



A MITEL
PRODUCT
GUIDE

MiCollab

ACD WebRTC Pro Softphone Integration Guide

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What's New in this Document

1

This section describes the changes in this document due to new and changed functionality in the WebRTC Pro solution.

Table 1: Revision History

Update	Location	Publish Date
Initial publish at GA	-	29th Aug 2022
Second publication with MiCollab 9.7 SP1		13th July 2023

This chapter contains the following sections:

- [ACD WebRTC Pro Softphone](#)
- [Functionality](#)

This document describes how to provision and set up the MiCollab ACD WebRTC Pro Softphone in MiCollab, MiVoice Business (MiVB), and MiContact Center (MiCC). It includes the steps for setting up a new agent on MiCC, MiCollab, MiVB, and MiVoice Border Gateway (MBG) for the MiCollab ACD WebRTC Pro softphone to function.

2.1 ACD WebRTC Pro Softphone

The WebRTC Pro solution focuses on provisioning a real-time seamless solution to contact center agents who work remotely. Although this solution is primarily targeted at the contact center market, the WebRTC phone is equally useful for non-contact center users. The solution greatly simplifies deployment rules and removes the dedicated limits that were applicable with the earlier WebRTC offering.

One of the requirements for WebRTC is the capability for hot-desking, which enables the user to easily switch between phone devices. Because WebRTC is not dependent on contact center, it offers availability for general users in similar deployment situations, such as working from home and/or hot-desking in the office.

WebRTC Pro uses standard web browsers to provide a certain level of audio (and video) streaming with adequate user control. It can emulate many phone functions.

When the **WebRTC Pro** option is enabled on an MBG, the ability to support **WebRTC Anonymous Mode** on the same MBG is no longer available. Enabling this option impacts certain features of **MiCollab AWW** which use anonymous WebRTC. Specifically, the AWW web client option to **Join Audio from the PC** is not supported when the MBG is in WebRTC Pro mode. To connect audio via the PC the user must call into the AWW bridge from the MiCollab WebRTC softphone or make the call from a dedicated desk phone.

The MBG provides the WebRTC gateway function, which allows the web browser connection to emulate a SIP phone providing SIP phone functionality and call handling capability. Information about the MBG configuration for this is also included in this guide.

2.2 Functionality

The key functionality for WebRTC Pro is provided through MiCollab. In this initial release, only MiVoice Business supports this feature.

Additional agent call control capability is provided by integration with MiContact Center Business through the Web Ignite client, which then manages the call routing via MiVoice Business call control through Computer Telephone Integration. So also, additional call handling functions are made available through the Teleworker capability of the MBG.

i Note: Support of ACD features such as Barge-in (invoke), Whisper Coach (invoke), Call Recording (stop/start phone-based), and Silent Monitor (invoke) are available when the SIP softphone is integrated with the MiContact Center Business Web Ignite client at MiContact Center Business release 9.5 onwards. They are not available natively on the SIP softphone without the Web Ignite integration, except to some limited capacity through use of dial up feature codes.

Table 2: MiContact Center Business 9.5 Features

Feature	MiCollab WebRTC Pro Softphone + Web Ignite
Make a call	Via Web-Ignite keypad
Answer a call	Button in Ignite
Transfer a call	Button in Ignite
Invoke Hold	Button in Ignite
Invoke Conference	Button in Ignite
Silent Monitor (party to)	Yes
Silent Monitor (invoke)	Key on Web Ignite, or Feature Access code
Barge-In (party to)	Yes
Barge-In (invoke)	Key on Web Ignite
Whisper Coach (party to)	Yes
Whisper Coach (invoke)	Key on Web Ignite
Call Recording (party to)	Yes
Call Recording (stop/start phone based)	Key on Web Ignite

Feature	MiCollab WebRTC Pro Softphone + Web Ignite
Call Swap	Available
Hot-Desk	Available
External Resiliency	Available
Internal Resiliency	Available

The WebRTC Pro softphone is also treated as a hot-desk device by the MiVoice Business, as it allows users to move between hot-desk devices. This facilitates hot-desk operations, and also simplifies remote provisioning by allowing users to simply be enabled as Teleworker device users who can use the available web browser at any public location.

