

MITEL

# 3000 communications system



# The Scalable, Voice-centric Communications Platform for Business

Today's diverse environments require advanced communications technology to address new and dynamic ways of facilitating a wide range of voice and data needs. The ability to communicate effectively in your busy office demands a reliable and integrated system designed to improve communication over the telephone and the Internet. Introducing Mitel® 3000 communications system: The scalable, voice-centric platform for businesses.

## Opportunities

- Manage multiple devices including VoIP, digital, wireless and analog, within the same system
- Leverage the powerful telephone system features including voice mail and auto attendant, to better serve clients
- Reduce expenses and streamline business with Unified Communications

## The Scalable Platform for Business Applications

- Expansion made easy with add-on modules for additional lines and extensions
- Voice Mail Module for professional messaging services
- Broadband Module to support IP based extensions

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### Mitel 3000 communications system

Mitel 3000 delivers a host of leading-edge standards that makes communication more manageable for today's small commercial and large residential settings. Whether you operate a retail business, a multi-branch business, Mitel 3000 offers you a scalable, affordable route to breakthrough technology convergence.

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## Applications

Whether you operate your business from an office, retail mall, or from multiple locations in your community, this converged communications offering is ideal for restaurants, retail, and convenience stores; and professional business services such as law firms, insurance agencies, small health care facilities and more.

### Offices

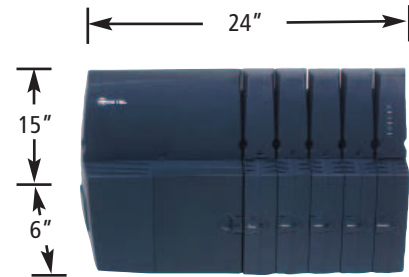
Mitel 3000 is first and foremost a traditional PBX system offering all the features, functionality and reliability expected from the business telephone system you need today. Rich system features such as voice mail, account codes, auto attendant, courtesy service, day / night service, Caller ID, conference, and speed dial, make it possible to project a professional image to your clients.

### Retail Stores

Retail communications require multi-device options, from analog devices such as credit card terminals and fax machines, to voice/data mobility options—allowing your staff to be more productive. Customize your Mitel 3000 communications system to meet your specific business requirements with flexible, cost-effective, modular solutions.

### Remote Office / Telecommuter Extensions

One of the major features of the Mitel 3000 Broadband Module is the ability to provide off-site extensions. This feature is ideal for companies with a small, remote office or home office with a few extensions. Instead of having to install a complicated telephone system, simply connect the IP extensions to the Mitel 3000 through the Internet.



Complete System Dimensions

### Innovative Expansion—Rewarding Solutions

Mitel 3000 is packed with the technologies you need today, and when your communications requirements change, Mitel 3000 makes it easy to expand the capabilities of your communications platform without replacing the entire telephone system. Pay for what you need now and protect your future communications investment with the system designed to let you connect existing equipment, add functionality now or later, and grow at your business's pace.

### Revolutionary Design—Effortless Installation

An industry-leading telephone system demands a unique design. Mitel 3000 features a modern enclosure for both the Central Control Unit (CCU) and the expansion modules, unlike any other. The Mitel 3000 CCU and add-on modules offer easy access to slots and connectors. Installation is easy. Expansion is simple.

### Sophisticated System Administration

Mitel 3000 can be programmed via your telephones or through an advanced PC-based management application, meaning you don't need an on-site technician every time you require a system programming change.

# Mitel 3000 communications system Feature Phones

The Mitel 3000 communications system offers standard digital telephones that allow easy access to powerful system features such as conference, transfer, personal speed dial and voice messaging. Mitel 3000 digital telephones offer large display screens and dynamic prompts, as well as headset port, programmable keys with dual color red and green LED indicators, full duplex speaker phone operations, and a parallel modem port. In addition, users may also connect any single line analog device such as cordless phones, credit card terminal, etc. to the Mitel 3000 communications system to optimize communication needs.



