

**BOARD OF PUBLIC WORKS AND SAFETY  
Agenda Request Form**

(Form B-01-2012)

*Organizations and individuals are asked to submit a request form and supporting documents to be placed on the agenda. You will be contacted by the City confirming the date of the meeting in which your request will be heard. Please make sure that your contact information is accurate in case we need to get in touch with you. The Board of Works meets on the 1st and 3rd Monday of each month at 5:00 p.m. in City Hall located at 70 E. Monroe Street.*

<b>Date Submitted:</b>	02/24/2021	<b>Meeting Date:</b>	03/01/2021
<b>Contact Information:</b>			
<b>Requested by:</b>	Rick Littleton – Director of Technology		
<b>On Behalf of Organization or Individual:</b>		Franklin Telecommunications Council	
<b>Telephone:</b>	317-736-3602		
<b>Email address:</b>			
<b>Mailing Address:</b>	70 E. Monroe Street		
<b>Describe Request:</b>			
Request approval of Service Order with Mitel for the upgrade of VoIP Communications Services and Equipment.			
<b>List Supporting Documentation Provided:</b>			
Service Order			
<b>Who will present the request?</b>			
<b>Name:</b>	Rick Littleton / Lynn Gray	<b>Telephone:</b>	317-736-3602

*In order for an individual and/or agency to be considered for new business on the Board of Works agenda, this reservation form and supporting documents must be received in the Mayor's office no later than 4:00 p.m. on the Wednesday before the meeting.*



# Service Order

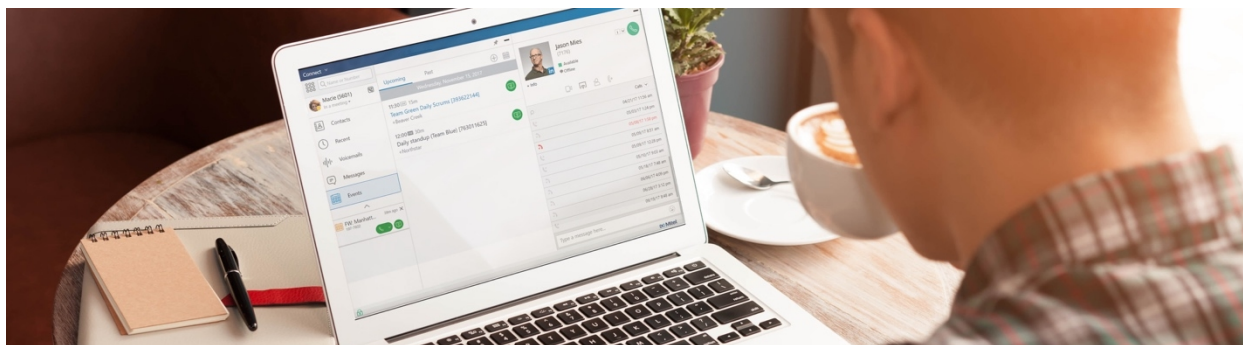
## Prepared for City of Franklin

January 27, 2021

Prepared by:  
Christopher Acosta

[christopher.acosta@mitel.com](mailto:christopher.acosta@mitel.com)

Quote# 14720475



For more than 45 years, Mitel has been trusted by businesses around the world to help them navigate the communications and technology challenges they face in a rapidly evolving marketplace. Our broad, built-in-house portfolio gives you the power to choose the solution right for you and the flexibility to consume it at a pace that fits your unique business needs.

## MiCloud Connect Benefits

### All-in-one, seamless communications

MiCloud Connect delivers a complete communications and collaboration solution with Mitel-built telephony, collaboration, contact center and IP phones so you can communicate seamlessly from a single provider.

### Intuitive user experience

Spend less time figuring out how to make the software work and more time being productive. MiCloud Connect's easy-to-use interface streamlines the user experience with integrated features such as cross-launching, single click-to-join buttons and consolidated views.

