

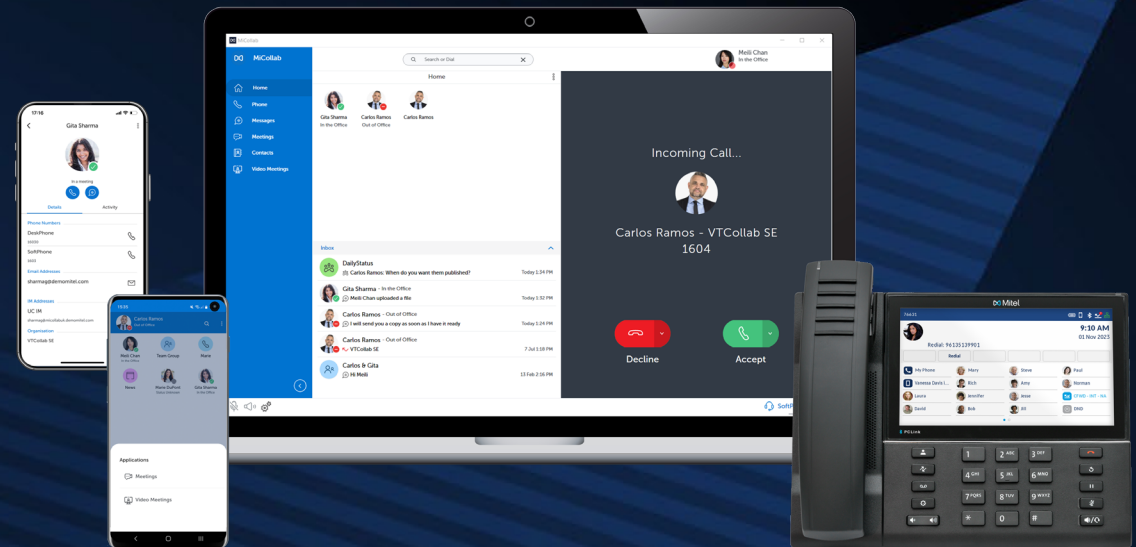


MiVoice Business Solution Design Card v1.4.1

Valid for the below versions:

- **MiVoice Business 10.x**
- **MiCollab 9.7 & 9.8**
- **MiVoice Border Gateway 11.6**
- **MiContact Center Business 10.x**
- **Revolution 2022.4**

March 28, 2024



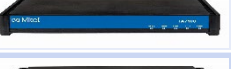
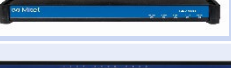
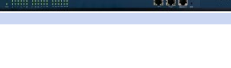
MiVoice Business Controller Capacity

Controller	IP	ACD Agent	MIVB Console	T1/E1	SIP Trunk	FXO	FXS	E2T Chan	Conf Channels	Page Group (*)	Call Flow ENEM	VM Ports	Embedded MB	Total Devices	
SMB	150/300	30	8	Third Party	30	16**	22**	50(G.711) 30(G.729)	30	16/32	Yes	16	750	450	
EX	1400	100	24	8***	2000	28***	28***	64	24	64	Yes	30	1000	1400	
Server Based	5000	1200	48	N/A	2000	N/A	N/A	N/A	600	250	Yes Includes Virtual	120	5000	5000	See Engineering Guidelines for server resources by customer size.

* Page Group max listed above recommended max per page groups are listed in Mitel system engineering guidelines (Recommend Multicast paging when available)

** Shared module slots for all TDM devices (FXO, and FXS). Max will vary depending on other shared TDM resources allocated on the SMB controller. *See Engineering Guidelines*

*** Shared module slots for all TDM devices (T1/E1, FXO, and FXS). Max will vary depending on other shared TDM resources allocated on EX controller. *See Engineering Guidelines*

Controller	IP	ACD Agent	MIVB Console	T1/E1	SIP Trunk	FXO	FXS	E2T Chan	Max ASU-II	Conf Channels	Page Group (*****)	Call Flow ENEM	VM Ports	Embedded MB	Total Devices		ATA Model	Analog Ports	VQ License Availability	
CX II	150	50	8	2	2000	12*/36**	12*/150**	64	3	30	16/32	No	16	750	150		TA7102	*2	Yes	
MXe-III L	300	100	16	8***	2000	36**	196**	64	4	64	64	No	30	750	350		TA7104	*4	Yes	
MXe-III L Expanded	1400	150	24	8***	2000	96**	576**	128	12	192	128	No	30	750	1500		TA7108	*8	Yes	
AX	125	50	8	8	2000	48	288****	128	N/A	64	64	No	20	750	575		**AG4124	*24	N/A	
ASU II	N/A	N/A	N/A	N/A	N/A	8	48	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		***AG4172	*72	N/A	

