



A MITEL
PRODUCT
GUIDE

MiCollab What's New Guide

Release 10.2

December 2025

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- [MiCollab Client Services Releases 10.2](#)
- [MiCollab Client Release 10.2](#)
- [Additional MiCollab features of Release 10.2 with doc impact](#)
- [NuPoint Unified Messaging Release 21.2](#)
- [MiCollab Audio, Web and Video Conference Release 10.2](#)
- [Additional MiCollab features of Release 10.2 with no doc impact](#)
- [MiCollab Release 10.2 Document](#)

1.1 MiCollab Suite Application Services Release 10.2

1.1.1 Configuring Single Sign-On (SSO) for MiCollab using Keycloak

Note: Due to the complexity of SSO environments and the elevated need for product and design support, this feature is currently released as a Controlled Introduction. Access and activation requires prior approval from Mitel PLM and coordination with Mitel Technical Support.

Note: Documentation for this feature is not published on the Mitel Documentation Centre.

From MiCollab 10.2, administrators can configure Single Sign-On (SSO) for MiCollab using Keycloak as an identity broker. Keycloak supports integration with multiple Identity Providers (IDPs) using either the SAML 2.0 or OpenID Connect (OIDC) v1.0 protocol, enabling secure and centralized authentication across MiCollab applications.

MiCollab can be configured to use Keycloak installed on the MiCollab Server or on an external server, providing flexible deployment options for enterprise environments.

MiCollab clients now support:

- Single Sign-On (SSO) with multiple IDPs via Keycloak.
- IDP-initiated logout with automatic token clearance and seamless re-authentication.

1.2 MiCollab Client Services Releases 10.2

1.2.1 Sync MiCollab Presence

From MiCollab 10.2, a new Sync MiCollab Presence setting allows administrators to publish MiCollab users' availability for chats and dynamic status to CloudLink. When enabled, MiCollab automatically updates and syncs presence changes to CloudLink in real-time.

The option is available only when both CloudLink Daemon and CloudLink Integration are enabled.

For more information, see the MiCollab Client Service Administrator Console > Enterprise Tab > Sync MiCollab Presence.

1.3 MiCollab Client Release 10.2

1.3.1 Mute Ringtone for Incoming Calls

From MiCollab 10.2, users can now mute the ringtone for an incoming call directly from the call window. When a call is received, clicking the Mute icon stops the ringtone while keeping the call visible on screen and available to answer later. Users can click the icon again to unmute the ringtone.

Additionally, a new hotkey option is available to quickly mute the ringtone. To configure the hotkey, go to: MiCollab Client > Settings > General > Manage Hotkeys > Mute Ringtone.



Note: This feature applies only to PC, Mac, and Web clients.

For more information, see the MiCollab for PC, Mac, and Web Client > Call features > Handling Calls.

1.3.2 Log Out from MiCollab PC Client

From MiCollab 10.2, users can now log out directly from the PC Client using a new Logout option in the User Profile menu. Selecting this option displays a confirmation prompt to complete the logout process.

If the user attempts to log out during an active call, a warning message appears. Confirming the logout will disconnect the call and end the session.

For more information, see the MiCollab for PC Client > Settings > Logout from MiCollab Client.

1.3.3 Identity Provider (IDP)–Initiated Logout

From MiCollab 10.2, MiCollab supports logout initiated from the configured Identity Provider (IDP). When an administrator terminates a user session from the IDP (for example, through Keycloak), the corresponding user is automatically logged out from all active MiCollab clients.

If the user is on an active call, a prompt appears allowing them to complete the call before logout. Selecting Proceed After Call logs the user out automatically once the call ends.

For more information, see MiCollab for PC, Mobile, Mac, and Web Client > Logout from MiCollab Client.

1.4 Additional MiCollab features of Release 10.2 with doc impact

None,

1.4.1 New CLI Commands for MiCollab PC Client Installation

From MiCollab 10.2, the PC Client installer supports new command-line options to improve deployment flexibility:

- Skip client launch after installation: `SKIPLAUNCH=1`
- Exclude MiShareApp during installation: `ADDLOCAL=MiCollab`

For more information, see the MiCollab Client Administrator Guide > Silent Installation.

1.4.2 Deployment Token Lifetime Setting

From MiCollab 10.2, administrators can configure the Deployment token lifetime to control how long deployment QR codes, authentication tokens, or URLs remain valid.

The duration can be set from 30 minutes to 6 weeks (default: 6 weeks), enhancing security by ensuring expired tokens cannot be reused.

For more information, see the MiCollab Client Deployment Guide > Configuration Tab > Deployment Token Lifetime.

1.4.3 Speaker Toggle for Voicemail Playback

From MiCollab 10.2, a Speaker toggle is available in the voicemail playback screen, allowing users to switch voicemail audio output between the device speaker and earpiece. When a Bluetooth headset is connected, voicemail audio is routed to the headset and the Speaker toggle is disabled.



Note: This feature is available only on Mobile clients.

For more information, see MiCollab for Mobile Client > Voicemail Features.

1.5 NuPoint Unified Messaging Release 21.2

None.

1.6 MiCollab Audio, Web and Video Conference Release 10.2

None.

1.7 Additional MiCollab features of Release 10.2 with no doc impact

None.

1.8 MiCollab Release 10.2 Document

For details on the features, refer to MiCollab Release 10.2 related documentation set in [Mitel Document Center](#).

What's New in MiCollab Release 10.1

2

This chapter contains the following sections:

- MiCollab Suite Application Services Release 10.1
- MiCollab Client Services Releases 10.1
- MiCollab Client Release 10.1
- Additional MiCollab features of Release 10.1 with doc impact
- NuPoint Unified Messaging Release 21.1
- MiCollab Audio, Web and Video Conference Release 10.1
- Additional MiCollab features of Release 10.1 with no doc impact
- MiCollab Release 10.1 Document

2.1 MiCollab Suite Application Services Release 10.1

2.1.1 Proxmox KVM Support for MiCollab

From MiCollab 10.1, Proxmox KVM is now a supported virtualization platform for MiCollab deployments.

This provides customers with an additional option for flexible and cost-effective infrastructure.

For more information, refer to the *MiCollab Installation and Maintenance Guide for MiVB > Install MiCollab Server on Proxmox KVM*, the *MiCollab General Information Guide for MiVB*, and the *Virtual Appliance Deployment Solutions Guide*.

2.2 MiCollab Client Services Releases 10.1

2.2.1 MPA Configuration Moved from MiCollab Client Services to MiCollab Client Deployment

From MiCollab 10.1, the MPA settings can be configured under the MiCollab Client Deployment. This field is now grayed out in the MiCollab Client Services > Default Account Settings.

For more information, see the *MiCollab Client Deployment Guide > MiCollab Client Deployment > Configuration Tab > System Settings > Configure MPA Settings*.

2.2.2 MS Teams / Bi-directional Presence Synchronization

With MiCollab 10.1, the Bi-directional Presence Synchronization is now supported on MiVoice 5000 and MiVoice MX-One.

For more information on the MS Teams Presence Synchronization, see the *MiCollab Client Administrator Console > The Administrator Interface > Enterprise Tab > Microsoft Teams Integration / Bi-directional Presence section*.

2.2.3 Expanded User Support for MiVoice 5000 and MX-ONE

With MiCollab 10.1, support for up to 7500 users is now available when deployed with MiVoice 5000 or MX-ONE. This enhancement allows for greater scalability in larger enterprise environments.

For more information, refer to the *MiCollab Engineering Guidelines*.

2.2.4 Dialpad Default Screen for Mobile Clients

From MiCollab 10.1, administrators can configure whether the Dialpad appears by default when users launch the MiCollab Mobile Client.

The behavior is controlled through administrator settings and reflected accordingly in the client.

For more information, see:

- *MiCollab Client Service Administrator Console > User Profile Tab > User Profile Details > To Configure Dialpad Setting for Mobile Clients.*
- *MiCollab for Mobile Client End-User Online Help > MiCollab for Mobile Client > Settings > Dialpad Settings.*

2.2.5 Browser-Based Login for PC Client

From MiCollab 10.1, the PC Client now supports browser-based login for user authentication, enhancing compatibility with Entra ID Conditional Access (formerly Azure AD).

When enabled by the administrator, the client redirects the sign-in process to the user's default browser.

For more information, see:

- *MiCollab for PC Client End-User Online Help > MiCollab for PC Client > Log in to MiCollab Client > Browser-Based Login for PC Client.*
- *MiCollab Client Service Administrator Console > The Administrator Interface > The User Profile Tab > Browser Based Login for PC Client.*

2.3 MiCollab Client Release 10.1

2.3.1 SMS 1-1

MiCollab 10.1 introduces support for 1-1 SMS chats, allowing users to initiate direct messaging with external contacts via SMS.

Now, MiCollab users can start 1-1 conversations with contacts outside their organization, including Corporate, External, Personal, or Guest contacts, as long as a valid mobile number is available. This update enhances communication flexibility, making it easier to connect with external stakeholders directly from MiCollab.

For more information on the SMS feature, see the *MiCollab Client End-User Online Help for PC, Mac, Mobile, and Web*, and the *MiCollab Solution Guide - Enabling SMS Feature on MiCollab Client*.

