

CloudLink Deployment Guide with MiVoice 5000

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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

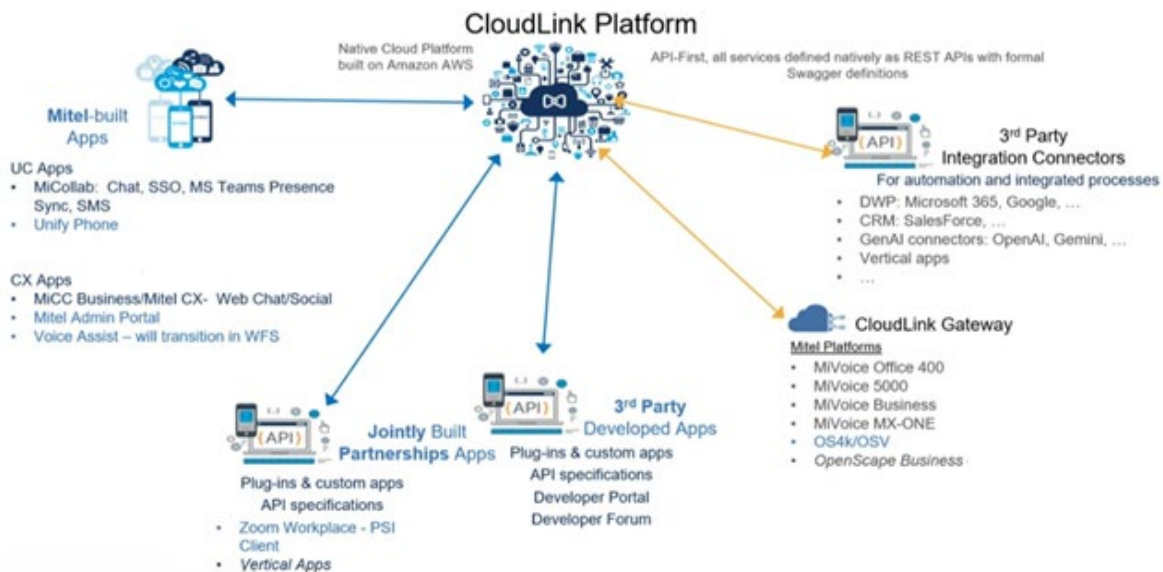
DHCP: Dynamic Host Configuration Protocol.

API: Application Programming Interface

CLD: CloudLink Daemon

2 INTRODUCTION

2.1 MITEL CLOUDLINK SOLUTION



The Mitel CloudLink solution has the following components:

- **CloudLink Platform**

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

The CloudLink Platform management is to be done on Mitel Administration.

- **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

- **CloudLink Daemon**

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.

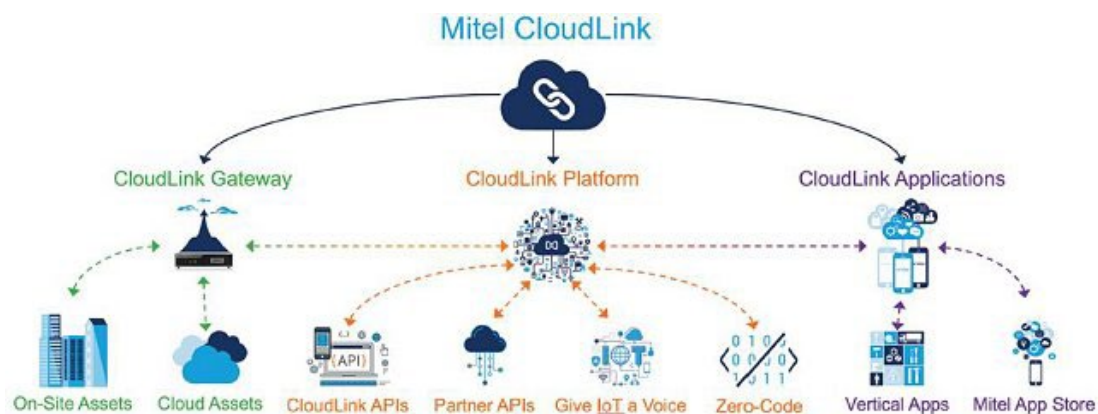
Depending on the needs, the configuration may require some CloudLink products so that its functionalities work:

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	✓	✓

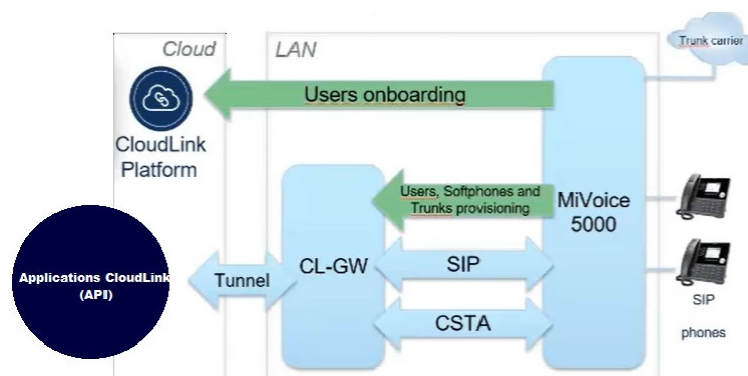
2.2 CLOUDLINK GATEWAY

2.2.1 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.

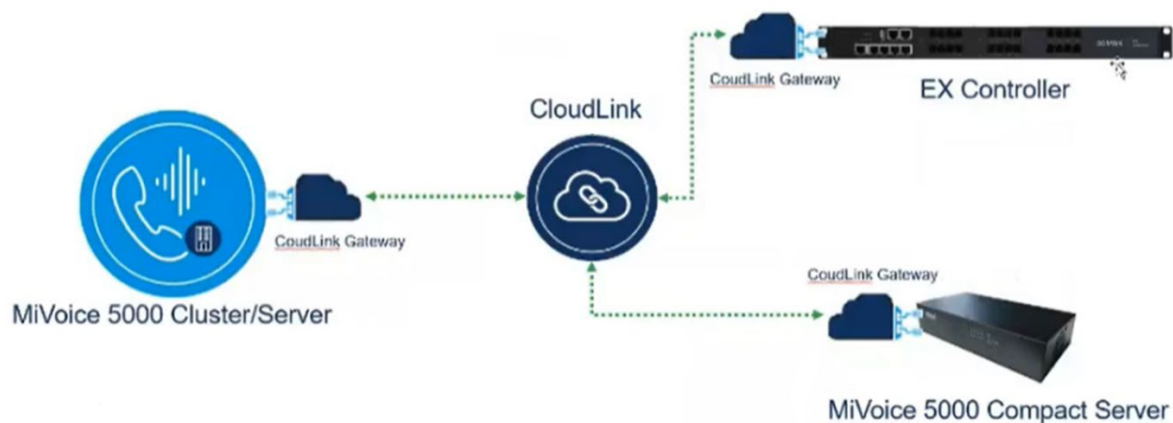
2.2.2 INTERCONNECTION BETWEEN MIVOICE 5000 SYSTEMS AND CLOUDLINK GATEWAY

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 on the following systems:

- MiVoice 5000 Server
- Mitel EX Controller
- MiVoice 5000 Compact Server.



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.

3 CONFIGURE MITEL ADMINISTRATION

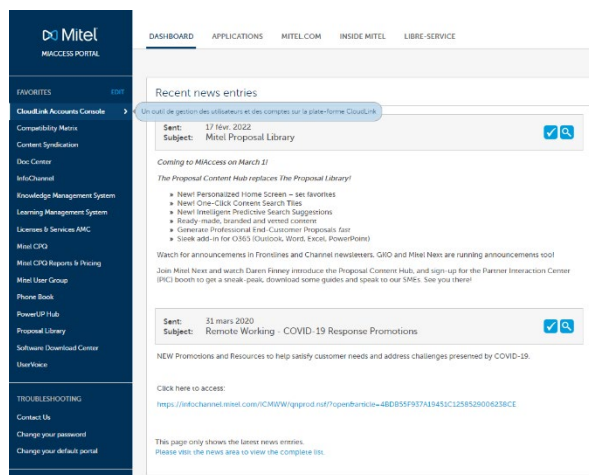
The Mitel Administration allows the following actions::

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	✓	✓

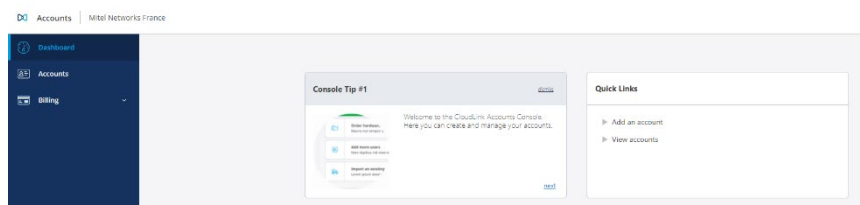
3.1 ACCESS MITEL ADMINISTRATION

3.1.1 ACCESS VIA MITEL MIACCESS PORTAL

In the MiAccess Portal homepage:

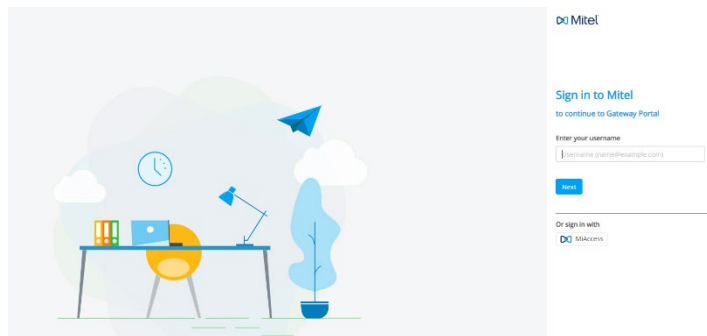


- Click **CloudLink Accounts Console**. The main menu opens and displays different menus and the corresponding actions:



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**.

The screenshot shows the 'New account' form in the Mitel Accounts portal. The form is titled 'New account' and 'Enter the company details below'. It includes fields for 'Customer Name' (R&D Demo), 'Country' (France), 'Address' (1 Rue Arnold Schoenberg), 'Address 2', 'City/Region' (Gagnacourt), 'Postal Code' (76280), 'Default language' (English (US)), and 'Business Type' (Other). There is a 'Support contacts' section with a field for 'Support contacts' (Frederic Lecygne) and a 'Save' button. The form also has a 'Cancel' button and a 'Save' button.

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

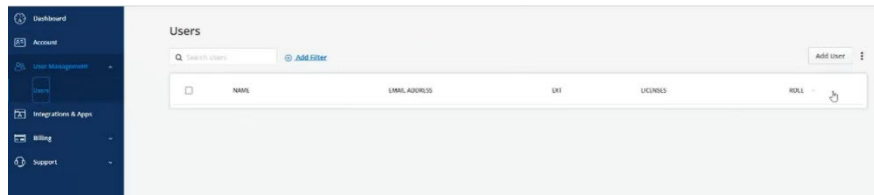
The account has been created, and an ID generated (top right).

The screenshot shows the 'Account Information' page for the newly created account. It displays the 'Customer Name' (R&D Demo), 'Country' (France), 'Address' (1 Rue Arnold Schoenberg), 'Address 2', 'City/Region' (Gagnacourt), 'Postal Code' (76280), 'Default language' (English (US)), 'Business Type' (Other), 'SAP Customer Number' (Not Available), and 'Cloud location' (Europe (Frankfurt)). There is a 'Support contacts' section with a field for 'Support contacts' (Frederic Lecygne) and a 'Save' button. The page also has a 'Delete' button and an 'Inactivate' button.

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),



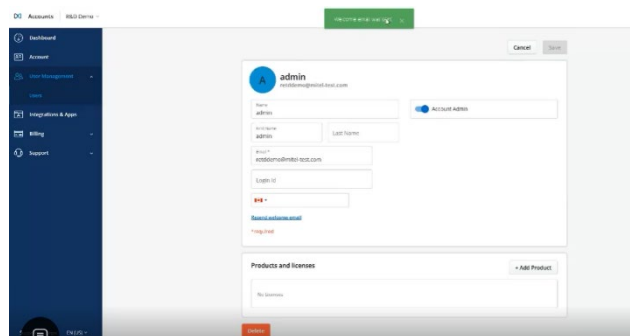
- Click Add user.
- Fill in the administrator's information sheet.



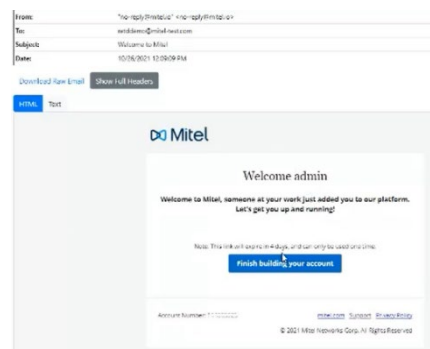
Note: The Account Admin box is enabled by default when no users have yet been declared.

- 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).

