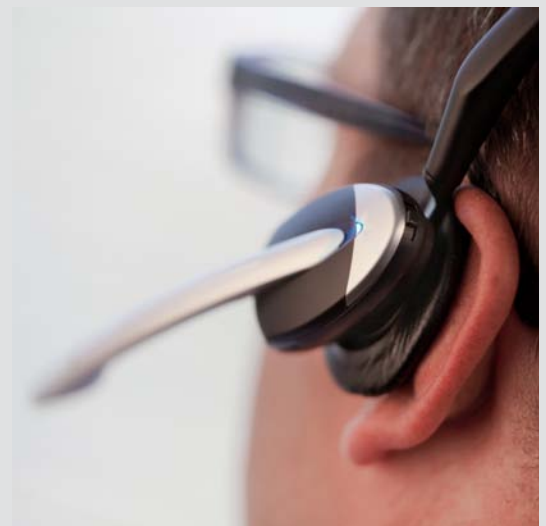




To the **MiVoice Office 250** Telephone System



About Tech Advantage



Founded in 2001, Tech Advance was formed to provide a broader scope of products and services available to businesses through one supplier, and offer a project managed approach to improve the way these services are deployed and managed.

Tech Advance understands how vital telecommunications are to businesses. Through our expert support teams, we provide full, after sales maintenance and repair services to all of our customers ensuring all telecommunications systems keep working in perfect order.

Our team has a wealth of technical knowledge, as well as years of experience within the telecoms industry and we are committed to delivering first class Customer Service every time.

Our portfolio of expertise includes Fixed & Mobile telephone services and products, and a wide range of Internet Connectivity solutions.

We believe in a partnership approach to business; carefully assessing the needs of our customers to become a trusted and valuable business partner constantly adding value to their business in the areas of technology efficiency and return on investment. We focus on service delivery, on the basis that this focus will deliver new business and business retention for the future.

Here at Tech Advance we believe strongly that through a consultative approach in designing a bespoke solution for your business, considering processes, customer service levels, alongside sales and marketing performance evaluation, we can make a significant contribution to your company, delivering a strong return on investment alongside increased operational and cost efficiencies.



Why choose Mitel?

Mitel provide phone systems, collaboration and contact centre solutions - in the cloud or on site, for more than 60 million users around the world.

Mitel are the experts in business communications

- Over 100 years of experience in communication technology
- Serving 100+ countries across the world
- Business communications is all Mitel do (they specialise in business communications)

- Mitel go the extra mile to make things work
- Mitel power more than 2 billion business connections a day
- 60 million end users depend on Mitel, every day
- Mitel hold over 1,700 patents
- Choice and flexibility give customers more options

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Why choose MiVoice Office 250

In today’s competitive environment, the drive to operate more effectively and take cost out of the business is more critical than ever.

MiVoice Office 250 is designed specifically to address the needs of todays businesses – it is cost competitive, easily scalable, feature and application rich, and offers digital and IP connectivity. All this means that you are provided with a solution that meets both operational and budget requirements, while ensuring you have the ability to extend the system and add new applications in the future.

Key Features:

- Comprehensive suite of business productivity applications - out of the box
- Embedded mobility enables employees to stay productive anywhere, using their device of choice
- Available for up to 250 extensions
- Leading range of IP and digital desktop phones



Cost effective and feature rich for the modern business

The right solution for the job

Reception and Customer Service – Staff need to make the right first impression, superior call routing means your calls are directed to the correct person every time.

The Single Office – You need a telephone system that grows with your business. MiVoice Office 250 is scalable but also comes with a suite of applications that you would usually only associate with large Corporate systems.

Multi Site Offices – If you have multiple offices, connect them out of the box. MiVoice Office 250 comes with the ability to link sites without any extra expense.

Homeworking – Still be available via the Phone system when at home. Easy to connect IP phone can be installed at your home adding to your availability and productivity.

IT Personnel - Your IT team are constantly going from desk to desk, MiVoice Office 250 offers cost effective IP DECT handsets so your IT support are always available wherever they may be in the office.

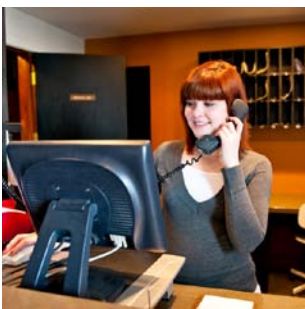
Education – MiVoice Office 250 delivers flexible routing for different times of the day which improves response times for incoming calls. MiVoice Office 250 comes with out the box productivity applications that benefit not only the staff and pupils but are also beneficial to the parents calling in.

Healthcare - MiVoice Office 250 which utilises the most up to date product suite of applications, eases contact between healthcare, social care, community based healthcare professionals and their patients.

External Employees – Customers call one number and have easy access to the person they want to reach. Stay in touch with customers, management and co workers regardless of their location.

Call Centre – Call management software ensures your team perform at their peak and resources are optimised in busy times so you never miss those important calls.

BYOD - Bring your own device to work. Feature rich applications to use on your smart device keeping you in contact with the office.



Embedded Features

A complete suite of out-of-the-box business productivity applications

Meet-Me Conferencing

With 40 available ports, you can hold a conference for a maximum of 20 parties at a time. Users are provided with a dialable Conference Assistant and Conference Access Codes, while also being able to set up on-demand audio conferences via the Configuration Assistant User Web Portal or Mitel Phone Manager.

Hot Desking

Office workers can log in at any desk or their IP phone at home and have their own user preferences including key configuration, speed dials etc.

Unified Messaging

Enables all users to receive company voice mail messages in a single inbox and on mobile devices. Providing email synchronization of deletions and heard / read messages, optional BlackBerry message formatting and MP3 attachment format. Also includes soft-key integration for executive phones.

Star (Scheduled Time Based Application Routing)

Gives the ability to offer flexible routing of inbound calls based upon, time of day, specific date(s) and day of the week. It allows multiple STAR applications to accommodate different departmental working hours and play bespoke announcements for bank holidays etc. Great for Doctors Surgeries, Dentists, or anyone who needs more than the regular day / night mode.

Dynamic Extension Express

Enables cost-effective, feature-rich communication with mobile staff, IT support, sales, and senior executives. Dynamic Extension Express capabilities enable employees to twin their desk phone with their mobile, desk, remote office, and home phones to enhance personal accessibility and availability. Allows up to 10 devices to be twinned.

Teleworking

Home-based workers, mobile workers, and day-extendors are afforded seamless, secure access to the communication capabilities of head office. By using the same voice mail, conferencing, and corporate security features as their in-office colleagues, remote workers can become more productive and in touch.

ACD (Automatic Call Distribution)

Companies have the ability to utilise agents across different locations. The system includes multiple Music on Hold sources for different queues, a customisable Recorded Announcement Device, messages with dialable options, and time-in-queue / position-in-queue messages.

