



A MITEL
PRODUCT
GUIDE

Mitel CloudLink Overview Guide

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This chapter contains the following sections:

- [About Mitel CloudLink](#)
- [How CloudLink works](#)

Mitel CloudLink is a cloud-based framework that enhances on-premises Mitel communication systems. It enables organizations to adopt cloud applications and features while maintaining core telephony services on their existing PBX.

1.1 About Mitel CloudLink

Mitel CloudLink is a cloud services framework that extends on-premises Mitel communication systems. It provides a secure connection between a customer's PBX and Mitel-hosted cloud services so modern cloud features can be used alongside existing telephony infrastructure.

CloudLink follows a hybrid model: core voice and call processing remain on the on-premises PBX, while complementary services are delivered from the CloudLink Platform and consumed by CloudLink applications.

Common capabilities made available by CloudLink include:

- Real-time presence and availability
- Messaging and collaboration services
- Contact and user synchronization across devices
- Cloud-assisted call workflows and integrations
- Remote management and inventory reporting (admin features)

1.2 How CloudLink works

CloudLink operates through two functional layers that work together to extend the capabilities of on-premises Mitel communication systems. This hybrid approach allows customers to use cloud applications while keeping call processing on the local PBX.

CloudLink Platform (cloud layer)

The CloudLink Platform is a Mitel-hosted cloud service that provides identity management, presence, messaging, media-related functions, and shared application services. CloudLink-enabled applications connect to this platform to access cloud-delivered capabilities.

The platform does not perform call control or carry voice traffic. Instead, it complements the PBX by adding features that enhance collaboration and user experience.

On-premises connectivity (PBX layer)

CloudLink establishes secure outbound connectivity to the cloud through an on-premises component: either the CloudLink Gateway or the CloudLink Daemon, depending on the supported platform. These components link the local PBX environment to CloudLink services.

Call processing and telephony audio remain entirely on the PBX. Cloud applications only use CloudLink to retrieve presence, contact information, call state, and other supplementary data needed to deliver enhanced communication features.

This chapter contains the following sections:

- [CloudLink Platform](#)
- [CloudLink Gateway](#)
- [CloudLink Daemon](#)
- [CloudLink Gateway vs CloudLink Daemon](#)
- [CloudLink Applications](#)
- [CloudLink Architecture](#)

CloudLink consists of several components that work together to extend the capabilities of on-premises Mitel systems. Understanding these components provides useful context before reviewing platform-specific deployment details.

The CloudLink solution includes the following components:

- **CloudLink Platform** - a Mitel-hosted cloud service that provides identity, presence, messaging, media-related functions, and other capabilities used by CloudLink applications.
- **CloudLink Gateway** - an on-premises appliance or virtual machine that connects supported PBX systems to the CloudLink Platform using secure outbound connectivity.
- **CloudLink Daemon** - an embedded software component available on supported Mitel platforms that provides CloudLink connectivity without requiring separate gateway hardware.
- **CloudLink Applications** - CloudLink-enabled applications that deliver messaging, presence, mobility, collaboration, and other enhanced communication features.

Together, these components enable cloud-based functionality while ensuring that core telephony services continue to operate on the local PBX.

2.1 CloudLink Platform

The CloudLink Platform is a secure, Mitel-hosted cloud service that delivers the core capabilities used by CloudLink applications. It enables organisations to introduce cloud-based features while continuing to operate their existing on-premises PBX infrastructure.

Service Offerings

The CloudLink Platform provides the following cloud-based services:

- **Identity and account management** for user authentication and access control.
- **Presence and messaging services** that support real-time availability and communication features.
- **Application support services** used by CloudLink-enabled desktop, mobile, and web applications.
- **Orchestration services** that coordinate cloud capabilities with information from on-premises PBX systems through the CloudLink Gateway or CloudLink Daemon.

CloudLink Platform Interaction Model

CloudLink applications communicate with the platform to retrieve user information, presence status, contact data, and other cloud-delivered features. The platform interacts with on-premises systems through the CloudLink Gateway or CloudLink Daemon to provide the additional context needed by applications.

