



MiVoice Connect Update

Customer Presentation

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Agenda

- Introductions
- Eastern Datacomm
- Mitel
- MiVoice Business Review
- Q&A

About Eastern DataComm

Since 1988, Eastern DataComm has helped organizations enhance communication and safety. As a long-time Mitel Gold partner, we guide customers through technology transitions like the move from **MiVoice Connect** to **MiVoice Business**.



Our Mission:

We are committed to protecting people, property, and critical infrastructure by providing reliable, cutting-edge electronic security, network protection, communication systems, and school safety solutions—all designed to keep organizations connected, secure, and prepared for any situation.



Our Vision:

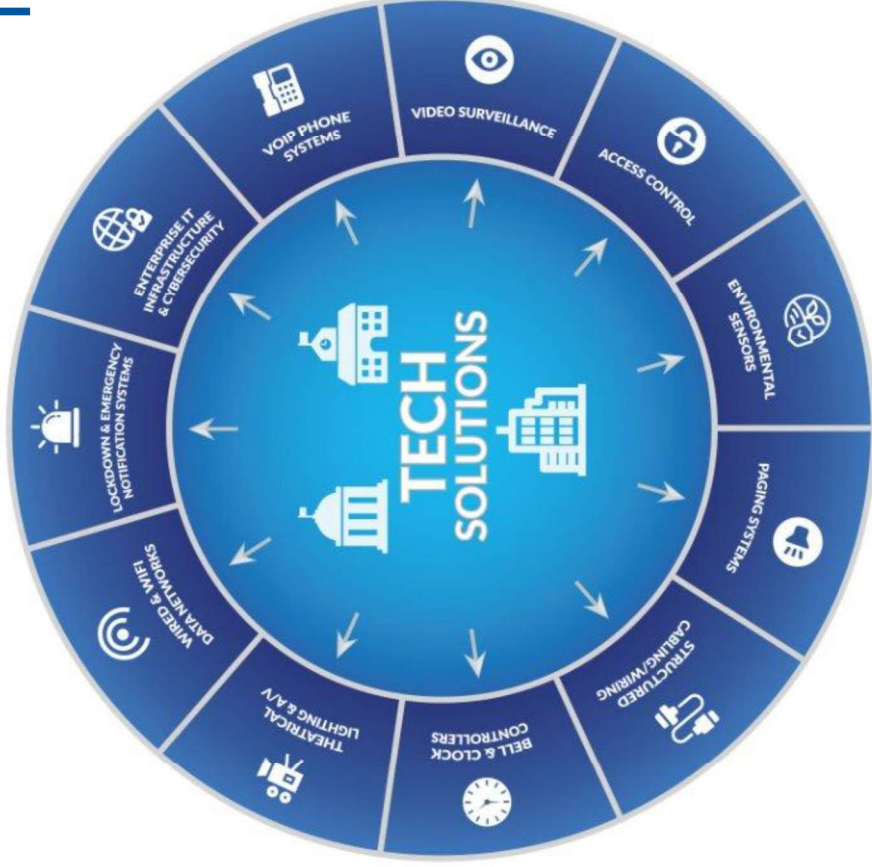
To be the trusted leader in safeguarding communities and organizations through innovative electronic security, resilient networks, reliable communication systems, and advanced school safety technologies that protect lives and empower peace of mind.



Eastern DataComm - Expanded Footprint, Expanded Solutions

To better serve our customers, we now offer:

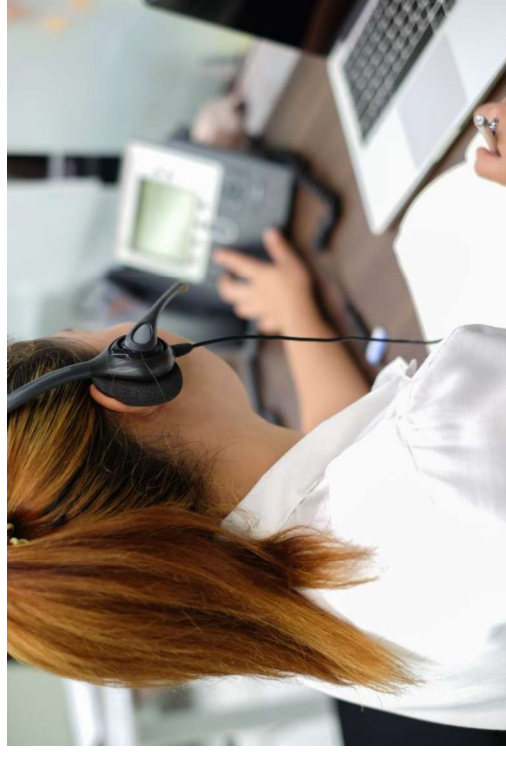
- **Broader Reach:** Serving schools, businesses, and municipalities from Long Island through the Carolinas, with a growing presence across the Eastern Seaboard.
- **Integrated Safety & Communications:** Mass notification, access control, video surveillance, paging/bell/clock, and wireless locks.
- **Enterprise IT & Cybersecurity:** Networking, wireless, and secure infrastructure with trusted partners like HPE, Aruba, Cisco, and Fortinet.
- **Specialized Solutions:** AV and theatrical lighting, environmental sensors, cellular repeaters, and VoIP/UC with Mitel + Zoom.
- **Deeper Expertise:** A unified team of certified engineers and consultants delivering end-to-end integration.



Eastern DataComm + Mitel: *Migration Path Overview*

Today, we'll review:

- **Lifecycle Timeline:**
 - Key dates for MiVoice Connect support, licensing, and hardware availability.
- **Migration Options:**
 - Paths from Connect to MiVoice Business—on-premises, private cloud, or hybrid deployments.
- **Incentives & Programs:**
 - Discounts and promotions for upgrading phones and licenses during transition.
- **Continuity & Support:**
 - Ensuring full operability and maintenance of Connect systems throughout migration.
- **Future-Proofing:**
 - How MiVoice Business delivers advanced UC, collaboration, and AI-ready capabilities.
- **Our Role:**
 - Eastern DataComm as your integration partner—planning, executing, and supporting a seamless transition.



TOP UC PROVIDER
in more than 10 MAJOR MARKETS

5,000
Employees WORLDWIDE

80M+
GLOBAL USERS in more than
100 COUNTRIES

2,100+
UC Patents



#1
UC Provider WORLDWIDE

1.8 M
Contact Center Seats

#1
In DECT Worldwide

Top 3
UC Provider North America

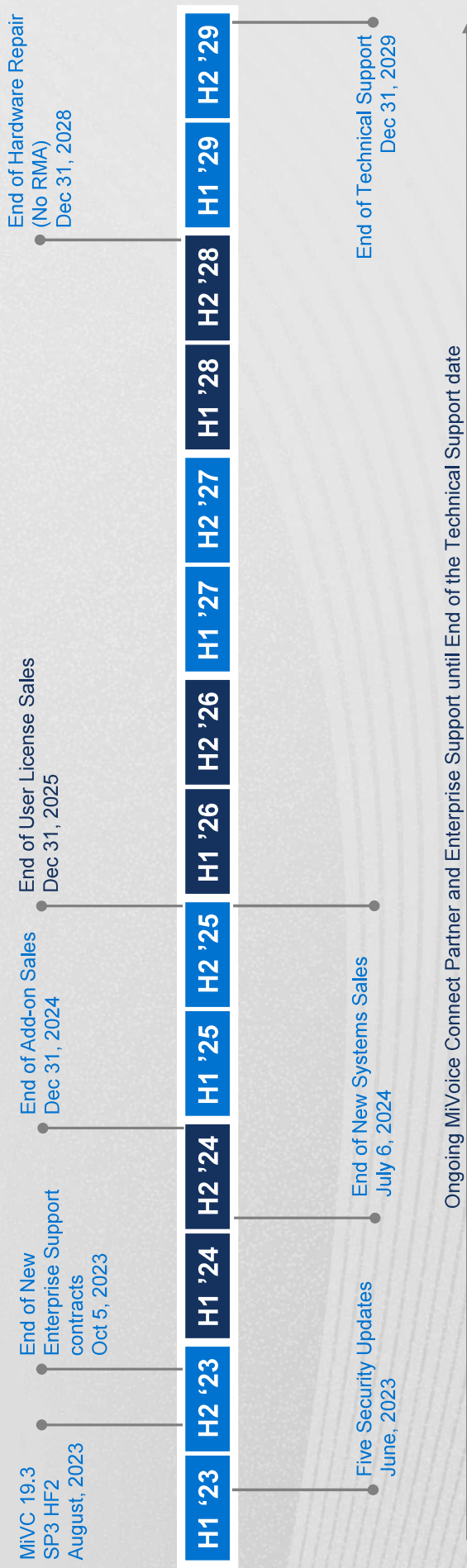
MiVoice Connect in transition...

