A MITEL
PRODUCT
GUIDE

Mitel One

Deployment Guide for MiVoice Office 400

Version 1.0

Mitel
Powering connections

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About this Document 1

This chapter contains the following sections:

- Intended Audience
- Related Documentation

1.1 Intended Audience

This document will serve as an introductory guide to readers seeking a high-level perspective of how to deploy Mitel One with the supported PBXs. The document is intended for Mitel Partners, Resellers, and Account Administrators. Basic knowledge of phones (especially SIP and IP technology) and cloud technology is required to understand the content presented in this document.

1.2 Related Documentation

Click here for Mitel One web application documentation.

Click here for MiVoice Office 400 documentation.

Click here for CloudLink Accounts portal documentation.

Click here for CloudLink Integration with MiVoice Office 400 documentation.

Click here for CloudLink Gateway documentation.

Introduction 2

With the introduction of Mitel One, Mitel is providing a single application for Mitel customers to talk, chat, meet, and share information. The Mitel One application consolidates telephony, chat, and meetings within a single application and user experience. It provides seamless transitions between chat, voice, and video capabilities for a complete collaboration experience. From your PC or Mac, you can find and connect with individuals and groups through calls and messages, answer and handle multiple calls in real time, and attend multi-party video conferencing with colleagues as well as with your contacts outside your organization.

Prerequisites 3

Following are the prerequisites that must be ensured before deploying Mitel One to the users.

- A MiVoice Office 400 PBX running version 6.3 or later on a supported platform (470, SMBC, or Virtual Appliance).
- CloudLink Gateway must be running version 1269 or later and must be connected to the Master Node in an AIN (Advanced Intelligent Network) environment.
- System must have active Software Assurance.
- MiVoice Office 400 licenses may be required depending on deployment.

System Requirements   4

This chapter contains the following sections:

• Consolidated Directories

The following are the minimum system requirements for deploying Mitel One application.

DSP Requirements

For information about the DSP requirements for a Mitel One application call, see the *DSP Requirements* section in System Requirements.

Bandwidth Requirements

For information about the recommended bandwidth required to use the Mitel One application, see Bandwidth Requirements.

Also, the best practices recommended for CloudLink site deployments must be observed. Click here to view the list of recommended best practices.

Firewall Settings

For information about the ports that need to be open and the URLs that the web app uses, see Firewall Settings.

Network Handling and Requirements

For information about the app behavior when you switch between access points or networks during an ongoing call, see Network Handling and Requirements.

Scalability

For information about the maximum number of Mitel One users, and the maximum number of simultaneous calls supported on the MiVoice 400 PBX, see Scalability.

4.1   Consolidated Directories

Call history, incoming caller ID, and outgoing caller ID in the Mitel One application are synchronized with the contacts from MiVoice Office 400 PBX consolidated directories.

MiVoice Office 400 PBX support for consolidated directories is summarized in the following table.

Table 1: Support for Consolidated Directories

Call Screen and Call History	MiVO 400 - Public and private phonebooks/ PISN users/No OIP	MiVO -400 w/ OIP built in public private contacts	Estos metadirectory	Active Directory	Open LDAP	NDS/ Public-Swisscom	Exchange web with O365	OIP with Estos
Mitel One web softphone mode	Yes	Yes	-	Yes	-	-	Yes	-
Mitel One web deskphone CTI mode (multiple device types)	Yes	Yes	-	-	-	-	-	-
Mitel One mobile iOS (multiple states/device types)	Yes	Yes	-	Yes	-	-	Yes	-
Mitel One mobile Android (multiple states/device types)	Yes	Yes	-	Yes	-	-	Yes	-

> **ℹ Note**:
> For a phone number that exists in different directories, the details displayed by the Mitel One application are those from the directory of the highest priority. The priority of directories is in the following order:
>
> 1. Office 365
> 2. OIP
> 3. MiVoice 400 Public and Private Phonebooks

Licensing 5

Mitel One is offered via subscription-based licenses. The licensing entitlement is delivered on the MiVoice 400 PBX (SLS) and the CloudLink Accounts console.

Mitel One is included with the MiVoice Office 400 Entry, Premier, and Elite profiles only. When you assign a MiVoice 400 profile to a user, one part of the license is delivered to the MiVoice 400 (MiVoice Office 400 User, SIP Terminal, and a Mitel One user license) and another part containing the Mitel One license (Mitel One Softphone, and Chat licenses) is delivered to the CloudLink Platform. The license on the MiVoice 400 automatically creates a CloudLink softphone on the user's account in the MiVoice 400. However, you must manually enable the Mitel One license for the user in the CloudLink Accounts console for the entire solution to work.

The following table summarizes licensing and entitlements provided based on one-time fee or annual subscriptions.

Terms/Platform	Feature	MiVoice Office 400 Upgrade to Entry*	MiVoice Office 400 Premier	MiVoice Office 400 Elite
Duration		One time purchase	Annual Subscription	Annual Subscription
MiVoice Office 400	User		Yes	Yes
	SIP Terminal		+2	+2
	Mitel One	Yes	Yes	Yes
	Dialer			Yes
	OIP ACD Agent			Yes
	OIP 1560 Console			Yes

	SWA		+1 user	+1 user
Mitel One	Softphone	Yes	Yes	Yes
	Chat	Yes	Yes	Yes
	Meetings with 100 participants		Yes	
	Meetings with 250 participants**			Yes

* Upgrade to Entry license assumes user already has full SWA but the license itself does not include SWA.

** This is planned as a future delivery.

The following table summarizes licensing and entitlements provided based on monthly subscriptions.

