Mitel MiVoice for Lync

Enterprise-Class Voice Made Easy for Microsoft™ Lync Environments

Whatever platform you've chosen for your general unified communications (UC) client, effective voice communication is—or should be—at the heart of your communications strategy. It's what underlies the effectiveness of every business process and workflow. .

If your UC platform of choice is Microsoft Lync, MiVoice for Lync makes voice easy, by seamlessly integrating all of Mitel's industry-leading enterprise voice capabilities into your Lync UC environment, without the need for a mix of third-party voice components and gateways. This provides people in any role within your business with the voice communication features they need to stay productive—in the office or while mobile.

MiVoice for Lync delivers comprehensive voice capabilities so seamlessly and transparently that workers enjoy full-featured voice communications from an industry leader without having to leave their familiar Lync environment. And because it is based on Mitel's Freedom Architecture, MiVoice for Lync fits comfortably into any deployment scenario, whether it is on premises, in the cloud, or in a hybrid cloud environment.

Key Benefits

- Proven and reliable voice and mobility
- Voice made easy
- A seamless experience within Lync client
- Cloud-ready today
- Fits all it frameworks, not just Microsoft

Proven and Reliable Voice and Mobility

While there are numerous ways that employees can interact with others, voice still remains a core element of a business's unified communications solution.

With over 40 years of experience and more than half a million satisfied customers, Mitel knows what it takes to deliver dependable and highly flexible voice solutions to address every business need.

Built upon Mitel's Freedom Architecture, Mitel MiVoice for Lync can provide your business with a highly flexible communications solution that can easily respond to your changing business and IT needs. And its reliable distributed architecture can help ensure communications availability for your business in the event of a network outage or hardware failure, therefore allowing employees to continue working as if nothing had happened in the back office.

Mitel®

Voice Made Easy

Gone are the days when your IT department's main priority was simply keeping servers and computer systems up and running. These days there are more technological concerns than ever vying for their attention and departmental resources - *Managing and strengthening business security and privacy. Managing Big Data analytics. Integration of cloud computing into business processes. And much more*

At Mitel we believe that business communications solutions should be the simplest part of your IT department's world. Mitel MiVoice means less IT infrastructure, less complexity and less drain on your IT resources.

MiVoice addresses both small business and large enterprise needs with the broadest range of communication features available, robust call control, and support for a wide range of innovative desktop devices and applications. And it does it without the need to integrate third party components, so you avoid vendor sprawl and the complexity and costs associated with managing products from multiple vendors.
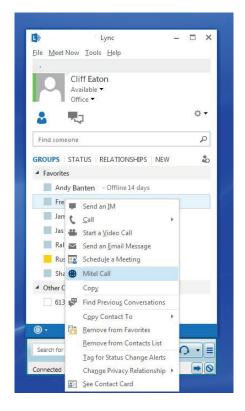
With Mitel MiVoice and MiVoice for Lync you can easily add voice communications to your Lync unified communications solution that addresses all of your employees' communications needs, all the while helping to minimize your total cost of ownership in your unified communications solution.

A Seamless Experience within Lync Client - Desktop or Mobile

Building on Mitel's long history of voice and presence integration with Microsoft desktop applications, MiVoice for Lync leverages and extends the capabilities of Microsoft Lync, adding the richness and quality of the proven Mitel enterprise voice communications solution.

With MiVoice for Lync, employees throughout the business gain access to a complete range of telephony features without having to leave their familiar Lync environment. And with mobility as a core component, it provides an in-office experience anywhere—on the road, at home, or just down the corridor.

MiVoice for Lync extends Mitel's rich voice call control features, such as click-to-call, incoming call device selection, and more to the Microsoft Lync client. Employees can further benefit from in-call feature controls, such as call forward, transfer, and embedded conferencing and can even move calls between their desk phone and mobile phone easily with a click of their mouse.

When Lync is installed with Microsoft desktop applications, MiVoice for Lync also supports voice integration with Microsoft Office applications, Outlook, and click-to-call from leading web browsers.

Cloud Ready Today

Right now if you are thinking about what is the right choice for your business's unified communications and collaborative services and what is the best method for deploying it... You are not alone.

