

MiCollab

What's New in this Release

AUGUST 2018
RELEASE 8.1



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What's New in This Release

Release 8.1
August 2018

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WHAT'S NEW IN MICOLLAB RELEASE 8.1

MICOLLAB SUITE APPLICATION SERVICES RELEASE 8.1

ACD Support

A new role (HotDesk SIP Softphone) and template for SIP Softphone users are introduced. This role and template contain the user information and applies SIP softphone capability to hot desking users along with Teleworker service. A new field **Enable SIP Softphone** is provided when the **HotDesk** is selected to enable SIP Softphone functionality for a user.

This feature extends hot desking capabilities to a SIP softphone, so that the user can inherit external Hot Desking features, such as ACD, on the SIP softphone. After a SIP softphone user logs in, the MiVoice Business system associates the user's personal phone settings, such as directory number and other settings to the softphone. For more information, see *About Hot Desk Users*, and *Default Roles and Templates* sections in *MiCollab Server Manager Help*.

This ACD Support is only meant to be used together with MiContact Center 9.1. It is not intended to be used as a standalone solution with MiVoice Business without MiContact Center. The standalone solution support will come in a later MiCollab release. For more information, see *MiContact Center Business User Guide*.

Support multiple Admin accounts

The MiCollab administrator can now add extra admin accounts for Server-Manager access so that each administrator can login with a unique password. This will provide the system administrator an audit trail of all the configuration changes made in the User and Services Page when accessing the log files. The new admin accounts will each have the same privileges as the current "admin" account, but without the access to account management panel.

Call Take feature

The Call Take feature allows users to take an active call from another device to the softphone on their mobile device and continue the call without interruption. A new Network Element field **Call Take FAC** is added which defines the Feature Access Code that the MiCollab Client uses to dial on the device (softphone or mobile) to which an ongoing call is transferred from another device and continue the call without interruption. For more information, see *MiVoice 5000*, *MiVoice MX-ONE*, and *MiVoice Office400 Network Element Field Descriptions* table in *MiCollab Server Manager Help*.

Support New Device Type (Analog – FXS)

MiCollab now supports new MiVoice Business device type Analog-FXS. Analog/Analog-FXS devices and users must be added in the MiVoice business database. These devices and users are available in the MiCollab after the Flow Through Provisioning is complete. However, you can add users in MiCollab and then program the user and phone separately into the MiVoice Business database using Reach Through feature.

Note: MiCollab does not allow to edit DN or device type for the new Analog-FXS device type. Hot desking and Teleworker features are not supported for Analog-FXS devices.

MiCollab password strength rules

MiCollab password strength rules are updated to prevent a user from changing their password to their previously used passwords. The following password rules are updated:

- For **Weak** password type, the new password must not match your previous password.
- For **Medium** password type, the new password must not match any of your previous three passwords.
- For **Strong** password type, new password must not match any of your previous five passwords.

Standalone-NuPoint to NuPoint-MiCollab migration

Standalone NuPoint is now migrated to be used with MiCollab. All required users are manually created using User and Services on MiCollab Server-Manager. Backup from a standalone NuPoint would be restored on MiCollab, followed by executing a SAS script which would integrate the restored mailboxes to MiCollab users.

MiTAI Authentication for MiCollab Applications:

From MiCollab Release 8.1, and MiVoice Business Release 9.0 onwards, all MiCollab applications must connect to MiVoice Business through MiTAI. With MiTAI authentication, any MiCollab application connecting to MiVoice Business would need to provide two new attributes; username, and password while initiating the connection. This username and password must be the same as the MiVoice Business System login credentials. There is a new setting in MiVoice Business to enable CTI Application Authentication. Once this setting is enabled, connection request between any MiCollab application and MiVoice Business is authenticated. For more information, see the *Add or Edit Network Elements, and the Flow Through-Maintenance* section in *MiCollab Server Manager Help*.

MICOLLAB AUDIO, WEB AND VIDEO RELEASE 8.1

MiCollab Audio, Web and Video Conference chat privacy

The MiCollab Audio, Web and Video Conference Web Client leader now has an option to delete public chats from the conference permanently when the conference is ended.

The Conference Leader has two options to delete the chat history in the Web Client conference:

- Click **Clear Chat History** option under the More menu in the Web Client UI.
- Click **End Meeting** and select **Yes** from the Remove Chat pop-up window.

Virtual Desktop support for MiCollab AWV Outlook plugin

The MiCollab Microsoft Outlook Plugin is now supported on Outlook Client 2013 and 2016 for Windows on Citrix XenApp and XenDesktop version 7.11 and later.

Auto-upgrade of MiShareApp application

The MiShareApp application is now upgraded automatically by clicking the **Share** button from MiCollab Audio, Web and Video Conference Web Client on non-chrome browsers. Refer to the *MiCollab End-User Portal Online Help* for details.