* CX-II requires both Analog Main and Analog Option for max embedded Analog capacity. Additional Analog capabilities are available with an ASU-II

** Requires ASU-II for maximum Analog capacity.

**** AX Controller requires all 12 card slots be equipped with 24 port ONS cards to reach maximum analog capacity. For low-traffic solutions, like Hospitality systems, up to a maximum of 576 devices will be supported, 288 analog devices and up to 288 IP devices. For systems of this size please refer to Mitel system engineering

* SIP device license per port required

** Rack Mount bracket, desktop Pads, Grounding Wire, Console Cable, Power Cord

*** Available April 2024

*****INFORMATION DOES NOT REPLACE PRODUCT-SPECIFIC ENGINEERING GUIDELINES*****



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MiVoice Business Perpetual Licenses (CapEx)

	Single Line	IP User	UCC Entry	UCC Standard
Users & Devices				
User License	✓	✓	✓	✓
Extensions/Devices	1	1	8	8
Basic Web Client	-	✓	✓	✓
Voicemail / Unified Messaging / Auto-Attendant				
Voicemail (EMEM + NuPoint)	○	○	✓	✓
Intelligent auto-attendant	○	○	✓	✓
Unified Messaging	○	○	✓	✓
Unified Communications & Collaboration				
PC/Web Client	-	-	✓	✓
Simultaneous Ringing / Group Presence / Call Handoff	-	-	✓	✓
Chat	-	-	✓	✓
Calendar Integration	-	-	✓	✓
Microsoft Teams™ Integration	-	-	✓	✓
3rd Party Video Conferencing Integration	-	-	✓	✓
Desktop SIP Softphone	-	-	✓	✓
Mobile SIP Softphone	-	-	-	✓
Mobile Collaboration Client	-	-	-	✓
SMS Messaging	-	-	-	✓
Virtual Desktop (VDI)	-	-	-	✓
3rd Party App Integration (OIG)	-	-	-	✓

CAPEX SWA Levels	Advantage SWA	Premium SWA
Software Delivery entitlements		
CloudLink access - Voice Assist - CloudLink Gateway and APIs	✓	✓
Software Updates and Upgrades - Major software releases - Service packs - Security fixes	✓	✓
Mitel Performance Analytics	-	✓
Technical Support entitlements		
24x7 Mitel Technical Support	✓	✓
Access to Mitel Knowledge Base	✓	✓
Enhanced Response Times and Ticket Updates during investigation	-	✓
24x7 Scheduled Upgrade Assistance	-	✓
Training entitlements		
Online end-user training	Chargeable	✓

MPA Features	MPA Tier
Remote Access	MPA and Plus
Monitoring	MPA and Plus
Mitel Application Monitoring	MPA and Plus
Voice Quality	MPA and Plus
Cloud or On-premises (connected) System Deployment	MPA and Plus
Digital and SIP Trunk Utilization	MPA and Plus
SIP DECT & OMM Support	MPA and Plus
Teleworker Voice Quality and SIP Trunk Voice Quality	Plus
Softphone Voice Quality	Plus
Advanced VQ Reporting	Plus
Trunk Reports & Traffic Analytics	Plus
AWV Port Usage Reporting	Plus
Emergency Response Alarms	Plus
User /Set / Service Inventory	Plus
IPT User Dashboard	Plus
Scheduled Group Operations	Plus
Agent Based Network Testing	Plus
3rd Party Device Support	Plus
Air-Gapped System Deployment	Plus



6900 Series phones and accessory feature matrix

Comparison	6970	6940w	6930w	6930t	6930Lt	6920w	6920t	6915	6910	6905
Context Sensitive Keys	TOUCH	TOUCH	5	5	5	4	4	4		
Color Display	7" LCD Touch	7" LCD Touch	4.3"	4.3"	4.3"	3.5" QVGA	3.5" QVGA	3.5" QVGA	(1)	(2)
Bluetooth Wireless Interface	✓	✓	✓	✓		✓				
PCLink	✓	✓	✓	✓		✓				
Mobile Integration	✓	✓	✓	✓		✓				
Antimicrobial Treated Plastics				✓	✓		✓			
Programmable Physical Keys*	TOUCH	TOUCH	12	12	12	6	6	6	8	3
USB Headset Support		✓	✓	✓	✓	✓	✓	✓		
USB Charging Port	✓ 2 x Type A (500mA)	✓ 1 x Type A (500mA)	✓ 1 x Type A (500mA)	✓ 1 x Type A (500mA)	✓ 1 x Type A (500mA)	✓ 1 x Type A (100mA)	✓ 1 x Type A (100mA)	✓ 1 x Type A (100mA)		
Power-over-Ethernet (PoE)	Class 3	Class 3	Class 3	Class 3	Class 3	Class 3	Class 2	Class 2	Class 2 ⁽³⁾	Class 2
Ethernet Ports	1 x GigE	2 x GigE	2 x GigE	2 x GigE	2 x GigE	2 x GigE	2 x GigE	2 x GigE	2 x GigE	2 x 10/100

- 3.4" (128x48 pixel) monochrome backlit display
- 2.75" (128x48 pixel) non-backlit display
- PoE class 2 with LLDP override to 3.2w (MiNET) 3.8w (SIP), class 1

* = The phones are equipped with freely configurable keys, supporting multiple pages.
The number of keys can therefore vary between your communication system.

