

Zoom Phone with MiVoice Border Gateway and MiVoice 5000 (PSI)

09/2025

SERVICE DOCUMENTATION



IMPORTANT NOTE

Although the information provided in this document is considered pertinent, Mitel Networks Corporation (MITEL ®) cannot guarantee its accuracy.

The information may be changed without notice and should not be interpreted in any way whatsoever as a commitment on the part of Mitel, its affiliated companies or subsidiaries.

Mitel, its affiliates and subsidiaries shall not be held liable for any errors or omissions made in this document. This document may be reviewed or re-edited at any time in order to add new information.

No part of this document may be reproduced or transmitted in any form whatsoever or by any means - electronic or mechanical - regardless of the objective, without the written consent of Mitel Networks Corporation.

© Copyright 2025, Mitel Networks Corporation. All rights reserved.

Mitel ® is a registered trademark of Mitel Networks Corporation.

Any reference to third-party trademarks is made for information purpose, and Mitel does not guarantee the ownership thereof.

®,™ Trademark of Mitel Networks Corporation

©Copyright 2025, Mitel Networks Corporation

All rights reserved

CONTENTS

1	ABOUT THIS DOCUMENT	2
1.1	PURPOSE OF THIS DOCUMENT	2
1.2	TARGET AUDIENCE OF THIS DOCUMENT	2
1.3	TERMINOLOGY	2
1.4	RELATED DOCUMENTS	2
2	ZOOM PHONE WITH MIVOICE 5000	3
3	DEPLOYING ZOOM WITH MIVOICE 5000	4
3.1	PREREQUISITES	4
3.1.1	GENERAL	4
3.1.2	SYSTEM	4
3.1.3	USER RIGHTS	4
3.1.4	NETWORK	5
3.1.5	CONFIGURATION CHECKLIST	5
3.2	CONFIGURING MIVOICE BORDER GATEWAY	6
3.2.1	CONFIGURING MIVOICE BORDER GATEWAY SETTINGS	6
3.2.2	CONNECT MIVOICE BORDER GATEWAY TO CLOUDLINK	6
3.3	CONFIGURING ZOOM	7
3.4	CONFIGURING CLOUDLINK	7
3.5	CONFIGURING THE MIVOICE 5000	7
3.5.1	ADDING THE MIVOICE BORDER GATEWAY TO MIVOICE 5000	7
3.5.2	ADDING THE MBG IN THE ALLOW-LIST	8
3.5.3	GRANTING ZOOM RIGHTS TO CLOUDLINK ROLES	8
4	PROVISIONING ZOOM USERS	9
4.1	PROVISIONING USERS IN THE ZOOM TENANT	9
4.1.1	ADDING A NEW ZOOM USER	9
4.1.2	ENABLING A ZOOM ACCOUNT FROM AN INVITATION	9
4.1.3	DEFINING THE PHONE SYSTEM INTEGRATION SETTINGS	10
4.1.4	ADDING ZOOM USERS TO MITEL INTEGRATION	10
5	MANAGING ZOOM INTEGRATION ON CLOUDLINK	12
5.1	SEEING THE ZOOM INTEGRATION STATUS	12
5.2	MANAGING THE USER COMPARISON REPORT	13
5.2.1	GENERATING A USER COMPARISON REPORT	13
5.2.2	COMMON ERRORS IN THE USER COMPARISON REPORT	14
5.3	VIEWING THE EVENT LOG	15

1 ABOUT THIS DOCUMENT

1.1 PURPOSE OF THIS DOCUMENT

This document describes how to connect MiVoice 5000 and MiVoice Border Gateway to Zoom.

1.2 TARGET AUDIENCE OF THIS DOCUMENT

This document is meant for installers in charge of configuring MiVoice 5000, MiVoice Border Gateway and Zoom, and integrating the telephony system associated with Zoom.

1.3 TERMINOLOGY

CL	CloudLink
CLD	CloudLink Daemon
IP	Internet Protocol Protocol used to route packets on networks. IP is an OSI-model level 3 protocol which offers a single addressing service for all connected terminals.
MBG	MiVoice Border Gateway
PSI	Phone System Integration
SSO	Single Sign On Function which enables a user to open one TWP and MiCollab Client session with the login/password defined for Windows.

