

MiVoice Office 400 Products

Phones, Applications, Communication Servers



MiVoice Office 400 is a flexible, versatile communications solution specifically designed to meet the tough demands of small and medium sized businesses.

MIVOICE 6900 SIP PHONES

The MiVoice 6900 series is a family of powerful 'Mobile First' IP phones offering advanced integration with mobile phone calling and applications. Mitel's MobileLink capability enables the user's mobile phone to pair directly with the 6900's Bluetooth interface to deliver access to mobile phone features from the desk phone. This technology allows both cellular calls and IP calls to be managed from a single device.

MobileLink allows mobile phone users to leverage the exceptional HD audio and comfortable ergonomics of the 6900 series phones for both IP and cellphone calls. The 6900 phones deliver crystal clear audio through a unique corded or cordless voice optimized handset and high performance hands-free speakerphone. Unparalleled flexibility is achieved through a broad range of add-on user installable accessories that enable the phones to be tailored to specific user needs.

The MiVoice 6900 family provides the flexibility and capability needed to meet the demanding needs of today's users.



BUILDING ON THE 6800 SERIES SUCCESS WITH NEW CAPABILITIES

The MiVoice 6900 Series IP Phones and accessories build on the remarkable success of the 6800 Series SIP Phones with a new platform that couples sleek, modern styling with truly remarkable audio quality, and an array of new features such as Bluetooth Cordless handset and the mobile integration feature set. The 6900 series offers 3 premium models of phones in addition to the existing 6800 series phones.

MOBILELINK MOBILE INTEGRATION

The MiVoice 6900 Series IP Phone's MobileLink mobile device integration seamlessly marries mobile phone call audio and contact information with the desktop phone. Calls to the mobile phone can be answered on the 6900 phone just like any other call leveraging the superior audio performance and ergonomics of the 6900 phone. Mobile Phone contacts can be synchronized with the 6900 Series IP Phones allowing access to the same contacts on either device. A powered USB port suitable for charging a mobile phone is also built into the 6930 and 6940 phone models.

MobileLink is available as a standard feature of the 6930 and 6940.

REMARKABLE AUDIO

Featuring Mitel's high definition Hi-Q audio technology to deliver exceptional voice clarity. The MiVoice 6900 Series handset provides voice optimized audio that delivers clearly discernable speech in all types of environments from the office cubical to the shop floor. An optional cordless version of this innovative handset is also available for the 6930 and comes standard on the 6940. The 6900 Series IP Phones feature an enhanced HD full-duplex speakerphone with a sealed acoustic chamber enabling superb audio performance. Users will appreciate the premium audio experience delivered by the MiVoice 6900 Series IP Phones.

MIVOICE 6920 IP PHONE

The MiVoice 6920 is designed for power users who demand not only a modern design but also a phone that is flexible and delivers a high quality communications experience. The MiVoice 6920 is designed from the ground up to provide an exceptional HD audio experience via its unique speech optimized handset, high quality full-duplex speakerphone and support for USB, EHS/DHSH & Analog headsets. The MiVoice 6920 offers an intuitive user experience via its crisp high resolution 3.5" color LCD display, programmable personal and context-sensitive soft keys.



MiVoice 6920

MIVOICE 6930 IP PHONE

The MiVoice 6930 is designed for power users who need a phone that can be tailored to their specific communication needs. MobileLink enables the users' mobile phone to pair directly with the 6930 using the embedded Bluetooth 4.1 interface to deliver access to many of the features of the mobile phone on the desk phone, making the MiVoice 6930 an invaluable companion to the mobile user's smart phone. The 6930 affords users the flexibility to tailor the phone for specific needs through a broad array of end user installable add-on accessories. It's designed from the ground up to provide an exceptional HD audio experience via its unique speech optimized handset, enhanced full-duplex speakerphone and support for Bluetooth, USB and Analog headsets. Supporting today's high speed networks through dual Gigabit Ethernet ports, the 6930 offers a large 4.3" color backlit LCD display, HD wideband audio with advanced audio processing, programmable Personal keys and context sensitive soft keys.



