

MiVoice Office 400

What's New

RELEASE 6.2

May 2020



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About this document

This document provides an overview of the innovations in MiVoice Office 400 introduced as of Release 6.2. 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	Dutch
[1]	What's New MiVoice Office 400	syd-0609	syd-0610	syd-0611	syd-0612	syd-0613	syd-0684
[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	std-0570	syd-0571	syd-0572	syd-0573	syd-0677

[5]	System Manual Mitel 415/430	syd-0579	syd-0580	syd-0581	syd-0582	syd-0583	syd-0678
[6]	System Manual Mitel SMB Controller	syd-0658	syd-0657	syd-0659	syd-0660	syd-0661	syd-0679
[7]	System Manual Mitel 470	syd-0584	syd-0585	syd-0586	syd-0587	syd-0588	syd-0679
[8]	System Manual Virtual Appliance	syd-0589	syd-0590	syd-0591	syd-0592	syd-0593	syd-0680
[9]	System Manual Mitel Advanced Intelligent Network	syd-0559	syd-0560	syd-0561	syd-0562	syd-0563	–
[10]	System Manual Private Networking	syd-0564	syd-0565	–	–	–	–
[11]	System Manual Mitel Open Interfaces Platform	syd-0574	syd-0575	syd-0576	syd-0577	syd-0578	–
[12]	Installation Guide Applications Card CPU2-S	syd-0619	syd-0620	syd-0621	syd-0622	syd-0623	–

[13]	User's Guide Getting started with Mitel 415/430 ⁶⁾	syd-0599	syd-0600	–	–	–	–
[14]	User's Guide Getting started with Mitel 470 ⁶⁾	syd-0604	syd-0605	–	–	–	–
[15]	User's Guide Getting started with Virtual Appliance 6)	syd-0630	syd-0631	–	–	–	–
[16]	MiVoice Office 400 R4.0 document ation set	syd-0614	syd-0615	syd-0616	syd-0617	syd-0618	–
[17]	MiVoice Office 400 R4.0 SP1 document ation set	syd-0636	syd-0637	syd-0638	syd-0639	syd-0640	–
[18]	MiVoice Office 400 R4.1 document ation set	syd-0644	syd-0645	syd-0646	syd-0647	syd-0648	–
[19]	MiVoice Office 400 R5.0 document ation set	syd-0652	syd-0653	syd-0654	syd-0655	syd-0656	–

[20]	MiVoice Office 400 R6.0 documentation set	syd-0669	syd-0670	syd-0671	syd-0672	syd-0673	–
[21]	MiVoice Office 400 R6.1 documentation set	syd-0669	syd-0670	syd-0671	syd-0672	syd-0673	syd-0676
[22]	MiVoice Office 400 R6.2 documentation set	syd-0669	syd-0670	syd-0671	syd-0672	syd-0673	syd-0676
[23]	SIP-DECT configuration guide	syd-0686	syd-0685	syd-0687	syd-0689	syd-0688	syd-0690
[24]	Mitel 6970 SIP User Guide R6.2	syd-0693	syd-0692	syd-0694	syd-0697	syd-0696	syd-0695

Footnotes

Ref	Title
1)	The release will be made at a later date.
2)	Only up to Release 2.1.
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.
6)	As of R6.0 these user guides are part of the system manuals of the appropriate platform.
7)	Already introduced with Release 5.0 Hotfix 1.

Innovations with R6.2 – 03.2020

Overview

- Release 6.2 comprises the following:
 - Software package R6.2 including software for the MiVoice Office 400 communication server Mitel 415/430, Mitel SMB Controller, 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 6800/6900 SIP phones as well as language files for Audio Guide, for the user interface and for the Online Help for WebAdmin, Hospitality Manager and Self Service Portal (all available for automatic update from HTTPS or FTP server).
 - Firmware for OpenMobilityManager RFPs and phones when using SIP-DECT (available on FTP server).
 - New MiVoice Office 400 Virtual Appliance packages (OVA and VHD).
 - MiVoice Office 400 application file (RPM) for first installation on Mitel SMB Controller.
- Main features of Release 6.2:
 - SIP-DECT administration integration in MiVoice Office 400 Web Admin
 - New functions for SIP-DECT phones
 - Support Mitel 6970 SIP conference phone
 - New options for MoMA call routing and handling
 - MiVO 400 DHCP server now supports multiple subnets
 - Security improvements

Release 6.2 is available for all existing MiVoice Office 400 markets. A valid SWA (release licence) is required to upgrade a MiVoice Office 400 from older release.

