MITEL

3000 Communications System (CS) Sales Guide

MITEL®

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MITEL®

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Company Overview

Mitel® has grown from providing simple business telephone systems, to offering value-driven communications products; applications utilizing networks and server-based communications software; and a wide range of managed services that include voice and data network design and traffic provisioning, custom application development and financial solutions. An industry-leading provider focused on the communication needs of business enterprises.

Whether your customers are looking for a converged communications system, IP telephony, simplified voice mail and more, Mitel has the solution. Mitel's innovative products can enable your customer's business to deliver superior customer service and reduce telecommunication costs.

Mitel 3000 Communications System Overview

The Mitel 3000 Communications System product line has proven to be a great addition to the Mitel product family. The Mitel 3000 is designed for small commercial and residential applications.

Mitel 3000 is a sophisticated, easy-to-use communications system that offers rich system features such as voice mail, account codes, automated attendant, conference and speed dial—enabling you to project a large company image in the small business market. Whether you are a retail or small business owner, restaurant owner, multibranch business, or have a home-based business, the Mitel 3000 offers you a scalable, affordable path to improving the way you communicate with your customers or clients. The Mitel 3000 also offers digital, cordless, standard analog and VoIP phones that allow easy access to powerful system features such as conference, transfer, personal speed dial and voice messaging. Now, with remote working and Unified Communications, the Mitel 3000 offers more flexibility allowing customers to reduce operational costs even further.

Typical Mitel 3000 Communications Systems

- Architectural Firms
- Auto Service Centers
- Bed and Breakfast/Inns
- Cafés
- Charter Schools
- Day Care Centers
- Medical Offices

- Convenience Stores
- Graphic Design Firms
- Health Clubs
- Insurance Agencies
- Large Organizations
  with Branch Offices
- Nursing Homes

- Residential
- Restaurants
- Retail Stores
- Self-Employed
- Small Hotels
- State and Local
  Government Agencies
- Telecommuters

Mitel 4110 Telephone
8-button System Phone
Part Number: LR5829.06200

Mute key

Speaker and light

Volume keys

Call ringing light
and message
waiting indicator

4 function keys,
hold, programming
message retrieval,
speed dial lists

6 display keys

Programmable keys

Scroll / edit keys

Clear key

Numeric key pad

Headset connection

Data port

Handset

This Mitel 3000 digital feature phone includes a large, 4-line, easy-to-use display allowing the user to navigate the powerful features of the system. The programmable keys can be programmed as line keys (line 1, line 2, etc.), extensions (ext. 23, 24, etc.) or features (paging, forward, etc.)

Features

- Large functional display
- Full-duplex speaker phone
- Eight programmable keys
- Red and green LEDS
- Data socket / port
- Auto detect headset
- Wall or desk mountable
- Charcoal gray

Please note: This phone does not support a backlit display.

Mitel 4110 and 4120 Telephone Features

- Auto Answer
- Backlit LCD
  (on 16-button
  System Phone)
- Call Back
- Call Duration Display
- Call Forwarding
- Call Park
- Call Pick Up (incoming)

- Call Redirect
- Call Transfer
- Call Waiting
  (Internal / External)
- Caller ID Store
  (Name ID / Number ID)
- Camp on Busy
- CO Line Green / Red LED
- Conference (3 party)

- Display Messaging
- Do-Not-Disturb (DND)
- Extension Lock
- External Call Hold
- External Forwarding
- Forward All
- Forward on Busy

Mitel 4120 Telephone
16-Button Phone
Part Number: 51013710

Mute key

Speaker and light

Volume keys

Call ringing light and message waiting indicator

4 function keys, hold, programming message retrieval, speed dial lists

Handset

6 display keys

Data port

Programmable keys

Mitel DSS Console

Scroll / edit keys

Headset connection

Numeric key pad

Clear key

This Mitel 3000 digital feature phone includes a large easy to use display allowing the user to navigate the powerful features of the system. The Mitel DSS* Console (direct station select) with 32 buttons can be added to the 4120 Telephone, making it a perfect solution for receptionists.

