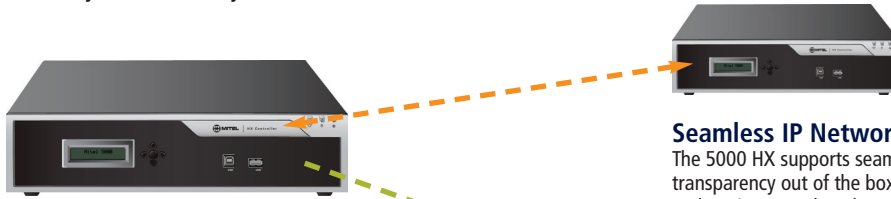


# Mitel 5000 HX Core

The Mitel® 5000 HX provides an ideal solution for small to medium-sized businesses that require the flexibility enabled by a digital / IP PBX. Coupled with a rich portfolio of applications and desktop phones, the 5000 HX delivers operational cost savings and enhances overall business productivity and efficiency.



## Seamless IP Networking

The 5000 HX supports seamless networking with full feature transparency out of the box to enable businesses with up to 99 locations to take advantage of IP internetworking of Mitel communications servers, voice mail, and voice applications.



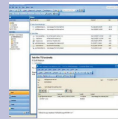
## Teleworking and SOHO

The 5000 HX enables businesses of all sizes to easily enjoy the benefits of extending the corporate network to virtually any location. The embedded teleworking requires no server, no licensing, and no additional cost.



## Configuration Assistant

A voice-guided Telephone User Interface (TUI) for users to configure Forwarding, DND, Dynamic Extension Express On / Off, Update Mobile Number, and Night Mode.



## Standard Unified Messaging

Allow all users to receive company voice mail messages in a single inbox and on mobile devices. Also includes soft-key integration for executive phones.



## ACD and Networked ACD

The Mitel 5000 HX includes an embedded, native Call Center capability with call control residing within the system. Companies have the ability to utilize agents across different locations. The system includes multiple Music on Hold sources for different queues, a customizable Recorded Announcement Device, messages with dialable options, and time-in-queue / position-in-queue messages. Additional reporting capability resides outside of the system.



## Dynamic Extension Express

Twin up to five phones to ring simultaneously: deskphone (internal), home IP phone (internal), Mitel Unified Communicator® (UC) Advanced Softphone (internal), mobile phone (external), and home phone (external). Also supports "handoff" to seamlessly move an active call from deskphone to cell, and vice versa.



## Native Ability To Support Both IP and TDM

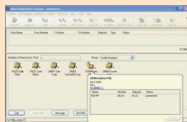
### Desktop Portfolio

Mitel 5000 HX has one of the most comprehensive portfolios of IP and digital desktop devices. They provide users with easy, intuitive access to feature-rich telephony and advanced desktop applications. All IP Phones have full-duplex speaker (except mitel 5304 IP Phone) and access to a suite of add-on modules.



### Flexible IP / Digital Solution

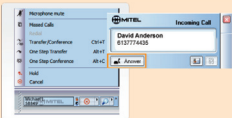
The Mitel 5000 HX enables the deployment of a combined IP and digital solution. 48 digital phones can be connected to the core chassis and can grow to 240 digital phones through the use of Digital Expansion Interfaces (DEIs). At the same time, the 5000 HX can run up to 250 IP phones simultaneously.



### PC Software

#### Attendant Console

The Attendant Console is an optional software license that streamlines system attendant operations by linking the call processing capability of the 5000 HX with a PC. The operator has the ability to see all phones within the entire company.



#### UC Express

Mitel Unified Communicator® (UC) Express is a desktop assistant / softphone that seamlessly combines telephony with integration to Microsoft® Outlook® and Microsoft Windows® Search, providing the user with a range of intelligent call-handling facilities and productivity enhancements.

