MIVOICE OFFICE 400

WHAT'S NEW

AS OF VERSION R4.0
WHAT'S NEW

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About this document

This document provides an overview of the innovations in MiVoice Office 400 introduced as of Release 4.0. Innovations up to Release 4.0 are available in the previous document (see [2]).

Please note that the product names have changed partially as of Release 4.0.

See also
– This document is available in several languages (see [1]).
– For full details of the software package and compatibility, please refer to the Release Notes on the download server.

Note
The date next to the version indicates the month of availability of the software release on the download server (General Availability). The launch date in the various sales channels may deviate from this.

Document references

Ref	Title	Deutsch	English	Français	Italiano	Español
[1]	What's New MiVoice Office 400	syd-0609	syd-0610	syd-0611	syd-0612	syd-0613
[2]	What's New Aastra 400 (Previous document)	syd-0412	syd-0413	syd-0414[2)]	syd-0415[2)]	syd-0416[2)]
[3]	Features overview	syd-0594	syd-0595	syd-0596	syd-0597	syd-0598
[4]	System Manual System Functions and Features	syd-0569	syd-0570	syd-0571	syd-0572	syd-0573
[5]	System Manual Mitel 415/430	syd-0579	syd-0580	syd-0581	syd-0582	syd-0583
[6]	System Manual Mitel 470	syd-0584	syd-0585	syd-0586	syd-0587	syd-0588
[7]	System Manual Virtual Appliance	syd-0589	syd-0590	syd-0591	syd-0592	syd-0593
[8]	System Manual Mitel Advanced Intelligent Network	syd-0559	syd-0560	syd-0561	syd-0562	syd-0563
[9]	System Manual Private Networking	syd-0564	syd-0565	–	–	–
[10]	System Manual Mitel Open Interfaces Platform	syd-0574	syd-0575	syd-0576	syd-0577	syd-0578
[11]	Installation Guide Applications Card CPU2-S	syd-0619	syd-0620	syd-0621	syd-0622	syd-0623
[12]	User's Guide Getting started with Mitel 415/430	syd-0599	syd-0600	–	–	–
[13]	User's Guide Getting started with Mitel 470	syd-0604	syd-0605	–	–	–
[14]	User's Guide Getting started with Virtual Appliance	syd-0630	syd-0631	–	–	–

Ref	Title	Deutsch	English	Français	Italiano	Español
[15]	MiVoice Office 400 R4.0 documentation set	syd-0614	syd-0615	syd-0616	syd-0617	syd-0618
[16]	MiVoice Office 400 R4.0 SP1 documentation set	syd-0636	syd-0637	syd-0638	syd-0639	syd-0640
[17]	MiVoice Office 400 R4.1 documentation set	syd-0644	syd-0645	syd-0646	syd-0647	syd-0648

Footnotes

Ref	Title
1)	The release will be made at a later date.
2)	Only up to R3.0.
3)	The availability/release depends on the sales channel.
4)	Will be introduced depending on marketing demand.
5)	Already introduced before the release detailed in this section.

Innovations with R4.1 – 09.2016

Overview

- Release 4.1 comprises the following:
  - Software package R4.1 SP1 with software for the MiVoice Office 400 communication server, Mitel 415/430, Mitel 470 and Virtual Appliance, the MiVoice 5300 / 5300 IP phone series, the Mitel 600 DECT phone series, the Office 135/135pro DECT phone, SB-4+/SB-8/SB-8ANT DECT radio units and WebAdmin.
  - Firmware and language files for Mitel 6700 SIP / 6800 SIPphones as well as language files for Audio Guide, the user interface and online help for WebAdmin, Hospitality Manager and Self Service Portal (available on FTP server).
  - Firmware for Mitel 600 DECT and OpenMobilityManager phones when using SIP-DECT® (available on FTP server).
  - New version of MiVoice 2380 IP softphone
  - Update package for the CPU2-S applications card (Mitel 470 only)
  - New version of Mitel Open Interfaces Platform (also as Virtual Appliance)
  - New version of Mitel CPQ

- Main features of Release 4.1:
  - MiVoice Office 400 Virtual Appliance with online licence check (gateway satellite no longer required)
  - Compatibility with and integration of MiCollab 7.2
  - Compatibility with MiContact Center Business 8.1
  - Expansions in WebAdmin and Self Service Portal

Release 4.1 **requires** a new Software Release update licence.

