MITEL MiVOICE FOR LYNC

ENTERPRISE-CLASS VOICE MADE EASY FOR MICROSOFT LYNC ENVIRONMENTS

Whatever platform you've chosen for your general unified communications (UC) client, effective voice communication is—or should be—at the heart of your communications strategy. It's what underlies the effectiveness of every business process and workflow.

If your platform of choice is Microsoft Lync, MiVoice for Lync makes voice easy, by seamlessly integrating all of Mitel's industry-leading enterprise voice capabilities into your Lync environment, without the need for a mix of third-party voice components and gateways. This provides people in any role at any organizational level with the voice communication features they need to stay productive—in the office or while mobile.

Building on Mitel's long history of voice and presence integration with Microsoft desktop applications, MiVoice for Lync leverages and extends the capabilities of Microsoft Lync, adding the richness and quality of the proven Mitel enterprise voice communications solution.

MiVoice for Lync delivers comprehensive voice capabilities so seamlessly and transparently that workers enjoy full-featured voice communications from an industry leader without having to leave their familiar Lync environment. And because it is based on Mitel's Freedom Architecture, MiVoice for Lync fits comfortably into any deployment scenario, whether it is on premises, in the cloud, or in a hybrid cloud.

KEY BENEFITS

- **PROVEN AND RELIABLE VOICE AND MOBILITY**
- **A SEAMLESS EXPERIENCE WITHIN LYNC CLIENT—IN-OFFICE OR WHILE MOBILE**
- **CLOUD-READY TODAY**
- **NO 3RD-PARTY COMPONENTS REQUIRED**
- **FITS ALL IT FRAMEWORKS, NOT JUST MICROSOFT**

PROVEN AND RELIABLE VOICE AND MOBILITY

With over 40 years of experience and more than half a million satisfied customers, Mitel knows what it takes to deliver dependable and highly flexible voice solutions to address every business need.

Built on the proven Mitel platform, which has stood the test of time in the widest range of deployment settings, Mitel

MiVoice provides communications features that enhance productivity and encourage innovation. A highly flexible solution, MiVoice responds quickly to changing business and IT needs. And its reliable distributed architecture ensures business continuity and resiliency in the event of a network outage or hardware failure.

VOICE MADE EASY

MiVoice addresses both small business and large enterprise needs with the broadest range of communication features available, robust call control, and support for a wide range of innovative desktop devices and applications. And it does it without the need to integrate third party components, so you avoid vendor sprawl and the complexity and costs associated with managing products from multiple vendors.

MiVoice operates across any LAN/WAN infrastructure. Embedded native support for standards-based networking ensures you protect existing investments without needing multiple integration gateways from several vendors.

MITEL®

A SEAMLESS EXPERIENCE WITHIN LYNC CLIENT—IN-OFFICE OR WHILE MOBILE

With MiVoice for Lync, people throughout the enterprise, in any role, gain access to a complete range of telephony features without having to leave their familiar Lync environment. And with mobility as a core component, it provides an in-office experience anywhere—on the road, at home, or just down the corridor.

MiVoice extends the Lync client to Mitel voice call control features, such as click-to-call, incoming call device selection, and more. It includes in-call features like forward, transfer, and embedded conferencing. Workers can control their desk phones and mobile devices and move calls between devices, all from within the Microsoft Lync client.

When Lync is installed with Microsoft desktop applications, MiVoice for Lync also supports voice integration with Microsoft Office applications, Outlook, and click-to-call from leading web browsers.
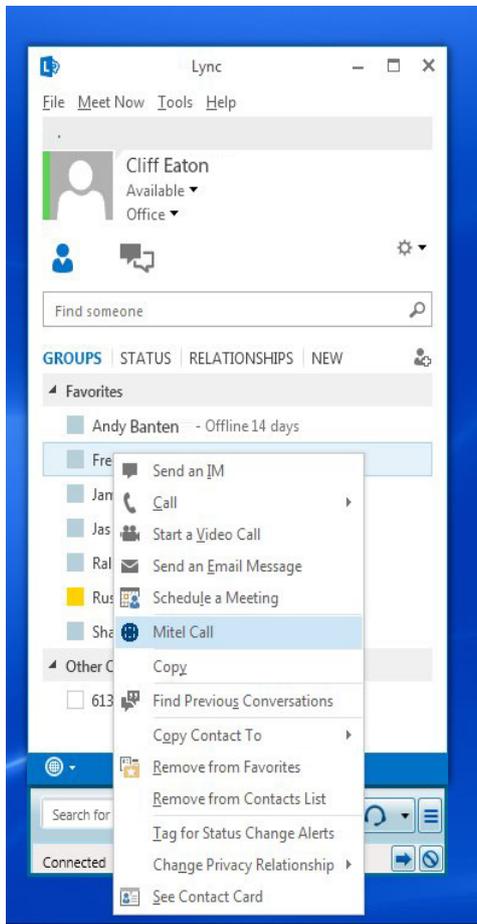
CLOUD READY TODAY

With MiVoice for Lync, you choose your deployment strategy, whether it is premise-based or cloud-based deployments (See sidebar "Business Communications Deployed Your Way—On Premise, in the Cloud, or Both). And MiVoice for Lync integrates with both premise and cloud-based Lync implementations.

