CloudLink Deployment Guide with MiVoice 5000

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1 ABOUT THIS DOCUMENT

1.1 PURPOSE OF THIS DOCUMENT

This document explains how to deploy and integrate the CloudLink solution with MiVoice 5000 so users can develop and use mobile or web applications.

This document also defines the minimum system requirements for deploying and integrating the CloudLink solution with MiVoice 5000.

1.2 RELATED DOCUMENTATION

These documents are available on the documentation site, on Mitel.com:

- CloudLink Accounts
- CloudLink Gateway
- CloudLink Platform
- MiVoice 5000- Installation and implementation
- MiVoice 5000 Operation

For the CloudLink documentation, refer to this page: <u>https://www.mitel.com/document-center/technology/cloudlink</u>

For the MiVoice 5000 documentation, refer to this page: <u>https://www.mitel.com/document-center/business-phone-systems/mivoice-5000/technical-documentation</u>

1.3 TERMINOLOGY

CSTA: Computer Supported Telecommunications Applications

KVM: Kernel-Based Virtual Machine

CTI: Computer and Telephony Integration

VM: Virtual Machine

DHCP: Dynamic Host Configuration Protocol.

API: Application Programming Interface

CLD: ClouldLink Daemon

2 INTRODUCTION



The Mitel CloudLink solution has the following components:

- CloudLink Platform
- CloudLink Gateway
- CloudLink applications

CloudLink Platform

CloudLink Platform is an open development platform for application developers, partners and customers.

CloudLink Gateway

The gateway connects iPBXs to CloudLink Platform and CloudLink applications.

CloudLink Gateway facilitates the connection between the iPBX and the Endpoints by standardising the signalling protocols of the different iPBXs.

A single signalling protocol is defined between CloudLink Gateway and the CloudLink Platform infrastructure (hosted on Amazon Web Services (AWS)).

CloudLink applications

CloudLink applications take advantage of Mitel's application programming interfaces (APIs) and micro services to facilitate the deployment and use of new-generation applications.

Need	CloudLink Platform	CloudLink Gateway
Management of the CloudLink subscriptions through the MiVoice 5000	\checkmark	×
Remote access to the MiVoice 5000 Web Admin	\checkmark	*
Voice Assist Service	\checkmark	\checkmark
Call Control (CTI) Service	\checkmark	\checkmark
Unify Phone Application	\checkmark	\checkmark

Depending on the needs, the configuration may require some CloudLink products so that its functionalities work:

3 OVERVIEW OF CLOUDLINK ACCOUNT CONSOLE

Refer to CloudLink Accounts Console User Guide (mitel.com).

CLOUDLINK ACCOUNT CONSOLE can be used:

Actions	Partner level	Administrator level
To create and manage end-customers on CloudLink Platform	\checkmark	*
To create Administrator accounts for each customer	\checkmark	*
To assign a CloudLink to a customer	\checkmark	\checkmark
To configure CloudLink	\checkmark	\checkmark
To configure the CloudLink Gateway	\checkmark	\checkmark
To view and manage CloudLink users declared by MiVoice 5000	\checkmark	\checkmark

3.1 ACCESS TO CLOUDLINK ACCOUNT CONSOLE

3.1.1 ACCESS VIA MITEL MIACCESS PORTAL

In the MiAccess Portal homepage:

🕫 Mitel	DASHBOARD APPLICATIONS MITEL.COM INSIDE MITEL LIBRE-SERVICE	
MIACCESS PORTAL		
FAVORITES EDIT	Recent news entries	
CloudLink Accounts Console > 📢 U	Un outil de gestion des utilisateurs et des comptes sur la plate-forme CloudLink	
Competibility Metrix	Sent: 17 févr. 2022	
Content Syndication	Subject: Mitel Proposal Library	
Doc Center	Coming to MiAccess on March 11	
InfoChannel	The Proposal Content Hub replaces The Proposal Library!	
Knowledge Management System	New! Personalized Home Screen – set favorites	
Learning Management System	Newl One-Clock Content Search Tiles Newl Intelligent Predictive Search Suggestions	
Licenses & Services AMC	Ready-made, branded and verted content Generate Professional End-Customer Proposals fast	
Minel CPQ	 Sleek add-in for O363 (Outlook, Word, Excel, PowerPoint) 	
Minel CPQ Reports & Pricing	watch for announcements in monitories and channel newspetters. Give and write reacting announcements too	
Mittel User Group	(PIC) booth to get a sneak-peak, download some guides and speak to our SMEs. See you there!	criser
Phone Book		
PowerUP Hub	Parts - 21 mars 2020	
Proposal Library	Subject: Remote Working - COVID-19 Response Promotions	
Software Download Center	MEW Promodores and Resources to halo stackly surroumer people and address shallongers received by COVID-10	
UserVoice	New Promotions and nesources to help satisfy customer needs and address challenges presented by COVID-15.	
	Circle base to accest?	
TROUBLESHOOTING	https://infochannel.mitel.com/ICMWW/approd.psf/2openfarticle=48D8555937A19451C125852900623RCE	
Contact Us		
Change your password	This was achieved as former and a	
Change your default portal	Please visit the news area to view the complete list.	

