

Product Launch for MX-ONE
Mitel 5613 and 5614 – DECT Phones
IPBS 9.1 – IP-DECT Base Station

REVISION INFORMATION

Rev A

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EXECUTIVE SUMMARY

We are pleased to launch two new office cordless phones, Mitel 5613 and 5614 with associated accessories and spare parts, primarily targeting the installed base of MX-ONE integrated DECT and IP DECT.

With a large installed base Mitel is committed to maintain a strong market position in DECT area by offering a reliable and future-ready DECT portfolio. The update of the cordless office phones is also a step forward in the harmonization of Mitel's product offer as it will be the common offer for Integrated DECT and IP-DECT on MiVoice MX-ONE as well as IP-DECT on MiVoice Business platforms.

The phones have a modern design with an easy to use menu structure, easily recognizable for mobile phone users. The Mitel 5614 replaces DT690 as the new high-end office phone, with features such as color display, Bluetooth for headset, SMS messaging etc. and it has an environmental classification that allows it to be wiped with damp cloth. For advanced alarm and messaging functionality, a license can be added to the phone so that the phone corresponds to the DT692.

Mitel 5613 replaces DT390 as an entry-level handset offering new features such as color display, hands-free with duplex loudspeaker, company phone book etc.

The phones are available in the standard/EU, US and Latin America frequencies.

In combination with the introduction of the new DECT phones, we also introduce an updated version of the software for the IP-DECT Base Stations.

We wish you success with selling the new Mitel 5614 and Mitel 5613 cordless phones!

Yours truly,

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1 INTRODUCTION

By introduction of the two new office phones, Mitel 5614 and Mitel 5613, Mitel is maintaining its strong DECT offering. Together with the introduction of the updated office-phones, a range of new accessories and spares will also be introduced. To properly support the Mitel 5613 and 5614 phones, software updates of the tools CPDM3 and WinPDM will come together with this introduction.

Together with the introduction of the new phones we will also introduce new IP DECT software, version 9.1 The new IPBS software includes support for the new phones. It also includes support for G.722.2 wideband audio (supported with Mitel 5613 and 5614) as well as range of other enhancements.

As these two new handsets are replacing the existing DECT office phone range, the DT390, DT690 and DT692 will be phased out in 2017. A separate Phase Out document will be issued within the near future.

2 PRODUCT OVERVIEW

2.1 MITEL 5614 CORDLESS PHONE – FOR DEMANDING OFFICE USER

Mitel 5614 is the choice for the demanding office user, but it is also developed to be used in more demanding environments like light industries, healthcare and hospitals as the phone can be cleaned with a damp cloth. Mitel 5614 has a modern design and in accordance with Mitel's design guidelines, it has a high-quality color display, presenting an intuitive menu that is easy to read and understand. The keys are handy to use and the phone book is one key-press away. An ergonomically positioned hotkey on the top of the phone provides for customized functionality. Besides excellent telephony functionality, this phone also offers SMS messaging features between handsets. The Mitel 5614 supports Bluetooth headset connectivity and a user can choose from different brands of Bluetooth headsets that are available on the market.

Advanced messaging functionality, including configuration of the alarm button is supported as an add-on option to the Mitel 5614 phones. This option is available via dedicated license on the phone. (See separate info on the licensing).

With the Central Portable Device Manager (CPDM) system, the Mitel 5614 is easy to configure and to upgrade, or replace. The Virtual SIM stores the user settings on the server and it only requires the user log-on to a phone and place it in the PDM charger or in the rack charger (if IP-DECT is used the update is done over-the-air), and it is upgraded with the relevant user data. A company phone book can be imported from CPDM to the handset, alternatively a central phone book can be accessed on-line via an LDAP interface.

