

MiVoice Connect

19.2 SP2 What's New Document

November, 2021

NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). Mitel makes no warranty of any kind with regards to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

TRADEMARKS

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: <http://www.mitel.com/trademarks>.

© Copyright 2021, Mitel Networks Corporation

All rights reserved

Contents

1. NEW AND UPDATED FEATURES FOR MIVOICE CONNECT 19.2 SP2.....4

1.1 RAY BAUM SUPPORT.....4

1.2 6900 IP PHONE FIRMWARE 6.1 FEATURE ENHANCEMENTS.....6

1. NEW AND UPDATED FEATURES FOR MIVOICE CONNECT 19.2 SP2

The following new features and enhancements are available as part of MiVoice Connect Release 19.2 SP2.

1.1 RAY BAUM SUPPORT

Beginning with Release 19.2 SP2, RAY BAUM support is integrated with MiVoice Connect for US customers. For more information about the RAY BAUM'S Act, see the *MiVoice Connect RAY BAUM General Overview and Solution Deployment Guide* and *MiVoice Connect RAY BAUM General Overview and Solution Deployment Guide for RedSky*.

As part of the RAY BAUM support:

- The emergency call flow scenario is updated for US customers to comply with RAY BAUM. For more information, see the *Emergency Call Scenario* section in the *MiVoice Connect System Administration Guide*.
- The **Enable Ray Baum** option is added in the **Administration > System > Sites > General** tab page in Connect Director that allows you to enable the RAY BAUM feature for emergency calls. For More information, see the *Creating a Site* section in the *MiVoice Connect System Administration Guide*.
- The **HELD Configuration** (HTTPS-enabled location discovery) tab is added in the **Administration > System > Sites** page in Connect Director. You must use the **HELD Configuration** tab to configure the third-party vendor (Intrado or RedSky) and related parameters. This tab has the following options:
 - **Vendor Name**
 - **Main HELD Server URL**
 - **Back-up HELD Server URL**
 - **Secret Key**
 - **HELD Parameters**



Note! For information about these options, see the *Creating a Site* section in the *MiVoice Connect System Administration Guide*.

- As part of the RAY BAUM support, whenever you enter the Caller's Emergency Service Identification ID (CESID) in the **Caller's emergency service identification (CESID)** field, it will be saved in the database as entered and will not be formatted as per the Country-specific numbering plan. For more information, see the following sections in the *MiVoice Connect System Administration Guide*:
 - *Creating a Site*
 - *General Tab Parameters*
 - *IP Phone Address Map*
 - *General Tab*
- (For US customers) If the third-party vendor trunks are not used for RAY BAUM conformance, then the CESID will be the telephone number that will be used to identify the location and the callback number. For more information, see the *MiVoice Connect RAY BAUM General Overview and Solution Deployment Guide*.
- You can create IP-address based and MAC-address based mappings to derive the CESID/callback number. Along with existing IP address mapping, MiVoice Connect allows you to create MAC-address based mappings, and you can use the IP-address-based and MAC-address-based mapping to add location-based information. For more information, see the *Reviewing the IP Phone Address Map* section in the *MiVoice Connect System Administration Guide*
- The **Export** option is added in the **Administration > Telephones > IP Phone Address Map** page in Connect Director. This option allows you to export IP phone address map information in Microsoft Excel

format. For more information, see the *Exporting the IP Phone Address Map* section in the *MiVoice Connect System Administration Guide*.

