

# VIPedge® Cloud-based Unified Communications

Enterprise-quality business communications without having to purchase, install and maintain phone system equipment on-site

## Key Features

- Complete business telephone features
- Unified Communications across multiple devices enables your mobile workforce
- Voice mail with Unified Messaging
- Secure cloud service

- *Is your company looking to save money on local, long distance and international phone service?*
- *Is your organization planning to upgrade an aging phone system to gain the advantages of IP communications?*
- *Are you looking for an alternative to purchasing and installing telephony equipment and dealing with the ongoing administration and maintenance that follows?*
- *Do you have a growing business that needs the flexibility to add new users on-demand or quickly get new locations up and running?*
- *Do you want consistency and continuity across a network of locations, regardless of the deployment—in the cloud, on your premises, or a hybrid of both solution types?*
- *Do you need a built-in survivability solution that ensures communications continue during outages?*
- *Would you like to easily take advantage of the latest business applications and emerging innovations by simply subscribing to these as-a-service?*

If you answered yes to any of the questions above, your organization can benefit from Mitel's VIPedge cloud-based unified communications solution that delivers all the functionality of the award-winning IPedge® system as a convenient, pay-as-you-go monthly 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.

Whether you want to reduce capital expenses, free your IT talent from running the office phone system or open the door to a new way of working through IP communications, VIPedge is the answer and will help you streamline your operation, vastly improve employee productivity and allow you to deliver far better service to your customers.

## Unified Communications for Every User

VIPedge delivers a comprehensive feature suite based on Mitel's 135+ years of industry experience—all the communication tools a business needs to communicate effectively, including:

- *Complete business telephone features, such as Caller ID, hold, transfer, park/pick-up, speed dial, conference, intercom, paging, and hundreds of other IPedge phone features (see full feature table).*
- *Unified Communications that enables a smartphone, tablet, desktop or laptop computer to operate like an extension of the phone system, with single number reach, click-to-dial, federated presence, group instant messaging and consolidated call and IM history stored in the cloud. HTML5 technology enables code portability across devices so that features and functionality are identical on every device type.*
- *Voice mail with Unified Messaging, with 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.*



Powering connections



## Mobilize Your Workforce

VIPedge® supports the same high-quality Mitel endpoint devices as the IPedge® system, including the IP5000-series desk telephones (IP5131-SDL, IP5531-SDL and IP5631-SDL) and the SIP-based IP4100 DECT wireless handsets for roaming around the building or campus. In addition, UC client softphone support allows mobile devices, Windows® PC and Mac® computers to function like any other extension on the system.

### SMARTPHONE AND TABLET INTEGRATION

Workers on-the-go will be able to use select Apple® and Android™ smartphones and tablets as office extensions, displaying their office extension in the Caller ID for 'single number reach' whether you are in or out of the office. In addition to accessing Mitel calling features, the mobile device client also synchronizes with the contact list from the Mitel phone system and enables access to more advanced real-time communications like viewing presence status information and exchanging Instant Messages, even with colleagues external to the system.

### DESK PHONE PAIRING

Call control pairing between the UC client and Mitel's IP5000 desk phones lets you control the desk phone using your smartphone or tablet. For example, you can dial from your mobile device, but pick up the call on your desk phone. This desk phone pairing is just one of the advanced capabilities available to increase productivity and ensure efficiency and continuity when communicating with important colleagues and customers.

## Mix and Match Deployments— the Hybrid Cloud

### CLOUD CONVENIENCE

With the VIPedge cloud service, Mitel handles the secure data center infrastructure and the phone system servers that deliver the central intelligence of the communications system. All you need to have on-site is an enterprise-quality router, user endpoint devices and the local area network (LAN) to connect those devices to the IP network. There is no need to worry about powering, maintaining or updating a phone system server. Mitel takes care of all that in the cloud, and you always benefit from the latest firmware, software and features.

### HYBRID NETWORKING

You can flexibly mix and match cloud and premises solutions according to the needs of your organization. Deploy an IPedge business phone system on some sites, while subscribing to the VIPedge cloud service at other locations, or create a hybrid network with feature transparency and common Unified Messaging and Unified Communications applications across all locations. Since both solutions are based on same software core, you use the same phones and UC clients and the same feature-rich functionality whether you choose a cloud, premises or hybrid deployment— this is maximum investment protection.

## VIPedge Features—Comprehensive and Complete

Each VIPedge user license includes a comprehensive suite of call processing features, plus voice mail with unified messaging, Follow Me call routing, unified communications and mobile device integration. All of the features below are part of the VIPedge Business Standard User License.