2.3.2 Dialpad Default Screen for Mobile Clients

From MiCollab 10.1, administrators can configure whether the Dialpad appears by default when users launch the MiCollab Mobile Client.

The behavior is controlled through administrator settings and reflected accordingly in the client.

For more information, see:

- *MiCollab Client Service Administrator Console > User Profile Tab > User Profile Details > To Configure Dialpad Setting for Mobile Clients.*
- *MiCollab for Mobile Client End-User Online Help > MiCollab for Mobile Client > Settings > Dialpad Settings.*

2.3.3 Chat Availability Behavior for Chat-Disabled Users

From MiCollab 10.1, when chat access is disabled for a user, they can no longer send or receive messages. However, they may still appear available for chat until a client restart or the next contact list resync.

For more information, see

- *MiCollab Client Service Administrator Console > The Administrator Interface > Features Tab.*
- *MiCollab for Mac, Web, PC, and Mob Client End-User Online Helps > Chat features > Chats > Chat Disabled for Users.*

2.3.4 Browser-Based Login for PC Client

From MiCollab 10.1, the PC Client now supports browser-based login for user authentication, enhancing compatibility with Entra ID Conditional Access (formerly Azure AD).

When enabled by the administrator, the client redirects the sign-in process to the user's default browser.

For more information, see:

- *MiCollab for PC Client End-User Online Help > MiCollab for PC Client > Log in to MiCollab Client > Browser-Based Login for PC Client.*
- *MiCollab Client Service Administrator Console > The Administrator Interface > The User Profile Tab > Browser Based Login for PC Client.*

2.4 Additional MiCollab features of Release 10.1 with doc impact

2.4.1 TLS 1.3 Support for External Interfaces

From MiCollab 10.1 onwards, the following interfaces support TLS 1.3:

From MiCollab Server to:

- Microsoft Exchange Server (Office 365)
- Google Calendar
- Apple Push Server
- Firebase Cloud Messaging (FCM)
- External Directory

From MiCollab Clients (*iOS, Android, PC, Mac, Web*) to:

- MiCollab Server

From NuPoint UM Server to:

- Microsoft Exchange Server (Office 365)
- Google Email
- NuPoint UM End User Web Portal
- NuPoint UM Server

Additionally, OAuth 2.0 (Microsoft Graph) is the only Office 365 authentication method currently supporting TLS 1.3 for Calendar Integration. Other Office 365 protocols continue to use TLS 1.2.

No specific configuration is required on the MiCollab side to enable TLS 1.3. It is enabled by default, and the system automatically falls back to TLS 1.2 if the remote interface does not support TLS 1.3.

For more information, see:

- *MiCollab Client Service Administrator Console Guide.*
- *MiCollab Security Guidelines Release 10.1 Version 1.0*
- *NuPoint Unified Messaging System Administration Guide*

2.5 NuPoint Unified Messaging Release 21.1

None.

2.6 MiCollab Audio, Web and Video Conference Release 10.1

None.

2.7 Additional MiCollab features of Release 10.1 with no doc impact

6907 IP Phone Support

From MiCollab 10.1 onwards, the 6907 IP Phone is supported as a user device.

This new model replaces the 6905 and is supported across relevant MiCollab services, including device provisioning and MiTAI-based call control.

2.8 MiCollab Release 10.1 Document

For details on the features, refer to MiCollab Release 10.1 related documentation set in [Mitel Document Center](#).

This chapter contains the following sections:

- [MiCollab Suite Application Services Release 10.0](#)
- [MiCollab Client Services Releases 10.0](#)
- [MiCollab Client Release 10.0](#)
- [Additional MiCollab features of Release 10.0 with doc impact](#)
- [NuPoint Unified Messaging Release 21.0](#)
- [MiCollab Audio, Web and Video Conference Release 10.0](#)
- [Additional MiCollab features of Release 10.0 with no doc impact](#)
- [MiCollab Release 10.0 Document](#)

3.1 MiCollab Suite Application Services Release 10.0

None.

3.2 MiCollab Client Services Releases 10.0

3.2.1 Flexible CLI

Administrators can now restrict caller line identification (CLI) numbers for specific user groups based on geographic location or site in MiVoice Business. This feature allows CLI numbers for external calls to be assigned through the User Profile tab offering enhanced control over user options. By default, System CLI Numbers sends all CLI numbers configured under PBX Nodes to users. With Custom CLI Numbers, administrators can manually assign specific CLI numbers to users from the system's available options, enabling enhanced control.

This feature is applicable to only PC, Web, and Mac Clients.

For more information, see the:

- *MiCollab Client Administrator Console > Administrator Interface >User Profile Tab > Flexible CLI Number section.*
- *MiCollab Client End-User Online Help > Call Settings > Displaying calling number for outgoing calls (external calls only) section.*

3.3 MiCollab Client Release 10.0

3.3.1 Group Call Pickup

The new Group Call Pickup feature allows users to answer calls directed to any group member. When a call is made to a group member, all other members receive a notification in their MiCollab Client, based on their configured Notification Delay Time. Users can enable or disable this feature through the Call Pickup setting in their MiCollab Client, ensuring seamless call handling within teams. This feature is now applicable to Softphones.

The Group Call Pickup feature is applicable to only PC, Web, and Mac Clients.

For more information, see the *MiCollab Client End-User Online Help for PC, Mac, and Web > Settings > Group Call Pickup* section.

3.3.2 Auto-answer

The Auto-answer feature is now available in the MiCollab PC and Web client (Chrome only). Located under the **Call Settings** menu, this feature can be enabled or disabled as needed. By default, Auto-Answer is turned off. When enabled, incoming calls are automatically answered after a brief tone, provided there are no active calls. The call connects one second after the tone, ensuring a seamless hands-free experience.

For more information, see the *MiCollab Client End-User Online Help for PC and Web > Settings > Call Settings > Device selection for answering incoming calls > Auto-answer* section.

3.3.3 Flexible CLI

Administrators can now restrict caller line identification (CLI) numbers for specific user groups based on geographic location or site in MiVoice Business. This feature allows CLI numbers for external calls to be assigned through the User Profile tab offering enhanced control over user options. By default, System CLI Numbers sends all CLI numbers configured under PBX Nodes to users. With Custom CLI Numbers, administrators can manually assign specific CLI numbers to users from the system's available options, enabling enhanced control.

This feature is applicable to only PC, Web, and Mac Clients.

For more information, see the:

- *MiCollab Client Administrator Console > Administrator Interface > User Profile Tab > Flexible CLI Number* section.
- *MiCollab Client End-User Online Help > Call Settings > Displaying calling number for outgoing calls (external calls only)* section.

3.4 Additional MiCollab features of Release 10.0 with doc impact

3.4.1 Citrix support

Starting with MiCollab Release 10.0, Citrix VDI Media Optimization is supported in the MiCollab Client.

For more information, see the *MiCollab Client Engineering Guidelines > MiCollab Client Deployment Configuration > Citrix* section.

3.5 NuPoint Unified Messaging Release 21.0

None.

3.6 MiCollab Audio, Web and Video Conference Release 10.0

None.

3.7 Additional MiCollab features of Release 10.0 with no doc impact

6915 IP Phone Support

From MiCollab 10.0 onwards, a new device type 6915 IP Phone is supported in MiCollab

MSL Release 12.1

Mitel Standard Linux (MSL) version 12.1 is a 64-bit-only Linux distribution based on Rocky Linux 8, and it is supported exclusively on 64-bit hardware.

3.8 MiCollab Release 10.0 Document

For details on the features, refer to MiCollab Release 10.0 related documentation set in [Mitel Document Center](#).

What's New in MiCollab Release 9.8 SP2

4

This chapter contains the following sections:

- [Additional MiCollab features of Release 9.8 SP2 with doc impact](#)

4.1 Additional MiCollab features of Release 9.8 SP2 with doc impact

4.1.1 Cloudlink Daemon

CloudLink Daemon connects Mitel CloudLink services with on-premises systems like Private Branch Exchanges (PBXs). This integration ensures smooth communication between cloud-based services and traditional on-site telephony infrastructure, enhancing both the functionality and flexibility of communication systems. CloudLink Daemon is available in Mitel Standard Linux (MSL) by default, and the version supported in MSL is 11.0.110 and higher for MiCollab 9.8 SP2.

For generic information, refer to the following documents: Solution Document – CloudLink Auth and Sync MiCollab MiCollab Users and Services Provisioning Web Help USP

- *MiCollab CloudLink Solution Document MiCollab*
- *MiCollab Solution Document — CloudLink Authentication and Synchronization*
- *MiCollab Users and Services Provisioning Web Help*

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

What's New in MiCollab Release 9.8 SP1

5

This chapter contains the following sections:

- [MiCollab Client Services Release 9.8 SP1](#)
- [MiCollab Client Release 9.8 SP1](#)
- [MiCollab Release 9.8 SP1 Documents](#)

5.1 MiCollab Client Services Release 9.8 SP1

5.1.1 Microsoft Teams Presence Synchronization with MiCollab

MiCollab has introduced a new feature that allows the Mitel solution to integrate with Microsoft Teams to provide status updates from Microsoft Teams to CloudLink and then to MiCollab Client users. CloudLink acts as the intermediary between MS Teams and MiCollab/Mitel PBX, enabling messaging in both directions. As a result, Mitel now offers Bidirectional Presence Status to MS Teams and MiCollab, which ensures that users have access to real-time updates on each other's availability.

