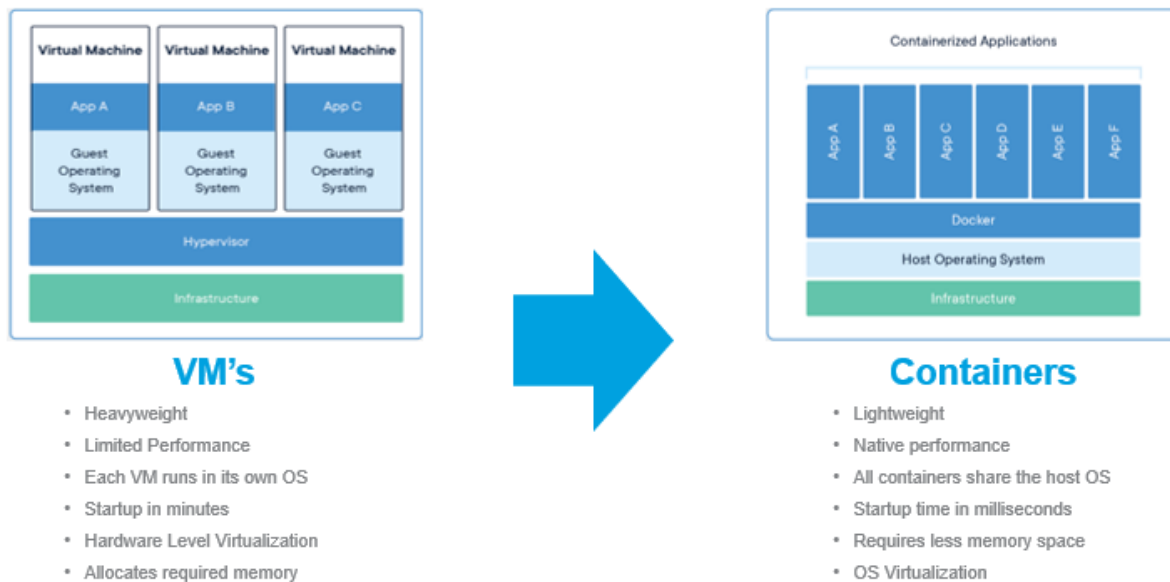
CHAPTER 3

- Customer onboarding
- Level 1 and Level 2 customer support

Network Configurations

Why Google Cloud?

Google Cloud uses the concept of containers instead of Virtual Machines (VMs) to deploy applications. Containers and container platforms provide some advantages over traditional virtualization. Isolation is done on the kernel level without the need for an individual guest operating system, which makes the container approach more efficient, fast, and lightweight. Allowing for applications to become encapsulated in self-contained environments comes with advantages such as quicker deployments, scalability, and closer parity between development environ-



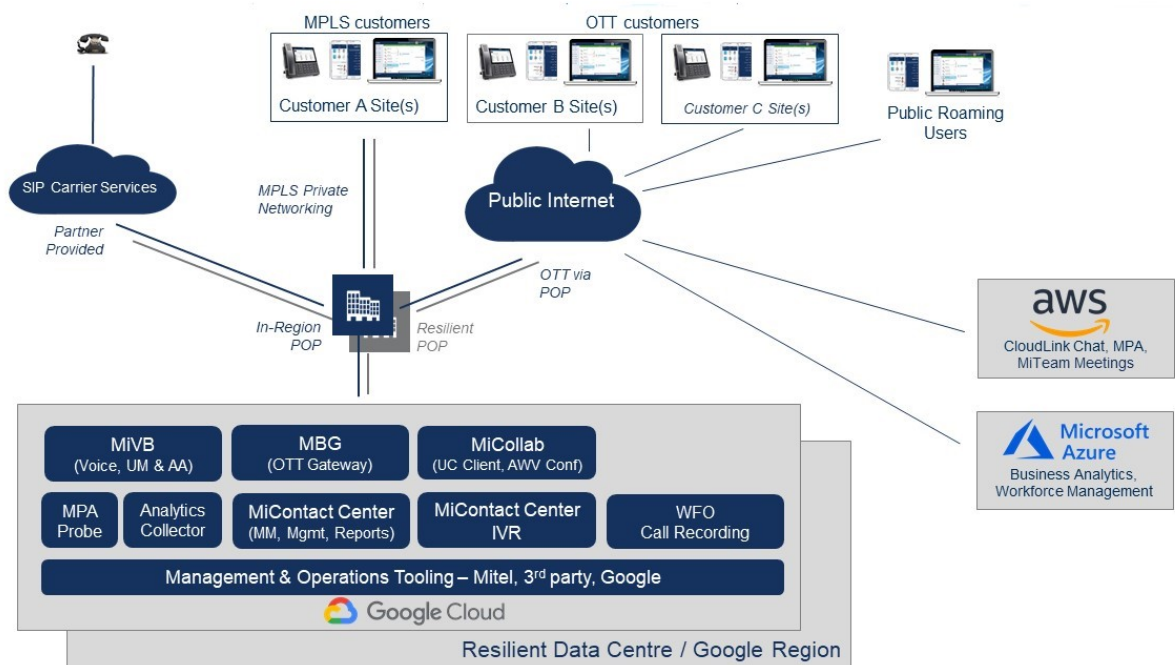
ments.