Mitel Phone Manager

The system comes with 32 outlook plug ins out of the box for integrating with outlook. Mitel Phone manager gives the user the ability to control calls and access telephone system features from their PC desktop..



MiVoice IP Phones



5304

Specifically suited to areas where a small footprint is required: cruise ship cabins, hotel guest room phones, university dorms, classrooms or beside a cash register in the retail environment.

- 2 line display
- 8 programmable keys
- Desk/wall mountable
- 10/100 Lan port



5312

Ideal as a teleworker phone. It provides intuitive access to sophisticated call handling and converged applications.

- 2 line display
- 12 programmable keys
- Handsfree speakerphone
- Headset compatible
- Desk/wall mountable
- 10/100 Lan port



5320e

An entry level self labeling enterprise phone with embedded Gigabit support.

Ideal for enterprise executives, managers, and employees, and can be used as an ACD agent, as a supervisor phone, or as a teleworker phone.

- 15cm display
- 8 programmable keys
- Self labelling feature keys
- Handsfree speakerphone
- Headset compatible
- Desk/wall mountable
- 10/100/1000 Lan port



5330e

A full featured enterprise IP phone with embedded Gigabit support and 24 programmable keys.

Ideal for enterprise executives, managers, and employees and can be used as an ACD agent, as a supervisor phone, or as a teleworker phone.

- 15 cm display
- 24 programmable keys
- Self labelling feature keys
- Handsfree speakerphone
- Headset compatible
- Desk/wall mountable
- 10/100/1000 Lan port



5324

Ideal for teleworkers and users who must change their feature set to meet changing needs.

- 2 line display
- 24 programmable keys
- Handsfree speakerphone
- Headset compatible
- Desk/wall mountable
- 10/100 Lan port



5320

An economical entry level self labelling enterprise phone

Ideal for enterprise executives, managers, and employees, and can be used as an ACD agent, as a supervisor phone, or as a teleworker phone.

- 15cm display
- 8 programmable keys
- Self labelling feature keys
- Handsfree speakerphone
- Headset compatible
- Desk/wall mountable
- 10/100 Lan port



5340e

An executive class IP phone with embedded Gigabit support and 48 programmable keys.

Ideal for any enterprise executive or manager, hot desk users, teleworkers, and contact center agents and supervisors.

- 15 cm display
- 48 programmable keys
- Self labelling feature keys
- Handsfree speakerphone
- Headset compatible
- Desk/wall mountable
- 10/100/1000 Lan port



5360

An executive class IP phone this top of the range handset comes with embedded gigabit support, 48 programmable keys and full colour display

Ideal for any enterprise executive or manager, teleworker, and contact center supervisor.

- 17.8 cm colour display
- 48 programmable keys
- Self labelling feature keys
- Handsfree speakerphone
- Headset compatible
- Desk/wall compatible
- 10/100/1000 Lan port

MiVoice Digital Phones

8528

This ergonomically designed phone has a message waiting light and 16 programmable keys, it is an ideal entry level handset designed so users can customise to maximise efficiency.

- 2-line by 16-character display
- 16 programmable multi-function keys
- 10 fixed function keys
- Built-in speaker and microphone
- On-hook dialing
- Supports both the Mitel Programmable Key Module (PKM) 12 & 24



8568

The ideal business phone and perfect for users who require efficient call processing capabilities.

- 6-line by 16-character display
- 8 menu-driven soft keys
- Sixteen programmable multi-function keys
- 10 fixed function keys
- Customise your phone and have 1 touch access to the most commonly used functions and settings
- Headset jack
- Supports both the Mitel Programmable Key Module (PKM) 12 & 48



Accessories

Programmable Key Modules (PKMs)

Allow users to add 12 or 48 button modules to monitor and manage multiple lines beyond the capacity of the IP Phone.



Cordless Accessories

MiVoice DECT Phones and Headsets allow the user to have personal area mobility with a range of up to 300 feet from their desk within their office or adjacent offices.



MiVoice Conference Phone

The Mitel MiVoice Conference Phone makes conference calls clear, easy and efficient. Combining high-definition audio capabilities with 16 microphones that automatically focus towards the person talking, the Conference Phone helps to minimize side conversation pickup and increases speaker clarity.

The conference phone also has a large touch screen display with embedded collaboration services and Web browser, so participants can access, view, collaborate, and drive in-room presentations – without the need for a dedicated PC in the room.

MiVoice Video Phone

The MiVoice Video has all the features of the Conference phone but allows you to simply set up a face to face meeting without having to travel.

Videoconferencing is as easy as making a phone call with the MiVoice Video Phone. There's no need to plan ahead or use a third-party service. In fact, you can even initiate a videoconference or collaboration session midmeeting, when the occasion for impromptu brainstorming and idea sharing often arise.



Freedom and Mobility

MiVoice DECT 5610 Phone & MiVoice DECT Phone Stand

To serve internal clients, IT workers must be constantly on the move, yet always in touch with changing demands. Many rack up significant cell phone charges in the process.

Mitel helps IT help others with cost-effective IP DECT handsets that:

- Free them to work anywhere in the office, yet stay in touch as though they were at their desks - without a cell phone bill
- Set preferences like audio, ringer, telephony functions, call forwarding options, and access to system and network settings

With eight hours of talk time, there's never a worry about losing power.



Ideal mobility solution in education, health care and retail, as well small and medium businesses and enterprise markets.

- Full dial pad
- Vibrant, illuminated colour screen
- Speakerphone capable, with adjustable volumes, including mute
- Nine polyphonic ring tones
- Handset supports operating time of 8 hours talk / 240 hours standby

MiVoice DECT Phone Stand

- Supports up to 8 5610 handsets

Scalable, Robust, Messaging-capable Wireless Solution

With a portfolio of wireless phones to address a wide range of usage scenarios. It is ideally suited to verticals such as healthcare, manufacturing, industrial, security, and retail that require wireless voice and messaging services. Integrating directly with MiVoice Office 250, the system supports both European and North American DECT standards and can be deployed globally.



5603 Wireless Telephone

Robust, Low-cost Quality Handset

Tailored to office requirements. Designed for flexibility and low cost, the 5603 provides value for the user who has less complex demands, but who still requires a quality handset for intense daily use.

- Simple to use and customise, grey scale interface
- Can be twinned to the user's desktop, allowing a single number to reach them, regardless of their location
- High quality voice
- 500 entry phonebook
- Speakerphone mode



5604 Wireless Telephone

Advanced features for a variety of high priority scenarios

For the more sophisticated user and when communication is of highest priority for safety, health or security reasons, the 5604 is a necessity, rather than a luxury.

- Intuitive user interface
- Colour display
- High quality voice
- Speakerphone mode
- Programmable keys
- Messaging capable (send / receive / acknowledge)
- Local and Central Phonebook
- Mute button / sound off key
- Personal alarm (optional)



5607 Wireless Telephone

Robust Handset for Demanding Environments

Designed specifically for demanding manufacturing, industrial, and security environments and where safety and security are of concern. The 5607 offers protection from dust, moisture, solvents, and shock.