Being built on an existing web browser architecture, WebRTC Pro retains some of the user-friendly features of standard web browsers. Google Chrome 115 or later is the only browser currently supported.

i Note: Mozilla Firefox and Apple Safari have some limitations on WebRTC softphone support.

Product Compatibility

3

The WebRTC Pro solution is not a phone by itself but emulates many phone functions through use of appropriate web pages and integration with other unified communication products. The following products are required to implement WebRTC:

- MiContact Center Business for agent capabilities
- MiVoice Business for call control and call routing
- MiCollab for web page and phone operation
- Mitel Border Gateway for phone/WebRTC registration, and delivery of multiple phone functions associated with Teleworker users. All users of the WebRTC function will connect as Teleworkers.

The following table shows the products and the product releases that are compatible with WebRTC Pro:

Products	Release
MiVoice Business	9.4
MiCollab	9.6 SP1 onwards
MiContact Center Business	9.4 onwards
MiVoice Border Gateway	11.4 SP1

The deployment with WebRTC Pro builds on the existing Call Control deployment architectures for the key applications - MBG, MiCollab, and MiVB. The WebRTC initially establishes a connection to MiCollab, and after registering with MiCollab, the WebRTC Pro softphone registers with Mitel Border Gateway (MBG) as a Teleworker device. MBG then registers this device with the MiVoice Business (MiVB) call control as a SIP device and provides the conversion between WebRTC Pro browser functions and internal SIP connectivity.

Resiliency Support

The WebRTC client does not support DNS-SRV based resiliency used by other Next Generation MiCollab clients.

The WebRTC client supports DNS round robin configuration. In this configuration, a single MBG FQDN is configured with two or more MBG IP addresses. If one IP address becomes unreachable, the browser attempts to connect to another resolved IP address.

Setting up WebRTC Pro Solution

5

This chapter contains the following sections:

- [Creating an ICP in MBG](#)
- [Adding a New User on MiCollab Client](#)
- [Managing Web Server Certificate](#)
- [Configuring WebRTC Pro on MBG](#)
- [Syncing MiVB in MiCC](#)
- [Synchronizing YourSite](#)
- [Adding Agent](#)

The procedure explained in this section includes the set up for MiCollab, MiVoice Border Gateway (MBG), MiVoice Business (MiVB) and MiContact Center Business (MiCC B). See [Licensing](#) for information on licenses required for this solution.

Note: It is assumed that MBG and MiVB are already installed and licensed appropriately.

5.1 Creating an ICP in MBG

Complete the following steps to create an ICP on the MBG, if one has not been already created for this solution:

Note:

This MBG must be clustered with the MiCollab unit.

1. Log in to MBG, on the main page, click the **Network** tab and click **ICPs**.
2. Click the **+** sign.
3. Enter **ICP information** as required and then click **Save**.

Note:

Refer to the *MBG Online Help* for detailed instructions for adding the ICP information.

5.2 Adding a New User on MiCollab Client

The preferred method for adding and updating a user configuration is through MiCollab, because this links MiCollab, MiVB, and MBG updates. Updates can be verified on MiVB or MBG directly.

5.2.1 Adding MiCollab Client

You must add a SIP Teleworker user on MiCollab. The MiCollab Client user will make WebRTC calls, which MBG converts to SIP. Refer to the *MiCollab* documentation for detailed instructions.

Create a deployment profile on **MiCollab Client** to set up **WebRTC Pro SIP Host** with the following **General** and **Softphone** settings. Make note of the **Profile** name.

