

CloudLink Deployment Guide with MiVoice 5000

12/2025

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1 ABOUT THIS DOCUMENT

1.1 PURPOSE OF THIS DOCUMENT

This document explains how to deploy and integrate the CloudLink solution with MiVoice 5000 so users can develop and use mobile or web applications.

This document also defines the minimum system requirements for deploying and integrating the CloudLink solution with MiVoice 5000.

1.2 RELATED DOCUMENTATION

These documents are available on the documentation site, on Mitel.com:

- CloudLink Accounts
- CloudLink Gateway
- CloudLink Platform
- MiVoice 5000– Installation and implementation
- MiVoice 5000 – Operation

For the CloudLink documentation, refer to this page: <https://www.mitel.com/document-center/technology/cloudlink>

For the MiVoice 5000 documentation, refer to this page: <https://www.mitel.com/document-center/business-phone-systems/mivoice-5000/technical-documentation>

1.3 TERMINOLOGY

CSTA: Computer Supported Telecommunications Applications

KVM: Kernel-Based Virtual Machine

CTI: Computer and Telephony Integration

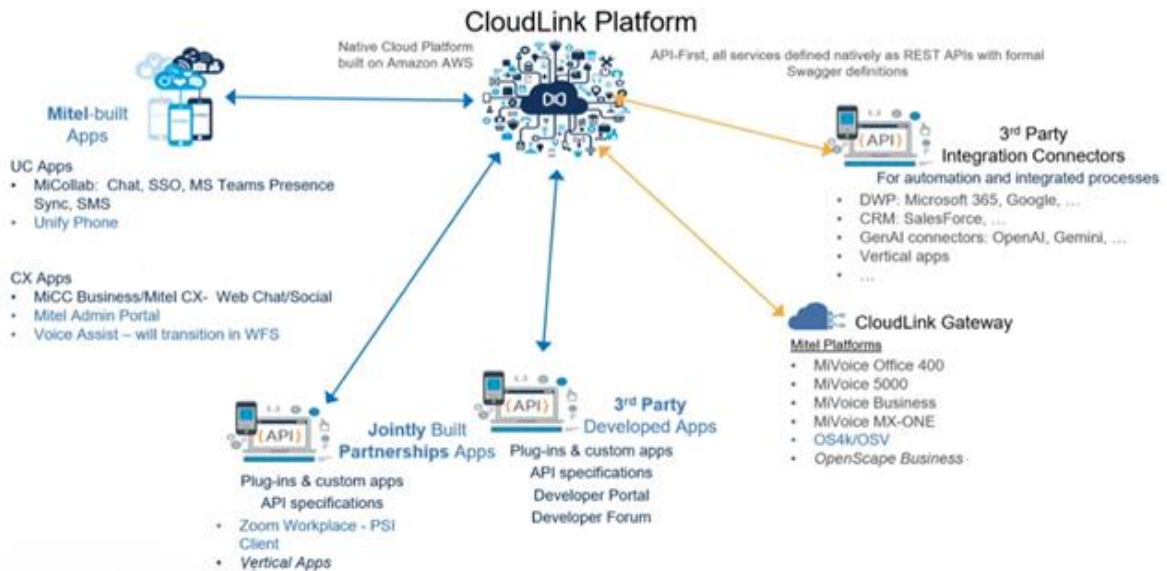
VM: Virtual Machine

DHCP: Dynamic Host Configuration Protocol.

API: Application Programming Interface

CLD: CloudLink Daemon

2 INTRODUCTION



The Mitel CloudLink solution has the following components:

- CloudLink Platform
- CloudLink Gateway
- CloudLink applications

CloudLink Platform

CloudLink Platform is an open development platform for application developers, partners and customers.

CloudLink Gateway

The gateway connects iPBXs to CloudLink Platform and CloudLink applications.

CloudLink Gateway facilitates the connection between the iPBX and the Endpoints by standardising the signalling protocols of the different iPBXs.

A single signalling protocol is defined between CloudLink Gateway and the CloudLink Platform infrastructure (hosted on Amazon Web Services (AWS)).

CloudLink applications

CloudLink applications take advantage of Mitel's application programming interfaces (APIs) and micro services to facilitate the deployment and use of new-generation applications.

Depending on the needs, the configuration may require some CloudLink products so that its functionalities work:

Need	CloudLink Platform	CloudLink Gateway
Management of the CloudLink subscriptions through the MiVoice 5000	✓	✗
Remote access to the MiVoice 5000 Web Admin	✓	✗
Workflow Service	✓	✓
Call Control (CTI) Service	✓	✓
Unify Phone Application	✓	✓

3 OVERVIEW OF CLOUDLINK ACCOUNT CONSOLE

Refer to [CloudLink Accounts Console User Guide \(mitel.com\)](https://mitel.com/cloudlink-accounts-console-user-guide).

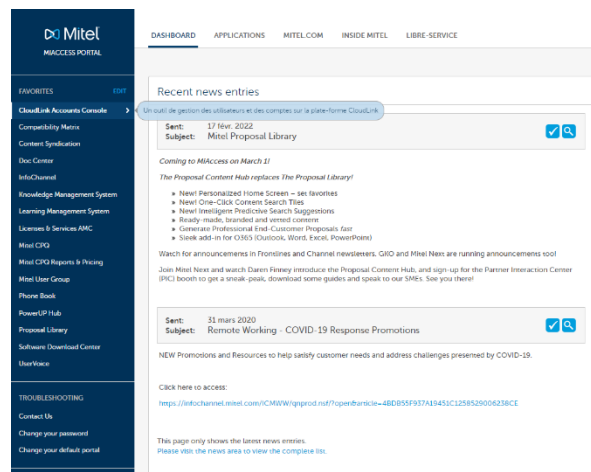
CLOUDLINK ACCOUNT CONSOLE can be used:

Actions	Partner level	Administrator level
To create and manage end-customers on CloudLink Platform	✓	✗
To create Administrator accounts for each customer	✓	✗
To assign a CloudLink to a customer	✓	✓
To configure CloudLink	✓	✓
To configure the CloudLink Gateway	✓	✓
To view and manage CloudLink users declared by MiVoice 5000	✓	✓

3.1 ACCESS TO CLOUDLINK ACCOUNT CONSOLE

3.1.1 ACCESS VIA MITEL MIAccess PORTAL

In the MiAccess Portal homepage:

