

MiVoice Office 250 R6.1 Product Brief

SEPTEMBER 2015
PRODUCT BRIEF



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1. PURPOSE OF THE PRODUCT BRIEF

The purpose of this product brief is to provide Mitel employees a view of what will be delivered in the upcoming MiVoice Office 250 release 6.1 Software. This brief is specifically but not exclusively provided for Sales, Sales Engineering, Marketing, Product Management, R&D, and Operations. It is intended to be a source of information that feeds into typical product and solution outbound collateral such as product bulletins, data sheets, sales training, RFP (Pragmatech) database, etc. It is also intended to provide groups with advance notice of MiVoice Office 250 6.1 so that the feature set, and associated value proposition can be understood and properly positioned.

2. SCOPE OF THE PRODUCT BRIEF

This Product Brief covers all elements of the stated development project. It contains expanded information from the roadmap “feature lists” and is at a higher level than the Functional Requirements. It is expressly focused at articulating the “what” as well as the “why” of the feature-set – the value proposition for the customer and / or the channel partner.

3. PRODUCT BRIEF DISTRIBUTION AND ACCESS

This document should not be forwarded to non-Mitel employees.

4. TARGET MARKET

The key market segment for the MiVoice Office 250 is SMB (Small Medium Business). With its very strong networking capabilities, both standalone sites and large distributed deployments are ideally suited for this platform as well.

At Mitel, we appreciate the challenges our SMB customers continuously deal with, such as reducing costs and making efficient use of available resources. That is why the MiVoice Office 250 has been so successful. It offers a complete solution, all the while being very competitively priced, and simple to install & maintain. Our aim is to offer enterprise solutions cost effectively, with value to our customers. This has been proven in the all-in-one solution of the MiVoice Office 250 HX controller itself and with its large set of embedded applications. Customers rely on the MiVoice Office 250 platform to run their business. Even off board solutions, like the Mitel Phone Manager Suite offers great value, while being simple to deploy.

5. PRODUCT RELEASE OVERVIEW

MiVoice Office 250 continues to be very successful and is one of the reasons why Mitel is a leader in this market segment. Release 6.1 re-affirms our commitment to the SMB market. It maintains our momentum and success with new feature enhancements such as video integration, contact center features, hygiene refreshes and Total Cost of Ownership (TCO) initiatives.

This includes the following:

- MiVoice Office 250 Rebranding
- Video Integration – supporting MiVoice Video Phone and generic SIP devices
- Support of BT CLIP on analog trunks
- Mitel Phone Manager Softphone as ACD Agents
- Virtualization of the PS-1 solution, along with supporting the latest Dell R220 platform
- Attendant Console support of new operating systems

6. COMPETITIVE ADVANTAGE

Release 6.1 software introduces new system level enhancements. That, along with the recently introduced Mitel Phone Manager Solution suite, re-affirms Mitel's commitment to the MiVoice Office 250 to address the needs of the small to medium-sized business market.

The MiVoice Office 250 6.1 software provides several enhancements to existing 5000 CP features and capabilities. For instance, Version 6.1 finally introduces long awaited video support. You can now connect video end points like Mitel's award winning MiVoice Video Phone, along with other 3rd party video devices. Having waited longer still, we are finally introducing BT CLIP support on analog trunks. Additionally, we've enhanced the portfolio suite by enabling the Mitel Phone Manager SIP softphone to be configured as an ACD agent. As part of the evolving PS-1 solution, you can now install it in a virtualized environment, reducing your total cost of ownership. All of these enhancements will continue to work with both the Mitel HX Controller and the previous Mitel CS Controller.

7. RELEASE 6.1 FEATURES

MiVoice Office 250 Rebranding

Mitel has rebranded the MiVoice Office platform to be the MiVoice Office 250 solution. The 250 designation is intended to highlight the maximum number of users supported on a single system. The rebranding affects almost every aspect of the product's user interfaces. All publicly facing material has been updated with the new Mitel branding, along with software forms and technical documentation. This new refreshed look has given the solution a new rejuvenated appearance.

Video Integration – supporting MiVoice Video Phone

[Update: July 30, 2015] Release 6.1 GA will only support video devices connected to the same system, multi-node configurations will be supported in the subsequent service pack (SP1) planned for Jan, 2016. In the mean time we recommend connecting all devices to the same node, either directly or via MBG.

The SMB segment tends to gravitate to solutions that are simple and inexpensive. SMB customers look to have enterprise functionality without the associated higher costs. In the case of video, this has become quite apparent with more vendors offering cost effective video solutions/devices. What use to

cost hundreds of thousands of dollars, has been dramatically reduced with the latest desktop collaboration technology.

