

Statement of Work

North Boone CUSD

MITEL VOIP SOLUTION

SOW Prepared By:

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Project Overview

This Statement of Work ("SOW") reflects the services and material to be provided by Heartland Business Systems, LLC, (hereinafter referred to as "HBS") for North Boone CUSD (hereinafter referred to as "Customer Abrv." or "Customer").

The objective of the project is: Deployment of a Mitel VOIP system across 5 sites in the district.

Project Scope

HBS will provide the following services (hereinafter referred to as the "Scope"):

Our standard project timeline will be used for this project. If there are changes to the timeline after it is agreed to with the customer, or changes to the project in general, we will use the change order process.

In Scope

- Deployment of MiVoice Business Virtual Machine
- Deployment of MiCollab Virtual Machine
- Deployment of Mitel Border Gateway Virtual Machine
- Installation of Mitel Revolution Software to Windows Server
- Initial Configuration of the MiVoice Businesses to Baseline
- Creation of up to 14 user templates to be used during User Import
- Creation of 235 User/Device records via Import
- Configuration of up to 50 endpoints for E-911 alerting
- Active Directory Integration
- Automated CESID Assignment based on L2 MAC
- Paging Adapter Setup and Configuration
- Call Flow Documentation and Design for up to seven unique published telephone numbers
- Configuration of Call Flow destinations per the documentation, up to seven Auto attendants
- Configuration of up to 14 Ring Groups per the Call Flow Documentation
- Configuration and Cutover of SIP services
- Configuration and Cutover of Analog lines at three locations
- Day 1 Support after Cutover, seven Cutovers, 4 hours
- Project Closure, Documentation and Sign Off

Out of Scope

- Configuration of Customer's extant Networking or Virtual Environment
- ACD Configuration
- NAT/DMZ MiCollab Deployment
- Manual User-level changes to phone, key, or mailbox settings after the MiCollab sync and User import
- Changes to the Auto-attendants, Ring Groups, or Hunt Groups after the Call Flow documentation is approved by Customer
- Gathering of customer information
- Any Modifications to Active Directory needed to support integration



- Any work or material not specifically identified in this document is not included in this Agreement. The out-of-scope items shall include the following: Deployment of any additional equipment not specifically listed in this SOW or Quote for the project.

Additional Requirements and Conditions

- HBS and Customer will both ensure that adequate resources, for which each respective party is responsible, are available when needed throughout the duration of this engagement. The timely completion of this engagement will depend on the availability of the necessary Customer personnel.
- The timely completion of this engagement will also depend on the availability and delivery of the product(s) associated with this SOW from other vendors. Any shipping and delivery dates are approximate and are not guaranteed and are subject to the current availability of products from third party vendors, production schedules of third party vendors, and supply chain delays and shortages, all of which are outside the control of HBS. Such delays may extend the duration of the project and may result in budget impacts and increased time to manage resources against the estimated product delivery. In the event that a delay may impact the project, the parties shall utilize the change order process in order to address the impacts of such delay.
- Any potential dependencies discovered prior to or during implementation will be communicated to Customer and HBS to determine impact to the timing, scope and pricing for the project, and the parties shall utilize the Change Order process as necessary.

Customer Virtual Machine Requirements

Server	VCPU	DISK	CPU	RAM
MiVB	3	20GB	3GHZ	2 GB
MiCollab	4	90GB	4GHZ	9GB
MBG	1	20GB	1GHZ	1 GB

Revolution Software

Microsoft Windows Servers 2012 R2, 2016 and 2019 are supported.

Minimum server requirements are:

- 4 gigabytes system memory (6 gigabytes for Windows 2019)
- 10 gigabytes disk space above any OS requirements
- 2-core processor

Customer Responsibilities

Site and System(s) Readiness

The items listed below shall be the responsibility of the customer:

- Setup of Networking to support VOiP Implementation
- Setup of VMWare to support VOiP Implementation



- Setup of Windows Server to support **Mitel** Revolution Software
- Physical Placement of Phones

Working Conditions and Access

The items listed below shall apply to the extent applicable:

- Customer will provide a Single Point of Contact with decision making ability to interface with HBS. This person is responsible for signing off on Scope of Work and Change Order documents throughout the project.
- Customer will provide Subject Matter Experts (SMEs) when required by project personnel and/or project activities. If delays in the project timeline are a result of delayed access to SME personnel or any other Customer delays, Customer may be subject to additional charges.
- Customer will provide HBS with access, including all password and logins, to required existing network or system assets listed in the scope.
- Customer will provide HBS with proper access and workspace areas at Customer locations that includes internet, physical and remote access to in scope infrastructure or systems.
- Customer will allow the HBS engineer to connect their computer to Customer network in order to perform their duties. HBS will allow Customer to examine said notebook for current anti-virus software, if needed.
- Customer will allow HBS unescorted access to computer rooms, equipment closets and the general facility. If unescorted access is not available, Customer shall assign access levels appropriately and coordinate escorts.
- Customer will provide adequate access and credentials required for the assessment of all components or systems listed in the scope.
- Customer will provide remote access prior to, and throughout, the project if required.
- Customer will have working Internet access available where the work will be performed.
- Customer is responsible for resolving problems outside the SOW that are beyond the control of HBS. These shall include but not be limited to software/firmware bugs, vendor engineering support cases, hardware failures, telecommunication circuits, server issues, desktop issues, the acts or omissions of any third party, or any other occurrence not caused by HBS. HBS can assist with these out-of-scope issues through the Change Order process or on a time and materials basis.

Testing, Notification and Change Control

- Customer will provide advanced notification of any network outages or changes during the implementation period.
- Customer will assist with the creation of and perform user acceptance testing and post-migration end-point validations.
- HBS and Customer will provide 48-hour notification of any schedule changes.
- Customer will assist with the design, testing and validation of the project Deliverables .
- Customer and HBS agree that work shall progress when Customer staff is not available to participate.

Deliverables

The following are the deliverables HBS will provide to Customer (hereinafter referred to as "Deliverables") for this project:

Any change to the Deliverables listed below will require a Change Order.



#	Deliverables
1	Network Diagram
2	Call Flow Diagram
3	End user training materials

Estimated Hours

This is an estimate of hours and is based on industry standards and best practices, HBS' experience, and Customer's needs as communicated thus far. HBS used input from its most experienced team members to generate this estimate. The pricing is set forth on the attached Quote 284938 V2.

#	Task	Est Effort (hrs)
1	Controller Deployment	17.00
2	Feature Enablement	24.00
3	User Creation	31.75
4	Call Flow	9.50
5	Training	18.50
6	Device Placement	0
7	Cutover and Handoff	36.50
8	Project Management	29.50
9	Travel	5.00
	Total Hours	171.75

Project Completion

Project will be complete when all Deliverables have been provided to Customer.

Customer will have seven (7) business days to review the Deliverables for the project. If HBS does not receive a written notice of rejection describing the basis for rejection within this period, the Deliverables will be considered accepted.

After the completion of the project, support may be obtained by contacting the HBS Account Manager. Support will be billed at an agreed upon rate for services rendered.

Change Management

Additional products and services beyond the In-Scope deliverables listed above are considered out of scope and require a Change Order executed by the parties before any such work can be performed. Any additions, deletions, or modifications to the Agreement, regardless of change to project value, require a Change Order.



Terms

Binding Agreement. This SOW describes the professional services and/or products, and results to be provided by HBS. Upon execution, this SOW shall be contractually binding on the parties. The HBS Standard Terms and Conditions are also made part of this Agreement.

Order of Precedence. Any ambiguity or inconsistency between or among the statements of this SOW and the Standard Terms and Conditions shall be resolved by giving priority and precedence in the following order:

- Statement of Work
- Standard Terms and Conditions

Work Hours. All professional services work will be completed during the normal business hours of 8:00 am - 5:00 pm Monday - Friday Central Time. Any work occurring after 5:00 pm or before 8:00 am or on weekends is subject to a bill rate of 1.5 times the normal rate, unless the parties agree otherwise in writing. In the event that any change to the above-stated work hours is required, whether due to shipping or delivery delays or any other reason, the parties shall utilize the Change Order process.

General. No other promises have been made related to this SOW except for those stated in this SOW. This SOW supersedes all other agreements or promises related to this project and SOW. HBS shall not be responsible for any delay caused by the Customer or its vendors or contractors, equipment or shipping delays, or any other occurrence not caused by HBS.