Mitel is committed to:

- Providing clear Lifecycle timelines for our partner community and customers.
- Defined Migration programs to provide best in class solutions to meet customer needs
- Ensuring that MiVoice Connect remains fully maintained and supported during the transition period
 - Important functionality improvements will continue to be delivered

MiVoice Connect Lifecycle Update

Mitel remains fully committed to MiVConnect customers and partners, to ensure **security, continuous operability and hardware replacement availability**



Upgrading MiVoice Connect to MiVoice Business

Award-winning world leader Unified Communications solution



MiVoice Business
2024 Unified Communications
Excellence Award



MiVoice Business
2024 Unified Communications
Product of the Year

MiVoice Business

Shaping the future
TOGETHER

Empowering
Millions of
users globally

&

Chosen
by industry leaders



MiVoice Connect to MiVoice Business MIGRATION PROGRAM

Like-for-Like UC License Offer



Connect 115



Mitel 6910



Connect 230/420/480



Mitel 6915/6920W

- Significant discounts on licenses
- Significant discounts when replacing Connect phones with 6900 series phones



Mitel Migration Tool



What the Migration Tool does

- In-depth system knowledge and migration insights and assist partners
- Provides a comprehensive network audit, leveraging proprietary Mitel system knowledge

The Value to the Customer

- Streamlined and effective migration from current to target solution
- Tremendous time saving
- Informed discussions on current configuration and needs

Improving the Customer experience
Lowering the barriers to migration

Best in Class and most flexible deployment options in the industry



Easy to deploy and easy to operate with simple management tools

Get the best from your MiVoice Business solution with simple management tools



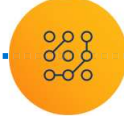
System
Configuration

Partner & Customer
User Admin

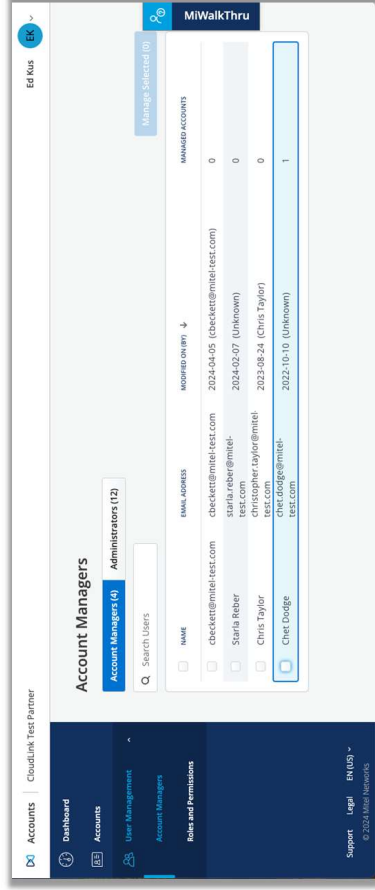
User
Self Serve

Fault & Performance
Monitoring

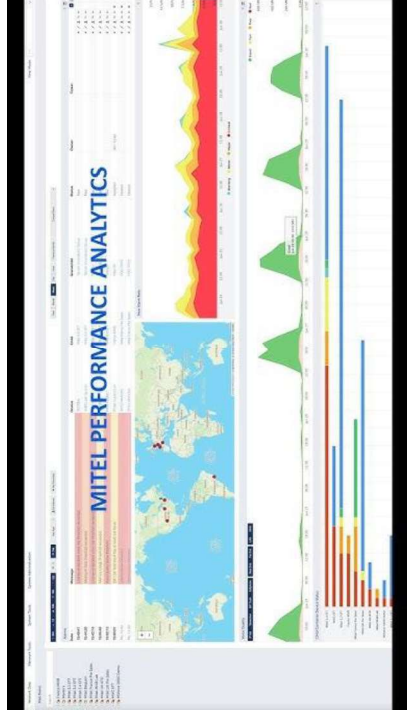
System
Maintenance



- ➔ Deploy effortlessly with easy configuration wizards and templates
- ➔ Customize MiVoice Business to fit your communication needs
- ➔ Speed up day-to-day user management
- ➔ Ensure continuous maximum functionality with proactive fault and performance



