



Mitel BlackBerry® Mobile Voice System (BlackBerry® MVS) Integration

Product Management – Internal Product Brief (PRELIMINARY)

April 2009



The purpose of this product brief is to provide internal Mitel staff with the introduction of mitel Blackberry® Mobile Voice System (Blackberry® MVS) Integration. This represents preliminary information only and is subject to change prior to general availability

This document should not be forwarded to non-Mitel employees.

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Introduction

Purpose

The purpose of this product brief is to provide internal Mitel staff with advance details of Mitel's mobility solution for the BlackBerry® platform.

This product brief describes content that has not yet been announced externally and is subject to change without notice.

Distribution

Due to the potential for unforeseen changes in final content, please do not forward to external customers or channel partners at this time. A product bulletin will be made available for external distribution.

General Availability

The Target General Availability (GA) date is late May 2009.

This date is subject to change without notice.

Formal communication of the GA date will be through the product bulletin process.

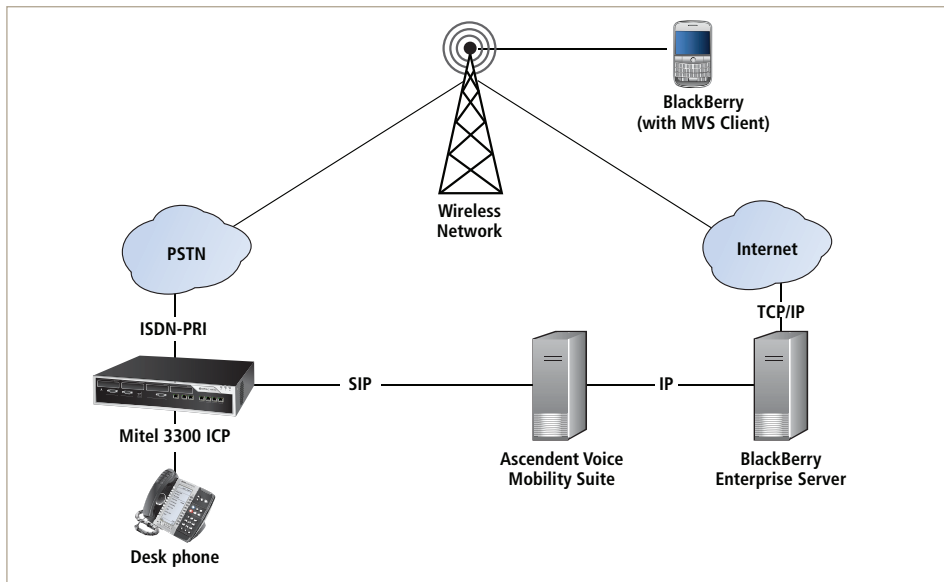
Product Summary

Mitel integration with the BlackBerry® Mobile Voice System (MVS) delivers an application that extends Enterprise voice communications to BlackBerry® handhelds, making them more accessible and more productive by providing each employee with one number and one voice mail box, effectively becoming an extension of Mitel's 3300 IP-PBX. A caller only needs to dial the recipient's Enterprise number and the integrated solution automatically rings the recipient's BlackBerry® smartphone. When the user places calls via their BlackBerry® smartphone (including extension dialling) the solution dials via the PBX and passes the user's Enterprise calling party name information. It also makes it simple to access key PBX features and to switch communications from your cell phone to your desk phone, seamlessly continuing your conversation, thereby enabling a reduction in cell phone charges.

Mitel's integration with the BlackBerry® MVS solution consists of the following components;

- 3300 ICP with a SIP Trunk interface to the Ascendent Voice Mobility Suite Software
- Ascendent Voice Mobility Suite Software deployed on a Microsoft Windows server
- IP connection from the Ascendent Mobility Suite to the BlackBerry® Enterprise Server (BES) in the Enterprise
- BlackBerry® MVS services running on the BlackBerry® Enterprise Server (BES)
- BlackBerry® MVS Client software for the BlackBerry® smartphones

Typical System Topology



Mitel's integration with BlackBerry® MVS delivers support for the following capabilities:

- Single Number – Inbound (rings all devices) and Outbound (extension dialing and Enterprise CLID)
- Single Voicemail – Calls to single number left in enterprise voicemail
- Single Device – mobile as PBX extension or personal cell phone
- Native Integration – Desk phone functionality integrated into the BlackBerry® phone application – Transfer, Hold, Park
- Secure authentication to the Mitel 3300ICP
- Enterprise Control of mobile calling – logging, recording
- Support for up to 1,500 users per installation

Market Opportunity

Now, more than ever, businesses depend on making decisions quickly and providing prompt service to customers. A large percentage of these businesses have adopted BlackBerry® smartphones as their Enterprise device of choice for mobile E-Mail and Voice communication.