Network Topology

Mitel provides the following network topology to deploy MiCloud Flex solution:

- **OTT Mitel Point of Presence (POP):** Point of Presence (POP) is a physical location consisting of all the necessary networking devices such as routers, switches, servers, and other devices. The POP is usually located very close to large Internet Exchange Points (IXP) and this helps the network traffic to quickly traverse across the internet. This configuration uses the Mitel Point of Presence (POP) as an interim hop between the customer premises and GCP.
- **Mitel POP + MPLS (Multiprotocol Label Switching):** Mitel POP provides MPLS connectivity to the customer premises. In this scenario, end-user devices and mobile applications connect to UCCS applications that are running in Google cloud, indirectly, using Mitel's own POPs. MPLS is a routing technique used in telecommunications networks. MPLS enables networks to direct data from one node to the next based on short path labels instead of long network addresses. This avoids complex routing table lookups thereby speeding traffic flows. MPLS is especially beneficial for customers who are looking for guaranteed bandwidth from their premises for Teleworkers to connect to Google cloud. With

MPLS over POP network configuration, Mitel offers MiCloud Flex customers guaranteed bandwidth for their voice data and services.



Resiliency in MiCloud Flex

Resiliency is the ability of a network, data center, servers, or applications to recover quickly from a network error, power outage, or any other unexpected interruption and resume operations. Resiliency is planned as part of the disaster planning and disaster recovery for most data centers.

Data center resiliency in MiCloud Flex is achieved by deploying all or some of the important software components and applications on another data center. When one or more components fails or experiences a disruption, the component on the resilient data center takes over seamlessly and continues to support computing services to the user base. However, some users may lose some of the services or features, but still retain a number of essential services, even under the partial failure conditions. In most cases the switch over from the primary to the resilient system is seamless and the users of a resilient system will barely notice that a disruption has even occurred.

In a resilient configuration, a customer will have the main assets provisioned in a primary region, and resilient components of the assets provisioned in a secondary region.

displays the components that are supported on the primary and secondary clusters.

Table 4.1: Resilient Components in MiCloud Flex (Sheet 1 of 2)

Primary	Secondary
MiVoice Business	MiVoice Business

Table 4.1: Resilient Components in MiCloud Flex (Continued) (Sheet 2 of 2)

Primary	Secondary
MiVoice Border Gateway	MiVoice Border Gateway
MiCollab	Not available
MiContact Center-Business	IVR only
Mitel Workforce Management (WFM)	Mitel Workforce Management (WFM)
MPA Probe	MPA Probe

For more details about Resiliency, refer to the *MiCloud Flex Solutions and Engineering Guidelines*.

MiCloud Flex Management Components

This chapter contains the following sections:

- [Solution Manager](#)
- [Initial Configuration Wizard](#)
- [Mitel Performance Analytics](#)

The key management components of MiCloud Flex are:

- **Solution Manager**- Solution Manager provides navigation to other applications such as MiVoice Business, MiCollab, MiVoice Border Gateway, Initial Configuration Wizard. It is also used to configure functions that are common for all the applications.
- **Initial Configuration Wizard (ICW)** - ICW allows you to configure the system with the basic settings required to get the solution up and running.
- **Mitel Performance Analytics (MPA)** - Mitel Performance Analytics is a fault and performance management system designed to provide users with fast actionable problem resolution so that optimal service quality levels are maintained for end-customers. Mitel Performance Analytics provides real-time alerts, detailed reporting, and ubiquitous accessibility with secure remote access.

Solution Manager

Solution Manager supports a suite of managed services and applications delivered from the MiCloud Flex solution.

Solution Manager is a GUI that provides:

- Navigation to other applications such as MiVoice Business, MiCollab, MiVoice Border Gateway, and Initial Configuration Wizard
- System User Administration
- Time Zone Configuration
- AMC Synchronization
- Backup and Restore
- SNMP Configuration
- Mitel Performance Analytics (MPA) Probe
- Mitel Business Analytics
- Solution Information
- Log files

Initial Configuration Wizard

The Initial Configuration Wizard (ICW) is launched from the Solution Manager GUI. You only run ICW once on the primary deployment during the initial configuration of the system. ICW allows you to configure the system with the basic settings required to get the solution up and running. After completing the wizard, the wizard configures the system with your settings. ICW guides you through the following configuration steps:

- Review initial configuration parameters
- Configure resiliency
- Configure administration email and servers
- Configure languages
- Configure numbering plan
- Configure SIP Trunking (optional)
- Configure incoming call configuration
- Select and configure SIP provider
- Configure MPA Probe
- Configure optional services: AWW, Hot Desking, and Music on Hold
- Change the administrator password for MiVoice Business
- View a summary of the configuration
- Download Logs

NOTE: For more information about ICW, see the online help that is part the ICW application.

IMPORTANT: ICW does not configure MiContact Center Business, Wordkforce Optimization, and MiTeam Meetings.