- Can be used in extreme temperature conditions
- Offers a high level of shock resistance along with protection from dust, moisture and solvents
- Man-down and no-movement sensing capabilities
- Enhanced, customisable Graphical User Interface
- Messaging capable
- Local and Central Phonebook
- Bluetooth® Headset support
- Loud volume
- Personal alarm (optional)



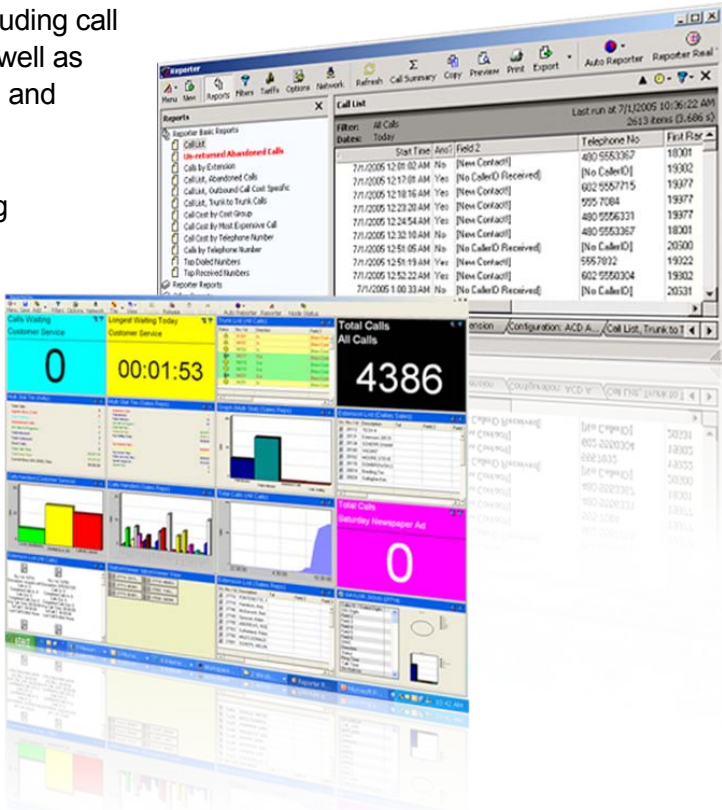
Applications

More options than you think

MiContact Center Office

An entry level contact center solution for small and medium-sized businesses. It enables basic contact centers or workgroups to efficiently monitor, manage, and route calls. Providing real-time business intelligence, including call performance and agent activity reporting, as well as agent productivity tools, including screen pop and personal information integration.

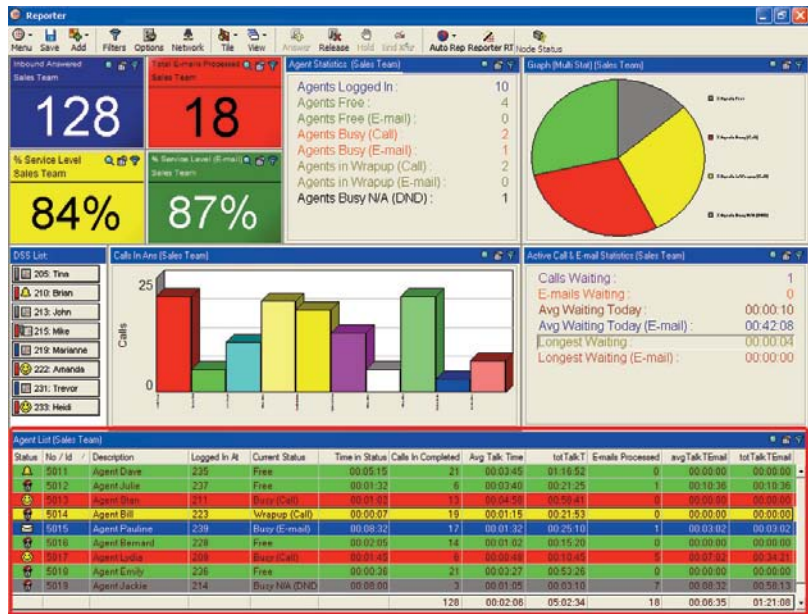
- Provides hunt / ring group-based routing and longest idle routing of calls
- Improves agent and supervisor productivity with call management, screen pops with personal information integration, and call control
- Delivers both historical and real-time management reporting.



MiContact Center Business Dashboard

Gives you both a complete real-time and historical view of what is happening on your Mitel communications system so that you can:

- Optimise your use of both employees and system resources
- Monitor employee performance and identify opportunities for improvement
- Identify opportunities for cost savings



With Business Dashboard, you can answer questions like:

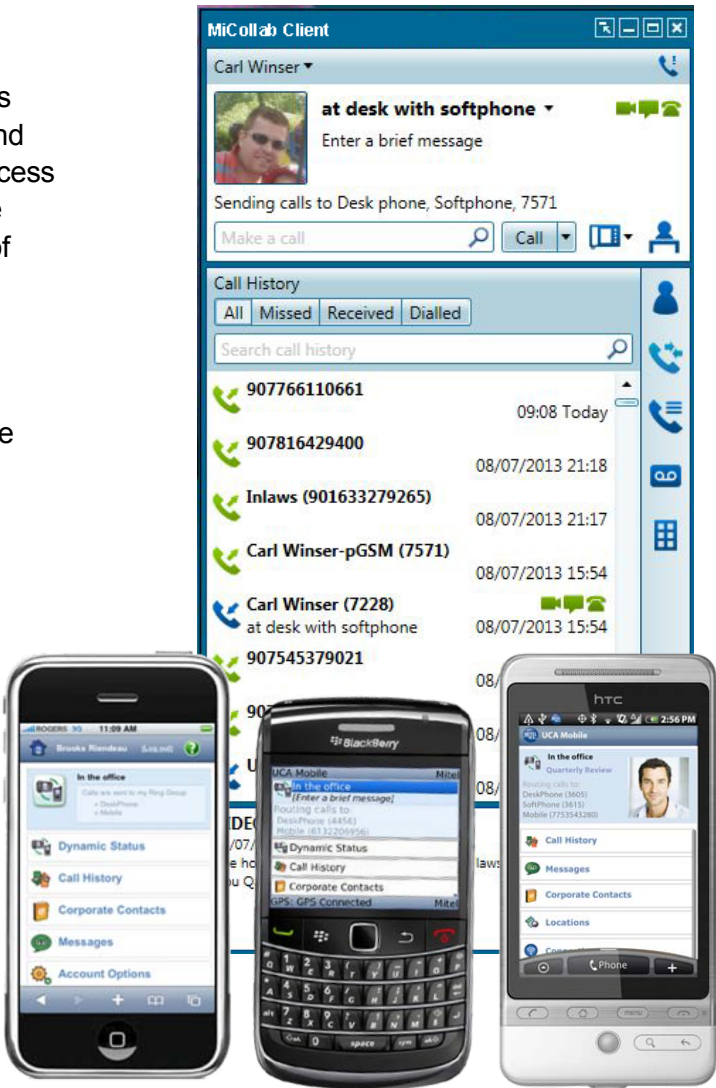
- How many people called your business yesterday?
- Are any of your trunks being underutilised – is this an opportunity for cost savings?
- Are your business hours appropriate for when customers are actually calling?
- How quickly are calls being answered?