• Click **CloudLink Accounts Console**. The main menu opens and displays different menus and the corresponding actions:

DO	Accounts Mitel Network	s France				
٢	Dashboard					
æ	Accounts		6		Outstate	
D	Billing ~		Console Typ #1	Boose Natione to the Cloud, in: Assume Clouds Here you can create and manage your accounts. and	LQUICK LINKS	

3.1.2 DIRECT ACCESS VIA THE CLOUDLINK URL

A Mitel partner, customer account administrator, or user can access CloudLink directly at http://gateway.mitel.io/



3.2 CREATING A COMPANY ACCOUNT

A Company account must be created by partners according to the rights assigned to them.

Each partner can create several Company/Customer accounts.

This Company account or Customer account must be filled in with all the information concerning them (name, address, contact, etc.).

Accounts Mivaice 5000 De	20		Frederic Le
Dashboard			
coolents	ACCOUNTS Active	•	
lling ~	Q Search		Add Acco
	NAME	ACCOUNT ID MODIFIED \downarrow INTEGRATION STATUS	
		Rew account sites the company details below	
		Cotone hane " R&D Demo	
		Country * France	
		Adhess.* 1 Rue Amold Schoenberg	
		Address 2	
		0g+10x+1 Gugancourt 78200	
		orful tanguge Enritish (US)	
		Bories for Other •	
		Support contacts Allog and must pool act with the flow contacts. Learn more	
		Produme Lacyonal X	
		*regured	
		Cancel	

In the Account menu, click Add account.

- Fill in the Company/Customer account form.
- Once created, click **Save**.

The account has been created, and an ID generated (top right).

Collarse Netw *		Access 0	
R&D Demo		21-e66625	CE
Country *		Dotwit Language	
France		English (US)	
Actives *		Tursers Type	
1 Rue Arnold Schoeni	berg	Other	•
		SAP Customer Number	
Address 2		Not Available	
The Change I	Transa To Date 7	Cloud location	
Guyancourt	79280	Europe (Frankfurt)	
apport contacts	re sent to these contacts (agen make)	0	
tug and intra reports a Funderic unygae X equired			
big and inter-reports a forward to a system X equival tegrations			- Add new

3.3 CREATING AN ADMINISTRATOR-TYPE USER

This type of user/administrator corresponds to the administrator who manages the user accounts of the previously defined company.

In Menu User Management>Users, Add a User (Administrator),

(i) Deshb	ourd		Linese						
Access			Users						
		*	Q Search U		Add Filter				Add User
			0	NAME		EMAIL ADDRESS	EX3	UCINIS	ROLE - 2 ^b 1
T Integr	ations & Apps								-
I		4							
D Suppo		-							

- Click Add user.
- Fill in the administrator's information sheet.



a	20		4	
	-	-	ъ	a
e.			0	۴
L.	-	- 2		
P	-	-	3	

Note: The Account Admin box is enabled by default when no users have yet been declared.

• Confirm the creation.

The creation has been completed and a welcome message is displayed at the top indicating that an e-mail has been sent to this user (Admin).

			Cencel Saver
Account			
Alter Management -	A admin		
1 March 1			
Integrations & Appe	admin	Account Admin	
and the second	admin Latt No	-	
Support -	esset* estédemoiêmitei test.com		
	Login Id		
	101		
	fatient extense and		
	Yroquiteet		
	Products and licenses		a Mill Brocker
	No Literana		

The site administrator can then check their mailbox and find this type of e-mail (example):

Click Complete.

From:	"no-replythmatelue" +no-replythmatelue >
Ta:	exted a modernical awater com
Subjects	Walcame to Milal
Date:	10/26/2021 12:09:09 PM
Download Raw Ema	Show Full Headers
HTTML TEXT	
	D0 Mitel
	Welcome admin
	Welcome to Mitel, someone at your vork just added you to our platform. Let's get you up and running!
	hear. This include a gare in Adaps, and can only be called una sine. Finish building your account.
	Account Number: 11 million and an Sumper Transporting
	© 2021 Miter Networks Corp. All Natics Reserved

The account number is indicated at the bottom of the message.

- Click Finish building your account.
- Then enter and confirm the corresponding password (admin/pwd) to access the Company/Customer site.

	bo Mitel
0	Finish building your account now sets: the put response fasts.
	and I 00 Fastered road of a physical 1 Statement road of a physical statement road 1
	on Mitel
	You're doniel Transfor for oasting you account. How will needer enable a
	product are added to your approxime.

A login confirmation e-mail is sent to the administrator.

The customer is ready to manage and deploy CloudLink.

