



Mitel

MiVoice Connect

IP Phones Overview



Superior Sound & Ergonomics for the Highest Quality

Mitel designs and builds our own desk and portable IP phones to ensure that our customers always have the most fully-featured communication devices.

Mitel pairs business phones with unified communications to deliver a total solution. Choose the communications device best-suited to your needs, whether that's a desk phone, smartphone or PC—you'll always have the best possible user experience.

Each MiVoice Connect IP phone is preconfigured for quick and easy installation with the MiVoice Connect UC system and offers all the advanced features, high performance and quality required in today's constantly connected workplace.

- ▶ Visual voicemail simplifies voicemail management for professionals, contact center agents and executives
- ▶ Enhanced form factor that incorporates the latest user feedback
- ▶ Soft keys and line/call appearances for flexible call handling and access to rich programmable features
- ▶ On-phone diagnostics for faster troubleshooting and shorter time to resolution

Elegant Ergonomic Design

Since communications are a key aspect of business activity, a phone should feel comfortable and be easy to use. The Mitel attention to design detail delivers a precision-balanced, contoured handset which can rest comfortably against the ear, thereby maximizing productivity while minimizing user fatigue and shoulder and neck pain.

The desk phone itself has two main surfaces, which position the keypad horizontally for easy dialing while keeping the display at the optimum angle for visibility. The control surface on all MiVoice Connect phones makes it easy for users to manage communication tasks, including call transfer, conferencing and call parking.

Intuitively Streamlines & Improves Communications

All MiVoice Connect phones have an easy-to-read display so users can see who is calling, check for missed calls and messages and quickly see the call's status. This helps keep communication flowing across the organization. All desk phones also feature an integrated Ethernet switch that allows a network drop to be shared with a desktop PC.

MiVoice Connect IP phones feature crystal-clear audio quality and offer seven full octaves of sound, while many phones only offer three. In addition, MiVoice Connect high-fidelity, full-duplex speakerphones deliver exceptionally clear audio and enable hands-free conversation. All phones also support multiple languages.

IP Phone Benefits

- Quick and intuitive access to the feature-rich MiVoice Connect communication capabilities
- Ergonomic design optimized for comfort, sound and usability
- Plug-and-play simplicity lowers management resource needs

Ease of Use Streamlines Communications Management

All MiVoice Connect phones interoperate with Mitel system software, so settings, call handling rules, presence information, automatic directory updates and other features can be managed according to users' preferences. For instance, users can extend the power of their phone far beyond their desks by assigning their extension to any phone, including a mobile phone or home phone.

Cordless

In addition to desk phone options, Mitel offers a DECT-based cordless phone for users whose job role requires them to move around the workplace.

Designed for the Distributed Enterprise

MiVoice Connect desk phones can easily be deployed remotely utilizing the built-in VPN client providing the full Mitel experience in the remote or home office.

Enhanced Productivity

MiVoice Connect desk phones support XML applications that allow developers to integrate the phones even tighter into their business processes to boost the productivity of their users.

MiVoice Connect IP Phones for Every User

Executive & Conferencing

▶ **IP655:** A twelve-line telephone ideal for executives and executive assistants. In addition to setting a new bar in speakerphone performance by leveraging advanced microphone array technology, interaction with the telephone is extremely intuitive via the large color touch display. Visual voicemail makes it very easy to browse, play and manage voicemail messages and the advanced directory display with telephony presence allows users to see if somebody is available for a phone call. Users can personalize the background image on the phone and also easily manage programmable buttons. An integrated headset jack, plus Gigabit Ethernet switch as well as a built-in VPN client also come standard with this phone.

This telephone with its advanced beam forming microphone array technology is ideally suited for small to medium conference rooms and in larger rooms when deployed with optional extension microphones. Users can access the full telephony feature set as well as directory information in the conference room.

Professional

▶ **IP485g:** An eight-line phone with a crisp 480 x 272 pixels backlit color display offers an expanded directory with unlimited alphanumeric lookup with sort by first or last names. These features and the built-in visual voicemail application make this phone ideal for the advanced professional.

Also included are six feature keys, five soft keys, a full-duplex speakerphone, integrated headset jack and a Gigabit Ethernet switch for the connection of a PC. The optional BB424 button box expands the phone's capabilities for attendants.

