

Discover the Power of Mitel's IP Communication Solutions

Strata CIX Family

Key Features

- Business process integration
- Innovative and flexible IP solutions
- Call control from your PC
- Mobile integration
- Conferencing and collaboration
- Integrated voice mail and messaging
- Comprehensive system management tools
- Contact center capabilities



Think Business. Think VoIP. Think Mitel.

Business Process Integration and Unified Communications

Your voice communications system is one of your biggest assets, with the power to attract customers, enhance the image projected to your customers, save money, increase productivity, and improve customer satisfaction. This is why so many leading companies choose Mitel. Mitel's IP communication solutions are designed to drive business process integration and unified communications to create value, efficiency, and maximize your return on investment.

Mitel Strata CIX—The Innovative IP Communication Solution

Whether you're just getting started or are growing or adding new locations, communication is key to keeping your customers, employees, and vendors connected. Mitel offers a full line of Strata® CIX™ communication platforms that give you the flexibility to grow, add applications, and customize functions as needed. Plus, Mitel's Strata Net technology lets you network multiple decentralized locations, dramatically expanding capacity or improving integration between locations.

Communicate—On-Site or Off-Site

IP AND DIGITAL ENDPOINTS

The Mitel Strata CIX IP communication system helps you communicate where and when you need to, keeping your customers connected and employee productivity at its peak. This versatile system supports many types of endpoints and devices, including a complete line of Mitel IP telephones, SoftIPT® soft phones on notebook computers and smartphones, wireless IP telephones, add-on modules, DSS consoles, attendant consoles, as well as SIP telephones, analog telephones, and Mitel digital telephones.

STRATA CALL MANAGER—CALL CONTROL FROM YOUR PC

Combine the capabilities of your computer and Mitel telephone into one powerful communication tool that gives you the ability to dial, answer or transfer calls, and more, using your mouse without ever picking up the telephone. The integration provides screen popping with CRM programs such as Act!,® Goldmine,® Microsoft® Outlook,™, etc. Use your PC for Chat instant messaging, broadcast message to multiple users, and simultaneous Chat sessions. Presence capabilities let users see the current status of co-workers and who's available, quickly relay and transmit important information, and best serve your customer through an easy, intuitive unified communications interface.

NETWORK CONNECTION CHOICES

Strata CIX also supports a full range of network connections, from IP network interfaces and SIP trunks** to analog and digital Public Switched Telephone Network (PSTN) interfaces. With the configuration flexibility you want, you can build the communication system you need.

MOBILITY SOLUTIONS

Strata CIX integrates voice, video, and data applications over your IP network, making it possible to extend full telephone functionality to local and remote users.

ON-SITE MOBILITY—UNWIRE YOUR WORLD

Take productivity to a whole new level. Mitel offers a powerful line of wireless telephones and soft phones. Answer your calls, access voice mail, and take advantage of virtually all the system's advanced calling features almost anywhere you go within your facility.

OFF-SITE MOBILITY—STAY MOBILE AND CONNECTED

Stay connected using your Wireless Local Area Network (WLAN) with a wireless IP telephone, or the SoftIPT soft phone client that operates on your laptop, tablet PC, or smartphone. You can roam anywhere your WLAN provides coverage, and with the SoftIPT, anywhere you can access your WLAN via the Internet.

Mitel's innovative system architecture allows you to implement an all IP solution, all digital, or a mix of IP and digital telephones that meet your needs. You can migrate to IP capabilities as your organization's needs change.

The Mitel Strata CIX Includes:

CIX40	CIX100	CIX200	CIX670	CIX1200
Supports 4-11 trunks or 8-40 voice endpoints depending upon configuration.	Supports up to 64 trunks or 72 voice endpoints and combinations up to 112 total.	Supports up to 96 trunks or 160 voice endpoints and combinations up to 192 total.	Supports up to 264 trunks or 560 voice endpoints and combinations up to 672 total.	Supports up to 440 trunks or 1,000 voice endpoints and combinations up to 1,152 total.

