Mitel MiCloud Enterprise

An affordable and feature-rich, cloud-delivered Unified Communications and Collaboration solution for mid-sized businesses to large enterprises.

MiCloud Enterprise is based on Mitel®'s MiVoice Business and MiCollab platforms delivering an innovative cloud-based communications solution that:

- *Is a proven cloud-delivered service providing voice, unified messaging, mobility, presence, conferencing, collaboration, applications and more*
- *Delivers a single access point for all business communications and collaboration needs*
- *Provides redundancy and mobile integration*
- *Allows for integration with third-party applications such as Microsoft® Office and Salesforce.com*
- *Is highly scalable*

Mitel®

Powering connections

Customized Cloud Communication Services

Some businesses may be leery of moving to a cloud solution because they are afraid they will lose the ability to tailor the service to their unique business needs. Now MiCloud Enterprise gives companies the benefits of a cloud service such as simplified management, lower costs and access to the latest technology, along with the ability to customize features and integrate third-party applications vital to their business.

End-to-End Solution

Mitel provides the complete end-to-end solution which simplifies vendor management and provides a more ubiquitous user experience. Mitel Enterprise can provide the MPLS network, SIP trunking, local and long distance calling, and even cellular service all from one vendor, on one bill. And, because everything including the phones, the collaboration and mobile clients are provided by Mitel, the user enjoys a unified experience, which encourages user adoption, reduces training time and gets users productive faster.

Features and Functionality

MiCloud Enterprise is available for four different types of users. Companies can mix and match these to create a communications solution that best fits their business needs and budget.

Features	LOBBY	ENTRY	STANDARD	PREMIUM
Extension Only	•	–	–	–
Unlimited Local Calling	•	•	•	•
Direct Inward Dialing	–	•	•	•
Local Number Portability	–	•	•	•
Long Distance for $0.02 Minute	•	•	•	–
Unlimited 1+ U.S. & Canada Long Distance	–	–	–	•
MiCollab Basic with IM & Presence	–	•*	–	–
Mobile Twinning	–	•	•	•
Voice Mail with Email Forwarding	–	•	•	•
PC Softphone	–	–	•	•
Teleworker	–	–	•	•
MiCollab Conferencing & Collaboration	–	–	•**	•
MiCollab Desktop and Web Client	–	–	•	•
MiCollab Mobile Softphone	–	–	–	•
Hot Desking	–	–	•	•
Hunt / Ring Groups	•	•	•	•
Localized E911	•	•	•	•
Call Transfer	•	•	•	•
Call Forwarding	•	•	•	•
Call Park	•	•	•	•
Call Pick Up	•	•	•	•
Call Hold	•	•	•	•
Speed Dial	•	•	•	•
Direct Page	•	•	•	•
Record A Call	•	•	•	•
Do Not Disturb	•	•	•	•
Call History	•	•	•	•

*Includes Hand-off
**Two additional MiCollab (MCA) ports included

LOBBY PHONE

The Lobby phone is intended for a user that only needs an extension without any other features.

ENTRY USER

The Entry User package is a good fit for workers that only require calling features, voice mail forwarding, Instant Messaging and Presence.

STANDARD USER

The Standard User package is intended for most knowledge workers. In addition to what is available in the Entry User package, it also provides conferencing and collaboration features.

PREMIUM USER

The Premium User package is ideal for executives, road warriors and other knowledge workers who need the full suite of calling, collaboration and mobility features.

MiCloud Business Communications Devices

Mitel offers the industry's most comprehensive portfolio of IP desktop devices. Designed with ergonomics and modern office aesthetics in mind, these business phones provide users with easy, intuitive access to the feature-rich Mitel telephony and advanced desktop applications.

MiVOICE 5304 IP PHONE

The MiVoice 5304 IP Phone is a cost-effective entry-level display phone with a small base, making it perfect for hotel guest rooms, educational classrooms, retail stores and for teleworkers.

MiVOICE 5320e IP PHONE

The MiVoice 5320e IP Phone is a full-feature, applications telephone with eight programmable, self-labeling keys, making it ideal for all types of employees.

MiVOICE 5330e IP PHONE

Featuring a large display and 24 self-labeling buttons that can be programmed for a variety of functions, the MiVoice 5330e IP Phone is an excellent fit for all employees, ACD agents and teleworkers.

MiVOICE 5340e IP PHONE

The MiVoice 5340e delivers one-touch access to most phone features, superior sound quality and wideband audio, 48 multi-function keys, built-in HTML applications toolkit and much more.

MiVOICE 5360 IP PHONE

Ideal for the enterprise executive, the MiVoice 5360 IP phone has a large, high-resolution touch display, superior sound quality and plenty of built-in features.

MiVOICE 5610 DECT HANDSET AND IP DECT STAND

The MiVoice 5610 DECT Handset and IP DECT Stand is the ideal mobility solution in hospitality, education, health care and retail.

MiVOICE 5550 IP CONSOLE

The MiVoice 5550 IP Console is a PC-based attendant console and administration application. It combines an intuitive PC interface and a specialized telephony keypad for easy dialing and quick access to call processing and telephony features. With teleworker support, attendants can now work from anywhere, at any time.

MiVOICE CONFERENCE PHONE

This easy-to-use conference phone boasts 16 built-in microphones and superior audio quality plus the ability to seamlessly share ideas and files with others with built-in, in-room presentation display capabilities.