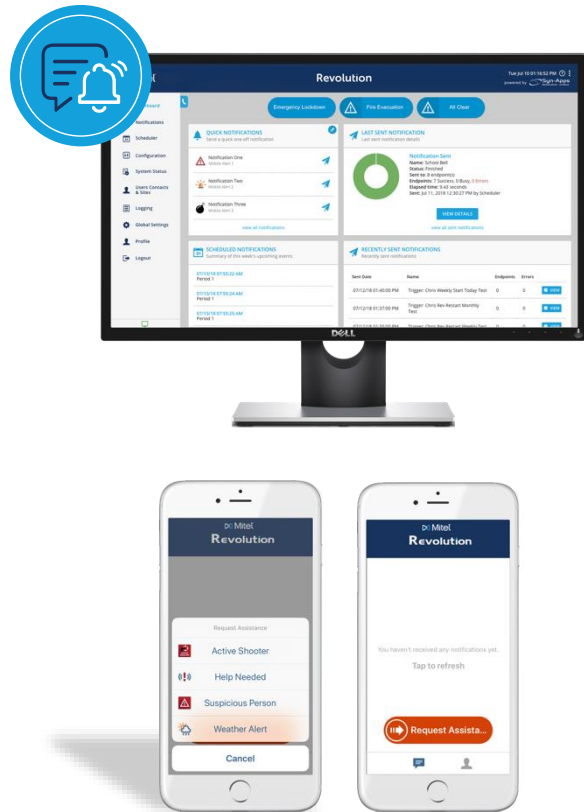# Mitel Revolution

Notifying the right people when it matters most

Key Features

- Media-rich notifications to on and off-premise devices
- Support 22,000+ endpoints
- Geo-fencing for targeted location-based alerts
- Activate alerts directly from iOS or Android mobile application
- Desktop Override option prevents users from closing alerts until the event is terminated
- Unicast to multicast technology removes the need to deploy multicast servers throughout the entire network
- Integrations to external CAP-enabled feeds, such as National Weather Service and AMBER Alert
- Real-time notification status, analytics and system health reports
- Extend beyond out-of-the-box integrations with built-in REST & Device APIs, plus Mitel CloudLink

Keep everyone informed and safe during critical events with real-time notifications

Whether you need to alert one individual or thousands of people, Mitel Revolution can help your organization overcome notification and communication challenges during critical events.

Mitel Revolution is built for quick and reliable mass notification in the modern mobile-centric world. With support for initiating alerts to on-premise, off-premise and mobile devices through emergency, pre-set, or location-based triggers, Mitel Revolution ensures that everyone will be notified, whether they are in the office or on the move. Built upon a fault-tolerant and adaptable architecture, Mitel Revolution can be tailored to address your critical or routine notification needs. Unicast to multicast technology removes the need for network multicast servers to make deployment simple and cost-effective.

Analytics gives administrators quick access to insight into the health of your system, enabling corrective actions to be taken immediately, if required.

Mitel
Powering connections

Technical Specifications

LANGUAGE SUPPORT

Client user interfaces (UIs) are supported in English. Actual messages to users can be in any language entered in free text fields.

Text-to-speech engine: Microsoft's TTS engine supports over 20 languages (including Chinese (Simplified & Traditional), Dutch, English (North American & UK), French (Canadian & European), German, Spanish (Latin American & European), and Swedish.

SYSTEM REQUIREMENTS

Supported Server OS	Windows 2012, 2012 R2, 2016, and 2019
Minimum System Requirements	Dual Core Processor; 4 GB RAM; 10 GB free disk space
Supported Virtual Machines	VMware ESXi 5.5 (or newer) or Microsoft Hyper-V 2012 and above

SUPPORTED SYSTEMS / DEVICES

Mitel Communications Platforms	MiVoice Business, MiVoice Connect, MiVoice Office 250, MiVoice MX-ONE
Desktop Phones	Mitel 6900 series, Mitel 5300 series, Mitel 6800 series, Mitel IP400 series, IP655, IP565g, IP560g, and SIP-compliant phones
Mobile Devices	Mitel Revolution mobile app for Apple iOS and Android-based OS devices including Chromebooks
Desktop PCs	Windows and Mac OS devices

SUPPORTED NOTIFICATION TRIGGERS

Devices & Technologies	Activate notifications from third-party devices such as Paging Relays, Contact Closures (GPIOs), Fire Alarm Panels, Access Control Systems, Smart Panic Buttons, API-based integrations and more
IP Phones	Trigger notifications from any Mitel or SIP-enabled phone on the network Trigger notifications by dialing an emergency number or any defined line number – Internally or externally
Common Alert Protocol (CAP) Alerts	Automatically trigger notifications from National Weather Service (NWS), Integrated Public Alert & Warning System (IPAWS EAS), AMBER Alert, or any other CAP-enabled feed
Mitel Revolution Mobile Client	Administrators can activate alerts directly from their iOS or Android Revolution Mobile Client app
Mitel Revolution Web Admin Client	Activate alerts directly from Revolution's web administration interface portal
Mitel Revolution Scheduler	Create notifications in advance with Revolution's Scheduler tool