MEET-ME CONFERENCING AND COLLABORATION

The Strata Meeting application provides dial-in audio conferencing and web collaboration with Outlook calendar scheduling, desktop sharing, conference recording, usage reporting, and more. It's web-based, so users can attend a collaboration session from anywhere via the network, and dial-in to an audio conference from anywhere via the PSTN. Plus, users' PCs do not require installation of client software—all they need is Internet access.

Do More with Mitel Voice Mail Applications

INTEGRATED VOICE MAIL

Voice processing applications help you improve customer service by providing callers with instant attention, responsiveness, and access to information.

Capabilities:

- *Simplify voice mailbox operation through a Mitel IP or digital telephone with LCD display and soft keys*
- *Record calls directly into your voice mailbox with a single button on your telephone*
- *Unified Messaging manages voice, fax, and e-mail messages from your PC or telephone*
- *Fax Integration, Text-To-Speech, Speech Recognition, and Interactive Voice Response applications enable you to add advanced options as needed*
- *Communicate effectively both in and out of the office with other employees and customers 24 hours-a-day, 365 days-a-year*

Mitel's LVMU and iES16 models seamlessly integrate your voice message processing on a single printed circuit card inside your Strata CIX system—with no need for external connections, standard telephone ports, or separate power backup systems.

STRATA MESSAGING

Voice Mail, Unified Messaging, Follow-me, Call Recording, and LCD display and soft key integration applications run on a Linux® operating system-based unified communications appliance that connects via SIP to Strata CIX.



MEDIA APPLICATION SERVER

Mitel's Media Application Server supports voice processing and all value-added applications integrated within one platform that connects to the Strata CIX via Ethernet.

Applications:

- *Auto Attendant*
- *Voice Mail*
- *Automated Speech Recognition*
- *Text-To-Speech*
- *Unified Messaging*
- *Fax Integration*
- *Interactive Voice Response*
- *Automatic Call Distribution (ACD)*
- *ACD Reporting*
- *Mitel-approved 3rd party Computer Telephony Integration (CTI) and CRM applications*
- *Strata Call Manager Unified Communications*
- *FeatureFlex® adaptability tools*
- *Network eManager® browser-based system administration*
- *My Phone Manager® browser-based personal telephone administrator*



Comprehensive System Management Tools

BROWSER-BASED ADMINISTRATION

Authorized personnel can easily maintain the system via your LAN/WAN from any location with the browser-based Network eManager, or via modem or direct connection. Network eManager enables centralized installation/maintenance of all Strata CIX systems in the network.

PERSONAL ADMINISTRATION

Using the My Phone Manager personal administration tool and Microsoft® Internet Explorer Web browser, users can program buttons, personalize telephone functions, and work smarter than ever—freeing the system administrator to perform other tasks.

VOICE MAIL CUSTOMIZATION

Custom programming makes it easy to personalize your voice mail capabilities. This powerful scripting language performs functions as sophisticated as IVR applications, enabling you to add or enhance such features as recording and playback, audio files, or use DTMF entries by callers to provide data response or special call routing.

FEATURE PERSONALIZATION

Mitel's innovative FeatureFlex technology is a revolutionary way of personalizing your telephone system with just the right capabilities. It enables you to modify virtually any existing features or create new ones—even those that work between system applications and resources, including voice mail and CTI applications. So you get the features you want now, without waiting for the next product version.

SURVIVABILITY & REDUNDANCY

The Mitel Strata® CIX™ offers real time survivability for IP telephones and SoftIPT® soft phones with the ability to re-register to a secondary (backup) system if the primary Strata CIX system fails. Both the outgoing and incoming calls automatically follow the IP telephones to their new location on the secondary Strata CIX system.

Your IP telephones will receive incoming and make outgoing calls seamlessly, while re-registered to the secondary system.

Contact Center Capabilities

FOR COMPANIES LARGE OR SMALL

A well-managed contact center can serve customers quickly, efficiently, and cost-effectively, providing an important competitive advantage. Mitel's Strata ACD solutions can help you manage your calls and call distribution—even if you don't have or need a large call center.

