



Mitel 5000 Version 5

We would like to update you on the latest version of software available for your Mitel 5000 system. Version 5 is now fully released and provides a number of feature and software enhancements.

This update will highlight the enhancements, and give some insight to how they may benefit your business.

Upgrading and Software Assurance

If you have purchased your system in the last 12 months, or have a current software assurance agreement, then you will be covered for the cost of the software and licensing required in upgrading. The only cost to you will be engineering time to carry out the upgrade and in some circumstances there may be some additional hardware required and licensing costs to enable new features. Please contact your account manager for pricing and also if you are unsure whether or not you have software assurance.

If you are keen on enhancing your system as and when new software and hardware becomes available then software assurance is a cost effective way of keeping up to date.

Enhancements

In addition to minor software changes and bug fixes, the following enhancements have been made:

- Hot Desking
- Meet Me Conferencing
- Expanded Conferencing Capacity
- Unified Voicemail Messaging E-Mail Synchronisation
- User Web Portal
- Embedded Reporting
- Database Reporting
- Mitel 53xx IP Phone Desktop Applications

Hot Desking

The Hot Desking feature allows users to share phones or temporarily move to other phones and yet maintain their personal identity and preferred phone configuration. This makes it ideal for businesses with employees who spend only part of their time in the office or who often travel from office to office.

Hot Desking allows a pool of shared phones to be made available to employees instead of requiring that each employee be assigned a dedicated phone. For example, many call centres utilize a “bullpen” setup wherein there are multiple work areas (workstations, cubicles, or offices) each equipped with a phone, but it does not necessarily matter which work area a particular employee uses. A bullpen setup may also have multiple work shifts in which employees use the same phones each time, but on different shifts. In each of these cases, users want to maintain all of their personalized phone settings and have a consistent interface every time they log on regardless of which phone they use.

Similarly, “nomad” users, who travel from location to location or office to office on a regular basis, may use a temporary office and phone at each location — one that is shared by other nomad users. Nomad users also want to maintain all of their personalized phone settings and want each phone they use to behave as if they owned that phone.

Note: In the initial release, Hot Desking does not work across multiple systems.

With a Hot Desking solution, a Hot Desk Profile user logs in and the system then applies the user's phone profile which includes extension number, voicemail, DDI, user programmed keys, language, call barring, hunt group membership and various other user specific settings and features.

Meet Me Conferencing

The Meet-Me Conferencing feature allows up to eight internal and/or external users to dial into a conference instead of being manually added by an internal user, as is the case when using the system's traditional Ad Hoc Conferencing method.

Many existing system features that work with the traditional Ad Hoc Conferencing method (such as record-a-call, conference transfer, conference hold, etc.) also work with the Meet-Me Conferencing method. Note that unlike an Ad Hoc Conference, a Meet-Me Conference can consist entirely of outside parties; an internal system user does not have to be present.

All meet-me conferences can be setup through a user's phone or through the user web portal, once a meet-me conference is created it will automatically be assigned a pin code that any parties wishing to join will be prompted for.

Meet-Me Conferencing automatically uses the expanded conferencing capacity for Ad Hoc. It supports up to eight-party conference calls and 20 total conference resources, which allows for a system maximum of two eight-party and one four-party Meet-Me Conference calls.

Expanded Conference Capacity

Phone users can establish multi-party Ad Hoc conference calls without operator assistance. Prior to version 5, the traditional Ad Hoc Conferencing feature was limited to four-party conference calls and 20 total conferencing resources, which allowed for a system maximum of five simultaneous four-party conference calls.

With version 5 or later, Ad Hoc Conferencing can be enabled to support up to eight-party conference calls and 20 total conference resources, which allows for a system maximum of two eight-party and one four-party Ad Hoc Conference calls.

Unified Voicemail Messaging E-Mail Synchronisation

Prior to version 5, the "unified messaging" (UM) capability with Unified Voice Messaging (previously called Basic Voice Mail) was limited and did not allow true synchronization between the user's voice mailbox and e-mail client. With version 5 or later, the UM capability for UVM has been enhanced to provide additional integration options and is now called E-Mail Synchronization.

This integration with an external e-mail server gives E-Mail Synchronization users the option to access, play, and manage their voice mail messages directly from their computer or Blackberry® e-mail client application. Each UVM voice mail message received by the user can also be delivered as an audio file attachment (.wav or .mp3) within an e-mail message sent to the user.

The integration goes as far as if a user deletes the voicemail email or moves it to another folder the message is removed from the phone and vice versa if a user deletes a message through the phone the email is deleted.

User Web Portal

User Web Portal allows system users to view and configure the following phone and user account configuration options:

- Do-Not-Disturb (DND)
- Manual Call Forwarding
- Dynamic Extension Express (DEE) – also sometimes known as Mobile Twinning
- Station and Voice Mail Messages
- Call History
- Meet-Me Conferences
- Account Information (user profile, passcodes/passwords, and UVM E-Mail Synchronization settings)

Upon receiving a username, password, and IP address from their system administrator, users can access the User Web Portal using any supported browser and then easily view information and change settings for their phone.

Embedded Reporting

The Embedded (built-in) Reporting feature allows the system to collect statistical information and store it persistently across system shutdowns, resets, and software upgrades/downgrades.

System Administration & Diagnostics retrieves the information from the system and displays it using charts and data grids. This allows you to easily view and understand the data. System Administration & Diagnostics displays the hourly and daily information for the past seven days. System Administration & Diagnostics may present the collected statistical data in an hourly, daily, or monthly format.

Embedded reporting can report on the following:

- Distribution of calls
- Basic incoming and outgoing call logging
- Hunt groups
- Voicemail usage and messages
- Mailbox statistics
- Phones/Devices on the system

Database Reporting

Database Reporting in System Administration & Diagnostics provides enhanced DB Programming configuration reports. These reports can be exported to text

Database reporting can report on the following:

- Extensions/Phones
- Call Routing
- System Speed Dials
- Other aspects of system programming

Mitel 53xx IP Phone Desktop Applications

Mitel 53xx IP phones can be equipped with a variety of additional desktop applications which include:

Call History

The Call History application allows 5320, 5330, 5340, and 5360 IP phone users to display a list of the calls that were missed, made, and answered. The list shows the most recent 50 calls. After the 50-call limit has been reached, the oldest call record is replaced each time a new call is missed, made, or answered.

People

The People application allows Mitel 5340 and 5360 IP phone users to add, delete, and edit contact names and numbers. Users can also dial anyone on the contact list from the People application. The People window displays up to eight contacts per page, ordered alphabetically by last name.

HTML

Mitel 5320, 5330, 5340, and 5360 IP phones may be equipped with various HyperText Markup Language (HTML) applications available for customized use. (Currently this is limited to customized screen saver-type applications only.)

The Mitel HTML Desktop Toolkit, which is available on Mitel Online, enables simple, intuitive development of customized applications, such as customer-specific “branded” screen savers, that are easily integrated with telephony functions of certain Mitel IP phones. Customers or developer partners requiring access to Developer Support on the HTML Desktop Toolkit must join the Mitel Solutions Alliance (MSA). All MSA member levels include support on the HTML Toolkit.

Language

The Language application allows 5320, 5330, 5340, and 5360 IP phone users to select the language in which phone prompts and applications appear. Supported languages are American English, British English, Canadian French, and Mexican Spanish.