1.4 RELATED DOCUMENTS

For more information, refer to the following documents and pages:

- Zoom:
 - [Zoom-Mitel Phone System Integration support page](#)
 - [Zoom Integration Document Center Page](#)
- MiVoice 5000:
 - [MiVoice 5000 Document Center Page](#)
- MiVoice Border Gateway:
 - [MiVoice Border Gateway Document Center Page](#)
- CloudLink:
 - [CloudLink - Deployment Guide with MiVoice 5000](#)

2 ZOOM PHONE WITH MIVOICE 5000

Zoom is a telephone system with features such as call management, call forwarding, voicemail, and Zoom Meetings integration. With Zoom/Mitel telephony system integration (PSI) you can keep the MiVoice 5000 telecommunication features while enhancing them with Zoom cloud functions.

The integration allows the Zoom Phone tab to function as a SIP softphone registered on the Mitel call platform via MiVoice Border Gateway. MiVoice Border Gateway provides a secure link between MiVoice 5000 and Zoom Workplace clients, allowing Zoom users (desktop, mobile, or desk phone) to register with the Mitel system through SIP.

MiVoice 5000 and the MiVoice Border Gateway allow Zoom clients to be integrated with external networks, including public switched telephone networks (PSTN).

Zoom Phone is configured with the following items:

- Zoom Web Portal: web application for configuring Zoom settings.
- MiVoice 5000: telephone switching system hosted by a physical PC or virtual machine.
- MiVoice Border Gateway (MBG): secure gateway between MiVoice 5000 and external networks. Consolidates VoIP security, manages SIP traffic, and protects communications.
- CloudLink Platform: facilitates communication between Mitel PBX systems and cloud applications. CloudLink serves as a bridge between the MiVoice 5000 and Zoom.

To link a CloudLink Gateway to a new client account on the CloudLink Platform, the Mitel partner or the administrator account must use Mitel Administration.

- CloudLink Daemon: service integrated into MiVoice 5000. Facilitates connection with CloudLink applications such as Zoom PSI.
- Mitel Administration: allows Mitel partners to create and manage customer accounts. Allows customer account administrators to manage the accounts and its users.

3 DEPLOYING ZOOM WITH MIVOICE 5000

3.1 PREREQUISITES

3.1.1 GENERAL

For this installation, check that:

- The installer has installed a fully operational MiVoice 5000
- The installer has installed a fully operational Mitel Border Gateway
- The installer has an Owner or Administrator account with the right to manage users, telephony system integrations, and Zoom Phone.

To configure Zoom Phone with MiVoice 5000, you will need the following items:

- One SIP licence for each subscriber terminal
- One licence for MiVoice Border Gateway
- One Zoom licence for each user
- A CloudLink access
- The CloudLink Gateway, integrated to CloudLink Daemon. Refer to the paragraph **3.4 – Configuring CloudLink**.

Software releases

Application	Minimum release
Zoom Workplace Client	6.5.x
MiVoice 5000	8.3
MiVoice Border Gateway	12.2.0.72

3.1.2 SYSTEM

For Zoom

- Complete the initial Zoom Phone installation. See the document [Zoom Phone initial setup](#).
- Disable automatic Zoom Phone activation. See the document [Configuring automatic Zoom Phone activation](#).
- Add external contacts in Zoom Phone for Mitel users and non-Zoom users.
- Check that the administrator with account-editing rights has access to the Phone System Integration tab. Otherwise, contact Zoom.
- For more information see the document [Zoom-Mitel Phone System Integration support page](#)

3.1.3 USER RIGHTS

To deploy Zoom with MiVoice 5000, the administrator(s) in charge of Zoom deployment needs/need several specific permissions on Mitel Administration and Zoom.

For Mitel Administration:

- Check that the administrator(s) has/have an account with Administrator role. Otherwise, ask the Mitel partner or a different administrator to assign the role.