AUTOMATIC CALL DISTRIBUTION

Mitel's Strata ACD is simplicity at its finest, running as an application on the Mitel Media Application Server, along with ACD reporting, voice mail, and other value-added applications. ACD, with its sophisticated capabilities including skills-based routing and balanced call counts, priority queuing, and more, directs calls in a variety of ways to suit your customers and ensures calls are handled quickly and efficiently.

NETWORK APPLICATIONS

Strata ACD applications enhance multi-site contact centers enabling them to work together as one integrated call routing system. Strata ACD enables contact centers to distribute agents over the network and route calls to available agents on any CIX system on the network. Strata ACD provides look ahead routing to check the status of agents in other nodes before it routes the call to those agents. The MIS reports include agents and calls over the network. It also extends the functionality of Net Phone over the network to support features such as Network DSS/BLF and/or Chat between users in multiple nodes.

MULTIMEDIA WEB CALLBACK AND WEB CHAT

Multimedia Web Callback capabilities enable online customers to initiate a “call-me-back” request by providing their name and phone number on a company’s website. When a company’s contact center representative becomes available, this Strata ACD application then automatically calls the customer. Web Chat enables customers to initiate an instant messaging chat session with a contact center agent. These multimedia web technologies increase customer access to the contact center, provide better service, and reduce hold times and contact center operation costs.

REPORTING CAPABILITIES

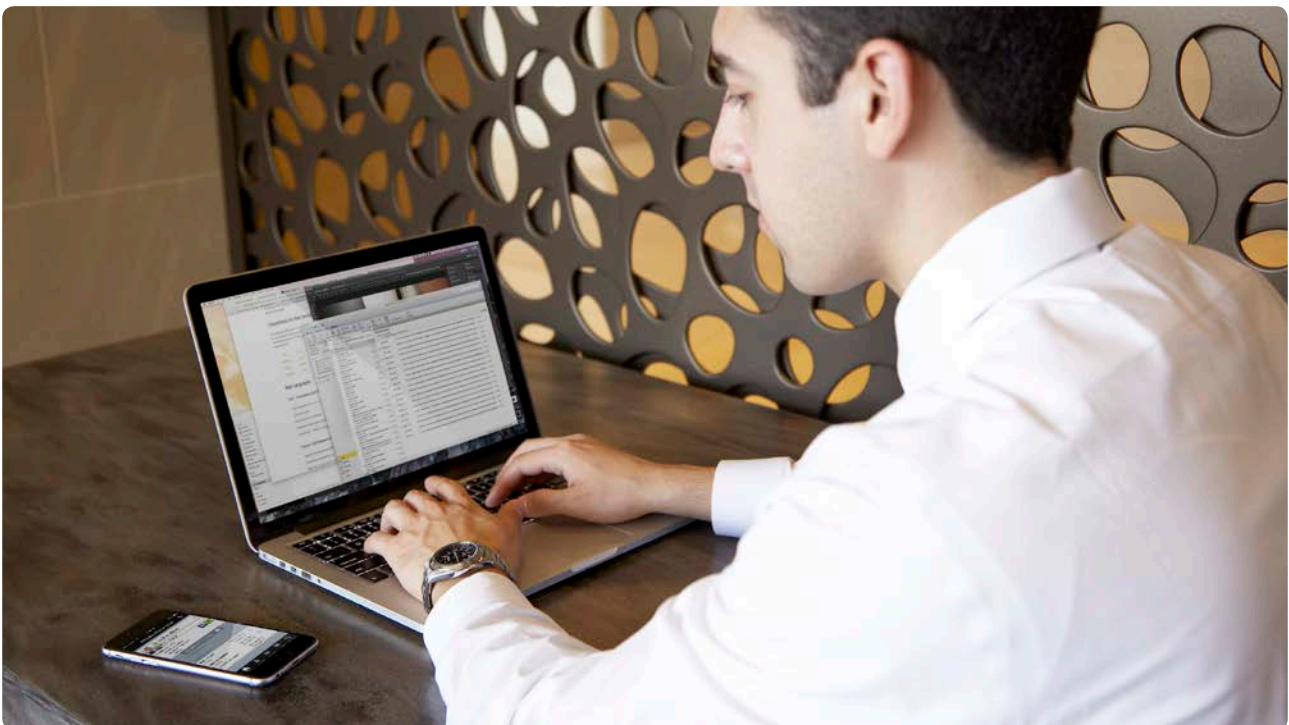
Your call statistics and management reports are conveniently accessible online. View customized reports on everything from call statistics and agent performance to forecasting tools, scheduled reports, and more using any of several PC-based reporting solutions that are ideal for use with Strata ACD applications.

