A MITEL
PRODUCT
GUIDE

MiVoice MX-ONE

CPI News - Product Revision Information

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CPI News in MiVoice MX-ONE 7.5 1

This document describes changes in the MiVoice MX-ONE documentation due to new and changed functionality in MiVoice MX-ONE 7.5 compared to MX-ONE 7.4SP2. It also lists the Mitel re-branded product names versus the previous product names.

For detailed information on the MX-ONE 7.5 Solution, see *MiVoice MX-ONE Solution Overview, MiVoice MX-ONE System Description* and other CPI documents.

Branding

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

System Requirements 3

The following are the system requirements for MX-ONE 7.5 system:

- Operating System - SLES 12 Service Pack 5

  - Newer kernel
  - Postgres
  - openssl
  - openssh
- Application Server update

  - Wildfly 20
- Web Server

  - IPP Server 2.11
  - TLS 1.3 support and default HTTPS support for SNM and PM at installation
- Hypervisor

  - VMware ESXi 6.7 and 7.0 support
  - Hyper-V Support
  - KVM support (RedHat 7.6 and SUSE SLES 12 SP5 or later)
- MS Azure

  - MS Azure and Azure Stack HCI
- Amazon Web Services (AWS)

  - AWS and EC2 Serial Console

New and Enhanced Features, MX-ONE 7.5

<div align="right">**4**</div>

This chapter contains the following sections:

- NEWS and Changes in Documents, MX-ONE 7.5

This section provides information on the new and enhanced features for MiVoice MX-ONE 7.5 release.

4.1 NEWS and Changes in Documents, MX-ONE 7.5

This section provides information on the new and enhanced features for MiVoice MX-ONE 7.5 release.

4.1.1 Alarm for Inconsistent RVA File Sets

A new alarm (5:35) code is introduced in MX-ONE system that raises an alarm when RVA messages (set of local RVA files) differ between Media gateways. It is generally recommended that all Media gateways have the same set of RVA messages. Use the *recorded_announcement_prompt* command to check the file sets on each Media gateway and update the file sets as necessary. The alarm will be cleared automatically when inconsistencies are resolved.

For more information on Fault Code 5:35 - Inconsistent RVA file sets, see the following documentation:

- MiVoice MX-ONE Fault Codes - Fault Tracing Directions
- MiVoice MX-ONE Fault Location - Fault Tracing Information
- MiVoice MX-ONE Recorded Voice Announcement (RVA), Description

4.1.2 Introduction of Modified SIP Phone 6920w, 6930w, and 6940w Models with MX-ONE

The newly modified SIP phone 6920w, 6930w, and 6940w models are introduced with MX-ONE 7.5. These phones are a part of 6900 family and their functionality and keys will remain the same as the 6920, 6930, and 6940 phone models. We now have added support in the Service Node and the Provisioning Manager for these new modified phone models.

For more information on SIP Phone 6920w, 6930w, and 6940w models, see the following documentation:

- Mitel 6920/6920w SIP Phone for MX-ONE, Quick Reference Guide
- Mitel 6930/6930w SIP Phone for MX-ONE, Quick Reference Guide
- Mitel 6940/6940w SIP Phone for MX-ONE, Quick Reference Guide
- Mitel 6900, 6970, 6800, and 6700 SIP Terminals for MiVoice MX-ONE, Installation Instructions
- MiVoice MX-ONE Terminal Overview, Description
- MiVoice MX-ONE Power Consumption, Description

4.1.3 Log in / Log out of Ring & Hunt Groups Function in MiCollab with MX-ONE

MiCollab is adding a functionality for users to log in and log out of Ring/hunt groups. The CSTA interface in MX-ONE API has now been updated to support this functionality by adding new CSTA services like Get Agent State, Set Agent State and CSTA events like Agent Busy, Agent Logged Off, Agent Logged On, Agent Not Ready, and Agent Ready.

