

High Level Design Report

MIVB



Introduction

This report is generated by UCentric to provide details of the existing communications infrastructure, either on-premises (PBX) or cloud-based.

As well as providing details of the existing configuration, this report will provide insights into the considerations you may need to take in account when migrating your existing solution to an alternative provider.

Whilst this report is built from your existing configuration, any such migration plan should be augmented with additional data in order to provide a detailed plan prior to migration. This would normally include Active Directory, Call Logging (CDR) data, Numbering plans and exports from ancillary systems such as Voice mail, IVR, Call Recorders etc.

Mitel



# Icon Description automatically generatedSystem details

The following audit report has been automatically generated by UCentric Voice Audit from a data capture from the following communications system.

Mitel

|  |  |
| --- | --- |
| **Name** | MIVB |
| **Network Element Name** | mn28 |
| **System Type** | 3300 ICP |
| **Audit date** | 2023-10-17 14-35-08 |

Please note, this is an audit of a single or standalone PBX.

Some tables or columns may be empty in this report. This is to be expected due to the flexibility available in system programming. It indicates that no data was found within the system for that table or column.



## Platform details

This information is derived from what is available in the audited database.

Please note the following:

• The Platform Type will be blank if it is not available in the audited database. It is

only available in Release 9.0 and above.

• Release information is shown to the service pack level and will not show if patch releases have been applied. The build number provides the full details to the patch release level.

• The Application Record ID will be blank if it is not available in the audited database. It is only available in Release 9.0 and above.

• DID/DDI information for MiVB Release 6.0 is not available. DID/DDI information must be sourced manually.

|  |  |
| --- | --- |
| **Platform Type (RIs 9.0 and above)** |  |
| **Release Level** | 8.0 SP3 |
| **Build Number** | 14.0.3.51 |
| **IP Address** | 10.211.13.50 |
| **Application Record ID (RIs 9.0 and above)** | Unavailable |

# Insights summary

There is a total of 337 Directory Numbers in the existing system, including hunt groups, pickup groups and all physical extensions and profiles. In terms of numbers relating to users, they are as follows:

|  |  |  |
| --- | --- | --- |
|  | A picture containing wheel  Description automatically generated  **0** Profiles |  |
| A picture containing text, night sky  Description automatically generated  **0** Soft phones / Apps |
| A picture containing electronics, telephone  Description automatically generated  **284** IP Extensions |
| A picture containing text  Description automatically generated  **10** Digital Extensions |
| **0** Analog Extensions |

Profiles, soft phones, and IP extensions are much easier to migrate than older technologies such as digital and analog phones.

# A picture containing text Description automatically generatedDetailed Insights

This table provides a list of each type of facility that is in use across the existing solution.

|  |  |  |
| --- | --- | --- |
| Category | Count | Information |
| License status | (See licensing section) |  |
| Total physical devices | 288 | Includes physical devices and softphones. |
| Total analog devices | 0 | Analog phones, faxes, etc. |
| Total hotdesking users | 6 | Users configured as Hotdesking |
| SIP licenses allocated | 20 | Number of SIP licenses |
| Non-SIP trunks | 6 | Number of Non-SIP trunks |
| Total Hunt Groups | 11 | Total Hunt Groups in use |
| Total Pickup Groups | 5 | Total Pickup Groups in use |
| Total Paging Groups | 7 | Total Paging Groups in use |
| Total Ring Groups | 6 | Total Ring Groups in use |
| Total Personal Ring Groups | 3 | Total PRG Groups in use |
| Total ACD Groups | 7 | Total ACD Groups in use |
| Total MDUG Groups | 4 | Total MDU Groups in use |

## General Migration Considerations

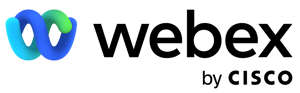
This high-level design report can be provided in conjunction with a Migration plan/LLD (Spreadsheet) which can be used to provision to hosted voice and cloud solutions both automatically and manually.

The following considerations apply:

* Unused configurations will not be captured in the Migration Plan. This includes:
  + Devices or profiles without a DN.
  + Hunt groups, pickup groups, ring groups or paging groups without members.
* Data that is not in the audited database will not be migrated automatically. For example, this includes:
  + Voicemails.
  + Voicemail greetings.
  + Prompt recordings.
* Some information needed for successful provisioning, but not found in the audited database, will be automatically generated, or defaulted and added to the Migration Plan where possible. If not, it must be manually added.
* Changes to the Migration Plan can be made prior to provisioning, such as adding or deleting rows, changing information within a row, or adding missing information.
* You will also need to determine the numbers that will require porting to the hosted voice solution, this is outside of the scope of this audit.

The following section(s) outline the considerations for migration to some of the major cloud, UC and hosted platforms.

### Migration considerations to Cisco



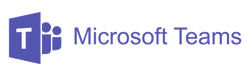
This table will detail any common facilities being used by a legacy platform and if it is supported in the Cisco hosted and on-premises environments.

To identify parity gaps, the audit is mapped and compared to the Webex platform. There is a total of 337 directory numbers within the audited platform. Some features have a clear parity, and others will need to be reviewed prior to migration.

|  |  |  |  |
| --- | --- | --- | --- |
| Facility in use | Active | Hosted HCS / On-premise CUCM | Webex Calling/ Broadworks |
| IP Phones | 278 | Check models | Check models |
| SIP Phones | 17 | Std feature | Std feature |
| Call Forwarding | 16 | Std feature | Std feature |
| Hunt Groups | 11 | Std feature | Std feature |
| Digital Phones | 10 | Unsupported | Unsupported |
| ACD Groups | 7 | Std feature | Std feature |
| Paging Groups | 7 | Unsupported | Unsupported |
| Hotdesking | 6 | Std feature | Via Multi-prescence |
| Ring Groups | 6 | Std feature | Std feature |
| Pickup Groups | 5 | Std feature | Std feature |
| MDU Groups | 4 | Unsupported | Unsupported |
| PRG Groups | 3 | Unsupported | Unsupported |
| image = Supported image = Unsupported image = Limited support | | | |

|  |  |
| --- | --- |
| Overall Feature Parity | Call usage (if available) |
|  |  |

### Migration considerations to Microsoft Teams



This table will detail any common facilities being used by a legacy platform and if it is supported in the Microsoft hosted environment.

To identify parity gaps, the audit is mapped and compared to the Teams platform. There is a total of 337 directory numbers within the audited platform. Some features have a clear parity, and others will need to be reviewed prior to migration.

|  |  |  |
| --- | --- | --- |
| Facility in use | Active | Teams |
| IP Phones | 278 | Check models |
| SIP Phones | 17 | Std feature |
| Call Forwarding | 16 | Std feature |
| Hunt Groups | 11 | Std feature |
| Digital Phones | 10 | Unsupported |
| ACD Groups | 7 | Std feature |
| Paging Groups | 7 | Unsupported |
| Hotdesking | 6 | Via Multi-prescence |
| Ring Groups | 6 | Std feature |
| Pickup Groups | 5 | Std feature |
| MDU Groups | 4 | Unsupported |
| PRG Groups | 3 | Unsupported |
| image = Supported image = Unsupported image = Limited support | | |

|  |  |  |
| --- | --- | --- |
| Facility | # in Use | Comment |
| Call forwards to external numbers | 6 | Call forward external not supported by Teams |
| Ring Groups | 6 | Ring groups are not supported by Teams |
| PRG Groups | 3 | PRG groups are not supported by Teams |

|  |  |
| --- | --- |
| Overall Feature Parity | Call usage (if available) |
|  |  |

|  |  |
| --- | --- |
| Estimated Monthly Cost of E3 licenses\* | Estimated Monthly Cost of E5 licenses\* |
| £8261.40 | £14141.40 |

\*Based on costs of E3 = £28.10, E3+Voice = £34.10 and E5 = £48.10

## Migration considerations to RingCentral

A picture containing text, clipart  Description automatically generated

This table will detail any common facilities being used by a legacy platform and if it is supported in the RingCentral hosted environment.