Accessories/ Mitel IP Phone	6970	6940w	6930w	6930t	6930Lt	6920w	6920t	6915	6910	6905
Integrated DECT Headset	-	✓	✓	✓	✓	-	-	-	-	-
Bluetooth Handset	-	✓	Add-on	-	-	-	-	-	-	-
Expansion Module	-	✓	✓	-	-	✓	-	-	-	-
WLAN Adapter	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
S720 Speakerphone	-	✓	✓	✓	✓ (*)	✓ (*)	✓ (*)	-	-	-

* Bluetooth connection of the S720 Speakerphone requires the 6920t and 6930Lt to be equipped with the S720 USB Bluetooth Adapter.

Headset Model / IP Phone	6910	6920w/ 6920	6930w/ 6930/ 6930L	6940w/ 6940	Mitel Apps**
H10 Stereo USB		USB	USB	USB	USB
H20 Mono CC RJ9	Analog RJ9	Analog RJ9	Analog RJ9		
H30 Stereo CC USB (See Note)		USB*	USB*	USB*	USB
H40 Stereo DECT	Analog RJ9	USB / Analog RJ9	USB / Analog RJ9	USB	USB

Headsets compatible with the following
Mitel Applications:

- MiTeam Meetings
- MiCollab Softphone
- MiCC Business

Note:

- 6920/30/40 models require optional H30 Link Controller
- 6920w/30w/40w models do not require the H30 Link Controller



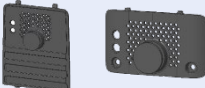
SIP-DECT Handsets and Accessory and RFPs



Comparison	712dt	722dt	732d	742d
Class	Entry	Business	Industrial	Ex/ATEX
LCD	2.4"	2.4"	2.4"	2.4"
Antimicrobial	•	•		
Alarm Button		•	•	•
Motion Sensors			•	•
ATEX/Ex Protection				•
Localization (OML)	•	•	•	•
Bluetooth		•	•	•
Loudspeaker	•	•	•	•
USB-C	•	•	•	•
Battery (mAH)	920mAh	920mAh	920mAh	920mAh
IP Protection	IP44	IP44	IP65	IP65
Back-lit Keypad		•	•	
Headset Jack	3.5 mm	3.5 mm	3.5 mm	3.5 mm
Programable Side keys	•	•	•	•

Comparison	OMM ON RFP	OMM SERVER
Max RFPs	256	4096
Max Handsets	1024	10,000
Redundancy	Yes (two RFPs)	Yes

Accessories	
Desktop Charger	
Spare Batteries	
Protective Silicone Case	
Battery Rack Charger Bank	
USB-C Charing Cable	

Accessories	
700 Series Desktop Charger Bank	
Basic Handset Caring Clip	
Standard Handset Caring Clip	
Security Handset Swivel Clip	

Comparison	RFP 44	RFP 45	RFP 47	RFP 47 DRC	RFP 48
DECT Channels	120 EMEA / 50 US/CAN	120 EMEA / 50 US/CAN	120 EMEA / 50 US/CAN	120 EMEA / 50 US/CAN	120 EMEA / 50 US/CAN
Voice Channels	4 Voice 4 Switching	8 Voice 4 Switching	8 Voice 4 Switching	8 Voice 4 Switching	8 Voice 4 Switching
OMM	256 RFP/512 Handsets	256 RFP/1024 Handsets	256 RFP/1024 Handsets	256 RFP/1024 Handsets	256 RFP/1024 Handsets
Dimensions (W x H x D)	150x150x40 mm	150x150x40 mm	150x150x40 mm	280x380x130 mm	175x175x40mm
DECT Tx power	100mW/250mW	100mW/250mW	100mW/250mW	100mW/250mW	100mW/250mW
WiFi Support					802.11b/g/n (2.4 GHz or 5 GHz)
Connectivity	1 RJ45 -10/100	1 RJ45 -10/100	1 RJ45 -10/100 2x SMA Ext Antenna Jack	10/100	10/100/1000
PoE	Class 2	Class 2	Class 2	Class 2	Class 3
IP Protection	IP 20	IP 20	IP 20	IP 66	IP 20



Architecture Example Basic Resiliency

