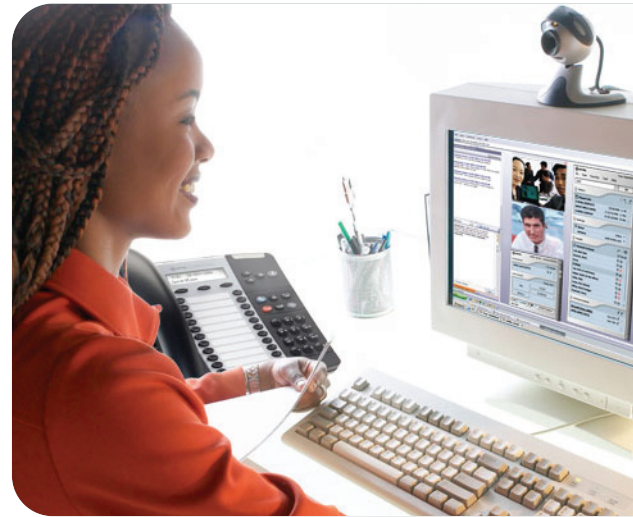


MITEL

Your Assistant Premium

Unprecedented Personal Control over Business Communications

Imagine controlling a telephone or conference call using simple drag-and-drop commands. Or having presence and availability capabilities to determine if someone is at their desk, on the phone, or available for a secure chat.



With Mitel® Your Assistant™ Premium, enterprises using the Mitel 3300 IP Communications Platform (ICP) or the Mitel SX-200 IP Communications Platform (ICP) can dramatically improve business communications processes by providing users with a single access point for all of their communications and collaboration requirements, regardless of their physical location.

Your Assistant Premium enables users to manage and control their personal communications simply and efficiently. Users are accessible and able to respond immediately to the needs of others through real-time communications methods. Your Assistant Premium offers a wide range of benefits for employees, including improved efficiency and productivity. It facilitates productivity improvements for desk-based and mobile employees and helps to enhance the way employees communicate.

Your Assistant Premium is a “Unified Communications” dashboard that integrates presence and availability, secure instant messaging, audio conferencing, and video and data collaboration with the call control of the 3300 ICP or SX-200 ICP.

Simplified Call Management

The Your Assistant Premium desktop control panel offers intuitive visual point-and-click access to the advanced call management features of the 3300 ICP or SX-200 ICP, and ad hoc conference calls can be managed by simply dragging and dropping the name of a participant into the conference at any time. It also automatically remembers the phone numbers the user dials most frequently and makes them easily accessible from a centralized drop-down menu.

3300 ICP Directory Integration*

If this option is selected, the Your Assistant Premium corporate contacts list is populated with the data from the 3300 ICP telephone directory. The engineering guidelines recommend a limit of 5,000 telephone directory entries for this option. Customers who have a telephone directory larger than 5,000 entries are encouraged to use one of the other interfaces provided (e.g., Microsoft® Active Directory® or LDAP [lightweight directory access protocol]).

LDAP and Active Directory Integration

This option enables integration with additional PIMs and databases that support LDAP or Active Directory. The LDAP or Active Directory interface utility within Your Assistant Premium provides a mechanism to map the data fields within the external database to the fields within Your Assistant Premium. Active Directory single and multiple domains are supported.



it's about **YOU**

Federated Servers

Your Assistant Premium servers in multiple locations can share IM and presence between servers. For example, federated servers would allow Your Assistant Premium users in one office to view the presence and availability of Your Assistant Premium in another office on the same network. Federated servers enable users to initiate private and secure real-time communications with Your Assistant Premium users across any number of servers worldwide.

Centralized Call Logging

Your Assistant Premium server is able to log incoming calls for Your Assistant Premium clients when the Your Assistant Premium client software is not running. When Your Assistant Premium is started, the Your Assistant Premium server updates the client with all the cached call log information since the last Your Assistant Premium client session. This information is then displayed in both the call history and the call log window.