For more information on these new CSTA services and events, see the following documentation:

- MiVoice MX-ONE API, CSTA III - Interface Description

4.1.4 Improvements to Data Redundancy (Move of Extension Group Data to Cassandra - Group Call Pickup & Group DND)

In this release, the commands for Group Call Pickup functionality and Group DND functionality have been modified. These Extension Group functions have the following new unix style commands, replacing the old GPXXX and GDXXX MML commands. Note that the old commands have been removed:

- `extension_dnd_group` - manages extension group DND(do not disturb) data
- `extension_dnd_group_member` - manages extension DND(do not disturb) group member data
- `extension_pickup_group` - manages call pickup group data
- `extension_pickup_group_member` - manages call pickup group member data

For more information on usage and description of these new commands, see the following documentation:

- MiVoice MX-ONE Commands in MX-ONE Service Node - Command Description
- MiVoice MX-ONE Upgrading or Updating MX-ONE 7.X - Installation Instruction
- MiVoice MX-ONE Remove LIM - Operational Directions
- MiVoice MX-ONE Migrating MD110/Mitel TSW to MiVoice MX-ONE

- MiVoice MX-ONE Automatic Call Distribution - Operational Directions
- MiVoice MX-ONE Group Call Pickup - Operational Directions
- MiVoice MX-ONE Group Do Not Disturb - Operational Directions
- MiVoice MX-ONE Technical Reference Guide - MML Commands
- MiVoice MX-ONE Technical Reference Guide - MML Parameters
- MiVoice MX-ONE Technical Reference Guide - Unix Commands

4.1.5 New SLS License Download Function in MX-ONE

If the *SLS license download* function is turned on, MX-ONE attempts to download a new license every 30 days in conjunction with the SLS heartbeat function. If a new license exists, it will also attempt to replace the old one. If a license does not exist, it will wait 30 days for the next heartbeat. This function is off as default and can be turned on/ off by using the `license_sls` command. This function requires that the SLS heartbeat function be turned on as well.

For more information on the SLS License Download function, see the following documentation:

- MiVoice MX-ONE Fault Codes - Fault Tracing Directions
- MiVoice MX-ONE Solution Overview - Description
- MiVoice MX-ONE System - Description
- MiVoice MX-ONE Administrator Guide - Operational Directions
- MiVoice MX-ONE Technical Reference Guide, Unix Commands

4.1.6 System Redundancy Feature in MX-ONE

MX-ONE provides redundancy at the system level by offering System Redundancy. An alternate system can take over tasks of a primary system unavailable, for example, because of a power outage. This way the services in the primary system can be moved to an alternate system. When employing system redundancy, an alternate system is blocked for traffic and the primary system servers are monitored by the alternate system. When there is total failure of the primary system, the alternate system opens for traffic. The alternate system is prepared with a copy of data from the primary system. IP addresses from the primary system are mapped to new IP addresses in the alternate system.

For more information on the System Redundancy functionality, see the following documentation:

- MiVoice MX-ONE Feature List - Description
- MiVoice MX-ONE System - Description
- MiVoice MX-ONE System Redundancy - Description
- MiVoice MX-ONE System Redundancy - Operational Directions

- MiVoice MX-ONE Feature Matrix

4.1.7   Support for The New 700d Series SIP DECT Handsets

A new generation of handsets is replacing the existing Mitel 600d series SIP DECT handsets, along with adding an ATEX version. The new Mitel 700d series SIP DECT will consist of 3+1 handsets (basic, standard, industry, and ATEX). As part of 7.5 release, Mitel 700d Series SIP DECT Handsets are supported in MX-ONE.

For more information on 700d Series SIP DECT Handsets, see the following documentation:

- Third Party Device License Handling for MX-ONE Integrated DECT - Interworking Description
- Mitel 700d SIP DECT for MiVoice MX-ONE - Quick Reference Guide
- DECT Cordless Mobility, GDI - Interface Description

4.1.8   MGU to Send Periodical Comfort Noise (CN) Packets

MGU now supports configuring the update rate of the comfort noise payload. The update rate can be configured to be between 0 and 60 seconds, where 0 means that the CN packet is sent only when there is a significant change in the background noise characteristic.