# Mitel 5000 HX

## Mitel 5000 IP Base Kit

One (1) HX Controller  
One (1) HX Processor Module  
16 IP Phone License (CAT D)  
One (1) Dynamic Extension Express License  
Four (4) Single Port VM Licenses  
One (1) 512MB Flash Card  
One (1) PRI License

## Mitel 5000 Digital Base Kit

One (1) HX Controller  
One (1) HX Processor Module  
One (1) 16-Port Digital Line Card  
One (1) Cable DDM-16 To AMP 50P 3Meter  
48 Digital Phone License (CAT E)  
One (1) Dynamic Extension Express License  
Four (4) Single Port VM Licenses  
One (1) 512MB Flash Card  
One (1) PRI License

## Adding IP Phones



**Core System** – Up to 75 IP Phones  
**Add Processor Expansion Card (PEC-1)** – Up to 175 IP Phones  
**Add Processing Server (PS-1)** – Up to 250 IP Phones

### IP Phones:

#### IP Phone Licenses (CAT D)

**5360 IP Phone** – Color, touch-screen, Label-less Gigabit Executive Phone  
**5340 IP Phone** – 48-Button Label-less Backlit Executive Phone  
**5330 IP Phone** – 24-Button Label-less Backlit Standard Phone  
**5320 IP Phone** – 8-Button Entry-level Label-less Phone (cannot use any modules connected to back of phone)  
**5324 IP Phone** – 24-Button IP Phone (cannot use Wireless Headset / Handset Module)  
**5312 IP Phone** – 12-Button IP Phone (cannot use any modules connected to back of phone)  
**5304 IP Phone** – Lobby / Lunchroom IP Phone (cannot use any modules connected to back of phone)

### Softphones:

**UC-Advanced Softphone** – Uses CAT D License  
**UC-Express Softphone** – Uses CAT F License

## Adding Digital / Analog Phones



### In Main Chassis:

4 Analog Ports Built In  
**16-Port Digital Line Cards (DDM-16)** – Up to four (4) in main chassis  
**4-Port Single Line Cards (SLM-4)** – Up to four (4) allowed in system

### In DEIs:

**Digital Expansion Interface (DEI) Chassis** – Up to four allowed in system, holds three slots for either:  
**16-Port Digital Line Cards (DEM-16)** -or-  
**8-Port Single Line Module (SLM 8)**

### Digital Phones:

**8568 Digital Phone** – 6-Line Display Executive Phone  
**8528 Digital Phone** – 2-Line Display Standard Phone  
**INT4000 Wireless Digital Phone** – One Digital Phone License (CAT E) Required per digital phone.

### Other Analog Connections:

**Single Line Adapter (SLA)** – Connects to digital port and gives out 2 Analog Ports  
**IP Single Line Adapter (IP SLA)** – IP Connected box that gives out 1 Analog Port; requires CAT C License

## Phone Accessories

**Cordless Headset and Handset** – ~300 ft. Range, Encrypted Traffic, Dial-out Capability (available for Mitel 5360, 5340, and 5330 IP Phone)

**48- and 12-Button DSS Modules** – One 12-Button Module or up to two 48-Button Modules (available on 5324 IP Phone and 8528 / 8568 Digital Phone)

**Line Interface Module (LIM)** – Connect home / POTS line into remote Teleworker Phone for 911 and Failover in case of internet outage (available on 5324, 5330, 5340, and 5360 IP Phones)

**IP DECT Handset and Stand** – Base Stand can support multiple cordless phones (available for 5312, 5324, 5320, 5330, 5340, and 5360 IP Phones)



**IP Conference Unit** – High Quality conference unit connects to IP Phone (available on 5324, 5330, 5340, and 5360 IP Phones)

**Gigabit LAN Stand** – Converts any 100 Megabit IP Phone to 1 Gig (available on 5312, 5324, 5320, 5330, 5340, and 5360 IP Phones)

**Wireless LAN Stand** – Can be used to connect IP Phone through Wireless LAN or as a Wireless Access Point (available on 5312, 5324, 5320, 5330, 5340, and 5360 IP Phones)

## Adding Trunk Connections

### Analog Trunks (POTS)

(4 Analog Trunk Ports built-in)  
**4-Port Loop Start Trunk Cards (LSM-4)**  
– Up to four in system  
**Analog DID Trunks** – Connected via SLAs

### Digital Trunks (T-1/PRI)

**Dual T1/E1/PRI Module** – Up to four in system. First link on each is free.  
**License to Enable 2nd Port**  
**License to add PRI Functionality**

### SIP Trunks

**SIP Trunk License** – Embedded in system; licensed up to 100 SIP Trunks.

## Adding PC Control

### UC Express

(Free Server-less software for both 5300 Series IP and 8528 / 8568 Digital Phones)  
**Upgrade to Softphone** – Must also include CAT D License

