



MITEL

3300 ICP Small Businesses

Your business wants a big business image, to be competitive, and to continually improve customer service, increase employee productivity, and to reduce the costs of doing business. The Mitel® 3300 Integrated Communications Platform (ICP) provides the reliability and comprehensive features of a PBX, the ease of use and cost effectiveness of a small business solution*, complete with productivity-enhancing applications and data networking capability. The 3300 ICP lets you select the system you need now and add functionality as your requirements change.

Feature-richness, reliability

Get big-business performance without the big-business price tag. The 3300 CX and CXi Controllers support advanced call control capabilities critical for today's small to medium-sized business to compete. Hundreds of telephony features are available including contact center functionality, in-building mobility and much more.

Productivity and efficiency

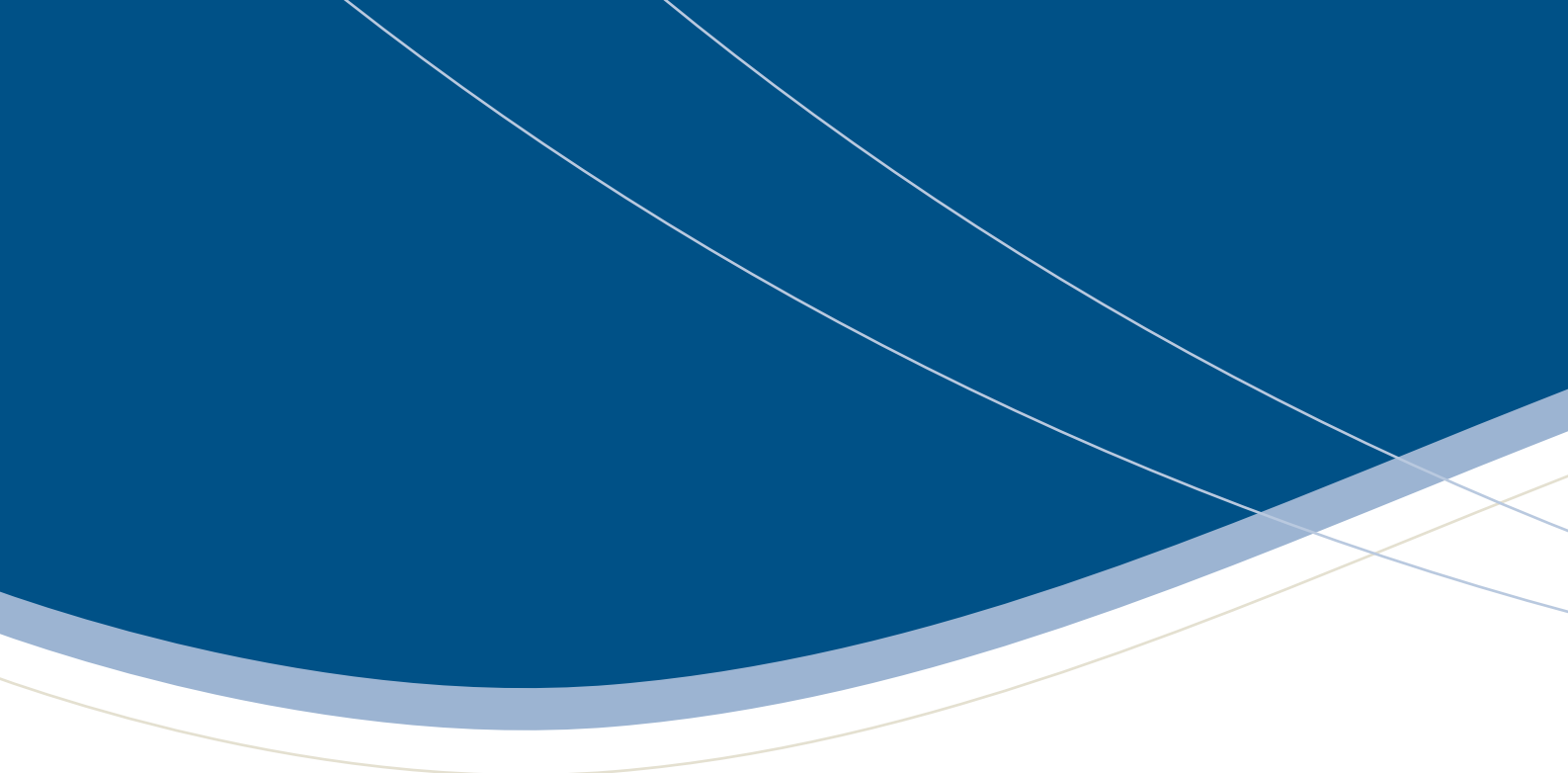
Save on system costs, connect your small offices together with IP call networking and that's just the beginning. With the 3300 ICP, you can also add award winning IP applications as your business grows and budget permits – applications include teleworking functionality, conferencing and collaboration, wireless capabilities, and more.

*Available only in EMEA, Asia Pacific, Caribbean and Latin America



Features	Description	Benefit
Integrated Voice Mail	Integrated features include: forward voice mail to e-mail, auto attendant, recorded announcement devices, personal contacts, and a variety of other messaging solutions.	Seamlessly incorporates a variety of messaging solutions for easy access to all message types.
Automatic Call Distribution (ACD)	ACD enables a number of help-desk applications, including priority answering, predictive overflow, silent monitoring, recorded announcements, and music-on-hold. Support for enhanced ACD functionality is available through Mitel Contact Center Solutions (6100).	Offers improved customer service.
Data Networking	Choose either the CXi Controller with integrated switch, router and firewall, or the CX Controller and add your own.	Complements the voice and applications with integrated data capabilities, reducing complexity and costs.
Networking	Take advantage of networking services and private network applications with support for advanced trunking, including: E1, ISDN, LS enhanced Q.SIG and point to multi-point IP networking over a WAN for seamless networking throughout your organization.	The 3300 ICP provides an easy and cost-effective networking solution to fit your networking needs.
Teleworking	Desktop devices and softphones give teleworkers, remote contact center agents and managers full access to voice and data networks equal to their head office colleagues.	Reduces overhead and lost time by giving staff the choice of working at home with the Mitel Teleworker Solution.

Features	Description	Benefit
Conferencing and Collaboration	<p>The CXi Controller provides big business capabilities for office or teleworker staff. Powerful options allow for broadcast, meet me and interactive group conference calls. Mitel Your Assistant™ provides soft phone, presence availability, secure chat, file sharing, etc.</p> <p>Personal Information Manager and directory.</p>	Provides your staff with powerful contactability.
Paging and Door Opening Options	The 3300 ICP tightly integrates with a number of paging and door opening units – sold separately.	Page individuals, groups or the entire organization through overhead / phone speakers. Improves productivity.
Phonebook Access	Quickly locate and call users by accessing the systems internal phonebook.	Provides information resources for your staff, and customer-access to your website for products and services.
Access the World	The CXi Controller can connect your business safely through broadband to the Internet.	Secure access to the Internet.
Message Waiting Light Indicators	Know at a glance when you have voice mail. Options to record-a-call into voice mail boxes.	Simple to use.
Embedded Music-on-Hold	No need for separate music equipment, The 3300 ICP will play music or messages to your caller from within the system.	Increases contactability.
Auto Attendant	Multi-level Auto Attendant gives your callers powerful options to choose where their calls are routed. Transfer calls to another extension or mailbox.	Provides quick and easy access for information, service or support.



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