New features

- WebAdmin improvements for SIP-DECT configuration:
 - The complete configuration of a single site SIP-DECT installation is now supported by MiVoice Office 400 WebAdmin.
 - New pages are added under Configuration > System > SIP-DECT: System, Base stations, and DECT phones.
 - MiVoice Office 400 WebAdmin supports SIP-DECT system, SIP-DECT phones, handling of license file, PARK etc.
 - MiVoice Office 400 WebAdmin supports SIP-DECT backup and restore, and remote administration (with SRM).
- New functions for SIP-DECT phones:
 - Hotkeys, function on charging contact (twin mode, routing profiles), log in and out of user group, call center agent functions, redkey trigger function, and free configurable number or function.

- New Mitel 6970 SIP phone supports MiVoice Office 400. Mitel 6970 SIP phone features same user interface as Mitel 6940 SIP phone except for handset. Mitel 6970 SIP does not support bluetooth.
- MOMA: A new attribute is added to enable **CLIP no screening** for outgoing GSM calls from MOMA in the *Mitel CloudLink Gateway Service* interface.
- A new attribute **Relay RTP data via communication server** is added to support indirect switching with SIP trunks only for MOMA external calls in the *Mitel CloudLink Gateway* page.
- New attributes are added in the *Blustar/MiCollab* page to support WebRTC through MiCollab.
- MiVoice Office 400 DHCP server now supports up to 100 subnets for better integration in the customer's IP infrastructure.
- MiVoice Office 400 supports a configurable IP White list to ensure access to IP services without applying DoS (Denial of Services) restrictions. IP White list can be configured in the *IP security* page.
- A new attribute is added **Enable phone web admin** in the *General* page to provide access to the phone using web admin.
- A new attribute **Delete voice message after sending** is added in the *User's list* page to delete the voice messages after successful email transmission.
- Software upgrade of Mitel SIP 6800/6900 phones series by HTTPS (new link to Mitel server)

New documents

- Mitel 6790 SIP end user guide
- MiVoice 400 Integration with CloudLink

New document versions

- What's New MiVoice Office 400 Release 6.2 (this document, see [\[1\]](#))
- System Manual System Functions and Features R6.2 (see [\[4\]](#))
- System Manual Mitel 415/430 R6.2 (see [\[5\]](#))
- System Manual Mitel 470 R6.2 (see [\[7\]](#))
- System Manual Virtual Appliance R6.2 (see [\[8\]](#))
- SIP-DECT Configuration Guide R6.2
- User's Guide Mitel 6863/65 SIP
- User's Guide Mitel 6867/69 SIP
- User's Guide Mitel 6873 SIP
- User's Guide Mitel 6920 SIP
- User's Guide Mitel 6930 SIP
- User's Guide Mitel 6940 SIP
- User's Guide Mitel 6970 SIP (see [\[24\]](#))
- Online Help WebAdmin
- Online Help Self Service Portal

- Online Help Hospitality Manager

Innovations with R6.1 – 06.2019

Overview

- Release 6.1 comprises the following:
 - Software package R6.1 including software for the MiVoice Office 400 communication server Mitel 415/430, Mitel SMB Controller, 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 6800/6900 SIP phones as well as language files for Audio Guide, for the user interface and for the Online Help for WebAdmin, Hospitality Manager and Self Service Portal (all available for automatic update from FTP server).
 - Firmware for OpenMobilityManager RFPs and phones when using SIP-DECT (available on FTP server).
 - New version of application System Search.
 - New MiVoice Office 400 Virtual Appliance packages (OVA and VHD).
 - MiVoice Office 400 application file (RPM) for first installation on Mitel SMB Controller.
- Main features of Release 6.1:
 - Integration of Mitel SIP-DECT 8.0
 - Enhancements to SIP-DECT Handsets
 - Integration with Mitel Dialer Release 2.1
 - Improved support for Emergency Calls localisation (for Belgian market)
 - Enhancements in security
 - Enhancements for SIP trunks
 - Web Admin improvements for SIP-DECT configuration
 - Dutch language support for the documents such as system manual for the platforms, system manual functions and features, SIP phone user guides, Quick user guides, documentation set, and so on.

Release 6.1 **requires** a new Software Release update licence.

