

MiCollb 7.0 – Internal Product Brief

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MiCollab R7 Value Proposition Overview

MiCollab was designed to help businesses improve the way their employees collaborate with a complete suite of productivity tools for individuals and work groups, including voice, IM, presence, mobility, collaboration, and a range of video options. MiCollab Release 7 increases the functionality and utility available within the portfolio by adding key features, such as providing a uniform end-user experience across any mobile device, reducing channel and end-customer costs across the solution lifecycle, and the ability to scale to meet the needs of larger enterprises.

Key elements of this release include:

- Introduction of MiCollab into the heritage Aastra channels on the MiVoice MX-ONE and MiVoice 5000 as our UC alternative to BluStar and TWP in France. As well, this release supports MiCollab Audio/Web/Video Conferencing for the MiVoice Office 400.
- Adopting a “mobile first” strategy that provides full UCC capability and common user experience on a Converged Mobile Client available for iOS, Android, BB10, and Windows Phone: one of the broadest portfolios in the industry.
- Integrating the Vidyo HD videoconferencing solution into the MiCollab client and administration functions, providing an end-to-end video solution from mobile clients to meeting rooms.
- Implementing an updated, competitive, and simplified licensing model that improves TCO for both end users and channel partners, and increases scalability for both MiVoice Business virtual and MiCollab to 5000 users on a single instance.

The key messages generated from this solution release are:

- Mitel is executing on its stated strategic goal to provide a single suite of applications and devices across all of its Mitel and former Aastra call control platforms for both premises and the cloud.
- Mitel continues to be the flexible choice for UC with integrations into business applications such as Vidyo, and Mobility with a common user experience and rich functionality across the broadest range of mobile devices in the industry.
- Mitel is providing improved TCO for both end users and channel partners with improvements to deployment, provisioning and integration that save time and reduce calls to technical support.
- Mitel is delivering more value through licensing simplification and increased license content that offers more capabilities at a lower price.
- Mitel is increasing its addressable UC market through improvements in scalability and the introduction of MiCollab into the heritage Aastra channel, extending advanced communications features, such as collaboration, to the installed base of heritage Aastra customers that were previously unavailable.

Gartner’s recent evaluation of Mitel’s UC story for the Magic Quadrant for Unified Communications resulted in Mitel being placed in the Leader’s Quadrant for the first time for both Mid-market and Medium to Large Enterprise UC. Release 7.0 builds on the industry-recognized strengths of Mitel’s MiCollab UC solution by offering our customers important new features in a more compelling package, while concurrently improving the competitive position of the product for Mitel and its partners.

In addition, MiCollab Release 7.0 meets and exceeds Gartner’s guidance for Critical Capabilities for Unified Communications Infrastructure:

- A full UCC environment with strong requirements for telephony – MiVoice provides a cost-effective and highly reliable enterprise voice solution.
- A full UCC environment with strong requirements for collaboration – MiCollab provides a complete suite of productivity tools for enterprise work groups, including voice, IM, presence, collaboration, and a range of video options.
- An anchor vendor with the ability to integrate with complementary or competing vendors – MiCollab provides standard pre-integrations to leading business applications including Salesforce.com, Google Gmail/calendar, Microsoft Lync (now Skype for Business), Office 365 and Vidyo.
- A hybrid implementation to take advantage of on-premises and cloud capabilities, integrated as a common use case – MiCollab is available as a premises-based hardware solution, as software that can be installed on standardized hardware/virtual machine, in public, private or hybrid cloud deployments, or in any combination that suits the enterprise's business needs.

The personas of the key target demographics of the Mitel's Conferencing & Collaboration solutions include:

Persona Name & Title	Business Priorities	Relevant Conferencing & Collaboration Key Takeaways
Executive C-Level: CEO, CFO, CTO Business Unit Head GM VP Commercial VP Customer Service President (SMB)	<ul style="list-style-type: none"> • Improve employee collaboration and efficiency • Reduce travel expenses • Create and support mobile / distributed workforce • Find ways to increase the speed of decisions • Avoid loss of customers/revenue due to uneven customer experience • Improve customer satisfaction • Deliver smooth and consistent customer interaction 	<ul style="list-style-type: none"> • Improve employee efficiency • MiCollab reduces the human latency inherent in business communications by ensuring employees can easily interact in the media and on the device of their choice. • Reduce travel expenses • MiCollab provides desktop and Vidyo room-based video conferencing capabilities that allow employees to hold effective meetings and collaborate without having to travel. • Support mobile / distributed workforce • In addition to supporting teleworkers on PC-based clients, MiCollab provides full UCC capability and common user experience on a common converged mobile client for iOS, Android, BB10, and Windows Phone. • Find ways to increase the speed of decisions: • MiCollab's real-time employee presence

		<p>and availability speeds up business processes by allowing coworkers to interact in the most effective media of their choice and avoid “phone tag” or delays that result from non-real time communications such as email. Presence technology empowers workers to quickly locate experts who can resolve customer inquiries and increase the likelihood of first call resolution. This reduces operating expenses by reducing transfers and call backs while increasing customer satisfaction by speeding up the resolution process.</p>
<p>Technical / IT CTO / CIO IT Director/Manager Network or Sys. Admin. Facility Manager (SMB)</p>	<ul style="list-style-type: none"> Communicating the business value (ROI/TCO) of technology investments BYOD: Maintain the security and support of mobile devices while enabling the mobile workforce Scalability – ability to be flexible and scale up and down with the business without having to buy all new infrastructure 	<p>Communicating Improved TCO</p> <ul style="list-style-type: none"> MiCollab's UCC V4.0 simplified licensing structure includes more features / functionality at a lower price point. Simplified ongoing moves, adds, and changes, removes risk of error and saves IT/administrator time. Scalability improvements result in the need for fewer servers, which lowers the cost of acquisition, maintenance, power, and cooling and rack space. <p>BYOD</p> <ul style="list-style-type: none"> MiCollab 7.0 provides full UCC capability and common user experience on a converged mobile client for iOS, Android, BB10, and Windows Phone: one of the broadest portfolios in the industry. <p>Scalability</p> <ul style="list-style-type: none"> MiCollab now supports 5000 users per instance, lowering the cost of acquisition, maintenance, power, cooling and rack space.
Finance Prime	<ul style="list-style-type: none"> Lose customers because of 	Lose customers because of lack of

CFO / VP Procurement Controller/Procurement Operations Mgr. /Dir. Office Manager (SB)	<p>lack of responsiveness (first call/first resolution)</p> <ul style="list-style-type: none"> o New generation of tools for employee productivity and satisfaction • Loss of productivity and costs from travel to execute collaborative work <ul style="list-style-type: none"> o Scalability – up and down to flex with the business o Maintain or reduce expenses o Defer spend unless revenue is negatively affected o Improve efficiency and profit 	<p>responsiveness</p> <ul style="list-style-type: none"> • Real-time employee presence and availability speeds up business workflow / processes by allowing coworkers to interact in the most effective media of their choice and avoid “phone tag” or delays that result from non-real time communications such as email. • Presence technology also empowers workers to quickly locate knowledge experts within the business who can resolve customer inquiries and increase the likelihood of first call resolution. This reduces operating expenses by reducing transfers and call backs while increasing customer satisfaction by speeding up the resolution process. <p>Loss of productivity and costs from travel</p> <ul style="list-style-type: none"> • MiCollab provides desktop and Vidyo room-based video conferencing capabilities that allow employees to hold effective meetings and collaborate without having to travel. <p>Scalability</p> <ul style="list-style-type: none"> • MiCollab now supports 5000 users per instance out of the box, lowering the cost of acquisition, maintenance, power, cooling and rack space.
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Positioning and Messaging

Product Messaging

Mitel's MiCollab Release 7.0 provides a complete suite of UC productivity tools that provides medium- to large-sized enterprises with a single point of access for all their employees' business communications. It enables organizations to:

- Increase collaboration and productivity of employees by reducing communications latency, managing workflows, and eliminating device and media dependencies.
- Allow employees to communicate using any device, over any network and from any connected location with complete call control treatment.
- Reduce the total cost of ownership across the solution lifecycle.

