

## Product Bulletin MCD 5.0

### Mitel Communication Director Release 5.0 - General Overview Target Market / Opportunity / Positioning

MCD Release 5.0 provides significant new content for a range of customers, our primary themes in this development are:

- Deliver significant management improvements – aimed at simplifying the process for the partner technicians installing and commissioning the systems, as well as simplifying the ongoing administration of the solution for the end user (system administrator)
- Extend the reach of our Customer Interaction Solutions through increased scale and device support – specifically allowing 3<sup>rd</sup> party devices to be active agents within an MCD based contact center
- Extend our hospitality offer for large scale properties – bringing to market a solution which offers high availability and large scale solutions even where properties are continuing to deploy traditional analog solutions
- Consolidate the licensing changes that have occurred and implement some new techniques that:
  - simplify the licensing of multiple MCD nodes in a client network and
  - facilitate clients trying the many capabilities within MCD but which at the same time protect Mitel's primary source of revenue.
- Consolidate our market leading RIM Mobility offering
- Drive forward our advantage in virtualized real-time call control – extending our offer to better serve the needs of medium enterprise and smaller customers.

Along with these goals, MCD 5.0 delivers a host of customer raised Design Change Requests (DCR's) which will strengthen our offer for the many customers that we serve.

### Product Overview / Features & Benefits / Description

#### Licensing

Further details are available in a separate product bulletin – this summary provides a high-level view of the changes.

#### License Manager

License Manager is the name given to the new licensing capability embedded into Mitel Communications Director in Release 5.0. All instances of MCD will include License Manager as the controlling mechanism for the licensing enhancements. The MCD instances that will support License manager will include:

- Mitel 3300 Controllers
- Mitel 3300 MxServer
- Industry Standard Servers (ISS)
- Virtual MCD
- Mitel Multi-Instance Communications Director (MICD)

License Manager will have overall control of licensing on MCD and introduces several new capabilities that will deliver benefits to both our Solution Providers and our end customers. The new capabilities incorporated into all MCD systems are as follows:

- Try Before You Buy
- Trusted Services
- Over Allocation
- License Violation management

#### Enterprise Licensing

Mitel Enterprise Licensing is an additional License Manager capability that is available for MCD Enterprise Systems. Enterprise Licensing allows a **customer** to easily move Licenses around their solution. This license portability can be done in isolation of Mitel, the channel partner, or interaction with the AMC. By activating Enterprise Licensing, the customer is setting his MCD licensing up to work as a single solution rather than a group of individual licensed nodes. There are many advantages to licensing a group as a single entity, including License flexibility, ease of administration, and lowering the cost of ownership.

#### Hospitality Solution

MCD Release 5.0 delivers highly sought after hospitality enhancements and has been developed through close interaction with the sales team focused on this vertical. The solution incorporates:

- A new Industry Standard Server (ISS) from Stratus Technologies that delivers redundancy at the processor

- level – something that tends to be requested in many large scale hospitality solutions
- Updates to our PMS integrations that enable additional functionality that drives improved levels of service for guests
- A new set of hospitality base packages for MCD and a new Suite license which reflects the requirements for multiple phones in a room
- A new solution for large scale analog properties.

### **Redundant CPU from Stratus Technologies**

Not just for use in hospitality environments, the Stratus servers have been qualified for use with MCD as they provide a solution for tenders that call for mandatory processor redundancy. As well as processor redundancy, these servers provide RAID protected hard drives, dual hot-swappable power supplies and fans, and redundant network connections. A single copy of the software is installed and the underlying capabilities from Stratus ensure that the hardware components process the same instructions at the same time across the redundant hardware. This ensures continued uninterrupted processing in the event of a component malfunction and offers protection for core system components that include motherboards, processors, memory, I/O buses, and I/O adapters. In this model, it is possible to remove the CPU module out of one plane and the server will continue to function. '

Mitel have qualified the ftServers (models 2600 and 4500), and more details on the part numbers can be found in the MCD 5.0 Hospitality Product Brief. Note: as with all ISS platforms, these servers are not supplied through Mitel.