Mitel Performance Analytics

Mitel Performance Analytics (MPA) provides fault, inventory, and performance management for Mitel Networks Unified Communications systems, multiple enterprise VoIP systems, and associated network infrastructure, both LAN and WAN. MPA supports monitoring and remote access both for private networks, such as enterprise LANs and MPLS, and for public networks or Internet-reachable devices, such as access routers. MPA has two major components: the Mitel Performance Analytics server and the Probe.

MPA can be used in Small Medium Businesses, Medium Large Businessess, and Scalable architectures.

The MPA portal is used to monitor the health of your system. Before you can view the health of your system you must establish a connection between the MPA portal and your solution. The MPA Probe enables secure communication between Mitel Performance Analytics and the customer's MiCloud Flex instance. It also acts as a data collector between Mitel Performance Analytics and the monitored devices. The monitored devices send their data to MPA probe, which securely relays the data to Mitel Performance Analytics. The MPA probe activation URL is configured initially through the ICW.

NOTE: You also use the MPA portal to perform scheduled backups and upgrade procedures.

Mitel Performance Analytics (MPA) is available with Mitel's Premium Software Assurance subscription. MiCloud Flex on Google Cloud is available with Mitel Performance Analytics Plus licensing. The MPA Plus license is deployed in the cloud for the MiCloud Flex on Google Cloud solution. MPA provides:

- VoIP Quality monitoring and visualization for MiVoice Business, Mitel SIP sets, and MBG (Teleworker and SIP trunk)
- Real-time and historical fault and performance monitoring
- Alarm management tools (dashboards, alerting, and views) and alarms analytics tool that customizes the alarm management environment according to the behavior of the user and others. Alarms that are deemed to be the most important to the user are shown first. Contains advanced tools for determining related alarms.

- Display of dynamic health status icons over user-supplied network diagram, with devices and containers arranged according to user preferences
- Flexible container architecture allowing users to configure data reporting to match their size and organization (for example, data reporting according to geographical locations, functional or organizational groupings, or customer groupings)
- IP SLA monitoring
- Supports multiple internationalized character sets for content entry into Mitel Performance Analytics
- Branded dashboard can be created for service providers, resellers, and customers
- Resellers can choose any URL they own for their Mitel Performance Analytics login page
- Emergency Response (ER) alarm monitoring and alerts from MiVoice Business
- Support for SNMP based third-party devices and applications
- Advanced user, set, and service inventory reporting for MiVoice Business and MiVoice Border Gateway
- Device and extension inventory for MiVoice Business and MiVoice Border Gateway
- Agent-based network testing to assess, monitor and troubleshoot the availability, capacity, and performance of the network
- Solution-wide backups, stored in the cloud
- Trunk capacity reporting for MiVoice Business
- Audio, web, and video port usage reporting for MiCollab
- Upgrade and backup support

Applications Supported on MiCloud Flex

This chapter contains the following sections:

- [Supported Applications](#)
- [MiVoice Business](#)
- [MiCollab](#)
- [MiVoice Border Gateway](#)
- [MiContact Center Business](#)
- [Mitel Interaction Recording](#)
- [Mitel Workforce Management \(WFM\)](#)
- [Mitel Business Analytics](#)

Supported Applications

The MiCloud Flex solution provides a rich feature set encompassing core voice capabilities with an extensive telephony feature set, and a customizable UC feature set including mobility capabilities. The solution architectures rely on several common product and application portfolio elements to deliver this functionality.

The following table lists the applications that are supported with this release of MiCloud Flex solution. Based on the requirements, Mitel can recommend a package, a combination of one or more of these applications, that is best suited for your customer.

Application name	Release Number	Classification	Link to Documentation
MiVoice Business	9.1	Call Manager/PBX	https://www.mitel.com/document-center/business-phone-systems/mi-voice-business/mi-voice-business
MiCollab	9.1.3	Collaboration Application	https://www.mitel.com/document-center/applications/collaboration/micollab
MiVoice Border Gateway	11.1	Session Border Controller	https://www.mitel.com/document-center/applications/mi-voice-border-gateway

Application name	Release Number	Classification	Link to Documentation
MiContact Center Business	9.2 SP2	Contact Center Application	https://www.mitel.com/document-center/applications/contact-center/micontact-center-business-for-mivb
Mitel Interaction Recording (ASC Call Recorder)	6.x	Call Recording Application	https://www.mitel.com/document-center/applications/contact-center/call-recording/mitel-interaction-recording-powered-by-asc
Mitel Workforce Management (WFM)	11.5	Workforce Engagement Management Suite	https://www.mitel.com/document-center/applications/contact-center/workforce-management
Mitel Business Analytics	3.7	Business Analytics Application	Accessible from the application user interface
Mitel Performance Analytics	3.1	Performance Analytics Application	https://www.mitel.com/document-center/applications/analytics/mitel-performance-analytics

MiVoice Business

MiVoice Business includes an extensive number of applications and system features that enable effective and efficient communications. These applications enhance communication, productivity, accessibility, and mobility, and support the specialized site requirements of businesses and institutions such as hotels, hospitals, schools, military sites, and contact centers.

Call control

The MiVoice Business call control engine provides sophisticated call management, applications, and desktop solutions to businesses. MiVoice Business is a proven, highly scalable, resilient, and robust call control engine.