Highlights DECT 5614

- High resolution 2" TFT color display
- Easy to use display with intuitive icons
- Classification of the phone that allows the wipe of a damp cloth
- Multifunction key and hotkey programmed by the end user
- Supported by Central Portable Device Manager (CPDM)
- Easy replaceable battery
- Standard 3,5 mm headset connector
- Vibrating alert
- Virtual SIM
- SMS
- Supporting Bluetooth headset (BT 3.0)
- Supporting G.722.2 (over IP-DECT)
- Supporting GAP/CAP
- Languages supported: Czech, Danish, Dutch, English, Finnish, French, German, Greek, Hungarian, Italian, Norwegian, Polish, Portuguese (Brazilian), Russian, Slovakian, Spanish, Swedish, and Turkish, + 1 downloadable.

2.2 MITEL 5613 - THE ESSENCE OF SIMPLICITY FOR THE OFFICE USER



Mitel 5613 is the essence of simplicity for the office user. With its modern design and easy-to-use display, this is the choice for the pure office environment. Mitel 5613 has an easy to use illuminated color display. The menus are logical and functions like the use of central telephone book are pre-defined. The Mitel 5613 is equipped with a standard headset connector and has support for loud speaking function.

As described for the Mitel 5614, the Central Portable Device Manager system provides equally easy to configure and upgrade services for the Mitel 5631 phone.

Highlights DECT 5613

- Large 1,8" TFT color display
- Easy to use display with intuitive icons
- Standard 3,5 mm headset connector
- Virtual SIM
- Vibrating alert
- Supported by Central Portable Device Manager (CPDM)
- Supporting G.722.2 (over IP-DECT)
- Supporting GAP/CAP
- Languages supported: Czech, Danish, Dutch, English, Finnish, French, German, Greek, Hungarian, Italian, Norwegian, Polish, Portuguese (Brazilian), Russian, Slovakian, Spanish, Swedish, and Turkish, + 1 downloadable.

2.3 COMPARISON TABLE

MODEL	MITEL 5614	MITEL 5613
		
Weight (grams)	135	114
Dimensions l x w x d (mm)	137 x 52 x 21	137 x 52 x 22
Battery type	Li-Pol 920 mAh	Li-Ion 650 mAh
Talk time (hours)	20	16
Stand-by (hours)	240	180
Charge time (hours)	4	4
Display	262 K color 240 x 320 pixel	262 K color 128 x 160 pixel
Programmable (soft-,Hot, Multifunctional-) keys	12	No
Ring volume	8 levels	8 levels

Ring signals	22	14
Earpiece volume	8 steps + mute	8 steps + mute
Call list/Last number redial	25	25
Language selection	18 + (1*)	14 + (1*)
Blue Tooth Connectivity	Yes	No
SIM card (virtual)	Yes	Yes
Vibrator	Yes	Yes
Microphone on/off during call	Yes	Yes
Hands free	Yes	Yes
Loud speaking	Yes	Yes
Headset connector	Standard 3,5 mm	Standard 3,5 mm
Local phone book	250	250
Company phone book	1000	1000
Central phone book access	Yes	Yes
Messaging (SMS)	Yes	No
IP classification	IP44	IP40

2.4 MANAGEMENT OF THE HANDSETS

The DECT phones can be managed in two alternative ways: a central solution using the CPDM3 server or a local PC solution with phones docked in a dedicated Desk PDM Programmer.

For management of the Mitel 5613/5614 phones there are two alternatives available: a PC solution docking with local desk PDM charger or central management of the phone via the PDM charger (or the rack charger). The centrally managed solution is called Central Portable Device Manager (CPDM).

Desk PDM Programmer

Desk PDM (Portable Device Manager) supports configuration of phones with all their parameters, as well as software upgrades. The Desk PDM software is to be installed on a PC and connected to the Desk PDM Programmer via the included USB cable. A database on the PC stores all the phone configurations, only one phone can be managed at a time.

Central Portable Device Manager

The Central Portable Device Manager (CPDM3) solution has the same functionality as the PC-based solution, but is centralized and can manage multiple DECT phones simultaneously. The CPDM3 works with LAN-connected Rack PDM Chargers and Desk PDM Programmers. Phones can then be managed either locally or remotely. For DECT phones used in IP DECT systems the phones can be managed over-the-air.