4 DEPLOYING CLOUDLINK WITH MIVOICE 5000

4.1 CONNECTING MIVOICE 5000 TO CLOUDLINK PLATFORM

• Go to iPBX Web Admin.

Go to Menu Telephony service>Subscribers>Terminals and Applications>Applications.

In Menu **CloudLink>Connection**, click **MiVoice 5000 Connection** to set up a link between CloudLink and MiVoice 5000.

Redirect to the CloudLink authentication page in a new tab.



- Enter the administrator's login/password (administrator's e-mail address). Refer to paragraph **3.3 Creating an Administrator-type user.**
- Click Next.

On the next screen, enter the corresponding password.

• Click Next.

The connection to CloudLink is set up:

MiVoice 5000 Web Admin		admin MiVoice 5000
	Connecting the MiVoice 5000 to CloudLink	
	Status: Success	

The MiVoice 5000 is allowed to configure CloudLink in the AWS CloudLink Platform.

This information is given in Menu CloudLink>Connection.

phony service	admin MiVace 5000
CloudLink connection and resynchronization hepping removalue device beneate and activation segment and the Link Connection Connection resynchronication enter Cloudlink Cas Deletes connec Dely resynchro	No. are working on the Cloudink development environment until
	Cloudlink connection and resynchronization remove removements and resynchronization Connection Resynchronization centre Connection Resynchronization centre Cloudlink Asso Delete connect Dely resynchronization Dely resynchronization

- CloudLink Account ID, ID of the previously created account (not modifiable),
- CloudLink Gateway address, to be filled in later. Refer to Paragraph 5.6 Configuring the CloudLink Gateway information In the MiVoice 5000 Server.

4.2 CREATING CLOUDLINK ROLES

This action is used to assign the right to use the media (Softphone) and/or CTI services offered by the CloudLink APIs to the subscribers concerned.

Create the roles to be assigned to CloudLink, in the Name tab of Menu Telephony Service>Subscribers>Terminals and Applications>Applications>CloudLink>Roles.

Rôle : Ba Service téléj	siC phonie>Abonnés>Ter	minaux et Applica	ations>Applications>CloudLink>Rôles (1.9.	5.3.2)		
			Par son nom	Basic	~	
Noms	Paramètres	Synthèse				
Rôle 1	Basic					
Rôle 2	Unify Phone					
Rôle 3						
Rôle 4						
Rôle 5						
Rôle 6						
Rôle 7						
Rôle 8						_



Note: This menu is only accessible when the connection between the iPBX and CloudLink is set up.

In the same menu, **Settings** tab and for the role in question, tick the features to be activated according to the environment,

- CTI (Call Control)
- Unify Phone

See MiV5000 Release Notes, Product Guide or Product Bulletin for the availability.

Basic: default value indicated but no parameter.

When this Role is used, provisioning is only done on CloudLink Platform.

This type of role can be assigned for any type of CloudLink use without the use of a SIP or CSTA connection. This is, for instance, the case with MiTeam Meeting.

Role 1 to x: to be defined by the administrator

The Summary tab of this menu gives a view of the list of roles.

4.3 CONFIGURING THE MIVOICE 5000 USERS EMBEDDED IN CLOUDLINK PLATFORM

If the subscriber exists, go directly to Menu **Telephony** service>Subscribers>Characteristics>Subscribers>Characteristics.

If the subscriber must be created, go to Menu **Telephony** service>Subscribers>Subscription>Create.

For the :

- In the Characteristics tab, select the corresponding role in the CloudLink role dropdown menu.
- In the Characteristics tab, enter a valid mail address in the E-mail field.

Subscription 2000	D							
Telephony service>Subs	cribers>Subscrip	tions>Characteri	stics (1.2.3)				
							By directo	ry number 2000
Characteristics	Directory	Terminals	Keys	Forwards	Home automation	Phone book	Multi-lines	Functions
						D LINE IN Dallo		
						Day category		INTERNATIO. 🗸
						Night category		INTERNATIO. V
						CloudLink role		Softphone 🗸
						-> CloudLink re	synchronizatio	n
						Forbidden numb	ers list	
						Hot line type		······ v



Note: It is possible to use SSO with CloudLink users. For more information about the configuration, refer to Mitel Administration User Guide document on Doc Center:

- For the SSO mode with Microsoft Azure AD: <u>Configuring Single Sign-On for</u> <u>CloudLink with Microsoft Azure AD</u>

- For the SSO mode with a generic provider: <u>Configuring SAML Single Sign-</u> <u>On Integration for CloudLink with Identity Providers (generic instructions)</u>

If using the SSO with CloudLink, the subscriber will not receive any mail for their account's validation.

4.4 SYNCHRONISATION

4.4.1 CONFIGURING SYNCHRONISAITON

Go to Menu CloudLink>Connection, Connection tab.

