Agenda

→ Mitel Messaging Portfolio Overview and Product Positioning
→ Mitel NuPoint Messenger™ IP, Release 10 update
→ Mitel Messaging Server, Release 1.5 update
→ Roadmap
Mitel Messaging Portfolio

Product Positioning *Today*

**Embedded Messaging**
- Cost-effective entry-level voice mail for SOHO and distributed business

**NuPoint Messenger**
- Centralized, reliable and scalable messaging for the enterprise, small business up to 120,000+ users, high reliability with Continuous System Operation

**Mitel Messaging Server**
- Advanced unified messaging and productivity applications for today’s mobile work-force, with Speech Auto Attendant

**Mitel Speech Server**
- Maintenance and upgrades only. No further development
Mitel Messaging Portfolio
Product Positioning *Future*

**NuPoint Messenger IP**
Embedded or standalone, distributed or centralized, HIGHLY reliable and scalable messaging / UM for small, medium and large enterprises. (Adv. UM Rel. 11, Speech Rel. 12)

**Messaging Server**
Advanced Unified Messaging and productivity applications for today’s mobile workforce. Speech enabled AA now available (Rel. 1.5)
Mitel Messaging Solutions
Evolution Strategy and Product Positioning

Mitel NuPoint Messenger

 Positioned as Mitel’s mainstream voice mail / standard unified messaging product that addresses 90 percent of users messaging requirements
  - Continue to evolve product to add Unified Messaging features as they are commoditized over time
  - Continue to expand Auto Attendant / IVR capabilities
  - Robust and resilient Model 640 / Octel 250/350 replacement for legacy Centigram / Baypoint / Octel customers without a TDM migration path. Attractive SMARTMove pricing
  - Will evolve to become Mitel’s cost-effective embedded messaging solution (Mitel 3300 IP Communications Platform, Rel. 9)

Messaging Server

 Positioned as Mitel’s high-end Speech and Unified Messaging solution that addresses top 10 percent of advanced / mobile users’ requirements
  - Continue to add speech capabilities over the next two years
    - Personal contacts integration (Rel. 2)
    - Presence management continued enhancements
**Messaging Product Evolution**

**Speech Server and Messaging Server**

### NuPoint Messenger
- **Rel. 10**
  - Scalability to 120 ports
  - 640 IP 240 ports / CSO
- **Rel. 11.0**
  - Adv UM with TTS

- **Q4 2005**
- **Q3 2006**
- **Q2 2007**

### Messaging Server (6510)
- **Rel. 1.5**
  - Scalability to 96 ports
  - Record-a-call
  - Basic speech AA

### Speech Server (6500)
- **Rel. 5.0**
  - Exch. 2003
  - Active Dir. 2003
- **Rel. 10**
  - Scalability to 120 ports
  - 640 IP 240 ports / CSO

### Program to Migrate installed base to Messaging Server and/or NuPoint Messenger
- **Rel. 2.0**
  - Reply w/ Callback
  - Speech enabled Contacts dialing
  - Find me / Follow me
  - Extended absence
  - Future delivery
- **Rel. 3.0**
  - Speech enabled UM

- **EOL**

**New Speech AA opportunities**
# Mitel Messaging Products Positioning

<table>
<thead>
<tr>
<th></th>
<th>Embedded Messaging</th>
<th>NuPoint</th>
<th>Messaging Server (6510)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Price</strong></td>
<td>low up to 200 mailboxes</td>
<td>Price positioned as VM (with UM add-on)</td>
<td>Price positioned as UM (higher)</td>
</tr>
<tr>
<td><strong>Voice Mail</strong></td>
<td>Lead if less than 200 mailboxes</td>
<td>Lead if greater than 200 mailboxes</td>
<td>secondary</td>
</tr>
<tr>
<td><strong>Architecture</strong></td>
<td>lead if distributed</td>
<td>lead if centralized</td>
<td>either</td>
</tr>
<tr>
<td><strong>Scalability</strong></td>
<td>same size as PBX</td>
<td>120 ports, 960 hrs (Standard Edition) and 240 ports, 100,000 users, 5760 hrs (Model 640)</td>
<td>up to 90 E1 / 48 IP /10,000 mailboxes</td>
</tr>
<tr>
<td><strong>Reliability &amp; Resiliency</strong></td>
<td>no resiliency on voice mail</td>
<td>3300 resiliency (rel 7), CSO (Model 640)</td>
<td>redundant drives only</td>
</tr>
<tr>
<td><strong>Standard UM SMTP</strong></td>
<td>equal</td>
<td>equal</td>
<td>equal</td>
</tr>
<tr>
<td><strong>Email Environment</strong></td>
<td>Exchange /Lotus SMTP only</td>
<td>Lead if email is Exchange</td>
<td>Lead if email is Lotus or Groupwise (Adv UM only)</td>
</tr>
</tbody>
</table>
## Mitel Messaging Products Positioning

