

MiVoice Office Application Suite v5.1 - SWAS

What it is and how it works

Overview

This document outlines the SWAS options available for MiVoice Office Application Suite release 5.1.

These SWAS options apply to all version of MiVoice Office Application suite and can be used to upgrade an installation from a version prior to release 5.1.

In addition to single year parts, 3 and 5 year parts are available with a discounted price over buying SWAS on a yearly basis.

Standard vs Premium

In previous releases of software, premium SWAS was additive to standard SWAS (standard had to be purchased and then upgraded to premium.

starting from release 5.1, premium SWAS is now a standalone part and can be purchased without purchasing standard first. This simplifies the SWAS ordering process and reduces the number of parts to be ordered.

Examples:

Licenses	Qty.	SWAS Required (Standard)	SWAS Required (Premium)
Phone Manager Outlook	60	<ul style="list-style-type: none"> MiVO App Suite Base SWAS Standard 	<ul style="list-style-type: none"> MiVO App Suite Base SWAS Premium
Phone Manager Mobile	20		

Licenses	Qty.	SWAS Required (Standard)	SWAS Required (Premium)
Phone Manager Outlook	60	<ul style="list-style-type: none"> MiVO App Suite Base SWAS Standard 	<ul style="list-style-type: none"> MiVO App Suite Base SWAS Premium MPM Professional / Team Leader SWAS Premium
Phone Manager Mobile	20		
Phone Manager Pro	10	<ul style="list-style-type: none"> MPM Professional / Team Leader SWAS Standard 	
Phone Manager TL	5		

Licenses	Qty.	SWAS Required (Standard)	SWAS Required (Premium)
Phone Manager Outlook	60	<ul style="list-style-type: none"> MiVO App Suite Base SWAS Standard 	<ul style="list-style-type: none"> MiVO App Suite Base SWAS Premium MPM Professional / Team Leader SWAS Premium MiVO Call Recorder SWAS Premium (up to 8 Licenses)
Phone Manager Mobile	20		
Phone Manager Pro	10	<ul style="list-style-type: none"> MPM Professional / Team Leader SWAS Standard 	
Phone Manager TL	5		
Call Recorder Licenses	8	<ul style="list-style-type: none"> MiVO Call Recorder SWAS Standard (up to 8 Licenses) 	

Please visit the MiVoice Office Application Suite portal to see a list of sites where the SWAS has expired and to get a site-specific SWAS quote – <http://www.mitelcommunicationservice.com>

3 Months Free SWAS

All new MiVoice Office Application Suite systems come with 3 months of free Standard SWAS. This SWAS cover will start when the licence is first registered and will cover the contents of the base system plus any additional licenses you purchase during the 3-month period.

Note: The free period of SWAS will automatically expire 12 months after the MiVoice Office Application Suite licence is issued. To get the full 3 months, the licence must be activated within 9 months of the licence being issued. Check the licence certificate for the issue date.

To extend the SWAS beyond the initial 3-month period, all the SWAS elements required need to be purchased to run concurrently for the full year period to cover any licenses or features listed on your site.

If you purchased 12 months SWAS with the original order and purchase additional features during the 3 months, you will need to purchase the appropriate SWAS at the end of the 3 months to cover these new features or the SWAS will not be valid.

Part No.	Product
51306143	MiVO App Suite Base SWAS Standard Covers any MCS with any number of Outlook or Mobile Clients and Call Reporter
51306171	MiVO App Suite Base SWAS Premium Covers any MCS with any number of Outlook or Mobile Clients and Call Reporter
51306172	MPM Professional / Team Leader SWAS Standard Required when a site has 1 or more Professional or Team Leader licenses
51306173	MPM Professional / Team Leader SWAS Premium Required when a site has 1 or more Professional or Team Leader licenses
51306174	MiVO Call Recorder SWAS Standard (up to 8 Licenses) Required when a site has Call Recorder licenses up to and including 8
51306175	MiVO Call Recorder SWAS Premium (up to 8 Licenses) Required when a site has Call Recorder licenses up to and including 8
51306177	MiVO Call Recorder SWAS Standard (per User) Required when a site has more than 8 recording licenses
51306178	MiVO Call Recorder SWAS Premium (per User) Required when a site has more than 8 recording licenses
51303628	Mitel Phone Manager Outbound SWAS Standard per user Per user license for Phone Manager Outbound SWAS
51303278	Mitel Phone Manager Outbound SWAS Premium per user Per user license for Phone Manager Outbound SWAS