For Zoom:

- Check that the administrator(s) has/have a Zoom Business or Enterprise account.
- Confirm that the administrator(s) with Owner or Admin rights can manage users, PSI, and Zoom Phone.
- Create an Admin user to manage users, PSI, and Zoom Phone. This user must have a unique e-mail address on the Zoom site for integration and must remain active.



WARNING: Deactivating the dedicated Admin account leads to authentication errors.

3.1.4 NETWORK

For more information on the ports to be opened, see the document **MiVoice 5000 Solution – List of TCP and UDP Ports**.

3.1.5 CONFIGURATION CHECKLIST

You can set up Zoom Phone by following a few key steps:

- Configure MiVoice Border Gateway.
- Configure Zoom via an administrator account.
- Configure CloudLink.
- Configure MiVoice 5000.
- Set up Zoom user provisioning.

Here is a step-by-step checklist for deploying Zoom Phone:

Task	Performed by	Date
On MiVoice Border Gateway		
Configure MiVoice Border Gateway settings.		
Connect MiVoice Border Gateway to CloudLink		
On Zoom marketplace		
Integrate the Mitel PSI application with Zoom.		
On CloudLink		
Enable CloudLink Daemon on MiVoice 5000.		
Activate containers to start the integrated CloudLink Gateway.		
On MiVoice 5000		
Add MiVoice 5000 Border Gateway to MiVoice 5000.		
Add the IP address of MiVoice Border Gateway to the MiVoice 5000 Allow-List.		
Grant Zoom rights to the MiVoice 5000 subscribers concerned.		

Task	Performed by	Date
On Zoom		
Create Zoom users. (For MiVoice 5000 subscribers not registered on Zoom)		
Check that the new Zoom users have activated their account.		
Define the phone system integration settings.		
Add Zoom users to the Zoom integration.		

3.2 CONFIGURING MIVOICE BORDER GATEWAY

3.2.1 CONFIGURING MIVOICE BORDER GATEWAY SETTINGS

For more information on MBG deployment, refer to the document **Remote Worker via MBG – Implementation Guide**.

Log in to MBG using its IP address or FQDN and the credentials.

Menu **Applications>MiVoice Border Gateway**

In the **SIP Support** section

- From the **Certificate** dropdown list, select **Web Server**.
- From the **Set-side Authentication Methods** dropdown list, select MD5.
- Click the **Save** button at the bottom of the page.

For 6xxx terminals and OMM in Remote Worker, changing the certificate type may block the service. For more information, refer to the document **Remote Worker via MBG - Implementation Manual**.

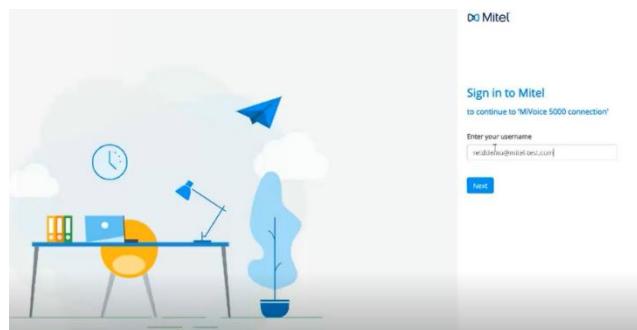
3.2.2 CONNECT MIVOICE BORDER GATEWAY TO CLOUDLINK

Menu **Configuration>CloudLink**

If MBG is not connected to CloudLink, the menu displays a hyperlink for connecting MBG to CloudLink.

- Click the hyperlink.

A new tab opens and prompts you to log in to CloudLink.



- Enter the administrator's login/password (administrator's e-mail address).
- Click **Next**.

On the next screen, enter the corresponding password.

- Click **Next**.

The connection between MiVoice Border Gateway and CloudLink has been set up.