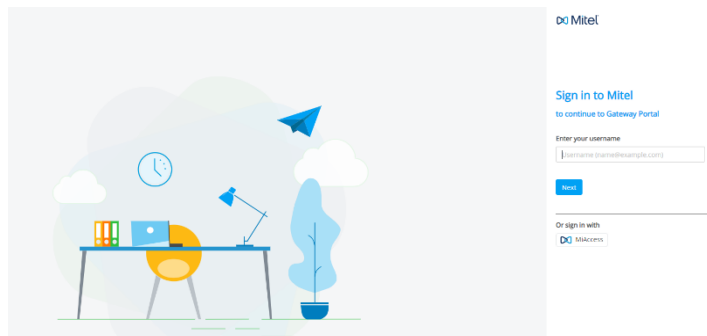


- Click **CloudLink Accounts Console**. The main menu opens and displays different menus and the corresponding actions:



3.1.2 DIRECT ACCESS VIA THE CLOUDLINK URL

A Mitel partner, customer account administrator, or user can access CloudLink directly at <http://gateway.mitel.io/>



3.2 CREATING A COMPANY ACCOUNT

A Company account must be created by partners according to the rights assigned to them.

Each partner can create several Company/Customer accounts.

This Company account or Customer account must be filled in with all the information concerning them (name, address, contact, etc.).

In the **Account** menu, click **Add account**.

- Fill in the Company/Customer account form.
- Once created, click **Save**.

The account has been created, and an ID generated (top right).

Account Information

Customer Name *

R&D Demo

Company *

Fraser

Address *

1 Rue Arnold Schoenberg

Address 2

City / Area *

Guggenaustr.

Postal / Zip Code *

76080

Account ID

77460426

Default Language

English (US)

Account Type

Other

SAP Customer Number

Not Available

Cloud location

Europe (Frankfurt)

Support contacts

All bug and issue reports are sent to these contacts. [Learn more](#)

Integrations

Chat

3.3 CREATING AN ADMINISTRATOR-TYPE USER

This type of user/administrator corresponds to the administrator who manages the user accounts of the previously defined company.

In Menu **User Management>Users**, Add a **User** (Administrator),

Dashboard

Account

User Management

Integrations & Apps

Billing

Support

Users

Search Users

- Click Add user.
- Fill in the administrator's information sheet.

Account Admin

Note: The Account Admin box is enabled by default when no users have yet been declared.

- Confirm the creation.

The creation has been completed and a welcome message is displayed at the top indicating that an e-mail has been sent to this user (Admin).

Dashboard

Account

User Management

Integrations & Apps

Billing

Support

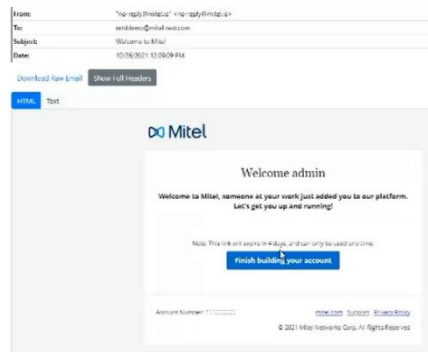
admin

The site administrator can then check their mailbox and find this type of e-mail (example):

10

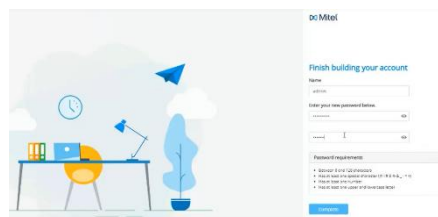
12/2025

AMT/PTD/NMA/0179/3/2/EN

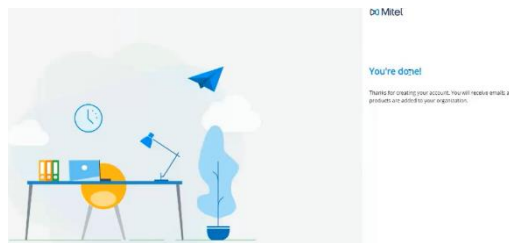


The account number is indicated at the bottom of the message.

- Click Finish building your account.
- Then enter and confirm the corresponding password (admin/pwd) to access the Company/Customer site.



Click Complete.



A login confirmation e-mail is sent to the administrator.
The customer is ready to manage and deploy CloudLink.

4 DEPLOYING CLOUDLINK WITH MIVOICE 5000

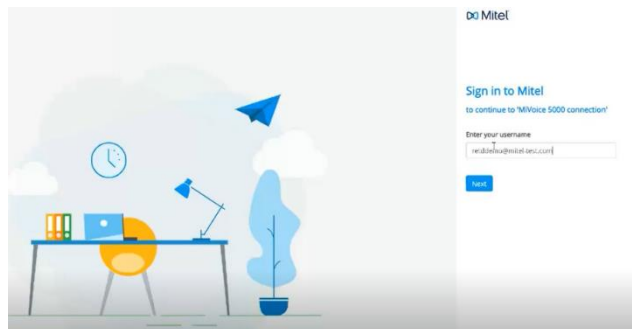
4.1 CONNECTING MIVOICE 5000 TO CLOUDLINK PLATFORM

- Go to iPBX Web Admin.

Go to Menu Telephony service>Subscribers>Terminals and Applications>Applications.

In Menu **CloudLink>Connection**, click **MiVoice 5000 Connection** to set up a link between CloudLink and MiVoice 5000.

Redirect to the CloudLink authentication page in a new tab.



- Enter the administrator's login/password (administrator's e-mail address). Refer to paragraph **3.3 – Creating an Administrator-type user**.
- Click **Next**.

On the next screen, enter the corresponding password.

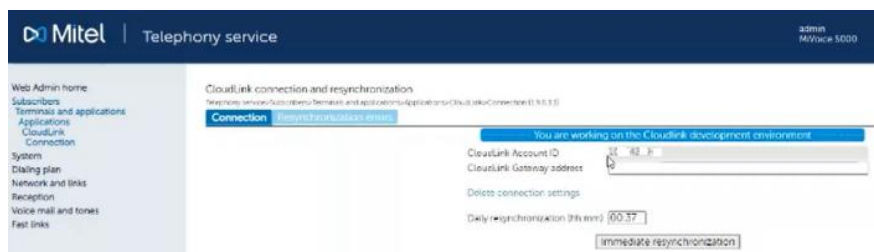
- Click **Next**.

The connection to CloudLink is set up:



The MiVoice 5000 is allowed to configure CloudLink in the AWS CloudLink Platform.