General Settings

Name *	WebRTC Pro	Log Level	DEBUG
Use Teleworker	on	Call mode	Audio
Use Softphone	on	Office number	
MBG	local	Office number pause	0
RTP timeout detection	☒	Config download host *	MiCollab Server FQDN
Prefer mobile network for VoIP	☐	MBG SIP host *	MBG's FQDN
		MBG-WebRTC SIP host *	MBG's FQDN
Override user email	☐	PBX SIP host	Default
Deployment email address		Conference access code	*40
		Emergency numbers	000,110,112,118,119,911,999

Softphone Settings

PBX type	MV Business	Teleworker type	MBG
SIP transport protocol	TLS TLS is suggested, please see documentation	SIP transport protocol	TLS TLS is suggested, please see documentation
SRTP mode	Off	SRTP mode	Off
SIP port	0	SIP port	0
SIP DTMF method	RFC 2833 / RFC 4733	SIP DTMF method	RFC 2833 / RFC 4733
Default audio codec	Best quality (G.722)	Default audio codec	Best quality (G.722)
Max video TX rate (kbit/s) *	768	Max video TX rate (kbit/s) *	768
Max video RX rate (kbit/s) *	768	Max video RX rate (kbit/s) *	768
DSCP SIP	Class selector 3	DSCP SIP	Class selector 3
DSCP RTP audio	Expedited forwarding	DSCP RTP audio	Expedited forwarding
DSCP RTP video	Assured forwarding 41	DSCP RTP video	Assured forwarding 41
Verify TLS-server-certificate	☒	Verify TLS-server-certificate	☒
TLS-server-certificate CA	Mitel CA	TLS-server-certificate CA	Mitel CA
		TLS-server-certificate CA Upload	Choose File No file chosen

Creating a User Template

Create a user template for **ACD WebRTC Pro Softphone** user.

Add User Template

Label: ACD SIP Softphone User
Description: ACD SIP Softphone User

User Information

UCC Bundle: UCC Premium User for Enterprise (V4.0)
Department: <none>
Location: <none>
Prompt Language: System Default - English (United States)
Password:
☐ Same as Primary Phone Extension
☐ Randomly Generate
☒ Use this value *****
TUI Passcode:
☐ Same as Primary Phone Extension
☐ Randomly Generate
☒ Use this value ****
☒ IDS Manageable

Service Information

☒ Include Primary Phone

Service Label: ACD SIP Softphone
☐ Private
Network Element: KAN_AG1
Secondary Element: KAN_AG2
☐ Use DID Service Number as Outgoing DID Number
CESID:
☒ Hot Desking User
☒ ACD Agent
☒ Enable SIP Softphone for MiCollab Client
☐ External Hot Desk License
Deployment Profile: WebRTC Pro
Preferred Set: No Device
☒ Include Teleworker Service
Service Level: Full
Zone ID: 1
Call Coverage Service Number: 1

	Day	Night 1	Night 2
Class Of Service:	74	74	74
Class Of Restriction:	1	1	1

☐ Include Secondary Phone
☐ Include Other Phone
☐ Include Group
☐ Include Speech Auto Attendant
☒ Include MiCollab Client Service

Feature Profile: UCC (V4.0) Premium
User Profile: Default User Profile
Desk phone extension: None
Soft phone extension: Primary
Deployment Profile: Do Not Deploy
☐ MiTeam Classic

☐ Include NuPoint Unified Messaging Voicemail
☐ Include Audio, Web and Video Conferencing

Adding a User

Following is the procedure for adding a user:

1. Go to **Quick Create User**, under **Users and Services** and specify the new user details.

Quick Create User

Save Cancel

User Role
Role: ACD SIP Softphone User

User

First Name: MiCollab *Last Name: ACDSoftphone
 Department: <none>
 Location: <none>
 *Login: micollabacd
 *Primary Email Address: acd@test.com

Primary Phone

Service Label: ACD SIP Softphone
 *Network Element: KAN_AG1
 *Number: 1234
 DID Service Number:

Save Cancel

2. Click the **MiCollab Client** tab and specify details of the **MiCollab Client** for the ACD softphone.

Edit User - ACDSoftphone, MiCollab

Save Cancel Connect to MiVB System Tool

User Phones NuPoint Unified Messaging **MiCollab Client** Audio, Web and Video Conferencing Teleworker

MiCollab Client for MiCollab ACDSoftphone

Feature Profile: UCC (V4.0) Premium
 User Profile: Default User Profile
 Desk phone extension: None
 Soft phone extension: 1234 (on KAN_AG1)
 Mailbox number: None
 Deployment Profile: qasharedmbg

Number: Status: Deployed

Save Cancel

3. Under the **Teleworker** tab, add a number for the teleworker. Note that you add a user as Teleworker, specifying a phone number, for this feature to function.