### Robust management portal

Manage your communications in house or have a partner do it for you. The MiCloud Connect Portal gives you real-time tools to manage users, permissions, billing and insights – no telecom experience needed! Plug-and-play provisioning makes it easy to get new locations and users up and running fast.

### Reliability you can count on

Deployed out of highly secure, Tier 4 data centers with several layers of redundancy and encryption, so you don't have to worry about a thing. We back our reliability with 99.995% uptime and SLAs with financial penalties if we don't deliver. MiCloud Connect also supports HIPAA and SOC2 compliance for businesses who need to protect sensitive data.

### Simple, flexible pricing

What you buy today isn't what you're stuck with tomorrow. MiCloud Connect's flexible service plans give you the power to add functionality, mix and match profiles and upgrade permissions as business needs change.

### Help within arm's reach

With Mitel, you can always rest assured knowing you have access to help 24/7. Use our online knowledge base, chat with us or leverage the help button within our service to get your questions answered fast. With years of cloud migration expertise, we'll make your transition effortless and minimize disruption to your business.

## Additional Services & Products

### IP phones

Our modern, built-in-house IP phones provide a purpose-built, integrated experience and give us full control over functionality and user experience. With the 6900 series phones, you'll get cordless and

Bluetooth options, plus our MobileLink functionality so you can talk in ways that you prefer, from anywhere, easily. Choose from three expansive models and a large assortment of accessories to increase mobility, streamline workflows and enhance productivity.

#### [Native integrations and advanced apps](#)

MiCloud Connect offers a wide-variety of native integrations so users can work in the systems they prefer, stay proactive and deliver positive customer experiences. Our native solutions with leading third-party providers minimize professional services and get you up and running fast. Choose the right one for your specific users so they can work from the systems they already do such as CRMs, ERPs, calendars, web dialers and more.

#### [Enhance your customer experience](#)

Engage with your customers when and how they want to communicate with phone, email, chat, SMS and social media capabilities. Whether you're looking for an integrated contact center or the flexibility of an over-the-top solution, we have you covered.

## Trusted by Leading Companies & Analysts

The Netflix logo, featuring the word "NETFLIX" in a bold, red, sans-serif font.The Gartner logo, featuring the word "Gartner" in a bold, blue, sans-serif font.

## MiCloud Connect Service Plans

Features	Essentials	Premier	Elite
Direct Dial (DID) Phone Number	✓	✓	✓
Minutes Per Month (domestic outbound)	Unlimited	Unlimited	Unlimited
PBX Features (different for each plan)	✓	✓	✓
Admin Portal	✓	✓	✓
Desktop Client *features provided by this app	✓	✓	✓
Voicemail / Voicemail-to-Email*	✓	✓	✓
Audio Conferencing*	8 Party	25 Party	100 Party
Web Conferencing / Desktop Sharing*	4 Party	25 Party	100 Party
Video Conferencing*†‡	8 Party	50 Party	100 Party
Instant Messaging (IM)*	✓	✓	✓
Presence / Availability State*	✓	✓	✓
Peer-to-Peer Video Calling*	✓	✓	✓
Softphone*	✓	✓	✓
Outlook® & G Suite Integration	✓	✓	✓
Find Me Call Routing / Mobile Extension*	✓	✓	✓
Mitel Teamwork / Business SMS	✓	✓	✓
Web Dialer	✓	✓	✓
Connect for Mobile (Android & iOS)	✓	✓	✓
Voicemail-to-Email Transcription	\$	✓	✓
Salesforce® & Other CRM Integrations	\$	✓	✓
<sup>1</sup> On-Demand Call Recording	n/a	✓	✓
Operator*	n/a	n/a	✓
<sup>1</sup> Always-On Call Recording	\$	\$	✓
<sup>2</sup> Archiving (7 years for IMs, audio/web conferences & call recordings)	\$	\$	✓
<sup>3</sup> Email-to-Fax	\$	\$	\$
<sup>3</sup> MiCloud Connect Contact Center	\$	\$	\$

† Designates total number of participants on MiTeam Meetings, maximum number of on-screen video participants is 16

‡ During the Coronavirus pandemic Mitel has waived restrictions on participants in a video meeting. Mitel will send a notification before these restrictions are reapplied.

