

MITEL

## Your Assistant for SX-200 ICP

### Unprecedented, Affordable Communications for Small Business

Now small businesses can benefit from state-of-the-art “large company” style conferencing and collaboration capabilities. These include the ability to telephone and conference call simply and directly right from your desktop without any third-party interventions using simple drag-and-drop commands. Plus, maximize your time with presence and availability capabilities at your fingertips so you always know if someone is at their desk, on the phone or available for a secure chat. And that’s just the beginning of how the Mitel® Your Assistant™ for small / medium-sized businesses can transform the way your business communicates.



Your Assistant for small / medium-sized businesses builds on the capabilities inherent using the Mitel SX-200® Integrated Communications Platform (ICP) to revolutionize the way your business shares information. The Your Assistant desktop application is a unique competitive edge that can greatly enhance employee productivity and reduce your business costs, and is redefining real-time communications within small and medium-sized businesses.

#### Simplified Call Management

The Your Assistant desktop control interface offers intuitive visual point-and-click access to the advanced call management features of the SX-200 ICP. Ad hoc conference calls can be managed by simply dragging and dropping the name of a participant into the conference at any time. It also automatically remembers the numbers the user dials most and makes them easily accessible from a centralized dropdown menu.

#### Data and Telephony Presence and Availability

Save time contacting people by first knowing if they are on the phone, away from their desk, available for secure instant chat or check their personal advisory messages. Presence and Availability promotes opportunistic communication – maximizing a user’s likelihood of successfully communicating.

#### Corporate Secure IM

Your Assistant’s corporate Instant Messaging (IM) and file sharing feature offers security not found in typical IM services. Initiate a single or multi-party chat at the click of a mouse, at the same time share documents by dragging and dropping files into the chat session. This creates a more cohesive teamwork environment while providing a secure encryption and auditable IM history log.



it's about **YOU**

## Integration with Popular Business Applications

Small and medium-sized businesses can leverage their existing applications investment with Your Assistant, which integrates and unifies popular communications and productivity tools – including Microsoft® Outlook®, and MSN® Messenger. Users can dial from Personal Information Managers (PIMs) and launch contact information or chat sessions from incoming caller-ID

screen pops. Users can schedule a reoccurring time to index their PIM at any time. Users can also drag and drop contact entries from their PIM to build up their personal contact entries. Your Assistant supports multiple contact number entries for each contact.

## Your Assistant

### Call Handling Features

Support for SX-200 ICP telephony and data features  
Visual conference call management up to five parties

Dial from PIM

Speed dial / favorites

Received, dialed and missed call logging

### Communication Management Features

Call timer and annotation

Call history

User defined activity messages  
(i.e. "in a meeting," "away from my desk")

Data and telephony presence and availability

Chat history

### Messaging Features

Corporate Secure (single or multi-party)  
Instant Messaging and File Transferring

Integration with Microsoft MSN Instant Messenger

### Interface

Fully configurable user interface

Choice of languages – English, French Canadian,  
Spanish (LAM)

### PIM Integration (Including Caller ID Screen Pop)

Microsoft Outlook – 97, 98 and above

### Support

Built-in online help files, Your Assistant portal product support page

### Futures

Intelligent Caller-id based routing

Knowledge Management

Video / Data Collaboration

Audio Conferencing

Teleworker Solution gateway support

## Your Assistant Specifications

### Minimum User Computer

Pentium II (266 MHz)

128 MB RAM 40 MB free disk space  
(depending on installation options)

Network Interface Card – Full duplex 10/100 Mbps  
(100 Mbps full duplex recommended)

### Minimum Server Requirements

All supported operating systems with  
Windows 2000 Professional or above

600 MHz CPU (minimum) / 128 MB RAM (minimum)

### Operating System Supported

Windows 2000 Server, Windows 2000 Professional SP3,  
Windows XP SP 1a, Windows XP Tablet Edition SP 1a

### Platforms Supported

Mitel SX-200 ICP

### Phones Supported

Mitel IP Phones (5201, 5207, 5215, 5220)

Mitel TDM Phones  
(Superset 400 and 4000 Series Phones)

### PIMs Supported

Outlook 97, 2000 (Microsoft)

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Companies don't make decisions, people do. That is why Mitel is leading the way toward a new and more personalized approach to communications for enterprise and small business. Our innovative solutions, applications and desktop appliances enable you to access, process and control your communications and information naturally, simply and efficiently. Our solutions allow you to collaborate over distance and time and to interact with your customers, colleagues and partners as never before. By combining the power of voice, data and video over converged high speed networks, Mitel provides you with flexible and personalized tools that let you leverage the latest advances for personal and organizational advantage.

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