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September 2020

As we all settle into the new work dynamic (or, at least try to) it's worth taking a look at how remote work is affecting your communications solutions and if they are proving to be up to the demand. In this issue, we've gathered information and resources that will help you manage the new work dynamic.

Your Guide to Integrating Mitel Applications into Microsoft Teams

We recently held a [highly attended webinar addressing Microsoft Teams and Mitel](#), and one question many people had was how to access Teams from Mitel, so we created this handy guide to help.

[Download it from the Info Gallery.](#)



Mitel Connect and TLS 1.2

TLS 1.2 is supported in the most recent version of Connect (22.12.7211.0) that will be Generally Available (GA) by the end of September 2020. As a participant in Mitel's Beta program, Packet Fusion is currently running this code and it's running smoothly.

What do you need to do to take advantage of TLS 1.2?

1. Upgrade to the current connect build.
2. Make sure there are no older SG vintage switches in your environment as they do not support TLS 1.2: (SGT1K, SG30, SG50, SG50V, SG90, SG90V, SG220T1,

SG220T1a,SG24a).

3. By nature MGCP will not support TLS 1.2, so all MCGP phones will not be supported: (IP110, IP115, IP230, IP230G, IP265, IP560, IP560G, IP565G, IP655).
4. The switches that do support TLS 1.2 are: (ST1D, ST2D, ST24a, ST48a, SG50A, ST100A, ST100DA, ST200, ST500)
5. Virtual switches support TLS 1.2

TLS 1.0, while not as secure as 1.2, will be supported in Connect until the SG switches go in End of Support which is slated for some time past 2024.

If you have any questions, please reach out to us for a one-on-one discussion about the topic at mpingatore@packetfusion.com.

MISAC Members: Connect the Dots to the Cloud



We have connected the dots to the cloud for more than 100 California agencies, enabling them to meet ever-changing demands, become more agile, and control costs.

[See which agencies we've connected to the cloud.](#)

We can help you, too, with unified communications from voice to VoIP, to contact center and collaboration.

IntelePeer Recognizes Packet Fusion



We're thrilled to have been named a winner of the second annual President's Club awards by IntelePeer, the leading Communications Platform as a Service (CPaaS) provider. During this unprecedented time of change for our customers, we are proud that we

address our clients' needs with solutions like SIP trunking that are so important in the journey to transition to the cloud.

[Read the announcement](#)

Vendor Spotlight: Dialpad

Dialpad Pushes the Envelope to Keep People Connected and Collaborating



Enhanced Video Conferencing

As part of their Work From Anywhere™ infrastructure focus, last week Dialpad acquired Highfive, a video conferencing platform. Dialpad's eight-year-old conferencing solution, UberConference, has video, but is known best for its voice features. The addition of Highfive adds enhanced video capabilities and increased reliability and flexibility for dispersed teams. [Read the press release.](#)

Dialpad Support Evolves into Dialpad Contact Center

Dialpad Support, which was launched in 2018, offered a great call center experience by combining high call quality with Ai to enhance and support conversations. Now, Dialpad Contact Center takes it to the next level, with reporting and dashboards, agent coaching, calling capabilities, and native integrations that all help deliver omnichannel support for everyone and from anywhere. Learn more about [Dialpad Contact Center here.](#)

Making Remote Work for Your Team - Today and in the Future: A Conversation with Dialpad Executives



Thursday, Sept 30, 2020

12:00 PM, PDT

[Register here](#)

Work is changing in real-time, with many companies implementing business continuity plans that incorporate a Work From Anywhere™ infrastructure. Dialpad is providing reliable UCaaS and Contact Center tools for remote teams, helping them to create communities of happy, loyal customers in the U.S. and via multi-national deployments.

Join Dialpad for a discussion on the state of remote work and how it will look in the future.

They'll also share examples of how Dialpad is helping customers through challenging times by deploying UCaaS and Contact Center solutions to enable collaboration and connection amongst employees across teams, functions, and continents.



Dan O'Connell
Chief Revenue &
Strategy Officer



Mike Kane
VP Channel Sales

Customers are Saying...



"Brandon is very knowledgeable and went through the proper troubleshooting issues when identifying the issue."

Tim, California Credit Union



"All the Team was very helpful and efficient. THANK YOU."

Sisy, Garlan's Inc.

Resources to Help You Make Informed Decisions

[Info Gallery](#): Our curated collection of resources, training and news on the technologies you care about: cloud, contact center, business telephony, SD-WAN, security and collaboration. Updated regularly.

[Lunch & Learns](#): Monthly webinars featuring trends and insights from the leaders in tech solutions.

[Tech Talks](#): A series of technical "How-To's" and discussions.

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