

Mitel 5000 Products Update

If you wish to discuss any of the following further then please contact your account manager alternatively just give us a call on 01284 729869.

8602 IP Softphone



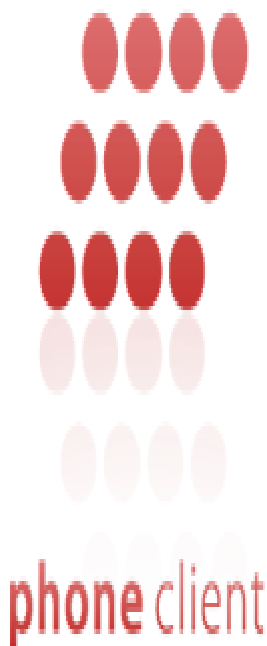
Mitel have announced that they are withdrawing support for the 8602 IP Softphone and so licenses will no longer be available for purchase after 30th September 2011.

The replacement softphones that have been tested are SIP protocol variants. They are the Mitel SIP softphone and X-Lite softphone. Each of these softphones requires a SIP license per extension. Your Mitel 5000 system must be running at least version 4 to support SIP extensions; however version 5 would be the minimum recommendation for full support.

Mitel also continue to look at other softphones that are compatible with the Mitel 5000 system.

If you are looking to implement any softphones in the near future then we recommend purchasing any licenses before 30th September so they are ready on the system to use.

Xarios Phone Manager Version 3



Xarios have announced the release of an update to the very popular Phone Manager application. Version 3 includes some new important features and enhancements including the following:

- Improved Windows 64bit support (and 64bit TAPI support)
- VMware Virtualisation logo approval
- Improved multi-site support
- Ability to import contacts into the central Xarios server that are then broadcast out to all Phone Manager users.

The contacts file can be in various formats and can contain multiple fields of information that are visible on the call banner. These contacts are also available as DSS icons within the main Phone Manager window and searchable within the directory. Currently the Phone Manager can only show the phone systems directory which is limited to 1000. Having the ability to import from a file into Xarios increases the amount of contacts available within Phone Manager considerably, to many thousands.

- Improved call banner colour and font options
- Full support for the Mitel hot desking

Hot Desking

Do users in your business move desk on a regular or temporary basis?

Do users in your business come into the office at varying times and do not have a fixed desk?

Do users in your business share desks at varying times?

If the answer to any of the above yes then you could take advantage of the new hot desking feature on the Mitel 5000 system. Once setup as a hot desk profile a user can log into any assigned digital or IP phone and have all their voicemail, DDI and other personal settings that may be setup appear just like a normal user would.

Note: The hot desking feature requires a minimum software level of version 5 on the Mitel 5000 system and is a one off system wide licensed feature.

Meet-Me Conferencing

Do you ever use external companies for voice conferencing facilities and pay for the service?

If so then you may be able to take advantage of the new meet-me conferencing feature on the Mitel 5000. Currently the only way to create conferences is by using the conference feature through the handset where you can conference in up to 4 or 5 parties whether they are internal or external but this can only be started from an internal handset.

With meet-me conferencing this expands a conferencing group to a maximum of 8 (internal, external or a mixture) and actually creates a conference room. With a conference room this allows internal or external parties to dial in and access a particular conference with a pin code, normally meet-me conferences are pre-arranged and everyone dials in on the specified date and time. If external parties are dialling into a conference room you need to make sure you have enough external lines available at the time. Conference rooms can be created through a phone or via a web portal.

The system can handle a maximum of 20 conference party members at any given time with a maximum of 8 in any one room. This means there could be two 8 party conferences and a 4 or two six part conferences and an 8 etc. etc.

Note: The meet-me conferencing feature requires a minimum software level of version 5 on the Mitel 5000 system and is a one off system wide licensed feature.