Mitel CloudLink Overview Guide

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Mitel

Powering connections

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What is CloudLink? 1

Mitel CloudLink is a cloud-based communication platform provided by Mitel. CloudLink enables communication between on-premise PBX systems and cloud-based applications.
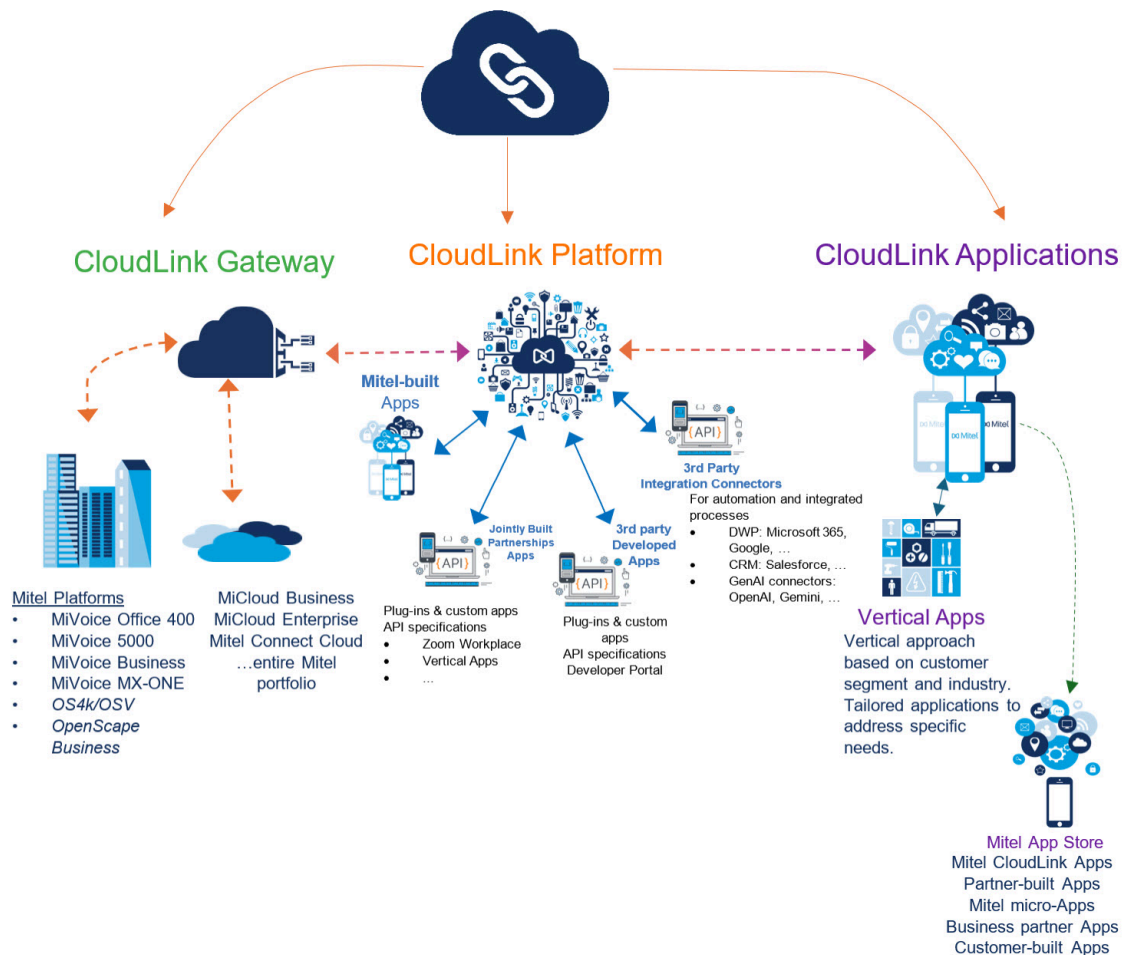
This solution allows partners, customers, and vendors to build and deliver advanced applications that enhance on-premises and subscription-based solutions with feature-rich, cloud-based capabilities.