To easier match different customers' demands, Mitel provides license handling of the various function blocks/sales objects on the CPDM server. Device Management of the Mitel 5613 and Mitel 5614 phones comes as default with the CPDM server.

2.5 ACCESSORIES AND SPARE PARTS

With the release of Mitel 5614 and Mitel 5613 a number of new accessories and spare parts are available for the new handsets.

Optional license

- Mitel 5614 Personal Alarm/Location License

Accessories

- Desk charger Mitel 5613 and 5614 for charging the phones (EU or Global version)
- Rack charger for Mitel 5613 and 5614, includes LAN connection for CPDM management
- Rack Battery charger for Mitel 5614 batteries
- Programmer for Mitel 5613 and 5614 for management of the handsets via WinPDM (Note that the new Desk Programmer do not provide charging of the phones)
- Security/Swivel clip Mitel 5614
- Security/Swivel clip Mitel 5613
- Carrying case Mitel 5614
- Carrying case Mitel 5613
- Security chain Mitel 5613 and 5614

Spare parts

- Battery pack (including lid) for Mitel 5614
- Battery pack for Mitel 5613
- Standard Clip Mitel 5614
- Standard Clip Mitel 5613

3 TECHNICAL DESCRIPTION

3.1 SPECTRUM OVERVIEW

The Mitel 5613 and Mitel 5614 cordless phone are supported with Mitel's GAP/CAP compliant MiVoice MX-ONE. The cordless phones support the following frequency bands:

- The 1880-1900 MHz frequency band (standard)
- The 1920-1930 MHz frequency band (US)
- The 1910-1930 MHz frequency band (Latin America)

Mitel 5613 and Mitel 5614 are supporting automatic spectrum detection and automatic first-time-locking. As a result of this functionality there will no longer be a need to provide different handsets dedicated for different spectrums.

Important information on Handset spectrum used

Mitel 5613 and Mitel 5614 are available for Standard/EU spectrum, for US spectrum and for Latin American spectrum. The frequency spectrum used is set automatically when the phone first time is registered in a system.

Additionally, in line with the DECT standard, it is the base stations that dictates the spectrum and the radio channels to be used - the phone can only communicate with the base stations by responding over the same

channels as the base station used. Thereby the system and the administrator can prevent unauthorized spectrums to be used.

Frequency change, or reset, of the phones can only be done in the factory.

3.2 MIVOICE MX-ONE COMPATIBILITY

The Mitel 5613 and 5614 are formally released and supported by MiVoice MX-ONE 6.3.

The Mitel 5613 and Mitel 5614 support the display management of the MX-ONE Integrated DECT.

The phones will properly be identified in MX-ONE 6.1 and later. If installed in earlier releases, it is expected that basic call will work. But, no guarantees will be given and no support will be provided for installations on releases other than MX-ONE 6.3 and later.

3.3 COMPATIBILITY WITH EARLIER PHONES

The Mitel 5613 and Mitel 5614 cordless phones have a different form and color compared to DT390 and DT690 phones. However, the electrical interface and the connector at the bottom of the phones are the same.

Therefore, Mitel 5613 and 5614 can be docked and charged in the old DT390/DT690 chargers (Desk Charger and Rack Charger). But, due to the differences in the physical shapes, the old DT390/DT690 can not be charged in the new Mitel 5613/5614 desk chargers. The same is valid for the old Desk PDM Charger vs. the new Desk Programmer (note that the new Desk Programmer for Mitel 5613/5614 does not provide charging).

The existing DT390/690/4x3 Rack Charger is compatible with the Mitel 5613 and 5614 and will be used by corporate Mitel for the new Mitel 5613 and Mitel 5614. The name of the Rack Charger will be modified to reflect the expanded usage.

DT390/690 Security Chain will change product number and name, however it is the same security chain and it will fit the old DT390/690 as well as the new Mitel 5613/5614.

The DT390 spare battery will change product number and name, however it is the same battery as is being used in Mitel 5613 and it is thus completely compatible.