3.3 CONFIGURING ZOOM

The application marketplace can be accessed in two ways:

- Via the link <https://gomarketplace.zoom.us/>
- Via the Zoom account (<https://www.zoom.us/fr/signin#/login>), in Menu **Advanced>Application marketplace**

To add the Mitel PSI application:

- Log in with an Owner or Admin Zoom account.
- Click the **Manage** button, beside the profile icon.
- In the search bar, enter **Mitel PSI**.
- Click **Add**. The application marketplace redirects to Mitel Administration to approve the Zoom account.
 - Log on to Mitel Administration using a CloudLink administrator account.
 - If the connection is approved, a new window opens requesting access to specific data.
 - If the connection fails:
 - Go to Menu **Account**.
 - In the Applications section, click on the gear icon for the Zoom application.
 - A new window opens requesting access to specific data.
- Click **Allow** to give Mitel PSI access to the necessary information.

3.4 CONFIGURING CLOUDLINK

CloudLink is needed to use Zoom Phone.

For this, the installer must:

- Configure CloudLink for MiVoice 5000
- Configure CloudLink Daemon
- Run the integrated CloudLink Gateway,
- If using the old CloudLink Gateway, migrate the data to the integrated CloudLink Gateway.

For more information, see the document **CloudLink – Guide for Deployment with MiVoice 5000**.

3.5 CONFIGURING THE MIVOICE 5000

3.5.1 ADDING THE MIVOICE BORDER GATEWAY TO MIVOICE 5000

Menu **Telephony service>Subscribers>Terminals and Applications>Applications> MBG**.

Enter the following information in MiVoice Border Gateway:

- MBG address or FQDN
- MBG public FQDN
- User account (defined on BMG)
- Shared secret (defined on BMG)



WARNING: **A MiVoice Border Gateway may be associated with only one MiVoice 5000 to manage the Remote Worker.**

3.5.2 ADDING THE MBG IN THE ALLOW-LIST

Menu **Telephony service>Network and Links>Quality of service> SIP security**.

To prevent MiVoice 5000 from being automatically blocked, add the MBG IP address to the MiVoice 5000 Allow-List.

3.5.3 GRANTING ZOOM RIGHTS TO CLOUDLINK ROLES



WARNING: **Before configuring MiVoice 5000 Call Server, run a synchronisation between the PBX and CloudLink via Menu CloudLink > Connection, Connection tab.**

The resynchronisation displays the CloudLink and Zoom settings on MiVoice 5000.

Configure the assignment of Zoom features via CloudLink roles. CloudLink roles are managed in Menu **Telephony service > Subscribers > Terminals and Applications > Applications > CloudLink > Roles**.

For more information on how to configure CloudLink users, see the document **CloudLink – Guide for Deployment with MiVoice 5000**.

In the **Settings** tab:

- In the **By its name** dropdown list, select the CloudLink role to edit.
- Tick the **Zoom PSI** box. This option only appears if CloudLink Gateway is configured to use Zoom.

Menu **Telephony service > Subscribers > Subscriptions > Characteristics**

Select the subscriber record concerned:

In the **Directory** tab:

- In the e-mail field, enter an e-mail address for the subscriber concerned.



WARNING: **Check that the e-mail address is used for CloudLink only.**

In the **Characteristics** tab:

- From the **CloudLink role** dropdown list, select the CloudLink created or modified for Zoom.
- Check that the **Do not disturb allowed** box is ticked.

For new subscribers, the box is ticked by default.

After the CloudLink role is assigned, the subscriber concerned receives two e-mails:

- A CloudLink welcome mail, with a link to finish the configuration of the CloudLink user account,
- A Zoom welcome mail, to finish the configuration of the Zoom user account.

4 PROVISIONING ZOOM USERS

4.1 PROVISIONING USERS IN THE ZOOM TENANT

4.1.1 ADDING A NEW ZOOM USER

Prerequisites:

- The administrator must have a Zoom Business or Enterprise account.
- The administrator must have an Owner or Administrator account with the right to manage users, telephony system integrations, and Zoom Phone.
- The Zoom/CloudLink configuration been completed. See Section 3.4– Configuring CloudLink.

To add a new Zoom user:

- Log on to the Zoom web portal.
- In the **Administrator** section, go to Menu **User Management > Users**.
- Click **+ Add users**.

A window opens, with fields to fill in.

- In the **Add users with their email addresses** field, enter the e-mail address of the user to add. To add several users at the same time, use commas to separate the e-mail addresses.