This architecture delivers a consistent application experience across devices and allows new cloud capabilities to be introduced without requiring changes to the local PBX or its call-control functions.

2.2 CloudLink Gateway

The CloudLink Gateway is an on-premises connectivity component (hardware appliance, virtual machine, or container deployment) that links supported PBX systems to the Mitel CloudLink Platform. It provides the secure, outbound connection required for CloudLink applications to access selected telephony resources and system information.

Gateway capabilities

The gateway enables CloudLink features while preserving the customer's PBX. Its key features include:

- **Secure connectivity** - Maintains a TLS-encrypted, outbound connection from your site to the CloudLink Platform.
- **Feature enablement** - Allows CloudLink applications to access presence, directory, and selected call-related data from the PBX.
- **Inventory and status reporting** - Sends system and component information used for account management and application services.
- **Managed updates** - Receives software updates according to the account update policy.
- **Flexible packaging** - Available as a hardware appliance, VM, or containerized ("deconstructed") deployment.
- **Scalability** - Gateway capacity (users and devices) depends on the PBX platform, deployment model, and validated sizing guidance. Refer to the applicable PBX solution or deployment documentation for current user and device limits.

Gateway deployment

Deploy a CloudLink Gateway when the PBX or UC platform in use does not provide an embedded CloudLink Daemon or when a separate connectivity component is required for integration, media, or topology reasons. A gateway is commonly used to expose PBX resources to CloudLink applications without modifying the existing telephony environment.

Note:

- Gateway capacity recommendations (users/devices) are guidelines — validate with platform deployment documents for high-density or complex environments.

2.3 CloudLink Daemon

The CloudLink Daemon is an embedded software component available on selected Mitel unified communications platforms. It provides the secure, outbound connectivity required for CloudLink services without the need for a separate CloudLink Gateway appliance. The daemon also performs the account-linkage, telemetry, and platform-management functions needed to support CloudLink-enabled applications.

The daemon is supported on several Mitel UC platforms, including MiVoice Business (MiVB), MiVoice MX-ONE, and SMBC. On these systems, it replaces the need for a standalone CloudLink Gateway for platform onboarding and management functions.

Daemon capabilities

On supported platforms, the daemon delivers the following core CloudLink functions:

- **Secure connectivity** - maintains a TLS-encrypted outbound-only connection to the CloudLink Platform.
- **Inventory and status reporting** - supplies platform configuration, component metadata, health status, and operational details required by CloudLink services.
- **Managed software updates** - receives updates delivered from the CloudLink Platform, with behaviour depending on the capabilities and lifecycle policies of the host UC platform.
- **Optional remote access** - enables secure, administrator-controlled remote access tunnels on platforms that support this function.

Daemon Usage

The CloudLink Daemon is available only on specific Mitel UC platforms and software releases. When supported, it eliminates the need for a standalone CloudLink Gateway for account linkage, reporting, and management services.

In some deployments, a standalone CloudLink Gateway may still be required to provide CloudLink applications with access to PBX resources such as presence, call control, or directory information—particularly when the UC platform does not expose these resources natively through the daemon.

For platform-specific availability, configuration, and deployment details, refer to the appropriate Mitel product documentation.

2.4 CloudLink Gateway vs CloudLink Daemon

The CloudLink Gateway and CloudLink Daemon are complementary connectivity options. This table summarises their roles, packaging, and key characteristics to help readers choose or understand the appropriate model for their environment.

CloudLink Gateway and Daemon Comparison

Feature	CloudLink Gateway	CloudLink Daemon
Primary role	Provides on-premises connectivity so CloudLink applications can access PBX resources.	Integrates a supported UC platform with the CloudLink Platform and manages account linkage, reporting, and updates.