Terms/ Platform	Feature	MiVoice Office 400 Telephony	MiVoice Office 400 Entry	MiVoice Office 400 Premier	MiVoice Office 400 Elite
Duration		Monthly Subscription	Monthly Subscription	Monthly Subscription	Monthly Subscription
MiVoice Office 400	User	Yes	Yes	Yes	Yes
	SIP Terminal		Yes	Yes	Yes
	Mitel One		Yes	Yes	Yes
	Dialer				Yes

	OIP ACD Agent				Yes
	OIP 1560 Console				Yes
	SWA	+1 user	+1 user	+1 user	+1 user
Mitel One	Softphone		Yes	Yes	Yes
	Chat		Yes	Yes	Yes
	Meetings with 100 participants			Yes	
	Meetings with 250 participants*				Yes

* This is planned as a future delivery.

The following table outlines the features offered by Mitel One on MiVoice Office 400 for the Entry, Premier, and Elite bundles.

Mitel One Features	MiVoice Office 400 Upgrade to Entry	MiVoice Office 400 Premier	MiVoice Office 400 Elite
Meetings & Calling			
Softphone	Yes	Yes	Yes
Number of WebRTC Audio & Video Meetings	No	Unlimited Meetings	Unlimited Meetings

Screen Sharing	NA	Yes	Yes
Scheduled Meetings	NA	Yes	Yes
Calendar Integrations	NA	Yes	Yes
Meetings Recording	NA	Yes, recording size limit as per storage limitations indicated herein	Yes, recording size limit as per storage limitations indicated herein
PSTN Call-In for Meetings	NA	Yes	Yes
Meeting Size	NA	Limited (100)	Max (250)
Chat & Collaboration			
Streams/Workspace	Yes	Yes	Yes
File attachments in chat *	Yes	Yes	Yes
Storage	Limited to 1GB	Limited to 10 GB	Unlimited
Retention (Files and Recordings)	12 months	12 months	12 months
Retention (Chats)	24 months	24 months	24 months
Threaded Replies	Yes	Yes	Yes
Streams/Workspaces user size	Unlimited	Unlimited	Unlimited

DM Group Size	Unlimited	Unlimited	Unlimited
Integrations			
MS Teams**	Yes	Yes	Yes
Administration			
SSO	Yes	Yes	Yes
Onboarding tools	Yes	Yes	Yes
Support			
Online Self Serve Support	Yes	Yes	Yes

* Current 10MB file size limitation on CloudLink

** Integration with MS Teams via Mitel Assistant

Configuration 6

This chapter contains the following sections:

- SIP user configuration for Mitel One
- Direct/Indirect media switching VoIP calls

The following topics describe the configurations required for deploying the Mitel One application.

> **ⓘ Note**:
>
> The Mitel One application user name is provided and synchronized with MiVO400.

6.1 SIP user configuration for Mitel One

The MiVoice Office 400 PBX needs to be programmed to add all users who need to access the Mitel One application. For more information, see *Add CloudLink App Users* section in Configure MiVO400 on Standalone Platform.

6.2 Direct/Indirect media switching VoIP calls

- **Direct Switching**

  When direct switching is enabled, the use of DSP resources is not required for connections between IP devices.

- **Indirect Switching**

  When indirect switching is enabled, connections between IP and non-IP endpoints are made via an IP media gateway. This is carried out by the integrated standard media switch that switches VoIP channels for call connections in the IP network. The Standard Media Switch uses DSP resources for the real-time processing of the call data. VoIP channels are always required between IP and non-IP endpoints; for example, for internal connections between a SIP/IP phone and a digital system phone or an external user routed to the internal Voice Mail System via an SIP network interface. If indirect switching is enabled for SIP Devices/SIP Trunk, media will always be routed over PBX, using 2 DSP Channels, even when direct switching is possible.

  For more information, see MiVoice Office 400 documentation.

Procedure 7

To onboard MiVoice Office 400 users to the CloudLink Accounts console and to deploy the Mitel One application from the CloudLink Accounts console:

1. Log in to the CloudLink Accounts console.
2. Create a customer account.
3. Enable CloudLink Gateway integration for the customer account. After successful integration, the MiVoice Office 400 users are synchronized with the customer account.
4. Enable Mitel One integration for the customer account.
5. Assign Mitel One subscription licenses to the customer account. For more information, see the *Assign Orders* section in Orders. The assigned licenses will be displayed in the Subscriptions page of the customer account.
6. Assign the Mitel One licenses to the users in the account.

Registering the User and Downloading the Application

A welcome email is sent to the user when the Mitel One application is deployed to the user from the CloudLink Accounts console. Users must use the **Set up Mitel One** button in this email to register their information with Mitel and build an account to log in to the Mitel One application. For more information, see Register your Mitel One web application.

Welcome to Mitel One App 👋

Hello Lorena,

Your IT administrator invited you to join your teammates on Mitel One App.

Set up Mitel One App

This link will expire in 5 days, and can only be used once.

Mitel One App is a single platform for telephony, text, and video collaboration. **Learn more about Mitel One App**

See you soon!
— The Mitel One Team

To access the Mitel One web application, users must enter the URL https://one.mitel.io in their browser and log in to the application.

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Mitel One Web Application

The Mitel One web application supports the following browsers.

Browser	Version
Apple Safari	14.1 and later
Google Chrome	94 and later
Microsoft Edge	90 and later
Mozilla Firefox	90 and later

Mitel One Mobile Application

The Mitel One mobile application is designed to support 64-bit hardware only. It supports:

- Android phones with OS version 9.0 and later
- iPhones with iOS version 14 and later

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