Images: MiVoice Business deployment and admin tools



Business Phones for Every Environment



6905



6910



6915



6920W/T



6930W/T



6940W



6970



Sip-DECT



Built with Antimicrobial treated plastics

The 6920/30t IP Phones are built using plastics treated with an **antimicrobial compound from BioCote*** that inhibits the growth of certain bacteria on the phone's plastic surfaces. The redesigned handset also minimizes crevices and holes that might collect germs, dirt, and grime.

PCLink and MobileLink

One device for all voice related healthcare activities.

- Connect your PC video collaboration audio to your Mitel deskphone. (PCLink)
- Connect your mobile audio, contact list, and mobile call log to your Mitel deskphone. (MobileLink)
- Supported on the 6920w/30w/40w IP Phone models.



Unprecedented Flexibility

Tailor each phone the way you want, for the way you work, through a broad array of add-on IP Phone accessories.



VoWiFi



5634



Connect your 6940 to your Doorbell or Camera using XML



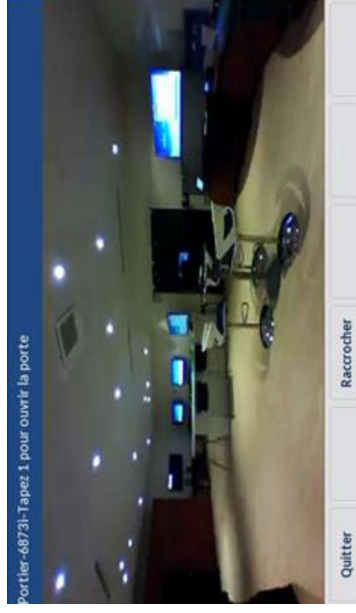
Connect your doorbell camera to your deskphone



Softkeys Configuration

Bottom Keys				Top Keys			
Key	Type	Label	Value	Line		Line	
1	Line	Line 1		1		1	
2	Line	Line 2				2	
6	Speedial	Simon Beets	81442203			1	
7	Speedial	Paul Gunn	81403165			1	
8	XML	Door Bell	http://10.148.12.30:8888/we			Global	

Video intercom example



Video intercom example:

- ✓ Basic offer of video surveillance (frame by frame) on a 6000 phone with large screen (6873 or 6940)

Simple Display and keys interaction

Basic offer of video surveillance (frame by frame) on a 6000 IP Phone with large screen, i.e., 6873 or 6940



Introducing a New Experience in Wireless Communication



Entry Model



Business Model



Industrial Model



ATEX Model

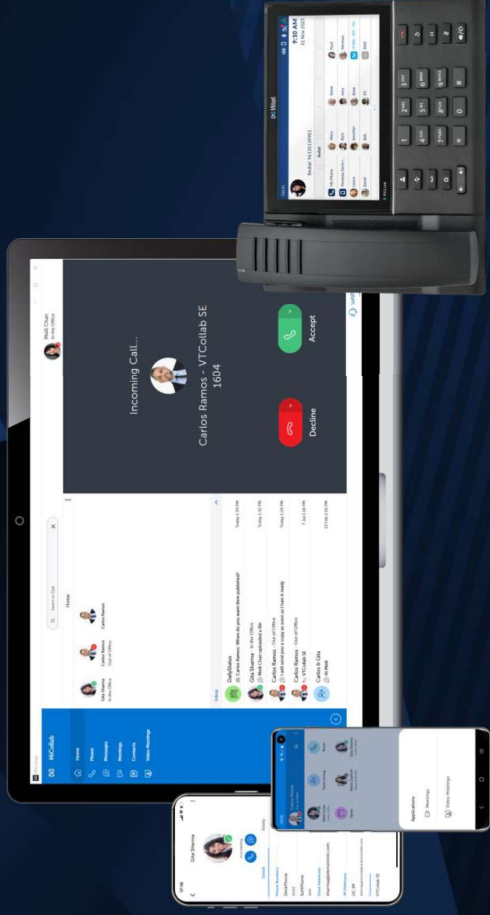
- For in building wireless, again we offer flexibility:
 - DECT (separate frequency / alerting features)
 - WiFi Phones (use your existing WiFi Infrastructure)
 - Mobile Client (can work with Cellular or WiFi network)