Applications

- MiVoice Office 400 Virtual Appliance without gateway satellite
  The MiVoice Office 400 Virtual Appliance licence can now also be checked online via a licence server. For this, the communication server must have a permanent internet access. This is necessary as the licence server regularly checks whether a second communication server with the same EID (clone) does not exist. MiVoice Office 400 Virtual Appliance is available as a pure software solution. The type of licence check can be chosen in an AIN (online licence check or licensing via a gateway satellite).

- Integration of MiCollab 7.2
  - MiCollab is a comprehensive Unified Communications & Collaboration solution with clients for desktop, web and mobile applications.
  - With MiCollab licence bundles are introduced in MiVoice Office 400: Licence bundles are assigned to a user and contain one or more phone licences. This allows the user to change the phone type without having to change the licensing. Three graded UCC licence bundles activate other functions in MiVoice Office 400, in MiCollab and in the clients.
  - Configuration of MiCollab with a csv export file from WebAdmin
  - Some functional limitations (see Release Notes MiVoice Office 400).
- Compatibility with MiContact Center Business 8.1
  MiCC Business is a very powerful contact centre for a site with up to 80 agents.
  - Communication with MiVoice Office 400 is via SIP access channels using the CSTA protocol.
  - The following phones are supported: MiVoice 5300 / 5300 IP, Mitel 6800 SIP, Mitel 600 DECT and Mitel 600 SIP-DECT.
  - The following communication servers are supported: Mitel 470 and MiVoice Office 400 Virtual Appliance.

New features

- MiVoice 1560 PC Operator can now be used together with Mitel 6800 SIP phones.
- Updating of MMC user and Skype for Business user status information via BluStar server.
- New setting for automatic exchange access prefix completion for MiCollab, Mitel BluStar clients and Mitel Dialer.
- New settings for SIP provider (settings for Deutsche Telekom compatibility, use of SAVP, outbound proxy option).
- New static black list can be configured for unwanted IP addresses.
- Dynamic black list of IP addresses can be viewed (DOS attacks).
- New settings for opening and closing all servers / monitor ports.
- Activating / deactivating DDL lookup for transit connections.
- The integrated NTP server of Virtual Appliance can be used as server for Mitel SIP phones, IP phones, OMM/SIP-DECTand MMCC.
- The terminal to be controlled for each user via CTI (CSTA) can now be chosen (e. g. Mitel Dialer, MiCollab, Mitel BluStar).
- CSTA functions for activating/deactivating MWI (notification).

- In e-mails with voice messages, a hyperlink is now the caller's phone number so the caller can be directly called back.
- New setting for special analogue terminals in the hospitality field (OpenCom 1000) to change *7 to *739.
- Settings in order to use LLDP for SIP phones.
- Redial via line keys for Mitel SIP phones.

New system limits

- Up to 500 VoIP voice channels (standard media switch) possible in an AIN.
- Up to 4800 CSTA sessions (Mitel 470 and Virtual Appliance) possible.
- Up to 400 (Mitel 470) or 600 (Mitel 470 AIN) integrated external phones possible (for instance for Skype for Business).

Licences

With the support of MiCollab 7.2, the following licence bundles are introduced:

- *Basic User*
  This licence bundle contains a user licence for Virtual Appliance (*User*) as well as any phone licence, and is explicitly assigned to a user.
- The following three UCC licence bundles contain any eight phone licences, video licences for all phones licensed together, ten *SIP Terminals* licences and ten Virtual Appliance (*User*) licences for MiCollab AWV, the *Enterprise Voice Mail* licence and activates MiCollab functions for the corresponding MiCollab role. With a specific number of UCC licence bundles more user licences for Virtual Appliance (*User*), terminal licences (*SIP Terminals*) as well as voice mail licences (*Enterprise Voice Mail Channels*) are added.
  - *Entry UCC User*
    This licence bundle contains the licences described in the above section and activates MiCollab functions for the MiCollab role *UCC Entry*. The licence is explicitly assigned to a user.
  - *Standard UCC User*
    This licence bundle contains the licences described in the above section and activates MiCollab functions for the MiCollab role *UCC Standard*. The licence is explicitly assigned to a user.
  - *Premium UCC User*
    This licence bundle contains the licences described in the above section and activates MiCollab functions for the MiCollab role *UCC Premium*. The licence is explicitly assigned to a user.

