MiVoice Office 400 Solution

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.

Mitel

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. Three models are available depending on the capacity and deployment type:

- *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 software and offer a consistent range of functionality.

1. Mitel SMBC

MITEL SMB CONTROLLER

The Mitel SMB Controller, 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 out of the box the next-generation, cloud-based application Mitel One as well as other applications such as CTI, operator, contact center, hospitality management, etc… 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 6 analog terminal interfaces and Gbit-LAN connections.

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 have a 19" cabinet form factor.

2. 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 aVMware 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.

Collaboration

MITEL ONE - BRINGING EMPLOYEE AND CUSTOMER EXPERIENCE TOGETHER AS ONE

Mitel One engages employees by bringing your communications technology into a single app so workers don't have to flip back and forth from disjointed tools. Even customer engagement can be done from Mitel One, enabling any employee who interacts with a customer to have the tools necessary to deliver a great customer experience. With everyone on the same page, Mitel One keeps communications flowing no matter where employees are and what device they're using so that productivity doesn't depend on location.

Bring together voice, video, messaging and powerful customer experience features in a single application to make it easier to connect with the people and information that matter most.

With Mitel One, there is nothing to "figure out." You don't need hours of training to understand how to start using the app.

You get the information you need at a glance without the need to switch back and forth from multiple tabs or apps. Widgets make it easier to see all your communications in one place.

KEY FUNCTIONALITY OF MITEL ONE

- *See all your communications at a glance from the homescreen*
- *Collaborate with your team through video, voice or messaging from a single app*
- *Manage internal and external customer interactions from the same app*
- *Share files, voice notes or chat with groups in messaging streams*
- *Download Mitel One on iOS or Android to keep connected on your mobile device and work anywhere you have a signal*
- *Hover over favorites for one-click dialing*

Mitel One delivers an experience for MiVoice Office 400 customers that enables companies to get more out of their communications budget, unlock the productivity potential of their workforce and equip employees to deliver an exceptional customer experience.

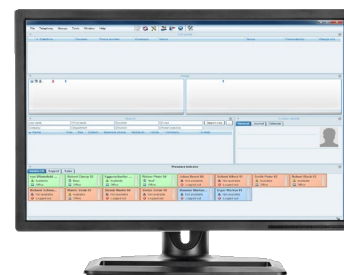# PC Operator

MIVOICE 1560/1560 IP PC OPERATOR
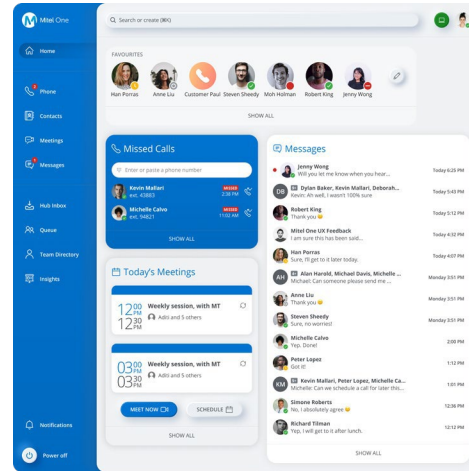
3. Mitel One

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 from one line to another very easily.

If a subscriber is busy, a colleague's 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.

*4. MiVoice 1560/1560 IP PC Operator*

Mitel Dialer

Mitel Dialer is a Windows application basically used to make phone calls on a terminal connected to a MiVoice Office 400, and also to answer incoming calls. It allows users to easily make calls and saves them precious time. It is meant for users wishing to quickly get in touch with their contacts from their PC and/or phone from the company and even from outside (external number). The strong points of Mitel Dialer lie in its universality and user-friendliness, as well as its integration in Microsoft and Google contacts in different ways as well as its capability to integrate with CRM's.

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 Business CTI offers CTI, Presence Management and Instant Messaging, together with functions to improve collaboration within the enterprise and beyond its boundaries (federation).
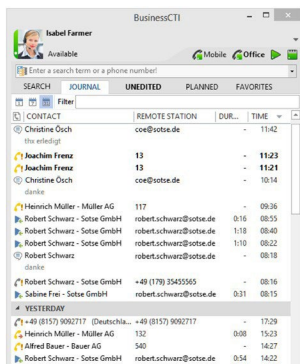

*5. Mitel Business-CTI*

MITEL MICONTACT 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.
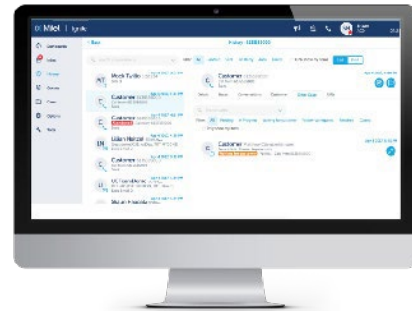
MITEL 400 CALL CENTER

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.
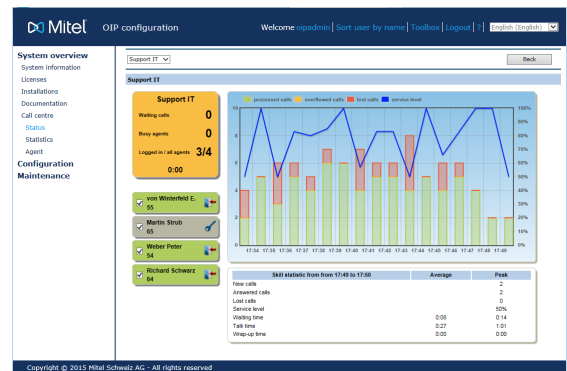