The MS Teams presence of a user has been integrated and synchronized with their MiCollab (via CloudLink), where the administrator can enable the MS Teams integration with MiCollab from the MiCollab Client Server Administration.

For more information on the MS Teams Presence Synchronization, see the *MiCollab Client Administrator Console > The Administrator Interface > Enterprise Tab > MS Teams Configuration Settings* section.

5.2 MiCollab Client Release 9.8 SP1

5.2.1 Microsoft Teams Presence Synchronization with MiCollab

MiCollab Release has introduced a new feature that allows the Mitel solution to integrate with Microsoft Teams to provide status updates from Microsoft Teams to CloudLink and then to MiCollab Client users. CloudLink acts as the intermediary between MS Teams and MiCollab/Mitel PBX, enabling messaging in both directions. As a result, Mitel now offers Bidirectional Presence Status to MS Teams and MiCollab, which ensures that users have access to real-time updates on each other's availability.

The MS Teams presence of a user has been integrated and synchronized with their MiCollab (via CloudLink), where the administrator can enable the MS Teams integration with MiCollab from the MiCollab Client Server Administration.

For more information on the MS Teams Presence Synchronization, see the *MiCollab Client End-User Online Help for PC, Mac, Mobile, and Web > Settings > MS Teams Integration* section.

5.3 MiCollab Release 9.8 SP1 Documents

For details on the features, refer to MiCollab Release 9.8 SP1 related documentation set in [Mitel Document Center](#).

What's new in MiCollab Release 9.8

6

This chapter contains the following sections:

- MiCollab Suite Application Services Release 9.8
- MiCollab Client Services Releases 9.8
- MiCollab Client Release 9.8
- Additional MiCollab features of Release 9.8 with doc impact
- NuPoint Unified Messaging Release 20.8
- MiCollab Audio, Web and Video Conference Release 9.8
- Additional MiCollab features of Release 9.8 with no doc impact
- MiCollab Release 9.8 Documents

6.1 MiCollab Suite Application Services Release 9.8

6.1.1 MiVB Subscription Ed. 02 Licensing

MiVoice Business Subscription licensing provides User licensing based on a monthly subscription. MiVoice Business Subscription Licensing is managed on the SLS License Server. The name MiVoice Business Subscription applies to the MiVoice Business Solution which includes applications like MBG and MiCollab subscription licenses include:

- MiVB Telephony (Ed. 2)
- MiVB Entry (Ed. 2)
- MiVB Premier (Ed.2)
- MiVB Elite CX (Ed.2)

For more information, see the *MiCollab Users and Services Provisioning Online Help > Manage License Bundle and View Licensing Information* section.

6.2 MiCollab Client Services Releases 9.8

6.2.1 Microsoft Teams Presence Synchronization with MiCollab

i Note: This feature is not available with MiCollab Release 9.8. The feature will be available for use on MiCollab Client Service in the upcoming release.

MiCollab has introduced a new feature that allows the Mitel solution to integrate with Microsoft Teams to provide status updates from Microsoft Teams to CloudLink and then on to MiCollab Client users. CloudLink acts as the intermediary between MS Teams and MiCollab/Mitel PBX, enabling messaging in both directions. As a result, Mitel now offers Bidirectional Presence Status to MS Teams and MiCollab, which ensures that users have access to real-time updates on each others availability.

The MS Teams presence of a user has been integrated and synchronized with their MiCollab (via CloudLink), where the administrator can enable the MS Teams integration with MiCollab from the MiCollab Client Server Administration.

For more information on the MS Teams Presence Synchronization, see the *MiCollab Client Administrator Console > The Administrator Interface > Enterprise Tab > MS Teams Configuration Settings* section.

6.3 MiCollab Client Release 9.8

6.3.1 MiCollab SMS feature

With MiCollab Release 9.8, the end-users can configure MiCollab Clients to send group messages, along with attachments, via SMS. This functionality is compatible with all Mitel PBX systems that support MiCollab, including MiVoice Business, MiVoice MX-ONE, MiVoice 5000, and MiVoice Office 400.

For more information on the SMS feature, see the *MiCollab Client End-User Online Help for PC, Mac, Mobile, and Web*, and the *MiCollab Solution Guide - Enabling SMS Feature on MiCollab Client*.

6.3.2 Microsoft Teams Presence Synchronization with MiCollab

i Note: This feature is not available with MiCollab R9.8. The feature will be available for use in the upcoming release.

MiCollab Release has introduced a new feature that allows the Mitel solution to integrate with Microsoft Teams to provide status updates from Microsoft Teams to CloudLink and then on to MiCollab Client users. CloudLink acts as the intermediary between MS Teams and MiCollab/Mitel PBX, enabling messaging in both directions. As a result, Mitel now offers Bidirectional Presence Status to MS Teams and MiCollab, which ensures that users have access to real-time updates on each others availability.

The MS Teams presence of a user has been integrated and synchronized with their MiCollab (via CloudLink), where the administrator can enable the MS Teams integration with MiCollab from the MiCollab Client Server Administration.

For more information on the MS Teams Presence Synchronization, see the *MiCollab Client End-User Online Help for PC, Mac, Mobile, and Web > Settings > MS Teams Integration* section.

6.3.3 MiCollab Client User - Calling Line ID's

With MiCollab Release 9.8, users of MiCollab Client (for Softphone and Desktop calls) on MiVoice Business and MiVoice MX-One now have the ability to manage the Call Line ID (CLI) shown to external recipients during calls. Furthermore, MiCollab 9.8 introduces the Anonymous calls feature within MiCollab Client Deployment Profiles, ensuring that external parties engaging with MiCollab Clients receive "Unknown Caller" or "Restricted Number" instead of a specific phone number.

For more information on the MiCollab Client user - Calling Line ID feature, see the *MiCollab Client Deployment Guide > Deployment Profiles > Adding or Modifying a Profile*

6.3.4 MiCollab PC Client Telephony-only mode - Auto close behavior for error pop-up

Starting from MiCollab Release 9.8, the error pop-up which appears in the MiCollab PC Client Telephony-only mode, is designed to automatically close after 10 seconds of inactivity or if no actions are taken.

For more information, see the *MiCollab End-User Online Help for PC > MiCollab PC Client Telephony-only mode* section.

6.4 Additional MiCollab features of Release 9.8 with doc impact

6.4.1 VMware Horizon View

MiCollab Release 9.8 supports up to 75 users per VMware Horizon Virtual Desktop Infrastructure (VDI) for MiCollab Web Clients where Browser Content Redirection (BCR) is configured.

For information, see the *MiCollab Client Integration with VMware Horizon: Deployment Guide*.

6.4.2 Nutanix support

With MiCollab Release 9.8, it now supports Nutanix running on AHV and ESXI hypervisor along with existing Virtual platforms such as VMware and Hyper-V.

For more information, refer to the *Virtual Appliance Deployment Guide*.

6.4.3 7500 User Support

With MiCollab Release 9.8, it will now support 7,500 UCC users per MiCollab server on MiVoice Business.

For more information, see the *MiCollab Engineering Guidelines* and *Virtual Appliance Deployment Guide*.

6.4.4 VCenter 8 Support

With MiCollab Release 9.8, VCenter 8.0 UR2 is supported.

For more information, see the *Virtual Appliance Deployment Guide*.

6.5 NuPoint Unified Messaging Release 20.8

None.

6.6 MiCollab Audio, Web and Video Conference Release 9.8

None.

6.7 Additional MiCollab features of Release 9.8 with no doc impact

None.

6.8 MiCollab Release 9.8 Documents

For details on the features, refer to MiCollab Release 9.8 related documentation set in [Mitel Document Center](#).

What's New in MiCollab Release 9.7 SP1

7

This chapter contains the following sections:

- [MiCollab Suite Application Services Release 9.7 SP1](#)
- [MiCollab Client Services Release 9.7 SP1](#)
- [MiCollab Client Release 9.7 SP1](#)
- [Additional MiCollab features of Release 9.7 SP1 with documentation impact](#)
- [Additional features of Release 9.7 SP1 with no documentation impact](#)
- [MiCollab 9.7 SP1 Documents](#)

7.1 MiCollab Suite Application Services Release 9.7 SP1

7.1.1 Support for Multi- MiCollab deployments

Multi-MiCollab is a feature that allows a MiCollab Administrator to connect up to three MiCollab servers to a single MiVoice Business Cluster. Multi-MiCollab increases the total number of users from the existing limit of 5000 users on a single MiCollab server to 15000 users in a Multi MiCollab solution. To support this feature, MiCollab must be Release 9.7 SP1 or later and MiVoice Business must be Release 10.0 SP1 or later

A detailed solution documentation on Multi-MiCollab solution, configuration and deployments using Flow-Through Provisioning has been created in MiCollab Release 9.7 SP1.

