



MITEL

5000 Communications Platform

Introducing Mitel 5000 Communications Platform

The Mitel® 5000 Communications Platform (CP) for small- and medium-sized businesses (SMB) leverages 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 return on investment (ROI) on their network infrastructure investments
- More cost-effective communications solutions
- Productivity enhancing applications
- Simpler, more efficient communications
- Improved customer interactions
- Improved mobility solutions
- Solutions which are easy to install, configure and maintain

Converged networks consisting of digital, IP and hybrid technology are offering organizations improved ROI on network investments and tangible productivity gains through enhanced digital and IP-based communications applications.



The 5000 CP is the answer for your converged communications needs offering you choice of digital, IP or analog options for phones and network interfaces. It features full call handling and messaging, as well as full networking support and feature transparency for multiple systems.

The 5000 CP 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:
 - Advanced call routing and find-me / follow-me features
 - Feature-rich conferencing and web collaboration
 - Powerful contact center and customer relationship management solutions
- Ideal for multi-location businesses that can 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 data networks and applications, the 5000 CP helps 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 and efficiency
- Lowering overall communications costs

5000 CP Base Features

- 2-line LCD display panel
- Ad-hoc conferencing
- Basic unified messaging
- Compact flash for storage
- Dual analog trunk interface
- Dual single line station interface
- Integrated 4- to 16- port basic voice mail
- Linux® operating system
- Modular processor bay
- Music on hold port
- Page port
- Three modular expansion bays
- Two USB ports

Capacities

- 240 digital phones
- Up to 250 IP Phones
- 80+ hours of voice mail storage
- Door relay capability

Expansion

- Three expansion bays in main chassis:
 - Dual T1/E1 (with enhanced echo cancellation) and PRI modules
 - Analog Trunk Module for four ports of analog trunks (LSM-4)
 - Analog Phone Module for four ports of analog phones (SLM-4) (max one per system)
 - Basic Rate Module for two ports of ISDN Basic Rate trunks (BRM-2) [UK only]
- Four Digital Expansion Interfaces (DEI) :
 - 16-port digital phone module (DEM-16)
 - 8-port analog phone module (SLM-8)
- Basic voice mail ports and storage capacity
- External voice mail
- Processor Expansion Card (PEC-1) for larger IP installations
- Processing Server (PS-1) for large or heavy traffic installations



Phones and Peripherals

IP Phones

- Mitel 5304 / 5312 / 5320 / 5324 / 5330 / 5340 / 5360 IP Phones
- Mitel Unified Communicator® (UC) Express Softphone

IP Peripherals

- Mitel 5610 DECT Handset / IP DECT Stand
- Mitel 5310 IP Conference Unit
- Mitel IP Programmable Key Module (PKM) 12 / 48
- Mitel Gigabit Ethernet Stand
- Mitel Cordless Accessories / Cordless Handset / Cordless Headset
- Mitel Line Interface Module

Digital Phones / Peripherals

- Mitel 8528 Telephone
- Mitel 8568 Telephone
- PKM 12 / 48 for the 8528 / 8568 Telephones

Wireless Phones / Peripherals

- Mitel 5610 DECT Handset / IP DECT Stand
- Mitel Wireless LAN Stand
- Inter-Tel Model 8664
- Inter-Tel Model 8665

Trunk Interfaces

- Two analog loop start ports (on board)
- Up to three analog trunk modules (LSM-4)
- Up to three basic rate modules (BRM-2) [UK only]
- Up to three dual T1/E1 and PRI modules
- SIP (carrier) trunks
- SIP / MGCP gateways

Management

- Network-based administration client
- Web browser-based diagnostics
- System Administration & Diagnostics: powerful task-oriented diagnostic interface

Protocol Support

- 802.11
- CSTA
- G.726-32
- G.729
- Media Gateway Control Protocol (MGCP)
- Phones support 802.1p/q; 802.3af; ToS; TFTP
- RTP / UDP / TCP
- Session Initiation Protocol (SIP)
- TFTP
- TSAPI