This information is given in Menu **CloudLink>Connection**.



- **CloudLink Account ID**, ID of the previously created account (not modifiable),
- **CloudLink Gateway address**, to be filled in later. Refer to Paragraph Erreur ! Source d u renvoi introuvable. – **Configuring the CloudLink Gateway information In the MiVoice 5000 Server.**

4.2 CREATING CLOUDLINK ROLES

This action is used to assign the right to use the media (Softphone) and/or CTI services offered by the CloudLink APIs to the subscribers concerned.

Create the roles to be assigned to CloudLink, in the Name tab of Menu Telephony Service>Subscribers>Terminals and Applications>Applications>CloudLink>Roles.

Rôle : Basic
Service téléphonie>Abonnés>Terminaux et Applications>Applications>CloudLink>Rôles (1.9.6.3.2)

Par son nom

Noms	Paramètres	Synthèse
Rôle 1	Basic	
Rôle 2	Unify Phone	
Rôle 3		
Rôle 4		
Rôle 5		
Rôle 6		
Rôle 7		
Rôle 8		



Note: This menu is only accessible when the connection between the iPBX and CloudLink is set up.

In the same menu, **Settings** tab and for the role in question, tick the features to be activated according to the environment,

- CTI (Call Control)
- Unify Phone

See MiV5000 Release Notes, Product Guide or Product Bulletin for the availability.

Basic: default value indicated but no parameter.

When this Role is used, provisioning is only done on CloudLink Platform.

This type of role can be assigned for any type of CloudLink use without the use of a SIP or CSTA connection. This is, for instance, the case with MiTeam Meeting.

Role 1 to x: to be defined by the administrator

The **Summary** tab of this menu gives a view of the list of roles.

4.3 CONFIGURING THE MIVOICE 5000 USERS EMBEDDED IN CLOUDLINK PLATFORM

If the subscriber exists, go directly to Menu **Telephony service>Subscribers>Characteristics>Subscribers>Characteristics**.

If the subscriber must be created, go to Menu **Telephony service>Subscribers>Subscription>Create**.

For the :

- In the Characteristics tab, select the corresponding role in the CloudLink role dropdown menu.
- In the Characteristics tab, enter a valid mail address in the E-mail field.

Subscription 2000
Telephony service>Subscribers>Subscriptions>Characteristics (1,2,3)

By directory number 2000

Characteristics Directory Terminals Keys Forwards Home automation Phone book Multi-lines Functions

CloudLink role
CloudLink resynchronization
Forbidden numbers list
Hot line type

INTERNATIO
INTERNATIO
Softphone



Note: It is possible to use SSO with CloudLink users. For more information about the configuration, refer to Mitel Administration User Guide document on Doc Center:

- For the SSO mode with Microsoft Azure AD: [Configuring Single Sign-On for CloudLink with Microsoft Azure AD](#)
- For the SSO mode with a generic provider: [Configuring SAML Single Sign-On Integration for CloudLink with Identity Providers \(generic instructions\)](#)

If using the SSO with CloudLink, the subscriber will not receive any mail for their account's validation.

4.4 SYNCHRONISATION

4.4.1 CONFIGURING SYNCHRONISATION

Go to Menu CloudLink>Connection, Connection tab.

Mitel | Telephony service | admin MVoice 5000

Web Admin home
Subscribers
Terminals and applications
Applications
CloudLink
Connection
System
Dialing plan
Network and links
Reception
Voice mail and tones
Fast links

CloudLink connection and resynchronization
Telephony service>Subscribers>Terminals and applications>Applications>CloudLink>Connection (1,9,6,1,0)

Connection Resynchronization errors

----- You are working on the CloudLink development environment -----

CloudLink Account ID 867554672
CloudLink Gateway address 0.174.92.14

Daily resynchronization (h:mm) 07:00
Last resynchronization on 06/04/2022 at 07h00

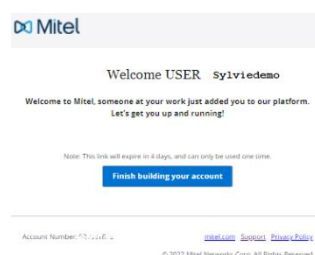
Immediate resynchronization

Start an immediate synchronisation.

Once the synchronisation is completed, an e-mail is sent to the users concerned.

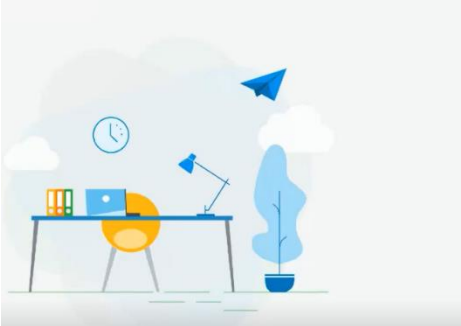
(E-mail address previously defined in the Cloud Link subscriber's characteristics).

Subscribers will receive the following e-mail:



Note: the account number is indicated at the bottom of the message.

Click Finish building your account.



DO MITEL

Finish building your account

Name

Enter your new password below:

40

40

Password requirements

- Minimum 8 and 128 characters
- Must at least one special character (?!@#\$%^&*~)
- Must at least one number
- Must at least one upper and lowercase letter

☐ I agree to the Terms & Conditions

In this window:

- Enter and confirm the new password.
- Tick the box I agree to the Terms & Conditions.
- Click Complete.

A confirmation message is sent to the users previously created in MiVoice 5000.

4.4.2 AUTOMATIC AND UNITARY SYNCHRONIZATION OF AN USER

4.4.3 SYNCHRONISATION ERROR

If synchronisation fails, the causes are listed in Menu **CloudLink>Connection, Connection Error** tab.

Error message:

- Non-existent, incorrect or double e-mail address,
- Incorrect MD5 password.

The event is also recorded in the logbook.

5 COMPLEMENTARY CONFIGURATIONS

5.1 VIEWING CLOUDLINK USERS IN MIVOICE 5000

Menu Telephony service>Subscribers>Terminals and Applications>Applications>CloudLink>Users.

