A MITEL
PRODUCT
GUIDE

MiCollab

What's New in this Release

November 2021
Release 9.4

Mitel®
Powering connections

Notices

The information contained in this document is believed to be accurate in all respects but is not warranted by **Mitel Networks™ Corporation (MITEL®).**The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes. No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

Trademarks

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website:http://www.mitel.com/trademarks.

Contents

12 What's New in MiCollab Release 8.1.2.1........................ 41

13 What's New in MiCollab Release 8.1.2.......................... 42

14 What's New in MiCollab Release 8.1.1 FP1.....................44

15 What's New in MiCollab Release 8.1.1.......................... 45

16 What's New in MiCollab Release 8.1............................. 48

17 What's New in MiCollab Release 8.0 SP2.........................57

18 What's New in MiCollab Release 8.0 SP1.........................59

19 What's New in MiCollab Release 8.0 FP1.........................60

20 What's New in MiCollab Release 8.0............................... 65

21 What's New in MiCollab Release 7.3............................... 71

What's New in MiCollab Release 9.4   1

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

1.1 MiCollab Suite Application Services Release 9.4

1.1.1 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*

1.1.2 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.

1.2 MiCollab Audio, Web and Video Conference Release 9.4

None.

1.3 NuPoint Unified Messaging Release 20.4

None.

1.4 MiCollab Client Release 9.4

1.4.1 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.

1.4.2 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*.*

1.4.3 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*

1.5 MiCollab 9.4 Documents

For details on the features, refer to MiCollab 9.4 related documentation set in

https://www.mitel.com/document-center/applications/collaboration/micollab

What's New in MiCollab Release 9.3 SP1

2

This chapter contains the following sections:

- MiCollab Suite Application Services Release 9.3 SP1
- MiCollab 9.3 SP1 Documents

2.1 MiCollab Suite Application Services Release 9.3 SP1

2.1.1 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*.

2.2 MiCollab 9.3 SP1 Documents

For details on the features, refer to MiCollab 9.3 SP1 related documentation set in https://www.mitel.com/document-center/applications/collaboration/micollab

What's New in MiCollab Release 9.3   **3**

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

3.1 MiCollab Suite Application Services Release 9.3

3.1.1 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*.

3.1.2 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*.

3.1.3 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.

3.2 MiCollab Audio, Web and Video Conference Release 9.3

3.2.1 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.

3.3 NuPoint Unified Messaging Release 20.3

3.3.1 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.

3.4 MiCollab Client Release 9.3

3.4.1 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.

3.4.2 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.

3.4.3 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.

3.4.4 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.

3.4.5 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.

> **ℹ 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.

3.4.6 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.

3.4.7 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.

3.4.8 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.

3.4.9 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.

3.5 MiCollab 9.3 Documents

For details on the features, refer to MiCollab 9.3 related documentation set in https://www.mitel.com/document-center/applications/collaboration/micollab

What's New in MiCollab Release 9.2 FP1   **4**

This chapter contains the following sections:

- MiCollab Client Release 9.2 FP1
- MiCollab 9.2 FP1 Documents

4.1 MiCollab Client Release 9.2 FP1

4.1.1 Enable E911 Warning

From MiCollab 9.2 FP1 onwards, the **Enable E911 Warning** setting is enabled by default for all deployments.

For additional information on Enable E911 Warning setting, see the MiCollab Client Admin Online Help > MiCollab Client Service > Enterprise > Default Account Settings section.

4.1.2 MiCollab for Mobile Client (Android) MiTeam SDK v6 upgrade

MiCollab for Mobile Client (Android) is now upgraded to MiTeam SDK version 6.0 (MiTeam Classic).

For information on MiTeam Classic functionality, see *MiTeam for Enterprise Quick Reference Guide*.

4.2 MiCollab 9.2 FP1 Documents

For details on the features, refer to MiCollab 9.2 FP1 related documentation set in https://www.mitel.com/document-center/applications/collaboration/micollab

What's New in MiCollab Release 9.2   5

This chapter contains the following sections:

- MiCollab Suite Application Services Release 9.2
- MiCollab Audio, Web and Video Conference Release 9.2
- NuPoint Unified Messaging Release 20.2
- MiCollab Client Release 9.2
- MiCollab 9.2 Documents

5.1 MiCollab Suite Application Services Release 9.2

5.1.1 System User Account Password Policy

The password strength rules, and its complexity are updated for administrative accounts. The new rules will be enforced the next time that a new admin account is created, or the password is updated on an existing admin account. As part of these changes, the minimum password length is now 8 characters.

For additional information on password rules and requirements see the MiCollab Admin Online Help > Administration > Manage System User Accounts for Remote Access section.

5.1.2 Support Secure LDAP Support

From MiCollab 9.2 onwards, Secure LDAP will be the default connection mechanism for new IDS connections. This setting determines the level of security in the connection between MiCollab and Active Directory.

- Upgraded to Secure (LDAP with start TLS)

For additional information on type of connection, see the MiCollab Admin Online Help > Configuration > Programming > IDS Connections > Manage IDS Connections section.

5.1.3 New MiCollab installations are Set to Integrated Mode by Default

All new MiCollab installations from 9.2 onwards will have MiCollab Client in an integrated mode by default.

> **ⓘ Note**:
>
> For upgrades from older MiCollab releases, the MiCollab servers in co-located mode will remain in co-located mode only.

For details on how to perform install and upgrade MiCollab software applications, see *MiCollab Administrator Online Help > ServiceLink > Install and Upgrade Applications*.

5.1.4 Name/Number Reverse Lookup Enhancements

From MiCollab 9.2 onwards, two new configuration parameters (Public Line Prefix and International Dialing Prefix) are added in the IDS connection to aid name and number lookup for incoming calls.

- **Public line prefix** is the trunk prefix that will be replaced in the number before external lookup and external reverse lookup. For example: 0, 9 (In Nordic countries) and so on.
- **International dialing prefix** is the international call prefix that will be replaced in the number before external lookup and external reverse lookup. For example: 00, 011, 010, 0011, 810 and so on.

For additional information on configuration parameters, see the MiCollab Admin Online Help > Configuration > Programming > IDS Connections > Manage IDS Connections section.

5.1.5 Enable Chat Services on New MiCollab Installations

By default, chat services will be in disabled state for all new MiCollab deployments. New MiCollab installations from MiCollab 9.2 onwards will display a banner at the top of the Server Manager screen. The banner will be displayed once the MiCollab is moved to Integrated mode. Clicking the banner displays a pop-up window with the available chat options:

- **CloudLink Chat**: CloudLink is Mitel's next generation Cloud platform, that enables Mitel to build and deliver advanced applications quickly and enhances selected on-premise solutions with feature-rich cloud-based capabilities.
- **MiCollab Legacy Chat**: MiCollab Legacy chat is an on-premise chat functionality, that allows users to connect in real time to any other MiCollab contact or group of contacts.

> **ⓘ Note**:
>
> If the administrator ignores the banner, none of the Chat functionality is enabled for the users.

For additional information on how to enable chat services on new MiCollab installations, see the MiCollab Administrator Online Help > Applications > System Administrator > Provision Users and Services > Services > Enable Chat Services section.

5.1.6 ForgeRock Directory Services Type

From MiCollab 9.2 onwards, ForgeRock directory server type is introduced to the Integrated Directory Services to support user provisioning.

For additional information on how to add Integrated Directory Service connection, see the *MiCollab Admin Online Help > Configuration > Programming > IDS Connections > Manage IDS Connections* section.

5.1.7 AMC to SLS license server migration (not applicable for MiVB)

With MiCollab Release 9.2, MiCollab solutions with MiVoice MX-One, MiVoice 5000, and MiVoice Office 400 will use the SLS (Server Licenses and Services) License Server, whereas MiCollab solution with MiVoice Business will be licensed through AMC (Application Management Center) License Server. Licenses can be obtained for the managed services and applications from the **Mitel Licenses and Services Tool** on **MiAccess**.

For additional information on Licenses Server types, see the *MiCollab Admin Online Help > Support and Licensing* section.

5.2 MiCollab Audio, Web and Video Conference Release 9.2

5.2.1 Customize MiCollab AWV calendar invite

From MiCollab 9.2 onwards, MiCollab administrators can customize the calendar invitation for conferences created from End-user portal and MiCollab Outlook Plugin. The **Manage Meeting Invitation** panel allows the system administrator to customize the calendar invite.

Using the Custom template, the admin can make the following changes:

- change the text against each item
- select if the fields should be displayed in the calendar invite
- change the order of the items to be displayed in the calendar invite

For additional information on how to customize the calendar invitation e-mail, see the *MiCollab AWV Administrator online help > Configuration > Manage Meeting Invitation* section.

5.2.2 Replace AWV Web Sharing Chrome plugin with MiShareApp

From MiCollab 9.2 onwards, MiCollab Audio, Web and Video Web Sharing plugin for Chrome browsers is replaced with the MiShareApp application to perform Web Sharing. This will also allow Application sharing on non-Chrome browsers.

For additional information on Web Sharing using the native MiShareApp application, see the MiCollab End-User Portal Online Help > MiCollab Audio, Web and Video Conferencing > Leader and Participants Tasks Web Conferencing > Consoles > Web Client >Sharing from Web Client section.

5.3 NuPoint Unified Messaging Release 20.2

5.3.1 Blind Transfer Synchronization for MMC

From MiCollab 9.2 onwards, there is a new checkbox introduced in Blind Transfer properties **Delay**. This checkbox must be enabled if the site uses Blind Transfer to join Meet Me Conference (MMC) feature of MiVoice Business communication platform.

Sites already using Meet Me conference feature of MiVoice Business communication platform needs to enable **Delay** checkbox after upgrading to MiCollab 9.2 to use Blind Transfer feature.

5.3.2 Support Secure LDAP Support

From MiCollab 9.2 onwards, a new advanced UM parameter **Secure LDAP Connection** is introduced. The **Secure LDAP Connection** field will be enabled when Microsoft Exchange is selected under the Mail Server tab. On selecting Microsoft Exchange, the default value of this field will set to False. We can then set this value to True, Save the changes and click on Restart Advanced UM.

> ℹ️ **Note**:
>
> On changing the value of **Secure LDAP Connection** field to **True**, the unsecure connections to port 389 stops. Only the secure port 636 functions.

For additional information on how to configure Advanced UM Parameters, 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.

5.4 MiCollab Client Release 9.2

5.4.1 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. For additional information on how to configure One Number Service feature see the *MiCollab Client Administrator Guide > Features and Capabilities > One Number Service* section.

For additional information on how to select the remote extension on the Client, see the *MiCollab Client End-User Online Help > To view Remote Extension (Multiplicity) numbers* under *Call Settings* section.

5.4.2 Upgrade OAuth Authentication in Calendar Integration for Office 365

From R9.2 onwards, the authentication protocol for Calendar Integration with Office365 can be either Basic Authentication protocol or Open Standard for Authentication 2.0 (OAuth 2.0)

Basic Authentication mechanism is a process where the username and password are provided for authentication purposes, whereas in case of OAuth 2.0 tokens are being used for authorization.

To enable OAuth 2.0 and Calendar Integration for Office 365, following configuration is required:

- **Configure Cloud Service Provider**: For details on how to configure Cloud Service Provider, see the *MiCollab Admin Online Help > Configuration > Cloud Service Provider* section.
- **Calendar Integration for Office365**: For details on how to configure Calendar Integration for Office 365, see the *MiCollab Client Admin OnlineHelp > MiCollab Client Service > Enterprise > Calendar Integration* section.

5.4.3 Group Call Pickup (MiVoice Mx-One only)

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 *MX-One documentation*.

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

5.4.4 Name Sorting

The administrator now has an option to configure the order of first/last name for users on MiCollab Clients. For additional information on how to configure the sort order of first/last name, see the *MiCollab Client Administrator Online Help > Enterprise tab > Default Account Settings > Sort Order* section.

End-users can sort the order of names of the Contacts by using the Name Sorting option in the Client. For more information on how to sort the order of names, see the *MiCollab Client End-User Online Help > Name Sorting* under *Settings* section.

5.4.5 Flexible CLI Number (MiVoice Business only)

Flexible Calling Line Identification (CLI) Number feature enables the caller to select which phone number must be displayed to the called party.

The administrator configures the CLI Numbers for users. The selected CLI Number will be displayed during outgoing CTI and Call Through (FMC) calls. For additional information on how to configure the CLI number in MiCollab Client Service, see the *MiCollab Client Administrator Online Help > Adding and Editing PBX Nodes > System CLI Number* section.

For additional information on how to select a calling number for outgoing calls in the Client, see the *MiCollab Client End-User Online Help > Displaying calling number for outgoing calls (external calls only)* under *Call Settings* section.

5.4.6 Chat Cache Functionality

Users can now log into the MiCollab Client application even without an active internet connection.

> **ℹ Note**:
>
> This functionality will only work if the user has logged in to the Client at least once (so the chat cache is stored).

The Client functionalities (such as calls, creating new chats, starting MiTeam meets, Meetings, and so on) that require an active internet connection will not be available.

For additional information on available chat features when the Client is offline, see the *MiCollab Client End-User Online Help > Chat Features* section.

5.4.7 Search Functionality

Users can now quickly navigate to a specific contact, chat, call, Stream, or voicemail using the search functionality in the MiCollab for Mobile Client. For additional information on search functionality, see the *MiCollab Client End-User Online Help > Search Functionality* section.