For more information on the Multi-MiCollab solution, refer to the *Multi-MiCollab Solution Documentation*.

7.1.2 New alarms for under provisioned system

In MiCollab Release 9.7 SP1 and later, another new minor alarm has been introduced that would be raised during user provisioning if the number of users provisioned crosses the threshold limit. This feature now extends its support to Azure and AWS environment as well.

For more information, see the *MiCollab Users and Services Provisioning Online Help > View Licensing Information*

7.1.3 CloudLink firewall requirements

From MiCollab Release 9.7 SP1 onwards, for CloudLink chats, at network firewall level, certain firewall related exceptions have been introduced.

For more information on the CloudLink firewall exceptions, refer to the *Firewall and Proxy Exceptions > CloudLink Chat Integration with MiCollab > CloudLink Solution Document*.

7.2 MiCollab Client Services Release 9.7 SP1

7.2.1 Support for cross-launching 3rd party applications from MiCollab

With MiCollab Release 9.7 SP1 onwards, the MiCollab administrator shall have the ability to configure a URL and a URI of a 3rd party application by selecting **Enable cross launch of 3rd party application** checkbox which will allow the MiCollab user to launch that application from MiCollab Client.

For more information on the cross-launch feature, see the *MiCollab Client Administrator Console > The Administrator Interface > Enterprise tab and User Profile tab* sections.

7.2.2 Turn off/on the 'alert user of new network and prompt for address' feature - Ray-Baum

With MiCollab R9.7 SP1 onwards, the MiCollab administrator shall have the ability to control the visibility of **Emergency Location Notification** in MiCollab Client by enabling or disabling the **End user prompt allowed** checkbox under **MiCollab Client Service > Configure MiCollab Client Service > Enterprise Tab > Location Service Configuration**.

For more information on enabling end user prompts, see the *MiCollab Client Administrator Console > The Administrator Interface > Enterprise tab > Location Service Configuration*.

 **Note:** This feature is applicable only for North American region.

7.2.3 Local Deployment: QR Code and URL Configuration for MiCollab Client

With MiCollab Release 9.7 SP1 onwards, MiCollab Client can be deployed on a local server without using the global redirect server. It is important to note that this method is still not completely supported. Full functionality will be available in a future version.

For more information on the local deployment, see the *MiCollab Client Deployment > Users Tab > Manage Users*.

7.3 MiCollab Client Release 9.7 SP1

7.3.1 Support for cross-launching 3rd party applications from MiCollab

With MiCollab Release 9.7 SP1 onwards, the MiCollab administrator shall have the ability to configure a URL and a URI as a 3rd party application which will allow the MiCollab user to launch that application from the MiCollab Client's navigation (left) pane for Desktop clients and from the bottom navigation pane of the Mobile clients.

For more information on the cross-launch feature, see the *MiCollab Client End-User Online Help for PC, Mac, Mobile, and Web*.

7.3.2 Availability of the loudspeaker button in an active call window

With MiCollab Release 9.7 SP1 onwards, you can place a MiCollab call on speaker during an active call by selecting the loudspeaker button on the active call window.

For more information on placing a MiCollab call on speaker, see the *MiCollab Client End-User Online Help for Mobile*.

7.3.3 Emergency Location - Alert user for new network and prompt for address (Ray-Baum)

With MiCollab R9.7 SP1 onwards, the Emergency Location prompt will appear at the top of the screen when the location is not saved by the user.

For more information on the new Emergency Location Notification feature, see the *MiCollab Client End-User Online Help > Emergency Location*.

Note: This feature is applicable only for North American region.

7.3.4 Call quality icon

With MiCollab Release 9.7 SP1 onwards, the MiCollab end-users can view the audio call quality during an active audio softphone call. The call quality icon is represented differently for good call quality and degraded call quality. The call quality icon feature is also applicable to the MiCollab PC Client Telephony-only mode as well.

For more information on the call quality icon, see the *MiCollab Client End-User Online Help for PC, Mac, Mobile, and Web*.

7.3.5 Integration of Jabra Headset with MiCollab for Web Client

With MiCollab Release 9.7 SP1 onwards, MiCollab for Web Client requires Jabra SDK for integration of Jabra headsets.

For more information on the Jabra headset integration, see the *MiCollab Client End-User Online Help for Web > Jabra Headset Integration*.

7.4 Additional MiCollab features of Release 9.7 SP1 with documentation impact

7.4.1 Support for ESXi version 8.0 from MiCollab

With MiCollab Release 9.7 SP1 onwards, MiCollab supports ESXi version 8.0.

For more information, see the *Virtual Appliance Deployment guide*.

7.4.2 Support for bursty traffic from MiCollab Virtual Multi-App

With MiCollab Release 9.7 SP1 onwards, MiCollab Virtual Multi-App supports bursty traffic situations.

For more information, see the *Virtual Appliance Deployment guide*.

7.5 Additional features of Release 9.7 SP1 with no documentation impact

7.5.1 Accessibility on MiCollab Clients

From MiCollab Release 9.7 SP1 onwards, the MiCollab Web, PC, and Mac Clients will have accessibility support for the visually impaired end-users.

7.6 MiCollab 9.7 SP1 Documents

For details on the features, refer to MiCollab 9.7 SP1 related documentation set in [Mitel Document Center](#).

This chapter contains the following sections:

- MiCollab Suite Application Services Release 9.7
- MiCollab Client Services Release 9.7
- MiCollab Client Release 9.7
- NuPoint Unified Messaging Release 20.7
- MiCollab Audio, Web and Video Conference Release 9.7
- Additional features of Release 9.7 with no documentation impact
- MiCollab 9.7 Documents

8.1 MiCollab Suite Application Services Release 9.7

8.1.1 Alarms for under provisioned system

From MiCollab Release 9.7 onwards, minor alarms would be raised during user provisioning if the number of users provisioned crosses the threshold or maximum limit. This feature supports only ESXi and Hyper-V environments.

For more information, see the *MiCollab Users and Services Provisioning Online Help > View Licensing Information*.

8.1.2 Control of MiVoice Business Reach Through feature

From MiCollab Release 9.7 onwards, the administrator must select the **Enable Reach Through** checkbox under **MiVB Sharing** tab that provides access to MiVoice Business System Administration Tool (MiVB System Tool) forms from links or drop-down menus within specific USP pages.

For more information on Enable Reach Through feature, see the *MiCollab Users and Services Provisioning > Configuration > MiCollab Settings > MiVB Sharing* section.

8.1.3 EMEM Voicemail server support

From MiCollab Release 9.7 onwards, the EMEM Voicemail Server is supported.

For more information on Voice mail server type changes, see the *MiCollab Users and Services Provisioning > System Administrator > Manage Network Elements > MiVoice Business Network Element Field Descriptions* section.

8.1.4 Introduction of Total users and Contacts count

From MiCollab Release 9.7 onwards, under the Licensing Information page, a new table displaying the Total users and contacts count has been introduced.

For more information, see the *MiCollab Users and Services Provisioning Online Help > View Licensing Information*.

8.1.5 MiTeam Meetings enablement

From MiCollab Release 9.7 onwards, a new MiTeam Meetings entitlement checkbox has been introduced which the administrator can select to enable the MiTeam Meetings option from MiCollab. This checkbox would be visible once the CloudLink Integration is enabled.

For more information, see the *MiCollab Users and Services Provisioning Online Help > Enter template Information*.

For more information, see the *MiCollab Users and Services Provisioning Online Help > CloudLink Integration*.

8.2 MiCollab Client Services Release 9.7

8.2.1 Manage Dynamic status of a User Profile - MX-One

From MiCollab Release 9.7 onwards, the administrator can set the status of a User Profile as default under the **Manage Status** option for MX-One.

For more information, see the *MiCollab Client Administrator Console > The Administrator Interface > User Profile Tab* section.

8.2.2 Group Presence Control settings - MiVoice 5000

With MiCollab Release 9.7 onwards, a new checkbox has been introduced (called as **Users can manage group presence**) which the administrator can select to enable Group Presence Control that allows the MiCollab Client users to update their group presence and retrieve the group list. In MiVoice 5000, only Hunt Group is supported and each user can be a part of only one Hunt Group. In MiCollab Client, the users can mark themselves as present or absent (log in/log out) in the Hunt Group.

For more information on the Group Presence Control Settings, see the *MiCollab Client Administrator Console > The Administrator Interface > Accounts Tab > Adding and Editing Accounts* section.

8.2.3 Group Presence Control settings - MX-One

With MiCollab Release 9.7 onwards, a new checkbox has been introduced (called as **Users can manage group presence**) which the administrator can select to enable Group Presence Control that allows the

MiCollab Client users to update their group presence and retrieve the group list. In MX-One, only Hunt Groups are supported and each user can be a part of a maximum of four Hunt Groups. In MiCollab Client, the users can mark themselves as present or absent (log in/log out) in the Hunt Group

For more information on the Group Presence Control Settings, see the *MiCollab Client Administrator Console > The Administrator Interface > Accounts Tab > Adding and Editing Accounts* section.