<table>
<thead>
<tr>
<th>Feature</th>
<th>Embedded Messaging</th>
<th>NuPoint</th>
<th>Messaging Server (6510)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Text to Speech / Advanced UM</td>
<td>not available</td>
<td>Lead if customer can wait until Rel 11 (late 2006)</td>
<td>lead with this if required within 6 months</td>
</tr>
<tr>
<td>Basic Speech Auto Attendant</td>
<td>not available</td>
<td>Lead if customer can wait 12 months (Rel 12 Q2 2007)</td>
<td>Lead if customer requires this within next 6 months. Rel 1.5 now shipping</td>
</tr>
<tr>
<td>Speech enabled contacts</td>
<td>not applicable</td>
<td>TBD - Microsoft is introducing</td>
<td>Rel 2.0 (Sept 2006)</td>
</tr>
<tr>
<td>Speech commands Voice mail/UM</td>
<td>not applicable</td>
<td>Rel 12 (Q2 2007)</td>
<td>Rel 3.0 mid 2007</td>
</tr>
</tbody>
</table>
NuPoint Messenger IP Rel 10.0 Update
The NuPoint Messenger Family

- **NuPoint Messenger IP: Standard Edition**
  - 8 to 120 ports (Digital, Analog / SMDI, T1 / E1, IP)

- **NuPoint Messenger IP: Model 640**
  - 8 to 240 ports

- All 10.0 Systems configured for 960 / 5760 hours storage
- All 10.0 Systems capable of 57,000 / 120,000+ mailboxes and 8 Languages
- All 10.0 Systems ship with Corporate Call Director and 50 Personal Call Director
NuPoint Messenger IP (Rel. 10.0)

⇒ Expansion and Resiliency:
  – Standard Edition expanded to 120 Ports
  – Introducing Model 640 with expansion to 240 ports and Continuous System Operation

⇒ Integration to Multiple 3300 ICP Systems
  – Support for 3300 Resiliency (requires Rel 7 and resilient hunt groups)
  – Can connect with up to four 3300 systems in non-networked environment

⇒ Web-based Management of Multiple Networked NuPoint Messengers

Release 10 Base Software – New Options Included!

Base Software Requires Two Parts: Software Media Plus AMC Base Bundle Options

- 960 hours enabled
- Linux OS (Managed Application Server)
- TCP/IP Stack
- NP Receptionist
- NP CLI
- NP Admin (Server and Client)
- NP FPSA (Secure Admin)
- All Languages Shipped – Two Enabled
- Numeric Full Prompt Set and Numeric Overlay
- SNMP
- Personal Call Director – 50 Licenses
Release 10: Web-based Management

→ Easy to use – Minimizes Training for Administrators
→ VAR Objection Removed (Difficult to Administer)
Release 10: Features and Functionality

→ Linux Operating System (Based on the Mitel Managed Application Server)
  – More reliable for real-time applications than Windows

→ LAN Backup / Restore
  – Interfaces with FTP Server, USB devices, Microsoft Folders
  – Time and cost savings in the event system restore required

→ Record A Call (RAC)
  – Only with 3300 ICP (IP) Integrated NuPoint Messenger systems
  – Now for up to 4 x 3300 ICP connected systems!
Features and Functionality

→ Standard Unified Messaging: two versions
  - SMTP Forwarding – forwards copy of voice mail to email
  - WebView – direct view into web server on NuPoint
    - Accessible from browser or email client
  - Provides simplified Message Management resulting in productivity improvement for users and better communication with customers (quicker response times)

→ NuPoint Messenger WebView (Replacement for NP View)
  - Web-based access to voice mail and fax, CallMe / MeetMe Settings, Distribution Lists, Greetings and Personal Call Director

→ Call Director (Replacement for NuPoint Messenger Agent)
  - Web-based application to create sophisticated call-routing and greeting applications
  - Corporate Edition included with EVERY system – for Line-group Auto Attendant
  - Personal Edition licensed by USER – 50 licenses included in base package with Rel. 10 for personal Auto Attendant applications at Mailbox level
  - 50 Personal Call Director now in base package!
  - Callbox linking / interflow now available!
Release 10: Features and Functionality

→ Soft Fax – Max 6 Ports
  - Fax Mail (TUI and UM access)
  - Guaranteed Fax Machine
  - Walk-away Fax
  - Fax Broadcast
  - Fax Publishing / Fax on Demand

→ UM users see fax in email client (with SMTP) or in WebView
Announcing NuPoint Messenger IP Model 640!
Introducing NuPoint Messenger 640 IP
For the Large Enterprise / Carrier

