

MiVoice Office 400

Customized Communications Solutions for
Small and Medium-Sized Businesses



Flexible, Powerful, Future-Proof

As a highly flexible communications solution that can be adapted to business requirements and the needs of employees, MiVoice Office 400 is setting new standards in its field.

Delivering a flexible, versatile communications solution, MiVoice Office 400 has been specially designed to meet the needs of small and medium-sized businesses, allowing additional users, new telephones or even additional locations to be integrated with ease.

MiVoice Office 400 at a Glance

FLEXIBILITY

- Open and adaptable infrastructure
- Can be expanded to include additional users, end devices, applications and functions at any time
- Wide range of built-in and supplementary applications and solutions

INCREASES PRODUCTIVITY

- Scope for individuals to control how accessible they are with functions such as call control and integrated voicemail
- Unified Communications & Collaboration (UCC) solutions including CTI, softphone and conferencing with video, chat and application-sharing functionality
- Seamless integration of mobile end devices — from the SIP-DECT telephones on the company premises to the smartphones with MiVoice Office Mobile Application
- Industry-specific additional solutions, including solutions for industry, hospitality and healthcare
- Modern, versatile operator workstations and call centers

FUTURE-PROOF

- **CloudLink-ready** - the solution is enabled for the next step for cloud applications deployment
- **Future-proof connection** to the public network via Internet provider using the integrated SIP protocol
- **Standardized interfaces** for connecting modern applications and terminals (SIP protocol) open up a wide range of possibilities

One Solution to Meet All Requirements

Applications for Unified Communications & Collaboration (UCC), operator workstations and call centers are pre-installed and can be activated at any time as required, delivering an “all-in-one” solution.

New technologies and special applications can also be integrated into MiVoice Office 400 with ease. These special applications include industry-specific solutions for the hospitality and healthcare sectors, or the Mitel Alarm Server and building automation. Integrating these applications makes it possible to use MiVoice Office 400 in environments where many other systems are unable to meet the relevant performance requirements.

FUTURE-PROOF

MiVoice Office 400 delivers an efficient communications solution that helps to streamline processes and reduce costs — a task it continues to perform over its entire lifecycle.

The latest Office 400 version comes with the CloudLink application embedded, providing customers cloud-readiness from the start. That means that the customers will be able to move to the cloud at their own pace and deploy cloud applications directly, when available.

As the system uses open standards such as SIP throughout, customers can rest assured that future developments can be integrated without any problems in a completely seamless process. These features are also supported by the high level of quality and reliability offered by all components used by Mitel.

For Mitel, however, investment security also means ensuring the existing system is always kept in line with the latest technological standards. Thanks to the Software Assurance program, MiVoice Office 400 customers can be sure to benefit from the latest developments and software updates.



Mitel 6940 SIP Phone

Devices

Selecting the right device, ensures workstations are tailored to the relevant employees and their area of responsibility.

The MiVoice Office 400 range covers simple devices through to highly sophisticated models that have been specially developed by Mitel to make communication as convenient and straightforward as possible.

The Mitel 600 DECT series is designed to meet mobility requirements within the boundaries of company premises. What's more, additional alarm and messaging applications make the Mitel DECT telephones the ideal companion in virtually any environment.

MiVoice Office 400 Covers

- A whole host of modern terminals (SIP, digital, analog)
- UCC clients and softphones offering video, presence indication and chat functionality
- Mobility solutions (SIP-DECT, MiVoice Office Mobile Application)
- Audio, web and video conferencing
- Operators (PC-based, with or without a telephone, purely telephone-based solution)
- Call centers
- Industry-specific solutions for:
 - Healthcare sector
 - Trade and industry
 - Hotels and restaurants
 - Public buildings and facilities

SIMPLE AND COST-EFFECTIVE MOBILITY

MiVoice Office Mobile Application was built from the ground up with mobility and simplicity for small businesses in mind. It features a modern design that is easy to understand and streamlined workflows that deliver better user experiences.