The Mitel 5613 and Mitel 5614 cordless phones have 3,5 mm headset connectors and are therefore not compatible with older headsets using 2,5 mm connectors.

Mitel 5614 supports SMS messaging in conjunction with other SMS capable Mitel DECT terminals while used with Mitel CPDM3.

3.4 LIMITATIONS TO REGISTER ASCOM BRANDED HANDSETS

The Mitel 5613 and Mitel 5614 cordless phones corresponds to the Ascom d43 and d63, however MX-ONE 6.3 is verified with the Mitel versions and that is what Mitel will support. Mitel will give no support to systems with Ascom branded phones deployed. MX-ONE will in 2017 introduce functionality to control the handset models that are registering and through that MX-ONE Integrated DECT will in the future prevent registration of Ascom d43 and d63 phones. It is therefore advised not to deploy Ascom d43 and d63 today as they will later be blocked by the system.

4 PHASE OUT / LIFE CYCLE

Mitel 5613 and Mitel 5614 are the successors to DT390 and DT690.

DT390 and DT690/DT692 will be phased out, with expected sales stop in Q3 of 2017, see coming Manufacturing Discontinuation / Phase out News for DT69x and DT390. Accessories and spares will be available for a bit longer. Note that the spare battery to the DT390 and the Security Chain for DT390 / DT69x will be replaced by the equivalent items introduced with the Mitel 5613 and 5614 family.

5 MARKETING

5.1 MARKETING AND SALES COMMUNICATION MATERIAL

The material can be downloaded from the InfoChannel.
The material is available in English and localized (according to the table below).

5.1.1 USER DOCUMENTATION

All end-user documentation, User Guides, Quick reference Guides and Quick Reference Cards will be available via www.mitel.com and Mitel eDoc.

5.1.2 QUICK REFERENCE GUIDES AND USER GUIDES

Support material	Number	Language
DECT 5613 Quick Reference Guide for MX-ONE		One multilingual manual
DECT 5613 Quick Reference Card		English
DECT 5613 User Guide for MX-ONE		English
DECT 5614 Quick Reference Guide for MX-ONE		One multilingual manual
DECT 5614 Quick Reference Card		English
DECT 5614 User Guide for MX-ONE		English

6 PRICING AND ORDERING

6.1 SALES OBJECTS AND LICENSING

Detailed descriptions of sales objects and licenses are provided in product specific Ordering Information document for terminals and DECT. This document is available on the InfoChannel. The ordering information document will be available at Product Launch.

6.2 LICENSING OF OPTIONAL HANDSET FUNCTIONALITY

In the past we have had the DT692 as a light weight handset when advanced alarm and messaging were needed, as an alternative to the DT423 industry handset. With the introduction of the new Mitel 5600 DECT phones, the advanced alarm and messaging functionality are made available as an additional license for Mitel 5614.

6.3 PRICING

Price notification for new sales objects introduced with Mitel DECT 5613/5614 phones release has been distributed to the local Mitel CPQ/price administrators, product managers, finance etc.
Please contact your channel manager for detailed price information.

6.3.1 AVAILABLE IN CPQ

Product number	Name	Description	Release
50006897	DECT 5613	Cordless phone incl. clip and battery.	New Product
50006898	DECT 5614	Cordless phone with Bluetooth connectivity, incl. clip and battery.	New Product
50006899	5614 Batteries Rack Charger		New Product
50006900	5614 Security/swivel clip		New Product
50006901	5614 Standard Clip (10 pcs)		New Product

