

MiCollab

What's New in This Release

JANUARY 2017
RELEASE 7.3



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What's New in This Release

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WHAT'S NEW IN MICOLLAB RELEASE 7.3

MICOLLAB SUITE APPLICATION SERVICES RELEASE 7.3

Support for Additional NuPoint Prompt Languages: In MiCollab Release 7.3, five new languages are supported for NuPoint system prompts: Brazilian Portuguese, Mandarin, and Arabic.

Conference Feature Access Code: A new field has been added to the Network Element tab of the Users and Services application that allows administrators to enter the Feature Access Code (FAC) that MiCollab Client users dial to establish a 3-party conference.

If the MiCollab Client Service is configured in integrated mode, the system copies the FAC to the PBX Node tab of the MiCollab Client Service.

If it is configured in co-located mode, the field is not applicable. The administrator must configure the FAC in the PBX Node tab of the MiCollab Client Service section in MiCollab Server Manager.

Note that this FAC does not apply to the MiVoice Office 250 or MiVoice Office 400 platforms. A FAC is not used to establish 3-party conferences on these platforms.

New UCC Messaging Roles and Templates for MiVoice MX-ONE: With UCC V4.0 and later licensing, new versions of the Entry, Standard, and Premium licenses, specific to MiVoice MX-ONE platforms, are available. These licenses provide users with MiCollab Advanced Messaging (AVST) mailboxes. Separate roles and user templates are also provided. The new roles and templates are only available with MiVoice MX-ONE UCC licenses on newly licensed platforms.

Platforms with pre-existing UCC V4.0 licensing are not automatically updated with the new roles and templates. The administrator must manually create the roles and templates. This is required to let the clients show the MiCollab Advanced Messaging in the Voicemail tab.

Multiple Integrated Directory Service (IDS) Attribute Mappings: Previously, you could only define one set of LDAP Attribute Mappings for use with MiCollab Integrated Directory Services connections. You can now define a custom set of attribute mappings for each connection or you can use the default attribute mappings.

Configure Access to External (Off-board) Directory: You can configure the MiCollab Client Service with access to a large, external off-board LDAP directory, such as Mitel MetaDirectory. To use the External search feature from the MiCollab client, the **External** category must be selected in the **Contacts** screen. The directory entries from multiple databases, such as Lotus Notes or Microsoft Exchange can be aggregated within the MetaDirectory.

Corporate Directory Partitioning: You can partition (filter) the external corporate directory such that users are only presented a subset of the corporate directory contact entries. For example, supplier contacts could be excluded from the directories of users who do not need to call these numbers. You can partition the directory by organizational unit or by attribute:

- *Organizational unit:* When users perform a search, the results are only drawn from the entries in their organizational unit.

- *Attribute*: When users perform search, only results that share the same attribute are presented

Support for Additional Attribute Fields in Bulk Import CSV File: The Bulk User Provisioning import file allows you to import additional data fields for a directory entry. Refer to the *Bulk Import from file* topic in the *Users and Services help* for details.

Deployment of MAC or PC Client: You can deploy a MiCollab MAC or PC Client from the Users and Services application, similar to the way that you can deploy a Mobile Client softphone. Refer to the *Deploy MiCollab MAC or PC Client* topic in the *Users and Services help* for details.

MiTeam Licensing: MiTeam is only available to users who are assigned with a UCC Premium bundle. Each UCC Premium user is granted free subscription to MiTeam for a period of 365 days. The 365-day period begins as soon as the MiCollab for Mobile Client is started or invited to a stream. Even if you disable a user's MiTeam, the clock continues to run down against the free subscription period.

If the user is not licensed after the free period ends, the user's account is disabled and there is a 30-day grace period during which time the user's account data is maintained. At the end of the 30-day grace period, if the user is still not licensed, the user's MiTeam account is deleted.