🕅 Mitel 🕴 Telep	hony service	admin MiVoice 5000
Web Admin home Subscribers Terminals and applications Applications	CloudLink connection and resynchronization Triestory unice/statoters/teminds and aplications-Applications-CloudLink-Connection 19633 Connection Resynchronization errors	
Connection	Cloud link Account ID	are working on the Cloudlink development environment
System Dialing plan	CloudLink Account of	1014acha.
Network and links Reception Voice mail and tones Fast links	Daily resynchronization (ht:m Last resynchronization on 06/	1m) 104/2022 at 07h00
		Immediate resynchronization

Start an immediate synchronisation.

Once the synchronisation is completed, an e-mail is sent to the users concerned. (E-mail address previously defined in the Cloud Link subscriber's characteristics). Subscribers will receive the following e-mail:

	Welcome USER Sylviedemo
Welcome to	Mitel, someone at your work just added you to our platform Let's get you up and running!
N	ster. This link will expire in 4 days, and can only be used one time.
	Finish building your account

Note: the account number is indicated at the bottom of the message. Click Finish building your account.



In this window:

- Enter and confirm the new password.
- Tick the box I agree to the Terms & Conditions.
- Click Complete.

A confirmation message is sent to the users previously created in MiVoice 5000.

4.4.2 AUTOMATIC AND UNITARY SYNCHRONIZATION OF AN USER

4.4.3 SYNCHRONISATION ERROR

If synchronisation fails, the causes are listed in Menu CloudLink>Connection, Connection Error tab.

Error message:

- Non-existent, incorrect or double e-mail address,
- Incorrect MD5 password.

The event is also recorded in the logbook.

5 DEPLOYING CLOUDLINK GATEWAY (OPTIONAL)

For this entire chapter, refer to the <u>CloudLink Gateway User Guide (mitel.com</u>) on the Mitel website.

5.1 ENVIRONMENT

In the Mitel CloudLink environment, CloudLink Gateway provides the link between a MiVoice 5000 and CloudLink Platform.



Interfaces



MiVoice 5000/CloudLink Gateway Exchange Protocols:

• Interface rest: HTTPS.

5.1.1 INTERCONNECTION BETWEEN MIVOICE 5000 SYSTEMS AND CLOUDLINK GATEWAY

CloudLink Gateway exists in three forms:

- VM Ware
- VM KVM (EX Controller and Compact Server) (*)
- External box.

Refer to the MiV5000 Release Notes, Product Guide or Product Bulletin for the availability of these items.



5.1.2 REQUIRED CONFIGURATION

CloudLink Gateway, which connects the iPBX to the Mitel CloudLink platform, must be connected to a LAN.

The environment for the installation requires an Internet access for the CloudLink Gateway and the MiVoice 5000.

A DHCP server is required only the configuration requires a fixed IP address for the CloudLink.

A DNS server that allows CloudLink Gateway and MiVoice 5000 to resolve domain name issues.

DTMF transport must be set to RFC 2833 mode.

5.2 PREREQUISITES AND RESTRICTIONS IN MIVOICE 5000 ENVIRONMENT

- The solution supported currently is a virtual deployment of the CloudLink Gateway. It can be a VMWare virtual machine, our a KVM image load on EX or Mitel Compact Server.
- A single CloudLink Gateway is supported on a MiVoice5000 multisite.
- There is no CTI Resiliency
- The MiVoice5000 must be in release 7.2 or higher with maximum 5000 users.
- The CloudLink solution is primarily an enabler for development of third-party CTI applications on the CloudLink Platform. CloudLink APIs will include:
 - o Call, Answer, Clear/Release, Retrieve, Hold, Consultation and Transfer
 - Call History
 - Basic Voice Mail (currently there is no support for Visual Voice Mail), Message Waiting Indicator, and click to call voice mail (to retrieve messages).
- Engineering guidelines such as how many devices will be supported will be provided in documentation. With the expected enhancements being implemented in Mitel PBX/ CloudLink solutions, technicians must always check the Mitel Documentation Center and Release Notes for updates.

A user to be successfully imported from MiVoice 5000 into CloudLink the user must have specified:

• Email Address

- Extension Number
- First or Last Name

For more information, see the CloudLink Application training or documentation.

5.3 INSTALLING CLOUDLINK GATEWAY

CloudLink Gateway in a MiVoice 5000 environment is available in the following physical or virtual system types:

- A virtual instance of the CloudLink Platform installed on a VMware vCenter server,
- An external box installed on site to connect the iPBX to the CloudLink Platform,
- A virtual instance of the CloudLink Platform embedded from a KVM image on EX Controller and Compact Server.

Depending on the configuration, refer to the relevant paragraph.

5.3.1 INSTALLATION IN A VIRTUALISED ENVIRONMENT

The VM CloudLink Gateway is supported in this VMware environment:

• ESXi 6.5 or later.

When CloudLink Gateway is virtually deployed, the system assigns the initial IP address via DHCP.

