



Mitel Teleworking Capabilities

As businesses and government entities across the globe advise workers to work from home some customers are quickly looking add teleworking to their Mitel system. To help support customers with what they need, we've outlined some options for you.

Please note the prices reflected in this document are MSRP. For special pricing and additional support with current promotional offerings, please reach out to your Channel Account Manager or Distributor.

MiVoice Business:

- All teleworking deployments require a Mitel Border Gateway (MBG). The MBG requires a public IP address and is deployed either in the DMZ or in parallel with the firewall. MBG runs on Mitel Standard Linux (MSL) for the OS, which is provided as part of the software download. MBG can be deployed either as a virtual machine (.ova) or directly onto an industry-standard server.
- If there is no MBG server in place, a new one will need to be deployed.
 - **54005339 - MiVoice Border Gateway Virtual - \$250**
 - **54004571 – MiVoice Border Gateway for Industry Standard Server - \$250**
 - **54005441 - MiCollab Base Software - \$995**
- Once the MBG is in place, Teleworker licenses must be assigned, one per remote IP telephone or softphone. Teleworker licenses may be acquired in multiple ways:
 - A-la-carte Teleworker Licensing, (may be added to any user type)
 - **54004572 - MBG Teleworker Service Users x1 - \$150**
 - **54004573 - MBG Teleworker Service Users x10 - \$1,100**
 - **54004575 - MBG Teleworker Service Users x50 - \$4,750**
 - For customers with existing MiCollab/UCC deployments, UCCv4 Basic (aka Enterprise User) and UCCv4 Entry users can be uplifted to **UCCv4 Standard** users, which include **one (1) softphone, one (1) mobile client, and one (1) Teleworker license.**
 - **UCCv4 Basic to Standard 52002959 \$165**
 - **UCCv4 Entry to Standard 54006548 \$110**
- For customers with existing MiCollab/UCC deployments, additional UCC v4 Standard users may be added as follows:
 - **UCC v4 STND User for MiVoice Bus x1 54006542 \$325**
 - **UCC v4 STND User for MiVoice Bus x50 54006543 \$13,800**
- MiTeam Meetings Uplift (Note: MiCollab 9.1 is required)
 - **UCC MiTeam Meetings 54010536 Free of Charge for 6 months**
 - **UCC MiTeam Meetings 54010537 \$120 annual**
- As of version 8.0, MiContact Center Business (MiCC-B) has included bundled licensing for three (3) Teleworkers and three (3) MiCollab Desktop Clients with Softphone per Contact Center or Workgroup Agent. The MiCC AMC Bundles must be applied to the MiCollab/ULM Application Record within the Mitel AMC in order for these entitlements to be available. Any new Agents will include these licenses. For pre-8.0 versions or with questions regarding upgrades, please contact Corporate Sales Engineering (Sales.Engineering@mitel.com) or reference the current bulletin in InfoChannel.

MiVoice Call Recording:

- MiVoice Call Recording can record the teleworkers as long as the MBGs are clustered. Screen recording is not supported for teleworkers.

MiVoice Office:

You can allow access to a MiVoice Office by opening ports on the customer firewall.

Option #1 – Take existing Mitel 53xx phones home

- No additional licensing required;
- Requires a dedicated external IP address for each MiVoice Office 250 (CS/HX);
- Requires that NAT be enabled on the customer's router/firewall to forward incoming traffic on external IP address to internal IP address of MiVO250;
- Requires either POE switch port or POE adapter at user's home;
- Requires that the IP address for the MiVO250 which is programmed on each IP phones be changed from the private IP address to the public IP address

Note 69xx is not supported using this method.

Option #2 – Deploy Mitel Border Gateway – Secure Access

- Does the customer have a Mitel MBG? This can be on a physical or virtual server and would be located in the customers DMZ so it is accessible from the Internet. 54005339 is a Virtual Mitel Border Gateway and 54005441 is software to load a Mitel Border Gateway on a server.
 - **54005339 - MiVoice Border Gateway Virtual - \$250**
 - **54004571 – MiVoice Border Gateway for Industry Standard Server - \$250**
- MiVoice Office licenses do not include teleworker so you will need to add the teleworker license 54004572 per user. This enables the user to register and gain access via the Mitel Border Gateway. You will need to add time for your techs to program this access. This is the same part just bundled based on quantity.
 - **54004572 - MBG Teleworker Service Users x1 - \$150**
 - **54004573 - MBG Teleworker Service Users x10 - \$1,100**
 - **54004575 - MBG Teleworker Service Users x50 - \$4,750**

