

Solution Brief

Moving Unify OS15 and OS40 SIP Sets to MiVoice MX-ONE

REVISION INFORMATION

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1 MOVING OS15 AND OS40 SIP SETS TO MX-ONE - GENERAL OVERVIEW

This scenario is valid for customers who wish to transition their existing Unify system (or 'merge' a network of systems) to a new MX-ONE Service Node and keep any already made investments in OpenStage 15&40 SIP terminals.

The support for provisioning of the Unify OS15 and OS40 sets with MX-ONE 6.1 provides a straight forward method for moving users with these existing Unify SIP sets in controlled steps with a minimum of disruption from the old system to a new MX-ONE.

We recommend that the customer at the same time replaces analog and digital telephones with SIP terminals as such a change avoids re-cabling in the MDF for moving users. If analog sets are kept, these can of course be moved to the new MX-ONE system as well, but this will require re-cabling.

Note that Unify digital handsets are not supported by MX-ONE, and therefore should be transitioned to SIP sets offering equivalent feature and functions.

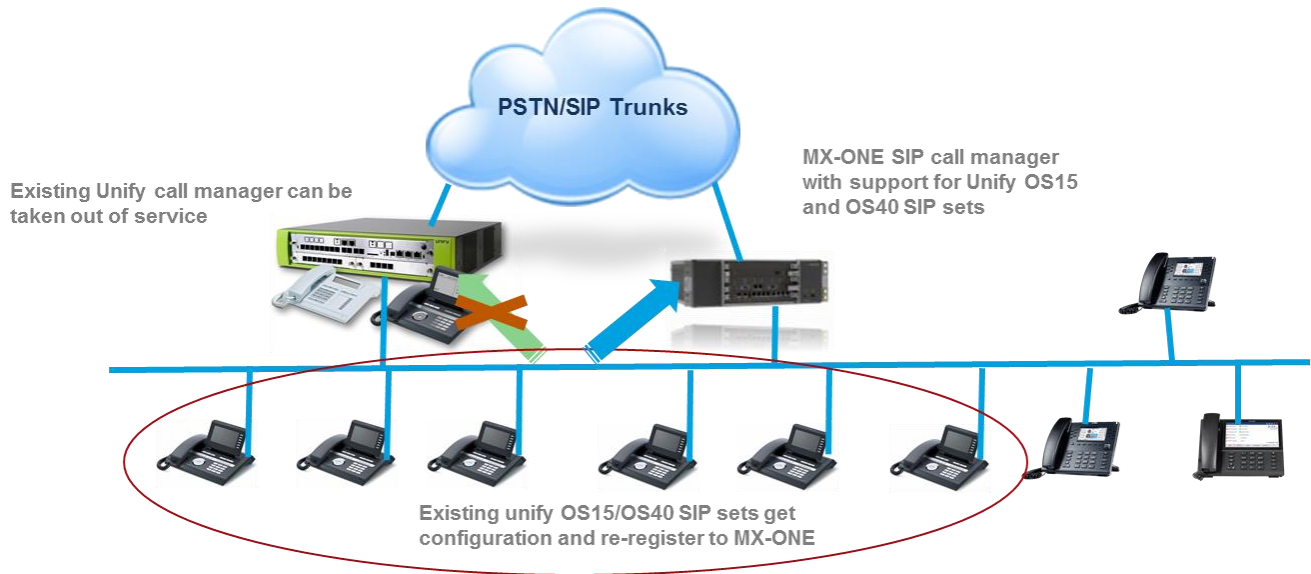


Figure 1: Typical transition scenario - from Unify to MX-ONE

In the above figure 1 example, a MX-ONE call manager is placed in the customer data center side by side with the existing system. There is no need to interconnect the systems and the Unify system remains operational as per normal until the OS15 and OS40 sets have been moved to the MiVoice MX-ONE system. The new system carries the necessary SIP licenses and the Unify SIP Set configuration utility is enabled to allow existing OS15 and OS40 SIP sets to be provisioned via the MX-ONE and the sets will then be registered as SIP extensions on the MX-ONE. There is no manual intervention needed by the user other than entering his Userid/Extension number and password.

If a portion of analog users are to be maintained, Mitel can provide the necessary chassis HW to accommodate these TDM users. For the existing Unify OS15 and OS40 SIP phone users, there is nothing to do other than to modify the configuration server address (via DHCP) to point the SIP terminals to the configuration service in the new MX-ONE call manager instead of the Unify DLS server. Configuration information, including key assignments will be automatically downloaded to the phones once the user logs in with his credentials.

The MiVoice MX-ONE Provisioning Manager web-based user self-service portal can be used to allow users to configure certain keys on the sets.