The MiVoice Business architecture uses the IP network to connect IP telephony devices together. If support for TDM telephony is required, then the same can be deployed.

Embedded voice mail

MiVoice Business includes an integrated feature-rich voice mail system. The number of ports are auto configured based on the number of mailboxes at time of order.

MiCollab

MiCollab unifies Mitel applications into an easy to use, cost effective communications solution. The MiCollab applications include:

- MiCollab Client (including Visual Voicemail integration with MiVB EMEM) – provides contact management, dynamic status, instant messaging, and audio conferencing
- MiCollab Audio, Web, and Video Conferencing – provides web conferencing, supporting audio, video, chat (text) and presentations
- MiCollab Suite Application Services – provides user services provisioning, centralized management of shared system resources and license management. It also offers the administrator and My Unified Communications portals.
- MiTeam Meetings – provides MiCollab users with the ability to initiate Mitel Meetings from their MiCollab Client
- Persistent Chat – provides comprehensive Instant Messaging features from any devices (Web, desktop applications, mobile applications)

MiCollab Audio, Web, and Video Conferencing

MiCollab Audio, Web, and Video Conferencing allows users to schedule and hold audio and web conferences. MiCollab Audio, Web, and Video Conferencing supports three types of conferences: Audio and Web, Audio-only, and Web-only.

Audio conferences allow users to:
<ul style="list-style-type: none"> • upload documents to present to callers during a conference call • mute, drop, or add participants and place individual participants on hold while the call is in progress.
Web conferences allow users to:
<ul style="list-style-type: none"> • upload documents, transfer files, record the conference, chat on-line, and broadcast videos • share applications or desktop and use white board features.
Users access and manage their conferences using:
<ul style="list-style-type: none"> • MiCollab Audio, Web, and Video Conferencing Desktop client. Allows users to schedule and join audio and web conferences. The desktop client supports two-way audio participation. • MiCollab Audio, Web, and Video Conferencing Web portal. Allows users to schedule and view conferences with listen-only audio support. The web-based interface is integrated into MiCollab End-User Portal.

Conferences can be initiated immediately or scheduled in advance. MiCollab Audio, Web, and Video Conferencing may be integrated with corporate directories and personal address books from Microsoft

Outlook and Lotus Notes. Optionally, conference accessibility requires personal identification for added security. MiCollab Audio, Web, and Video Conferencing supports recording conference calls and collaborative sessions for later playback. Call Detail Records (CDRs) provide a log of all calls with dates, times, and call durations for audit and billing purposes.

MiCollab Audio, Web, and Video Conferencing has additional IP network configuration requirements. For detailed networking information, see the MiCloud Engineering Guidelines.

MiTeam Meetings

MiTeam Meetings application is Mitel's Cloud-based collaboration tool (based on CloudLink infrastructure) that provides MiCollab users with the ability to initiate Mitel Meetings from their MiCollab Client. With MiTeam Meetings you can:

- Manage collaboration meetings
- Hold chat sessions and receive chat notifications
- Store and share files
- Perform audio, video, and web sharing

MiTeam Meetings is supported with the following MiCollab Clients:

- MiCollab for PC Client
- MiCollab for Mac Client
- MiCollab Web Client
- MiCollab for Mobile Client (iOS/Android only)

For information about MiTeam Meetings end-user features, see MiCollab Client End-User Online Help.

CloudLink Chat

CloudLink Chat is a chat engine for MiCollab that is powered by Mitel's CloudLink infrastructure/platform. CloudLink Chat functionality is used by MiCollab and optionally MiContact Center Business is hosted in Amazon Web Services (AWS) cloud. The key capabilities of CloudLink chat engine are:

- Persistent chat messages are synchronized across all their MiCollab clients – so no longer is the chat history only presented on the client/device where the chat was originated or responded from. Now users can stop the conversation on one device and seamlessly pick it up on another.
- All chat messages collected and made available to the user when they access the client – including those during the period that their MiCollab client was turned off
- The ability to always be available to send chats even when access/connectivity to the MiCollab server is not possible
- The ability to share files
- The ability to share their location details
- The ability to share audio instead of text
- A robust Emoji picker
- To reply to a select post within the chat through text or select emojis
- To provide @Mentions

MiVoice Border Gateway

MiVoice Border Gateway (MBG) is a platform for the secure deployment of multiple services in a variety of network configurations. MBG provides the following services:

- **Teleworking**- remote MiNET and SIP access (Teleworker) for IP phones connecting to the MiCloud Flex solution over the Internet
- **SIP Trunking**- SIP trunking provided to the MiCloud Flex solution
- **Secure Call Recording**- call recording solution that allows third-party recording equipment to record Mitel encrypted voice streams
- **WebRTC**- gateway to support browser-based voice and video calling

MiContact Center Business

NOTE: MiContact Center Business is an optional application that is provided with the MiCloud Flex solution.