Features

- Large functional display
- Power supply included
- Full-duplex speaker phone
- Auto detect headset

- 16 programmable keys
- Supports 32-key DSS
- Call waiting (call waiting ID)
- Backlit display*

- Data socket / port
- Red and green LEDS
- Charcoal gray

* One per 4120 Telephone. Maximum eight per system.
* Backlit display requires AC adapter p/n: 5101371

- Forward on No Answer
- Follow Me
- Headset Capability
- Hold
- Hookflash
- Intercom Call
- Internal Call Waiting
- Line Access
- Microphone Mute

- Page
- PA Announcement
- Page All
- Park
- Parked Call Pick Up
- Personal Speed Dial
- Programmable Soft Keys
- Redial
- Reminder Call

- Ringing / Message Waiting Light
- Room Monitor
- Speaker Phone
- Tone Protection
- User-Programmable Ring Tones
- Volume Controls

Mitel 5120 IP Phone
IP-based Phone
Part Number: LR5992.06200

Mute key

Volume keys

4 display keys

4 Scroll keys

Handset

Hold key

Speaker

Clear key

Data port

Programmable keys

Headset connection

Numeric key pad

4 function keys,
programming
message retrieval, divert,
mute

The Mitel 5120 IP Phone is what the remote worker has been waiting for!
Whether working from home or a small branch office, the IP-based system phone
offers flexibility without compromising functionality or professional image. In fact,
the IP-based system phone can plug and play from anywhere in the office, home
or branch office and all that is needed is a broadband connection.

Features
- Full-duplex hands-free feature phone
- 6x16 menu driven display
- Message Waiting / Ringing LED
- 16 programmable keys
- 2-port Switch (for PC connection)
- Headset port
- Desk / wall mountable

*Requires Broadband Module

Mitel 5110 Softphone

Part Number: see Unified Communications

Ring / message indicator

Backlit display

Volume, speaker mute controls

Handset

Fixed key functions

Handsfree speaker

Programmable keys

11:30 15.10.0

Internal call
Redial last num
Saved Numbers
Do not disturb

Talk   End

Navigation page

Headset connection

Numeric key pad

Programmable feature keys and softkeys

The Mitel 5110 Softphone is an IP extension on your PC / laptop. With the 5110 Softphone, users can log into their office extension from a remote location, allowing them to make and receive calls as though at their desk in the office. The Mitel 5110 Softphone is a component of the Mitel 3000 Communications System package that is available in 4, 8 or 12 user packages

Features
- Menu-driven user-interface similar to the Mitel 3000 system phones
- All menus and features of the system supported

Benefits
- Simple to use
- Travels with the user wherever their laptop can go
- Saves desk space in small / home offices

Broadband Module
Part Number: 51012941

Optional module provides multi-user high-speed Internet access as well as VoIP (Voice over IP) connectivity for up to 12 remote extensions. It also supports Unified Messaging, Click to Dial and the 5110 Softphone and provides a LAN (Local Area Network) allowing users to network PCs and share printers and resources within the office.

Features
- Integrated ADSL Modem
- Ethernet WAN Port for Cable Modem connection
- Integrated WLAN Access Point for wireless connectivity
- Stateful Packet Inspection Firewall with IDS and DoS protection
- VoIP for up to 12 Remote IP Extensions with full system integration
- Supports Unified Communications which incorporates:
  - Unified Messaging
  - Click to Dial
  - Softphone

INT 1400 4-Button Cordless Phone[*]
Part Number: 618.4015

The INT 1400 4-button cordless phone is a great add-on to the Mitel 3000 Communications System.

A digitally integrated cordless phone, the INT 1400 offers unparalleled range and channel separation, providing superior voice communication, performance and security.