MiCollab Client

An application that gives you a single access point for all your business communication and collaboration needs. It provides real-time access to everyone in the organization, on or off the premises, and enhances the effectiveness of “in the moment” communications.

MiCollab Client delivers:

- Rich presence and availability
- Deskphone, softphone and smartphone integration
- Corporate directory access
- Visual voice mail
- Detailed call history
- Secure instant messaging
- Point-to-point video
- Integration with Microsoft® Outlook® and Office, and IBM® Lotus Notes®
- And more...



MiCollab Unified Messaging

Advanced unified messaging and text-to-speech allow users to retrieve and manage all forms of messages, such as voicemail, email, and fax, from their phone, email inbox, or web browser with full bi-directional synchronization.

MiCollab Speech Auto Attendant

Enable customers to quickly access key resources by saying a person's name, a department name or a telephone number. Speech Auto-Attendant can provide a significant return on investment by decreasing hold times, freeing up receptionists to do more productive tasks.

MiCollab Audio, Web & Video Conferencing

A simple, cost-effective and scalable audio and web conferencing solution. Supporting up to 200 audio and web conferencing ports it is the perfect solution for connecting people together quickly and simply, regardless of their location.

Mitel Phone Manager

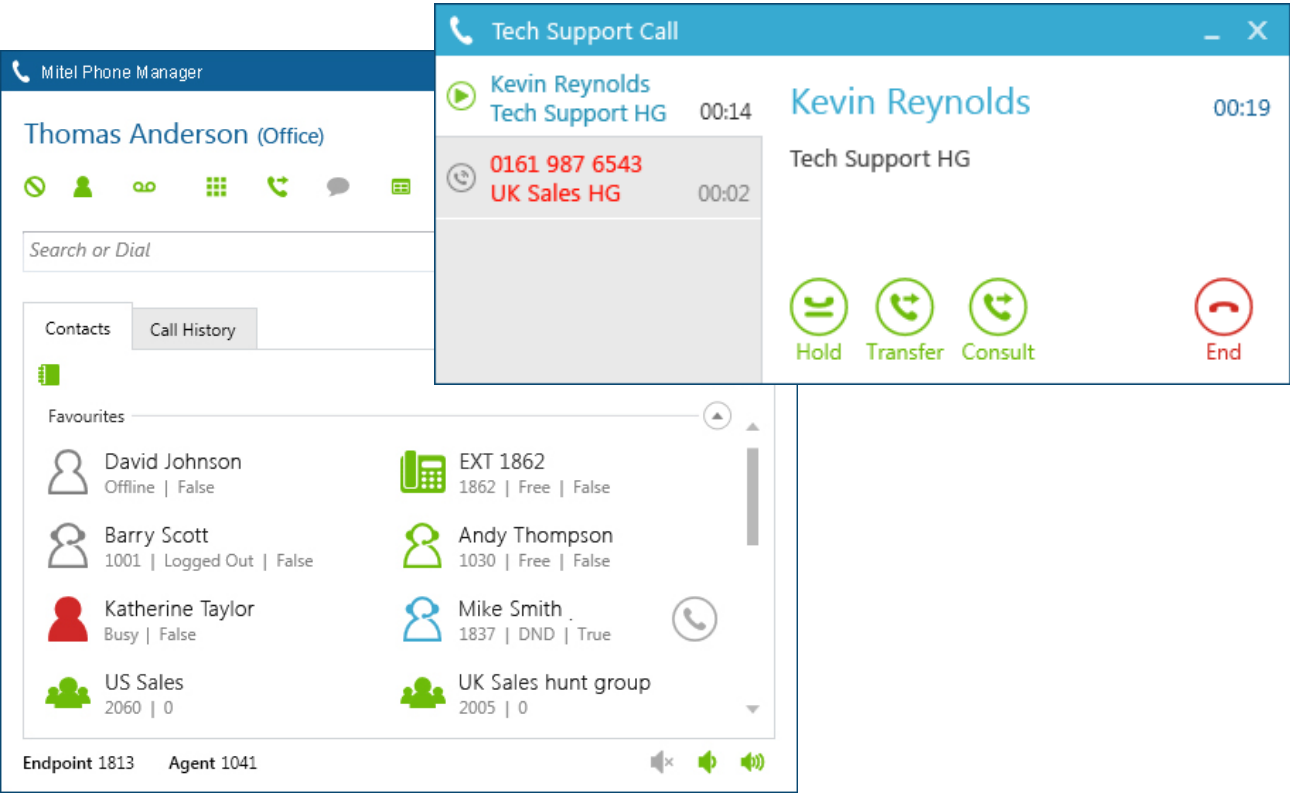
Mitel Phone Manager comes as part of every MiVoice Office 250 system – it sits on your desktop screen and is designed to make communicating easy. Phone manager gives you a wide range of enhanced capabilities that are set out below:

- Directory** - type the first few letters of a name and Phone Manager will find the number for you – to dial it – simply click the mouse.
- Call history** - display all your recent outgoing, incoming and missed calls - to call back – simply click the mouse.
- Presence status** - shows what your colleagues are doing, are they available, busy or out of the office.
- Highlight and dial** - a real time saver! Highlight a ‘phone number on a web page, an e-mail or embedded in another application and double click to dial that number – if it is a number you will use in the future it is very easy to add into your directory.
- ‘Toaster’** - the interactive call banner or ‘toaster’ pops up when you receive a call – telling you the person that is calling (if the number is recognised from your directory) or the CLI of the calling party, a single click allows you to answer the call (the toaster enables you to deal with 4 calls simultaneously).

CRM integration - the Phone Manager professional licence enables you integrate to the top 20 CRM packages out of the box – as well as offering integration to vertical CRM applications and even bespoke systems.

Call recording playback - adding the Xarios call recording application enables users to view their call history and play that call back with a simple mouse click (many leading CRMs allow you to store that recorded call in the customer record database).

Outlook meet me conference - schedule calendar invites to an outlook conference from within the Phone Manager application.