Unlike other Unified Communications solutions, MiCollab is the flexible UC choice that supports one of the broadest portfolios of mobile devices in the industry and provides customers with an effortless and cost-effective migration from premises to the cloud. Mitel's common UC suite also uniquely extends from SMBs to large Enterprises, thereby delivering the most powerful tools to SMB and mid-market customers.

Features and Benefits

Heritage Platform Integration

- **Feature:** The complete Mitel MiCollab solution is now available on MiVoice 5000 and MiVoice MX-ONE call managers, including integrated, template-based application provisioning, starting from the users and devices as provisioned on the call manager of choice. It also provides heritage Aastra channels access to the license bundles, previously released for MiVoice Business, with the MiCollab UCC V4.0 license bundles.
- **Benefit:** The integration allows our channel partners to offer the MiCollab suite of productivity tools to much larger enterprise customers. The enhanced licensing options provide increased functionality at reduced cost, improving productivity and reducing TCO.

UCC Bundle enhancements

- **Feature:** licensing is further simplified, de-emphasizing MiVoice Business Standalone systems and reducing a-la-carte / volume options and associated complexities. UCC Business (Standard) packages are being eliminated/ phased out and revised UCC packages provide competitive-priced mobility into lower-tiered bundles.
- **Benefit:** Best UCC Bundle Value and competitive pricing against main UC competitors (Avaya, ShoreTel and Cisco) across our UCC bundles and options, reducing TCO for end-customers. Simplified licensing structure reduces complexity for quoting/configuring systems for channel partners.

Mobility

- **Feature:** MiCollab Client adopts a “mobile first” strategy that converges on a single offer across mobile platforms with a common user experience based on the best of breed components from AMC/BluStar and MiCollab (iOS, Android, Windows 8, and BlackBerry 10 smartphones). The new SIP softphone is based on BluStar technology for improved performance and video interoperability with third-party applications and BluStar endpoints.
- **Benefit:** End-users are accessible on the device of their choice, supporting BYOD initiatives and improving attach rates within an enterprise. Improved mobile client usability and simplified deployment increases adoption, improves collaboration and reduces costs.

Enterprise Scale

- **Feature:** MiCollab now supports 5000 UCC V4.0 users per instance out of the box.
- **Benefit:** Fewer servers (either virtual machines and associated resources or physical servers) lowers the costs for acquisition, maintenance, power, cooling, rack space costs, and more. It also reduces the complexity of the solution. Mitel channel partners will be able to sell to larger organizations and offer UCC licensing to a much larger community.

UCC Integration

- **Feature:** Support for v3 to v4 automated uplift and entitlement expansion and conversion from MiVoice Business, MiVoice MX-ONE and MiVoice 5000 user license to UCC Basic (and then the ongoing uplifts are available). Ability to migrate licenses from a-la-carte to an applicable bundle (see the Migrations section of this product brief). Integration with third-party applications such as Google Calendar, Salesforce.com and Vidy.
- **Benefit:** The Mitel MiCollab offer is simple for channel partners and end-customers to buy and manage. It provides greater value (i.e., more features) at the same price. It also offers Mitel channel partners a way to maintain ARPU in the face of price erosion.

End-to-End Video solution

- **Feature:** Integration of the Vidy premium UHD video offering with the MiCollab desktop client provides enterprises with a range of video solutions to meet most end-user scenario, from point-to-point video on SIP devices, to UHD videoconferencing between large groups in multiple locations. Both Mitel and Vidy can provide 100% software-based architecture for virtualized infrastructure ready for public, private, hybrid clouds.
- **Benefit:** Simplified Vidy provisioning, maintenance and ongoing management reduces the time required for administrators. Increased simplicity for end users facilitates greater collaboration and productivity without the need to travel for in-person meetings. Available cloud deployment reduces costs and administrative overhead.

Improved TCO

- **Feature:** Role-based templates aligned with the 3 tiers of UCC V4.0 bundles that simplify selling and deploy a comprehensive UCC offering for channel partners, with a single point of user provisioning. Reduced time required to install and configure a solution, whether it is a single MiVoice instance or a MiCollab suite of applications deployed on MiVoice Business, MiVoice MX-ONE or MiVoice 5000.
- **Benefit:** Reduced time required to install and configure a solution results in up to 20% reduced time for provisioning, whether it is a single MiVoice instance or a solution comprising our MiCollab suite of applications deployed on MiVoice Business, MiVoice MX-ONE or MiVoice 5000 reduces costs for channel partners. Simplified ongoing moves, adds, and changes, removes risk of error and saves administrators' time for customers.

Message Board

Overarching Statement	<p>Message</p> <p>MiCollab is the flexible, affordable unified communications and collaboration solution that can be implemented on any network or mobile device to enable faster, more effective business communications.</p>
Key Differentiation Message 1	<p>Message</p> <p>Faster, more effective business communications</p> <p>Proof Points</p> <ul style="list-style-type: none"> • MiCollab is the single tool for business communications including presence, Instant Messaging, Softphone, Click-to-call, Collaboration, Call History and

	<p>Visual voice mail</p> <ul style="list-style-type: none"> • MiCollab provides mobile workers with an in-office experience wherever they are around the world, allowing them to stay in touch with colleagues, partners, and customers • Real-time collaboration with point to point and conference room video as well as document and presentation sharing ensure easy, ongoing exchange of ideas and information.
Key Differentiation Message 2	<p>Message The Flexible Choice for UC Proof Points</p> <ul style="list-style-type: none"> • MiCollab delivers a deployment model to fit customers' individual requirements whether cloud, premises or hybrid. • MiCollab's converged mobile client lets businesses manage BYOD with full UC capability on iOS, Android, Windows Phone 8 and BB10 • Licensing model easily scales to the business and supports diverse user needs from basic softphone to full-featured UC users.
Key Differentiation Message 3	<p>Message The Affordable Choice for UC Proof Points</p> <ul style="list-style-type: none"> • MiCollab grows with your business, supporting up to 5,000 users per instance, reducing the need to deploy additional hardware and software, lowering the cost of acquisition, maintenance, power, cooling and rack space • Ease of deployment reduces ongoing moves, adds, and changes, removes risk of error and saves on IT support costs and administrators' time • Licensing model provides more features and value than competitive UC solutions at lower cost

MiCollab R7.0 New Feature Enhancement Summary

UCC Licensing

Building on the success of the UCC bundles first introduced in May 2012, MiCollab R7.0 will provide new UCC bundle enhancements and benefits for both the End-user and IT decision maker. UCC 4.0 bundles makes it easier to support wide-spread adoption of UCC capabilities to all roles within the company, provides a much richer set of remote working and mobility features in a much simpler to understand configuration all at a reduced price from the previous releases of UCC Licenses.

With UCC V4.0, the UCC Basic user is fully supported and can be upgraded to a UCC entry user regardless of the MiVoice business release the customer initially installed once they have upgraded to the baseline release. Following the general availability of MiCollab R7.0 and UCC V4.0 two additional uplift part numbers will be introduced to provide the ability for an IPT user to be uplifted directly from a basic user to a UCC V4.0 Standard user or a UCC V4.0 Premium user.

