

MiVoice Business

Resiliency Guidelines

RELEASE 9.2

September 2021



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Introduction

About this Document

This document provides a comprehensive overview of the Mitel® Resiliency Solution and offers customers the tools to understand, plan, and implement a resilient network.

Whats New in Resiliency

Mitel MiVoice Business Release 9.2

Release number updated to 9.2. No content updates.

Mitel MiVoice Business Release 9.1 SP1

Table 1.1: Issue 1.0 (Sheet 1 of 2)

Feature/Enhancement	Document Updates	Location
Local-only DN in the VMPorts form is not optional.	Updated that the setting Local-only DN in the VM Ports form is not optional.	Auto Attendant

Table 1.1: Issue 1.0 (Continued) (Sheet 2 of 2)

Feature/Enhancement	Document Updates	Location
New Hardware MXe III-L.	The MXe III-L (L = LAN) 3300 ICP controller is introduced to replace the MXe III because controller parts for the latter are no longer available. The MXe III-L controller requires MiVoice Business Release 9.1 or later. The MXe III-L controller uses the same RTC/E2T compute cards and MMC cards that the MXe III controller supports with MiVoice Business 9.1; the performance of the MXe III-L controller is the same as the MXe III controller. The MXe III-L controller is different from the MXe III controller in the following ways: No WAN support No LAN Port 2 support No L2 redundancy No IGMP filtering No 1G Ethernet speed for LAN port. If you have to replace your MXe III controller with an MXe III-L controller, follow the instructions in KMS article S05142.	Global

Mitel MiVoice Business Release 9.1 SP1

Table 1.2: Issue 1.0 (Sheet 1 of 2)

Feature/Enhancement	Document Updates	Location
Local-only DN in the VMPorts form is not optional.	Updated that the setting Local-only DN in the VM Ports form is not optional.	<i>Auto Attendant</i>

Table 1.2: Issue 1.0 (Continued) (Sheet 2 of 2)

Feature/Enhancement	Document Updates	Location
New Hardware MXe III-L.	The MXe III-L (L = LAN) 3300 ICP controller is introduced to replace the MXe III because controller parts for the latter are no longer available. The MXe III-L controller requires MiVoice Business Release 9.1 or later. The MXe III-L controller uses the same RTC/E2T compute cards and MMC cards that the MXe III controller supports with MiVoice Business 9.1; the performance of the MXe III-L controller is the same as the MXe III controller. The MXe III-L controller is different from the MXe III controller in the following ways: No WAN support No LAN Port 2 support No L2 redundancy No IGMP filtering No 1G Ethernet speed for LAN port. If you have to replace your MXe III controller with an MXe III-L controller, follow the instructions in KMS article S05142.	Global

Mitel MiVoice Business Release 9.0

New Resilient Features and Devices

- Mitel 6905, 6910 IP Phones

3300 ICP Release 9.0

New Resilient Features

This release adds resiliency support for the following features:

- Phone Lock

New Resilient Devices

- The 5304 IP Phone, 5312 IP Phone, and 5324 IP Phone are supported as resilient devices.

3300 ICP Release 7.1 UR2

Agent Groups have been renamed to Agent Skill Groups within the documentation and the system tools to more accurately reflect the supported functionality.

About Resiliency

Maintaining telecommunications services in the event of system outage or failure is a primary concern for businesses, institutions, organizations, and communities (critical and emergency services), a concern which becomes no less important as we migrate our solutions to the world of IP. While failures and outages in any complex network are unavoidable, the MiVoice Business Resiliency solution provides the ability to preserve system functionality in the event of network difficulties by distributing network intelligence throughout “resilient” clusters that anticipate and pro-actively mitigate system failure and, thus, minimize the need for human intervention.