Note: Upgrade will only happen if the MiShareApp application (launched from the Web Client) is in the foreground.

Roll call improvements

If the number of audio participants exceeds 10, Roll Call will be deactivated for the MiCollab Audio, Web and Video Conference session. It will be re-activated once the number of participants in the conference session is less than 10. This will be applicable to all types of conferences (One-time, Recurring, and Reservationless conference) scheduled on the server.

MiCollab AWV Web Client improvements

The MiCollab Audio, Web and Video Conferencing Web Client now connects you to the conference in the same browser tab.

Web Client user can now request a call back from the conference to join the audio portion of the conference. Refer to the *MiCollab End-User Portal Online Help* for details.

Mirroring image during Web sharing is now resolved. When sharing from Web Client, the viewer region is now hidden and **Sharing In Progress** is displayed in the meeting details title. The user must click **Show Viewer** to display the viewer (to view the shared screen).

Note: This will be applicable for both Chrome (using Chrome plugins for sharing) and non-Chrome browsers (using native MiShareApp for sharing).

MICOLLAB CLIENT RELEASE 8.1

Fixed Mobile Convergence (FMC) for iOS Client for incoming call

Fixed Mobile Convergence ensures that there are no incoming call conflicts on your mobile device between your GSM cellular phone and MiCollab softphone. For MiCollab for Mobile iOS Client, only one call is presented to the user at a time. If a user has enabled both the mobile phone and the softphone to receive calls, only the first incoming call is presented to the user.

The incoming call is now routed through the PBX (MiVoice Business or MiVoice MX-ONE) to the user's extension as follows:

- For MiVoice Business, EHDU call will be routed both to the GSM number and softphone (via MBG) and MiCollab for Mobile Client will display a system notification for incoming EHDU calls.
- For MiVoice MX-ONE, call will be routed via a remote extension to the GSM number and softphone (via MBG).

In case of iOS, a push notification will be sent to the Mobile Client.

Call Take

The Call Take feature allows users to take a call active from another device to the softphone on their mobile device and continue the call without interruption. To use this feature, the user selects the Take Call banner at the top of the MiCollab Client screen on the mobile device on which the user wants to continue the call. The softphone must be enabled on the Mobile Client for Call Take to function. For more information, see the *Features* section in *MiCollab Client Administrator Guide*.

Call Through (MiVoice Business and MiVoice MX-ONE only)

The Call Through feature allows you to make calls from your mobile phone to any contact through the MiCollab application. In contrast to the Callback method, Call Through makes an outgoing call to your company's PBX whereby the call is routed to your contact. For more information, see *MiCollab for Mobile Client Quick Reference Guide*.

For more information on how to configure Call Through in MiCollab Client Service, see *Adding and Editing PBX Nodes* in *MiCollab Client Admin Help*.

MiCollab Client User Interface enhancements

MiCollab Client UI is now updated to include several improvements for better user experience. Refer to *MiCollab Client QRG* for more details on the UI improvements.

MiCollab for PC Client softphone ACD support with MiContact Center-Business

It is possible now to deploy a device of type **Hot Desking User** together with the option **Enable SIP softphone**. Select the desired deployment profile in MiCollab Client Deployment and the device will be synced into DeployU and deployed automatically.

Note: PC Client ACD Support feature is supported only on MiContact Center Business 9.1 and MiVoice Business 9.0 release. For more information, see *MiContact Center Business User Guide*.

Ad-hoc Meeting

An Ad-hoc Meeting is an instant MiCollab AWW Conference created on all MiCollab Desktop Clients (MiCollab for PC Client, MiCollab MAC Client, and MiCollab Web Client). Refer to *MiCollab Client QRG* for information on Ad-hoc Meeting feature.

Users can initiate a new ad-hoc meeting, escalate a call, or escalate a chat to an instant ad-hoc meeting.

Note: Users on MiCollab for Mobile Client (Android and iOS) cannot create an ad-hoc meeting. If invited, users will be able to join the meeting on MiCollab for Mobile Client as participants only.

MiCollab for PC Client virtualization

MiCollab for PC Client is supported on Citrix version 7.14, VMware View 7, and RDS 2016 Server. For information on MiCollab for PC Client limitations, refer to *MiCollab Client Administrator Guide*.

MiCollab Web Client virtualization

MiCollab Web Client is supported on Citrix version 7.14, VMware View 7, and RDS 2016 Server. For information on MiCollab Web Client limitations, refer to *MiCollab Client Administrator Guide*.

Device management

MiCollab Client user can now choose what speaker, microphone, and camera devices to use for a MiCollab call from **Hardware Settings** menu on the footer of the MiCollab for PC Client.

