# MiVoice MX-ONE

## CPI News - Product Revision Information

### Release 7.3

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Mitel®

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# Contents

# CPI News in MiVoice MX-ONE 7.3

This document describes changes in the MiVoice MX-ONE documentation due to new and changed functionality in MiVoice MX-ONE 7.3 compared to MX-ONE 7.2 SP1. It also lists the Mitel re-branded product names versus the previous product names.

For detailed information on the MX-ONE 7.3 Solution, see *MiVoice MX-ONE Solution Overview, MiVoice MX-ONE System Description* and other CPI documents.

## Mitel Branding and Names

### Branding

**NOTE:** Some documents contain old names and brand, for example name of configuration files and links. These will be phased out over time.

### New Names

**Table 1.1:** New Names vs Old Names - Products (Sheet 1 of 2)

| New product/solution naming | Previous product/solution naming |
|---|---|
| Apache Cassandra Database | OpenLDAP Database |
| MiVoice MX-ONE | Aastra MX-ONE |
| MiVoice MX-ONE Telephone Server | MX-ONE TSE |
| MX-ONE Service Node Manager (SNM) | MX-ONE MTS |
| MX-ONE Provisioning Manager (PM) | MX-ONE MP |
| Mitel Performance Analytics (MPA) | MX-ONE TM |
| Mitel Performance Analytics (former MarWatch, replacing MA) | MX-ONE MA |
| Mitel TSW (phased out) | TSW (phased out) |
| MiCollab Advanced Messaging | Mitel OneBox |
| MiContact Center Enterprise | MiCC Solidus, Solidus eCare |
| Microsoft Skype for Business | Microsoft Lync |
| Mitel MX-ONE Chassis | Aastra MX-ONE Chassis |
| Mitel Server Unit | Aastra Server Unit |
| Mitel ASU | Aastra ASU |

**Table 1.1:** New Names vs Old Names - Products (Continued) (Sheet 2 of 2)

| New product/solution naming | Previous product/solution naming |
|---|---|
| Mitel 69xx SIP Phone | -- |
| Mitel 68xx SIP Phone | Aastra 68xxi SIP Phone |
| Mitel 67xx SIP Phone | Aastra 67xxi SIP Phone |
| MiVoice 4200 | Aastra 4200 |
| MiVoice 4400 | Aastra 4400 |
| Mitel 7100 | Aastra 7100 |
| Mitel 1023 | Aastra 1023i |
| Mitel TA7100 | Aastra TA7100 |
| Mitel DTxxx | Aastra DTxxx |
| Mi Contact Center Business | -- |

# System Requirements

The following are the system requirements for MX-ONE 7.3 system:

- Operating System - SLES 12 Service Pack 5
  - Newer kernel
  - Postgres
  - openssl
  - openssh
- Application Server update
  - Wildfly 20
- Web Server
  - IPP Server 2.6
- Hypervisor
  - VMware ESXi 6.7 support
  - Hyper-V Support
  - KVM support (RedHat 7.6 and SUSE SLES 12 SP5 or later)
- MS Azure
  - MS Azure support

# New and Enhanced Features

This section provides information on the new and enhanced features for MiVoice MX-ONE 7.3 release.

# NEWS and Changes in Documents, MX-ONE 7.3

New features and enhancements for the MX-ONE 7.3 release are listed in this section:

## MX-ONE Supports Traditional Chinese, Korean, and Arabic Languages

MX-ONE now supports Traditional Chinese, Korean, and Arabic text. To support this, new values have been added, one per language and the --language-code parameter has been modified.

For more information, see the following documentation:

- Technical Reference Guide, Unix commands, Command Description

## VDP to Support Corporate Log-on within MX-ONE Networks

The SIP phones for specific models Mitel 6900/6800 and the H.323 terminals can now use Visitor Desk Phone (VDP) logon to support corporate log-on within MX-ONE networks.

With this, the extension users have the possibility to register in their home site, while being a visitor in another site within the same private IP-network, and get the normal functionality which the extension has in its home node, even when actually physically located in another node.

For more information see the following documents:

- MiVoice MX-ONE Emergency Calls, SOS Calls
- MiVoice MX-ONE Corporate Log-on - Description
- MiVoice MX-ONE Technical Reference Guide, Unix Commands

## Receive Calls when Busy, and Present in Call History

If there is an incoming call while a user is engaged in another call, the user will receive a notification about the missed call. The details of the caller are logged in the history.

