MiVoice Office 400 Communications Solution

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

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 Small and Medium Business Controller (SMBC)*
- *Mitel 470 Controller*
- *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)*

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

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Mitel Small & Medium Business Controller (SMBC)

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 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 at their own pace step by step.

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

Mitel 470 Controller

Mitel 470 Controller is the platform of choice for higher capacity analog or digital deployments of the MiVoice Office 400 solution. It can be deployed standalone or can be the master within a network for upto 49 satellites. It is built in a 2U chassis and comes with the central processing unit, an integrated power supply, 4 analog subscriber interfaces and 3 Gigabit Ethernet interfaces . The controller has a colour display on the front for easy maintenance. It supports:

- *7 free slots for trunk and subscriber interface cards*
- *Auxiliary power supply for redundancy or as booster*
- *Redundant fan*
- *High density analog and digital subscriber interface cards*
- *Integrated Application Server (see next chapter)*

MITEL 470 APPLICATION SERVER

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

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 a highly flexible and performing software-only solution that covers the full SMB range and can be complemented seamlessly by Terminal Adapters (TA7100), SMBC or Mitel 470 controllers for TDM end points support.

VMware and Hyper-V environments are supported. It can be used in two different ways:

FULL IP-SOLUTION

- *An infrastructure for IT and telephony*
- *IP- and SIP-based terminals*
- *Leverage virtualization's resiliency options using SIP*

THE CORE OF A COMBINED SOLUTION

- *Asynchronous balanced node of IP- and non-IP endpoints*
- *Up to 49 x Mitel SMBC or Mitel 470 to support analog/digital telephones, BRI/PRI ISDN, KNX*
- *Centralized administration*
- *Smooth migration of existing MiVoice Office 400, IntelliGate, OpenCom 1000, OpenCom 100, MiVoice Office 250 and BusinessPhone communications solutions, as well as from third-party communications systems*

Mitel One

Mitel One was built from the ground up with mobility and simplicity for small and medium businesses in mind. It features a modern design that is easy to understand and streamlined workflows that deliver a consistent user experience for every employee. Unlock the productivity potential of your organization to make faster decisions, nurture great ideas, and engage customers in meaningful ways. On top of the traditional voice-centricfeatures, like transfer, call hold, hunt groups, group calling. Mitel One provides, among other features:

- *Chat*
- *Presence*
- Softphone
- CTI Control
- Integrated with PBX presence routing profiles
- *Call History*
- *Call hold/transfer*
- *Tel-URI / Click-to-Dial*
- *Message Waiting Indication (MWI)*
- *Call History*
- *Name Display*
- *Microsoft 365 and private Contacts*
- *File Sharing*
- *Mobile client for iPhones and Android Phones*
- *Desktop Web Client on Windows and Mac*
- *Video collaboration including screen sharing,* O365 calendar integration, audio and video recording, audio call-in

Embedded OIP Server

OIP deployed as an embedded application within the SMB Controller supports customers by eliminating the requirement of an additional separate server. OIP will run alongside the other core call control software and CloudLink gateway on the SMB Controller to deliver integration between the MiVoice Office 400 and the following applications:

- *ACD*
- *OfficeSuite*
- *PC Operator*
- *Integration into Microsoft Exchange*
- Directory integration
- TAPI 2.1 gateway

The embedded OIP application supports:

- *Up to 50 OIP users*
- *ACD up to 20 agents/skills*
- *Up to 3 PC Operators*
- *Up to 3 external directory sources*
- *I/O Team Call for users*
- *TAPI connector for up to 50 users*

Features

OVERVIEW OF TERMINALS

- *Desk phones (SIP, digital, analog) with keypad expansion modules (SIP, digital)*
- *DECT phones with alarm*
- *Softphones (for Windows, Mac, iOS and Android)*
- *Fixed Mobile Convergence (FMC)*
- *Conference phones*
- *Teleworker / Home Office*

INTEGRATED APPLICATIONS

- *CTI server*
- *Microsoft© Exchange contacts and presence integration*
- *Call Center with skills, statistics*
- *1560/1560 IP PC Operator*
- *Hospitality Package*

IP INTERFACES

- *DHCP client and server*
- *SIP devices, applications, softphones and trunks*
- *Call Data Records (CDR)*
- *PMS interface (FIAS protocol)*
- *TAPI 2.1*
- *CSTA III XML, UACSTA*
- *LDAP (server)*
- *Messaging and alarm (ATAS)*
- *KNX (building automation)*

USER SERVICES

- *Native 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*
- *Multiple 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
- Private/business calls
- Appointment call
- Abbreviated dialing
- Personal contacts
- Door opening (analog/SIP)