MiCollab



Extend your solution with powerful UC capabilities for your staff



Feature-rich telephony & collaboration, contact management, self-service



Set your outgoing number depending on type of call or location

- Hidden, main number, your direct number or your private mobile number

Team Collaboration

- Start chat/group chat

Click-to-Call

Presence information

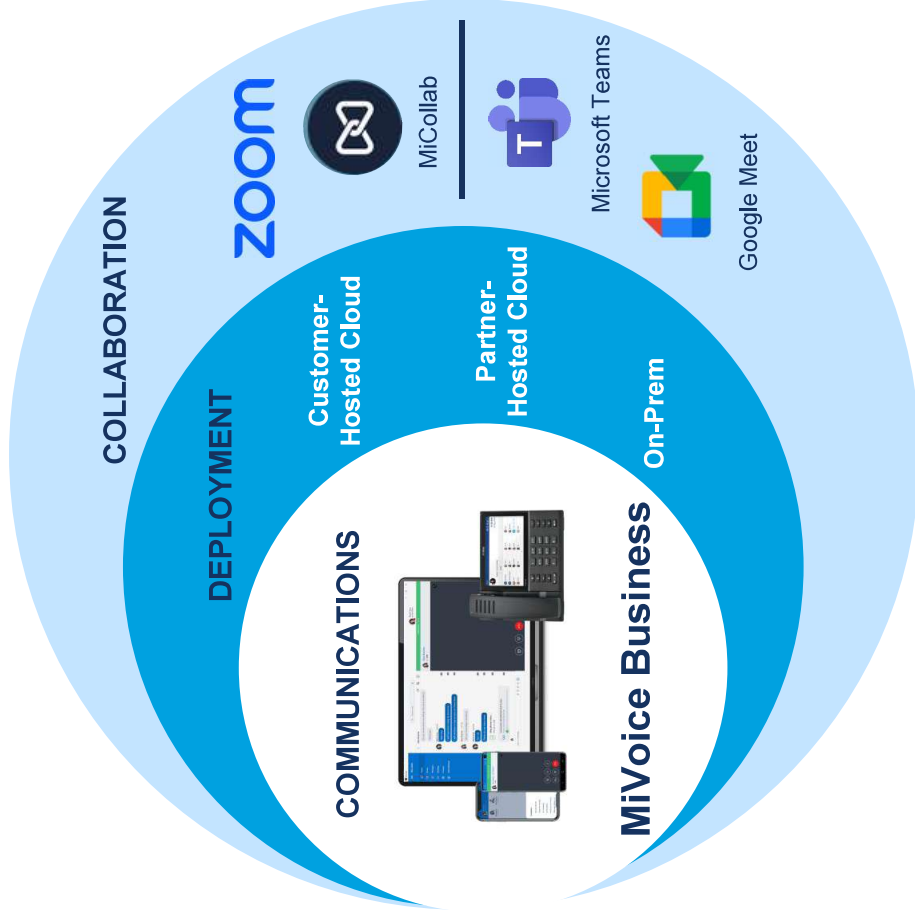
- Automatically or manually set your status information
- Get availability status of your colleagues

Chat with one or several colleagues

Quickly reach your colleagues

- Corporate Directory Access

MiVoice Business Integrations



Workflow Studio is a Generative AI powered, advanced integration platform designed to streamline the creation, customization and management of business communications processes.



Use Case – K-12 Attendance Hotline

Workflow at a Glance

- Caller dials the attendance hotline
- System plays a greeting with instructions
- Caller records student name and reason for absence
- AI converts the audio to text and extracts details
- Data is logged automatically in an attendance sheet
- Caller receives a confirmation message

Key Benefits

- ✓ Simple process for parents to report absences
- ✓ Accurate records captures automatically
- ✓ Time saved for office staff and teachers
- ✓ Supports multiple languages through AI translation
- ✓ Audio recordings linked for easy verification
- ✓ Shared attendance log accessible by staff