Note: After a MiCollab call, the audio devices will be reset to default devices as selected in your PC's system settings, and the video device will be reset to the default chosen outside of a call.

Note: A video device that is selected before a MiCollab call will be treated as the default video device (even if the Client is restarted) until the device is removed.

Multi-call handling

MiCollab Client users can now manage multiple calls on same device. While active on a MiCollab call, if there is a second MiCollab incoming call, the call screen displays the incoming caller ID and you hear a call waiting tone. You can accept or decline the call.

Manage and enforce MiXML certificates

This is a security enhancement that ensures that MiCollab Client service must validate the certificate presented by MiVoice Business. For more information on how to enable this setting, see *About MiCollab Client* in *MiCollab Client Admin Help*.

NUPOINT UNIFIED MESSAGING RELEASE 19.1

Direct Drop feature enhancements

A new **Line Group** is added in NuPoint Messenger **Applications** field drop-down for MX-ONE call manager which enables the Direct Drop feature. To configure Direct Drop in NuPoint Web Console, and for more information, see *About Direct Drop* in *MiCollab Server Manager Help*.

NPM improvements

Standard Unified Messaging e-mail subject now includes the recipient mailbox number. The format of new subject line is as below:

"Voice Message from <Name/CLID/Mailbox Number/Unknown Caller> MB:<To Mailbox Number>".

MIVOICE BORDER GATEWAY RELEASE 10.1

Administrator can choose to use a default Mitel certificate or a third-party certificate for SIP/TLS. If you choose a third-party certificate it must be validated from a known and trusted Certificate Authority. See *Trust Store* in the *MBG Online Help*.

The *Type of ICPs* list is enhanced to include *MiVoice Border Gateway*. This enhancement helps with diagnostics, by providing accurate port listing.

A *Connectivity tests* button under the *Diagnostics* tab is available to run tests results which combines the previous Basic Connectivity tests, SIP Connectivity tests, and DNS resolution tests.

Along with other MBG log files, now *Audit logs* can be viewed and downloaded under the *View Log Files* panel in MSL. These logs provide system administrators an audit trail of all configuration changes made from various interfaces (for example, the MBG UI, clustering, and Provisioning API (MiCloud Management Portal and MiCollab Client Deployment)). See [Audit Logs](#) for more details.

Mitel 6xxx series SIP Phones can be used as teleworker devices on MBG with a MiVoice Office 400 Release 6.0.

SIP Trunking is supported in both UDP and TCP in Fixed and SRV mode.

SRTP is now supported over SIP Trunks. For the encrypted audio streaming feature, SRTP will be exchanged independently on the trunk and the ICP sides of MBG, with translation to and from RTP, as required.

Larger configurations of virtual MBG are now supported, allowing for up to 8000 connected devices per vMBG for lower total cost of ownership. The default vCPU and RAM reservations have increased to allow these larger dimensions. A cluster of 6 virtual nodes can now support up to 40,000 connected devices. See the *Virtual Appliance Deployment Guide* for details.

MITEL STANDARD LINUX RELEASE 10.6

MSL improvements

MSL is updated for MiCollab administrator to add extra administrator accounts in MiCollab Server manager so that each user can login with a unique password. The admins will be prompted to change the password on first login.

These new accounts will have the same privileges as the default admin account, but not including the account management panel.

Note: Only the default MiCollab administrator can create new MBG connections or re-authenticate an MBG from **MiCollab Client Deployment > Configuration**.

MICOLLAB 8.1 DOCUMENTS

For details on the features, refer to MiCollab 8.1 related documentation set in http://edocs.mitel.com/default.htm#MAS_anchor

WHAT'S NEW IN MICOLLAB RELEASE 8.0 SP2

MICOLLAB SUITE APPLICATION SERVICES RELEASE 8.0 SP2

Multi-MiCollab scaling: Multi-MiCollab feature enables you to connect multiple MiCollab servers (up to three) to multiple MiVoice Business servers in a cluster, thereby scaling the number of users that can be serviced, from the existing limit of 5000 users to 15000 users.

Note: Multi-MiCollab is supported only with MiCloud Management Portal (MMP).

Delegate MiTeam Streams: The administrator can now transfer all the Streams (user created Streams and invited Streams) from one MiTeam user to another MiTeam user.

Notes:

- If only the user created Streams (and not the invited Streams) are delegated during first delegation, the invited Streams cannot be delegated from next delegation onwards.
- If the user has only invited Streams in MiTeam account, that Streams cannot be delegated to another user.
- If the user has not accepted a Stream invitation, that Stream cannot be delegated to another user.

Disassociate a NuPoint mailbox from a user: The administrator can now un-assign a NuPoint mailbox for a user. After the administrator un-assigns a user's mailbox and then deletes that user from the server, the mailbox that was unassigned will not be deleted. The unassigned mailbox will not be modified, it retains the existing name, greetings, and recorded messages. When the administrator recreates the user, he can reassign this existing mailbox to the user.

