

MITEL COLLABORATION ADVANCED

WHEREVER YOU ARE AROUND THE WORLD, SHARE INFORMATION AND COLLABORATE WITH CO-WORKERS, PARTNERS, AND CUSTOMERS

As workforce roles become more varied, and workers more widespread geographically, collaboration becomes more challenging than ever – and more important. Mitel® Collaboration Advanced (MCA) is a comprehensive audio conferencing and web collaboration application that improves collaboration and information sharing among employees and with customers, partners, and suppliers.

MCA is a core component of the Mitel Applications Suite (MAS). MAS is a comprehensive, integrated solution that unifies business critical applications, promotes user agility and collaboration, and simplifies and streamlines administration.

KEY BENEFITS

- BUILD STRONGER RELATIONSHIPS
 - ENHANCE PRODUCTIVITY AND INNOVATION
 - IMPROVE CUSTOMER RESPONSIVENESS
 - TAKE CHARGE OF COLLABORATION
 - REDUCE COSTS
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BUILD STRONGER RELATIONSHIPS

Connect people quickly and simply, regardless of their location. Let workers and teams in geographically dispersed locations communicate more effectively. MCA combines the benefits of a feature-rich audio conferencing solution with easy-to-use, intuitive web conferencing facilities enabling users to enhance a conference call or meeting through the use of shared documents, presentations, chat, and video.

ENHANCE PRODUCTIVITY AND INNOVATION

MCA lets you connect more people to more resources and streamline business processes, letting you make better decisions. Less time is wasted trying to connect with others, which means more time spent in productive collaboration and innovation. Improve personal and group productivity by enabling a dynamic, real-time environment for sharing ideas and information.

IMPROVE CUSTOMER RESPONSIVENESS

Employees that deal with your customers are the face of your company. Their ability to process requests and queries as quickly and completely as possible reflects on the whole organization. With MCA, quickly establish a conference call or a web conference, including the ability to securely share documents, resulting in a quick resolution to your customer's inquiry.

TAKE CHARGE OF COLLABORATION

Typical hosted conferencing service providers charge either high contract fees or, for "pay as you use" customers, per user minute charges for both audio and web conferencing on top of the regular connectivity charges. MCA has no limitations to the number of conferencing hosts, no special event connection costs, and no expensive add-ons.

REDUCE COSTS

MCA provides a great return on investment (ROI) for businesses of all sizes with a typical payback in a matter of months. Compared to conducting face-to-face meetings, MCA helps your bottom line by cutting travel expenses, such as transportation and accommodation, and by eliminating employee downtime while in transit.

KEY FEATURES

- SCHEDULED AND AD-HOC CONFERENCES
 - PARTICIPANT MANAGEMENT
 - DESKTOP AND APPLICATION SHARING
 - MULTI-POINT VIDEO CONFERENCING
 - PRIVATE AND PUBLIC CHAT
 - REMOTE CONTROL
 - WEB-BASED COLLABORATION VIEWER
 - FILE TRANSFER
 - DOCUMENT MANAGEMENT
 - POLLING
 - CONFERENCE RECORDING
 - CUSTOM ACCESS CODES
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SCHEDULED AND AD-HOC CONFERENCES

MCA provides the flexibility to initiate a variety of collaboration sessions ranging from scheduled calls (one-time or recurring) to ad-hoc sessions swiftly created on the fly. Participants can call in to join a conference or the MCA can call out to participants to simplify the process and provide greater convenience. During a session, MCA allows effortless control to ensure an effective and productive session.

PARTICIPANT MANAGEMENT

MCA provides a consolidated view of audio-only and collaboration participants. With integrated moderator controls for both the audio and web portions of the conference, the moderator can easily gauge participant performance, monitor who joins or drops, and manage both participant types to ensure a smooth collaboration session. Quickly add new participants and individually control each participant with mute, hold, or drop.

DESKTOP AND APPLICATION SHARING

Participants using the MCA Collaboration Client start sharing their desktop, application or region of their desktop with a simple click. Spontaneously share content including presentations, software applications, and graphics and data files of any kind. A straightforward sharing toolbar across the top of the screen provides all of the annotation tools like transparency and highlighting functions that presenters need to increase interaction and collaboration.

MULTI-POINT VIDEO CONFERENCING

With the growing number of mobile and geographically dispersed teams, video conferencing is now a crucial tool for facilitating rich communication. It provides a personal experience that builds stronger working relationships and allows more effective communication. With the MCA, broadcast live video to participants using the collaboration client and a standard PC webcam. The moderator also has the ability to selectively enable webcams for meeting participants when a group video conference is desired.

PUBLIC AND PRIVATE CHAT

Instant messaging enables public and private interaction with all or select meeting participants. All participants can easily save an archive transcript of the instant message session.

