

AXXESS TO MiVOICE OFFICE

Migration Guide

Cost-Effectively Migrate to IP

Increasing revenue while keeping the bottom line intact – two things that all businesses struggle with on a daily basis; uncovering new sales opportunities in a highly competitive market requires a communications strategy. Knowing when, where, and how the customer wants to communicate is key to business success. For years now, your business has depended upon the reliability and functionality of the Inter-Tel® Axxess® system; however advances in Voice over IP (VoIP) telephony have now reached a point where a look at how your business could benefit from this technology is warranted.

This migration guide outlines the options for existing Axxess customers with systems of up to 250 digital users, who have a continuing requirement to support digital endpoints and new mobility requirements to consider when migrating to Mitel® MiVoice Office – a hybrid digital / IP platform. As a hybrid system, MiVoice Office provides a complete solution for pure IP deployments, as well as mixed deployments consisting of both IP and digital phones – perfect for those businesses that need to manage the transition from digital to IP or wish to deploy both or either one based on infrastructure needs.

Mitel MiVoice Office

MiVoice Office enables small and medium-sized businesses to blend their voice system into their data network, creating a cost-effective, efficient communications environment. MiVoice Office offers a digital / IP communications platform, which allows businesses to network geographically dispersed employees and locations, whether they are connecting Offices and applications together over a data network, or deploying digital and IP phones to onsite employees. MiVoice Office enables current Axxess customers to make the most of their existing investments by networking and supporting existing Axxess systems, applications, and endpoints, offering backwards migration compatibility and expansion of IP networking.

Reasons to Migrate

1. SIMPLICITY

SYSTEM ADMINISTRATION, DIAGNOSTICS AND

EMBEDDED REPORTING TOOLS - Administering MiVoice Office is simple and does not require dedicated IT staff. IT managers have access to a set of System Administration, Diagnostics, and Embedded Reporting Tools which build upon the basic tools available with the Axxess systems.

PLUG N' PLAY SCALABILITY - MiVoice Office is built on scalable software and the hardware platform is designed to help scale and protect your investment with add-on modules and processors in a form factor that is optimized for shelf-top, rack-mount, and wall-mount scenarios. MiVoice Office is expandable to support up to 250 users and multiple sites.

EASY TO USE - MiVoice Office provides all end users with a simple to use configuration assistant to set up preferences for Dynamic Extension Express (twinning), forwarding messages, etc. End users can also access an end-user web portal to access unified voice messages, set up Meet-Me Conferencing, and specify preferences for Dynamic Extension Express.

2. VALUE

COMPLETE SUITE OF BUSINESS PRODUCTIVITY

APPLICATIONS – OUT OF THE BOX - MiVoice Office delivers a complete suite of business applications out of the box which include unified Voice Messaging, Hot Desking, Meet-Me Conferencing, ACD, enhanced mobility with Dynamic Extension Express, and Teleworking. In addition, MiVoice Office supports a range of advanced Unified Communications applications via Mitel MiCollab, and Mitel MiCollab Client.

– Unified Voice Messaging

MiVoice Office delivers Unified Voice Messaging (UVM) with email synchronization and MP3 attachment format. MiVoice Office allows you to record, relay, store, retrieve, and forward voice mail and email from one synchronized message store, and it supports up to 99 networked sites with full feature transparency. MiVoice Office provides up to 32 ports for voice mail, automated attendant, Call Routing Announcements, Record-a-Call, etc.

– Hot Desking

With single node Hot Desking, employees can now share phones or temporarily move to other phones and yet maintain their personal identity and preferred phone configuration. 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. Hot Desking is ideal for employees who spend only part of their time in the office or who often travel from office to office.

– Meet-Me Conferencing

MiVoice Office delivers Meet-Me Conferencing for a maximum of 8 parties per conference, and a total of 20 parties at a time. End users are provided a dialable Conference Assistant and Conference Access Codes. They can also set up on-demand audio conferences via the Configuration Assistant or User Web Portal.

– Dynamic Extension Express

Enable employees to twin their desk phone with up to ten devices (their mobile, desk, remote office, and home phones) with message waiting indication and mobile–desk phone transfer to enhance accessibility and availability.

– Teleworking

MiVoice Office embedded teleworking requires no server, no licensing, and no additional cost. By using the same voice mail, conferencing, and corporate security features as their in-office colleagues, remote employees can become more productive and in touch. MiVoice Office Teleworker Solution is implemented quickly and easily using a Mitel MiVoice IP Phone.

FILE-BASED MUSIC ON HOLD AND PERSISTENT MUSIC ON HOLD

– MiVoice Office enables the use of one file-based Music-on-Music Source Hold port, up to a maximum of five.

IMPROVED RELIABILITY – MiVoice Office is state-of-the-art technology in a highly reliable platform, with solid state, flash memory, and requires no cooling fans. Options to schedule backups of both system and voice mail data to a separate media store is a definite plus.