8.2.4 MPA server configuration from UCA portal

With MiCollab Release 9.7 onwards, the administrator can configure MPA Probe hostname and MPA Probe port under Default Account Settings to receive softphone voice quality reports.

SIP Softphone Voice Quality Statistics requires the following:

- Desktop and Mobile clients version to be 9.7.20 or higher
- MPA 3.4 or higher to collect Voice Quality Statistics

For more information on MPA server configuration, see the *MiCollab Client Administrator Console > The Administrator Interface > Enterprise tab > Default Account Settings* section.

8.2.5 DID number in phone numbers under Accounts tab - UCA Portal

From MiCollab Release 9.7 onwards, the administrator can add a DID number in Phone Numbers under the Accounts tab, so that the DID number is not displayed under the Dynamic status drop-down list in MiCollab Client.

For more information, see the *MiCollab Client Administrator Console > The Administrator Interface > Accounts Tab > Adding and Editing Accounts* section.

8.2.6 Removal of Legacy Client references

From MiCollab Release 9.7 onwards, the legacy client references have been removed from the MiCollab Client Administrator Console guide.

8.3 MiCollab Client Release 9.7

8.3.1 MiCollab Softphones Voice Quality reporting

From MiCollab Release 9.7 onwards, the MiCollab Softphones (SIP) voice quality report can be generated and displayed in an RFC-6035 compliant Voice Quality collector, such as Mitel Performance Analytics (MPA). SIP Softphone Voice Quality Statistics requires the following:

- Desktop and Mobile clients version to be 9.7.20 or higher
- MPA 3.4 or higher to collect Voice Quality Statistics

For more information on MiCollab Softphones voice quality reporting, see the *MiCollab Softphones Voice Quality Reporting Solution Guide*.

8.3.2 Merge Softphone, Ring / Hunt Groups, Settings, and About menus with User Profile in PC, Mac, and Web Clients

From MiCollab Release 9.7 onwards, the Softphone, Ring / Hunt Groups, Settings, and About are integrated with the User Profile. The user have to click on the avatar to open the User Profile menu that comprises of the following options:

- User's avatar
- Personal message text box
- Availability
- Softphone
- Ring / Hunt Groups
- Settings
- About

For more information on the new Web, PC, and Mac UI changes, see the *MiCollab Client End-User Online Help for PC, Mac, and Web*.

8.3.3 Login or Logout from Hunt Group - MiVoice 5000

From MiCollab Release 9.7 onwards, the users can mark themselves as present or absent (log in/log out) in the Hunt Group. In MiVoice 5000 each user can be a part of only one Hunt Group.

For more information on the login/logout feature, see the *MiCollab Client End-User Online Help for PC, Mac, Web, and Mobile > Ring Group and Hunt Group* section.

8.3.4 Login or Logout from Hunt Groups - MX-One

From MiCollab Release 9.7 onwards, the users can mark themselves as present or absent (log in/log out) in the Hunt Groups. In MX-One each user can be a part of a maximum of four Hunt Groups.

For more information on the login/logout feature, see the *MiCollab Client End-User Online Help for PC, Mac, Web, and Mobile > Ring Group and Hunt Group* section.

8.3.5 MiCollab Desktop Client UX changes

From MiCollab Release 9.7 onwards, some of the major client UX changes have been implemented in the MiCollab Desktop Clients, which includes merging the:

- Chat and MiTeam menu under Messages menu
- Call History and Voicemail under Phone menu

For more information on the desktop client UX changes, see the *MiCollab End-User Online Help for PC, Mac, and Web*.

8.3.6 Accessibility on MiCollab Clients

From MiCollab Release 9.7 onwards, the MiCollab Web Client will have accessibility support for the visually impaired end-users.

For more information, see the *MiCollab End-User Online Help for Web > Getting started > MiCollab Accessibility* section.

8.3.7 Loud speaker button on outgoing call screen

From MiCollab Release 9.7 onwards, the users dialling an outgoing call using the MiCollab Mobile Client can enable the speaker even before the call is answered.

For more information, see the *MiCollab End-User Online Help for Mobile > Call features > In-call features* section.

8.3.8 Latest CloudLink chat features enabled in MiCollab

From MiCollab Release 9.7 onwards, some of the latest CloudLink chat features were implemented in the MiCollab Client, such as edit message, select message, view message information, and delete messages.

For more information, see the *MiCollab End-User Online Help for PC, Mac, Mobile, and Web > Chat features* section.

8.3.9 MiCollab Telephony-only Client evolution

With MiCollab Release 9.7 onwards, three new features have been implemented in the MiCollab PC Client Telephony-only mode:

- option to hand-off an ongoing call to another device
- a pop-up notification during an ongoing call to indicate that the softphone is offline or disconnected
- an indicator on the mid-call screen or in case of the sudden disruption of network

For more information, see the *MiCollab End-User Online Help for PC > MiCollab PC Client Telephony-only mode* section.

8.3.10 Data network priority for MiCollab Mobile Client users

From MiCollab Release 9.7 onwards, the administrator can configure MiCollab Mobile Clients (only iOS) network priority for VoIP based calls over WiFi for poor WiFi coverage areas.

For more information, see the *MiCollab End-User Online Help for Mobile Clients > Settings > Phone Settings* section and *MiCollab Client Deployment > Deployment Profiles > Adding or modifying a profile* section.

8.3.11 Support cross-launching calls via custom URI

With MiCollab Release 9.7 onwards, MiCollab Mobile Client (only iOS) supports cross-launching a MiCollab call via custom URI.

For more information, see the *MiCollab End-User Online Help for Mobile Clients > Call Features* section.

8.3.12 Integration of Opus codec into MiCollab deployment

From MiCollab Release 9.7 onwards, Opus audio codec has been integrated in the softphone that is used by the MiCollab clients (Android, Windows, iOS, and MacOS).

i **Note:** For now, Opus audio codec is only supported in MiVoice Business and MX-One.

For more information, see the *MiCollab Client DeployU Web Help > Deployment Profiles > Adding or modifying a profile* section.

8.3.13 Resetting MiCollab Client password

From MiCollab Release 9.7 onwards, Non-SSO users, if they forget their MiCollab Client password, can:

- log out of MiCollab Client and reset the password on the Login screen using **Forgot Password?** option.
- reset the password on the **Change Password** prompt using **Forgot Current Password** option.

For more information on the resetting MiCollab Client password feature, see the *MiCollab Client End-User Online Help for PC, Mac, Web, and Mobile > MiCollab Client password settings > Resetting MiCollab Client password* section.

8.3.14 Wi-Fi to WWAN/LTE Handover

From MiCollab Release 9.7 onwards, MiCollab for Mobile Client will attempt to automatically recover an ongoing call when a network switch happens during a call (from WiFi to Mobile data network or vice-versa).

For more information on the Wi-Fi to WWAN/LTE feature, see the *MiCollab Client End-User Online Help for Mobile > Settings > Automatic Recovery of Ongoing Call* section and the *MiCollab Client Administrator Guide > Features and Capabilities > MiCollab Client-Level Features > MiCollab for Mobile Client features* section.

8.4 NuPoint Unified Messaging Release 20.7

None.

8.5 MiCollab Audio, Web and Video Conference Release 9.7

None.

8.6 Additional features of Release 9.7 with no documentation impact

Manage MiTai Certificates: With MiCollab Release 9.7, MiCollab Client Service (UCA) will provide an option to enable or disable MiTai certificate validation.

Note: If MiVoice Business has custom certificates installed, customers might need to install the corresponding root CA certificates on MiCollab before upgrading to version 9.7. However, if MiVoice Business does not have any custom certificates installed, the upgrade to MiCollab 9.7 will not cause any changes or disruptions.

Note: If MiVoice Business has custom certificates installed, customers might need to install the corresponding root CA certificates on MiCollab as part of upgrading to MiCollab version 9.7. However, if MiVoice Business does not have any custom certificates installed, the upgrade to MiCollab 9.7 will not cause any changes or disruptions.

8.7 MiCollab 9.7 Documents

For details on the features, refer to MiCollab 9.7 related documentation set in [Mitel Document Center](#).

What's New in MiCollab Release 9.6 SP1

9

This chapter contains the following sections:

- [MiCollab Client Services Release 9.6 SP1](#)
- [Additional features of 9.6 SP1 with no documentation impact](#)
- [MiCollab 9.6 SP1 Documents](#)

9.1 MiCollab Client Services Release 9.6 SP1

9.1.1 Replace Drawer Menu

From MiCollab Release 9.6 SP1 onwards, in MiCollab Mobile Clients, the side drawers have been replaced by bottom navigation toolbar. The bottom navigation toolbar comprises of *Home*, *Phone*, *Messages*, *Meetings*, and *Contacts* tab. Apart from these changes, the navigation for *Settings* and *Availability* pages have also been changed.

For more information on the Replace Drawer Menu, see the *MiCollab for Mobile Client End-User Guide*.

9.2 Additional features of 9.6 SP1 with no documentation impact

- **Accessibility - Colors and Contrast for Mobile Clients** - With MiCollab Release 9.6 SP1, the MiCollab Mobile clients would also comply with the accessibility standards of a client UI.

