

IPedge®

Sophisticated IP Communications Made Easy and Affordable

Key Features

- **Streamlined Communications.**
Transmitting both voice and data packets over the same bandwidth utilizes resources efficiently for significant savings.
- **Business Continuity.**
Connecting multiple offices over an IP network unifies your locations to act as a single system and enables failover for service continuity.
- **Next-generation Collaboration.**
IP communications opens the door to the latest converged solutions such as mobility, instant messaging, Web collaboration and video.



Your business communications system is more than connecting with colleagues, customers and vendors. It projects an image. It sends a strong message about the efficiency, productivity and professionalism of your business.

IPedge—The Right Call

With Mitel's IPedge® technology, every location and every branch office, from a few to thousands of users, can present an enterprise-class face to the world.

The IPedge business communications server uses the IP network for call processing. Voice over Internet Protocol (VoIP) technology has revolutionized voice communications for businesses by transporting voice digitally over the Internet, rather than via the traditional public switched telephone network. VoIP paves the way to simpler, smarter and more affordable communications for businesses of all sizes.

High Performance for Your Business

A SINGLE SERVER FOR MULTIPLE, ADVANCED PRODUCTIVITY APPLICATIONS

Mitel's award-winning IPedge® delivers advanced capabilities on a single, secure Linux® based, or VMware® environment. One industry-standard server runs all of your call control, productivity and communications needs. This includes call processing, unified messaging, unified communications, mobility and centralized administration.



Powering connections



IPedge delivers a comprehensive feature suite based on 140+ years of industry experience—all the communication tools a business needs to communicate effectively, including:

- **Complete Call Control.** A full range of basic and advanced call processing features, including Caller ID, hold, transfer, pick-up, speed dial, conference, call accounting and hundreds of other IPedge phone features.
- **Unified Messaging.** Standard voice mail and auto attendant features, voice mail access from an email inbox, message notifications, soft key navigation of mailbox menus and the Follow Me feature for flexible call control.
- **Mobility and Unified Communications.** Convenient call management, presence, instant messaging, consolidated call and IM history and much more from multiple device types, including smartphones, tablets and PCs.
- **Conferencing and Collaboration.** Built-in meet-me conferencing for on-demand or scheduled conferences with collaborative desktop and application sharing.
- **Centralized Administration.** Embedded Enterprise Manager for Web-based personal user, single system and enterprise-wide administration of all applications.
- **Contact Center.** Efficient and effective customer service with Mitel's enhanced call center feature set.

Collaborate with Ease

ADVANCED CAPABILITIES AT YOUR FINGERTIPS TO IMPROVE PRODUCTIVITY AND GAIN A COMPETITIVE EDGE

Imagine the productivity boost for your business as you unleash the next-generation collaborative capabilities that will enable you to be more competitive in today's challenging business environment.

In addition to hundreds of standard call processing features, voice mail and unified messaging with voice mail-

to-email notification and Follow Me, IPedge® supports advanced unified communications and collaboration that will improve your operation. This collaboration allows employees to be more productive and improves your customer service—all of which may mean more revenue for your business.

MOBILIZE YOUR WORKFORCE WITH UCEDGE UNIFIED COMMUNICATIONS

Work smarter, faster and more effectively with UCedge® client software you can easily download from the Internet to selected Android™ and iOS® smartphones and tablets, Windows® PCs or Mac OS X® computers.

With a built-in softphone enabled, mobile and desktop devices function like any other extension on the system. You gain new levels of convenience, productivity and cost savings, no matter how you choose to access your Mitel business communications solution. Free trial licenses are available on select applications.*

- Work from anywhere using a mobile device as your business phone extension
- Enable easier connections with one-number reach, in or out of the office
- Protect mobile number privacy by displaying only the office phone number in caller ID
- Manage office voice mails and fax messages easily and quickly with a visual interface on a mobile device
- View presence status and exchange Instant Messages, even with some external to the system**
- Rapidly find contacts with user-uploaded avatars in a list synchronized with the office phone system
- Access consolidated call and IM history information stored in the Google® cloud
- Handle customer calls and contact center functions from virtually anywhere, using a mobile device or computer
- Remotely control a Mitel IP5000 or DP5000 desk phone using your smartphone or tablet device
- Record calls made and received on a UCedge enabled smartphone to help ensure regulatory compliance and/or to monitor call quality

Download and install the UCedge app on an Android or iOS smartphone or tablet to use the mobile device as your business telephone.

COLLABORATE USING AUDIO, WEB AND VIDEO OPTIONS

Take advantage of easy, natural and intuitive multimedia collaboration with your Mitel IPedge phone system. You have the option to blend multiple types of media in ways that enable more collaborative and productive interactions:

- *Quickly set up meet-me conferences*
- *Visually connect with video*
- *Share your Windows® desktop, applications or documents*
- *Discuss and edit materials together, while talking on the phone*
- *Send and receive text messages, documents and images during the conference*

IMPROVE CUSTOMER SATISFACTION WITH MITEL'S CONTACT CENTER

Enable efficient and cost-effective customer service with Mitel's enhanced call center feature set that includes priority and skills-based routing, intelligent announcements and an Interactive Voice Response (IVR) self-service capability. Generate reports to analyze agent performance, group activity and system status. Optionally add Web Callback and Web Chat to facilitate your online customer interactions. These features and many more will help ensure a positive customer experience.