To support this, the CSTA call control failed event with cause busy will be sent to both calling and called device.

For more information, see the document MiVoice MX-ONE MX-ONE API, CSTA III - INTERFACE DESCRIPTION

## Forking for Member of Cascade Ring Group

An enhancement for member extensions of Cascade Ring Groups is effected by removing certain limitations and restrictions for Multiple Terminal Services. Multiple Terminal Services (Forking/Parallel Ringing) is supported or can be enabled for Cascade Ring Group members, also with delay seizure list.

For more information, see the following documentation:

- Multiple Terminal Service - Description
- MiVoice MX-ONE, Extension Groups - Description

## Active Directory Based Authentication for MX-ONE Admin Linux Users (MD Shell)

Usually, the Login authentication process for the MX-ONE Admin users is done locally in the Linux server, where the user logs in without any centralized validation authentication process. Now, the users can be authenticated via the corporate AD (Active Directory) system, which would be applied to the MX-ONE admin users only created by the Master Admin/Root account but is not applied to the "root" account.

This solution covers the addition of the master server to an AD domain, which provides an option to include the rest of the servers if you want.

For more information about AD Authentication Process, see the following documentation:

- MiVoice MX-ONE Administrator Guide - Operational Directions
- MiVoice MX-ONE AD Authentication - Description

## MX-ONE Service Node

The following are the Service Node Enhancements for MX-ONE 7.3 system:

### Delete Call Logs of Hotel SIP Phones at Check-out

If Mitel 6800 or 6900 SIP terminals are used as room phones, then the central Name and Number Log function is activated by the hotel customers to store the personal details of guests during their stay in a hotel. An enhancement is made to the hotel telephony to prevent retention of call logs or a central call list of guest extensions, which enables automatic erasure of these details when a guest checks-out and the room becomes vacant.

For more information, see the following documentation:

- Hospitality, ConnectedGuest Applications - Description

### Blocking/Deblocking of Individual Media Gateway

The Media Server or Media Gateway (MGU) can be blocked/deblocked individually setting the I/O command. The blocking status can be printed. The new blocking command is introduced for devices and media gateways in the system. It is an enhancement for service personnel of systems with multiple Media Gateways.

It involves the switch functions in a LIM. It covers IP based media connections, both in intra- and inter-LIM. The switch is used to establish transmission paths between different device individuals. These can be of two types: main devices or auxiliary devices. The transmission path, that is, media path, is used to transmit media, such as speech or data.

For more information about changes in blocking/deblocking of MGU, see the following documentation:

- MiVoice MX-ONE Fault Codes - Fault Tracing Directions
- MiVoice MX-ONE Fault Location - Fault Tracing Directions
- MiVoice MX-ONE Commands in MX-ONE Service Node Command Description
- MiVoice MX-ONE Administrator Guide - Operational Directions
- MiVoice MX-ONE Function Test - Operational Directions
- MiVoice MX-ONE Replacing Miscellaneous Hardware - Operational Directions
- MiVoice MX-ONE Technical Reference Guide, Unix Commands Description
- MiVoice MX-ONE Replacing Boards in MX-ONE Media Gateways
- MiVoice MX-ONE Remove LIM - Operational Directions

### Show Original A-Number at the Picking-up Party (C-party)

Show Original A-Number (caller) in the Call Log of the Picking-up party (C-party), when C is a SIP extension. It is an enhancement of the central Name and Number Log (NNLOG) function for the answering/picking party (for SIP phones primarily). The enhancement is to update the log when the call

is answered elsewhere using the MNS key function or a similar pickup service; that is, the answering user is not using one of the phones of the alerted user, but another phone that is supervising/addressing the alerted phone by using the MNS feature or a similar pickup feature.

For more information about changes in Call Log of the Picking-up party (C-party), see the following documentation:

- MiVoice MX-ONE Technical Reference Guide, Unix Commands Description
- MiVoice MX-ONE Name and Number Log, Description

### Display Calling Party and Called Party for Call Pickup Group Before Answering the Call

This feature provides an enhanced Group Call Pick-up service functionality, which includes the PGM key feature by displaying the caller identity (number and name if available) and called party identity for all members of the call pick-up group, for whom it is possible.

The user can answer a call alerting on another user's extension in a call pickup group by dialing a service code. When the phone for one contact is ringing, and the user should be able to pick up the call for that user to answer.