Mitel's Unified Communicator Mobile (formerly Mobile Extension) application and RIM's BlackBerry® solution have both been particularly successful in the Financial, Legal and Government sectors, however, the range of benefits and features delivered by an integrated BlackBerry® Mobility solution is suitable for deployment in all verticals and across all horizontal market segments that are dependant on a mobile workforce.

It is essential for any organization to provide its increasingly mobile workforce with the very best communication tools and have processes in place to ensure that it is always possible to get immediate access to the right people at the right time.

You can solve these problems and make your mobile workforce more accessible and more productive by providing each BlackBerry® user with a mobility solution that integrates the desktop and cellular environments, with one number and one voice mailbox. By doing so, it won't matter to the caller where they are, where the person they're calling is, or whether calling from their BlackBerry® smartphone or Mitel deskphone. The caller simply dials the party's four-digit extension number on their BlackBerry® or desk phone, the call automatically rings the recipient's desk phone and BlackBerry® smartphone simultaneously.

Mobility solutions also make it easy to switch communications from one device to another, so that a worker can make / take a cell phone call on their way into the office and then seamlessly hand it over to their desk phone. They can then continue their phone conversation if they leave their desk to go into a meeting by transferring the call to their BlackBerry® smartphone. By switching calls from wireless networks and cutting down on cell phone use, this integrated communications solution helps reduce costs considerably, and also helps to improve the business processes for managing communications. Further, significant cellular long distance cost savings are possible with a solution that integrates the mobile with the office communication system such that calls placed from a mobile device are processed as calls outbound from the office communication system.

Mitel is addressing the market opportunity for a converged Mobility solution for BlackBerry® smartphone users through the integration of the BlackBerry® Mobile Voice System with the Mitel 3300ICP

Value Proposition

Improved productivity

Mitel integration with the BlackBerry® Mobile Voice System enables users to manage and control their business communications simply and efficiently. Users have only one number to provide and only one voice mailbox to manage. They have simple access to Enterprise features when remote leading to more efficient collaboration.

Improved customer service

Mitel integration with the BlackBerry® Mobile Voice System enables users to be accessible with one number regardless of location; in this way they are able to respond immediately to the needs of others through real-time communication methods.

Improved cost control

Mitel integration with the BlackBerry® Mobile Voice System can reduce cellular long distance charges of mobile workers. When the worker's mobile device is configured as a PBX extension, all calls placed from the mobile are effectively placed by the Enterprise's PBX on the mobile's behalf. In this way, mobile calling takes advantage of the same communications infrastructure for outbound calling as desktop users. Mobile users can also handover cellular calls to their desk phone reducing in-building cellular minutes.

Improved business efficiency and management

With Mitel's integration with the BlackBerry® Mobile Voice System, the Enterprise identity (DID / DDI) is sent on mobile initiated calls; as such, the user is not publishing their cellular identity, only their enterprise identity. In this way the worker's contact number is retained as a corporate asset. This integration also improves enterprise management of BlackBerry® users' voice communications by enabling the setting of voice policies, reporting (logging) and recording of calls as a standard Enterprise extension.

Positioning

Mitel Mobility Solutions address a broad range of user and Enterprise requirements. For basic mobility requirements, Mitel offers Unified Communicator Mobile (formerly Mobile Extension) to deliver Single Number reachability to any mobile device; in addition Mitel is introducing Dynamic Extension that delivers similar capability embedded on the 3300ICP. These solutions are applicable to BlackBerry® users, ideally in Enterprises where a smaller number of BlackBerry® devices are deployed or where users are not heavy outbound callers from their BlackBerry® smartphones.

For enhanced capabilities and a more integrated mobile user experience with Windows Mobile and Nokia S60 smartphones, Mitel offers the UC-Mobile Client (formerly Mobile Extension Client).

Mitel's integration with the BlackBerry® Mobile Voice System (MVS) delivers an enhanced solution for BlackBerry® smartphone users that delivers a seamless user experience and integrates with an enterprise's BlackBerry® mobile Email solution.