To identify parity gaps, the audit is mapped and compared to the RingCentral platform. There is a total of 337 directory numbers within the audited platform. Some features have a clear parity, and others will need to be reviewed prior to migration.

|  |  |  |
| --- | --- | --- |
| Facility in use | Active | Teams |
| IP Phones | 278 | Check models |
| SIP Phones | 17 | Std feature |
| Call Forwarding | 16 | Std feature |
| Hunt Groups | 11 | Std feature |
| Digital Phones | 10 | Unsupported |
| ACD Groups | 7 | Std feature |
| Paging Groups | 7 | Unsupported |
| Hotdesking | 6 | Std feature |
| Ring Groups | 6 | Std feature |
| Pickup Groups | 5 | Std feature |
| MDU Groups | 4 | Unsupported |
| PRG Groups | 3 | Unsupported |
| image = Supported image = Unsupported image = Limited support | | |

|  |  |
| --- | --- |
| Overall Feature Parity | Call usage (if available) |
|  |  |

## Migration call usage considerations

If CDR data is available, this report will detail the number of users making and receiving calls across the existing solution. This allows you to understand potential licensing costs for any cloud provider in terms of the ‘voice’ licenses and call costs.

This requires manually adding from detail in LLD (With blending of CDR)

|  |  |
| --- | --- |
| **337** Total DN's  (Directory Numbers)Icon  Description automatically generated | **0 calls made** |
| **0 incoming calls** |
| **0 outgoing calls** |

|  |  |  |
| --- | --- | --- |
| Logo  Description automatically generated | Text, logo  Description automatically generated | Logo  Description automatically generated |
| **294 users with 0 calls**    **0 with under 20 calls** | **0 users with under 50 call involvements**  **0 with under 100 call involvements** | **0 users with over 100 call involvements**  **0 over 250**  **0 over 1000** |

# A picture containing text Description automatically generatedEnergy insights

This report details potential carbon impact of the existing solution based on the following assumption: *ALL devices are in use for 30% of a 5-day working week.*

This report is for illustration purposes only.

The current **Total kWh** of **0.49** can be reflected as **4254.03 kW** annually – This is equivalent to the following environmental impact.

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  |  |
| **2231.67**  **Kilograms of CO2** | **4.25**  **Fully grown trees felled** | **0.65**  **Passenger cars driven for 12 months** | **Annual energy usage of**  **0.35 of a family homes** |

**Moving to a hosted solution could potentially reduce the carbon impact of your solution by taking advantage of a multi-tenanted platform in an efficient data center.**

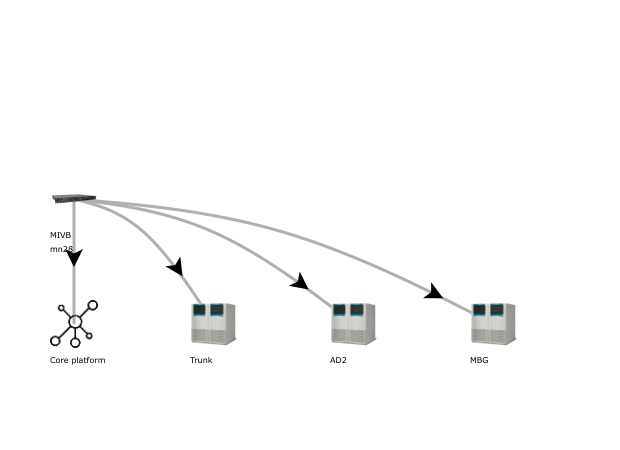
In the meantime, you can mitigate your impact by…

|  |  |
| --- | --- |
|  | Recycle **131.88** bags of waste instead of sending them to landfill |
|  | Plant **49.77** trees and let them grow for 10 years |
|  | Swapping **114.86** incandescent bulbs to LED equivalent |

**But you’d need to do that Every Year**

# A close-up of a cell phone Description automatically generated with medium confidenceGateway / Cabinet overview

There are **4** Gateways/Cabinets in this configuration.



|  |  |  |  |
| --- | --- | --- | --- |
| Gateway name | Detail | MAC | IP Address |
| Core platform  - |  |  |  |
| Trunk  - |  |  | 192.168.10.191 |
| AD2  - |  |  | 10.211.60.139 |
| MBG  - |  |  | 192.168.10.190 |

# Dialling Plan

## Trunk Groups, SIP Peers and Direct Routes

If there are SIP Peers configured on the system, the trunk group column for that peer will be empty and the description/SIP Peer Profile Label will identify the SIP Peer. Otherwise, a number and description will show in the trunk group and description columns respectively.

Direct Routes are captured in this table as well.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| ARS Digits | Trunk group number | Description / SIP Peer Profile Label | Route Number | Trunk Type | Routing Medium | Route Type |
| 454 |  |  | 6 | Direct IP | Direct IP | Non-verified Account |
| 455 |  |  | 12 | Direct IP | Direct IP | PSTN |
| 765 |  | SIP1 | 2 | SIP | SIP | PSTN |
| 765 |  |  | 2 | Direct IP | Direct IP | Non-verified Account |
| 77 |  | SIP1 | 1 | SIP | SIP | PSTN |
| 774 | 2 | Test2 | 5 | Private | XNET | Non-verified Account |
| 775 | 1 | Test1 | 9 | Private | XNET |  |
| 776 | 1 | Test1 | 10 | Private | XNET | Emergency |
| 778 |  |  | 11 | SIP | SIP | Non-verified Account |
| 811 |  |  | 15 | SIP | SIP | Emergency |
| 88 |  | SIP1 | 1 | SIP | SIP | PSTN |
| 88 |  | SIP2 | 1 | SIP | SIP |  |
| 887 | 2 | Test2 | 7 | Private | XNET | PSTN |
| 911 |  |  | 4 | SIP | SIP | Emergency |
| 98 |  | SIP2 | 2 | SIP | SIP |  |
| 99 | 1 | Test1 | 3 | Private | XNET |  |

**Note: Routing Medium refers to the type of trunk used for that route (Direct IP, IP/XNET, SIP, or TDM Trunk). Route Type refers to the treatment of that route (Emergency, Non-verified Account Code, or PSTN via DPNSS).**

## ARS Routes

If the trunks are described by a Termination Type of Route, use the table in 7.1.