Features

- Multi-line access
  – Up to 4 line appearances
- Desktop feature access
- 900MHz narrow band FM with ADPCM

- 750 mAh NI-MH battery
- 30 simultaneous conversations
- 3 ring tones and vibrate ringer
- Charging cradle included

- Remote antenna base included
- Belt clip included
- Wall mountable base
- Optional compact headset

*Note: This product is only available in North America

Configure the Mitel® 3000 Communications System in 4 Easy Steps!

1 **Start with the base Mitel 3000 2x8 Package (p/n: 52002411)**
(Includes one base CCU, one CO Line Module and two Mitel 4110 Telephones)

2 **Determine number of lines and extensions you'll need for phones AND analog devices***

(*Note: Extension ports are required for External Music-On-Hold, External Paging Equipment, Door Phone and analog devices including conference phones, fax, etc. Increase number of extensions by one for each.)

Extensions for Phones AND Analog Devices		Lines				
		1-2	3-4	5-6	7-8	9-10
	0-8	Included in Base Package p/n 618.5003	A) CO Line Module (qty. 1)	A) CO Line Module (qty. 2) B) Ports Module (qty. 1) C) Expansion Backplane (qty. 1)	A) CO Line Module (qty. 3) B) Ports Module (qty. 1) C) Expansion Backplane (qty. 1)	A) CO Line Module (qty. 4) B) Ports Module (qty. 2) C) Expansion Backplane (qty. 1)
	9-16	B) Ports Module (qty. 1) C) Expansion Backplane (qty. 1)	A) CO Line Module (qty. 1) B) Ports Module (qty. 1) C) Expansion Backplane (qty. 1)	A) CO Line Module (qty. 2) B) Ports Module (qty. 1) C) Expansion Backplane (qty. 1)	A) CO Line Module (qty. 3) B) Ports Module (qty. 1) C) Expansion Backplane (qty. 1)	A) CO Line Module (qty. 4) B) Ports Module (qty. 2) C) Expansion Backplane (qty. 1)
	17-24	B) Ports Module (qty. 2) C) Expansion Backplane (qty. 1)	A) CO Line Module (qty. 1) B) Ports Module (qty. 2) C) Expansion Backplane (qty. 1)	A) CO Line Module (qty. 2) B) Ports Module (qty. 2) C) Expansion Backplane (qty. 1)	A) CO Line Module (qty. 3) B) Ports Module (qty. 2) C) Expansion Backplane (qty. 1)	A) CO Line Module (qty. 4) B) Ports Module (qty. 2) C) Expansion Backplane (qty. 1)
	25-32	B) Ports Module (qty. 3) C) Expansion Backplane (qty. 1)	A) CO Line Module (qty. 1) B) Ports Module (qty. 3) C) Expansion Backplane (qty. 1)	A) CO Line Module (qty. 2) B) Ports Module (qty. 3) C) Expansion Backplane (qty. 1)	A) CO Line Module (qty. 3) B) Ports Module (qty. 3) C) Expansion Backplane (qty. 1)	A) CO Line Module (qty. 4) B) Ports Module (qty. 3) C) Expansion Backplane (qty. 1)
	33-40	B) Ports Module (qty. 4) C) Expansion Backplane (qty. 1)	A) CO Line Module (qty. 1) B) Ports Module (qty. 4) C) Expansion Backplane (qty. 1)	A) CO Line Module (qty. 2) B) Ports Module (qty. 4) C) Expansion Backplane (qty. 1)	A) CO Line Module (qty. 3) B) Ports Module (qty. 4) C) Expansion Backplane (qty. 1)	A) CO Line Module (qty. 4) B) Ports Module (qty. 4) C) Expansion Backplane (qty. 1)

3 **Add hardware required for additional features**

Voice Mail Module*
- 2-port 5 hour storage
  p/n: LR5807.06200
- 4-port 10 hour storage
  p/n: LR5807.06210
- 8-port 20 hour storage
  p/n: LR5807.06220

*Module is not expandable

Broadband Module (BBM)
- 12-channel BBM for up to 12 IP-based system phones or up to 12 VoIP lines for further line capacity and cheaper calls. Optional module that includes wireless access point **p/n: 51012941**