Feature	CloudLink Gateway	CloudLink Daemon
Deployment mode	Standalone: hardware appliance, virtual machine, or containerized (deconstructed) deployment.	Embedded: software component running on supported UC platforms (not standalone).
Functional scope	Exposes PBX resources (presence, call control hooks, directory access) to CloudLink applications and coordinates media/control where required.	Manages account linkage, telemetry, update scheduling, and optional remote administrative access. When hosting the embedded gateway, it can also expose PBX resources.
Packaging	Appliance / VM / container (deconstructed). Container option allows flexible hosting in modern infrastructures.	Software package integrated into the UC platform; may host the gateway internally on supported platforms.
Security	TLS-encrypted, outbound connections to the CloudLink Platform. No open inbound firewall ports are required for normal operation.	TLS-encrypted communications for account linkage, telemetry, and management; outbound-only connection model.
Scalability (guideline)	Supports up to 2,500 users and 5,000 devices per gateway (standalone or containerized), depending on deployment and sizing.	Typically supports the same guideline limits when the daemon hosts the embedded gateway; actual capacity depends on UC platform resources and validated sizing.
When required	Required when applications need direct access to PBX resources and when the UC platform lacks built-in daemon support.	Required for platforms that provide native CloudLink integration and where a separate appliance is not desired.

2.5 CloudLink Applications

Applications connect to the CloudLink Platform to retrieve presence information, messages, contacts, and other cloud-based data. The platform coordinates these requests with the on-premises PBX system through the CloudLink Gateway or CloudLink Daemon.

Because CloudLink works alongside the PBX, everyday call handling continues to take place on the local system, while enhanced cloud capabilities are delivered through the applications.

CloudLink Application Capabilities

CloudLink-enabled applications support features such as:

- Real-time presence and user availability indicators
- Messaging and collaboration for individuals and teams
- Access to synchronized user and contact information across devices
- Mobility support for users working remotely or across multiple devices
- Cloud-assisted features that complement on-premises call handling workflows

2.6 CloudLink Architecture

CloudLink uses a hybrid architecture that links on-premises Mitel communication systems with cloud services delivered through the Mitel CloudLink Platform. This approach enables organizations to introduce cloud-based capabilities—such as presence, messaging, collaboration, and workflow enhancements -

while continuing to use their existing PBX or Unified Communications (UC) system for call control and media.

All CloudLink deployments establish a secure, outbound, TLS-encrypted connection from the customer environment to the CloudLink Platform. Depending on the UC platform, this connectivity is provided by a standalone CloudLink Gateway or by an embedded gateway delivered through the CloudLink Daemon.

2.6.1 Standalone CloudLink Gateway Architecture

In this architecture model, the CloudLink Gateway is deployed on-premises as a physical appliance, virtual machine, or container image. The gateway establishes a secure, outbound connection to the CloudLink Platform and exposes selected PBX features to CloudLink-enabled applications.