Role users, role criterion: WITH ROLE
 Telephony service>Subscribers>Terminals and applications>Applications>CloudLink>Users (1/9,6,3,3)

Directory	Name	Email	Role
2000	USER 2000	2000.clttestapi@mitel-test.com	Softphone
2001	USER 2001	2001.clttestapi@mitel-test.com	All
2002	USER 2002	2002.clttestapi@mitel-test.com	All
2003	USER 2003	2003.clttestapi@mitel-test.com	All
2004	USER 2004	2004.clttestapi@mitel-test.com	All
2005	USER 2005	2005.clttestapi@mitel-test.com	All
2006	USER 2006	2006.clttestapi@mitel-test.com	All
2007	USER 2007	2007.clttestapi@mitel-test.com	All
2008	USER 2008	2008.clttestapi@mitel-test.com	All
2009	USER 2009	2009.clttestapi@mitel-test.com	All
2100	USER 2100	2100.clttestapi@mitel-test.com	All
2101	USER 2101	2101.clttestapi@mitel-test.com	All
2102	USER 2102	2102.clttestapi@mitel-test.com	All
2103	USER 2103	2103.clttestapi@mitel-test.com	All
2104	USER 2104	2104.clttestapi@mitel-test.com	All
2105	USER 2105	2105.clttestapi@mitel-test.com	All
2106	USER 2106	2106.clttestapi@mitel-test.com	All
2107	USER 2107	2107.clttestapi@mitel-test.com	All
2108	USER 2108	2108.clttestapi@mitel-test.com	All
2109	USER 2109	2109.clttestapi@mitel-test.com	All
2110	USER 2110	2110.clttestapi@mitel-test.com	All
2111	USER 2111	2111.clttestapi@mitel-test.com	All

This menu allows you to view all users and their characteristics:

- Directory number
- Name
- E-mail address
- Role.

5.2 VIEWING USERS AND ASSIGNING CLOUDLINK ROLES FROM MIVOICE 5000 MANAGER

Menu Subscriber management



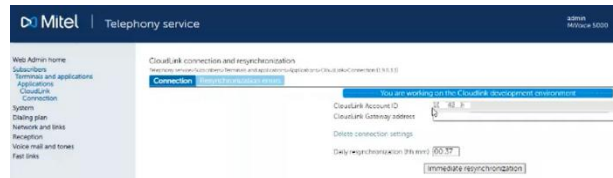
Lists available in MiVoice 5000 Manager:

- Content of the roles for an IPBX
- List of subscribers assigned to a role
- List of roles and their contents.

5.3 DELETING THE CONNECTION TO CLOUDLINK IN MIVOICE 5000

Menu Telephony service>Subscribers>Terminals and Applications>Applications>CloudLink>Connections.

The Delete connection settings link allows you to delete the connection to CloudLink provided there are no more subscribers using the CloudLink role.



The Delete connection settings link is displayed:

- If no resynchronisation is in progress,
- If there are no longer any users synchronised between the iPBX and the CloudLink Platform or the CloudLink Gateway i.e. there are no longer any roles assigned to the subscriptions => Delete subscriptions on CloudLink Platform CloudLink Gateway.
- If there is a problem with authentication to CloudLink Platform (Client ID and or iPBX Secret Client, this link provides a way out of this situation).

Clicking this link takes you back to the procedure for logging in as an Admin, from MiVoice 5000 to CloudLink Platform. Refer to Section 4.1 Connecting MiVoice 5000 to CloudLink Platform.

5.4 CONFIGURING CLOUDLINK SIP TRUNK IN MIVOICE 5000

This feature will give access to services such as IVR, etc. in CloudLink when they become available. Refer to MiV5000 Release Notes, Product Guide or Product Bulletin for availability.

In Menu Telephony service>Network and links>Network>Trunks>Names:

- Add a new trunk name for CloudLink.
- Click the corresponding link on the left side of the newly created name.
- Select **Trunks>Characteristics** which redirects directly to the configuration of the trunk signalling characteristics.

Characteristics of trunk group CL
Telephony service>Network and links>Network>Trunk groups>Characteristics (4.2.1.2)

Signaling characteristics:

Physical type	VOICE IP
Nature	BOTHWAY
Signalling type	SIP
Subtype	CLOUDLINK

Characteristics dropdown menu options:

- STANDARD
- ROOM STATUS
- INTERNET LINK
- VOICE MAIL
- INATTEND
- MICC
- CLOUDLINK

- Select CLOUDLINK.
- Click the **Characteristics** button.

Web Admin home Subscribers System Dialing plan Network and links Network Trunk groups Characteristics Characteristics of trunk group ... CL VOICE IP BOTHWAY Reception Voice mail and tones Fast links	CL VOICE IP BOTHWAY (basic mode)	
	Telephony service>Network and links>Network>Trunk groups>Characteristics (4.2.1.2)	
	Signalling type	SIP
	Link state	NOT CONFIGURED
	Protocol	TCP
	Proxy n° 1	
	Proxy n° 2	
	Domain / realm	
	Local proxy	NO
	Proxy checking
	Authentication	SIP CLIENT
	Client account:	
	- login	
	- password	
	Audit out of speech (OPTIONS) <input type="checkbox"/>	

- Enter the IP address of CloudLink Gateway (**Proxy No. 1**).
- Enter the corresponding port which must be different from 5070.
- In the Authentication line, select SIP CLIENT.

The proxy check must be set on the IP address of CloudLink Gateway:

- On the Proxy Check line, select IP ADDRESS.

For authentication, the login must be officelinkmv5000 relative to the SIP CLIENT type. The user can choose any password.

- Then start a resynchronisation from the Connection tab of Menu Subscribers>Terminals and Applications>Applications>CloudLink>Connection.

5.5 CONFIGURING CLOUDLINK DAEMON

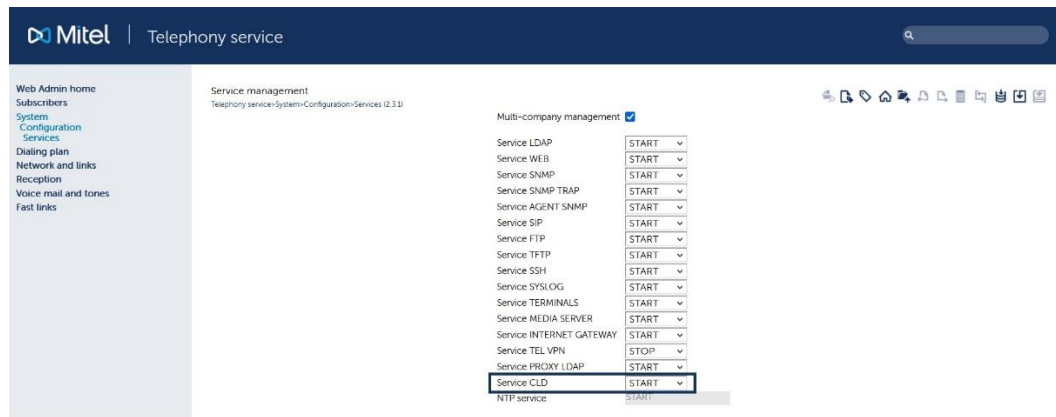
5.5.1 WITH THE MIVOICE 5000

CloudLink Daemon allows any CloudLink administrator to access the MiVoice 5000 Web Admins associated to their CloudLink account remotely. CloudLink Daemon is also compatible with other Mitel products, such as the OMM (Open Mobility Manager), MiContact Center, MiCollab, etc.