### **Enhancing Guest Services and closer PMS integration**

Recognizing that the PMS solution is often the “go to” application, Mitel has extended the services that can be enabled through this interface. Specifically, we now provide the following capabilities:

- DND Setting – Allow the PMS to configure the DND setting
- VIP Status – Display VIP Status of the caller
- Personal Wake-ups – Automatically designate personal wake-up for the guest
- Increased Languages – Support more active languages (15)
- Language Selection – Ability to set languages through the PMS
- Maid ID Codes – Mandatory maid identification for all room status updates

### **New Base Packs and Suite License**

Due to some of the more unique requirements of the hospitality market, we have created five new Hospitality MCD base packs – these are detailed in the MCD 5.0 Hospitality Product Bulletin and these five packs also facilitate the new Multi-device Suite License. The Multi-device Suite License (54005361) allows up to six devices to be configured in a Suite, while only consuming a single suite license. The underlying devices do not require licenses. Please refer to the MCD 5.0 Hospitality Product Bulletin for more details on the Multi-device Suite License.

### **New Large Scale Analog Hospitality Solution**

In addition to our Standalone and Clustered Hospitality solutions, MCD Release 5.0 introduces a new strategy to address large-scale analog hospitality deployments. This new architecture takes the best of both worlds (scalability and centralization). Using External Hotdesking, we can now automatically extend calls across the cluster to analog ports located on AX nodes. The solution requires a single IP controller to function as the Suite Hospitality Controller and one or more AX nodes to provide connectivity for analog devices. The Suite Hospitality Controller handles the processing and management tasks, as it hosts the Hotel and Motel Features & Reports, PMS and SMDR interfaces, GSA, and attendant consoles.

Suite configuration continues to be located in the Suite Hospitality Controller. All call processing is performed locally. Calls to the suite will ring all members either local or across the cluster. Although the analog ports may be situated on other nodes in the cluster, call processing is managed locally within the Suite Hospitality Controller, as a single standalone hospitality system.

### **Contact Centers**

As stated above, a separately issued Mitel Contact Center Solutions 6.0 Product Bulletin will give an introduction to some of the capabilities introduced in MCD 5.0.

With MCD release 5.0, Mitel will now enable the use of External Hotdesking for ACD agents. This means that an active member of a client’s contact center can be sitting behind a phone off a third-party PBX or on a regular POTS phone at home, and take calls just like they would if they were using a Mitel handset. This capability significantly increases the scope of business that Mitel can bid for in the Contact Center environment and provides a strengthened point of leverage that we can use to introduce Mitel into third-party PBX environments. To truly take advantage of this, a client application would be required on the agent’s PC – more details will follow in the Mitel Contact Center Solutions 6.0 Product Bulletin.

Also in release 5.0 Mitel is scaling up the capacity of our contact center solutions – while performance testing is ongoing, what is clear is that we will expect to reach at least 500 Active Agents on ISS deployments – over 40% capacity increase. In line with scaling the active agents, other aspects of the solution will also be scaled up – more details to follow.

Our RAD implementations are being optimized in that RAD hunt group directory numbers (not just individual RAD DNs) can now be sent to an IP RAD application such as Mitel Intelligent Queue; this eliminates the static association of RAD-port-to-ACD-path for any given RAD message in previous releases and by making IQ port assignment “dynamic” for the purposes of playing RADs, ports requirements can be reduced tenfold in a large contact center.

### **Administration and Management**

With cost of ownership and solution simplicity increasingly important, Mitel is making a number of enhancements to our embedded management application. These are detailed in a separate product brief (MCD 5.0 Administration Product Brief) but include:

- Audit trails – ability to track all changes made to facilitate problem resolution.
- User Roles and Templates – the User Role will be used in User Provisioning as it allows different system templates to be attached during the provisioning process, delivering more flexibility and greatly speeding up the process. The first template that is also supported in this release is a Key template – allowing the same set of default keys to be provisioned across many users.
- Active Directory integration – will allow the customer to create a new user on Active Directory and have the user automatically added into the MCD solution. Using the new template capabilities mentioned above a user can be almost completely configured into MCD without the administrator even touching the MCD system. Should the user information be changed on Active Directory, then through the scheduled synchronization capability the MCD solution will also be automatically updated.
- Scheduler enhancements – the scheduling engine is being expanded to add new services:
  - Ability to perform a system back up
  - Ability to log out hot desk users – this will allow the administrator to create a schedule to log out hot desk users, and can be applied to all hot desk users, external hot desk users only, or internal hotdesk users only
  - File export – scheduling file exports will allow data from the MCD system to be shared with other applications (such as Enterprise Manager). File exports can include SMDR, Back-up files, Telephone Directory, and other MCD forms and audit trail files
  - File import – will provide great flexibility for changing settings within MCD and for performing activities such as a bulk user provisioning.
- Unattended software downloads and upgrades – from MCD 5.0, we will introduce the ability to schedule a download of new MCD software, then allow the automated installation and activation of the new MCD software. This service will have error checking to ensure that in the event of an unsuccessful upgrade the system can revert to the previous software build. In its initial release, this new capability will only be available on the 3300 Controller variants of MCD (not x86) and will be available for real use with the first Service Pack on MCD 5.0 (as 5.0 delivers the base capability).
- Improved security – on initial login we will now force a password change and will provide the ability for the administrator to set a password strength and password expiry timer.
- Simplified Network Provisioning – a new ARS configuration mechanism “Direct IP Route” simplifies the configuration of IP Trunking on the MCD.
- Alarms display status is updated to report SDS Distribution status, License violation status, as well as Alarms status – if there are any data distribution alarms they will now be displayed in the Alarm Status area.
- Mitel is improving the support within the embedded system management application by providing tooltips – if the user hovers over an item in the ESM forms and a question mark (“?”) is displayed, then the user can click to get more information about the specific field.

### **General Features**

#### **Virtual Mitel Communications Director**

Release 5.0 sees us scale a single Virtual MCD instance to support up to 2500 users; for information regarding server specifications and resource requirements please refer to the relevant engineering guidelines. Additionally, in Release 5.0 we are also providing a Virtual MCD for smaller businesses which requires less resources on the host server – further details will be provided closer to the release. Also in support of smaller clients who wish to virtualize their call control, Mitel will be supporting the embedded voice mail, standard UM, and auto-attendant in this virtual appliance (mailbox part number 54000297). This will allow smaller companies to gain the same benefits as larger organizations and recognize the all-in-one nature of the solution that is typically sold in smaller businesses.

#### **RIM MVS Integration**

With MCD Release 5.0, Mitel is also extending our support for the RIM MVS integration. Specifically in this release we will extend our market reach by adding:

- Flexible Network and Platform support – The solution can be deployed on MCD ISS and Virtual MCD platforms (in addition to the Mitel 3300 Controllers already supported).
- Automatic Wi-Fi® / Cell Handoff, which simplifies active call roaming between Cellular and Wi-Fi networks and requires no user intervention (in conjunction with RIM MVS 5.1).
- Suppression of BlackBerry® MVS authentication tones, which eliminates audibility of tones at the far end and streamlines access to DTMF based applications such as voice mail, IVR systems, etc. This feature is supported on PRI trunks.
- Mitel Audio & Web Conferencing (AWC) conference “Join” which provides single button access to Conference Calls – the BlackBerry calendar presents “Join” / “Rejoin” button within Calendar Reminder

when bridge information is present.

## SIP

Extending our SIP integration for various devices, networks, and applications connectivity, Mitel is introducing the following SIP enhancements:

- MiTAI support for SIP trunking (important in contact centers using SIP trunks).
- Ability to prevent a call (and therefore a call waiting at the SIP device) if the SIP device is already active on a call. This will be an option at a device level so multiple methods of operation are available depending on device type. If selected, the second call will follow CFB or CFNA treatment if that is programmed.
- SIP Reject – similar to a mobile / cellular device, SIP Reject will allow the user the choice of rejecting the call as it is ringing – prior to release 5.0 the calling party would actually continue to hear ring bank and have to wait for the call timers to expire before being routed elsewhere, with this feature the call will be immediately pushed to follow the call forwarding.
- Support of third-party SIP forking – where third-party call servers support forking of calls we may get multiple replies to a call invite – MCD will accept all these (up to eight) and accept a call from any of the forked legs of the call.
- Third-party SIP firmware download from MCD – MCD will be able to host third-party firmware in support of the core wireless products (Ascom, RTX) to facilitate upgrades and ensure the correct versions are available based on release compatibility.
- Support for up to 2000 SIP trunks – up from the current 400 limit.
- Enable a trunk to be marked for Outgoing calls only (potentially used in emergency dialing situations so trunks cannot be consumed by incoming calls).
- Outgoing DID range programming for CPN substitution.
- VIP status on SIP devices (ties in with hospitality but can be used in all deployments).
- Tabbing of the SIP Options form.
- RFC updates:
  - 5373 – override auto answer in the SIP header
  - 5079 – reject “anonymous” calls
  - 3261 – make a range of timers configurable to better suit interop with service providers
  - 3323 – privacy: none option

