MiVoice Office 400 & Microsoft Lync

MS Lync 2013 Direct SIP Qualification

The MiVoice Office 470 communication server opens the full spectrum of business communication to Microsoft Lync 2013 users, ranging from various devices and networks to highly efficient mobility, attendant, call center and vertical applications. It offers an easy-to-manage and all-in-one package of all these features, together with flexibility, scalability and low TCO.

Mitel®

Powering connections

Customers, served by a powerful network of qualified partners, benefit from MiVoice Office 400's high availability and survivability resulting in an optimal uptime.

The connection between the MS Lync 2013 servers and the MiVoice Office 470 is secured with media and signaling encryption.

All-in-one high capacity gateway to devices and networks

MiVoice Office 400 is the perfect gateway to devices like analogue phones, door interfaces, digital, IP or SIP phones, ISDN devices, etc.

MiVoice Office 400's long experience and huge installed base ensure a high compatibility with existing devices.
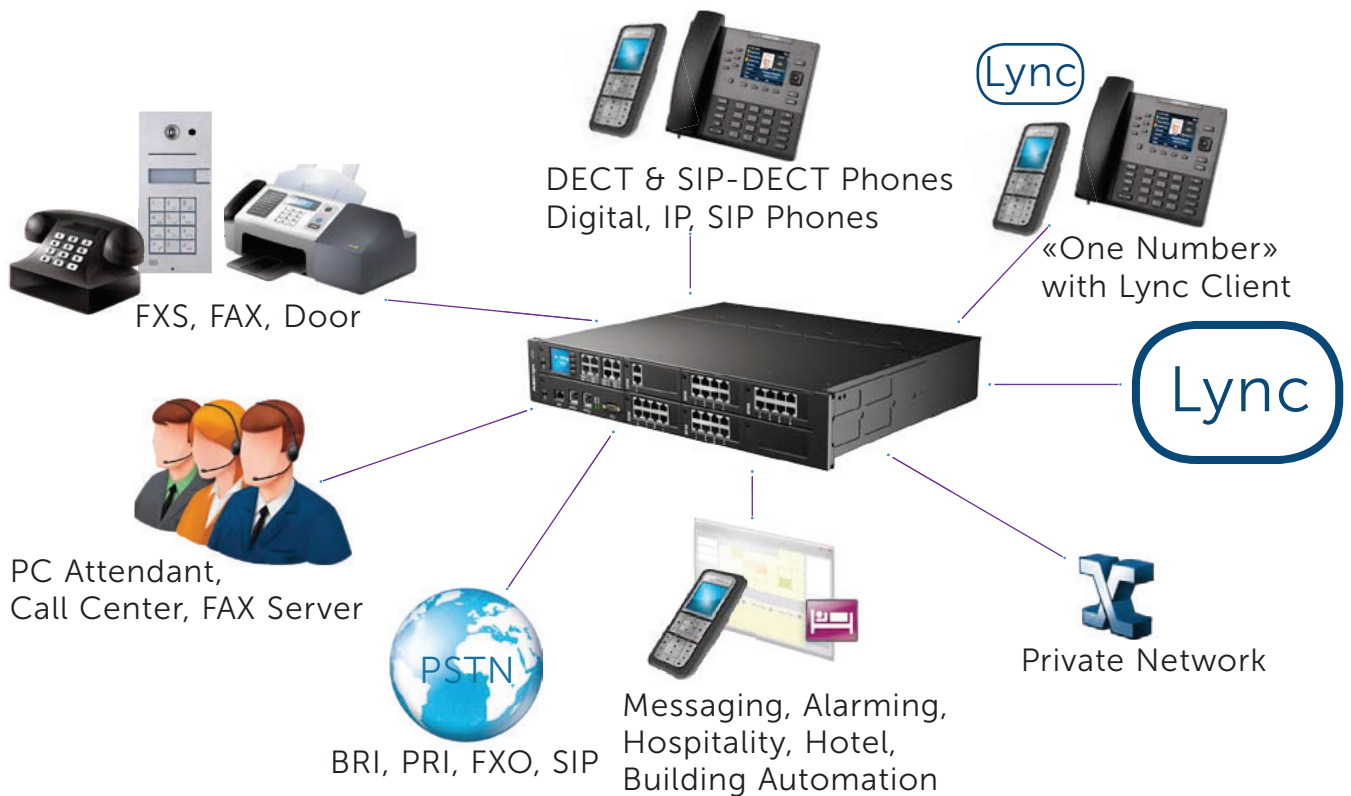
The access to PSTN and private networks (PRI, BRI, FXO, SIP) is flexible and enhanced by advanced routing capabilities.