MiVoice 6930

MIVOICE 6940 IP PHONE

The MiVoice 6940 is designed for the executive user who demands an exceptional device that meets their demanding communication needs. MobileLink enables the users' mobile phone to pair directly with the 6940 using the embedded Bluetooth 4.1 interface to deliver access to many of the features of the mobile phone on the desk phone, making the MiVoice 6940 an invaluable companion to the mobile user's smart phone. The 6940 affords users the flexibility to tailor the phone for specific needs through a broad array of end user installable add-on accessories. The 6940 is designed from the ground up to provide an exceptional HD audio experience via its unique speech optimized cordless handset, enhance full-duplex speakerphone and support for both Bluetooth and USB headsets. Supporting today's high speed networks through dual Gigabit Ethernet ports, the 6940 offers an exceptionally large 7" color touch display, HD wideband audio with advanced audio processing, ninety-six programmable Personal keys and six context sensitive soft keys.



MiVoice 6940

ACCESSORIES

The 6900 IP Phones can be easily enhanced with the addition of the following accessories:

- Bluetooth Cordless handset for MiVoice 6930 IP
- WLAN Adapter (supported on 6900 and 6800 phones)
- M695 Color Programmable Key Module (supported on all 6900 models)
- Wall Mount Kit (supported on all phone models)
- AC adapters (for deployments not using PoE)



M695

MITEL 6800 SIP PHONES

All Mitel enterprise-grade 6800 Series SIP telephones have a sleek and modern industrial design with remarkable HD wideband audio and an enhanced speakerphone and superior audio processing to achieve richer and clearer hands free conversations. In addition, all models feature a highly compact desktop footprint and cutting-edge eco-friendly features. The Mitel 6800 SIP series offer a range of phones with a breadth of features such as color graphical displays, GigE Ethernet ports and DHSG/EHS headset support, as well as an extensive array of accessories including; expansion modules, detachable keyboard and wall mount.



Mitel 6863

MITEL 6863 SIP PHONE

The Mitel 6863 delivers exceptional value in an enterprise grade SIP desktop phone. This 2-Line SIP phone with its 2.75" graphical monochrome LCD display, programmable hard keys and smaller desktop footprint is an ideal option for professional workers in business environments that have light telephone use requirements.



Mitel 6865

MITEL 6865 SIP PHONE

The Mitel 6865 offers exceptional value in a fully featured, expandable IP phone. With its 8 programmable keys, XML capabilities, Expansion Module and native DHSG/EHS support, the Mitel 6865 SIP phone is ideally suited for the small to large business market that needs Gigabit throughput for PC connectivity.



Mitel 6867

MITEL 6867 SIP PHONE

The Mitel 6867 provides remarkable HD wideband audio and an enhanced speakerphone that utilizes dual microphones and advanced audio processing to achieve richer and clearer conversations. The 6867 offers a large color LCD display, dual port GigE, 6 programmable soft keys, 4 context sensitive system keys, native DHSG/EHS headset and Expansion Module support.

MITEL 6869 SIP PHONE

The Mitel 6869 phone commands the desktop with its large 4.3" color display, powerful crystal clear HD audio and 12 programmable soft keys. Dual Gigabit Ethernet ports, magnetic keyboard interface, native DHSG/EHS headset support and choice of expansion modules make the 6869 a powerful and expandable desktop communication device.



Mitel 6869

MITEL 6873 SIP PHONE

The Mitel 6873 SIP Phone is designed for power users who demand a lot from their phone. The 6873 offers executives a large 7" touchscreen display, crystal clear HD audio and 48 programmable soft keys. Dual Gigabit Ethernet ports, embedded Bluetooth, powered USB port, touchscreen keyboard and choice of expansion modules ensure the 6873 delivers a robust, productivity-enhancing executive desktop communication tool.



Mitel 6873

EXPANSION KEY MODULES

The M680 expansion module is a compact and cost efficient addition for Mitel 6800 Series SIP phones providing 16 additional programming keys. Each key has a built in LED enabling support of advanced features like BLF, SCA as well as Speed Dial. The color LCD display of the M685 module is a perfect addition for the Mitel 6865, 6867, 6869 and 6873 SIP phones. Providing 28 keys with LED and the ability to page through 3 sets of 28 keys gives outstanding flexibility and expandability.