<sup>1</sup> On-Demand and Always-On Call Recording cannot co-exist for the same user (must select one)

<sup>2</sup> For users without Archiving feature, Mitel provides access to instant messages for 18 months, audio and web conference recordings for 3 months and call recordings for 1 year

<sup>3</sup> MiCloud Connect Contact Center is purchased separately. MiCloud Connect Fax is also purchased separately per fax number and is not dependent on any type of profile

# Service Order

Customer: City of Franklin

## Install Sites

1. 70 E MONROE ST, FRANKLIN, Indiana, 461312358, USA

Date: January 27, 2021

Initial Service Term  
(or Service Renewal)

Term, as applicable): 36 months

Total Profiles	166
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(Entitlements):

Total Agents:

70 E MONROE ST, FRANKLIN, Indiana, 461312358, USA						
Service Monthly Commitment						
	Regular Price	Qty	Extended Regular Price	Discounted Price Per Unit	Discount	Total
Mitel Services						
Profiles						
MiCloud Connect Courtesy Profile	\$14.99	7	\$104.93	\$14.99		\$104.93
MiCloud Connect Voicemail Profile	\$9.99	30	\$299.70	\$7.49	\$74.92	\$224.70
MiCloud Connect Essentials Profile	\$29.99	109	\$3,268.91	\$17.99	\$1,307.56	\$1,960.91
MiCloud Connect Premier Profile	\$37.99	20	\$759.80	\$22.79	\$303.92	\$455.80
MiCloud Connect Elite Profile	\$54.99	0	\$0.00	\$32.99		\$0.00
Options						
MiCloud Connect MIR Always-On	\$18.00	0	\$0.00	\$3.60		\$0.00
Hardware						
6930 IP Phone Rental - Promotional Discount	\$0.00	114	\$0.00	\$0.00		\$0.00
6940 IP Phone Rental	\$11.00	12	\$132.00	\$6.60	\$52.80	\$79.20
6920 IP Phone Rental	\$6.00	0	\$0.00	\$3.60		\$0.00
BT Speakerphone Rental	\$6.00	1	\$6.00	\$3.00	\$3.00	\$3.00
Integrated DECT Headset (NA)	\$6.00	20	\$120.00	\$3.00	\$60.00	\$60.00
Rental						
RFP 12 Single Cell Base Station (NA)	\$5.00	0	\$0.00	\$2.50		\$0.00
Rental						
112 DECT Phone, Universal	\$5.00	0	\$0.00	\$2.50		\$0.00
(w/Charger) Rental						
Polycom IP6000 Rental	\$34.00	2	\$68.00	\$22.10	\$23.80	\$44.20
M695 PKM Rental	\$4.00	0	\$0.00	\$2.00		\$0.00
Implementation Services						
JumpStart	\$0.00	136	\$0.00	\$0.00		\$0.00
Service Monthly Commitment Total:						\$2,932.74

One-Time Charges						
	Regular Price	Qty	Extended Regular Price	Discounted Price Per Unit	Discount	Total
Mitel Services						
Profiles						
Options						
Hardware						
Implementation Services						
JumpStart	\$50.00	136	\$6,800.00	\$0.00	\$6,800.00	\$0.00
One-Time Total:						\$0.00

## **Business Terms and Conditions ("Business Terms"):**

1. This Service Order is Mitel Confidential Information and is valid for acceptance by Customer for thirty (30) days from the date issued.
2. All products and services described in this Service Order are subject to the Global Terms of Service ("GTOS") detailed at <https://www.mitel.com/legal/mitel-cloud-services-terms-and-conditions>, and incorporated herein by reference. Execution of this Service Order by Customer shall constitute Customer's acceptance of such GTOS and notice to Mitel to proceed as described in this Service Order.