Alternatively, if the trunks are described by a Termination type of list, a list of 1st, 2nd, and 3rd Choice routes is shown in the below table.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ARS Digits | Number of digits to follow | Termination Type | 1st Choice Route | 2nd Choice Route | 3rd Choice Route |
| 454 | Unknown | Route 6 |  |  |  |
| 455 | Unknown | Route 12 |  |  |  |
| 765 | Unknown | List 2 | 1 | 6 |  |
| 77 | Unknown | Route 1 |  |  |  |
| 774 | Unknown | Route 5 |  |  |  |
| 775 | Unknown | Route 9 |  |  |  |
| 776 | Unknown | Route 10 |  |  |  |
| 778 | Unknown | Route 11 |  |  |  |
| 811 | Unknown | Route 15 |  |  |  |
| 88 | Unknown | List 1 | 1 | 2 |  |
| 887 | Unknown | Route 7 |  |  |  |
| 911 | 0 | Route 4 |  |  |  |
| 98 | Unknown | Route 2 |  |  |  |
| 99 | Unknown | Route 3 |  |  |  |

ARS routes may include digit modifications to the initial ARS dialed digits. The digit modification plan specifies the number of digits to absorb from the dialed number and the digits to insert during outpulsing. Digits to be inserted may include special markers to define complex dialing patterns.

|  |  |  |
| --- | --- | --- |
| Route Number | Number of Digits to Absorb | Digits to Insert |
| 1 | 2 | 66 |
| 2 | 2 | 33 |
| 3 | 0 |  |
| 4 | 0 |  |
| 5 | 2 | 66 |
| 6 | 3 |  |
| 7 | 2 | 66 |
| 9 | 2 | 66 |
| 10 | 2 | 66 |
| 11 | 2 | 66 |
| 12 | 3 |  |
| 15 | 0 |  |

## Extension Number (DN) Ranges

The most frequently used extension digit length for this system is **5**.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Prefix | Length | Total allocated | Start number | End number |
| 10\*\* | 4 | 66 | 1000 | 1076 |
| 11\*\* | 4 | 10 | 1111 | 1120 |
| 20\*\*\* | 5 | 1 | 20588 | 20588 |
| 49\*\*\* | 5 | 206 | 49001 | 49660 |
| 81\*\* | 4 | 1 | 8123 | 8123 |
| 81\*\*\* | 5 | 2 | 81009 | 81010 |
| 85\*\*\* | 5 | 2 | 85613 | 85614 |
| 86\*\* | 4 | 4 | 8612 | 8650 |
| 87\*\*\* | 5 | 2 | 87001 | 87002 |

## DDI Information

### Individual DDIs

|  |  |  |  |
| --- | --- | --- | --- |
| Destination Number or SIP Peer Profile Label | Base Number | DN Count | Trunk Count |
| 1000 | 9999988880 | 1 | n/a |
| 1005 | 9999988881 | 1 | n/a |
| 1033 | 5433453533 | 1 | n/a |
| 1055 | 9999988886 | 1 | n/a |
| SIP:SIP2 | 8888899999 | 1 | 1 |
| SIP:SIP2 | 8888899998 | 1 | 1 |

### DDI Ranges

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Destination Number or SIP Peer Profile Label | From | To | DN Count | Trunk Count |
| SIP:SIP1 | 7888899990 | 7888899998 | 9 | 1 |
| SIP:SIP1 | 9999988880 | 9999988889 | 10 | 1 |

# Icon Description automatically generatedExtension Summary

This details a summary of the extension types captured within the audit of the existing voice solution, and the capacity of the existing system if available.

There are **4** extension cards within the system, providing the following capacities:

|  |  |  |
| --- | --- | --- |
|  | Capacity | Used |
| Total | 391 | 294 |
|  |  |  |
| Analog | 0 | 0 |
| Digital | 16 | 10 |
| Hybrid (i.e. COV) | 0 | 0 |
| IP | 375 | 284 |

|  |
| --- |
|  |
| There were **0** extensions marked as *‘out of service’* |

image There are 0 analog configured. Any migration to hosted voice that requires analog extensions (e.g. for Fax / Modems / PDQ etc.) will require FXO/Analog Gateways at the required locations.

## Icon Description automatically generatedActual utilisation

This table shows all circuit types in use and their actual utilisation after Out-of-Service, and un-numbered extensions and trunks are removed from the programmed counts.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Circuit type | Capacity | Programmed | Out of Service | No Circuit ID | % Utilised | % Actual utilised |
| Extns - Digital | 16 | 11  68.75% | 0  0.00 % | 1  1% | 68.75% | 62.50% |
| Extns - IP | 375 | 280  74.67% | 0  0.00 % | 3  3% | 74.67% | 73.87% |
| Trunks - IP | 400 | 2  0.50% | 0  0.00 % | 0  0% | 0.50% | 0.00% |

## Icon Description automatically generatedConsoles

There are **7** console(s)\* programmed within the system.

*\*Note: Not all vendors (e.g. Cisco) have a concept of ‘Consoles’, and instead use add-on button keypads to existing IP or Digital handsets.*

## A picture containing icon Description automatically generatedExtension Number (DN) Ranges

This details all of the extension number ranges that have been determined within the existing solution, and the number of extensions or users within each range. This is useful to determine the need for DID numbering, or to properly plan SBCs or Voice Gateway routes.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Prefix | Length | Total allocated | Start number | End number |
| 10\*\* | 4 | 66 | 1000 | 1076 |
| 11\*\* | 4 | 10 | 1111 | 1120 |
| 20\*\*\* | 5 | 1 | 20588 | 20588 |
| 49\*\*\* | 5 | 206 | 49001 | 49660 |
| 81\*\* | 4 | 1 | 8123 | 8123 |
| 81\*\*\* | 5 | 2 | 81009 | 81010 |
| 85\*\*\* | 5 | 2 | 85613 | 85614 |
| 86\*\* | 4 | 4 | 8612 | 8650 |
| 87\*\*\* | 5 | 2 | 87001 | 87002 |

* If you have extensions with different digit lengths, this can cause issues on a hosted voice solution, and should be reviewed prior to migration.

## Icon Description automatically generatedHandset Types

Where known, this details all the different handsets or softphone types in use. This allows you to understand what features and facilities users are currently utilising and ensuring that any migration does not reduce their experience.

