Mitel AnyWare

Communications in the Cloud

Mitel® AnyWare is a hosted communications service that delivers everything a business needs from phones to long distance for a monthly subscription fee.

Cost Effective

All inclusive, per-user subscription pricing means you get everything you need for one low price with no hidden fees. Mitel AnyWare eliminates the need to buy and maintain a phone system on your premises, and gives you everything you need from your phones to unlimited national long-distance. What does this mean for you? A low upfront investment and complete control and visibility over costs that are predictable and affordable.

Feature Rich and Highly Reliable

Designed and delivered by Mitel, a leader in solving the communications challenges of small businesses for over 30 years, Mitel AnyWare gives you the rich enterprise-class features and reliability you need to portray a professional, successful image and drive customer satisfaction.

Simple and Flexible

As your business changes and grows, you don't need to worry about how much capacity your communications system has—you have complete flexibility to add and change users as your business requires it. Intuitive and easy to use features mean your users will be able to take advantage of all of the productivity enhancing features Mitel AnyWare has to offer now and in the future. You can rest assured that you will have access to the latest technology innovations that will drive the productivity of your business.

MITEL®
AnyWare

Why Choose Mitel AnyWare for Your Business?

Choosing a communications solution, on which to run your business, is about more than a list of features and a good price, it's also about choosing a company that will deliver the best experience for you and your users, and it's about choosing a solution you can trust. **Mitel AnyWare delivers ...**

A Simple and Productive Experience – Guaranteed

- **One bill to pay and one number to call:** many hosted providers deliver only a piece of your complete communications solution, but they leave it up to you to source important things like the phones you'll use, or who will provide your Internet access. At Mitel we deliver a complete solution that includes your phones, and if you require it, even your Internet access. The result is a single company to deal with, and no finger-pointing between multiple vendors in the event of a problem.

- **Mitel's personal touch gets you up and communicating quickly:** Mitel comes to your site to install your service and train your users, so you are up and communicating quickly. During your first 30 days of service, when you are getting familiar with the service, and making customizations to features like the auto-attendant or ring groups, you have a dedicated, named contact to help you with any questions or requests you have. After that you have a 1-800 number at which you can always get fast and efficient support.

- **30-Day Guarantee:** we are so confident that you will be happy with Mitel AnyWare, that you are free to cancel your contract at any point during the first 30 days following your installation[1].

A Solution and a Company You Can Trust

- **Reliable and Secure:** Mitel AnyWare is hosted in redundant, geographically dispersed and secure data centers. And, in case your office loses power or goes offline, Mitel AnyWare Auto-attendant will manage your calls for you, and with mobile twinning, you will still receive all your calls on your mobile phone.

- **Our Own Technology:** Unlike many hosted solutions, built on open-source or third-party technology, Mitel AnyWare is built on technology that Mitel has built from the ground up. We maintain it and we understand it's every detail.

- **The right solution for your business:** You can take comfort in knowing that at Mitel we aren't pushing you toward a hosted solution, because that's all we offer. We also offer a comprehensive portfolio of customer premises based solutions. So you can rest assured we will recommend the solution that best fits your business.

- **Leadership and stability:** Mitel has been an industry-recognized leader in solving the communications challenges of small and medium size businesses for over 30 years. We've used this experience to design a service that will meet your needs today and tomorrow.

Full-feature Mitel IP Phones

Mitel 5330 IP Phone
Standard phone included for Mitel AnyWare users. Full feature phone with large, backlit graphics display and 24 programmable self-labeling keys.

Mitel 5320 IP Phone
Standard phone included for Mitel AnyWare Lite users. Graphic display and 8 self-labeling softkeys.

Simple Plans, Affordable Pricing

Mitel AnyWare is available in simple plans that meet the complete communications needs of all your users — all for one low monthly price per user.

	Mitel AnyWare		Mitel AnyWare Lite
Phone	Mitel 5330 IP Phone	Mitel UC Express SoftPhone	Mitel 5320 IP Phone
Price[2]	$35 per user per month	$30 per user per month	$25 per user per month
Direct Inward Dial Phone numbers for every user	●		●
Local and Long Distance	Unlimited[3]		200 minutes
Twinning to Your Mobile Device	●		
Voicemail with email forwarding	●		●
UC Express Client	●		
Corporate Auto-attendant	●		●
Local Number Portability	●		●
Free On-site Installation[2]	●		●
7 x 24 Support	●		●

Everything a Business Communications Solution Should Be

Mitel AnyWare: Optional Services
Monthly Charge

- **Mitel AnyWare Fax $4 per user:** enables users to easily send and receive faxes by email

- **Mitel AnyWare Audio / Web Conferencing $50 per month:** host audio and web conferences for up to 25 users

- **Toll-free Numbers $35 per number:** customers can reach you from anywhere in the continental US toll-free. Includes 1,000 toll-free minutes. Additional minutes 3 cents per minute

Upgrade Your Phone and Add Accessories
One Time Charge

- **Upgrade to Mitel 5340 IP Phone $150:** with large backlit display and 48 softkeys

- **Upgrade to Mitel 5360 IP Phone $300:** an executive phone with full color touch display

- **Add a Mitel 5310 Conference Unit $500:** provides exceptional voice quality and background noise elimination for meetings

Features

With Mitel Anyware, your business has it's own PBX in the cloud, which means you have access to a multitude of easy-to-use, enterprise-class features for one low monthly fee. All you need to make Mitel AnyWare work is reliable Internet access, and we can even provide that if you need it.

Auto-attendant

- Present a professional image with a customized auto-attendant that greets your customers and directs their calls
- Open / Closed schedule: plays different greetings during open and closed business hours
- Dial by Name Directory: provides a company directory that uses names as the dialing method
- Multi-level auto attendant allows a hierarchical menu to be programmed on the auto attendant. This provides callers with self-service options (for example, "Press 1 for Sales") to reach individuals, departments, pre-recorded information, or to leave voice messages.

Voicemail

- Password-protected, easy-to-use voicemail box for every user
- Email forwarding enables voicemails to be forwarded to email as wave files, so users can manage all of their messages from one inbox
- Record a call that allows users to record a conversation and save it in their voice mailbox
- A tutorial that assists new users with mailbox setup
- Easy-to-use menus that allows users to send urgent, private, or certified messages
- Message Waiting Indicator light on all Mitel AnyWare supported phones.

UC Express Client

- Maximize your productivity with an easy to use, server-less Unified Communications Client that allows you to manage communications from your PC with:
    - Caller ID screen pop
    - Click to call, answer and transfer calls
    - Call History
- Easily program the soft keys on your Mitel phone.

Calling Features

- Call Forward allows you to redirect incoming calls to an alternate number
- Call Transfer: attended or blind transfer of a call to another party.
- Call Waiting allows you to alternate between two calls, when a party is waiting.
- Call History keeps track of names and numbers of all answered and unanswered incoming and outbound calls. Enables users to view and place a callback with the touch of one key.
- Caller ID so you can see who is calling before you answer.
- Do Not Disturb
- Conference Call allows you to connect up to eight parties into a single call.
- Music on Hold provides callers with music or information while they are waiting for a call to be completed.
- Ring Groups provide the ability to ring all members of a group sequentially or simultaneously.

[1] See Mitel AnyWare Terms and Conditions
[2] Limited time promotional pricing
[3] Within the continental US. International calling rates apply

www.mitel.com

MITEL®
Simply Communicating®