

MITEL

5000 Communications Platform

Today's Hybrid Communications Platform

In today's competitive environment, the drive to operate more effectively and take cost out of the business is more critical than ever. Simplifying communications and enhancing customer service and collaboration are important to you; however, you need a cost-effective solution. Business success is built on providing quality service, building relationships and returning customers. The Mitel® 5000 Communications Platform (CP) helps businesses redefine communications with a wide range of applications.

No More Out of Office

Embedded mobility applications enable cost-effective, feature-rich communication with mobile staff, IT support, sales, and senior executives. Dynamic Extension Express capabilities enable employees to twin their desk phone with their mobile, desk, remote office, and home phones to enhance personal accessibility and availability.

Seamless Access for Remote Workers

The 5000 CP's embedded teleworking requires no server, no licensing and no additional cost. By using the same voice mail, conferencing and corporate security features as their in-office colleagues, remote employees can become more productive and in touch. The 5000 CP Teleworker solution is implemented quickly and easily using a Mitel IP Phone. Once head office's remote gateway IP address is entered by telephone keypad, the phone automatically establishes a connection to the 5000 CP and becomes registered as a valid extension of the office phone system.



Informed Business Decision Making

Customers can make or break your organization. Your employees provide an introduction to your organization, and customers will make decisions about the efficiency, politeness, and accuracy of your organization based on the performance of your call center or workgroup. The Mitel Business Dashboard provides the ability for you to better understand, manage and service your customers through a wide range of multi-media contact touch points.

Enhanced Customer Service

Strengthen customer relationships by providing quality customer service with the Mitel Customer Service Manager (CSM). CSM enables informal call centers or workgroups to efficiently monitor, manage and route calls. It provides real-time business intelligence, measures departmental efficiency, increases employee productivity and helps you to identify trends.

Knowing when, where and how the customer wants to communicate is key to building relationships.

Mitel Applications Suite for the 5000 CP

The 5000 CP integrates seamlessly with the Mitel Applications Suite to deliver a select combination of Unified Communications applications which work together seamlessly, on a single server, to improve your ability to manage information flow among customers, partners and suppliers to create a competitive advantage.

Unified Messaging

From voice mail to advanced unified messaging, Mitel NuPoint Unified Messaging™ (UM) allows you to relay, store and retrieve voice, email, text and fax messages using a phone, pager, fax machine or a PC from one synchronized message store. Allow regional managers, and service support staff to maintain constant connection wherever they are by accessing important messages through any device.

Whether they are listening to email through text-to-speech capability or playing voice mail through their PC, keeping on top of business communications and being able to choose how to access that information is key.

Enhanced Customer Interaction

Increase the quality of your customer support by facilitating customer interaction with Mitel Speech Auto-Attendant. Enable customers to quickly access key resources by saying a person's name, a department name or a telephone number. Speech Auto-Attendant can provide a significant return on investment by decreasing hold times, freeing up receptionists to do more productive tasks, and potentially decreasing telephony costs by reducing the number of trunks required to support incoming calls.

Conferencing and Collaboration

Improve collaboration and information sharing among employees, customers, partners and suppliers with Mitel Unified Communicator® (UC) Advanced. Deliver online presentations and conduct highly interactive meetings as well as brainstorming and training sessions. Integrate presence and availability dynamically, secure instant messaging, audio, web and video collaboration with the call control capabilities of your business communications system. UC Advanced also integrates with leading business productivity tools like Microsoft® Exchange, Microsoft Outlook®, and Microsoft Office as well as IBM® Lotus® Notes®.

More options than you think.

Mitel considers your unique business requirements and existing network infrastructure, and enables you to deploy not only IP, but digital or a combination of both IP and digital solutions efficiently and successfully. Blending your voice system into your data network affords you the competitive, cost-effective edge your business needs to succeed.

5000 CP Platform

The 5000 CP is built on a scalable platform that efficiently combines the best of both data networking and TDM switching architectures. The 5000 CP HX Controller supports digital telephones natively, in addition to out of the box IP networking. The HX Controller is designed to help scale and protect your investment with add-on modules and processors in a form factor that is optimized for shelf-top, rack-mount, and wall-mount scenarios. The 5000 CP may be networked with an existing Inter-Tel® Axxess® communications system, offering backwards migration compatibility and expansion of IP networking.

Redefining Communications.

As a hybrid system, the 5000 CP 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 or wish to deploy both or either one based on infrastructure needs.

Networking Made Easy

The 5000 CP offers support for:

- Mitel and third-party software applications
- Support for Mitel Cordless Headset and Handset for the 5300 Series IP Phones, Mitel 5310 IP Conference Unit, Mitel IP Programmable Key Module 12 (PKM), and Mitel IP Programmable Key Module 48 (PKM) for the Mitel 5324 IP Phone
- Support for the digital Mitel 8528 / 8568 Telephones
- Support for the Mitel 5304 / 5320 / 5330 / 5340 / 5360 IP Phones, Mitel 5610 DECT Handset and Mitel IP DECT Stand
- Support for voice mail
- Support for conferencing
- Built-in Fax over IP (T.38)
- Four built-in analog trunk ports
- Four built-in analog station ports
- Support for the Mitel Wireless LAN Stand

- Four 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 5000 CP communications servers.
 - Loop start module provides four analog connections to the phone company.
 - Analog phone module provides four analog phone (ONS) connections
- Built-in paging and music on hold ports
- The Digital Expansion Interface (DEI) allows for digital and analog phone integration with the 5000 CP
- Support for additional digital and analog phones via the optional DEI
- Provides “Door Relay” capability controllable by feature code or key from designated phones.

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 5000 CP to efficiently and effectively coexist within the network environment.

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), Microsoft ActiveX®, Lightweight Directory Access Protocol (LDAP), Microsoft® .NET development framework
- CT Enablers: Open Architecture Interface (OAI)
- Telephony Application Program Interface (TAPI) Service Provider, Intel® / Dialogic® CT
- Connect Interface



Intelligent Evolution

Mitel provides you with solutions that can be implemented through Intelligent Evolution. This means that you can evolve, update and migrate your communications solutions over time and at your own pace, without disrupting or replacing your existing infrastructure.

Doing Business with Mitel

With Mitel it's about the relationship. Mitel insists on delivering not only an exceptional communications solution tailored to each business, but the support and services that make an initial communications investment pay long-term returns.

Global Headquarters	U.S.	EMEA	CALA	Asia Pacific
Tel: +1(613) 592-2122 Fax: +1(613) 592-4784	Tel: +1(480) 961-9000 Fax: +1(480) 961-1370	Tel: +44(0)1291-430000 Fax: +44(0)1291-430400	Tel: +1(613) 592-2122 Fax: +1(613) 592-7825	Tel: +852 2508 9780 Fax: +852 2508 9232

www.mitel.com

For more information on our worldwide office locations, visit our website at www.mitel.com/offices

THIS DOCUMENT IS PROVIDED TO YOU FOR INFORMATIONAL PURPOSES ONLY. The information furnished in this document, believed by Mitel to be accurate as of the date of its publication, is subject to change without notice. Mitel assumes no responsibility for any errors or omissions in this document and shall have no obligation to you as a result of having made this document available to you or based upon the information it contains.

M MITEL (design) is a registered trademark of Mitel Networks Corporation. All other products and services are the registered trademarks of their respective holders.

© Copyright 2010, Mitel Networks Corporation. All Rights Reserved.

GD 1162_6196 PN 51012252RG-EN

