

NEWS RELEASE

Mitel Launches New Generation of Xpert Multi-Line Command & Control Platform for Mission-Critical Communications

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New Mitel Xpert delivers highly resilient and secure communications for emergency response, trading floors, and other critical environments

- New Mitel Xpert 6020p device and redesigned user interface give operators faster, simpler access to hundreds of live lines when every second counts
- Communications keep running even if a network connection fails, with built-in security and call auditability to help organizations meet strict regulatory requirements
- Lets organizations consolidate communications on a proven platform with more than 10,000 deployments, now available in North America

OTTAWA, Ontario--(BUSINESS WIRE)-- **Mitel**, a global leader in business communications, today announced the latest release of **Mitel Xpert**, its mission-critical communications solution designed for organizations where every second counts. Combining new purpose-built hardware with the latest Xpert software, the release delivers resilient multi-line communications for environments including financial trading floors, emergency response centers, transport control rooms, energy operations, and government organizations.

Mitel Xpert supports up to 600 lines per user, with customizable buttons and advanced call management capabilities that allow operators to access, hold, monitor and switch between multiple live lines easily and in parallel.

The release marks a major evolution of Mitel's Xpert portfolio and expands its

availability into the North

American market, building on its established presence across EMEA. Designed for regulated and time-sensitive environments, Mitel Xpert enables operators to manage hundreds of lines and multiple communication channels from one single interface, to help organizations maintain operational continuity when delays or communication failures could have significant financial, operational or safety consequences.

Mitel's latest launch comes at a time when organizations are facing growing pressure to modernize legacy communications infrastructure without compromising on the reliability and control needed to keep operations running efficiently and without disruption. Only 34% of workers rate their communication tools as very effective, while 97% say reliability during critical moments is essential¹. For teams operating in these high-stakes environments, any gaps in communications can have significant consequences.

Purpose-built for environments where every second counts

Mitel Xpert supports up to 600 lines per user, with customizable buttons and advanced call management capabilities that allow operators to access, hold, monitor and switch between multiple live lines easily and in parallel. The specialized hardware provides the reliability and control needed in critical and fast-paced environments. The new Mitel Xpert 6020p, combined with the refreshed V9 user interface features a larger 12.8-in Full HD work surface, 20 hard keys for frequently used actions, improved audio and faster memory. Together, these capabilities give operators more capacity and control while reducing time spent moving between various communications channels.

"When you are coordinating an emergency response or managing activity on a busy trading floor, a missed call or a delayed handover is never just an inconvenience, it can have real consequences," says Martin Bitzinger, Senior Vice President of Product Management at Mitel. "A dispatcher might need to coordinate emergency services and field teams across several channels at once, while a trader needs immediate access to the right counterparties to act quickly in the changing market. In these types of situations, any gaps in communications could impact safety or lead to significant financial losses.

This is why it's so important for organizations to design communications around the actual needs of all workers, not just those behind a desk. Any technology needs to be reliable under pressure and give those people in critical or crisis communications command posts immediate access to the information and teams they need, without adding extra complexity. With the latest Mitel Xpert, we're combining resilience and control within a modern platform that organizations can continue to build on as their own operational and security requirements evolve, while keeping workers in mission-critical environments at the forefront of the conversation."

This release also strengthens the resilience and security needed in highly regulated environments, with dual-LAN

redundant hardware running across two independent network paths. This ensures that communications continue if one connection fails, while the embedded Linux operating system helps reduce the potential attack surface. Mitel Xpert V9 is JITC-certified (Joint Interoperability Test Command), with encrypted communications, access controls and audit logging to support security and compliance requirements².

Additional capabilities of Mitel Xpert include:

- Integration with existing environments: Standards-based APIs support interoperability with all Mitel and third-party platforms.
- Built in auditability: Native integration with call-recording platforms enables calls to be captured, with detailed logs providing a record of call history, line status and operator actions.
- Flexible deployment: Support for on-premises, private and public cloud environments gives organizations greater flexibility as their infrastructure evolves.
- Simplified infrastructure: A pure IP-based architecture eliminates the need for physical ARD/MRD lines and helps organizations consolidate both voice and data networks.

"Communications technology designed for desk workers too often leaves those coordinating emergencies and other vital communications with fragmented tools, incapable of delivering the unified control high-stakes environments and events demand. Mitel Xpert puts these operators first, equipping them with the physical lines, functional controls, and single interface required for split-second actions in their decisive moments. By combining fifty years of enterprise voice expertise with a broad portfolio, Mitel stands apart in delivering the purpose-built solution this mission-critical market requires," says Eric Schmiedeke, Partner & Senior Analyst at Intellicom Analytics

Mitel Xpert is already being used across emergency response centers, rail and metro dispatch, energy grid operations, air traffic control and trading floors, with more than 10,000 deployments across over 40 countries. Developed in Europe and backed by European supply chains and manufacturing standards, the latest release builds on the already established footprint in EMEA, while introducing the solution to organizations in North America.

The latest release of Mitel Xpert is available now.

For more information, visit the **Mitel Xpert product page** on our website

About Mitel

Mitel is a global leader in business communications, serving more than 70 million users in over 100 countries. Mitel builds communications, collaboration and contact centre solutions for the entire workforce - including frontline, mobile, and shift-based workers whose needs differ from those at a desk - and for organizations in critical industries where communication cannot fail. With five decades of experience and deployment options spanning

cloud, hybrid and on-premises, Mitel delivers communications without compromise. For more information, go to www.mitel.com and follow Mitel on **LinkedIn**.

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¹ Source: **"The State of Workforce Communication in the AI Era"** survey by Vanson Bourne

² **Mitel's OpenScape Voice Solution Achieves JITC Certification Following Extensive Testing For Use By U.S. Department of Defense**

Media Contact:

pr@mitel.com

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