CloudLink architecture – with standalone gateway

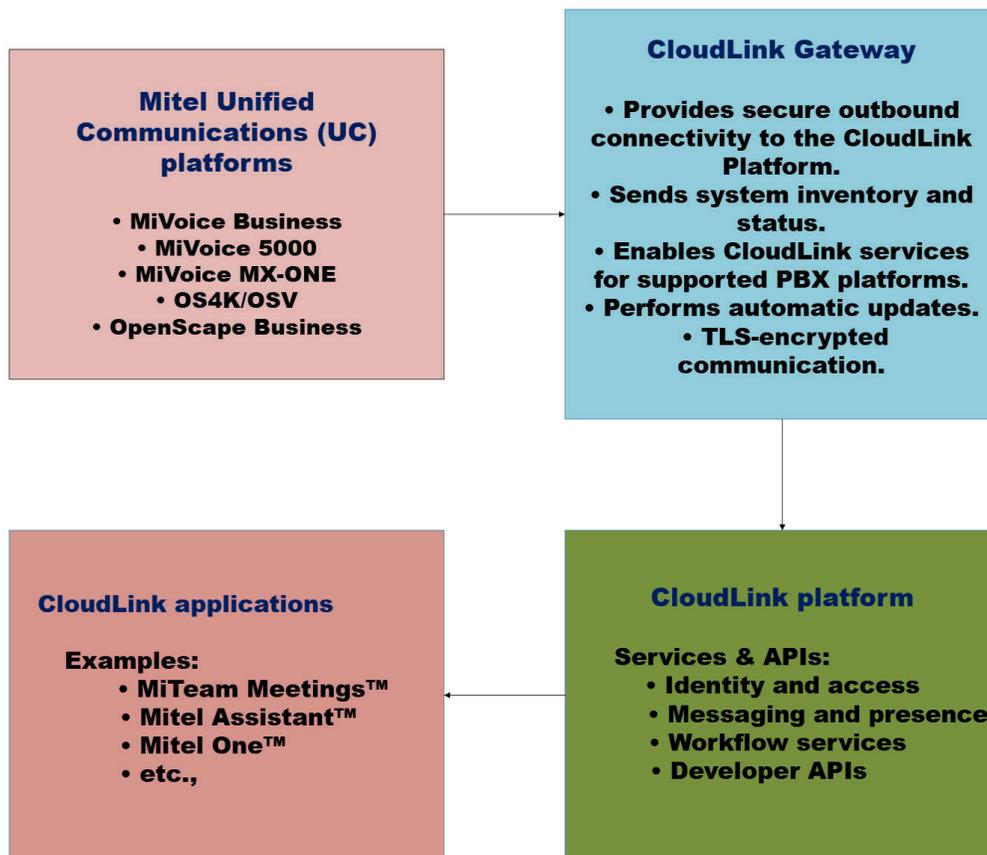


Figure 1: CloudLink architecture – standalone gateway deployment

Key characteristics

- Provides CloudLink connectivity using a dedicated appliance or virtual machine.
- All communication to the CloudLink Platform is outbound; no inbound firewall rules are required.
- Automatically reports inventory and system status information to CloudLink.

- Receives managed software updates from the CloudLink Platform.
- Enables CloudLink applications to access PBX resources such as presence, directory, and call-related information.

2.6.2 Embedded CloudLink Gateway Architecture (CloudLink Daemon)

Mitel communication platforms include the CloudLink Daemon, a lightweight software component that provides gateway functions internally. This model eliminates the need for a separate appliance while offering the same secure connectivity to the CloudLink Platform.