M680



M685

Overview of 6900 IP Phones



6920 IP Phone

6930 IP Phone

6940 IP Phone

HARDWARE FEATURES

Wall mounting	• (optional)	• (optional)	• (optional)
Wideband HD Handset	Corded	Corded/Cordless optional	Cordless
Headset Jack with EHS/DHSG support	•	•	•
Headset Support Bluetooth / USB	via Adapter / •	• / •	• / •
Bluetooth 4.1	•	Embedded	Embedded
Powered USB 2.0 Host Port	Yes (100mA)	Yes (500mA)	Yes (500mA)

DISPLAY AND CONTROL SYSTEMS

Color Display, Auto Dimming, Brightness Adjust, Size (Diagonal)	8.9 cm / 3.5 in	11 cm / 4.3 in	Touchscreen 17.8 cm/7 in
Number of Pixels (w x h)	320 x 240	480 x 272	800 x 480
Indicator LED	1	1	1
Configurable keys (Softkeys)	38	68	78
Fixed function keys	10	10	10
Alpha keyboard			Touchscreen

FEATURES

Multi-line (number of lines)	18	24	24
Call preparation	•	•	•
Name dialling	•	•	•
Open listening	•	•	•
Full-duplex speakerphone	•	•	•
Transfer / Conference via Softkey	•	•	•
Voice mail	•	•	•
Call forwarding	•	•	•
Access to central phone book	•	•	•
Entries in private telephone directory	350	350	350
Last number redial list	30	30	30
(Unanswered/answered) call list	30	30	30
MobileLink	optional	•	•
Mobile Contacts		•	•
Avatars on Speed Dials, Contacts, Call History	•	•	•

PERIPHERALS SUPPORT

Expansion Kit M695 28 Button	3	3	3
Cordless (BT) Handset		optional	•
WLAN Adapter	•	•	•

NETWORKS, CONFIGURATION AND MANAGEMENT

2 Switched Ethernet ports (Mbps)	10/100/1000	10/100/1000	10/100/1000
Power over Ethernet 802.3AF	•	•	•
Codec G.711 μ -law / Alaw, G.729, G.722, G.726, iLBC, AMR, AMR-WB (G.722.2)	•	•	•
Diffserv, 802.1Q/P: VLAN tagging and QoS	•	•	•
NAT support	•	•	•
SRTP, TLS, Encryption 128 bit AES	•	•	•
LLDP-MED	•	•	•

Overview of 6800 SIP Phones



	6863	6865	6867	6869	6873
HARDWARE FEATURES					
Wall mounting	• (optional)	• (optional)	• (optional)	• (optional)	• (optional)
Headset socket		• DHSG/EHS	• DHSG/EHS	• DHSG/EHS	DHSG
HD Audio	•	•	•	•	•
Bluetooth					•
USB			•	•	•

DISPLAY AND CONTROL SYSTEMS					
Display	monochrom	monochrom	3,5" colour	4,3" colour	7" colour touchscreen
Backlighting		•	•	•	•
Indicator LED	1	1	1	1	1
Programmable hard keys	3	8 (LED)	0	0	0
Fixed function keys	9	12	14	14	touchscreen
Configurable keys (Softkeys)	0	0	10 (38)	17 (64)	18 (78)
Alpha keyboard			• (optional)	• (optional)	Touch display

FEATURES					
Multi-line (number of lines)	2	9	9	12	12
Call preparation	•	•	•	•	•
Name dialling	•	•	•	•	•
Open listening	•	•	•	•	•
Full-duplex speakerphone	•	•	•	•	•
Transfer	•	•	•	•	•
Conference	•	•	•	•	•
Call forwarding	•	•	•	•	•
Voice mail	•	•	•	•	•
Access to central phone book	•	•	•	•	•
Entries in private telephone directory	350	350	350	350	350
Last number redial list	30	30	30	30	30
(Unanswered/answered) call list	30	30	30	30	30

EXPANSION KEY MODULES					
M680i (16) / M685i (28x3)	0	3/3	3/3	3/3	3/3

NETWORKS, CONFIGURATION AND MANAGEMENT					
Switched Ethernet ports (Mbps)	10/100	10/100/1000	10/100/1000	10/100/1000	10/100/1000
Power over Ethernet 802.3AF	• Class1	• Class 2-3	• Class 2-3	• Class 3	• Class 3-4
Codec G729A – G711 µ/a – Hi-Q G722	•	•	•	•	•
Diffserv, 802.1Q/P: VLAN tagging and QoS	•	•	•	•	•
NAT support	•	•	•	•	•
SRTP, TLS	•	•	•	•	•
LLDP-MED	•	•	•	•	•

Mitel 600 DECT / SIP-DECT Phones

MITEL 612 DECT/SIP-DECT PHONE

Mitel 612 adapts easily to individual user habits and communication needs. Freely programmable keys, 52 ring tones and a TFT color display guarantee good overview and easy operation. Other user-friendly features include access to the company directory and a local directory with up to 350 contacts. There are also two input jacks and a headset connection available.