Edit User - ACDSoftphone, MiCollab

Save Cancel Connect to MiVB System Tool

User Phones NuPoint Unified Messaging MiCollab Client Audio, Web and Video Conferencing **Teleworker**

New Teleworker

*Phone: 1234 (on KAN_AG1)
 Status: Enabled

Note: These fields are not applicable for SIP Device types.

Save Cancel

5.3 Managing Web Server Certificate

In the left pane menu, go to **Security > Web Server**, and download the certificate from the primary MBG (and the secondary MBG, if applicable). This step is optional, depending on the type of certificate you use.

Mitel Standard Linux

Applications

MiVoice Border Gateway

ServiceLink

Blades

Status

Administration

Web services

Backup

Restore

View log files

Event viewer

System information

System monitoring

System users

Shutdown or reboot

Virtualization

Security

Remote access

Port forwarding

Syslog

Web Server

MBG client certificates

Configuration

Networks

E-mail settings

Google Apps

Cloud Service Provider

DHCP

Date and Time

Hostnames and addresses

Domains

IPv6-in-IPv4 Tunnel

SNMP

Ethernet Cards

Review configuration

Miscellaneous

Support and licensing

Help

Configure Web Server

Web Server Certificate

Certificate Authority Trust

TLS

Manage Web Server Certificate

The following web server certificate is currently installed:

Issuer:	C=--, ST=--, L=Ottawa, O=XYZ Corporation, OU=Main
Certificate Name:	C=--, ST=--, L=Ottawa, O=XYZ Corporation, OU=Main
Alternate Name(s):	*,qashared.micc.local 10.46.56.93 qashared.micc.local qasharedmbg qasharedmbg.qashared.micc.local
Valid From:	Apr 14 11:42:59 2021 GMT
Expires:	Apr 12 11:42:59 2031 GMT

Third Party Certificate

- Using Let's Encrypt certificate authority (free certificate)

Let's Encrypt is a free, automated, and open certificate authority (CA). You can obtain a free trusted web server certificate using the Let's Encrypt service. Let's Encrypt certificate

Status:	disabled
Contact E-Mail:	admin@qashared.micc.local
Common Name:	qasharedmbg.qashared.micc.local
Alternate Name(s):	

Modify Request

You can request a certificate by clicking 'Get Certificate'. You may also click 'Get Certificate' to renew.

- Using other third-party certificate authority

If you would like to automatically enroll for a web server certificate issued by a local Enterprise CA via the Simple Certificate Enrollment Protocol (SCEP), then select the SCEP enr. If you would like to install a web server certificate that is issued by another third-party Certificate Authority (CA), you must first generate a Certificate Signing Request (CSR) whi. Once the Certificate Authority has issued you a web server certificate, you can upload it using the 'Upload and install' option below. This option may also be used if you want to in. To download the currently installed web server certificate and private key, select the 'Download' option below. The resulting file will be a ZIP file containing the private key, the cu

Select operation to perform:

☐ Enterprise CA - SCEP Enrollment
☐ Generate a new Certificate Signing Request (CSR)
☐ Upload and install a web server certificate
☒ Download the current web server certificate