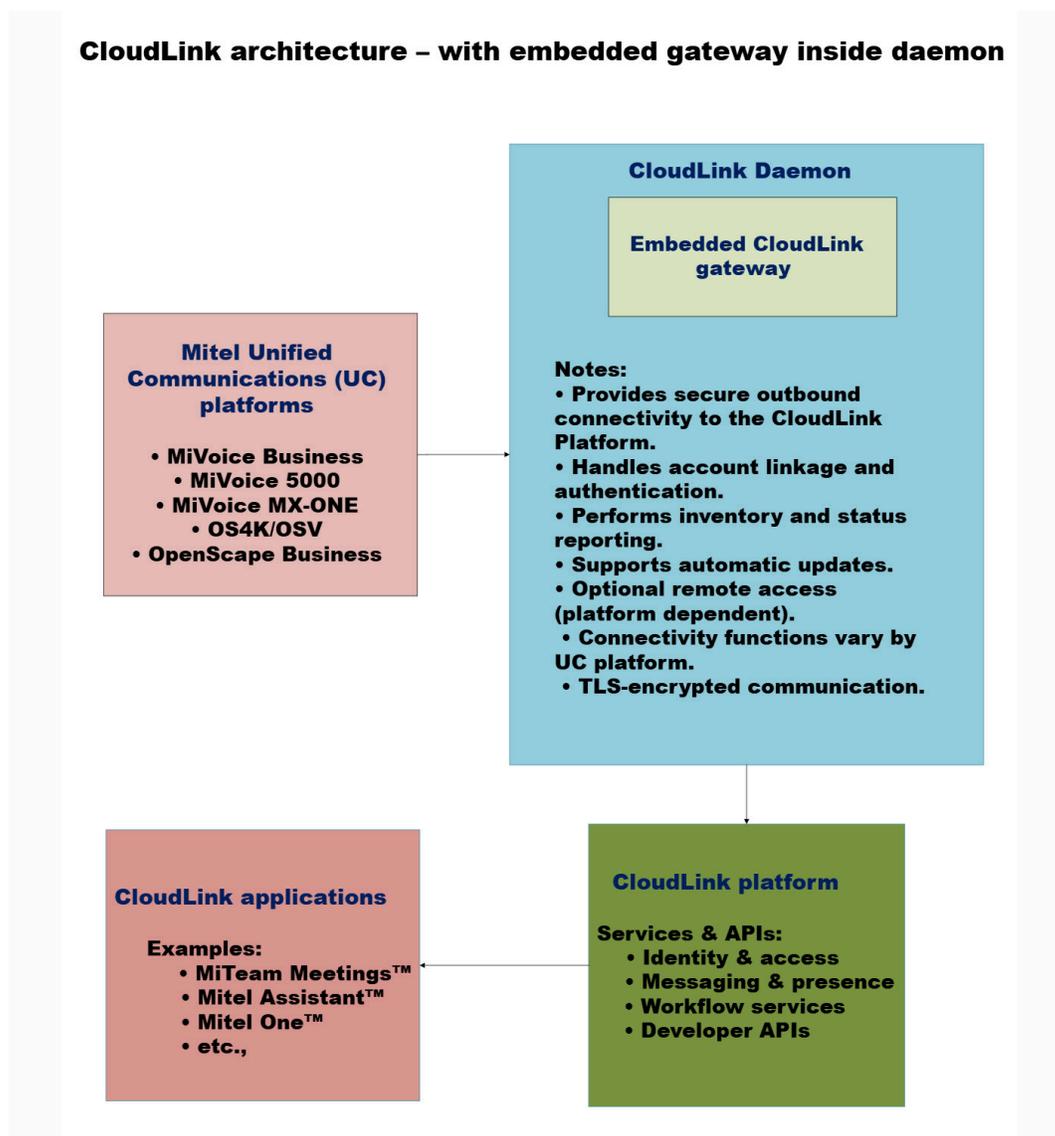


Figure 2: CloudLink architecture – embedded gateway inside daemon

Key characteristics

- No external hardware or virtual machine is required; the daemon runs on the UC platform.

- All connectivity is outbound and TLS-encrypted to the CloudLink Platform.
- Automatic reporting of inventory and platform status to the CloudLink Platform.
- Managed software updates delivered securely through CloudLink (stage/pinning support varies by platform).
- Optional remote management support is available on platforms that expose secure tunnels; administrators control this feature.
- Connectivity behaviour and feature set depend on the host UC platform and software release.

Onboarding CloudLink

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Onboarding CloudLink is the process of integrating the customer's PBX with the CloudLink Platform so that CloudLink applications and services can access PBX-based information such as presence, directory details, and call-related events.

Onboarding process

Onboarding involves establishing a secure connectivity path between the PBX and the CloudLink Platform. This is performed using the **CloudLink Gateway**, which is the component responsible for exposing PBX resources to CloudLink.

On supported platforms, the **CloudLink Daemon** registers the UC platform with the CloudLink account and provides inventory and management telemetry. However, the daemon does **not** onboard PBX resources for application use. Any application features that depend on PBX presence, call control, or directory access require the CloudLink Gateway to be onboarded.

Key considerations

- In the **standalone gateway model**, one CloudLink Gateway is onboarded per CloudLink account for the associated PBX.
- In the **embedded gateway (CloudLink Daemon) model**, each supported PBX establishes its own CloudLink Gateway connection through the daemon. Refer to the PBX solution documentation for details.
- Each CloudLink Gateway connection integrates with a single PBX system or an active/standby PBX pair.
- The CloudLink Daemon provides account linkage, inventory reporting, and platform management functions. Exposure of PBX resources to CloudLink applications depends on the platform capabilities and deployment model.
- Not all CloudLink applications require a CloudLink Gateway. Gateway requirements vary by application. Refer to the application documentation for specific dependencies.
- Applications that require a CloudLink Gateway include, but are not limited to, Workflow Studio, MiVoice Business provisioning, and Mitel One.

Related information

For platform-specific onboarding procedures, see the deployment documentation for your PBX platform and the [CloudLink Gateway User Guide](#).

