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.
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.

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**A COMPLETE SOLUTION**

- FXS, FAX, Door
- PC Attendant, Call Center, FAX Server
- DECT & SIP-DECT Phones
- Digital, IP, SIP Phones
- «One Number» with Lync Client
- Messaging, Alarming, Hospitality, Hotel, Building Automation
- BRI, PRI, FXO, SIP
- Private Network
- PSTN
- Lync

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