5.3.2 INSTALLATION BY KVM IMAGE ON MITEL EX CONTROLLER

Deployment on Mitel EX Controller via Mitel Gateway Installer

Refer to the document Mitel Gateway Installer V1.x - Guide Utilisateur on Mitel.com site.

This tool allows CloudLink Gateway to be deployed on Mitel EX Controller.

leb Server				_								
URL	http://10.1488	1000 1 1000/		~		Server	is running					
Port	8080					Ch	inge port					
Login	exdeployuser				C	lisable a	uthentificatio	n				
Password	exdeploypass	word				Chang	e password					
X Controller / GX Gat	eway / TA											
FQDN / IP Address	10.45.651.1					Refresh		Clear	3	ican new h	ardware (s	snmpv1
SNMP version	V3		,	~	Commu	nity	pi	ıblic				
SNMPv3 login	mv5000				SNMP _{V3}	passwo	ed Bi		n digitiya			
Gateway	EX			-	EX Contr	oller - 0	4000					
Firmware	Dgw 48.2.2567				Mediatri	Sentine	el_Dgw_48.2.2	567_STNL-M	T-D20 ~	U	lpgrade	
		Deploy										
Network interfaces	Name	Interface	Туре	IP Ad	idress		Gateway	State	VLAN			
	🔀 ExLan	eth2-5	IpStatic	10.11	17.1.1.4	1	10.1 3.73.13	Active	disable			
	2 Uplink	eth1	IpDhcp					LinkDo	disable			
	😢 Default	•	IpStatic	10.1/	st3.*19							
Mar daughing		Name	State	s	tart	Cpu	RAM(Me)	Storage(Go	MAC	Networ	Format	VNCI
virtual machines						1	1024	10	Address 12:d9:ce:0er	Virtio	0.002	-1
virtuai machines	8080	MIV5000	Starter	G 148	100				· · · · · · · · · · · · · · · · · · ·		1.	

2

5.3.3 DEPLOYMENT ON COMPACT SERVER VIA WEB ADMIN

Menu Configuration>Virtual Machines

Allows the administrator to import and manage a CloudLink KVM image on the Compact Server.

- In the **Action** dropdown menu, select Add.
- Click the Choose a file button to select the KVM CloudLink image in your file manager.
- Click the **Download** the download button.

Note: The KMV Cloudlink image is available in the Software Download Center, accessible through MiAccess (<u>https://miaccess.mitel.com</u>) in the directory Mitel CloudLink> CloudLink Virtual Gateway 2.x.

Mitel Cl	oudLink > CloudLink Virtual (Gateway 2.x
Ł	clgw-msl-2.3.0-22.pdf	clgw-msl-2.3.0-22.pdf
2	clgw-vmware-2.4.0-1821.pdf	clgw-vmware-2.4.0-1821.pdf
2	clgw-vmware-2.4.1-1835.pdf	clgw-vmware-2.4.1-1835.pdf
Ż	Cloud Link Gateway application for MiVO400 on SMBC 8/38G (SMBCv2)	Mitel-CloudLinkGateway-2.4.6-18.aarch64.rpm
	CloudLink Virtual Gateway (KVM)	Mitel-CloudLink-Gateway-1.2.5-1542.img
	R1.2.5	
± 🗉	CloudLink Virtual Gateway (MSL) R2.3.0 for MiVoice Office 400	Blade-CloudLink_Gateway-2.3.0-22.x86_64.iso
🛓 🔳	CloudLink Virtual Gateway (VMware) R2.4.0	Mitel-CloudLink-Gateway-2.4.0-1821.ova
20	CloudLink Virtual Gateway (VMware) R2.4.1	Mitel-CloudLink-Gateway-2.4.1-1835.ova

After the download, the MiVoice 5000 requires more information to install the CloudLink Gateway.

- In the Name field, choose a name for the CloudLink Gateway,
- Verify that the Network interface field is filled with br0
- In the CPU dropdown menu, select 2.,
- In the Memory (Mo) field, enter 2048.

5.4 DEPLOYING AND CONNECTING CLOUDLINK GATEWAY TO CLOUDLINK PLATFORM (CUSTOMER SITE CONFIGURATION)

Log on to CloudLink Gateway via HTTP: CloudLink Gateway IP address set on the DHCP server.



- Enter the administrator's login/password (administrator's e-mail address), see Section 3.3).
- Redirection to CloudLink Platform is done, and the connection set up:

Account Inform	nation		
Custome Name R&D Demo		AccountS 11 *Subbliz	6
Country *		Children's Langenique	
France		English (US)	*
Rotras * 1 Rue Amold Schoenb	erg	Business Type Other	-
Address 2		SAP Customer Number Not Available	
Cry/Touri* Guyáncourt	Possi / Zu Gole* 78280	Cloud location Europe (Frankfurt)	
Support contacts All hug and inner reports are	sent to these sortects [earn more]	9	
fredericlecygne@mit	el.com ×		
	Account Inform	Account Information	Account Information

In the Account menu:

The account information is displayed and limited to the rights assigned to this administrator account.