For more information about enhanced Group Call Pick-up service, see the following documentation:

- MiVoice MX-ONE Technical Reference Guide, Unix Commands Description
- MiVoice MX-ONE Feature List - Description
- MiVoice MX-ONE Group Call Pickup, GP - Operational Directions
- MiVoice MX-ONE CSTA Phase III - Description

## MiVoice MX-ONE Management Applications

The following are the Provisioning Manager and Service Node Manager Enhancements in MX-ONE 7.3 system:

### Support for PM and SNM Applications on Microsoft Edge Browser

The new Microsoft Edge browser is validated for PM and SNM (HTTP and HTTPS), as on 20th January, 2020. The New Microsoft Edge is supported for the MX-ONE 7.2SPx and 7.3 releases.

For more information, see the following documentation:

- MiVoice MX-ONE, MX-ONE Service Node Manager
- MiVoice MX-ONE, MX-ONE Provisioning Manager - Description
- MiVoice MX-ONE, MX-ONE Service Node Manager - Description
- MiVoice MX-ONE, MX-ONE Provisioning Manager - User Guide

## Solution

The following are the solutions integrated with the MX-ONE 7.3 system:

### Support MiCC-B 9.3 SIP Integration with MX-ONE 7.x

SIP based interoperability between MiCC-Business 9.3 and MX-ONE 7.3 is supported. This will be SIP trunk side interoperability with MiCC-B 9.3 with the understanding that it acts in a similar way as the Tele-

phony Application Server (TAS) interface with MICC-Enterprise, for example, all the queues and media handling is provided and controlled by MiCC-B via the Free-switch Media Server/SIP call control.

For more information, see the following documentation:

- Customer Product Information of MiContact Center Business for SIP
- SIP - Golden Rules documentation

## Call Recording via ASC VoIP Recording Application

Call recording via ACS VoIP Recording Application requires CSTA III event data to handle both long and short extension numbers. The ASC system can identify long and short numbers correctly.

For more information, see the following documentation:

- MiVoice MX-ONE MX-ONE API, CSTA III-INTERFACE DESCRIPTION

## Diversion on Busy and No Answer to Public Destination

With this enhancement, if a call receives a Busy response or No Answer, the end-user can, on the fly, use feature codes (*211# for Busy or *212# for No Answer) to divert or forward the call to a public destination.

In the releases earlier than MX-ONE 7.3, the limitation is that the destinations for these forwarding must be programmed in advance by the system administrator. Therefore, the user could invoke these forwarding rules, but not change the destination.

For more information, see the following documents:

- MiVoice MX-ONE Call Diversion, Description
- MiVoice MX-ONE Interception Service -Description
- MiVoice MX-ONE Call Diversion, Operational Directions
- MiVoice MX-ONE Technical Reference Guide, Unix Commands

## Licensing of Third-Party DECT Phones

New licensing of third-party DECT phones (different from Mitel DECT phones) will be supported. Users can use the same license that are used for third-party SIP phones, already renamed as third-party devices. Integrated DECT phones can now be adjusted to be compatible with any required third-party device license agreements for non-MX-ONE devices.

For more information, see the following documentation:

- Upgrading or Updating MX-ONE 7.X-Installation Instructions

## SNM and PM Cannot Handle Encrypted .tuz Phone Config Files.

Previously, PM/SNM did not support encryption of phone configurations and maintained the customers config files in non-encrypted format.

PMSNM now supports .tuz encryption of configuration files for Mitel SIP phones. This encryption is required for the security of IP phone configurations. The encryption can be enabled by selecting the appropriate Firmware version for encryption installed in the phone.

For more information about the support for Encrypted Phone Configurations, see the following documentation:

- MiVoice MX-ONE Service Node Manager - Description

### Support of MX-ONE on MS Azure

Deployment of the MX-ONE Service Node, including Media Server, Cassandra Database, and management applications on MS Azure are all provided in this (7.3) release. The above mentioned components can all reside in the same VM or depending on size, traffic and load, can be spread out on more than one VM.With this, you can deploy a virtual machine instance of the MX-ONE image (SLES 12 SP5) on MS Azure platform.

For more information, see the following documentations:

- MiVoice MX-ONE Virtualization and Public Cloud - Description
- MiVoice MX-ONE MX-ONE Azure Installation Document

### One Number Service (ONS) with Selective Ringing for Forked Extensions including Multiplicity Support for SIP Mobile Extension

This section describes the multiple terminal service (one user with several terminals) and its interactions with other features for the ASP 113 system. The primary purpose of multiple terminal service is to allow up to three (parallel ringing) or four (forking) voice extensions (grouped as an extension seizure list), related to the same user, to ring simultaneously (in parallel) or serially when the user receives an incoming call. The call can be answered at any of the extensions that ring.

