MiVoice Office 400 Products

Phones, Applications, Communication Server

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

Mitel®

Powering connections

MiVoice 5361/5361 IP

MiVoice 5370/5370 IP

MiVoice 5380/5380 IP

M530   *M535*

MiVoice 5380 Operator

Overview of Telephones

MIVOICE 5300/5300 IP PHONES

MIVOICE 5361/5361 IP

The convenient standard scope of MiVoice 5361/5361 IP 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 5370/5370 IP

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 5380/5380 IP

The MiVoice 5380/5380 IP 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 5380/5380 IP is also ideal for telephony workstations, for call-switching and call-center operations.

EXPANSION KEY MODULES

With expansion keypad modules, many call numbers or system functions can be easily stored. Two types can be used for for MiVoice 5370/5370 IP and MiVoice 5380/5380 IP. 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.

MIVOICE 5380/5380 IP 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.

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 6865

Mitel 6867

Mitel 6869

Mitel 6873

M680

M685

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 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 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 6869i a powerful and expandable desktop communication device.

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.

EXPANSION KEY MODULES

The M680 expansion module is a comact 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.

Overview of 5300/5300 IP, 6800 SIP and 6700 analogue phones

	5361/5361 IP	5370/5370 IP	5380/5380 IP	6863
HARDWARE FEATURES				
Wall mounting	•	•	•	• (optional)
Headset socket		DHSG	DHSG	
HD Audio				•
Bluetooth				
USB				
DISPLAY AND CONTROL SYSTEMS				
Display	1 x 16 characters	5 x 22 characters	7 x 34 characters	monochrom
Backlighting			•	
Indicator LED	2	2	2	1
Programmable hard keys	10 (LED)	12 (LED)	0	3
Fixed function keys	10	10	10	9
Configurable keys (Softkeys)	0	2	3	0
Alpha keyboard			•	
FEATURES				
Multi-line (number of lines)				2
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	350
Last number redial list	30	30	30	30
(Unanswered/answered) call list	30	30	30	30
EXPANSION KEY MODULES				
M530/M535 (20/15x3 keys)	0	1	3	
M680i (16) / M685i (28x3)				0
NETWORKS, CONFIGURATION AND MANAGEMENT				
Switched Ethernet ports	–	10/100 Mbps [1]	10/100 Mbps [1]	10/100 Mbps
Power over Ethernet 802.3AF	• [1]	• [1]	• [1]	• Class1
Codec G729A – G711 μ/a – Hi-Q G722	• [1]	• [1]	• [1]	•
Diffserv, 802.1Q/P: VLAN tagging and QoS	• [1]	• [1]	• [1]	•
NAT support	• [1]	• [1]	• [1]	•
SRTP, TLS	• [1]	• [1]	• [1]	•
LLDP-MED				•

1) Only on MiVoice 533 IP Phones
2) Programmable softkeys on the display

6865	6867	6869	6873	6710	6730
• (optional)	• (optional)	• (optional)	• (optional)	•	•
• DHSG/EHS	• DHSG/EHS	• DHSG/EHS	• USB/Bluetooth	•	•
•	•	•	•		
			•		
	•	•	•		
monochrom	3,5" colour	4,3" colour	7" colour touchscreen		2 x 16 characters
•	•	•	•		
1	1	1	1	1	1
8 (LED)	0	0	0	8	8
12	14	14	touchscreen	11	13
0	10 (38)	17 (68)	18 (78) [2]	0	0
	• (optional)	• (optional)	Touch display		
9	9	12	12		
•	•	•	•		•
•	•	•	•		•
•	•	•	•	•	•
•	•	•	•		•
•	•	•	•	•	•
•	•	•	•	•	•
•	•	•	•	•	•
•	•	•	•	•	•
•	•	•	•		
350	350	350	350		100
30	30	30	30	1	50
30	30	30	30		50
3/3	3/3	3/3	3/3		
10/100/1000 Mbps	10/100/ 1000 Mbps	10/100/ 1000 Mbps	10/100/ 1000 Mbps		
• Class 2-3	• Class 2-3	• Class 3	• Class 3-4		
•	•	•	•		
•	•	•	•		
•	•	•	•		
•	•	•	•		
•	•	•	•		

Overview of DECT Phones

	612	622	632	650
Comfort device	•	•		•
Industrial device			•	
HD Audio				•
DISPLAY ELEMENTS				
Indicator LED	•	•	•	•
Display	2" TFT colour	2"TFT colour	2" TFT colour	2" TFT colour
Backlit display	•	•	•	•
Illuminated key module	•	•	•	•
OPERATING CONTROLS				
Navigation key	•	•	•	•
Foxkey	•	•	•	•
Configurable keys		3	3	3
Hotkey	1 (6 entries)	1 (6 entries)	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	30
Last number redial	30	30	30	30
Entries in private telephone directory	350	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	•	•	•	•
Vibra call		•	•	•
GAP mode	•	•	•	•
Protection class	IP50	IP50	IP65	IP50
OPTIONAL CONNECTIONS				
Headset	•	•	•	•
Bluetooth, USB		•	•	•
MicroSD card		•	•	•
OPERATING DATA				
Standby time standard	100 hours	120 hours	120 hours	120 hours
Talk time standard	12 hours	12 hours	12hours	12 hours
Power battery option		•	•	•

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 colour display guarantee good overview and easy operation. Other user-friendly features include access to the company directory, a local directory with up to 350 contacts, each with three inputs and a headset socket.