Of all the recent trends in technology the one that has had the biggest impact on businesses, especially when it comes to business communications solutions, is the Cloud.

Clearly there are trade-offs that organizations must take into account when deciding between a premises-based solution or a hosted, cloud-based offering.

With Mitel MiVoice Business and MiVoice for Lync you are able to choose the deployment strategy, whether it's premise-based or cloud-based, that best suits your business and IT needs for MiVoice for Lync* integrates with both on-premise and cloud-based Microsoft Lync implementations.

* When deployed with MiVoice Business

Fits Seamlessly with All IT Frameworks, Not Just Microsoft

MiVoice for Lync is built on the open, fully modular Mitel Freedom Architecture that is agnostic when it comes to data infrastructure and unified communications components.

When powered by Mitel MiVoice Business communications solution it provides integration with the industry's most widely deployed back office applications, such as VMware and Salesforce.com, so that it fits your chosen IT framework

Key Components and Features

- A full range of enterprise class voice features
- Enhanced mobility
- Simple, powerful web-based management

A Full Range of Enterprise Class Voice Features

MiVoice for Lync is built on the open, fully modular Mitel Freedom Architecture that is agnostic when it comes to data infrastructure and unified communications

- **Integrating MiVoice into a Microsoft Lync environment** delivers the full range of mission-critical, enterprise-class voice features.
- **Flexible calling options**. Initiate calls with a click on your Lync Contact list, from the Lync search window, from the Mitel Call window at the bottom of the Lync client, or from Microsoft Office applications. Or call from the "recently dialed" or "frequently dialed" window, from call history, from an IM conversation or Lync IM conversation history.
- **Inbound call notification**. See incoming calls in a pop-up window, and choose from a selection of call handling options, such as answering a call, forwarding it, or transferring it to voice mail.
- **Call forwarding, auto answer, and call history.** Forward calls to any of your communications devices, set auto answer for deskphones, and display detailed information about call history.
- **In-call features**. Invoke a range of control capabilities during a call, including holding, transferring, or escalating a call.
- **A range of client modes**. Make and receive calls on your Desktop phone, softphone, PC or mobile device.
- **Presence and availability features**. Voice presence is integrated with Lync presence indication, so you know when Lync users are on the phone. Lync presence status is automatically updated based on voice activity and settings.
- **Single sign-on**. Mitel MiVoice for Lync launches automatically when you launch the Lync client.
- **Status bar.** Indicates your current connection status and messages.
- **Preference settings.** Set up and modify voice-related settings for MiVoice for Lync.

Enhanced Mobility

With MiVoice for Lync, employees have the same "in-office" communications experience from anywhere, with a single identity, phone number, voice mailbox, and extension.

Single number reach ensures that multiple devices can be programmed to ring for an incoming call, including your deskphone, softphone, teleworker line, cell phone or home phone. And with native mobile device hand off you can move a call you're on from your deskphone to another device, such as a cell phone or home phone.

MiVoice Hot Desking ensures your employees continue to be accessible and productive no matter which office location they are working from. With it employees can easily log into any Mitel IP Phone, located at any of your offices (or even at home) and have instant access to their personal profile (phone preferences, voice mail message, etc.) and have all calls automatically routed to that phone.

MiVoice for Lync's embedded mobility capabilities free your employees from their desk allowing them to communicate from wherever their business day takes them, without the burden of escalating mobility costs.

Simple, Powerful Web-Based Management

With MiVoice for Lync's web-based management capabilities, an administrator can control a multi-platform MiVoice solution directly from a web browser, as if it was a single-platform solution. And because there are no third party components to integrate, the entire solution can be managed from a single pane of glass.

About Mitel

Mitel® (Nasdaq:MITL) (TSX:MNW) is a global leader in business communications that easily connect employees, partners and customers -- anywhere, anytime and over any device, for the smallest business to the largest enterprise. Mitel offers customers maximum choice with one of the industry's broadest portfolios and the best path to the cloud. With more than US$1 billion in combined annual revenue, 60 million customers worldwide, and #1 market share in Western Europe, Mitel is a clear market leader in business communications. For more information, go to www.mitel.com.