MiVoice Connect:

- A Mitel Edge Gateway (EGW) is required in order to provide teleworker functionality to users. The EGW license can be obtained at no charge.
- Additionally, teleworkers must have either a Standard, or Advanced user license assigned to them in Connect Director.
- The EGW operates in a virtualized environment (VMWare or MS Hyper-V).
- The Mitel 400 series phones is the only model currently supported on the EGW.
- Only 1 EGW is supported per HQ system. Maximum EGW concurrent capacities are as follows:
 - 2,000 physical phone connections (RAST)
 - 800 Connect Clients
 - 200 Concurrent Calls
- **For urgent deployments:**
 - the EGW software can be obtained from the Software Download Center in MiAccess.
 - **Standard and Advanced User Licenses are not immediately required. The MiVoice**

Connect system provides a 45-day grace period to allow Teleworker capabilities until a permanent license can be procured.

- The system will display the following alarm until Standard or Advanced licenses are applied to the users: *“Due to license violation, access to Director will be locked in 45 days. Take proper action before the grace period has expired. Note that there are additional charges if you need to recover from a locked Directories.”*
- For larger deployments exceeding the capacity of the EGW as listed above, a 3rd party VPN solution can be leverage to allow up to 5,000 users to connect remotely:
 - This type of deployment requires sufficient HQ, DVS server and switch capacity (virtual switches are strongly recommended)
 - Each HQ server can support up to 250 users
 - Each Windows DVS can support up to 250 users
 - Each Linux DVS can support up to 400 users
 - If softphones are used with resource intensive features (such as Workgroups, Hunt Groups, Route Points, Simultaneous Ring, and BCA/SCAs), the maximum number of supported softphone users per Headquarters server, Linux DVS, and Windows DVS is reduced by approximately 30 percent.
- Licensing information:
 - **30144 - License, Virtual Edge Gateway Server - \$0**
 - **30151 - License Bundle, Telephony Onsite Upgrade to Standard - \$140**
 - **30153 - License Bundle, Essentials Onsite Upgrade to Standard - \$100**
- Please refer to the Planning and Installation Guide for further details:
<https://www.mitel.com/document-center/business-phone-systems/mivoice-connect/mivoice-connect-platform/191-sp1/en/mivoice-connect-planning-and-installation-guide>

Remote Contact Center Agents:

- MiContact Center Business SIP/MiVoice Connect
 - Contact Center is supported is conjunction with the Edge gateway. As long as the agent is using the MiVoice Connect desktop client or a desk phone, no other licenses are required.
- MiVoice Connect Contact Center (formerly ECC)
 - Contact Center is supported is conjunction with the Edge gateway. No additional licensing is required.
- MiVoice Call Recording:
 - MiVoice Call Recording can record the teleworkers as long as the MBGs are clustered. Screen recording is not supported for teleworkers.

MiCloud Flex:

- Your users may or may not be setup as teleworkers. You should contact your Mitel Customer Success Manager or Customer Care to check. All licenses on Flex include Teleworker however it may not be programmed depending on how your setup.

MiCloud Connect:

MiCloud Connect is designed to enable teleworking for all users. If you have questions, contact your customer success manager.

- **Soft Phone** – available in Connect Client for Desktop or Web Version via Connect for Google Chrome
- **Mobility** – Teamwork and Connect Mobile for Android and iOS.
- **IP phones** – Easily configured to work remotely and the **WLAN connector** allows phones to use in home WiFi no need for a network jack near the phone.
- **Web Based Contact Center Agents** – Both CX and CC can support remote / work from home agents
- **Collaboration** – Teamwork enables users to work remotely by providing a virtual "workspace" where members can send SMS messages, share files, assign tasks, hold impromptu conferences and exchange personal and group messages.

**** Optional Power: You should also remember that phones require power and most home users do not have POE.**

- POE adapter that would be needed per phone unless the user has a POE switch.
- 51015131 requires the 51005172. Supports both 53xx and 69xx series IP Phones.
 - **51015131 – 48vdC ETHNT PWR ADPT 100-240V 802.3AF - \$40**
 - **51005172 - PWR CRD C7 2.5A 125V-NA PLUG NON POLRIZD - \$12**
- Supports both 53xx and 69xx series IP Phones no cord is required.
 - **50006822 – AC Adaptor L6 48V NA - \$25**
- WLAN adapter. This allows you to power the phone and connect to your home WIFI network if there is no network cabling in the room you will use.
 - **51304977 – WLAN Adapter (NA) - \$170**