Aligned with the UCC offering for MiVoice Business, UCC V4.0 supports the uplift IPT phone users to UCC Basic for further upgrade to UCC Entry, Standard and Premium users on MiVoice MX-ONE and MiVoice 5000 platforms.

UCC Bundles

Feature	Entry	Standard	Premium
Voicemail / UM	✓	✓	✓
Mobile Phone Integration- Multiple devices	Up to 8 Devices	Up to 8 Devices	Up to 8 Devices
Instant Messaging	✓	✓	✓
Presence - IM / Voice	✓	✓	✓
PC Desktop / Web Client	✓	✓	✓
Enhanced Client capabilities: Dynamic Status, Call Handoff, ad hoc collab, Calendar integration	-	✓	✓
Mobile Client (plus enhanced client capabilities, for desktop and mobile)	○ 50% off, with Entry	✓	✓
Conf / Collab User*	✓ Participant	✓ Participant, Schedule, Moderate	✓ Participant, Schedule, Moderate
Teleworker – Remote Access	○	2 TW Lics	3TW Lics
Voice / Video Softphone	○	✓ (PC or Mobile)	✓ (3 remote devices)
Vidyo License Discount**	-	-	✓
Google / SFDC plug-in	-	Google plug-in	Google & SFDC plug-ins

UCC V4.0 Bundle entitlement Improvements

Mitel continues to increase the value of UCC bundles over time. With UCC bundles (V4.0) available with MiCollab 7.0 a number of new entitlements are available. These new entitlements are available for new deployments as well as for existing UCC v3.0 deployments that have SWAS.

New UCC V4.0 Bundle Entitlements

- UCC Standard includes Mobile UC client
- UCC Standard Softphone license can now be used on either Mobile or PC
- Mobile device integration same across all bundles (i.e. MiVoice Business up to 8 devices)
- Additional Teleworker license for Premium Bundle (now includes 3 teleworker license)
- Google Integration included with Standard / Premium
- SFDC integration for Premium*
- Provide Vidyo Premise / Subscription discount: 25% off for every 10 Premium users – *To be introduced post R7.0 general availability.*

Note: with the purchase of the reduced price MiCollab mobile client with the Entry Bundle, the full UC client capabilities are available, including Dynamics Status, Call Hand-off, ad Hoc Collab, as well as Calendar & Contact integration.

MiCollab Enhancements

Continuing the MiCollab focus on reducing TCO, MiCollab R7.0 delivers a number of improvements for management simplification and scalability of the MiCollab solution aligned with the UCC Licensing model.

Role based, default, templates aligned with the 4 tiers of UCC V4.0 bundles provides an end-to-end simplified process for Mitel Channel partners to sell and deploy a comprehensive UCC offering.

In addition, the entire Mitel UCC user provisioning can be driven from an IT decision maker's Active Directory. It also provides end-users with the ability to access their UCC capabilities using their Active Directory credentials. UCC deployments can now be supported across industry standard servers and Virtual environments (VMware and Hyper-v) to 5000 UCC users. Consult the MiCollab engineering guidelines for the specific server and virtual machine resource requirements.

Integrated UCC user provisioning for MiVoice MX-ONE and MiVoice 5000 is supported starting from the provisioning of the user and phones on the callmanager platform along with a role which then drives the user provisioning with the intended role based template on the MiCollab server.

Vidyo Integration

MiCollab R7.0 extends the out of the box integration of the Mitel UCC capabilities into Mitel's premium enterprise video offering in partnership with Vidyo.

Main features are:

- MiCollab provisioning of the Vidyo user and virtual meeting room on the Vidyo infrastructure
- Synchronization of the Vidyo and MiCollab user passwords
- Integrated installation of the Vidyo desktop client with the MiCollab desktop client
- Integrated contact invitation to the user's virtual Vidyo meeting room and integrated launch from the MiCollab desktop client

Mitel UCC Next generation mobile client with personal Video Enhancements

Mitel is pleased to be releasing a next generation of mobile clients with the broadest mobile device support in the industry (Android, iOS, Windows Mobile and BB). As part of the next generation mobile clients Mitel is also releasing a new and improved SIP softphone extending the personal video capabilities within the UCC capabilities delivered previously to include improved / optimized mobile video performance on iOS, and Android mobile devices.

MiCollab conferences continue to include MiVoice Conference and MiCollab desktop and Mobile endpoint participants. Please review the detailed feature section for recommended use cases.

The previous version of the MiCollab mobile clients continues to be supported on Android and iOS devices for a period of time following the general availability of MiCollab 7.0. These clients support the current shipping versions of Android and iOS releases (consult the MiCollab Client engineering guidelines for details). These clients will remain in place for support of MiCollab on iOS and Android based tablets. There will not be support of these clients for future major Android and iOS releases as it is expected that installed base customers will migrate to the next generation mobile clients for future device operating system compatibility. Support details will be announced prior to legacy client discontinuance.

MiCollab Desktop and AWW Client Enhancements

In addition to the next generation mobile clients, MiCollab R7.0 delivers a number of enhanced end-user experience capabilities within the MiCollab desktop client and the MiCollab audio/web/video desktop client.

The new/ modified features are as follows:

- Click-to-call hi-lighted number within desktop applications (Microsoft and supported 3rd party apps – must allow copy to the windows clipboard)
- Basic free client improvements (access to DND, call forwarding and auto answer for desk phone)
- Support for simplified / improved access to large directory deployments (up to 20,000 contacts across 8 peered instances)
- Next generation Mobile softphone support for SRTP for encrypted media
- Micollab client for MAC os x – to be available in via the Apple store following MiCollab 7.0 general availability
- MiCollab audio/web/video desktop client support for hands-free audio via PC microphone / speaker
- Enhanced SIP platform integration for MiVoice MX-ONE and MiVoice 5000 (md5 port authentication with MiCollab 7.0 general availability). G.722 support for heritage Aastra IP endpoints to follow in the next dot release

Unified Messaging Enhancements

Aside from other theme areas in this section, NuPoint UM R8.0, as part of MiCollab, delivers a number of enhanced user experience capabilities.

Highlights include:

- UCC Solution for MiVoice MX One & MiVoice 5000
- Additional languages (Swedish, Norwegian, and Finnish)
- Receive faxes in PDF format
- 24 hour clock support
- Dial By Name (DBN) Enhancement
- End-user voice mailbox capacity limit notification (via Email)
- Calling party CLI to Name display on UM Email

Mitel Border Gateway Enhancements

Mitel Border Gateway R9.1 is available as part of MiCollab R7.0 and standalone to support the diverse deployment architecture security requirements of organizations.

Key features in this release are:

- Support for the next generation mobile clients and associated softphone on MiVoice Business, MiVoice MX-ONE and MiVoice 5000

- Support for the proxying of SIP trunks for the MiVoice MX-ONE. Updated support for IT Environments and 3rd party Integration MiCollab 7 provides support for the latest (at time of writing) release support for Microsoft OS, Microsoft Lync (now Skype for Business), Exchange, Hyper-V, supported Browsers, Citrix, vmWare, etc.
Consult the MiCollab engineering guidelines for the specific release levels. Consult the individual application engineering guidelines for supported releases when deployed outside of MiCollab as standalone applications.