Additional Resources

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The following documents provide detailed information for planning, deploying, and using CloudLink components and CloudLink-enabled applications. Use these documents when you need product-specific or deployment-specific guidance.

CloudLink platform documents

Document	Description	Location
CloudLink Platform Guide	Describes the CloudLink platform architecture and supporting microservices.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/cloudlink-platform-html
CloudLink Gateway Guide	Describes the role and operation of the CloudLink Gateway.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/cloudlink-gateway-html
CloudLink Daemon Solution Guide	Describes the CloudLink Daemon, supported platforms, and its capabilities.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/cloudlink-daemon-solution-guide
Mitel Administration User Guide	Describes the CloudLink account management application used by partners and administrators.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/mitel-administration-user-guide-html

MiTeam Meetings documents

Document	Description	Location
MiTeam Meetings User Guide	Describes the MiTeam Meetings application for voice, video, messaging, and collaboration.	https://www.mitel.com/document-center/applications/collaboration/miteam-meetings/all-releases/en/miteam-meetings-html
MiTeam Meetings Mobile	Describes the mobile application and how to join and manage meetings.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/miteam-meetings-mobile-html

Document	Description	Location
MiTeam Meetings Outlook Add-In User Guide	Describes how to schedule and manage MiTeam Meetings using Microsoft Outlook.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/miteam-meetings-outlook-add-in-user-guide
MiTeam Meetings Release Notes	Provides release information for MiTeam Meetings desktop and web applications.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/miteam-meetings-release-notes-html
MiTeam Meetings Mobile Release Notes	Provides release information for the MiTeam Meetings mobile application.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/miteam-meetings-mobile-release-notes-html

MiVoice 5000 documents

Document	Description	Location
CloudLink – Deployment Guide with MiVoice 5000	Describes CloudLink deployment and integration with MiVoice 5000.	https://www.mitel.com/document-center/business-phone-systems/mivoice-5000/technical-documentation/82/en/cloudlink-deployment-guide-with-mivoice-5000

MiVoice Business documents

Document	Description	Location
CloudLink Gateway on MiVoice Business Deployment Guide	Describes how to deploy the CloudLink Gateway with MiVoice Business.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/cloudlink-gateway-on-mivoice-business-deployment-guide
CloudLink Integration with MiVoice Business Deployment Guide	Explains how to integrate MiVoice Business with CloudLink services.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/cloudlink-integration-with-mivoice-business-deployment-guide

Additional Resources

Document	Description	Location
Mitel Administration for MiVoice Business Solution Guide	Describes how to administer MiVoice Business using Mitel Administration.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/mitel-administration-for-mivoicebusiness-solution-guide
Mitel Administration for MiVoice Business Release Notes	Provides release information for Mitel Administration integration with MiVoice Business.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/mitel-administration-for-mivoice-business-release-notes-html

MiVoice MX-ONE documents

Document	Description	Location
CloudLink Integration with MiVoice MX-ONE – Deployment Guide	Describes connectivity between MX-ONE and the CloudLink platform.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/cloudlink-integration-with-mivoice-mx-one-deployment-guide

MiVoice Office 400 documents

Document	Description	Location
CloudLink Integration with MiVoice Office 400	Describes connectivity between MiVoice Office 400 and the CloudLink platform.	https://www.mitel.com/document-center/business-phone-systems/mivoice-office-400/all-releases/en/cloudlink-integration-with-mivoice-office-400
Mitel One Deployment Guide for MiVoice Office 400	Describes how to deploy and enable Mitel One using CloudLink connectivity.	https://www.mitel.com/document-center/applications/collaboration/mitel-one/all-releases/en/mitel-one-deployment-guide-for-mivoice-office-400-html

