# 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 |