SUPPORTED NOTIFICATION ENDPOINTS

IP Devices	Notify via third-party IP devices like Speakers, Clocks, Strobes & Beacons, LED Displays & Digital Signs, Paging Relays, Mobile Radios, Internal or External Numbers, Access Control Systems, and more Compatible with most IP devices that support multicast
IP Phones	Audio/visual alerts including paging and text displays to supported Mitel IP phones and SIP phones
Mobile Devices	Deliver multi-media push notifications to the Mitel Revolution mobile app Focus alerts based upon location and proximity to an incident zone using Geo-fencing capability
Desktop Devices	Alert with pop-up notifications delivered to PC & Mac desktop computers with a Desktop Override option to prevent their closing until event has been terminated
SMS Services	Connect third-party Clickatell or Twilio SMS services to simultaneously send traditional SMS text alerts to recipients
Outbound Mass Dialing Services	Connect to third-party Twilio outbound mass dialing service for Text-to-Speech (TTS) or prerecorded audio
Email Services	Send alerts to email recipients using SMTP with authentication
Common Alert Protocol (CAP) Enabled Devices	Send to third-party digital signs, radios, and other CAP-enabled feeds
LED Signs	Send to third-party devices from IP Device Notifier and Advanced Network Devices
Other	Send notifications to non-XML enabled devices configured to listen to a static stream, like beacons & IP phones. Send audio to third-party Analog-based paging systems

MITEL PLATFORM

	MiVoice Business	MiVoice Connect	MiVoice Office 250	MX-ONE
Supported Releases	Release 7.2 SP2 or higher	Release 1711 or higher	Release 6.3 SP4 or higher	Release 7.2 SP1 or higher
Supported IP Phones	Mitel 5300 and 6900 series phones	Mitel IP400 series IP655, IP565g, IP560g, and 6900 series phones	Mitel 5300 and 6900 series phones	Mitel 6800 and 6900 series phones

MITEL REVOLUTION[+]

Mitel Revolution Notification Capabilities	MiVoice Business	MiVoice Connect	MiVoice Office 250	MiVoice MX-ONE
Automatic Trigger: Common Alert Protocol (CAP)	Yes	Yes	Yes	Yes
Automatic Trigger: Scheduled Events	Yes	Yes	Yes	Yes
Automatic Emergency Call Trigger: SNMP Traps / Dial Monitor* / Email**	Yes	Yes*	Yes**	Yes
Manual Trigger: via REST API	Yes	Yes	Yes	Yes
Manual Trigger: Contact Closures	Yes	Yes	Yes	Yes
Manual Trigger: Request from Slack or Microsoft Teams	Yes	Yes	Yes	Yes
Manual Trigger: Mitel Revolution Mobile App	Yes	Yes	Yes	Yes
Manual Trigger: Mitel Revolution Web Portal	Yes	Yes	Yes	Yes
Manual Trigger: via SIP Dialing	Yes	Yes	Yes	Yes
Manual Trigger: Third-party Triggers & PoE Panic Buttons	Yes	Yes	Yes	Yes
Notifications: Desktop Notification	Yes	Yes	Yes	Yes
Notifications: Email Notification	Yes	Yes	Yes	Yes
Notifications: Mobile App Alerts	Yes	Yes	Yes	Yes
Notifications: Multicast Paging	Mitel 6900 series phones only (MiVoice Business R9.1 or higher)	Mitel IP400 series IP655, IP565g, IP560g and 6900 series phones	Mitel 6900 series phones in SIP mode only	Mitel 6800 and 6900 series phones
Notifications: Outbound Calling	Yes	Yes	Yes	Yes
Notifications: Overhead Paging (IP & Analog)	Yes	Yes	Yes	Yes
Notifications: Single Group Page	Mitel 5300 and 6900 series phones (Limit of 64 devices/page)	Mitel IP400 series IP655, IP565g, IP560g, and 6900 series phones	Mitel 5300 series phones	No (Use Paging Relay)
Notifications: SMS Alerts	Yes	Yes	Yes	Yes
Notifications: Third-party Systems (School Bells, Strobes, etc.)	Yes	Yes	Yes	Yes
Notifications: Unlimited Notification Groups	Yes	Yes	Yes	Yes
Notifications: Visual Alert on Phone Display	Yes (For MiNET Requires R9.1 or higher & 6900 series)	Yes	No	Yes
Notifications: Audio Alert on Phone Display	Yes (SIP only, 1-way)	Yes (1-way on 6900 series)	No	Yes (1-way on 6800 & 6900)
Notifications: Emergency Call Notification with Location Delivery	Yes	Yes	Yes (no location delivery)	Yes

[+] See platform-specific Mitel Revolution Configuration Guides here for more detail regarding feature support and limitations.