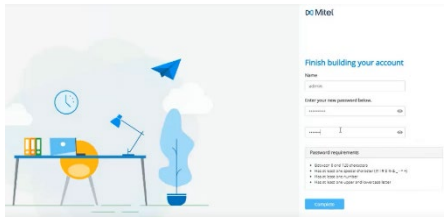


The site administrator can then check their mailbox and find this type of e-mail (example):

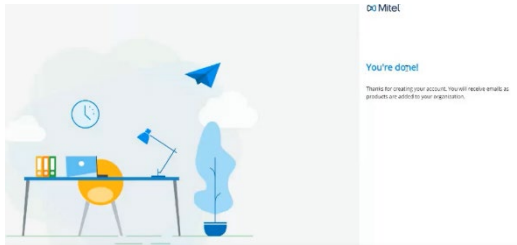


The account number is indicated at the bottom of the message.

- 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 PREREQUISITES AND LIMITATIONS

To deploy CloudLink, note that:

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

To deploy CloudLink with the integrated CloudLink Gateway, also note that:

- A DNS server that allows CloudLink Gateway and MiVoice 5000 to resolve domain name issues.
- DTMF transport must be set to RFC 2833 mode
- Security patches of the MiVoice 5000 must be up to date.
- The MiVoice5000 must be in release 8.3 or higher with maximum 5000 users.
- For the 4GB EX Controller, assign at least the following resources to VM:
 - CPU: 3
 - RAM: (in MB): 3584

For the other EX Controllers, add 1 additional CPU and 1 additional GB of RAM to the VM resources.

For more information to deploy the EX Controller, refer to the **Mitel Gateway Installer V1.5.x - User Guide** document.

In a MiVoice 5000 environment, note the following limitations of the CloudLink Gateway:

- There is no CTI Resiliency
- To support bidirectional presence between Microsoft Teams and MiCollab, use MiCollab in version 10.2 or later versions.

If the configuration with the CloudLink Gateway uses one of the unsupported functionalities, deploy the CloudLink Gateway with the KVM image or VMWare. Refer to the appendix **7.1 – Deploying the CloudLink Gateway with the KVM image or VMWare**.

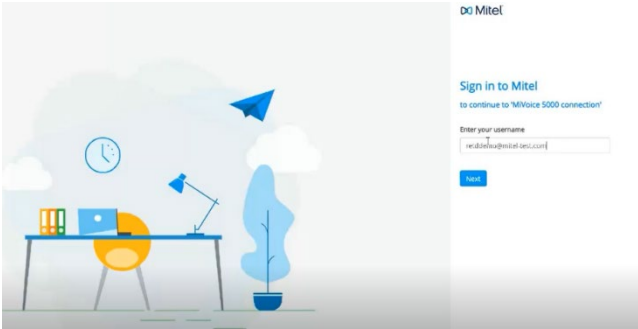
4.2 CONNECTING MIVOICE 5000 TO CLOUDLINK PLATFORM

- 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.



Note: The administration needs the admin credentials created in the paragraph 3.3 – Creating an Administrator-type user.

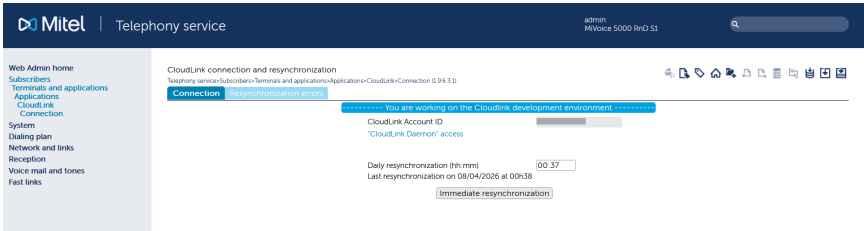
- In the **Enter your username** field, enter the email address of the Administrator user.
- Click **Next**.
- On the next screen, enter the corresponding password.
- Click **Next**.

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**.

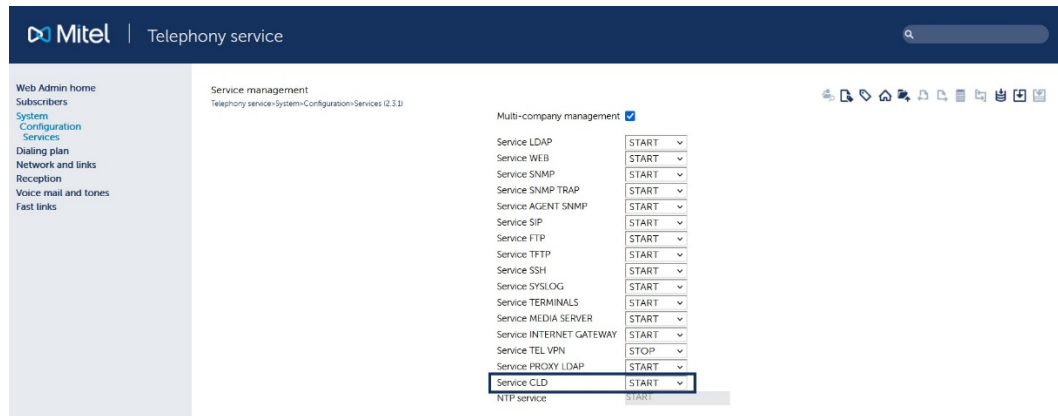
- **CloudLink Account ID:** ID of the previously created account (not modifiable),