5.4 Configuring WebRTC Pro on MBG

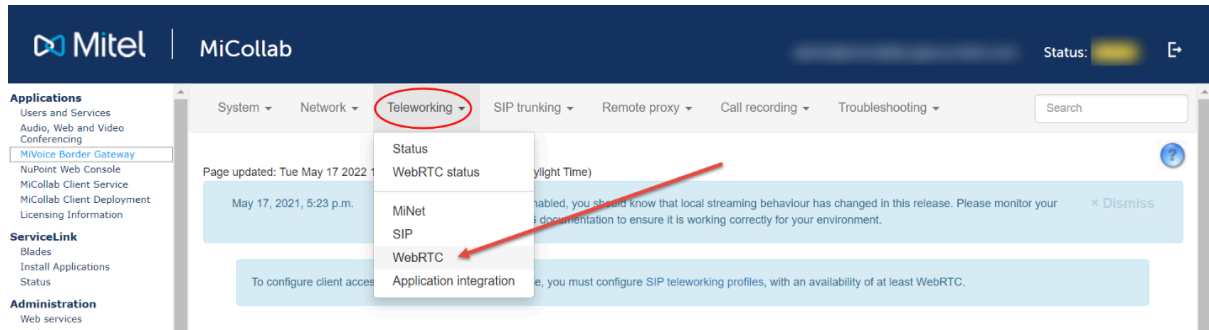
After you have added a user, you must configure the MBG:

- From the **MBG** main menu, click **Teleworking** > **SIP**. Verify that the newly added user is displayed.

Note:

Because MBG emulates a SIP phone for the WebRTC connection, the user status will be identified under SIP devices.

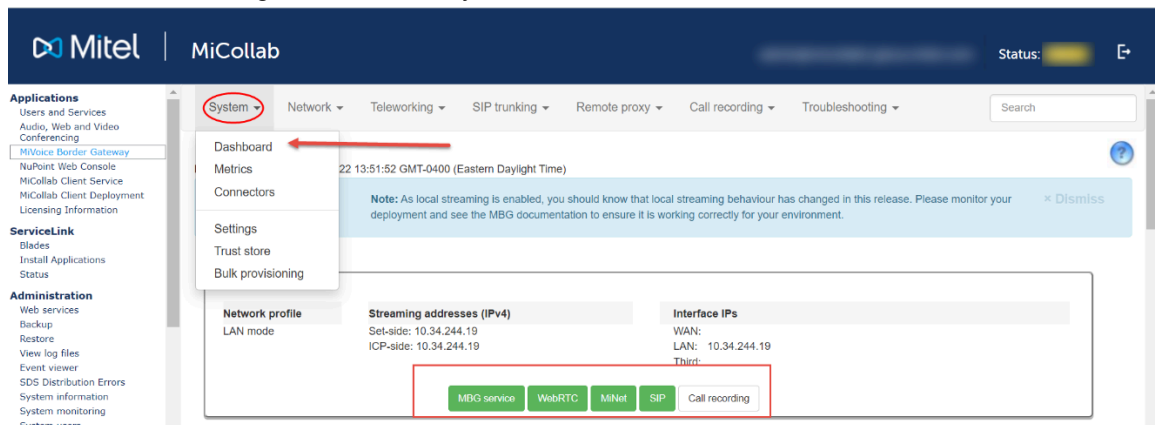
- Click **Teleworking > WebRTC** from the MBG main menu after verifying that the user has been added. Refer to the *MBG Online Help* for detailed information about WebRTC setup.



- Select **WebRTC Pro** from the **Operating Mode** drop-down list.

 A screenshot of the 'WebRTC status' configuration page. The page is divided into several sections. On the left, there are checkboxes for 'Enabled' (checked), 'Video enabled' (checked), and 'LDAP login'. Below these are input fields for 'LDAP server', 'LDAP password', and 'Pictures server URL'. In the center, there are dropdowns for 'Hosting mode' (set to 'Host WebRTC on separate server') and 'WebRTC protocol security mode' (set to 'Public only'). Below these are 'Licenses' for 'Anonymous calls' (None) and 'Registered subscribers' (100). On the right, there is an 'Operating Mode' dropdown set to 'WebRTC Pro'. Below it are 'Client Mode' (set to 'Anonymous'), 'Anonymous WebRTC ICP' (set to 'my icp'), 'WebRTC permit/deny mode' (set to 'Permit and Deny'), 'Transcoding enabled' (unchecked), 'LDAP DN', 'LDAP password', and 'Voicemail digits'. At the bottom right, there are 'Save' and 'Download SDK' buttons.

