

# MITEL MiVOICE OFFICE

## TODAY'S HYBRID COMMUNICATION PLATFORM



In today's business environment, communications with customers, partners, and suppliers is critical. Mitel MiVoice Office simplifies communications, enhancing customer service, employee productivity, and collaboration while reducing overall telephony costs.

MiVoice Office is built on a scalable digital – IP platform that combines the best of both IP and traditional TDM switching architectures. It's designed to scale and protects your investment with add-on modules and processors – all in a form factor that works for shelf-top, rack-mount, and wall-mount scenarios. Additionally, the communications platform delivers IP networking out of the box with full feature transparency.

### SIMPLIFYING COMMUNICATIONS

MiVoice Office offers businesses a complete suite of out-of-the-box business productivity applications, which include Unified Voice Messaging with Automated Attendant, Meet-Me Conferencing, Automatic Call Distribution, Hot Desking, Mobile Twinning, Mobile Hand Off, Teleworking, and Reporting.

### MiVOICE OFFICE DELIVERS THE FOLLOWING:

- Unified Voice Messaging with email synchronization
- Voice conferencing – Meet Me and Ad-hoc for up to 20 parties in a single conference and up to 40 simultaneous conference resources for multiple conferences at once
- Automatic call routing to agents, groups based upon longest idle, balanced call count, and circular and linear distribution
- Hot Desking allows users to share phones or temporarily move to other phones and yet maintain their personal identity
- Desktop phone twinning with up to 9 other devices – mobile phone, teleworker phone, DECT phone, etc.
- Remote phone / Teleworking capabilities without the need for VPN or external servers
- Enhanced meeting room / boardroom audio conferencing with support for the Mitel MiVoice Conference Unit
- Collection and reporting of statistical system information with the ability to store it persistently across system shutdowns, resets, and software upgrades
- Support for a full suite of Mitel and third-party communication applications
- Four built-in analog trunk ports\*
- Four built in analog station ports
- Four module bays for internal expansion of TDM-based device capacity that can be used in any combination
  - T-1/E-1/PRI Module can be used to connect to the telephone company, to other phone systems, or to other MiVoice Office communication platforms
  - Loop start module provides four analog connections to the phone company\*
  - Analog phone module provides four analog phone (ONS) connections
  - Digital phone module provides 16 digital phone connections
- Built-in paging and music on hold ports
- "Door Relay" capability controllable by feature code or key from designated phones
- Support for the optional Digital Expansion Interface (DEI) for digital and analog phone expansion beyond the core platform capacity
- Built-in Dynamic Host Configuration Protocol (DHCP) server functions for Mitel IP phone deployment and other business needs

**MiVOICE OFFICE IP AND DIGITAL DESKTOP SUPPORT**

- MiVoice Digital Phones: MiVoice 8528 / 8568 Telephones
- MiVoice IP Phones: MiVoice 5304 / 5312 / 5320 / 5320e / 5330e / 5340e / 5360 IP Phones
- Mitel MiVoice SIP Phones: MiVoice 5603 / 5604 / 5607  
Wireless Phones
- Mitel MiVoice Conference Unit
- Mitel MiCollab Client Softphone
- Mitel Unified Communicator Express (UCX)
- MiVoice 5610 DECT Wireless Handset and Mitel IP DECT Stand
- Mitel Cordless Headset and Handset for the 5300 Series IP Phones, Mitel IP Programmable Key Module 12 (PKM), and Mitel IP Programmable Key Module 48 (PKM) for a variety of Mitel Digital and IP Phones
- Mitel GigE IP Phones (Mitel 5320e, 5330e, and 5340e IP Phones)
- Support for the Mitel HTML Toolkit for MiVoice 5300 Series IP Phones
- Support for Embedded Applications on the MiVoice 5300 Series IP Phones

**STANDARDS-BASED ARCHITECTURE**

MiVoice Office adheres to industry standards, enabling businesses to leverage existing business infrastructure and to provide a smooth transition path to the network-centric communications model. Mitel supports the following standards:

- Session Initiation Protocol (SIP)
- Media Gateway Control Protocol (MGCP)
- IEEE Standards: 802.11b, 802.3af
- ITU Standards: G.711, G729, and T.38
- Enabling Technologies: Wireless Application Protocol (WAP), Microsoft ActiveX®, Lightweight Directory Access Protocol (LDAP), Microsoft® NET. Development framework
- CT Enablers: Open Architecture Interface (OAI) Telephony Application Program Interface (TAPI) Service Provider, Intel® / Dialogic®
- CT Connect Interface

**TECHNICAL SPECIFICATIONS**

**PHYSICAL**

DIMENSION (H X W X D)	WEIGHT
8.9 x 39.4 x 22.2 cm (3.5 x 15.5 x 8.75 in)	4.2 kg (9.2 lbs)

**REQUIREMENTS IN OPERATION IN STORAGE**

OPERATING TEMPERATURE	RELATIVE HUMIDITY
0 °C to 40 °C (32 °F to 104 °F)	5 - 95%

\*Not available in Malaysia.

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FOR MORE INFORMATION ON OUR WORLDWIDE OFFICE LOCATIONS, VISIT OUR WEBSITE AT [MITEL.COM/OFFICES](http://MITEL.COM/OFFICES)

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