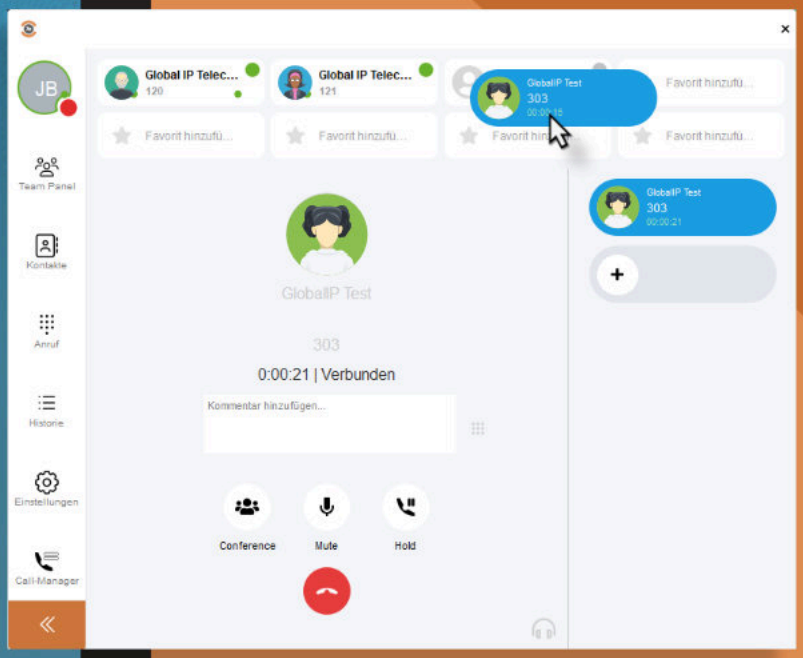
Global IP
Telecommunications

Business telephony at the highest Level



create your own telephone

Design the way you make calls
Quite easy!

As a software phone, Mia Phone is geared towards the needs of everyday office life. It also brings your desk phone to the computer screen and adds important functions to your workplace.

Ready to go in just a few steps

The quick login with your employee login data in Mia Phone allows you to make calls from anywhere with your Windows PC.

Keep an eye on everything

All extension contacts are available at a glance with a busy lamp field. This allows you to keep an eye on the call status of your colleagues.

Efficient usability

Mia gives you the flexibility to add contacts from contact sources such as Microsoft Outlook, Office365, Exchange and Google Contacts.

Tidy workplace

Mouse gestures make it easy to show and hide the phone. Forms can be placed across multiple monitors.

Flexibility to the fullest
for office or home office

Terminal server and home office

The option of working from home is becoming increasingly common, but there is no access to the office telephone from home.

Just use your PC as a phone

In addition to all classic telephony functions as a softphone, Mia also supports the CSTA standard, which allows computers and desk phones to be linked together. The CSTA protocol supports the setup and transport of your calls, conferences, call forwarding or the simple control of your desk phones via your personal computer.

CTI mode

When set to CTI mode, the desk phone can use all the additional functions of the softphone. Advanced dialing rules, reverse contact search, action URLs and much more are available. Use Google Contacts, Office 365 or Outlook in the Mia phonebook.

TAPI interface

Via the TAPI interface, Mia can be easily linked to a CRM system, allowing you to make calls from an application or open contacts / processes in the CRM.

Busy lamp field

With the help of the busy lamp field, you can immediately see whether the desired call partner is available.