## **Activation and Customer Responsibilities**

3. The Service Activation Date is expected to be within [60 days] of your execution of this Service Order and Customer agrees to promptly assist Mitel, as detailed in this Service Order, to meet this timeframe. If Customer fails to provide prompt assistance, Mitel will make Entitlements available to Customer for use relying upon, (i) industry knowledge, (ii) any business requirements document prepared for or by Customer, and (iii) any other available information. Once an Entitlement has been made available to Customer for use, Mitel will commence billing for that Entitlement.

## **Initial Order for Cloud Services and Entitlements**

4. If this is Customer's initial order for Cloud Services or Entitlements, this Service Order determines the minimum Cloud Services and Entitlements for which Customer is contracting during the Service Term. During the Service Term, Customer shall not decrease Cloud Services or Entitlements below the quantity contracted in this Service Order. In the event Customer decreases Cloud Services or Entitlements during the Service Term below the minimum set by this Service Order, Customer shall be subject to Early Termination Fees as described in Section 7.7 of the GTOS.

## **Increases, Decreases and Changes to Cloud Services and Entitlements Following Initial Order**

5. As per section 7.3 of the GTOS, Customer shall be entitled to increase the Cloud Services and Entitlements at Mitel's list price, or as otherwise accepted by Customer in the online self-provisioning portal at the time such Cloud Services and Entitlements are added. A one-time implementation fee of \$50.00 will be assessed per Entitlement added.
6. If Customer adds Cloud Services or Entitlements through any means other than self-provisioning, such as through a new service order or a change order, then those additions shall be added to Customer's total number of Cloud Services and Entitlements to set the new minimum Cloud Services and Entitlements for which Customer is contracting during the Service Term. However, in the event Customer uses self-provisioning to increase Entitlements and Cloud Services, Customer may decrease those services that Customer self-provisioned, provided they are not decreased below the minimum set in this Service Order. Any Cloud Services and Entitlements in effect at the time of renewal will become the new minimum for which Customer is contracting.
7. If this Service Order adds or changes Customers existing Cloud Services or Entitlements then those added or changed Cloud Services or Entitlements shall be coterminous with the end of Customers then current service term, notwithstanding the Service Term identified on this Service Order.

## **Charges and Fees**

8. Implementation Packages include Local Number Porting (LNP) for the first two (2) invoices for each Site. LNP for each additional invoice is \$250 USD per Site.
9. Customer acknowledges that the Service Fees described in this Service Order do not include, and Customer is responsible for:
  - a. Taxes, Fees, and Surcharges. Any and all applicable taxes, fees and surcharges including, without limitation, those described at: <https://oneview.mitel.com/s/article/Taxes-Fees-and-Surcharges>.
  - b. Shipping. Shipping costs for Hardware, which shall be invoiced separately.
  - c. Usage. Calls outside contiguous United States and Canada, premium-rate telephone numbers (e.g., Directory assistance calls, 900 numbers, etc.) and toll-free inbound calls are billed on a usage basis.
10. Customer will be invoiced in advanced for non-usage-based Service Fees and in arrears at the end of each month for usage-based Service Fees.
11. Incoming calls to Customer's assigned Toll Free numbers shall be charged at \$0.02 per minute.
12. Customer shall incur a telephone number storage fee of \$.25 per TN per month if the total provisioned numbers on its account is exceeded by 10%.

## **General Terms**

13. Any capitalized terms not defined herein have the meaning ascribed to them in the GTOS.
14. Provided that Customer executes this Service Order prior to expiration of the offer as described in Section 1 of these Business Terms, Customer shall be entitled to the promotional discount on (i) the 6930 Hardware rentals as described in this Service Order during the Initial Service Term ("Hardware Promotional Pricing"); and (ii) Essentials profiles as described on this Service Order during the Service Term. Customer acknowledges that the Hardware Promotional Pricing will not apply to Add-Ons or Renewal Service Terms. During Renewal Service Terms, or for Add-Ons pursuant to this Service Order, Customer shall be entitled to a discount equal to 40.00% off Mitel list price for 6930 Hardware rentals.