For information on configuring the update rate, see the following documentation:

- MiVoice MX-ONE Media Gateway Unit, MGU - Description
- MiVoice MX-ONE Media Gateway Unit, MGU2 - Description

4.1.9   Optimize the Time for Bulk CloudLink User Import Functionality in MX-ONE Provisioning Manager

Provisioning Manager is the tool to onboard users in CloudLink. Using the Bulk function via Provisioning Manager export, the users already defined in Provisioning Manager are exported in excel format to be imported in CloudLink Portal. As part of MX-ONE 7.5 Release, the time taken for this functionality has been optimized for a faster bulk import.

For more information on the Bulk Function via Provisioning Manager Export, see the following documentation:

- CloudLink Integration with MiVoice MX-ONE, Deployment Guide

4.1.10   Support for Mitel Dialer 3.0 in MX-ONE

Mitel Dialer is a Windows desktop application which controls a telephone terminal connected to a Mitel call server. This application is used to set up and monitor telephone communications. It is a lightweight, serverless, 'click to call' and 'call pop up' application for onsite call managers such as MX-ONE. As part of this MX-ONE 7.5 release, Mitel Dialer 3.0 is supported in MX-ONE.

For more information on Mitel Dialer 3.0, see the following documentation:

- Mitel Dialer R3.0 - Installation and User Guide

4.1.11   New MX-ONE Subscription Package

In this release, a new MX-ONE Subscription package is offered with 3 feature levels namely Telephony, Entry, and Elite. MX-ONE will use the SLS online or file download to update the license file when required. The online license access secures that an MX-ONE system stops working after 60 days without a valid subscription or if the system loses access to the online license server (only in the online licenses setup scenario).

Foe more information on the new subscription package, see the following documentation:

- MiVoice MX-ONE Installing and Configuring - Installation Instructions
- MiVoice MX-ONE Feature Package and Subscription Package - Description
- MiVoice MX-ONE Technical Reference Guide, Unix commands

4.1.12   New Alarm for SIP Notification for Terminal Location Change (Ray Baum)

A new alarm has been introduced in MX-ONE. This alarm will be sent when a SIP phone capable of sending emergency location change notification has moved from one location to another.

Additional information will be stored in the /var/log/messages file, and you must look for tag "HeldNotify received".

For more information on this new alarm, see the following documentation:

- MiVoice MX-ONE Commands in MX-ONE Service Node - Command Description
- MiVoice MX-ONE Emergency Services Operational Directions - Kari's Law and Section 506 of RAY BAUM'S Act

4.1.13 Enhancements to EX Controller/GX Gateway for New Usage Scenarios

The EX Controller/GX Gateway has been enhanced for setup of 'Redundant MX-ONE registrations' in a branch office scenario. This solution is based on the standard EX-Controller / GX-gateway branch office solution.

For more information on this enhancement, see the following documentation:

• MiVoice MX-ONE Installation and Configuration Guide for GX and EX Controller

4.1.14 Support for MX-ONE Deployment in AWS

As part of Mitel´s cloud strategy, with MX-ONE 7.5, support for AWS installations is implemented, including guidelines on how to deploy and run MX-ONE in AWS in the most efficient way.

For more information on MX-ONE deployment in AWS, see the following documentation:

• MiVoice MX-ONE AWS Installation Document

Documentation Updates 5

The MX-ONE documentation comprises 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.
- 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 documentation is posted in the CPI library and in Mitel Document Center.

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

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

The entire MX-ONE documentation set is posted in the CPI library. You can access the CPI library from the Mitel domain.

Documentation Versioning

The Front Page of the published document contains the title of the respective document and the release number. The release number indicates that the document is updated for that release. However, all the documents in the CPI library are applicable to the current product release.

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