9.3 MiCollab 9.6 SP1 Documents

For details on the features, refer to MiCollab 9.6 SP1 related documentation set in [Mitel Document Center](#)

What's New in MiCollab Release 9.6 FP1

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This chapter contains the following sections:

- [MiCollab Client Services Release 9.6 FP1](#)
- [MiCollab Audio, Web and Video Conference Release 9.6 FP1](#)
- [MiCollab 9.6 FP1 Documents](#)

10.1 MiCollab Client Services Release 9.6 FP1

10.1.1 Android Logout

From MiCollab Release 9.6 FP1 onwards, the administrator can enable/disable the log out option for the Android clients from the MiCollab server.

For more information, on the Android Logout feature, see the *MiCollab Client Administrator Online Help > The Administrator Interface > Enterprise tab* section.

10.1.2 WebRTC PRO

With MiCollab Release 9.6 FP1, the WebRTC Pro solution is introduced via MiCollab. In this initial release, only MiVoice Business supports this feature.

The WebRTC Pro solution, focuses on provisioning a real-time seamless solution to contact center agents who work remotely. Although this solution is primarily targeted at the contact center market, the WebRTC phone is equally useful for non-contact center users. The solution greatly simplifies deployment rules and removes the dedicated limits that were applicable with the earlier WebRTC offering.

One of the requirements for WebRTC is the capability for hot-desking, which enables the user to easily switch between phone devices. Additional agent call control capability is provided by integration with MiContact Center Business through the Web Ignite client, which then manages the call routing via MiVoice Business call control through Computer Telephone Integration. So also, additional call handling functions are made available through the Teleworker capability of the MBG.

For more information in the WebRTC Pro solution, see the *MiCollab ACD WebRTC Pro Softphone Integration Guide*.

10.2 MiCollab Audio, Web and Video Conference Release 9.6 FP1



Note: This is a limitation introduced when enabling WebRTC Pro, which would impact users using AWV.

With MiCollab Release 9.6 FP1, the WebRTC Pro option is enabled on MBG. This will impact the MiCollab AWV features which use anonymous WebRTC. Specifically, the AWV Web Client option to join the audio from the PC is not supported when the MBG is in WebRTC Pro mode. In order to connect to the audio via the PC, the user should call into the AWV bridge from the MiCollab WebRTC softphone, or make the call from a dedicated deskphone.

For more information, see the *MiCollab AWV Administrator Console > Configuration > Configure Two-way Audio setting*.

10.3 MiCollab 9.6 FP1 Documents

For details on the features, refer to MiCollab 9.6 FP1 related documentation set in [Mitel Document Center](#).

This chapter contains the following sections:

- [MiCollab Client Services Release 9.6](#)
- [MiCollab Client Release 9.6](#)
- [MiCollab Audio, Web and Video Conference Release 9.4](#)
- [NuPoint Unified Messaging Release 20.6](#)
- [Additional features of Release 9.6 with no documentation impact](#)
- [MiCollab 9.6 Documents](#)

11.1 MiCollab Client Services Release 9.6

11.1.1 Group Call Pickup - MiVoice 5000

From MiCollab Release 9.6, the Group Call Pickup feature is also applicable to MiVoice 5000. Using the Group Call Pickup function, a user can answer incoming calls coming to one of the group members via a pickup call notification presented in the MiCollab Client. The user has an option to either retrieve or ignore the call notification presented in the pickup group. If a user retrieves a call in a line busy state, the active call shall be put on hold.

For instructions on how to set up a Group Pickup Call and to assign a user to a pickup group, see the MiVoice 5000 documentation.

For more information on the Group Call Pickup feature, see the *MiCollab Client Administrator Online Help > The Administrator Interface > CSTA Settings* section.

11.1.2 CCM- Number of home screen entries increased to 50

From MiCollab Release 9.6, the number of home screens entries by an administrator have been increased from 10 to 50, for a MiCollab user profile.

For more information on the home screen entries, see the *MiCollab Client Administrator Online Help >User Profile Tab* section.

11.1.3 Calendar Integration with OAuth2 using Graph API

With Microsoft stopping their support to register an app for EWS permission from Sept 2022, UCA will now upgrade to Graph API in case of OAuth2.

For more information on the Calendar Integration, see the *MiCollab Client Administrator Online Help > The Administrator Interface* section.

11.2 MiCollab Client Release 9.6

11.2.1 MiCollab PC Client Telephony-only Mode

From MiCollab Release 9.6, the MiCollab Client Telephony-only mode feature is introduced. This feature enhances end-user experience when calls are placed with a Mitel application (for example, Mitel Assistant integrated with MS Teams) using the MiCollab Client as the telephony endpoint. This mode is applicable only to MiCollab PC Clients.

For more information on the MiCollab PC Client Telephony-only mode feature, see the *MiCollab PC Client End-User Online Help > MiCollab PC Client Telephony-only mode* section.

11.2.2 Group Call Pickup - MiVoice 5000

From MiCollab Release 9.6, the Group Call Pickup feature is also applicable to MiVoice 5000. Using the Group Call Pickup function, a user can answer incoming calls coming to one of the group members via a pickup call notification presented in the MiCollab Client. The user has an option to either retrieve or ignore the call notification presented in the pickup group. If a user retrieves a call in a line busy state, the active call shall be put on hold.

For instructions on how to set up a Group Pickup Call and to assign a user to a pickup group, see the MiVoice 5000 documentation.

For additional information on how to enable Group Call Pickup settings on the Client, see the *MiCollab Client End-User Online Help > Group Call Pickup* section.

11.2.3 Accessibility - Colors and Contrast for PC, Mac, and Web Clients

With MiCollab Release 9.6, the MiCollab PC, Mac, and Web clients will comply with the accessibility standards of a client UI.

For more information on the new Web, PC, and Mac UI changes, see the *MiCollab Client End-User Online Help for PC, Mac, and Web*.

11.3 MiCollab Audio, Web and Video Conference Release 9.4

None.

11.4 NuPoint Unified Messaging Release 20.6

None

11.5 Additional features of Release 9.6 with no documentation impact

- **Timeline clarification (AM/PM)**

A clarification note over AM/PM 12-hour format has been added on the AWV EUP conference creation page for one-time and recurring conferences.

- **Support new devices – 69XXw, 6930L, and CloudLink App**

MiVB (Release 9.4SP1 onwards) and MiCollab (9.6 onwards) will now support the following additional devices:

- 6920w/6930w/6940w
- 6930L
- CloudLink - This new device type is required for a CloudLink/MiVB/MBG/MiCollab integration.

11.6 MiCollab 9.6 Documents

For details on the features, refer to MiCollab 9.6 related documentation set in [Mitel Document Center](#).

This chapter contains the following sections:

- [MiCollab Client Services Release 9.5](#)
- [MiCollab Client Release 9.5](#)
- [MiCollab Audio, Web and Video Conference Release 9.5](#)
- [NuPoint Unified Messaging Release 20.5](#)
- [MiCollab 9.5 Documents](#)

12.1 MiCollab Client Services Release 9.5

12.1.1 Cloud Storage/Upgrade

From Release 9.5 onwards, upgrades for MiCollab PC Client can be managed via the Cloud. It allows the MiCollab PC Client to be upgradable without requiring a MiCollab Server upgrade. The administrator has an option to disable/enable this feature. The MiCollab PC Client users will now receive a pop-up notification after the upgrade stating the upgraded version details.

For more information on Cloud storage/upgrade feature, see the *MiCollab Client Administrator Online Help > About MiCollab Client* section.

12.1.2 Centralized Call History - MiVoice MX-ONE

From Release 9.5 onwards, MiCollab will support Centralized Call History with MiVoice MX-ONE. Call history will be provided and maintained by MX-ONE and synchronized on the user's desk phone and softphone.

For more information about this feature, refer to *Adding and Editing PBX Nodes > Subscribing Centralized Call History from MiVoice MX-ONE* section in MiCollab Client Administrator Console.

12.1.3 MiCollab PC Client Telephony-only mode

From Release 9.5 onwards, MiCollab for PC Client Telephony-only mode is supported only for the MiCollab PC Clients. This feature enhances the end-user experience while placing calls with Mitel Assistant, using MiCollab Client softphone. Currently this feature has only been implemented in the MiCollab server and the client side changes will be available in Release 9.6.

For more information on the MiCollab PC Client Telephony-only mode feature, see the *MiCollab Client Administrator Online Help >User Profile Tab* section.

12.1.4 Support for 43000 users with Flow Through provisioning

From MiCollab Release 9.5 onwards, MiCollab Solution will support 43000 users (MiVB) with 11 peered MiCollab Servers.

For more details, refer to *MiCollab Server Engineering Guide > MiCollab System Capacities, Performance, and Constraints > Multi-Application Capacities (UCC Licensing Supported)* section.

12.2 MiCollab Client Release 9.5

12.2.1 Client logout button

From Release 9.5 onwards, the Android Mobile Clients will have a log-out button on the right drawer menu allowing the Android mobile devices to be shared between users. Once a user logs out, another user can log in using the required credentials.

For more information on the Client Logout button feature, see the *MiCollab Mobile Client End-User Online Help > Log out from MiCollab for Mobile Client* section.