FITS SEAMLESSLY WITH ALL IT FRAMEWORKS, NOT JUST MICROSOFT

MiVoice for Lync is built on the open, fully modular Mitel Freedom Architecture that is agnostic when it comes to data infrastructure and unified communications components. Mitel provides integration with the industry's most widely deployed back office applications, such as VMware and Salesforce.com, so that it fits your chosen IT framework

KEY BENEFITS

- **A FULL RANGE OF ENTERPRISE CLASS VOICE FEATURES**
- **ENHANCED MOBILITY**
- **SIMPLE, POWERFUL WEB-BASED MANAGEMENT**

A FULL RANGE OF ENTERPRISE CLASS VOICE FEATURES

- **Integrating MiVoice into a Microsoft Lync** environment delivers the full range of mission-critical, enterprise-class voice features.

- **Flexible calling options.** Initiate calls with a click on your Lync Contact list, from the Lync search window, from the Mitel Call window at the bottom of the Lync client, or from Microsoft Office applications. Or call from the "recently dialled" or "frequently dialled" window, from call history, from an IM conversation or Lync IM conversation history.

- **Inbound call notification.** See incoming calls in a pop-up window, and choose from a selection of call handling options, such as answering a call, forwarding it, or transferring it to voicemail.

- **Call forwarding, auto answer, and call history.** Forward calls to any of your communications devices, set auto answer for deskphones, and display detailed information about call history.

- **In-call features.** Invoke a range of control capabilities during a call, including holding, transferring, or escalating a call.

- **A range of client modes.** Make and receive calls on your Desktop phone, softphone, PC or mobile device.

- **Presence and availability features.** Voice presence is integrated with Lync presence indication, so you know when Lync users are on the phone. Lync presence status is automatically updated based on voice activity and settings.

- **Single sign-on.** Mitel MiVoice for Lync launches automatically when you launch the Lync client.

- **Status bar.** Indicates your current connection status and messages.

- **Preference settings.** Set up and modify voice-related settings for MiVoice for Lync.

ENHANCED MOBILITY

With MiVoice for Lync, employees have the same "in-office" communications experience from anywhere, with a single identity, phone number, voice mailbox, and extension.

Single number reach ensures that multiple devices can be programmed to ring for an incoming call, including your deskphone, softphone, teleworker line, cell phone or home phone. And mobile device hand off you can move a call you're on from your deskphone to another device, such as a cell phone or home phone.

The MiVoice for Lync embedded mobility solutions, such as basic Twinning, Dynamic Extension, and Hot Desking, free workers to communicate from wherever their business takes them, without the burden of escalating mobility costs.

Hot Desking ensures that employees continue to be accessible and productive no matter which business location they are working from. They can log into any Mitel IP Phone, located at any of your offices or even at home, to access personal preferences and have calls routed to their device of choice.

SIMPLE, POWERFUL WEB-BASED MANAGEMENT

With MiVoice for Lync's web-based management capabilities, an administrator can control a multi-platform MiVoice solution directly from a web browser, as if it was a single-platform solution. And because there are no third party components to integrate, the entire solution can be managed from a single pane of glass.

BUSINESS COMMUNICATIONS DEPLOYED YOUR WAY—
ON PREMISE, IN THE CLOUD, OR BOTH

Mitel's Freedom Architecture, single software stream, and industry leading virtualization capabilities mean you can deploy your communications solution in the public cloud, a private cloud, or both.