MiVoice for Skype for Business

The Mitel UC Integration for Microsoft Lync (now Skype for Business) provides a seamless and comprehensive integration of Mitel enterprise voice capabilities with Microsoft Skype for Business deployments. The Mitel MiVoice Skype for Business builds on Mitel's long history of voice and presence integration with Microsoft desktop applications extending the capabilities of Microsoft Skype for Business with the richness and quality the Mitel voice solution brings to the enterprise.

The integration for Microsoft Skype for Business is designed to support customers that have decided to deploy Skype for Business clients as a general contact management and IM clients for the enterprise and require a cost effective enterprise voice solution. The Mitel MiVoice integration to Microsoft Skype for Business provides access to a number of Mitel voice capabilities including: desk-phone control (3rd party call control), mobile phone or SIP device control, softphone, mid-call features, phone presence, as well as mobility features to address the ever increasing use of mobile platforms and smart mobile devices.

New MiCollab R7.0 enhancements for MiVoice for Skype for Business are as follows:

- Support MX One / A5000 Platforms
- Citrix (Trombining) support for deskphone mode.
- Skype for Business Support

Competitive Comparison

Mitel UCC	Cisco	Avaya Aura	Avaya IP Office	ShoreTel
Entry	UCL Enhanced <ul style="list-style-type: none"> Mitel includes VM/UM Mitel provides mobile client/softphone option and support for multiple devices 	No entry-level offer Equivalent: Enhanced IPT + basic VM option <ul style="list-style-type: none"> Mitel includes full VM/UM, and PC client No phone model restriction with Mitel 	Office Worker + IP Endpoint license <ul style="list-style-type: none"> Mitel offers lower cost option for mobile client Mitel provides richer PC/Web client Added license cost for each additional IP endpoint with Avaya 	Personal Access <ul style="list-style-type: none"> Mitel supports multiple devices at entry level Mitel provides optional mobile client at low price point equivalent to ShoreTel Professional client
Standard	CUWL Standard <ul style="list-style-type: none"> Mitel includes Audio & Web Collab Mitel includes advanced UM Mitel offers lower price point (50-pack pricing) 	Core Suite <ul style="list-style-type: none"> Mitel includes Audio & Web Collab and advanced UM 	Power User + IP & TW license <ul style="list-style-type: none"> Mitel offers Conf/Collab and additional Teleworker license 	Professional Access <ul style="list-style-type: none"> Mitel includes Audio & Web Collab Mitel provides Teleworker for remote and mobile devices Mitel includes/embeds Teleworker platform
Premium	CUWL Professional <ul style="list-style-type: none"> Mitel offers a lower price point 	Power Suite <ul style="list-style-type: none"> Similar package with similar price 	Power User + IP & TW license <ul style="list-style-type: none"> Same as above 	Professional + Mobile Access <ul style="list-style-type: none"> Mitel offers fully-featured collaboration Mitel offers three Teleworker licenses

MiCollab R7.0 New feature Details

MiCollab supports any combination of the following applications (the majority of which are delivered through UCC Licensing with a small subset available as a la carte license add ons). UCC V4.0 licenses can be deployed in combination with a la carte user licenses on the same MiCollab R7.0 base system. For customers requiring only a single Micollab applications, a la carte licenses can ber deployed without UCC V4.0 licenses.

Customers have the flexibility to choose to deploy only those applications that meet their business needs:

- NuPoint Unified Messaging
- MiCollab Client
- MiVoice Border Gateway
- MiCollab Audio, Web and Video Conferencing

UCC LICENSING

UCC V4.0 licensing is supported for MiCollab R7.0 when deployed with a MiVoice MX-ONE and MiVoice 5000 call managers. To provide a consistent ordering process for all call manager platforms, UCC V4 license quoting is supported within Mitel Plan (quoting tool). New UCC V4.0 parts for the MiVoice MX-ONE and MiVoice 5000 platforms

including the correct platform user licenses and multi-device support have been created and are available for ordering through SAP, JD Edwards or Minos order management systems.

Until the completion of the migration of channel partners to SAP, the UCC V4.0 part numbers for MiVoice MX-ONE and MiVoice 5000 have been duplicated and channel partners will have to indicate in Mitel plan which region they are ordering UCC V4.0 in order for Mitel plan to quote the correct set of part numbers. UCC V4.0 licensing for MiVoice MX-ONE and MiVoice 5000 require 1 year of mandatory software assurance to be ordered to be consistent with the software assurance policy for those call manager platforms. Mitel Plan will automatically quote the required software assurance parts.

The previously released MiCollab demo software part numbers are being updated with the general availability of MiCollab R7.0 to include 5 x UCC Entry users, 5 x UCC Standard users, and 25 x UCC Premium users in addition to the previously provided AWW ports and base software entitlement.

Please consult the MiCollab R 7.0 general availability announcement for the complete list of part numbers being introduced and modified.

UCC V3.0 part numbers will continue to be available for at least 12 months for installed base systems that have not been upgraded to MiCollab 7.0. UCC V3.0 volume packs and UCC V2 licenses will be discontinued coincident with the introduction of UCC V4.0 part numbers. In order to continue to simplify the licensing of MiCollab, a number of a la carte option part numbers will be discontinued.

Consult the MiCollab R7.0 general availability announcement for a complete list of discontinued part numbers.

Simplified Provisioning Of MiCollab UCC Users

MiCollab R7.0 delivers a number of improvements for management simplification and scalability of the MiCollab solution aligned with the UCC V4.0 Licensing model.

Role based, default, templates aligned with the 4 tiers of UCC V4.0 bundles provides an end-to-end simplified process for Mitel Channel partners to sell and deploy a comprehensive UCC offering. MiCollab provisioning is enhanced for deployment with MiVoice Business call manager platforms to provide the ability to provision UCC V4.0 users without having to log into multiple interfaces. MiCollab R7.0 administrators can provision the MiVoice Business phone along with the corresponding phone key template, as well as the resilient appearance of the phone on a secondary MiVoice business instance.

Support for provisioning of MiVoice Business parameters not directly provided in the MiCollab user forms are accomplished via a seamless flow through to the MiVoice Business Embedded System Management (ESM) interface in the correct context without the requirement to authenticate a second time with ESM. Conversely, administrators working within MiVoice Business's ESM can flow through to the MiCollab interface in correct context to add MiCollab services to users.

The entire Mitel UCC user provisioning can be driven from an IT decision maker's Active Directory. It also provides end-users with the ability to access their UCC capabilities using their Active Directory credentials. UCC deployments can now be supported across industry standard servers and Virtual environments (VMware and Hyper-v) to 5000 UCC users. Consult the MiCollab engineering guidelines for the specific server and virtual machine resource requirements.

Integrated UCC user provisioning for MiVoice MX-ONE and MiVoice 5000 is supported starting from the provisioning of the user and phones on the callmanager platform along with a role which then drives the user provisioning with the intended role based template on the MiCollab server.

MiCollab for Mobile

With MiCollab R7.0 Mitel introduces a complete new set of mobile clients with a completely new, intuitive and consistent user interface across all major mobile platforms. The new UC client user interface provides a better user experience designed for the mobile user as well as new client features such as:

- In and out group control for call groups (MiVoice Business only)
- Simplified deployment – endusers can configure their client with just one click
- A new powerful search function to look for contacts and messages
- Support of Windows Phone 8 (without Video support in this release)
- Support of Blackberry OS 10 (without Softphone in this release)



NUPOINT Unified Messaging™

Dial by Name Improvement

NuPoint Unified Messaging (UM) standalone and NuPoint Unified Messaging in MiCollab can now switch between dial by Last Name or dial by First Name without the need to re-enter the address book. Simply select whether you want callers to dial by first name or last name. This will change the prompt played to the caller as well as the name field used for searching.