	A	B	C	D
	Date	Time	Text	Phone
1	7/18/2025	12:00	I am calling from my son Jonathan Braganza. He has a doctor's appointment today.	https://mitel-us-west-2
2	7/18/2025	13:49	Mark Allen, A-L-L-A-N, has a doctor appointment today. Thank you much.	https://mitel-us-west-2
3	7/18/2025	13:51	Hello, this is Mrs. Smith. I'm calling for Mary Smith, S-M-I-T-H. She has an appointment and she'll be out this afternoon. Thanks.	https://mitel-us-west-2
4	7/18/2025	15:38	Hello, this is calling for Jason Smith. He will be absent this morning with a dentist appointment.	https://mitel-us-west-2
5	7/31/2025	11:29	Hi, this is Derek Curry. I was just calling to let you know that my son, Connor, will not be attending this morning. He has a dentist appointment. Thank you.	https://mitel-us-west-2
6	8/15/2025	6:21	This is for Mary Smith, S-M-I-T-H. She'll be out at the dentist today. Thank you very much.	https://mitel-us-west-2
7	9/9/2025	10:31	Hello, Sue Anderson, A-N-D-E-R-S-O-N, will be absent this afternoon with a doctor appointment. Thanks.	https://mitel-us-west-2
8	9/9/2025	11:44	Yeah, I didn't hear the beep. So this is Eric Knudson, K-N-U-D-S-O-N, I'm going to be out for the rest of the day. Thanks.	https://mitel-us-west-2
9	9/10/2025	8:56	Hello, this is for Andy Miller, M-I-L-L-E-R. He'll be out this morning with a brief dentist appointment. He'll be back this afternoon. Thank you.	https://mitel-us-west-2
10	9/16/2025	6:06	Hello, this is Eric. I'm calling for Mike Miller, M-I-L-L-E-R. He's over at the Conference attending the K12 for today. So that's it. Bye now.	https://mitel-us-west-2