- Click **Save**.
- Click **System > Settings** from the MBG main menu to enable the SIP option on MBG.
- Scroll to the **SIP Options** pane, enable the **UDP, TCP and TCP/TLS SIP** support protocols.
- Go to **System > Dashboard**. if the MBG, WebRTC, and SIP buttons are displayed in green, it indicates that the MBG is configured successfully.



5.5 Syncing MiVB in MiCC

Perform a sync to the MiVB in MiCC.

Note:

MiVB does not automatically write to MiCC; therefore, this must be performed manually.

5.6 Synchronizing YourSite

Log in to **YourSite** Explorer to verify the newly created agent.

The screenshot shows the 'YourSite Explorer' application. The top menu bar includes 'File', 'Home', 'View', 'Tools', 'Configuration', 'Active directory', and 'Telephone system'. The left sidebar has a tree view with categories: Enterprise (Media servers, Site, Mail servers, Servers, Schedules, Alarms, Security list, Security role, My Role Allowed, Work Force Management), Devices (Employee, Employee groups, Employee Divisions, Agents, Agent groups, Queues, Queue groups, Extensions, Extension groups, Extension Divisions, Trunks, Trunk groups, DNIS, DNIS groups, Account Codes), and YourSite (Call Accounting, Workforce Scheduling, IVR Routing). The main area is titled 'Agents' and shows a table with one agent selected. Below the table, the configuration for the selected agent 'MiCollab ACDSofthphone' is displayed, including fields for Employee, First name, Last name, Agent login ID, Media server, and various options like 'Disable real-time monitoring' and 'External hot desk agent'.

Reporting number	First name	Last name	Media server	Employee	Real time	Is active	Last modified	Last modified by
1234	MiCollab	ACDSofthphone	10.46.56.72		☒	☒	5/9/2022 4:04:22 PM	Data Synchronization Service

1 of 1 selected. Total: 1

MiCollab ACDSofthphone

Agents without associated employees will not be considered for real time. Changes to the employee association must be done in the employee page.

General

Employee:

First name:

Last name:

Agent login ID:

Media server:

☐ Disable real-time monitoring and data collection on this device

3300 ICP options

COS:

COR:

Fallover media server:

External hot desk agent

☐ External hot desk user enabled

External dialing prefix:

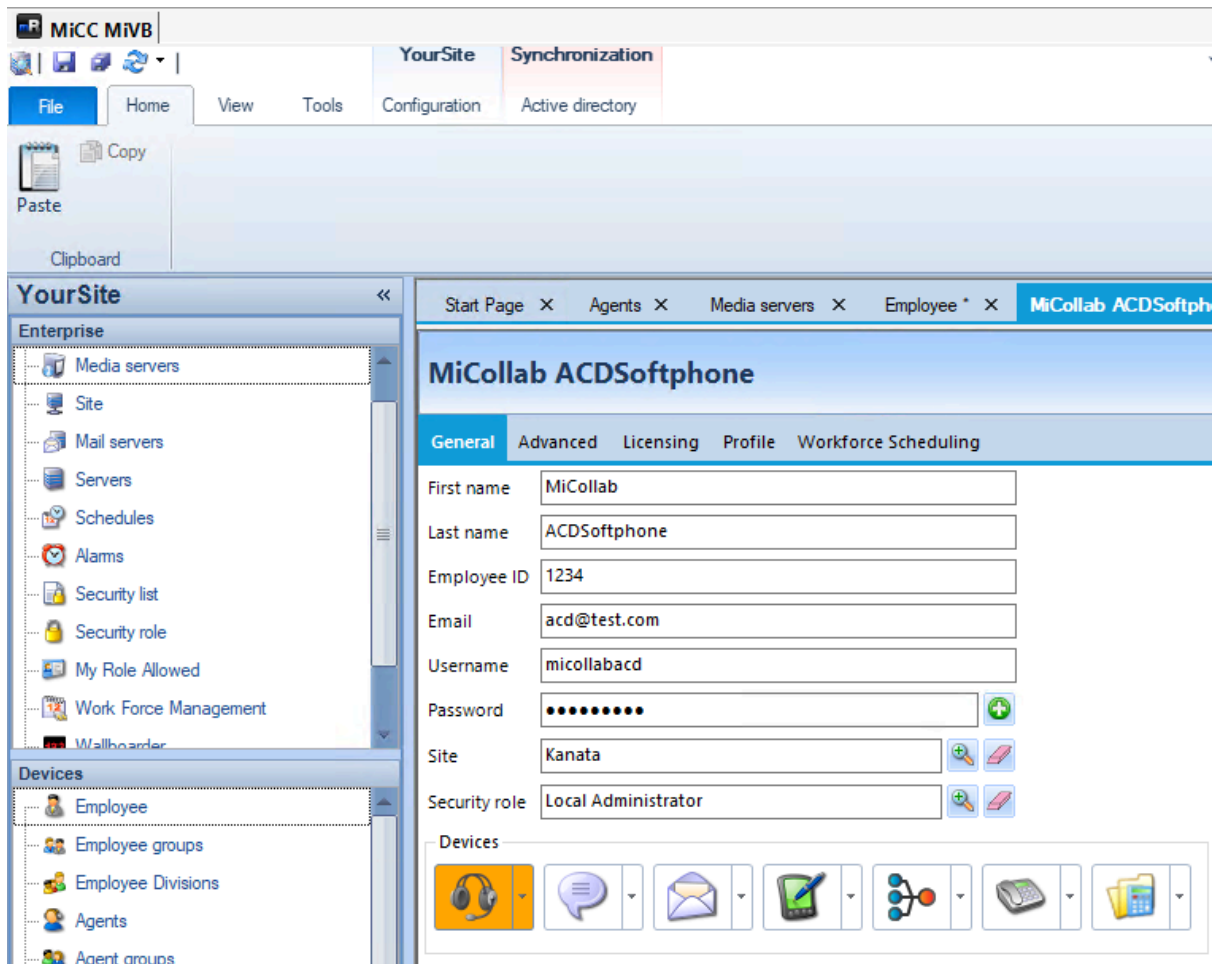
External dialing number:

5.7 Adding Agent

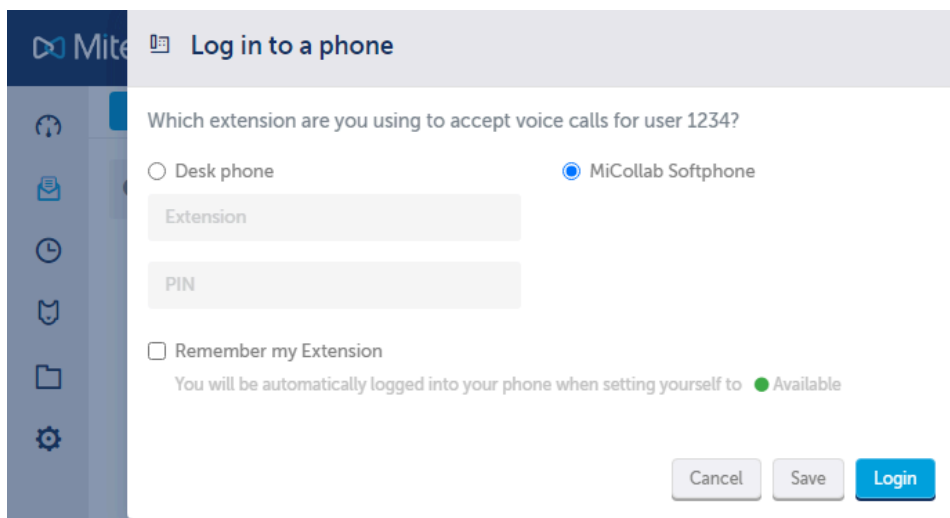
Create a new employee or add the agent to an existing employee.