4.3 ACTIVATING CLOUDLINK DAEMON

Menu Telephony service>System>Configuration>Services

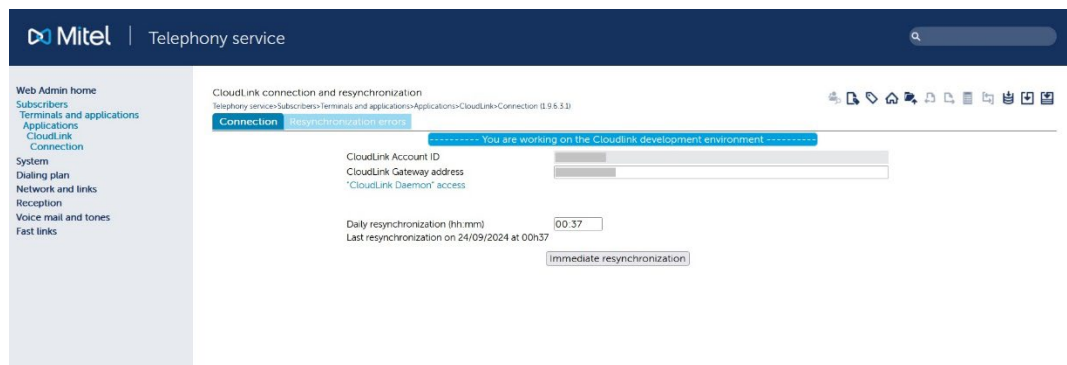
- Check that the **Service CLD** parameter is on **START**.



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:
 - If the administrator needs remote access, activate the **Web Admin**
 - To make sure that CloudLink Daemon works properly, check that the other tunnels are activated.

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

4.4 DEPLOYING THE INTEGRATED CLOUDLINK GATEWAY (OPTIONAL)

Deploying the integrated CloudLink Gateway unfolds on the CloudLink Daemon page.

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.)

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

4.5 CONFIGURING THE CLOUDLINK SIP TRUNK (OPTIONAL)

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.

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

- In one of the available fields, enter a new trunk name for CloudLink.
- Click the corresponding link on the left side of the newly created name.
- In the displayed list, select **Trunks>Characteristics**.

The MiVoice 5000 redirects 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

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

- In the Subtype dropdown menu, select **CLOUDLINK**.
- Click the **Characteristics** button.

The MiVoice 5000 displays the characteristics of the new SIP trunk.

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): ☐

Under **Client Account**:

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

Menu **Subscribers>Terminals and Applications>Applications>CloudLink>Connection**.

- Click the **Immediate resynchronization** button.

4.6 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.

The MiVoice 5000 uses two types of roles:

Basic (defined on Role 1): 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 2 to x: to be defined by the administrator



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

To define a new role:

Menu **Telephony Service > Subscribers > Terminals and Applications > Applications > CloudLink > Roles**.

In the Names tab:

- In one of the available fiels, enter a name for a new CloudLink role.
The new role appears in the **By its name** dropdown menu.

Role : Basic

Telephony service>Subscribers>Terminals and applications>Applications>CloudLink>Roles (1.9.6.3.2)

By its name Basic ▾

Names	Settings	Summary
Role 1	Basic	
Role 2	Softphone	

In the **Settings** tab

- In the **By its name** dropdown menu, select the new CloudLink role.
- Check the funtionalities to activate depending on the planned environment for the role:
 - CTI (Call Control)
 - Unify Phone
 - Zoom



Note: If the Unify Phone or Zoom box is checked, the MiVoice 5000 automatically checks the CTI box.

If one or both functionalities are activated and the is affected to a subscription, CloudLink will also be provisioned during the resynchronization, user alone, or a user with a softphone.

