

# Mitel

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### About Mitel

Mitel Networks is a telecommunications company providing unified communications solutions for business. The company previously produced TDM PBX systems and applications but after a change in ownership in 2001 now focuses almost entirely on Voice-over-IP (VoIP) products.

Mitel is headquartered in Ottawa, Ontario, the capital city of Canada, with offices, partners and resellers worldwide.

See below for a list with supported features when using the Gigaset N300, N510 or N720 IP PRO as a DECT cordless system behind a Mitel PBX.

All tests were performed by the Gigaset pro support team.



| Feature                      | N510 IP PRO                | N720 Multi cell            | N720 Multi Cell                                    | N670 Single Cell | N870 Multi Cell  |
|------------------------------|----------------------------|----------------------------|--|------------------|------------------|
| Software release:            | 48                         | 34                         | 109  | 2.20.0           | 2.20.0           |
| PBX version                  | MXe 3300 Version 10.2.0.26 | MXe 3300 Version 10.0.3.30 | A470 - R4.1 - HF5                                  | Mivo 400         | Mivo 400         |
| Basic Call                   | Yes                        | Yes                        | Yes  | Yes              | Yes              |
| Calling line (CLIP)          | Yes                        | Yes                        | Yes  | Yes              | Yes              |
| Connected line (COLP)        | Yes                        | Yes                        | Yes  | Yes              | Yes              |
| Anonymous call               | -                          | -                          |  | Not tested       | Not tested       |
| Do Not Disturb               | Network feature            | Network feature            | Platform feature                                   | Platform feature | Platform feature |
| Message waiting              | Yes                        | Yes                        | Yes  | Not tested       | Not tested       |
| Call list/history            | Yes                        | Yes                        | Yes  | Yes              | Yes              |
| Voice mail deposit/retrieval | Yes                        | Yes                        | Yes  | Yes              | Yes              |
| Call waiting                 | -                          | -                          | Yes  | Yes              | Yes              |
| Call Hold / Toggle           | Yes                        | Yes                        | Yes (MoH not working randomly)                     | Yes              | Yes              |
| Call forward (CFU)           | Yes                        | Yes                        | Yes  | Not tested       | Not tested       |
| Call forward (CFNR)          | Yes                        | Yes                        | Yes  | Not tested       | Not tested       |
| Call forward (CFB)           | Yes                        | Yes                        | Yes  | Not tested       | Not tested       |
| Call Transfer attended       | Yes                        | Yes                        | Not working - R Key starts MoH but freezes handset | Yes              | Yes              |
| Call Transfer unattended     | Yes                        | Yes                        | Not working - R Key starts MoH but freezes handset | Yes              | Yes              |
| DTMF (RFC2833)               | Yes                        | Yes                        | Yes  | Yes              | Yes              |
| Conference 3pty              | Yes                        | No                         | Not tested   | No               | No               |
| BLF Busy / Idle indication   | No                         | No                         | Not tested   | No               | No               |
| Call pick-up direct ( **3 )  | Yes                        | Yes                        | Not tested   | Not tested       | Yes              |
| Call pick-up group ( * 3 )   | Yes                        | Yes                        | Not tested   | Not tested       | Yes              |

N870/N670 - The option "force UDP only" needs to be on. If not the Mitel will send UDP and TCP which will cause a 5 seconds delay in audio setup when accepting a call on the handset.

**Additional information:**

The following feature codes have been tested. These can be changed in the Mitel PBX system.

| Function  | Feature code    |
|---|-----------------|
| Callback -Setup   | 5               |
| Call Forwarding Busy (external, ext/int, internal)      | **22, *22, *#22 |
| Call Forwarding - Follow me                             | *21             |
| Call Forwarding no Answer (external, ext/int, internal) | **23, *23 *#23  |
| Call Pickup Dailed (pickup in groep)                    | *3              |
| Call Pickup Directed                                    | **3             |
| Cancel forwarding Busy                                  | #22             |
| Cancel forwarding Follow me                             | #21             |
| Cancel all forwarding                                   | #29             |
| Do not Disturb  | *25             |
| Do not Disturb Cancel                                   | #25             |
| 3 Party conference (start/end)                          | *4, #4          |