Mitel 612

MITEL 622 DECT/SIP-DECT PHONE

Its large TFT colour 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. Moreover, 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

MITEL 650 DECT/SIP-DECT PHONE

Mitel 650 is the DECT phone for professional business telephony, which offers an excellent audio quality in accordance with the CAT-iq standard. It features freely programmable keys, 53 ring tones as well as seven alarm tones and a wide TFT colour display. This guarantees a very good overview and easy operation. Other user-friendly features include access to the company directory, a local directory with up to 350 contacts, each with eight inputs and a headset socket. To store device reports and the most important settings (for instance, phonebook) the (optional) Mitel micro SD card is the perfect place.

Mitel 650

COMMON FEATURES

- *Intuitive and user-friendly menu prompting with keys and central navigation key*
- *Colour display*
- *Automatic update of the phone software*
- *Backlit display and keyboard*
- *Headset socket*
- *Automatic hand-over and roaming*
- *Can be operated on both, the DSI radio units SB-4+, SB-8, SB-8ANT and the SIP-DECT radio units RFP 35 IP, 36 IP, 37 IP, 43 WLAN*

Analogue 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

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 6800 SIP phone, MiVoice 5300 system 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 transfered with a simple drag and drop. The excellent overview of the simultaneous calls allows to change for one line to another very easily.

MiVoice 1560/1560 IP PC Operator

If a subscriber is busy, a collegues number can be dialled, 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.

Applications

MITEL MOBILE CLIENT

Mitel Mobile Client ensures easy and in-depth FMC integration of mobile phones. The client* offers a user-friendly user interface for quick access to numerous options and functions, such as call recording, enquiry call and conferences. The busy indicator changes automatically when a call is made with the mobile phone via the mobile client.

Mitel Mobile Client

* The functions are activated directly on the mobile phone and fully integrated using the software. Go to www.mitel.com to see the list of supported mobile phones and smartphones.

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 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:

- *MiCollab Client on PC, MAC, iOS, Android and Windows Phone with presence, messaging, video softphone and webclient*
- *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

MiTeam is a workstream communications and collaboration (WCC) tool that provides a highly collaborative workspace for team-based meetings, conversations, and content collaboration.

MiTeam seamlessly integrates into MiCollab to allow you to effortlessly collaborate with teams of any size, including powerful messaging, content sharing, white boarding and real-time voice and video meetings. All the collaboration tools you need are at your fingertips in an intuitive and open environment.

MiTeam for MiCollab Smartphone Application

MiCollab Web Client

MITEL 400 CALL CENTER

The Mitel 400 Call Center provides all the key functionality that small and medium-sized businesses need – a cost effective, worthwhile solution.

If required, Mitel's call center solutions can also be interlinked with CTI applications (e.g. Mitel 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 centre 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. And with the Mitel Mobile Client, mobile phones can be integrated in such a way that all key functions are available.

Even the integrated basic version of the Mitel 400 Call Center allows supervisors to create and analyse statistics. The optional high-end solution provides the call center supervisor with three sub-areas: wallboard integration, online reporting and offline reporting.

MITEL MICONTACT CENTER BUSINESS

MiContact Center Business powers sophisticated digital customer experiences for MiVoice Office 400 customers. Responding to the needs of today's mobile consumer, MiContact Center Business 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, MiContact Center Business empowers the modern business to transform its customer experience from dated to digital.
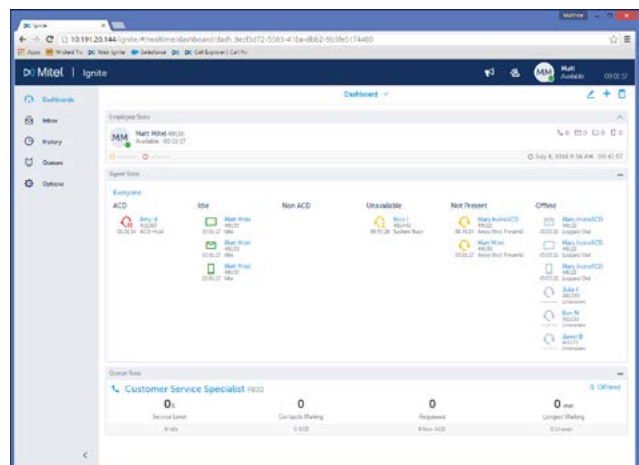
MITEL 400 HOSPITALITY

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 optimised 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 Call Center Supervisor Statistics

MiContact Center Business

Mitel 400 Hospitality Package

Communication Server

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 415*
- *Mitel 430*
- *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 licences 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 415

Mitel 430

Mitel 470

MITEL 415 CONTROLLER AND MITEL 430 CONTROLLER

The Mitel 415 can be used by any small businesses with up to 12 employees and the Mitel 430 up to 50 employees. Both systems are modular and in principle with an identical structure. MiVoice Office Mitel 430 offers more telephone connections in the basic system than Mitel 415 and also has four instead of two expansion slots.

Mitel 415 and Mitel 430 controllers are also wall-mountable.

MITEL 470 CONTROLLER

The Mitel 470 controller can be used for up to 400 users in a stand alone configuration. In a networked system, up to 600 users, that can be distributed on 50 different sites, can also have access to the full range of services offered by the MiVoice Office 400 communication servers.

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 AS LYNC/SKYPE FOR BUSINESS GATEWAY

Mitel opens up the full spectrum of modern business communications to Microsoft Lync 2013 /Skype for Business 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.

VIRTUAL APPLIANCE

The virtualized version of MiVoice Office 400 from Mitel supports customers as they move toward the cloud.

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 highest performance range of a MiVoice Office 400 solution and can be scaled from 4 to even more than 600 endpoints.

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.

Comms Review ®

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

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Mitel

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Powering connections