

MITEL

## Your Assistant 3.0

### Unprecedented Personal Control Over Business Communications

Imagine controlling a telephone or conference call using simple drag-and-drop commands. Or having presence and availability capability to understand if someone is at their desk, on the phone or available for a secure chat.

With Mitel® Your Assistant, enterprises using the Mitel 3300 Integrated Communications Platform (ICP) can improve communication with full video and collaboration features while enabling them to leverage their existing IP infrastructure and communication applications, and support all users with productivity enhancing features. The Mitel Your Assistant desktop application is an advanced productivity tool that is redefining real-time communications within the enterprise.

#### Simplified Call Management

The Your Assistant desktop control panel offers intuitive visual point-and-click access to the advanced call management features of the 3300 ICP, and 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.

#### Embedded PC Softphone

Road warriors and teleworkers can enjoy the same intuitive communication management from a remote PC or laptop by using an embedded software-based IP telephone (Softphone) available with Your Assistant Softphone, via a secure network connection. The remote user, connected to the enterprise via a secure network connection, appears as though they are at their desk, anytime, anywhere.

#### Data and Telephony Presence and Availability

Preserve time contacting people by first understanding if they are on the phone, away from their desk, available for secure instant chat or wanting to data collaborate. Presence and Availability promotes opportunistic communication – maximizing a user's likelihood of successfully communicating.

#### Corporate Secure IM

Your Assistant's corporated 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**

### Versatile Call Forward Options

It is easy to set up multiple call forward profiles with Your Assistant, saving users time when they are away from their desk. This feature means callers no longer need to wait for 4 rings before being forwarded to the next location. Your Assistant also supports real-time call forwarding to other extensions, external phone numbers and voicemail using a simple interface.

### Integration with Popular Business Applications

Enterprises can leverage their existing applications investment with Your Assistant, which integrates and unifies popular communications and productivity tools – including Microsoft® Outlook®, Lotus Notes®, ACT!™, 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 & Your Assistant Softphone Features

#### Call Handling Features

Support for 3300 ICP telephony and data features  
 Visual conference call management up to party of 8  
 Call forward profiles  
 Dial from PIM  
 Speed dial/favorites  
 Do not disturb

#### Additional Features (Available with Your Assistant Softphone)

Call recording  
 IP-based software telephone (Softphone)

#### 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

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

Act! - Version 5.0  
 Microsoft Outlook - 97, 98 and above  
 Lotus Notes - R5 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 gateway support

## Your Assistant Specifications

### Minimum User Computer Requirements

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 3300 Integrated Communications Platform (ICP),  
 Version 4.1 or above  
 Mitel SX-2000® with 3300 ICP as a main controller

### Phones Supported

Mitel IP Phones (5201, 5207, 5215, 5220, 5230, 5240)  
 Mitel TDM Phones (4015, 4025, 4150)

### PIMs Supported

Act! 2000 (Best Software)  
 Lotus Notes R5 (IBM)  
 Outlook 97 (Microsoft)

## Your Assistant Softphone Specifications

### Minimum System Requirements

Pentium II (266 MHz)  
 256 MB RAM  
 40 MB free disk space  
 (depending on installation options)  
 Windows-compatible full-duplex sound card  
 (tested for use with Sound Blaster Live)

### Minimum Server Requirements

All supported operating systems with Windows 2000  
 Professional or above  
 600 MHz CPU (minimum) / 128 MB RAM (minimum)

### Operating Systems Supported

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

### Platforms Supported

Mitel 3300 Integrated Communications Platform,  
 Version 4.1 or above  
 Mitel SX-2000 with 3300 ICP as a main controller

### Phones Supported

Mitel IP Phones (5201, 5207, 5215, 5220, 5230, 5240)  
 Mitel TDM Phones (4015, 4025, 4150)

### PIMs Supported

Act! 2000 (Best Software)  
 Lotus Notes R5 (IBM)  
 Outlook 97 (Microsoft)

MITEL  
it's about **YOU**

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.

---

**North America**  
(613) 592 2122  
1 800 648 3579

**Europe, Middle-East  
& Africa**  
Sales: 0870 9093030  
Int: +44 (0) 1291 430 000

**Latin America**  
(613) 592 2122  
1 800 648 3579

**Asia-Pacific**  
Tel: +852 2508 9780  
Fax: +852 2508 9232

[www.mitel.com](http://www.mitel.com)



THIS DOCUMENT IS PROVIDED TO YOU FOR INFORMATIONAL PURPOSES ONLY. The information furnished in this document, believed by Mitel to be accurate as of the date of its publication, is subject to change without notice. Mitel assumes no responsibility for any errors or omissions in this document and shall have no obligation to you as a result of having made this document available to you or based upon the information it contains.

M MITEL (design) is a registered trademark of Mitel Networks Corporation. All other products and services are the registered trademarks of their respective holders.

© Copyright 2004, Mitel Networks Corporation. All Rights Reserved.

GD 7728 PN 51005089RG-EN