Up to 40 modular and scalable Mitel 400 gateways can be connected to the Lync infrastructure with a single point of management and configuration

Key Benefits

- A full range of enterprise class voice features
- Extensive application portfolio for enterprises
- All in one solution, including mobility, applications and verticals
- Low maintenance costs
- Native survivability

A COMPLETE SOLUTION

FXS, FAX, Door

DECT & SIP-DECT Phones
Digital, IP, SIP Phones

Lync

«One Number»
with Lync Client

Lync

PC Attendant,
Call Center, FAX Server

PSTN

BRI, PRI, FXO, SIP

Messaging, Alarming,
Hospitality, Hotel,
Building Automation

Private Network

One Number and advanced mobility

With the One Number option, the desk, DECT, and mobile phones share the same number as the Lync clients, allowing the user to choose seamlessly his preferred device.

The MiVoice Office 400 provides highly professional DECT or SIP-DECT infrastructure as well as mobile/smart phone integration.

Vertical and advanced applications

Advanced applications of the MiVoice Office 400 portfolio like Attendant, Call Center, Alarming, Building Automation can be simply added on demand.

This makes the MiVoice Office 400 a perfect investment with the highest added value for Lync customers!

Applications and Systems

APPLICATIONS:

- *Mitel 400 Call Center*
- *Alarming & Messaging*
- *Attendant Console MiVoice 1560*
- *Call Data Accounting*
- *Call Recording*
- *Door Interfaces (including Video)*
- *Hospitality Suite and Interface to 3rd Party HMS*
- *Healthcare Solution, Integration of Nurse Call*

SYSTEMS:

- *Interface to KNX Building Automation*
- *IVR Solutions*

Functions

BASIC CALL FEATURES

- *Inbound and outbound calls*
- *Internal calls*
- *Caller ID on both sides*
- *Anonymous user calls*
- *Decline call*
- *Call forwarding and "simultaneously ring" feature*
- *Hold / Retrieve*
- *Call Transfer*
- *Conference*

ADVANCES FEATURES

- *Secure communication with encrypted signaling (TLS) and encrypted audio (SRTP) – the MiVoice Office 400 Secure VoIP licence is required here*
- *Comfort noise – saves IP network bandwidth and makes communications more natural.*
- *RTCP support enabling QoS statistics servers to retrieve QoS data*
- *DTMF (RFC2833)*
- *Media bypass – direct media between MiVoice Office 470 and Lync*
- *2013 clients. Note that secure communications are required for this functionality.*
- *Fail-over Routing Enhancements*
  - *Monitor the status of each Mediation Server*
  - *Definition of a Secondary FQDN*
- *SIP Trunking Enhancements for M:N redundancy support*
  - *MiVoice Office 470 supports several Lync 2013 Mediation Servers*
  - *Several independent MiVoice Office 400's can be connected to one Lync 2013*
- *Presence:*
  - *Presence status display of MiVoice Office 400 users in Lync*
  - *Line State display of MiVoice Office 400 users in Lync*
  - *Presence status display of Lync users on MiVoice Office 400 BluStar clients*
  - *Line state status display of Lync users on MiVoice Office 400 BluStar clients*
  - *Line State status display on MiVoice Office 400 system phones (6800i, 6700i, 5300/5300ip, MiVoice 1560/1560ip, OfficeSuite) of One Number integrated Lync clients (except if the Lync client is placing a pure Lync call)*

	SINGLE MIVOICE OFFICE 470	CENTRALLY MANAGED MIVOICE OFFICE 400 NODES	MULTIPLE MIVOICE OFFICE 470 GATEWAYS
Number of MiVoice Office 400 nodes	1	Up to 40	Unlimited
Direct SIP to Lync channels	184	184	Unlimited
Analogue FXS ports	228	600	Unlimited
Digital phones	400	600	Unlimited
IP and SIP phones	600	600	Unlimited
DECT phones	600	600	Unlimited
SIP-DECT phones	600	600	Unlimited
DECT Base stations	224	255	Unlimited
SIP-DECT Base stations	4096	4096	Unlimited
FXO ports	56	64	Unlimited
BRI interfaces	56	256	Unlimited
PRI interfaces	14	32	Unlimited
SIP access channels	240	240	Unlimited
FAX over IP T.38 channels	140	140	Unlimited
Voice Mail	16	16 per node	Unlimited
IVR Channels	46	46 per node	Unlimited
Call recording	8	8 per node	Unlimited
Central management	YES	YES	No
Centralized single connection to Lync	YES	YES	No