MiContact Center Business provides a modular suite of applications for streamlining contact center management, and enabling voice and multimedia contact center functionality. The applications included in MiContact Center Business are:

- **Contact Center Management (CCM)** - This is the core application. It provides historical and real-time reporting and forecasting for all agents and queues. CCM supports customizable notifications and replay of real-time data, and is also used to configure, manage, and maintain the contact center configuration and database.
 - **MiVoice Business Reporter** - Allows reporting and monitoring of general business extensions and ring groups, including traffic analysis reports.
 - **MiVoice Call Accounting** - Supports call costing to track the cost of incoming and outgoing calls and adjust costs based on carrier reports. Provides services to track subscribers' use of services, and to adjust prices based on fixed rates.
- **Interactive Contact Center** - Allows supervisory control over agent availability and queue states and agent control over their own availability. It includes an interactive visual queue that enables identifying contacts, along with the capability to manually control the position in queue, and view abandoned calls with call back option.
- **Messaging and Routing** - Routes calls to the most appropriate group based on caller and call center statistics, such as type of service, agent skills, agent availability, idle time, and queue conditions. MiContact Center Business supports either Messaging and Routing ports or IVR ports, but not both in the same Enterprise server.
- **Contact Center IVR** - Provides intelligent routing of voice calls based on call meta-data, caller menu choices, and call center statistics. It can be configured to collect and verify information with external data sources, enable callers to request call backs, enable caller self-service capabilities, and run outbound dialing campaigns. Contact Center IVR includes the Visual Workflow Manager tool to facilitate configuration.
- **Multimedia Contact Center** - Provides queuing, inbound and outbound routing, and real-time and historical reporting functionality for email, real-time chats, SMS messages, and social media interactions. Multimedia Contact Center also includes graphical tools to facilitate maintaining workflows. These workflows may include self-servicing and intelligent routing for all media types.

- **Flexible Reporting** - When used with Contact Center Management, allows for the creation and customization of reports based on the contact center data. Reports use a spreadsheet look and feel, allowing a quick learning curve.

Mitel Interaction Recording

Mitel Interaction Recording (also known as ASC Call Recorder) suite captures, saves and archives multiple communication channels including mobile voice, video, and chat for financial institutions, contact centers and public safety organizations. The recording suite provides you with communications recording and quality management as a service whereby capacities and features can be added as needed to react quickly and grow in the long-term. The solution offers the following capabilities:

- State-of-the-art recording and analysis for complex infrastructures
- Systematic capture and assessment of customer communications
- Solutions for financial institutions, contact centers and public safety organizations
- Compliance with the highest security requirements and regulations such as MiFID II

Mitel Workforce Management (WFM)

Mitel Workforce management (WFM) is a top Workforce Management solution that encompasses everything needed to plan and successfully manage a contact center, back office, branch or store. Mitel WFM provides a feature-rich solution that includes tools to manage staff, accurately forecast demand, and automatically schedule, report, and improve a company's operations. Several package options exist to further tailor the WFM to your needs. These include the WFM Advanced and Premium offerings – including multi-skill, multi-site, multichannel support, agent self-service, gamification, full intraday capabilities and real-time adherence functionalities.

The Connector, included with any purchase of Mitel WFM offering, fully supports voice and multimedia agent data (including all supported media types and open media). This enables the WFM solution to perform forecasting, scheduling, and reporting of MiContact Center Business multimedia agents.

NOTE: WFM is hosted in Microsoft Azure cloud.

Mitel Business Analytics

Mitel Business Analytics is a fully integrated multi-tenant call analytics and call recording service which allows you to monitor business-critical call metrics by accessing real-time reports, configurable dashboards, and visual wallboards. Mitel Business Analytics has two call analytics modules, namely Insight and Report. Insight provides powerful data visualization via an intuitive dashboard and essential wallboard. And the Report module delivers enhanced level reporting and call accounting. If enabled in your solution, you access Mitel Business Analytics by creating a DCID (Delivery Controller ID) and providing the Reseller URL of that region in the Solution Manager GUI.

NOTE: Contact your deployment engineer to get the DCID and Reseller URL. Mitel Business Analytics is hosted in Microsoft Azure cloud.

User Profiles and Endpoints

This section discusses different plans, IP desktop devices and applications, IP conference units, and end-points, in the following sections:

- [Types of Plans](#)
- [Mitel Wireless IP Phones](#)
- [MiVoice IP Phones](#)
- [Mitel IP Desk Phone Peripherals](#)

NOTE: For information related to network Quality of Service, end-point configuration, and infrastructure requirements see the *MiCloud Flex Engineering Guidelines*.

Types of Plans

MiCloud Flex has four different plans (profile) options, so you can subscribe to the features that are right for your business. Mitel gives you the flexibility to mix and match service levels, allowing you to easily adapt to changing or growing business demands. MiCloud Flex plans are outlined in the following table:

OPTIONS	DESCRIPTION
Single Line SIP	Extensions providing functional coverage for lobbies and meeting rooms with business communications features.
Basic IPT	Enhanced extensions providing rich business communications features.
UCC Entry	For business users that want the flexibility and power of Mitel voice and real-time communications applications with twinning, and multiple devices. Primarily for desk centered users with collaboration requirements such as presence and chat.
UCC Standard	Ideal for executives, road warriors and other knowledge workers who need the full suite of calling and real-time collaborations features, with optional MiTeam Meetings workspace collaboration, transitioning easily between desk phone, mobile phone and PC phone, workers are always accessible. Optional integration with Skype for Business.
UCC Standard Plus Meetings	All the features of the UCC Standard plan with MiTeam Meetings workspace collaboration included.

