



Powering connections

# **Mobility Router Platform Support Guide**

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# Before You Start

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This guide is written for the Administrator of the Mobility Router and is used in conjunction with the mobility solution. For more information on related components and documentation, refer to [Related Documentation](#) on page 3.

## Organization

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This guide is documented as described in the following sections.

**Table 1: In this Guide**

| Chapter Title                                        | Description                                                         |
|------------------------------------------------------|---------------------------------------------------------------------|
| <a href="#">Chapter 1, System Support</a> on page 4  | Describes system and hardware support for the Mobility Router.      |
| <a href="#">Chapter 2, Device Support</a> on page 12 | Describes the supported devices and codecs for the Mobility Router. |

## Related Documentation

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Publications in the mobility solution documentation suite include the following:

- Connect Mobility Router Platform Support Guide (this document)
- Connect Mobility Router Administration Guide
- Connect (mobile device) User Guide
- Connect (mobile device) Quick Reference Card
- Connect Release Notes
- Connect for Apple Watch Quick Reference Card
- Connect for Apple Watch User Guide

# CHAPTER

# 1

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## System Support

This chapter describes system and hardware support for the Mobility Router.

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## Connect Hardware

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Connect (previously known as Mobility Client) is supported on the following Mobility Router platforms:

- Virtual Mobility Router

## Web Browsers

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The following Web browsers are qualified by Mitel:

- Google Chrome
- Mozilla Firefox

## IP PBX Platforms

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The following IP-PBX platforms are supported:

- MiVoice Connect

## Mobility Router Platform Scalability

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[Table 2](#) lists the scalability parameters for the Virtual Mobility Router.

**Table 2: Virtual Mobility Router Scalability**

| Virtual Mobility Router (MRVirtual) | Max Users | Max Calls | Max Calls with Transcoding | Max SRV Users | Max SRV Calls |
|-------------------------------------|-----------|-----------|----------------------------|---------------|---------------|
| mrVirtual 1000                      | 1000      | 500       | 300                        | 500           | 200           |

# Unified Communications Systems (IM, Presence)

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The following systems are qualified for IM and Presence support:

- Mitel built-in IM Service communicates with Mitel IM Server

## Gateway Requirements

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An IP voice-enabled gateway with the following specifications is required:

- Jitterbuffer (adaptive Jitterbuffer with a recommended setting of at least 200 ms or greater)
- G.711 compliant (20 ms sample period)

The following gateway features are recommended if available:

- DTMF Relay using RFC 2833
- iLBC codecs to enable additional codec options for deployments

## WLAN Requirements

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To integrate the Mobility Router, there are no required WLAN configuration settings. The WLAN should, however, meet the following requirements:

- Voice-ready with approximately one access point every 3,000 to 5,000 square feet.
- Enable Unscheduled Automatic Power Save Delivery (U-APSD) on WLAN controllers.
- For fingerprint support, broadcast SSID must be enabled.
- 802.11 retries should be set to a minimum of 5 retries.
- If a separate ESSID is deployed for voice, then it is recommended to remove the 54 Mbps data rate from the list of supported rates to improve performance.

- A fast roaming security protocol is recommended. The security protocol must also be supported by the mobile device. For example:
  - EAP -FAST
  - Cisco CCKM or PKC
  - WPA2 Enterprise with Proactive Key Caching
  - WPA Personal
  - WPA2 Personal (Pre-shared Key)
  - 802.11R

## Virtual Mobility Hardware

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Virtual Mobility Router recommended configuration:

- Minimum 4 Virtual CPUs
- 4G RAM
- 100G disk space
- 2 network interfaces

## VMware Virtual Environment

The following versions of VMware are supported:

- VMware vSphere (ESX, ESXi) 6.5, 6.7, 7.0, and 8.0



### Notes for ESXi 6.7

If ESXi 6.7 U2 is used, the Web client crashes during the import of OVF. This is a known issue. In this situation, do either of the following:

- Import the files using the *ovftool* command.
- Import the files using another hypervisor (for example, VMware Fusion) and migrate VMware from there.