- The **Import** option is added in the **Administration > Telephones > IP Phone Address Map** page in Connect Director. This option allows you to import IP phone address map information in Microsoft Excel format. For more information, see the *Importing the IP Phone Address Map* section in the *MiVoice Connect System Administration Guide*.
- The **Primary phone port** field in the **Administration > Users > Users > General** tab page in Connect Director is updated to include the **Port & CESID** option. Select this option to assign an available analog port to the user from the drop-down list. If you assign an analog port and do not specify a port, Connect Director selects the next available port. To comply with RAY BAUM, you can provide the CESID for the analog port. For more information, see the *General Tab* section in the *MiVoice Connect System Administration Guide*.
- The following Ray-Baum E911 configuration options for endpoints are added in the **Administration > Users > Users > Telephony** tab page in Connect Director. For more information about these options, see the *Telephony Tab* section in the *MiVoice Connect System Administration Guide*:
 - **Enable E911 vendor app usage**
 - **Enable HELD**
 - **Enable HELD location information report status**
 - **Enable teleworker location**
 - **Enable teleworker location update prompt**
 - **Enable teleworker location update notify**
- The *Default Intrado* and *Default RedSky* SIP trunk profiles are added to integrate the third-party vendor system parameters. For more information about these profiles, see the *SIP Trunk Profiles Provided by Mitel* section in the *MiVoice Connect System Administration Guide*.
- MiVoice Connect deployment with third-party emergency service provider is introduced as part of RAY BAUM support. For more information, see the *MiVoice Connect RAY BAUM General Overview and Solution Deployment Guide*.
- The roles and responsibilities of the participant during an emergency call have been updated to conform to RAY BAUM. For more information, see the *Roles and Responsibilities* section in the *MiVoice Connect System Administration Guide*.
- As part of RAY BAUM support, you might be required to use a third-party vendor based on deployment scenario for emergency calls. For more information, see the *Using a Third-Party Location Information Service Provider* section in the *MiVoice Connect System Administration Guide*.
- To ensure compliance with RAY BAUM, the registered phones (On-premises and Teleworker) in the **Available** state must have the capability to make emergency calls. It is mandatory to configure at least one emergency-capable trunk group to the User group for unassigned phones. For more information, see the *Ensuring Proper Routing of Emergency Calls* section in the *MiVoice Connect System Administration Guide*.
- As part of RAY BAUM, the CESID for an IP address range option is used and is applicable for US customers. For more information, see the *Selecting Caller ID Type for Emergency Calls* section in the *MiVoice Connect System Administration Guide*.
- As part of the RAY BAUM, the steps to associate the CESID with numbers assigned to phones at the US site have been updated. For more information, see the *Specifying CESID for IP Phone Address Range* section in the *MiVoice Connect System Administration Guide*.
- Location change information is logged if related flags are enabled for teleworker endpoints. This information is saved in log files named *EmergencyLocationUpdateInfo*. For more information, see the *Log Files for Emergency Location Change Update* section in the *MiVoice Connect Planning and Installation Guide*.
- When RAY BAUM is enabled, the CESID and callback number is derived is updated. For more information, see the *MiVoice Connect RAY BAUM General Overview and Solution Deployment Guide*.
- The Emergency Location icon is introduced in Connect Client to manage emergency calls as part of the RAY BAUM'S Act for US customers only. The emergency location information is obtained from the third-party vendor database. For information about adding the location, managing the location, managing the emergency location settings, and managing the callback number, see the *Managing the Emergency Location* section in the *Connect Client User Guide*.

1.2 6900 IP PHONE FIRMWARE 6.1 FEATURE ENHANCEMENTS

- MiVoice Connect Release 19.2 SP2 supports 6900 IP phone SIP 6.1 firmware, which includes enhancements for supporting the following 6900 phone features:
 - PCLink Audio Features
 - Bridged Call Appearance/Shared Call Appearance
 - Monitored Extension
 - Default Web UI switched to HTTPS from HTTP
 - Screensaver Timeout Changes



Note! For information about the enhancements to support these features, see the following documents:

- *What's New* section in the *Mitel 6800/6900 Series SIP Phone Administrator Guide*.
- *Other Advanced Features* section in the following documents:
 - *MiVoice 6920 IP Phone User Guide for MiVoice Connect*
 - *MiVoice 6930 IP Phone User Guide for MiVoice Connect*
 - *MiVoice 6940 IP Phone User Guide for MiVoice Connect*
- MiVoice Connect 19.2 supports the Mitel SIP-DECT Multi-Cell Solution for the US and Canadian regions. This solution includes the following devices:
 - The 612d DECT handset, a basic handset for value-conscious customers.
 - The 622d DECT handset, a standard business handset with support for Bluetooth and USB connection. It also has 3 programmable side keys.
 - The 632d DECT handset, a ruggedized handset optimized for rough service use in industrial and medical environments. It offers USB and Bluetooth support, and has three programmable side keys. It also supports special features designed for worker safety: Emergency key, and “Man Down”, “Escape”, and “No Movement” alarms.
 - The fourth generation of Mitel’s SIP-DECT base stations (RFP4x):
 - RFP 45 – 8-channel base station
 - RFP 44 – 4-channel base station
 - RFP 47 – 8-channel base station with 2 external antenna connectors
 - RFP 47 DRC – 8-channel base station pre-mounted in an outdoor housing case with directional antennas
 - RFP 48 – Combo 8-channel base station with simultaneous WLAN/Wi-Fi 802.11ac support



Note! For more information, see the *Mitel SIP-DECT Multi-Cell for MiVoice Connect Planning and Installation Guide for MiVoice Connect*.