Email reminders, alarms, and warning banners are provided to the administrator before the grace expires to remind the administrator that the user must be licensed or the user's MiTeam account will be deleted. Refer to the *Users and Services* on-line help for more information.

Disable or Re-enable MiTeam: By default, MiTeam is enabled for eligible users (see MiTeam Licensing above). The administrator can choose to disable a user's MiTeam functionality to

- pre-empt the automatic disabling and deleting of a user's MiTeam account before the free period ends, or
- transfer a paid license from one user to another by disabling MiTeam for one user and then enabling it for another.

The administrator disables or re-enables MiTeam for a user from the MiCollab Client tab in the Users and Services application.

MiTeam Report: Administrators can generate a report from the Users and Services application that provides the following information for MiTeam users:

- User name and email address
- MiTeam status: Entitled Yes/No/Blank (Blank field indicates user has been deleted)
- Current Stage: Free or Grace
- Expiry date of free period

MICOLLAB AUDIO, WEB AND VIDEO RELEASE 6.3

MiCollab AWV Web Client is Disability Discrimination Act (DDA) compliant: MiCollab AWV Web Client features allow users who have disabilities to navigate and use the application. MiCollab AWV supports ZoomText, JAWS version 17.0, and Dragon version 14.0. Refer to *MiCollab Client Administrator Guide* for details.

MiCollab Microsoft Outlook Plugin: You can perform Audio, Web and Video Conferencing activities from your Outlook calendar after you install the MiCollab Microsoft Outlook Plugin. The following features are supported:

- Schedule Conference
- Join Conference
- Modify Conference
- Delete Conference

MiCollab Microsoft Outlook Plugin is supported for Outlook client for Windows 2010, 2013 and 2016.

Do not enable Port Reservations if MiCollab Microsoft Outlook Plugin is required. When the Enable Port Reservations option is enabled, users will be unable to create a conference with the MiCollab Microsoft Outlook Plugin.

MICOLLAB CLIENT RELEASE 7.3

Support for MiVoice for Skype for Business plug-in on MiVoice Office 400:

MiCollab Client 7.3 supports features from MiVoice for Skype for Business plug-in on the MiVoice Office 400 platform. Refer to the *MiCollab Client Administrator Guide* for details.

Self Deployment: This new setting allows the user to self-deploy the MiCollab Client. Refer to the *MiCollab Client Administrator Guide* for details.

Federate GSM Line Status from Android Devices: This feature sets the MiCollab line state to "busy" whenever a GSM call is presented to the Android phone. Refer to *MiCollab Client Quick Reference Guide* for details.

Data Sovereignty: MiCollab Release 7.3 supports data sovereignty. Refer to the *MiCollab Client Administrator Guide* for details.

iOS 10 Support: MiCollab for Mobile Clients are supported on iOS 10.

MiTeam Guest Access: MiCollab Client 7.3 supports guest access to MiTeam. For more information, see the *MiTeam Reference Guide*.

Device Selection on MiVoice MX-ONE: This new option allows the user to select devices on the MiVoice MX-ONE. Refer to the *MiCollab Client Administrator Guide* for details.

Wi-Fi Only Toggle for New Generation Clients: The Wi-Fi Only option is available on Android and iPhone Clients only. For more information, see the *MiTeam Reference Guide*.

Notifications: The MiCollab Web Client allows you to select the notifications that you want receive. For more information, see the *MiTeam Reference Guide*.

Shortcuts synchronization: You can add shortcuts for contacts, URLs, speed dials, and MiTeam streams to the home screen of your application. For more information, see the *MiTeam Reference Guide*.

NUPOINT UNIFIED MESSAGING RELEASE 8.3

Advanced UM Enhancements:

- NuPoint UM now supports up to 750 Advanced UM users with the Exchange Server and Office 365 hosted email configurations.
- If using Office 365 as an email server, a Superuser account can be configured to access the individual email accounts eliminating the need for users to maintain passwords manually on NuPoint UM.