Mitel 612

MITEL 622 DECT/SIP-DECT PHONE

Its large TFT color display provides excellent graphic displays and guarantees perfect legibility. Freely configurable keys facilitate navigation. Mitel 622 offers maximum freedom of movement, thanks to a Bluetooth interface for a wireless headset. The lithium ion battery can be charged via the charging station or USB interface. Additionally, device reports and the most important settings (for instance, phonebook) can be stored on the (optional) Mitel micro SD card.



Mitel 622

MITEL 632 DECT/SIP-DECT PHONE

Mitel 632 is designed for use in tough working environments. The device is compliant with industrial standard IP65 and can also be used in open-air spaces or in production facilities. With its integrated sensor alarm, the 632 is not only ideal for use in care facilities and hospitals, but also for security professions or prison and detention sectors. Also for the 632 the (optional) Mitel micro SD card is available.



Mitel 632

COMMON FEATURES

- *Intuitive and user-friendly menu prompting with keys and central navigation key*
- *Color display*
- *Automatic update of the phone software*
- *Backlit display and keyboard*
- *Headset socket*
- *Automatic hand-over and roaming*
- *Can be operated on both the SIP-DECT radio units RFP 44, RFP 45, RFP 47, RFP 47 DRC, RFP 48 and the DSI radio units SB-4+, SB-8, SB-8ANT*

Overview of DECT Phones



	612	622	632
Comfort device	•	•	
Industrial device			•

DISPLAY ELEMENTS

Indicator LED	•	•	•
Display	2" TFT colour	2" TFT colour	2" TFT colour
Backlit display	•	•	•
Illuminated key module	•	•	•

OPERATING CONTROLS

Navigation key	•	•	•
Foxkey	•	•	•
Configurable keys	2	3	3
Hotkey	•	1 (6 entries)	1 (6 entries)

FEATURES

Emergency key (personal protection)			•
No-movement/man-down/man-running alarm			•
Call preparation	•	•	•
Name dialling	•	•	•
Suppression of call number display	•	•	•
Call waiting	•	•	•
Brokering	•	•	•
Call list	30	30	30
Last number redial	30	30	30
Entries in private telephone directory	350	350	350
Access to central phone book	•	•	•
Discreet call	•	•	•
Open listening	•	•	•
Hands-free operation	•	•	•
Conference Call	•	•	•
Voice mail	•	•	•
Send/Receive text messages	•	•	•
Private call with PIN	•	•	•
Phone lock	•	•	•
Vibration call		•	•
GAP mode	•	•	•
Protection class	IP50	IP50	IP65

OPTIONAL CONNECTIONS

Headset	•	•	•
Bluetooth, USB		•	•
MicroSD card		•	•

OPERATING DATA

Standby time standard	100 hours	120 hours	120 hours
Talk time standard	12 hours	12 hours	12 hours

Overview of 5300 Digital and 6700 Analog Phones



5361

5370

5380

6710

6730

HARDWARE FEATURES

Wall mounting	•	•	•	•	•
Headset socket		DHSG	DHSG	•	•

DISPLAY AND CONTROL SYSTEMS

Display	1 x 16 characters	5 x 22 characters	7 x 34 characters		2 x 16 characters
Backlighting			•		
Indicator LED	2	2	2	1	1
Programmable hard keys	10 (LED)	12 (LED)	0	8	8
Fixed function keys	10	10	10	11	13
Configurable keys (Softkeys)	0	2	3	0	0
Alpha keyboard			•		

FEATURES

Call preparation	•	•	•		•
Name dialling	•	•	•		
Open listening	•	•	•	•	•
Full-duplex speakerphone		•	•		
Transfer	•	•	•	•	•
Conference	•	•	•	•	•
Call forwarding	•	•	•	•	•
Voice mail	•	•	•	•	•
Send/receive text messages	•	•	•		
Access to central phone book	•	•	•		
Entries in private telephone directory	350	350	350		100
Last number redial list	30	30	30	1	50
(Unanswered/answered) call list	30	30	30		50

EXPANSION KEY MODULES

M530/M535 (20/15x3 keys)	0	1	3		
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Analog Phones

MITEL 6710

The Mitel 6710 is an analog phone which is power supplied by the communication server (analog board) to which it is connected. This phone is designed for easy use in the workplace. Calls can be managed via the handset via a headset or hands-free with excellent voice quality. The set is also wall mountable.



