

MITEL

Communications Director

Unprecedented Flexibility in Call Control

Mitel® Communications Director (MCD) is highly scalable, proven IP-PBX software that provides robust call control, rich telephony features, and seamless networking across multiple locations. Deployable in just about any environment, MCD works with (rather than replaces) existing processes and systems to enhance them with the latest IP solutions and features. MCD brings unprecedented flexibility to the communications infrastructure, functioning equally well in both hosted and distributed environments. Whether a company has 30 users or 60,000, MCD provides powerful call handling, a profusion of features, simple management, and flexible deployment options.

Your Choice of Server, Your Choice of Implementation

MCD has no dedicated server hardware, but instead runs on either proprietary Mitel 3300 Controllers or industry-standard Sun, HP, or IBM® servers. It operates across virtually any LAN or WAN infrastructure, regardless of manufacturer. It can also be implemented in any way you prefer or require, whether in a distributed model where call control is managed at local sites, or in a hosted model where call control servers are co-located with gateways to deliver resilience and business continuity.



For further flexibility, MCD can be configured to provide different services running on separate hardware platforms within a single solution. For example, it can be configured to run as a call controller on one hardware platform, a media gateway on another, and an applications and services gateway on a third controller, all combining to form a single system.

Simple, not Simplistic

Easy to manage and powerful are no longer mutually exclusive qualities. MCD embodies a broad range of functions and capabilities while providing simplified management and administration through features such as System Data Synchronization (SDS), Administration Groups, and multi-node management, reducing the time and resources required to perform tasks and administer changes.

One Identity Wherever You Are

MCD comes with Mitel's Unified Communications (UC) applications embedded in its core software – no extra server is required to benefit from these capabilities. Dynamic Extension works with any number in the world, including any mobile number on any network, to allow end-users to be reachable wherever they are, whether at work, at home, or anywhere in between.

Administration and Management Enhancements

An administrator can administer a multi-platform MCD solution from their web browser as if it was a single platform solution. All multi-platform data is contained within the same web browser view. To ease management tasks, Mitel Communications Director:

- leverages System Data Synchronization (SDS), which automatically updates system data around the solution to reduce the time it takes to administer a multi-platform MCD solution
- allows administrators to manage multiple systems from a single logon at a single screen
- facilitates the option of delegating management control and specific tasks to those people within an organization skilled to perform such activities, rather than relying on a centralized point.

Embedded Multi System Management

Administration Groups create the ability to group MCD platforms, providing privileged administration rights for some controllers or servers, but not others. Administration Groups use the underlying SDS methodology to ensure any updates across the group are automatically propagated. For instance, you may have twenty 3300 Controllers in London and ten 3300 Controllers in Paris. By programming the network into two different Administration Groups, changes in London can be distributed to just the London controllers and changes in Paris can be distributed to only the Paris controllers. With the powerful flexibility of SDS, network-wide data can still be distributed around the entire solution.

Single Sign On

Single sign on allows one to logon to a single MCD platform, and from there, administer all the MCD platforms within the Administration Group.

User Configuration

When users are provisioned into the MCD solution, all the user data can be quickly added in a single programming form. The user information is then automatically sent around all the other MCD systems (by SDS) to ensure any user on any system can immediately contact the new user.

Mitel Embedded UC Application Enhancements

Dynamic Extension

Mitel's Dynamic Extension ensures that where you are does not dictate how you work. Imagine being able to twin any device in the world from the heart of Mitel Communications Director and then, on top of that, being able to turn any external (or off-board) device into an internal device (getting access to IP in call features of MCD).

You can then present a single identity to the outside world, all from the core of MCD. Up to eight numbers / devices, including SIP Wi-Fi clients, create your personal ring group – visible to the outside world as a single number, affording you the ultimate in flexibility and offering your enterprise the opportunity for cost savings.

Hot Desking

Hot Desking allows a user in a corporate office to log into any Mitel IP set and have their calls routed to the device at which they have logged on. As a result of the log in, the user's profile is downloaded to the set (a user's profile includes things like speed dials, line appearances etc). This provides a great solution for organizations who share a pool of Hot Desk phones, at which any user can log in when they are in the office.

External Hot Desking

As an extension to internal Hot Desking, users can extend their Hot Desking profile to an external number. This means that should the user be away from the internal communications system, they can log on to an external device and all calls for the internal number are routed to wherever the user is located. External Hot Desking can be configured such that the user can dial into the system (from an external number) and log in manually or the user can configure their profile to automatically route calls to the external number if they are not logged in internally.

Personal Ring Groups

Personal Ring Groups (PRG) allow a collection of devices (directory numbers) to be assigned into a group. All of these devices / numbers will be associated with a single user. Personal Ring Groups will allow the definition of up to eight simultaneously ringing numbers when the user's prime number is dialed. Similarly, when any device originates a call or feature, it will take on the identity of a single user with all of their rights and permissions.

Group Presence

Group Presence is a concept that allows a user to define whether they are actually present (and therefore available) to take calls for all of the groups where their extension / directory number is a member. Group Presence can be selected for voice hunt groups, Name Tag hunt groups, ring groups, Personal Ring Groups, and ACD agent groups.



SIP Protocol Support on MCD

In support of Mitel's support for open standards, MCD natively supports connection to both SIP lineside devices and SIP trunks. No extra hardware or software is required to support SIP users or trunks, greatly simplifying the solution administration when using the SIP Protocol.

Mitel's SIP Trunk solution is continually tested against other manufacturers' equipment to ensure compatibility with leading service providers. Mitel's SIP Lineside solution is also continually being tested against new SIP devices and we are regularly adding further enhancements to our SIP lineside solution. This ensures the MCD SIP lineside solution supports as many features as possible with third-party device providers. MCD is also one of the few solutions that offers embedded resiliency support for third-party SIP devices.

Technical Specifications

Compatibility with Mitel Platforms

MCD is compatible with the Mitel 3300 IP Communications Platform (ICP). For further information on 3300 ICP technical specifications, please contact your Mitel representative.

Compatibility with Industry-Standard Servers

For further information on compatible industry-standard servers, please contact your Mitel representative.

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