Inputting of the letters Q and Z have been updated to be consistent with most telephony keypads. Users may press "7" for "Q" and "9" for "Z".

For languages with additional characters, the characters have been mapped to the telphony keypad as follows

Language	Character	Mapping to English Character	DTMF
Swedish	Å	A	2
	Ö	O	6
	Ä	A	2
Norwegian	Æ	E	3
	Ø	O	6
	Å	A	2
Finnish	Ä	A	2
	Å	A	2
	Ö	O	6

"Mailbox Getting Full" Email Warnings

When a user's voice mailbox is full, callers cannot leave a message for the mailbox owner. This results in frustration for the caller, and loss of information for the mailbox owner.

Mailbox owners currently receive verbal warnings through the TUI when their mailbox approaches capacity, but with the popularity of UM, many users no longer use the TUI to retrieve their messages.

With NuPoint Unified Messaging R8.0, MB owners will also receive email warnings when their voice mailbox approaches capacity. The warning will be sent to all email addresses that NuPoint has for the user, and will continue everyday until the usage is reduced. For Std UM users, the email will include a link to WebView so that the user can easily and quickly delete messages through the WebView GUI. Advanced UM users can delete emails associated with voice messages through their email client.

Show Name in email Header

When available from MiVoice Business, NuPoint Unified Messaging will show the name of callers in the email header instead of Calling Line ID (CLI). The calling number will continue to be sent in the body of the message for easy call back from mobile devices.

Fax in PDF

NuPoint Unified Messaging can now receive faxes in PDF format or TIFF. The selection is made at a system level with the default being the pre-existing TIFF format.

New Template in Call Director

A new template has been created in Call Director to provide a simple "out of the box" automated attendant. The template will greet an incoming call, ask for an extension number, and transfer the call.

Additional Languages

NuPoint Unified Messaging has been significantly enhanced to address the needs and expectations of end users in the following languages: English (NA, UK), French (Euro, Cdn), Spanish (LA), Dutch, German, Swedish, Norwegian and Finnish

- Three new languages have been added to NuPoint UM: Finnish, Swedish and Norwegian.
- Some prompts in other existing languages have been re-recorded.

- End user names will be saved as entered so that accents and characters beyond the 26 characters of the English alphabet will be saved with the special characters intact. For example, "Andre Björkner"
- All static text in email messages sent to end users will be consistent with the language associated with the end user's account.
- At the auto attendant level, callers may be asked to select from up to five (5) languages. Once selected, the caller will hear remaining prompts in the selected language. The maximum number of languages that can be installed on a NuPoint UM system has been increased to 25.
- We believe that Call Director is, for the most part, an administrator tool. As such, the Call Director tab of Webview has not been translated to any additional languages.

24 hour clock

NuPoint will use a 12 hour clock or 24 hour clock in communications to callers and mailbox owners, depending on the language choices made by the system administrator and the mailbox owner.

All versions of English, as well as Latin American Spanish will use 12 hour clock. All other languages will use 24 hour clock.

- There were inconsistencies in the clock format used in LA Spanish and Dutch. This has been addressed.
- Since Admin tools are in English, the Admin Web Console and Call Director will continue to use the 12 hour clock.
- Note that when NuPoint UM is integrated with an email service for Unified Messaging, the timestamp in the email message is controlled by the email service, not by NuPoint UM.

For Prompts and Audio

The system administrator selects a system default language. Depending on the language selected, NuPoint will speak the time of day using a 12 hour or 24 hour clock. All mailboxes on the system will default to this language however mailbox owners have the ability to change the language associated with their mailbox. If this is done, it impacts the prompts played to callers as well.

An example for a Company located in Sweden which has English speakers.

The system language is set to Swedish

- All prompts to callers and mailbox owners are delivered in Swedish.
- 24 hour clock is used when delivering messages to the mailbox owner.

If a mailbox owner sets his mailbox to NA English MiCollab end user portal the following will occur.

- Prompts at the auto attendant (before reaching the mailbox) will remain in Swedish.
- Prompts at the mailbox level (to callers and to mailbox owner when checking messages) will be in NA English.
- 12 hour clock will be used when delivering messages to this particular mailbox

The Company may prefer however that all prompts to outside callers remain in Swedish regardless of mailbox owner selections. This can be achieved by setting FCOS 51 (Do not switch languages for outside callers) to mailboxes. This FCOS affects only prompts delivered to outside callers. The mailbox owner will continue to hear prompts in English, and 12 hour clock will (still) be used.

For Webview

WebView for all users will default to the system language selected by the Administrator. Mailbox owners may choose a different language. Since WebView is seen only by the mailbox owner, this has no impact to others.

Technology Retirement

NuPoint Unified Messaging will cease support of the following:

- Windows XP
- Exchange 2000
- Exchange 2003
- Exchange 2007
- Outlook 2000
- Outlook 2003
- Outlook 2007
- NP Receptionist
- Ops Manager

MiCollab Feature and Capability Overview

MiCollab Client Overview

The MiCollab Client (UC client) provides a single access point for all your business communication and collaboration needs. It converges the call control capabilities of Mitel communications platforms with contact management, Dynamic Status (limitations apply to MiVoice MX-ONE and MiVoice 5000), and collaboration applications, to simplify and enhance real-time communications.

It provides user with unprecedented control over their communications and allows real-time access to everyone in the organization, on or off the premises, with user and phone presence information that makes every phone call or instant message (IM) count. Through it employees are able to locate, communicate, and collaborate with others quickly, simply, and in the moment.

MiCollab Client helps improve employee efficiency and productivity, reduce business costs, enhance customer responsiveness, and streamline business operations.

Desktop Softphone, Web Portal, and Mobile Client Support

- *Softphone*: provides mobile users with access to MiVoice Business, MiVoice MX-ONE, MiVoice 5000, and MiVoice Office 250 features from a PC or laptop. When connected to a MiVoice Business, MiVoice MX-ONE, MiVoice 5000 or MiVoice Office 250 platform, either directly over the corporate LAN or via a secure network connection (VPN), users can make and receive calls as if they were using a traditional desktop device connected to the corporate network.
- *Softphone (SIP-based)*: supports the use of a Session Initiation Protocol (SIP) based softphone from PCs, laptops, and mobile devices, such as Smartphones and tablets. Furthermore MiCollab desktop clients utilizing the MiCollab SIP-based softphone can also take advantage of video calling functionality as well.

- *Web Portal:* provides a web-based interface to a key subset of client features, perfect for users who are remote from the office.
- *Mobile Clients:* supported for BlackBerry®, Android™, Windows Mobile, and iPhone™. Mobile Clients now provide additional mid-call control features (hold, transfer & conference) on PBX anchored cell calls when deployed with the MiVoice Business, MiVoice MX-ONE and MiVoice 5000 call managers (Not supported on MiVoice Office 250). In addition, the Mobile Clients when deployed with MiVoice Business provide the users with the ability to control their presence / absence from provisioned MiVoice Business departmental hunt groups.

