

# The Mitel Headset Lineup

Designed for professionals

## Key Benefits

- Designed for all-day comfort
- Built with premium materials to ensure long lasting performance
- High value features for enhancing productivity
- Audio enrichment capabilities reduce user fatigue
- Noise cancelling microphones ensure clear conversations
- Noise shielding ear cuffs allow for greater concentration on the task at hand
- Fully supported with Mitel applications and 6900 / 6800 desktop phones



Mitel's headset family delivers a range of high-quality headsets from industry leading headset manufacturer, Jabra to address a range of softphone and desk phone-based user needs. Whether working from a home office or as an agent in a busy contact center, Mitel has a headset that will satisfy what's needed to effectively tackle the task at hand.

## Flexible working

During the pandemic, workers have been working from home and now that they are entering the post pandemic phase, there is a clear transition that workers will utilize the flexibility to use their home environment in combination with their previous office environment. The new normal is no longer a single location but various locations to support convenience, functionality and well-being and encourage connection with customers and colleagues.

This new normal will also drive businesses to provide certified headsets to their employees that allow them to be as productive as possible wherever they are. Employee needs vary depending on role and use, so the choice of headset is based on a variety of factors including weight, durability, comfort, corded versus cordless, mono versus stereo, noise reduction and busy light capability to reduce interruptions.

To support this shift, Mitel provides a number of headsets that support everything from home office workers to the advanced contact center agent. Mitel headsets have been tested and certified with Mitel applications and desk phones to ensure compatibility and eliminate interoperability issues that can arise with 3<sup>rd</sup> party headsets available on the market. In addition to support new work experiences and productivity-enhancing solutions, Mitel's headsets are built with high quality materials such as aluminium hinges and steel headbands that

result in long lasting performance with fewer returns and reduced support tickets. Mitel is so confident in the reliability of our Contact Center headset models we back them with a 3-year warranty to give you peace of mind in your headset investment.

## User hearing protection and long-term well being

### PeakStop™

*Stops sudden peaks in volume. It constantly monitors the sound level of your conversation. Whenever a sound spike comes in, PeakStop cuts off the “loud” part. Any sound above 118 decibels is considered too loud and is suppressed.*



### IntelliTone™

*IntelliTone is there to ensure that the average sound level you're exposed to during your working day doesn't leave you deaf. Headsets with IntelliTone let you personalize the sound level to your preference and ensures audio stays within this envelop.*



### SafeTone™

*Combines PeakStop and IntelliTone into a single audio enhancement feature.*

*Note: Audio enhancement features vary by model.*

## The importance of speech clarity

*From a recent study, contact center agents indicated that customer conversations are often difficult to hear and contribute to agent fatigue. Mitel's headsets targeting contact center agents are optimized for speech clarity and intelligibility making for a more pleasant audio experience.*

## H10 Stereo USB Headset – PC and Deskphone

**Engineered to keep you on task thanks to exceptional audio, outstanding noise isolation and superior comfort**

The H10 is a corded **stereo** headset with an advanced digital chipset and three strategically placed **noise cancelling** microphones, for less background conversation noise on your calls.

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**Boom-arm** mute and auto-answer.

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**Motion sensor** to detect use.



You'll never miss a thing, thanks to **powerful leak-tolerant 40mm speakers** and advanced digital chipset, delivering audio that always keeps you in the loop.

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Designed to the **perfect shape** using biometric measurements from hundreds of heads, added soft memory foam cushions that mold to your ear's natural contours, and assembled using **durable, premium materials**.

**Busylight** provided on each earcup that can be seen from **every angle** so you can work in peace.



- Connects to PC or Mitel IP Phones via USB-A.
- Supported IP Phone models: Mitel: 6920, 6930, 6940, 6867, 6869, 6873

## H20 Mono Analog Desk Phone Headset – Deskphone

*Built to last for high-performing contact center agent use*

The H20 has an **extremely lightweight** and unobtrusive design resulting in lowered agent fatigue and more **productive calls**.

Includes three wearing styles – **headband, neckband, and ear-hook** – providing ultimate flexibility to tailor the headset to personal wearing preference.



Features a reinforced cord that is built to **withstand heavy use** by protecting against office chair wheels and sharp objects.