In the Integration area at the bottom of the window:

• Add CloudLink Gateway integration to this account, click + Add new.



• Click Done.

In the CloudLink Gateway area, click + Add Gateway.

ntegrations	- Add new
Cloudlink Gateway	Add Gateway
Mitel One Available features, v	0
rivileges	
Delegated Authentication	0
Allow Guest Access 0	

Information screen to be filled in for CloudLink Gateway

Gatawoay	PBX	Connect	Deployment	Advanced	Overview
Gateway Information ①					Prerequisite checklist
Address 1 Rue Annold Schoenberg					
City / Town* Guyencourt	Country*		~		
Postal / 7Ip Code ⁵ 78280					
*required				Cancel	Next

- Fill in the various fields (a CloudLink Gateway name must be filled in).
- Check or change the CloudLink network settings.

Port 1	
DHCP	Static
IP Address* (j)	
10.000 11.00	
Subnet Missk* ①	
250 255 255.0	
Detault Gateway* 🕣	
10.140.001	
DNS Servers" (i)	
AVANUE X	
Add DNS	

Click Next.

During this phase, messages indicate the progress status:

Connecting, registering, creating CloudLink Gateway/CloudLink Platform tunnel.

5.5 ENTERING IPBX INFORMATION IN CLOUDLINK GATEWAY

The screen below allows you to define the access to the iPBX in question:

			Successfully update	i site	×
User Management	^	Gateway	PBX Connect	Deployment Advanced	Overview
Users					
Integrations & Apps		Configure PBX			Prerequisite checkli
Billing	J	PBX Type* 🛈		1	
Support	v	Hittole Office Hood Series Milore Chine 400 Berl Spann Milore Connect Milore Connect Milore Connect Milore Connect Milore Connect			
		Port* ()			
		7001			
		CloudLink System Username* (i)			

In the PBX Site list options, select the iPBX concerned (MV5000).

- Enter iPBX name and the IP address:
 - $_{\odot}$ Possibly change CSTA Port 3211 (default value) if this value is not defined on MiVoice 5000 for this connection.
 - Depending on the number of users needed on MiVoice 5000 (*), several CSTA servers can be declared. In this case, specify the affected ports by separating them with semicolons.

(*): Refer to the MiV5000 Release Notes, Product Guide or Product Bulletin for the supported capacities.

Configure PBX	Prerequisite o
РВХ Туре* (1)	
MV5000	\sim
PBX Name* (i)	
My demo	
IP Address* (i)	
11 148.05 117	
Port* (i)	
3264:3265	

• Click Next.

The CloudLink Gateway/MiVoice 5000 iPBX connection has been set up, confirmed through the message **Connect**.

	· · · · · · · · · · · · · · · · · · ·					
	Gateway	PBX	Connect	Deployment	Advanced	Overview
BX Connec	ted					
Connection succe	essful					
lumber of users:	0					
lumber of phanto	oms: U					
BX Sync Schedul	e (in minutes)					
20					Sync Now 📌	
					Cancel	Nex

• Click Next.

5.6 CONFIGURING CLOUDLINK GATEWAY IN MIVOICE 5000

Go to MiVoice 5000 iPBX Web Admin.

In Menu CloudLink>Connection, enter the CloudLink Gateway IP address.

A check is made on the time entered. If it is not a CloudLink Gateway, an error message is returned.

Mitel Tel	lephony service	admin MiVoice 5000
Web Admin home Subarben Terminals and applications Additions Connection System Dailing plan Network and links Reception Voice mail and tones Fast links	Cloudil and connection and resynchronization Teaching reasonal ansates Venerals and expression-leads another to convenient (198.51) Connection Resynchronization and resynchronization Cloudin's Account () Cloudin's Account () Cloudin's Account () Cloudin's Account () Delate connection retring Delay resynchronization the main Teaching at Teaching	svilgendit tridrament
	16, *48,66.2°	

• Click Synchronise Now to finish the configuration.