Features and Functionality

- *Simplified Call Management and Logging:* MiCollab Client for the desktop provides users with the advanced call management features of the MiVoice Business, MiVoice MX-ONE, MiVoice 5000 or MiVoice Office 250 communications platforms. The server logs incoming calls for the MiCollab Client, even when the MiCollab Client software is not actively running on the desktop. When the desktop client is re-started, the server updates the client with all the cached call log information since the last session. It also stores frequently dialed phone numbers and allows users to call these numbers from a drop-down menu.
- *Presence and Availability:* This feature informs you of a person's availability – whether they are on the phone, away from their desk, or available for secure instant chat or collaboration. You can also tag selected users so that you get a visual indication when they log into MiCollab Client.
- *Contact Grouping:* Corporate, Personal and Favorite contact groups are combined into a single view. A Corporate directory group is visible with the flexibility to create additional groups including the ability to import corporate contacts from active directory that are not equipped with a Mitel telephony solution. Personal contacts from Google® or Microsoft® Exchange® can also be integrated and imported into the MiCollab Client for desktop application.
- *Dynamic Presence:* This feature allows the server to automatically track and update presence information.
- *Teamwork Mode:* Allows MiCollab Client to work without being associated with a PBX device. A subset of features such as contact grouping, presence, dynamic status and chat are supported in Teamwork Mode.
- *Visual Voice Mail:* Enables the user to quickly view voice message through an intuitive interface within the client. Here users are able to view, listen to and delete Mitel NuPoint Unified Messaging™ (UM) voice mail messages.
- *Corporate Secure IM:* Facilitates secure instant messaging and file sharing. Initiate a single or multi-party chat at the click of a mouse and, at the same time, share documents by dragging and dropping files into the chat session.
- *Dynamic Status:* Provides users with an easy method of specifying IM, presence, and call routing options (call routing options not supported on MiVoice MX-ONE and MiVoice 5000) when showing a specific Dynamic Status. The status can be changed from within MiCollab Client or it can be automatically updated based on the user's Google® or Microsoft® Outlook® calendar information.
- *Dynamic Location:* Enables users of MiCollab Client on mobile devices to define the GPS locations to associate with each Dynamic Status and automatically changes Dynamic Status based on GPS location, network / Bluetooth connection or by manual selection.

- *Client-Only Software Delivery:* Delivers Windows desktop client and mobile clients' software without having to upgrade the MiCollab server version. Supported clients include: Desktop, Android, BlackBerry, iPhone, Windows Mobile and Web clients.
- *Dialed Digits Processing Flexibility:* Allows System Administrators to modify the dialed digit processing logic to suit their site specific needs. When a user dials a telephone number from the client, MiCollab Client can apply pre-defined digit modification rules (such as pre-pending the PBX outgoing prefix) before the number is dialed out.

Supported Integrations

- *Integration with Mitel Teleworker Solution:* Teleworker allows users to access their corporate voice network through the MiCollab Client softphone, from home or on the road, without the need for a virtual private network (VPN) connection.
- *Integration with Mutli-device Ring Groups on MiVoice Business, MiVoice MX-ONE and MiVoice 5000 and Dynamice Extension Express on MiVoice Office 250:* A MiCollab Client user who also has multi-device support can answer an incoming call directed to their desk phone or on a device of their choice – for example, on a cell phone, SIP softphone or home phone. When the call is answered, the MiCollab Client application changes the user's telephony presence to "off hook." This enables MiCollab Client to display the correct telephony status for a user, regardless of whether the call was answered on a user's desk phone, softphone, or mobile device.
- *Integration with MiCollab Audio, Web and Video Conferencing:* Integration with this comprehensive confereing and collaboration application enables users to place a video call with the click of a button, and start or schedule collaboration sessions.
- *Integration with Business Applications:* MiCollab integrates with popular communications and productivity tools such as Outlook and Microsoft Office. Users can dial from their Outlook contact list, integrate their Dynamic Status with their Outlook calendar, and click-to-dial using smart tags. MiCollab Client also integrates with IBM Lotus Notes, allowing users to dial from their contact list, launch web / video collaboration sessions, and integrate their Dynamic Status with their calendar.

MiCollab Audio Web & Video Conferencing

MiCollab Audio, Web and Video Conferencing provides users with the ability to schedule and create audio and/or web conferences in advance or "in-the-moment".

A web-based interface is used to schedule conferences, and to view conference calls. Conferencing configuration is performed from the MiCollab administrator portal accessed via the URL provided in the Micollab Welcome Email.

All interfaces are directly accessed through the secure HTTPS protocol. Authorization and authentication allows only valid users to access the services. Secure Sockets Layer (SSL) encryption for secured messages and server-side digital certificates are used to meet the highest security requirements.

MiCollab Audio, Web and Video Conferencing is integrated into the MiCollab End User portal and provides the following features:

- *Instant, Flexible Calling:* Initiate an instantaneous call or to create a conference call from a two-party call. A conference call can also be pre-scheduled.

- *Complete Conference Control and Management for the Conference Leader:* Add and drop other call participants as well as Mute selected or all participants, place selected participants on hold, or end the entire conference.
- *Cost-effective Conferencing:* Delivers the most cost-effective group calling, with ultimate flexibility to customize solutions to best meet individual needs.
- *Web-based Collaboration Tools:* Facilitate online meetings, training, and presentations with features designed for sharing your desktop or individual applications. Enhance conferences to increase participation and understanding by using interactive markup tools, user polling, and video-conferencing. Use the file transfer utility to immediately share the outcome of online collaborative sessions by transmitting updated files and presentations to conference participants.
- *Conference Archiving:* Create recordings of conference calls and collaborative sessions for future playback. Conference usage reporting provides conference leaders with information about the usage of their conferences including the list of participants and date and access time information. Reporting is also available to the system administrator for the purpose of conference capacity planning.

NuPoint Unified Messaging

As part of MiCollab, NuPoint Unified Messaging (UM) provides users with Unified Messaging access to voice, email and fax messages.

- *Basic UM:* provides voice and fax messaging functionality with access to messages using Telephone User Interface (TUI) or through Web View, the web browser interface. Voice messages can also be forwarded to virtually any email client including hosted email services using SMTP forwarding.
- *Standard UM:* provides voice mail and fax access from virtually any email client including those on hosted email services. Standard UM provides ultimate flexibility in delivering voice messages to email and includes key features such as the ability to turn the Message Waiting Indicator (MWI) off on the user's telephone when a voice message has been accessed from the email client.
- *Advanced UM:* provides full synchronization between a user's email server and the NuPoint UM system. Each voice message has a matching email. When one is deleted, the other is also automatically deleted. Advanced UM integration is available for Gmail, Exchange and Office 365.

NuPoint Unified Messaging is a powerful, voice processing application that provides users with access to voice, fax and email messages in a single location.

Users can also use NuPoint's Unified Messaging capabilities to listen to their voicemails through their email clients, with Message Waiting Indicator (MWI) on playback via a URL. In addition, they can play their emails through the Telephony User Interface (Supported on MiVoice Business only). Messages between these clients and the NuPoint TUI are synchronized for message playback. NuPoint Unified Messaging also offers desktop access of voice messages from an email client, MiCollab Client or web browser.

NuPoint Unified Messaging Features

Features of the NuPoint Unified Messaging within MiCollab include:

- *Multiple Language Support Per System:* Callers can choose from up to five languages. Once selected, remaining prompts will be played in the chosen language.
- *Unified Messaging:* Providing the ability to send, receive and forward voice and fax messages from the telephone, PC or mobile device.

- *Quick Dial Back:* Telephone users can use "dial back" to easily call the person who left a message. Unified Messaging emails contain Caller ID information so that recipients can easily return a call by clicking on the phone number.
- *Advanced Call Processing and Automated Attendant with Dial by Name Capability:* Call transfer to MiVoice 5000 will be supported with MiVoice 5000 Release 6.1 sp2.
- For MiVoice Business integrations, NuPoint Unified Messaging can provide Speech Auto Attendant (SAA), Speech Navigation and Text to Speech reading of email.