32-button DSS Console*
- Keys may be programmed as: line appearance, extension selection or feature activation

* 16-button system phone only
  p/n: LR5836.06200

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A CO Line Module
- Each card provides 2 CO Lines
p/n: LR5811.06200

B Ports Module
- Each module provides connections for 4 CO lines and 8 extensions
p/n: LR5801.06200

C Expansion Backplane
- Required for expansion beyond base unit
p/n: LR5817.06200

Lines				
11-12	**13-14**	**15-16**	**17-18**	**19-20**
A) CO Line Module (qty. 5) B) Ports Module (qty. 2) C) Expansion Backplane (qty. 1)	A) CO Line Module (qty. 6) B) Ports Module (qty. 3) C) Expansion Backplane (qty. 1)	A) CO Line Module (qty. 7) B) Ports Module (qty. 3) C) Expansion Backplane (qty. 1)	A) CO Line Module (qty. 8) B) Ports Module (qty. 4) C) Expansion Backplane (qty. 1)	A) CO Line Module (qty. 9) B) Ports Module (qty. 4) C) Expansion Backplane (qty. 1)
A) CO Line Module (qty. 5) B) Ports Module (qty. 2) C) Expansion Backplane (qty. 1)	A) CO Line Module (qty. 6) B) Ports Module (qty. 3) C) Expansion Backplane (qty. 1)	A) CO Line Module (qty. 7) B) Ports Module (qty. 3) C) Expansion Backplane (qty. 1)	A) CO Line Module (qty. 8) B) Ports Module (qty. 4) C) Expansion Backplane (qty. 1)	A) CO Line Module (qty. 9) B) Ports Module (qty. 4) C) Expansion Backplane (qty. 1)
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4 ## Select additional phones
(Base package already includes 2 8-button system phones!)

Mitel 4110 Telephone – 8-button Phone
- Eight programmable buttons, no backlit display
p/n: LR5829.06200

Mitel 4120 Telephone – 16-button Phone
- 16 programmable buttons, backlit display
p/n: 51013710

* Requires AC adapter
p/n: 51013711

Mitel 5120 IP Phone* – IP-based Phone
- 16 programmable keys
- 2-port switch (for PC connection)

* Requires BBM
p/n: LR5992.06200

INT 1400 – 4-button – Cordless Phone*
- Multi-line 900MHz Narrow Band digital cordless phone

* Note: This product is only available in North America
p/n: 618.4015

Distributor for product information and pricing.

Unified Communications*
Part Number: 51013044 (4-Pack), 51013045 (8-Pack), 51013046 (12-Pack)

Streamline your business communications with Click to Dial and the
Mitel 5110 Softphone.

Click to Dial
Click to Dial enables complete call management from your PC. Users can integrate all
directories into one easy-to-use system and manage this from one place. Users can
also see a complete list of missed calls, dialed calls and received calls with the option
of adding call notes.

Features:
- Manage all communications and directories from one place
- See status of colleagues i.e. if they're on a call
- Directory automatically updates with Outlook directory changes
- Add Account Codes to each call logged on the system
- Compatible with any Mitel 3000 Feature Phone or Softphone
- Store speed-dials and create call groups e.g. sales, marketing

Benefits:
- Simple to install and easy to use
- Save valuable time: all call information in one place
- Monitors productivity: shows call details including duration
- User only needs to program one address book
- More storage capacity than personal speed-dials

Softphone
The Mitel 5110 Softphone is an IP extension on your PC / laptop.
Features and benefits are outlined on .

* Requires Broadband Module (Part Number: 51012941)

Unified Messaging

Unified Messaging is a system wide feature that requires a broadband module (Part Number: 51012941). You can access voice mail and email together from one single device. Voice mails appear as .wav files in customer's inbox with automatic read and delete synchronization* between email and the phone.