Call tabs & call transfer

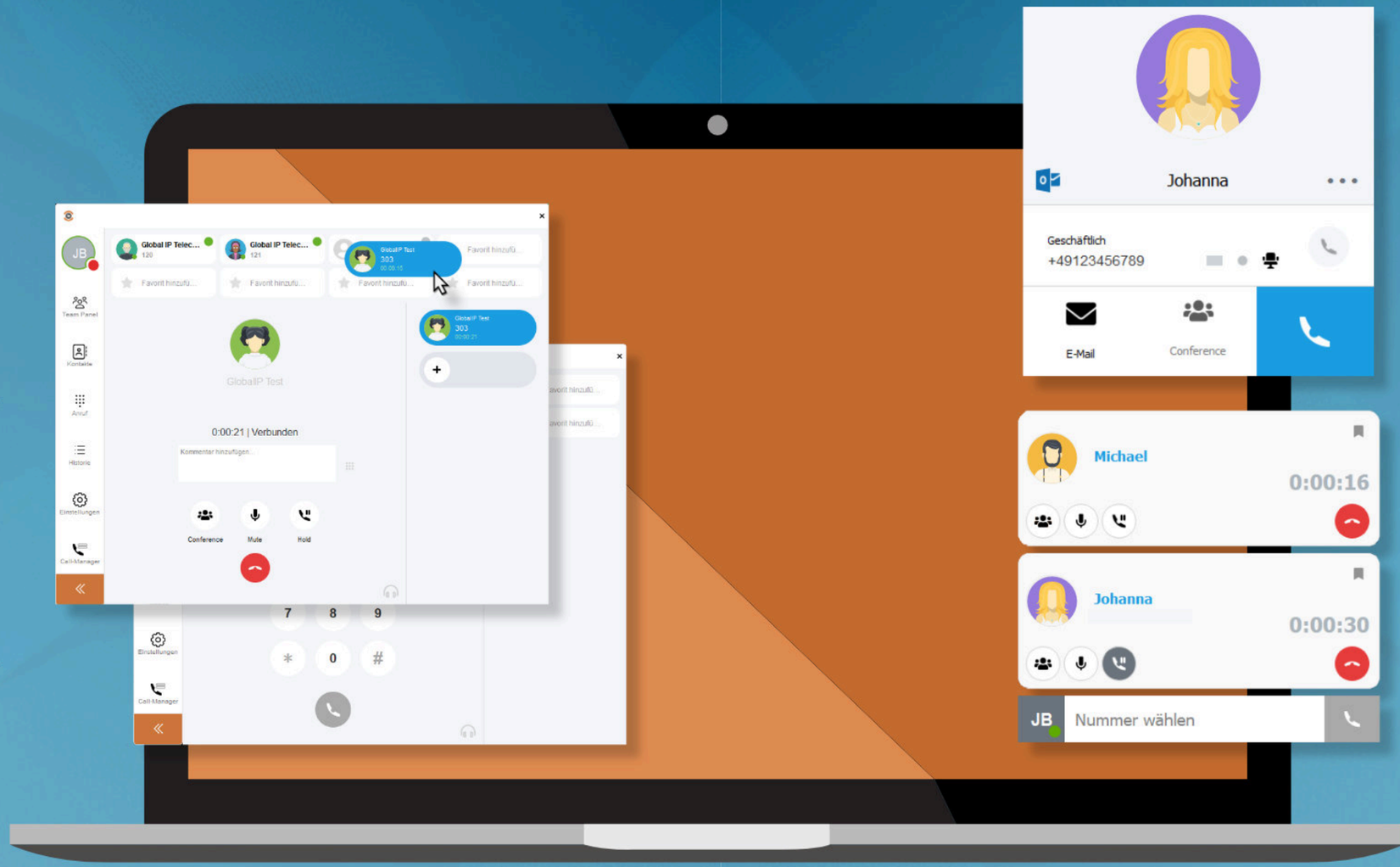
In an active call, another call can be initiated by clicking on the "+" symbol on the right under the current call tab to initiate another call.
The current call is automatically paused. Up to 8 call tabs can be be used simultaneously. Call forwarding is carried out via drag & drop by dragging a tab to the desired destination. (contact, call tab or phone number)

Dailer

The telephone dailer is opened via the toolbar and is reminiscent of a normal desktop telephone.

Comment function

Comments can be added during a call and are automatically saved in the contact card.
This makes it possible to quickly retrieve important information for future calls,



Contact

A click on the desired contact opens the contact information.
You also have the option of writing an e-mail to the contact or managing the contact.
The contact's origin is displayed via the symbol to the left of the name.

Call Manager

Using the Call Manager, calls can be easily forwarded via drag & drop by simply dragging one call over another.

Create contact groups

Contact groups can be easily created via the contact window, which makes joint meetings faster and more efficient.

Lightness & comfort
The optimized feel you need

Mia is designed so that you can easily provide access to your office software on a local computer or via a terminal server. The home office phone becomes a real office phone that communicates with the office software remotely.