On Premise

MiVoice
For Lync

MiCloud
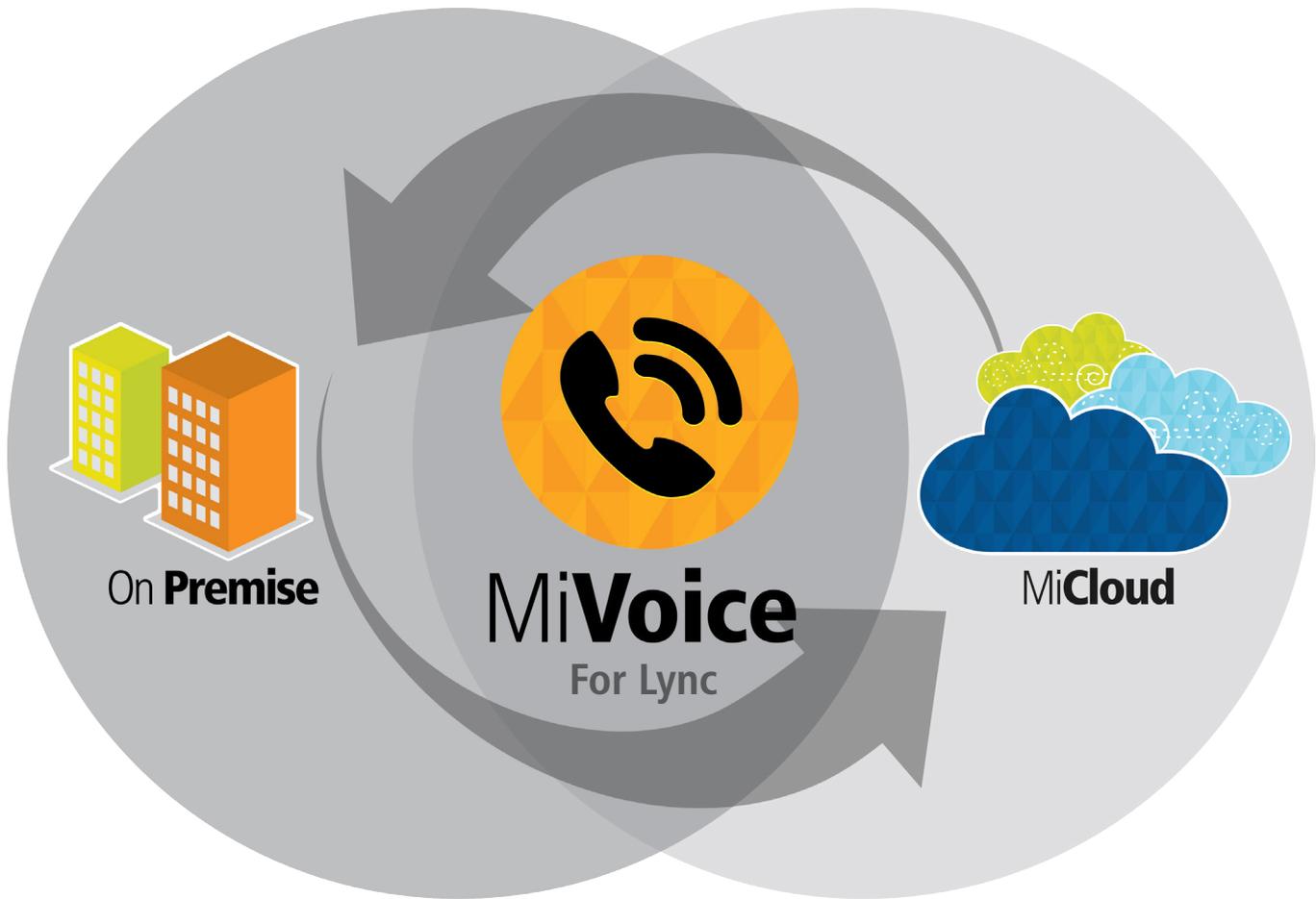
Deploy where you want, how you want, when you want

Mitel solutions leverage your existing investment in technology, adding value with communications and collaboration features that you need to achieve your business goals. Whether it's an on-premises legacy or IP deployment, virtualized, cloud-based or a combination, Mitel solutions work with your other critical business applications.

The Mitel solution's single software stream means it can easily accommodate your changing needs and preferences

over time. So you can deploy on premises today and then move to a private, public or hybrid cloud model tomorrow if you want. The software stays the same—only the location changes.

Mitel's open architecture, single software stream and virtualization capabilities make it all possible, while delivering a lower total cost of ownership and a quicker ROI than other companies.

ABOUT MITEL

Our globally connected world has forced businesses to rethink how they communicate. Mobile lifestyles, a flood of technology, economic pressures and an "always on" mentality have created both opportunity and challenges for organizations of all sizes.

Mitel® (Nasdaq: MITL) simplifies complex communications and keeps businesses in step with the pace of change. Our innovations make it easier to connect and collaborate, while reducing costs and implementation headaches. We partner with market leaders like VMware® and Research in Motion® (RIM®) to make our solutions integrate seamlessly with theirs—increasing value to customers.

Mitel's Freedom Architecture is transforming the industry, providing the flexibility and simplicity required for today's dynamic work environment. Through a single cloud-ready software stream, Mitel delivers a powerful suite of advanced communications and collaboration capabilities that provides freedom from walled garden architectures, enables organizations to implement best-of-breed solutions, extends the "in-office" experience anywhere and on any device, and offers a choice of commercial options to fit business needs.

MITEL | SIMPLY COMMUNICATING®

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