Microsoft® Outlook® Synchronization

Your Assistant Premium provides synchronization of contact data between Your Assistant Premium and Microsoft Outlook for contacts that have been imported into the Your Assistant Premium personal contacts list. Synchronization is from Outlook to Your Assistant Premium only. That means changes made within Outlook will be reflected within Your Assistant Premium, but changes made within Your Assistant Premium will not be reflected within Outlook. The user can select whether they wish the synchronization to occur automatically or at a user-defined time interval.

Multiline Appearance and Basic Multicall*

Your Assistant Premium supports both multiline and single line types. With Your Assistant Premium supporting multiline appearance and basic multicall, the user can take full advantage of their soft phone line configuration. Multicall support allows a user that has both a desktop phone and a soft phone to have a line appearance of their desktop phone primary number programmed on their soft phone. This allows you to distribute one number (your desktop phone primary number), and answer incoming calls to this number via both your desktop phone and soft phone. It also facilitates basic manager / secretary inter-working.

Citrix Support

Your Assistant Premium 4.0 will support Citrix® Presentation Server™ 4.0 and 4.5 in desktop phone mode only, increasing the deployment options for Your Assistant Premium.

Embedded PC Soft Phone

Road warriors and teleworkers can enjoy the same intuitive communications management from a remote PC or laptop by using an embedded software-based IP phone – the Mitel Your Assistant™ Softphone Option. When remotely connected to the 3300 ICP or SX-200 ICP via a secure network connection, mobile users can make and receive calls as though they were inside the corporate network. The Your Assistant Softphone Option also lets users record calls on their computer.

Integration with Mitel Teleworker Solution

The Mitel Teleworker Solution provides a secure solution for remote and home-based employees. Teleworker Solution allows you to connect to and access your corporate voice network through the Your Assistant Softphone Option from home or on the road without the need for a virtual private network (VPN) connection. All Your Assistant Premium features and functions are available, including full presence and video and data collaboration facilities. In teleworker mode, the remote Your Assistant Softphone Option establishes a secure SSL-encrypted connection with the Teleworker Solution server and proxies all communication between the Your Assistant Softphone Option and the Your Assistant Premium server. Your Assistant Premium can also be used in desktop phone mode in conjunction with a Teleworker Solution set. In this mode of operation, a VPN connection is required from the user's PC to the corporate network where the Your Assistant Premium server is hosted.

Integration with Popular Business Applications

Enterprises can leverage their existing applications investment with Your Assistant Premium, which integrates and unifies popular communications and productivity tools such as Microsoft Outlook. Users can dial from personal information managers (PIMs) and launch contact information or chat sessions from incoming caller-ID screen pops. Users can schedule a recurring time to index their PIM at any time. Users can also drag and drop contact entries from their PIM to build up their personal contact entries. Your Assistant Premium supports multiple contact number entries for each contact.

Your Assistant Premium 4.0 also supports Citrix Presentation Server 4.0 and 4.5 in desktop phone mode.

* Not supported on the SX-200 ICP.

Data and Telephony Presence and Availability

Save time when contacting people by knowing whether they are on the phone, away from their desk, or available for secure instant chat or data collaboration. Presence and availability promotes opportunistic communications – maximizing a user's likelihood of successfully communicating.

Corporate Secure IM

Your Assistant Premium's incorporated instant messaging (IM) and file sharing features offer security not typically found in IM services. Initiate a single or multiparty chat at the click of a mouse and, at the same time, share documents by dragging and dropping files into the chat session. This creates a more cohesive teamwork environment while providing a secure and encrypted IM history log.

Knowledge Management

Knowledge Management extends benefits normally associated with call center solutions to all enterprise knowledge workers. This feature provides a means for a user to associate files, documents (e.g., Microsoft® Word, Microsoft® Excel, Microsoft® PowerPoint®, and PDF files) and Outlook emails to a contact in their corporate contacts list as well as their PIM contacts. This means that when a contact calls, based on the calling line ID, the associated items will be made available to the user for quick access. The PIM supported for the Knowledge Management feature is Microsoft Outlook.

Caller ID-Based Routing

Caller ID-based routing provides the ultimate in call management and flexibility. Caller ID-based routing enables users to set up automatic call-handling policies based on rules applied to specific caller IDs (e.g., forward selected calls to voice mail). Users can quickly transition from one mode of communication to the next – knowing that an important caller will be presented while all other calls are routed to voice mail. The defined forwarding rules remain in force even if Your Assistant Premium is disconnected from the network or switched off, but is easily changed or cancelled according to the user's requirements.