Easily synchronize contacts

Mia offers simple interfaces to use contacts from different data sources. You can synchronize all your contacts with LDAP, JSON, XML or CSV.

Favorites and Team Panel

You can favorite contacts, create contact groups and create an efficient team panel. Favorites are displayed directly in the dialer so that you can make calls with one click.

Multiple numbers in Mia Phone

You can store several phone numbers with different sender IDs in the Mia Phone. This makes it easy to make calls for different organizations or departments.

Drag & drop wherever you can

Mia lets you make calls intuitively. Forwarding works with drag & drop, no matter which contact area a call falls on. Mia helps and automatically shows you all number options.

Classically modern
Familiar environment with maximum yield

Mia Phone is for everyone!

The individual setup is suitable for simple telephony for standard users as well as for complex activities at reception.

Optimized for everyday work

Intuitively understandable structures and clear, logical processes give all age groups the feeling of working with a real telephone.

Customizable windows

You can freely position all windows of the software phone, arrange them individually according to functionality, show and hide data as you wish, change information columns and display individual software parts on several screens.

All in one - keep it

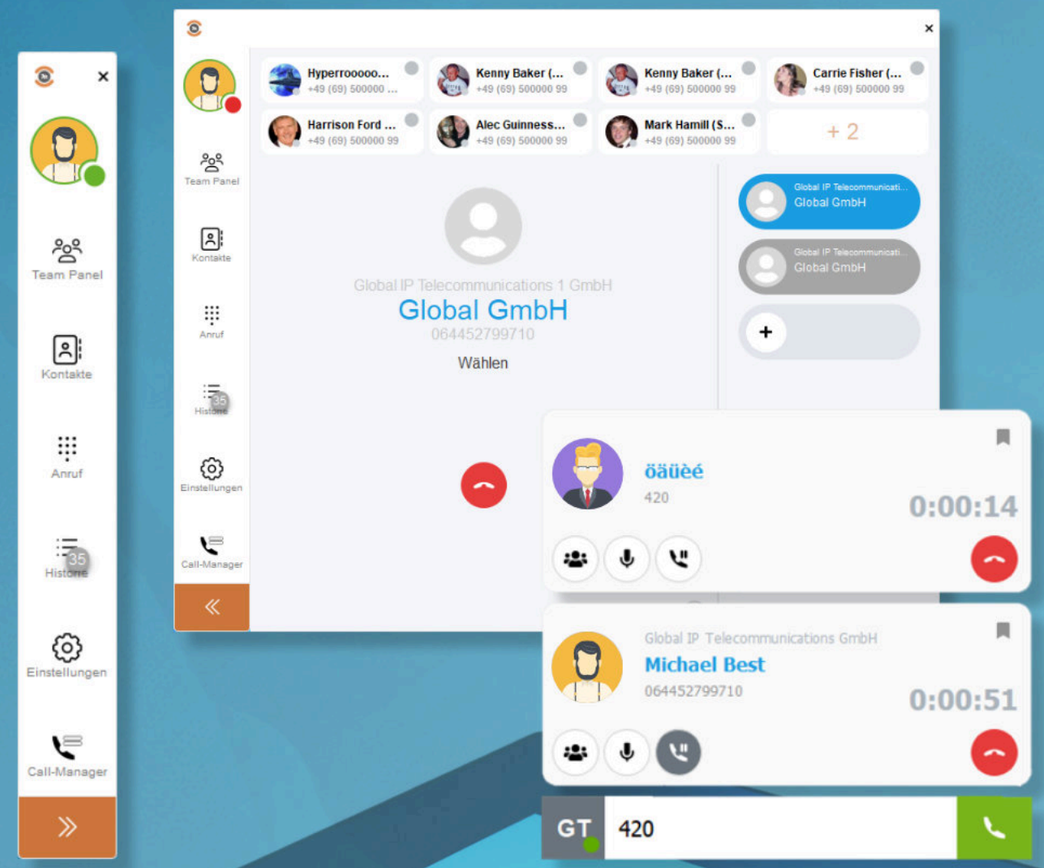
- **Mia Phone adapts to your daily life!**
- **Softphone and telephone system synchronized with each other: for minimal effort and complete control!**
- **User friendly operation of the phone thanks to drag & drop technology!**

