



MITEL

5000 Network Communications Solutions

Introducing Mitel 5000 Network Communications Solutions

Mitel® 5000 Network Communications Solutions for Small and Medium Businesses and branch offices leverage the benefits of today's converged networks and your business' existing data network infrastructure investments.

In today's challenging business environment, Mitel's customers are demanding:

- Better ROI on their network infrastructure investments
- More cost-effective communications solutions
- Productivity enhancing applications
- Simpler, more efficient communications
- Improved customer interactions
- Easy to install, configure and maintain

With Voice over IP (VoIP) technology maturing and demonstrating superiority as the preferred implementation for business communications today, converged networks are offering organizations improved ROI on network investments and tangible productivity gains through enhanced IP-based communications applications.

Mitel 5000 is the answer for your converged communications solution!

- Full call handling and messaging features of our traditional voice solutions delivered in a converged IP network infrastructure
- Powerful Contact Center and Customer Relationship Management solutions
- Rich Media Conferencing and Web Collaboration
- Presence Management and advanced call routing and find-me / follow-me features
- Full networking support and feature transparency for multiple systems through existing wide area network infrastructures
- Customer choice of IP or traditional digital and analog options for phones and network interfaces

Mitel 5000 is designed to help your business benefit from the cost savings and infrastructure improvements of VoIP technology:

- Designed to deploy more easily and cost-effectively in converged network environments while not duplicating the features and functions of today's LAN switches and routers
- Based on Internet-style networking to more easily support a wider variety of best-of-breed productivity and business process applications

- Supports IP-based system internetworking capability right out of the box
- Ideal for multi-location businesses able to take advantage of IP internetworking of Mitel Communications Servers and voice applications. Significantly more simple and cost effective than traditional PBX internetworking

By combining rich voice communications with enterprise data networks and applications, Mitel 5000 help you accomplish your most important business objectives—delivering lower costs and enhanced value from your network infrastructure investment.

- Streamlining and enhancing customer interactions
- Integrating with critical business process applications
- Improving employee productivity, mobility and efficiency
- Lowering overall communications costs

Mitel CS-5200 / CS-5400 / CS-5600 Communication Servers

Base Features

- 1U Rack Mount Chassis
- Dual 1U Chassis (CS-5600)
- Linux Operation System
- Integrated 4 or 8-port Basic Voice Mail
- Basic Unified Messaging
- Compact Flash for Storage
- Page Port
- Music on Hold Port
- Dual Analog Trunk Interface
- Dual Single Line Station Interface
- Modular Processor Bay
- Three Modular Expansion Bays
- Ad Hoc Conferencing
- 2-line LCD Display Panel
- Two USB ports
- Security Key Port

Capacities

- 175-250 IP Phones (CS-5600)
- 75-175 IP Phones (Mitel CS-5400)
- 25-75 IP Phones (Mitel CS-5200)
- Two Digital Expansion Interfaces
- 96 Digital Phones
- Two Analog Phones per Digital Port (External Adapter Required)
- Dual T1 / E1 (with enhanced echo cancellation) and PRI Modules
- Three Basic Rate Modules
- One (Single Line Module) SLM-4
- SLM-8
- Three Analog Trunk Modules
- 80+ Hours of Voice Mail Storage

Expansion

- Up to Two Digital Expansion Interfaces
 - 1U Rack Mount Form Factor
 - Three Modular Bays
 - Supports up to Three Digital Phone Modules (16 ports each)
- External Voice Mail
- Mitel and 3rd Party Applications
- Mitel CS-5200 Upgrades to Mitel CS-5400
- Mitel CS-5400 Upgrades to Mitel CS-5600

IP Phones and Peripherals

- Mitel 5212 and 5224 IP Sets
- Mitel 5330 IP Set
- Mitel 5340 IP Set
- Mitel Model 8622 IP Phone
- Mitel Model 8662 IP Phone
- Mitel Model 8664 Wireless Phone
- Mitel Model 8665 Wireless Phone
- Mitel Model 8668 Wireless Phone
- Mitel Model 8601 SIP Soft Phone
- Mitel Attendant Console
- Mitel Model 8500 Digital Phone
- Mitel Model 8520 Digital Phone
- Mitel Model 8560 Digital Phone
- Mitel Model 8564 Wireless Digital Phone
- Mitel Model 8565 Wireless Digital Phone
- Mitel Gigabit Ethernet (GigE) Stand
- Mitel Wireless LAN (WLAN) Stand

Trunk Interfaces

- Up to Three Dual T1 / E1 and PRI Modules
- Up to Three Analog Trunk Modules
- Up to Three Basic Rate Modules
- SIP Gateways
- MGCP Gateways
- Two Analog Loop Start ports (on board)

Management

- Network Based Administration Client
- Centralized Web Browser Administration (Optional)
- Web Browser Based Diagnostics
- Automatic Diagnostic Delivery via SMTP

Protocol Support

- Session Initiation Protocol (SIP)
- Media Gateway Control Protocol (MGCP)
- Phones support 802.1p / q; 802.3af; ToS; TFTP
- 802.11
- RTP / UDP / TCP
- CSTA
- TSAPI
- TFTP