5.4.8 UI Enhancements

Following UI enhancements are done in the MiCollab Client:

- Swipe left to delete
- Delete call history, contact group, and voicemail
- Leave MiTeam Stream
- View the creator of a MiTeam Stream
- Show Dialpad on startup (iOS Client only)

For additional information on UI improvements, see the *MiCollab Client End-User Online Help*.

5.5 MiCollab 9.2 Documents

For details on the features, refer to MiCollab 9.2 related documentation set in https://www.mitel.com/document-center/applications/collaboration/micollab

What's New in MiCollab Release 9.1 SP3 FP2

6

This chapter contains the following sections:

- MiCollab Client Release 9.1 SP3 FP2
- MiCollab Suite Application Services Release 9.1 SP3 FP2
- MiCollab 9.1 SP3 FP2 Documents

6.1 MiCollab Client Release 9.1 SP3 FP2

6.1.1 iOS 13 SDK VoIP Push Notification Changes

From MiCollab 9.1 SP3 FP2 onwards, iOS clients are upgraded to iOS 13 SDK version. Apple enforces Push Notifications to immediately trigger the iOS CallKit screen. The clients are no longer allowed to wait until REGISTER/INVITE is processed. The end-user will see an incoming call window in the Connecting state until the client is registered.

For more information about the iOS 13 SDK VoIP Push Notification Changes, see the MiCollab Client Administrator Guide > Installing Upgrading and Provisioning MiCollab Client > Deploy MiCollab for Mobile Client > iOS 13 SDK VoIP Push Notification Changes section.

6.2 MiCollab Suite Application Services Release 9.1 SP3 FP2

6.2.1 System User Account Password Policy

The password strength rules, and its complexity are updated for administrative accounts. The new rules will be enforced the next time that a new admin account is created, or the password is updated on an existing admin account. As part of these changes, the minimum password length is now 8 characters.

For additional information on password rules and requirements see the MiCollab Admin Online Help > Administration >Manage System User Accounts for Remote Access.

6.3 MiCollab 9.1 SP3 FP2 Documents

For details on the features, refer to MiCollab 9.1 SP3 FP2 related documentation set in
https://www.mitel.com/document-center/applications/collaboration/micollab

What's New in MiCollab Release 9.1 SP3 FP1

7

This chapter contains the following sections:

- MiCollab Suite Application Services Release 9.1 SP3 FP1
- MiCollab 9.1 SP3 FP1 Documents

7.1 MiCollab Suite Application Services Release 9.1 SP3 FP1

7.1.1 MiCollab on MiCloud Flex

MiCollab can now be deployed in MiCloud Flex on GCP (Google Cloud Platform) environment. MiCloud Flex is a Mitel Unified Communications and Collaboration solution built on Google Cloud and encompasses a full suite of Unified Communications and Contact Center solutions.

For information on MiCloud Flex Deployments, see the *MiCloud Flex Deployment Guide*.

7.2 MiCollab 9.1 SP3 FP1 Documents

For details on the features, refer to MiCollab 9.1 SP3 FP1 related documentation set in https://www.mitel.com/document-center/applications/collaboration/micollab

What's New in MiCollab Release 9.1.3   8

This chapter contains the following sections:

- MiCollab Client Release 9.1.3
- MiCollab Suite Application Services Release 9.1.3
- MiCollab 9.1.3 Documents

8.1 MiCollab Client Release 9.1.3

8.1.1 Simplified self-deployment

The administrator now has an option to deploy users without using the redirect server or using the self-deployment feature (which currently requires that every user should manually enter the server FQDN, username, and password in the client).

The simplified self-deployment feature is useful especially for larger customers where they have multiple MiCollab servers and the users will not know the server FQDN.

The administrator provides the server FQDN via GPO in the registry (or in addition user name as well) to allow the user an easy and simple deployment.

For more information about the simplified self-deployment feature, see the MiCollab Client Administrator Guide > Installing Upgrading and Provisioning MiCollab Client > Simplified Self-Deployment section.

8.1.2 Setting custom notification ringtones for MiCollab for PC Client

MiCollab users can now customize ringtone for their incoming MiCollab Client notifications by using custom audio files.

For information on setting custom ringtones on MiCollab for PC Client, see the *MiCollab for PC Client End-User Online Help > Settings > Setting custom ringtones* section.

8.1.3 CloudLink Chat not supported on Basic Bundle

CloudLink chat is disabled for users using the Basic MiCollab UCC bundle.

For more information on CloudLink Chat functionality, see the *MiCollab - CloudLink Solution Document*.

8.1.4 Disable Meetings check for Topic Based Chat users

In MiCollab 9.1.2 release, the topic-based MiTeam Stream functionality was introduced for users using Entry and Standard UCC bundles. To limit the initial exposure of the functionality, it was introduced only for MiCollab users with MiTeam Meetings feature enabled. That restriction is now removed and the topic-based MiTeam Stream functionality is available for all users using Entry and Standard (and MiTeam/Premium) UCC bundles.

For information on the topic-based MiTeam Stream functionality, see the *MiCollab Client End-User Online Help > Chat features > Chats > Chat options* section.

8.1.5 MiCollab for Microsoft Client Enhancements

MiCollab for Microsoft Client is integrated with the native Skype for Business application to provide the contacts' **Do Not Disturb (Busy)** presence status only.

When a successful MiVoice Audio Call is established, the presence status of the user is changed to **In a Call/Busy**.

For more information on the Do Not Disturb behavior, see the MiCollab for Microsoft Client End-User Online Help > Telephony Presence section.

8.2 MiCollab Suite Application Services Release 9.1.3

8.2.1 Two teleworker licenses on UCC Standard bundle

From MiCollab 9.1.3 onwards, during all MiCollab deployments, two teleworker phones (primary and other) is enabled in the default UCC Standard template. Existing users created with this template will not be impacted, but the new users created using UCC Standard template would have two teleworker phones created by default.

For information on UCC licensing, see the MiCollab Administrator Online Help > Applications > System Administrator > Manage Licenses > About UCC Licensing section.

8.3 MiCollab 9.1.3 Documents

For details on the features, refer to MiCollab 9.1.3 related documentation set in https://www.mitel.com/document-center/applications/collaboration/micollab

What's New in MiCollab Release 9.1.2   9

This chapter contains the following sections:

- MiCollab Suite Application Services Release 9.1.2
- MiCollab Client Release 9.1.2
- MiCollab 9.1.2 Documents

9.1 MiCollab Suite Application Services Release 9.1.2

9.1.1 MiTeam Meetings Bulk User Provisioning

The administrator now has an option to provision MiTeam Meetings for multiple users at once using the Bulk User Provisioning feature.

> **ℹ Note**:
>
> If any error occurs during a bulk data import, they are listed in the Bulk Provisioning Tool page. You can click the **View** icon next to a failed entry to review a detailed summary of the error.

For information on provisioning MiTeam Meetings from MiCollab Server Manager, see:

- MiTeam Meetings Solution Document for MiCollab, and
- MiCollab Administrator Online Help > Applications > System Administrator > Provision Users and Services > Services > MiTeam Meetings > Provision MiTeam Meetings.

9.2 MiCollab Client Release 9.1.2

9.2.1 Topic-based MiTeam Stream

From MiCollab 9.1.2 onwards, MiCollab users (with MiTeam Meetings enabled) can create Topic-based MiTeam Streams using the MiCollab Client.

Clicking the **MiTeam** icon from the MiCollab Client menu opens the list of topic-based MiTeam Streams.

If MiTeam Classic is enabled for the user, a new tab called **Streams** is created in the **MiCollab Client** > **MiTeam** menu. Legacy Moxtra Streams are renamed as **Classic Streams**.

Below are the key differences between a direct chat and a topic-based MiTeam Stream.

Direct Chat	Topic-based MiTeam Stream
When a new participant is added into a group chat: • A new group is created with the existing members and the new participant. • This new group will not have any previous conversation history. • The group with the existing members will still exist.	When a new participant is added into a topic-based MiTeam Stream group: • The new participant is added into the existing group. • The new participant can view the previous conversation history. • Former group (before adding the new participant) is deleted automatically. • A new interface is available to manage participants and file attachments.

For information on the topic-based MiTeam Stream functionality, see the *MiCollab Client End-User Online Help > Chat features > Chats > Chat options* section.

9.2.2 MiTeam Meetings for MiCollab

MiCollab users can now cross-launch the MiTeam Meetings application using MiCollab Client. However, cross launching only works when your administrator has enabled Meetings in the MiCollab server. Meetings is a licensed feature.

> **ℹ Note**:
>
> If the Meetings setting is enabled for the user, then Ad-hoc meeting feature is replaced with the Meetings feature.

> **ℹ Note:**
>
> If the user cross-launches the Meetings application, the desktop version-if installed is launched, otherwise the web application is launched.

MiCollab users can perform the following MiTeam Meetings actions using MiCollab Client:

- Launching Meetings application
- Creating a Meeting (only on PC, Mac, and Web Client)
- Scheduling a Meeting (only on PC, Mac, and Web Client)
- Escalating an ongoing MiCollab audio call or a chat to a Meeting
- Joining a Meeting

For CloudLink chat enabled users, a chat session will be created with all the users in MiCollab audio call and Join Now message is displayed in the chat conversation to join the meeting.

For non-CloudLink users in the MiCollab call, they will receive a meeting invite in their e-mail inbox.

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

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

9.3 MiCollab 9.1.2 Documents

For details on the features, refer to MiCollab 9.1.2 related documentation set in https://www.mitel.com/document-center/applications/collaboration/micollab

What's New in MiCollab Release 9.1   10

This chapter contains the following sections:

- MiCollab Suite Application Services Release 9.1
- NuPoint Unified Messaging Release 20.1
- MiCollab Client Release 9.1
- MiCollab 9.1 Documents

10.1 MiCollab Suite Application Services Release 9.1

10.1.1 Provisioning MiTeam Meetings for MiCollab

From MiCollab 9.1 onwards, MiCollab is integrated with the MiTeam Meetings application to allow MiCollab users to access features such as:

- **Collaborate**: Perform multiparty HD video, audio conferencing, and web sharing
- **Chat**: Hold chat sessions and receive chat notifications within the meeting
- **Share files**: Store and share files

MiTeam Meetings is a Cloud-based collaboration tool (based on CloudLink infrastructure).

The administrator now has an option to provision MiTeam Meetings for users (onboarded to CloudLink) from MiCollab Server Manager.

> **ℹ Note**:
>
> If the administrator enables the **MiTeam Meetings** setting for a user, then clicking on **Meetings** menu will initiate a MiTeam Meeting instead of MiCollab AWV Conference.

For information on provisioning MiTeam Meetings from MiCollab Server Manager, see *MiTeam Meetings Solution Document for MiCollab.*

The administrator can now generate a user summary report for MiTeam Meetings users with the following information:

- User's First Name

- User's Last Name

- E-mail address

- MiTeam Meeting status - Enabled : Y/N

- Failure reason - Reason stated if any or else mentioned as N/A

For information on the MiTeam Meetings status report, see the MiCollab Administrator Online Help > Applications > System Administrator > Provision Users and Services > Services > Generate User Summary section.

> **ⓘ Note**:
>
> From MiCollab 9.1 onwards, existing MiTeam has been replaced as MiTeam Classic. The MiTeam Streams will be referred as Classic Streams.

10.1.2 6970 MiNet device support (MiVoice Business only)

MiCollab 9.1 introduces provisioning and support for the new 6970 MiNet IP Conference Phone on the MiVoice Business communication platform.

For more information about the list of phones supported on the MiVoice Business communication platform, see MiCollab Client Administrator Guide > Supported Mitel Phones section.

MiCollab Meeting Center is now integrated with 6970 IP Conference Phone for single tap to call in MiCollab Audio, Web and Video conferences. For information on MiCollab Meeting Center integration with 6970 IP Conference Phone, see the *MiCollab Client Administrator Guide > Appendix B MiCollab Meeting Center Configuration > MiCollab Client Administrator Guide > MiCollab Meeting Center Integration with 6970 IP Phone in a Conference Room* section.

10.1.3 15-digit number plan support for MiVoice MX-ONE

To use public international (or national) numbers, MiVoice MX-ONE and MiCollab now supports 15-digit number length for the below MiCollab attributes:

- Dialing
- Inbound call directory lookup
- CTI call handling

10.1.4 Automatic SOS log collection

For effective log collection and to improve the issue analysis cycle, SOS logs from all application will be collected automatically every night at 00:00 hrs. These logs would be available for download from the SOS log page for any analysis. Logs captured for a duration of 3 days will be available for download at once. Older logs will be automatically deleted from the system.

10.2 NuPoint Unified Messaging Release 20.1

10.2.1 Upgrade NPM to Nuance 11.0.4

From MiCollab 9.1 onwards, NuPoint is upgraded to Nuance 11.0.4 version.

Text-to-Speech (TTS) functionality is applicable only on MiCollab 9.0 and previous releases.

10.3 MiCollab Client Release 9.1

10.3.1 MiCollab user password not stored in MiCollab Client Service

From MiCollab 9.1 onwards, user password management is being improved. It is thus required to upgrade the clients to connect with the new server.