New Alarms:

- If the Advanced UM service stops working, an email is sent automatically to the System Administrator.
- An alarm is raised and an email is sent automatically to the System Administrator for a Socket disconnect.

MIVOICE SKYPE FOR BUSINESS 1.4

Support for MiVoice for Skype for Business plug-in on the MiVoice Office 400 platform: MiCollab Client 7.3 supports features from MiVoice for Skype for Business plug-in on the MiVoice Office 400 platform. Refer to *MiCollab Client Administrator Guide* for details.

MiVoice for Skype for Business is Disability Discrimination Act (DDA) compliant: The MiVoice for Skype for Business features allow users who have disabilities to navigate and use the application. The client interface supports ZoomText, JAWS version 17.0, and Dragon version 14.0. Refer to *MiCollab Client Administrator Guide* for details.

MIVOICE BORDER GATEWAY RELEASE 9.4

IP Phone Support: MiVoice Border Gateway now supports the following new IP phones:

- Mitel MiVoice 6920 IP Phone
- Mitel MiVoice 6930 IP Phone
- Mitel MiVoice 6940 IP Phone
- WebRTC now supports tenanted cloud deployments.
- Capacity and performance improvements for cloud and large enterprise environments.

Improved Logging Capabilities: The new Logging panel under the Administration menu controls the information that MiVoice Border Gateway logs. Administrators can use this information to troubleshoot issues.

MITEL STANDARD LINUX RELEASE 10.5

No new functionality.

RELEASE 7.3 DOCUMENTATION IMPROVEMENTS

There are now two versions of the MiCollab General Information Guide, Installation and Maintenance Guide, and Platform Integration Guide. One version supports the MiVoice Business and MiVoice Office 250 platforms, the other supports the MiVoice Office 400, MiVoice MX-ONE, and MiVoice 5000 platforms. There remains just one version of the Engineering Guidelines that covers all the supported platforms. In summary, the MiCollab core documentation set consists of the following guides:

MiVoice Business and MiVoice Office 250

- General Information Guide
- Installation and Maintenance
- Platform Integration Guide

MiVoice Office 400, MiVoice MX-ONE, and MiVoice 5000

- General Information Guide
- Installation and Maintenance Guide
- Platform Integration Guide

All Platforms

- Engineering Guidelines

WHAT'S NEW IN MICOLLAB RELEASE 7.2.2

MICOLLAB SUITE APPLICATION SERVICES 7.2.2

Support for MiVoice Business Release 8.0: MiCollab Release 7.2.2 is supported with MiVoice Business Release 8.0.

IP Phone Support: MiCollab now supports the following new IP phones:

- Mitel MiVoice 6920 IP Phone
- Mitel MiVoice 6930 IP Phone
- Mitel MiVoice 6940 IP Phone

For MiVoice Business integrations, Flow Through Provisioning is supported for these phones.

SIP DECT Phone Support: MiCollab now supports the following new SIP DECT phones:

- Mitel 612 DECT Phone
- Mitel 622 DECT Phone
- Mitel 632 DECT Phone
- Mitel 650 DECT Phone

For MiVoice Business integrations, Flow Through Provisioning is supported for these phones.

Wireless IP Phone Support: For MiVoice Business integrations, Flow Through Provisioning is now supported for these phones:

- Mitel OpenPhone 26
- Mitel OpenPhone 27

Configuration of Teleworker Service for Users on MiVoice Business: In previous releases, when you added Teleworker service to a user's SIP Phone on a MiVoice Business communications platform you had to manually configure a corresponding SIP service on the MiVoice Border Gateway to support the user's Teleworker service. Now, if you configure a user with a SIP phone, MiCollab automatically creates the SIP service on the MiVoice Border Gateway whenever you

- add a new user through Quick Add using a template with Teleworker Service enabled
- enable teleworker service for an existing user in the Users and Services Teleworker tab.