- ▶ **IP480g:** An eight-line phone with an easy-to-read, back-lit display. Expanded call history and directory along with visual voicemail are provided, making the IP480g an ideal phone for busy professionals. Six feature keys and five soft keys provide easy access to Mitel features. A full-duplex speakerphone, integrated headset jack and 10/100/1000 Ethernet switch are standard.
- ▶ **IP480:** Provides the same features as the IP480g phone, but with an integrated 10/100 Ethernet switch for more economical deployments.

Common Areas

- ▶ **IP420g:** A two-line phone ideal for break rooms, lobbies and contact center environments. The IP420g phone features an easy-to-read, high-contrast display and six feature keys including transfer, conference, hold, redial/history and voicemail. Unlimited system / alphanumeric lookup and storage are provided. An integrated 10/100/1000 Ethernet switch is standard.
- ▶ **IP420:** Provides the same features as the IP420g phone, but with an integrated 10/100 Ethernet switch for more economical deployments.

Cordless Phones

- ▶ **IP930D:** Fully integrated, desk phone capabilities in a cordless version. Using DECT technology, these handsets and corresponding base and repeater units enable receptionists, retail store staff, facilities managers and other employees to remain connected while roaming freely through their workplace.

Programmable Button Box

- ▶ **BB424:** The BB424, an accessory for the IP485g, is an excellent tool for operators, receptionists, assistants and supervisors. The BB424 provides visibility over other users as well as single-button access to advanced telephony features including transfer, silent monitor and barge in.

The BB424 is a USB accessory for the IP485g IP phone and features 24 programmable buttons. Users can also employ the four page buttons across the bottom to program up to 96 buttons total. If the user prefers seeing all of the buttons at once, up to four physical units can be used instead (requires additional local power supply).



**IP655****IP485g****IP480g****IP480**

FUNCTIONS				
Call Appearance	12 (Tri-color LEDs)	8 (Tri-color LEDs)	8 (Tri-color LEDs)	8 (Tri-color LEDs)
Feature Keys	5 (Redial, voicemail, directory, call history, applications)	6 (Transfer, conference, hold, history, voicemail, directory)	6 (Transfer, conference, hold, history, voicemail, directory)	6 (Transfer, conference, hold, history, voicemail, directory)
Soft Keys	Context sensitive UI, touch-enabled LCD	5	5	5
Display	5.7" 640x480 pixels (VGA) Backlit, color touchscreen	4.3" 480x272 pixels Backlit, color	4.3" 297x160 pixels Backlit, monochrome	4.3" 297x160 pixels Backlit, monochrome
Speakerphone	Full Duplex Advanced beam-forming microphone array Optional extension microphones (pair)	Full Duplex	Full Duplex	Full Duplex
Audio Path Buttons with LED Indicator	Speakerphone, Headset	Speakerphone, Headset	Speakerphone, Headset	Speakerphone, Headset
Mute Button	Yes, with LED Indicator	Yes, with LED Indicator	Yes, with LED Indicator	Yes, with LED Indicator
Message Waiting (LED)	✓	✓	✓	✓
Missed Call Indicator	✓	✓	✓	✓
Volume Controls	Handset, speakerphone, headset, alert/rings	Handset, speakerphone, headset, alert/rings	Handset, speakerphone, headset, alert/rings	Handset, speakerphone, headset, alert/rings
Headset Connection	RJ-22	RJ-22	RJ-22	RJ-22
Electronic Hook-Switch Control for Wireless Headsets	Plantronics APD-80	Plantronics APD-80	Plantronics APD-80	Plantronics APD-80
Hearing-Aid Compatibility (HAC)	✓	✓	✓	✓
FEATURES				
Call Redirect	✓	✓	✓	✓
Call Timer	✓	✓	✓	✓
Caller ID (Name, Number)	✓	✓	✓	✓
Conference Call Management	6 party	6 party	6 party	6 party
Directory	Unlimited (system) Sort by first or last names Alphanumeric lookup	Unlimited (system) Sort by first or last names Alphanumeric lookup	Unlimited (system) Sort by first or last names Alphanumeric lookup	Unlimited (system) Sort by first or last names Alphanumeric lookup
Redial/History	Unlimited (stored on server) Filter by All, To, From, Missed	Unlimited (stored on server) Filter by All, To, From, Missed	Unlimited (stored on server) Filter by All, To, From, Missed	Unlimited (stored on server) Filter by All, To, From, Missed
Ring Tone Selections	4	4	4	4
System Speed Dial	Unlimited	Unlimited	Unlimited	Unlimited
Personal Speed Dial	100	100	100	100
Time & Date	SNTP Sync	SNTP Sync	SNTP Sync	SNTP Sync
Transfer to Voicemail	✓	✓	✓	✓
On Hook Dialing	✓	✓	✓	✓
Built-In VPN Client	✓	✓	✓	✓
XML Application Support	✓	✓	✓	✓
Visual Voicemail	✓	✓	✓	✓