Following clients are compatible with the MiCollab 9.1 server:

- Next Gen Clients: 9.0.35 and above
- MiCollab for Microsoft: 9.0.5 and above
- MiCollab Legacy Desktop Client: 7.3.0.409 and above
- IP Console: 9.1 and above
- MiVoice for Skype for Business Plugin: 1.4.0.403 and above
- InAttend: 2.6 SP1

> ℹ️ **Note**:
>
> MiCollab 8.x PC Clients will login for 5 minutes to prompt user with a client upgrade notification. If the user ignores client upgrade notification, the client will be disconnected after 5 minutes (following login time). After the user is logged out, an authentication failed message will be displayed on the client. If the user selects **Ok**, the client reconnects for an additional 5 minutes.

Mobile Clients running on older releases, will connect for 5 minutes. Any upgrade notification will not be prompted.

MiCollab Clients that are running on any older releases other than the mentioned above, will not connect to the MiCollab 9.1 server.

> ℹ️ **Note**:
>
> It is recommended to upgrade all clients to connect to 9.1 server to avoid any frequent disconnections and to take advantage of improved security features.

10.3.2 Control and Manage Call History on MiCollab Clients

Users can now delete a specific call history entry or all entries from the MiCollab Client. The call history is now synchronized across all clients for the user.

For more information on how to delete your call history, see the MiCollab Client End-User Online Help > Call features > Handling calls > Deleting Call History section.

10.3.3 Full call routing features for dynamic statuses on MX-ONE

MiCollab users on MiVoice MX-ONE can now select any of their configured phone numbers or add new numbers to answer incoming calls from MiCollab Client.

MiCollab users can specify the device used for answering incoming MiCollab calls using the **Send my calls to** feature in the MiCollab Client.

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

10.3.4 Name change from Delete to Hide Chats (CloudLink Chat only)

MiCollab Client now displays **Hide** instead of **Delete** for chat conversations. When you hide a chat conversation, the conversation history will be retained in the server but hidden in the MiCollab Client view. Whenever there is a new chat to/from that contact, the chat history is displayed in the conversation.

For information on hiding your chat conversations, see the MiCollab Client End-User Online Help > Chat features > Chats > Chat options section.

10.4 MiCollab 9.1 Documents

For details on the features, refer to MiCollab 9.1 related documentation set in https://www.mitel.com/document-center/applications/collaboration/micollab

What's New in MiCollab Release 9.0　　**11**

This chapter contains the following sections:

- MiCollab Suite Application Services Release 9.0
- MiCollab Audio, Web and Video Conference Release 9.0
- MiCollab Client Release 9.0
- MiCollab 9.0 Documentation Improvements
- MiCollab 9.0 Documents

11.1 MiCollab Suite Application Services Release 9.0

11.1.1 CloudLink Chat Integration

From MiCollab 9.0 onwards, MiCollab Client can be integrated with CloudLink platform to provide an enhanced experience for all the MiCollab users. The CloudLink chat will function even when the MiCollab server is not reachable.

CloudLink Integration: MiCollab administrator must enable CloudLink Integration in *MiCollab Settings > CloudLink Integration > Connect CloudLink*. This will establish the connection and activate MiCollab users on the CloudLink platform. For more information on how to activate/deactivate CloudLink, see *MiCollab CloudLink Solution Document*.

> ℹ **Note**:
>
> Enabling CloudLink chat automatically disables MiCollab legacy chat. All existing MiCollab chats will be archived and will be available to users as read-only legacy chats.

MiCollab CloudLink chat is now enhanced to include below functionality across all devices.

- synchronizes chat conversations
- file sharing
- share audio
- share location
- persistent

- reply function
- emoji picker
- user mentions (@ functionality)

For more information on end-users features for MiCollab CloudLink chat, see *MiCollab Client End-User Online Help > Chats* section.

11.1.2 Mitel Software Download Center (SWDLC)

From MiCollab 9.0 onwards, MiCollab application can be downloaded, installed, and upgraded from Mitel Software Download Center (SWDLC) instead of AMC. For details on how to perform download, install, and upgrade MiCollab software applications, see *MiCollab Administrator Online Help > ServiceLink > Install and Upgrade Applications*.

- Independent download and manual upgrade of applications: MiCollab administrator can now select MiCollab build to download and then manually upgrade from the SWDL.
- Automatic download of applications: **Scheduler** tab is introduced for automatic download of applications. Using the **Scheduler** tab, the administrator can configure the server to download the latest available application updates at a specific date and time. Only applications available online on the SWDLC are downloaded.
- No need to download an NPM ISO for installing the optional or additional NPM features which are not part of MiCollab OVA. These NPM blades can be installed directly from the SWDL.

> **ⓘ Note**:
>
> For major upgrades (for example from Release 7.x/8.x to 9.0) it is recommended to deploy a new OVA file.

> **ⓘ Note**:
>
> From MiCollab 9.0 onwards, MiCollab OVA profiles have an additional 2 GB of RAM for Mid-market, Enterprise, and Large Enterprise provisioning.

For more information on downloading, installing, and upgrading application from SWDL, see *MiCollab Administrator Online Help > ServiceLink > Install and Upgrade Applications* section.

11.1.3 MiCollab OVA Memory Upgrade

From MiCollab 9.0 onwards, MiCollab OVA profiles have an additional 2 GB of RAM for Mid-market, Enterprise, and Large Enterprise provisioning. Below are the updated RAM usage details:

- **Mid-market OVA**: 1500-user systems require 9 GB of RAM and 4 vCPUs.
- **Enterprise OVA**: 2500-user systems require 10 GB of RAM and 6 vCPUs.
- **Large Enterprise OVA**: 5000-user systems require 18 GB of RAM and 8 vCPUs.

> **ℹ Note**:
>
> For sites using Small OVA with more than 100 users, it is required to manually add an extra 2 GB of RAM to their Virtual Machine instance.

> **ℹ Note**:
>
> For more information on memory usage, see MiCollab Engineering Guidelines > MiCollab System Capacities, Performance, and Constraints section and Virtual Appliance Deployment Guide.

11.1.4 MiCollab on MSL11

From MiCollab 9.0 onwards, all MiCollab related applications (AWV, NPM, SAS, Client Deployment, and UCA) is upgraded to MSL 11.

11.2 MiCollab Audio, Web and Video Conference Release 9.0

11.2.1 MiCollab AWV Web Client Usability Enhancements

MiCollab AWV Web Client is enhanced to include below functionalities:

- **Full screen mode**: Users can now view the shared screen on Web Client in a full-screen mode.

- **Meeting title**: MiCollab AWV Web Client now displays the meeting title in the title-bar text and tool-top.
- **Web Client logs download**: Users can now download the Web Client logs on their system.

For detailed information on Web Client usability enhancements, see *MiCollab End-User Online Help > About the Web Client* section.

11.2.2 2-Way Audio in MiCollab AWV Web Client (WebRTC)

As a MiCollab user in Audio, Web and Video conference, with the introduction of the feature of two-way audio mode, the user can use the AWV web client for two-way audio, similar to a desktop client. Two-way audio can be started from the browser which support WebRTC and deployed using MBG.

Web Browser supported for Two-way Audio functionality	- Google Chrome™ 47 or higher - Mozilla® Firefox® Standard Release 43 or higher

For detailed information on how to configure and use two-way audio feature, see MiCollab AWV Administrator online help > Configuration > MBG WebRTC settings > Two-way Web Audio section.

> **ⓘ Note**:
>
> Two-way audio is supported on MiVoice Business, MiVoice MX-One, and MiVoice 5000 communication platform only.

11.3 MiCollab Client Release 9.0

11.3.1 Presence Privacy

MiCollab users can now control whether to display their presence information (dynamic status, chat status, telephony status, video availability, and calendar advisory) to other users or not.

MiCollab Client Service Administrator Portal:

- **Enterprise** tab: Two new fields **Presence Privacy Configuration Settings** and **Presence Privacy Service** is introduced. For more information on the presence privacy feature, see *MiCollab Client Administrator Online Help > Enterprise* section.

> **ℹ Note**:
>
> By default, Show Presence for all users is enabled.

- **Accounts** tab: Two new fields **Presence Privacy Configuration Settings** and **Show Presence for User** is introduced. This setting is only available if Presence Privacy Service is Enabled at the Enterprise level. For more information on the presence privacy feature, see *MiCollab Client Administrator Online Help > Accounts > Adding and Editing Accounts* section.

MiCollab Client end-user settings: To change your presence visibility setting, see *MiCollab Client End-User Online Help > Settings > Presence Privacy Settings* section.

> **ℹ Note**:
>
> MiCollab Client presence status indicator of a user with **Show Presence** setting **Off** will display **Status Unknown** with a grey circle (presence indicator) for other contacts except the presence allowed list.

11.3.2 Control Automatic Client Upgrade

If there is a new version of the Client available, MiCollab administrator can control whether to upgrade users to this latest client version or not.

A new setting **Auto Upgrade Client** is introduced at the **Enterprise** and **Accounts** level to activate or deactivate the automatic upgradation of the client.

For more information on how to activate or deactivate the automatic upgradation, see MiCollab Client Administrator Online Help > Enterprise tab and MiCollab Client Administrator Online Help > Accounts tab.

11.3.3 Start MiCollab Client without MiCollab Server Connectivity

MiCollab users can now start the Client even when the MiCollab Client server is not reachable but with a limited functionality.

Below Client functionalities are available when the Client cannot connect to the server:

• View cached data such as contacts, call history, and voicemail.

• Use MiTeam

• Make and receive calls using the softphone

• Use CloudLink chat functionality

For information on the functionality, see MiCollab Client End-User Online Help > Troubleshooting > MiCollab Client Server Connection Issues section.

11.3.4 Android Push Notification Support

From MiCollab Release 9.0 onwards, MiCollab for Mobile Client introduces support for Android push notification feature. Notifications are pushed to the mobile device even when the Client is in the background or the device is locked.

To make your device's battery last longer, remove **keep app running** constraint and apply **Android DOZE** mode and **App Stand-by**.

For more information about the list of notifications supported, see *MiCollab for Mobile Client End-User Online Help > Push Notifications* section.

For more information about the best practices for MiCollab 9.0 Android Client, see *MiCollab for Mobile Client End-User Online Help > Appendix* section.

11.3.5 MiCollab Client Usability Enhancements

MiCollab Client UI is now updated to a new UI skin for better user experience.

MiCollab users can now make MiCollab audio calls to numbers containing special characters (* # / , . () - + space).

For more information on usability enhancements, see *MiCollab for Mobile Client End-User Online Help*.

11.3.6 MiCollab for Microsoft Client Enhancements

MiCollab for Microsoft Client is enhanced to include below functionalities:

- Users can now make calls from Skype for Business application's **New Number** menu item.
- Users can now escalate a MiCollab audio call to a chat conversation.

For more information, see MiCollab for Microsoft Client End-User Online Help.

11.3.7 MiCollab for Mobile Client (Android 9.0) Connection Services

Connection Services is integrated with MiCollab for Android devices. This lets the Android operating system handle simultaneous MiCollab SIP calls and native mobile phone calls (GSM). For more information on the MiCollab for Mobile Client scenarios using Connection Service, see *MiCollab for Mobile Client End-User Online Help > Call Features* section.

11.3.8 MiCollab for Mobile Client MiTeam SDK v5 upgrade

MiCollab for Mobile Client (iOS and Android) is upgraded to MiTeam SDK version 5.0.

For information on MiTeam functionality, see *MiTeam for Enterprise Quick Reference Guide*.

11.3.9 MiTeam in Virtual Desktop Environment

MiTeam on MiCollab for PC Client is now supported on Citrix XenApp and Desktop, Remote Desktop Services (RDS) servers, and VMware View virtualized environments. For information on virtual environment support, refer to *MiCollab Client Administrator Guide*.

> **ⓘ Note**:
>
> In a virtualized environment, MiCollab for PC Client users can invite up to 10 participants to a MiTeam Stream at the same time.

11.3.10 Call Joining Enhancements in Ad-hoc and MiTeam Meeting

From MiCollab 9.0 onwards, Ad-hoc and MiTeam meeting originators and participants will be presented with a **Place Call With** prompt to select the preferred audio device (softphone, deskphone, mobile, or get a callback for the meeting).

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

11.4 MiCollab 9.0 Documentation Improvements

A new online help system for MiCollab Client end-users is introduced. Users can now access the MiCollab Client end-user online help from the Client by navigating to *Settings > About > Documentation*.

11.5 MiCollab 9.0 Documents

For details on the features, refer to MiCollab 9.0 related documentation set in https://www.mitel.com/document-center/applications/collaboration/micollab

What's New in MiCollab Release 8.1.2.1 **12**

This chapter contains the following sections:

- MiCollab Feature Updates
- MiCollab 8.1.2.1 Documents

12.1 MiCollab Feature Updates

6905 and 6910 MiNet devices support (MiVoice Business only)

MiCollab 8.1.2.1 introduces provisioning and support for the new 6905 and 6910 MiNet IP Phones on the MiVoice Business communication platform.

For more information about the list of phones supported on the MiVoice Business communication platform, see *MiCollab Client Administrator Guide > Supported Mitel Phones* section.

12.2 MiCollab 8.1.2.1 Documents

For details on the features, refer to MiCollab 8.1.2.1 related documentation set in https://www.mitel.com/document-center/applications/collaboration/micollab/micollab-client

What's New in MiCollab Release 8.1.2   13

This chapter contains the following sections:

- MiCollab Client Updates
- MiCollab 8.1.2 Documents

13.1 MiCollab Client Updates

Do not display unpublished numbers (MiVoice 5000 only)

MiCollab Client users can now unpublish their phone numbers and these numbers will not be displayed to the called party.