3. CHOICE

MITEL MICOLLAB – MiVoice Office delivers a complete suite of embedded applications, in addition to a suite of advanced Unified Communications applications via MiCollab. MiCollab for MiVoice Office includes applications such as the MiCollab Client, unified messaging, speech auto-attendant, and audio, web and video conferencing.

SIP TRUNKING – MiVoice Office supports SIP trunking in terms of a next generation network connection, in addition to providing businesses with a wide range of choice in terms of endpoint devices and in terms of providing a hardwarefree way of integrating applications.

RANGE OF DIGITAL, IP, AND IP-DECT ENDPOINTS AND ACCESSORIES – MiVoice Office supports the full range of Mitel MiVoice IP Phones, supports the Mitel MiVoice 8528 / 8568 Telephones (digital phones), Mitel MiVoice Line Interface Modules (LIMs), the Mitel MiVoice Conference Unit, and the Mitel MiVoice 5610 DECT Handset and IP DECT Stand.

4. FLEXIBILITY

IP NETWORKING – MiVoice Office delivers out-of-the-box IP networking and SIP trunking.

EASE OF MIGRATION – MiVoice Office provides a smooth migration path for existing Axxess platform customers in terms of the ability to use existing phones on the new MiVoice Office platform.

| Embedded Applications | Axxess | MiVoice Office Platform |
|------------------------------------|--------|-------------------------|
| Voice Mail with Auto-Attendant | | • |
| Unified Voice Messaging | | • |
| Hot Desking | | • |
| Meet-Me Conferencing | | • |
| Automatic Call Distribution | | • |
| Teleworking | | • |
| Twinning | | • |
| Ad-hoc Conferencing | • | • |
| Administration and Diagnostic Tool | | • |

| Off Board Applications | Axxess | MiVoice Office Platform |
|------------------------------------|--------|-------------------------|
| Mitel MiCollab | • | • |
| Mitel MiCollab Client | • | • |
| Unified Messaging | • | • |
| Speech Auto-Attendant | • | • |
| Audio, Web, and Video Conferencing | • | • |
| Mitel MiVoice Border Gateway | | • |

Promotions

For a limited time, when you migrate your existing Axxess system, you will receive:

- *A \$500 rebate*
- *“No charge” re-activation of many existing Axxess software options and licenses on a new MiVoice Office (which includes the HX Controller and release 6.0 software)*
- *Simple system migration / installation process, including transfer of existing Axxess licenses*

Quantitative Savings

MiVoice Office delivers basic cost savings in the following areas:

1. COST SAVINGS

Software Functionality

- Free System Administration and Diagnostics Console
- Free embedded reporting
- Free IP networking

System-Wide Application Licensing

- Meet-Me Conferencing
- UVM Email Synchronization – Enhanced Integration
- Integration
- Hot Desking
- Teleworking
- ACD / Networked ACD

Reduced Pricing

- No PRI license required
- Reduced price for dual T1 module and second port license
- Reduced voice mail port licensing
- Reduced Compact Flash pricing

2. EASE OF MIGRATION

MiVoice Office enables your business to leverage and enhance your existing Mitel investment to streamline operations and cost.

- Keep existing applications such as Contact Center Solutions
- The open architecture interface is the same on both platforms
- Keep your existing endpoints¹
- Free database conversion utility which enables the conversion of Axxess databases to MiVoice Office databases
- Ability to transition your existing network of Axxess platforms over time without any functionality loss
- Leverage cost savings associated with SIP trunking on MiVoice Office

Qualitative Savings

Qualitative savings are realized in terms of:

1. NO MORE “OUT OF OFFICE”

Ensure you don't miss important customer calls – with Dynamic Extension Express, employees can twin their desk phone with any phone to enhance personal accessibility and availability. To save on mobility costs, employees can hand off calls between their mobile devices and desktop phones.

2. WORK EFFECTIVELY FROM ANYWHERE

Extend the corporate voice and data network with the Mitel Teleworker Solution to virtually any location through a broadband, access-based, secure “plug and work” solution. Employees retain all of the features and functionality that they enjoy at the Office by using a Mitel MiVoice IP Phone or a softphone.

For enhanced mobility in the home, users can take advantage of the Mitel MiVoice Cordless Accessories. The cordless accessories, unique to Mitel, include the Mitel MiVoice Cordless Handset and the Mitel MiVoice Cordless Headset, designed for the Mitel MiVoice 5330, 5340, and 5360 IP Phones. The cordless handset and headset have a range of 300 feet from the desk.

3. SIMPLIFY NETWORK MANAGEMENT AND ADMINISTRATION

MiVoice Office System Administration, Diagnostics, and Embedded Reporting Tools come standard and now provide the ability to monitor multiple nodes in a MiVoice Office network, in addition to displaying system alarms, performance, diagnostics, and call statistics.

For more information on migrating your Axxess system, please contact your Mitel Authorized Partner or Mitel Regional Office.

¹ Note that MiVoice Office does not support legacy analog key system endpoints.