**Implementation**

For a full description of the Implementation Services included in JumpStart, please reference the [JumpStart Service Description](#).

**Agreed and Accepted**

**Customer**

\_\_\_\_\_  
Authorized Signature\*

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name and Title

\*I confirm I am authorized to sign on behalf of Customer.

## **EMERGENCY SERVICES NOTICE**

**Definitions.** Terms not otherwise defined in this notice are as defined in the Global Terms of Service located at: <https://www.mitel.com/legal/mitel-cloud-services-terms-and-conditions>.

**Limitations Relative to Enhanced Emergency Services; Cost.** Because of the unique nature of VoIP telephone calls, Emergency Services through your Cloud Services will be handled differently than traditional phone service. You acknowledge and agree that the Emergency Services provided hereunder have limitations relative to the enhanced (or similar) emergency services that are available on most traditional telephone services. Subject to the limitations set out herein, Emergency Services can be accessed, free of charge.

**Emergency Services Devices and Initiation:** Emergency services will only function if your User(s) are using an approved device, equipment or software and after your Service Order has been processed and you have received an emergency service confirmation. If your Users use non-approved equipment or software or attempt to call Emergency Services prior to confirmation, the Emergency Services may fail or may be forwarded to a non-public, backup emergency answering service.

**Emergency Services Registration.** You acknowledge and agree that it may not be possible for emergency operators and authorities to identify the actual location of a User(s) who dials Emergency Services through the Cloud Services. Where you purchase Entitlements that include our SIP Services, we will register the following as the addresses where your Users will use Cloud Services and to which Emergency Services should be dispatched by default: (i) the address(es) listed on your Service Order, and (ii) if an online portal is made available with the Cloud Services, the address(es) entered in the online portal. It is your responsibility to ensure that such default address(es) are accurate and, if changed, that you notify us of such changes either through our online portal, where available, or by contacting our support organization at least ten (10) days in advance. If emergency addresses registered are not accurate, emergency personnel (e.g. police, fire, ambulance) may be sent to the wrong address. In certain cases, an Emergency Services call may be routed to a telephone emergency dispatch center that may not normally receive Emergency Services calls from the User's registered location instead of a "traditional" wireline Emergency Services dispatch center. In this case, emergency personnel may not have the User's registered location and/or phone number on file. Regardless of whether an emergency address has been registered, Users dialing Emergency Services should always be prepared to state their location and phone number promptly and clearly to ensure that emergency operators have complete and accurate information. This is particularly important as in certain circumstances technical limitation may prevent this information from being made available to the dispatch center. If the User's registered address is different than the User's actual location, delays in handling of Customer's emergency call may be introduced and, consequently, result in fire, police or emergency personnel either not being able to find a User(s) location or significantly delay response time. Finally, you may incur additional costs, fines or other penalties, including service provider charges, resulting from improper dispatch of Emergency Services or calls to emergency service dispatchers where you and/or your Users have failed to update us with the User's correct address.

