

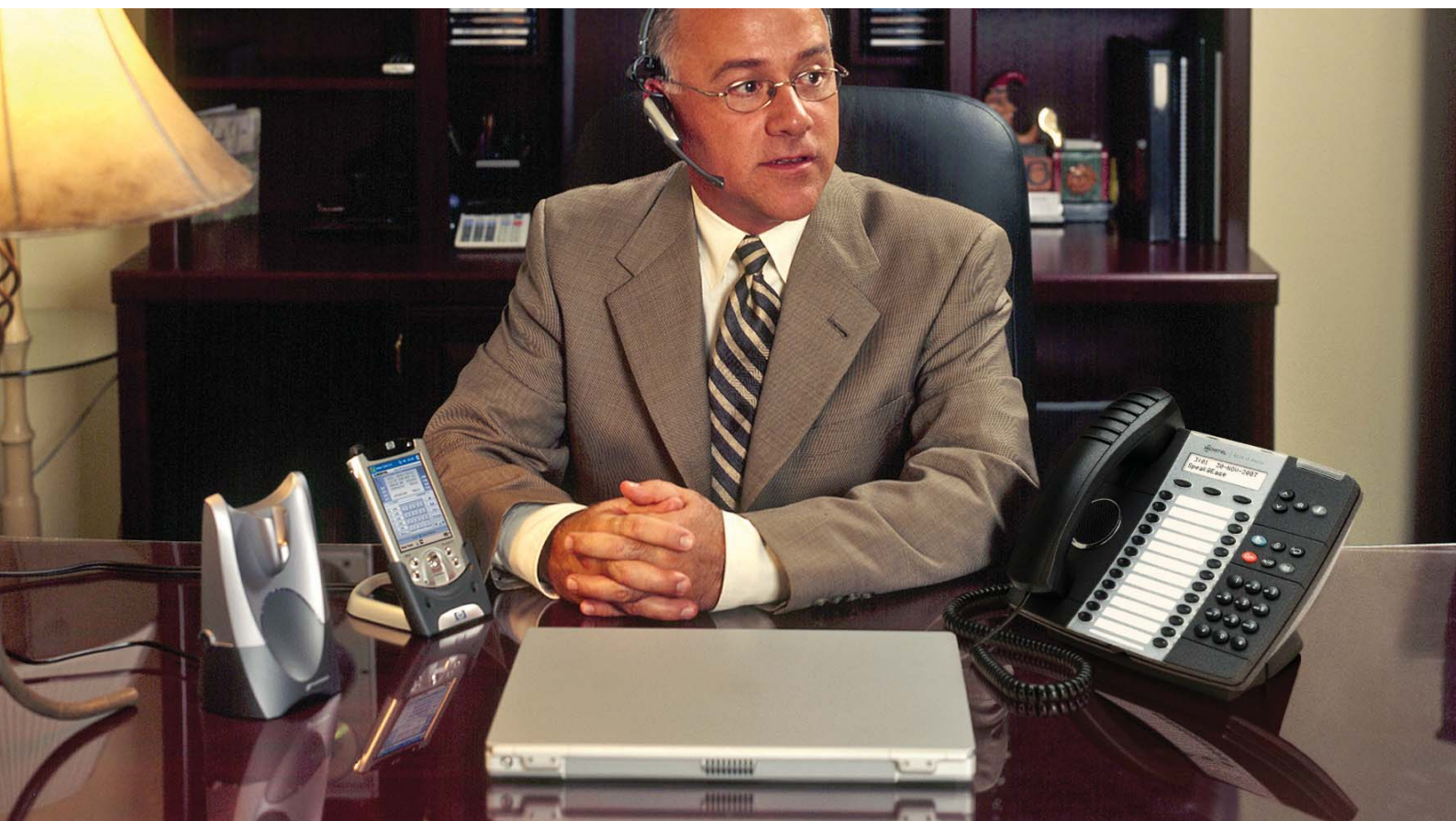
MITEL

# 5000 Network Communications Solutions



# Today's IP-Centric Communications Platform

In today's competitive business environment, you understand the need to optimize the performance of your organization by utilizing technology that allows you to operate more effectively. You understand that Voice over IP (VoIP) can add value to your organization, and you've watched and waited as this technology was developed and introduced. You are interested in a system that considers your unique business requirements, allowing you to deploy VoIP technology efficiently, effectively and successfully — the first time.



