

Mitel MiVoice Business Controllers



Purpose Built Hardware Designed to Address a Variety of Business Needs

Key Features

- Robust multi-service platform
- Flexible architecture
- Survivability – service continuity
- Maximum 150 users (3 devices per user)
- Embedded virtualized environment for call server and/or applications
- Easy configuration and management



When it comes to your business communications, you need a platform that's reliable, secure, and has the features that your employees need to maximize productivity. MiVoice Business is a leading Voice over IP (VoIP) solution that is flexible enough to be deployed on industry standard servers, hypervisors, and Mitel Controllers to give you the power to deploy your business communications, your way.

More than the latest VoIP technologies

To be successful in today's world, companies need more than just the latest VoIP technologies. They need to be able to bridge their existing mission critical communications technology with the latest in IP telephony. For instance, they need their communications platform to support analog trunks for emergency purposes, analog fax machines and telephones, or legacy types of trunks such as Primary Rate ISDN or R2 CAS.

Mitel Controllers are hardware appliances that are specifically designed for the MiVoice Business VoIP communications platform that incorporate gateway functionality for non IP telephony technologies.

MiVoice Business

The MiVoice Business application running on the SMB Controller provides your business with a complete communications solution that provides voice communications, unified messaging, auto-attendant, digital and analog trunking, as well as support for analog devices, such as fax machines - all in a single package.

Deployment

Mitel SMB Controllers can be deployed as a dedicated media gateway, providing your business with a “gateway” to productivity enhancing solutions like unified messaging and mobile integration - all without having to remove your existing communications system.

An additional EX Gateway is used to support T1/D4 E&M trunks, PRI trunks, and R2 trunks if necessary.

And, if your requirements exceed the specifications of a single controller, then a larger feature transparent solution can be created by clustering additional Controllers.

Specifications

The following table shows the capacities and capabilities of the MiVoice Business using a single SMB Controller Only.

Specification	SMB Controller
Recommended maximum number of users (average of 3 devices per user)	150
Maximum number of devices (including softphones and Contact Center agents) ¹	600
Maximum number of 6900 phones ¹	300
Maximum number of SIP devices / users	300
Maximum ACD Agents ¹	30
Maximum MiVoice Business Consoles	24
Maximum Number of Analog devices	22
Main Software Storage Media	38 GB MMC
Installed RAM	8 GB
Available Module Slots	4
Module Slots for	2-port FXO 4-port FXO 4-port FXS

Specifications continued...

Specification	SMB Controller
10/100/1000 MB Ethernet ports	3 x 10/100/1000
Maximum DSP Modules	3
Maximum Echo Canceller Channels	96
Maximum G.729a compression channels	64
Maximum T.38 channels	n/a
Maximum number of digital links	n/a
Analog Line card slots	4
Maximum Internal Analog Line Support	22 (6 built-in)
Maximum Internal Analog Trunk Support	16
Tone generators	21
Tone detector circuits	20
Gateway Channels (E2T)	50 (G.711 Only) 30 (if G.729)
DTMFReceivers	18
IP Networking – max IP trunks between MiVoice Business systems	2000
SIP Trunking – total maximum SIP trunks	2000
SIP Trunking – max SIP trunks between peers	2000
Maximum controllers in a cluster ²	999

Voice Mail Specifications

Specification	SMB Controller
Embedded Voice Mail ports	16
Maximum mailboxes ³	350
Storage hours	450 (130 with backup)
Maximum messages per mailbox	100

¹ Engineering rules apply.

² Up to 999 controllers can be clustered as a single system to support over 100,000 IP ports. Mitel's MiVoice Business System Data Synchronization technology is used to enable feature transparency across a cluster.

³ Mailboxes can be used for users or multi-level auto attendant. Two mailboxes are reserved for Administration. Numbers shown are for a Hospitality scenario.

Dimensions

Specification	SMB Controller
Height	2.5 in (65 mm) (1.5 U)
Width	14.2 inches (360 mm) (wall- mounted) 19 inches (483 mm) (rack- mounted)
Depth	11.6 inches (294 mm)
Weight	6.4 lbs. (2.9 kg)

Operational Environment

Specification	SMB Controller
Temperature	41° to 113°F (5° to 45°C)
Relative Humidity	Up to 85%, non-condensing
Max Heat Dissipation (Fully Loaded)	120 BTUs per hour

Conversion factors: One watt is equal to 3.412 BTUs per hour. One ton of refrigeration is equal to 12,000 BTUs per hour or 3.516 Kilowatts, and 0.75 kilowatt-hour is equal to one ton of refrigeration.

System Input Requirements

Specification	SMB Controller
Input / Disconnect	IEC320-C7 Class 2 AC Receptacle to power brick, barrel connector to SMBC faceplate
Input Voltage / Frequency Rating	100 – 240 VAC 50 / 60 Hz
Input Power	75 W

Glossary

ACD	Automatic Call Distribution
BTU	British Thermal Unit
CAS	Channel Associated Signaling
CLASS	Custom Local Access Signaling Services
DASSII	Digital Access Signaling System #2
DPNSS	Digital Private Network Signaling System
DSP	Digital Signal Processor
DTMF	Dual Tone Multi-Frequency
IP	Internet Protocol
ISDN	Integrated Services Digital Network
MOH	Music on Hold
PRI	Primary Rate Interface, ISDN
QSIG	Q-Signaling Protocol
RSTP	Rapid Spanning Tree Protocol
SIP	Session Initiation Protocol
STP	Spanning Tree Protocol
T.38	ITU protocol to send FAX transmission across IP Networks
VM	Voice Mail
TRUNKING GATEWAY	A Controller used specifically to land PSTN trunks and route them onto a User Gateway
USER GATEWAY	A Controller / Server used specifically to manage and control Telephones. External traffic is routed via a Trunking Gateway
CONTROLLER	Mitel's telephony platform that runs Mitel MiVoice Business