To configure CloudLink Daemon:

Menu Telephony service>System>Configuration>Services

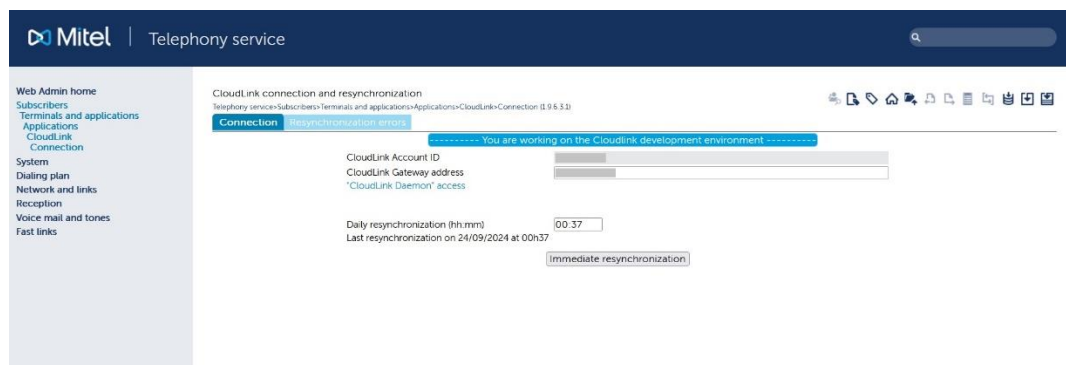
- Check that the **Service CLD** parameter is on **START**.



By default, the CLD Service is automatically started if the MiVoice 5000 is connected to CloudLink.

Menu **Telephony service > Subscribers > Terminals and applications > Applications > CloudLink > Connection**

- Click on the “CloudLink Daemon” access link.



The Web Admin opens a new tab with the technical information of the CloudLink Daemon.

- In the Tunnels section, check that the tunnels **Web Admin** and **REST Interface** have the status **started**.

Administrators can now login to the Web Admin remotely after logging into the CloudLink portal, in the menu **System Inventory > Platforms**.

For more information, refer to the document [CloudLink Daemon Solution Guide](#).

5.5.2 WITH MIVOICE BORDER GATEWAY

MiVoice Border Gateway also supports CloudLink Daemon. This feature is used, for example, when configuring Zoom with MiVoice 5000 and MiVoice Border Gateway.

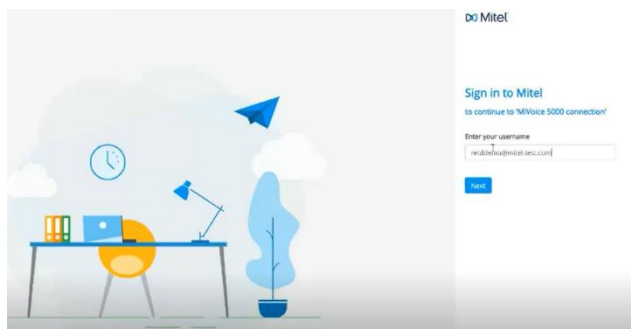
For more information, see the document [Zoom with MiVoice Border Gateway and MiVoice 5000 – Deployment Guide \(PSI\)](https://www.mitel.com/document-center/solution-guides/zoom) on this page: <https://www.mitel.com/document-center/solution-guides/zoom>.

To configure CloudLink Daemon on MiVoice Border Gateway:

Menu **Configuration>CloudLink**

If MBG is not connected to CloudLink, the menu displays a simple CloudLink Daemon page not connected to CloudLink.

- Click the ‘Link to CloudLink’ hyperlink.
A new tab opens and prompts you to login to CloudLink.



- Enter the administrator's login/password (administrator's e-mail address).
- Click **Next**.

On the next screen, enter the corresponding password.

- Click **Next**.

Connection between MiVoice Border Gateway and CloudLink has been set up.

5.5.3 CLOUDLINK DAEMON INFORMATION AND CONFIGURATION

For more details on the information and configurations available in CloudLink Daemon, see the [CloudLink Daemon Solution Guide](#).

5.6 CONFIGURING UNIFY PHONE

Using Unify Phone requires a CloudLink gateway.

For this, the installer must:

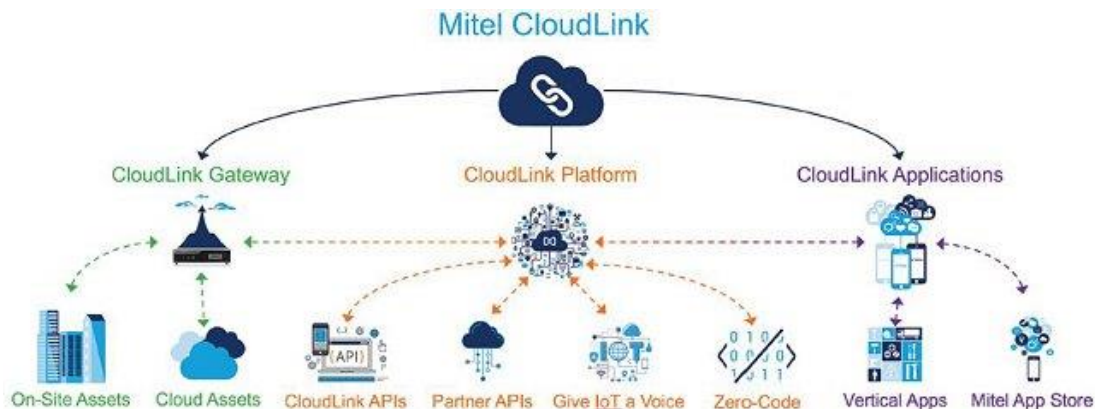
- Deploy CloudLink with the MiVoice 5000,
- Deploy a CloudLink Gateway,
- Configure Unify Phone on CloudLink.