Mitel 6710

MITEL 6730

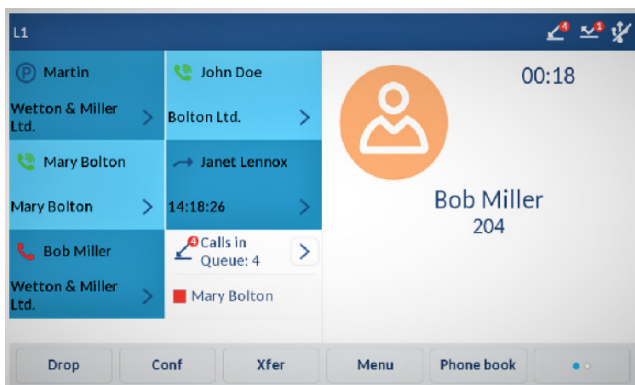
The Mitel 6730 is an advanced professional analog phone, online powered by the communication server (analog board) to which it is connected. It provides functions such as managing call logs, volume control, message waiting, lock etc. and it is multi-lingual (6 languages). It is wall mountable with the optional wall kit.



Mitel 6730

Mitel 6930 / 6940 Operator

To be able to accept and connect calls in the shortest possible time while at the same time keeping an eye on the list containing the incoming calls – anyone who is assigned to handle the telephone switchboard in a company must always retain the overview. The Mitel 6930 / 9640 Operator Phone offers a perfectly matched solution for attendant workplaces, secretariats and reception desks in small and medium-sized companies with a normal volume of telephone traffic.



Mitel 6930 / 6940 Operator Display

PHONE BECOMES OPERATOR

The Mitel 6930 / 6940 Operator can be intuitively deployed based on the Mitel 6930 / 6940 together with the display-based M695 expansion module. Details and an overview of incoming calls are given on the expansion keypad module display. Additional information, such as name (if known), call number and time, can be called up over two sub-levels. Once the call is taken, all caller related details are displayed on the wide telephone display.

Naturally, all the convenience functions of the Mitel 6930 and 6940 IP Phones are available with the familiar clear menu guidance. In addition to handling the incoming calls, the attendant has a separate personal telephone number that can be used for internal and external calls.



Mitel 6930 Operator

MIVOICE 5300

MIVOICE 5361

The convenient standard scope of MiVoice 5361 addresses the various needs of modern business communications. Its clear display, numerous pre-programmed and easily configurable function keys, as well as user-friendly operation via the integrated navigation key and "Fox" key guarantee user comfort. Inputs in the redial list or personal phonebook are available by pressing a button. Since it is wall-mountable, it is ideal for the maintenance and service area.



MiVoice 5361

MIVOICE 5370

This phone stands out as a result of its intuitive prompting and excellent voice quality. Integrated telephone book, hands-free operation and conference calls are just some of the numerous features available. With the integrated DHSG interfaces, call functions (volume adjustment, on-hook and off-hook) can be directly deployed on the headset.



MiVoice 5370

MIVOICE 5380

The MiVoice 5380 fits elegantly into any working environment. It satisfies the highest demands placed on modern telephony and is ideally suited to increasing communications efficiency. Expandable with up to 3 additional key modules and with its large-area alphanumeric key module, highly efficient operation is assured. When used together with a headset, the MiVoice 5380 is also ideal for telephony workstations, for call-switching and call-center operations.



MiVoice 5380

EXPANSION KEY MODULES

With expansion keypad modules, many call numbers or system functions can be easily stored. Two types can be used for MiVoice 5370 and MiVoice 5380. The module M530 with labelling strips comprises of 20 freely configurable keys, each with two storage areas. The module M535 with digital display and backlit background has 15 keys, on which functions can be stored on three levels.