2 HOW THE PROCESS WORKS

2.1 RE-USE EXISTING UNIFY OPENSTAGE SIP TERMINALS

A new MiVoice MX-ONE 6.1 feature allows customers with existing Unify OS15 and OS 40 sets to move their SIP users from a single Unify system or a complete network of systems, to a completely new MiVoice MX-ONE system that handles the necessary provisioning and support for these existing Unify SIP sets.

Note: Unify to MX-ONE transition scenarios will be supported from MiVoice MX-ONE 6.1 and onwards.

One of the unique value proposition with the Unify migration to MX-ONE 6.1 is the fact that customers with existing Unify OpenStage 15 and 40 SIP handsets will be able to re-use them with the MX-ONE. The new Unify set configuration service in the MX-ONE Service Node is a licensed feature that allows Unify OS15 and OS40 sets to get their configuration data based on the user's login credentials (directory number and password). The configuration rules can be prepared in the MX-ONE Service Node and downloaded via HTTPS directly to the phone. The Unify sets only need to get the IP address or DNS name (via DHCP) of the MX-ONE server that has the Unify set configuration service active and licensed. Even keys can be defined for the Unify sets and a user portal can allow the end-user to create or move keys around for his phone. Below is a synopsis of the support and services available with Unify OS15 and OS40 handsets registered to MX-ONE 6.1:

Supported Handsets

- OpenStage 15
- OpenStage 40

Supported Handset Firmware

Local and 3rd party functional testing has been carried out on following versions and some intermediate releases.

- V3 R4.4.0 (latest verified release from Unify, Mitel recommended version)
- V3 R1.49 and later versions have been validated to function with MX-ONE

Note: It is always recommended to use the latest supported version to ensure the best level of interoperability.

Handset Provisioning Options

- MX-ONE acts as a DLS provisioning server
 - Each service node in a single system acts as an independent "DLS" server
- SIP Server configuration dynamically assigned using FQDN
 - Configuration via DLS.conf file
- SIP Server configuration dynamically assigned using IP address
 - Configuration via DLS.conf file
- DHCP option 43 is used to provision the "DLS server" address
 - The handsets use the DLS server to receive their configuration settings during log on/off and during migration / regression

Supported Features

- Mobility Hot-desking
- Log on / off Key dynamically provisioned
- Centralized key management
- Basic Calls
- Ability to make internal calls from a logged off handsets
- Call forwarding, waiting
- Call pickup
- Call Transfer
- Caller ID Display
- View missed, placed, received calls
- Access to telephony features and facilities
- Hunt/Ring Groups
- Music on Hold
- Call Hold / Park / Consultation Hold
- Call Diversion
- Call Back

- Do Not Disturb
- Conference calls for internal/external callers up to 8 parties
- Last Number Redialed
- Message Waiting Activation
- Direct dialing in (DDI)
- Manager/Secretary working (MNS)
- Local phone lock
- Speed dial keys (TNS)
- Busy Lamp keys (MNS)

System Configurable settings (DLS.config)

- Handset administration password
- User administration password
- Software deployment settings (FTP)
- Date, Time and Time Zone settings
- Handset Codec handling
- Device specific options

Provisioning Manager

- Centralized key management (phone type other)
 - TNS & MNS keys
 - Add-on key module support
 - Shift key support

3 BENEFITS OF THE TRANSITION CONCEPT

3.1 MOVE AT YOUR OWN PACE

The major benefit to this approach is the fact that our customers can do the transition with the systems side by side over a period of time with minimal interruptions of normal day to day business. The existing Unify system is maintained in operation for as long as it takes to move all users to the new system. Although Mitel will take care of the initial installation and configuration of the new system, the actual process of moving users can be done directly by the customer at their own schedule so as to avoid a big bang approach to the migration process. Mitel professional services will assist the customer in all planning and implementation tasks up to the point where the customer can take over and continue the move process themselves. Once the users and applications are fully transitioned and operational on the new system, then it's only a matter of taking the old system out of service. This process can go as fast as a couple of months to a year or longer depending on the pace the customer wishes to move the users to their new MiVoice MX-ONE system.

3.2 FULLY MITEL CERTIFIED SOLUTION

The Unify OS15 and OS40 support with MX-ONE has been fully validated out Mitel's labs and is a completely supported solution. This means one interface to work with, thus ensuring that Mitel and their certified partner will take full responsibility for the SIP phone transition process together with the customer. This means faster and efficient service from the start to the end of the transfer process. It is assumed that any digital phones users on the Unify system would be provided with Mitel SIP phones and transitioned to the MX-ONE system. Existing analog phones and faxes will be moved to the MiVoice MX-ONE system and connected as analogue subscribers in the new system.

Then once all the users are operational on the MX-ONE system, the Unify HiPath call manager and DLS provisioning server can be taken out of service and the existing Unify maintenance contract should be terminated.

3.3 INVESTMENTS KEPT TO A MINIMUM

The greatest care has been taken to ensure that existing investments in Unify OS15 and OS40 SIP terminals as well as analog phones are maintained and transitioned to the new systems thus avoiding unnecessary investments.

