



Coronavirus Response

MiTeam Meetings 6 Month Free Trial and Remote Working Solutions from Mitel

Summary:	Announcing remote networking solutions and offers from Mitel for organizations to respond to Coronavirus concerns including MiTeam Meetings 6 Month Free Trial
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Bulletin Overview

Remote Working Solutions from Mitel

In response to the global Coronavirus pandemic, Mitel is putting its suite of collaboration solutions at the forefront to facilitate Remote Working and Work From Home policies as organizations find innovative ways to keep their businesses operational. Mitel, a leader in seamless communications and collaboration, is in a great position to assist existing Cloud and UC customers, no matter their solutions of choice.

For MiCloud Connect Customers, Teamwork offers great options to remotely collaborate with employees and teams across the company. For customers in the US, Teamwork is part of their monthly subscription and can be simply adopted and utilized.

For MiCloud Flex and UC customers, MiCollab and MiTeam Meetings provides a perfect combination for collaboration, video meetings and remote working through adoption of teleworking licenses and adoption of MiTeam Meetings. Mitel is announcing the availability of a 6 Month Free Trial offer for all customers adopting MiTeam Meetings. In addition, Mitel offers 25% off MiCollab and MiTeam Meetings purchases using our Attach an Application promotion offer running through December 2020 (Bulletin [PB2020Feb15F](#)).

For a complete set of marketing and selling tools, visit our [Remote Working Infochannel page](#) in the Products and Solutions section.

MiTeam Meetings 6 Month Free Trial

Offer Description

Mitel announces the availability of an introductory trial offer for new users of MiTeam Meetings. Customers who have adopted or upgraded to MiCollab 9.1 or higher can adopt MiTeam Meetings, Mitel's new continuous collaboration video meeting application, and are eligible to trial the application free of charge for 6 months. Customers can add licenses after their initial deployment within the availability timeframe.

Following the initial trial offer, customers automatically transition to the 12 month subscription license currently on offer from Mitel, unless they previously indicate to their channel partner that they wish to Opt Out and discontinue the trial offer. If a customer does choose to Opt Out of the trial offer, they Opt Out for all trial MiTeam Meetings licenses and services and they will discontinue at the end of the 6 month period from the date of the license adoption.

MiCollab customers can simply sign up for MiTeam Meetings and take advantage of Video Meeting capability to support remote working for 6 months on Mitel.

Product Information

MiTeam Meetings is a multi-party video solution designed for those who want to work more efficiently and enhance workplace communications with seamless transitions between voice, video, and chat capabilities to offer a true collaboration experience.

MiTeam Meetings was built to improve the meeting experience by enabling a user to start or join a Meeting from MiCollab with ease and use the tools within the application to lead productive meetings.

Key Benefits

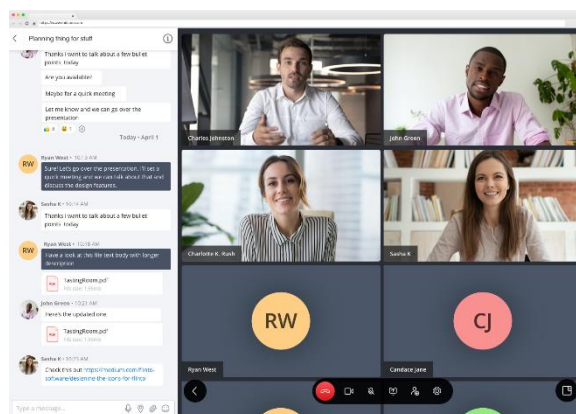
- Expand team interactions beyond the physical confines of your organization to include workers,

partners and customer from anywhere around the globe

- Unify disconnected communication channels with a single application to simplify collaboration.
- Reduce the operational cost incurred from managing multiple communication tools.
- Increase the value and productivity of your employee's meetings
- Scale up and down to fit your business needs with a dynamic cloud infrastructure

Key Features

- MiCollab Cross Launch
- Multi-Party Video Meeting
- Schedule/Ad-hoc Meetings
- Screenshare
- Guest Lobby
- Topic Based Chats – chat before, during, and after a meeting
- File share
- Hybrid Calendar Scheduling
- PSTN Dial-In
- One-Click Mobile Dial-In
- 16 video/100 total participants



MiTeam Meetings active video session

For customers to adopt MiTeam Meetings, they must be a MiCollab customer and they must be operating MiCollab on release 9.1 or higher. New Mitel customers can adopt MiTeam Meetings, so long as they are purchasing MiCollab as part of their initial installation.

Effective Dates

MiTeam Meetings is a currently generally available product

The 6 Month Free Trial Offer is available from March 18, 2020 to June 30, 2020

Ordering Process

When ordering the 6 Month Trial for MiTeam Meetings, Partners will order the same ordering process, as previously communicated utilizing CPQ.

Part Numbers:

- 54010536 UCC MiTeam Meetings Trial

Quoting is established as per the standard MiTeam Meetings quoting process within CPQ in the Applications – MiCollab module. A \$0 order must be made to Mitel using the Partners normal ordering process to issue the MiTeam Meeting Free Trial. The partner will issue the MiTeam Meetings service using the same MiTeam Meetings provisioning process via the CloudLink portal.