	Basic	Pro	Brand
Desktop platforms			
Windows	●	●	●
Linux	●	●	●
Voice over IP protocols			
SIP	●	●	●
uaCSTA (snom, yealink, cisco)	●	●	●
Transport protocols			
UDP	●	●	●
TCP	●	●	●
Security			
TLS support with SIP	●	●	●
TLS with SRTP support	●	●	●
Peer-to-Peer encryption	○	●	●
INTEGER support (Archivant)	○	●	●
HTTPS	●	●	●
DNS configuration			
SRV	●	●	●
NAPTR	●	●	●
	○	●	
Contact management			
MS Outlook MAPI	○	●	●
MS Office365/Exchange Shared folders	○	●	●
LDAP multiple data sources	○	●	●
JSON multiple data sources	○	●	●
CSV multiple data sources	○	●	●
Google contacts	○	●	●
Local contacts	●	●	●
Reverse Lookup over contact base	●	●	●
Picture support	●	●	●
Busy Lamp / Presence for ext. contacts	○	●	●
Contact groups	●	●	●
Team Panel & Favorits	○	●	●

	Basic	Pro	Brand
Telephony features			
10 SIP accounts	●	●	●
Ignore call function	●	●	●
Call forwarding	●	●	●
Unattended transfer	●	●	●
Drag & Drop to any contact support	●	●	●
Hold call	●	●	●
Attended transfer	●	●	●
Auto-answer	●	●	●
Call recordings	○	●	●
Call recordings with call direction	○	●	●
Protocol handler (callto:, tel:, sip:)	●	●	●
Action URL for all line states (CRM, ERP)	●	●	●
Conference	●	●	●
Selective conference	●	●	●
Phone call comments	●	●	●
Show comment history with a call	●	●	●
Command-Line dialing	●	●	●
General phone features			
Voice calls	●	●	●
Video calls (VP8)	○	●	●
Desktop Sharing	○	●	●
Messenger (no external services needed)	○	●	●
Video calls (VP8)	○	●	●
Busy Lamp Field support	●	●	●
Presence support	●	●	●
Global and SIP account based ringtones	●	●	●
Interface features			
Multilanguage support	●	●	●
Line based call manager	●	●	●
Minimize to tray	●	●	●
Configurable Shortkeys	●	●	●
Mouse gesturing for clean desktop	●	●	●
Show contacts in full screen	●	●	●
Teampanel für Schnellübersicht mit Gruppenfilter und Suche	●	●	●
GUI on TOP erzwingen	●	●	●

	Basic	Pro	Brand
Engine features			
Audio analytic monitor	●	●	●
Echo cancellation	●	●	●
Adaptive Jitter Buffer	●	●	●
Packet Loss Concealment	●	●	●
Auto Gain Control	●	●	●
Noise reduction	●	●	●
Audio: OPUS, G.722, G.726, GSM, Speex, iLBC, G.711, G.729	●	●	●
Audio: Clearmode 8kHz, 16kHz, 24kHz	○	●	●
Video: H.264, VP8, VP9	○	●	●
Codec priority settings	●	●	●
Codec settings per account	●	●	●
Outband DTMF tones sending	●	●	●
Inband DTMF	●	●	●
DTMF dual support	●	●	●
Integration tools / Auto Provisioning			
GPO configuration	●	●	●
Secure Auto-provisioning (XML)	○	○	●
API provisioning by customer web pages	○	○	●
Customer web page integration (widget support)	○	○	●
oAuth support	○	○	●
Single Sign On support (SSO for Google, Azure)	○	○	●
JSON contact integration via Auto-Provisionig	○	○	●
LDAP contact integration via Auto-Provisioning	○	○	●
TAPI support on local computers	○	●	●
TAPI Multiline support (e.g. Terminal Server)	○	●	●
TAPI support for Linux (e.g. in combination with Terminal Server)	○	●	●
Device support			
HID including mapping manager for any Headset support	●	●	●
Jabra	●	●	●
Cisco	●	●	●
snom	●	●	●
Plantronics	●	●	●
Preferred audio devices selectable	●	●	●