**Emergency service limitations:** Emergency Services will not function if (a) a VoIP device fails or is not configured properly, (b) the Cloud Services are not working for any reason including without limitation a power outage, broadband service outage, network congestion, suspension or disconnection of your Cloud Services, broadband connection failure, use of a non-native telephone number, electrical power loss, or your failure to meet our minimum technical service requirements, if applicable, or (c) where your Entitlements do not include our SIP Services, failure or disconnection of third party SIP Services. Following a power outage, you or your Users may need to reset or reconfigure your equipment prior to being able to use the Cloud Services, including dialing Emergency Services. Emergency operators and/or authorities may be unable to identify a User's phone number in order to call them back if (a) their call is unable to be completed, is dropped or is disconnected, (b) the User is unable to communicate their phone number, or (c) the Cloud Services are not operational for any reason. In such circumstances, and provided the Cloud Services are available, the User should redial Emergency Services. For technical reasons, including network congestion, it is possible that Emergency calls will produce a busy signal or will take longer to connect when compared with traditional emergency calls. When calling Emergency Services Users should not hang up until told to do so by emergency operators as emergency operators and authorities may also be unable to hold the line open in the event the User hangs up. You further acknowledge and agree (and you will cause your Users to do same) that we do not have any control over whether, or the manner in which, emergency calls using the Cloud Services are answered or addressed by any local emergency response center and we rely on third parties to assist us in routing emergency calls to local emergency response centers. Emergency services are available only within the jurisdiction in which the User is registered and the Cloud Services cannot be used to make emergency calls outside of same.

**Inform other users:** You are responsible for notifying, and you agree to notify, any User or potential Users of your Cloud Services of the nature and limitations of Emergency Services on the Cloud Services as described herein.

**Acceptance of Limitations.** You acknowledge that you have received the information regarding the limitations of our Emergency Services, understand them, and assume the risks associated with such limitations. Where your Entitlements do not include our SIP Services, you should consult your SIP Services provider to further understand Emergency Service limitations.

**Agreed and Accepted  
Customer**

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Authorized Signature\*

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Date

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Name and Title

\*I confirm I am authorized to sign on behalf of Customer.

## Authorized Contacts for City of Franklin:

Good communication is the foundation of a great relationship. We ask that you tell us about your team so that we may begin our relationship communicating with the correct individuals. Your team may include people inside and outside your organization. Mitel partners often fill these roles for their clients.

There are five roles that must be assigned to one or many individuals on your Mitel account. Each role conveys a specific set of permissions and responsibilities for installing and managing your Mitel service. For more information on the specific roles and the permissions conveyed please visit:

Roles:

<https://oneview.mitel.com/s/article/Account-AuthorizedContacts>

Full Name	Email Address	Role Please enter either DM/Super User, PM, Billing, Technical or Emergency

**For Role:** Please enter one of DM Super user, PM, Billing, Technical or Emergency (we can make this a drop down in DocuSign) Confirm with Canidium if this is possible in CPQ.

By signing below, I authorize the listed individuals to perform the assigned roles for the indicated locations both current and future and authorize Mitel to contact the listed individuals. I understand as the default Decision Maker I can change or rescind role assignments at any time within my Mitel portal or by contacting Mitel.

Further, I understand that depending on the specific role designed I am granting the assignee access to data within our corporate phone system including, but not limited to, billing data, call detail records, call recordings, as well as authorization to make changes to call routing, configurations and contracted services.

**Agreed and Accepted**  
**Customer**

\_\_\_\_\_  
Authorized Signature\*

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name and Title

\*I confirm I am authorized to sign on behalf of Customer.

City of Franklin  
January 27, 2021  
Initial Service Term  
(or Service Renewal  
Term, as applicable): 36 months  
Quote#: 14720475

Summary by Services	Monthly	One-time
Circuits	\$	\$
Profiles	\$2,746.34	\$
Options	\$0.00	\$0.00
MiCloud Connect CX	\$	\$
Implementation Services	\$0.00	\$0.00
Hardware	\$186.40	\$0.00
Third Party Applications	\$	\$
	<b>\$2,932.74</b> Monthly Charges	<b>\$0.00</b> One-Time Charges

Summary by Location	Monthly	One-time
70 E MONROE ST, FRANKLIN, Indiana, 461312358, USA	\$2,932.74	\$0.00
	<b>\$2,932.74</b> Monthly Charges	<b>\$0.00</b> One-Time Charges

**Agreed and Accepted  
Customer**

\_\_\_\_\_  
Authorized Signature\*

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name and Title

\*I confirm I am authorized to sign on behalf of Customer.