An incoming call from an unpublished number will display only the contact's name and not the number. The called party will not be able to copy the obfuscated number. Outgoing calls can be made to an unpublished number only by entering the number. The Client will not display the unpublished number in the **Search** results, **Call History**, **Contacts**, and **Voicemail** menu for the called party.

- MiCollab Client administrator settings: To unpublish a phone number from MiCollab Server Manager, see *MiCollab Client Administrator Online Help > Accounts > Adding and Editing Accounts* section.
- MiCollab Client end-user settings: To unpublish a phone number from the MiCollab Client, see *MiCollab for PC Client Quick Reference Guide > Answer an incoming call* section.

Enforce Teleworker Setting on Client

Administrator can now enforce the teleworker setting as ON by default. If the Client is deployed with the **Use Teleworker** setting as **on (locked)** in the deployment profile, the **Use Teleworker** setting will be set as **On** by default. The **Use Teleworker** setting will be grayed out in the client and the user cannot manually change this setting. For more information, see *MiCollab Client Deployment Online Help > Deployment Profiles > Add or Modify a Profile* section.

Turn Off Presence

Administrator can now control whether the user's presence information (dynamic status, telephony status, video availability, and calendar advisory) is displayed to other users or not.

For more information, see MiCollab Client Administrator Online Help > Enterprise tab.

> **ⓘ Note**:
>
> **Presence Privacy Service** is not supported in Co-located mode.

13.2 MiCollab 8.1.2 Documents

For details on the features, refer to MiCollab 8.1.2 related documentation set in http://edocs.mitel.com/default.htm#MAS_anchor

What's New in MiCollab Release 8.1.1 FP1 **14**

This chapter contains the following sections:

- MiCollab Feature Updates
- MiCollab Client Enhancements
- MiCollab 8.1.1 FP1 Documents

14.1 MiCollab Feature Updates

MiCollab for Microsoft Client

The MiCollab for Microsoft Client is introduced in this release. The MiCollab for Microsoft Client is an application that integrates seamlessly with the native Skype for Business application. MiCollab for Microsoft Client includes an embedded softphone which requires a separate license.

The MiCollab for Microsoft Client is integrated with the native Skype for Business application to provide telephony features. Using the MiCollab for Microsoft Client, you can control your phone from your desktop—make calls, answer calls, and invoke mid-call features. For more information, see *MiCollab for Microsoft Client End-User Online Help*.

The MiCollab for Microsoft Client automatically enables **Voice Calling** menus for Microsoft Office 365. Skype for Business phone features are not enabled.

14.2 MiCollab Client Enhancements

Department Name in the MiCollab Client

The MiCollab Client now displays the contact's department name (if available) on an incoming call.

14.3 MiCollab 8.1.1 FP1 Documents

For details on the features, refer to MiCollab 8.1.1 FP1 related documentation set in
http://edocs.mitel.com/default.htm#MAS_anchor

What's New in MiCollab Release 8.1.1   15

This chapter contains the following sections:

15.1 MiCollab Feature Updates

MiCollab Client Entry License Update

To use MiCollab Desktop Client, the users must have a minimum license of **Entry Bundle**. If the license requirement is not met, the user will be prompted with an error message.

MiCollab for Microsoft Client (coming in MiCollab 8.1.1 FP1)

From MiCollab Release 8.1.1 onwards, a new MiCollab for Microsoft Client is introduced. The MiCollab for Microsoft Client is an application that integrates seamlessly with the native Skype for Business application. MiCollab for Microsoft Client includes an embedded softphone which requires a separate license.

MiCollab for Microsoft Client is integrated with the native Skype for Business application to provide telephony features. Using the MiCollab for Microsoft Client, you can control your phone from your desktop—make calls, answer calls, and invoke mid-call features. For more information, see *MiCollab for Microsoft Client End-User Online Help*.

MiCollab Client User Interface Enhancements

MiCollab Client UI is now updated to include below improvements for better user experience:

*   **Call History**: Added Call Duration and Company name information
*   **Call Timer** will no longer reset when the client is in backgrounded
*   **Call Ribbon** is redesigned for better UI experience
*   **In-Call Screen** button is resized and now video call is displayed in full screen
*   Conferencing UI changes
*   **Missed call notifications** in the taskbar will be shown for missed MiCollab Client calls

Refer to *MiCollab Client QRG* for more details on the UI improvements.

MiCollab Microsoft Outlook Plugin Virtual Desktop Environment Support

The MiCollab Microsoft Outlook Plugin for Microsoft Outlook Client (2013 and 2016) is now supported on VMware Horizon View 7.4 and later and Microsoft Remote Desktop Services 2016 and later. For more information, see *MiCollab End-User Online Help > MiCollab Microsoft Outlook Plugin* section.

MiCollab Client Support on macOS Mojave, iPhone XR, XS, and XS MAX Devices

The MiCollab Client is now supported on **macOS Mojave** (OS 10.14). The MiCollab for Mobile Client is now supported on latest iPhone models; iPhone XR, XS, and XS Max devices.

MiCollab for iOS Client Push Notification Support for EHDU Calls

MiCollab for iOS Client now displays a system notification whenever there is an incoming EHDU call (remote mobile extension call). Notifications will be pushed to the device even when the Client is in the background or the iOS device is locked. Users can enable or disable the push notifications based on the incoming call notification setting.

MiCollab for PC Client SIP Softphone Support in Virtual Environments

SIP softphone on MiCollab for PC Client is now supported on Citrix XenApp and Desktop (v 7.14 and later), Remote Desktop Services (RDS) servers 2012 and 2016, and VMware View (version 7.4 and later) virtualized environments. For more information, see *Virtual Appliance Deployment Guide*.

MiCollab Audio, Web and Video Conferencing Web Sharing Support in Virtual Environments

Web Sharing is now supported on MiCollab Audio, Web and Video Conferencing Web Client on Citrix XenApp and Desktop (v 7.14 and later), Remote Desktop Services (RDS) 2016 server, and VMware View (version 7.4 and later) virtualized environments.

Removal of MainConceptH-264 Video Codec

The **MainConceptH.264** video codec is removed from the MiCollab solution. Any new software shipped from 2019 onwards will not include the **MainConceptH.264** video codec.

For video encoding and decoding purpose in the MiCollab Audio, Web and Video Conferencing Desktop application, **OpenH.264** video codec is used. This software is used according to the **OpenH.264** video codec license agreement. For more information, see *MiCollab End-User Online Help > MiCollab Audio, Web and Video Conferencing* section.

15.2 Release 8.1.1 Documentation Improvements

MiCollab Client Administrator Guide is revamped and restructured as below:

- Primary focus is on MiCollab as an integrated system.
- Legacy MiCollab Client (Desktop Client and MiVoice for Skype for Business Plugin) and MiVoice Office 250 communication platform information is moved to Appendix A.
- Updated virtualization support for MiCollab for PC Client.

15.3 MiCollab 8.1.1 Documents

For details on the features, refer to MiCollab 8.1.1 related documentation set in http://edocs.mitel.com/default.htm#MAS_anchor

What's New in MiCollab Release 8.1   16

This chapter contains the following sections:

16.1 MiCollab Suite Application Services Release 8.1

Hotdesk SIP Softphone and ACD Support

A new role (HotDesk SIP Softphone) and template for SIP Softphone users are introduced. This role and template contain the user information and applies SIP softphone capability to hot desking users along with Teleworker service. A new field **Enable SIP Softphone** is provided when the **HotDesk** is selected to enable SIP Softphone functionality for a user.

This feature extends hot desking capabilities to a SIP softphone, so that the user can inherit external Hot Desking features, such as ACD, on the SIP softphone. After a SIP softphone user logs in, the MiVoice Business system associates the user's personal phone settings, such as directory number and other settings to the softphone. For more information, see *About Hot Desk Users*, and *Default Roles and Templates* sections in *MiCollab Server Manager Help*.

This ACD Support is only meant to be used together with MiContact Center 9.1. It is not intended to be used as a standalone solution with MiVoice Business without MiContact Center. The standalone solution support will come in a later MiCollab release. For more information, see *MiContact Center Business User Guide*.

> **ⓘ Note**:
>
> The ACD SIP Softphone feature is not supported on MiCollab Web Client and MiCollab for Mobile Client.

Support multiple Admin accounts

The MiCollab administrator can now add extra admin accounts for Server-Manager access so that each administrator can login with a unique password. This will provide the system administrator an audit trail of all the configuration changes made in the User and Services Page when accessing the log files. The new admin accounts will each have the same privileges as the current "admin" account, but without the access to account management panel.

Call Take feature

The Call Take feature allows users to take an active call from another device to the softphone on their mobile device and continue the call without interruption. A new Network Element field **Call Take FAC** is added which defines the Feature Access Code that the MiCollab Client uses to dial on the device (softphone or mobile) to which an ongoing call is transferred from another device and continue the call without interruption. For more information, see *MiVoice 5000, MiVoice MX-ONE, and MiVoice Office400 Network Element Field Descriptions* table in *MiCollab Server Manager Help*.

Support New Device Type (Analog – FXS)

MiCollab now supports new MiVoice Business device type Analog-FXS. Analog/Analog-FXS devices and users must be added in the MiVoice business database. These devices and users are available in the MiCollab after the Flow Through Provisioning is complete. However, you can add users in MiCollab and then program the user and phone separately into the MiVoice Business database using Reach Through feature.

> **ⓘ Note**:
>
> MiCollab does not allow to edit DN or device type for the new Analog-FXS device type. Hot desking and Teleworker features are not supported for Analog-FXS devices.

MiCollab password strength rules

MiCollab password strength rules are updated to prevent a user from changing their password to their previously used passwords. The following password rules are updated:

- For **Weak** password type, the new password must not match your previous password.
- For **Medium** password type, the new password must not match any of your previous three passwords.
- For **Strong** password type, new password must not match any of your previous five passwords.

Standalone-NuPoint to NuPoint-MiCollab migration

Standalone NuPoint is now migrated to be used with MiCollab. All required users are manually created using User and Services on MiCollab Server-Manager. Backup from a standalone NuPoint would be restored on MiCollab, followed by executing a SAS script which would integrate the restored mailboxes to MiCollab users.

MiTAI Authentication for MiCollab Applications:

From MiCollab Release 8.1, and MiVoice Business Release 9.0 onwards, all MiCollab applications must connect to MiVoice Business through MiTAI. With MiTAI authentication, any MiCollab application connecting to MiVoice Business would need to provide two new attributes; username, and password while initiating the connection. This username and password must be the same as the MiVoice Business System login credentials. There is a new setting in MiVoice Business to enable CTI Application Authentication. Once this setting is enabled, connection request between any MiCollab application and MiVoice Business is authenticated. For more information, see the *Add or Edit Network Elements, and the Flow Through-Maintenance* section in *MiCollab Server Manager Help*.

16.2 MiCollab Audio, Web and Video Release 8.1

MiCollab Audio, Web and Video Conference chat privacy

The MiCollab Audio, Web and Video Conference Web Client leader now has an option to delete public chats from the conference permanently when the conference is ended.

The Conference Leader has two options to delete the chat history in the Web Client conference:

- Click **Clear Chat History** option under the More menu in the Web Client UI.
- Click **End Meeting** and select **Yes** from the Remove Chat pop-up window.

Virtual Desktop support for MiCollab AWV Outlook plugin

The MiCollab Microsoft Outlook Plugin is now supported on Outlook Client 2013 and 2016 for Windows on Citrix XenApp and XenDesktop version 7.11 and later.

Auto-upgrade of MiShareApp application

The MiShareApp application is now upgraded automatically by clicking the **Share** button from MiCollab Audio, Web and Video Conference Web Client on non-chrome browsers. Refer to the*MiCollab End-User Portal Online Help* for details.

> **ⓘ Note**:
>
> Upgrade will only happen if the MiShareApp application (launched from the Web Client) is in the foreground.

Roll call improvements

If the number of audio participants exceeds 10, Roll Call will be deactivated for the MiCollab Audio, Web and Video Conference session. It will be re-activated once the number of participants in the conference session is less than 10. This will be applicable to all types of conferences (One-time, Recurring, and Reservationless conference) scheduled on the server.

MiCollab AWV Web Client improvements

The MiCollab Audio, Web and Video Conferencing Web Client now connects you to the conference in the same browser tab.

Web Client user can now request a call back from the conference to join the audio portion of the conference. Refer to the *MiCollab End-User Portal Online Help* for details.

Mirroring image during Web sharing is now resolved. When sharing from Web Client, the viewer region is now hidden and **Sharing In Progress** is displayed in the meeting details title. The user must click **Show Viewer** to display the viewer (to view the shared screen).

> **ⓘ Note**:
>
> This will be applicable for both Chrome (using Chrome plugins for sharing) and non-Chrome browsers (using native MiShareApp for sharing).

16.3 MiCollab Client Release 8.1

Fixed Mobile Convergence (FMC) for iOS Client for incoming call

Fixed Mobile Convergence ensures that there are no incoming call conflicts on your mobile device between your GSM cellular phone and MiCollab softphone. For MiCollab for Mobile iOS Client, only one call is presented to the user at a time. If a user has enabled both the mobile phone and the softphone to receive calls, only the first incoming call is presented to the user.

The incoming call is now routed through the PBX (MiVoice Business or MiVoice MX-ONE) to the user's extension as follows:

- For MiVoice Business, EHDU call will be routed both to the GSM number and softphone (via MBG) and MiCollab for Mobile Client will display a system notification for incoming EHDU calls.
- For MiVoice MX-ONE, call will be routed via a remote extension to the GSM number and softphone (via MBG).

