



A MITEL  
PRODUCT  
GUIDE

# Mitel Assistant

## Mitel Assistant Release Notes

19 March 2025

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# Contents

- 1 What's New..... 1
- 2 About Mitel Assistant..... 2
- 3 Issues Resolved in this Release..... 3
- 4 Current Application Behavior..... 4
- 5 Known Issues..... 5
- 6 Updates to Earlier Releases..... 7
- 7 Issues Resolved in Earlier Releases.....9



**Note:**

Mitel is aware of an issue with MDUG and PRG users experiencing a stuck presence in MS Teams and working to resolve this issue. Currently, presence sync is supported only for single device users with MiVoice Business.

Following are the feature updates and enhancements in the Mitel Assistant application Release 1.1.1-22.

Release Date	What's new in this release
19 March 2025	Maintenance release. Bug fixes and performance improvements.

# About Mitel Assistant

## 2

With Mitel Assistant integrated with Microsoft Teams, you can place calls to your contacts in Microsoft Teams and in Microsoft Outlook using any supported Mitel telephony applications. The Mitel Assistant application simplifies placing calls with a Mitel call manager using the Mitel deskphone or softphone as the telephony endpoint.

### Related Documentation

- [Mitel Assistant Application End User Help](#) - this guide will help you get acquainted with the Mitel Assistant application.
- [MS Teams Solution Guide](#) - this guide provides a high-level perspective on how to deploy and integrate CloudLink solution with Microsoft Teams.

# Issues Resolved in this Release

3


Following issues have been resolved in the Mitel Assistant application Release 1.1.1-22.

Issue ID	Description
MTA-639	Mitel Assistant is not formatting numbers correctly when returning a call to a prior external incoming call.
MTA-642	Unable to "redial" from MTA call history.

# Current Application Behavior

## 4

The following table summarizes the behavior of the Mitel Assistant application in some typical scenarios.

Behavior	Description
Configuring MiCollab PC client in Telephony-only mode	When Mitel Assistant is used together with MiCollab, Mitel recommends configuring MiCollab PC client in Telephony-only mode.
CloudLink-to-Teams Presence will happen only in one way	A combined presence state will be displayed only in MS Teams and Mitel Assistant. A presence change in MS Teams/Mitel Assistant will not be displayed in Mitel One or MiCollab.
Unable to authenticate and log in to Mitel Assistant	When you are unable to authenticate and log in to Mitel Assistant, click the <b>Pop out app</b>  icon and then enter the credentials when prompted.

# Known Issues

5

Following are the known issues in Mitel Assistant application. While our team works on finding a fix for these issues, you can try the workarounds mentioned for issues, wherever applicable.

Defect ID	Defect Description	Workaround
MTA-201	While one tries to sign in to the Mitel Assistant web application in the Mozilla Firefox browser (version 101), the application gets stuck in the sign in page.	<p>This is an issue with Microsoft Teams.</p> <p>As a workaround, you must perform the following in the Mozilla Firefox browser (version 101):</p> <ol style="list-style-type: none"><li>1. Go to <b>Settings</b>.</li><li>2. Click the <b>Privacy &amp; Security</b> tab.</li><li>3. Under the <b>Enhanced Tracking Protection</b> section, select the <b>Custom</b> radio button.</li><li>4. From the cookies drop-down list, select <b>Cross-site tracking cookies</b>.</li><li>5. Refresh the browser.</li></ol>
MIVB-35667	MS Teams presence sync is supported only for single device users with MiVoice Business.	Currently, MDUG and PRG do not support presence sync with MS Teams. There is no workaround for this. Mitel is working actively to resolve the issue.
MTA-328	Presence status is not being updated within MS Teams.	Contact your Account Administrator. The Account Administrator must remove the MS Teams Integration feature, re-add and re-enable the CloudLink-to-Teams Presence Integration feature from within the CloudLink Accounts Console. For more information, see <a href="#">MS Teams Integration</a> .



Defect ID	Defect Description	Workaround
MTA-153	There can be a delay of several minutes before the updated presence is displayed in the MS Teams client.	This is a limitation of MS Teams. Mitel has raised the issue with Microsoft support channel.

# Updates to Earlier Releases

## 6

Following are the feature updates and enhancements in the Mitel Assistant application Release 1.1.1-21.

Release Date	What's new in this release
08 June 2024	Maintenance release. Bug fixes and performance improvements.

Following are the feature updates and enhancements in the Mitel Assistant application Release 1.1.1-20.

Release Date	What's new in this release
01 March 2024	Includes support for presence status Do not disturb (DND).
01 March 2024	Removed the dialpad to make calls and dial digits. Use the search or dial box to make calls.

Following are the feature updates and enhancements in the Mitel Assistant application Release 1.1.1-18.

Release Date	What's new in this release
23-May-2023	<ul style="list-style-type: none"><li>Mitel Assistant UI refresh</li><li>Improved Speed Dial capacity</li><li>Cross launching of MiCollab Client on iOS devices (Requires MiCollab 9.7 or later versions)</li><li>Voice Message Waiting Indicator (Available only for organizations with MiVoice Office 400 PBX or MiVB PBX deployments).</li></ul> <p>For more information, see the <b>Adding Mitel Assistant</b> and the <b>Using Mitel Assistant</b> chapters in the <a href="#">Mitel Assistant user guide</a>.</p> <ul style="list-style-type: none"><li>Bug fixes and performance improvements.</li></ul>

Following are the feature updates and enhancements in the Mitel Assistant application Release 1.1.1-13.

Release Date	What's new in this release
6-February-2023	Maintenance release. Bug fixes and performance improvements.

Following are the feature updates and enhancements in the Mitel Assistant application Release 1.1.1-12.

Release Date	What's new in this release
22-December-2022	Maintenance release. Bug fixes and performance improvements.

Following are the feature updates and enhancements in the Mitel Assistant application Release 1.1.1-11.

Release Date	What's new in this release
23-August-2022	<ul style="list-style-type: none"> <li>You can view your Mitel phone call history from the Mitel Assistant application after you log in to your CloudLink account. For more information, see the <b>Call History</b> section in <a href="#">Using Mitel Assistant</a>.</li> <li>The presence status displayed in Mitel Assistant/ MS Teams is a combination of users' presence from the MS Teams clients and the CloudLink presence. For more information, see <a href="#">Presence Status in Microsoft Teams and Mitel Assistant</a>.</li> <li>Bug fixes and performance improvements.</li> </ul>

# Issues Resolved in Earlier Releases

## 7

Following issues have been resolved in the Mitel Assistant application Release 1.1.1-21.

Issue ID	Description
MTA-599	Differences in the UI when using Spanish vs. English language.
MTA-593	MS teams presence events are not showing up in teams.
MTA-588	Mitel Assistant Permission requires the New Teams.

Following issues have been resolved in the Mitel Assistant application Release 1.1.1-20.

Issue ID	Description
MTA-575	Intermittently unable to dial from the assistant application is now fixed.
MTA-555	Mitel Assistant will now start call via MiCollab on Mobile.
MTA-507	Voice Message Waiting Indicator for MiVB now shows the indicator.
MTA-500 / MTA-503	Some speedials showing as offline (grey) in MTA is now fixed.

Following issues have been resolved in the Mitel Assistant application Release 1.1.1-19.

Issue ID	Description
	No customer raised defect fixes in this release.

Following issues have been resolved in the Mitel Assistant application Release 1.1.1-12.

Issue ID	Description
	No customer raised defect fixes in this release.

Following issues have been resolved in the Mitel Assistant application Release 1.1.1-11.

Issue ID	Description
	Not Applicable