For more information about the specific Unify Phone configuration on CloudLink, refer to the document **SBC Service integrated into MiVoice 5000, EX Controller and Mitel 5000 Compact – Implementation Manual**.

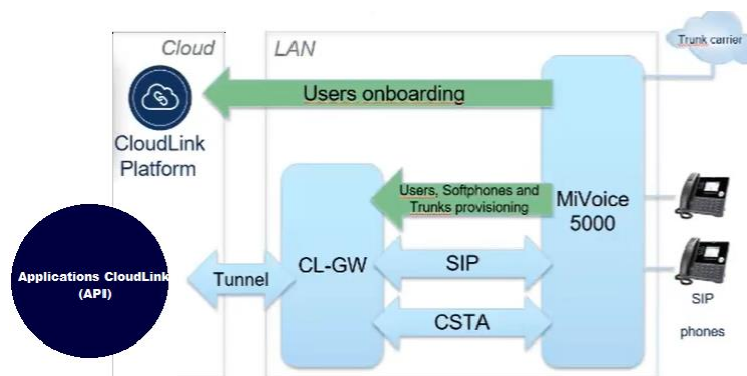
6 DEPLOYING CLOUDLINK GATEWAY (OPTIONAL)

6.1 ENVIRONMENT

In the Mitel CloudLink environment, CloudLink Gateway provides the link between a MiVoice 5000 and CloudLink Platform.



Interfaces



MiVoice 5000/CloudLink Gateway Exchange Protocols:

- Interface rest: HTTPS.

6.1.1 INTERCONNECTION BETWEEN MIVOICE 5000 SYSTEMS AND CLOUDLINK GATEWAY

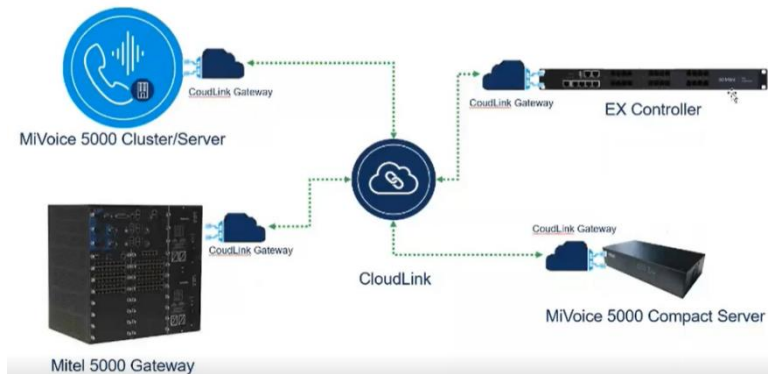
Starting from R8.3, the CloudLink Gateway is integrated to CloudLink Daemon.

For systems with and CloudLink installed with a KV image, it is possible to migrate to the integrated CloudLink Gateway.

CloudLink Gateway exists in three forms:

- VM Ware
- VM KVM (EX Controller and Compact Server) (*)
- External box.

Refer to the MiV5000 Release Notes, Product Guide or Product Bulletin for the availability of these items.



The CloudLink solution is primarily an enabler for development of third-party CTI applications on the CloudLink Platform. CloudLink APIs will include:

- Call, Answer, Clear/Release, Retrieve, Hold, Consultation and Transfer
- Call History
- Basic Voice Mail (currently there is no support for Visual Voice Mail), Message Waiting Indicator, and click to call voice mail (to retrieve messages).

Engineering guidelines such as how many devices will be supported will be provided in documentation. With the expected enhancements being implemented in Mitel PBX/ CloudLink solutions, technicians must always:

- check the Mitel Documentation Center website for installation and configuration updates.
- Check the MiVoice 5000 Release Notes and Product Guide for updates for the releases and evolutions of the CloudLink Gateway with the MiVoice 5000.

6.1.2 PREREQUISITES IN MIVOICE 5000 ENVIRONMENT

- The environment for the installation requires an Internet access for the CloudLink Gateway and the MiVoice 5000.
- A DNS server that allows CloudLink Gateway and MiVoice 5000 to resolve domain name issues.
- DTMF transport must be set to RFC 2833 mode
- The MiVoice5000 must be in release 8.3 or higher with maximum 5000 users.
- A user to be successfully imported from MiVoice 5000 into CloudLink the user must have specified:
 - Email Address
 - First and Last Name

For more information, see the CloudLink Application training or documentation.

For the 4GB EX Controller, assign at least the following resources to VM:

- CPU: 3
- RAM: (in MB): 3584

For the other EX Controllers, refer to the **Mitel Gateway Installer V1.5.x - User Guide** document.

6.1.3 RESTRICTIONS IN MIVOICE 5000 ENVIRONMENT

- There is no CTI Resiliency
- A single CloudLink Gateway is supported on a MiVoice5000 multisite.
- The integrated CloudLink Gateway doesn't support bidirectional presence between Microsoft Teams and MiCollab

If the configuration with the CloudLink Gateway uses the bidirectional presence between Microsoft Teams and MiCollab, deploy the CloudLink Gateway with the KVM image or VMWare. Refer to the appendix **8.1 – Deploying the CloudLink Gateway with the KVM image or VMWare**.

6.2 INSTALLING CLOUDLINK GATEWAY

The administrator deploys the integrated CloudLink Gateway entirely through the MiVoice 5000 Web Admin and the CloudLink Daemon page.

Two configuration cases are possible:

- The administrator activates an integrated CloudLink Gateway in a MiVoice 5000 system without any previous CCloudLink Gateway.

The administrator must only activate the integrated CloudLink Gateway. Refer to the chapter **6.2.1 – Activating the integrated CloudLink Gateway**.

- The administrator activates an integrated CloudLink Gateway in a MiVoice 5000 system with a previous CloudLink Gateway installed with a KVM image or VMWare.
 - The administrator must activate the integrated CloudLink Gateway.



Note: For the Mitel 5000 Compact updated from R8.x to 8.3, before activating the integrated CloudLink Gateway, reset the configuration of the firewall.

- The MiVoice 5000 automatically transfers the data of the previous CloudLink Gateway to the integrated CloudLink Gateway, without any prior configuration.
- The administrator must delete the previous CloudLink Gateway on the CloudLink Platform, and the associated VM.