This was the thinking around the MiVoice Video Phone when it was first introduced, offering unprecedented video conferencing power right on the desktop. Since then, there has been a steady call from the SMB market as to when we were planning to offer video on the MiVoice Office 250. Now R6.1 will introduce support for video calls between endpoints. This fits in our strategy of applications enablement. We don't want to re-invent video, we simply want to integrate innovative video solutions.

Release 6.1 features include video SIP Call Handling such as Make Call, Receive Call, Call Hold / Retrieve, Video conferencing depending on the end point, etc. It supports video calls between IP devices capable of using codecs, such as SIP H.264 Baseline and High Profile (HP). H.264 HP provides a more efficient video compression algorithm than basic H.264, which means it provides better image quality at lower bandwidth settings. Video device suppliers are positioning H.264 HP as table stakes for video solutions, including Polycom.

In addition to the Mitel video products listed above, general SIP video devices have been qualified as well, including Counterpath Bria and Xlite endpoints. While Mitel has not entered into any relationship with Counterpath, we have qualified their solutions as a measure of our broad support of SIP video endpoints available in the marketplace. We also have plans to qualify more video endpoints in the future.

MiVoice Office R6.0 SP1 declared full integration with the Mitel Border Gateway (MBG) for SIP audio endpoints. Mitel video end points were already supported by MBG. Now R6.1 delivers remote video support. The MBG solution ensures firewall / NAT traversal, for secure communications between Teleworker or Branch Office locations across the internet.

There are no new licenses to enable video integration. We will continue to simply require a standard end user license for the video device. For example,

Device	MiVoice Office 250 End User License
MiVoice Video Phone	5000 SIP Phone License Cat F (840.0418)
Generic SIP video device	5000 SIP Phone License Cat F (840.0418)

There is no special platform hardware required to support video calls, as the platform itself does not participate in the video call. The MiVoice Office 250's role is to simply manage the call set up for video streaming end points. Nonetheless, the IP network should be engineered to support video calls. More information can be found in the MiVoice Office 6.1 Video Engineering Guidelines, available on Mitel Edocs.

Cameras supported by the endpoints are managed by the devices themselves. There are no platform dependencies beyond the qualified camera's associated with the video device.

[BT CLIP Support on Analog Trunks](#)

Finally, MiVoice Office 250 R6.1 delivers support for caller id delivery on analog trunks. This standard is commonly known as BT CLIP. It is an on-hook capability that provides the user with information about the incoming caller before actually answering the call.

In addition to finally providing caller id to the MiVoice Office 250 end user, that information can now be properly reported on by MiCC Office and other reporting solutions. Applications can now take advantage of this information to route calls intelligently and provide added value to our customers, such as doctor's offices and other similar sized sites. Applications including, Screen Pops, CRM integration, Call Recording/Logging, etc...

While this sounds basic, it was obviously missing in the portfolio. This helps us to win more sales, making us much more competitive in those segments where analog trunks are still used. Most other brands offer this feature, including Panasonic, IP Office, etc...

Mitel Phone Manager Softphone ACD Agents

[Update: Sept 16, 2015] While this SIP ACD functionality remains a core feature of this release, we are planning to introduce a quick patch release in Nov, 2015, to address a feature issue found late in the program. If there is interest in this feature, we recommend you upgrade to PR1 in November.

MiVoice Office 250 6.1 now supports SIP devices as ACD answer points. In other words, you can now have a SIP extension be part of an ACD Hunt Group. Typically an ACD agent requires the ability to log in and out of an ACD hunt group, but SIP devices do not have these capabilities. Normally an application would work in conjunction with the SIP device. Now release 6.1 delivers the support for applications to manage their SIP endpoints.

The first solution taking advantage of this new capability is Mitel Phone Manager. You can have the Mitel Phone Manager Softphone Client be an ACD agent, able to answer an incoming call as part of an ACD hunt group.

This is perfect for customers simply looking for a softphone client for their agents, either in the office or remotely working from home. You no longer have to purchase a desktop phone, thus further reducing costs.

Virtualization of the PS-1 solution, along with the latest Dell R220 platform

As part of our ongoing initiative to reduce costs for our customers, the MiVoice Office 6.1 PS-1 solution can now be deployed in a virtualized environment. This not only eliminates the cost of the server for the customer, but simplifies the deployment logistics and reduces the Total Cost of Ownership (TCO) for everyone. You simply order Mitel part number 52002895 which includes the new vPS-1 AMC license option along with the standard USB HASP security key.