Please refer to the NuPoint Unified Messaging General Information Guide for a complete description of the available features.

Note that the NuPoint UM application on the MiCollab product does not support all the same features and functionality of the NuPoint UM standalone version. These differences are summarized Appendix A of the NuPoint General Information Guide.

MiVoice Border Gateway

The MiVoice Border Gateway is a multi-service software solution that provides the following functionality:

- Teleworker service
- Web proxy blade that provides a secure method for MiCollab end user web clients to connect with their LAN-based applications

Note: Standard ACD is not supported in MiCollab. MiCollab only supports provisioning for ACD hotdesk agents, but MiCollab Client does not support ACD hotdesk agents. MiCollab General Information Guide (Not supported on MiVoice MX-ONE and MiVoice 5000)

- Secure remote SIP access for IP phones on the MiVoice Business (Not supported on MiVoice MX-ONE and MiVoice 5000) and an outbound proxy for SIP trunking to external third-party SIP providers (not supported on MiVoice 5000)
- Secure Recording Connector service to facilitate the recording of Mitel-encrypted voice streams by third-party call recording equipment. (Not supported on MiVoice MX-ONE and MiVoice 5000)

Teleworker Service

To deploy Teleworker service you must:

- install MiCollab in Network Edge mode or
- install MiCollab in LAN mode and install a separate MiVoice Border Gateway server in the DMZ to support the teleworker services

A MiCollab server, by itself in LAN mode, does not support Teleworker service. The Teleworker service connects remote office phones and SIP softphones to the corporate voice network providing full access to voice mail, collaboration tools, and all the other features of the office phone system.

Teleworker service can be completely configured at the head office using most models of MiVoice IP phones (MiVoice Business only). On the telephone keypad, you enter the IP address of the MiVoice Border Gateway server that is installed at the head office. Using a two-click process, you can set a MiVoice IP phone to operate in teleworker mode. The phone can then be taken off-site and plugged into any broadband Internet connection. When the phone is powered up, it automatically establishes a connection with the MiVoice Border Gateway server and is registered as a

standard extension of the office phone system. The phone can also be returned to normal (non-teleworker) mode with the touch of a button.

When configured for teleworker use, the remote IP Phone has the following capabilities:

- Encryption to provide a secure voice path between the phone and the system across the Internet
- Adaptive jitter buffering and other software enhancements to improve voice quality over the Internet
- G.729 compression to reduce bandwidth requirements
- Operates in the same manner as any other phone connected to the network
- Operates over any broadband LAN connection that provides connectivity back to the corporate office where the MiCollab is visible from the Internet Mobility Solutions
- Directly accesses the corporate office phone system (for example, voice mail and collaboration tools)
- Support for the SIP protocol for the MiCollab desktop and Mobile SIP softphones
- MiVoice Border Gateway scales teleworker functionality for large enterprise.
- Teleworker functionality is supported on MiVoice Business, MiVoice MX-ONE, MiVoice 5000 and MiVoice Office 250 platforms.

Web Proxy Service

A MiVoice Border Gateway server with web proxy installed in the Demilitarized Zone (DMZ) protects the MiCollab server in the LAN from Internet exposure. In a DMZ configuration, the firewall is the gateway for all IP network traffic with the internet.

The Web Proxy blade provides a secure method for remote web browser users, such as web conferencing users, to connect with a MiCollab server located on the corporate LAN. It also provides internet based clients (for example, clients) with access to a MiCollab system located on the LAN. Remote web browser users and clients connect to MiCollab in the LAN through the Web Proxy blade that is installed on a separate MiVoice Border Gateway server in the DMZ.

The Web Proxy blade included with MiVoice Border Gateway acts as a reverse proxy, providing a secure method for Mitel end user web clients to connect with their LAN-based applications on the MiCollab system. In the current release, the Web Proxy supports desktop and conferencing clients. The Web Proxy also restricts access only to those URLs that belong to the end user web interfaces for the applications.

The Web Proxy is intended to provide secure Internet access from an Internet-accessible server to an Internet-protected server on the LAN. The Web Proxy software should not be installed in the following cases:

- When MiCollab is deployed in Network Edge mode with direct connection to both the Internet and the LAN. A single server deployment does not need a proxy.
- When MiCollab is deployed in LAN mode and Internet access is not required.

SIP Trunk Service

- SIP Trunk Proxy Service (Not supported on MiVoice 5000) The MBG application on the MiCollab server supports SIP trunk proxy service. You can use SIP trunks provided by an Internet Telephony Service Provider to connect your communications platform to the traditional PSTN network. Three components are required to successfully deploy SIP trunks:

- A Mitel communications platform with SIP-enabled trunk side
- An Internet telephony or SIP Trunking service provider
- MiCollab with MiVoice Border Gateway SIP Trunk proxy service to connect the service provider to the ICP on the LAN. The MiVoice Border Gateway SIP Trunk Proxy service on MiCollab also serves as a SIP-aware firewall and eliminates the need for 3rd party firewalls, simplifying configuration and deployment. (Not supported on MiVoice 5000)

A "SIP Trunk" in the context of the MiVoice Border Gateway blade is simply a pair of endpoints, defined by their IP addresses and signaling ports. One of the endpoints is usually your ICP, and the other is your SIP provider's firewall or SBC. A trunk can have any number of "channels," each of which corresponds to an active media stream. A channel license is required for each active channel, so you will need enough channel licenses to cover the maximum number of active calls.

As an analogy, an ISDN PRI link contains 23 B channels for audio and one D channel for signaling, and can carry a maximum of 23 simultaneous calls. This would be equivalent to a SIP trunk with 23 channel licenses. For SIP Trunking support, you require one SIP Trunking Channel license for each of the maximum number of simultaneous calls you estimate to make. No extra licenses are required for SIP device support.

Secure Recording Connector Service (Not supported on the MiVoice MX-ONE and MiVoice 5000) - The Secure Recording Connector (SRC) allows you to record Mitel-encrypted voice streams using third-party call recording equipment (CRE). SRC is positioned between the ICP and the sets to be recorded, where it accepts requests from an authorized CRE to establish taps in the voice stream. These taps are separate (mirrored) streams from the SRC service to the CRE.

MiVoice for Skype for Business:

MiVoice for Skype for Business supports seamless integration with Microsoft Skype for Business clients through the Mitel Skype for Business PlugIn. Mitel Skype for Business plug-in is an application that integrates with Microsoft Skype for Business Client and allows end- users to use Mitel telephony functionality through its feature-rich MiCollab Client infrastructure.

Key key features of MiVoice for Skype for Business include:

Voice Integration: Provides Click-to-call and presence integration from the Microsoft Skype for Business client. Users can call colleagues and external participant from their Skype for Business clients in a number of ways. Mitel's integration with Skype for Business also supports a PC softphone mode allows user to make & receive voice calls from their PC while away from their office. A number of in-call features including access to Mitel embedded audio conferencing are also available to Skype for Business users.

Mobility Features: The Mitel integration with Microsoft Skype for Business provide a number of mobility features to further enhance a mobile users experiences as they move between meetings, venues and locations through-out their day. Mitel's integration with Skype for Business allows users to move calls effortlessly between their choice of devices while on a call such as desktop and a mobile phone / tablet or between mobile devices.

Enterprise Voice Solution: The MiVoice for Skype for Business seamlessly embeds Mitel's comprehensive and enterprise quality voice capabilities to Skype for Business client users. Thus improving the overall voice communications experience while providing IT with one of the lowest TCO voice solutions available for their Skype for Business environments.