|  |  |  |  |
| --- | --- | --- | --- |
| Handset | Model | Programmed | Details |
|  | 5360IP | 201 | The Mitel 5360 IP Phone represents the high end of the Mitel IP Phone range. The colour touch screen display offers instant and easy access to functions, contacts and applications for efficient use, whilst a host of hard function keys provide communication essentials such as hold, speaker and mute. |
|  | 4150 | 10 | Digital DNIC Handset with 4 line backlit touch-screen LCD display and 14 keys and backlight, 6 touchscreen soft keys. |
|  | 5312IP | 6 | SIP DECT device. 1.8″, 128x160 display. Headset connection. |
|  | SIP USER | 5 | Generic SIP Phone |
|  | 6940IP | 4 | The Mitel 6940 Advanced Desktop IP Phone. with a Maximum of 96 Lines 7' (800 x 480px) colour LCD touch display, MobileLink - Smartphone to deskphone integration, Mobile phone charging point, Embedded Bluetooth 4.1 technology, Cordless 'Speech optimised' (High Definition Audio) handset, Enhanced full-Duplex speakerphone, 6 context sensitive keys |
|  | 6920IP | 3 | The Mitel 6920 Desktop IP phone with a 3.5' QVGA color display: 320x240 pixel, HD full duplex sound, 6 keys, USB port, EHS / DHSG headphone jack and 2 Gigabit Ethernet ports with PoE |
|  | MIVOICE BUSINESS CONSOLE | 3 | Basic Analog 2-Wire/POTS Handset. No further detail available. |
|  | 6930IP | 2 | The Mitel 6930 Desktop IP 4.3 inch 480 x 272 pixel colour display, Bluetooth 4.1, Mobile Integration through Mobile Link, USB charging point for mobile phones, 12 keys, 5 Context sensitive soft keys, Speech optimised corded handset, Enhanced full duplex speaker phone, USB port for headsets and accessories, 2 Gigabit Ethernet ports with PoE, Dual 10/100/1000 Mbps Ethernet ports (LAN or PC) |
|  | SC1000IP/SC2000IP | 2 | The Mitel Superset Superconsole 2000 is an attendant console that is compatible with the Mitel SX-2000 system. Digital DNIC Switchboard Console with LCD display and multiple hold keys + CDE. |
|  | SC5540IP | 2 | Super Console 5540 IP Operator Console. 4 line, 80 char backlit display. 14 fixed function, 10 attendant softkeys, 2 headset / handset jacks, Hospitality features including room status, guest telephony privileges, and automatic wake-up calls, 10 soft keys. |
|  | 5603SIP | 2 | Mitel wireless mobile IP telephone. Mono Screen, Customisable Graphical User Interface, 18 Languages (One Customisable), 3 soft keys, 9 hot keys, multi-function button |
|  | 5604SIP | 2 | Mitel wireless mobile IP telephone. Moister and solvent resistant (IP44 Classified) Customisable Graphical User Interface, Colour Screen, 18 Languages (One Customisable), 3 soft keys, 9 hot keys, multi-function button, Message capable (Send / Receive / Acknowledge), Swappable battery pack |
|  | 5340EIP | 2 | Large backlit graphics display (160 x 320) with auto dimming. 48 (3 x 16 keys). Wideband Audio Support ¹ ships with a wideband handset (7kz) standard. Peripherals and modules support: Line Interface Module, IP Conference Unit, Cordless (DECT) Accessories, Wireless LAN Stand, Gigabit Ethernet Stand. 6 context-sensitive softkeys for intuitive feature access. HTML Desktop Toolkit included for Applications development. Browser-based Desktop Tool for easy user programming and key labeling. Dual mode phone: support for SIP and MiNET protocols. Handsfree speakerphone operation (full duplex). Dual port IP phone (10/100 Mb integrated Ethernet switch). with IEEE 802.1p/q for Voice Quality of Service. Designed for power conservation: reduces power consumption for overall energy savingsÓ plus many more features and capabilities. software release: minimum 3300 ICP - Rel. 8.0 UR1. with SIP, 802.3af, 802.1p/q |
|  | 5340IP | 2 | Large backlit graphics display (160 x 320) with auto dimming. 48 (3 x 16 keys). Wideband Audio Support ¹ ships with a wideband handset (7kz) standard. Peripherals and modules support: Line Interface Module, IP Conference Unit, Cordless (DECT) Accessories, Wireless LAN Stand, Gigabit Ethernet Stand. 6 context-sensitive softkeys for intuitive feature access. HTML Desktop Toolkit included for Applications development. Browser-based Desktop Tool for easy user programming and key labeling. Dual mode phone: support for SIP and MiNET protocols. Handsfree speakerphone operation (full duplex). Dual port IP phone (10/100 Mb integrated Ethernet switch). with IEEE 802.1p/q for Voice Quality of Service. Designed for power conservation: reduces power consumption for overall energy savingsÓ plus many more features and capabilities. software release: minimum 3300 ICP - Rel. 8.0 UR1. with SIP, 802.3af, 802.1p/q |
|  | 5401IP | 1 | Not specified |
|  | 5505SIP | 1 | Guest IP Single-Line Cordless Phone that with SIP VoIP Protocol. Dual Ethernet (10/100 Mb) Ports. Full-Duplex Speakerphone with on-hook Dialing Support. Five Speed Dial Keys. Context-Sensitive Menu-Driven Display |
|  | 5320EIP | 1 | The Mitel 5320 IP Phone is an entry-level display phone for communications-intensive companies needing rich communications applications and services on the desktop. |
|  | 5320IP | 1 | The Mitel 5320 IP Phone is an entry-level display phone for communications-intensive companies needing rich communications applications and services on the desktop. |
|  | 5324IP | 1 | Two-line by 20-character white, backlit, graphics display with contrast control and auto-dimming. Twelve multi-function keys. 8 function keys. Handsfree speakerphone. Speed calling. Hold and Transfer. LNR. On-hook dial. Page send/receive. Message waiting lamp. Conference call setup. Hearing aid compatible handset. Dedicated headset jack. ACD Support. Dual mode: MiNet and SIP support. Phonebook support on Mitel 3300 . Mitel Teleworker Solution support. Mitel Wireless LAN Stand and Gigabit Ethernet Stand support. Two-position, 35-degree tilting stand . Wall-mountable. 802.3af-compliant. IP licence may be required |
|  | 5330EIP | 1 | IP Phone with 160x320 LCD Mono Display (Backlit), 24 Keys, 6 Context Keys with SIP, 802.3af, 802.1p/q |
|  | 5330IP | 1 | IP Phone with 160x320 LCD Mono Display (Backlit), 24 Keys, 6 Context Keys with SIP, 802.3af, 802.1p/q |
|  | 5607SIP | 1 | Mitel wireless mobile IP telephone. High quality voice, Colour display, Speakerphone mode, Solvent, dust, moisture, and shock resistance with 3 programmable soft keys. |
|  | 5610SIP | 1 | Mitel wireless mobile IP telephone. Nine polyphonic ringtones, Handset with colour display with backlighting and auto dimming, with Dynamic Extension on MiVoice Business, Multiple languages supported on the 5610 DECT Handset, Speakerphone capable, with adjustable volumes, Personal contact storage and management |
|  | 6600 YA PRO | 1 | Not specified |
|  | CITEL LINK TYPE1 | 1 | Not specified |
|  | CITEL LINK TYPE2 | 1 | Not specified |
|  | DTW LINK TYPE1 | 1 | Not specified |
|  | IP APPLICATION | 1 | Any Mitel IP Application or UCA Applet |
|  | 4001IP 5001 | 1 | Basic Digital DNIC Handset with message waiting lamp and hold keys. |
|  | 4015IP 5010 | 1 | Digital DNIC Handset with 2 line, 20 char LCD display and 7 keys. |
|  | 4025HVG or Netvision IP | 1 | IP Handset with 2 line backlit LCD display and 14 keys with 3 soft keys. |
|  | 4025IP 5020 | 1 | IP Handset with 2 line backlit LCD display and 14 keys |
|  | 4150IP 5140 WEBSET | 1 | Digital DNIC Handset with 4 line backlit touch-screen LCD display and 14 keys and backlight, 6 touchscreen soft keys. |
|  | 5005IP | 1 | The 5005 IP Phone is an affordably priced multiline IP telephone with multiple keys and an easy-to-read backlit display |
|  | 5201IP | 1 | Basic IP Handset with hold message waiting and volume keys. |
|  | 5205IP | 1 | IP Handset with 2 line orange backlit LCD display and 14 keys |
|  | 5207IP | 1 | Proprietary Mitel IP phone with 20 character backlit display, 14 multi-function keys with dual-color LED indicators, 8 fixed feature keys - hold, superkey, message, speaker, microphone, transfer, conference, redial, cancel and Hands-free speaker function (half-duplex) |
|  | 5212DM | 1 | Dual Mode IP / SIP Phone with MiNET Support. Handsfree, 2 Line 20 Char Mono Display (Backlit) |
|  | 5215E | 1 | IP Handset with 2 line orange backlit LCD display and 7 programmable keys. |
|  | 5215IP | 1 | IP Handset with 2 line orange backlit LCD display and 7 programmable keys. |
|  | 5220E | 1 | IP Handset with 2 line, 20 char orange backlit LCD display and 14 keys |
|  | 5220IP | 1 | IP Handset with 2 line, 20 char orange backlit LCD display and 14 keys |
|  | 5224DM | 1 | Dual Mode IP / SIP Phone with MiNET/MiXML Support. Handsfree, 2 Line 20 Char Mono Display (Backlit |
|  | 5230IP PDA | 1 | IP iPAQ PDA-Docking Solution with WiFi Wireless LAN, 2 Line 20 character backlit display and automatic syncronisation between phone and PDA. |
|  | 5235IP | 1 | IP Webset with Large monochrome, backlit, touch display (340 x 240 pixels), 24 soft keys, directory, browser etc |
|  | 5240IP | 1 | IP Webset with orange backlit 320x240 VGA display, 9 keys, directory and html browser. |
|  | 5304 | 1 | Proprietary Mitel IP phone with 2 x 20 backlit display and 2 lines LED indication: one prime line and one key with LED |
|  | SIP 612 | 1 | Entry-level DECT device. Colour thin-film transistor (TFT) display (176 x 220). 200x8 entry contact directory. Ambient noise filter. 5 user profiles. Polyphone, Normal and Alarm ring tones |
|  | SIP 622 | 1 | GAP Standard DECT device. Colour thin-film transistor (TFT) display (176 x 220). 200x8 entry contact directory. Ambient noise filter. 5 user profiles. Polyphone, Normal and Alarm ring tones |
|  | SIP 632 | 1 | GAP Standard DECT device. Lone worker sensor. Colour thin-film transistor (TFT) display (176 x 220). 200x8 entry contact directory. Ambient noise filter. 5 user profiles. Polyphone, Normal and Alarm ring tones |
|  | SIP 650 | 1 | Hi-End GAP Standard DECT device with CAT-iq. Colour thin-film transistor (TFT) display (176 x 220). 200x8 entry contact directory. Ambient noise filter. 5 user profiles. Polyphone, Normal and Alarm ring tones |
|  | NAVIGATOR | 1 | Mitel Navigator IP communication device. Fits neatly under a flat-screen monitor. Navigator is ideal for contact center agents, teleworkers and client service professionals who use the desktop as a primary business tool with 3 context sensitive soft keys and 2 line 20 character backlit display. |
|  | SPECTRALNK TYPE1 | 1 | Not specified |
|  | TMX3000IP | 1 | Not specified |
|  | TURRET | 1 | The Mitel Turret is designed for handling a high number of calls. It has an intuitive interface with dual backlit displays. This is ideal for a trading environment due to the features and reliable case. |
|  | UCSIP | 1 | Generic SIP Phone |