6. Mitel 400 Call Center Supervisor Statistics

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 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 assignedto handle the telephone switchboard in a company must always retain the overview. The Mitel 6930 / 6940 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.
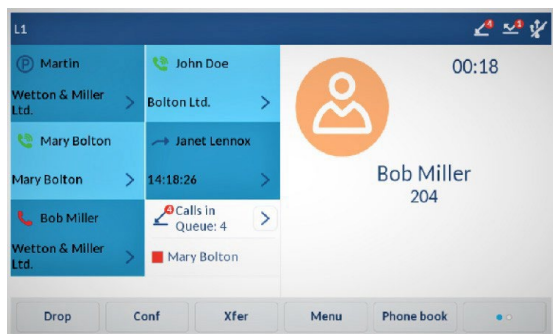
8. Mitel 6930 / 6940 Operator Display

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.

7. Mitel 6930/6940 Operator

MIVOICE OFFICE 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.

9. 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.
- 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 of 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 (PM)

MITEL 6900 SIP PHONES

The Mitel 6900 series is a family of powerful phones offering advanced integration with applications and mobile phone calling. Mitel's PCLink and MobileLink capability enables the user's mobile phone to pair directly with the 6900's Bluetooth interface to enable seamless handling of both phone calls and PC audio through a single easy-to-use device as well as 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.

The 6900 phones deliver crystal clear audio through a unique corded or cordless voice optimized handset and high-performance hands-free speakerphone.

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

PCLINK AND MOBILELINK

The PCLink feature turns your deskphone into a high-quality audio device for PC based video collaboration. By connecting the phone to your favorite video collaboration solution, like Mitel's MiTeam Meetings or third-party solution such as MS Teams or Zoom you now have one centralized audio device for all communication. MobileLink 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 phones.

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

To learn more about the Mitel 6900 phones for MiVoice Office 400, please see the Mitel 6900 IP Phones series datasheet

MITEL 6900 ACCESSORIES

MiVoice 6900's unparalleled flexibility is achieved through a broad array of add-on user installable accessories that enable the phones to be tailored to specific user needs.

Accessories:

- Integrated DECT Headset
- Bluetooth Handset
- 6900t Handset
- WLAN Adapter
- M695 Expansion Module
- S720 Bluetooth Speakerphone
- 6970 IP Conference Phone Extension Microphones
- 6900 Wall Mounts

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 handsfree 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 array of accessories including expansion modules, detachable keyboard and wall mount.

To learn more about the MiVoice 6800 phones for MiVoice Office 400, please see the Mitel 6800 Series SIP brochure.

Mitel 600 DECT / SIP-DECT Phones

The Mitel 600 DECT family is the basic model for the business sector. The series offers a TFT color display which together with the backlit display and keyboard guarantees good overview and easy operation. The intuitive and user-friendly menu prompting with keys and central navigation key facilitate navigation. The phones can be operated on both the SIP-DECTradio units RFP 44, RFP 45, RFP 47, RFP 47 DRC, RFP 48 and the DSI radio units SB-4+, SB-8, SB-8ANT

Mitel 612dt   Mitel 622dt   Mitel 632dt
DECT/SIP-   DECT/SIP-   DECT/SIP-
DECT phone   DECT phone   DECT phone

The series offers 3 phones:

- *MITEL 612 DECT/SIP-DECT PHONE*
- *MITEL 622 DECT/SIP-DECT PHONE*
- *MITEL 632 DECT/SIP-DECT PHONE*

Mitel SIP-DECT handset protected with antimicrobial plastics
The Mitel 600dt DECT / SIP-DECT Phones is built using plastics protected with an antimicrobial treatment shown to inhibit certain virus & bacteria growth on the phone's surfaces by up to 99.9%*.

The silverbased treatment from BioCote Limited makes the phones ideal for DECT users in shared workspaces.

To learn more about the Mitel 600 SIP-DECT phones, for MiVoice Office 400, please see the Mitel 600 series datasheets

Analog Phones
MIVOICE 6700 Series

The 6700 phone series is made up of affordable, business-grade analog phones that are easy use and are an ideal fit for any size of business and any vertical organization. Both models (6710 and 6730) offer a sleek modern design with a professional feature set. The Mitel 6710 was designed to be a low-cost entry level analog phone while the Mitel 6730 an advanced professional analog phone with additional functionality required by power users.

To learn more about the MIVOICE 6700 Series phones for MiVoice Office 400, please see Mitel 6710 6730 Analog Telephones datasheet

MIVOICE 5300 Series

The MiVoice 5300 IP phones handset family was designed to fit the different functionality levels and offer solutions for all types of users - from executives to lobbies. The wall mountable MiVoice 5361 Phone is ideal for the maintenance and service area. It is user friendly with a clear display and pre-programmed and configurable keys. The MiVoice 5370 Phone offers an intuitive operator guidance and outstanding speech quality. It has the highest level of functionality in its price class. The MiVoice 5380 fits in any working environment. When used with a headset, it is ideally suited for telephony workstations, for call-switching and call-center operations. The series also offers two expansion key modules. The module M530 with labelling strips comprises of 20 freely configurable keys while the M535 offers 15 keys together with a digital display and backlight background.

To learn more about the MiVoice 6700 Series phones for MiVoice Office 400, please see the MiVoice 5361-5370-5380 Datasheet

Mitel
Powering connections