MiCloud Flex Plans and Features

Mitel provides for the following features for the different service plans

Features	Single Line SIP or Analog	Basic IPT	UCC Entry	UCC Standard	UCC Standard Plus Meetings
Business Telephony Features	Basic Voice Calling	Yes	Yes	Yes	Yes
Multiple Devices	1 extension only	1 Device only	Up to 2 Devices	Up to 3 Devices	Up to 3 Devices
Hot Desking		Yes	Yes	Yes	Yes
Web UC Client		Yes	Yes	Yes	Yes
Contacts & Call History		Yes	Yes	Yes	Yes
Click-to-Call & Incoming Call Notification		Yes	Yes	Yes	Yes
Voicemail			Yes	Yes	Yes
Visual Voicemail			Yes	Yes	Yes
Unified Messaging			Yes	Yes	Yes
Desktop Client			Yes	Yes	Yes
IM/Chat w/Presence Status			Yes	Yes	Yes
Smart (Dynamic) Status			Yes	Yes	Yes
Calendar Integration			Yes	Yes	Yes
PC Softphone				Yes	Yes
Mobile Client with Softphone				Yes	Yes

Features	Single Line SIP or Analog	Basic IPT	UCC Entry	UCC Standard	UCC Standard Plus Meetings
FMC / Dual Mode Handoff (fixed mobile convergence)				Yes	Yes
Audio Conferencing and Web Collaboration				Yes	Yes
MiTeam Meeting					Yes
Add Ons					
Skype for Business Integration			Optional	Optional	Optional
CRM Integrations		Optional	Optional	Optional	Optional
Business Call Analytics	Optional	Optional	Optional	Optional	Optional
Call Recording	Optional	Optional	Optional	Optional	Optional

Mitel Wireless IP Phones

This section provides a basic overview of the available Mitel Wireless Phones for the range of MiCloud Flex solution.

WIRELESS IP PHONES	TYPICAL PHONE CLASS	APPLICATION	FEATURE PROGRAMMABILITY
612d	Entry level office	Basic user	Basic model with features such as a noise filter, loading up to 5 user profiles and telephone book.
622d	Business	Business user	8 programmable keys and handset with a Bluetooth interface for cordless headsets

WIRELESS IP PHONES	TYPICAL PHONE CLASS	APPLICATION	FEATURE PROGRAMMABILITY
632d	Industrial / care (IP65)	Business user	Emergency call key and integrated sensor alarm.
112 DECT	Small, medium and enterprise	Business user	Single cell DECT mobility solution provided on cordless handset.

MiVoice IP Phones

MiVoice IP Phones address a range of applications, from basic lobby phones to feature-rich executive phones. This section provides a basic overview of the available MiVoice IP Phones for the range of MiCloud Flex solution.

MITEL IP DESK PHONE	TYPICAL PHONE CLASS	APPLICATION	FEATURE PROGRAMMABILITY
MiVoice 6905	Basic communications phone	Basic user	Dual Ethernet ports, three programmable Personal Keys
MiVoice 6910	For users that need a modern and reliable desktop phone for standard communications	Basic user	Built-in two-port, 10/100/1000 Megabyte Ethernet switch that enables you to share a connection with your computer
MiVoice 6920	Entry - MiNet business phone	Enterprise user	Full feature and advanced UC capabilities
MiVoice 6930	Standard - MiNet business phone	Power user	Full feature and advanced UC capabilities
MiVoice 6940	Premium - MiNet business phone	Executive power user	Full feature, advanced UC capabilities and Internet/Intranet Access
MiVoice 6970	Conference phone	Enterprise user	Designed to make meetings easier and more efficient.

Detailed information about MiVoice IP Phones, are available on [Document Center](#).

Mitel IP Desk Phone Peripherals

Desktop functionality can be extended through a range of add-on peripherals and accessories that are designed to provide the end-user with more choice and flexibility.

- **Mitel Bluetooth® accessories** - A Bluetooth handset is offered that provides corridor mobility for Mitel IP Phones.
- **Supports USB Bluetooth® dongle** - A USB dongle that allows connection of the user's mobile phone to access many of the features of their mobile phone from their desk phone.
- **Mitel Wireless LAN Stand**- The Mitel Wireless LAN (WLAN) Stand is a unique accessory that allows you to put your Mitel IP phone where it's most convenient for you, and not be constrained to the area around your LAN or Internet connection.
- **Mitel Programmable Key Modules (PKMs)** - Mitel PKMs allow for the addition of 12 or 48, or up to 96 buttons to the existing programmable keys on IP Phones.

NOTE: the PKM is not compatible with Hotdesk.