EMBEDDED MEDIA SERVICES

- *Legacy analog 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*
- *Software media proxy for SIP Trunk RTP Relay*
- *DSP VoIP transcoding and processing*
- *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*
- *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 and filtering*
- *Internal/External mapping*
- *Emergency calls*
- *Hotline*

MITEL APPLICATIONS INTEGRATIONS

- Mitel dialer
- Mitel One
- Mitel Border Gateway
- MiContact Center Business
- MiCollab

Support and/or maximal capacities	SMBC	SMBC with Gateways	Mitel 470	Mitel 470 with Gateways	Virtual Appliance (Standalone)	Virtual Appliance with Gateways
Users/phones						
Users	200	200	600	600	1200	1200
Max. simultaneous calls	100	250	250	250	250	250
Mitel 6800/6900 SIP/ SIP-DECT phones	50	50	300	300	300	300
Mitel One Web/Mobile Clients	50	50	300	300	300	300
MiVoice 2380 IP softphone	200	200	600	600	1200	1200
Analog phones	22	200	228	600	-	1200
Standard SIP	200	200	600	600	1200	1200
MiVoice 5300 digital phone	32	200	448	600	-	1200
Dialog 4200 phone	-	-	224	600	-	1200
Mitel 6869/6873/6930/6940 Operators	4	4	4	4	4	4
MiVoice 1560/1560 IP PC Operators	8	8	32	32	32	32
BLF Keys on SIP phones	4000	4000	4000	4000	4000	4000
Mobility						
Integrated DECT base stations SB4+/SB8	16/8	176/88	224/112	255	-	255
Integrated DECT phones	200	200	600	600	-	1200
Max. integrated DECT/non-DECT connections	36	200	50	250	-	250
SIP-DECT RFP	4096	4096	4096	4096	4096	4096
SIP-DECT phones	200	200	600	600	1200	1200
Mobile / External Extension	200	200	600	600	1200	1200
VoIP						
SIP Access Channels	240	240	240	240	240	240
SIP Providers/Accounts	10/1200	10/1200	10/1200	10/1200	10/1200	10/1200
AIN (transparent networking) maximum nodes using SMBC or Mitel 470 as Gateway (Satellites)	-	11	-	41	-	50
SIP Networking nodes (direct connections)	100	100	100	100	100	100
Number of lines on 6800 phones keys	48-400	48-400	48-400	48-400	48-400	48-400
IP media channels (G.711/G.729)	30	330	250/164	500/500	250/50	500/500
Fax over IP channels (T.38)	3	3	142	250	-	250
Line Echo cancellation	G.168					
IP/VoIP security protocols	SRTP, TLS, mTLS, AES, HTTPS					

Support and/or maximal capacities	SMBC	SMBC with Gateways	Mitel 470	Mitel 470 with Gateways	Virtual Appliance (Standalone)	Virtual Appliance with Gateways
Audio Services						
Enterprise Voice Mail channels max.	16		16		16	16
Enterprise Voice Mail capacity	1000 min.		600 min.		2000 min.	2000 min.
Call recording channels	8		8		8	8
IVR (AutoAttendant) channels max.	36		396		46	2300
Conference bridge capacity	10 x 6 party		10 x 6 party		10 x 6 party	10 x 6 party
Silent Intrusion	Yes		Yes		Yes	Yes
Routing						
CLIP-based routing entries	1000		1000		1000	
CLIP black list entries	3000		3000		3000	
LCR	Yes		Yes		Yes	
Interfaces/slots						
Expansion slots	4	44	7	up to 287	-	up to 343
Embedded applications option	Yes	Yes	Yes	Yes	-	-
Embedded CloudLink Gateway	Yes	Yes	No	No	No	No
Analog ports (FXS)	22	200	228	600	-	1200
Digital ports (DSI)	16	176	224	600	-	1200
ISDN-S interfaces	12	132	28	224	-	224
BRI interfaces	16	176	56	256	-	256
PRI/E1 interfaces	4	32	14	32	-	32
Analog trunk interfaces (FXO)	16	64	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	Embedded, Server or virtual		Embedded, Server or virtual		Server or virtual	
MiCollab AWV audio channels	30		250		250	
Exchange integration	Yes		Yes		Yes	
Dialer client	200		600		1200	
OfficeSuite Client	200		600		600	
CSTA monitor session	800		2047		2047	
First party CTI users (TAPI 2.1)	32		32		32	
3rd party CTI users (TAPI 2.1) via OIP	200		600		600	
SMTP client	Yes		Yes		Yes	
LDAP Server (phonebook)	Yes		Yes		Yes	
SRM Management	Yes		Yes		Yes	

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