A MITEL
PRODUCT
GUIDE

MiVoice MX-ONE

CPI News - Product Revision Information

Release 7.5 SP1
19/109 21-ASP 113 01 Uen AC 2023-09-20

September 2023

Mitel
Powering connections

Notices

The information contained in this document is believed to be accurate in all respects but is not warranted by **Mitel Networks™ Corporation (MITEL®).**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.

Contents

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 SP1 compared to MX-ONE 7.5. 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.

Mitel Branding and Names 2

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)
- Microsoft Azure
  - MS Azure and Azure Stack HCI
- Amazon Web Services (AWS)
  - AWS and EC2 Serial Console

New and Enhanced Features, MX-ONE 7.5

4

This chapter contains the following sections:

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 SP1

This section provides information on the new and enhanced features for MiVoice MX-ONE 7.5 SP1 release.

4.1.1 New MGU2-X Board in MX-ONE

The 7.5 SP1 release includes the introduction of the MGU2-X board, which is a new version of the MGU2 board. This board has a 20mm front and is compatible with any chassis. There is a reset hole located near the LED. It is similar to the MGU2 board, but it does not have ISDN PRI interfaces.

For more information on the MGU2-X board, see the following documentation:

- MiVoice MX-ONE Remote Extension - Installation Instruction
- MiVoice MX-ONE Manager Applications - Description
- MiVoice MX-ONE MGU Security Configuration - Operation Directions
- MiVoice MX-ONE Capacity - Description
- MiVoice MX-ONE Migrating MD110/Mitel TSW to MiVoice MX-ONE 7.x - Installation Instructions
- MiVoice MX-ONE Installing Boards and Cabling - Installation Instructions
- MiVoice MX-ONE Replacing, Expanding, and Mixing Line Interface Boards - Installation Instruction
- MiVoice MX-ONE System Planning - Description
- MiVoice MX-ONE Availability Calculation - Description
- MiVoice MX-ONE Abbreviations, Acronyms, and Glossary
- MiVoice MX-ONE Recorded Voice Announcement - Operational Directions
- MiVoice MX-ONE Hardware Status and Reliability ASP 113 01 - RSTATE SURVEY
- MiVoice MX-ONE Technical Reference Guide, Unix Commands - Description
- Guidelines on how to Configure Integrated DECT in MiVoice MX-ONE - Information
- MiVoice MX-ONE Media Gateway Unit, MGU2 and MGU2-X - Description
- Cordless Phone - Install Instructions For MiVoice MX-ONE

4.1.2 MiCollab Group Call Pickup Works Without PGM Key

As part of this release, the option to get MiCollab to work without the PGM key has been implemented. The commands EXTENSION_KEY, EXTENSION_OPTION, and EXTENSION_PICKUP_GROUP_MEMBER have been modified. Three new switches `--group-call-presentation-delay-time`, `--group-call-presentation-time`, and `--key-display-option` have been added to the EXTENSION_PICKUP_GROUP_MEMBER command.

For more information on these modified commands, see the following documentation:

- MiVoice MX-ONE Technical Reference Guide, Unix Commands - Description
- MiVoice MX-ONE Multiple Terminal Service - Description

4.1.3 Modification to --local-domain-name, --remote-domain-name, and --domain-name Parameters to Match DNS Limits

As part of this release, the parameters `--local-domain-name`, `--remote-domain-name`, and `--domain-name` have been expanded to accommodate up to 253 characters, matching the limit of DNS. Consequently, the help text for the SIP_DOMAIN, IP_DOMAIN, and EXTENSION commands have been revised.

For more information on these parameters, see the following documentation:

- MiVoice MX-ONE Technical Reference Guide, Unix Commands- Description

4.1.4 New Firmware Version 4.1.x for MGU & Setting Hostname on MGU

As part of 7.5 SP1 release, a new version of firmware for MGU (same for MGU, MGU2 and for MGU2-X) has been released. The update also includes a fix/enhancement for manually setting hostname. By default, the hostname of the MGU is "localhost". The hostname is shown in the prompt when you log on to MGU; for example, "admin@localhost:/home/admin>". You can change the hostname by using the `mgu-setup --set-hostname` command and following the on-screen instructions. For the new hostname to take effect, a reboot of the MGU is necessary.

For more information on the manually setting hostname functionality, see the following documentation:

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

4.1.5 Re-introduction of SBN as an Alternative to EX/GX

As part of 7.5 SP1 release, SBN has been re-introduced as a focused solution for remote survivability. The MX-ONE SBN is available in different packages depending on the public trunks used at the local office. Local users may only be IP end points that are normally registered with the central node. The MX-ONE SBN is delivered with a specific license file that in principle only allows basic telephony services for up to

1500 IP phones (50 Users included by default) and three trunks each to the PSTN and to the central MX-ONE. Features like CSTA, voice mail, operator etc. are prevented from being installed in an SBN system.

The MX-ONE survivable gateway solution is intended to provide a remote site survivability service for up to 1500 SIP or H.323 IP telephones, located in remote branch offices but normally registered at head quarters, when the IP network is out of service.

For more information on Survivable Branch Node (SBN), see the following documentation:

- Survivable Branch Node (SBN) for MiVoice MX-ONE - Description

4.1.6 Modernization of Provisioning Manager Server Side

As part of 7.5 SP1 release, we have implemented an enhancement to the Provisioning Manager system's server side architecture. We have transitioned from a monolithic structure to a more advanced and flexible approach by splitting it into microservices components. Each component is now designed to be independently replaceable, upgradeable, and scalable, enabling us to adapt to evolving needs seamlessly.