In case of iOS, a push notification will be sent to the Mobile Client.

Call Take

The Call Take feature allows users to take a call active from another device to the softphone on their mobile device and continue the call without interruption. To use this feature, the user selects the Take Call banner at the top of the MiCollab Client screen on the mobile device on which the user wants to continue the call. The softphone must be enabled on the Mobile Client for Call Take to function. For more information, see the *Features* section in *MiCollab Client Administrator Guide*.

Call Through (MiVoice Business and MiVoice MX-ONE only)

The Call Through feature allows you to make calls from your mobile phone to any contact through the MiCollab application. In contrast to the Callback method, Call Through makes an outgoing call to your company's PBX whereby the call is routed to your contact. For more information, see *MiCollab for Mobile Client Quick Reference Guide.*

For more information on how to configure Call Through in MiCollab Client Service, see *Adding and Editing PBX Nodes* in *MiCollab Client Admin Help*.

MiCollab Client User Interface enhancements

MiCollab Client UI is now updated to include several improvements for better user experience. Refer to *MiCollab Client QRG* for more details on the UI improvements.

MiCollab for PC Client softphone ACD support with MiContact Center-Business

It is possible now to deploy a device of type **Hot Desking User** together with the option **Enable SIP softphone**. Select the desired deployment profile in MiCollab Client Deployment and the device will be synced into MiCollab Client Deployment and deployed automatically.

> **ⓘ Note**:
>
> PC Client ACD Support feature is supported only on MiContact Center Business 9.1 and MiVoice Business 9.0 release. For more information, see *MiContact Center Business User Guide*.

Ad-hoc Meeting

An Ad-hoc Meeting is an instant MiCollab AWV Conference created on all MiCollab Desktop Clients (MiCollab for PC Client, MiCollab MAC Client, and MiCollab Web Client). Refer to *MiCollab Client QRG* for information on Ad-hoc Meeting feature.

Users can initiate a new ad-hoc meeting, escalate a call, or escalate a chat to an instant ad-hoc meeting.

> **ⓘ Note**:
>
> Users on MiCollab for Mobile Client (Android and iOS) cannot create an ad-hoc meeting. If invited, users will be able to join the meeting on MiCollab for Mobile Client as participants only.

MiCollab for PC Client virtualization

MiCollab for PC Client is supported on Citrix version 7.14, VMware View 7, and RDS 2016 Server. For information on MiCollab for PC Client limitations, refer to *MiCollab Client Administrator Guide*.

MiCollab Web Client virtualization

MiCollab Web Client is supported on Citrix version 7.14, VMware View 7, and RDS 2016 Server. For information on MiCollab Web Client limitations, refer to *MiCollab Client Administrator Guide*.

Device management

MiCollab Client user can now choose what speaker, microphone, and camera devices to use for a MiCollab call from **Hardware Settings** menu on the footer of the MiCollab for PC Client.

> **ⓘ Note**:
>
> After a MiCollab call, the audio devices will be reset to default devices as selected in your PC's system settings, and the video device will be reset to the default chosen outside of a call.

> **ⓘ Note**:
>
> A video device that is selected before a MiCollab call will be treated as the default video device (even if the Client is restarted) until the device is removed.

Multi-call handling

MiCollab Client users can now manage multiple calls on same device. While active on a MiCollab call, if there is a second MiCollab incoming call, the call screen displays the incoming caller ID and you hear a call waiting tone. You can accept or decline the call.

Manage and enforce MiXML certificates

This is a security enhancement that ensures that MiCollab Client service must validate the certificate presented by MiVoice Business. For more information on how to enable this setting, see *About MiCollab Client* in *MiCollab Client Admin Help*.

16.4 NuPoint Unified Messaging Release 19.1

Direct Drop feature enhancements

A new **Line Group** is added in NuPoint Messenger **Applications** field drop-downfor MX-ONE call manager which enables the Direct Drop feature. To configure Direct Drop in NuPoint Web Console, and for more information, see *About Direct Drop* in *MiCollab Server Manager Help*.

NPM improvements

Standard Unified Messaging e-mail subject now includes the recipient mailbox number. The format of new subject line is as below:

"Voice Message from <Name/CLID/Mailbox Number/Unknown Caller> MB:<To Mailbox Number>".

16.5 MiVoice Border Gateway Release 10.1

Administrator can choose to use a default Mitel certificate or a third-party certificate for SIP/TLS. If you choose a third-party certificate it must be validated from a known and trusted Certificate Authority. See *Trust Store* in the *MBG Online Help*.

The *Type of ICPs* list is enhanced to include *MiVoice Border Gateway*. This enhancement helps with diagnostics, by providing accurate port listing.

A *Connectivity tests* button under the *Diagnostics* tab is available to run tests results which combines the previous Basic Connectivity tests, SIP Connectivity tests, and DNS resolution tests.

Along with other MBG log files, now *Audit logs* can be viewed and downloaded under the *View Log Files* panel in MSL. These logs provide system administrators an audit trail of all configuration changes made from various interfaces (for example, the MBG UI, clustering, and Provisioning API (MiCloud Management Portal and MiCollab Client Deployment)). See Audit Logs for more details.

Mitel 6xxx series SIP Phones can be used as teleworker devices on MBG with a MiVoice Office 400 Release 6.0.

SIP Trunking is supported in both UDP and TCP in Fixed and SRV mode.

SRTP is now supported over SIP Trunks. For the encrypted audio streaming feature, SRTP will be exchanged independently on the trunk and the ICP sides of MBG, with translation to and from RTP, as required.

Larger configurations of virtual MBG are now supported, allowing for up to 8000 connected devices per vMBG for lower total cost of ownership. The default vCPU and RAM reservations have increased to allow these larger dimensions. A cluster of 6 virtual nodes can now support up to 40,000 connected devices. See the *Virtual Appliance Deployment Guide* for details.

16.6 MiTel Standard Linux Release 10.6

MSL improvements

MSL is updated for MiCollab administrator to add extra administrator accounts in MiCollab Server manager so that each user can login with a unique password. The admins will be prompted to change the password on first login.

These new accounts will have the same privileges as the default admin account, but not including the account management panel.

> **ⓘ Note**:
>
> Only the default MiCollab administrator can create new MBG connections or re-authenticate an MBG from **MiCollab Client Deployment** > **Configuration**.

16.7 MiCollab 8.1 Documents

For details on the features, refer to MiCollab 8.1 related documentation set in http://edocs.mitel.com/default.htm#MAS_anchor

What's New in MiCollab Release 8.0 SP2 **17**

This chapter contains the following sections:

- MiCollab Suite Application Services Release 8.0 SP2
- MiCollab Audio, Web and Video Release 8.0 SP2
- Micollab 8.0 SP2 documents

17.1 MiCollab Suite Application Services Release 8.0 SP2

Multi-MiCollab scaling: Multi-MiCollab feature enables you to connect multiple MiCollab servers (up to three) to multiple MiVoice Business servers in a cluster, thereby scaling the number of users that can be serviced, from the existing limit of 5000 users to 15000 users.

> **ⓘ Note**:
>
> Multi-MiCollab is supported only with MiCloud Management Portal (MMP).

Delegate MiTeam Streams: The administrator can now transfer all the Streams (user created Streams and invited Streams) from one MiTeam user to another MiTeam user.

Disassociate a NuPoint mailbox from a user: The administrator can now un-assign a NuPoint mailbox for a user. After the administrator un-assigns a user's mailbox and then deletes that user from the server, the mailbox that was unassigned will not be deleted. The unassigned mailbox will not be modified, it retains the existing name, greetings, and recorded messages. When the administrator recreates the user, he can reassign this existing mailbox to the user.

> **ℹ Note**:
>
> When the administrator recreates a user in the server and assigns an existing mailbox, the e-mail address of the user entered in the server should be same as the e-mail address in the mailbox. This is necessary for the mailbox and the server to synchronize.

17.2 MiCollab Audio, Web and Video Release 8.0 SP2

MiCollab AWV Web Sharing Chrome plugin: A direct installation link to MiCollab Audio, Web and Video Web Sharing plugin is provided in the **Share** button tool tip for Chrome browsers. New users must manually install MiShareExtension and MiShareApp to perform Web Sharing.

> **ℹ Note**:
>
> Existing users will continue to receive updates for the Chrome plugin.

Tap to call to dial into a conference using mobile: Users can now use **Tap to call** function in the MiCollab Audio, Web and Video Conference calendar invitation on their mobile device to directly dial into the conference. The leader must send out new calendar invitation for all the participants from the MiCollab Audio, Web and Video Conferencing End-User Web Portal.

17.3 Micollab 8.0 SP2 documents

For details on the features, refer to MiCollab 8.0 SP2 related documentation set in http://edocs.mitel.com/default.htm#MAS_anchor

What's New in MiCollab Release 8.0 SP1   **18**

This chapter contains the following sections:

- MiCollab Client Release 8.0 SP1
- Micollab 8.0 SP1 documents

18.1 MiCollab Client Release 8.0 SP1

Headsets and audio devices support: MiCollab for PC Client, Web Client, and MAC Client now support Mitel S720 Bluetooth Speakerphone and compatible Sennheiser, Plantronics, and Jabra headsets. The supported features include:

- Accept/end call
- Mute/unmute call
- Volume control
- Hold/retrieve call (Not supported on MiCollab Web Client)

InAttend Integration: MiCollab Client now integrates with InAttend using e-mail-based subscription. The InAttend client uses MiCollab as a presence source. MiCollab provides both IM presence and telephony presence for the InAttend client. The e-mail ID of the user that you create in InAttend should be same as the e-mail mentioned in MiCollab Client.

18.2 Micollab 8.0 SP1 documents

For details on the features, refer to MiCollab 8.0 SP1 related documentation set in http://edocs.mitel.com/default.htm#MAS_anchor

What's New in MiCollab Release 8.0 FP1

19

This chapter contains the following sections:

19.1 MiCollab Suite Application Services Release 8.0 FP1

MiCollab for PC Client: From MiCollab Release 8.0 onwards, MiCollab for PC Client is introduced for Windows 7 and Windows 10. The admin has an option to provision new MiCollab for PC Client for all users from MiCollab Server Manager.

MiTeam license enforcement improvements:

- **Enable MiTeam**: MiTeam can be enabled to a user only when there are valid licenses available. If there are no MiTeam licenses available, the **MiTeam** option cannot be enabled and there is a notice regarding licenses availability.
- **Delegate MiTeam Streams**: The administrator can delegate all Streams from one MiTeam user account to another MiTeam user. The user must be a Premium license UCC bundle and the MiTeam checkbox is enabled under **MiCollab Client** in **Users and Services**. If the administrator tries to delete a user (with MiTeam Streams), disable the MiTeam for the user, or change the e-mail id of the user, then there is a MiTeam Streams warning window.

Warning: Deleting a user, removing MiTeam for a user, or changing e-mail id of a user, will result in deletion of their MiTeam Streams in 30 days. To keep the Streams, you must delegate them to another user within the 30 days window.

MiTeam licensing: Users will need MiTeam subscription licenses to use MiTeam feature. Licenses will be enforced by a combination of MiCollab server and centralized server. Two months before the expiry of MiTeam license, users will receive a monthly e-mail notification regarding the license expiry.

MiTeam status report: MiTeam status report is simplified to display only the user with MiTeam licenses. License information page is updated to include MiTeam licensing totals.

UCC Standard changes: Single UCC Standard role with softphone and sip softphone enabled. This feature profile combines the existing two feature profiles (UCC Standard

and UCC Standard-Mobile) into a single UCC Standard profile. All existing "UCC (V4.0) Standard – Mobile" users will be moved to "UCC (V4.0) Standard".

Caller ID reverse lookup (SAS): There is a new option in IDS to enable or disable the LDAP reverse lookup capability per IDS Connection.

Support two phone numbers: Using MX-ONE Provisioning Manager, admin can set up two phone numbers for a user. Both the numbers will be provisioned in MiCollab. This allows MiCollab Client user to have a second monitored phone number and the user determines which device to select for outgoing and incoming calls.

Support for Let's Encrypt in MSL: MiCollab now supports Let's Encrypt third party certificate verification in MSL.

MiCollab support on VMware vSphere 6.5: MiCollab is now compatible with VMware vSphere 6.5 version.

Hyper-V support for MiCollab on MiVoice Office 400: MiVoice Office 400 is now supported with MiCollab on Hyper-V.

SIP TLS Certificate verification: Admin can now force the clients to validate and verify the TLS server certificate for the SIP connection. Select the TLS-server-certificate type to validate the PBX or MBG identity on the SIP TLS connection.

Types of certificate that are supported on the TLS connection:

- **Public CA** (Trusted 3rd party certificate): The admin must apply a trusted certificate on the PBX or MBG.
- **Mitel CA** (built-in Mitel certificates): These certificates are shipped along with MiVB and MBG.
- **Custom**: In case the admin who has implemented their own Certification Authority (CA), the admin can upload the certificate to the Client Deployment Service and will be distributed to the client from there. With this setting, the clients will validate the MBG identity on the SIP TLS connection using the certificate provided.