Specially designed “air shock” **noise-cancelling mic** filters out sharp breathing sounds and popping noises often heard in conversations

Boom arm can be **rotated 360 degrees** with zero risk of breaking.



- Connects to Mitel IP Phones via RJ9 headset port
- Supported IP Phone models: Mitel 6910, 6920, 6930, 6865, 6867, 6869, IP420/420G, IP480/480G, IP485G

## H30 Stereo USB Headset – PC and Deskphone

*Engineered for softphone environments, with features that combat background noise and reduce interruptions*

The H30 provides a unique, **3-microphone system** with intelligent **noise-cancellation** that filters out background noise and breathing sounds, giving callers a superior experience.

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Built for intense use with **reinforced cords** and a flexible, 300-degree **adjustable boom** arm that reduces the risk of breakage.

Designed for all day **wearing comfort**.

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**Adjusting earcups** - The soft earcups rotate to fit users' head optimally – ensuring good fit and noise seal.

Programmable **Statuslight**.

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**Excellent** microphone performance.



**Stereo sound**, and super wideband audio help agents have vibrant, lifelike conversations – with the highest levels of **hearing protection**

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Features **multi-color status lights** on both earcups, which are clearly visible from all angles, to make sure interruptions are kept to a minimum.



**Lightweight** - Only about 30% of the weight of an average consumer headset.

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No pressure - **Easy feeling** with low pressure on users' ears and head.



Passive **noise cancellation**.

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User **hearing protection** and volume normalization.

- Connects directly to PC's USB-C port or via the included UCB-C to UCB-A extender cable that also provides a quick disconnect capability

## Integrated DECT Cordless Headset – Deskphone

### Unique phone-attached DECT wireless headset add-on

Physically **attaches to 6930 & 6940 IP Phones** to reduce desktop clutter and eliminate need for additional headset power adapter.

Provides **noise-cancelling** microphone making it ideal for noisy environments.

Includes two wearing styles – headband and ear-hook – providing **flexibility to tailor** the headset to personal wearing preference.



Provides **wireless connectivity** to a range of up to **100 meters / 300 feet** with no loss in connection quality

Supports all day use with up to **8 hours** of talk time\*

Seamless headset button integration ensures reliable and intuitive operation.

- Attaches to phone or PKM via sidecar expansion port (support for up to 3 PKMs + Integrated DECT Headset attached to phone)
- Powered directly by the MiVoice 6930 or MiVoice 6940 IP Phone

## Integrated DECT – Wireless Technology

- DECT
  - Operating at 1.9GHz
- Frequency Bands
  - 1880 – 1900 MHz (Standard DECT) (UK / Europe)
  - 1920 – 1930 MHz (DECT 6.0) (USA/CA)
- Transmission Power
  - 63mW
- Power Consumption
- 3W

\* Dependent on usage

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Powering connections

# H40 Stereo DECT Cordless Headset - PC and Deskphone

*Industry-leading wireless performance for ultimate freedom of movement while staying connected*

The H40 provides superior wireless connectivity to a range of up to **150 meters** / 490 feet with no loss in connection quality.



Advanced **noise-cancelling** microphone and enhanced stereo speakers deliver **crystal-clear** calls even in noisy environments

Supports all day use with up to **13 hours** of talk time\*.

**Busylight** provided on both earcups plus indicator in boom-tip serve as “do-not-disturb” indicators to colleagues in immediate surroundings.

- Connects to PC or Mitel IP Phones via USB or Mitel IP Phones via RJ9 headset port
- Supported IP Phone models: Mitel 6910, 6920, 6930, 6940, 6865, 6867, 6869, 6873, IP420/420G, IP480/480G, IP485G

## Battery

- Talk time: Up to 13\*
- Standby time: Up to 52 hours (improves with use of power nap feature)\*
- AC power supply: Yes
- Battery charge time
  - 40% after 30 min
  - 80% after 60 min
  - 100% after 90 min