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#### Notes for VMware Support

- High Availability and VMware vSphere vMotion are supported.
  - Fault Tolerance is not supported. VMware does not support this feature across multiple CPUs.
  - Snapshots are not supported. Snapshots can consume significant CPU and memory resources, impacting system operation.
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## Quality of Service

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Currently, Mitel recommends the following:

- Keeping the Quality of Service setting for the Cisco WLAN Solution to the default of Silver/Best Effort.
- Enabling the voice module within Aruba WLAN controllers to ensure high-quality VoIP experience.
- Enabling WMM and WMM-Power Save settings on voice SSID.

## Supported Mobility Router Upgrade Paths

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Upgrade paths are supported as listed below (2 latest):

- 7.1 -> 9.0
- 8.0 -> 9.0

## Supported Connect Upgrade Paths

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Upgrade paths are supported as listed below:

- 8.0 -> 9.0
- 8.1 -> 9.0
- 9.0 -> 10.0

Mobility client 10.0 supports Mobility Router 9.0 and 10.0 only.

## Supported Conference Bridges

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- Service Appliances

## Unsupported Features

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The following sub-features (sections) have been removed from the Mitel Connect Mobility Router Administration Portal:

- Configuration:
  - Advanced (Cellular Operators, Mobile Oss, Device Types)
  - Enterprise Locations
  - WLAN Controllers
- Monitoring:
  - Detail Records
  - Summary
  - Trends
  - International Toll Calling
  - Location (Office, Home, Unknown)
  - Top 'N'
  - Access Points
  - Remote Access Counters
- Maintenance:
  - Detail Records Scheduled Export
  - Bulk Provisioning

# CHAPTER

# 2

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## Device Support

This chapter describes the supported devices and codecs for the Mobility Router.



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### Note

The information in this chapter applies to the legacy Mobility client, not to the new Connect for iOS or Connect for Android apps.

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## Supported Operating Systems

Table 3 lists the supported operating systems supported for each mobile device platform for Connect.

**Table 3: Mobile Device OS by Platform**

| Mobile Device OS | Version                 |
|------------------|-------------------------|
| Android          | 9.x, 10, 11, 12, 13, 14 |
| iOS              | 15.x, 16.x, 17          |

## Mobile Device Support Matrix

Table 4 lists the mobile devices compatible with Connect.

**Table 4: Compatible Mobile Devices**

| Mobile Device               | Version     | Carrier       | Connect |
|-----------------------------|-------------|---------------|---------|
| <b>Android®</b>             |             |               |         |
| Google Pixel 3 XL           | 9.0,10,11   | international | ☑       |
| Samsung Galaxy Note 9       | 9.0,10,11   | international | ☑       |
| Samsung S8                  | 7.0,8.0.0   | international | ☑       |
| Samsung S8+                 | 7.0,8.0.0   | international | ☑       |
| Samsung S9                  | 8.0.0       | international | ☑       |
| Samsung S9+                 | 8.0.0       | international | ☑       |
| Samsung S10                 | 9.0,10,11   | international | ☑       |
| Samsung S10+                | 9.0,11      | international | ☑       |
| Samsung Galaxy Note 10      | 10, 11, 12  | international | ☑       |
| Samsung Galaxy Note 20      | 12, 13      | international | ☑       |
| Samsung Galaxy S21 5G       | 11,12       | international | ☑       |
| Samsung Galaxy S21 Ultra 5G | 11,13       | international | ☑       |
| Samsung Galaxy S23 Ultra    | 14          | international | ☑       |
| Google Pixel 4 XL           | 10,11,13    | international | ☑       |
| Google Pixel 4              | 10,11,12,13 | international | ☑       |
| Google Pixel 5              | 12,13,14    | international | ☑       |