DESKTOP PRODUCTIVITY TOOLS

Computer Telephony Integration (CTI) combines the power of the Strata CIX IP communication system with computer-based custom functionality. This technology works system-wide, enabling users to access applications from their own PCs.

CALL RECORDING AND MONITORING TOOLS

CTI-enabled digital call recording and logging systems record, store, organize, and play back telephone calls to avoid communication disputes that can result in business liabilities. Recording applications can also help improve the quality of your business operations, from training and quality control to customer service.



Feature Highlights

SYSTEM FEATURES

- Account Codes
 - Forced
 - Voluntary
 - Verifiable
 - Account Code Button
 - Account Code Revision
- Administration/Programming (Optional)*
 - Live System Programming
 - Personal Administration
 - Remote Access
- Alternate Answer Point
- Automatic Busy Redial (Optional)
- Automatic Call Distribution (Optional)*
 - Advanced Call Routing
 - Skills-Based Routing
 - Priority Queueing
 - Multiple Group Agent Login
 - Call Recording
 - Voice Assistant ODBC Database
 - Text-To-Speech
 - MIS Interface (Optional)*
- Automatic Callback Intercom
- Automatic Dialing Buttons
- Automatic Hold
- Automatic Hold/Park Recall
- Automatic Line Selection
- Automatic Number Identification
- Automatic Release From Hold
- Automatic Release From Voice Mail
- Auxiliary Device Interface (Optional)
- Background Music Interface with Station Control*
- Busy Override
- Busy Station Transfer/Ringing
- Call Forward
 - All Calls
 - Busy
 - No Answer
 - Busy/No Answer
 - Fixed
 - External with Remote Setting
 - System-Wide
- Call Park to Station
- Call Park Orbits
- Call Pickup
 - On-Hold/Park
 - Ringing At Other Stations
 - Meet-Me Page
 - Directed
 - Station Group
 - CO Line Group
- Call Record to Voice Mail*
- Call Transfer
 - Camp-On
 - External Calls
 - Internal Calls
 - Recall
- Call Waiting
- Caller Identification (Optional)*
 - Abandoned Call History
 - Call History List
 - Redial from List
 - Indication While Busy
 - Internal User Name
 - ISDN BRI and PRI
- Centrex Application/PBX Compatibility
 - Centrex Ringing Repeat
 - Flexible Station Numbering
 - Delayed Ringing
 - One-Button Centrex Feature Access
 - Centrex/CO Line Call Pickup
 - Centrex/CO Line ID
 - Flash Button
 - Multi-Line Access and Control
- Class of Service Override
- CO Line Groups
- CO Line Queuing
- Conferencing (8 party)
 - Multi-Stations
 - Multi-CO Lines
- Continuous DTMF Signal Time*
- Credit Card Calling ("O"+ Dialing)
- Day/Night Modes with Auto Switching
- Delayed Ringing
- Dialed Number ID Service (DNIS)*
- Direct Inward Dialing
- Direct Inward System Access
- Direct Inward Termination
- Direct Station Select/Busy Lamp Buttons
- Direct Station Selection Console (Optional)
 - All Call Voice Page
 - Automatic Line Hold
 - DND Status Indication
 - DND Override
 - CO Line Button Assignment
 - Expanded Line Appearance
 - Multiple DSS Consoles
 - Night Transfer
 - Speed Dial Button Assignment
 - Voice or Tone Signaling