## Mitel 4110 Telephone – 8-Button Phone

Digital telephone with eight programmable keys, data port, headset port and speaker.



## Mitel 4120 Telephone – 16-Button Phone

Digital telephone with 16 programmable keys, backlit LCD display, and Direct Station Select (DSS) expansion connection for optional DSS console.

### Mitel 4100 DSS Console

32-key DSS console (supported on the 4120 Telephone only; limit 8 per system).



## INT 1400 – 4-Button Cordless Phone\*

900 MHz digital interface cordless phone. Features include 4-line access, Caller ID, voice message indication, dedicated transfer, hold, redial and special buttons, 3 ring tones and vibrate.

\*This product is only available in North America.



## VoIP Capabilities

The Mitel 3000 communications system is what the remote-worker has been waiting for! If you work from home or if you have a small branch office, the Mitel 3000 can offer the flexibility you need without compromising functionality or professional image. In fact, the Mitel 5330 IP Phone can plug and play from anywhere in the office, home or branch office and all you need is a broadband connection.



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### 5330 IP Phone

Full-duplex hands-free telephone with an intuitive large backlit menu display, 15 programmable keys and 2-port Switch (for PC connection).

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### Mitel 3000 communications system Specifications System

Scalable, voice-centric communications platform expandable with modular upgrades for a maximum capacity of 20 lines and 52 extensions (40 hybrid analog / digital extensions and up to 12 VoIP extensions)

#### Configuration

From 2 CO lines and 8 extensions, up to 20 CO lines and 52 extensions

#### Ports Module

8 extensions per module with capacity for 4 additional lines per module

#### CO Line Module

2 lines per module

#### Voice Mail Module

Provides 2-, 4- or 8-port options, ranging from 5, 10 and 20 hours storage respectively

### T1 / E1 PRI and T1 CAS\*

Supports 24 lines / channels on T1 and up to 30 lines/channels on E1

\*T1 PRI is the applicable standard in North America and most Caribbean markets. E1 PRI is the applicable standard in many South American markets

### Broadband Module

Optional module provides multi-user high-speed Internet access as well as VoIP (Voice over IP) connectivity. Also provides a LAN (Local Area Network) allowing users to network PCs and share printers and resources within the office.

#### The Broadband Module also incorporates:

- Integrated ADSL Modem
- Ethernet WAN Port for Cable Modem connection
- Integrated WLAN Access Point for wireless connectivity
- Stateful Packet Inspection Firewall with IDS and DoS protection
- VoIP for up to 12 Remote IP Endpoints with full system integration
- Supports Unified Communications which incorporates:
  - Unified Messaging
  - Click to Dial
  - Softphone

# Affordable and reliable communications

## MiSIP Business Lines\*

Mitel NetSolutions MiSIP Business Lines provide affordable connectivity and reliable local and long distance communications services to augment the feature functionality of the Mitel 3000 and deliver converged communications solutions for small businesses. The Mitel 3000 supports up to 12 MiSIP Business Lines (VoIP).

### MiSIP Business Lines Features

- Flexible Number of Voice Lines per Connection
- Includes Local Numbers
- Unlimited Local Minutes
- Unlimited Outbound Domestic Interstate and Intrastate Long Distance Minutes
- Discounted International Long Distance Minutes
- Broadband Internet Access
- Online Billing

\* MiSIP Business Lines are only available in North America. Check with your local Mitel dealer to see if SIP lines are supported in your area.



## Unified Communications\*

Streamline your business communications with Unified Messaging, Click to Dial and the Mitel 5110 Softphone.

\* NOTE: Works in conjunction with the Broadband Module.

### Unified Messaging

Access voice mail and email together from one single device. Voice mails appear as .wav files in customer's inbox with automatic read and delete synchronization\* between email and the phone.