Note: When the administrator recreates a user in the server and assigns an existing mailbox, the e-mail address of the user entered in the server should be same as the e-mail address in the mailbox. This is necessary for the mailbox and the server to synchronize.

MICOLLAB AUDIO, WEB AND VIDEO RELEASE 8.0 SP2

MiCollab AWV Web Sharing Chrome plugin: A direct installation link to MiCollab Audio, Web and Video Web Sharing plugin is provided in the **Share** button tool tip for Chrome browsers. New users must manually install MiShareExtension and MiShareApp to perform Web Sharing.

Note: Existing users will continue to receive updates for the Chrome plugin.

Tap to call to dial into a conference using mobile: Users can now use **Tap to call** function in the MiCollab Audio, Web and Video Conference calendar invitation on their mobile device to directly dial into the conference. The leader must send out new calendar invitation for all the participants from the MiCollab Audio, Web and Video Conferencing End-User Web Portal.

MICOLLAB 8.0 SP2 DOCUMENTS

For details on the features, refer to MiCollab 8.0 SP2 related documentation set in http://edocs.mitel.com/default.htm#MAS_anchor

WHAT'S NEW IN MICOLLAB RELEASE 8.0 SP1

MICOLLAB CLIENT RELEASE 8.0 SP1

Headsets and audio devices support: MiCollab for PC Client, Web Client, and MAC Client now support Mitel S720 Bluetooth Speakerphone and compatible Sennheiser, Plantronics, and Jabra headsets. The supported features include:

- Accept/end call
- Mute/unmute call
- Volume control
- Hold/retrieve call (Not supported on MiCollab Web Client)

InAttend Integration: MiCollab Client now integrates with InAttend using e-mail based subscription. The InAttend client uses MiCollab as a presence source. MiCollab provides both IM presence and telephony presence for the InAttend client. The e-mail ID of the user that you create in InAttend should be same as the e-mail mentioned in MiCollab Client.

MICOLLAB 8.0 SP1 DOCUMENTS

For details on the features, refer to MiCollab 8.0 SP1 related documentation set in http://edocs.mitel.com/default.htm#MAS_anchor

WHAT'S NEW IN MICOLLAB RELEASE 8.0 FP1

MICOLLAB SUITE APPLICATION SERVICES RELEASE 8.0 FP1

MiCollab for PC Client: From MiCollab Release 8.0 onwards, MiCollab for PC Client is introduced for Windows 7 and Windows 10. The admin has an option to provision new MiCollab for PC Client for all users from MiCollab Server Manager.

MiTeam license enforcement improvements:

- **Enable MiTeam:** MiTeam can be enabled to a user only when there are valid licenses available. If there are no MiTeam licenses available, the **MiTeam** option cannot be enabled and there is a notice regarding licenses availability.
- **Delegate MiTeam Streams:** The administrator can delegate all Streams from one MiTeam user account to another MiTeam user. The user must be a Premium license UCC bundle and the MiTeam checkbox is enabled under **MiCollab Client in Users and Services**. If the administrator tries to delete a user (with MiTeam Streams), disable the MiTeam for the user, or change the e-mail id of the user, then there is a MiTeam Streams warning window.

Warning: Deleting a user, removing MiTeam for a user, or changing e-mail id of a user, will result in deletion of their MiTeam Streams in 30 days. To keep the Streams, you must delegate them to another user within the 30 days window.

MiTeam licensing: Users will need MiTeam subscription licenses to use MiTeam feature. Licenses will be enforced by a combination of MiCollab server and centralized server. Two months before the expiry of MiTeam license, users will receive a monthly e-mail notification regarding the license expiry.

MiTeam status report: MiTeam status report is simplified to display only the user with MiTeam licenses. License information page is updated to include MiTeam licensing totals.

UCC Standard changes: Single UCC Standard role with softphone and sip softphone enabled. This feature profile combines the existing two feature profiles (UCC Standard and UCC Standard-Mobile) into a single UCC Standard profile. All existing "UCC (V4.0) Standard – Mobile" users will be moved to "UCC (V4.0) Standard".

Caller ID reverse lookup (SAS): There is a new option in IDS to enable or disable the LDAP reverse lookup capability per IDS Connection.

Support two phone numbers: Using MX-ONE Provisioning Manager, admin can set up two phone numbers for a user. Both the numbers will be provisioned in MiCollab. This allows MiCollab Client user to have a second monitored phone number and the user determines which device to select for outgoing and incoming calls.

Support for Let's Encrypt in MSL: MiCollab now supports Let's Encrypt third party certificate verification in MSL.

MiCollab support on VMware vSphere 6.5: MiCollab is now compatible with VMware vSphere 6.5 version.