Server Gateway mode (iOS and Windows Phone 8 Clients): For MiCollab Servers that are running in the Server Gateway mode, where they have a WAN and a LAN port, and a split DNS setup to point to both interfaces that will need to change. In MiCollab 8.0, MiCollab Mobile Client for iOS must be configured to use the Teleworker Service through the WAN port. Therefore, while on the WiFi LAN, the application must use the WAN interface. For example, by re-deploying the iOS users with Teleworker setting on – targeted to the WAN IP of the teleworker.

Split DNS is not supported in this topology. The Client must use the IP address or a FQDN that resolves to the WAN port. It will also work for all other services except administration through Server Manager. You must point to the LAN port IP Address or FQDN to manage the server.

19.2 MiCollab Audio, Web and Video Release 8.0 FP1

MiCollab Meeting Center: The MiCollab Meeting Center is an integration of single tap to call into a MiCollab Audio, Web and Video Conference from the 6800 and 6900 series desk phones. You can access the meetings calendar using the soft key on your phone and connect to the meeting from the phone menu.

> **ⓘ Note**:
>
> MiCollab Audio, Web and Video Conferencing URL including access code must be a part of the *<location>* attribute in the Outlook appointment or meeting.

MiCollab Meeting Center feature requires an Active Directory account with the following privileges for using this feature:

- **Impersonation**: For subscription type as **Impersonation**, the Username should have Management Role as *ApplicationImpersonation* along with *LimitedDetails AccessRights*.
- **Delegation**: For subscription type as **Delegation**, the Username should have Reviewer *AccessRights*.

MiCollab Meeting Center is supported on MiVoice Business, MiVoice MX-ONE, MiVoice 5000, and MiVoice Office 400 communication platforms.

Sharing from AWV Web Client: Users can share information with conference participants from the AWV Web Client. Sharing functionality is supported on chrome and non-chrome browsers on both MAC and Windows platforms. Users must install the below applications before initiating sharing for the first time:

- MiShareApp application for Internet Explorer, Safari, and Mozilla Firefox browsers.
- Native sharing Chrome extension for Google Chrome browser.

Leader Capabilities: AWV Conference leaders now have below capabilities in the AWV Web Client.

- End the meeting for all participants
- Mute or Unmute participants
- Remove participants

Support for Additional Languages: AWV end-user portal and MiCollab Microsoft Outlook Plugin now support Simplified Chinese language.

Migration to Single WAN IP: The second IP address dedicated to AWV can now be optionally removed and the AWV can be configured with a single external IP.

The FQDN for web conferencing is updated and the second FQDN is not required by the AWV application. The Clients fetch the updated configuration at AWV from the web requests during the connection automatically.

> 🛈 **Note**:
>
> The single IP configuration provides cost benefits but some external users behind a firewall with restricted outgoing traffic rules at ports other than 80 and 443 may experience connectivity issues.

MiCollab Microsoft Outlook Plugin enhancements:

- **Join Meeting** in Outlook ribbon for participants to join the meeting through AWV Web Client.
- MiCollab Microsoft Outlook Plugin download link is provided in the welcome e-mail.
- **Standing Meeting**: Users can create Standing Meetings if they already have one or more active reservation-less conferences created through end-user portal.
- **Join Meeting**: E-mail message will now have a clickable hyperlink **Join Meeting** in the e-mail body.

19.3 MiCollab Client Release 8.0 FP1

Basic Client support: Users with basic profile can now use MiCollab Web Client to place calls, search the directory, accept calls, and chat with other contacts.

MiCollab for PC Client: From MiCollab Release 8.0 onwards, an advanced version of the Legacy MiCollab Desktop Client called MiCollab for PC Client is introduced. Use the MiCollab for PC Client download link in the deployment e-mail to access this new Client. Admin can now toggle between MiCollab for PC Client or Legacy MiCollab Desktop Client during Deployment e-mail configuration.

Provisioning MiCollab for PC Client: Introduced for the new client, a field Provision new MiCollab Client for PC has been added in **MiCollab Client Service** > **Enterprise** > **Default Account Settings** for admin to enable or disable the provisioning MiCollab for PC Client. Use this feature in case of mixed deployment of MiCollab Clients (legacy Desktop Client and MiCollab for PC Client for different users).

MiCollab Client Presence integration with Microsoft Office: MiCollab contacts in Microsoft Office (Outlook) contact card, provide Presence status of the MiCollab user.

The Outlook contacts are mapped with MiCollab Client Presence indicator to display the contact's Presence information. The Outlook contact card displays presence information of users next to the contact's photo.

Click to Chat from Outlook contact card: You can open an Outlook contact card and send an instant message using the MiCollab Client. To chat with an Outlook contact, click contact's instant message icon in the user's contact information.

Caller ID reverse lookup: Allows MiCollab Client to perform external LDAP reverse lookup (off-board LDAP) when there is no result found in on-board directory. If the LDAP reverse lookup function is enabled and there is an incoming MiCollab call, the user will see the contact information of the calling party.

iOS Push Notification: The iOS Push Notification feature is now supported on MiCollab. MiCollab for iPhone Client displays a notification when a new data becomes on their iOS device, even when MiCollab Client is running in the background or the iOS device is locked. Users receive notifications for the following:

- Chat messages
- Voicemail messages
- Incoming calls
- Missed calls
- MiTeam Stream and MiTeam Meet invites

iOS CallKit Integration: iOS CallKit is integrated with MiCollab to provide MiCollab call accept on lock screen and swap between GSM and MiCollab call.

Outgoing Device selection for multiple devices: Device selection is now possible on MiVoice 5000 and MiVoice Office 400 (integrated mode). If multiple devices (desk phones, DECT phones, and other phones) are configured and connected for your directory number, you can select the device to make and receive calls.

3-party audio conference Feature Access Code: SIP softphone 3-party audio conference on Desktop Client on MiVoice Office 400 is enabled by default (no additional configuration of conference Feature Access Code is required).

19.4 Micollab 8.0 FP1 documents

For details on the features, refer to MiCollab 8.0 related documentation set in http://edocs.mitel.com/default.htm#MAS_anchor

What's New in MiCollab Release 8.0   20

This chapter contains the following sections:

20.1 MiCollab Suite Application Services Release 8.0

MiCollab for PC Client: From MiCollab Release 8.0 onwards, MiCollab for PC Client is introduced for Windows 7 and Windows 10. The admin has an option to provision new MiCollab for PC Client for all users from MiCollab Server Manager.

MiTeam license enforcement improvements:

- **Enable MiTeam**: MiTeam can be enabled to a user only when there are valid licenses available. If there are no MiTeam licenses available, the **MiTeam** option cannot be enabled and there is a notice regarding licenses availability.
- **Delegate MiTeam Streams**: The administrator can delegate all Streams from one MiTeam user account to another MiTeam user. The user must be a Premium license UCC bundle and the MiTeam checkbox is enabled under **MiCollab Client** in **Users and Services**. If the administrator tries to delete a user (with MiTeam Streams), disable the MiTeam for the user, or change the e-mail id of the user, then there is a MiTeam Streams warning window.

Warning: Deleting a user, removing MiTeam for a user, or changing e-mail id of a user, will result in deletion of their MiTeam Streams in 30 days. To keep the Streams, you must delegate them to another user within the 30 days window.

MiTeam licensing: Users will need MiTeam subscription licenses to use MiTeam feature. Licenses will be enforced by a combination of MiCollab server and centralized server. Two months before the expiry of MiTeam license, users will receive a monthly e-mail notification regarding the license expiry.

MiTeam status report: MiTeam status report is simplified to display only the user with MiTeam licenses. License information page is updated to include MiTeam licensing totals.

UCC Standard changes: Single UCC Standard role with softphone and sip softphone enabled. This feature profile combines the existing two feature profiles (UCC Standard and UCC Standard-Mobile) into a single UCC Standard profile. All existing "UCC (V4.0) Standard – Mobile" users will be moved to "UCC (V4.0) Standard".

Caller ID reverse lookup (SAS): There is a new option in IDS to enable or disable the LDAP reverse lookup capability per IDS Connection.

Support two phone numbers: Using MX-ONE Provisioning Manager, admin can set up two phone numbers for a user. Both the numbers will be provisioned in MiCollab. This allows MiCollab Client user to have a second monitored phone number and the user determines which device to select for outgoing and incoming calls.

Support for Let's Encrypt in MSL: MiCollab now supports Let's Encrypt third party certificate verification in MSL.

MiCollab support on VMware vSphere 6.5: MiCollab is now compatible with VMware vSphere 6.5 version.

Hyper-V support for MiCollab on MiVoice Office 400: MiVoice Office 400 is now supported with MiCollab on Hyper-V.

SIP TLS Certificate verification: Admin can now force the clients to validate and verify the TLS server certificate for the SIP connection. Select the TLS-server-certificate type to validate the PBX or MBG identity on the SIP TLS connection.

Types of certificate that are supported on the TLS connection:

- **Public CA** (Trusted 3rd party certificate): The admin must apply a trusted certificate on the PBX or MBG.
- **Mitel CA** (built-in Mitel certificates): These certificates are shipped along with MiVB and MBG.
- **Custom**: In case the admin who has implemented their own Certification Authority (CA), the admin can upload the certificate to the Client Deployment Service and will be distributed to the client from there. With this setting, the clients will validate the MBG identity on the SIP TLS connection using the certificate provided.

Server Gateway mode (iOS and Windows Phone 8 Clients): For MiCollab Servers that are running in the Server Gateway mode, where they have a WAN and a LAN port, and a split DNS setup to point to both interfaces that will need to change. In MiCollab 8.0, MiCollab Mobile Client for iOS must be configured to use the Teleworker Service through the WAN port. Therefore, while on the WiFi LAN, the application must use the WAN interface. For example, by re-deploying the iOS users with Teleworker setting on – targeted to the WAN IP of the teleworker.

Split DNS is not supported in this topology. The Client must use the IP address or a FQDN that resolves to the WAN port. It will also work for all other services except

administration through Server Manager. You must point to the LAN port IP Address or FQDN to manage the server.

20.2 MiCollab Audio, Web and Video Release 8.0

MiCollab Meeting Center: The MiCollab Meeting Center is an integration of single tap to call into a MiCollab Audio, Web and Video Conference from the 6800 and 6900 series desk phones. You can access the meetings calendar using the soft key on your phone and connect to the meeting from the phone menu.

> ℹ **Note**:
>
> MiCollab Audio, Web and Video Conferencing URL including access code must be a part of the *<location>* attribute in the Outlook appointment or meeting.

MiCollab Meeting Center feature requires an Active Directory account with the following privileges for using this feature:

- **Impersonation**: For subscription type as **Impersonation**, the Username should have Management Role as *ApplicationImpersonation* along with *LimitedDetails AccessRights*.
- **Delegation**: For subscription type as **Delegation**, the Username should have Reviewer *AccessRights*.

MiCollab Meeting Center is supported on MiVoice Business, MiVoice MX-ONE, MiVoice 5000, and MiVoice Office 400 communication platforms.

Sharing from AWV Web Client: Users can share information with conference participants from the AWV Web Client. Sharing functionality is supported on chrome and non-chrome browsers on both MAC and Windows platforms. Users must install the below applications before initiating sharing for the first time:

- MiShareApp application for Internet Explorer, Safari, and Mozilla Firefox browsers.
- Native sharing Chrome extension for Google Chrome browser.

Leader Capabilities: AWV Conference leaders now have below capabilities in the AWV Web Client.

- End the meeting for all participants
- Mute or Unmute participants
- Remove participants

Support for Additional Languages: AWV end-user portal and MiCollab Microsoft Outlook Plugin now support Simplified Chinese language.

Migration to Single WAN IP: The second IP address dedicated to AWV can now be optionally removed and the AWV can be configured with a single external IP.

The FQDN for web conferencing is updated and the second FQDN is not required by the AWV application. The Clients fetch the updated configuration at AWV from the web requests during the connection automatically.

> **ℹ Note**:
>
> The single IP configuration provides cost benefits but some external users behind a firewall with restricted outgoing traffic rules at ports other than 80 and 443 may experience connectivity issues.

MiCollab Microsoft Outlook Plugin enhancements:

- **Join Meeting** in Outlook ribbon for participants to join the meeting through AWV Web Client.
- MiCollab Microsoft Outlook Plugin download link is provided in the welcome e-mail.
- **Standing Meeting**: Users can create Standing Meetings if they already have one or more active reservation-less conferences created through end-user portal.
- **Join Meeting**: E-mail message will now have a clickable hyperlink **Join Meeting** in the e-mail body.

20.3 MiCollab Client Release 8.0

Basic Client support: Users with basic profile can now use MiCollab Web Client to place calls, search the directory, accept calls, and chat with other contacts.

MiCollab for PC Client: From MiCollab Release 8.0 onwards, an advanced version of the Legacy MiCollab Desktop Client called MiCollab for PC Client is introduced. Use the MiCollab for PC Client download link in the deployment e-mail to access this new Client. Admin can now toggle between MiCollab for PC Client or Legacy MiCollab Desktop Client during Deployment e-mail configuration.

Provisioning MiCollab for PC Client: Introduced for the new client, a field Provision new MiCollab Client for PC has been added in **MiCollab Client Service** > **Enterprise** > **Default Account Settings** for admin to enable or disable the provisioning MiCollab for PC Client. Use this feature in case of mixed deployment of MiCollab Clients (legacy Desktop Client and MiCollab for PC Client for different users).

MiCollab Client Presence integration with Microsoft Office: MiCollab contacts in Microsoft Office (Outlook) contact card, provide Presence status of the MiCollab user. The Outlook contacts are mapped with MiCollab Client Presence indicator to display the contact's Presence information. The Outlook contact card displays presence information of users next to the contact's photo.