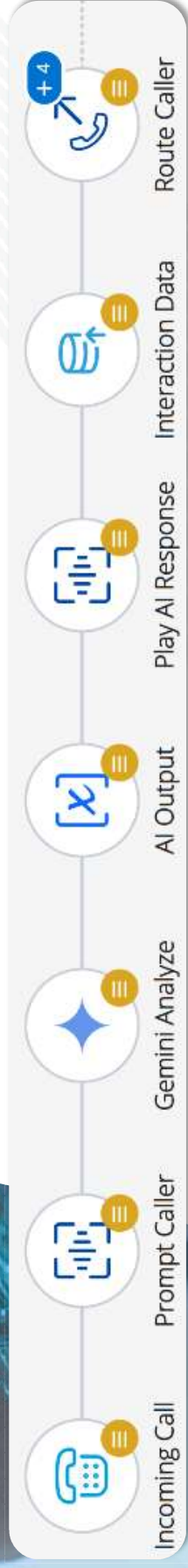
Use Case – Gen AI Based Call Routing

Workflow at a Glance

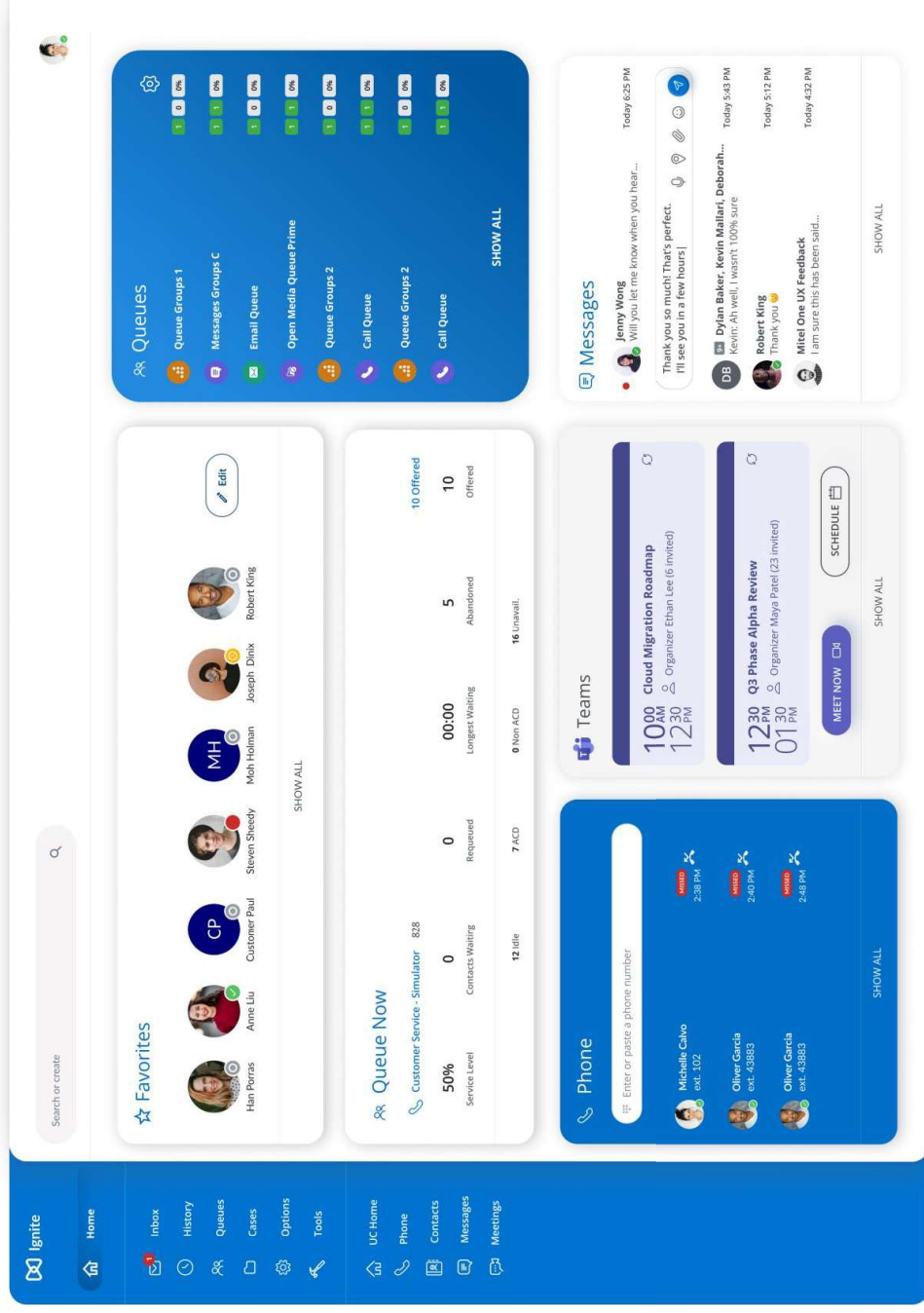
- Welcomes the caller with a natural voice prompt.
- Captures the caller's request using speech recognition.
- Google Gemini analysis the request (Sales, Billing, Support, etc).
- Workflow prepares routing details and a short summary for the recipient.
- Transfers the caller to appropriate destination with context included.

Key Benefits

- ✓ Better Customer Experience through natural voice interaction.
- ✓ Faster resolutions with AI-driven call routing.
- ✓ Fewer transfers and reduced wait times.
- ✓ More efficient call handling with AI summaries before each call.
- ✓ Transcript can be **translated** to additional languages.



Integrated Experience extends to Mitel CX



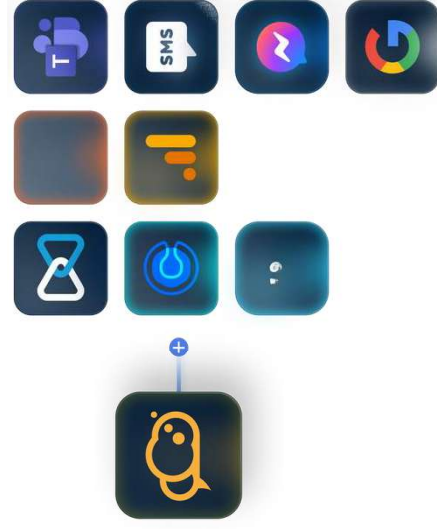
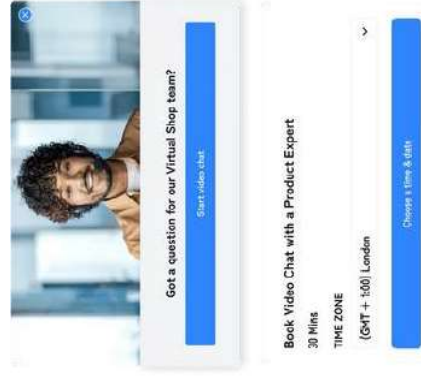
- Integrated UC / CC experience to integrate internal / external communication
- Enables seamless integration of customer interaction use cases
- Expands Vertical integrations to CX

Mitel CX - Features & Capabilities

Video Chat

Face-to-face interactions, anywhere, anytime

Video chat lets you take the in-person customer experience online. Deliver high-quality video calls via your website, app, and messaging channels, without leaving your Mitel environment.