IP655



IP485g



IP480g



IP480

OPTION MANAGEMENT				
Call Handling Mode	✓	✓	✓	✓
Call Forwarding	✓	✓	✓	✓
Handsfree Mode	✓	✓	✓	✓
Ring Tone	✓	✓	✓	✓
Agent State	✓	✓	✓	✓
IP TELEPHONY				
Protocol	MGCP	SIP	SIP	SIP
Quality of Service	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS	VLAN, DiffServ/ToS	VLAN, DiffServ/ToS
Supported Codecs	G.711 μ -Law/A-Law, G.722, G.729a, BV-32, BV-16	G.711 μ -Law/A-Law, G.726, G.722, G.729a, G.723, iLBC, Linear 16bit	G.711 μ -Law/A-Law, G.726, G.722, G.729a, G.723, iLBC, Linear 16bit	G.711 μ -Law/A-Law, G.726, G.722, G.729a, G.723, iLBC, Linear 16bit
Ethernet Speed	10/100/1000 Mbps	10/100/1000 Mbps	10/100/1000 Mbps	10/100 Mbps
IP Addressing	DHCP, static	DHCP, static	DHCP, static	DHCP, static
Security	SRTP	SRTP	SRTP	SRTP
Port Security	802.1x (EAP-MD5)	802.1x (EAP-MD5, EAP-TLS)	802.1x (EAP-MD5, EAP-TLS)	802.1x (EAP-MD5, EAP-TLS)
DHCP/LLDP-MED	✓	✓	✓	✓
TECHNICAL SPECS				
Dimensions	12.7 x 6.5 x 6.5 in 320 x 170 x 167 mm	9.6 x 5.3 x 4.8 in 244 x 135 x 122 mm	9.6 x 5.3 x 4.8 in 244 x 135 x 122 mm	9.6 x 5.3 x 4.8 in 244 x 135 x 122 mm
Weight	4.0 lb 1.6 kg	1.66 lb 0.75 kg	1.62 lb 0.74 kg	1.62 lb 0.74 kg
Power, W (Idle/Active/Max)	802.3af PoE Class 3 (5.7 / 7.7 / 9.1) Local adapter (optional)	802.3af PoE Class 0 (4.0 / 4.9 / 5.3) Local adapter (optional)	802.3af PoE Class 2 (3.0 / 4.4 / 4.9) Local adapter (optional)	802.3af PoE Class 2 (3.0 / 4.4 / 4.9) Local adapter (optional)
Local PoE Power Supply	Available PoE power supply	Available PoE power supply	Available PoE power supply	Available PoE power supply
Interfaces	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack RJ-22 headset jack Extension microphone jacks (x2) Diagnostic port	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack RJ-22 headset jack USB 2.0 port (for BB424)	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack RJ-22 headset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack RJ-22 headset jack
Loop Length	100 meters	100 meters	100 meters	100 meters
ENVIRONMENTAL				
Operating Temperature	0-50°	0-50°	0-50°	0-50°
Humidity, Relative (non-condensing)	5-90%	5-90%	5-90%	5-90%