12.2.2 Harmonize the MiCollab answering screen with common Android manufacturers

With Release 9.5, the Android Mobile Client screens for answering calls through MiCollab have been aligned with the current Android phone manufacturers. This screen is currently applicable for all PSP/ Softphone calls on Android devices.

For more information on how the incoming call screen looks and functions for Android devices, see the *MiCollab Mobile Client End-User Online Help > Call Features* section.

12.2.3 Upgrading CloudLink chat UX

In Release 9.5, the CloudLink component has been upgraded to the latest version of 6.2, and with this, the CloudLink chat UX has also been upgraded to use the latest chat features.

For more information on the new functionalities, see the *MiCollab Client End User Online Help for PC, Mac, and Web > Chat features and Call features* section.

12.2.4 Android Emergency Calls

From Release 9.5 onwards, when you are connected to a cellular network, the emergency calls will be routed to the native dialer on your phone and handled by the network provider you are connected to. If you are not connected to a cellular network but your softphone is enabled and you have Wi-Fi access, emergency calls will be routed over Wi-Fi using VoIP. For more information on Emergency calls, see the

MiCollab for MiCollab Mobile Client End-User Online Help> Device selection for outgoing calls (Call Using) section.

12.3 MiCollab Audio, Web and Video Conference Release 9.5

12.3.1 Support for SIP RFC 4028 Session Timer

AWV is now compatible with SIP RFC 4028 to support SIP Session Timer that clears the stuck calls between AWV and the PBXs. There is no specific settings to enable this feature in MiCollab.

For more details, see the *MiCollab AWV Administrator Console > Configuration > Configure SIP Session Timer* section.

12.4 NuPoint Unified Messaging Release 20.5

None.

12.5 MiCollab 9.5 Documents

For details on the features, refer to MiCollab 9.5 related documentation set in [Mitel Document Center](#).

What's New for MiCollab Release 9.4 SP1

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This chapter contains the following sections:

- [MiCollab Suite Application Services Release 9.4 SP1](#)
- [MiCollab Client Release 9.4 SP1](#)
- [MiCollab 9.4 SP1 Documents](#)

13.1 MiCollab Suite Application Services Release 9.4 SP1

13.1.1 Location Service Configuration

From MiCollab 9.4 SP1 onwards, the Location Service Configuration supports both Redsky and Intrado services.

For more information on the Location Service Configuration feature, see the *MiCollab Client Administrator Console > Location Service Configuration*.

13.1.2 View Audit Report

From Release 9.4 SP1 onwards, the View Audit Report page will be available for the admin, which lists all the emergency location changes, including why emergency responders went to the inaccurate address, providing the administrator to verify if there is a mismatch.

For more information on the View Audit Report feature, see the *MiCollab Client Administrator Console > Accounts Tab > View Audit Report*.

13.2 MiCollab Client Release 9.4 SP1

13.2.1 Emergency Location Notification

From Release 9.4 SP1 onwards, the Emergency location will be notified in a pop-up window, whenever the user is logged in, or there is a change in the network, or during an emergency call irrespective of the client running in the foreground or background, that ensures users to set and maintain the appropriate location details.

For more information on the Emergency Location Notification features, see the *MiCollab Client End-User Online Help > Emergency Location section*.

13.2.2 Windows 11 Support

From Release 9.4 SP1 onwards, MiCollab supports MS Windows 11.

13.3 MiCollab 9.4 SP1 Documents

For details on the features, refer to MiCollab 9.4 SP1 related documentation set in [Mitel Document Center](#).

This chapter contains the following sections:

- [MiCollab Suite Application Services Release 9.4](#)
- [MiCollab Audio, Web and Video Conference Release 9.4](#)
- [NuPoint Unified Messaging Release 20.4](#)
- [MiCollab Client Release 9.4](#)
- [MiCollab 9.4 Documents](#)

14.1 MiCollab Suite Application Services Release 9.4

14.1.1 Support non-email values in the UPN field from Azure AD

From release 9.4 onwards, MiCollab will support non-email values in the User Principle Name (UPN) field from Azure AD. This will provide the CloudLink Authentication support for the sites which uses UPN different from the email ID.

For more information in non-email values in the UPN field, see the following documents:

- [MiCollab Client End-User Online Help > Log in to MiCollab Client](#)
- [MiCollab Administrator Online Help > Applications > Users and Services > Provision Users and Services > Enter User Information](#)
- [MiCollab Administrator Online Help > Applications > Accounts Tab >About Login IDs](#)

14.1.2 Importing contacts using Bulk User Provisioning

From MiCollab 9.4 onwards, Bulk User Provisioning (BUP) can also be used for importing contacts apart from the other tasks which are performed. Contacts can be imported via three methods:

- Active directory
- CSV file
- Manually added using Add option

For more information on importing contacts using BUP, see [MiCollab Administrator Online Help > System Administrator> Provision Users and Services >Bulk User Provisioning > Importing contacts using BUP](#) section.

14.2 MiCollab Audio, Web and Video Conference Release 9.4

None.

14.3 NuPoint Unified Messaging Release 20.4

None.

14.4 MiCollab Client Release 9.4

14.4.1 Emergency location

From MiCollab 9.4 onwards, the Emergency Location feature is enabled for the end-users, which is based on the RAY BAUM Act of USA.

The Emergency Location service provides the dispatchable location of the end-users for the 911 calls for MiCollab Softphone users. This location is conveyed along with the 911 calls that are made.

The prerequisites for the Emergency Location feature to function are:

- The Network Helper component should be installed
- MiCollab client should have the softphone support

For more information on the Emergency Location feature, see the *MiCollab Client End-User Online Help > Emergency Location* section.

14.4.2 Select Audio Device

From MiCollab 9.4 onwards, the selected audio devices (speaker or microphone) for a softphone call will remain persistent. That is, when a user selects an audio device, that selection remains as the preferred device until the user changes the selection of devices again.

This setting can be achieved through the Hardware settings available from the bottom left of the client.

For more information on the Select Audio feature, see the *MiCollab Client End-User Online Help > Hardware settings* section.

14.4.3 Support non-email values in the UPN field from Azure AD

From release 9.4 onwards, MiCollab will support non-email values in the User Principle Name (UPN) field from Azure AD. This will provide the CloudLink Authentication support for the sites which uses UPN different from the email ID.

For more information in non-email values in the UPN field, see the following documents:

- *MiCollab Client End-User Online Help > Log in to MiCollab Client*
- *MiCollab Administrator Online Help > Applications > Users and Services > Provision Users and Services > Enter User Information*
- *MiCollab Administrator Online Help > Applications > Accounts Tab >About Login IDs*

14.5 MiCollab 9.4 Documents

For details on the features, refer to MiCollab 9.4 related documentation set in [Mitel Document Center](#).

What's New in MiCollab Release 9.3 SP1

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This chapter contains the following sections:

- [MiCollab Suite Application Services Release 9.3 SP1](#)
- [MiCollab 9.3 SP1 Documents](#)

15.1 MiCollab Suite Application Services Release 9.3 SP1

15.1.1 MiCollab support for Azure environment

From 9.3 SP1 onwards, MiCollab supports the Microsoft Azure environment. As a part of the MiVoice Business Subscription Support, MiCollab 9.3 SP1 will support VHD(Virtual Hard Disk) image deployment in the Azure Cloud.

For detailed information on MiVB Subscription support, see the *MiVoice Business Subscription Azure Deployment Guide*.

15.2 MiCollab 9.3 SP1 Documents

For details on the features, refer to MiCollab 9.3 SP1 related documentation set in [Mitel Document Center](#).

This chapter contains the following sections:

- [MiCollab Suite Application Services Release 9.3](#)
- [MiCollab Audio, Web and Video Conference Release 9.3](#)
- [NuPoint Unified Messaging Release 20.3](#)
- [MiCollab Client Release 9.3](#)
- [MiCollab 9.3 Documents](#)

16.1 MiCollab Suite Application Services Release 9.3

16.1.1 CloudLink Authentication

From MiCollab 9.3 onwards, MiCollab has introduced CloudLink (CL) based Authentication (known as CL Auth) for its end-users. CloudLink-based Authentication is supported with MiVoice Business (on Enterprise and Flex deployments), MiVoice MX-ONE, MiVoice 5000, and MiVoice Office 400 platforms.

CloudLink can be integrated with an Identity Provider such as Azure Active Directory (AD) at the CloudLink backend. An Identity Provider such as Azure AD provides Single Sign-on capabilities (where users use enterprise credentials to login to Mitel Applications) and safeguards access to data and applications while maintaining simplicity for users.

 **Note:**

If Azure AD Identity Provider is used as a provisioning method, users will be prompted to verify their identities through the Multi-Factor Authentication (MFA) process.

For more information on CloudLink-based Authentication, see the *MiCollab-CloudLink Authentication and Synchronization Solution Document*.

16.1.2 User Provisioning from CloudLink/Azure-AD

CloudLink (CL)-based synchronization provides single point of user provisioning and management of MiCollab users from the CloudLink Accounts Portal. CloudLink can further be integrated with a provisioning service such as Azure AD with the help of System for Cross-domain Identity Management (SCIM) interface to extend the user provisioning and management directly from the Azure AD service portal. This feature can be turned on/off with CloudLink-based authentication.