Combine call control and contact center on a VMware server for capital, operational and energy savings.

Mitel's IPedge Virtual Server runs your contact center software and reporting alongside call control on a single virtualized server for a more efficient use of hardware and computing resources—consolidated hardware means cost and operational savings. Administration is simple since all software is managed using the same Web-based administration tool (IPedge Enterprise Manager). Licensing is also simpler with just a single license file for both IPedge and the contact center functionality; free agent trial licenses are available.* Mitel's contact center applications can also run separately from IPedge on an external server.



Flexible Deployment, Simple Management

AS BUSINESS NEEDS CHANGE, IPEdge GROWS WITH YOU

Multiple deployment options translate into the ultimate in choice and flexibility, supporting your organization as requirements change and technology advances. IPedge® software can be deployed on-site, in the cloud or run in a hybrid multi-site network of on-site servers and cloud services according to the needs of your organization.

SERVER OPTIONS

IPedge software is easy to deploy pre-installed in one of four turn key solutions, depending on your business requirements. Select from Linux® based IPedge EM, EC and EP systems for mid-size businesses. Small offices can opt for the IPedge ES with its small-footprint server.

- *IPedge EM for up to 1,000 users per server*
- *IPedge EC for up to 200 users per server*
- *IPedge EP for up to 40 users per server*
- *IPedge ES for up to 24 users per server*

VIRTUALIZED SOFTWARE

For IT-centric environments, IPedge software can be purchased as software-only to run on customer-provided VMware environment. IPedge can even co-reside with Mitel's contact center and reporting software for hardware and operational savings.

* IPedge R1.7 or later includes one free system trial license with six applications accessible (Unified Messaging, UCedge, ACD Agent, ACD Unifier, ACD MMQ and IPedge Net); system trials can be renewed once for 60 days. Note: ACD trial licenses require the ACD-Ready IPedge Virtual Server.
** XMPP server integration supports federation with Microsoft Skype® for Business (Lync) Server and other organizations using Mitel software.

IN THE CLOUD

IPedge is the base software for our VIPedge® cloud-based telephony service. VIPedge offers complete call handling and call control features, unified messaging, sophisticated unified communications and advanced mobility—a full suite of IP business communications without the need to buy, install or maintain any phone system equipment on-site.

MULTI-SITE HYBRID NETWORKING

You can network multiple IPedge servers to expand capacity as you grow or to unify geographically dispersed locations into one system. Up to 512 systems and 512,000 networked users can function as one company-wide network. For even more flexibility, you can create a hybrid network of on-site IPedge servers and VIPedge cloud services according to the needs of your organization, creating a hybrid network with feature transparency and common applications across all locations. Mitel Strata® CIX digital/IP phone systems can also be tied in seamlessly.

Since both IPedge and VIPedge are based on the same software stream, you use the same phones and endpoints, the same feature-rich functionality and the same administration software whether you choose a cloud, premises or hybrid deployment—this is maximum investment protection.

Whether you choose a cloud, premises or hybrid deployment—this is maximum investment protection.

ENTERPRISE-WIDE MANAGEMENT

IPedge uses the Enterprise Manager Web-browser administration tool to unify the programming of both the call processing features and the messaging voice processing features. Since management and administration are always accessible over the Internet, it is easy to log-in from any remote location. Enterprise Manager is also the same administration software used by the VIPedge cloud-based unified communications

service which creates a consistent and familiar customer experience across a hybrid network that includes both cloud and on-premises deployments.

SIP TRUNKING SERVICES

SIP (Session Initiation Protocol) is an open signaling protocol that allows for transmission of voice, video and data over a single broadband connection. This means better resource utilization and reduced long distance charges which translate into significant savings for you.

As an IPedge customer, you can tie in the Mitel-branded SIP Trunking I-VoIP Service for free local and long distance calling among all networked locations. Unlike some other supported SIP trunking services, I-VoIP enables more functionality due to specialized Mitel-developed integrations with its phone systems, namely DID Failover Forwarding for service continuity and 2 additional channels (free), for sporadic increases in capacity.

A Nationwide Network of Experts at Your Service

Mitel's award-winning cloud-based services and on-site phone systems, IP and digital phones and advanced applications are available exclusively through the nationwide network of Authorized Mitel Dealers. Our certified dealers have the training and expertise to deliver quality deployments, technical support and top-notch service. Mitel offers among the industry's longest warranties since its products deliver substantial reliability and durability. Our standard manufacturer warranty can be optionally extended for five or seven years.

Mitel's National Accounts Program makes it easy for multi-location companies to standardize on one phone system by offering simplified purchasing, installation and service, as well as standardized equipment, paperwork, and pricing—all through the Mitel Authorized Dealer Network

To find out more, visit mitel.com or contact your Authorized Mitel Dealer today.