# Communications Solutions for Small and Medium Businesses

Blending your voice system into your data network affords you the competitive, cost-effective edge your business needs to succeed. Mitel® 5000 Network Communications Solutions offer a network-centric communications platform that allows you to network geographically dispersed associates and locations, whether you are connecting offices and applications together over a data network, or deploying IP phones to employees in or out of the office. All of your employees have access to the same system features as if they were located in your central office. Additionally, Mitel 5000 communications solutions support multiple

software applications. The results are operational efficiencies and a foundation for a more flexible infrastructure.

The Mitel 5000 solution consists of three primary systems, each delivering pre-defined growth capacities, while offering the same support for software applications. The Mitel 5000 supports multi-site networking with each server equipped and licensed for networking right out of the box. Built-in networking capacities can be easily expanded with a one-time license. If you want to network to other systems over IP, this system requires no additional hardware or licensing.

**Mitel CS-5200** communication server is designed for the small business, offering a maximum capacity range of 25 to 75\* IP phones and four ports of built-in voice mail, as well as system networking over IP or T-1 for seamless connectivity within a multi-site environment.

**Mitel CS-5400** communication server is designed for the customer requiring a maximum capacity range of 75 to 175\* IP phones. The Mitel CS-5400 is built on a Mitel CS-5200 through an upgraded processor expansion card that is installed in the dedicated processor bay.

**Mitel CS-5600** communication server is designed for the larger customer requiring up to 250\* IP phones. The Mitel CS-5600, a dual 1U form factor design, provides three multi-purpose module bays to support trunk and analog station modules.

\*Maximum number of supported IP phones is determined by system configuration.

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Mitel CS-5200, CS-5400 and CS-5600 communication servers may be networked with an existing Inter-Tel® Axxess® communications system, offering backwards migration compatibility and expansion of IP networking.

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# Superior Performance with IP Business Applications

Mission-critical needs are met when they are supported by the right technology. And the value of IP comes from application integration — allowing you to transform your communication tools into business performance. Empower your associates to create better interactions with your customers, partners, vendors and suppliers, generating revenue and lowering costs.

The Mitel 5000 communications server family is built on an open software model that supports a broad portfolio of Mitel's standard and custom developed applications, as well as third-party applications — all designed to address today's functional business needs, while driving business growth.



## Presence Management

Mitel recognizes that your associates have multiple communications devices — desktop phones, cell phones, computers and wireless PDAs. Multiple devices and locations (work, remote location, traveling location) mean multiple contact numbers. How your employees interact with these devices is more important than ever. Your associates need to transparently leverage all of the communication tools and devices they have access to, and manage their own availability regardless of the challenges of geography, time or infrastructure.

Presence solutions empower users to receive their critical communications where, when and in whatever environment they choose. Presence Management applications allow the user to project their presence both inside and outside company walls, offering increased availability and positively impacting business performance.

### Mitel presence management solutions include:

- Unified Communicator®
- Telephony Manager
- Connection Assistant®
- Attendant Console

## Collaboration Applications

Your business faces many challenges in its pursuit to share ideas, exchange pertinent information and respond to customer needs. Your associates require the ability to attend to critical business matters and achieve goals with individuals or groups easily and without delay — no matter where they are. Your business cannot afford to be disconnected from its distributed workforces, partners, suppliers and customers.

Mitel's Collaboration tools enable businesses to foster a dynamic, real-time environment in which two or more people in geographically dispersed locations can communicate more effectively — streamlining business processes and improving customer care. These real-time tools allow your associates to collaborate cost-effectively, easily and reliably — enabling your business to lower costs and increase productivity.

### Mitel collaboration applications include:

- Contact Center Suite
- Connection Assistant® software
- Audio and Web Conferencing
- Remote Support
- Telephony Manager
- Unified Communicator® software
- Web Conferencing

## Messaging Tools

Today's business community is looking for messaging solutions that respond to their unique challenges in the exchange of ideas, needs and solutions. Your business needs to be available to respond uniquely to employees, suppliers, partners and customers. You want to offer 24/7 coverage — capturing incoming requests for information. Messaging tools enable your business to have an "always on" channel of communication that crosses the boundaries of time and geography. Mitel's solutions feature flexible media types and interface choices enabling your associates to create and retrieve communication how they need to — when they need to.

### Mitel messaging tools include:

- Application Platform: IVR
- Enterprise® Messaging
- Unified Messaging
- Voice Processing Unit

# Business Communications Redefined



The Digital Expansion Interface (DEI) allows for digital and analog phone integration with the Mitel CS-5200, CS-5400 and CS-5600.

## Highly Scalable Architecture

The Mitel 5000 software is built on a scalable platform that efficiently combines the best of both data networking and TDM switching architectures. The Mitel 5000 family uses a common base server and provides modules and processors designed to help businesses protect their investment as they grow. As an IP-centric system, the Mitel 5000 provides a complete solution for pure IP deployments, as well as mixed deployments consisting of both IP and digital phones — perfect for those businesses that need to manage the transition from digital to IP.