BlackBerry® Enterprise Users

The BlackBerry® MVS integration is positioned to organizations that utilize RIM's BlackBerry® smartphones in conjunction with the enterprise-based, BlackBerry® Enterprise Server (BES). Likely organizations include the following:

- Enterprises with highly mobile staff that would benefit from an integration of their Mitel 3300 ICP voice and BlackBerry® email communications.
- Medium to large enterprises with broad deployment of BlackBerry® devices utilizing the BlackBerry® Enterprise service and the Mitel 3300ICP; Legal and Finance verticals are typical.

Product Features

Single Identity – One Number / One Voicemail

Incoming calls to a Mitel 3300 extension can ring the user's BlackBerry® smartphone simultaneously, delivering the incoming caller ID and offering PBX type features while on a call. When placing calls from their BlackBerry® smartphone, the mobile worker places calls as if they were calling on their desk phone, e.g. 4-5 digit dialing on internal calls; the user's Enterprise ID is delivered to the called party and the user has access to PBX type features. All unanswered calls go to the user's corporate voicemail box.

Call Filtering

Users can create profiles that filter calls, permitting important calls from designated callers to reach them on their BlackBerry® smartphone while minimizing call disruptions.

Familiar BlackBerry® User Interface

BlackBerry® smartphone users can access the BlackBerry® MVS capability directly from the visual menus of the BlackBerry®.

Seamless Handover on active calls

The user can seamlessly hand over their calls to and from their Deskphone and BlackBerry® smartphones while in a conversation.

Single Device

The user can select between their personal (Cellular) and enterprise phone numbers prior to making a call, thereby having a single smartphone that has both a personal and enterprise identity. With the enterprise number selected, the call is placed through the Mitel 3300ICP and the user's enterprise identity is delivered to the called party; conversely, when the user's personal number is selected, the call is placed over the cellular network and the user's cellular number is delivered to the called party.

PBX type Features

The BlackBerry® MVS supports the following PBX type features via intuitive menus:

- Hold
- Park
- Transfer / Transfer to Voice Mail
- Move Call to Desk / Move Call to BlackBerry®
- Allow Call / Block Call
- Mute



BlackBerry® MVS Client

Security and Control

Calls routed through the BlackBerry® MVS can be logged and / or recorded in compliance with corporate or regulatory requirements.

BlackBerry® MVS Components

BlackBerry® MVS Services

BlackBerry® MVS Services are a component of BlackBerry® Enterprise Server software that is designed to provide voice management and security functionality, including IT policies, call control signaling and authentication between BlackBerry® smartphones and the corporate telecom environment.

BlackBerry® MVS Client

BlackBerry® MVS Client software adds desk phone features to BlackBerry® smartphones. This software is a free download and can be installed over-the-air to BlackBerry® smartphone users.

Ascendent Voice Mobility Suite

Ascendent Voice Mobility Suite — provided by RIM / Ascendent Systems, interfaces with Mitel's 3300ICP and BlackBerry® Enterprise Server to enable enterprise voice mobility.

Configuration

Mitel 3300ICP

Software version 9.0 or greater

The 3300ICP integrates with the Ascendent Voice Mobility Suite over SIP Trunks.

3300ICP programming will need to be added or modified to direct calls to and from the Ascendent VMS. These tasks may include but are not limited to:

- Providing and testing any physical cabling required to interconnect the 3300ICP to Ascendent VMS
- Building and configuring the physical route(s) to / from the 3300ICP and Ascendent VMS
- Changing existing routing statements to accommodate the new route to Ascendent VMS
- Changing the existing dial plan to accommodate the Ascendent VMS user community
- Coordinating with your carrier(s) to ensure ISDN-PRI spans supporting Ascendent VMS are provisioned according to requirements.

Important Considerations

Voice Network Requirements:

It is important that the necessary system requirements be in place with your telephone service provider, such as;

- ISDN PRI T1/E1 (QSIG variant recommended)
- The ISDN PRI T1/E1 should be terminated to a female RJ48C connection
- The trunk line is connected to the system using standard CAT5E cabling
- No proprietary signaling (such as SL-1) should be used

Voice Network Bandwidth:

There is likely to be an increase in voice traffic across your existing T1/E1

Span due to access to the 3300ICP network from remote BlackBerry® smartphones, which may require implementing additional circuits to avoid bottlenecking of calls.

Additional hardware and / or software may be required to implement additional T1/E1 lines.

Caller / Calling Line ID (CLID):

Caller ID, is a supplemental service that functions only under specific telco configuration scenarios and when using specific signaling protocols.