	Mitel Bluetooth® accessories	Supports USB Bluetooth® dongle	Mitel Programmable Key Modules (PKMs)
MiVoice 6905			
MiVoice 6910			
MiVoice 6920		Y	Y
MiVoice 6930		MiVoice 6930 IP Phones have embedded Bluetooth	Y
MiVoice 6940		MiVoice 6940 IP Phones have embedded Bluetooth	Y
MiVoice 6970			

Appendix

This chapter contains the following sections:

- [MiContact Center Business Documentation](#)
- [MiVoice Business Documentation](#)
- [MiVoice Business Console Documentation](#)
- [MiVoice Border Gateway Documentation](#)
- [Mitel Performance Analytics](#)
- [Endpoints Documentation](#)

MiContact Center Business Documentation

Document Name	Description
MiContact Center Business General Information Guide	Provides detailed information on how MiContact Center Business and the ACD system interact with the MiVoice Business platform
MiContact Center Business Installation and Administration Guide	Provides instructions for deploying and configuring MiContact Center Business, remote site deployments, and all IVR Routing configuration
MiVoice Analytics Installation Guide	Provides instructions for deploying and configuring Call Accounting and MiVoice Analytics.
MiVoice Analytics Reports Guide	Provides descriptions of all the report types available with MiVoice Analytics and how to generate, view, and share reports.
MiVoice Analytics User Guide	Provides information on general business and call costing concepts and describes Business Reporter and Call Accounting features and configuration
MiContact Center Business and MiVoice Analytics System Engineering Guide	Provides information on hardware and software requirements, virtualization, data storage, licensing, and third-party integrations.
MiContact Center Business Reports Guide	Provides descriptions of all the report types available with MiContact Center Business' Contact Center Starter Pack and how to generate, view, and share reports

Document Name	Description
MiContact Center Business-MiVoice Business Deployment Guide	Provides information regarding how to scale up from a simple solution for a deployment that can grow as the contact center grows. High-level requirements, specifications, networking considerations, best practices, and other useful references for planning the deployment of large-scale, complex contact centers are discussed.
MiContact Center Business BluePrint Guide	Provides an overview of MiContact Center use cases, topologies, technical considerations, best practices, on-premises, cloud, and hybrid deployment models.
MiContact Center – Workgroup Reports Guide	Provides descriptions of all the report types available with MiContact Center Business' Workgroup Starter Pack and how to generate, view, and share reports
MiContact Center User Guide	Provides information on the basics of contact center management and descriptions for use of all agent and supervisor desktop/Web applications within the MiContact Center Business solution. This guide focuses specifically on voice media.
Multimedia Contact Center Installation and Deployment Guide	Provides all information on deploying and configuring sites with email, chat, and SMS media, including end-user instructions for supervisor and agents using the multimedia Web applications.

Mitel Performance Analytics

Document Name	Description
Mitel Performance Analytics Engineering Guidelines	Guidelines and requirements to help the customer plan for MPA installations.
Mitel Performance Analytics Installation and Maintenance Guide	Provides information required to install and configure a Mitel Performance Analytics Probe.
Mitel Performance Analytics Probe Installation and Configuration Guide	Guide to assist users with the installation and maintenance of MPA
Mitel Performance Analytics Quick Start Guide - Cloud Users	Guide to get started on MPA deployments where the software is installed on the cloud.

Document Name	Description
Mitel Performance Analytics System Description	Provides information required to administer and use an MPA monitoring system

MiVoice Business Documentation

Document Name	Description
General Information Guide	Provides an overview of the MiVoice Business call-processing software and its host hardware platforms.
Engineering Guidelines	Highlight specific areas of the product that you must consider before installation. Use them to plan site installations.
Security Guidelines	Provides information for ensuring the secure deployment and secure operation of the MiVoice Business system.
Resiliency Guidelines	A comprehensive overview of the Mitel® Resiliency solution and provides customers the tools to understand, plan, and implement a resilient network.
Troubleshooting Guide	Lists problem symptoms, possible causes, and corrective actions for MiVoice Business installation and configuration issues.
Clustering Design and Implementation Guide	Provides design considerations and configuration guidelines for networking MiVoice Business systems with emphasis on setting up a cluster.
Voice Quality Troubleshooting Guide	Provides information on how to troubleshoot voice quality issues on the Mitel MiVoice Business platform and its supported applications.
System Administration Online Help	The primary source of information on configuring and maintaining the MiVoice Business software.

MiVoice Border Gateway Documentation

Document Name	Description
MBG Customer GDPR Compliance Initiatives	Discusses security processes, security controls and features available on MiVoice Border Gateway (MBG) to comply with GDPR.
MiVoice Border Gateway Online Help	Provides instructions to deploy multiple services in a variety of network configurations securely.
MBG Remote Phone Guide	Provides procedures to configure your Mitel or non-Mitel IP or SIP phone to work remotely using MBG.