Seamless Integration: Designed for effortless integration of Mitel Voice, mobility and other communications features, the Mitel MiVoice for Skype for Business extends the Skype for Business desktop to many of Mitel voice Call control and mobility features. Voice feature extensions include, click-to-call, selection of Deskphone & PC phone modes, incoming call device selection, Do-No-Disturb, In call capabilities such as forward, transfer and embedded conferencing. In addition to Mitel desk phone control, the MiVoice for Skype for Business can also extend to any SIP phone devices.

Integrated or Co-Located with User and Services Provisioning

MiCollab Client is supported in either integrated or co-located mode, with integrated mode supported on the MiVoice MX-ONE and the MiVoice 5000 systems and both integrated and collocated are supported on MiVoice Business.

- *Integrated Mode:* In this mode, the MiCollab system keeps the User and Services database and client database synchronized so they function like a single database on the MiCollab server. This mode is supported for MiCollab with MiVoice Business, MiVoice MX-ONE and MiVoice 5000 systems.

It allows you to provision client services from the User and Services application and supports single point provisioning of the client services on the MiVoice Business platform(s). This is the recommended mode for sites that meet the integration requirements. On the MiVoice MX-ONE and MiVoice 5000 single point of user provisioning is initiated from the call manager platform. Consult the MiCollab I&M guide for details

MiCollab Feature Supported exclusively on Previous Mitel Call Managers (MiVoice Business / MiVoice Office 250)

The following features are NOT supported on MiVoice MX-ONE or MiVoice 5000 communications platforms.

NuPoint UM

Speech Auto Attendant

The NuPoint Unified Messaging Speech Auto Attendant (SAA) is a speech-enabled application that allows users to place calls to people quickly and efficiently by speaking their names. In addition to placing calls by name, users can say a department name or telephone number. A tutorial introduces users to the system features, and voice-based help is available to answer questions. The supported languages for Speech Auto Attendant within MiCollab are North-American (NA) English and United Kingdom (UK) English.

Note: Mitel's NuPoint UM application is also available as a separate standalone product that is distinct from the MiCollab. NuPoint UM Standalone provides SAA capability in English (NA, UK) and French (Canadian and European)

Text to Speech

Reading of email in Advanced UM is available in NA English only.

Resiliency (with MiVoice Business Only)

When NuPoint Unified Messaging is integrated with a resilient MiVoice Business system, resiliency is supported for the voicemail services. When in resilient mode, voice mail ports conform to the behavior of resilient IP phones. It is

not necessary to configure the NuPoint Unified Messaging application for resiliency on MiCollab; it is configured entirely on the MiVoice Business communications platform.

Speech Navigation

Speech navigation enables users to manage their messages using voice commands such as "play" and "delete". It is available in NA English.

MiCollab Client

- MiCollab Legacy UC client for iPad™ and Android tablets
- Console: provides attendants and receptionists with console features and presence information allowing them to process calls efficiently.
- Hot Desking: The Desktop Client supports Hot Desking in and out of supported PBX endpoints. This feature is available on MiVoice Business systems only.
- Call Handoff: The Desktop Client supports the handoff of an active call to another device. It can also pick up an active call from another device (such as a softphone). This feature is available on MiVoice Business systems only.

MiVoice for Skype for Business:

MiVoice for Skype for Business IS SUPPORTED on MiVoice MX One and MiVoice 5000 with the following limitations:

- Single DN support only (deskphone or Softphone)
- Conditional forwarding
- Auto Answer
- Call Hand-off

Installed Base Migration

Following the introduction of MiCollab 7.0 and UCC V4.0 licensing a number of migrations for installed base customers to move from standalone applications to UCC licensing will be offered.

For the MiVoice MX-ONE and MiVoice 5000 customers, the ability to exchange their licenses from the Blustar and TWP products to UCC V4.0 will be available.

For the MiVoice Business installed base, Migrations from standalone Nupoint, standalone MiCollab Client (formerly UCA) and single application audio/web/video to UCC V4.0 will be introduced in a separate bulletin following the general availability of MiCollab R7.0.

MiVoice Business Standalone / Business migration to Enterprise (from Business (stand-alone) licensing to Enterprise). In addition to the migrations for standalone applications to UCC V4.0 licensing, Mitel is also introducing the ability for UCC V4.0 business customers to more easily move to UCC V4.0 Enterprise licensing. The migration is based on the purchase of the existing license part number that uplifts a MiVoice Business standalone base system to an Enterprise base system. In all cases the details of the installed base migrations to UCC V4.0 will be communicated in a specific migration bulletin.

MiCollab R7.0 Features for Current Blustar Customers

MiCollab will provide a rich set of new features to BluStar customers as well. For migration projects MiCollab support hybrid installations with a basic feature set of the following functions:

- Audio and Video calling between Clients
- Audio and Video calling to MiVoice Confernece Phone / MiVoice Video Phone
- Presence information (Linestate, Calendar, DnD)
- 3-Party conferencing (depending on call manager)
- MiVoice Confernece Phone / MiVoice Video Phone hosted conferencing
- Use BluStar Clients to dial in to MiCollab audio, web, and video conferencing sessions (also with Video)

Moving to MiCollab will provide the users with (some based on licensing level):

- Presence
- IM across all devices
- Collaboration with audio, web, and video conferencing (ad-hoc and scheduled, document sharing, moderator functions, customer acces via web),
- Video call capabilities and CTI functionality.
- Office or Google calendar integration
- Unified Messaging
- WebClient including CTI, Chat and Presence capabilities
- Call log synchronization between clients

The following with **NOT BE SUPPORTED** yet in this release:

- Interaction with CMG (BluStar Web).
- InAttend support and interaction with MiCollab presence
- MiVoice for Skype for Business plugin – this will follow in SP1 release
- iPad and Android Tablet clients - this will follow in update realese
- No custom feature-button support
- Office integration for IM, presence and call option as it was done for BluStar - this will follow in update realese

Warranty and Software Assurance

No changes have been made to the product warranty or software assurance.

For further information regarding Mitel's Software Assurance program please consult the following product bulletins: PB20090243 and PA2010001.

Training

A new self study Technical Training I&M course for MiCollab R7.0 is being developed. For authorizedPARTNERS who are already certified for MiCollab R6.0, a self study update course is available. Consult the MiCollab training map for detailed course information.

Please consult Mitel University for the official MiCollab with Voice Learning Map.

General Availability

The target General Availability date for MiCollab R7.0 is October 2, 2015, this date is subject to change and the official General Availability date for MiCollab 7.0 along with the UCC V4.0 part numbers for all supported call managers will be announced through the Product Bulletin and Aastra channel notification processes.

Glossary

AA	Auto-Attendant
AMC	Application Management Center
APC	Application Processor Card
ASR	Automatic Speech Recognition
AWC	Audio and Web Conferencing
CP	Communications Platform
CSV	Comma Separated Value
DMZ	De-Militarized Zone
GA	General Availability
ICP	IP Communications Platforms
IMAP	Internet Message Access Protocol
IP	Internet Protocol
IT	Information Technology
LAN	Local Area Network
LDAP	Lightweight Directory Access Protocol

MAS	Mitel Applications Suite
MBG	Mitel Border Gateway
MD	Manufacture Discontinuance
OVA	Open Virtual Machine Format
PC	Personal Computer
PIN	Personal Identification Number
SAA	Speech recognition Auto Attendant
SIP	Session Initiation Protocol
SW	Software
TUI	Telephony User Interface
UC	Unified Communications
UCC	Unified Communications & Collaboration
UM	Unified Messaging
UR	Update Release
Wi-Fi	Wireless Fidelity

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