- DISA Security Code Revision
- Distinctive LED Indicators
 - I Called
 - I Hold
 - I Use
- Distinctive Ringing
- Do Not Disturb
- Do Not Disturb Override
- Door Lock Control
- Door Phones
- DTMF and Dial Pulse Compatible
- DTMF Signal Time (160/80 ms)
- Dual Color LEDs
- E911-CAMA and ISDN PRI
- End-To-End Signaling
- Exclusive Hold
- Executive Override (Break-In)
- Executive Override Blocking
- External Amplified Speaker (Optional)
- FeatureFlex Adaptability/Customization (Optional)*
- Flash Button (Centrex/PBX Transfer or CO Dial Tone Recall)
- Flexible Access Code Assignment
- Flexible Button Assignment By User
- Flexible Station Numbering
- Flexible Line Ringing Assignment
 - Delay 1
 - Delay 2
- Immediate
- Flexible Port Assignment
- Ground Start Lines (Optional)
- Group Paging
- Handsfree Answerback Intercom
- Headset Interface*
- Hearing Aid Compatible
- Hot Desking
- Hotel/Motel Features*
- Hot Dialing
- Hotline Service (Emergency Ringdown)
- Integrated Services Digital Network (ISDN)
 - Basic Rate S/T-Interface (BRI)
 - Basic Rate U-Interface (BRI)
 - Auto SPID
 - Primary Rate Interface (PRI)
 - Call-By-Call Service Selection
 - D-Channel Sharing
- LCD Alphanumeric Messaging
- LCD Automatic Callback Number Display
- LCD Automatic Number Identification
- LCD Automatic Park In Orbit
- LCD Backlit Display*
- LCD Call Duration Display
- LCD Call Forward Source/Destination
- LCD Call Forwarded-From Display
- LCD Caller ID (Optional)*
 - Abandoned Call Storage
 - Call History
 - Indication While Busy
 - Name
 - Telephone Number
- LCD Calling/Called Number Display
- LCD Clock/Calendar Display
- LCD CO Line Identification
 - Incoming/Outgoing
- LCD Dial Input Verification
- LCD Directory Assistance
- LCD Feature Prompting with Soft Key Operation
 - System and Station Features
 - Voice Mail Features
- LCD Intercom User Name Display
- LCD Message Waiting Station Display
- LCD Multiple Languages (E-F-S)
- LCD Override Station Number Display
- LCD Recalling Station Identification
- LCD Search By Name and Dial
- LCD Speed Dial Directory Dialing
- LCD Station Status Display
- Least Cost Routing
- Loop Start Lines
- Loud Ringing Bell (Optional)*
- Make Busy
 - Trunk
 - Station
- Memory Protection
- Message Waiting Indication
 - Station Light
 - Stutter Dial Tone
- Microphone Control Button
- Modular Handset and Line Cord
- Multiple Directory Numbers
 - Primary DN
 - Secondary DN
 - Phantom DN
 - Pilot DN
- Multiple FCC Registration
- Music-On-Hold Multiple Interface*
- Networking Multiple Systems-Strata Net (Optional)
 - Alternate Routing/Hop-Off
 - Centralized Attendant
 - Centralized Voice Mail
 - Centralized Network SMDR
 - Distributed Network SMDR
 - Coordinated Numbering Plan
 - Path Replacement
 - Private Tie Line Networking
 - Extended Call Control
- Night Ringing Answer Code
- Night Ringing Over External Page*
- Night Ringing Over Selected Page Zones (Optional)*
- Non-Blocking Dialing
- Non-Blocking Intercom
- Off-Hook Call Announce
 - Handset
 - Speaker (Optional)
- Off-Premise Stations
- One Touch Button
- On-Hook Dialing