Mitel Campaign Manager

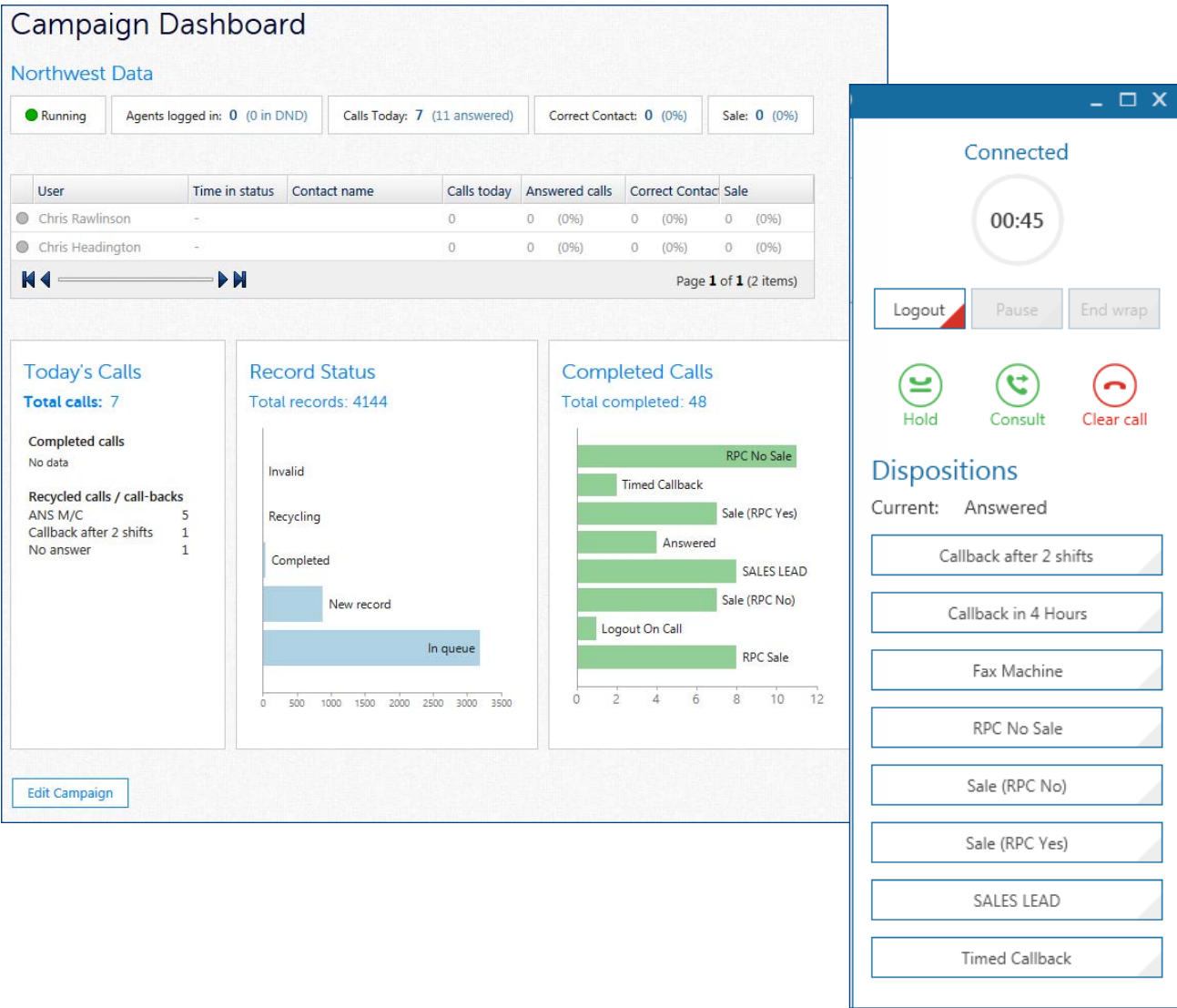
Enhance your customer contact success rate with Mitel Campaign Manager.

Most businesses have people who make outbound calls as part of their job, whether it is contract renewal, appointment confirmation, activity follow up for quality purposes, credit control or simply telemarketing – Mitel Campaign Manager moves this activity up a gear!

Campaign Manager automates the dialling part of the task leaving your staff to do what they do best – talking to and interacting with your customers or prospects. Lists of numbers to be called are copied into the Campaign Manager application and your staff member simply logs in and the Campaign Manager dials the numbers for them.

The results? if you are currently dialling contacts manually you would expect to achieve about **15 minutes talk time per hour** with Campaign Manager you would expect between **30 and 40 minutes talk time per hour**. So if you want to make more customer contact calls don't hire more staff – install Campaign Manager instead!

Campaign Manager is a member of the Phone Manager family and requires Phone Manager to be installed on the persons desktop.



MiVoice Call Recording

MiVoice Call Recorder

MiVoice Call Recording software provides businesses complete control over risk management, regulatory compliance, dispute resolution and other critical business concerns.

MiVoice Call Recording offers historic compliant recording, annotation tools, multiple information tagging and the ability to share recordings using our Portable Voice Documentation (PVD) technology for ‘ALL’ users at no extra cost, each user can be given the ability to see and listen to their own calls, add tags and notes to the recording and share those recorded calls with other members of staff or other individuals using PVD.

“Imagine having a voice documentation appliance that automatically captures each telephone call and gives similar retrieval, comment and sharing features as email. Now collaborating with others about a phone conversation becomes efficient, precise, quick and simple”

MiVoice Call Recording includes free of charge system level and web services application programming interface (API) tools to allow for the integration to CRM databases, for example, the recall and play back of a recording initiated from within CRM, the same API tool set can assist in obtaining PCI compliance, by using stop/start recording such as the automatic stopping and re-starting of recordings when sensitive information such as credit card info is taken.

Other features include:

- Cradle to Grave visualisation - shows detailed call flow from start to finish
- Automated Call Organisation
- Call Slicing - slicing calls into separate recordings
- Call Merging - merging the segments of two or more recordings into one
- Redacting - highlight a segment of the audio and play silence over the audio
- Automatic Location Identification - captures the phone number and geographical location of each call
- Incident Reconstruction
- Multi-Channel Play Back