This is just another example of the virtualized solution we have qualified for the MiVoice Office 250, where recently we offered a virtualized CT Gateway solution. The most obvious benefit is elimination of a separate server. The savings are exponentially obvious when combined with other virtualized solutions we currently offer such as MiCC Office, CT Gateway, vMBG, vMiCollab, etc...

Additionally, with the normal industry churn of new server introductions, MiVoice Office Release 6.1 has qualified the latest Dell R220 servers that will be shipping over time.

Attendant Console support of new Operating Systems

The MiVoice Office 250 Attendant Console application continues to be an integral part of the MiVoice Office 250 solution portfolio. It is marketed and sold around the world. Like all mission critical applications, the Attendant Console is central to the overall MiVoice Office 250 solution.

A PC application in conjunction with a desktop phone, it allows the operator to use the PC to quickly handle large calls volumes, efficiently and easily. The Attendant Console application has the flexibility to accommodate different user styles. If you prefer to use the mouse, there are point-and-click options for most tasks. Or, if you like to use the keyboard, you can use the function keys and/or other keystroke combinations. In addition, you can set up customized “shortcut” keys and modify the display to suit your needs.

With Release 6.1, the MiVoice Office 250’s Attendant Console now supports newer Operating Systems like Microsoft Windows 8.1. And yes, Windows 10 is planned for the next service pack, i.e. MiVoice Office 250 6.1 SP1 which is planned for Jan 2016.

8. PRODUCT STRUCTURE / PART NUMBERS

PART NUMBER	DESCRIPTION	ADDITIONAL COMMENTS
52002895	MiVoice Ofc 250 Virtual PS1 System	Includes: 1) Virtualized PS-1 AMC license option 2) USB HASP Security Key

9. PROGRAMS

There are no planned programs timed with the Release 6.1.

10. ENGINEERING GUIDELINES

The MiVoice Office 250 Engineering Guidelines is provided as a separate document. The critical item for Release 6.1 is the video support being introduced.

11. TECHNICAL TRAINING

All major releases include a standard level of technical training appropriate for the content being delivered.

In the case of MiVoice Office 6.1, we need to be mindful of unique network considerations as part of a video deployment. While we are offering a cost effective video solution, we still need to be sensitive to having the data network properly engineered to deliver the highest video quality possible. As a result, specific engineering guidelines are being introduced, dedicated to ensuring a properly configured video solution.

While not necessarily new in the MiVoice Office 250 portfolio, since we introduced support for a virtualized CT Gateway solution, a customer looking to deploy a virtualized PS-1 solution must also be properly trained in VMWare’s ESXi line of products.

[Installation and Maintenance Update Course – Self-Study](#)

A self-study Installation and Maintenance (I&M) Update course for Mitel MiVoice Office Release 6.1. The Update course reflects new product enhancements and rebranding initiatives.

The I&M self-study Update Course allows technicians who are certified at the previous release of the Mitel 5000 Release 6.0 to gain technical certification on the Mitel MiVoice Office 250 Release 6.1. Technicians access the update course material and online certification test through the Mitel Online (MOL) Training website.

[Installation and Maintenance Primer Course – Self-Study](#)

A self-study Installation and Maintenance (I&M) Primer course for Mitel MiVoice Office 250 Release 6.1. The Primer course reflects new product enhancements and rebranding initiatives.

The self-study Primer course is a prerequisite to the leader-led Installation and Maintenance course.

[Installation and Maintenance \(I&M\) Courseware – Leader-Led](#)

Mitel MiVoice Office Installation & Maintenance (I&M) leader-led and remote leader-led courses for Mitel MiVoice Office 250 Release 6.1. The Installation and Maintenance courses reflect new product enhancements and rebranding initiatives.

[System Implementation Specialist \(SIS\) Courseware – Leader-Led](#)

A Mitel MiVoice Office System Implementation Specialist (SIS) leader-led course for Mitel MiVoice Office 250 Release 6.1. The Installation and Maintenance course reflects new product enhancements and rebranding initiatives.

[System Administration \(SA\) Courseware – Leader-Led](#)

Mitel MiVoice Office System Administration leader-led and remote leader-led courses for Mitel MiVoice Office 250 Release 6.1. The System Administration course reflects new product enhancements and rebranding initiatives.

Courseware Deliverables

The following table lists the course(s) for Mitel MiVoice Office 250 Release 6.1, the training delivery format, and the estimated time students needed to complete each course and its associated certification test (if applicable).