- Currently Available in UK Only – Turnkey Only
- Highly reliable with optional resiliency for maximum uptime decreases management costs
- Net-Compliant Hardware
  - Redundant Power Supplies, Network Interfaces, Fans, Drives, RAID5 Data Store (shared)
- Continuous System Operation (Resiliency)
  - Minimal System Down-time (30 seconds, with further improvement)
  - Full Port Capacity Maintained
  - No Single Point of Failure (including Gateway Resiliency)
- Multi-Node Management
  - Management of Multiple NuPoint Messenger systems as Single System Image through Single Access Point
NuPoint Messenger IP Model 640 Capacities / Features

→ 120,000+ mailboxes / 5,760 hours of storage (all enabled)
→ 240 ports
→ 56 tenant groups
→ OS Based on Linux
  – Provides clustering and cluster management
  – Servers configured as Active / Passive
  – Continuous System Operation (CSO) is optional
    – Upon failover, newly active server operates at full port capacity
→ All features same as Standard Edition
NuPoint 640 IP Hardware

➔ 2 x HP ProLiant DL360 1U Rack Servers with dual 3 GHz processors
  – Redundant 72GB Pluggable Hard Drive (RAID 1 for OS and NP Software)
  – Dual NIC for load balancing and redundancy
  – Redundant power / fans

➔ Shared External RAID with 7 x 72GB hard drives (for NP configuration / user data, greetings and messages) and two hot swappable RAID Controllers

![Server and RAID setup diagram]
Introducing Release 1.5 Messaging Server
Release 1.5 Messaging Server

➡ GA  December 2005

➡ Key new functionality
  – Speech enabled Auto Attendant
    – Standalone (Speech Server replacement)
    – Add-on to Messaging Server VM/UM systems (note: different part numbers!)
  – Adv UM client for synchronization only – no desktop client apps
    – Cost-effective Adv UM to meet competition in RFPs (1/3 price)
    – Propose when customer is also considering YA (eliminate feature overlap)
  – Soft Fax – eliminates the requirement for Gamimalink Fax boards
    – No more country approvals issues
    – No more PCI slot issues
  – Small Med Business package
    – Max 8 ports, 100 VM plus 50 Adv UM
    – Can be upgraded to full sized Messaging Server
Speech AA and MPT

→ Three sections for Auto Attendant:
  - DTMF AA
  - Standalone Speech AA (no vm)
  - Adding speech AA to Messaging Server with VM/UM
Roadmaps!

Messaging Server Rel. 2.0
NuPoint Messenger Rel. 11 and 12
Messaging Server Release 2.0

- Field Trial, Today – GA Sept ’06
- Focus on Mobility
- Key NEW Features:
  - Contact and Location Focused Mobility (Web Interface)
    - Customized find me / follow me by personal contact and / or location status, time of day / day of week
  - Speech Enabled Contact Dialing
    - Integrates with Outlook contacts
    - User definable contacts for speech access dialing – multi number (business, mobile, home)
  - Fax Server
    - Inbound AND Outbound fax on a single UM server
    - Desktop faxing (Microsoft Fax client)
  - Security Enhancements
    - Enforced password rules-forced password change, minimum password length, “simple” password prohibit rules, hacker lockout
  - Requested Feature Enhancements
    - Call Sender Back, Future Delivery, Extended Absence
NuPoint Messenger Release 11

→ Field Trials, Fall – GA December ’06
→ Focus on Advanced Unified Messaging for Exchange 2003 / Exchange 12
→ Text to Speech Playback of Email
  – Message playback / record through phone as well as client PC microphone / speakers
→ LCS Presence Integration
  – Presence Integration for Advanced Call Management
→ LDAP / AD integration
  – Enhanced network integration
→ Call Director Templates (improve usability for users)
NuPoint Messenger Advanced Unified Messaging With Outlook / Exchange 2003

→ Voice / Fax messages synchronized between NuPoint Messenger and Exchange 2003
→ MWI on phone accurate regardless of method of access
→ Outlook 2003 plug-in for integration of email, voice mail and fax
→ Voice Message recording / playback on phone and PC multi-media device
Advanced Unified Messaging (Rel. 11, Late 2006)

- Provides synchronization between Exchange and NuPoint Messenger for MWI and message count / state (read / unread / delete, etc.)
- Outlook plug-in for playing voice mails from Outlook
- Text to speech for playing emails by phone
NuPoint Messenger, Release 12 (Q2 2007)

- Speech enabled AA
- Speech enabled VM / UM commands
- Upgrade path for Speech Server installed base!
Introducing John De-Breij

Product Manager – Messaging and Contact Centres
EMEA Region

John_De_Breij@mitel.com
Questions
Thank you

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