

MiVoice Office Application Suite 6900 Sales Engineer/Pre-Sales Guide

Product Overview

The 6900 series phones are Mitel's range of premium IP phones. MiVoice Office Application Suite includes specific features to support these handsets on the MiVoice Office 250 platform.

Key Features & Benefits

The following features describe the benefits to the customer of running 6900 handsets on the MiVoice Office 250 solution:

Premium Color Handset

The 6900 handsets are Mitel's premium IP handset range. Each handset provides a color LCD screen with self-labeling softkeys. There are 3 handset models and a programmable key module available:

- 6920 – Small Screen (38 softkeys)
- 6930 – Medium Screen (68 softkeys)
- 6940 – Large Touchscreen (78 softkeys)
- Programmable Key Module - (84 softkeys)

Each model of handset can support up to 3 programmable key modules.

Integrated DECT Headset

6900 phones support an optional fully integrated DECT wireless headset for up to 100 meters of personal area mobility

Multi-Node Hot Desking

The new SIP Hot Desking features allows users to hot desk into handsets that are connected to other nodes, re-homing the handset back to the user's own node.

Note: Due to E911 rules this is currently not available for nodes at different locations.

Avatars

On internal calls, user avatars are displayed in the call information area on the handset. In addition, on 6940 handsets, the user's own avatar is visible on the idle screen.

User BLF Keys

In addition to the normal extension, hunt group and trunk BLF softkeys, the 6900 handset introduces a User BLF key which shows the user's avatar and provides visibility of a user's status across all their extensions, even showing status of calls to external dynamic extension express (DEE) numbers.

Presence Profiles

The Presence Profile softkey displays the user's currently chosen profile and allows them to switch between without loading Phone Manager.

Mobile / Bluetooth Connectivity

On the 6930/6940 models, Bluetooth connectivity is available. This provides access to use Bluetooth headsets/speakers for call audio but also provides access to handle mobile and PBX calls directly from the handset as well as access to search mobile and PBX contacts from the same in-built directory.

Custom Backgrounds/Screensavers

6900 handset backgrounds and screensavers can be customized with reseller or customer corporate images/messaging.

Other New Features Including...

- Group Mailbox Softkey
- Chat Notifications
- Real-Time Wallboard Alarm Notifications

Licensing

There are two* licenses that control the implementation of 6900 handsets on a MIVO 250:

- MiVoice Office 250 – Category-F
- MiVoice Office Application Suite – Basic 6900 SIP Handset

The 'Basic 6900 SIP Handset' license on the MiVO App Suite is included with all Phone Manager Desktop licenses. Some advanced features (CLI Change & Recording Pause/Resume) require an additional 'Advanced 6900 SIP Handset' license which is included with Professional and Team Leader versions.



Note

* When deploying 6900 teleworker phones, MiVoice Border Gateway licenses will also be required.

Category-F License

A category-F license is required on the MiVoice Office 250 for each 6900 handset that will be deployed. Each handset will connect to the MiVO 250 as a SIP endpoint and requires this license to make/receive telephone calls.



Note

A new MiVO 250 Base Kit is now available that comes with 16 Cat-F and 16 Phone Manager Outlook licenses.

Basic 6900 Handset License (included with all Phone Manager Desktop Licenses)

This is a MiVoice Office Application Suite license which each 6900 handset requires to use the MiVO Application Suite as a configuration server. Without this license, the handsets will behave as a standard SIP extension when connected to the telephone system.

Advanced 6900 Handset License (included with Phone Manager Professional & Team Leader)

The following softkey features require the purchase of a Professional or Team Leader version of Phone Manager Desktop:

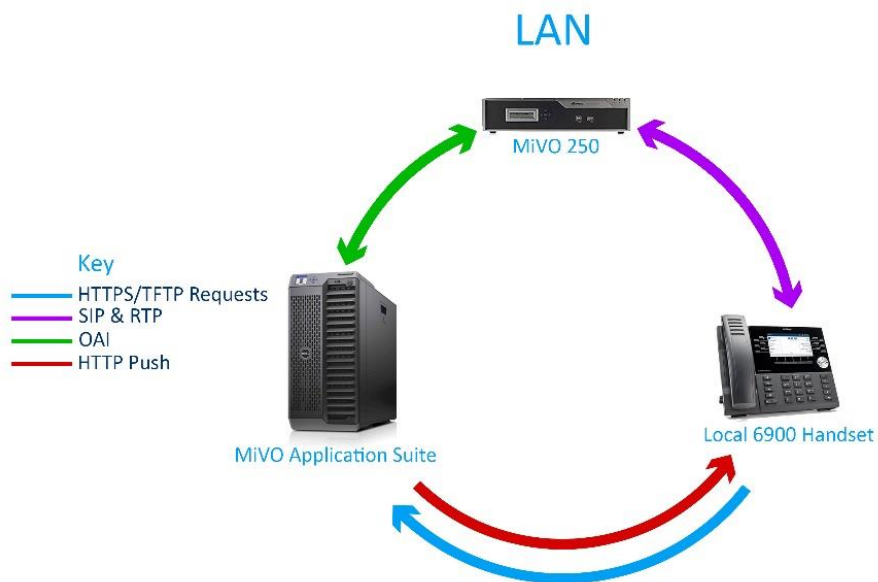
- CLI Change – The ability to set the calling party number from the handset
- Recording Pause/Resume – Also requires MiVoice Office Call Recorder

Architecture

When using 6900 handsets on a MiVoice Office 250, they run as SIP handsets, call control and audio is provided directly from the telephone system. The MiVoice Office Application Suite acts as a 'Configuration Server' for the phones, providing the following features:

- Firmware updates
- Configuration Profiles
- Keymap Profiles
- Background & Screen Saver Images
- Alarm alerts
- Camp-On notifications
- Softkey Features (BLF, ACD, DND, FWD control etc.)

The image below outlines the connectivity between phones, PBX and the MiVO App Suite.



All call control and audio is purely between the phone and the MiVoice Office 250. BLF and phone features states are tracked by the MiVoice Office Application Suite via OAI and then sent to the phone.

If at any time the MiVoice Office Application Suite is taken offline, the phones are still connected via SIP to the MiVoice Office 250 and can make and receive calls.

Available Phones

The following 6900 handsets are available for deployment on MiVoice Office 250:

	6920 <ul style="list-style-type: none">• 320x240 Color Screen• 38 Softkeys• Analog/DHSG/USB/iDECT Headset*• 100mA USB Port
	6930 <ul style="list-style-type: none">• 480x272 Color Screen• 68 Softkeys• Bluetooth/Analog/DHSG/USB/iDECT* Headset• Bluetooth Mobile Support• 500mA USB Port
	6940 <ul style="list-style-type: none">• 800x480 Color Touch Screen• 78 Softkeys• Bluetooth/Analog/DHSG/USB/iDECT* Headset• Bluetooth Mobile Support• Wireless Bluetooth Handset• 500mA USB Port



Note

iDECT Headset support for 6900 phones is available with firmware 5.1 (MiVO App Suite 5.1 SP2)

Headset Support

The following headsets have been tested with 6900 phones:

- Bluetooth - Plantronics (Voyager Legend), Jabra (Motion, Pro 935, Evolve 60 UC)
- DECT – iDECT Integrated Headset
- DHSG – Jabra (Pro 9460, GN 9350)
- USB – Plantronics (C725)
- Analog – GN (GN2100), Plantronics (HW 510), Jabra (2100 Duo)



Note

For more information on handset compatibility, please refer to InfoChannel:
<https://infochannel.mitel.com/ICMSA/qnprod.nsf/>

Once logged into the site, select 'Certified Devices' and then 'Headsets'.

MiVoice Office 250 Feature Comparison

There are feature differences between the new 6900 handsets and their MiNET/Digital counterparts when used on the MiVO 250. As well some additional features, there are some features that do not work when using 6900 Handsets on a MiVO 250.

Supported Features

The following standard features of a MiVO 250 are supported:

- ACD Agents (Auto answer must be implemented using Phone Manager)
- Alarms
- ARS
- BLF (Extension, User, Trunk & Hunt Group)
- Call History (Extension Based)
- Calling Party Number/Name
- Conference (Meet-Me & SIP Based)
- Do-Not-Disturb
- Dynamic Extension Express
- Forwarding
- Handsfree (MiVO App Suite 5.1 SP2)
- Hand Off/Pull (MiVO App Suite 5.1 SP2)
- Headset Support
- House Phone
- Group Pickup/Park/Reverse Transfer
- Keymaps
- Queuing
- Secondary Extension Keys (MiVO App Suite 5.1 SP2)
- System Speed Dials (not private)
- Transfer
- UCD
- Voicemail & Notifications



Reference

For a more comprehensive list of features, please refer to tables 113/114 in the MiVO 250 Features and Programming Guide.