Click to Chat from Outlook contact card: You can open an Outlook contact card and send an instant message using the MiCollab Client. To chat with an Outlook contact, click contact's instant message icon in the user's contact information.

Caller ID reverse lookup: Allows MiCollab Client to perform external LDAP reverse lookup (off-board LDAP) when there is no result found in on-board directory. If the LDAP reverse lookup function is enabled and there is an incoming MiCollab call, the user will see the contact information of the calling party.

iOS Push Notification: The iOS Push Notification feature is now supported on MiCollab. MiCollab for iPhone Client displays a notification when a new data becomes on their iOS device, even when MiCollab Client is running in the background or the iOS device is locked. Users receive notifications for the following:

- Chat messages
- Voicemail messages
- Incoming calls
- Missed calls
- MiTeam Stream and MiTeam Meet invites

iOS CallKit Integration: iOS CallKit is integrated with MiCollab to provide MiCollab call accept on lock screen and swap between GSM and MiCollab call.

Outgoing Device selection for multiple devices: Device selection is now possible on MiVoice 5000 and MiVoice Office 400 (integrated mode). If multiple devices (desk phones, DECT phones, and other phones) are configured and connected for your directory number, you can select the device to make and receive calls.

3-party audio conference Feature Access Code: SIP softphone 3-party audio conference on Desktop Client on MiVoice Office 400 is enabled by default (no additional configuration of conference Feature Access Code is required).

20.4 NuPoint Unified Messaging Release 9.0

Advanced UM Enhancements: NuPoint UM now supports up to 1500 Advanced UM users with the Exchange Server and up to 1500 Advanced UM users with Office 365 hosted email configurations.

Direct drop feature is enabled to suppress the user greeting when a call is diverted from BluStar Collaboration Management (CMG) deployments of InAttend to NuPoint.

20.5 MiVoice Border Gateway Release 10

Remote Proxy now supports configuration for MiCollab Audio, Web and Video Conferencing external access using **one external IP** address instead of two addresses. Refer to the MiCollab Engineering Guidelines for configuration and migration instructions.

An option to **disable MBG's TFTP server** is now available. The TFTP server is required for MiNet device support. Mitel recommends that sites without MiNet devices follow the security principle of disabling unnecessary services and turn off the TFTP server.

Voice and video port ranges can be configured. MBG now allows settings for voice and video under the Port Ranges panel including the ability to start the range at a value different than 20002.

20.6 MiTel Standard Linux Release 10.5

No new functionality.

20.7 Release 8.0 Documentation Improvements

MiCollab Client Quick Reference Guide is restructured to be in-line with MiTeam Reference Guide document structure. The following improvements were done:

- Separated each Client into description, conditions, and operation.
- Included screen captures for each Client.
- Provide step by step instructions for most frequently used procedures.

20.8 Micollab 8.0 documents

For details on the features, refer to MiCollab 8.0 related documentation set in http://edocs.mitel.com/default.htm#MAS_anchor

What's New in MiCollab Release 7.3   **21**

This chapter contains the following sections:

- MiCollab Suite Application Services Release 7.3
- MiCollab Audio, Web and Video Release 6.3
- MiCollab Client Release 7.3
- NuPoint Unified Messaging Release 8.3
- MiVoice Skype for Business 1.4
- MiVoice Border Gateway Release 9.4
- MiTel Standard Linux Release 10.5
- Release 7.3 Documentation Improvements

21.1 MiCollab Suite Application Services Release 7.3

Support for Additional NuPoint Prompt Languages: In, five new languages are supported for NuPoint system prompts: Brazilian Portuguese, Mandarin, and Arabic.

Conference Feature Access Code: Prior to MiCollab Release 7.3, the MiCollab Desktop Client SIP softphone was unable to initiate a 3-party audio conference. A new field has now been added under **Users and Services** > **Network Element** tab, that allows administrators to enter the Feature Access Code (FAC) that MiCollab Client uses to establish a 3-party audio conference. See *MiCollab Client Administrator Guide* for more details.

If the MiCollab Client Service is configured in integrated mode, the system copies the FAC to the PBX Node tab of the MiCollab Release 7.3Client Service.

If it is configured in co-located mode, the field is not applicable. The administrator must configure the FAC in the PBX Node tab of the MiCollab Client Service section in MiCollab Server Manager.Note that this FAC does not apply to the MiVoice Office 250 or MiVoice Office 400 platforms. A FAC is not used to establish 3-party conferences on these platforms.

New UCC Messaging Roles and Templates for MiVoice MX-ONE: With UCC V4.0 and later licensing, new versions of the Entry, Standard, and Premium licenses, specific to MiVoice MX-ONE platforms, are available. These licenses provide users with MiCollab Advanced Messaging (AVST) mailboxes. Separate roles and user templates are also provided. The new roles and templates are only available with MiVoice MX-ONE UCC licenses on newly licensed platforms.

Platforms with pre-existing UCC V4.0 licensing are not automatically updated with the new roles and templates. The administrator must manually create the roles and templates. This is required to let the clients show the MiCollab Advanced Messaging in the Voicemail tab.

MultipleIntegrated Directory Service (IDS) Attribute Mappings: Previously, you could only define one set of LDAP Attribute Mappings for use with MiCollab Integrated Directory Services connections. You can now define a custom set of attribute mappings for each connection or you can use the default attribute mappings.

Configure Access to External (Off-board) Directory: You can configure the MiCollab Client Service with access to a large, external off-board LDAP directory, such as Mitel MetaDirectory. To use the External search feature from the MiCollab client, the **External** category must be selected in the **Contacts** screen. The directory entries from multiple databases, such as Lotus Notes or Microsoft Exchange can be aggregated within the MetaDirectory.

Corporate Directory Partitioning: You can partition (filter) the external corporate directory such that users are only presented a subset of the corporate directory contact entries. For example, supplier contacts could be excluded from the directories of users who do not need to call these numbers. You can partition the directory by organizational unit or by attribute:

- *Organizational unit*: When users perform a search, the results are only drawn from the entries in their organizational unit.
- *Attribute*: When users perform search, only results that share the same attribute are presented

Support for Additional Attribute Fields in Bulk Import CSV File: The Bulk User Provisioning import file allows you to import additional data fields for a directory entry. Refer to the *Bulk Import from file* topic in the *Users and Services help* for details.

Deployment of MAC or PC Client: You can deploy a MiCollab MAC or PC Client from the Users and Services application, similar to the way that you can deploy a Mobile Client softphone. Refer to the *Deploy MiCollab MAC or PC Client* topic in the *Users and Services help* for details.

MiTeam Licensing: MiTeam is only available to users who are assigned with a UCC Premium bundle. Each UCC Premium user is granted free subscription to MiTeam for a period of 365 days. The 365-day period begins as soon as the MiCollab for Mobile Client is started or invited to a stream. Even if you disable a user's MiTeam, the clock continues to run down against the free subscription period.

If the user is not licensed after the free period ends, the user's account is disabled and there is a 30-day grace period during which time the user's account data is maintained. At the end of the 30-day grace period, if the user is still not licensed, the user's MiTeam account is deleted.

Email reminders, alarms, and warning banners are provided to the administrator before the grace expires to remind the administrator that the user must be licensed or the user's MiTeam account will be deleted. Refer to the *Users and Services* on-line help for more information.

Disable or Re-enable MiTeam: By default, MiTeam is enabled for eligible users (see MiTeam Licensing above). The administrator can choose to disable a user's MiTeam functionality to

- pre-empt the automatic disabling and deleting of a user's MiTeam account before the free period ends, or
- transfer a paid license from oneuser to another by disabling MiTeam for one user and then enabling it for another.

The administrator disables or re-enables MiTeam for a user from the MiCollab Client tab in the Users and Services application.

MiTeam Report: Administrators can generate a report from the Users and Services application that provides the following information for MiTeam users:

- User name and email address
- MiTeam status: Entitled Yes/No/Blank (Blank field indicates user has been deleted)
- Current Stage: Free or Grace
- Expiry date of free period

Welcome Email: Three new checkboxes are added to the **Welcome Email** tab under **MiCollab Settings** in **Configuration**. The checkboxes added are:

- MiCollab Microsoft Outlook Plugin
- MiVoice for Skype for Business
- End User Portal Link

21.2 MiCollab Audio, Web and Video Release 6.3

MiCollab AWV Web Client is Disability Discrimination Act (DDA) compliant: MiCollab AWV Web Client features allow users who have disabilities to navigate and use the application. MiCollab AWV supports ZoomText, JAWS version 17.0, and Dragon version 14.0. Refer to *MiCollab Client Administrator Guide* for details.

MiCollab Microsoft Outlook Plugin: You can perform Audio, Web and Video Conferencing activities from your Outlook calendar after you install the MiCollab Microsoft Outlook Plugin. The following features are supported:

- Schedule Conference
- Join Conference

- Modify Conference
- Delete Conference

MiCollab Microsoft Outlook Plugin is supported for Outlook client for Windows 2010, 2013 and 2016.

Do not enable Port Reservations if MiCollab Microsoft Outlook Plugin is required. When the Enable Port Reservations option is enabled, users will be unable to create a conference with the MiCollab Microsoft Outlook Plugin.

21.3 MiCollab Client Release 7.3

Support for MiVoice for Skype for Business plug-in on MiVoice Office 400: MiCollab Client 7.3 supports features from MiVoice for Skype for Business plug-in on the MiVoice Office 400 platform. Refer to the *MiCollab Client Administrator Guide* for details.

Self-Deployment: This new setting allows the user to self-deploy the MiCollab Client. Refer to the *MiCollab Client Administrator Guide* for details.

Federate GSM Line Status from Android Devices: This feature sets the MiCollab line state to "busy" whenever a GSM call is presented to the Android phone. Refer to *MiCollab Client Quick Reference Guide* for details.

Data Sovereignty: MiCollab Release 7.3 supports data sovereignty. Refer to the *MiCollab Client Administrator Guide* for details.

iOS 10 Support: MiCollab for Mobile Clients are supported on iOS 10.

MiTeam Guest Access: MiCollab Client 7.3 supports guest access to MiTeam. For more information, see the *MiTeam Reference Guide*.

Device Selection on MiVoice MX-ONE: This new option allows the user to select devices on the MiVoice MX-ONE. Refer to the *MiCollab Client Administrator Guide* for details.

Wi-Fi Only Toggle for New Generation Clients: The Wi-Fi Only option is available on Android and iPhone Clients only. For more information, see the *MiTeam Reference Guide*.

Notifications: The MiCollab Web Client allows you to select the notifications that you want to receive. For more information, see the *MiTeam Reference Guide*.

Shortcuts synchronization: You can add shortcuts for contacts, URLs, speed dials, and MiTeam streams to the home screen of your application. For more information, see the *MiTeam Reference Guide*.

21.4 NuPoint Unified Messaging Release 8.3

Advanced UM Enhancements:

- NuPoint UM now supports up to 750 Advanced UM users with the Exchange Server and Office 365 hosted email configurations.
- If using Office 365 as an email server, a Superuser account can be configured to access the individual email accounts eliminating the need for users to maintain passwords manually on NuPoint UM.

New Alarms:

- If the Advanced UM service stops working, an email is sent automatically to the System Administrator.
- An alarm is raised, and an email is sent automatically to the System Administrator for a Socket disconnect.

21.5 MiVoice Skype for Business 1.4

Support for MiVoice for Skype for Business plug-in on the MiVoice Office 400 platform: MiCollab Client 7.3 supports features from MiVoice for Skype for Business plug-in on the MiVoice Office 400 platform. Refer to *MiCollab Client Administrator Guide* for details.

MiVoice for Skype for Business is Disability Discrimination Act (DDA) compliant: The MiVoice for Skype for Business features allow users who have disabilities to navigate and use the application. The client interface supports ZoomText, JAWS version 17.0, and Dragon version 14.0. Refer to *MiCollab Client Administrator Guide* for details.

21.6 MiVoice Border Gateway Release 9.4

IP Phone Support: MiVoice Border Gateway now supports the following new IP phones:

- Mitel MiVoice 6920 IP Phone
- Mitel MiVoice 6930 IP Phone
- Mitel MiVoice 6940 IP Phone
- WebRTC now supports tenanted cloud deployments.
- Capacity and performance improvements for cloud and large enterprise environments.

Improved Logging Capabilities: The new Logging panel under the Administration menu controls the information that MiVoice Border Gateway logs. Administrators can use this information to troubleshoot issues.

21.7 MiTel Standard Linux Release 10.5

No new functionality.

21.8 Release 7.3 Documentation Improvements

There are now two versions of the MiCollab General Information Guide, Installation and Maintenance Guide, and Platform Integration Guide. One version supports the MiVoice Business and MiVoice Office 250 platforms, the other supports the MiVoice Office 400, MiVoice MX-ONE, and MiVoice 5000 platforms. There remains just one version of the Engineering Guidelines that covers all the supported platforms. In summary, the MiCollab core documentation set consists of the following guides:

MiVoice Business and MiVoice Office 250

- General Information Guide
- Installation and Maintenance
- Platform Integration Guide

MiVoice Office 400, MiVoice MX-ONE, and MiVoice 5000

- General Information Guide
- Installation and Maintenance Guide
- Platform Integration Guide

All Platforms

- Engineering Guidelines

What's New in MiCollab Release 7.2.2   22

This chapter contains the following sections:

- MiCollab Suite Application Services 7.2.2
- MiCollab Client 7.2.2

22.1 MiCollab Suite Application Services 7.2.2

Support for MiVoice Business Release 8.0: MiCollab Release 7.2.2 is supported with MiVoice Business Release 8.0.