## Programmable Key Modules

There are 5 programmable key module(s) on this system.

## Softkey Assignments to be Reviewed.

Please review the following DNs that, due to the number of softkeys currently programmed against it, may require (additional) programmable key modules when migrated to the chosen hosted solution.

|  |  |  |  |
| --- | --- | --- | --- |
| DN | Name | Location | Number of Buttons |
| None found |  |  |  |

## A picture containing text, vector graphics, clipart Description automatically generatedRegion information

Many systems provide a centralised call-control, with gateways to extend that service to remote offices. Detailed below is a summary of any regional or remote users discovered.

|  |  |  |  |
| --- | --- | --- | --- |
| Region ID | Region Name | Standard Sets | IP Sets |
| 0 | Default | 10 | 273 |
| 1 | india | 0 | 1 |
| 2 | Trichy | 0 | 1 |
| 3 | GTL | 0 | 0 |
| 4 | Location\_3 | 0 | 1 |
| 5 | Interop | 0 | 1 |
| 6 | Interop2 | 0 | 2 |
| 7 | Location4 | 0 | 1 |
| 8 | Minet\_lab | 0 | 1 |
| 9 | Hot\_Desk | 0 | 1 |
| 10 | Others2 | 0 | 1 |
| 11 | Test33 | 0 | 1 |
| 12 | PPTC\_Location | 0 | 0 |

### Icon Description automatically generatedExtension ranges by location.

Much like the previous list of extension ranges, this shows which extension numbers are being used, but in this case, broken down by region or location.

|  |
| --- |
| Total Extensions by Location |
| 294 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Region | Extn prefix | Total # in range | Range start | Range end |
| Default | 49\*\*\* | 206 | 49001 | 49660 |
| Default | 10\*\* | 55 | 1000 | 1076 |
| Default | 11\*\* | 10 | 1111 | 1120 |
| Default | 86\*\* | 4 | 8612 | 8650 |
| Default | 87\*\*\* | 2 | 87001 | 87002 |
| Default | 81\*\*\* | 2 | 81009 | 81010 |
| Default | 85\*\*\* | 2 | 85613 | 85614 |
| Default | 20\*\*\* | 1 | 20588 | 20588 |
| Default | 81\*\* | 1 | 8123 | 8123 |
| Hot\_Desk | 10\*\* | 1 | 1054 | 1054 |
| india | 10\*\* | 1 | 1031 | 1031 |
| Interop | 10\*\* | 1 | 1039 | 1039 |
| Interop2 | 10\*\* | 2 | 1040 | 1041 |
| Location\_3 | 10\*\* | 1 | 1003 | 1003 |
| Location4 | 10\*\* | 1 | 1042 | 1042 |
| Minet\_lab | 10\*\* | 1 | 1048 | 1048 |
| Others2 | 10\*\* | 1 | 1066 | 1066 |
| Test33 | 10\*\* | 1 | 1071 | 1071 |
| Trichy | 10\*\* | 1 | 1032 | 1032 |

### A picture containing text, clipart Description automatically generatedCOS and COR Usage Summary

The following Class of Service (COS) and Class of Restrictions (COR) entries were discovered during the audit. This allows you to create a standard facilities and dial plan for your users when migrating to a hosted solution.

These existing restrictions can be used to map features and permissions on a cloud solution, and the UCentric LLD plan allows this to be assigned automatically.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| COS / COS N1 /  COS N2 | COR / COR N1 / COR N2 | Total DNs | % using | Information |
| 1 / 1 / 1 | 1 / 1 / 1 | 278 | 94.56 | General users |
| 10 / 10 / 10 | 1 / 1 / 1 | 5 | 1.7 |  |
| 1 / 1 / 1 | 1 / 1 / 1 | 4 | 1.36 |  |
| 12 / 13 / 14 | 12 / 13 / 14 | 1 | 0.34 |  |
| 16 / 18 / 20 | 16 / 18 / 20 | 1 | 0.34 |  |
| 20 / 20 / 20 | 20 / 20 / 20 | 1 | 0.34 |  |
| 21 / 33 / 44 | 13 / 53 / 43 | 1 | 0.34 |  |
| 2 / 2 / 2 | 2 / 2 / 2 | 1 | 0.34 |  |
| 3 / 4 / 5 | 4 / 5 / 6 | 1 | 0.34 |  |
| 6 / 7 / 8 | 6 / 7 / 8 | 1 | 0.34 |  |

# A picture containing icon Description automatically generatedCall forwarding and System Speed Dials

## Call Forwarding

This shows all call forwards, except where the device is *only* forwarded to voicemail (to reduce the size of this list)

image If you have extensions call forwarded to external numbers – these should be reviewed prior to any migration as many diverts can be handled within call plans instead of diverting over the PSTN.