MiVoice Office Web and MiVoice Office Mobile documents

Document	Description	Location
MOWA–MOMA Migration to Mitel One for End-Users	Describes migration for MiVoice Office Web/Mobile end-users.	https://www.mitel.com/document-center/applications/mivoice-applications/mivoice-applications-migration-guides/mowa-moma-migration-end-users/all-releases/en/html5
MOWA–MOMA Migration to Mitel One for Partners	Describes migration for partners and administrators.	https://www.mitel.com/document-center/applications/mivoice-applications/mivoice-applications-migration-guides/mowa-moma-migration-partners/all-releases/en/html5
MiVoice Office Web Application Release Notes	Provides release information for the MiVoice Office Web application.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/mivoice-office-web-application-release-notes-html

Mitel Assistant documents

Document	Description	Location
Mitel Assistant User Guide	Describes how to use the Mitel Assistant application for calling and call management.	https://www.mitel.com/document-center/applications/collaboration/mitel-assistant/all-releases/en/mitel-assistant-user-guide
Mitel Assistant Release Notes	Provides release information for the Mitel Assistant application.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/mitel-assistant-release-notes-html

Mitel One documents

Document	Description	Location
Mitel One Mobile Application	Describes how to use the Mitel One mobile application.	https://www.mitel.com/document-center/applications/collaboration/mitel-one/all-releases/en/mitel-one-mobile-application-html

Additional Resources

Document	Description	Location
Mitel One Web Application	Describes how to use the Mitel One web application.	https://www.mitel.com/document-center/applications/collaboration/mitel-one/all-releases/en/mitel-one-web-application-html
Mitel One Mobile Application Release Notes	Provides release information for the Mitel One mobile application.	https://www.mitel.com/document-center/applications/collaboration/mitel-one/all-releases/en/mitel-one-mobile-application-release-notes-html
Mitel One Web Application Release Notes	Provides release information for the Mitel One web application.	https://www.mitel.com/document-center/applications/collaboration/mitel-one/all-releases/en/mitel-one-web-application-release-notes-html

Mitel Voice Assist documents

Document	Description	Location
Mitel Voice Assist Admin Guide	Describes configuration and administration of Mitel Voice Assist.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/mitel-voice-assist-admin-guide-html
Mitel Voice Assist Release Notes	Provides release information for Mitel Voice Assist.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/mitel-voice-assist-release-notes-html

Mitel Web Extension documents

Document	Description	Location
Mitel Web Extension	Describes the browser extension that supports click-to-dial using Mitel telephony services.	https://www.mitel.com/document-center/technology/cloudlink/all-releases/en/mitel-web-extension-html

Microsoft Teams documents

Document	Description	Location
MS Teams Solution Guide	Describes how to integrate a Mitel UC solution with Microsoft Teams using CloudLink services.	https://www.mitel.com/document-center/applications/collaboration/mitel-assistant/all-releases/en/ms-teams-solution-guide-html

MiCollab documents

Document	Description	Location
MiCollab CloudLink Solution Document	Describes how MiCollab uses CloudLink services in supported deployments.	https://www.mitel.com/document-center/applications/collaboration/micollab/micollab-server
MiCollab Solution Document – CloudLink Authentication and Synchronization	Describes CloudLink-based authentication and synchronization for MiCollab deployments.	https://www.mitel.com/document-center/applications/collaboration/micollab/micollab-server
MiCollab Solution Guide – Enabling SMS Feature on MiCollab Client	Describes how to enable SMS features in MiCollab using CloudLink messaging services.	https://www.mitel.com/document-center/applications/collaboration/micollab/micollab-server

Workflow Studio documents

Document	Description	Location
Mitel Workflow Studio Administrator Guide	Describes how to configure and administer Mitel Workflow Studio.	https://www.mitel.com/document-center/applications/contact-center/mitel-workflow-studio/all-releases/en/mitel-workflow-studio-administrator-guide-html
Mitel Workflow Studio System Engineering Guide	Describes the technical architecture and system requirements for Workflow Studio.	https://www.mitel.com/document-center/applications/contact-center/mitel-workflow-studio/all-releases/en/mitel-workflow-studio-system-engineering-guide
Mitel Workflow Studio Release Notes	Provides release information for Workflow Studio.	https://www.mitel.com/document-center/applications/contact-center/mitel-workflow-studio/all-releases/en/mitel-workflow-studio-release-notes-html