## Call Control

- Support for wideband audio (G722.1) – hear people as they really are through wideband support. This is available on the Mitel 5330, 5340, and 5360 IP Phones – remember that the experience may vary depending on the routing of the call, but you can really hear the difference.
- Location-based time zone – Mitel will allow a time zone offset to be applied for remote IP phones that are hosted off a central MCD platform. This will ensure that the time that is displayed on the screen of the phone will be relevant for the user location rather than the time where the call server is located.
- BLF expansion – Mitel will support up to **64 appearances of the BLF** for a line – up from the current limit of 16. This capability is often requested by smaller sites deploying MCD who have perhaps been more used to key system type operation.
- Mitel 5505 Guest IP Phone support – a new phone supporting the hospitality market.
- Auto phone lock – typically required in more sensitive environments, this new COS feature allows a user's phone to be put into a locked state after a period of inactivity (similar to how it works on a PC). Once locked the user must enter their PIN to access phone services. A locked phone will still receive incoming calls (unlike if the user logged out of the set) and until the set is unlocked the only options available are to dial emergency numbers or for the operator or to log in / out of the set.
- Case sensitive caller ID – A customer-requested DCR, this ensures that names are presented on the display exactly as they are entered in the telephone directory. The case in question requires partners to be identified in all capital letters to help ensure their calls were handles appropriately through the organization.
- Internode IP trunks increased from 200 to 2000.
- Increased Hunt Groups from 255 to 2000.
- Increased Ring Groups from 176 to 704.
- AGC Support for Mitel NuPoint Unified Messaging™ (UM) with LS Trunk calls.

## Embedded Voice Mail

- Seven-digit numbering plan support – previously the embedded messaging supported a range of mailboxes from two to six digits long – this is being extended to support seven-digit numbering plans.
- In an ongoing process of securing our client's infrastructure, we are making a number of security related enhancements to the embedded voice mail application – these include:
  - Admin of mailboxes via the TUI will be defaulted to Disabled and will have to be expressly programmed
  - In addition, there will be no default pass code for the admin mailbox (therefore restricting any admin access via the TUI until this mailbox pass code is expressly programmed).
- Admin mailbox logins will be audited; the following actions with admin mailbox will be logged:
  - Successful or failed login attempt
  - Mailbox lockup
  - Important information with the call, such as mailbox number, failed pass-code numbers, and CLID (if

- available), will be recorded.
- Lock out admin mailboxes after three failed attempts to log in.
- Today the voice mail auto-attendant call forward is restricted to phone numbers starting with a specific digit. This feature will be extended to accept the starting three digits for an extension number and therefore cover a broader range of possibilities.

### **Mitel Configuration Wizard**

The Configuration Wizard is designed to simplify the installation process and is being expanded to include:

- DID (DDI) programming
- SIP trunk programming
- Cluster / Resiliency programming
- Country Specific data (ARS, CoS, CoRs, etc.)

### **New Hardware**

As part of MCD Release 5.0, Mitel has qualified the software to run on the Stratus 2600 and 4500 servers. These platforms offer increasing levels of hardware redundancy and, when customers are looking for high availability, guarantee the combination of the Stratus hardware redundancy and Mitel's software-based resilience – offering a great solution.

The Stratus servers will not be resold through Mitel – they are available from Stratus distribution partners and the part numbers are available in the MCD 5.0 Hospitality Product Bulletin.

За дополнительной информацией обращайтесь к официальному представителю компании Mitel Networks Corporation в России и СНГ – ООО Фирма «ТЕЛЕСОФТ» [dva@tsoft.msk.ru](mailto:dva@tsoft.msk.ru)  
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