New features

- Enhancements to SIP-DECT Handsets
- New improved menus and user interface for Mitel SIP-DECT handsets
- New phonebook query for Mitel SIP-DECT handsets, similar to Mitel SIP desk phone
- Improved support for Emergency Calls localisation (for Belgian market)
 - Added a new attribute Municipality Identifier to the Emergency location dataset that accepts ZIP code for improved tracking of the caller location.
- SIP trunk enhancements
 - Force codec and prevent fragmentation.

- WebAdmin improvements for SIP-DECT configuration
Several improvements to WebAdmin GUI for SIP-DECT 8.1

New documents

- SIP-DECT Configuration Guide (see [\[22\]](#))
- SIP-DECT Quick Reference Guide

New language supported

- Dutch (Netherlands)

New document versions

- What's New MiVoice Office 400 Release 6.1 (this document, see [\[1\]](#))
- System Manual System Functions and Features R6.1 (see [\[4\]](#))
- System Manual Mitel 415/430 R6.1 (see [\[5\]](#))
- System Manual Mitel 470 R6.1 (see [\[7\]](#))
- System Manual Virtual Appliance R6.1 (see [\[8\]](#))
- User's Guide Mitel 6863/65 SIP
- User's Guide Mitel 6867/69 SIP
- User's Guide Mitel 6873 SIP
- User's Guide Mitel 6920 SIP
- User's Guide Mitel 6930 SIP
- User's Guide Mitel 6940 SIP
- Online Help WebAdmin
- Online Help Self Service Portal
- Online Help Hospitality Manager
- MiVoice Office 400 R6.1 documentation set (see [\[21\]](#))

Innovations with R6.0 SP2 – 03.2019

Overview

- Release 6.0 SP2 comprises the following:
 - Launch of MiVoice Office Mobile Application
 - Simplification of licensing for SIP-DECT handsets.

Release 6.0 requires a new Software Release update licence.

New features

- Launch of MiVoice Office Mobile Application
 - Mitel MiVoice Office Mobile Application is a mobile Unified Communications application delivered through the new Mitel CloudLink Platform. This mobile-first unified communications application is designed small businesses and provides essential office telephony features, secure chat and presence, and dynamic contacts management.
 - Mitel MiVoice Office Mobile Application is available as of March 2019 in Germany, France, Switzerland, Austria and the United Kingdom, and in all European countries as of May 2019. Further countries to follow.
- Simplification of licensing for SIP-DECT handsets

SIP-DECT handsets do not require a Mitel SIP Terminal license now.

Innovations with R6.0 SP1 – 01.2019

Overview

- Release 6.0 SP1 comprises the following:
 - New DSI-8 Card for SBM Controller
 - Support of SIP-DECT 8.0
 - Support of Mitel SIP 5.1.

Release 6.0 requires a new Software Release update licence.

New features

- New DSI-8 Card for SMBC Controller
With new DSI-8 Card, the SMBC controller's digital port increases from 18 to 36 that significantly scales IP resources.
- Support of SIP-DECT 8.0
Mitel's 4th Generation SIP-DECT Base Station portfolio with SIP DECT 8.0 software contains five new RFP4x models with unique features designed to support various use cases in on-site deployments who require seamless mobility over a robust wireless network. All new models offer significant improvements from the existing 3rd generation (RFP3x) models.
- Support of Mitel SIP 5.1
Introduces the integrated DECT headset for 6930 and 6940 IP phones that allows users to use the answer a calls in handsfree mode while maintaining privacy of the call.

New documents

- Mitel 6863 SIP Phone Quick Reference Guide
- Mitel 6865 SIP Phone Quick Reference Guide
- Mitel 6867 SIP Phone Quick Reference Guide
- Mitel 6869 SIP Phone Quick Reference Guide
- Mitel 6873 SIP Phone Quick Reference Guide
- Mitel 6920 SIP Phone Quick Reference Guide
- Mitel 6930 SIP Phone Quick Reference Guide
- Mitel 6940 SIP Phone Quick Reference Guide