M530



M535

MIVOICE 5380 OPERATOR

MiVoice 5380 Operator offers call management functions needed by both small and medium-sized enterprises. The MiVoice 5380 Operator can be intuitively deployed based on the MiVoice 5380 or the 5380 together with the display-based M535 expansion module. Details and an overview of incoming calls are given on the expansion keypad module display. Additional information, such as name (if known), call number and time, can be called up over two sub-levels. Once the call is taken, all caller related details are displayed on the wide telephone display.



MiVoice 5380 Operator

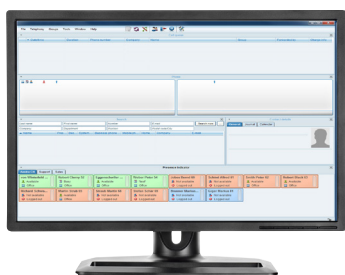
PC Operator

MIVOICE 1560/1560 IP PC OPERATOR

Taking, making or forwarding calls is simple with the MiVoice 1560 operator console. A softphone is already integrated into the MiVoice 1560 IP version.

The MiVoice 1560 variant is deployed together with a Mitel 6900/6800 SIP phone or 600 DECT phone. On the PC monitor, the user can see at a glance who is calling, who is internally busy or absent or who has enabled the forwarding function on their phone. Incoming calls can be transferred with a simple drag and drop. The excellent overview of the simultaneous calls allows to change for one line to another very easily.

If a subscriber is busy, a colleagues number can be dialed, a text message left on the phone or an e-mail sent. Additional calendar information is available for call forwarding, thanks to integration into Microsoft Exchange. This presence information supports the customer service to be even more friendly.

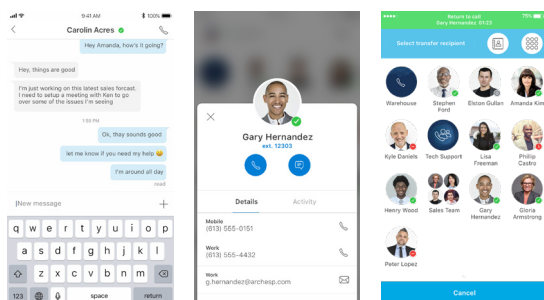


MiVoice 1560/1560 IP PC Operator

Applications

MIVOICE OFFICE MOBILE APPLICATION

Mitel MiVoice Office Mobile Application is the unified communications application designed with the small business in mind. The mobile app makes it simple and easy for small business users to stay connected to their business and never miss a call. Powered by Mitel's innovative new CloudLink Platform, MiVoice Office Mobile Application provides essential office telephony features, secure chat and presence, and dynamic contacts management to form the core of this unique, mobile-first business application.



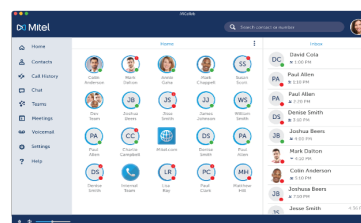
MiVoice Office Mobile Application

MITEL MICOLLAB

MiCollab is a complete Unified Communications & Collaboration (UCC) solution that provides employees with all the tools they need to stay connected. It is the flexible, affordable real-time communications and team collaboration solution that can be implemented on any network or mobile device. By integrating all required UCC tools in a single, unified solution, MiCollab makes connecting with others easy, and helps streamline business processes. MiCollab increases employee collaboration and productivity by reducing communications latency, managing workflows, and eliminating device and media dependencies.

The MiCollab solution includes:

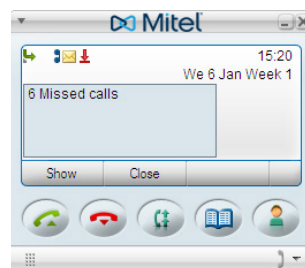
- *PC client, MAC, iOS, Android with presence, messaging, video softphone and web-client*
- *MiCollab Web with dynamic status, call history, corporate contacts, messages and account options*
- *Teleworker and external collaboration with embedded SBC functionality*
- *Audio, Web and Video Conferencing including participants management, desktop and application sharing, multi-point conferencing, document management and recording*
- *Mitel MiTeam for MiCollab - workstream communications and collaboration tool*



MiCollab Web Client

MIVOICE 2380 SOFTPHONE

MiVoice 2380 offers full convenience, providing telephone functions on a PC. Operation is via mouse and keyboard inputs. To make and receive calls, all that is required is a headset (USB, cordless, Bluetooth) connected to the PC. All the important functions, such as call log and phone book, are available at the click of the mouse. The Softphone offers all logical and possible options during a call, such as conference, forwarding and enquiry call.