Confidentiality. Each party may have access to confidential information concerning the methodologies, pricing, and business practices of the other. Neither party shall make any use of such information of the other party except in connection with the exercise of its rights and responsibilities under this SOW.



Mitel Solution

Quote #284938 v2

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 North Boone CUSD 200
 Randy Porter
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Date Issued:
 11.01.2022
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 11.30.2022

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Central Virtual System	Price	Qty	Ext. Price
Hardware- Paging Adapter			
Wideband IP Paging Adapter & Bell Scheduler for Integrating Legacy Analog Amplifiers - PoE	\$450.00	5	\$2,250.00
Enterprise Software			
Revolution SLED Bundle - up to 1000 (1 mo)	\$1.41	600	\$846.00
Mitel Revolution Subscription Term (months)	\$0.00	12	\$0.00
Mitel Revolution for MiVoice Business	\$0.00	1	\$0.00
MiVoice Business Express 2 VM Virtual	\$1,197.00	1	\$1,197.00
SIP Trunking Channel Proxy	\$30.00	40	\$1,200.00
Enterprise License Group	\$600.00	1	\$600.00
MiCClient License - Peering Advanced Server	\$0.00	1	\$0.00
MiCClient License - Federation Advanced Server	\$0.00	1	\$0.00
MiVoice Business SIP Trunks x10	\$540.00	4	\$2,160.00
UCCv4.0 Entry User for MiVoice Business- Single License	\$135.00	35	\$4,725.00
UCCv4.0 Entry User for MiVoice Business- 50 User License	\$5,610.00	4	\$22,440.00
IP Desktop			
6920 IP Phone	\$243.00	220	\$53,460.00
6930 IP Phone	\$312.00	15	\$4,680.00
Mitel Desktop			
M695 PKM	\$132.00	12	\$1,584.00
Software Assurance			
Software Assurance Standard 1 year MiCollab System	\$66.15	1	\$66.15
Software Assurance Standard 1 year UCC Entry MiVoice Business	\$8.82	235	\$2,072.70
Software Assurance Standard 1 year MiVoice Business System	\$83.16	1	\$83.16
Software Assurance Standard 1 year MiVoice Business DLM	\$0.00	1	\$0.00
Software Assurance Standard 1 year MiVoice BG SIP Connect	\$3.88	40	\$155.20
	Subtotal		\$97,519.21



SIP Trunking Interface	Price	Qty	Ext. Price
Enterprise Software			
MiVoice Border Gateway Virtual	\$150.00		\$150.00
Software Assurance			
Software Assurance Standard 1 year MiVoice BG System	\$16.54		\$16.54
Subtotal			\$166.54

Services	Price	Qty	Ext. Price
HBSFLEX Services- Estimated Labor for Installation, Testing and Training	\$28,575.00	1	\$28,575.00
**Block of services billed up front and used for the project.			
.. Labor is estimated and billed as used. See Statement of Work for project details. See Flex Block labor rate schedule.			
Mite/ Sourcewe/1 Contract #022719-MBS			
Subtotal			\$28,575.00

Quote Summary	Amount
Central Virtual System	\$97,519.21
SIP Trunking Interface	\$166.54
Services	\$28,575.00
Total:	\$126,260.75

This quote may not include applicable sales tax, shipping, handling and/or delivery charges. Final applicable sales tax, shipping, handling and/or delivery charges are calculated and applied at invoice. The above prices are for hardware/software only, and do not include delivery, setup or installation by Heartland (HBS) unless otherwise noted. Installation by HBS is available at our regular hourly rates, or pursuant to a prepaid HBSFlex Agreement. This configuration is presented for convenience only. HBS is not responsible for typographical or other errors/omissions regarding prices or other information. Prices and configurations are subject to change without notice. HBS may modify or cancel this quote if the pricing is impacted by a tariff. A 15% restocking fee will be charged on any returned part. Customer is responsible for all costs associated with return of product and a \$25.00 processing fee. No returns are accepted by HBS without prior written approval. This quote expressly limits acceptance to the terms of this quote, and HBS disclaims any additional terms. By providing your "E-Signature," you acknowledge that your electronic signature is the legal equivalent of your manual signature, and you warrant that you have express authority to execute this agreement and legally bind your organization to this proposal and all attached documents. Any purchase that the customer makes from HBS is governed by HBS' Standard Terms and Conditions ("ST&Cs") located at <http://www.hbs.net/standard-terms-and-conditions>, which are incorporated herein by reference. The ST&Cs are subject to change. When a new order is placed, the ST&Cs on the above-stated website at that time shall apply. If customer has signed HBS' ST&Cs version 201B.v2.0 or later, or the parties have executed a current master services agreement, the signed agreement shall supersede the version on the website. Any order(s) that exceeds the credit limit assigned by HBS shall require upfront payment from customer in an amount determined by HBS. HBS shall make this determination at the time of the order, unless customer has previously submitted the required onboarding paperwork. In such event, HBS shall make this determination at the time of quoting. QT.2021.v1.0