Total extensions forwarded to external numbers: **6**

Total extensions forwarded to internal numbers: **13**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Extension | Busy Int | Busy Ext | No Answer Int | No Answer Ext | Always |
| 1001 | 7789998877 | 1030 | 1023 |  |  |
| 1002 |  |  | 1030 |  |  |
| 1004 |  |  | 1022 | 981234567890 |  |
| 1005 |  | 991234567890 |  | 1002 |  |
| 1006 | 7799899988 | 1032 |  |  |  |
| 1010 | 1029 |  |  |  |  |
| 1014 |  |  |  | 1016 |  |
| 1015 |  |  |  |  | 1020 |
| 1017 |  | 1016 |  |  |  |
| 1018 |  |  |  | 49002 |  |
| 1019 |  |  |  |  | 991234567890 |
| 1021 |  |  |  |  | 49003 |
| 1022 |  |  | 1039 |  | 981234567890 |
| 1033 |  |  |  |  | 8000 |
| 1046 |  |  |  |  | 881234567890 |
| 1047 |  | 881234567890 | 881234567890 |  |  |

### A picture containing icon Description automatically generatedForwards to Speed-dials

image Call forwarding to speed-dials can obscure real destinations of call forwarding – numbers above shown in purple are the speed-dial number and the actual destination is show in red.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Extn | Name | Busy Int | Busy Ext | No Answer Int | No Answer Ext | Always |

## Icon Description automatically generatedSystem Speed-dials

Speed dials or system short codes are used to ease frequent dialling of external numbers.

Note: They are often used to route calls between local PABXs and allow toll-overrides to occur, so should always be reviewed as it could highlight costly routing or where calls are being diverted to satellite offices or home-workers. If home-workers are using diverted numbers, this is an opportunity to use soft-clients and avoid unnecessary toll costs.

Note, this table will be empty if there are no system speed dials programmed.

|  |  |  |  |
| --- | --- | --- | --- |
| Speed-dial code | Actual number | Type | Name |
| 33 | 49001 | S/C |  |
| 34 | 49002 | Int |  |
| 35 | 49003 | S/C |  |
| 36 | 49005 | S/C |  |

# A picture containing text, clipart Description automatically generatedTrunks

The trunk information isn’t directly necessary in order to migrate to cloud solutions but is a useful metric in order to determine existing usage and capacities.

## PSTN Trunk Groups

|  |  |  |  |
| --- | --- | --- | --- |
| Trunk Group | Number of Trunks | Description | Group type |

## XNET Trunk Groups

|  |  |  |  |
| --- | --- | --- | --- |
| Trunk Group | Number of Trunks | Description | Group type |
| 1 | 200 | Test1 | IP |
| 2 | 200 | Test2 | IP |
| 3 | 200 | 3 | IP |
| 4 | 200 | 4 | IP |
| 5 | 200 | Test | IP |
| 6 | 200 | test3 | IP |

## SIP Peer Profiles

This system has 20 SIP licenses allocated. It indicates the maximum number of SIP trunk calls possible in the entire system at any one time and is the number to consider when ordering SIP trunks for your chosen solution

The “Maximum Simultaneous Calls” column indicates the maximum allowable number of incoming and outgoing simultaneous calls for this peer. These call licenses can be shared amongst peers.

The “Minimum Reserved Call Licenses” column indicates the number of call licenses reserved for this peer. These are not shared with other peers.

|  |  |  |
| --- | --- | --- |
| SIP Peer Profile Label | Max Simultaneous Calls | Minimum Reserved Call Licences |
| SIP1 | 15 | 12 |
| SIP2 | 20 | 8 |

# Call flows, rerouting, and groups

## Call Rerouting

Call rerouting rules specify the call routing method for incoming calls to a user’s phone number. Calls are forwarded based on specific criteria, such as: Busy, No Answer, and Do Not Disturb conditions.

Call Rerouting is dependent upon the type of calling device, the type of terminating device, and the entries specified in the Call Rerouting forms. Rerouting is also affected by conditions invoked by the user (such as Call Forward).

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Extension | Name | Type | Mode | Destination | CO | DID | INT | TIE |
| 1000 | 1000\_cloud | Always | Day, Night 1, Night 2 | 1055 | Reroute | Reroute | Reroute | Reroute |
| 1001 | 1001\_Cloud | Always | Day, Night 1, Night 2 | 1055 | Reroute | Reroute | Reroute | Reroute |
| 1002 | MIVB\_First\_name | 1st Alt | Busy, No Answer | 1041 | This | This | This | This |
| 1002 | MIVB\_First\_name | Always | Day, Night 1, Night 2 | 1035 | Reroute | Reroute | Reroute | Reroute |
| 1003 | Cloud4\_Last Name | Always | Day, Night 1, Night 2 | 1055 | Reroute | Reroute | Reroute | Reroute |
| 1004 | MIVB Cloud5 | Always | Day, Night 1, Night 2 | 1055 | Reroute | Reroute | Reroute | Reroute |
| 1005 | MIVB Cloud6 | Always | Day, Night 1, Night 2 | 1055 | Reroute | Reroute | Reroute | Reroute |
| 1006 | MIVB Cloud7 | Always | Day, Night 1, Night 2 | 1035 | Reroute | Reroute | Reroute | Reroute |
| 49500 | member MDUG | Always | Day, Night 1, Night 2 | 1055 | Reroute | Reroute | Reroute | Reroute |
| 49554 | enabled ACD | Always | Day, Night 1, Night 2 | 1055 | Reroute | Reroute | Reroute | Reroute |
| 49555 | hotdesk1 hotdesk | Always | Day, Night 1, Night 2 | 1055 | Reroute | Reroute | Reroute | Reroute |
| 49560 |  | Always | Day, Night 1, Night 2 | 1055 | Reroute | Reroute | Reroute | Reroute |
| 49562 |  | Always | Day, Night 1, Night 2 | 1055 | Reroute | Reroute | Reroute | Reroute |
| 49660 | Test Single | Always | Day, Night 1, Night 2 | 1055 | Reroute | Reroute | Reroute | Reroute |
| 81009 | SIp Generic singleline | Always | Day, Night 1, Night 2 | 1055 | Reroute | Reroute | Reroute | Reroute |
| 81010 | primekey label | Always | Day, Night 1, Night 2 | 1055 | Reroute | Reroute | Reroute | Reroute |
| 8123 | F2E1 last | Always | Day, Night 1, Night 2 | 1055 | Reroute | Reroute | Reroute | Reroute |
| 85613 | SIP5613 | Always | Day, Night 1, Night 2 | 1055 | Reroute | Reroute | Reroute | Reroute |
| 85614 | SIP5614 | Always | Day, Night 1, Night 2 | 1055 | Reroute | Reroute | Reroute | Reroute |
| 8612 | SIP612 | Always | Day, Night 1, Night 2 | 1055 | Reroute | Reroute | Reroute | Reroute |
| 8622 | SIP622 | Always | Day, Night 1, Night 2 | 1055 | Reroute | Reroute | Reroute | Reroute |
| 8632 | SIP632 | Always | Day, Night 1, Night 2 | 1055 | Reroute | Reroute | Reroute | Reroute |
| 8650 | SIP650 | Always | Day, Night 1, Night 2 | 1055 | Reroute | Reroute | Reroute | Reroute |
| 87002 | 斯里达 许多 | Always | Day, Night 1, Night 2 | 1055 | Reroute | Reroute | Reroute | Reroute |

## Call Flows

This chart details call flows that involve DDI to groups or IVR / Auto-attendants.