MiVoice 2380 Softphone

MITEL OFFICESUITE

Mitel OfficeSuite is a PC-based call management application offering a range of functions and options for call and message management. The clearly laid-out journal permits rapid access to call lists, messages and personal notes. The phone book integrates all available contacts from corporate directories and personal contacts. The presence indicator, incorporated into the team key, gives the current phone and presence status of all stored subscribers - with calendar information if Microsoft Exchange is integrated.

MITEL BUSINESS-CTI

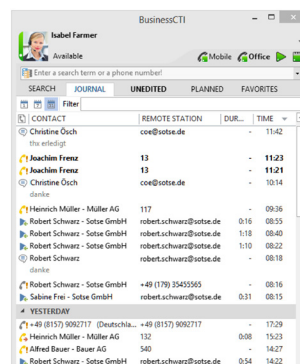
A smart combination of Mitel Business CTI with mail servers, any existing CRM (customer relationship management) or ERP (enterprise resource planning) systems plus any other databases, through the Mitel Communication systems, brings together all the business applications that are capable of communicating. This significantly increases employee efficiency. Mitel BusinessCTI offers CTI, Presence Management and Instant Messaging, together with functions to improve collaboration within the enterprise and beyond its boundaries (federation).

MITEL 400 CALL CENTER

The Mitel 400 Call Center provides all the key functionality that small and medium-sized businesses need. If required, Mitel's call center solutions can also be interlinked with CTI applications (e.g. OfficeSuite), which means that all the main customer data is automatically displayed on the screen whenever an incoming call is received. Not only can the call center staff then greet the caller by name, they can pick up seamlessly from the last conversation. Functions such as log-in/log-out, call distribution, and the monitoring of wrap-up and break times can be carried out either via desk phone, DECT phones or via a monitor application. Even the integrated basic version of the Mitel 400 Call Center allows supervisors to create and analyze statistics. The optional high-end solution provides the call center supervisor with three sub-areas: wallboard integration, online reporting and offline reporting.

MITEL MICONACT CENTER BUSINESS

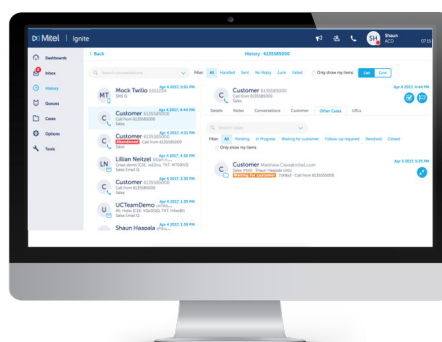
MiContact Center Business powers sophisticated digital customer experiences for Office 400 customers. Responding to the mobile consumer's needs, the contact center uses voice, email, chat, SMS, and social media for great self-service, inbound, and proactive customer communications. Rounded out with real-time, historical and customizable reporting tools, highly customizable routing, outbound interactions, and CRM integrations, MiCC Business empowers the modern business to transform its customer experience from dated to digital.



Mitel Business-CTI



Mitel 400 Call Center Supervisor Statistics



MiContact Center Business

MITEL 400 HOSPITALITY

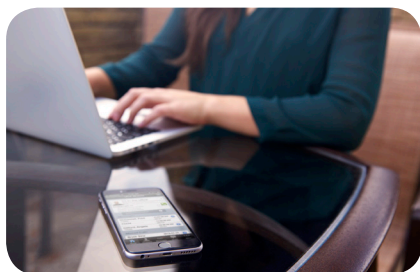
The Hospitality package, specially designed for MiVoice Office 400, is the solution for hotels and care facilities. A wide variety of telephones for reception, room and employees offers the right handset for each application type. Processes are optimized with a software application that facilitates the management of reception services with sector-specific functions. Seamless integration with the existing infrastructure increases productivity and guarantees a speedy return on investment.

Guests and residents enjoy additional services such as wake-up call services, personal messages or detailed phone bills. The Mitel Connected Guest compliance as well as the certified Micros® Fidelio interface allow the integration of most commercially available property management systems.



Mitel 400 Hospitality Package

Advantages for...



