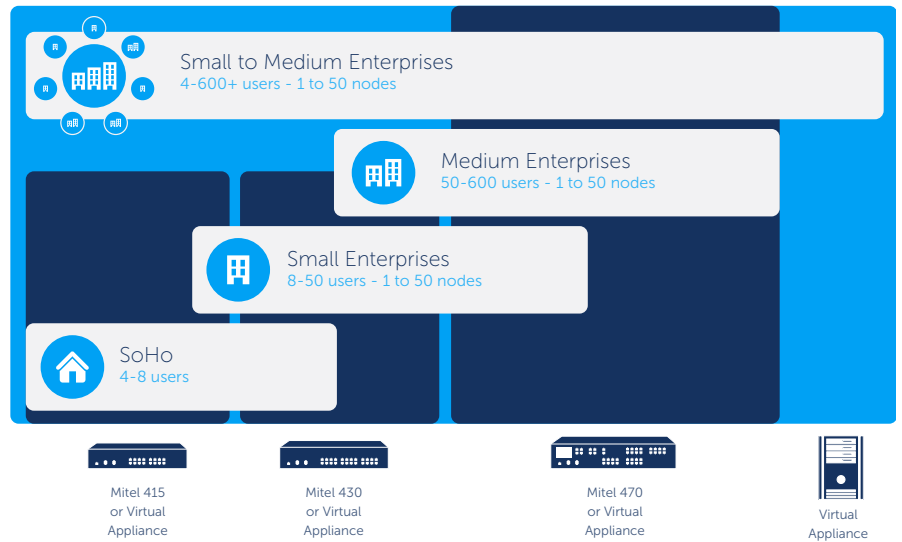# MiVoice Office 400 Communications Server

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

Small to Medium Enterprises
4-600+ users - 1 to 50 nodes

Medium Enterprises
50-600 users - 1 to 50 nodes

Small Enterprises
8-50 users - 1 to 50 nodes

SoHo
4-8 users

Mitel 415
or Virtual
Appliance

Mitel 430
or Virtual
Appliance

Mitel 470
or Virtual
Appliance

Virtual
Appliance

At the heart of every MiVoice Office 400 solution is the communications server. It 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 different communications servers:

- *Mitel 415*
- *Mitel 430*
- *Mitel 470*
- *Virtual appliance*

Hardware-based communications servers perform the following functions:

- *Independent, stand-alone communications server for communications solutions with both IP and non-IP endpoints*
- *Gateway to the virtual appliance for non-IP endpoints*
- *Port expansion for hardware-based communications servers*
- *SBA (survivable branch appliance) for a Mitel 400 Advanced Intelligent Network (Mitel AIN)*
- *Application and port gateway for Lync/Skype for Business*

The **virtualized communications** server is purely software-based and is ideal if all endpoints (terminals and applications) are based on the IP standard.

Mitel®

Powering connections

Virtual Appliance

The virtualized version of MiVoice Office 400 from Mitel supports customers as they move toward the cloud. MiVoice Office 400 Virtual Appliance offers the highest performance range of a MiVoice Office 400 solution and can be scaled from 4 to even more than 600 endpoints.

It can be used in two different ways:

1. AS A FULL IP-SOLUTION

- *An infrastructure for IT and telephony*
- *IP- and SIP-based terminals*
- *Networked centrally or using SIP*

2. AS THE CORE OF A COMBINED SOLUTION

- *Asynchronous balanced node of IP- and non-IP endpoints*
- *Up to 49 Mitel 415, 430 or 470 to support analog/digital telephones, BRI/PRI ATM, KNX or fax functions*
- *Centralized administration*
- *Smooth migration of existing MiVoice Office 400, IntelliGate and BusinessPhone communications solutions, as well as from third-party communications systems*

Mitel 470 Application Server

Mitel 470 offers an optional integrated application server with all applications preinstalled (CTI, Call Center, FAX server and PC communications). The entire communications solution therefore comes in one "box" and there is no requirement to integrate additional servers into the customer's IT infrastructure.

Mitel 470 as Lync/Skype for Business Gateway

Mitel opens up the full spectrum of modern business communications to Microsoft Lync 2013 users. This ranges from terminals to networks and highly efficient mobility solutions, right through to operator workstations, call centers and industry solutions. Mitel 470 offers an easy-to-manage "all-in-one" package for all these features — combined with flexibility, scalability and low TCO.