A secondary purpose is to provide one common Calling Line Identity (the main directory number) for outgoing calls from any of the extensions in the extension seizure list. The extension seizure list can be initiated either as one main extension and secondary extensions, or as a Forking configuration, with generic extensions with the same number.

For more information about the multiple support for SIP Mobile Extension, see the following documentation:

- MiVoice MX-ONE Remote Extension - Description
- MiVoice MX-ONE Feature Matrix
- MiVoice MX-ONE Extension Groups - Description
- MiVoice MX-ONE Market Characteristics
- MiVoice MX-ONE Multiple Terminal Service - Description
- MiVoice MX-ONE SIP Extension - Description

## Hardware Updates

The following sections discusses the hardware updates in MX-ONE 7.3 system:

### Replacement of the Dell R330 Server with a New R440 Server for MX-ONE

The Dell R330 (87L00053AAA-A) model/server that was being used by MX-ONE and was running with SLES11 or SLES12. Now, the Dell R330 server is going to be replaced by the new Dell R440 server for MX-ONE.

For more information, see the following document:

- MiVoice MX-ONE Capacity - Description
- MiVoice MX-ONE Hardware Status and Reliability ASP 113 01 - R-STATE SURVEY
- MiVoice MX-ONE Engineering Guidelines
- MiVoice MX-ONE, MiVoice MX-ONE Site Planning

- MiVoice MX-ONE Installing and Configuring - Installation Instructions

### Introduction of New Generation IPBS Hardware

Ascom OEM (Original Equipment Manufacturer) has introduced a new Image Processing Board Set Suppliers (IPBS), IPBS3, which is backwards compatible with IPBS2. In view of this, Mitel has also introduced a new IPBS3 hardware to ensure the interoperability of MX-ONE (Mitel DECT handset on this new Ascom OEM IPBS) with other products.

The new hardware requires a new IPBS software version along with a new version of the CPDM software.

For more information about changes in the New Generation IPBS Hardware, see the following documentation:

- IP-DECT Base Station (software version 10.2.X - INSTALLATION AND OPERATION MANUAL
- MiVoice MX-ONE Hardware Status and Reliability ASP 113 01 - R-STATE SURVEY
- MiVoice MX-ONE System Planning - Description
- Base Station INSTALLATION GUIDE
- Site Survey Tool SST2 for DECT USER GUIDE
- IP DECT SYSTEM PLANNING for MiVoice Business, MX-ONE, and MiVoice 250
- IP DECT SYSTEM DESCRIPTION For MiVoice Business, MiVoice MX-ONE, and MiVoice Office 250

## Firmware Updates

New firmware support is available for the following devices or products:

- SIP Phones - 6700, 6800, and 6900 Series
- EX and GX gateways
  - BRI support
- MGU

For more information, see *MiVoice MX-ONE Solution Product Compatibility Matrix*.

# Documentation Updates

From release MX-ONE 7.1 onwards, related topics are combined into the following main categories:

- Overview — Provides MX-ONE solution overview and description.
- Planning — Provides planning information such as system planning, site planning, engineering guidelines and so on before you setup MX-ONE system.
- Administration — Provides information on how to administer and run MX-ONE system.
- Install and Upgrade — Provides install and upgrade steps for the MX-ONE system.
- Optional Installations — Provides information on how to perform optional installation such as MPA, MiCollab Advanced Messaging, or MMC.
- Migration — Provides information on migrating legacy hardware to MX-ONE system.
- Fault Management — Provides fault management and troubleshooting information.
- Feature Guides — Provides descriptions, interworking descriptions, and operation and maintenance information for the various features supported by MX-ONE.

- Devices and Accessories supported by MX-ONE — Provides information on how to install and administrate telephones, clients and gateways.

The MX-ONE 7.1 and later documentation is available at Mitel Document Center. The documentation is also available at the Mitel Infochannel webpage. Note that you must have Mitel credentials to access the Mitel Info Channel webpage.

Only the documentation belonging to the following categories is available in the Mitel Document Center:

- Overview
- Administration
- Install and Upgrade
- Optional Installations
- Feature Guides
- Devices and Accessories supported by MX-ONE

Documentation that belong to the other categories is available only at the Mitel Infochannel webpage.