CONFIDENTIALITY & COPYRIGHT STATEMENT: This quote tool includes information and pricing that is highly confidential data. The tool, information, and pricing (i) is not intended for distribution except as expressly permitted herein; (ii) is and remains the proprietary property of Mitel Networks Corporation on behalf of itself or its subsidiaries or divisions (collectively "Mitel"); (iii) may not be copied except as may be necessary to fulfill the intended purpose of the tool; and (iv) is the copyright of Mitel and/or its licensor(s), with all rights reserved to the copyright owner. Any breach of confidential data or unauthorized use (of any kind) of the tool, information, or pricing will be considered an infringement of rights and may result in termination of any Mitel agreement.

### Customer Responsibilities:

No.	Project Activity	Customer Responsibility
1	Project Staffing & Resourcing	Staff the following roles / resources to support the activation of Mitel services: Executive Sponsor, Project Manager, IT Support
2	Project Kick-Off	Attend the <i>project kick-off</i> meeting hosted by Mitel
3	Business Requirements Document (BRD)	1. Confirm core requirements as described in BRD 2. Identify any material gaps otherwise requirements are deemed confirmed
4	Network Reliability Assessment	Ensure LAN meets / exceeds the minimum standards required to work effectively with Mitel products as defined in the Mitel Network Best Practices Guidance for Mitel MiCloud Connect at the following URL: <a href="https://oneview.mitel.com/s/article/Network-Best-Practices-for-Mitel-MiCloud-Connect">https://oneview.mitel.com/s/article/Network-Best-Practices-for-Mitel-MiCloud-Connect</a>
5	User Acceptance Testing (UAT)	1. Identify business use cases for UAT 2. Perform testing against use cases to confirm functional map 3. Complete UAT at least 1 week prior to <i>go-live</i> in accordance with the Mitel project plan
6	Phone Number Porting	1. Identify numbers to port and ensure <i>active</i> status with current provider 2. Provide documentation to complete Transfer Request 3. Assist and engage to resolve port delays that require customer involvement with current provider
7	Transition to Support	Complete all relevant Mitel training at least 1 week prior to <i>go-live</i>

# Mitel 6900 Series IP Phones

Versatile family of premium IP phones designed for today's mobile work style



The Mitel 6900 IP series is a powerful family of 'Mobile First' IP phones that offer advanced integrations with mobile devices and applications. Mobile integration capabilities allow users to pair their mobile phone directly to the 6900 IP phones to allow the management of both mobile phone and IP calls on a single device. The Mitel 6900 IP phones deliver crystal clear audio through the unique corded or cordless voice optimized handset and high-performance hands-free speakerphone. Unparalleled flexibility is achieved through a broad array of user installable accessories that tailor the phone to the specific user's need for increased mobility, improved workflows and enhanced communications. The 6900 IP family has the functionality and flexibility to meet the needs of today's demanding work environment.

## Mitel 6900 Series IP Phones

### 6940 IP Phone

The 6940 IP Phone is designed for executive users who demand a lot from their phone. This top-level phone offers a large 7" touch display, powerful crystal-clear HD audio through a unique cordless Bluetooth voice optimized handset and programmable personal keys. Mobile Integration, Dual Gigabit Ethernet ports and the full-duplex speakerphone ensure the 6940 IP delivers a robust, productivity-enhancing executive desktop communication tool.



- 7" (800x480 pixel) color LCD Touch Display
- 12 programmable keys
- Bluetooth 4.1
- Mobile Integration
- Mobile phone charging port
- Cordless BT speech optimized handset
- Enhanced full-duplex speakerphone
- Programmable personal and Context sensitive soft keys

### 6930 IP Phone

The 6930 IP phone commands the desktop with its large 4.3" color display, powerful crystal-clear HD audio through the voice optimized handset, programmable personal keys, Bluetooth 4.1 with Mobile Integration, mobile phone USB charging point and choice of expansion modules makes the 6930 IP the choice of power users.