If the CLID of an inbound call is received from the provider, the Ascendent system can relay that information to both desk phones and remote devices. However, if your T1 spans are configured by the local exchange carrier (LEC) to perform CLID screening so that your CLID and Name Display for all outbound calls is a Main Listed Number (MLN), then inbound calls to Ascendent users will be appear on remote devices to be coming from that MLN and may affect auto-authentication to the Ascendent system.

Calling Party Name Display:

If calling party name display is enabled on the 3300ICP, the calling party's name will appear on the called party's desk phone (and vice versa).

The Ascendent system does not specifically support the passage of calling party name from the telco provider to the desk stations.

User and Administrator Community:

User and administrator profiles will need to be created in the system in order for users to take full advantage of the system's features. Basic information such as name and PIN numbers or passwords will be needed as well as more detailed information like DID assignments, virtual extension numbers, mail box numbers, remote device telephone numbers and individual security settings.

A number of configurations of Mitel 3300ICP and BlackBerry® MVS are possible to suit an organization's specific voice network topology. Below are the considerations for possible scenarios;

- Single 3300ICP Configuration
TBD
- Clustered 3300ICP Configuration with host 3300 acting as a PRI Gateway
TBD
- Clustered 3300ICP Configuration with host 3300 behind a PRI Gateway
TBD
- MVS users assigned a DID number
TBD
- MVS users assigned extensions behind a Call Attendant
TBD

Ascendent Voice Mobile Suite (VMS)

Software V4.5

The Ascendent Voice Mobility Suite component of the BlackBerry® MVS is a software solution, which needs to be installed on a suitable server provided by the customer. The Server specifications are outlined below; the up to date requirements, specifications and capabilities of the BlackBerry® MVS solution can be found at www.blackberry.com

Requirements	Description
Server Hardware	<ul style="list-style-type: none"> Intel® Dual Core Xeon™ 3.2GHz (or faster) processor 2GB RAM; 4GB recommended (2) 146GB (or larger) Hot Swap Drives Intel® PRO / 1000 MT Dual Port Server Adapter
Server Software	<ul style="list-style-type: none"> Microsoft® Windows Server™ 2003 R2 Standard Edition with Service Pack 2 Microsoft® Windows Server™ 2003 Enterprise Edition with Service Pack 2 Microsoft® SQL Server™ 2005 Standard Edition
Media Gateway (if not using SIP trunking)	<ul style="list-style-type: none"> Capable of supporting IP and T1 / E1 or BlackBerry® recommended Dialogic® DMG2000 Series
Voice Network	<ul style="list-style-type: none"> Connectivity to the public telephone network Mitel 3300ICP (R9.0) SIP trunking or ISDN-PRI (T1 / E1) with QSIG signaling protocol Dedicated VLAN within voice network Direct Inward Dial (DID) for each BlackBerry MVS user (5) Additional DID for each 100 BlackBerry MVS users

BlackBerry® Enterprise Server (BES)

Software version 4.1.4 or greater

BlackBerry® Device

Software version 4.2.1 or greater BlackBerry MVS – Device Compatibility*

	Hardware	Model
Supported Devices	BlackBerry 8800 series	<ul style="list-style-type: none"> 8800 (F/W version x.x) 88xx (F/W version x.x)
	BlackBerry Pearl	<ul style="list-style-type: none"> F/W version x.x) (F/W version x.x)
	BlackBerry Curve	<ul style="list-style-type: none"> (F/W version x.x)

* This represents the current list of devices only and is subject to change.

Marketing, Sales and Support

Sales Support materials will be available on Mitel-on-Line and are available on the RIM website at www.blackberry.com

Sales Support for BlackBerry® MVS is available at sales@ascendentsystems.com.

The solution is currently available in the USA, Canada, UK, Netherlands, and Germany.

Pricing

Current MSRP:

- | | |
|--|--------------------------------------|
| • Ascendent Voice Mobility Suite | US\$3,999.00 |
| • MVS Installation Support | US\$3,999.00 |
| • MVS Support | Covered under RIM T-support contract |
| • Server hardware for Voice Mobility Suite | Customer provided |
| • Microsoft Windows and SLQ Server | Customer provided |
| • 3300ICP Configuration | Provided by Mitel VAR |

Availability

The solution is currently available in the USA, Canada, UK, Netherlands, and Germany.

Key customer opportunities outside these regions will be considered on a case by case basis.

Support

Technical Support materials will be available on Mitel-on-Line and on the RIM website at www.blackberry.com.