Innovations with R6.0 – 09.2018

Overview

- Release 6.0 comprises the following:
 - Software package R6.0 with software for the MiVoice Office 400 communication server Mitel 415/430, Mitel SMB Controller, 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 6800/6900 SIP phones 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 OpenMobilityManager phones when using SIP-DECT® (available on FTP server).
 - New version of application System Search
 - New version of Mitel CPQ
 - Update package for the CPU2-S applications card (Mitel\ 470 only)
 - New version of Mitel Open Interfaces Platform (also as Virtual Appliance)
 - New MiVoice Office 400 Virtual Appliance packages (OVA and VHD)
 - MiVoice Office 400 application file (RPM) for first installation on Mitel SMB Controller
- Main features of Release 6.0:
 - Integration of Mitel SMB Controller (new hardware platform)
 - Support of Mitel SIP phones as teleworker via MBG 10.1
 - Integration of Mitel 6900 SIP phones⁷⁾
 - Hospitality enhancements
 - Mitel 6940 SIP as reception/front desk terminal
 - Mitel 6867 SIP, Mitel 6869\ SIP, Mitel 6920 SIP, Mitel 6930 SIP as auxiliary reception phone
 - Mitel 6930 SIP and Mitel 6940 SIP as operator phones
 - Improvements on Mitel 6800/6900 SIP phones
 - Enhancements in security, SIP trunk, call routing (SmartDDI), WebAdmin, Self Service Portal, Hospitality Manager
 - Integration of Mitel SIP-DECT 7.1

Release 6.0 requires a new Software Release update licence.

New hardware

The Mitel SMB Controller loaded with the MiVoice Office 400 application software is a communication server in the middle end of the MiVoice Office 400 family in terms of system capacity and expansion possibilities. It is shipped with a fitted CPU module, 6 analogue terminal interfaces and can be expanded with 4 trunk or terminal interface cards and 3 DSP modules.

New deliveries

A Linux based management software (system software of the Mitel SMB Controller) is already loaded on the delivered system, including the SMB Controller Manager. With this manager, the system software itself can be updated and the MiVoice Office 400 application file (RPM) used for first installations can be loaded on the Mitel SMB Controller.

New features

- Mitel SIP phones as teleworker via MBG 10.1
 - Mitel 6800/6900 SIP and Self Service Portal are supported
 - Details can be found in the deployment guide "Mitel SIP Teleworker via MBG on MiVoice Office 400" (available in English only).
- Integration of Mitel 6900 SIP phones⁷⁾

Mitel 6920 SIP, Mitel 6930 SIP and Mitel 6940 SIP are now fully integrated in the MiVoice Office 400 Software.

 - Mitel 6930 SIP and Mitel 6940 SIP can be used as operator phones.
 - Mitel 6940 SIP can be used as reception phone.
- Hospitality enhancements
 - Usability improvements on reception/front desk terminals such as less navigation steps for wake-up calls, notification and do not disturb. Details can be found in the corresponding user guides.
 - New hotel menu on Mitel 6867 SIP, Mitel 6869 SIP, Mitel 6920 SIP, Mitel 6930 SIP when used as auxiliary reception phone. Details can be found in the corresponding user guides.
 - Click to call and managing call charges in Hospitality Manager are now configurable.
 - Name of permission set is showed in Hospitality Manager and on reception phones.
 - Wake-up calls can be repeated up to 4 times (configurable).
 - Improved wake-up call handling for groups for analogue phones.
 - A block of users can be converted to rooms with WebAdmin.
 - SX-200 PMS interface: MWI is treated in both directions.
 - System events showed on reception phones and in Hospitality Manager.
 - Terminal lock for room phones.
 - New function key "Answer MWI" on Mitel SIP phones.
 - Allow deleting of archived call logging files of guests (GDPR).
- Improvements on Mitel 6800/6900 SIP phones
 - New backlight settings (day/night).
 - Ring indication for KT line when phone is busy.
 - Indication of system events.
 - Improved call info shown on operator keys.
- SIP trunks / SIP provider enhancements
 - Several new configuration possibilities to meet special provider requirements.

- Possibility to define for each SIP account in an AIN, whether or not the SIP trunk should deregister on master and register on satellite, when the satellite is offline.
- WebAdmin improvements
 - Show current position of switch group in graphical view and list view of call distribution.
 - Change idle text of terminals on attendant and system manager level.
- Security enhancements
 - New WebAdmin view to show important security settings and status.
 - New security status icon in top bar.
 - Warning for compatibility modes for TLS v1.0.
 - New rules for passwords and PIN.
 - Parameter for security controls: New default settings.
- Various enhancements
 - Mitel Dialer as of R2.0D2 can be used as "click to call" application with MiVoice Office 400.
 - Smart DDI: Simplification for DDI routing with conversion rules. Allows to route incoming calls directly to users, without the help of call distribution elements.
 - Synchronisation state of ISDN trunks improved.
 - Web proxy to reach the Mitel SLS cloud.
 - Second event message destination for system phones (event table 8). Use this new destination for front desk terminals in hospitality environments.