Additional Features

The following additional features are available over and above existing MiVO 250 features:

- Presence Profile Visibility/Control
- User BLF (One Busy All Busy)
- Hunt Group BLF Queuing Call Count (BLFs show how many calls are queuing)
- Phone Manager Chat Notifications
- User Avatars
- SIP Hot Desking (Roaming Keymaps/Configuration & Hot Desk between nodes)
- Active Directory Support
- Color Screens with customizable backgrounds & screen savers
- Custom Ringtones can be uploaded to 6900 phones
- 'Phone Lock' option to restrict access
- Integrated Bluetooth for mobiles and headsets (6930/6940)
- SRTP via MiVoice Border Gateway
- Improved Headset Support (Bluetooth/USB/Analog/DHSG/iDECT)



Note

Custom ringtones can be uploaded using the phone's built in web site or centrally by using a TFTP server.

Unsupported Features

The following features are not currently supported when deploying 6900 handsets on a MiVO 250. Some of these features will be addressed in future releases of software.

- ACD Member Groups (ACD Agent Groups are supported)
- MiVO 250 Ad-Hoc Conference (6900 phones has a local conference feature – Max 3 parties)
- Background Music
- Do-Not-Disturb Override
- Feature Codes (features are provided via dedicated softkeys rather than codes)
- Forced Account Codes (Optional & All Calls Following Account Codes are supported)
- Group Listen
- Group Messaging (SIP phones only support a single mailbox, use the Group Mailbox softkey instead)
- Hot Desking (SIP Hot Desking is supported but is not compatible with MiVO 250 Hot Desking)
- Paging between different handset types (6900 phones cannot be paged from MiNET/Digital handsets)
- Record-A-Call (Calls can be recorded with MiVO Call Recorder)
- Remote Feature Code Programming
- Silent Monitoring (as the supervisor, 69xx phones can be monitored from 53xx phones)
- Station Messaging
- System Hold/Trunk Pickup
- Transfer to Hold
- Voicemail Message Call-back



Note

Customers used to using System Hold and Trunk BLF keys to move calls between extensions are advised to use Park keys with 69xx phones.

In addition to the features listed above, many of the OAI 3rd Party Call Control features DO NOT work in conjunction with 69xx phones. This means the following MiVoice Office 250 applications cannot be used with 69xx phones:

- Attendant Console
- MiCC Office Client Go / Callviewer / Connection Assistant
- MiCC Office Reporter Pro / Realviewer (Call Control Options)
- MiCC Office Intelligent Router

Mitel Phone Manager applications will continue to operate when paired with a 69xx phone but without the 'Merge' call feature.



Caution

Attendant Console and CTI Clients such as Client Go, Callviewer and Connection Assistant will not operate with 69xx phones.



Reference

For more information on which OAI commands are supported in conjunction with SIP phones, please refer to the MiVoice Office Application Suite Technical Manual.

MiVoice Office 250 Configurations

Depending on the MiVoice Office 250 configuration, there are various system design requirements and restrictions that need to be considered. Please review the sections which apply to the MiVoice Office 250 system being deployed.

**Note**

MiVoice Office 250 release 6.3 or higher is required to support 6900 handsets.

Single Node / Multiple Networked MiVoice Office 250 Systems (at one location)

A single MiVoice Office Application Suite can support 6900 handsets when there are one or more MiVoice Office 250 nodes at a single location. Each MiVoice Office 250 should be provisioned with enough Cat-F licenses to support the 6900 handsets.

The MiVoice Office Application Suite will provide firmware updates, keymaps and configuration for all phones on all local nodes. As with all multi-node MiVoice Office Application Suite implementations, a Mitel CT Gateway is required.

**Note**

If using SIP Hot Desking, ensure enough Cat-F licenses are added to each node to support the number of 6900 handsets configured.