... the guests

- Excellent service – Today's customer expects quick and reliable service. Ensure speedy and easy check-in and check-out processes.
- Room phones – A wide range of easy-to-deploy handsets tailored to customers' needs.
- Dependable wake-up service – With pre-set minimum volume, guests will never miss a wake-up call again. Our integrated system informs staff about any unanswered wake-up calls.
- Protection of personal data – During check-out, private guest data like call lists and voice messages on the voice mailbox are automatically erased. No new guest can get access to the data of a previous guest.



...the staff

- Efficiency and productivity – Support staff from check-in to check-out. Speed up work processes by optimizing common staff functions to raise productivity and morale.
- Always informed – Keep everyone in the loop. Help room personnel, reception and hotel management stay up-to-date with each other constantly and consistently.
- User-friendly – Save processing time, especially with frequently changing, multilingual staff. A single, short training session is all it takes to use the hotel functions competently and professionally.
- The right equipment – Choose from a wide range of phones for reception, back office, cleaning and maintenance teams. Give your employees the tools to get the job done right.



...the hotel management

- Comprehensive – All functions, applications and components are seamlessly integrated from a single source. Less hassle means less worry.
- Cost-effective – Simple to integrate into your existing infrastructure. Don't eat the cost of a complete infrastructure overhaul.
- Flexible – Easily adapt the package to your existing processes and needs. This includes management, reception, cleaning, maintenance, cost control and billing of network services.
- Integrated applications – Mitel's hospitality features make smart use of web technology. By using a browser-based interface.
- Eliminate the need for hardware installation a browser-based interface. Set-up up to five workstations simultaneously wherever you have access to an Internet browser.
- Certified Micros® Fidelio interface: For external property management systems (PMS)

Communication Servers

The communications server forms the basis of all communications, whether virtualized or in a conventional hardware format. The IP-based MiVoice Office 400 communications servers offer comprehensive telephony features and a wide range of applications and industry solutions as “all-in-one” systems.

MiVoice Office 400 consists of:

- *Mitel SMBC*
- *Mitel 470*
- *Virtual Appliance*

In companies with several locations, MiVoice Office 400 communication servers can seamlessly be connected to a complete system. This way, the full functional spectrum is available to all users in all locations. A broad range of interface cards and add-on licenses allows the use of SIP, analogue and digital terminals, as well as connection to the public network via SIP trunks or ISDN trunk lines.

All communication servers are fitted with the same system software and offer the entire range of functionality.



Mitel SMBC

MITEL SMB CONTROLLER

The Mitel SMB Controller, pre-loaded with the MiVoice Office 400 application software, is a communication server for small and medium business segment, flexible to extend to up to 200 users. It is a powerful all-IP system platform completely prepared to run the next-generation, cloud-based applications, e.g. MiVoice Office Mobile Application, via Mitel CloudLink that is embedded in the solution. This provides an exceptional investment protection for all customers who intend to migrate their communication to the Cloud in their own pace step by step.

The communication server can be expanded using interface cards and system modules. The SMB Controller ships with a fitted CPU module, 6 analog terminal interfaces and a Gbit-LAN connection.

MITEL 470 CONTROLLER

The Mitel 470 controller can be used for up to 600 users in a standalone configuration or as a network, distributed on up to 50 different sites. Regardless of their location, all users have access to full range of functions and services offered by the system.

Mitel 470 can also be fitted with an integrated application server. This server allows innovative communication services to be seamlessly integrated into the system. Examples are multimedia communication, unified communications (voice, e-mail, chat, fax etc.) as well as collaborative work.

Mitel 470 systems are meant to be installed in a 19” cabinet.



Mitel 470

MITEL CLOUDLINK GATEWAY

An easy and cost-effective path to the cloud, the CloudLink Gateway provides integration with Mitel 470 controllers and MiVoice Office 400 Virtual Appliance. The CloudLink Gateway becomes a secure interworking point between the on-site PBX and the CloudLink platform.

VIRTUAL APPLIANCE

The virtualized version of MiVoice Office 400 from Mitel supports customers as they move toward the cloud in a VMware or Hyper-V environment.

It can be used in two different ways:

- *As a full IP, software only-solution*
- *As the core of a hybrid solution*

MiVoice Office 400 Virtual Appliance offers the most modern and IT oriented MiVoice Office 400 solution for the small and medium customer segment.

As the virtualized communications server is purely software-based, it is ideal if all endpoints (terminals, trunks and applications) are based on the IP standard.