Charts will appear here for any systems that have call flows, IVR or AA.

## A picture containing text Description automatically generatedACD, Hunt, Ring, PRG, MDUG and Pickup Groups

Hunt groups and pickup groups operate in two different ways; Hunt and ACD groups will find the first available member (based on rules applied), whereas Pickup groups ring all members at the same time.

### Hunt Groups

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Category | Pilot Number | Mode | Name | Type | # of Members | Warning |
| Hunt | 8000 | Circular |  | VoiceMail | 5 |  |
| Hunt | 9003 | Circular |  | Voice | 2 |  |
| Hunt | 1064 | Terminal |  | NameTag | 4 |  |
| Hunt | 1065 | Terminal |  | Phantom | 1 |  |
| Hunt | 8001 | Terminal |  | Recorder | 4 |  |
| Hunt | 9000 | Terminal |  | Rad | 0 |  |
| Hunt | 9004 | Terminal |  | Voice | 1 |  |
| Hunt | 9100 | Terminal |  | Voice | 10 |  |
| Hunt | 9101 | Terminal |  | Emergency | 10 |  |
| Hunt | 9102 | Terminal |  | Voice | 20 |  |
| Hunt | 9234 | Terminal |  | HCIReroute | 0 |  |

### ACD Groups

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Category | Distribution | Pilot Number | Name | # of Members | Warning |
| ACD2 | Skills | 400 | Path 400 | 1 |  |
| ACD2 | Skills | 49501 | Path 49501 | 1 |  |
| ACD2 | Skills | 5555 |  | 1 |  |
| ACD2 | Skills | 9010 |  | 1 |  |
| ACD2 | Skills | 9011 |  | 0 |  |
| ACDX | ACDX | 49502 |  | 1 |  |
| ACDX | ACDX | 49503 |  | 1 |  |

### Pickup Groups

The following table identifies the pickup groups on the audited system.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Category | Distribution | Pilot Number | Name | # of Members | Warning |
| Pickup |  | 1046 |  | 0 |  |
| Pickup |  | 1047 |  | 1 |  |
| Pickup |  | 1048 |  | 0 |  |
| Pickup |  | 4800 |  | 2 |  |
| Pickup |  | 49050 |  | 2 |  |

### Ring Groups

The following table shows what is provisioned on the MiVoice Business system:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Category | Mode | Pilot Number | Name | Type | # of Members | Warning |
| Ring | Circular Cascade Ring | 7003 |  | Emergency Respon | 4 |  |
| Ring | Circular Ring | 7000 |  | Emergency Respon | 17 |  |
| Ring | Ring All | 7001 |  |  | 4 |  |
| Ring | Ring All | 7006 |  | Emergency Respon | 27 |  |
| Ring | Terminal Cascade Ring | 7002 |  |  | 3 |  |
| Ring | Terminal Ring | 7004 |  |  | 8 |  |

### Personal Ring Groups

A personal ring group is collection of up to 8 answer points for one user’s directory number (DN). An incoming call to this number will simultaneously ring all devices in the group.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Category | Distribution | Prime Number | Name | # of Members | Warning |
| PRG |  | 1027 | Cloud28,MIVB | 2 |  |
| PRG |  | 49020 |  | 5 |  |
| PRG | OBAB | 1001 | 1001\_Cloud | 2 |  |

* **Personal Ring Groups in MiVB are equivalent to User Call Forwarding and Voicemail settings in some hosted solutions.**

### Multi-Device User Groups

|  |  |  |  |
| --- | --- | --- | --- |
| Category | Prime Number | Name | # of Members |
| MDU | 49010 |  | 2 |
| MDU | 49011 |  | 1 |
| Twin | 1020 | Cloud21,MIVB | 2 |
| Twin | 1021 | Cloud22,MIVB | 1 |

* **Multi-device User Groups in MiVB are equivalent to User Call Forwarding and Voicemail settings in some hosted solutions**

### Paging Groups

The following table identifies the paging groups on the audited system.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Category | Distribution | Pilot Number | Name | # of Members | Warning |
| Paging |  | 1050 |  | 27 |  |
| Paging |  | 1051 |  | 0 |  |
| Paging |  | 1052 |  | 1 |  |
| Paging |  | 1053 |  | 0 |  |
| Paging |  | 49550 |  | 10 |  |
| Paging |  | 49551 |  | 0 |  |
| Paging |  | 49552 |  | 1 |  |

### Groups with No Members

Groups with no members will only be shown here and not in the LLD/Migration Plan

|  |  |  |
| --- | --- | --- |
| Pilot Number | Name | Type |
| 1046 |  | Pickup |
| 1048 |  | Pickup |
| 1051 |  | Paging |
| 1053 |  | Paging |
| 49551 |  | Paging |
| 9000 |  | Hunt |
| 9011 |  | ACD2 |
| 9234 |  | Hunt |

### Groups with a Single Member

|  |  |  |  |
| --- | --- | --- | --- |
| Category | Name | Type | Member DN |
| 1021 | Cloud22,MIVB | Twin | 1021 |
| 1047 |  | Pickup | 1027 |
| 1052 |  | Paging | 1042 |
| 1065 |  | Hunt | 1011 |
| 400 | Path 400 | ACD2 | 1040 |
| 49011 |  | MDU | 49011 |
| 49501 | Path 49501 | ACD2 | 100 |
| 49502 |  | ACDX | 1032 |
| 49503 |  | ACDX | 1032 |
| 49552 |  | Paging | 1041 |
| 5555 |  | ACD2 | 1040 |
| 9004 |  | Hunt | 1042 |
| 9010 |  | ACD2 | 100 |

* **Pickup groups with a single member should be reviewed.**
* **Hunt groups with a single member may be used for diverting external numbers and should be reviewed.**

# Qr code Description automatically generated with medium confidenceFirmware and Card End-of-life

Where available, card and device firmware will be shown here. When this report is provided as part of a management engagement, this information will be enhanced with vendor specific details provided externally to the audit.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Status | Item | Type | firmware | revision |
|  | MIVB | System | 14.0.3.51 | 8.0 SP3 |

# Icon Description automatically generatedFeature Codes

Many legacy platforms support special features which can be activated by ‘feature codes’ entered on the user’s telephone handset.