On top of the traditional voice-centric features, like transfer, call hold, hunt groups, group calling, etc., MiVoice Office Mobile Application provides, among other features, chat, presence, access to phone directory and call history.

UNIFIED COMMUNICATIONS & COLLABORATION

In addition to the increasing mobility of employees, another factor affecting small and medium-sized businesses is the fact that locations are distributed across the globe. Optimized processes that take into account the requirements of different teams are therefore essential. With UCC (Unified Communications & Collaboration), the various means of communication (such as telephony, email, voicemail, fax, video and chat) are combined to form a complete solution and then supplemented with additional functions such as presence indication.

At the same time, CTI (Computer Telephony Integration) makes it possible to blend telecommunication and information technology, with the telephone appearing

on the PC as a softphone. Users benefit from the conventional features of a telephone, such as dialing, call forwarding, telephone directories etc., as well as being able to link with public telephone directories and dial from databases.

“ONE NUMBER” FUNCTION

The “One Number” concept serves as an additional convenience function. It enables multiple end devices (such as desk telephones, softphones and DECT terminals) that are logged into the communication system to be given one and the same number.

Users can transfer calls from one end device to another using the handy “Take” functions and continue a call that was started in an office on a mobile telephone, without interrupting the conversation.

APPLICATIONS AND INDUSTRY-SPECIFIC SOLUTIONS

Mitel offers a range of communications-related and technological solutions to help companies, authorities and organizations with between 4 and 600 users to achieve an efficient and cost-optimized form of communication. Specially developed applications boost satisfaction among employees and customers alike by helping to optimize processes and ensure security.

Mitel combines the core functions of modern conferencing, moderated audio and video conferencing and sharing of presentation content in a single complete solution. This enhances collaboration and the exchange of information between employees and with customers, partners and suppliers.

KEY BENEFITS

- *Increasing efficiency (including through computer telephony integration and telephone directories)*
- *Simplifying processes*
- *Enhancing collaboration*
- *Integrating office applications (including Microsoft applications)*
- *Linking industry-specific solutions with telephony capability*
- *Reducing costs*
- *Professional Solutions to meet special requirements*



Professional Solutions to Meet Special Requirements

Solid communication forms the basis for commercial success in virtually every sector. In some sectors, this communication is essential, sometimes even crucial to survival.

When it comes to ensuring the success of a company and accelerating processes, exchanging information in a timely manner plays a crucial role, enabling decisions to be made and communicated more quickly.

MiVoice Office 400 meets even the toughest requirements and, thanks to specifically developed applications, is used successfully in countless projects in the hospitality and healthcare sectors and in industry, as well as in sectors with strict security requirements. The portfolio of industry-specific applications available ranges from conventional call centers through to the hospitality package for restaurants and hotels, all the way through to extensive alarm and localization solutions.

Communication Server

The MiVoice Office 400 communication servers are scalable from 4 to 600 subscribers and can be used both as single, standalone systems or in a network. By offering these features, MiVoice Office 400 as an IP-based "all-in-one" system is able to offer comprehensive telephony functionality and a wide range of applications and industry-specific solutions.

MiVoice Office 400 is characterized by the high degree of flexibility it offers, and, thanks to the use of state-of-the-art technology, can be perfectly integrated into demanding IT environments. This allows IP terminals and IP base stations (DECT and WLAN) to be used for communication and enables an identical infrastructure (LAN) to be implemented. This is especially applicable when it comes to networking locations in a fully transparent process (Mitel Advanced Intelligent Network). Communications solutions such as UCC and the ease with which the system can be integrated into existing business processes make it possible to supplement voice communication with data from the IT environment.

Modern, Future-Proof, Virtualized

MiVoice Office 400 as a virtual appliance is ideal for customers wanting to run telephony and UCC solution in their data center. Being already prepared for CloudLink, MiVoice Office 400 allows customers to take a smooth path towards cloud-based communication by keeping the core telephony on-premises and benefiting from easy and scalable deployment of applications in the Cloud.