Although the new system may be equipped with the existing analog extensions to minimize initial investments, if at any point the customer decides to migrate analog users from TDM to SIP, attractively priced TDM to SIP conversion licensing can be provided to make this transition to IP and UCC as cost effective as possible.

3.4 READY FOR THE PATH TO UCC

Once the transition process is done, the MiVoice MX-ONE system will of course provide the complete set of telephony services, but also offers the customer the possibility to introduce next generation services and applications that help enterprises increase user efficiency and productivity. In essence, this future proof platform provides the foundation necessary to move from traditional telephony to unified communications without any compromises. It's simply a matter of adding these applications at any point without having to revisit already made platform investments. The platform is ready whenever the customer is ready to make the step towards UCC.

The MiVoice MX-ONE solution provides a full array of UC applications designed to increase collaboration and productivity of employees by reducing communications latency and managing workflows. Users can interact through whichever method and device best suits their present needs and preferences.

- MiCollab simplifies and strengthens the user experience by providing a single tool for business communications including presence, Instant Messaging, Softphone, Click-to-call, Collaboration, Call History and Visual voice mail with clients for the PC and mobile devices.
- “Mobile first” provides full UCC capability and common user experience on a Converged Mobile Client available for iOS, Android, BB10, and Windows Phone: one of the broadest portfolios in the industry.

Integrating voice, video and data with mobile capabilities, provides end-user benefits from increased efficiency and productivity. These benefits apply to traditionally mobile users off-site as well as many categories of users within the company sites.

3.5 SIMPLIFIED MANAGEMENT AND IMPROVED TCO

Mitel's communications solutions provide flexible licensing options, combined with reduced implementation and operational costs to help drive down the total cost of ownership of Mitel's Unified Communications and Collaboration solutions. With a user-friendly web interface, the MX-ONE Provisioning Manager tool simplifies routine administration of your end-users and their services within the MiVoice MX-ONE communications system.

3.5.1 PROVISIONING MANAGER – SINGLE POINT OF MANAGEMENT

Provisioning Manager provides a single point of entry web-based management portal for managing all system and user services as well as application provisioning, which can be accessed from anywhere in the customer network.

Through MX-ONE Provisioning Manager (PM), user provisioning is managed and synchronized with applications such as MiVoice MX-ONE Service Node Manager, MiCollab Advanced Messaging UM, MiCollab UCC suite, CMG and MMC (FMC). All user settings including multiple terminal services, advanced features or FMC integration as well as a mailbox and UCC services can be done from an easy to use web-based interface. Pre-defined templates can be used to facilitate the creation of new users and include not only the MX-ONE option, but also pre-defines application options. Once configured in PM, the configuration updates are sent to the other applications via standards based web services interfaces. With a direct connection to MX-ONE and associated applications, it fetches and displays real-time information, such as free numbers, existing extension allocations and configured users services to ensure synchronization with the service node and applications. It offers AD integration for enabling centralized provisioning of users from popular HR applications.

Key features of MiVoice MX-ONE Provisioning Manager:

- Fully web-based application accessible for anywhere in the customers network
- Single point of entry for management of one or several MX-ONE Service Nodes, MiCollab Advanced Messaging, MiCollab and Mitel CMG systems, and provides direct access to other management GUIs, such as SNM and the Mitel Mobile Client portal
- View, add, remove and change: end-users, departments, administrators, extensions, groups, mailboxes and UCC settings
- Direct access to MiVoice MX-ONE Service Node Manager:
 - Web-based management of all MX-ONE call manager system level configuration options
 - View, add, remove and change groups, class of services, access codes, voice announcements or more
 - Configuration management for all Mitel SIP terminals (wired and wireless)
 - Templates available for faster, repeatable configuration
- Supports AD authentication and HTTPS for secure access and configuration

- Integration with Microsoft Active Directory (AD), providing direct access to the corporate user database
- End-user self-service portal for phone key layout handling (including Unify sets) and end user managed options.

3.5.2 MITEL PERFORMANCE ANALYTICS (MARWATCH) FOR FAULT AND PERFORMANCE MANAGEMENT

Mitel Performance Analytics (MarWatch) fault & performance management software proactively detects problems and gives IT professionals the tools to resolve them quickly. Channel partners can monitor the performance and availability of multiple MiVoice MX-ONE systems from their PA instance, ensuring problems can be detected and addressed BEFORE they can impact the customer

Key Features:

- 24/7 Performance Monitoring with Thresholding
- Fault Management with Alerts
- Testing Tools
- SNMP V3 integration with MX-ONE
- At-a-Glance Status Dashboard
- Detailed Reporting
- Secure Remote Access
- Backups for MiVoice MX-ONE
- Central point for monitoring QoS for Mitel 6800 SIP terminals