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## Technical Specifications

Feature/Headset	H10 - Stereo	H20 - Mono	H30 - Stereo	H40 - Stereo	DECT Integrated
<b>Audio</b>					
User sound Protection	SafeStop™	PeakStop™ 118 dBA SPL (RMS)	PeakStop™ 105 dB SPL, IntelliTone™ 2.0	SafeTone™	Noise cancelling
Speaker Size	Ø 40mm	NB: Ø 30 x 6.8mm WB: Ø 30 x 6.4mm	28 x 3.9 mm	2 pcs Ø 28 x 3.9mm	
Speaker Max input power	30 mW	20mW	10mW (at 0.56 V)	<118 dBSPL(A)	<118 dBSPL(A)
Speaker sensitivity		NB: 10 dB Pa/V ±3dB WB: 8 dB Pa/V ±3dB	115 dB SPL@0.4V,1kHz		21,5 dB Pa/V
Speaker impedance		300Ω ±15 %/1kHz/ 1.0V	32 Ohms		32 Ohms
Speaker frequency range	20Hz-20.000Hz	NB: 100Hz to 4.500Hz WB: 150Hz – 6.800Hz	20Hz – 20kHz	40Hz-16kHz	
Speaker bandwidth music mode	20Hz-20.000Hz	NB: 100Hz to 4.500Hz WB: 150Hz – 6800Hz	20Hz – 20kHz	40Hz-16kHz	
Speaker bandwidth speak mode	100Hz-14.000Hz	NB: 100Hz to 4.500Hz WB: 150Hz – 6.800Hz	50Hz – 20kHz	150 - 6.800Hz	150-7kHz
Microphone type	3 Digital MEMS	Noise cancelling, Uni-directional	Digital MEMS microphones	Dual Microphone - ECM Uni-Directional and Analog MEMS system	Electret Condenser Microphone Uni-directional
Microphone sensitivity	-26 dBFS/Pa	STD NC: -30 dB V/Pa ±3dB, Pin=1Pa, 0dB=1V/Pa STD UNC: -28 dB V/Pa ±3dB, Pin=1Pa, 0dB=1V/Pa	-26dBFS@94dB SPL, 1kHz		-30 dBV/Pa
Microphone frequency range	100Hz-14kHz	101Hz – 8.000Hz	100Hz – 14kHz	100Hz-7.3kHz	100Hz – 10.kHz
Microphone bandwidth		100Hz – 8.000Hz	100Hz – 14kHz		
Microphone power consumption		Current consumption 70-150µA@RL=3.9kΩ, Vs=3.0V	630uA		70-150µA Operating Voltage: 2V
Power supply				AC	
Power consumption		N/A	Typ. 58mA	7.5V/650mA	
Battery	N/A	N/A	N/A	Yes/exchangeable	Through deskphone
Certifications		CE, FCC, UL, cUL, EAC, RCM, KCC, RoHS, REACH	CE, FCC, KCC, RCM, Noise at work, G616 and OSHA-compliant Industry Certifications: cTUVus	CE, CB, FCC, IC, NOM, NTC, EAC, PSB, ICASA, TELEC, SIRIM, ACMA, NZ Telepermit, UL	
<b>General</b>					
Main unit dimension	186x157x60.5mm 7.32x6.18x2.38in	141 x 183 x 67mm	150 x 193 x 62mm	Base: 93 x 90 x 106mm Headset: 14 x 32 x 169mm	
Weight	188g / 6.63oz with cable 168.5g/ 5.94oz without cable	61g / 2.15oz with cord 45g/ 1.57oz without cord	96g (without cord)	Base: 203g Headset: 83g	Unit: 505g Headset: 26g
Cord length		100cm	120cm		
Operating temperature	-10°C to +55°C, 14°F to 131°F	-10°C to + 50°C	-10°C to +40°C (Humidity 5%~85% RH)	-10°C to +55°C (non-condensing)	
Storage temperature	-5°C to +55°C, 23°F to 131°F	-30°C to + 80°C	-20°C to +50°C (Humidity 20%~90% RH)	-5°C to +45°C (non-condensing)	
Box content	Headset, soft pouch			Headset, base, power supply, USB cable, desk phone cable	
Charging plug dimensions				Ø 2.35mm	
Security				DECT Security Step C & using FIPS approved algorithms for key generation, payload encryption and authentication	64-bit digital encryption