Note: Check that the e-mail addresses are correctly written. E-mail addresses are used to associate MiVoice 5000 subscriber records with Zoom users.

- In the **Zoom Workplace** dropdown list, select the available Zoom Workplace licences. For example, Zoom Meetings.
- Click **Add**.

The window closes, displaying the list of users.

Newly added users appear in the Waiting tab:

- New users in Zoom will get an activation e-mail.
- Existing Zoom users will be prompted to approve the account transfer and assignment to the new Zoom account.

4.1.2 ENABLING A ZOOM ACCOUNT FROM AN INVITATION



Note: Remember to check the Spam box if the activation mail does not appear in the Inbox.

To activate a Zoom account:

- On the activation mail, click **Activate your Zoom account**. A new tab opens on your browser.
- Enter the following information:
 - **First name**
 - **Name**
 - **Password**

Click **Continue**.

The Zoom account is now active. On the Zoom web portal, new users appear in the **Users** tab of Menu **User management > Users**.

To manage a disabled, inactive or locked account, see the dedicated page of [Zoom support](#).



Note: If CloudLink and MiVoice Border Gateway are using the same SSO, Zoom account activation is automatic, and the user does not receive any activation mail. The Zoom users concerned can log on with their business logins.

For more information on how to configure SSO on Zoom, see the following support pages:

- [Managing SSO](#)
- [SSO with Active Directory](#)
- [Configuring the Microsoft Entra ID contact integration](#)
- [Settings and Configuration for SSO](#)

4.1.3 DEFINING THE PHONE SYSTEM INTEGRATION SETTINGS

Prerequisites:

- The administrator must have a Zoom Business or Enterprise account.
- The administrator must have an Owner or Administrator account with the right to manage users, telephony system integrations, and Zoom Phone.
- The administrator has added users and assigned licences to these users.

To configure system integration settings:

- Log on to the Zoom web portal.
- In the **Administrator** section, go to Menu **Account management > Phone system integration**.
- Click the **Settings** tab.
- In the section **Integrated Call on Zoom mobile**, check that the option **Allow use of the integrated phone system to phone call on Zoom mobile client** is enabled.

This option must remain active for Zoom Phone to work properly.

4.1.4 ADDING ZOOM USERS TO MITEL INTEGRATION

Prerequisites:

- The administrator must have a Zoom Business or Enterprise account.
- The administrator must have an Owner or Administrator account with the right to manage users, telephony system integrations, and Zoom Phone.
- The administrator must have added users and assigned licences to these users.
- User accounts are active.

To add users to Mitel integration:

- Log on to the Zoom web portal.
- In the **Administrator** section, go to Menu **Account management > Phone system integration**.
The Web Zoom portal displays the **Integrated users** tab.
- Click **Add users**.
A window opens.
- Tick the users to add to Mitel integration.



Note: The Zoom web portal allows up to 50 users to be added at the same time.



Note: Check that the user's e-mail matches the one used to create their Zoom account and assign licences.

- Click **Add**.

Newly added users are displayed by the Zoom web portal in the Integrated users tab. If the status shows SIP credentials pending, please check the following:

- The status of Zoom integration on CloudLink. See Section 5.1 – Seeing the Zoom integration status.
- The status of Mitel integration on Zoom,
- The provisioning of MiVoice 5000 subscribers. See Section 3.5.4 – Granting Zoom rights to CloudLink roles.

To add non-Zoom users to the Zoom directory, see the support page [Creating a shared directory of external contacts](#).

To import users with a CSV file, refer to the support page [Configuring the Zoom-Mitel PSI integration](#).

5 MANAGING ZOOM INTEGRATION ON CLOUDLINK

5.1 SEEING THE ZOOM INTEGRATION STATUS

After adding Zoom integration, Mitel Administration displays its status.

Zoom integration may have the following statuses:

Icon	Meaning
	Connected integration
	Connection error
	Pending configuration

The status can be seen with a description message:

- In Menu **Account, Integrations** section
- In Menu **Integrations and Apps**

To see a detailed summary of the Zoom integration status:

- Click the **Status summary** hyperlink beside Zoom integration.
- Go to Menu **Support > Zoom**.