Components of CloudLink 2

Mitel CloudLink is an overlay service consisting of three core components:

1. CloudLink Gateway
2. CloudLink Platform
3. CloudLink Applications

CloudLink Gateway

Mitel Platforms
- MiVoice Office 400
- MiVoice 5000
- MiVoice Business
- MiVoice MX-ONE
- OS4k/OSV
- OpenScape Business

MiCloud Business
MiCloud Enterprise
Mitel Connect Cloud
…entire Mitel portfolio

CloudLink Platform

Mitel-built Apps

Jointly Built Partnerships Apps
{API}

Plug-ins & custom apps
API specifications
- Zoom Workplace
- Vertical Apps
- …

3rd party Developed Apps
{API}

Plug-ins & custom apps
API specifications
Developer Portal

3rd Party Integration Connectors
For automation and integrated processes
- DWP: Microsoft 365, Google, …
- CRM: Salesforce, …
- GenAI connectors: OpenAI, Gemini, …

CloudLink Applications

Vertical Apps
Vertical approach based on customer segment and industry. Tailored applications to address specific needs.

Mitel App Store
Mitel CloudLink Apps
Partner-built Apps
Mitel micro-Apps
Business partner Apps
Customer-built Apps

CloudLink Gateway 3

CloudLink Gateway is a component that facilitates the connection of on-premises-based PBXs to the CloudLink Platform and CloudLink Applications.

CloudLink Gateway acts as a bridge between the Premise and the Cloud.

CloudLink Gateway offers:

- A simple plug-and-play onboarding.
- Streamlined cloud administration.
- A secure, instant link to the cloud.
- Access to the latest CloudLink applications.
- Multiple deployment options, including hardware appliances, Docker containers, and virtual machines. The CloudLink Gateway with on-site assets supports the entire Mitel Portfolio, which includes MiVoice Office 400, MiVoice Office 500, MiVoice Business, and many more.

Additionally, the CloudLink Gateway connects or integrates with Cloud Assets or Services. For example, the CloudLink Gateway enables MiCloud Flex.

For more information, see CloudLink Gateway User Guide.

CloudLink Platform 4

CloudLink Platform is an intuitive development platform open to Application Developers, Partners, and Customers.

Some of the primary services provided by the CloudLink Platform include Identity and Access Management (IAM), chat, presence, notifications, workflow, media services, and Short Message Service (SMS).

The CloudLink Platform is built on the Amazon Web Services (AWS) cloud computing platform, which provides enterprise-level uptime and stability, multi-layered security, and data protection. It consists of a collection of microservices hosted on Amazon AWS.

For more information, see CloudLink Platform.

CloudLink Applications   5

The applications that use the CloudLink Application Programming Interfaces (APIs) and micro-services to provide hybrid communications services to our customers. These applications are designed for continuous development, rapid deployment, easy management and deliver real-time communications to address customer needs. Examples include MiTeam Meetings, MiVoice Office, Mitel Assistant, and OfficeLink.

CloudLink applications can be mobile, web, or desktop solutions built on the CloudLink Platform. These applications are deployed directly within the platform and can include horizontal applications developed by Mitel or its partners. Additionally, CloudLink supports vertical applications tailored to specific market segments.

CloudLink Onboarding 6

Onboarding CloudLink involves integrating the gateway with the on-premises PBXs.

For example, to enable cloud capabilities for MX-ONE, the gateway must be onboarded to a CloudLink account, facilitating a cloud-based connection for MX-ONE platforms.

For more information on onboarding customers, see CloudLink Gateway User Guide.

Deployment limitations of CloudLink Gateway:

- A CloudLink account can only have a single gateway.
- A gateway consists of a single MBG or a stand-alone node. Additional MBGs can be deployed for other uses, but only one can be used for CloudLink.
- A single gateway can connect to a single node (an active/standby resilient pair).
- Scalability – CloudLink Gateway can support between 2500 to 5000 users.
- Complex deployments may require additional considerations.

Documents on CloudLink

Documents of Core Components:

Document Name	Description	Location
CloudLink Gateway	Technology that connects premise-based PBXs to the CloudLink platform and CloudLink applications.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/cloudlink-gateway-html
CloudLink Platform	The CloudLink Platform is built on the Amazon Web Services (AWS) cloud computing platform, which provides enterprise-level uptime and stability, multi-layered security, and data protection.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/cloudlink-platform-html
CloudLink Daemon	The CloudLink Daemon is a software component designed to be embedded in multiple unified communication Platforms.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/cloudlink-daemon-solution-guide

Application-based Documents:

Document Name	Description	Location
Mitel Administration User Guide	Mitel Administration is a web-based application that enables Mitel Partners to create and manage customer accounts.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/mitel-administration-user-guide
Mitel Administration for MiVoice Business Solution Guide	This document describes the deployment and the integration of MiVoice Business and User and Services Management using the Mitel Administration with CloudLink Gateway for our customers and partners.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/mitel-administration-for-mivoice-business-solution-guide