5.7 TROUBLESHOOTING

If there are problems with the CloudLink Gateway, refer to the document <u>CloudLink Gateway</u> <u>User Guide - Troubleshooting Errors</u>

6 COMPLEMENTARY CONFIGURATIONS

6.1 VIEWING CLOUDLINK USERS IN MIVOICE 5000

Menu Telephony service>Subscribers>Terminals Applications>Applications>CloudLink>Users. and

Directory	Name	Email	Role
2000	USER 2000	2000.cltestapi@mitel-test.com	Softphone
2001	USER 2001	2001.cltestapi@mitel-test.com	All
2002	USER 2002	2002.cltestapi@mitel-test.com	All
2003	USER 2003	2003.cltestapi@mitel-test.com	All
2004	USER 2004	2004.cltestapi@mitel-test.com	All
2005	USER 2005	2005.cltestapi@mitel-test.com	All
2006	USER 2006	2006.cltestapi@mitel-test.com	All
2007	USER 2007	2007.cltestapi@mitel-test.com	All
2008	USER 2008	2008.cltestapi@mitel-test.com	All
2009	USER 2009	2009.cltestapi@mitel-test.com	All
2100	USER 2100	2100.cltest@mitel-test.com	All
2101	USER 2101	2101.cltest@mitel-test.com	All
2102	USER 2102	2102.cltest@mitel-test.com	All
2103	USER 2103	2103.cltest@mitel-test.com	All
2104	USER 2104	2104.cltest@mitel-test.com	All
2105	USER 2105	2105.cltest@mitel-test.com	All
2106	USER 2106	2106.cltest@mitel-test.com	All
2107	USER 2107	2107.cltest@mitel-test.com	All
2108	USER 2108	2108.cltest@mitel-test.com	All
2109	USER 2109	2109.cltest@mitel-test.com	All
2110	USER 2110	2110.cltest@mitel-test.com	All
2111	LICED 2111	2111 altest@mitel_test.com	All

This menu allows you to view all users and their characteristics:

- Directory number
- Name
- E-mail address
- Role.

6.2 VIEWING USERS AND ASSIGNING CLOUDLINK ROLES FROM MIVOICE 5000 MANAGER

Menu Subscriber management

and Miles!	& Gestion des abone			
D Milel	Recherche			
	Criticiae de rechargine			
D DESAMAN H7414	COMPANY MINTER			
	napon			
D Plan de numérotation	regori (*			
Caractéristiques Tec	HLCOM			
	multildege w			
3 Gestion de Faurasire	ConsturauM			
D. Cestion des aborrais	100			
Recherche	12aps			
tréation unitaire	The second			
Creation de masse	(V)			
and a second sec	Nerr abonné			
Som des tratement.				
Web Okent	Numéro abonné			
🕼 Restion des Profilis	Concernance of the local division of the loc			
Decision 1	Hérinchie sich.			
O COMPANY	# X			
🚰 Gestion des termina	Heirsrchie admin.			
	a x			
r Applications Hitel	GIC			
	(v)			
	Prefil			
	(8)			
1	Role MCollab			
1.66	1			
	Role CloudLink			
	1			
	Advanced			
	Fanadar			

Lists available in MiVoice 5000 Manager:

- Content of the roles for an iPBX
- List of subscribers assigned to a role
- List of roles and their contents.

6.3 DELETING THE CONNECTION TO CLOUDLINK IN MIVOICE 5000

Menu Telephony service>Subscribers>Terminals and Applications>Applications>CloudLink> Connections.

The Delete connection settings link allows you to delete the connection to CloudLink provided there are no more subscribers using the CloudLink role.

Mitel Tel	ephony service			admin MiVoce 5000
Web Admin home Subscriben Applications CloudLink Convection System Dailing plan Nencork and links Reception Voice mail and tones Fest links	Could alk connection and regretionsation Terms manufactures from an elegitation of generative status and one Connection Count of the status and the status and the status and the Count of the status and the status and the status and the Count of the status and the status	-Vol are wor rk Account ID rk Gatenay address conection settings ignohearization 3th m	line on the Hawlink downdrament enviro	nett cont

The Delete connection settings link is displayed:

- If no resynchronisation is in progress,
- If there are no longer any users synchronised between the iPBX and the CloudLink Platform or the CloudLink Gateway i.e. there are no longer any roles assigned to the subscriptions => Delete subscriptions on CloudLink Platform CloudLink Gateway.
- If there is a problem with authentication to CloudLink Platform (Client ID and or iPBX Secret Client, this link provides a way out of this situation).

Clicking this link takes you back to the procedure for logging in as an Admin, from MiVoice 5000 to CloudLink Platform. Refer to Section 4.1 Connecting MiVoice 5000 to CloudLink Platform.

6.4 UPDATING CLOUDLINK GATEWAY RELEASES FROM CLOUDLINK PORTAL

If new CloudLink Gateway versions are available, they are indicated in CloudLink Portal in the **Integration** area.

		System Version 🕕 👌 Update All Software
Integrations	+ Add new	Cloud Software
		Version 1.3.0.01-1859 Version 1.3.0.01-1876 now available
Chat		VOIP Software Version 1.3.0.00-366
Cloudlink Gateway 0	10 III	Tunnel Software Version 2022 214dev-123
System Update available	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	CloudLink Gateway Version 275

Refer to the following link <u>CloudLink Gateway User Guide (mitel.com)</u> in the section **Gateway Appliance Software Update**.

Update may be automatic, immediate or deferred.