### UNIFIED COMMUNICATIONS

- Call Control Features (via desktop, laptop or mobile device)
- Call Thru/Call Back
- Click-to-call
- Consolidated History (calls, IMs)
- Contact List Synchronization
- Contacts with Avatars
- CRM and ACD Integration
- Device Support (Android, iOS, Windows PC, Mac Computer)
- Instant Messaging (individual, group, broadcast)
- Microsoft® Outlook® Integration
- Multiple Device Login (3)
- One Number Reach
- Pairing (UCedge™ client and IP5000 phone)
- Presence Indicators (telephony, IM, location)
- Softphone
- Visual Voice Mail
- XMPP Federation (Microsoft Lync® Server)

### CALL PROCESSING

- Account Codes
- Advisory Messages
- Alarm Notification
- Alternate Answer Point
- Automatic Busy Redial
- Automatic Callback
- Automatic Line Selection
- Call Completion
- Call Forward (system or station level)
- Call History
- Call Park
- Call Pickup
- Call Transfer
- Call Waiting
- Caller Identification
- Camp On
- Class of Service
- Conference (8 parties)
- Day/Night Mode
- Dial Directory
- Dialed Number Identification Service
- Direct Inward Dialing
- Direct Station Selection
- Directory Numbers
- Distinctive LED Indicator
- Distinctive Ringing
- Do Not Disturb
- Emergency Call

- Enhanced 911 (E911)
- Feature Prompting with Softkeys
- Flexible Line Ringing
- Flexible Numbering
- Handsfree Answerback
- Headset
- Hearing Aid Compatible
- High Call Volume Buttons
- Hold
- Hot Desking/IP User Mobility
- Hot Dialing
- Line Buttons
- Live System Programming
- Message Waiting
- Multiple Call/Delayed Ringing
- Music/Message On Hold
- Off-Hook Call Announce
- Override
- Paging
- Privacy
- Repeat Last Number Dialed
- Ring Over Busy
- Speed Dial
- Station Hunting
- Transfer Direct to Voice Mail
- Uniform Call Distribution
- VLAN Tagging
- Voice or Tone Signaling
- Volume Control