Management and project planning

- WebAdmin enhancements
  - Multiple selection is possible.
  - Registration credentials of unregistered Mitel SIP phones can be printed out or sent by e-mail.
  - Invisible but once registered Mitel SIP phones can be re-registered with a single click.
  - New event messages and improved information in existing event messages.
  - If new users and terminals are created, the user name and call number are automatically applied for display on the screen (idle texts).

New document versions

- What's New MiVoice Office 400 Release 4.1 (this document, see [1])
- Features overview R4.1 (see [3])
- System Manual System Functions and Features R4.1 (see [4])
- System Manual Mitel 415/430 R4.1 (see [5])
- System Manual Mitel 470 R4.1 (see [6])
- System Manual Virtual Appliance R4.1 (see [7])
- System Manual Mitel Advanced Intelligent Network R4.1
- System Manual Mitel Open Interfaces Platform OIP R8.6.1 (see [10])
- User's Guide Getting started with Mitel 415/430 R4.1 (see [12])
- User's Guide Getting started with Mitel 470 R4.1 (see [13])
- User's Guide Getting started with Virtual Appliance R4.1 (see [14])
- MiVoice 1560 PC Operator User's Guide
- Mitel OfficeSuite User's Guide
- Online Help WebAdmin
- Online Help OIP WebAdmin
- Online Help Self Service Portal (SSP)
- MiVoice Office 400 R4.1 documentation set (see [17])

Innovations with R4.0 SP1 – 01.2016

Overview

- Release 4.0 SP1 comprises the following:
  - Software package R4.0 SP1 with software for the MiVoice Office 400 communication server, Mitel 415/430, Mitel 470 and Virtual Appliance, the MiVoice 5300 / 5300 IP phone series, the Mitel 600 DECT DECT phone series, the Office 135/135pro DECT phone, SB-4+/SB-8/SB-8ANT DECT radio units and WebAdmin.
  - Firmware and language files for Mitel 6700 SIP / 6800 SIPphones as well as language files for Audio Guide, the user interface and online help for WebAdmin, Hospitality Manager and Self Service Portal (available on FTP server).
  - Firmware for Mitel 600 DECT and OpenMobilityManager phones when using SIP-DECT® (available on FTP server).
  - New version of MiVoice 2380 IP softphone
  - Update package for the CPU2 and CPU2-S applications card (Mitel 470 only)
  - New version of Mitel Open Interfaces Platform (also as Virtual Appliance)
  - New version of Mitel CPQ

- Main features of Release 4.0 SP1:
  - New MiVoice Office 400, Virtual Appliance and OIP Virtual Appliance applications made available as OVA file for installation on a virtual machine of a professional server.
  - Integration of the new Mitel 6873 SIP phone
  - Extended function for Mitel 6800 SIP phones
  - Extensions for Mitel Software Assurance program
  - Integration of Mitel SIP-DECT 6.1
  - Compatibility with Mitel Alarm Server 3.1
  - Compatibility with MiCollab AWV 7.0
  - Compatibility with Mitel Border Gateway (MBG) 9.1 for MiCollab AWV
  - New functions in Hospitality Manager
  - Expansions in WebAdmin and Self Service Portal

Release 4.0 SP1 does **not** require any new Software Release update licence.