## Networking Made Easy

### The Mitel CS-5200, CS-5400 and CS-5600 offer:

- Support for Mitel and third-party software applications
  - Support for Mitel IP Sets and Peripheral modules
- Support for the Model 8000 series IP and wireless phones
- Support for Model 8602 IP softphone
- Support for voice mail
- Support for conferencing
- Built-in Fax over IP (T.38)
- Two built-in analog trunk ports
- Two built-in analog station ports
- Three module bays allow for internal expansion and can be used in any combination:
  - T-1/E-1/PRI Module can be used to connect to the telephone company, to other phone systems or to other Mitel CS-5200, CS-5400 and CS-5600 communications servers. The module supports 24, 30 and 23 channels of voice, respectively
  - Loop Start Module provides four analog connections to the phone company
- Support for digital and analog phones via optional Mitel Digital Expansion Interface
- Built-in paging and music on hold ports



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The powerful, easy-to-use interfaces and centralized directories of the Mitel 5000 put users in control of their communications and devices.

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### Standards-based Architecture

Mitel is committed to providing standards-based solutions which enable businesses to take advantage of existing corporate architecture during transition to the network-centric communications model. This support of voice and data standards allows the Mitel 5000 Network Communications Solutions to efficiently and effectively coexist within the network environment.

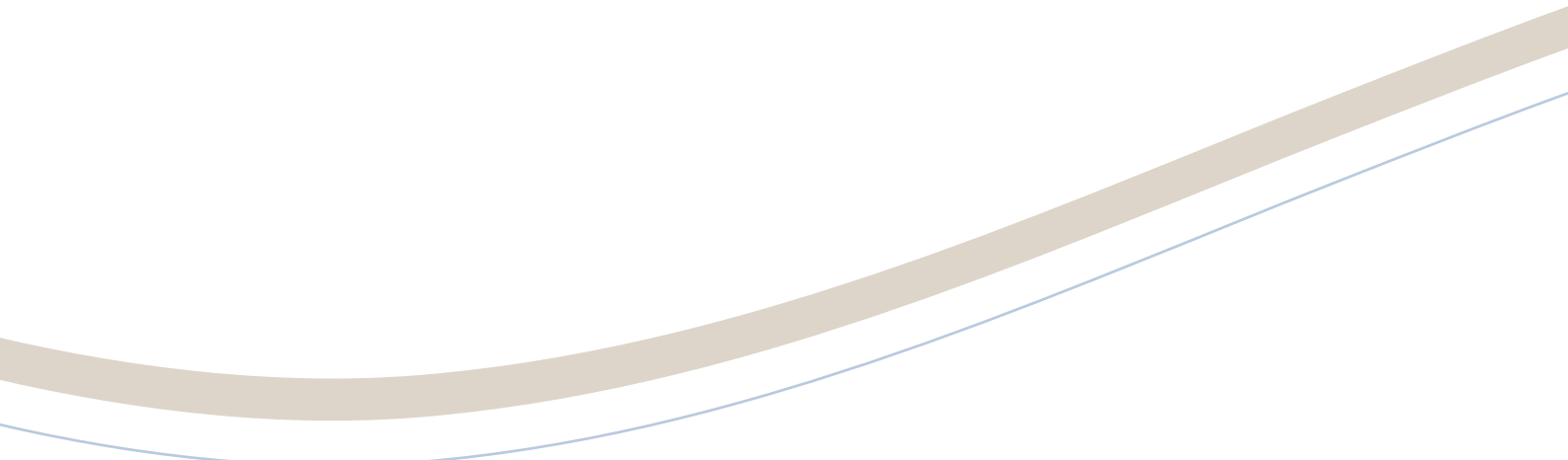
### Managing Your Networked System

When your small single system grows into a large networked system in multiple locations running many applications, you need a way to manage and maintain all of these points. The System Manager is a tool that provides a single visual point to view your systems and applications — allowing for programming and diagnostics through a single interface — increasing efficiencies and resources.

### Mitel supports the following standards:

- Session Initiation Protocol (SIP)
- Media Gateway Control Protocol (MGCP)
- IEEE Standards: 802.11b, 802.3af
- ITU Standards: G.711, G.729 and T.38
- Enabling Technologies: Wireless Application Protocol (WAP), ActiveX, LDAP, Microsoft® development framework .NET
- CT Enablers: Open Architecture Interface (OAI), TAPI Service Provider, Intel/Dialogic CT Connect Interface





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