|  |  |
| --- | --- |
| Feature name | Code |
| Account Code |  |
| ACD Agent Login |  |
| ACD Agent Logout |  |
| ACD Silent Monitor |  |
| Active Maintenance Port Access |  |
| ADL - Call |  |
| ADL - Disconnect |  |
| ADL - Loopback |  |
| Attendant Hold - Remote Retrieve |  |
| Call Forwarding - Busy (Ext & Int Source) |  |
| Call Forwarding - Busy (External Source) |  |
| Call Forwarding - Busy (Internal Source) |  |
| Call Forwarding - End Chaining |  |
| Call Forwarding - Follow Me |  |
| Call Forwarding - Follow Me - Third Party |  |
| Call Forwarding - I Am Here |  |
| Call Forwarding - No Answer (Ext & Int Source) |  |
| Call Forwarding - No Answer (External Source) |  |
| Call Forwarding - No Answer (Internal Source) |  |
| Call Forwarding - Override |  |
| Call Hold |  |
| Call Hold - Remote Retrieve |  |
| Call Hold - Retrieve |  |
| Call Park |  |
| Call Park - Retrieve |  |
| Call Pickup - Dialed |  |
| Call Pickup - Directed |  |
| Call Privacy |  |
| Callback - Cancel |  |
| Callback - Cancel Individual |  |
| Callback - Setup (one digit only) |  |
| Called Party Features - Override |  |
| Camp on - Retrieve |  |
| Camp on - Setup (one digit only) |  |
| Cancel All Forwarding |  |
| Cancel Call Forwarding - Busy (Ext & Int Source) |  |
| Cancel Call Forwarding - End Chaining |  |
| Cancel Call Forwarding - No Answer (Ext & Int Source) |  |
| Cancel Call Forwarding Follow Me |  |
| Cancel Call Forwarding Follow Me - Remote |  |
| Cancel Call Forwarding Follow Me - Third Party |  |
| Clear All Features |  |
| Conference Call |  |
| Conference Call Split |  |
| Dialed Day/Night Service - Activate |  |
| Dialed Day/Night Service - Inquire |  |
| DID/3 Protocol Test |  |
| Direct Page |  |
| Direct Voice Call |  |
| Do Not Disturb |  |
| Do Not Disturb - Cancel |  |
| Do Not Disturb - Cancel Remote |  |
| Do Not Disturb - Remote |  |
| Flexible Answer Point |  |
| Flexible Answer Point Cancel All |  |
| Force Party Release |  |
| Group Presence - Join All ACD Groups |  |
| Group Presence - Join Group |  |
| Group Presence - Join Group Third Party |  |
| Group Presence - Leave All ACD Groups |  |
| Group Presence - Leave Group |  |
| Group Presence - Leave Group Third Party |  |
| Handoff |  |
| HCI/CTI Application |  |
| Hot Desk Login |  |
| Hot Desk Logout |  |
| Hot Desk Remote Logout |  |
| Hot Desk User External Number - Store |  |
| Hotel/Motel Room Monitor Listen |  |
| Hotel/Motel Room Monitor Setup |  |
| Hotel/Motel Room Personal Wakeup Call - Cancel |  |
| Hotel/Motel Room Personal Wakeup Call - Set |  |
| Hotel/Motel Room Remote Wakeup Call - Cancel |  |
| Hotel/Motel Room Remote Wakeup Call - Set |  |
| Hotel/Motel Room Status |  |
| Hotel/Motel Room Wakeup Call From Guest Extension |  |
| Hotel/Motel Room Wakeup Call From Guest Extension - Cancel |  |
| Inactive Maintenance Port Access |  |
| Individual Trunk Access |  |
| Italian CAS - Disturbing Call (Ignore Release From CO) |  |
| Italian CAS - Enable CO Recall |  |
| Last Number Re-dial |  |
| Loudspeaker Paging |  |
| Make Busy - Cancel |  |
| Make Busy - Setup |  |
| Meet Me Answer |  |
| Message Center - Direct Read |  |
| Message Center - Password Definition |  |
| Message Center - Remote Read |  |
| Message Waiting - Activate |  |
| Message Waiting - Deactivate |  |
| Message Waiting - Inquire |  |
| MLPP Access Digit (Allowed digits are 2 to 9 only) |  |
| MNMS: Event Indication |  |
| Multiline Set Headset - Off |  |
| Multiline Set Headset - On |  |
| Multiline Set Loop Test |  |
| Name Suppression on outgoing Trunk Call |  |
| Non-Verified Account Code |  |
| Override (one digit only) |  |
| Personal Speedcall - Invoke |  |
| Personal Speedcall - Remove |  |
| Personal Speedcall - Store |  |
| Phone Lock |  |
| Phone Unlock |  |
| Private Caller |  |
| Remote Clear All Features |  |
| Repeat Last Number Saved |  |
| Save Last Number |  |
| Swap |  |
| Tag Call | \*61 |
| Tone Demonstration |  |
| Trunk Answer From Any Station (TAFAS) |  |
| Trunk Calling Party Identification |  |
| Trunk Double Flash |  |
| Trunk Single Flash | \*60 |
| User Flash |  |
| User PIN - Store |  |
| Voice Mail |  |

# Glossary of terms

|  |  |
| --- | --- |
| Term | Definition |
| ACD group | Automatic Call Distribution – a type of hunt group that can route calls based on rules (e.g. Longest ringing, Skills, calling-line ID etc.) |
| Analog Adapter | An Analog Telephone Adapter device (e.g. connector to Fax, Intercom, Alarm, etc.) – Sometimes called an FXO/FSX adapter |
| Analog Phone | An Analog Telephone device that is connected to a remote gateway (e.g. connector to Fax, Intercom, PDQ, Alarm, etc.). |
| Audio Conference Phone | An Audio Conference desk phone device. |
| Common Area Phone (CAP) | A device that is not associated with a user. Also referred to as Standalone Device or Utility Phone |
| CTI | Computer Telephony Integration (CTI) enables users to take advantage of computer-processing functions while making, receiving, and managing telephone calls. CTI applications allow you to perform such tasks as retrieving customer information from a database using a caller ID, or to work with the information gathered by an Interactive Voice Response (IVR) system to route a customer’s call, along with their information, to the appropriate customer service representative. |
| Device Profile | A device profile comprises the set of attributes (services and/or features), e.g. line number, forwarding, that will appear on the phone when the associated user logs in. |
| Devices | Hardware or software telephony clients configured in the legacy PBX. Devices can be associated to one or multiple extensions. |
| Feature Parity | This shows if particular features can translate easily to an alternative provider |
| FXO / FXS | Foreign Exchange Subscriber/Office – This is an analog line or port that a phone or fax machine connects to. It is a common description for Analog ports on a Cisco CUCM/CME |
| Hunt Group | A Hunt Group is the method of distributing phone calls from a single telephone number to a group of several phone extensions. |
| IP Phone | A desktop phone also referred to as a handset device. |
| Legacy PABX/PBC | The telephony system which is being assessed and reported in this document. |
| Line | A telephone number configured on the legacy PBX. |
| Orphaned Cisco End-User | An end-user that is not associated with any device or device profile. |
| On-Prem | Another definition for locally hosted voice (as opposed to ‘Cloud’ hosted) |
| Partial Feature Parity | This indicates that the feature is currently not fully supported by Microsoft Teams. Users configured with this feature can be migrated but might lose some functionality. In some cases, 3rd party solutions can close the gap. |
| Pickup Group | Group of users authorized to answer calls to a telephone extension within that group of users. |
| Software Client | An Android / iOS / PC Software client device. |
| Standalone Device | A device that is not associated with a user. Also referred to as Common Area Phone in Microsoft Teams. |
| Telepresence | An Advanced Video Conferencing device. |
| Users | End users that are configured on the legacy PBX. Users can be associated to multiple devices and device profiles. |
| Video Phone | A handset device with video capabilities. |
| Wireless IP Phone | A wireless handset device. |