New applications

- MiVoice Office 400 Virtual Appliance
  This new application is a software-based, hardware-independent communication server. It is also Mitel Standard Linux (MSL) based, and runs on a virtual machine (ESXi VMware vSphere) of a professional server. The application is available as an installable OVA file on the download server.
  - Integrated Mitel Media Server with 250 licence-free IP media channels.
  - Up to 1200 users (licence required).
  - Up to 50 nodes are allowed in an AIN.
  - Voice mail storage capacity: up to 2000 minutes.
  - Analogue and digital interfaces are available via a networked Mitel 415, Mitel 430 or Mitel 470 satellite.
- OIP Virtual Appliance
  The Mitel Open Interfaces Platform is newly available as Virtual Appliance. Like with MiVoice Office 400 Virtual Appliance, an OVA file can be downloaded via a download server and installed on a virtual machine (ESXi VMware vSphere) of a professional server.

New features

- Mitel 6873 SIP
  Integration of a new comfort Mitel 6873 SIP phone with a capacitive 7" touch-screen display, an integrated 1 Gbit Ethernet switch as well as a USB and Bluetooth interface.
- Enhanced Mitel 6800 SIP functionality
  - Reinforced security thanks to new registration methods and configuration file encryption.
  - Better menu prompting
  - Display of presence information during a call
  - Compatibility with the "Y" and "H" macro functions on number keys
  - Display of activate features in the menu
  - Compatibility with the personal and central park function
  - Compatibility with the call waiting function
  - Additional notification for group mailbox
  - Better ATAS function for alarm applications
- Hospitality Manager
  - Dynamic DDI number assignment during check-in
  - Possibility to display each stage in a separate spreadsheet.
  - Extended configuration possibilities for rooms (forwarding, CLIP, voice mail, etc.)

- Mitel Alarm Server 3.1
  - Compatibility with the evacuation function via user with virtual terminal
  - Room state as ATAS command
- SIP-DECT 6.1
  - Key configuration via WebAdmin overrides local configuration. Moreover, the key configuration can only be made locally, via WebAdmin or both.
  - SIP-DECT ports (SIP conference room) can be moved.
- Mitel Software Assurance
  - The SWA state is displayed in detail at several points in WebAdmin.
  - A valid SWA (release licence) is required only for the master in an AIN. (Exceptions: permanent offline mode, operation with Secure VoIP or use as backup communication server).

System limits

- The number of call number entries in the black list has been increased from 50 to 1000 (Mitel 415/430) or from 200 to 3000 (Mitel 470).
- The Virtual Appliance communication server's system limits correspond as far as possible to those of Mitel 470. The most important deviations are listed in the section "MiVoice Office 400 Virtual Appliance", Seite 5.

Licences

- Licences for Virtual Appliance
  Virtual Appliance requires a basic *Base licence Virtual Appliance* licence and a *User* licence for each user. The licences also contain the *Base Mitel AIN* licences and 49 *Mitel AIN Satellites* licences for setting up a Mitel Advanced Intelligent Network (AIN).

- *Mitel SIP Terminals*
  In the absence of licences for Mitel SIP terminals, these latter can also be operated with *MiVoice 5300 IP Phones* licences (reverse cannot be the case).

Mitel Open Interfaces Platform (OIP)

- Newly available as OIP Virtual Appliance (compatible with ESXi VMware vSphere)
- Various minor improvements in OIP WebAdmin, OIP toolbox and in the field of e-mail synchronisation.

Management and project planning

- WebAdmin enhancements
    - New quick navigation
    - Optimised for connections with smaller bandwidths (e.g. PPP via ISDN)
    - Import/Export function with all Excel spreadsheets in one step
    - Import/Export of the Mitel SIP-DECT phone key configuration
    - Convenient offline configuration of key configurations in Excel spreadsheets for Import/Export function
    - Time-controlled functions also visible in standard mode
    - Better default settings for Secure IP Remote Management

New documents

- User's Guide Getting started with Virtual Appliance R4.0 SP1 (see [14])
- System Manual Virtual Appliance R4.0 SP1 (see [7])
- Mitel 6873 SIP User's Guide