6.5 CONFIGURING CLOUDLINK SIP TRUNK IN MIVOICE 5000

This feature will give access to services such as IVR, etc. in CloudLink when they become available. Refer to MiV5000 Release Notes, Product Guide or Product Bulletin for availability.

In Menu Telephony service>Network and links>Network>Trunks>Names:

- Add a new trunk name for CloudLink.
- · Click the corresponding link on the left side of the newly created name.
- Select Trunks>Characteristics which redirects directly to the configuration of the trunk signalling characteristics.

Reception

Voice mail and tones Fast links

Characteristics of trunk	group CL inks>Network>Trunk groups>Characteristics (4.2.1.2)				
		Signaling cl	naracteristics:		
		Physical typ)e	VOICE IP V	
		Nature Signalling b	une.		
		Subtype	ype	CLOUDLINK V	
				STANDARD	
			Char	ROOM STATUS	
				INTERNET LINK	
				VOICE MAIL	
				INATTEND	
				MICC	
				CLOUDLINK	
Select (CLOUDLINK.				
• Click th	e Characteristics bi	utton.			
Web Admin home	CL VOICE IP BOTHWAY (basic	mode)			
Subscribers	Telephony service>Network and links>Net	twork>Trunk groups>Characteristics (4.2.1.2)		
System	Signalling type	SIP			
Dialing plan	Link state	NOT CONFIGURED			
Network and links Network Trunk groups	Protocol	ТСР			
Characteristics Characteristics of trunk group	Proxy n° 1				

NO

SIP CLIENT

~

~

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- Enter the IP address of CloudLink Gateway (Proxy No. 1).
- Enter the corresponding port which must be different from 5070.

• In the Authentication line, select SIP CLIENT.

Audit out of speech (OPTIONS)

Proxy nº 2

Domain / realm Local proxy

Proxy checking

Authentication

Client account - login - password

The proxy check must be set on the IP address of CloudLink Gateway:

• On the Proxy Check line, select IP ADDRESS.

For authentication, the login must be officelinkmv5000 relative to the SIP CLIENT type. The user can choose any password.

• Then start a resynchronisation from the Connection tab of Menu Subscribers>Terminals and Applications>Applications>CloudLink>Connection.

6.6 CONFIGURING CLOUDLINK DAEMON

CloudLink Daemon allows any CloudLink administrator to access the MiVoice 5000 Web Admins associated to their CloudLink account remotely. CloudLink Daemon is also compatible with other Mitel products, such as the OMM (Open Mobility Manager), MiContact Center, MiCollab, etc.

To configure CloudLink Daemon:

Menu Telephony service>System>Configuration>Services

• Check that the Service CLD parameter Is on START.

🕅 Mitel 🛛	Telephony service			٩
Web Admin home Subscribers System Configuration Services Daling plan Network and links Reception Vocie mail and tones Fast links	Service management Teleptory service-System Configuration Services (2.3.3)	Multi-company management Service UDAP Service WEB Service SMMP Service ACENT SMMP Service ACENT SMMP Service ACENT SMMP Service ACENT Service TFP Service SPH Service SSH Service SERMINULS Service MEMINULS	START v START v	参 G. ぐ ふ 楽 凸 다 目 너 넘 면 앱
		Service TEL VPN	STOP V	
		Service PROXY LDAP	START ¥	
		Service CLD	START V	
		NTP service	SIARI	

By default, the CLD Service is automatically started if the MiVoice 5000 is connected to CloudLink.

Menu Telephony service > Subscribers > Terminals and applications > Applications > CloudLink > Connection

• Click on the "CloudLink Daemon" access link.

🔀 Mitel Teleş	phony service	٩
Web Admin home Subscribers Terminals and applications Applications CloudLink Connection System Dialing plan Network and links Reception Voice mail and tones Fast links	CloudLink connection and resynchronization Terrardized and applications-CloudLink-Corrector (1993) Connection Insynchronization remains and applications-CloudLink Account ID CloudLink Account ID	s S S S S S S S S S S S S S S S S S S S

The Web Admin opens a new tab with the technical information of the CloudLink Daemon.

• In the Tunnels section, check that the tunnels **Web Admin** and **REST Interface** have the status **started**.

Administrators can now login to the Web Admin remotely after logging into the CloudLink portal, in the menu **System Inventory > Platforms**.

For more information, refer to the document CloudLink Daemon Solution Guide.

6.7 CONFIGURING UNIFY PHONE

Using Unify Phone requires a CloudLink gateway.

For this, the installer must:

- Deploy CloudLink with the MiVoice 5000,
- Deploy a CloudLink Gateway,
- Configure Unify Phone on CloudLink.

For more information about the specific Unify Phone configuration on CloudLink, refer to the document SBC Service integrated into MiVoic e 5000, EX Controller and Mitel 5000 Compact – Implementation Manual.

7 FIRE WALL CONFIGURATION

Refer to the document: CloudLink Gateway (HTML) (mitel.com)



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