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

4.7 CONFIGURING THE MIVOICE 5000 USERS EMBEDDED IN CLOUDLINK PLATFORM



Note: If the MiVoice is associated with a MiVoice 5000 Manager, the subscriber management is to be done on the MiVoice 5000 Manager. Referr to the document MiVoice 5000 Manager, User Guide.

Menu **Telephony service>Subscribers>Characteristics>Subscribers>Characteristics**.

In the **Characteristics** tab

- In the **CloudLink role** dropdown menu, select the corresponding role.

In the **Directory** tab:

- Check that the **Firstname** and **Name** fiels are correctly filled.
- In the **E-mail** field, enter a valid mail address.



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.

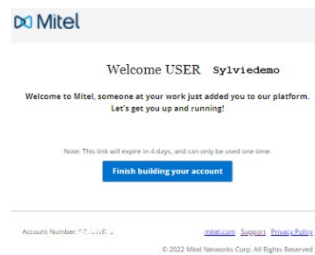
4.8 SYNCHRONISATION

4.8.1 CONFIGURING SYNCHRONISATION

Menu CloudLink>Connection, Connection tab.

Click on the **Immediate resynchronization** button to start an immediate synchronisation.

Once the synchronisation is completed, CloudLink sends an e-mail to the new CloudLink users on the defined e-mail addresss.



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

In the mail, click the **Finish building your account** button.

In this window:

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

CloudLink sends a confirmation message to the users after the password configuration.

4.8.2 AUTOMATIC AND UNITARY SYNCHRONIZATION OF AN USER

For MiVoice 5000 in R8.2 SP2 and later versions, the MiVoice 5000 synchronizes a CloudLink user automatically when adding, modifying and deleting their CloudLink role. It is also possible to start a forced synchronization of a user.

To start a forced synchronization:

Menu **Telephony service>Subscribers>Characteristics>Subscribers>Characteristics**.

In the **Characteristics** tab:

- For the targeted subscriber, click the **CloudLink synchronization for this user** button.

4.8.3 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



WARNING: Disconnect the CloudLink account in the MiVoice 5000 before deleting the CloudLink account in Mitel Administration.

If the administrator deletes the CloudLink account in Mitel Administration before disconnecting the CloudLink account in the MiVoice 5000 Web Admin, contact Mitel.

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

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 paragraph **4.2 – Connecting MiVoice 5000 to CloudLink Daemon**.

5.4 CONFIGURING CLOUDLINK DAEMON WITH THE MITEL BORDER GATEWAY

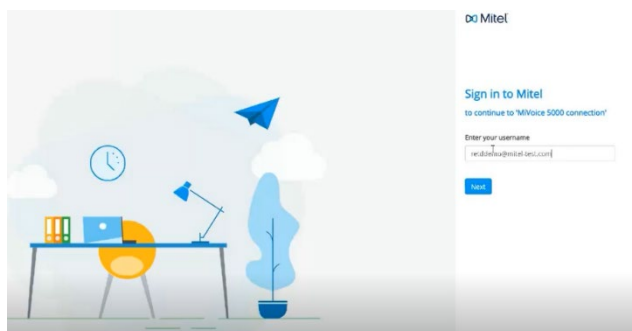
MiVoice Border Gateway also supports CloudLink Daemon. This feature is used, for example, when configuring Zoom with MiVoice 5000 and MiVoice Border Gateway. For more information, see the document Zoom with MiVoice Border Gateway and MiVoice 5000 – Deployment Guide (PSI) on this page: <https://www.mitel.com/document-center/solution-guides/zoom>.

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 log on to CloudLink.



- In the **Enter your username** field, enter the email address of the Administrator user.

- 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 CONFIGURING UNIFY PHONE

Using Unify Phone requires a CloudLink gateway.

For this, the installer must:

- Deploy CloudLink with the MiVoice 5000,
- Deploy the integrated 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**.