Mitel Administration displays the following information about the Zoom integration status:

- **OAuth status:**
 - Shows the Oauth authorisation status:
 - Authorized.**
 - Failed.** With this status, Mitel Administration displays the error messages for the most recent OAuth error below the status.
 - Shows whether the Zoom OAuth token is valid, has expired, or requires a resynchronisation.
- **Integration status:** shows the current Zoom integration status.
 - **Connected**
 - **Error**
 - **Pending**
- **Sync status:** displays the synchronisation status between CloudLink and Zoom. If the last synchronisation fails, Mitel Administration displays, under the status, the error messages for the most recent failed synchronisation.
- **Last successful sync:** date and time of the last successful synchronisation between CloudLink and Zoom.

To refresh the Zoom integration status:

Menu **Support > Zoom, Status** tab

- Click **Refresh**.

5.2 MANAGING THE USER COMPARISON REPORT

5.2.1 GENERATING A USER COMPARISON REPORT

The user comparison report analyses user data across multiple systems to identify inconsistencies that may prevent user provisioning. The report retrieves user information from four sources, using the e-mail address as the unique identifier:

- The CloudLink user database
- The Service Delivery Licence
- The list of Zoom users
- The Zoom Phone list

To generate and download the User Comparison Report between Zoom and CloudLink:

- Log on to Mitel Administration using an administrator account.
- Go to Menu **Support > Zoom**,
Mitel Administration displays the Zoom Sync & Provisioning Errors page of the client account.
- Click the **User Comparison Report** tab.
- Click **Generate** to start creating the report.
Mitel Administration makes an asynchronous request and compiles the results into a .csv file.
- Click the **Download** button beside the .csv file.

The User Comparison Report gives the following information:

Field	Description
e-mail	Primary identifier
name	User name
clUserId	The user ID on CloudLink, if found
licences	Assigned licences. For example, ZoomPSI
zmUserId	The user ID on Zoom, if found
zmUserStatus	The user's current status on Zoom. active, inactive, pending
zmSipPhoneId	The ID assigned to the user's Zoom PC client SIP device
zmSipPhoneNumber	The SIP terminal number of the user's Zoom PC client, if found
zmSipPhoneMobileId	The ID assigned to the user's Zoom mobile client SIP terminal
zmSipPhoneMobileNumber	The SIP terminal number of the user's Zoom mobile client, if found
issues	The list of inconsistencies found for the user

5.2.2 COMMON ERRORS IN THE USER COMPARISON REPORT

If an error is identified, the user comparison report indicates the error in the Issue field.

Below are potential errors and the recommended solution:

Error	Cause	Solution
CloudLinkUserNotFound	User not found in the CloudLink user database.	Check the user's provisioning on CloudLink. Check that the e-mail address is correct.
ZoomUserNotFound	User not found on Zoom	Check that the administrator has added the user to the Zoom tenant. Check that the e-mail address is correct.
ZoomUserNotFound	User without any assigned Zoom SIP phone	Assign a Zoom SIP phone to the user via the Admin Portal.
ZoomUserStatusInactive	User not active	Reactivate user via the Zoom Admin portal.
ZoomUserStatusPending	User awaiting activation	Check that the user has completed their Zoom account activation using the invitation e-mail.
NoCIZoomPsiLicense	User without a ZoomPSI licence on CloudLink	Assign the ZoomPSI licence to the user via Mitel Administration. If this problem is detected, Mitel Administration ceases all verification processes.

After completing the resolution steps, regenerate the user comparison report to check that the corrections have been applied successfully.

If errors persist after correction, contact the appropriate system administrators.

5.3 VIEWING THE EVENT LOG

- Log on to Mitel Administration using an administrator account.
- Go to Menu **Support > Zoom**,
Mitel Administration displays the Zoom Sync & Provisioning Errors page of the client account.
- Click the **Event log** tab.
- In the **Event Log tab**, click **Copy** to copy the details of the following event data:
 - Core Details,
 - Properties Changed
 - Extra Details,
 - Log Tags
- Click **Export** to export the entire data in .csv format.



Note: New events may take up to 24 hours to appear in the Event Log tab.