Customers who have adopted the Ascendent Voice Mobility Suite in order to run BlackBerry® MVS can receive support at support@ascendentsystems.com.

Product Support on the Mitel 3300 ICP as an element of the BlackBerry® MVS solution will be managed through the customer's existing support contract for their Mitel equipment.

Consideration is being given to providing installation and after sales support for the BlackBerry® MVS directly by Mitel in select markets.

Contact Information

For additional information on the Mitel BlackBerry® Mobile Voice System (BlackBerry MVS) capabilities and services, please contact:

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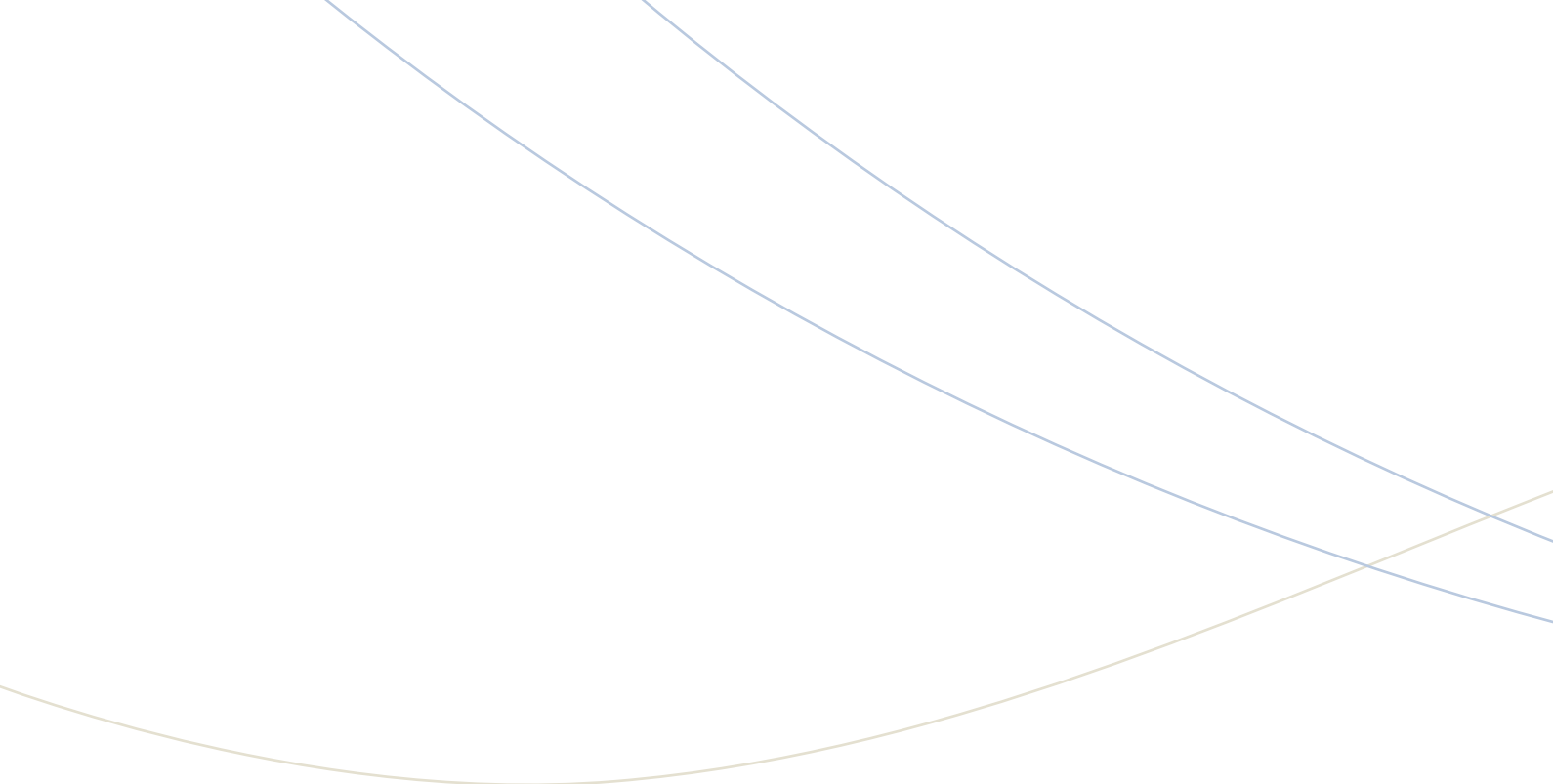
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