New document versions

- What's New MiVoice Office 400 Release 4.0 SP1 (this document, see [1])
- Features overview R4.0 SP1 (see [3])
- System Manual System Functions and Features R4.0 SP1 (see [4])
- System Manual Mitel 415/430 R4.0 SP1 (see [5])
- System Manual Mitel 470 R4.0 SP1 (see [6])
- System Manual Mitel Open Interfaces Platform OIP R8.6.0.10 (see [10])
- User's Guide Getting started with Mitel 415/430 R4.0 SP1 en (see [12])
- User's Guide Getting started with Mitel 470 R4.0 SP1 en (see [13])
- Online Help WebAdmin
- Online Help OIP WebAdmin
- Online Help Self Service Portal (SSP)
- Online Help Hospitality Manager
- MiVoice Office 400 R4.0 SP1 documentation set (see [16])

Innovations with R4.0 – 06.2015

Overview

- Release 4.0 comprises the following:
  - Software package R4.0 with software for the MiVoice Office 400 communication server, the MiVoice 5300 / 5300 IP phone series, the Mitel 600 DECT DECT phone series, the Office 135/135pro DECT phone, SB-4+/SB-8/SB-8ANT DECT radio units and WebAdmin.
  - Firmware and language files for Mitel 6700 SIP / 6800 SIPphones as well as language files for Audio Guide, the user interface and online help for WebAdmin, Hospitality Manager and Self Service Portal (available on FTP server).
  - Firmware for Mitel 600 DECT and OpenMobilityManager phones when using SIP-DECT® (available on FTP server).
  - New version of MiVoice 2380 IP softphone
  - Update package for the CPU2 and CPU2-S applications card (Mitel 470 only)
  - New version of Mitel Open Interfaces Platform (OIP)
  - New System Search and Mitel CPQ versions.

- Main features of Release 4.0:
  - New Mitel brand
  - New Mitel Software Assurance program
  - New system features like conference bridge, blacklist and CLIP based routing.
  - Better integration of Mitel SIP-DECT 6.0 with user functions and menus on Mitel 600 DECT cordless phones.
  - Extended function for Mitel 6800 SIP phones
  - New group functions in Hospitality Manager
  - Improvements for Secure IP Remote Management (SRM)
  - Compatibility with Mitel Alarm Server 3.0
  - Compatibility with MiCollab AWV
  - Expansions for WebAdmin, Self Service Portal and System Search
  - Supports various, new sales channels

Release 4.0 requires a new update licence (Software Release).

New features

- Enhanced Mitel 6800 SIP functionality
  – Supports alarm functions with Mitel Alarm Server 3.0, team functions or third-party applications via ATAS (Mitel 6867 SIP and Mitel 6869 SIP recommended).
  – ACD login/logout, keys for pause and wrap-up time as well as LED monitoring.
  – Intrusion and silent intrusion for ACD and normal users.
  – Discreet ring (local setting on the phone).
  – Ring delay on busy display field keys.
  – Fully compatible with team functions (via OIP)
  – Supports up to three expansion key modules Mitel M685 on Mitel 6865 SIP, Mitel 6867 SIP and Mitel 6869 SIP.
  – New icons and new call lists with synchronisation in a one-number environment (Mitel 6867 SIP and Mitel 6869 SIP only).
- Better SIP-DECT integration
  – Access to different new system features via menu or function keys.
  – Functions keys can be configured via WebAdmin or Self Service Portal (Mitel 612/622/632 DECT and Mitel 650 DECT only, but not for Mitel 610/620/630 DECT).
  – Partially automatic configuration of SIP-DECT cordless phones and SIP-DECT radio units.
- CLIP-based routing
  – Blacklist:
  With blacklist, incoming external or internal calls can be rejected based on their CLIP, left to come to "nothing" or routed to a specific destination. The blacklist is created in WebAdmin or imported from an excel file and can be assigned to one or more trunk groups.
  – CLIP-based routing:
  With CLIP based routing, it is possible to route incoming external or internal calls based on their CLIP. Like with the blacklist, certain calls can be rejected, left to come to "nothing" or routed to a specific destination. For this call routing tables are created in WebAdmin then, for each switching position, one or more call distribution elements are assigned.
- New conference type: Conference bridge
  The conference organiser prepares, via a Self Service Portal, a conference room and e-mails an invitation to this conference, indicating the topic, date and time, internal and/or external dial-in number and conference PIN. At a specific time, the conference participants dial this dial-in number and are then con-

nected with the conference. An audio guide assists them during the dial-in. The same resources are used as for other conference types.

