

MITEL

3600 | Hosted Key System



Allowing Carriers to Provide Key System Functionality to Small and Medium Businesses over Broadband

The Mitel® 3600 Hosted Key System is a multi-tenant software suite that allows carriers to provide hosted VoIP telephony services for small businesses in the form of a virtual key system. The product is designed to allow for hosting of thousands of small businesses on a single network instance of the software. The 3600 Hosted Key System is hosted in the carrier's network and delivers key system functionality to the small business via broadband access. The 3600 Hosted Key System delivers many significant benefits to the small business customer including cost savings, control, and customization capabilities for an organization's individual needs.

Full Complement of Telephony Features

The 3600 Hosted Key System provides many of the features Small Business users demand in order to have their business run smoothly including Transfer, Call Park, Three Way Calling, Hotdesking and much more.

Web-based Management

The solution uses a simple web interface that administrators and end-users can access to personalize the company's telephone system. The web interface eliminates the requirement to have dedicated IT staff to perform Moves, Adds and Changes (MACs) saving both the end-user and the service provider time and money.

Leverage TDM Investments

The 3600 Hosted Key System can easily interface with traditional Class 5 office switches. Carriers can rapidly deploy hosted services using their existing broadband network including DSL, T1/E1, Cable or Fixed Wireless.

Future Ready

The 3600 Hosted Key System acts as an adjunct to any softswitch using SIP. It provides the carrier with the ability to offer small business with a compelling alternative to buying or upgrading their traditional key system.



it's about **YOU**

Platform

The 3600 Hosted Key System is deployed on redundant NEBS compliant Sun servers, providing a highly available service. The web access capability can be separated from the call processing, and placed on an independent web server to improve the security of the system.

Supported processing hardware:

HA pair: Two Sun Netra 240 servers with Ultra SPARC III processor, Cache 32KB instruction, 64 KB data on chip plus 1MB of secondary cache, 4GB RAM, 2 x 73GB Hard Disk storage, a 19" or 23" rack mount kit, One port Ethernet card, and DVD RW.

Capacity

Based on a single pair of the platform provided above, the 3600 Hosted Key System can support:

BHCA – 60,000
End users – 10,000

Standard Protocols and APIs

Phone and FXS: SIP, MGCP, and MiNET (Mitel 5224 IP Phone (Dual Mode) supported)

Gateways and Softswitches: SIP and MGCP

Voice mail systems: SIP, TDM and SMDI (using gateways)

End user web pages: HTTP, HTTPS

Management interfaces: HTTP, HTTPS, SNMP, and XML

Web Management

Small Business Administrators and end-users' web pages provide a comprehensive ability to self manage the service (features indicated with * are directly managed through the web).

Personal Features:

Call Coverage*
Call Forward*
Call Group – Login / Logout*
Call Hold
Callers List – Made / Missed / Answered
Click to Call
Company Directory – via Phone and Web
Direct Inward / Outward Dialing
Hot Desk (Login / Logout)
Multiple Line Appearance
Online – Help* / Helpdesk* / Knowledge Base*
Page – Loudspeaker or Phone
Park / Retrieve
Programmable Keys*
Redial
Speed Dials*
Three Way Call
Transfer – Blind / Supervised
Voice Mail and MWI

Company Features:

Account Codes*
Auto Attendant
Broadcast Groups
Call Permissions
Class of Service
Hunt Groups – Circular or Linear
Monitor Groups
Music / Announcement on Hold
SMDR Delivery

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