Omnichannel Integration

Unify your channels & existing Mitel setup

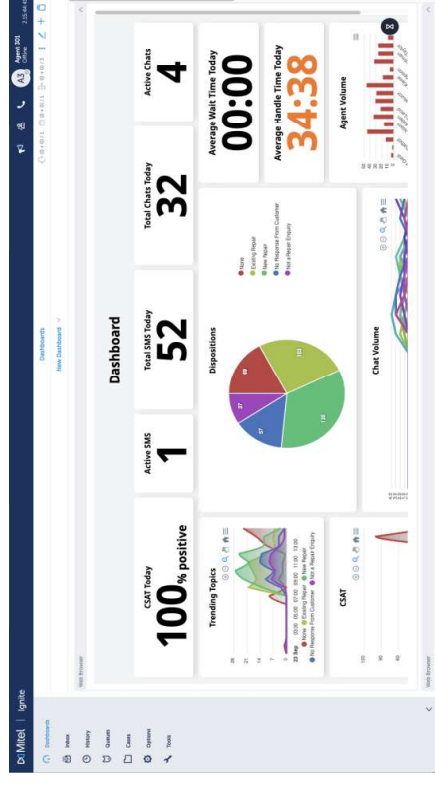
Mitel CX Supports, Voice, Chat, email, etc. all in the Ignite client.

Add AI as an option to provide self help or agent assist.

Analytics & Reporting

Data-driven insights for continuous improvement

Analytics and reporting features that provide extensive data insights to help MiCC Business and Enterprise users continuously improve their CX, operational efficiency, and overall performance.



Mobile App for LENS system - Revolution

- Works with Eastern Datacom LENS system
 - Mobile app for LENS system
- Event triggers can notify individuals or groups via Email, SMS, display on phone, paging system, etc.
- Devices register directly with Revolution
 - Contact Closures & Specialized Audio Endpoints
 - Electronic Signage & Strobes
 - Motion & Gunshot Detection
 - Panic Buttons
 - SMS



Highlighted Features

	Feature	MiVoice Connect	MiVoice Business
PBX Features	Auto Attendant	✓	✓
	Call Recording	✓	✓
	Depth of Call Control Features	✓	✓ 50 Years of Development
	Voicemail Features	✓	✓
Collaboration & Conferencing	Collaboration App	UCC App	MiCollab App
	Mobile Application	✓	✓ Improved
Microsoft Teams Integrations	Desk phone & Teams Client	✗	✓
	Phone Presence in Teams	✗	✓
	Call History in Teams Client	✗	✓
	Telephony Only Client	✗	✓
Commercial	Capex or Opex	Capex only	Capex or Opex



Highlighted Features Continued

Feature		MiVoice Connect	MiVoice Business
Cloud Deployments	VMWare or HyperV		
	Nutanix or Proxmox		
	AWS or Azure		
Hardware	Small Controller	Multiple servers	SMBC – All in one for call control & VM
	Requires Windows Server	Yes - HQ Server	No - Mitel Standard Linux
	Server for SIP Proxy	3 rd Party	Mitel Border Gateway
	Server for Remote Workers	Edge Gateway One per system	Mitel Border Gateway Can have multiple for failover
	Server for Secure Recording		Mitel Border Gateway
Architecture	Scaling over 5000 Seats	Limited	
Phones	6900 Series		
CloudLink	Utilize CloudLink Applications on PBX		
Contact Center	Voice/Multimedia Contact Center	Primarily Voice	Voice, SMS, Webchat, Email, Other Media. Omnichannel



Eastern DataComm – Schedule A Consultation

Scan the **QR code** to schedule your Consultation with Eastern DataComm.

Our team will walk you through a personalized migration path from **MiVoice Connect** to **MiVoice Business** for your organization and show how the platform can future-proof your communications.



Q&A





Thank you