- **Outgoing Call Restriction**
- **Paging (Optional)***
 - All Call Voice Page
 - External Page Interface
 - External Zone Paging
 - Group Paging
- **Pooled CO Lines**
- **Pooled Line Buttons**
- **Privacy/Non-Privacy**
 - Privacy Override
 - Private CO Lines
- **Relay Service (Optional)**
- **Door Lock Control**
 - External Page
 - Music-On-Hold Source Control
 - Night Relay Service
- **Release Button**
- **Release/Answer Button**
- **Repeat Last Number Dialed**
- **Reserve Power Battery Backup***
- **Ringing Line Preference**
- **SIP Trunks****
- **Speakerphone On/Off Control**
- **Standard Telephone Compatibility with Message Waiting**
- **Speed Dial**
 - Station
 - System
- **Station Hunting**
- **Station Message Detail Recording Interface (Optional)**
- **Survivability of IP Telephones***
- **System Maintenance**
 - Error Logs
 - Automatic Fault Recovery
 - Maintenance and Administration via LAN
 - System Administration Logs
 - System Trace (Multi-level)
 - SNMP Traps
 - System Alarms (eMonitor)
 - Traffic Measurements and Reporting
- **System Program Upload/Download***
- **Tandem CO Line Connections**
- **TAPI Compliant**
- **Tenant Service**
- **Tie Line Transfer Recall**
- **Tie Lines**
- **Toll (Destination) Restriction**
 - Restriction Override
 - Restriction Override Revision
- **Transfer Privacy**
- **Traveling Class of Service**
- **T1/DS-1 Interface (Optional)**
- **Uniform Call Distribution (UCD)**
- **User Programmable Feature Buttons**
- **Voice Mail Integration**
 - Call Record to Voice Mail
 - In-band DTMF Signaling
 - Simplified Message Desk Interface (SMDI) (Optional)
 - LCD Soft Key Voice Mail Control
 - Transfer Direct to Voice Mailbox
 - Voice Mail Conference
- **Voice or Tone Signaling**
- **Volume Control**
 - Busy Override Tone

VOICE MAIL FEATURES

- **Audiotex**
- **Automated Attendant (AA)**
- **Automatic Message Copy with Optional Delete**
- **Automatic Message Copy with Start/Stop Time and Delay**
- **Called Identification**
- **Caller ID with SMDI**
- **Caller Confirmation Prior to Transferring**
- **Call Record to Mailbox**
- **Call Record Over Strata Net**
- **Call Queuing**
- **Call Screening**
- **Class of Service (COS)**
- **Copy Mailbox**
- **Copy Range**
- **Directory**
- **Direct Transfer to Voice Mailbox**
- **Disk Space Notification**
- **Distribution Lists**
- **Do Not Disturb (DND)**
- **Extensions—Scheduled**
- **Fax Tone Detection**
- **Feature Groups (optional)**
 - Automatic Speech Recognition (ASR)*
 - Fax Integration*
 - Text-To-Speech (TTS)*
 - Unified Messaging*
- **Future Delivery**
- **Guest User Mailboxes**
- **Independent Port Greetings**
- **Interactive Voice Response (IVR) via Token Programming**
- **Mailbox**
 - Function Lock
 - Groups
 - Security Code
 - Personal Greetings
 - Time Zone Setting
- **Mailbox Number—Varied/Fixed Length Message**
 - Continuous Delete
 - Continuous Playback
 - Date and Time
 - Forwarding
 - Notification
 - Pause During Playback
 - Pause During Recording
 - Playback Control
 - Private
 - Purging
 - Reply
 - Retrieval Control
 - Return Receipt Verification
 - Speed Control
 - Urgent
 - Volume Control
- **Message Storage**
 - Personal Folders
 - Message Queues
- **Multiple System Languages**
- **Networking**
 - AMIS
 - VPIM
 - Centralized Voice Mail
 - Soft Key Control Over Strata Net
 - Paging
 - Office
 - Relay
- **Remote Administration**
- **Reports**
- **Shutdown using the Telephone Dial Pad**
- **Single-Digit Menus**
- **Soft Key Control with LCD Feature Prompting***
- **System Administrator's Mailbox**
- **System Backup**
- **Token Programming (Custom applications, IVR, etc.)**
- **Mitel Plug and Play Integration**

