A MITEL
PRODUCT
GUIDE

MiCollab
What's New in Documentation

Release 9.6 SP1
October 2022

Mitel
Powering connections

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This chapter contains the following sections:

- MiCollab Client Services Release 9.6 SP1
- Additional features of 9.6 SP1 with no documentation impact
- MiCollab 9.6 SP1 Documents

1.1   MiCollab Client Services Release 9.6 SP1

1.1.1   Replace Drawer Menu

From MiCollab Release 9.6 SP1 onwards, in MiCollab Mobile Clients, the side drawers have been replaced by bottom navigation toolbar.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

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

1.2   Additional features of 9.6 SP1 with no documentation impact

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

1.3   MiCollab 9.6 SP1 Documents

For details on the features, refer to MiCollab 9.6 SP1 related documentation set in Mitel Document Center

What's New in MiCollab Release 9.6 FP1

This chapter contains the following sections:

- MiCollab Client Services Release 9.6 FP1
- MiCollab Audio, Web and Video Conference Release 9.6 FP1
- MiCollab 9.6 FP1 Documents

2.1   MiCollab Client Services Release 9.6 FP1

2.1.1   Android Logout

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

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

2.1.2   WebRTC PRO

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

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

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

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

2.2 MiCollab Audio, Web and Video Conference Release 9.6 FP1

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

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

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

2.3 MiCollab 9.6 FP1 Documents

For details on the features, refer to MiCollab 9.6 FP1 related documentation set in Mitel Document Center.

What's New in MiCollab Release 9.6   3

This chapter contains the following sections:

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

3.1   MiCollab Client Services Release 9.6

3.1.1   Group Call Pickup - MiVoice 5000

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

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

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

3.1.2   CCM- Number of home screen entries increased to 50

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

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

3.1.3   Calendar Integration with OAuth2 using Graph API

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

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

3.2   MiCollab Client Release 9.6

3.2.1   MiCollab PC Client Telephony-only Mode

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

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

3.2.2   Group Call Pickup - MiVoice 5000

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

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

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

3.3   MiCollab Audio, Web and Video Conference Release 9.6

None.

3.4   NuPoint Unified Messaging Release 20.6

None

3.5   Additional features of Release 9.6 with no documentation impact

- **Accessibility - Colors and Contract for PC, Mac, and Web Clients**

  With MiCollab Release 9.6, the MiCollab PC, Mac, and Web clients will comply with the accessibility standards of a client UI.
- **Timeline clarification (AM/PM)**

  A clarification note over AM/PM 12-hour format has been added on the AWV EUP conference creation page for one-time and recurring conferences.
- **Support new devices – 69XXw, 6930L, and CloudLink App**

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

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

3.6   MiCollab 9.6 Documents

For details on the features, refer to MiCollab 9.6 related documentation set in Mitel Document Center.

What's New for MiCollab Release 9.5   4

This chapter contains the following sections:

- MiCollab Client Services Release 9.5
- MiCollab Client Release 9.5
- MiCollab Audio, Web and Video Conference Release 9.5
- NuPoint Unified Messaging Release 20.5
- MiCollab 9.5 Documents

4.1   MiCollab Client Services Release 9.5

4.1.1   Cloud Storage/Upgrade

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

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

4.1.2   Centralized Call History - MiVoice MX-ONE

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

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

4.1.3   MiCollab PC Client Telephony-only mode

From Release 9.5 onwards, MiCollab for PC Client Telephony-only mode is supported only for the MiCollab PC Clients. This feature enhances the end-user experience while placing calls with Mitel Assistant, using MiCollab Client softphone. Currently this feature

has only been implemented in the MiCollab server and the client side changes will be available in Release 9.6.

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

4.1.4   Support for 43000 users with Flow Through provisioning

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

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

4.2   MiCollab Client Release 9.5

4.2.1   Client logout button

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

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

4.2.2   Harmonize the MiCollab answering screen with common Android manufacturers

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

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

4.2.3   Upgrading CloudLink chat UX

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

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

4.2.4   Android Emergency Calls

From Release 9.5 onwards, when you are connected to a cellular network, the emergency calls will be routed to the native dialer on your phone and handled by the network provider you are connected to. If you are not connected to a cellular network but your softphone is enabled and you have Wi-Fi access, emergency calls will be routed over Wi-Fi using VoIP.For more information on Emergency calls, see the *MiCollab for MiCollab Mobile Client End-User Online Help> Device selection for outgoing calls (Call Using)* section.