Refer to paragraphs **6.2.1 – Activating the integrated CloudLink Gateway** and **6.2.2 – Migrating the data of the previous CloudLink Gateway to the integrated CloudLink Gateway**.

6.2.1 ACTIVATING THE INTEGRATED CLOUDLINK GATEWAY

To start the integrated CloudLink Gateway:

- Configure CloudLink Daemon. For more information, refer to the paragraph **5.6 – Configuring CloudLink Daemon**.

On CloudLink Daemon.

- In the **Containers** section, click **Enable Container Support**.

After a few seconds, the **Containers** section displays the list of containers for the integrated CloudLink Gateway.

The MiVoice 5000 automatically configures the CloudLink Gateway (network configuration, CSTA, etc.)

6.2.2 MIGRATING THE DATA OF THE PREVIOUS CLOUDLINK GATEWAY TO THE INTEGRATED CLOUDLINK GATEWAY



Reminder: For the Mitel 5000 Compact updated from R8.x to 8.3, before activating the integrated CloudLink Gateway, reset the configuration of the firewall.

After launching the integrated CloudLink Gateway on a system with an old CloudLink Gateway, the MiVoice 5000 can automatically configure the integrated CloudLink Gateway (network configuration, CSTA, etc.).

Menu **Telephony service > Subscribers > Terminals and Applications > Applications > CloudLink > Connection**,

- Click **Immediate resynchronisation**.

The immediate resynchronisation starts the transfer of data between the previous CloudLink Gateway and the integrated CloudLink Gateway.

MiVoice 5000 may require several resynchronisations with CloudLink if the integrated CloudLink Gateway is still starting.

If this happens, click **Immediate resynchronisation** again until the resynchronisation succeeds.

At the end of the resynchronisation, the integrated CloudLink Gateway manages the users from the previous CloudLink Gateway.

On CloudLink Platform

- Log on to CloudLink Platform using an administrator account.
- Go to Menu **Integrations and Apps**.
- Delete the **CloudLink gateway** app.

On the corresponding system (virtual machine, EX Controller, or Mitel 5000 Compact)

- Stop and uninstall the old CloudLink Gateway.

Go back to the MiVoice 5000 Server

Menu **Telephony service>Network and links>Data links>Servers>CSTA Servers**

- (Optional) Delete the CSTA port dedicated to the CloudLink Gateway.

6.3 TROUBLESHOOTING

If there are problems with the CloudLink Gateway, refer to the document [CloudLink Gateway User Guide - Troubleshooting Errors](#)

7 FIRE WALL CONFIGURATION

Refer to the document: [CloudLink Gateway \(HTML\) \(mitel.com\)](#)

8 APPENDIX

8.1 DEPLOYING THE CLOUDLINK GATEWAY WITH A KVM IMAGE OR VMWARE

8.1.1 REQUIRED CONFIGURATION

CloudLink Gateway, which connects the iPBX to the Mitel CloudLink platform, must be connected to a LAN.

The environment for the installation requires an Internet access for the CloudLink Gateway and the MiVoice 5000.

A DHCP server is required only the configuration requires a fixed IP address for the CloudLink.

A DNS server that allows CloudLink Gateway and MiVoice 5000 to resolve domain name issues.

DTMF transport must be set to RFC 2833 mode.

8.1.2 PREREQUISITES AND RESTRICTIONS IN MIVOICE 5000 ENVIRONMENT

- The solution supported currently is a virtual deployment of the CloudLink Gateway. It can be a VMWare virtual machine, or a KVM image load on EX or Mitel Compact Server.
- A single CloudLink Gateway is supported on a MiVoice5000 multisite.
- There is no CTI Resiliency
- The MiVoice5000 must be in release 7.2 or higher with maximum 5000 users.
- The CloudLink solution is primarily an enabler for development of third-party CTI applications on the CloudLink Platform. CloudLink APIs will include:
 - Call, Answer, Clear/Release, Retrieve, Hold, Consultation and Transfer
 - Call History
 - Basic Voice Mail (currently there is no support for Visual Voice Mail), Message Waiting Indicator, and click to call voice mail (to retrieve messages).
- Engineering guidelines such as how many devices will be supported will be provided in documentation. With the expected enhancements being implemented in Mitel PBX/CloudLink solutions, technicians must always check the Mitel Documentation Center and Release Notes for updates.

A user to be successfully imported from MiVoice 5000 into CloudLink the user must have specified:

- Email Address
- Extension Number
- First or Last Name

For more information, see the CloudLink Application training or documentation.

8.1.3 INSTALLING CLOUDLINK GATEWAY

CloudLink Gateway in a MiVoice 5000 environment is available in the following physical or virtual system types:

- A virtual instance of the CloudLink Platform installed on a VMware vCenter server,
- An external box installed on site to connect the iPBX to the CloudLink Platform,
- A virtual instance of the CloudLink Platform embedded from a KVM image on EX Controller and Compact Server.

Depending on the configuration, refer to the relevant paragraph.

8.1.3.1 *Installation in a virtualised environment*

The VM CloudLink Gateway is supported in this VMware environment:

- ESXi 6.5 or later.

When CloudLink Gateway is virtually deployed, the system assigns the initial IP address via DHCP.

8.1.3.2 *Installation by KVM image on MITELEX Controller*

Deployment on Mitel EX Controller via Mitel Gateway Installer

Refer to the document **Mitel Gateway Installer V1.x - Guide Utilisateur** on Mitel.com site.

This tool allows CloudLink Gateway to be deployed on Mitel EX Controller.

Web Server

URL: Server is running ...

Port: Change port

Login: Disable authentication

Password: Change password

EX Controller / GX Gateway / TA

FQDN / IP Address: Refresh Clear Scan new hardware (snmpv1)

SNMP version: Community:

SNMPv3 login: SNMPv3 password:

Gateway: EX Controller - 0407

Firmware: MediatraSentinel_Dgw_48.2.2567_STNL-MT-D20 Upgrade

Deploy

Network interfaces

Name	Interface	Type	IP Address	Gateway	State	VLAN
ExLan	eth2-5	IpStatic	10.148.100.1/2	10.148.100.1	Active	disable
Uplink	eth1	IpDhcp			LinkDown	disable
Default ...	-	IpStatic	10.148.100.1/2			

Virtual machines

Name	State	Start	Cpu	RAM(Me)	Storage(Ge)	MAC Address	Network	Format	VNC Id
MIV5000	Started	Auto	1	1024	10	12-d8ceDe...	Virtio	Qcow2	-1
Cloudlink	Started	Auto	1	1024	13	12-484bDe...	Virtio	Qcow2	-1

8.1.3.3 *Deployment on Compact Server via Web Admin*









Menu Configuration>Virtual Machines

Allows the administrator to import and manage a CloudLink KVM image on the Compact Server.