ACD Option*

The Mitel Your Assistant™ ACD Option enables agents to control configured ACD system features from the ACD shutter on Your Assistant Premium. Your Assistant ACD Option features allow agents to:

- Observe where the calls are originating from using the ACD path
- Login and logout with an agent ID
- View a work timer
- Make busy with reason codes
- Obtain assistance via a help key

Collaboration Option

The Mitel Your Assistant™ Collaboration Option enables users to escalate a voice call into a video and / or data conference at any time with the click of a button. Collaboration sessions can be scheduled with a meet-me URL to start a conference, or can be created during a call for on-demand collaboration. The Your Assistant Premium multimedia collaboration module offers powerful collaboration features to users both inside and outside the enterprise, including application sharing and co-browsing, remote desktop control, and multiparty desktop video conferencing.

The Your Assistant Collaboration Option with webcam video brings distributed and integrated enterprise collaboration and voice capability to a whole new level. Now, with full presence, availability, video communication, and data collaboration, real-time communication is available from the office, the home or the remote mobile location of choice, all in a secure environment and without incurring expensive hosted, by-the-minute charges.

A full list of features supported by Your Assistant Premium can be found in the Your Assistant feature comparison matrix available from Mitel OnLine.

* Not supported on the SX-200 ICP.

Hardware and Software Requirements

Your Assistant Premium Client – Hardware Requirements

Hardware	Your Assistant	Your Assistant with Your Assistant Softphone Option
CPU	Pentium 4 – 1.4 GHz	Pentium 4 – 1.4 GHz
RAM	256 MB	256 MB
Free disk space	120 MB	120 MB

Your Assistant Premium Client – Software Requirements Guidelines

Software	Version / Service Pack Supported
Microsoft® Windows® 2000 Professional Operating System	SP3, SP4
Microsoft® Windows® XP Professional Operating System	SP2
Microsoft® .NET Framework	1.1 SP1
Microsoft® Data Access Components (MDAC)	2.7, 2.8 (included with Windows XP)
Microsoft® Windows Installer®	2.0 (included with all supported Windows operating systems)
Instant Messaging*	Microsoft® Windows Messenger 5.0 MSN Messenger 6 Microsoft® Office Communicator 2005
PIMs*	Act! By Sage 2005 and Act! By Sage 2006 IBM® Lotus Notes® 6.5, 7 Outlook 2002, 2003, Microsoft® Exchange Server 2003 Microsoft® Outlook Express 5.5, 6

Your Assistant Premium Server – Hardware Requirements

Hardware	1-50 Clients	50-100 Clients	100-500 Clients
CPU	Pentium 4 – 1.4 GHz	Pentium 4 – 2.0 GHz	Pentium 4 – 3.0 GHz
RAM	512 MB	512 MB	1 GB
Free disk space	5 GB	5 GB	5 GB
Network Interface Card	Full duplex 100 Mbps	Full duplex 100 Mbps	Full duplex 100 Mbps

Your Assistant Premium Server – Software Requirements Guidelines

Software	Version / Service Pack Supported
Operating System	Microsoft® Windows Server® 2000 SP3
Operating System	Microsoft® Windows Server® 2003 SP1
Windows Update	Microsoft .NET Framework
Telephony Library	Microsoft .NET Framework 1.1 SP1
Data Access Library	Mitel MiAudio Desktop Edition
Installer Library	MiTAI USDK V 1.2 releases of MiAudio and MiXML Server (downloaded with the application)
	MDAC
	2.7, 2.8 (included with Windows XP and Windows Server 2003)
	Windows Installer
	2.0 (included with all supported Windows operating systems)

Compatibility with Mitel Platforms and Other Applications

Platform / Application	Software Version
Mitel 3300 ICP	Version 6.0 or later
Mitel SX-200 ICP	3.1, 3.2 or 4.0
Mitel Teleworker Solution	4.0.16 or later
Citrix Presentation Server	Version 4.0 and 4.5

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