- 4.3" (480x272 pixel) color display
- 12 programmable keys
- Bluetooth 4.1
- Mobile Integration
- USB Mobile phone charging point
- Speech optimized corded handset
- Support for optional Cordless handset
- Enhanced full-duplex speakerphone
- Highly customizable via optional accessories
- Programmable personal and Context sensitive soft keys

## Mitel 6900 Series IP Phones

### 6920 IP Phone

The 6920 IP phone is designed from the ground up for the enterprise user who requires an exceptional HD audio experience via its unique voice optimized handset. It offers a color LCD display, dual GigE, programmable personal keys and context-sensitive soft keys, support for both USB & Analog headsets.



- 3.5" QVGA (320x240 pixel) color display
- 6 programmable keys
- Speech optimized corded handset
- Programmable personal and Context sensitive soft keys
- Native DHSG/EHS analog headset support
- USB port for headsets and accessories

### 6900 IP Phone Comparison

	6940 IP	6930 IP	6920 IP
<b>LCD Display</b>	7" Touchscreen LCD	4.3" LCD	3.5 QVGA LCD
<b>Programmable Keys</b>	12	12	6
<b>Ethernet Ports</b>	2 x GigE	2 x GigE	2 x GigE
<b>IEEE Power-over-Ethernet</b>	802.3af	802.3af	802.3af
<b>Wideband Speakerphone</b>	Yes	Yes	Yes
<b>USB Port</b>	1 x Type A (500mA)	1 x Type A (500mA)	1 x Type A (100mA)
<b>Bluetooth 4.1 Support</b>	Yes (built-in)	Yes (built-in)	-
<b>Bluetooth Handset Support</b>	Yes (Handset included)	Yes (Optional)	-
<b>Wired Analog Headset Support</b>	Yes	Yes	Yes
<b>EHS Headset Support</b>	Yes	Yes	Yes
<b>USB Headset Support</b>	Yes	Yes	Yes
<b>S720 Bluetooth Speakerphone</b>	Yes	Yes	Yes (with Bluetooth Dongle)
<b>Integrated DECT Headset</b>	Yes	Yes	-
<b>DC Power Jack</b>	Yes	Yes	Yes
<b>PoE Class without/with PKM</b>	Class 3/4	Class 3/4	Class 2/3
<b>Optional Wall Mount Support</b>	Yes	Yes	Yes
<b>M695 Programmable Key Module</b>	Yes (3 max)	Yes (3 max)	Yes (3 max)



## Common features for all Mitel 6900 IP phones

### System Software Requirements

- MiVoice Business
- MiVoice Office 400
- MiVoice 5000
- MiVoice MX-One
- MiCollab Client
- MiCloud Connect

### Audio and Codec

- Mitel Hi-Q Audio Technology
- Voice optimized handsets
- Hearing Aid Compatible (HAC) handset
- High quality full-duplex speakerphone
- Codecs (not all codecs supported by MiNet and SIP firmware):
  - G.711, G.729, G.722
  - G.722.1 (MiNet only);
  - G.726, iLBC AMR, AMR-WB (G.722.2) (SIP only)

- Headset connection interfaces – USB, Analog DHSG/EHS port, Bluetooth 4.1 (standard on 6930/40)

### Integration and Connectivity

- Mobile Integration (standard on 6930/40)
  - *Mobile Call Audio via desk phone*
  - *Mobile Contact Sync*
- Support for Automatic Call Distribution (ACD) agent and supervisor, hot desking and resiliency
- Support for use with MiCollab Client
- Multiple-languages Support: English, French, German, Italian, Portuguese, Spanish and Dutch (downloadable language packs for SIP)
- Secure encrypted voice communication
- Quality of Service support – IEEE 802.1 p/Q VLAN and priority tagging
- IEEE 802.1x authentication support
- Dual 10/100/1000 Mbps Ethernet ports (LAN/PC)
- Bluetooth 4.1 wireless interfaces standard for 6940 and 6930 models only