Hyper-V support for MiCollab on MiVoice Office 400: MiVoice Office 400 is now supported with MiCollab on Hyper-V.

SIP TLS Certificate verification: Admin can now force the clients to validate and verify the TLS server certificate for the SIP connection. Select the TLS-server-certificate type to validate the PBX or MBG identity on the SIP TLS connection.

Types of certificate that are supported on the TLS connection:

- **Public CA** (Trusted 3rd party certificate): The admin must apply a trusted certificate on the PBX or MBG.
- **Mitel CA** (built-in Mitel certificates): These certificates are shipped along with MiVB and MBG.
- **Custom:** In case the admin who has implemented their own Certification Authority (CA), the admin can upload the certificate to the Client Deployment Service and will be distributed to the client from there. With this setting, the clients will validate the MBG identity on the SIP TLS connection using the certificate provided.

Server Gateway mode (iOS and Windows Phone 8 Clients): For MiCollab Servers that are running in the Server Gateway mode, where they have a WAN and a LAN port, and a split DNS setup to point to both interfaces that will need to change. In MiCollab 8.0, MiCollab Mobile Client for iOS must be configured to use the Teleworker Service through the WAN port. Therefore, while on the WiFi LAN, the application must use the WAN interface. For example, by re-deploying the iOS users with Teleworker setting on – targeted to the WAN IP of the teleworker.

Split DNS is not supported in this topology. The Client must use the IP address or a FQDN that resolves to the WAN port. It will also work for all other services except administration through Server Manager. You must point to the LAN port IP Address or FQDN to manage the server.

MICOLLAB AUDIO, WEB AND VIDEO RELEASE 8.0 FP1

MiCollab Meeting Center: The MiCollab Meeting Center is an integration of single tap to call into a MiCollab Audio, Web and Video Conference from the 6800 and 6900 series desk phones. You can access the meetings calendar using the soft key on your phone and connect to the meeting from the phone menu.

Note: MiCollab Audio, Web and Video Conferencing URL including access code must be a part of the <location> attribute in the Outlook appointment or meeting.

MiCollab Meeting Center feature requires an Active Directory account with the following privileges for using this feature:

- **Impersonation:** For subscription type as **Impersonation**, the Username should have Management Role as *ApplicationImpersonation* along with *LimitedDetails AccessRights*.
- **Delegation:** For subscription type as **Delegation**, the Username should have Reviewer *AccessRights*.

MiCollab Meeting Center is supported on MiVoice Business, MiVoice MX-ONE, MiVoice 5000, and MiVoice Office 400 communication platforms.

Notes:

- Meeting Center integration with Office 365 is supported using Impersonation only.
- Meeting Center integration with Office 365 using Delegation is not currently supported due to a subscription limitation with Office 365.
- MiCollab for Meeting Center feature is not supported for remote SIP devices.

Sharing from AWW Web Client: Users can share information with conference participants from the AWW Web Client. Sharing functionality is supported on chrome and non-chrome browsers on both MAC and Windows platforms. Users must install the below applications before initiating sharing for the first time:

- MiShareApp application for Internet Explorer, Safari, and Mozilla Firefox browsers.
- Native sharing Chrome extension for Google Chrome browser.

Leader Capabilities: AWW Conference leaders now have below capabilities in the AWW Web Client.

- End the meeting for all participants
- Mute or Unmute participants
- Remove participants

Support for Additional Languages: AWW end-user portal and MiCollab Microsoft Outlook Plugin now support Simplified Chinese language.

Migration to Single WAN IP: The second IP address dedicated to AWW can now be optionally removed and the AWW can be configured with a single external IP.

The FQDN for web conferencing is updated and the second FQDN is not required by the AWW application. The Clients fetch the updated configuration at AWW from the web requests during the connection automatically.

Note: The single IP configuration provides cost benefits but some external users behind a firewall with restricted outgoing traffic rules at ports other than 80 and 443 may experience connectivity issues.

MiCollab Microsoft Outlook Plugin enhancements:

- **Join Meeting** in Outlook ribbon for participants to join the meeting through AWW Web Client.
- MiCollab Microsoft Outlook Plugin download link is provided in the welcome e-mail.
- **Standing Meeting:** Users can create Standing Meetings if they already have one or more active reservation-less conferences created through end-user portal.
- **Join Meeting:** E-mail message will now have a clickable hyperlink **Join Meeting** in the e-mail body.

MICOLLAB CLIENT RELEASE 8.0 FP1

Basic Client support: Users with basic profile can now use MiCollab Web Client to place calls, search the directory, accept calls, and chat with other contacts.

MiCollab for PC Client: From MiCollab Release 8.0 onwards, an advanced version of the Legacy MiCollab Desktop Client called MiCollab for PC Client is introduced. Use the MiCollab for PC Client download link in the deployment e-mail to access this new Client. Admin can now toggle between MiCollab for PC Client or Legacy MiCollab Desktop Client during Deployment e-mail configuration.