Course Name	Course Details	
	Delivery Format(s)	Duration
Installation and Maintenance (I&M) Update (UP) Course T-MVO-6.1-IM-UP-SS	SS P	4 hours
Installation and Maintenance (I&M) Primer Course T-MVO-6.1-Primer-SS	SS AP	4 hours
Installation and Maintenance (I&M) Course T-MVO-6.1-IM-LL	LL P	5 days
Installation and Maintenance (I&M) Course T-MVO-6.1-IM-RLL	RLL P	5 days
System Administration (SA) Course T-MVO-6.1-SA-LL	LL P	5 days
System Administration (SA) Course T-MVO-6.1-SA-RLL	RLL P	5 days
System Implementation Specialist (SIS) Course T-MVO-6.1-SIS-LL	LL P	5 days

Delivery Format	Media Format
LL = Leader-led	P = Paper
RLL = Remote Leader-led	U = USB
SS = Self-study	PPT = PowerPoint
VC = Virtual Classroom	EN = Engage
WB = Web-based	AP = Articulate / Storyline Presenter

12. GENERAL AVAILABILITY

MiVoice Office 6.1 General Availability was originally planned for June 2015 and now it is targeted for Oct 9, 2015. Formal updates will be provided through the Product Bulletin process.

13. FREQUENTLY ASKED QUESTIONS

Q: Does the MiVoice Office 250 support alphanumeric SIP passwords?

A: Yes, you can configure alphanumeric characters to be part of your SIP password specifications. Please be sure that you do update these passwords from their default values.

Q: Does the MiVoice Office 250 support ETSI DTMF Caller ID?

A: No, this feature is no longer available. Please, contact your local Mitel representative if you have any concerns.

Q: When is the next release of MiVoice Office 250?

A: That would be Release 6.2, planned for Q2, CY2016. Please stay tuned for more content details. Ahead of that, will be 6.1 PR1 and SP1, as mentioned in this bulletin.

Q: What is being delivered in 6.1 PR1 (Nov, 2015)?

A: The Release 6.1 SIP ACD feature encountered a last minute technical issue. In order not to impact the already late release, we will quickly introduce a PR1 @4 weeks later to address the issue.

Q: Does 6.1 support multi-node video connections?

A: No, we found a last minute issue with the multi-node solution. It will be available in 6.1 SP1 (Jan, 2016). Release 6.1 GA fully supports video devices connected to the same MiVoice Office 250 platform. In the meantime, we recommend registering all your networked video devices to the same node, either directly or via MBG.

Q: When will there be a mobile client for Mitel Phone Manager?

A: This is planned for the next release, e.g. 4.3, which is planned for the end of the year. Please stay tuned for more exciting news on this front.

Q: I currently have a MiVoice Conference (audio) Phone. Can I convert it to video?

A: Yes, please refer to Mitel product bulletin PA20150241. Be sure to inquire on the various camera kits available in your regions.

Q: Can I simply use Xlite with the MiVoice Video Phone?

A: No, due to codec incompatibilities. We have determined that Bria is a better fit.

Q: Is there any groundwork required to deploy video?

A: Yes, we recommend you consult the MiVoice Office 6.1 Video Engineering Guidelines document to get a clear understand on how best to deploy video in your business.

Q: Are there any additional video licenses required?

A: No, for the devices we have qualified in this release (6.1), you only require the standard user licenses associated with these devices to get video operational. Other video devices may require additional licenses, which we are not familiar with.

Q: Is there a feature license to support BT CLIP on analog trunks?

A: No, the BT CLIP functionality introduced in 6.1 does not require any new licensing.

Q: Why is the Mitel Phone Manager Softphone Client the only SIP ACD endpoint supported?

A: While SIP device interfaces have been sparse, we specifically leverage the Mitel Phone Manager GUI (Graphical User Interface) to bridge the divide. Now that we are able to configure SIP devices in ACD Hunt Groups, we will endeavor to get other SIP endpoints qualified solutions in the future.

Q: Can I source my own Dell R220 to deploy a PS-1 solution?

A: No, due to strict specifications that we have arranged for Dell to supply, we will continue to ship specially configured appliances to you.

Q: What do I need to deploy a vPS-1?

A: You would order Mitel Part Number 52002895, which delivers both the license option to your AMC account and ships you the associated USB HASP Security Key.

Q: When is Windows 10 supported?

A: We endeavor to keep up with the latest Microsoft operating systems. We are in the process of qualifying with Windows 10, which is planned for MiVoice Office 250 R6.1 Service Pack 1, scheduled for @Jan, 2016.

Q: Is MiCollab Video clients supported?

A: We expect them to be supported but we have not completed our qualifications due to time constraints. We are planning to complete the testing and declare it fully qualified in the upcoming MiVoice Office 250 6.1 SP1 (Jan, 2016).