Acceptance

Milwaukee Wisconsin Area Office

North Boone CUSD 200

Rusty Konitzer

Signature / Name

11/01/2022

Date

Signature / Name

Initials

Date

HBSFLEX 2022 Service Schedule 2

SCHEDULE to the Service Agreement ("Agreement") between HBS and the Customer. The parties hereby agree as follows:

1. The terms of this SCHEDULE shall govern in the event of a conflict between the terms of the Agreement and the terms of this Schedule.
2. **Pricing.** Customer agrees to pay HBS based upon the hourly rates described below. Pricing does not include applicable sales tax which **will** be charged at time of invoicing.
3. **Travel.** Travel will be billed to Customer at the rates below based on one-way travel from closest HBS office.
4. **Prepayment.** The hourly rates described below only apply to the prepaid HBSFLEX Agreement described in the attached Quote.
5. **Expiration.** Each HBSFLEX Agreement automatically expires 18 months after the date of invoice for that HBSFLEX Agreement.
6. **Additions.** Should HBS elect, in its sole discretion, to allow the remaining funds of a previously issued HBSFLEX Agreement to be added onto a new HBSFLEX Agreement, the rate schedule below will apply to all such _funds.

SS.2022.V1.0

HOURLY SERVICES BILLING SCHEDULE (time is billed in 15 minute increments)

Engineer Work Role	Hourly Rate
Project Coordinator	\$55
Cabling	\$85
AV Tech I Break-Fix I Cisco Collaboration I ESRM Coordinator Help-desk I Infosec Coordinator I Physical Security Engineer I Point of Sale I	\$115
AV Engineer 2 Cabling Project Manager 2 Cisco Collaboration 2 Cloud Engineer 2 CRM 2 Enterprise Engineer 2 HBS Data Center Engineer 2 Imaging Technician 2 Mitel Collaboration 2 Network Operations Center 2 O365/SharePoint 2 Physical Security Engineer 2 SMB Engineer 2	\$155
Apps Business Consulting 3 AV Engineer 3 Business Prod Consultant 3 Cisco Collaboration 3 Collaboration Project Manager 3 Custom Development 3 Enterprise Engineer 3 Imaging Technician 3 Infosec Consultant 3 Mitel Collaboration Engineer 3 Network Operations Center 3 O365/SharePoint 3 Physical Security Engineer 3 Project Manager 3 Websites/Kentico 3	\$170
BI/Data Analytics/SOL 4 Business Prod - Sr Consultant 4 Cisco Collaboration 4 Enterprise Technical Engineer 4 ERP/Dynamics GP 4 Project Manager 4	\$185
BI/Data Analytics/SOL 4 Business Prod - Sr Consultant 4 Cisco Collaboration 4 Enterprise Technical Engineer 4 ERP/Dynamics GP 4 Project Manager 4	\$195
Applications Architect 5 Business Prod - Custom Dev 5 Cisco Collaboration 5 Enterprise Principal Engineer 5 ERP/Dynamics GP 5 Infosec Consultant 5	\$215
Enterprise Principal Engineer 6 Cloud Architect 6	\$275

Collaboration Architect 6	
Infosec Consultant 7	\$275
On Call Pager	\$200
After Hours Rate - Before Barn or after 5pm CST - Weekends & Company Recognized Holidays	1.5x Base Rate

Mitel 6900 IP Phone Serie

Versatile family of IP Phones designed for today's mobile work style

Key Features

- Quick and intuitive access to the feature-rich communication capabilities
- Ergonomic design optimized for comfort, sound and usability
- Plug-and-play simplicity lowers management resource needs
- Unparalleled flexibility through a broad array of accessories that enable the phones to be tailored to specific user needs



Mitel designs and builds our own JP desk phones to ensure that customers have the highest quality devices that are ergonomic and feature rich for a superior communication experience.