Provisioning MiCollab for PC Client: Introduced for the new client, a field Provision new MiCollab Client for PC has been added in **MiCollab Client Service > Enterprise > Default Account Settings** for admin to enable or disable the provisioning MiCollab for PC Client. Use this feature in case of mixed deployment of MiCollab Clients (legacy Desktop Client and MiCollab for PC Client for different users).

MiCollab Client Presence integration with Microsoft Office: MiCollab contacts in Microsoft Office (Outlook) contact card, provide Presence status of the MiCollab user. The Outlook contacts are mapped with MiCollab Client Presence indicator to display the contact's Presence information. The Outlook contact card displays presence information of users next to the contact's photo.

Click to Chat from Outlook contact card: You can open an Outlook contact card and send an instant message using the MiCollab Client. To chat with an Outlook contact, click contact's instant message icon in the user's contact information.

Caller ID reverse lookup: Allows MiCollab Client to perform external LDAP reverse lookup (off-board LDAP) when there is no result found in on-board directory. If the LDAP reverse lookup function is enabled and there is an incoming MiCollab call, the user will see the contact information of the calling party.

iOS Push Notification: The iOS Push Notification feature is now supported on MiCollab. MiCollab for iPhone Client displays a notification when a new data becomes on their iOS device, even when MiCollab Client is running in the background or the iOS device is locked. Users receive notifications for the following:

- Chat messages
- Voicemail messages
- Incoming calls
- Missed calls
- MiTeam Stream and MiTeam Meet invites

iOS CallKit Integration: iOS CallKit is integrated with MiCollab to provide MiCollab call accept on lock screen and swap between GSM and MiCollab call.

Outgoing Device selection for multiple devices: Device selection is now possible on MiVoice 5000 and MiVoice Office 400 (integrated mode). If multiple devices (desk phones, DECT phones, and other phones) are configured and connected for your directory number, you can select the device to make and receive calls.

3-party audio conference Feature Access Code: SIP softphone 3-party audio conference on Desktop Client on MiVoice Office 400 is enabled by default (no additional configuration of conference Feature Access Code is required).

MICOLLAB 8.0 FP1 DOCUMENTS

For details on the features, refer to MiCollab 8.0 related documentation set in http://edocs.mitel.com/default.htm#MAS_anchor

WHAT'S NEW IN MICOLLAB RELEASE 8.0

MICOLLAB SUITE APPLICATION SERVICES RELEASE 8.0

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MiTeam license enforcement improvements:

- **Enable MiTeam:** MiTeam can be enabled to a user only when there are valid licenses available. If there are no MiTeam licenses available, the **MiTeam** option cannot be enabled and there is a notice regarding licenses availability.
- **Delegate MiTeam Streams:** The administrator can delegate all Streams from one MiTeam user account to another MiTeam user. The user must be a Premium license UCC bundle and the MiTeam checkbox is enabled under **MiCollab Client in Users and Services**. If the administrator tries to delete a user (with MiTeam Streams), disable the MiTeam for the user, or change the e-mail id of the user, then there is a MiTeam Streams warning window.

Warning: Deleting a user, removing MiTeam for a user, or changing e-mail id of a user, will result in deletion of their MiTeam Streams in 30 days. To keep the Streams, you must delegate them to another user within the 30 days window.

MiTeam licensing: Users will need MiTeam subscription licenses to use MiTeam feature. Licenses will be enforced by a combination of MiCollab server and centralized server. Two months before the expiry of MiTeam license, users will receive a monthly e-mail notification regarding the license expiry.

MiTeam status report: MiTeam status report is simplified to display only the user with MiTeam licenses. License information page is updated to include MiTeam licensing totals.

UCC Standard changes: Single UCC Standard role with softphone and sip softphone enabled. This feature profile combines the existing two feature profiles (UCC Standard and UCC Standard-Mobile) into a single UCC Standard profile. All existing "UCC (V4.0) Standard – Mobile" users will be moved to "UCC (V4.0) Standard".

Caller ID reverse lookup (SAS): There is a new option in IDS to enable or disable the LDAP reverse lookup capability per IDS Connection.

Support two phone numbers: Using MX-ONE Provisioning Manager, admin can set up two phone numbers for a user. Both the numbers will be provisioned in MiCollab. This allows MiCollab Client user to have a second monitored phone number and the user determines which device to select for outgoing and incoming calls.

Support for Let's Encrypt in MSL: MiCollab now supports Let's Encrypt third party certificate verification in MSL.

MiCollab support on VMware vSphere 6.5: MiCollab is now compatible with VMware vSphere 6.5 version.