Or

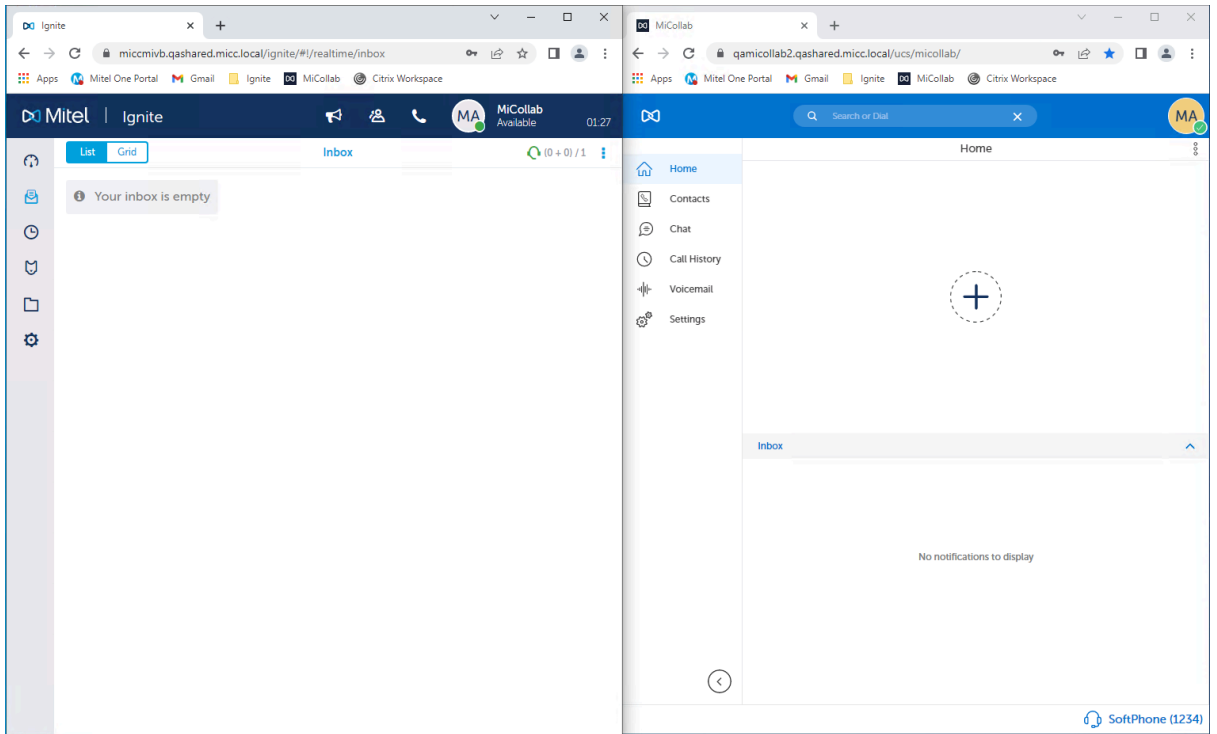
You can add to an existing Agent group, or create a new group, and add to it.



Log in to MiCC Ignite and enable the MiCollab Softphone.



A successful connection will appear in Ignite and in MiCollab as shown in the following figure.



The WebRTC softphone uses the existing license structure:

- Teleworker licenses in MBG,
- MiCollab Desktop and Softphone Client licenses,
- Device (SIP) licenses on MiVB, and
- Concurrent Voice Agent licenses on MiContact Center.

No additional licenses specific to WebRTC Pro are required to deploy and operate the solution. However, use of the WebRTC softphone does require a Teleworker license to be provisioned in MBG, and the user or agent must include a MiCollab Desktop and Softphone Client license. Even if the user is in the office, a Teleworker license is needed as the WebRTC softphone terminates at the MBG.

- [MiCollab Server Manager Help](#)
- [MiCollab Installation and Maintenance Guide](#)
- [MiCollab Administrator Guide](#)
- [MiVoice Business System Administration Tool Help](#)
- [MiContact Center – MiVoice Business User Guide](#)
- [MiContact Center – MiVoice Business Installation and Administration Guide](#)
- [MiVoice Border Gateway Help](#)
- [MiVoice Border Gateway Engineering Guidelines](#)