New system limit

Mitel 470 and Virtual Appliance: Total number of configured keys is increased from 12'000 to 48'000.

New licence

The new *OAI Interface* licence is required by third party applications who want to use the Open Application Interface.

New documents

- System Manual Mitel SMB Controller R6.0 (see [6])
- Online Help SMB Controller Manager
- User's Guide Mitel 6920 SIP⁷⁾
- User's Guide Mitel 6930 SIP⁷⁾
- User's Guide Mitel 6940 SIP⁷⁾
- Mitel SIP Teleworker via MBG on MiVoice Office 400 (English only)
- User's Guide Getting started with Mitel 470 in hospitality environments (English only)

New document versions

- What's New MiVoice Office 400 Release 6.0 (this document, see [\[1\]](#))
- System Manual System Functions and Features R6.0 (see [\[4\]](#))
- System Manual Mitel 415/430 R6.0 (see [\[5\]](#))
- System Manual Mitel 470 R6.0 (see [\[7\]](#))
- System Manual Virtual Appliance R6.0 (see [\[8\]](#))
- User's Guide Mitel 6863/65 SIP
- User's Guide Mitel 6867/69 SIP
- User's Guide Mitel 6873 SIP
- Online Help WebAdmin
- Online Help Self Service Portal
- Online Help Hospitality Manager
- MiVoice Office 400 R6.0 documentation set (see [\[20\]](#))

Innovations with R5.0 – 06.2017

Overview

- Release 5.0 comprises the following:
 - Software package R5.0 with software for the MiVoice Office 400 communications 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 SIP phones 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 5.0:
 - Mitel 6873 SIP as reception/front desk terminal
 - Mitel 6869 SIP and Mitel 6873 SIP as operator phones
 - E-911/E112 emergency service (US, CA, CH, FR)
 - North America introduction / localisation for USA and Canada
 - New licences and licensing enhancements
 - Enhancements in security, SIP trunk, call routing, hospitality, analogue trunk line supervision, WebAdmin, Self Service Portal
 - Integration of Mitel SIP-DECT 7.0 SP1
 - Support of OpenCount 6.0
 - Support of new Mitel 622 DECT v2 handsets
 - Hyper-V Virtual Appliance disk image (.vhd)

Release 5.0 **requires** a new Software Release update licence.

New hardware

For the North American market the special ISDN interface card 1PRI-T1 and two new system cables are available.

New deliveries

MiVoice Office 400 Virtual Appliance is now supporting Hyper-V. It is delivered in the native Hyper-V format as a vhd image file.

New features

- Operator phones

Mitel 6869 SIP and Mitel 6873 SIP can be used as operator phones. Operation is similar as on the former operator phone MiVoice 5380 IP. Details can be found in the corresponding user guides.
- Hospitality
 - Mitel 6873 SIP can be used as reception/front desk terminal. Operation is similar as on the former reception phone MiVoice 5380 IP. Details can be found in the corresponding user guide.
 - New wake-up audio guide for set up and delete wake-up time.
 - PIN protected mailbox (configurable).
 - Possibility to play always the global system greeting prior to the standard greeting of the mailbox.
 - Special behaviour when mailbox is assigned to a room.
 - Reception/front desk mailbox with additional possibilities and audio guide.
- Emergency service support (E-911/E112)

If an emergency call is made to one of the public emergency numbers, the communication server adds to the call set up additional information of the geographic location of the caller, so that the provider is able to route the call to the correct PSAP (Public safety answering point). Depending on the country and provider, not all types of network interfaces (SIP, ISDN, analogue) are supported. Additionally there are several actions and configuration options:

 - Configuration of location data sets which can be assigned to terminals.
 - Configuration of internal emergency response teams.
 - Notification to response teams, e-mail addresses and event message destinations.
 - Emergency message popup and list of all emergency calls on compatible Mitel SIP phones and on Hospitality Manager.
- Improvements on Mitel 6800 SIP phones
 - Presence on busy lamp field keys: Color change depending on presence state (available on phones Mitel 6867 SIP, Mitel 6869 SIP and on expansion key module Mitel M685).
 - Call deflect function while ringing
 - Support of Ring Alone
 - Manual answering of announcement calls
 - Support of 12 hours time format (AM/PM)
- New user based licensing concept for Mitel 470 (see chapter ["Licences"](#))
- SIP trunk access via Mitel Border Gateway (MBG)
- FAX Voice Band Data transmission V.152/VBD with standard media switch