Document Name	Description	Location
MiTeam Meetings User Guide	MiTeam Meetings is a multi-party video solution designed for users who want to improve work efficiency and enhance workplace communication with seamless transitions between voice, video, and chat capabilities for a complete collaboration experience.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/miteam-meetings-html
MiTeam Meetings Mobile	The MiTeam Meetings mobile application allows users to organize and join meetings and provides access to all the features of MiTeam Meetings application from a mobile device.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/miteam-meetings-mobile-html
Mitel Assistant User Guide	With Mitel Assistant, the Mitel application integrated with Microsoft Teams, you can place calls to your contacts in Microsoft Teams and Microsoft Outlook using any supported Mitel telephony application.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/mitel-assistant-html
Mitel Voice Assist Admin Guide	Mitel Voice Assist is an auto-attendant application designed for all platforms connected to Mitel CloudLink where the callers are automatically transferred to an extension without the interruption of an operator.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/mitel-voice-assist-admin-guide-html
OfficeLink	If your business relies on staying connected and being available for all opportunities, the Mitel OfficeLink app is the mobile solution designed for the communications and workflows of businesses like yours.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/offielink-html

Mitel One documents and deployment with supported PBXs:

Document Name	Description	Location
Mitel One Mobile Application User Guide	The Mitel One mobile application is a next-generation collaboration app that provides advanced communication features and integrates with the MiVoice Office 400 to improve work efficiency and enhance workplace communication. It consolidates telephony, messaging, and meetings within a single app for a comprehensive collaboration experience.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/mitel-one-mobile-application-html
Mitel One Web Application User Guide	The Mitel One web application is a next-generation collaboration application that provides advanced communication features and integrates with the MiVoice Office 400 PBX to improve work efficiency and enhance workplace communication.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/mitel-one-web-application-html
Mitel One Deployment Guide for MiVoice Office 400	A high-level perspective of how to deploy Mitel One with the supported PBXs.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/mitel-one-deployment-guide-for-mivoice-office-400-html
MOWA-MOMA Migration to Mitel One For End-Users	Details on how MOWA-MOMA is transitioned to Mitel One for End-Users.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/mowa-moma-migration-to-mitel-one-for-end-users-html
MOWA-MOMA Migration to Mitel One For Partners	Details on how MOWA-MOMA is transitioned to Mitel One for Partners.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/mowa-moma-migration-to-mitel-one-for-partners-html

Deployment Guides:

Document Name	Description	Location
CloudLink - Deployment Guide with MiVoice MX-ONE	This document describes the deployment and integration of the CloudLink solution with MiVoice MX-ONE.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/cloudlink-deployment-guide-with-mivoice-mx-one
CloudLink - Deployment Guide with MiVoice 5000	This document explains how to deploy and integrate the CloudLink solution with MiVoice 5000.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/cloudlink-deployment-guide-with-mivoice-5000
CloudLink Integration with MiVoice Office 400	This document contains information about how to deploy and integrate CloudLink solution with MiVoice Office 400 PBX.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/cloudlink-integration-with-mivoice-office-400-html
MiVoice Business - CloudLink Integration with MiVoice Business Deployment Guide	This document describes the deployment and integration of the CloudLink solution with MiVoice Business.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/mivoice-business-cloudlink-integration-with-mivoice-business-deployment-guide

Generic Documents:

Document Name	Description	Location
Mitel Web Extension	Mitel Web Extension is a browser extension that recognizes phone numbers in the Microsoft Teams web application and in the Microsoft Outlook web application and converts them into clickable telephone links.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/mitel-web-extension-html
MS Teams Solution Guide	This document contains information about how to deploy and integrate a Mitel Unified Communications (UC) solution with MS Teams.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/ms-teams-solution-guide-html

Release Notes

Release Notes provide information on the current release feature update, issues resolved in the current release and the previous releases.

Document Name	Location
Mitel Administration for MiVoice Business Release Notes	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/mitel-administration-for-mivoice-business-release-notes-html
Mitel One Mobile Application Release Notes	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/mitel-one-mobile-application-release-notes-html
Mitel One Web Application Release Notes	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/mitel-one-web-application-release-notes-html
MiTeam Meetings Mobile Release Notes	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/miteam-meetings-mobile-release-notes-html
MiTeam Meetings Release Notes	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/miteam-meetings-release-notes-html
Mitel Voice Assist Release Notes	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/mitel-voice-assist-release-notes-html
Mitel Assistant Release Notes	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/mitel-assistant-release-notes-html
MiVoice Office Web Application Release Notes	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/mivoice-office-web-application-release-notes-html