Features:
At a glance the user can:
- See a complete list of voice mail messages
- See the telephone number of person who left the message
- Check the time and date voice mail was left
- Go straight to the most important messages

Benefits:
- Increases productivity: access email and voice mail together
- Saves valuable time: user sees all voice mails at a glance
- Users can go straight to the most important messages
- Save on call costs by retrieving voice mails from email

* Synchronization is only assured with a local MS Exchange server

Voice Mail Module

Part Number: LR5807.06200, LR5807.06210, LR5807.06220

The Voice Mail Module can be added to the Mitel 3000 Communications System at the time of installation or as a future enhancement. Voice mail includes day / night auto attendant, customizable courtesy service, 83 mailboxes, Record-A-Call, Remote Message Notification and more. Phone users can change greetings, passwords and even monitor / screen messages as they are being left by callers. Messages can be checked from any phone on the system or remotely by dialing into the system.

Features

- Available options include:
  – 2-port five hours
    voice storage
    Part Number: LR5807.06200
  – 4-port ten hours
    voice storage
    Part Number: LR5807.06210
  – 8-port twenty hours
    voice storage
    Part Number: LR5807.06220

- Day / night Auto Attendant
- Customizable Courtesy Service
- Dial-By-Name directory
- Temporary greeting
- Weekend service

- (1) General mailbox
- (52) Extension mailboxes
- (20) Group mailboxes
- (10) Phantom mailboxes
- Record-A-Call
- Remote Message Notification

Mitel DSS Console
(Direct Station Select)

Part Number: LR5836.06200

The DSS Console makes it easy for users to immediately determine real-time phone status of other users in the business environment.

Features

- 32 programmable keys
- Used with Mitel 4120 Telephone only
  Part Number: 52002371
- 4120 Telephone powered
- 8 DSS limit per system
- Keys may be programmed as:
  – Line Presentation
  – Extension Selection
  – Feature Activation

Benefits

- Provides an at-a-glance display of extension status for simplified call initiation and transferring
- Allows users to handle calls quickly, increasing productivity and efficiency levels
- Enables users to provide personalized service and expedite important customer calls
- Creates the ideal call-handling environment for a user's business needs

T1/E1 PRI and T1 CAS*

Part Number: LR5809.06200

When using the Mitel 3000 T-1 Module for voice services, customers can have up to 24 incoming voice lines (T1) or 30 incoming voice lines (E1) and each can be assigned a telephone number. In many applications this is a cost effective solution.

Features

- Offers 23 channels as PRI (ISDN)
- Offers 24 channels as T1 (RBS) or 30 channels as E1
- Can be configured as either a T1/E1 or PRI.
- System will support up to 4 additional analog CO lines.*
- May be used for voice only
- Integrated CSU for:
  – Fractional Service Supported
  – Up to 8 channels on router

* Note: T1 PRI is the applicable standard in North America and most Caribbean markets. E1 PRI is the applicable standard in many South American markets.

15.

Frequently Asked Questions

Q: What type of phones can be used on the Mitel 3000 Communications System?

A: The Mitel 3000 supports digital, single-line, VoIP telephones and VoIP softphones. .

Q: What types of phones does the Mitel 3000 Communications System have?

A: There are four system phones available for the Mitel 3000: the Mitel 4110 Telephone, Mitel 4120 Telephone, Mitel 5120 IP Phone and INT 1400 – 4 button cordless phone. The 4110 Telephone is a full display phone that include eight programmable buttons. The 4120 Telephone includes 16 programmable buttons, a backlit display, and supports the optional DSS Console which provides an additional 32 programmable buttons. The 5120 IP system phone offers 16 programmable keys and remote extension capability (requires Broadband Module). The INT 1400 provides up to 4 line key appearances and access to the Mitel 3000 desktop features. In addition, the 5110 Softphone is also an option and is included in the Mitel 3000 Unified Communications Package.

Q: Is there a DSS available for the Mitel 3000 Communications System?

A: Yes. The DSS Console which provides an additional 32 programmable keys is available as an option to the 4120 Telephone. The 4120 Telephone is the only telephone that will support the DSS Console.

