

# MITEL MiVOICE IP DESKTOP SOLUTIONS

## ONE SIZE DOES NOT FIT ALL.

### Reception and customer service stand at the doorway to your business

Do your front-line workers and representatives have the IP telephone technology they need to make the right first impression and deliver superior support?

### IT personnel wear many hats, and might be working anywhere in the building

Can “corridor warriors” in your organization respond quickly to ever-changing demands, no matter where they are, without incurring hefty cell phone charges?

### On-site support has left the building, and a key customer needs help now

Are your support personnel able to communicate inside and outside the corporate network – from customer sites, suppliers’ offices, and the warehouse?

### Salespeople have to be in the know all the time, no matter where in the world they are

Are your sales leaders tuned in to emerging, fast-changing opportunities anywhere, anytime – in the office, while visiting customers, or on the road?

### Knowledge workers perform myriad critical functions to keep the organization’s wheels turning

Do their desktop phones give them exactly what they need to stay in touch and meet the communications challenges they face daily in a global marketplace?

### Senior executives are always on the go, constantly juggling multiple tasks, working 24 x 7

Can they always get immediate access to corporate, customer, supplier and other information they need to make better, faster decisions?

## DIFFERENT CHALLENGES CALL FOR DIFFERENT SOLUTIONS.

Organizations large and small must address a wide range of communications needs based on the roles of their workers – and that can’t be done with a “one size fits all” solution.

Failure to recognize this can be costly. SIS International Research says communications issues cause pain to the tune of about \$50K a year for every knowledge worker.<sup>1</sup>

Addressing that pain means tailoring desktop communications devices to the needs of the people who use them, whatever their job, or their location. Today’s competitive markets demand a unified communications solution that is flexible enough to provide everyone – from the reception desk to the CEO’s office – with the communications capabilities they need to be productive.

## MITEL MiVOICE IP DESKTOP SOLUTIONS – TAILORED TO ANY NEED

As a telecommunications leader, Mitel® has long recognized that technology can only provide a solution when it is designed to meet a real need.

Mitel has one of the most comprehensive portfolios of IP (Internet Protocol) desktop devices in the industry. Designed with ergonomics and office aesthetics in mind, and geared to address the many diverse communications needs of today’s workers, MiVoice IP Desktop Phones give users easy, intuitive access to feature-rich telephony and advanced desktop applications enabled by Mitel IP communications platforms.

Whether it is meeting the messaging needs of executives, keeping front-line personnel in touch anywhere and anytime, or deploying teleworking, collaboration, web conferencing, or other productivity enhancing communications technology, MiVoice IP Desktop Solutions tailor the solution to match your need.

<sup>1</sup> SMB Communications Pain Study White Paper: Uncovering the hidden cost of communications barriers and latency. Copyright © 2009. SIS International Market Research™

### HOW MAY WE HELP YOU?

Customer service personnel, office administrators, and call center agents control access to your business. Many spend their whole day on the phone. Superior telephone audio and convenient features are essential to make their jobs easier and help them perform better.

Attendant operator solutions like the Mitel MiVoice 5540 IP Console and Mitel 5550 IP Console address their needs with:

- Intuitive interfaces featuring large, backlit graphics displays
- Fixed function keys dedicated to basic and enhanced call-handling activities
- Third-party cordless headset-integrated functions, including Call Answer, Call Cancel, Audio Controls, and training mode support
- On-screen Bulletin Boards displaying information to all operators using the 5550 IP Console
- Fast, easy setup, without help from IT

### FREEDOM TO MOVE

To serve internal clients, IT workers must be constantly on the move, yet always in touch with changing demands. Many rack up significant cell phone charges in the process. Mitel assists mobile employees help others with cost-effective IP DECT handsets that:

- Free them to work anywhere in the office, yet stay in touch as though they were at their desks – without a cell phone bill
- Set preferences like audio, ringer, telephony functions, call forwarding options, and access to system and network settings

With eight hours of talk time, there's never a worry about losing power.

### NO MORE PHONE TAG

Knowledge workers of all kinds need more than ever to stay in touch. When business happens at the speed of thought, telephone tag is not an option.

Mitel addresses the needs of these workers with devices like the MiVoice 5330e and 5340e IP Phones. These next-generation, full-feature, enterprise-class phones reduce power consumption while delivering:

- Programmable, multi-function, self-labeling keys for speed dialing and feature access
- Hands-free, full-duplex, speaker phone operation
- An HTML Desktop Toolkit for applications development

### IT'S NOT "JUST" A PHONE

MiVoice IP Desktop applications turn selected IP phones into rich media information appliances that knowledge workers can use to:

- Create dynamic, personalized information – sales forecasts, problem escalation reports, HR updates, and more – and publish it to workgroups and others who need it
- Quickly and easily access that information any time
- Use Live Desktop Portal to drag and drop content and applications to touch-screen keys on their phones
- Send and receive information to a central blogging source
- Use an ever-increasing number of applications to perform a plethora of functions, such as following the latest corporate news on Twitter.

### WORK FROM ANYWHERE

High-performers are increasingly looking for alternative ways to work – and employers for ways to keep them happy and productive. Once the exception, teleworking has become an accepted, cost-saving, corporate norm.