### Attendant Console

(Server-less software not dependant on PC for call control. Monitor all extensions in network).  
**Base software for Single 5000 Upgrade to "Multi-Node"**

## Additional System-Wide Features

**ACD** – Full-Featured ACD including time-in-queue and position-in-queue messages, silent monitor and record, and barge-in / steal call capabilities

**Remote ACD** – To support networked ACD across all nodes

**Agent Help** – Button on phone for agents to request help

**File-Based Music on Hold** – The 5000 HX includes a native input for external Music on Hold input. Additional licenses allow company to upload one (or multiple) .wav files to be used as Music on Hold. Separate files can be applied to separate incoming numbers

**Additional Voice Mail Ports** – Base system includes 4 Ports for Voice Mail. This can be expanded to 16 ports in 4-port increments. Voice Mailboxes and Unified Messaging are at no cost.

**IP Networking** – The Base system includes six IP Networking paths (concurrent talk paths). To extend beyond this, the IP Networking License opens up unlimited paths.

**Voice Mail Digital Networking** – Networked 5000 Systems can also network their embedded voice mail systems via additional license.



# Mitel 5000 HX Applications Portfolio

In addition to the wide breadth of embedded applications, the 5000 HX delivers a suite of advanced Unified Communications applications via the Mitel Applications Suite and UC Advanced.

## Customer Service Manager (CSM) on MAS



An entry-level contact center solution which enables basic contact centers or work groups to efficiently monitor, manage, and route calls. It provides real-time business intelligence, including call performance and agent activity reporting, as well as agent productivity tools, including screen pop and PIM integration.

## Business Dashboard on MAS

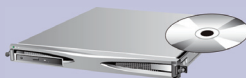


Provides both real-time and historical reports on everything that is happening on the 5000 HX communications system. Business Dashboard enables customers to optimize use of both employees and system resources, monitor employee performance and identify opportunities for improvement, and identify opportunities for cost savings.

## Audio & Web Conferencing (AWC) on MAS



Addresses dynamic communications needs by providing a feature-rich, cost effective IP-based collaboration solution for conducting highly interactive online meetings, brainstorming and training sessions, and presentations. Its audio conferencing and web presentation capabilities facilitate better collaboration among internal and external employees, business partners and customers.



## Mitel Applications Suite (MAS)

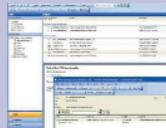
Delivers 5000 HX users a rich set of advanced IP applications on a single server, which includes Mitel NuPoint Unified Messaging™ (UM), Mitel Speech Auto-Attendant, Mitel Audio & Web Conferencing (AWC), Mitel Customer Service Manager (CSM), and Mitel Business Dashboard.

## Speech Auto-Attendant on MAS



Speech Auto-Attendant improves customer service levels and offloads the company receptionist from routine calls. The Speech Auto-Attendant can either use the NuPoint UM directory or Microsoft Active Directory® as the source of names and numbers. It also integrates with commercial presence servers to announce the presence state of the called party prior to routing a call (Microsoft Live Communications Server, Microsoft Office Communications Server 2007, and IBM® Lotus® Sametime®).

## NuPoint UM Standard Edition on MAS



Advanced unified messaging and text-to-speech allow users to retrieve and manage all forms of messages, such as voice mail, email, and fax, from their phone, email inbox, or web browser with full bi-directional synchronization. NuPoint UM also offers an unrivaled breadth of voice features, such as personal distribution lists, broadcasts, and flexible greeting options.

## Mitel Unified Communicator® (UC) Advanced

Unified Communications client that integrates presence and availability, secure instant messaging, audio conferencing, and web and video collaboration with the call control capabilities of the business communications system. UC Advanced integrates with leading business productivity tools, such as Microsoft Exchange, Outlook, and Office as well as IBM Lotus Notes®.



