



A MITEL
PRODUCT
GUIDE

MiVoice Office 400

What's New

Release 7.2

September 2025

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About this document

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This document provides an overview of the innovations in MiVoice Office 400 introduced since 6.0.

You can find the document references for release 6.2 and later releases in the [Document Center](#).

Overview

- Release 7.2 comprises the following:
 - Software package R7.2 including software for the MiVoice Office 400 communication server 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 for the Online Help for WebAdmin; Hospitality Manager; and Self Service Portal (all available for automatic update from the HTTPS or FTP server).
 - Firmware for Open Mobility Manager RFPs and phones for using SIP-DECT (available from the FTP server).
 - New MiVoice Office 400 Virtual Appliance packages (OVA and VHD).
 - MiVoice Office 400 application file (RPM) for first-time installation on Mitel SMB Controller.
- Main features in Release 7.2
 - MSL 12.1 support for MiVoice Office 400 Virtual Appliance.
 - MiVoice Office 400 supports 2048-bit public signed certificates for SIP providers.

New features

1. Migration to 64-Bit on VA and SMBC:

With Release 7.2, MiVoice Office 400 is now a 64-bit application when deployed on Virtual Appliance (VA) and SMBC platforms.

Note: MiVoice Office 400 Release 7.2 on the 470 platform will remain a 32-bit application, as the 470 hardware platform does not support 64-bit applications.

2. SMBC Embedded Linux 2.1. (Carbon):

With Release 7.2, MiVoice Office 400 introduces support for SMBC Embedded Linux 2.1, which is a 64-bit Operating System and is a pre-required for the MiVoice Office 400 7.2 and support of TLS 1.3 on SMBC.

3. Mitel Standard Linux (MSL) 12.1:

To support 64-bit, MiVoice Office 400 7.2 OVA is delivered with MSL 12.1.

4. TLS 1.3 Support on MiVoice Office 400 VA & SMBC:

With Release 7.2, MiVoice Office 400 introduces support for TLS 1.3 on Virtual Appliance and SMBC for SIP and WebAdmin.

5. 2048-bit Public signed certificates for SIP Provider:

With Release 7.2, MiVoice Office 400 supports 2048-bit public signed certificates for SIP providers.

New document versions

1. [What's New MiVoice Office 400](#)
2. [System Manual for Virtual Appliance](#)
3. [Online Help WebAdmin](#)

Overview

- Release 7.1 comprises the following:
 - Software package R7.1 including software for the MiVoice Office 400 communication server 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 for the Online Help for WebAdmin; Hospitality Manager; and Self Service Portal (all available for automatic update from the HTTPS or FTP server).
 - Firmware for Open Mobility Manager RFPs and phones for using SIP-DECT (available from the FTP server).
 - New MiVoice Office 400 Virtual Appliance packages (OVA and VHD).
 - MiVoice Office 400 application file (RPM) for first-time installation on Mitel SMB Controller.
- Main features in Release 7.1
 - Personal Call Routing (PCR) profiles support free seating phones.
 - Automatic Exchange Line Request enables a user to dial an external number without adding any prefix.
 - User Group improvement (unanswered call handling for global ringing Hunt Groups).
 - The ability to store Call Data Records as a file and to dispatch it by email.
 - Automated license file download and activation from SLS License server.
 - Ability to close all OIP ports in case OIP is not part of the customer deployment.
 - Password expiry time for Administrator accounts in WebAdmin.
 - Discontinuation of Mitel 415/430 communication server support.

New features

- Personal Call Routing (PCR) profiles support free seating phones. The PCR stores the free-seating phone setup independently from the login/logout.
- WebAdmin enhancements:
 - Automatic Exchange Line Request enables a user to dial an external number without adding any prefix.
 - A new parameter **Automatic exchange line request** is added in the permission set to activate the dial-out feature for the selected user.
 - **Automatic exchange line request table** is added under **Configuration > Routing > Exchange > General** to define the minimum length of an external number.
 - CDR functionality - A new table **Call logging in file** is added under **Charge > General** to enable selecting the relevant options for file configuration.
 - A parameter **Open application ports** is added under **Maintenance > General** in the **Security** window. Select the **Open application ports** checkbox to access the application ports.
 - A parameter **Password expiration period for WebAdmin (days, 0=off)** is added under **Maintenance > General** in the **Security** window. The password expiration period is valid only for users with administrator rights.

- User Group improvement - When a global user group is unanswered, an entry is generated in the call lists of all members. When someone from the user group calls back this number, the number is deleted from the call lists of the other user group members.
- CDR functionality - The CDR is stored in a csv file. The data is in string format of the PC5 format. This is described in MiVoice Office 400 System Functions and Features.