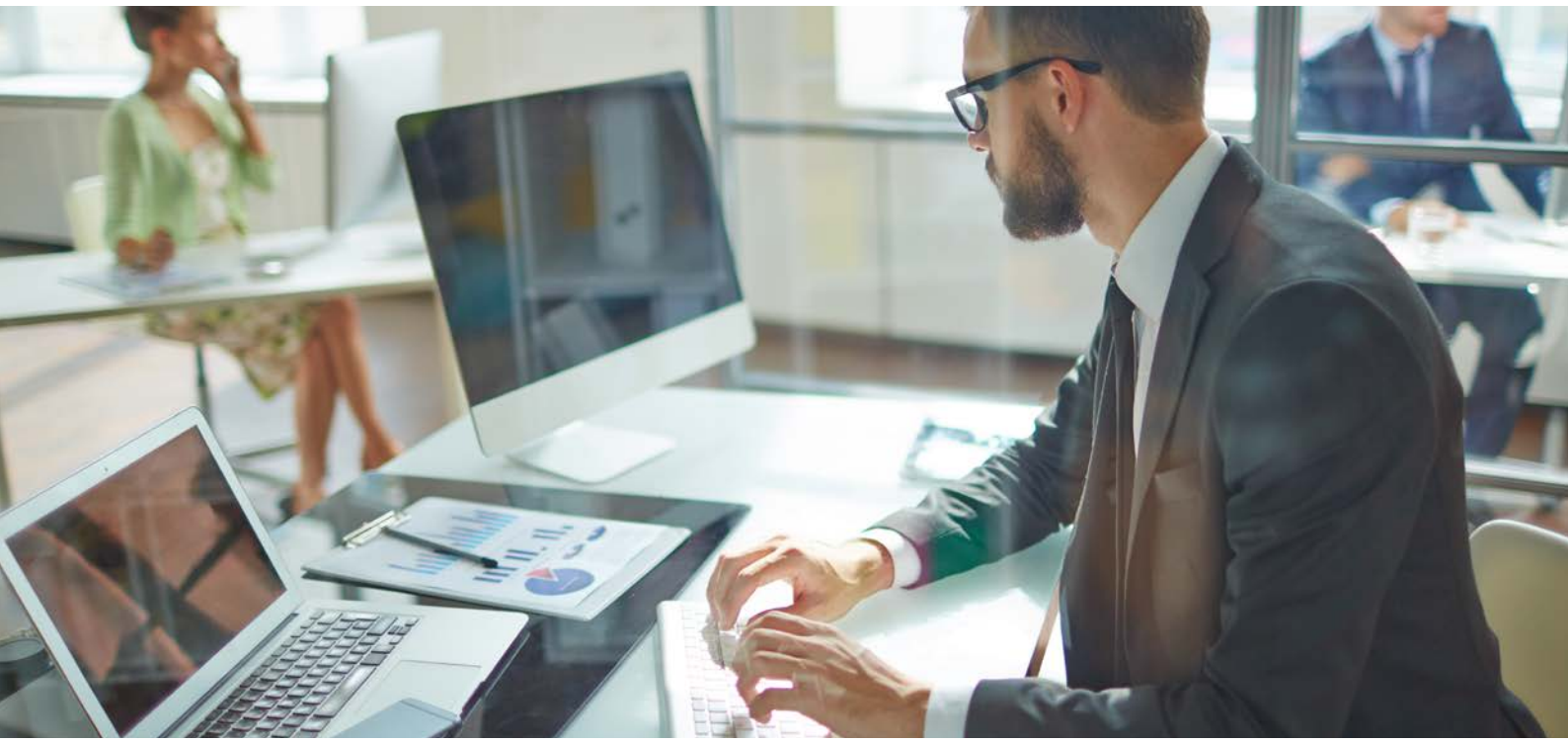
### AUTOMATED ATTENDANT

- Departments
- Department Partitioning
- Department Time Zone
- Directory Assistance
- Do Not Disturb
- Follow-Me
- Follow-Me Connect Verification
- Follow-Me Record to Mailbox
- Follow-Me Transfer Back
- Holiday / Date-based Greeting
- No Response Destination
- Operation Mode
- Single-Digit Dialing
- Time Of Day Greeting

### VOICE & UNIFIED MESSAGING

- Ad-hoc Groups
- Archive Mailbox
- Automatic Message Copy
- Call Queuing
- Call Record to Voice Mail
- Call Screening
- Caller ID Routing
- Cancel Operation
- Change Message Time
- Check Message Count
- Codec Support
- Confidential Message
- Delete Message
- Direct Transfer to Voice Mailbox
- Distribution Groups
- End Recording Key
- Envelope Information
- External Message Notification
- First-time User Tutorial
- Forward/Rewind
- Future Delivery
- Hospitality Mailbox
- Integration with Email Clients
- Mailbox Owner Language Selection
- Mailbox Time Zone
- Message Call Back
- Message Cascading
- Message Delete Confirmation
- Message Waiting Confirmation
- Messaging as an IMAP or POP Server
- Notification of Non-receipt
- Park and Page
- Pause Message
- Personal Assistant
- Personal Automated Attendant
- Play New Message Automatically
- Priority Message
- Programmable Menu Timeout
- Redirecting Messages
- Retrieve Deleted Messages
- Return Receipt
- Review Saved Messages
- Speed Control
- Soft Key Control of Voice Mail
- Subscriber Menu
- System and Department Language Selection
- Variable Extension Length
- Variable Mailbox Length
- Voice Mail Call Monitor
- Volume Control
- Wake-up Call





## ENTERPRISE MANAGEMENT

VIPedge uses the Enterprise Manager web-browser administration tool to unify the programming of the call processing features, the messaging voice processing, and the unified communications features. Since management and administration are always accessible over the Internet, it is easy to log-in from any remote location. Enterprise Manager is the same administration software used by IPedge, which creates a consistent and familiar customer experience across a hybrid network that includes both cloud and on-premises deployments.

## Security and Survivability

As a cloud service, VIPedge is protected by data center survivability, security and controls that far surpass what a typical business can provide on-site. The VIPedge solution is housed in a major data center with redundant, dedicated connections to Tier 1 Internet backbones. The 24/7/365 network control and operations center is built as a "building within a building" to minimize the risk of natural disasters. If the data circuit in the local office should fail, calls will still reach users' mobile phones or other devices via the Follow Me feature.

## Migrate to an on-site IPedge® system at any time

If your needs change or your business expands to the point that it makes economic sense to have your own IP phone system, you can easily migrate from the VIPedge® cloud service to an on-premises IPedge system. You will re-use the same Mitel endpoints, and users will not have to re-learn how to use the phone system. Cloud or on-premises, the choice is yours.

## Count on Mitel and your Authorized Mitel Dealer

Mitel's VIPedge cloud-based telephone solution is available via Authorized Mitel Dealers nationwide.

Let Mitel deliver the phone system server intelligence while your Authorized Mitel Dealer manages your system configuration, management and maintenance through a secure web interface. All you have to do is answer the phone and run the business.

To find out more, contact your Authorized Mitel Dealer today: **mitel.com**.