System Features

- Account Codes
 - Forced
 - Forced on Toll Calls
 - Standard
 - Optional
- Administrator Station Programming
- Advanced CO Interfaces
- Analog Phone Support
- Attendant Console
- Automatic Call Distribution (ACD)
- ACD Agent ID
- ACD / UCD Hunt Members Spanning Nodes
- Agent Help
- Automatic Daylight Saving Time
- Automatic Route Selection (ARS)
- Call Accounting System
- Call Routing to Public Network
- Caller ID
- Calling Line Identity Presentation (CLIP) for UK Single-Line Sets
- Database Back-Up
- Database Restore
- Database Save
- Desktop Interface (through Ethernet)
- Diagnostics
- Digital Phone Support
- Digital Networking (ISDN Based)
- Direct Inward System Access (DISA)
- Emergency Outgoing Access
- Fax over Internet Protocol (based on T.38 standard)
- Extension Lists
- House Phones

- Hunt Groups (75)
 - ACD and UCD
 - Announcement Recording
 - Automatic Camp-On
 - Overflow Recording
 - Playback Device Capability
 - Recall Recording
 - Send Camp-On Notifications to Members in DND
 - IP Networking
 - Keymaps
 - Multilingual Voice Prompts: Japanese (Katakana characters), Spanish, American and British English
 - Multiprotocol Phone Support
 - Music-on-Hold
 - External Music Source (1)
 - Silence
 - Ring Back
 - Tick Tone
 - Night Answer
 - Off-Premise Extension (OPX)
 - Open Architecture Interfaces (OAI)
 - System Level (ASAI, MVIP, CSTA, TSAPI, ASCII)
 - Operator Console
 - Paging (10 zones)
 - Passwords
 - Peer-to-Peer Audio for IP Devices
 - Privacy
 - Programmable Hunt Group Wrap-Up
 - Remote ACD Hunt Group
 - Secondary Extension Appearance
 - Single Line Sets
 - System Alarm Display and Reporting
 - System Forwarding
 - System Hold
 - System OAI Events
 - System OAI Third-Party Call Control
 - System Speed Dialing
 - Toll Restriction
 - Multiple Classes, Day and Night Trunks
 - Uniform Call Distribution (UCD)
- UPS Monitoring
Database Configuration Utility (Axxess to 5000)

Station Features

- Automatic Call Access
- Automatic Camp-On to Busy Stations, Trunks and ARS
- Background Music
- Busy Trunk / Station Callback (Queue)
- Call Forwarding (On or Off Premises)
 - All Calls
 - If Busy
 - If No Answer
 - If No Answer or Busy
- Caller ID Name / Number Toggle
- Configurable Caller ID Propagation
- Call Screening
- Call Transfer (On or Off Premises)
 - To Hold
 - To Park
 - To Ring
- Call Waiting (Camp-On)
 - Outside and Intercom Calls
 - Off-Hook Ringing
- Conferencing
 - Four Parties per Conference
 - Five simultaneous conferences of four
- Data Calls
- Directed Call Pick-Up (Reverse Transfer)
- Directory (IC, CO and Feature)
- Do-Not-Disturb Messages
- Emergency Call
- Feature Buttons
- Feature Directory
- Group Call Pick-Up
- Group Listen
- Group Remove/Replace from UCD / Hunt Groups
- Handsfree Answer
- Hookflash Capability
- Hot Keys
- Individual Hold and Recall
- Microphone Mute
- Off-Hook Voice Announce
- On-Hook Dialing
- Power Fail Transfer (supports 2 loop start trunks and 2 single line stations)
- Programmable Feature Codes
- Redial
- Remote Feature Programming
- Self-Test Function
- Station Password
- Station Speed Dialing
- Station-to-Station Messaging
- Station-to-Station Intercom Calls
- User-Programmable Keys
- User-Programmable Ring Tone

Messaging Features

- Phantom Extension
- Automated Attendant Application with Recall Destination
- Automated Attendant Recall Destination
- Basic Unified Messaging
- Call Diversion
- Call Screening
- Cancel Unheard Messages
- Cascading Remote Message Notification
- Centralized Voice Mail Support
- Custom Call Routing Announcements with Digit Translation
- Directory Services
- E-mail Integration**
- Fax-on-Demand**
- Fax Recognition**
- System Group Lists
- Inbound and Outbound Faxing**
- Information Storage
- Message Notification / Retrieval
- Record-A-Call
- Return Call via Caller ID or to an Extension
- Speech enabled applications**
- Schedule Time-based Application Router (STAR)
- Supervised Transfer
- Voice Mail
- Voice Mail Networking (Digital and/or AMIS)
- Undelete Message
- Unified Messaging**

**Requires Voice Mail server

Signaling Interfaces

- Automatic Number Identification (ANI)
- Caller ID
- Direct Inward Dialing (DID)
- Dialed Number Identification Service (DNIS)
- E&M
- MGCP
- PRI National ISDN-2 Support
- SIP (via SIP Server Software)
- T1 / OPX/Disconnect
- Trunk Group PRI Call-by-Call
- Two Stage Caller Identification

Trunk Interfaces

- DID
- ISDN PRI, ISDN BRI
- Loop Start
- SIP to Gateways
- MGCP to Gateways
- T1



Global Headquarters

Tel: +1(613) 592-2122
Fax: +1(613) 592-4784

U.S.

Tel: +1(480) 961-9000
Fax: +1(480) 961-1370

EMEA

Tel: +44(0)1291-430000
Fax: +44(0)1291-430400

CALA

Tel: +1(613) 592-2122
Fax: +1(613) 592-7825

Asia Pacific

Tel: +852 2508 9780
Fax: +852 2508 9232

www.mitel.com



For more information on our worldwide office locations, visit our website at www.mitel.com/offices

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