Customizable IP phone designed for the power user

The Mitel 6900 series is a family of powerful IP phones designed for users who need a phone that can be tailored to their specific communication needs. The 6900 series' rich feature set makes it ideal for use in a variety of environments from shared workspaces to dedicated answer points across a wide array of industries.

The PCLink feature enables seamless handling of both phone calls and PC audio through a single easy-to-use device. By connecting the phone to your favorite video collaboration solution, like Mitel's MiTeam Meetings or third-party solution such as MS Teams, Zoom, etc., you now have one centralized audio device for all communication. The enhanced full-duplex speakerphone and optional integrated DECT cordless headset give you the flexibility you need for the work-at-home or in-office environment.

The 6900 phones deliver crystal clear audio through a unique corded or cordless voice optimized handset and high-performance hands-free speakerphone. Unparalleled flexibility is achieved through a broad array of add-on user installable accessories that enable the phones to be tailored to specific user needs. The 6900 family provides the flexibility and capability needed to meet the demanding needs of today's users.

6900 IP Series

Mitel 6905 IP PHONE

The 6905 is the preferred phone for those who want basic communications functions packaged in a compact enterprise device. The 6905 features dual Ethernet ports, three programmable Personal Keys and a large 2.75" LCD display. The 6905's true HD handset and speakerphone provide remarkable wideband audio quality. Overall, it delivers exceptional value for businesses of all sizes.



Mitel 6910 IP PHONE

The 6910 offers exceptional quality and standard telephony functions in an enterprise grade IP desktop phone. The Mitel 6910 features Dual Gigabit Ethernet ports and a large 3.4" LCD display with soft white backlighting and large fonts, making the screen easy to read in any lighting condition. With eight programmable keys, native DHSG/EHS analog headset support, and high-definition audio quality, the Mitel 6910 IP Phone is ideal for businesses of all sizes.



Mitel 6920 IP PHONE

The 6920 is designed for power users who demand not only a modern design but also a phone that is flexible and delivers a high-quality communications experience. The MiVoice 6920 is designed from the ground up to provide an exceptional HD audio experience via its unique speech optimized handset, high quality full-duplex speakerphone and support for USB, EHS/DHSH & Analog headsets.



Mitel 6930 IP PHONE

The 6930 is designed for power users who need a phone that can be tailored to their specific communication needs. The 6930's first-of-its-kind PCLink feature turns your phone into a high quality audio device for PC based *video* collaboration. It provide an exceptional HD audio experience via its unique speech optimized handset, enhanced full- duplex speakerphone and support for Bluetooth, USB and Analog headsets. Supporting today's high speed networks through dual Gigabit Ethernet ports, the 6930 offers a large 4.3" color backlit LCD display, HD wideband audio with advanced audio processing.



Mitel 6940 IP PHONE

The MiVoice 6940 is designed for the executive user who demands an exceptional device that meets their demanding communication needs. The 6940's first-of-its-kind PCLink feature turns your phone into a high quality audio device for PC based video collaboration. The 6940 is designed from the ground up to provide an exceptional HD audio experience via its unique speech optimized cordless handset, enhance full-duplex speakerphone and support for both Bluetooth and USB headsets. Supporting today's high speed networks through dual Gigabit Ethernet ports, the 6940 offers an exceptionally large 7" color touch display, HD wideband audio with advanced audio processing.



Mitel 6930L IP PHONE

The Mite! 6930L is designed for power users who need a phone that can be tailored to their specific communication needs. It provides a "light" version of popular 6930 IP Phone but with the Bluetooth chip depopulated and associated BT features disabled. The 6930L meets needs of customers looking for features of 6930 but are not allowed to use BT within the office or do not need embedded BT functionality.

Mitel 6920t / 6930t and 6930Lt IP PHONES

The 6900t IP Phones are made from plastics that are protected with a silver-based treatment from BioCote Limited that inhibits the growth of certain viruses and bacteria on phone surfaces by up to 99.9%*. Ideal for power users in shared workspaces who need a phone that can be tailored to their specific communication needs.