Multiple Networked MiVoice Office 250 Systems (at different location)

When deploying 6900 handsets across multiple locations, there are two ways in which MiVoice Office Application Suite can be deployed:

- Single MiVoice Office Application Suite
- Multiple MiVoice Office Application Suites, one at each location

If using a single MiVoice Office Application Suite to support 6900 phones at multiple locations, it is important to ensure that the data link between the locations is reliable. This will minimize the potential for loss of functionality on phones when the link is down. If the link is down to the MiVoice Office Application Suite from some locations, users will still be able to make and receive calls, however any softkeys that have functionality driven by the server will not operate.

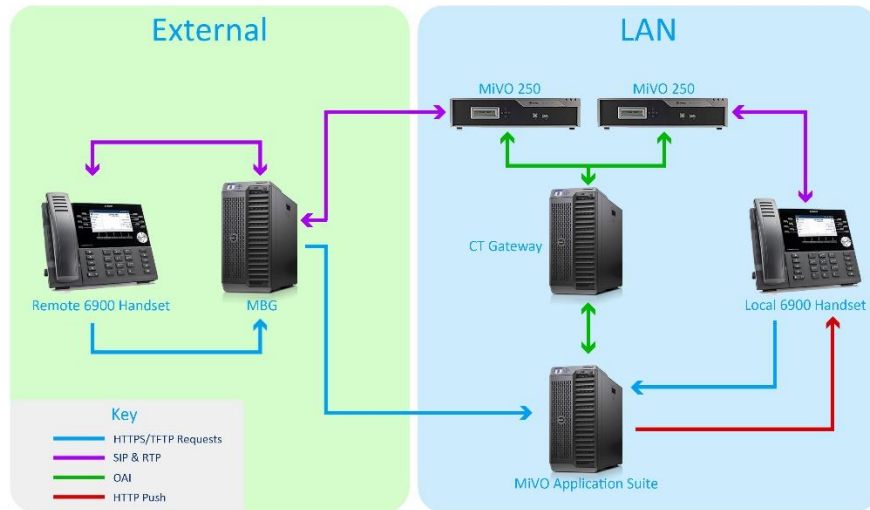
If deploying multiple MiVoice Office Application Suites, please be aware of the following feature restrictions apply:

- User BLFs will not work for users on alternate locations. Extension BLFs must be used instead
- Avatars will not be visible for internal calls to other locations.
- Chat is not available between multiple MiVO App Suite systems.

Remote Extensions (through MiVoice Border Gateway)

A MiVoice Border Gateway (MBG) is required to connect teleworker 6900 handsets back to the MiVO 250. Ensure that the MBG is provisioned with teleworker licenses for each teleworker handset required.

The image below outlines the connectivity between phones, PBX and the MiVO App Suite in a teleworker environment.



Parts & Training

The following part numbers are used to quote/order 6900 handsets on a MiVoice Office 250. Release 6.3 or higher of the telephone system is required to support 6900 handsets.

Parts

Part Number	Description
52003502	MiVoice Office 250 6900 Base Kit – (North American variant) MiVoice Office 250 16-user base kit which includes 16 Cat F and 16x Outlook (Basic) User licenses to support 6900 series phones.
52003503	MiVoice Office 250 6900 Base Kit – (United Kingdom variant) MiVoice Office 250 16-user base kit which includes 16 Cat F and 16x Outlook (Basic) User licenses to support 6900 series phones.
52003504	MiVoice Office 250 6900 Base Kit – (Australian variant) MiVoice Office 250 16-user base kit which includes 16 Cat F and 16x Outlook (Basic) User licenses to support 6900 series phones.
50006874	M695 Programmable Key Module (PKM)
840.0418	MiVoice Office License - IP Phone Cat F
51303548	Mitel Phone Manager Outlook Single User
51303549	Mitel Phone Manager Outlook 10 User Pack
51303550	Mitel Phone Manager Outlook 50 User Pack
51302776	Mitel Phone Manager Professional
51302771	Mitel Phone Manager Team Leader (Per User)

**Note**

MiVoice Office Application Suite release 5.1 or higher is required to support 6900 handsets.

**Note**

For customers migrating from MiNET handsets to SIP, please contact Mitel Sales about converting existing handset licenses to Cat-F.

Training

A MiVoice Office Application Suite 6900 Installation & Maintenance course must be completed by engineers prior to installing 6900 phones on the MiVoice Office 250. This course is available FOC to any engineer who is certified on the MiVoice Office Application Suite I&M at release 5.1 or higher.