50006902	5613 Carrying case		New Product
50006903	5614 Carrying case		New Product
50006904	5614 Battery Pack		New Product
51305634	5614 Personal Alarm/Location License	License to be added to Mitel 5614 if alarm-messaging is to be used.	New Product
51301221	Mitel 5613/14/24 Programmer		New to MX-ONE but exist in other Mitel offers, now renamed.
51015422	Mitel 5613/14/24/03/04 Charger – EU		New to MX-ONE but exist in other Mitel offers, now renamed.
51015423	Mitel 5613/14/24/03/04 Charger – Global (excl EU)		New to MX-ONE but exist in other Mitel offers, now renamed.
51015431	Mitel 5613/03/DT390 Spare Battery Pack		New to MX-ONE but exist in other Mitel offers, now renamed.
51015956	Mitel 5613/03 Security Swivel Clip		New to MX-ONE but exist in other Mitel offers, now renamed.
51015435	Mitel 5613/14/24/03/04 Security Chain		New to MX-ONE but exist in other Mitel offers, now renamed.
51015433	Mitel 5613/03 Spare Belt Clip (15pcs)		New to MX-ONE but exist in other Mitel offers, now renamed.
87L00008AAA-A00	Charging rack 56xx/DT390/DT690/DT4x3		Existing item, re-named

7 FIELD TRIAL

Field Trials will be carried out in commercial customer environments to validate the functionality against the documented statement of requirements for the product and to ensure that the quality of the Mitel 5613 and Mitel 5614 meets the specified product quality criteria. The Field Trial has been divided in two phases, the Alpha phase, which has been conducted at Mitel and Mitel partners' locations, and the Beta phase, which has been conducted at Mitel customers' sites.

8 MARKET INTRODUCTION

8.1 MITEL 5613 & MITEL 5614 ROLL-OUT

DECT 5613/5614	RELEASE SCHEDULE
Mitel CPQ available	May the 12 th , 2017
Product Launch	May 12 th , 2017
General Availability	May 12 th , 2017

Please, contact your Mitel channel manager for further information on product introduction on your market.

8.2 MARKETING & COMMUNICATIONS

DECT 5613/5614	DOCUMENTS	READY
DECT 5613/5614 offering	Product News	May 12 th , 2017
DECT 5613/5614 supporting documentation	Presentations, datasheets, ordering information documents, technical information	May 15 th , 2017

For marketing material in other languages than English, please contact your local Mitel sales unit.

Mitel do no longer provide User Guides and Quick Reference Guides, or similar documents, as orderable items in printed format. These types of documents will only be available for download in electronic format.

8.3 ADDRESSED MARKETS

Initially, at Product Launch and just after, Mitel 5614 and Mitel 5613 will be available for EU, EFTA, US, AU and NZ.

A partner in any country where Product Approval has been achieved can start to sell Mitel 5613 and Mitel 5614 at General Availability.

8.4 PRODUCT APPROVAL

The products have been tested and are compliant with applicable EU and US directives as well as AU and NZ regulatory requirements. For other markets where National Product/Type Approval is required, please contact your channel manager.

Find documentation on this link: <http://www.Mitel.com/sdoc>

Please notice that the CPDM is subject to export control and may only be shipped freely to markets within the EU + Australia, New Zealand, USA, Switzerland and Norway.

8.5 SERVICE

Firmware updates for the Mitel 5613 and Mitel 5614 will be available for download on the Mitel Knowledge Management System (KMS), accessed via Mitel Connect.

Fault resolution management for the requests reported on Mitel 5613 and Mitel 5614 will be handled via TeamTrack tickets under relevant platform.

9 TOOLS AND SERVICES

9.1.1 INFOCHANNEL AND KNOWLEDGE MANAGEMENT SYSTEM

Information about the phones will be available on InfoChannel and in the Customer Product Information (CPI), on the Knowledge Management System (former Knowledge Base), at Product Launch. Both InfoChannel and Knowledge Management System are part of Mitel Connect (<https://connect.mitel.com/>).

Please contact your Mitel channel manager for further information regarding access to Mitel Connect.

9.1.2 SALES AND CONFIGURATION TOOL

Mitel CPQ is to be used as sales and configuration tool.

Mitel CPQ is part of Mitel Connect (<https://connect.mitel.com/>).

Please contact your Mitel channel manager for further information regarding access to Mitel Connect.

10 CONTACTS AND SUPPORT

For more information about this product offer document or for specific questions related to cordless phones please contact your channel manager.