REMOTE CONTROL

Remote control lets participants easily take control of another desktop during a desktop or application sharing session. To request remote control of a participant's desktop, simply highlight the user and right click. If the participant accepts your request, you can then have control over that desktop. Save time during collaboration sessions, training, or resolving support issues as though you were onsite.

WEB-BASED COLLABORATION VIEWER

The MCA Web Based Collaboration Viewer lets users participate in collaboration sessions from a common Web browser. View the moderator's shared desktop and / or shared applications and interact by raising your hand to ask a question or express your opinion with a thumbs up or down. For enhanced mobility, use this Web view this web view on tablets and smart phones with the screen layout optimized for the device.

FILE TRANSFER

File transfer allows the meeting host to transfer files to all or select participants. This is especially helpful when files are modified during an interactive collaboration session.

DOCUMENT MANAGEMENT

Place important files in public or private areas for future use. When accessed by the moderator during a web conference, all participants are able to view and download files from the public area.

POLLING

Solicit feedback from your audience with targeted polling questions, or maintain participant focus by posing periodic polling questions throughout the course of the conference. Share aggregate or individual results with all participants, or keep all results hidden from view. At any time during polling, the meeting host can save the results to a CSV file for later review. If polling is toggled on and off during a conference, it is possible to append new answers to the same CSV file when saving the results.

CONFERENCE RECORDING

Save a complete record of the conference call or collaboration session for easy distribution to the team or group. Recordings are saved in industry standard formats and are optimized for a small file size. Playback is a breeze with support for bookmarks and a flexible progress slider that lets you start playback at any point.

CUSTOM ACCESS CODES

For added simplicity for very regular conference calls, users can set up “reservationless” conference calls and select their own four-digit access codes for their conferences. No more looking for access codes when a fast decision is needed. The conference call is ready when you are.

TECHNICAL SPECIFICATIONS

LANGUAGES SUPPORTED

- English (US, UK)
- Voice prompts only for French (European, Canadian), Dutch
- Customizable voice prompts for other languages

CAPACITY AND PERFORMANCE

The following capacity and performance figures are based on single application MAS server deployment. If running multiple applications, the capacity and performance of MCA are affected depending on the availability of server resources with the other applications running. Typically when MCA is deployed as part of a MAS multi-application bundle, then the maximum number of audio and web conferencing licenses is limited to 25 ports of each.

AUDIO CONFERENCING

The following capacities are supported for audio conferencing:

- Total number of concurrent audio conference users: 200
- Maximum number of users per audio conference: 50

A maximum of 40 concurrent users with G.729 encoding can connect to all audio conference calls in progress. However, additional users with G.711 encoding can connect and join an audio conference up to the supported limits.

WEB COLLABORATION

Higher bandwidth requirements are necessary to support web conferencing (collaboration) features. The server rating is based upon the hardware and is set at a maximum before the performance is noticeably impacted. The MCA server does not prevent more than the supported limits, it only tracks what is licensed.

The following capacities are supported for web conferencing:

- Total number of concurrent web conference users: 200
- Maximum number of users per web conference: 200

SERVER HARDWARE AND SOFTWARE REQUIREMENTS

For information on Mitel Standard Linux® qualified servers, please contact your Mitel representative.

COLLABORATION CLIENT HARDWARE AND SOFTWARE REQUIREMENTS

Component	Requirement
Collaboration Client Computer Operating System	One of the following operating systems: Windows® XP Home Professional and Media Center with SP3 Windows Vista® Home Basic, Home Premium, Business Ultimate, or Enterprise with SP2 Windows 7 Home Premium, Professional, or Ultimate Internet Explore® 7, 8
Administrator Web Client Web Conferencing Client	One of the following web browsers: Internet Explorer 7, 8 Mozilla® Firefox® 3.0, 3.5, or 3.6
Email Client	One of the following email clients: Microsoft® Outlook® 2003, 2007, or 2010 IBM® Lotus Notes® 8.0 or 8.5

WEB BROWSER SUPPORT FOR MCA WEB-BASED COLLABORATION VIEWER

Software	Version / Service Pack
Apple® Safari®	5.0 or 5.1
Google™ Chrome™	16
Microsoft Internet Explorer	8, 9
Mozilla Firefox	3.x, 4
RIM® Playbook™ Browser	1.0
Android™ Browser	1.x, 2.x

COMPATIBILITY WITH MITEL COMMUNICATIONS PLATFORMS

Platform	Software Version
MCD	4.1 SP1 and MCD 5.0
5000 CP	3.2 and later

COMPATIBILITY WITH MITEL APPLICATIONS SUITE

Application	Software Version
MAS	4.0

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