We have introduced REST APIs, allowing effortless access to the services from both the front-end and external applications. To ensure smooth integration, we have also provided comprehensive documentation for the APIs, empowering developers to easily navigate and utilize the functionalities offered by the system.

For more information on the REST APIs, see the following documentation:

- MiVoice MX-ONE Provisioning Manager and Service Node Manager REST API, Description

4.1.7 Mitel Voice Assist Integration for MX-ONE

As part of 7.5 SP1 release, Mitel Voice Assist has been integrated with MX-ONE. Mitel Voice Assist is a modern intelligent auto-attendant solution. Voice Assist can efficiently augment any voice platform connected to CloudLink. After integrating Mitel Voice Assist with a CloudLink customer account, a Mitel Partner or an Account Admin can integrate Mitel Voice Assist for MX-ONE.

To do this, you must create a SIP route between MX-ONE and CloudLink Gateway and destination code must be assigned to it for routing of calls to Mitel Voice Assist.

For more information on Mitel Voice Assist, see the following documentation:

- Mitel Voice Assist Integration with MX-ONE

4.1.8 Support for SHA256 (RFC 8760) in Provisioning Manager

As part of 7.5 SP1 release, updates to support the implementation of SHA256 (RFC 8760) in the MiCollab SIP stack are done in the Provisioning Manager.

With the implementation of SHA256 (RFC 8760), Provisioning Manager now supports the deployment of this setting towards MiCollab, ensuring seamless integration and compatibility between the two systems.

For more information on Mitel Voice Assist, see the following documentation:

- MiVoice MX-ONE Provisioning Manager End User Portal, Description

4.1.9 PM GUI Modernization

As part of MX-ONE 7.5 SP1 Release, the graphical user interfaces (GUIs) of Provisioning Manager (PM) have been revamped. This modernization improves user experience, security, and maintenance. New GUIs are designed with accessibility in mind for all users.

For more information on the Provisioning Manager GUI updates, see the following documentation:

- MiVoice MX-ONE PM End User Portal - Description

4.1.10 Configurable Periodicity of Conference Tone

As part of 7.5 SP1 release, a new enhancement to our conferencing solution has been introduced that offers more control over the audio experience during conference calls. With this update, you can now opt for an intrusion tone instead of a conference tone within your conference calls.

For more information on configurable periodicity of conference tone, see the following documentation:

- MiVoice MX-ONE Conference, Description
- MiVoice MX-ONE Technical Reference Guide, MML Parameters, Description

4.1.11 Enhanced ECF and Follow-Me Control for Groups

As part of 7.5 SP1 release, an enhancement has been made that gives you more control over External Call Forwarding (ECF) and Follow-Me settings in group profiles (ACD, Hunt, and Common Bell groups). These settings are modified in the *extg-cdiv* parameter of the *extension_group_profile* command. Seamless integration with existing setups is ensured.

For more information on the ECF and Follow-Me enhancement, see the following documentation:

- MiVoice MX-ONE Call Diversion - Description
- MiVoice MX-ONE Extension Groups - Description
- MiVoice MX-ONE Technical Reference Guide, Unix Commands- Description

4.1.12 Introduction of Mitel SIP DECT 700d Phones with MX-ONE

As part of the 7.5 SP1 Release, support for the Mitel 700d DECT phones (712dt and 722dt) is available with MX-ONE. The 700d DECT phones are designed to offer enhanced performance and versatility. These handsets are tailored primarily for use with SIP DECT.

For more information on the 700d DECT phones, see the following documentation:

- Mitel 712dt and 722dt SIP DECT for MiVoice MX-ONE - Quick Reference Guide

4.1.13 Support for LTE Impact on Integrated DECT Phones

As part of this release, a crucial update is presented addressing the impact of LTE on our MX-ONE systems, impacting both outdoor and indoor integrated DECT operations across all versions. To handle the disturbances caused by Long Time Evolution (LTE) radio base stations, the number of radio channels can be reduced to avoid using disturbed air. This, in turn, will reduce the traffic capacity of the base stations connected to that board.

Two new parameters *--dect-carrier-mask* and *--update-idle-display-extended* have been added to the *dect_cfp* unix command.

For more information on the support for LTE disturbances, see the following documentation:

- MiVoice MX-ONE API, CSTA III - Interface Description
- MiVoice MX-ONE Technical Reference Guide, Unix Commands - Description
- MiVoice MX-ONE Cordless Phone - Installation Planning

4.1.14 Support for EDN Lines on 6920w/30w/40w Phones in MX-ONE

As part of this release, there is an enhancement to support 46 EDN lines on 6920w/30w/40w phones in MX-ONE which was earlier capped at 24.

For more information on the edn Lines enhancement, see the following documentation:

- MiVoice MX-ONE Feature Matrix

4.1.15 Support for SIP-DECT 9.0 with MX-ONE 7.5 SP1

As part of 7.5 SP1 release, support for SIP-DECT 9.0 with MX-ONE is provided, a significant update that enhances the functionality and compatibility of our SIP-DECT solution.

For more information on SIP-DECT 9.0, see the following documentation:

- SIP DECT 9.0 with MiVoice MX-ONE 7.x- Installation Notes

4.2 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.

4.2.1 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

4.2.2 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

4.2.3 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

4.2.4 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

4.2.5 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

4.2.6 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

4.2.7 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

4.2.8 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

4.2.9 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

4.2.10 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

4.2.11 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

4.2.12 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

4.2.13 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

4.2.14 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.