MICOLLAB CLIENT 7.2.2

MiVoice 69xx IP Phone Avatar Support: MiCollab Client avatars (photos) can now be displayed on MiVoice 69xx series IP Phones that are running on MiVoice Business communications platforms. Refer to the *MiCollab Client Administrator Guide* for details.

WHAT'S NEW IN MICOLLAB RELEASE 7.2.1

MICOLLAB SUITE APPLICATION SERVICES 7.2.1

MiTeam Integration with Peered Enterprise: In a peered Enterprise solution, the Enterprises share the same MiTeam OrganizationID to allow all UCC Premium users in the peered solution to join streams.

MiTeam for Small Business Cloud Deployments: MiTeam is supported in Small Business for Cloud deployments. Note that there are some minor user interface differences in the MiTeam application between Enterprise and Cloud deploy

Additional Integrated Directory Services Attributes: New attributes have been added to the Integrated Directory Services to support user provisioning from a directory server. Refer to *Integrated Directory Services* in the MiCollab server manager help for more information.

MiVoice Office 400 Support (available with MiVoice Office 400 Release 4.1): MiCollab supports the MiVoice Office 400 communication platform. Refer to the *MiCollab Platform Integration Guide* for configuration details.

Call Recording Enhancements (available with MiVoice Call Recording Release 9.1):

- Support has been added for call recording over SIP trunks with MiVoice Business and MiVoice Call Recording.
- Support has been added for call recording of forked devices with MiVoice MX-ONE and MiVoice Call Recording.

Refer to the *MiVoice Call Recording Installation and Configuration Guide* for details

MICOLLAB AUDIO, WEB AND VIDEO RELEASE 6.2.1

MiVoice Office 400 Support: The MiCollab Audio, Web and Video Conferencing application will be supported for MiVoice Office 400 communication platforms.

AWV Integration with MiCollab WebRTC Client: In MiCollab 7.2.1 and later, AWV sharing will be supported from the WebRTC Client.

MICOLLAB CLIENT RELEASE 7.2.1

MiTeam Integration with Peered Enterprise: In a peered Enterprise solution, the Enterprises share the same MiTeam OrganizationID to allow all UCC Premium users in the peered solution to join streams.

Web Real-Time Communication (WebRTC): Provides a Real-Time Communication version of the MiCollab Web Client. Refer to the *MiCollab Client Administrator Guide* for details.

Support for Polish Language: The MiCollab for Mobile Client and MiCollab Web Client user interfaces are available in Polish. The MiCollab Client Quick Reference Guide will also be available in Polish; however, the online help will not.

MiVoice Office 400 Support: When deployed in a MiCollab environment, MiCollab Client can be integrated with the MiVoice Office 400. See the *MiCollab Platform Integration Guide* for configuration instructions.

WHAT'S NEW IN MICOLLAB RELEASE 7.2

MICOLLAB SUITE APPLICATION SERVICES 7.2

MiTeam Integration: MiTeam is a Cloud-based social collaboration tool that integrates with the MiCollab for Mobile client, web client for PCs (Windows/MAC), and mobile clients (iOS/Android). See the *MiCollab Client Administrator's Guide* for more information.

Support for Additional Languages: The following new languages are now supported: Danish, European Spanish, Italian, and European Portuguese.

Change Directory Number: Administrators can change a user's directory number from the Users and Services application. The change can be performed in any of user's phone service fields and the modification is updated for all of the user's MiCollab applications. Note that in Release 7.2, the modification does not flow through to the MiVoice Business platform. Refer to the *Users and Services help* for details.

Offline Sync with AMC: Technicians can perform an offline sync to obtain licenses from the Application Management Center (AMC). Refer to the *MiCollab Installation and Maintenance Guide* for instructions.

Install Applications from Server Manager only: The **Install Applications** option has been removed from the MiCollab server console menu. You must install application software from the server manager *ServiceLink > Install Applications* panel.