- Int./Ext. differentiation for forwarding via presence profile
Different call destinations can now be configured for internal and external calls in presence profiles.

- Mitel Alarm Server 3.0
  – Compatibility with alarm texts on SIP phones Mitel 6867 SIP and Mitel 6869 SIP.
  – Voice signalling with audio guide to any internal or external destinations.
  – Possibility to locate Mitel 600 DECT and Mitel 600 SIP-DECT cordless phones.

- New group functions in Hospitality Manager
  – Opening and editing complete room groups
  – Group display and group sorting
  – Group check-in
  – Editing groups or rooms after group check-in
  – Wake-up calls and messages for groups
  – Check-out and printing of group charges
  – Printing group configuration
  – New group icon

- New Mitel Dialer
New Mitel brand as well as a few minor improvements.

New system limits

The number of primary communication servers and backup communication servers for Dual Homing has been increased from 10 to 50 (Mitel 470 only).

New licence

The new *Conference Bridge* licence allows the use of a conference bridge. The internal or external conference participants choose a specific call number and are connected with the conference after entering a PIN. One licence is required per system /AIN.

New sales channels

Supports country-specific settings and particularities for the sales channels Saudi Arabia (SA), Bahrain (BH), Libya (LY), Tunisia (TN), Oman (OM), Kuwait (KW).

Mitel Open Interfaces Platform (OIP)

- New I/O actions, among others, for KNX interface
- New licences for using KNX actions.
- New MiVoice 1560 PC Operator and Mitel OfficeSuite versions.

Management and project planning

- WebAdmin enhancements
  - New Mitel brand
  - New quick navigation
  - Better import/export functions
  - Better operability for systems with many users
  - New list view for call routing elements
  - Printing of labels for several phones
  - New views for SMSC and ESME
  - The range of the views on system assistant permission set can be reconfigured.
  - The range of views in Self Service Portal can be partially reconfigured via permission set (conference bridge and presence).
  - New group functions in Hospitality Manager (see also)
- OIP enhancements WebAdmin
  - ACD status of call center agents can be viewed and changed.
  - Better view of the services
- Self Service Portal enhancements
  - New view for conference bridge
  - Mitel SIP-DECT phones can be configured
- System Search enhancements
  - New languages available
  - Various minor improvements
- Secure IP Remote Management (SRM) enhancements
  - Better display of system information such as system type, software release, EID and sales channel.
  - Satellites supported in an AIN.
  - Status display for MiVoice Office 400 systems (green, orange, red)

New documents

Features overview R4.0 (see [3])

New document versions

- What's New MiVoice Office 400 Release 4.0 (this document, see [1])
- User's Guide Mitel 6863 SIP / Mitel 6865 SIP for MiVoice Office 400
- User's Guide Mitel 6867 SIP / Mitel 6869 SIP for MiVoice Office 400
- User's Guide Mitel 600 SIP-DECT for MiVoice Office 400
- System Manual System Functions and Features R4.0 (see [4])
- System Manual Mitel 415/430 R4.0 (see [5])
- System Manual Mitel 470 R4.0 (see [6])
- System Manual Mitel Advanced Intelligent Network R4.0 (see [8])
- System Manual Private Networking R4.0 (see [9])
- System Manual Mitel Open Interfaces Platform OIP R8.6 (see [10])
- User's Guide Getting started with Mitel 415/430 R4.0 en (see [12])
- User's Guide Getting started with Mitel 470 R4.0 en (see [13])
- Installation Guide Applications Card CPU2-S R4.0 (see [11])
- Online Help OIP WebAdmin
- Online Help WebAdmin
- Online Help Self Service Portal (SSP)
- Online Help Hospitality Manager
- MiVoice Office 400 R4.0 documentation set (see [15])