Hyper-V support for MiCollab on MiVoice Office 400: MiVoice Office 400 is now supported with MiCollab on Hyper-V.

SIP TLS Certificate verification: Admin can now force the clients to validate and verify the TLS server certificate for the SIP connection. Select the TLS-server-certificate type to validate the PBX or MBG identity on the SIP TLS connection.

Types of certificate that are supported on the TLS connection:

- **Public CA** (Trusted 3rd party certificate): The admin must apply a trusted certificate on the PBX or MBG.
- **Mitel CA** (built-in Mitel certificates): These certificates are shipped along with MiVB and MBG.
- **Custom:** In case the admin who has implemented their own Certification Authority (CA), the admin can upload the certificate to the Client Deployment Service and will be distributed to the client from there. With this setting, the clients will validate the MBG identity on the SIP TLS connection using the certificate provided.

Server Gateway mode (iOS and Windows Phone 8 Clients): For MiCollab Servers that are running in the Server Gateway mode, where they have a WAN and a LAN port, and a split DNS setup to point to both interfaces that will need to change. In MiCollab 8.0, MiCollab Mobile Client for iOS must be configured to use the Teleworker Service through the WAN port. Therefore, while on the WiFi LAN, the application must use the WAN interface. For example, by re-deploying the iOS users with Teleworker setting on – targeted to the WAN IP of the teleworker.

Split DNS is not supported in this topology. The Client must use the IP address or a FQDN that resolves to the WAN port. It will also work for all other services except administration through Server Manager. You must point to the LAN port IP Address or FQDN to manage the server.

MICOLLAB AUDIO, WEB AND VIDEO RELEASE 8.0

MiCollab Meeting Center: The MiCollab Meeting Center is an integration of single tap to call into a MiCollab Audio, Web and Video Conference from the 6800 and 6900 series desk phones. You can access the meetings calendar using the soft key on your phone and connect to the meeting from the phone menu.

Note: MiCollab Audio, Web and Video Conferencing URL including access code must be a part of the <location> attribute in the Outlook appointment or meeting.

MiCollab Meeting Center feature requires an Active Directory account with the following privileges for using this feature:

- **Impersonation:** For subscription type as **Impersonation**, the Username should have Management Role as *ApplicationImpersonation* along with *LimitedDetails AccessRights*.
- **Delegation:** For subscription type as **Delegation**, the Username should have Reviewer *AccessRights*.

MiCollab Meeting Center is supported on MiVoice Business, MiVoice MX-ONE, MiVoice 5000, and MiVoice Office 400 communication platforms.

Notes:

- Meeting Center integration with Office 365 is supported using Impersonation only.
- Meeting Center integration with Office 365 using Delegation is not currently supported due to a subscription limitation with Office 365.
- MiCollab for Meeting Center feature is not supported for remote SIP devices.

Sharing from AWW Web Client: Users can share information with conference participants from the AWW Web Client. Sharing functionality is supported on chrome and non-chrome browsers on both MAC and Windows platforms. Users must install the below applications before initiating sharing for the first time:

- MiShareApp application for Internet Explorer, Safari, and Mozilla Firefox browsers.
- Native sharing Chrome extension for Google Chrome browser.

Leader Capabilities: AWW Conference leaders now have below capabilities in the AWW Web Client.

- End the meeting for all participants
- Mute or Unmute participants
- Remove participants

Support for Additional Languages: AWW end-user portal and MiCollab Microsoft Outlook Plugin now support Simplified Chinese language.

Migration to Single WAN IP: The second IP address dedicated to AWW can now be optionally removed and the AWW can be configured with a single external IP.

The FQDN for web conferencing is updated and the second FQDN is not required by the AWW application. The Clients fetch the updated configuration at AWW from the web requests during the connection automatically.

Note: The single IP configuration provides cost benefits but some external users behind a firewall with restricted outgoing traffic rules at ports other than 80 and 443 may experience connectivity issues.

MiCollab Microsoft Outlook Plugin enhancements:

- **Join Meeting** in Outlook ribbon for participants to join the meeting through AWW Web Client.
- MiCollab Microsoft Outlook Plugin download link is provided in the welcome e-mail.
- **Standing Meeting:** Users can create Standing Meetings if they already have one or more active reservation-less conferences created through end-user portal.
- **Join Meeting:** E-mail message will now have a clickable hyperlink **Join Meeting** in the e-mail body.

MICOLLAB CLIENT RELEASE 8.0

Basic Client support: Users with basic profile can now use MiCollab Web Client to place calls, search the directory, accept calls, and chat with other contacts.

MiCollab for PC Client: From MiCollab Release 8.0 onwards, an advanced version of the Legacy MiCollab Desktop Client called MiCollab for PC Client is introduced. Use the MiCollab for PC Client download link in the deployment e-mail to access this new Client. Admin can now toggle between MiCollab for PC Client or Legacy MiCollab Desktop Client during Deployment e-mail configuration.