- FXO analogue trunk line supervision with line keys
- Improved call routing for special applications (CFNR to CDE)
- Renaming of presence states (system wide)
- FIAS interface supporting room move
- SX-200 PMS and call data record interface emulation (for USA/CAN)
- Low voltage MWI support for analogue phones (for USA/CAN)
- Mitel Dialer access to personal contacts using LDAP

Licences

- New licensing with a licence file instead of a licence code.
- The new user based licensing concept applies not only for Virtual Appliance but also for Mitel 470. This means Mitel 470 requires a User licence for each user in the system.
- There is a new *Mitel 470 Base licence* required for Mitel 470. It contains 20 User licences. User licences of any kind can be added on top of this base license to reach the desired number of users in the system. On the other hand, with the Mitel 470 Base licence no *Base Mitel AIN* licence and no *Mitel AIN Satellites* licences are needed anymore for setting up a Mitel Advanced Intelligent Network (AIN).
- The licence G.729 Codec is not required anymore for using the G.729 Codec on all IP end points and trunks.

Management and project planning

- The time required for a software upgrade of a Mitel 415/430 has been improved by 50% compared to R4.0.
- System overview & Licences view with overview about used/available user licences, created users, users to be covered by SWA.
- CDE can be linked to DDI numbers when creating a DDI range.
- New overview for RTP ports of the IP terminals.
- Highlighting keys for multi edit.
- Option to sort drop down lists by name or number.
- Excel export/import of user licence assignments
NOTE: UCC licences cannot automatically imported from an Excel file.

New document versions

- What's New MiVoice Office 400 Release 5.0 (this document, see [\[1\]](#))
- System Manual System Functions and Features R5.0 (see [\[4\]](#))
- System Manual Mitel 415/430 R5.0 (see [\[5\]](#))

- System Manual Mitel 470 R5.0 (see [\[7\]](#))
- System Manual Virtual Appliance R5.0 (see [\[8\]](#))
- User's Guide Voice Mail System
- User's Guide Mitel 6863/65 SIP
- User's Guide Mitel 6867/69 SIP
- User's Guide Mitel 6873 SIP
- Online Help WebAdmin
- MiVoice Office 400 R5.0 documentation set (see [\[19\]](#))

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 sat-ellite 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 on-line 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 Telecom 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-DECT and 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 AWW, 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 [\[7\]](#))
- System Manual Virtual Appliance R4.1 (see [\[8\]](#))
- System Manual Mitel Advanced Intelligent Network R4.1
- System Manual Mitel Open Interfaces Platform OIP R8.6.1 (see [\[11\]](#))
- User's Guide Getting started with Mitel 415/430⁶⁾ R4.1 (see [\[13\]](#))
- User's Guide Getting started with Mitel 470⁶⁾ R4.1 (see [\[14\]](#))
- User's Guide Getting started with Virtual Appliance⁶⁾ R4.1 (see [\[15\]](#))
- 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 [\[18\]](#))

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 AWW 7.0
 - Compatibility with Mitel Border Gateway (MBG) 9.1 for MiCollab AWW
 - 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".

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 Appliance⁶⁾ R4.0 SP1 (see [\[15\]](#))

- System Manual Virtual Appliance R4.0 SP1 (see [\[8\]](#))
- 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 [\[7\]](#))
- System Manual Mitel Open Interfaces Platform OIP R8.6.0.10 (see [\[11\]](#))
- User's Guide Getting started with Mitel 415/430⁶⁾ R4.0 SP1 en (see [\[13\]](#))
- User's Guide Getting started with Mitel 470⁶⁾ R4.0 SP1 en (see [\[14\]](#))
- 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 [\[17\]](#))

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 AWW
 - 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 connected 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
- 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 [7])
- System Manual Mitel Advanced Intelligent Network R4.0 (see [9])
- System Manual Private Networking R4.0 (see)
- System Manual Mitel Open Interfaces Platform OIP R8.6 (see [11])
- User's Guide Getting started with Mitel 415/430⁶⁾ R4.0 en (see)
- User's Guide Getting started with Mitel 470⁶⁾ R4.0 en (see [14])
- Installation Guide Applications Card CPU2-S R4.0 (see [12])
- 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 [\[16\]](#))