Features:

OVERVIEW OF TERMINALS:

- *Deskphones (SIP, digital, analog) with keypad expansion modules (SIP, digital)*
- *DECT phones with alarm and video function*
- *Softphones (for Windows, iOS and Android)*
- *Fixed Mobile Convergence (FMC)*
- *Mitel Mobile Client*
- *Conference phones*
- *Video and collaboration phone*

INTEGRATED APPLICATIONS:

- *Fax Server*
- *Call Center*
- *1560/1560 IP PC Operator*
- *Hospitality Package*

IP INTERFACES:

- *DHCP client*
- *SIP, direct SIP (Lync 2013, Skype for Business 2015)*
- *Call Data Records (CDR)*
- *PMS interface (FIAS protocol)*
- *TAPI 2.1*
- *CSTA III XML, UACSTA*
- *LDAP (server)*
- *SIMPLE (presence only)*
- *SMTP, TFTP, FTP, Telnet*
- *HTTP, HTTPS*
- *Messaging and alarm (ATAS)*
- *KNX (building automation)*

USER SERVICES

- *Native multiline audio/video calls*
- *Call by name, name resolution, CLIR*
- *Call forwarding CFU, CFNR*
- *Call back on no reply and no answer*
- *Programmed keys, macro keys, feature keys with status supervision*
- *PIN protected Phone lock*
- *User supervision keys with call pickup*
- *CLIP and Picture ID display*
- *Mutliple devices in One Number and personal call routing*
- *Take (seamless call transfer from one phone to another)*
- *Presence profiles and supervision (standalone or with Exchange integration)*
- *Day/night switch and supervision*
- *User personal web portal*
- *Free Seating/Hot Desking*
- *Integrated phone book: T9 or alphabetic name search*
- *Phone to phone text messaging*
- *Private/business calls*
- *Appointment call*
- *Abbreviated dialing*
- *Personal contacts*
- *Door opening (analogue/SIP)*

EMBEDDED MEDIA SERVICES

- *Legacy analogue and digital telephony interfaces*
- *Voice over IP (VoIP) for end points and trunks, audio and video*
- *Secure VoIP (SRTP/TLS, mTLS) for end points and trunks*
- *Voicemail with VM to email, voicemailbox, multiple greetings, message forwarding, group mailboxes*
- *Call recording with email distribution*
- *IVR and Auto Attendant*
- *Dial in conference bridge, add-hoc and predefined conferences*
- *Ad-hoc Video conferencing (direct media, on video phones up to 4 party)*
- *Announcement before answer*
- *Multiple music on hold*
- *Manual and automated Intercom service*
- *Intrusion, silent intrusion*
- *Number in queue announcement for ACD*

ROUTING SERVICES

- *DDI*
- *User groups (cyclic, linear, global)*
- *Presence based routing*
- *Line keys*
- *General bell*
- *Phone based and PC-Operator*
- *ACD*
- *Least Cost Routing*
- *CLIP based routing*
- *Black lists*
- *Internal/External mapping*
- *Emergency calls*
- *Hotline*

NETWORKING

- *Full featured transparent networking with single point of administration*
- *SIP secure distributed networking*
- *ISDN QSIG networking*
- *ISDN virtual networking over PSTN*
- *PSTN-Overflow if network interruption or bandwidth problems in IP-Network*

EMBEDDED APPLICATIONS

- *CTI server*
- *Microsoft® Exchange contacts and presence integration*
- *Call Center with skills, statistics*
- *FAX Server*
- *Hospitality PMS (web based)*

ADMINISTRATION/SUPERVISION/MAINTENANCE

- *Web based administration with multiple access levels*
- *Remote configuration/update/maintenance via IP (SRM service) or ISDN (BRI)*
- *Call Charge counters supervision*
- *Automated backup with email or ftp distribution*
- *System supervision with error notifications to multiple interfaces like email, SNMP, SRM, ...*
- *Excel based configuration import/export*

IP SERVICES

- *DHCP server with predefined Mitel vendor class profiles*
- *VoIP direct media (audio/Video) and RTP relay (audio), G.711/729*
- *Service-Qualität (QoS) - Diffserv, 802.1Q/P*
- *LDAP phonebook server*