CloudLink-based synchronization is supported in Integrated mode and only with MiVoice Business platform (on Enterprise and Flex deployments).

For more information on CloudLink-based Authentication, see the *MiCollab-CloudLink Authentication and Synchronization Solution Document*.

16.1.3 Centralized Client Management

From MiCollab 9.3 onwards, MiCollab has introduced Centralized Client Management system where the administrator will have the control on the Dynamic Status, Home Page Settings, and some basic settings visible to user. This would help provide default settings to users and avoid situations where users create conflicting Dynamic Status which end up in Support calls.

Administrator can select the user profile from the template page. Any user that is created using this template would have the respective user profile.

Administrator can change the user profile of a user from the User and Services page >. Administrator will get list of user profiles (under *Enter Template Information > MiCollab Client*) configured in the system and can choose to select any profile for the user.

For more information on how to select user profiles, see the *MiCollab Administrator Online Help > Applications > System Administrator > Manage Roles and Templates > Enter Template Information* section.

16.2 MiCollab Audio, Web and Video Conference Release 9.3

16.2.1 Troubleshooting and Log Collection Improvements

For effective log collection and to improve troubleshooting cycle, MiCollab Audio, Web and Video Conference Web Client and MiCollab Microsoft Outlook Plugin is enhanced to collect logs in a user-friendly simple mechanism.

- Web Client: **WebShare Logs** functionality is introduced for MiCollab AWV Web Client to collect logs for ongoing meetings. For more information on how to collect web sharing logs, see *MiCollab End-User Online Help > About the Web Client* section.
- MiCollab Microsoft Outlook Plugin: **Save Logs** functionality is introduced to collect Outlook Plugin logs within the local machine. For more information on how to collect Outlook Plugin logs, see *MiCollab End-User Online Help > Using MiCollab Microsoft Outlook Plugin* section.

16.3 NuPoint Unified Messaging Release 20.3

16.3.1 Upgrade to OAuth Authentication for O365

From MiCollab 9.3 onwards, the authentication for IMAP, POP and SMTP AUTH protocols can be either Basic Authentication protocol or Open Standard for Authentication 2.0 (OAuth 2.0).

The Basic Authentication mechanism utilizes secure IMAP, whereas OAuth 2.0 authentication utilizes the Microsoft Graph API.

For more information on Authentication mode, see the *MiCollab Admin Online Help > Applications > NuPoint Web Console > Optional Features > Unified Messaging > Advanced UM > Configuration > Procedures (Web Console) > Configure Advanced UM parameters* section.

16.4 MiCollab Client Release 9.3

16.4.1 CloudLink Authentication

From MiCollab 9.3 onwards, MiCollab has introduced CloudLink (CL) based Authentication (known as CL Auth) for its end-users.

Users are provided with a MiCollab Client authentication choice between using MiCollab or from CloudLink. This provides Single Sign-on capabilities (where users use enterprise credentials to login to Mitel Applications) and safeguards access to data and applications while maintaining simplicity for users.

At the same time, the credentials for CloudLink/Azure AD Authentication on MiCollab Clients can be used to cross-launch CloudLink applications such as MiTeam Meetings, thus providing a seamless single sign-on experience across Mitel Applications.

For more information on CloudLink-based Authentication, see the *MiCollab Client End-User Online Help > Log in to MiCollab Client* section.

16.4.2 Centralized Client Management

From MiCollab 9.3 onwards, MiCollab has introduced Centralized Client Management system where the administrator will have the control on the Dynamic Status, Home Page Settings, and some basic settings visible to user. This would help provide default settings to users and avoid situations where users create conflicting Dynamic Status which end up in Support calls.

A new tab **User Profiles** is introduced which allows an administrator to set or configure user profiles for MiCollab Client Service. This gives the administrator the ability to add, delete, or update the user profiles created from the MiCollab Client Service Administrator portal.

When an existing MiCollab system migrates with this feature, all the existing users will be moved or assigned under default user profile. This will ensure that all the existing user profiles will work as it was earlier with no change.

For more information on how to add user profiles, see the *MiCollab Client Admin Online Help > MiCollab Client Service > User Profiles* section.

16.4.3 Single Sign-On between MiCollab App and Meetings App

From MiCollab 9.3 onwards, MiCollab users can use the Single sign-on feature to log in to the MiCollab Client application and then use the MiTeam Meetings application without signing on again if CloudLink Authentication is used. If users are logged in to MiCollab Client (PC, MAC, or Web Client) through the CloudLink Unified login page, clicking the Meetings option will automatically log in the users into the Meetings application.

For more details on how to log in to the MiCollab Client application, see the *MiCollab Client End-User Online Help > Log in to MiCollab Client* section.

16.4.4 Cross launch MiTeam Meetings App from MiCollab for Mobile Client

MiCollab users can now cross-launch the MiTeam Meetings mobile application from the MiCollab for Mobile Client.

 **Note:**

If the user cross-launches the Meetings application, the mobile version-if installed is launched, otherwise the web application is launched.

For external/guest users, the initiator can invite them through the Meetings application by entering their e-mail address in the invite prompt.

For more information on the MiTeam Meetings functionality, see the *MiCollab for Mobile Client End-User Online Help > Meeting features > Meetings* section.

16.4.5 Flexible CLI Number (MiVoice MX-One only)

Flexible Calling Line Identification (CLI) Number feature enables the caller to select which phone number must be displayed for all outgoing calls.

 **Note:**

This feature is not applicable for internal calls.

The CLI numbers are provisioned using the MX-One Provisioning Manager page and there is no additional configuration required in the MiCollab Server.

MiCollab Client will display the Flexible CLI numbers in the dynamic status under the **Show my public outgoing number** setting. For more information on how to select a calling number for outgoing calls in the Client, see the *MiCollab Client End-User Online Help > Call Settings > Device selection for outgoing calls (Call Using)* section.

Users can override their public outgoing number by enabling the overriding feature. It can be enabled by dialing the given overriding code (example, *89) from the softphone or desk phone.

For example, Dial *89*5000# to change the outgoing number to 5000 irrespective of the selected dynamic status.

Where, *89 is the overriding code and 5000 is the group number.

16.4.6 MiCollab - One Number Service (MiVoice Mx-One only)

MiCollab - One Number Service allows users to answer incoming calls to their extension on the selected destination. Users can pick up active calls on the preferred device such as deskphone, softphone, or remote extension without losing the connection. This enables callers to dial a single number to reach any of the extension.

After setting an Active remote extension number, the same number will be displayed within the **Place Call With** prompt menu when a user tries to make a call and under the Call Using menu in the Client's footer (right-drawer menu for Mobile Client).

For more information on how to select the remote extension on the Client, see the *MiCollab Client End-User Online Help > Remote Extension* under *Call Settings* section.

To alert the users about the device that is selected for incoming calls, a message with the device name will be displayed on the ringing and established CTI call screens. The user will be notified with a message about which device is ringing and where it is answered.

For more information on alerting device information, see the *MiCollab Client End-User Online Help > Settings > Call settings > Device selection for answering incoming calls* section.

16.4.7 Respect MiVB DN Privacy Flag (MiVoice Business only)

From MiCollab 9.3 onwards, if the **Privacy Flag** setting is set to **On** in MiVoice Business communication platform and the **Published** setting is unchecked in MiCollab, then the Client will not display a Private number in the incoming calls, Search results, Call History, Contacts menu, contact card, voicemail menu, and notifications. In the incoming call window, the **Decline with message** option will not be shown for the user with a private DN.

To unpublish a phone number from MiCollab Server Manager, see *MiCollab Client Administrator Online Help > Accounts > Adding and Editing Accounts* section.

An incoming call from a Private number (that is unpublished as well) will display only the contact's name and not the number. The caller ID will be displayed as "*****" instead of the actual number. The called party will not be able to copy the obfuscated number.

Outgoing calls can be made to a private DN only by entering the number.

For more information on private numbers, see the *MiCollab Client End-User Online Help > Settings > Call Features > Handling Calls > Answering a MiCollab call* section.

16.4.8 Use Device Ringtone in MiCollab for Mobile Client

From MiCollab 9.3 onwards, MiCollab for Mobile Client users can use a user-selected ringtone (from native mobile setting) for incoming softphone calls.

MiCollab for Mobile Client's UI is enhanced to switch between the default MiCollab ringtone and user-selected ringtone for incoming softphone calls.

For more information on device ringtone selection, see the MiCollab for *Mobile Client End-User Online Help* > *Settings* > *Call settings* section.

16.4.9 Softphone Early Hold in MiCollab for Mobile Client (Android only)

To avoid potential audio problems in the native calls due to known issues on Android Operating System, a new feature **Softphone Early Hold** is introduced. Enabling this setting places MiCollab softphone calls on hold immediately when a native call starts ringing.

For more information on how to enable softphone early hold functionality, see the MiCollab for *Mobile Client End-User Online Help* > *Settings* > *Call settings* section.

16.5 MiCollab 9.3 Documents

For details on the features, refer to MiCollab 9.3 related documentation set in [Mitel Document Center](#).