#### Features:

At a glance the user can:

- See a complete list of voice mail messages
- See the telephone number of person who left the message
- Check the time and date voice mail was left
- Go straight to the most important messages

#### Benefits:

- Increases productivity: access email and voice mail together
- Saves valuable time: user sees all voice mails at a glance
- Users can go straight to the most important messages
- Save on call costs by retrieving voice mails from email

\* Synchronization is only assured with a local MS Exchange server.

### Click to Dial

Click to Dial enables complete call management from your PC. Users can integrate all directories into one easy-to-use system and manage this from one place. Users can also see a complete list of missed calls, dialed calls and received calls with the option of adding call notes.

#### Features:

- Manage all communications and directories from one place
- See status of colleagues i.e. if they're on a call
- Directory automatically updates with Outlook directory changes

- Add Account Codes to each call logged on the system
- Compatible with all Mitel 3000 Feature phones or Softphones
- Store speed-dials and create call groups e.g. sales, marketing

#### Benefits:

- Simple to install and easy to use
- Save valuable time: all call information in one place
- Monitors productivity: shows call details including duration
- User only needs to program one address book
- More storage capacity than personal speed-dials

### Softphone

The Mitel 5110 Softphone is an IP extension on your PC / laptop. With the 5110 Softphone, users can log into their office extension from a remote location, allowing them to make and receive calls as though at their desk in the office.

#### Features:

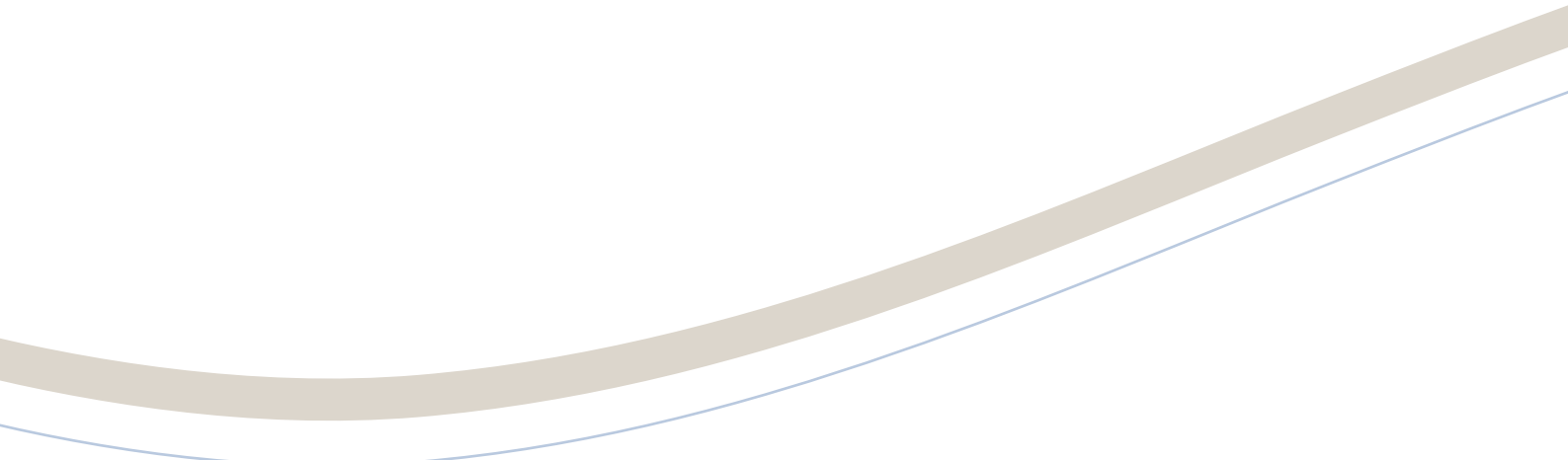
- Similar menu-driven user-interface to Mitel feature phones
- All menus and features of the system supported
- Complete access to phone system from anywhere in the world

#### Benefits:

- Simple to use
- Travels with the user wherever their laptop can go
- Saves desk space in small / home offices



Mitel 5110 Softphone



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