Q: Can features be programmed on cordless / single-line phones?

A: Yes. All features have a code which will activate them from a cordless or single-line telephone. There is a comprehensive list of these features both in the phone quick reference guides (which can be kept beside the single-line phone for easy reference) and in the administrator's guide.

Q: Can the digital phones be set for hands-free answering and headset mode?

A: Yes. There is a speakerphone button on the 4110 Telephone, 4120 Telephone and 5120 IP Phone which will enable hands-free answering. There is a headset port on the digital phones and an auto-detect feature so that the phone automatically goes into headset mode once a headset has been connected to the phone.

Q: How many languages does the Mitel 3000 Communications System support?

A: Mitel 3000 supports three languages – Spanish, English and French.

Q: How many system and personal speed dials can be programmed?

A: Up to 500 system speed dials may be programmed and up to 30 personal speed dials may be programmed per extension.

Q: Can a phone be forwarded to an outside line or pager?
A: A phone can be forwarded to an outside line but not to a pager.

Q: What colors are the LED's on the 4110 Telephone and 4120 Telephones?
A: The LED's can be green or red. A green light will light to indicate the user's call is in progress or on hold. The red LED's indicate other user's phones in use.

Q: Does the Mitel 3000 Communications System support Caller ID?
A: Yes. The Mitel 3000 supports Caller ID on all system phones and associates both names and numbers provided by the network as well as those names and numbers stored in the system directories. It will also provide Caller ID to single-line telephones that support Caller ID.

Q: Can the voice mail be accessed from outside the system?
A: Yes. The voice mail can be accessed remotely and uses PIN (personal identification number) security.

Q: Does the voice mail offer remote message notification?
A: Yes. The Mitel 3000 does offer remote message notification.

Q: Does the Mitel 3000 Communications System have least call routing (LCR)?
A: Yes. This feature can be set up to have users' calls routed over specific lines or over a specific telephone carrier. There is also an option to automatically route calls over different lines at different times of the day for optimum call rates.

Q: Can a call be returned from within voice mail?
A: Yes. There is an option to return a call to the sender of a voice mail once you have listened to the message; however this feature is not available when accessing voice mail from an external line.

Q: Can calls be forwarded to groups?
A: Yes. Calls can be forwarded to groups, to other extensions and to external numbers.

Q: After leaving a voice mail can the caller reach another extension or is the call disconnected?
A: No. After leaving a voice mail the call is disconnected.

Q: Can a call be redirected?
A: Yes. A call can be redirected to another internal extension or to voice mail. Calls can not be redirected to external lines.

Q: What is day / night / weekend service?
A: This service allows you to change the extensions which ring on incoming calls, change the Class of Service at each extension, and change the auto attendant greeting heard by callers (if voice mail is installed) at pre-programmed times —usually at close / beginning of business, lunch times, and on weekends. These changes can be programmed to be invoked manually or automatically.

Q: Is there a door phone option?

A: Yes. There is an optional door phone. This has a button which, when pressed, rings at programmed extensions and has a microphone / speaker for communication. The system also has a door strike relay output which can be used to operate a door strike mechanism (which can be purchased separately and installed by a qualified electrician). The system is optimized for one door phone, however two door phones may be connected to the system by sharing the extension port (ext. 23). It is recommended that only one door strike relay be set up for security purposes as both door relays would open if two relays were configured.

Q: Can external paging equipment be used on the Mitel 3000 Communications System?

A: Yes. However it will take up an extension port.

Q: Is there a data port on the Mitel 3000 system phones?

A: Yes. There is a data port on the 4110 and 4120 Telephones which may be used for PC modem access.

Q: Can users monitor voice mail messages?

A: If the user has an 4110 Telephone and 4120 Telephone and voice mail is enabled, they may monitor messages and pick up when desired—similar to an answering machine.

Q: Does the Auto Attendant have a directory?

A: Yes. The Auto Attendant has a directory which may be accessed by dialing #.

Q: Can the Courtesy Service be customized?