**IP420g****IP420****BB424****IP930D**

FUNCTIONS				
Call Appearance	2 (Single-color LEDs)	2 (Single-color LEDs)	24 Tri-color LEDs	3 (On-screen indicator)
Feature Keys	6 (Transfer, conference, hold, history, voicemail, directory)	6 (Transfer, conference, hold, history, voicemail, directory)	4 page buttons	4 (Transfer, conference, redial, history, hold)
Soft Keys				3
Display	2.8" 130x28 pixels Backlit, monochrome	2.8" 130x28 pixels Backlit, monochrome	4.3" 480x272 pixels Backlit, color	176x220 pixels Backlit, color
Speakerphone	Half-duplex	Half-duplex		Half-duplex
Audio Path Buttons with LED Indicator	Speakerphone, Headset	Speakerphone, Headset		
Mute Button	Yes, with LED Indicator	Yes, with LED Indicator		Yes, with On-screen Indicator
Message Waiting (LED)	✓	✓		✓
Missed Call Indicator	✓	✓		✓
Volume Controls	Handset, speakerphone, headset, alert/rings	Handset, speakerphone, headset, alert/rings		Handset, speakerphone, headset, alert/rings
Headset Connection	RJ-22	RJ-22		2.5 mm headset jack
Electronic Hook-Switch Control for Wireless Headsets	✓	✓		
Hearing-Aid Compatibility	✓	✓		✓
FEATURES				
Call Redirect	✓	✓		✓
Call Timer	✓	✓		✓
Caller ID (Name, Number)	✓	✓		✓
Conference Call Management	6 party	6 party		6 party
Directory	Unlimited (system) Alphanumeric lookup	Unlimited (system) Alphanumeric lookup		Unlimited (system) Alphanumeric lookup
Redial/History	Unlimited (stored on server)	Unlimited (stored on server)		Unlimited (stored on server)
Ring Tone Selections	4	4		4
System Speed Dial	Unlimited	Unlimited		Unlimited
Personal Speed Dial				
Time & Date	SNTP Sync	SNTP Sync		SNTP Sync
Transfer to Voicemail	✓	✓		✓
On Hook Dialing	✓	✓		✓
Built-In VPN Client	✓	✓		
XML Application Support	✓	✓		
Visual Voicemail				

**IP420g****IP420****BB424****IP930D**

OPTION MANAGEMENT				
Call Handling Mode	✓	✓		✓
Call Forwarding	✓	✓		✓
Handsfree Mode	✓	✓		✓
Ring Tone	✓	✓		✓
Agent State	✓	✓		✓
IP TELEPHONY				
Protocol	SIP	SIP		DECT/MGCP
Quality of Service	VLAN, DiffServ/ToS	VLAN, DiffServ/ToS		802.1pq, DiffServ/ToS
Supported Codecs	G711 μ -Law/A-Law, G726, G722, G729a, G723, iLBC, Linear 16bit	G711 μ -Law/A-Law, G726, G722, G729a, G723, iLBC, Linear 16bit		G.711 μ -Law/A-Law, G.729a
Ethernet Speed	10/100/1000 Mbps	10/100 Mbps		Base Station: 10/100
IP Addressing	DHCP, static	DHCP, static		Base Station: DHCP, static
Security	SRTP	SRTP		
Port Security	802.1x (EAP-MD5, EAP-TLS)	802.1x (EAP-MD5, EAP-TLS)		
DHCP/LLDP-MED	✓	✓		
TECHNICAL SPECS				
Dimensions	6.6 x 5.3 x 4.8 in 167 x 135 x 122 mm	6.6 x 5.3 x 4.8 in 167 x 135 x 122 mm	4.9 x 5.0 x 4.9 in 125 x 127 x 125 mm	Handset: 16.8 x 4.7 x 2.2 cm Base Station: 208 x 150 x 58 mm
Weight	1.6 lb 0.73 kg	1.6 lb 0.73 kg	1.65 lb 0.71 kg	Handset w/ Battery: 0.29 lb (0.13 kg) Base Station: 0.73 lb (0.33 kg)
Power W (Idle/Active/Max)	802.3af PoE Class 2 (2.4 / 3.2 / 3.9) Local adapter (optional)	802.3af PoE Class 1 (2.4 / 3.2 / 3.5) Local adapter (optional)	USB: 1.8 / 2.5 / 3.3 Local Adapter: 2.3 / 3.2 / 3.7	802.3af PoE Class 2 (2.5 / 3 / 4) Local adapter (optional) Handset Battery: 3.7V 1100 mAh
Local PoE Power Supply	Available PoE power supply	Available PoE power supply	AC/DC power supply for 2nd through 4th attached units	Handset charging dock included
Interfaces	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack RJ-22 headset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack RJ-22 headset jack	1 x USB 2.0 micro Type A 3 x USB 2.0 Type A	DECT wireless to base station 2.5mm headset jack
Loop Length	100 meters	100 meters		100 meters
ENVIRONMENTAL				
Operating Temperature	0-50°	0-50°	0-50°	0-40°
Humidity, Relative (non-condensing)	5-90%	5-90%	5-90%	5-90%



Powering connections