MiVoice Call Recorder - Desktop Client

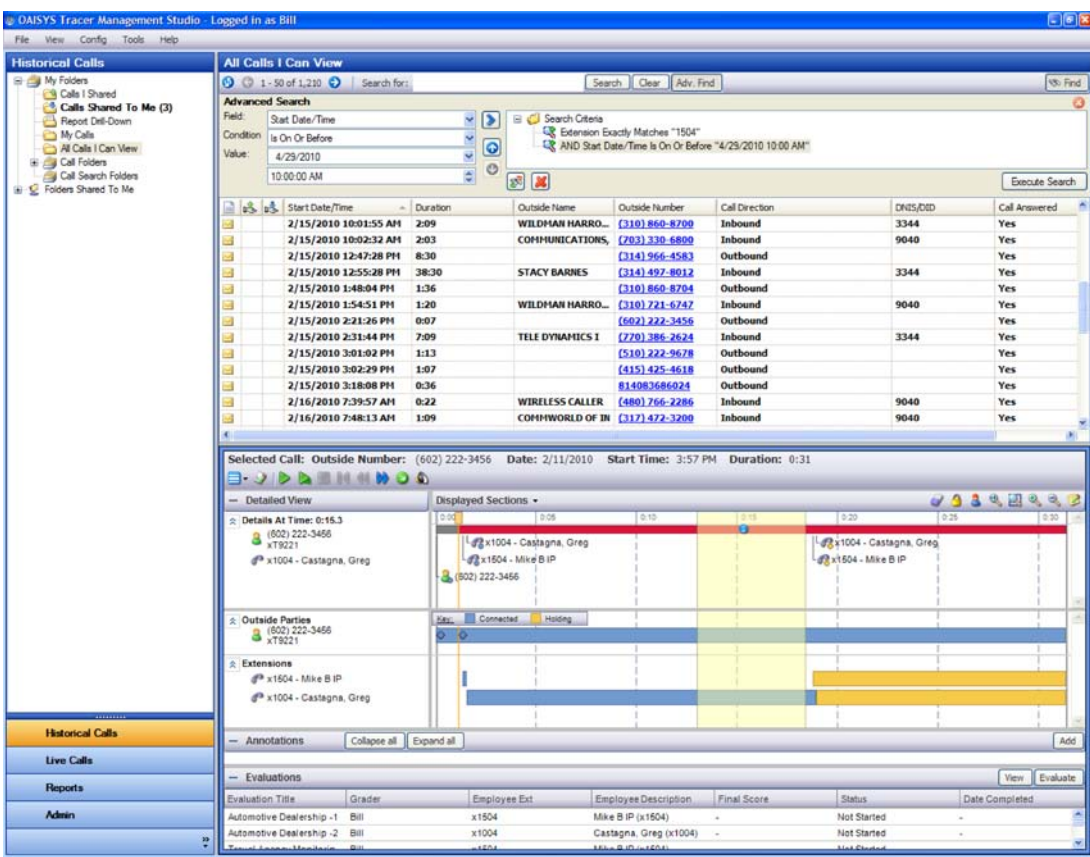
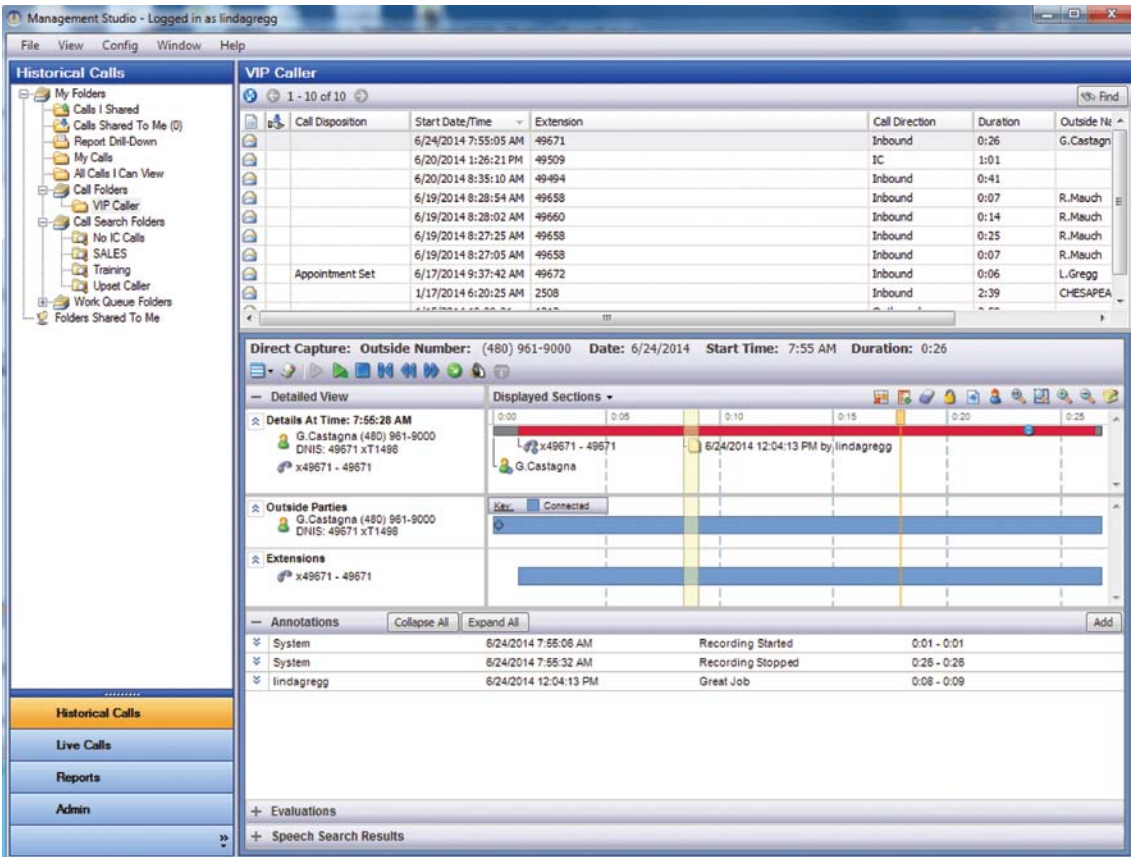
The browser based Desktop client is available to ‘ALL’ users at no additional cost and allows the user to tag calls in ‘Live’ mode with additional information about the call, the client has up to six programmable buttons that can also include drop down lists that fit the customer’s requirements, each button can have an alarm associated with it to alert a supervisor (QM), if required, the client also includes, manual stop/start, view last call, coaching via instant messaging buttons and call info display.