A: The Courtesy Service is a standard feature on the Mitel 3000. However when adding the optional voice mail to the Mitel 3000, the Courtesy Service greeting may be customized.

Q: How many greetings are there for each voice mailbox?

A: Each voice mailbox has two greetings: a primary greeting and an alternate greeting.

Q: Can users record voice mail greetings remotely?

A: Yes. Voice mail greetings can be recorded from outside the system. However, greetings on the Auto Attendant and Courtesy Service may only be recorded from the programming extension. There is a temporary greeting that can be recorded remotely which replaces the Auto Attendant and Courtesy Service greetings until it is deleted.

Q: How many IP Extensions can be installed on the Mitel 3000 Communications System?

A: With the 12-channel Broadband Module (BBM) you can connect up to 12 local or remote IP extensions which can be either the 5120 IP Phone or the 5110 Softphone.

Q: **Can the IP-based system phone be connected to the system through a dial up internet connection?**

A: No. The IP-based system phone must be connected to a high speed Internet connection such as cable or DSL.

Q: **Is it possible to make outside calls with the IP-based system phone or just intercom calls to other extensions on the system?**

A: Yes, the IP-based system phone is a full featured extension and can make both intercom and outside calls as well as receive inbound calls directed to the remote extension depending upon how the specific extension is programmed.

Q. **Are there any restrictions on where the 5110 Softphone can be used?**

A. No. The 5110 Softphone can be used whenever or wherever a user is connected to the Internet. This could be anywhere in the world providing you have Broadband access.

Q: **Does the IP phone require an external Power Over Ethernet Switch?**

A: No, the IP phone can operate using either an external POE switch or a power supply (Brick).

Q: **Can the system accommodate 6- 5120 IP Phones, 6- 5110 Softphones, and 6- Click To Dial applications?**

A: Yes, you have a total of 12 IP endpoints that can be used on the system. The Click to Dial application shares the same endpoint space as the Softphones. When you purchase a Unified Communications Pack (4,8,or 12 user), you receive both the Softphones and Click To Dial applications. Therefore if you purchased a 4 user Unified Communications Pack, you would receive (4) Softphones and (4) Click To Dial Applications. The system would then still have the space to accommodate (8) IP phones.

Q: **Does the 5110 Softphone require an external headset?**

A: While the 5110 Softphone does not absoluteasly require a headset (if you had two-way speakers on your PC it would work), Mitel highly recommends you use a headset in conjunction with your 5110 Softphone. The Plantronics CS50-USB headset is a very good wireless option. There are dozens of headsets, both wired and wireless that Mitel CommSource® division can provide.

Q: **I have a POP3 email account, will the Unified Messaging feature, forward voice mails to those accounts?**

A: *In most cases, the answer is yes. The Unified Messaging feature will only have direct server synchronization with a local MS Exchange server - meaning when you delete your email that has the voice mail, it will delete it from your phone voice mail and turn off your message waiting light. However, if you have a POP3 account the UM feature will do an SMTP forward to the email account. With a POP3 account you will need to delete the voice mail from both your email inbox and your phone voice mail.

* Some restrictions apply. You must have POP3 credentials. For example, if you have a Yahoo email address, you must have a Yahoo Email Plus account.

System Features

- Account Codes (Forced / Optional)
- Hot Line
- Alternative Routing
- Internal Music-On-Hold
- Analog Device Support
- Language (Prompts can be changed to French or Spanish)
- Background Music (External MOH)
- Call Barge
- Least-Cost Routing (LCR)
- Caller ID Store
- Long Line Extensions
- Call Routing
- Paging (Digital Telephones; Internal External and Meet Me Page)
- Central Bell
- Class of Service
- Paired Extensions
- Port Swapping
- Courtesy Service
- Station Message Detail Recording
- Day / Night Service
- System Hold
- Emergency (911) Service
- System Programming: Station or PC (local / remote)
- Executive / Secretary Service
- Flexible Numbering
- System Speed Dial
- General Call / Ring All
- Toll Restriction