- **User Tutorial (New User)**
- **Varied Sampling Rates**
- **Voice Forms**

ATTENDANT CONSOLE FEATURES

- **Alarm Reset**
- **Answer Button**
- **Answer Prompting by CO Line or DNIS**
- **Attendant Conference Setup**
- **Day/Night Mode Switching**
- **Busy Lamp Field (BLF) Display**
 - Station Directory Number
 - Station User Name
 - Station Advisory Message Display
- **Call Answer Priority**
- **Call Statistics**
 - Incoming and Total
 - Export to Excel File
 - Print by Range
- **Call Waiting Count**
- **Caller ID/ANI Display**
- **Calling/Called Number and Name Display**
- **Color CRT Display**
- **Dial "O" For Attendant**
- **Dial by Name/Number**
- **Dialing an Outside Number for Station User**
- **Direct Station Selection**
- **Directory Display and Dialing**
 - Directory Entry Attribute Information
 - Directory Entry Contact Information
- **Door Phone Calling**
- **Door Unlock**
- **DTMF Tone Signaling from Dial Pad Key**
- **Emergency Call**
- **Emergency Page**
- **Feature On-Line Help**
- **Flexible Programmable Buttons**
- **Headset Operation***
- **Hold Calls**
- **Hold Timer Display**
- **Incoming Call Identification**
- **Interposition Call Transfer**
- **Join/Split Calls**
- **Keyboard or Mouse Operation**
- **Load Sharing of Multiple Attendants**
- **Loop Buttons**
- **Loop Hold Display**
- **Message Entry and Display**
 - E-mail to Station User
 - Print Messages
- **Message Waiting Set and Cancel**
- **Multi-Tasking**
- **Notes Entry and Display for Calls**
- **Overflow**
- **Override**
- **Position Busy Mode**
- **Release Button**
- **Remote Operator (IP connection)**
- **Speed Dial Calling**
 - Internal Calls
 - External Calls
 - Dial From Caller ID List
- **Supervised Loop Operation**
- **Three-Way Calling**
- **Through Dialing**
- **Transfer Direct to Voice Mailbox**
- **Trunk Group Control and Busy Indication**
- **Trunk Test and Verify**
- **Windows PC Operation**

Note: Optional features may or may not be extra cost items.

* Some feature implementation may require additional auxiliary equipment.

** SIP trunks available with selected carriers.



The Choice is Perfectly Clear

EXPAND AT WILL, MIGRATE WITHOUT WORRIES

When you need to expand your system or upgrade to a larger Mitel CIX platform in the future, you'll be able to reuse telephones and many system components, protecting your investment in your communication system.

NATIONWIDE AUTHORIZED DEALER NETWORK

Mitel products are sold through a nationwide network of authorized dealers that are carefully selected and thoroughly and professionally trained on Mitel telecommunication products. You can always count on receiving excellent technical, sales, and service support.

INDUSTRY-LEADING NATIONAL ACCOUNTS PROGRAM

Mitel's National Accounts Program for organizations with multiple locations provides standardized pricing to make planning, budgeting, and implementation easy.

This program is a simple, reliable, and cost-effective way to select, purchase, install, and service your communication systems no matter where your offices are located. This helps you minimize your communication system's total cost of ownership and maximize your return on investment.

BEST WARRANTY IN THE BUSINESS

Mitel's industry-leading optional ValuePlus™ Extended Warranty Plan extends Mitel's standard warranty coverage to protect your telecommunication investment. Choose from either a 7-year or a 5-year warranty option.

Mitel offers award-winning communication systems coupled with cutting-edge programs to provide you with the power to manage your business communications expertly and efficiently.

The Complete Mitel Solution for Today's Business

MITEL LEADING INNOVATION

Mitel delivers technology and products that make life safer, more comfortable, and more productive. We bring together the spirit of innovation with our passion and conviction to shape the future and help protect the global environment—our shared heritage. We foster close relationships, rooted in trust and respect, with our customers, business partners, and communities around the world.

MITEL'S "TOTAL OFFICE" SOLUTION

Mitel's "Total Office" solution begins with our telecommunication systems as the cornerstone of any efficient business operation. As a world-renowned leader in innovation and technology Mitel also delivers other reliable business solutions such as, industry-leading notebook computers, projectors, storage products, copiers, facsimiles, multifunction printing products, network controllers, and toner products.

With over 40 years of experience, Mitel's Telecommunication Systems Division and our authorized dealer network can provide your business with world-class IP communication solutions.

To find out more, visit mitel.com or contact your Authorized Mitel Dealer today.