Microsoft Outlook 2016 Support: Office 2016 is supported across all application integrations with Office including MiCollab Client contacts and AWV conference scheduling..

MITEL STANDARD LINUX RELEASE 10.5 (64-BIT ONLY)

MiCollab Installation Improvement: The Install Applications panel in the Server Manager has been changed to enable you to install and upgrade application software from removable USB devices in addition to the AMC and CD/DVD.

New Call Controller: The first time you access the Install Applications panel in the Server Manager, you are prompted to select the type of PBX with which the server will interact. Support has been added for a new PBX type, the MiVoice Office 400.

MiCollab Server Console Update: The following options have been removed from the Server Console menu: **Upgrade MiCollab Software** and **Install MiCollab Software**. All software maintenance, including licensing and installing software on offline systems, must now be done in the Server Manager on the Install Applications panel.

Syslog Enhancement: MSL records event notification messages and sends these to a local syslog server. You can enhance this functionality by configuring the system to accept messages from remote hosts, or send its own messages to remote hosts. To support connectivity to remote syslog servers, it may be necessary to open UDP or TCP ports in the firewall. For details see the *Engineering Guidelines* for your product.

AMC Synchronization Enhancements:

- It is now possible to license and install software on MiCollab systems that are disconnected from the internet and thus cannot reach the Applications Management Center (AMC). For details on how to perform an off-line synchronization with the AMC, see the MiCollab Installation and Maintenance Guide. Note: Optional MiCollab blades (NuPoint Unified Messaging and Speech Auto Attendant applications) cannot be installed/upgraded when the system is in offline mode.
- When existing MiCollab and MiVoice Business Express servers have their ARIDs deactivated, the Install Applications panel is now replaced with the Blades panel.
- The **Enable Online Sync** check box has been removed from the Status panel in the server manager. To switch to Online Sync mode from Offline sync mode, you must deactivate the ARID on the Status panel, clear the Hardware ID in the AMC (you may need to contact AMC support to complete this task) and use the online procedure to reactivate.

Web Certificate Enhancements:

- When SSL certificates do not contain the proper chain of trust configuration, MSL will display an error message on the Manage Web Server Certificates panel.
- MSL supports **Let's Encrypt**, a free, automated and open third-party Certificate Authority (CA). You can use Let's Encrypt SSL certificates with single-server, standalone MSL implementations that are accessible to the Internet. The Let's Encrypt service is *not* supported on MiCollab Server and MiCollab Virtual Appliance systems in this release.

NUPOINT UNIFIED MESSAGING RELEASE 8.2

Advanced UM Enhancements:

- The IMAP mail server adapter is supported on Microsoft Exchange 2016 for up to 500 users.
- The Outlook Client Plug-in (OCP) is supported on Microsoft Outlook 2016 (32- and 64-bit).

For details regarding feature requirements, see the *NuPoint UM General Information Guide*.

Support for Additional Languages: The following new languages are now supported: Danish, European Spanish, Italian, and European Portuguese.

MIVoice BORDER GATEWAY RELEASE 9.3

New Call Control Platform: MBG supports the MiVoice Office 400 (Release 4.1) for teleworker services with SIP devices, MiCollab desktop applications, MiCollab Mobile Client and the MiCollab Web Client with WebRTC. Some features, such as remote proxy services for administrative interfaces, are not supported at this time. Other features, such as the secure recording connector, are available subject to their acceptance on the MiVoice Office 400 platform. To confirm feature support, refer to the MiVoice Office 400 Release 4.1 documentation.

SIP Enhancements:

- When you add a new SIP user, it is now possible to specify its Availability, restricting the device to a particular call type (either WebRTC or SIP), or allowing the device to handle both WebRTC and SIP call types.
- When you define SIP Support, you can choose which interface the SIP connector listens to for each transport protocol that you enable. This enables you to support TLS on the WAN interface while using only UDP on the LAN interface.