Table 4: Compatible Mobile Devices (Continued)

| Mobile Device   | Version                          | Carrier       | Connect                             |
|-----------------|----------------------------------|---------------|-------------------------------------|
| <b>iOS®</b>     |                                  |               |                                     |
| iPhone 7        | 13.7, 15.1, 15.3.1, 15.7         | International | <input checked="" type="checkbox"/> |
| iPhone 7+       | 13.3.1, 14.6, 15.7.1             | International | <input checked="" type="checkbox"/> |
| iPhone 8        | 14.1, 14.2, 14.7.1, 16.3.1       | International | <input checked="" type="checkbox"/> |
| iPhone 8 +      | 15.1, 15.4.1, 16.4.1, 16.7.1     | International | <input checked="" type="checkbox"/> |
| iPhone X        | 14.6, 15.0, 15.7, 16.7.5         | International | <input checked="" type="checkbox"/> |
| iPhone X(s) Max | 13.2, 13.3 , 13.5.1, 16.2        | International | <input checked="" type="checkbox"/> |
| iPhone XR       | 14.4.2, 14.8.1, 15.3.1, 15.5     | International | <input checked="" type="checkbox"/> |
| iPhone SE       | 14.2, 16.0.3, 17.4               | International | <input checked="" type="checkbox"/> |
| iPhone 11       | 15.1, 16.1.1, 16.4.1, 17.3       | International | <input checked="" type="checkbox"/> |
| iPhone 11 Pro   | 14.3, 14.4.2, 14.5, 15.2, 16.7.2 | International | <input checked="" type="checkbox"/> |
| iphone 12       | 14.0.1, 15.5, 16.3, 17.0         | International | <input checked="" type="checkbox"/> |
| iphone 12 mini  | 14.5.1, 14.8, 16.1.2, 17.2.1     | International | <input checked="" type="checkbox"/> |
| iphone 13       | 15.0.1, 15.4.1, 15.6.1           | International | <input checked="" type="checkbox"/> |
| iphone 14       | 16.3.1, 16.4.1, 17.3.1           | International | <input checked="" type="checkbox"/> |
| iphone 15       | 17.1.2                           | International | <input checked="" type="checkbox"/> |

# Video Conference System Support Matrix

Table 5 lists the compatible video conference systems for Connect.

**Table 5: Compatible Video Devices**

| System   | Model           | Version                       |
|----------|-----------------|-------------------------------|
| LifeSize | Team MP         | LS-TM1-4.7.17 (1)             |
| LifeSize | Room 220        | LS_RM1_4.6.19 (3)             |
| Polycom  | HDX6000         | 3.0.3-14451                   |
| Polycom  | HDX8000         | 3.1.1.3-36019,<br>3.04 -20259 |
| Polycom  | MCU RMX<br>2000 | 7.6.0.172                     |

# Mobile Device Supported Features Matrix

Table 6 lists the features supported on mobile device platform for Connect.

**Table 6: Mobile Device Features by Platform**

| Feature                            | Android | iOS |
|------------------------------------|---------|-----|
| Video                              | ✓       | ✓   |
| Presence                           | ✓       | ✓   |
| Instant Message                    | ✓       | ✓   |
| VoIP over Wi-Fi                    | ✓       | ✓   |
| VoIP over 4G/5G                    | ✓       | ✓*  |
| Reverse Dial                       | ✓       | ✓   |
| Country-based Local Access Numbers | ✓       | ✓   |
| Personal Dial                      | ✓       | ✓   |
| Visual Voice mail                  | ✓       | ✓   |
| Extension Assignment               | ✓       | ✓   |
| Call Handling Modes                | ✓       | ✓   |

## Supported Codecs

Table 7 lists the Codecs supported for each device platform for the Mobility Router.

**Table 7: Mobility Router Device Codec Support**

| Mobile Device | Android | iOS |
|---------------|---------|-----|
| H.264/SVC *   | ✓       | ✓   |
| H.264/AVC     | ✓       | ✓   |
| iLBC          | ✓       | ✓   |
| G.711 a-law   | ✓       | ✓   |
| G.711 u-law   | ✓       | ✓   |
| G.722 u-law   | ✓       | ✓   |

\* H.264/SVC (Mitel end-point to Mitel end-point only)