New document versions

- What's New MiVoice Office 400
- System Manual for SMB Controller
- System Manual for Virtual Appliance
- System Manual for Mitel 470
- Online Help WebAdmin
- System Manual Functions and Features
- MiVoice Office 400 Security Guidelines
- MiVoice Office 400 Personal Data Protection and Privacy Controls

Overview

- Release 7.0 comprises the following:
 - Software package R7.0 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, the user interface, and for the Online Help for WebAdmin; Hospitality Manager; and Self Service Portal (all available for automatic update from the HTTPS or FTP server).
 - Firmware for Open Mobility Manager RFPs and phones for using SIP-DECT (available from the FTP server).
 - New MiVoice Office 400 Virtual Appliance packages (OVA and VHD).
 - MiVoice Office 400 application file (RPM) for first-time installation on Mitel SMB Controller.
- Main features in Release 7.0
 - Support for 6905 and 6910 SIP desk phones
 - Software media proxy on SMBC
 - Call forwarding for another user on 6800/6900 and SIP DECT 600d phones
 - Basic Users renamed to IP Users
 - Mitel Office/MOMA/MOWA renamed as Mitel One
 - A new option Secure SIP Trunks over DTAG provider (Germany) (Support Security Mechanism (RFC 3329))
 - MSL 11 support for MiVoice Office 400 Virtual Appliance

New features

- Software media proxy on SMBC – the new proxy resource does not require additional hardware or licenses and reduces the amount of hardware DSP needed configurations that have RTP Relay on SIP Trunks (some limitations apply).
- Media Proxy section was added in SMBC System Manual to provide secure connection (RTP) between the SIP trunk and the internal IP endpoint. Soft Media Switch is updated under Media resources in the WebAdmin Online Help.
- Call forwarding for another user via a programmed key with status indication on 6800/6900 and SIP DECT 600d phones.
- WebAdmin improvements:
 - Mitel Office/MOMA/MOWA renamed as Mitel One (however, MOMA/MOWA remains compatible with Release 7.0)
 - New SIP DECT parameter for Base Stations: Cluster
 - Call forwarding for another user key programming (WebAdmin only, no SSP support for confidentiality purpose), is added in the **Configuration > Users > Users list** page.
 - Call forwarding for another user protection parameter is added in the **Configuration > Users > Users list** page to forward the call by the user to (by number or name).

- Basic Users renamed to IP Users and now supports up to eight devices of any kind. IP Users can also be used for Free seating pools for up to 16 devices per pool. Existing Basic Users will become IP Users after an upgrade to Release 7.0.
- Online help is hosted on Mitel domain instead of locally on the system.
- Support for Mitel 6800/6900 SIP 6.0 Release (phones are automatically updated after the call manager upgrade)
- SIP DECT Release 8.3 support.
- Security improvements.

New documents

- Mitel 6905/6910 SIP User Guide

New document versions

- What's New MiVoice Office400
- System Manual for SMB Controller
- System Manual for Virtual Appliance
- System Manual for Mitel 415/430
- System Manual for Mitel 470
- Online Help WebAdmin
- SIP-DECT Configuration guide
- Mitel 6863/6865 SIP User Guide
- Mitel 6867/6869 SIP User Guide
- Mitel 6873 SIP User Guide
- Mitel 6920 SIP User Guide
- Mitel 6930 SIP User Guide
- Mitel 6940 SIP User Guide
- Mitel 6970 SIP User Guide
- Feature Overview Table
- MiVoice Office 400 Security Guidelines
- MiVoice Office 400 Personal Data Protection and Privacy Controls

Overview

- Release 6.3 comprises the following:
 - Software package R6.3 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, the user interface, and for the Online Help for WebAdmin; Hospitality Manager; and Self Service Portal (all available for automatic update from the HTTPS or FTP server).
 - Firmware for Open Mobility Manager RFPs and phones for using SIP-DECT (available from the FTP server).
 - New MiVoice Office 400 Virtual Appliance packages (OVA and VHD).
 - MiVoice Office 400 application file (RPM) for first-time installation on Mitel SMB Controller.
- Main features in Release 6.3
 - Multi-Gateways for SIP trunks
 - Automatic keylock for SIP-DECT terminals
 - MiVoice Office 400 supports configuring SOS key
 - Static IP routes are programmable on the main Ethernet interface that serves common IP traffic
 - Open Interfaces Platform enhancements

New features

- The Multi-Gateways for SIP Trunks feature supports multiple routers for SIP-Trunks. This is limited to SMBC.
- WebAdmin improvements:
 - Multiple-Gateways: A new attribute is added in the Network interfaces page that enables selecting the gateway to add subnets in the SMB Controller Manager.
 - A new attribute is added in the SIP-DECT > System page for configuring the SOS call number.
 - A new attribute is added in the SIP-DECT > System page for automatically locking the keypad of SIP-DECT terminals.
 - New settings to close all monitoring ports of the system.
- Static IP routes are programmable on the main Ethernet interface on the webpages of the SMB Controller manager.
- Open Interfaces Platform (OIP) enhancements:
 - OIP can run as an application on the SMBC platform so that a separate PC Server is not necessary up to a specific sizing in terms of number of OIP users, agents and PC operators.
 - Secure LDAP (LDAPS) connections for directory sources:
 - A secure connection from OIP to LDAPS and Active Directory is allowed through port 636.
 - OIP License is migrated from Oracle JDK to Adobe Open JDK. Also, the steps to install Ice Tea-Web, which is required to run OIP ToolBox are added.

New document versions

- [What's New MiVoice Office 400R6.3](#)
- [System Functions and Features R6.3](#)
- [Mitel SMB Controller System Manual](#)
- [Online Help WebAdmin](#)
- [Online Help SMB Controller Manager](#)
- [Open Interfaces Platform System Manual](#)

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 470R6.2 (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

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 135/135 pro 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 [\[21\]](#))

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.

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