4.3   MiCollab Audio, Web and Video Conference Release 9.5

4.3.1   Support for SIP RFC 4028 Session Timer

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

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

4.4   NuPoint Unified Messaging Release 20.5

None.

4.5   MiCollab 9.5 Documents

For details on the features, refer to MiCollab 9.5 related documentation set in Mitel Document Center.

What's New for MiCollab Release 9.4 SP1   5

This chapter contains the following sections:

- MiCollab Suite Application Services Release 9.4 SP1
- MiCollab Client Release 9.4 SP1
- MiCollab 9.4 SP1 Documents

5.1   MiCollab Suite Application Services Release 9.4 SP1

5.1.1   Location Service Configuration

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

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

5.1.2   View Audit Report

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

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

5.2   MiCollab Client Release 9.4 SP1

5.2.1   Emergency Location Notification

From Release 9.4 SP1 onwards, the Emergency location will be notified in a pop-up window, whenever the user is logged in, or there is a change in the network, or during an

emergency call irrespective of the client running in the foreground or background, that ensures users to set and maintain the appropriate location details.

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

5.2.2 Windows 11 Support

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

5.3 MiCollab 9.4 SP1 Documents

For details on the features, refer to MiCollab 9.4 SP1 related documentation set in Mitel Document Center.

What's New in MiCollab Release 9.4　　6

This chapter contains the following sections:

- MiCollab Suite Application Services Release 9.4
- MiCollab Audio, Web and Video Conference Release 9.6
- NuPoint Unified Messaging Release 20.4
- MiCollab Client Release 9.4
- MiCollab 9.4 Documents

6.1　　MiCollab Suite Application Services Release 9.4

6.1.1　　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*

6.1.2　　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.

6.2   MiCollab Audio, Web and Video Conference Release 9.6

None.

6.3   NuPoint Unified Messaging Release 20.4

None.

6.4   MiCollab Client Release 9.4

6.4.1   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.

6.4.2   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*.*

6.4.3 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*

6.5 MiCollab 9.4 Documents

For details on the features, refer to MiCollab 9.4 related documentation set in Mitel Document Center.

What's New in MiCollab Release 9.3 SP1   7

This chapter contains the following sections:

7.1   MiCollab Suite Application Services Release 9.3 SP1

7.1.1   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*.

7.2   MiCollab 9.3 SP1 Documents

For details on the features, refer to MiCollab 9.3 SP1 related documentation set in Mitel Document Center.

What's New in MiCollab Release 9.3   8

This chapter contains the following sections:

8.1   MiCollab Suite Application Services Release 9.3

8.1.1   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*.

8.1.2   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*.

8.1.3　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.

8.2　MiCollab Audio, Web and Video Conference Release 9.3

8.2.1　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.

8.3   NuPoint Unified Messaging Release 20.3

8.3.1   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.

8.4   MiCollab Client Release 9.3

8.4.1   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.

8.4.2   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.

8.4.3 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.

8.4.4 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.

> **ℹ 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.

8.4.5   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.

8.4.6   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.

8.4.7   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.

8.4.8   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.

8.4.9 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.

8.5 MiCollab 9.3 Documents

For details on the features, refer to MiCollab 9.3 related documentation set in Mitel Document Center.

What's New in MiCollab Release 9.2 FP1

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This chapter contains the following sections:

- MiCollab Client Release 9.2 FP1
- MiCollab 9.2 FP1 Documents

9.1 MiCollab Client Release 9.2 FP1

9.1.1 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.

9.1.2 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*.

9.2 MiCollab 9.2 FP1 Documents

For details on the features, refer to MiCollab 9.2 FP1 related documentation set in Mitel Document Center.

What's New in MiCollab Release 9.2   **10**

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

10.1   MiCollab Suite Application Services Release 9.2

10.1.1   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.

10.1.2   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.

10.1.3   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*.

10.1.4 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.

10.1.5 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.

10.1.6   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.

10.1.7   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.

10.2   MiCollab Audio, Web and Video Conference Release 9.2

10.2.1   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.

10.2.2   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.

10.3   NuPoint Unified Messaging Release 20.2

10.3.1   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.

10.3.2   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.

> **ⓘ 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.

10.4   MiCollab Client Release 9.2

10.4.1   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.

10.4.2   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.

10.4.3   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.

10.4.4   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.

10.4.5   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.

10.4.6   Chat Cache Functionality

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

> **ⓘ 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.

10.4.7   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.

10.4.8   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*.

10.5   MiCollab 9.2 Documents

For details on the features, refer to MiCollab 9.2 related documentation set in Mitel Document Center.

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