Endpoints Documentation

Document Name	Description
6900 IP Phones	https://www.mitel.com/document-center/devices-and-accessories/ip-phones/6900-series/6900-ip-phones
MiVoice 6900 Series IP Phones Administrator Guide	This guide explains how to use the administrator features of the Mitel MiVoice 6900 Series (6920, 6930, and 6940) IP Phones that can be accessed through the IP Phones' advanced Settings menu and Web UI.
Mitel 6900 Series IP Phones Administrator Guide	This guide explains how to use the administrator features of the Mitel 6970 IP Conference Phone that can be accessed through the IP Phones' advanced Settings menu and Web UI.
MiVoice 6905 IP Phone User Guide	This guide explains how to use the basic features of your Mitel MiVoice 6905 IP Phone.
MiVoice 6910 IP Phone User Guide	This guide explains how to use the basic features of your Mitel MiVoice 6910 IP Phone.
MiVoice 6920 IP Phone User Guide	This guide explains how to use the basic features of your Mitel MiVoice 6920 IP Phone.
MiVoice 6930 IP Phone User Guide	This guide explains how to use the basic features of your Mitel MiVoice 6930 IP Phone.
MiVoice 6940 IP Phone User Guide	This guide explains how to use the basic features of your Mitel MiVoice 6940 IP Phone.

Document Name	Description
MiVoice 6905 IP Phone Quick Reference Guide	This guide contains an overview of the User Interface (UI), call handling instructions and information on other important features for Mitel MiVoice 6905 IP Phone.
MiVoice 6910 IP Phone Quick Reference Guide	This guide contains an overview of the User Interface (UI), call handling instructions and information on other important features for Mitel MiVoice 6910 IP Phone.
MiVoice 6920 IP Phone Quick Reference Guide	This guide contains an overview of the User Interface (UI), call handling instructions and information on other important features for Mitel MiVoice 6920 IP Phone.
MiVoice 6930 IP Phone Quick Reference Guide	This guide contains an overview of the User Interface (UI), call handling instructions and information on other important features for Mitel MiVoice 6930 IP Phone.
MiVoice 6940 IP Phone Quick Reference Guide	This guide contains an overview of the User Interface (UI), call handling instructions and information on other important features for Mitel MiVoice 6940 IP Phone.
MiVoice 6905 IP Phone Installation Guide	This guide contains installation and set-up instructions for Mitel MiVoice 6905 IP Phone along with general features and functions.
MiVoice 6910 IP Phone Installation Guide	This guide contains installation and set-up instructions for Mitel MiVoice 6910 IP Phone along with general features and functions.
MiVoice 6920 IP Phone Installation Guide	This guide contains installation and set-up instructions for Mitel MiVoice 6920 IP Phone along with general features and functions.
MiVoice 6930 IP Phone Installation Guide	This guide contains installation and set-up instructions for Mitel MiVoice 6930 IP Phone along with general features and functions.
MiVoice 6940 IP Phone Installation Guide	This guide contains installation and set-up instructions for Mitel MiVoice 6940 IP Phone along with general features and functions.
Mitel 6970 IP Conference Phone Installation Guide	This guide contains installation and set-up instructions for Mitel MiVoice 6970 IP Conference phone along with general features and functions.

Document Name	Description
XML API for Mitel 69xx MiNet Phones Firmware 1.5.0 Development Guide	This document details the XML objects supported by the Mitel 69xx phones using firmware version 1.5.0 and how to implement them.
6900 Accessories	https://www.mitel.com/document-center/devices-and-accessories/ip-phones/6900-series/6900-accessories
Mitel S720 Bluetooth Speakerphone QRG	This guide contains instructions to connect and use the Mitel S720 Bluetooth Speakerphone with your Mitel MiVoice 6930 and 6940 IP Phones.
Cordless Bluetooth Handset Install Guide	This guide contains installation and set-up instructions for pairing the Mitel Cordless Bluetooth Handset to your Mitel MiVoice 6800 Series, 6930 and 6940 IP Phones.
M695 Programmable Key Module Install Guide	This guide contains installation and set-up instructions for connecting the M695 PKM to your Mitel MiVoice 6900 Series IP Phones.
Mitel IP Conference Phone	https://www.mitel.com/document-center/devices-and-accessories/conference-phones/6970-ip-conference-phone
Mitel 6970 IP Conference Phone Quick Reference Guide	This guide contains an overview of the User Interface (UI), call handling instructions and information on other important features for Mitel MiVoice 6970 IP Conference phone.
Mitel 6970 IP Conference Phone User Guide	This guide explains how to use the basic features of your Mitel MiVoice 6970 IP Conference phone.
Networking Equipment	https://www.mitel.com/document-center/devices-and-accessories/networking-equipment/mitel-wireless-lan-adapter
Mitel WLAN Adapter documentation	This documentation explains how to configure, setup and use the Mitel WLAN Adapter in a wireless network.
General IP Phone Documentation	https://www.mitel.com/document-center/devices-and-accessories/ip-phones/general-ip-phone-documentation
Mitel IP Sets Engineering Guidelines	This document covers engineering guidelines for the 5000, 5200, 5300 and 6900 families of IP Phones as well as a number of specialized phones and consoles.

Document Name	Description
Network Engineering for IP Telephony	This document covers networking for the 5000, 5200, 5300 and 6900 families of IP Phones as well as a number of specialized phones and consoles.
Wireless Solutions and Handsets	https://www.mitel.com/document-center/devices-and-accessories/wireless-solutions-and-handsets/sip-dect-multi-cellular-solution/sip-dect
SIP-DECT documentation	This documentation provides information on installation, configuration, administration, and maintenance of the SIP-DECT solution.
112 DECT documentation	This documentation provides information on installation and configuration of 112-DECT phone with RFP 12 Single Cell Base Station.