- In the **Action** dropdown menu, select Add.
- Click the **Choose a file** button to select the KVM CloudLink image in your file manager.
- Click the **Download** the download button.



Note: The KVM Cloudlink image is available in the Software Download Center, accessible through MiAccess (<https://miaccess.mitel.com>) in the directory **Mitel CloudLink> CloudLink Virtual Gateway 2.x**.

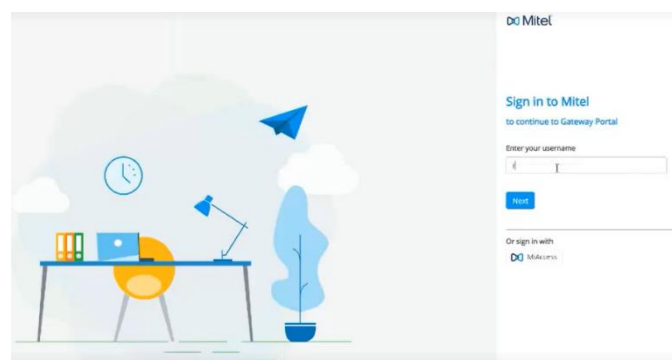
Mitel CloudLink > CloudLink Virtual Gateway 2.x		
	clgw-msl-2.3.0-22.pdf	clgw-msl-2.3.0-22.pdf
	clgw-vmware-2.4.0-1821.pdf	clgw-vmware-2.4.0-1821.pdf
	clgw-vmware-2.4.1-1835.pdf	clgw-vmware-2.4.1-1835.pdf
	Cloud Link Gateway application for MiVO400 on SMBC 8/38G (SMBCv2)	Mitel-CloudLinkGateway-2.4.6-18.aarch64.rpm
	CloudLink Virtual Gateway (KVM) R1.2.5	Mitel-CloudLink-Gateway-1.2.5-1542.img
	CloudLink Virtual Gateway (MSL) R2.3.0 for MiVoice Office 400	Blade-CloudLink_Gateway-2.3.0-22.x86_64.iso
	CloudLink Virtual Gateway (VMware) R2.4.0	Mitel-CloudLink-Gateway-2.4.0-1821.ova
	CloudLink Virtual Gateway (VMware) R2.4.1	Mitel-CloudLink-Gateway-2.4.1-1835.ova

After the download, the MiVoice 5000 requires more information to install the CloudLink Gateway.

- In the **Name** field, choose a name for the CloudLink Gateway,
- Verify that the **Network interface** field is filled with **br0**
- In the **CPU** dropdown menu, select **2.**,
- In the **Memory (Mo)** field, enter **2048**.

8.1.4 DEPLOYING AND CONNECTING CLOUDLINK GATEWAY TO CLOUDLINK PLATFORM (CUSTOMER SITE CONFIGURATION)

Log on to CloudLink Gateway via HTTP: CloudLink Gateway IP address set on the DHCP server.



- Enter the administrator's login/password (administrator's e-mail address), see Section 3.3).
- Redirection to CloudLink Platform is done, and the connection set up:

In the **Account** menu:

The account information is displayed and limited to the rights assigned to this administrator account.

In the **Integration** area at the bottom of the window:

- Add CloudLink Gateway integration to this account, click + **Add new**.

- Click **Done**.

In the CloudLink Gateway area, click + **Add Gateway**.

Information screen to be filled in for CloudLink Gateway

- Fill in the various fields (a CloudLink Gateway name must be filled in).
- Check or change the CloudLink network settings.

Appliance Ethernet Configuration ⓘ

Port 1

☐ DHCP ☒ Static

IP Address ⓘ

Subnet Mask ⓘ

Default Gateway ⓘ

DNS Servers ⓘ

Click **Next**.

During this phase, messages indicate the progress status:

Connecting, registering, creating CloudLink Gateway/CloudLink Platform tunnel.

8.1.4.1 *Entering iPBX information in CloudLink Gateway*

The screen below allows you to define the access to the iPBX in question:

In the PBX Site list options, select the iPBX concerned (MV5000).

- Enter iPBX name and the IP address:
 - Possibly change CSTA Port 3211 (default value) if this value is not defined on MiVoice 5000 for this connection.
 - Depending on the number of users needed on MiVoice 5000 (*), several CSTA servers can be declared. In this case, specify the affected ports by separating them with semicolons.

(*): Refer to the MiV5000 Release Notes, Product Guide or Product Bulletin for the supported capacities.

- Click **Next**.

The CloudLink Gateway/MiVoice 5000 iPBX connection has been set up, confirmed through the message **Connect**.

- Click **Next**.

8.1.5 CONFIGURING CLOUDLINK GATEWAY IN MIVOICE 5000

Go to MiVoice 5000 iPBX **Web Admin**.

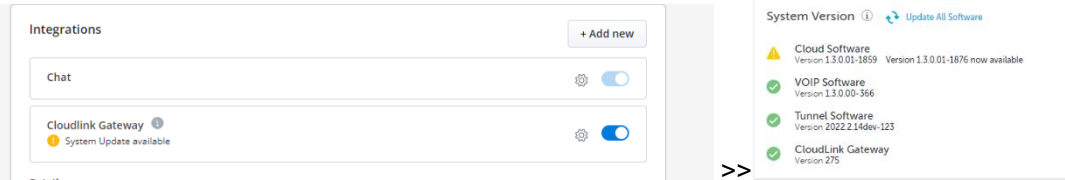
In Menu **CloudLink>Connection**, enter the CloudLink Gateway IP address.

A check is made on the time entered. If it is not a CloudLink Gateway, an error message is returned.

- Click **Synchronise Now** to finish the configuration.

8.2 UPDATING CLOUDLINK GATEWAY RELEASES FROM CLOUDLINK PORTAL

If new CloudLink Gateway versions are available, they are indicated in CloudLink Portal in the **Integration** area.



Refer to the following link [CloudLink Gateway User Guide \(mitel.com\)](https://mitel.com/CloudLink-Gateway-User-Guide) in the section **Gateway Appliance Software Update**.

Update may be automatic, immediate or deferred.