	Basic	Pro	Brand
Deskphone features (uaCSTA)			
Direct connection without external web services (GDPR conform)	○	●	●
Remote control (Dial, HangUp, Forwards, Hold, Conference)	○	●	●
Full TAPI support through Softphone core	○	●	●
Full Contact source interface through Softphone core	○	●	●
Graphical Interface like Softphone mode	○	●	●
Contact reverse lookup	○	●	●
Enhancement dialing rules through Softphone core	○	●	●
Protocol handler support trough Softphone core	○	●	●
uaCSTA support for yealink, snom, mitel, auerwald, etc.	○	●	●
Cisco deskphone support	○	●	●



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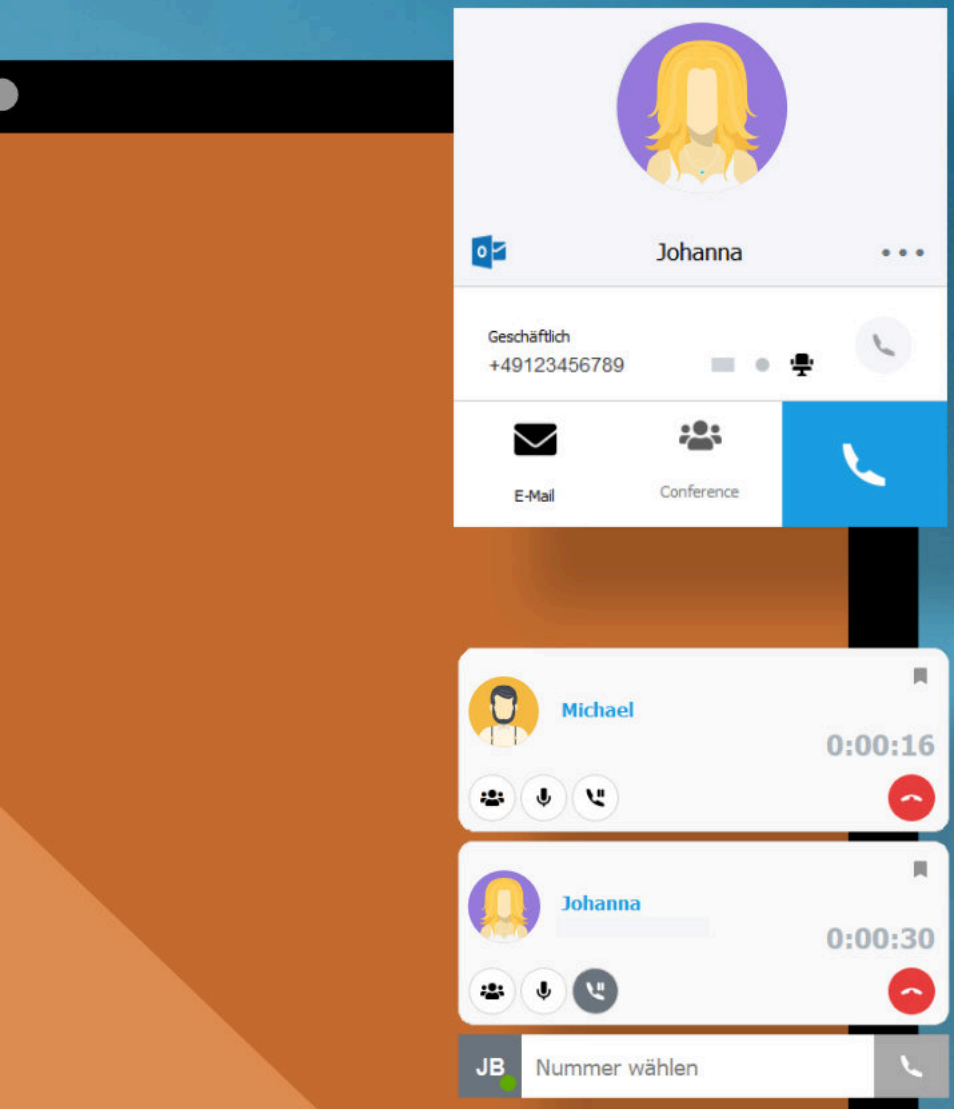

FAST
EASY
EFFIZIENT

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