Call Recording Enhancements (available with Mitel MiVoice Call Recording Release 9.1):

- Support has been added for call recording over SIP trunks with MiVoice Business and MiVoice Call Recording.
- Support has been added for call recording of forked devices with MiVoice MX-ONE and MiVoice Call Recording.

Remote Proxy Services: The Web Proxy component of remote proxy services can now be configured to provide access to the Mitel MiContact Center and MiVoice Call Recording applications.

Syslog Enhancement: MSL includes a new panel, Configure Syslog, which you can use to send security event messages to remote syslog servers via UDP or TCP, plus receive messages from any host in the Trusted Networks list. Note that MBG-specific SIP security events, in addition to being recorded in the tugsec.log file, are now also being sent to the MSL syslog, which records them as “authpriv” messages.

MICOLLAB AUDIO, WEB AND VIDEO RELEASE 6.2

Support for Additional Languages: The following new languages are now supported: Danish, European Spanish, Italian, and European Portuguese.

Sharing from AWW Web Client: Users can share information with conference participants from the AWW Web Client. Currently, this functionality is only available from Chrome browsers on both MAC and Windows platforms. Users must install the AWW Web sharing application and extension in the browser before they can initiate sharing for the first time. Refer to the *MiCollab End User help* for details.

Microsoft Outlook 2016 Support: You can use your Outlook calendar to schedule MiCollab Audio, Web and Video Conferencing conferences. After the Outlook Form Template (OFT) is installed and configured, phone numbers, access codes, and Web links are generated the same as when you log in and schedule a conference through your MiCollab Audio, Web and Video Conferencing account.

MiTeam Integration with AWW: MiTeam users can initiate AWW sharing from the MiTeam collaboration tool. MiTeam users require UCC Premium licenses; however, any user can join an AWW meeting regardless of their UCC license.

MICOLLAB CLIENT RELEASE 7.2

MiTeam Integration: MiTeam is a Cloud-based social collaboration tool that integrates with the MiCollab for Mobile client, web client for PCs (Windows/MAC), and mobile clients (iOS/Android). See MiTeam Integration in the *MiCollab Client Administrator Guide*.

Support for Additional Languages: The following new languages are now supported: Danish, European Spanish, Italian, and European Portuguese

Enable E911 Warning: This new account setting displays a warning whenever the user launches the MiCollab Client. The warning states that the softphone may not be able make calls to the appropriate emergency number, for example 911, in some locations. This setting is disabled by default. You can change this setting from the server manager in the following page: **MiCollab Client Service > Configure MiCollab Client Service>Enterprise>Settings>Default Account Settings**.

MiCollab Client Desktop Enhancements

Synchronization of Presence Status (MiVoice MX-ONE only): The MiCollab Client presence status (for example In a Meeting, Lunch break, or Away from desk) that is set on the user's client is synchronized with the presence status that is displayed on the user's desk phone. This feature is supported for Desktop Client and MiCollab for Mobile Clients on the MiVoice MX-ONE only. Note that users cannot modify MiVoice MX-ONE statuses in the Manage Status page of the client. The client will display an error if users attempt to change a status that is presented from the MiVoice MX-ONE.

Lotus Notes calendar and contact synchronization

MiCollab Client supports Microsoft Office 2016 including Microsoft Outlook 2016

Exchange 2016 integration

New language support for Polish and Portuguese (European)

MiCollab Client Deployment Service enhancements

Run Diagnostics: You can now run diagnostic tests from the MiCollab Client Deployment Service to verify if Internet connectivity is available to support client deployment. It is recommended that you run the diagnostic test against a profile prior to deploying the clients. The associated online help provides tables with error messages and possible corrective actions.

MIVOICE SKYPE FOR BUSINESS 1.3

MS Office 2016 Support: MiVoice for Skype for Business supports MS Office 2016.

MITEL INTEGRATED CONFIGURATION WIZARD RELEASE 5.3

No new content.

