MiVoice Office Application Suite 6900 Sales Guide

Product Overview

The 6900 series handsets 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.

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, the Phone Manager avatar for the user being called/calling will be 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

Users can change their Phone Manager presence directly from the handset. The Presence Profile softkey display the user's currently chosen profile and allows them to switch between.

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 of messaging.

Licensing

There are three* 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
- MiVoice Office Application Suite – Advanced 6900 SIP Handset

Depending on the licenses installed, the feature set will differ.

Note

* When using remote 6900 handsets, 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.

Basic 6900 Handset License

This is 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.

Note

This license is provided with every Phone Manager Desktop Outlook, Professional & Team Leader license.

Advanced 6900 Handset License

This is an additional license to the 'Basic 6900 Handset License' which is required for any handset wanting to use either of the following softkey features:

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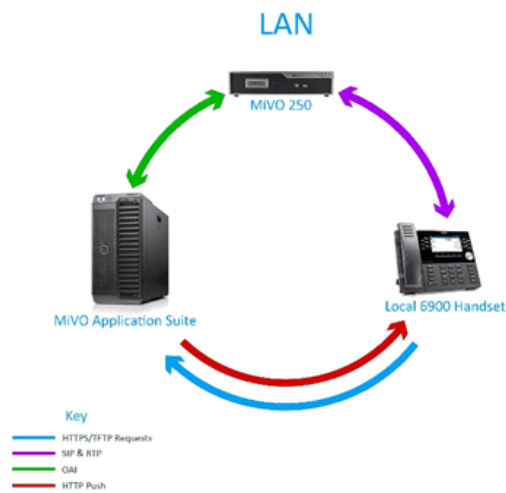- Recording Pause/Resume – Also requires MiVoice Office Call Recorder

Note

This license is provided with every Phone Manager Desktop Professional & Team Leader license.

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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.

Available Handsets

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

	6920 • **320x240 Color Screen** • **38 Softkeys** • **USB/RJ11 Headset**
	6930 • **480x272 Color Screen** • **68 Softkeys** • **Bluetooth/USB/RJ11 Headset** • **Bluetooth Mobile Support**
	6940 • **800x480 Color Touch Screen** • **78 Softkeys** • **Bluetooth/USB/RJ11 Headset** • **Bluetooth Mobile Support** • **Wireless Bluetooth Handset**

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

- 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

- Headset Support

- House Phone

- Group Pickup / Park / Reverse Transfer

- Keymaps

- Queuing

- System Speed Dials

- 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 (including when busy on external DEE numbers)
- Hunt Group BLF Queuing Call Count
- Chat Notifications
- User Avatars (when calling and on 6940 home screen)
- SIP Hot Desking (Roaming Keymaps/Configuration & Hot Desk between nodes)
- Active Directory Support
- Color Screens with customizable backgrounds & screen savers
- Custom Ringtones
- Phone Lock options
- Integrated Bluetooth for mobiles and headsets (6930/6940)
- Ability to use SRTP via MiVoice Border Gateway
- Improved Headset Support (Bluetooth/USB)

	Note
	Custom ringtones must be uploaded to the phone 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 (Agent based ACD is supported)
- MiVO 250 Ad-Hoc Conference (6900 Handsets have their own conference feature)
- Do-Not-Disturb Override
- Forced Account Codes (Options and All Calls Following Account Codes are supported)
- Hand Off / Pull
- 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 a MiNET/Digital handset)
- Record-A-Call (Calls can instead be recorded using MiVoice Office Call Recorder port mirriroing)
- Silent Monitoring
- Station Messaging
- Subset of Feature Codes

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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, separate MiVoice Office Application Suite system needs deploying at each location. Each MiVO Application Suite will support the 6900 handsets at the local site.

When deploying 6900 handsets in this way, 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.

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Parts & SWAS

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

Note

6900 SWAS is included with the MiVoice Office Application Suite SWAS.

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.

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