

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.

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.

Streamlined Technical Support

Inter-Tel Remote Support provides your technical support personnel with tools needed to manage a queue of online requests, including monitoring and accessing remote PCs.

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 amongst customers, partners and suppliers to create a competitive advantage.

Unified Messaging

From voicemail 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, 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 voicemail 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 amongst 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 / Outlook® and 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.

Mitel 5000 Communications 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 family uses a common base server and provides modules and processors designed to help protect your investment as you grow. The 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.

Mitel CS-5200 communication server

Designed for the small business, offering a maximum capacity of up to 75* IP phones or 96 digital phones and four ports of built-in voicemail, as well as system networking over IP or T1 for seamless connectivity within a multi-site environment. The CS-5200 provides three multipurpose bays to support trunk and analog phone modules.

Mitel CS-5400 communication server

Designed for the customer requiring a maximum capacity of up to 175* IP phones or 192 digital phones. The CS-5400 is built on a CS-5200 through an upgraded processor expansion card that is installed in the dedicated processor bay.

Mitel CS-5600 communication server

Designed for the larger customer requiring up to 250* IP phones and 192 digital phones. The CS-5600, a dual 1U form factor design, adds a processing server to a CS-5400 providing increased computing capacity and storage.

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

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

CS-5200, CS-5400 and CS-5600 offer support for:

- Mitel and third-party software applications
 - Support for Mitel IP phones and peripheral modules
 - Support for the 8000 series digital, IP and wireless phones
 - Support for Mitel 8602 Softphone
 - Support for voicemail
 - 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:
 - T1 / E1 / PRI Module can be used to connect to the telephone company, to other phone systems or to other 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
 - Analog phone module (one per system) provides four connections for analog devices like fax machines, modems and cordless phones.
- Support for digital and analog phones via optional DEI
- Built-in paging and music on hold ports
- The Digital Expansion Interface (DEI) allows for digital and analog phone integration with the CS-5200, CS-5400 and CS-5600.



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), ActiveX, LDAP, Microsoft® development framework .NET
- CT Enablers: Open Architecture Interface (OAI),
- 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.

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