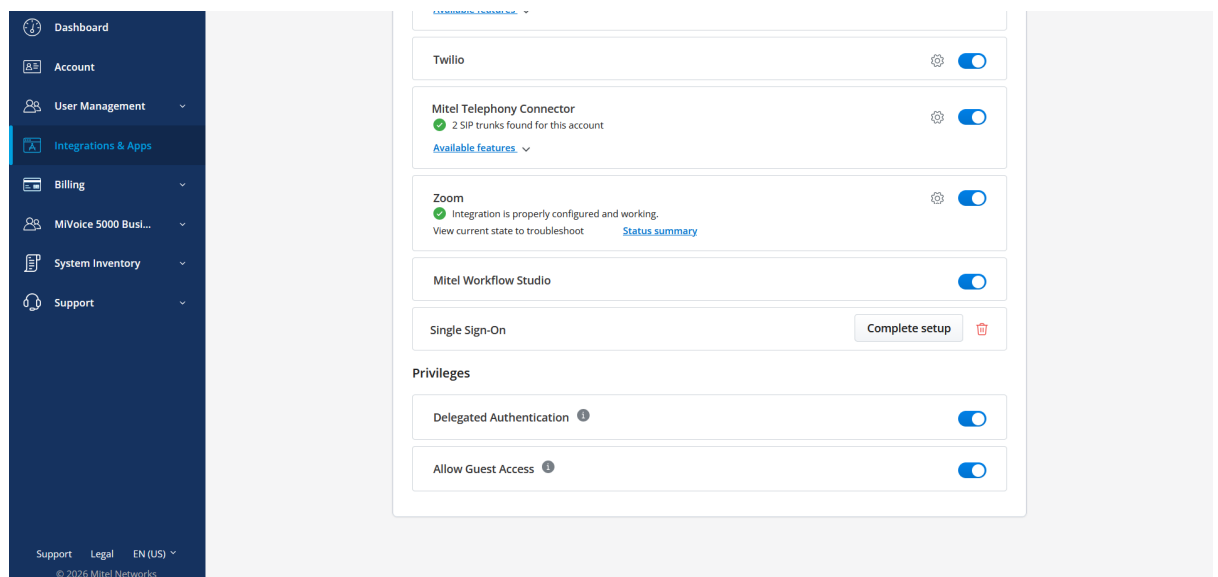
5.6 DELEGATED AUTHENTICATION

For the CloudLink integrations and the non phonen services to work properly, CloudLink requires the delegated authentication to be active for integrations.

CloudLink automatically activates the delegated authentication when adding an integration. If an integration doesn't work properly:

Menu **Integrations & Apps**

- Check that the option **Delegated authentication** is active.



6 FIRE WALL CONFIGURATION

Refer to the document: [CloudLink Gateway \(HTML\) \(mitel.com\)](https://mitel.com/cloudlink-gateway/html)

7 APPENDIX

7.1 DEPLOYING THE CLOUDLINK GATEWAY WITH A KVM IMAGE OR VMWARE

7.1.1 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.

7.1.2 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.

7.1.3 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.

7.1.3.1 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.

7.1.3.2 Installation by KVM image on MITEL EX 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	10.140.100.180/2	10.140.100.180	Active	disable
Uplink	eth1	IpDhcp			LinkDown	disable
Default	-	IpStatic	10.140.100.180			

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

7.1.3.3 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**.

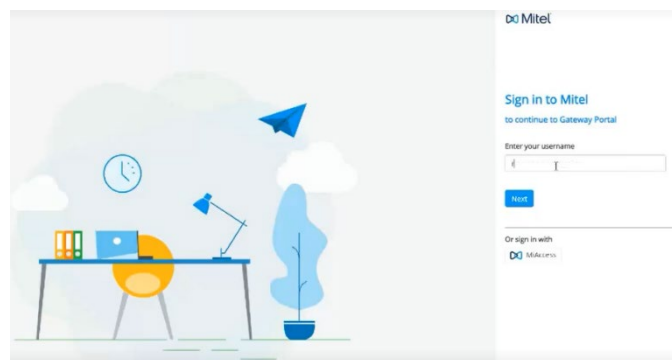
Mitel CloudLink > CloudLink Virtual Gateway 2.x		
	clgw-msl-2.3.0-22.pdf	clgw-msl-2.3.0-22.pdf
	clgw-vmware-2.4.0-1821.pdf	clgw-vmware-2.4.0-1821.pdf
	clgw-vmware-2.4.1-1835.pdf	clgw-vmware-2.4.1-1835.pdf
	Cloud Link Gateway application for MiVO400 on SMBC 8/38G (SMBCv2)	Mitel-CloudLinkGateway-2.4.6-18.aarch64.rpm
	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**.

7.1.4 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.



- In the **Enter your username** field, enter the email address of the Administrator user.
- Click **Next**.
- On the next screen, enter the corresponding password.
- Click **Next**.
- Redirection to CloudLink Platform is done, and the connection set up:

Account Information

Customer name: M&S Chemie

Account ID: 17-44-98962

Country: France

Default Language: English (US)

Business Type: Other

SAP Customer Number: Not Available

Cloud location: Europe (Frankfurt)

City/Town: Guyencourt

Postal / Zip Code: 78280

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

fredrick.leung@motel.com

*required

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**.