The phones features a redesigned handset that minimizes crevices and holes that might collect germs, dirt, and grime. The handset's smooth surfaces and hard-wired cord make for easy cleaning, facilitating a more hygienic device.



Image of the 6930Lt IP Phones

Note: BioCote® technology does not protect users or others against disease causing microbes including COVID-19 and is not a substitute for good hygiene and/or cleaning practices.

• Tested against certain viruses, not including COVID-19.

BioCote® is the registered trademark of BioCote Limited

mitel.com

oo Mite!
Powering connections

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DS-5900 Series-40853-R2112-CN



Mitel 6970 IP CONFERENCE PHONE

The Mitel 6970 IP Conference Phone is designed to make meeting easier and more efficient. A large 7" color touchscreen grants excellent visibility to an intuitive user interface for quick navigation to essential meeting information and functions. Enjoy crystal clear audio with high-definition speakers and 360-degree beam-forming microphones.

ACCESSORIES

Integrated DECT Headset

The Integrated DECT Headset delivers an extended range of up to 300 feet (100 meters) of personal area mobility, helping users avoid missed calls while stepping away from their desk. The base is powered by the phone eliminates having to find an available power outlet, which can be a challenge as often available outlets are all occupied by other desktop equipment. The Integrated DECT Headset is supported on Mitel 6930/40 IP Phone models.



Bluetooth Handset

The Bluetooth Handset delivers clear sound without being physically tied to the 6900 IP desk phone. Support Bluetooth 4.1 and is charges via deskphone. Delivers a range of 30 feet (10 meter).

Optional on the Mitel 6930 IP Phone model and standard on Mitel 6940 IP Phone.

6900t Handset

The handset is protected with antimicrobial plastics and is built using BioCote® treated plastics. The handset's smooth surfaces and hard-wired cord make for easy cleaning, facilitating a more hygienic device.

The handset is redesigned to make easier to clean by removed ribs, hard wired handset cord to eliminate jack receptacle (major trap for dirt and grime) and redesigned microphone grill to minimize crevices and holes that might collect germs, dirt and grime.

Included with 6920t/6930t/6930Lt phones and also sold standalone.



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Powering connections



WLAN Adapter

The WLAN Adapter enables wireless 802.11 a/b/g/n dual band (2.4Ghz"/ 5Ghz) network connectivity for your Mitel IP Phones plus the Mitel Conference Phones. The WLAN Adapter supports Power over Ethernet (PoE) and is configurable via phone UI for 6920/30/40/70 or via the PC.

M695 Expansion Module

The M695 increases the number of personal keys for users who need to monitor many phone lines and busy lamp fields. The expansion module with a 4.3-inch LCD color display is powered by 6900 phones. You can link up to three modules together and each module includes 28 programmable function keys x 3 pages (84 keys total). Supported on the Mitel 6920, 6930 and 6940 IP Phone models.



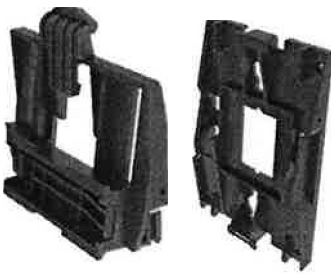
5720 Bluetooth Speakerphone

The Mitel S720 Bluetooth (BT) Speakerphone allows you to instantly transform any room into a conference room for up to six people. Enabling all attendees to contribute while on a call thanks to the 360° microphone pickup and HD Voice audio. You can even extend the coverage to up to twelve people quickly and easily by wirelessly linking in a second Mitel S720 Bluetooth Speakerphone. Connects to the Mitel 6930 & 6940 IP Phones' built-in Bluetooth wireless interface and with BT dongle for 6920.

6970 IP Conference Phone Extension Microphones

The 6970 extension microphone extend the audio quality in larger conference rooms. It supports directional microphone and comes with 8 feet (2.5 meters) wired connection. The microphone is equipped with a mute/unmute button and an indicator that show mute/active call. Supported on Mitel 6970 and are sold in pairs.





6900 Wall Mounts

The wall mounts enable more installation possibilities. It includes a 2-piece slide, lock design for simple installation with a 2-fixed phone angles (10°/20°) and a short ethernet cable.

The wall mounts are supported on Mitel 6920, 6930, and 6940 IP Phone models.