Quality Manager (QM) for Contact Centre Management

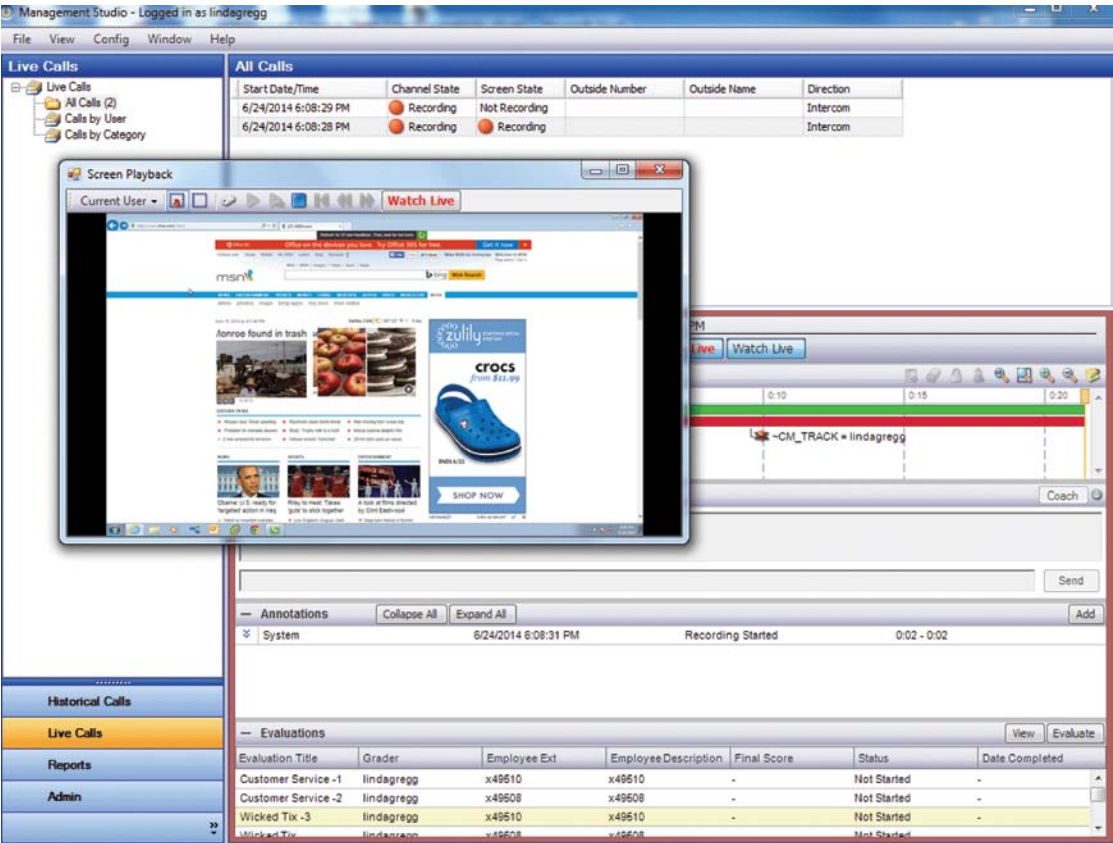
QM contact centre supervisor software provides robust enterprise class call recording, agent evaluation and quality assurance functionality, including;

- Live Call Monitoring
- Automatic Call Monitoring
- Live Annotation/Notes
- Live Information Tagging
- Live & Historic Evaluation (Agent Scoring and Rating)
- Customisable Agent Evaluation
- Quality Control Work Queues
- Coaching Tools
- Instant Messaging
- Work queue folders
- Resource Utilisation
- Owner Reports



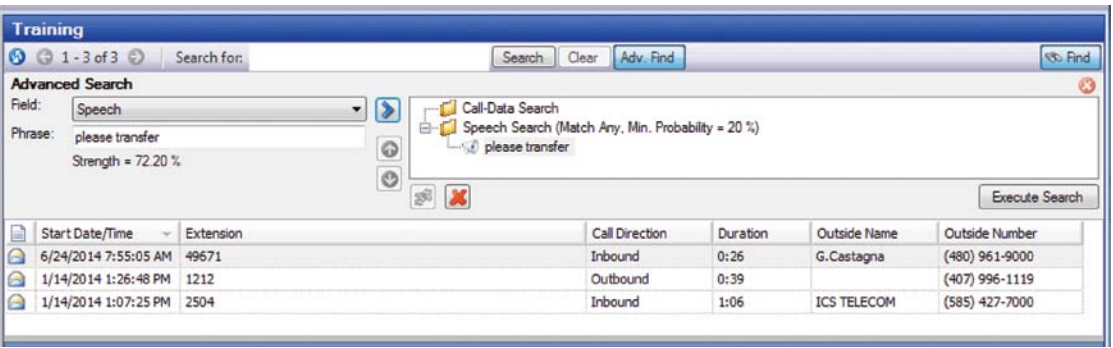
Quality Manager (QM) Screen Recording

Desktop Screen recording can be added to QM and works in synchronisation with voice recording, enabling a more complete picture of agent activity, QM Supervisors can listen live and watch Live Agent PC Screen activity.



Phonetic Speech Search

Phonetic Speech Search enables organisations to identify phrases contained within the call recordings to more effectively address compliance, quality management and legal discovery demands, both MiVoice Call Recording and QM solutions leverage a phonetic audio search engine to provide fully-integrated speech search functionality. Call recordings related to a specific keyword or phrases can be easily located, even across extremely large volumes of audio data.



Xarios Call Recorder

Recording calls is relatively straightforward – retrieving the call quickly and easily in a format that works for your business is more of a challenge.

Xarios have been delivering call recording solutions for more than 15 years – their call recording platform can be cost effectively configured to record a few extensions into a department of your business or can record many hundreds of exchange lines coming into a busy contact centre environment.

In today's business world, call recording is becoming increasing part of daily life - do you have transactional business you undertake over the phone, call recording keeps that call as a record that can be stored against that customer record.* Customer disputes are quickly resolved by being able to replay the conversation and staff calling activity can be recorded and used to coach or train your employees.

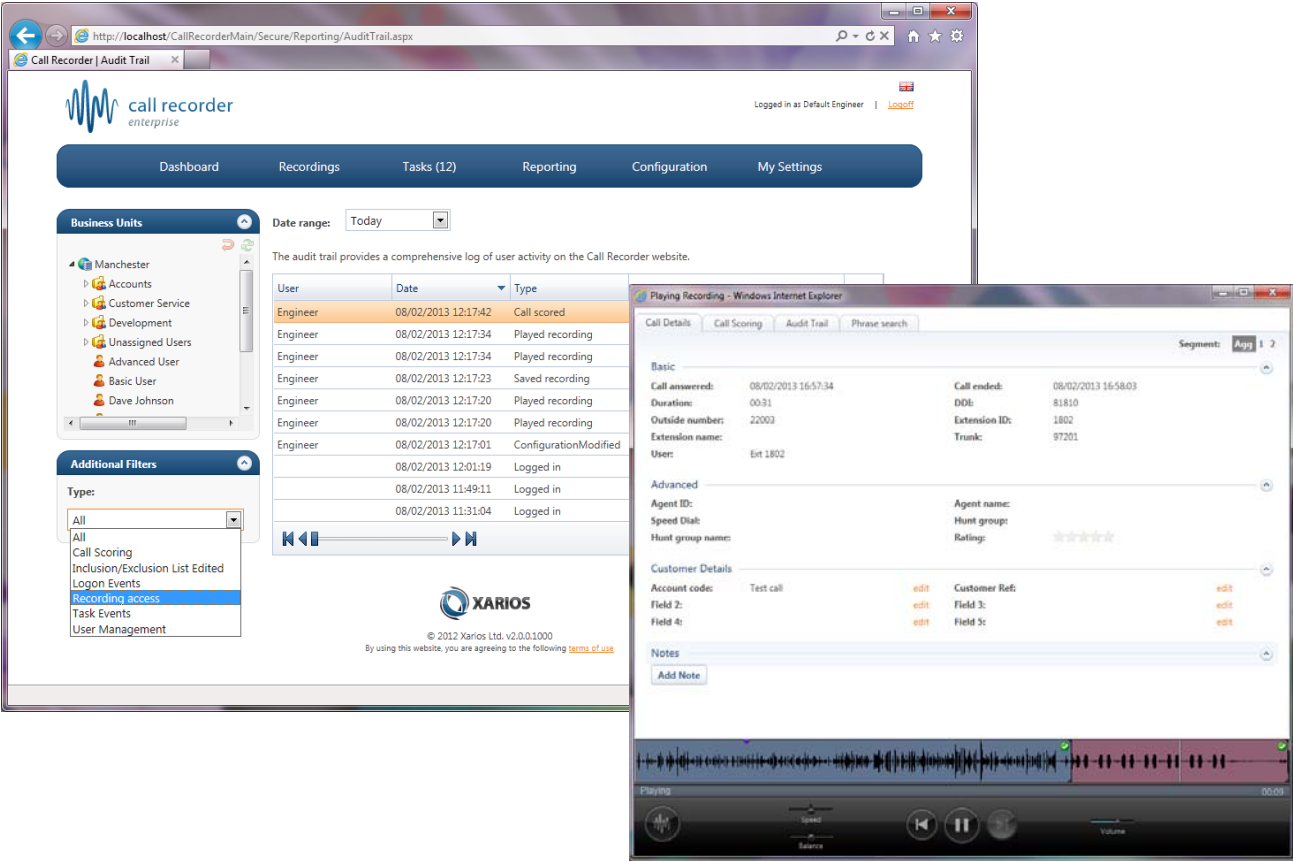
Other features include:

Secure & Compliant - All recordings are made using the AES-256 encryption standard and contain an anti-tamper digital signature meaning that all Xarios recorded calls are admissible in court if needed.

Account Code Recognition - Organisations may use account or reason codes during the customer interaction process. Xarios Call Recorder can identify these codes, allowing the user to quickly identify the relevant part of the call.

Access Anywhere - Authorised users can access the recorded calls from anywhere that they can establish a connection to your network.

Archive & Backup - The secure recorded voice files can be stored off-site or in a secure hosted environment.



*Requires Mitel Phone Manager to operate and is subject to confirmation dependent upon the CRM in use.

Xarios Call Recorder

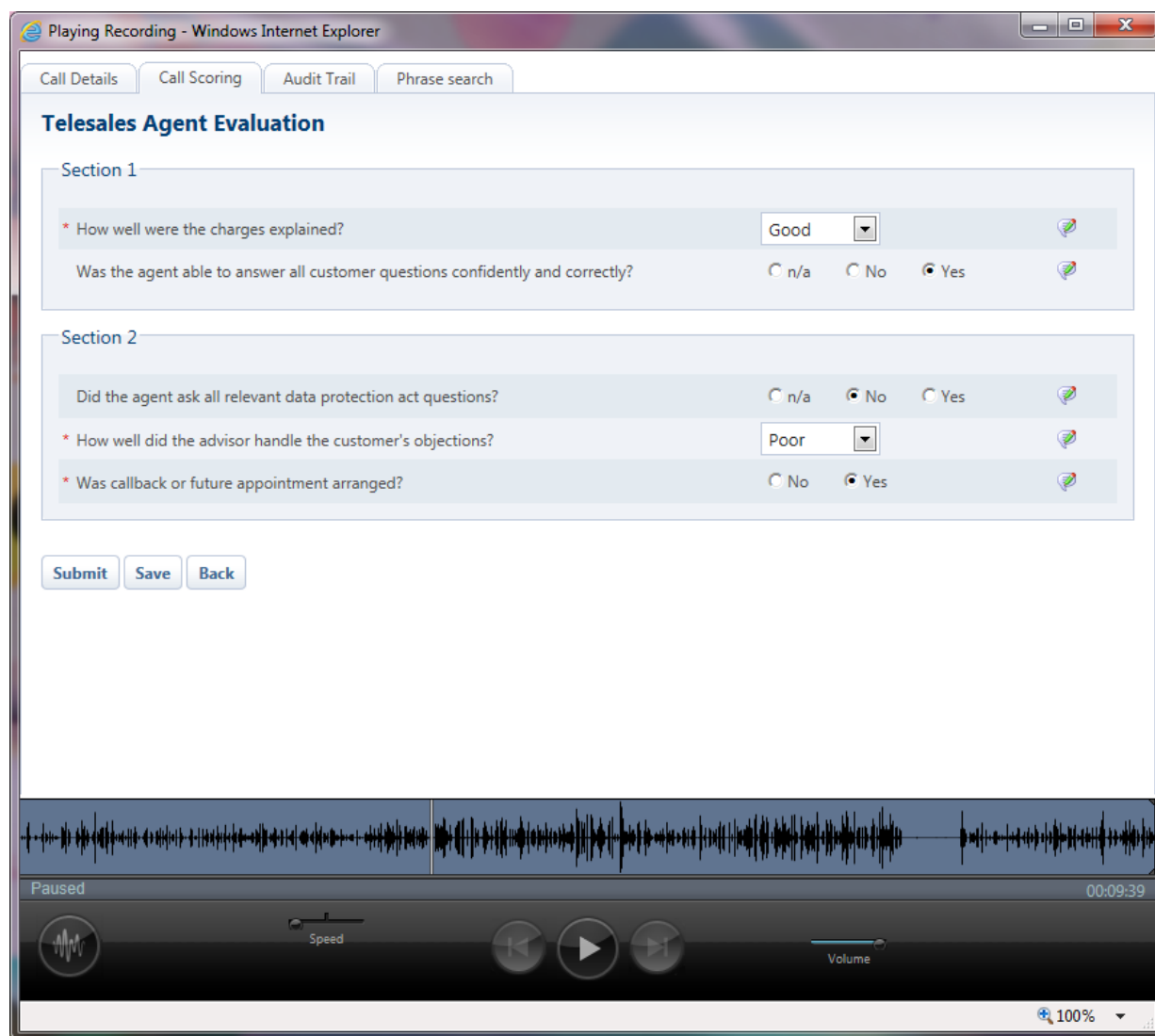
Additional modules can be added to further enhance how recording fits into your business:

Quality control can select calls at random and score these against pre set call templates, helping your management team analyse customer calls and develop strategies to improve agent performance.

Call segmentation allows easy access to calls as they are transferred from department to department.

Regulatory Compliance – the Xarios call recorders can be integrated into business processes to ensure compliance with PCI and FCA regulations, for example the system ensures that sensitive payment card details are not recorded.

Speech analytics – search for key phrases used by staff whilst talking to customers – did they mention the special offer? Or did they provide the terms and conditions of that transaction? Speech analytics enables management to quickly search and verify the call details.



Developed with the user in mind, the Xarios
Call Recorder focuses on saving time for
you and your staff

Notes

[illegible]

tru Guide



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