Integrations

+ Add new

Chat

Privileges

Delegated Authentication

Allow Guest Access

- Click **Done**.

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

Integrations

+ Add new

CloudLink Gateway

Add Gateway

Privileges

Delegated Authentication

Allow Guest Access

Information screen to be filled in for CloudLink Gateway

Gateway Information

Site Name:

Address: 1 Rue Arnold Schoenberg

City / Town: Guyencourt

Country: France

Postal / Zip Code: 78280

*required

Cancel Next

- 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* ⓘ
192.168.1.20

Subnet Mask* ⓘ
255.255.255.0

Default Gateway* ⓘ
192.168.1.1

DNS Servers* ⓘ
8.8.8.8, 8.8.4.4

Add DNS

Click **Next**.

During this phase, messages indicate the progress status:

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

7.1.5 ENTERING IPBX INFORMATION IN CLOUDLINK GATEWAY

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

Dashboard
Account
User Management
Users
Integrations & Apps
Billing
Support

< Return to R&D Demo

Successfully updated site X

Gateway PBX Connect Deployment Advanced Overview

Configure PBX [Prerequisite checklist](#)

PBX Type* ⓘ
MiVoice Office 400
Select
MiVoice Office 400
Beta Support
MiVoice Business
MiVoice Connect
MiVoice
MiVoice
MiVoice

Port* ⓘ
7001

CloudLink System Username* ⓘ

CloudLink System Password* ⓘ

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**.

7.1.6 CONFIGURING CLOUDLINK GATEWAY IN MIVOICE 5000

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

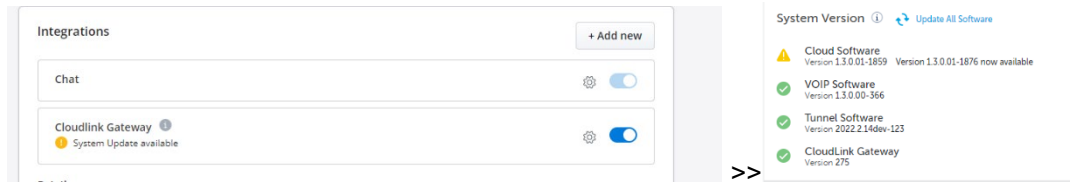
In Menu **CloudLink>Connection**, enter the CloudLink Gateway IP address.

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.

7.2 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.

7.3 MIGRATING FROM THE OLD CLOUDLINK GATEWAY TO THE INTEGRATED CLOUDLINK GATEWAY

7.3.1 PREREQUISITES AND LIMITATIONS

To deploy CloudLink, note that:

- 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
- Security patches of the MiVoice 5000 must be up to date.
- 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, add 1 additional CPU and 1 additional GB of RAM to the VM resources.

For more information to deploy the EX Controller, refer to the **Mitel Gateway Installer V1.5.x - User Guide** document.

In a MiVoice 5000 environment, note the following limitations of the CloudLink Gateway:

- There is no CTI Resiliency
- To support bidirectional presence between Microsoft Teams and MiCollab, use MiCollab in version 10.2 or later versions.

If the configuration with the CloudLink Gateway uses one of the unsupported functionalities, stay with the CloudLink Gateway with the KVM image.

7.3.2 ACTIVATING CLOUDLINK DAEMON FOR THE MIGRATION

For more information, refer to the paragraph **4.3 – Activating CloudLink Daemon**.

7.3.3 ACTIVATING THE INTEGRATING GATEWAY FOR THE MIGRATION

For more information, refer to the paragraph **4.4 – Deploying the integrated CloudLink Gateway (optional)**.

7.3.4 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, SIP Trunk, 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.



Note: If the CloudLink SIP trunk doesn't work properly, especially for services like Workflow:

- Menu **Telephony service>Network and links>Network>Trunk groups>Names**
- In the field for the CloudLink SIP Trunk, delete the content of the field to delete the SIP trunk.
- Enter a name in an empty field to create a new SIP trunk

- Click the link to the left of the new SIP trunk
- In the displayed list, click Trunk groups / Characteristics
- Reconfigure the CloudLink SIP trunk. For more information on the base configuration, refer to the paragraph 4.5 – Configuring the CCloudLink SIP Trunk.
Menu Telephony service > Subscribers > Terminals and applications > Applications > CloudLink > Connection
- Click the Immediate resynchronization button.