6 Month Trial Opt Out Process

Customers can Option Out (“Opt Out”) of their 6 Month Free Trial at any time within their 6 months trial period. In order to opt out they MUST contact their Channel Partner. It will be important for Channel partners to communicate this when initially offering the trial. A channel partner will communicate the customers decision to opt out by sending the following information to optout@mitel.com:

- 1) Customer Name

- 2) CloudLink Account ID #
- 3) Partner Name
- 4) Partner email / phone #

Mitel will process all customers who have opted out and ensure that their MiTeam Meetings service ends at the 6 month mark and prior to auto-renewal to a paying service.

Details regarding the MiTeam meetings 6 Month Trial auto renewal process, procedures, documentation and billing will be released via future product bulletin prior to June 30, 2020.

UC Remote Working Solutions

MiCollab

MiCollab provides the perfect solution for seamless remote working communications. Leverage MiCollab to offer your customers:

- CHAT – instant message with others using Mitel's web-based chat services to share files and information
- SOFTPHONE – enjoy the same desktop phone communications experience from a PC, laptop, or smartphone
- PRESENCE INDICATORS – always know if your colleagues are available, busy, or out of the office
- MOBILITY – extend office-based communications and team collaboration capabilities to mobile users
- WEB CLIENT – access unified communications and collaboration features from remote locations using only a web browser
- INTEGRATION – Streamline activities with integration to corporate calendars and business tools

For customers who have not deployed MiCollab, take the opportunity to present MiCollab for remote. Introduce Softphone, MBG and Teleworking licensing options for customers.

For customers with MiCollab (and MBG) deployed, Entry License Users can take advantage of softphone and teleworking licenses to get up and running. Standard License Users may already have unused teleworking licenses available in their bundle and will simply need to top up with incremental Softphone and Teleworking licenses.

For price sensitive customers, see your Mitel Sales representative for special pricing. Please refer to Mitel's current Add an App (bulletin [PB2020Feb15D](#)) and Attach an App (Bulletin [PB2020Feb15F](#)) promotion offering 25% off select MiCollab licenses when attaching MiCollab.

Review the [MiCollab Ordering Guide](#) on InfoChannel for all licensing options available to offer your customers

Attach an Application / Add and Application Promotion Offer

Mitel recently released promotions to encourage customers to attach MiCollab to their new or existing call control platform. Please refer to Mitel's current Add an App (bulletin [PB2020Feb15D](#)) and Attach an App (Bulletin [PB2020Feb15F](#)) promotion offering 25% off select MiCollab licenses when attaching MiCollab.

MiVoice Connect Remote Working Options

All MiVoice Connect systems offer options for Remote Working by utilizing IP400 phones or the Softphone feature in the Connect desktop client. Customers can deploy either IP400 phones or the Connect Softphone remotely by adding a Remote Phone license per user. Softphone is included in the Essentials, Standard and

Advanced license bundles. The UC Standard and Advanced license bundles include the Remote Phone license. For UC Essentials licenses an uplift license to Standard can be purchased. Customers will need an Edge Gateway virtual machine on the system side to enable IP400 phone and Connect softphone connections, providing professional services opportunities for deployment.

For price sensitive customer, see your Mitel Sales representative for special pricing. Review Mitel's future quarterly promotions announcements for updates on promotion pricing.

MiCloud Connect Remote Working Solutions

Teamwork Remote Working

MiCloud Connect users looking for solutions to enable them to work remotely already have a great solution at their fingertips. Mitel Teamwork, included with MiCloud Connect, provides collaborative web, desktop and mobile applications for users with a supported phone profile (Essentials, Premier, or Elite). 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.

Key Features

By combining these tools with MiCloud Connect, you'll have a full-featured communications and collaboration solution that increases productivity and unites employees to communicate and collaborate effortlessly.

- **Dashboard:** Your personal dashboard allows you to stay organized by delivering a single source for you to review things relevant to you such as @ mentions, tasks and new items.
- **Workspaces:** Keep projects organized by creating virtual rooms for your teams to collaborate in. Workspaces can be private or public to ensure the appropriate team members or anyone within the organization are engaging.
- **File Sharing:** Upload files directly to a workspace so team members can easily find and access documents from anywhere.
- **Tasks:** Assign tasks with due dates to team members and get a holistic view of a workspace's to-do list to determine workload and appropriate timelines all within a single app.
- **Conferencing:** Join or initiate an audio or Zoom video conference call directly from a workspace. With a single click, members can quickly join or start a conference and automatically launch the call from within their team workspace.
- **Messaging:** Chat with all team members within a workspace or one-to-one through direct messaging. Users will be notified of unread messages and any messages they are mentioned in if they are away when the message is sent.
- **Mentions:** Get users' attention by tagging them with @ mentions so they are notified of questions and comments within workspaces. The @all mention makes it easy to get the attention of every team member within a specific workspace to quickly address timely questions or concerns.
- **SMS Texting:** Bring all of your messages together and keep your personal number personal with SMS texting. Teamwork allows you to text contacts inside and outside of your organization from your business phone number.

For more resources on how Mitel Teamwork can help enable remote working, visit

<https://www.mitel.com/voip/partner-marketing-corner/remote-working-resources>.

Resources

For Remote Working solutions from Mitel, visit the new [InfoChannel Remote Working page](#):

For resources on how Mitel Teamwork can help enable remote working, visit the [Partner Marketing Corner](#).

DISCLAIMER: Certain Mitel product within this document may not be available to all Partner levels. To purchase available products, Mitel product certification is required.



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