Support and/or maximal capacities	415	430	470	470 with AIN Nodes	Virtual Appliance (Standalone)	Virtual Appliance with Gateways / AIN
Users/phones						
Users	12	50	600	600	1200	1200
Max. simultaneous calls	30	41	250	250	250	250
Mitel 6800 SIP/BluStar/SIP DECT Phones	10	50	600	600	1200	1200
Mitel Conference phones/Video Phones	10	50	600	600	1200	1200
MiVoice 5300 IP Phones	12	50	600	600	1200	1200
MiVoice 2380 IP Softphones	10	50	600	600	1200	1200
BluStar phones and clients	10	50	600	600	1200	1200
Standard SIP	10	50	600	600	1200	1200
MiVoice 5300 Digital Phones	12	40	448	600	-	1200
Dialog 4200 Phones	0	0	224	600	-	1200
Operator Phones	4	8	32	32	32	32
MiVoice 1560/1560 IP PC Operator	4	8	32	32	32	32
BLF Keys on SIP Phones	200	200	4000	4000	4000	4000
Mobility						
Integrated DECT base stations SB4+/SB8	10/5	20/10	224/112	255	-	255
Integrated DECT Phones	10	50	600	600	-	1200
Integrated DECT/non-DECT connections max.	10	20	50	250	-	250
SIP-DECT RFPs	4096	4096	4096	4096	4096	4096
SIP-DECT Phones	10	50	600	600	1200	1200
Mobile / External Extension	10	50	600	600	1200	1200
Mobile Clients	10	50	600	600	800	800
Mobile Client Controllers	10	10	10	10	10	10
VoIP						
SIP Access Channels	16	32	240	240	240	240
SIP Providers/Accounts	10/500	10/500	10/1200	10/1200	10/1200	10/1200
AIN Nodes (transparent networking) or Gateways	0	11	-	41	-	50
SIP Networking nodes (direct connections)	100	100	100	100	100	100
Number of lines on 6800 phones keys	24-60	24-60	48-400	48-400	48-400	48-400
IP media channels (G.711/G.729)	8/8	18/18	250/164	500/500	250/50	500/500
Fax over IP channels (T.38)	1	2	142	250	-	250
Line Echo cancellation	G.168					
IP/VoIP security protocols	SRTP, TLS, mTLS,AES, HTTPS					

Support and/or maximal capacities	415	430	470	470 with AIN Nodes	Virtual Appliance (Standalone)	Virtual Appliance with Gateways / AIN
Audio Services						
Enterprise Voice Mail channels max.	12	12	16	16	16	16
Enterprise Voice Mail capacity	400 min.	400 min.	600 min.	600 min.	2000 min.	2000 min.
Call recording channels	2	2	8	8	8	8
IVR (AutoAttendant) channels max.	12	12	46	46	46	2300
Conference Bridge Capacity	4 x 6 party	4 x 6 party	10 x 6 party	10 x 6 party	10 x 6 party	10 x 6 party
Silent Intrusion	Yes	Yes	Yes	Yes	Yes	Yes
Routing						
CLIP based routing entries	250	250	1000	1000	1000	1000
CLIP Black List entries	1000	1000	3000	3000	3000	3000
LCR	Yes	Yes	Yes	Yes	Yes	Yes
Interfaces/slots						
Expansion slots	2	4	7	up to 287	-	up to 343
Embedded Applications option	No	No	Yes	Yes	-	-
Analogue ports (FXS)	10	18	228	600	-	1200
Digital ports (DSI)	10	20	224	600	-	1200
ISDN-S interfaces	6	12	28	224	-	224
BRI interfaces	4	8	56	256	-	256
PRI/E1 interfaces	2	2	14	32	-	32
Analogue Trunk interfaces (FXO)	4	8	56	64	-	64
Rack/Desk/Wall Mount	Yes/Yes/Yes	Yes/Yes/Yes	Yes/Yes/No	Yes/Yes/No	N/A	N/A
UC and Applications						
Applications Server	Server or virtual	Server or virtual	Embedded, Server, or virtual	Embedded, Server or virtual	Server or virtual	Server or virtual
MiCollab AWV Audio Channels	10	32	250	250	250	250
Exchange integration	Yes	Yes	Yes	Yes	Yes	Yes
Dialer clients	10	32	600	600	1200	1200
OfficeSuite Clients	10	50	600	600	600	600
CSTA monitor sessions	80	400	2047	2047	2047	2047
First party CTI users (TAPI 2.1)	10	32	32	32	32	32
3rd party CTI users (TAPI 2.1) via OIP	10	50	600	600	600	600
SMTP Client	Yes	Yes	Yes	Yes	Yes	Yes
LDAP Server (Phonebook)	Yes	Yes	Yes	Yes	Yes	Yes
SRM Management	Yes	Yes	Yes	Yes	Yes	Yes

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http://www.commsreview.co.uk/mitel-communications-solutions.html

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