IP Phone Support: MiCollab now supports the following new IP phones:

- Mitel MiVoice 6920 IP Phone
- Mitel MiVoice 6930 IP Phone
- Mitel MiVoice 6940 IP Phone

For MiVoice Business integrations, Flow Through Provisioning is supported for these phones.

SIP DECT Phone Support: MiCollab now supports the following new SIP DECT phones:

- Mitel 612 DECT Phone
- Mitel 622 DECT Phone
- Mitel 632 DECT Phone
- Mitel 650 DECT Phone

For MiVoice Business integrations, Flow Through Provisioning is supported for these phones.

Wireless IP Phone Support: For MiVoice Business integrations, Flow Through Provisioning is now supported for these phones:

- Mitel OpenPhone 26
- Mitel OpenPhone 2**7**

Configuration of Teleworker Service for Users on MiVoice Business: In previous releases, when you addedTeleworker service to a user's SIP Phone on a MiVoice Business communications platform you had to manually configure a corresponding SIP service on the MiVoice Border Gateway to support the user's Teleworker service. Now, if

you configure a user with a SIP phone, MiCollab automatically creates the SIP service on the MiVoice Border Gateway whenever you

- add a new user through Quick Add using a template with Teleworker Service enabled
- enable teleworker service for an existing user in the Users and Services Teleworker tab.

22.2 MiCollab Client 7.2.2

MiVoice 69xx IP Phone Avatar Support: MiCollab Client avatars (photos) can now be displayed on MiVoice 69xx series IP Phones that are running on MiVoice Business communications platforms. Refer to the *MiCollab Client Administrator Guide* for details.

What's New in MiCollab Release 7.2.1   23

This chapter contains the following sections:

- MiCollab Suite Application Services 7.2.1
- MiCollab Audio, Web and Video Release 6.2.1
- MiCollab Client Release 7.2.1

23.1 MiCollab Suite Application Services 7.2.1

MiTeam Integration with Peered Enterprise: In a peered Enterprise solution, the Enterprises share the same MiTeam OrganizationID to allow all UCC Premium users in the peered solution to join streams.

MiTeam for Small Business Cloud Deployments: MiTeam is supported in Small Business for Cloud deployments. Note that there are some minor user interface differences in the MiTeam application between Enterprise and Cloud deploy

Additional Integrated Directory Services Attributes: New attributes have been added to the Integrated Directory Services to support user provisioning from a directory server. Refer to *Integrated Directory Services* in the MiCollab server manager help for more information.

MiVoice Office 400 Support (available with MiVoice Office 400 Release 4.1): MiCollab supports the MiVoice Office 400 communication platform. Refer to the *MiCollab Platform Integration Guide* for configuration details.

Call Recording Enhancements (available with MiVoice Call Recording Release 9.1):

- Support has been added for call recording over SIP trunks with MiVoice Business and MiVoice Call Recording.
- Support has been added for call recording of forked devices with MiVoice MX-ONE and MiVoice Call Recording.

Refer to the *MiVoice Call Recording Installation and Configuration Guide* for details

23.2 MiCollab Audio, Web and Video Release 6.2.1

MiVoice Office 400 Support: The MiCollab Audio, Web and Video Conferencing application will be supported for MiVoice Office 400 communication platforms.

AWV Integration with MiCollab WebRTC Client: In MiCollab 7.2.1 and later, AWV sharing will be supported from the WebRTC Client.

23.3 MiCollab Client Release 7.2.1

MiTeam Integration with Peered Enterprise: In a peered Enterprise solution, the Enterprises share the same MiTeam OrganizationID to allow all UCC Premium users in the peered solution to join streams.

Web Real-Time Communication (WebRTC): Provides a Real-Time Communication version of the MiCollab Web Client. Refer to the *MiCollab Client Administrator Guide* for details.

Support for Polish Language: The MiCollab for Mobile Client and MiCollab Web Client user interfaces are available in Polish. The MiCollab Client Quick Reference Guide will also be available in Polish; however, the online help will not.

MiVoice Office 400 Support: When deployed in a MiCollab environment, MiCollab Client can be integrated with the MiVoice Office 400. See the *MiCollab Platform Integration Guide* for configuration instructions.

What's New in MiCollab Release 7.2   24

This chapter contains the following sections:

- MiCollab Suite Application Services 7.2
- Mitel Standard Linux Release 10.5 (64-Bit only)
- NuPoint Unified Messaging Release 8.2
- MiVoice Border Gateway Release 9.3
- MiCollab Audio, Web and Video Release 6.2
- MiCollab Client Release 7.2
- MiVoice Skype For Business 1.3
- Mitel Integrated Configuration Wizard Release 5.3

24.1 MiCollab Suite Application Services 7.2

MiTeam Integration: MiTeam is a Cloud-based social collaboration tool that integrates with the MiCollab for Mobile client, web client for PCs (Windows/MAC), and mobile clients (iOS/Android). See the *MiCollab Client Administrator's Guide* for more information.

Support for Additional Languages: The following new languages are now supported: Danish, European Spanish, Italian, and European Portuguese.

Change Directory Number: Administrators can change a user's directory number from the Users and Services application. The change can be performed in any of user's phone service fields and the modification is updated for all of the user's MiCollab applications. Note that in Release 7.2, the modification does not flow through to the MiVoice Business platform. Refer to the *Users and Services help* for details.

Offline Sync with AMC: Technicians can perform an offline sync to obtain licenses from the Application Management Center (AMC). Refer to the *MiCollab Installation and Maintenance Guide* for instructions.

Install Applications from Server Manager only: The **Install Applications** option has been removed from the MiCollab server console menu. You must install application software from the server manager *ServiceLink > Install Applications* panel.

Microsoft: Office 2016 is supported across all application integrations with Office including MiCollab Client contacts and AWV conference scheduling.

24.2 Mitel Standard Linux Release 10.5 (64-Bit only)

MiCollab Installation Improvement: The Install Applications panel in the Server Manager has been changed to enable you to install and upgrade application software from removable USB devices in addition to the AMC and CD/DVD.

New Call Controller: The first time you access the Install Applications panel in the Server Manager, you are prompted to select the type of PBX with which the server will interact. Support has been added for a new PBX type, the MiVoice Office 400.

MiCollab Server Console Update: The following options have been removed from the Server Console menu: **Upgrade MiCollab Software** and **Install MiCollab Software**. All software maintenance, including licensing and installing software on offline systems, must now be done in the Server Manager on the Install Applications panel.

Syslog Enhancement: MSL records event notification messagesand sends these to a local syslog server. You can enhance this functionality by configuring the system to accept messages from remote hosts or send its own messages to remote hosts. To support connectivity to remote syslog servers, it may be necessary to open UDP or TCP ports in the firewall. For details see the *Engineering Guidelines* for your product.

AMC Synchronization Enhancements:

- It is now possible to license and install software on MiCollab systems that are disconnected from the internet and thus cannot reach the Applications Management Center (AMC). For details on how to perform an off-line synchronization with the AMC, see the MiCollab Installation and Maintenance Guide. Note: Optional MiCollab blades (NuPoint Unified Messaging and Speech Auto Attendant applications) cannot be installed/upgraded when the system in offline mode.
- When existing MiCollab and MiVoice Business Express servers have their ARIDs deactivated, the Install Applications panel is now replaced with the Blades panel.
- The **Enable Online Sync** check box has been removed from the Status panel in the server manager. To switch to Online Sync mode from Offline sync mode, you must deactivate the ARID on the Status panel, clear the Hardware ID in the AMC (you may need to contact AMC support to complete this task) and use the online procedure to reactivate.

Web Certificate Enhancements:

- When SSL certificates do not contain the proper chain of trust configuration, MSL will display an error message on the Manage Web Server Certificates panel.
- MSL supports **Let's Encrypt**, a free, automated and open third-party Certificate Authority (CA). You can use Let's Encrypt SSL certificates with single-server, standalone MSL implementations that are accessible to the Internet. The Let's Encrypt

service is *not* supported on MiCollab Server and MiCollab Virtual Appliance systems in this release.

24.3 NuPoint Unified Messaging Release 8.2

Advanced UM Enhancements:

- The IMAP mail server adapter is supported on Microsoft Exchange 2016 for up to 500 users.
- The Outlook Client Plug-in (OCP) is supported on Microsoft Outlook 2016 (32- and 64-bit).

For details regarding feature requirements, see the *NuPoint UM General Information Guide*.

Support for Additional Languages: The following new languages are now supported: Danish, European Spanish, Italian, and European Portuguese.

24.4 MiVoice Border Gateway Release 9.3

New Call Control Platform: MBG supports the MiVoice Office 400 (Release 4.1) for teleworker services with SIP devices, MiCollab desktop applications, MiCollab Mobile Client and the MiCollab Web Client with WebRTC. Some features, such as remote proxy services for administrative interfaces, are not supported at this time. Other features, such as the secure recording connector, are available subject to their acceptance on the MiVoice Office 400 platform. To confirm feature support, refer to the MiVoice Office 400 Release 4.1 documentation.

SIP Enhancements:

- When you add a new SIP user, it is now possible to specify its Availability, restricting the device to a particular call type (either WebRTC or SIP), or allowing the device to handle both WebRTC and SIP call types.
- When you define SIP Support, you can choose which interface the SIP connector listens to for each transport protocol that you enable. This enables you to support TLS on the WAN interface while using only UDP on the LAN interface.

Call Recording Enhancements (available with Mitel MiVoice Call Recording Release 9.1):

- Support has been added for call recording over SIP trunks with MiVoice Business and MiVoice Call Recording.
- Support has been added for call recording of forked devices with MiVoice MX-ONE and MiVoice Call Recording.

Remote Proxy Services: The Web Proxy component of remote proxy services can now be configured to provide access to the Mitel MiContact Center and MiVoice Call Recordingapplications.

Syslog Enhancement: MSL includes a new panel, Configure Syslog, which you can use to send security event messages to remote syslog servers via UDP or TCP, plus receive messages from any host in the Trusted Networks list. Note that MBG-specific SIP security events, in addition to being recorded in the tugsec.log file, are now also being sent to the MSL syslog, which records them as "authpriv" messages.

24.5 MiCollab Audio, Web and Video Release 6.2

Support for Additional Languages: The following new languages are now supported: Danish, European Spanish, Italian, and European Portuguese.

Sharing from AWV Web Client: Users can share information with conference participants from the AWV Web Client. Currently, this functionality is only available from Chrome browsers on both MAC and Windows platforms. Users must install the AWV Web sharing application and extension in the browser before they can initiate sharing for the first time. Refer to the *MiCollab End User help* for details.

Microsoft Outlook 2016 Support: You can use your Outlook calendar to schedule MiCollab Audio, Web and Video Conferencing conferences. After the Outlook Form Template (OFT) is installed and configured, phone numbers, access codes, and Web links are generated the same as when you log in and schedule a conference through your MiCollab Audio, Web and Video Conferencing account.

MiTeam Integration with AWV: MiTeam users can initiate AWV sharing from the MiTeam collaboration tool. MiTeam users require UCC Premium licenses; however, any user can join an AWV meeting regardless of their UCC license.

24.6 MiCollab Client Release 7.2

MiTeam Integration: MiTeam is a Cloud-based social collaboration tool that integrates with the MiCollab for Mobile client, web client for PCs (Windows/MAC), and mobile clients (iOS/Android). See MiTeam Integration in the *MiCollab Client Administrator Guide*.

Support for Additional Languages: The following new languages are now supported: Danish, European Spanish, Italian, and European Portuguese

Enable E911 Warning: This new account setting displays a warning whenever the user launches the MiCollab Client. The warning states that the softphone may not be able make calls to the appropriate emergency number, for example 911, in some locations. This setting is disabled by default. You can change this setting from the server

manager in the following page: MiCollab **Client Service > Configure MiCollab Client Service>Enterprise>Settings>Default Account Settings**.

24.6.1 MiCollab Client Desktop Enhancements

Synchronization of Presence Status (MiVoice MX-ONE only): The MiCollab Client presence status (for example In a Meeting, Lunch break, or Away from desk) that is set on the user's client is synchronized with the presence status that is displayed on the user's desk phone. This feature is supported for Desktop Client and MiCollab for Mobile Clients on the MiVoice MX-ONE only. Note that users cannot modify MiVoice MX-ONE statuses in the Manage Status page of the client. The client will display an error if users attempt to change a status that is presented from the MiVoice MX-ONE.

Lotus Notes calendar and contact synchronization

MiCollab Client supports Microsoft Office 2016 including Microsoft Outlook 2016

Exchange 2016 integration

New language support for Polish and Portuguese (European)

24.6.2 MiCollab Client Deployment Service enhancements

Run Diagnostics: You can now run diagnostic tests from the MiCollab Client Deployment Service to verify if Internet connectivity is available to support client deployment. It is recommended that you run the diagnostic test against a profile prior to deploying the clients. The associated online help provides tables with error messages and possible corrective actions.

24.7 MiVoice Skype For Business 1.3

MS Office 2016 Support: MiVoice for Skype for Business supports MS Office 2016.

24.8 Mitel Integrated Configuration Wizard Release 5.3

No new content.

Mitel
Powering connections

mitel.com