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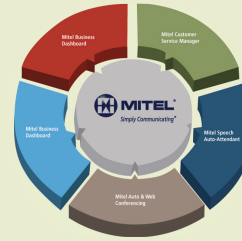


# Mitel Applications Suite

## Mitel Applications Suite Base Kit

One (1) NuPoint Base for MAS  
Eight (8) VM Port for NPM  
Two (2) NuPoint Voice Mail Box  
Two (2) NuPoint Call Director  
Two (2) NuPoint – Standard UM Use

Two (2) NuPoint – Advanced UM User  
One (1) NuPoint Text-to-speech port  
One (1) Speech Auto Attendant Port  
Two (2) Speech AA Corp. Directory Entries  
One (1) Audio and Web base for MAS  
Three (3) Audio / Web Conference Ports



## Adding NuPoint UM

Voice Mail ports are free. NuPoint UM Advanced Unified Messenger is user-based licensing

### Add VM Users:

**NuPoint / Call Director User** – Each VM Box has full Call Director Capabilities, .wav file forward, and WebView access

**NuPoint – Standard UM User** – Standard UM includes .wav file forward (three addresses, choice of three file types), audio link, web link, and text notification

**NuPoint – Advanced UM User** – Full MAPI / IMAP Synchronized Messaging

### Add Fax Capabilities:

**Fax Port License** – Concurrent # of fax Ports. (Six Max.)

**Outbound Fax Users** – Number of users licenses for outbound faxing

### Other Options:

**Text-to-Speech Ports** – Number of concurrent users listening to e-mails via the phone

**Speech-to-Text** – Speech-to-text transcription service with Nuance Spinvox subscription

**Networking** – NuPoint supports VPIM ver.2 Industry Standard

**Record-a-Call**

Push-Button Call Recording on 5000 (FREE OPTION)

## Adding to Speech Auto-Attendant

### Add Ports

For Concurrent use. (24 Ports Max.)

### Add Corp. Directory Names

Sold in 1, 10, 50, and 2000 Increments. (2,500 Max.)

### Add Presence Option

Integration with Microsoft LCS 2005, OCS 2007, or IBM Sametime 8.0. FREE OPTION

## Adding to AWC

### Add Ports:

**Audio Only Ports**

Sold in 1, 10, and 50 Port Packs

**Web Only Ports**

Sold in 1, 10, and 50 Port Packs

**Audio and Web Ports**

Sold in 1, 10, and 50 Port Packs

## Adding to Business Dashboard and CSM

### Business Dashboard Includes:

(QTY: 5) **Client Go Licenses**

PC Productivity Tools for Phone (Basic Level)

(QTY: 1) **Reporter – Basic License**

Historical Only Reports (Basic Reports)

(QTY: 1) **RealViewer License**

Real-Time Reporting

### Real Time Reporting Uplift:

**Client Go To Conn Assistant Uplift**

Upgrade to Mid-Level PC Productivity Tools

**Reporter Basic to Reporter Uplift**

Additional Reports and Real-Time Reporting plus Control

**Auto Reporter Option**

### Customer Service Manager Includes:

(QTY: 5) **Connection Assistant Licenses**

PC Productivity Tools for Phone (Mid-Level)

(QTY: 5) **Agent Reporting Licenses**

License required for all ACD Agents being reported on

(QTY: 1) **Reporter – Pro License**

Advanced Reporting and Real-Time

Reporting plus Control

(QTY: 1) **RealViewer License**

**Auto Reporter Option**

### Advanced Routing Uplift:

**Intelligent Router**

Advanced Call Routing Capabilities

**Conn Assistant to CallViewer Uplift**

Upgrade to Advanced PC Productivity Tools

(QTY: 1) **RealViewer License**

### Media Blending Uplift:

(QTY: 5) **Media Blending Agent License**

Agents able to handle E-mail, Fax, and Voice Mail

(QTY: 3) **Media Blending Queue License**

Queues able to route E-mail, Fax, and Voice Mail

## Individual Licenses:

(All Licenses are Concurrent Use Licenses)

**Single Client Go License**

**Conn Assistant Single License**

**CallViewer Single License**

**Reporter Basic Initial License**

**Reporter Initial License**

**Reporter Pro Additional License**

**RealViewer License**

**Media Blending Agent License**

**Media Blending Queue License**

**Call Recording Integration License**

OAISYS or Verint Call Recording Solutions

## Unified Communicator Advanced

### Base Server Software

No Licenses Included



### UC Advanced Console Option

Add Attendant Console option to a user

### UC Advanced Mobile for BlackBerry® User

Ability to link with BlackBerry for Menu, GPS, and Directory integration. Must have MVS Server

### UC Advanced User License

Standard License for Desk Phone User

### UC Advanced Softphone User License

User without a desk phone that will use the Softphone as primary device or Upgrade Desktop User to use both desk and softphone

### UC Advanced plus Softphone User

User with Desk Phone and the ability to toggle between desk phone control and PC softphone

