The Mitel Headset Lineup

Designed for professionals

Key Benefits

- 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
- Designed for all-day comfort
- Built with premium materials to ensure long lasting performance
- High value features for enhancing productivity
- 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, many organizations and employees have been able to leverage technology to enable home working and the saying that "work is an activity, not a location" has been proved to be true for many. And, whilst many will return to the office, many are expecting this to be a more permanent change with an increasing mix between office and home working.

To support employees at home or in the office, Mitel provides a range of qualified headsets to suit different use cases and requirements. Whether it's a contact center agent who is looking for a durable headset that delivers outstanding audio quality whilst being comfortable to wear through the day or a team member who is looking for something that minimises environmental background noise, allows them to move around and provides a busy light to let others know they are active on a call, Mitel provides a range of headsets to suit.

Our headsets have been tested and certified with Mitel applications and desk phones to remove any compatibility issues that can arise with other headsets available on the market. Additionally, the headsets are designed to be longer lasting headsets with durable materials, aluminium hinges and steel headbands that enable 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.
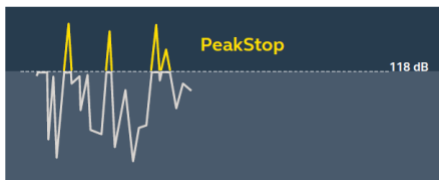
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It takes 2 to communicate

Along with a choice of model to suit the individual user, the headsets have also been designed to provide hearing protection for the user as well as ensure optimum speech clarity for both parties in a conversation.

End-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.

Speech clarity for both paries in the conversation

From a recent study, contact center agents indicated that customer conversations are often are 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.

Boom-arm mute and auto-answer.

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.

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, 6930L, 6940, 6867, 6869, 6873 and corresponding antimicrobial treated versions*

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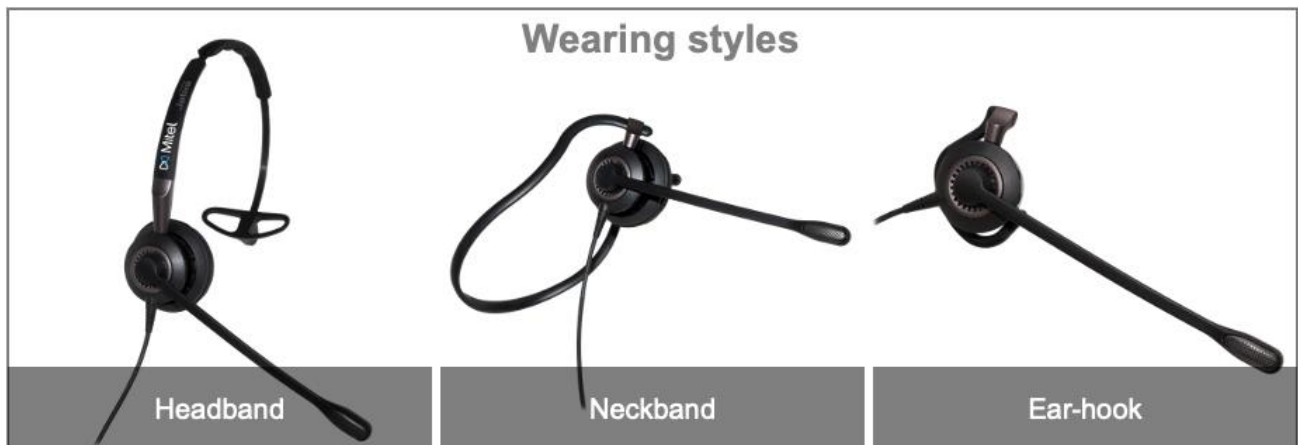
*Includes three wearing styles – **headband, neckband, and ear-hook** – providing ultimate flexibility to tailor the headset to personal wearing preference.*

*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.*

Wearing styles

Headband	Neckband	Ear-hook

- *Connects to Mitel IP Phones via RJ9 headset port*
- *Supported IP Phone models: Mitel 6910, 6920, 6930, 6930L, 6865, 6867, 6869 and corresponding antimicrobial treated versions*

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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-cancelation** that filters out background noise and breathing sounds, giving callers a superior experience.

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

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

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

Designed for all day **wearing comfort**.

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

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

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

Programmable **Statuslight**.

Excellent microphone performance.

Passive **noise cancellation**.

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*
- *Supported IP Phone models: Mitel 6920, 6930, 6930L, 6865, 6867, 6869 and corresponding antimicrobial treated versions*

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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)
- Supported by Mitel 6930, 6930L or 6940 IP Phone and corresponding antimicrobial treated versions

Battery

- Powered directly by the Mitel 6930 or 6940 IP Phone
- Type – Lithium polymer
- Speech Time
  - 8 hours
- Stand-By Time
  - 43 hours
- Charge Time
  - 3 hours

* = Dependent on usage

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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.*

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

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

***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*
- *Supported IP Phone models: Mitel 6920, 6930, 6865, 6867, 6869*

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*

* = Dependent on usage

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Technical Specifications

Feature/Headset	H10 - Stereo	H20 - Mono	H30 - Stereo	H40 - Stereo	DECT Integrated
Audio 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 bandwith		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	Through deskphone
Power consumption		N/A	Typ. 58mA	7.5V/650mA	
Battery	N/A	N/A	N/A	Yes/exchangeable	Yes, lithium polymer
Certifications		CE, FCC, UL, cUL, EAC, RCM, RoHS, REACH	CE, FCC, 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	
General 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

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