Provisioning MiCollab for PC Client: Introduced for the new client, a field Provision new MiCollab Client for PC has been added in **MiCollab Client Service > Enterprise > Default Account Settings** for admin to enable or disable the provisioning MiCollab for PC Client. Use this feature in case of mixed deployment of MiCollab Clients (legacy Desktop Client and MiCollab for PC Client for different users).

MiCollab Client Presence integration with Microsoft Office: MiCollab contacts in Microsoft Office (Outlook) contact card, provide Presence status of the MiCollab user. The Outlook contacts are mapped with MiCollab Client Presence indicator to display the contact's Presence information. The Outlook contact card displays presence information of users next to the contact's photo.

Click to Chat from Outlook contact card: You can open an Outlook contact card and send an instant message using the MiCollab Client. To chat with an Outlook contact, click contact's instant message icon in the user's contact information.

Caller ID reverse lookup: Allows MiCollab Client to perform external LDAP reverse lookup (off-board LDAP) when there is no result found in on-board directory. If the LDAP reverse lookup function is enabled and there is an incoming MiCollab call, the user will see the contact information of the calling party.

iOS Push Notification: The iOS Push Notification feature is now supported on MiCollab. MiCollab for iPhone Client displays a notification when a new data becomes on their iOS device, even when MiCollab Client is running in the background or the iOS device is locked. Users receive notifications for the following:

- Chat messages
- Voicemail messages
- Incoming calls
- Missed calls
- MiTeam Stream and MiTeam Meet invites

iOS CallKit Integration: iOS CallKit is integrated with MiCollab to provide MiCollab call accept on lock screen and swap between GSM and MiCollab call.

Outgoing Device selection for multiple devices: Device selection is now possible on MiVoice 5000 and MiVoice Office 400 (integrated mode). If multiple devices (desk phones, DECT phones, and other phones) are configured and connected for your directory number, you can select the device to make and receive calls.

3-party audio conference Feature Access Code: SIP softphone 3-party audio conference on Desktop Client on MiVoice Office 400 is enabled by default (no additional configuration of conference Feature Access Code is required).

NUPOINT UNIFIED MESSAGING RELEASE 9.0

Advanced UM Enhancements: NuPoint UM now supports up to 1500 Advanced UM users with the Exchange Server and up to 1500 Advanced UM users with Office 365 hosted email configurations.

Direct drop feature is enabled to suppress the user greeting when a call is diverted from BluStar Collaboration Management (CMG) deployments of InAttend to NuPoint.

MIVOICE BORDER GATEWAY RELEASE 10

Remote Proxy now supports configuration for MiCollab Audio, Web and Video Conferencing external access using **one external IP** address instead of two addresses. Refer to the MiCollab Engineering Guidelines for configuration and migration instructions.

An option to **disable MBG's TFTP server** is now available. The TFTP server is required for MiNet device support. Mitel recommends that sites without MiNet devices follow the security principle of disabling unnecessary services, and turn off the TFTP server.

Voice and video port ranges can be configured. MBG now allows settings for voice and video under the Port Ranges panel including the ability to start the range at a value different than 20002.

MITEL STANDARD LINUX RELEASE 10.5

No new functionality.

RELEASE 8.0 DOCUMENTATION IMPROVEMENTS

MiCollab Client Quick Reference Guide is restructured to be in-line with MiTeam Reference Guide document structure. The following improvements were done:

- Separated each Client into description, conditions, and operation.
- Included screen captures for each Client.
- Provide step by step instructions for most frequently used procedures.

MICOLLAB 8.0 DOCUMENTS

For details on the features, refer to MiCollab 8.0 related documentation set in http://edocs.mitel.com/default.htm#MAS_anchor

WHAT'S NEW IN MICOLLAB RELEASE 7.3

MICOLLAB SUITE APPLICATION SERVICES RELEASE 7.3

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

Conference Feature Access Code: Prior to MiCollab Release 7.3, the MiCollab Desktop Client SIP softphone was unable to initiate a 3-party audio conference. A new field has now been added under **Users and Services > Network Element** tab, that allows administrators to enter the Feature Access Code (FAC) that MiCollab Client uses to establish a 3-party audio conference. See *MiCollab Client Administrator Guide* for more details.

If the MiCollab Client Service is configured in integrated mode, the system copies the FAC to the PBX Node tab of the MiCollab MiCollab Release 7.3Client 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

Welcome Email: Three new checkboxes are added to the **Welcome Email** tab under **MiCollab Settings** in **Configuration**. The checkboxes added are:

- MiCollab Microsoft Outlook Plugin
- MiVoice for Skype for Business
- End User Portal Link

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 AWW 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 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.



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