

MITEL

# Messaging Server



Mitel® Messaging Server is an extension to the Mitel Unified Communications family that allows an organization to deploy a single solution to meet the needs of a mixed user environment. This includes voice mail-only users, desk bound unified messaging users, and mobile unified messaging users. Messaging Server is a unique solution that can add unified messaging functionality to an existing infrastructure – even one with a number of email environments and a variety of PBXs. Its flexible system deployment options mean you can decide how it integrates and interacts with your messaging environment.

## Message and Mailbox Management from Any Device, Any Time

Messaging Server lets users access and manage email, voice mail, and fax mail via touch-tone phone, email client and web interface.

Users can also administer their own services and preferences through an intuitive browser-based interface or telephone user interface.

## Simplified Administration and Management

With Messaging Server, there is only one point of system administration for voice mail and unified messaging.

User administration is handled via Active Directory or other LDAP directory services.

Easier still, Messaging Server administration is managed on a Microsoft Management Console.



it's about **YOU**

Feature	Description	Benefit
Auto attendant	Presents a professional image to callers during off-hours, when call volumes are high or when a receptionist is away. Features include multilingual, time of day / day of week greetings, holiday greetings, intelligent routing, off-site transfers, user definable business hours, company directory, multi-tenanting, fax-on-demand, and auto-fax-detect	Improves customer service
Information, Q&A mailboxes, fax-on-demand	Callers can provide or collect information through menu-driven information mailboxes, Q&A mailboxes or fax-on-demand	Lowers cost of service
Full featured voice mail	Users have access to multilingual, group or department mailboxes, message notification schedules, message light notification, call screening, personal operators, unlimited folders for archiving, and distribution lists	Increases productivity
Standard unified messaging	Users are provided with a unified view of all message types within an email client	Increases productivity
Advanced unified messaging	A unified view of all message types and a single point of message management allows mobile users to be more responsive and productive. Includes support for Microsoft Exchange 5.5/2000/2003, Lotus Notes 5.0.8/6.0/6.5, GroupWise 6.5. Includes full phone, web and email access and synchronized management for all messages. (Base software includes 50 licenses.)	Supports mobility – allows employees to work effectively from anywhere

Feature	Description	Benefit
Text-to-speech email reading	Allows advanced unified messaging users to listen to emails using advanced synthesized voice over any telephone	Increases productivity
Desktop client applications	Users can improve productivity with inbound-call pops to the desktop, corporate instant messaging, visual mailbox management and desktop messaging	Increases productivity
Integrated fax mail	Users gain access to all incoming faxes from their voice mailbox and email client. Customers, suppliers and contacts can send private and confidential faxes directly to a user's mailbox rather than a generic fax machine. Users can access faxes remotely over the phone or have them routed to a local fax machine	Improves responsiveness
Telephony networking	Removes networking limitations with AMIS / VPIM-compliant networking. This allows connectivity to other voice systems inside or outside the company. Instantly respond to messages from voice mail anywhere on your network	Simplifies communications between offices
Flexible deployment options	Deploy one solution to meet the needs of a diverse user environment in a mixed email environment	Reduces deployment costs
TUI emulation	Emulates multiple TUI interfaces to lessen end-user-training requirements	Reduces re-training costs

MITEL  
it's about **YOU**

Companies don't make decisions, people do. That is why Mitel is leading the way toward a new and more personalized approach to communications for enterprise and small business. Our innovative solutions, applications and desktop appliances enable you to access, process and control your communications and information naturally, simply and efficiently. Our solutions allow you to collaborate over distance and time and to interact with your customers, colleagues and partners as never before. By combining the power of voice, data and video over converged high speed networks, Mitel provides you with flexible and personalized tools that let you leverage the latest advances for personal and organizational advantage.

---

**North America**  
(613) 592 2122  
1 800 648 3579

**Latin America**  
(613) 592 2122  
1 800 648 3579

**UK**  
Tel: +44 (0)1291 430000  
Fax: +44 (0)1291 430400

**France**  
Tel: +33 (0)1 61 37 00 90  
Fax: +33 (0)1 61 37 00 99

**Benelux**  
Tel: +31 (0)30 85 00 030  
Fax: +31 (0)30 85 00 031

**Italy**  
Tel: +39 02 2130231  
Fax: +39 02 21302333

**Germany, Switzerland, Austria**  
Tel: +49 (0)211 5206480  
Fax: +49 (0)211 52064899

**Portugal and Spain**  
Tel: +34 91 350 66 33  
Fax: +34 91 350 70 14

**Middle East**  
Tel: +971 4 3916721  
Fax: +971 4 3915288

**South Africa**  
Tel: +27 82 559 8688  
Fax: +27 11 784 6916

**Asia-Pacific**  
Tel: +852 2508 9780  
Fax: +852 2508 9232

[www.mitel.com](http://www.mitel.com)



THIS DOCUMENT IS PROVIDED TO YOU FOR INFORMATIONAL PURPOSES ONLY. The information furnished in this document, believed by Mitel to be accurate as of the date of its publication, is subject to change without notice. Mitel assumes no responsibility for any errors or omissions in this document and shall have no obligation to you as a result of having made this document available to you or based upon the information it contains.

M MITEL (design) is a registered trademark of Mitel Networks Corporation. All other products and services are the registered trademarks of their respective holders.

© Copyright 2004, Mitel Networks Corporation. All Rights Reserved.

GD 7812 PN 51006013RB-EN