Mitel MiCollab Client Softphone (formerly Mitel Unified Communicator® Advanced Softphone) lets road warriors and teleworkers with remote PCs or laptops enjoy the same communications capabilities they would in the office. With Mitel softphone solutions, teleworkers and others can:

- Stay in touch with customers, management, and co-workers, regardless of their location
- Boost productivity with features like "click to dial," caller ID popup, PC-based missed calls display, and personal and corporate directory integration
- Take advantage of the same rich presence information, instant messaging, visual voice mail, and other features available at headquarters



Top: 5304 IP Phone, 5312 IP Phone, 5324 IP Phone, 5320e IP Phone  
Bottom: 5330e IP Phone, 5340e IP Phone, 5360 IP Phone, MiVoice Video Unit

## AND A LOT MORE

Along with the wide range of MiVoice IP Desktop Peripherals including wireless LAN and gigabit Ethernet stands, conference units, programmable key modules, cordless headset and handsets, the Mitel IP Phones provide intuitive access to sophisticated call handling and converged applications enabled by Mitel's IP-based communications platforms, to meet the needs of everyone, in any organizational role.

### MiVOICE 5304 IP PHONE

A cost-effective entry-level display phone that is a dual-mode, dual-port, two-line phone with 40-character backlit display.

### MiVOICE 5312 IP PHONE

Dual-mode, dual-port, enterprise class multi-line speakerphone that has a 40-character backlit display and user-programmable access to features and applications.

### MiVOICE 5324 IP PHONE

A multi-line IP phone with a 40-character backlit display, full-duplex hands-free operation and context-sensitive softkeys.

### MiVOICE 5320 / 5320e IP PHONE

An economical, entry level, self-labeling enterprise phone with a large graphics display and built in speakerphone.

### MiVOICE 5330e IP PHONE

An enterprise-class IP phone which provides a large backlit graphics display with 24 programmable self-labeling keys, and a built-in HTML toolkit for desktop applications development.

### MiVOICE 5340e IP PHONE

An enterprise-class IP phone providing a large backlit graphics display with 48 programmable self-labeling keys, and a built-in HTML toolkit for desktop applications development.

### MiVOICE 5360 IP PHONE

An exciting next generation desktop device that provides a large, color touch display to graphically deliver rich applications to general business, or across multiple vertical market sectors. The phone has embedded applications and HTML Desktop Toolkit support for customized applications development delivered to the touch display.

### MiVOICE CONFERENCE UNIT

An audio conference device that provides users with high-definition audio capabilities, acoustic beam-forming technology to eliminate ambient room noise and sidebar conversations and can enhance in-room presentations / meeting with embedded presentation display capabilities, so that users can collaborate on documents and presentations.

### MiVOICE VIDEO UNIT

A unique all-in-one meeting room solution that is designed to provide in-room presentation display, multi-party audio conferencing and video collaboration for remote participants into a single, easy to use device.

Mitel MiVoice IP Desktop Phones, peripherals, and applications improve workday efficiency, widen communication choices, keep people connected, and reduce business costs across the board.

## ENTERPRISE BENEFITS

MiVoice IP Desktop Solutions deliver benefits to people in every role throughout the enterprise.

### IMPROVED WORKDAY EFFICIENCY

Employees are accessible and able to respond immediately to the needs of others through real-time communication methods.

### MORE COMMUNICATIONS CHOICES

A wider range of better, smarter ways to work with colleagues, customers, and business partners.

### A BETTER-CONNECTED WORKFORCE

Whatever their role, wherever they are, workers stay connected to each other and to customers.

### REDUCED COSTS

MiVoice IP Desktop Solutions reduce costs associated with hosted services, employee travel, facilities expenses, and long-distance communications.

### A GREEN SOLUTION

MiVoice IP Desktop Solutions have been certified by an outside agency as consuming the lowest amount of power in the industry.

## COMMUNICATIONS PROVIDES A COMPETITIVE ADVANTAGE

In a typical organization, thousands of hours a year and millions of dollars in value are lost when knowledge workers:

- Struggle to set up desktop sharing applications while colleagues wait on the line
- Play endless games of phone tag
- Dig for frequently used numbers or data while burning up cell and long distance minutes
- Leave early and arrive late for meetings because conference calls can't move with them between appointments

Mitel's next-generation business communications meet these challenges head on, turning better communications into competitive advantage for organizations everywhere.

## MITEL INNOVATION AND INTEGRATION

IP Desktop solutions are part of Mitel's innovative, integrated, unified communications portfolio. Unified Communications from Mitel help organizations worldwide respond to real world business challenges with solutions that drive productivity, improve performance, and reduce costs.

### ABOUT MITEL

Our globally connected world has forced businesses to rethink how they communicate. Mobile lifestyles, a flood of technology, economic pressures and an "always on" mentality have created both opportunity and challenges for organizations of all sizes.

Mitel® (Nasdaq: MITL) simplifies complex communications and keeps businesses in step with the pace of change. Our innovations make it easier to connect and collaborate, while reducing costs and implementation headaches. We partner with market leaders like VMware® and Research in Motion® (RIM®) to make our solutions integrate seamlessly with theirs—increasing value to customers.

Mitel's Freedom Architecture is transforming the industry, providing the flexibility and simplicity required for today's dynamic work environment. Through a single cloud-ready software stream, Mitel delivers a powerful suite of advanced communications and collaboration capabilities that provides freedom from walled garden architectures, enables organizations to implement best-of-breed solutions, extends the "in-office" experience anywhere and on any device, and offers a choice of commercial options to fit business needs.

MITEL | SIMPLY COMMUNICATING®

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