System Features

- Account codes
 - Forced
 - Forced on toll calls
 - Optional
 - Standard
- ACD agent ID
- ACD / UCD hunt members spanning nodes
- Administrator station programming
- Advanced CO interfaces
- Agent help
- Analog phone support
- Attendant console
- Automatic Call Distribution (ACD)
- 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 conversion utility for Inter-Tel Axxess®
- Database user export feature
- Database restore / save
- Desktop interface (through Ethernet)
- Diagnostics and audit trail (database change log)
- Digital networking (ISDN-based)
- Digital phone support
- Direct Inward System Access (DISA)
- Emergency outgoing access
- Extension lists
- Fax over IP (based on T.38 standard)
- File import tool
- Health check email reporter (Customer Care Center)
- House phones
- Hunt groups (75)
 - ACD and UCD
 - Announcement recording
 - Automatic camp-on
 - Overflow recording
 - Playback device capability
 - Programmable hunt group wrap-up
 - Recall recording
 - Remote ACD hunt group
 - Send camp-on notifications to members in DND
- IP networking
- Keymaps (configurable)
- Loop loss measurement tool
- Multilingual voice prompts: Canadian French, Japanese (Katakana characters), Spanish, American and British English
- Multiprotocol phone support
- Music on hold
 - Persistent MOH
 - Ring back
 - Silence
 - Tick tone
 - File-based music sources
- 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
- Scheduled database back-up
- Secondary extension appearance
- Single line sets
- SIP trunking
- 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 Phone Features



Phone 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
- 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
- Caller ID name / number toggle
- Conferencing
 - Four parties per conference
 - Maximum 20 parties in a conference total
- Configurable caller ID propagation
- Data calls
- Directed call pick-up (reverse transfer)
- Directory (IC, CO and feature)
- Do-not-disturb messages
- Dynamic Extension Express
- 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 intercom calls
- Station-to-station messaging
- User-programmable keys
- User-programmable ring tone

Messaging Features

- 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
- Configurable 7 and 9 key for saving and deleting messages (per mailbox)
- Custom call routing announcements with digit translation
- Directory services
- Email integration*
- Fax recognition*
- Fax-on-demand*
- Inbound and outbound faxing*
- Information storage
- Message notification / retrieval
- Optional G.726-32 for compression of storage
- Phantom extension
- "Play only" mailbox
- Record-a-call
- Return call via caller ID or to an extension
- Schedule Time-based Application Router (STAR)
- Speech-enabled applications*
- Supervised transfer
- System group lists
- Undelete message
- Unified messaging*
- Voice mail
- Voice mail networking (VPIM, Digital and / or AMIS)

*Requires voice mail server

Signaling Interfaces

- Automatic Number Identification (ANI)
- Caller ID
- Dialed Number Identification Service (DNIS)
- Direct Inward Dialing (DID)
- 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

Hardware Requirements

The following lists the hardware requirements for the Administration Console:

- 1.0 gigahertz (GHz) or higher Central Processing Unit (CPU)
- 1 gigabytes (GB) or higher Random-Access Memory (RAM)
- 1024 x 768 high-color 32-bit display
- 100 MB available hard disk space (not including the space needed for the Microsoft® .NET Framework)

Software Requirements

The following lists the software requirements for the Administration Console:

- Microsoft Windows® XP (SP2 / SP3), Windows Vista® (SP1), or Windows 7
- .NET Framework version 3.5 SP1 (included in the installation program)



Dimensions

Dimensions	Size
Height	3.5 in. (8.9 cm) – 2U
Width	15.5 in. (39.4 cm)
Depth	8.75 in. (22.2 cm)
Weight (approx. loaded)	9.2 lbs (4.2 kg)

Environmental Requirements

Requirements	In Operation	In Storage
Temperature		
Equipment Chassis	32 to 104 °F (0 to 40 °C)	+40 to 185 °F (-40 to 85 °C)
Station Instruments	32 to 113 °F (0 to 45 °C)	-40 to 185 °F (-40 to 85 °C)
Relative Humidity (Non-Condensing)	5 – 95%	5 – 95%
Altitude	Up to 10,000 ft (3,048 m)	Up to 40,000 ft (12,192m)

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GD 1162_6273 PN 51012867RF-EN

