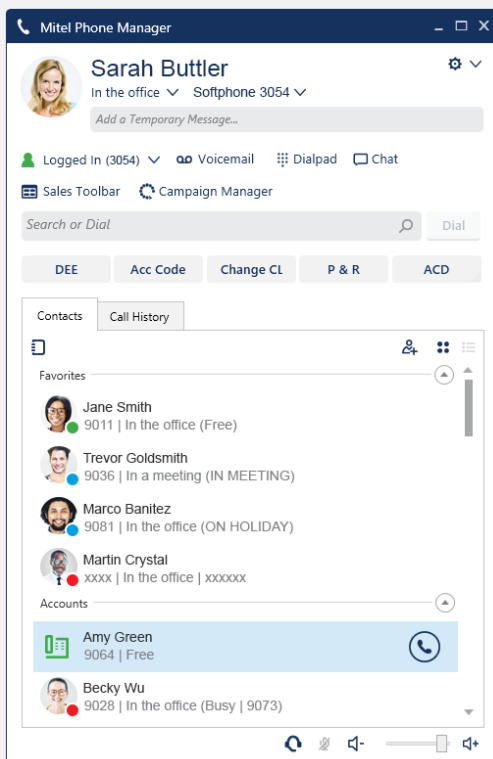# Mitel Phone Manager SIP Softphone

Integrated Softphone endpoint and CTI software application

The Mitel Phone Manager Softphone option allows users to turn their Mitel Phone Manager desktop presence client into their Mitel telephone extension.

Mobility with Productivity

This provides power users with the freedom to operate their laptop with a data connection from anywhere as a highly featured Mitel extension as if they were sat at their office desk. When back at the office the user can quickly and easily switch back to using Mitel Phone Manager with a desk phone.


Seamless Look & Feel

The Mitel Phone Manager software functions exactly the same way whether in Softphone mode or Desk Phone mode reducing training requirements for the user. The Contacts view displays the status of your colleagues and you can Search or Dial from multiple directories in one place. Dedicated Softphone users can therefore operate as efficiently as desk phone users.

Soft Keys

Each softphone license comes with the integrated toolbar providing the user with five programmable keys to improve productivity. These keys can be configured to invoke telephony or PC Screen pop actions at the touch of a button.
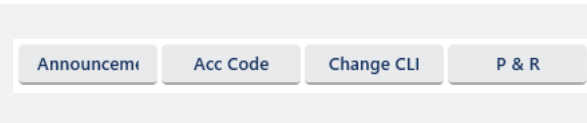
Headset Support

Mitel Phone Manager Softphone operates with most Windows compatible headsets connected either to the sound card on the PC, via USB or Bluetooth. Support for the Plantronics and Jabra headset APIs allows the user to answer a call, hang up a call and receive call ringing alerts. This functionality operates with both corded and cordless headsets so even when you walk away from your PC you can operate your Mitel Phone Manager Softphone.

Combined Licensing

The Mitel Phone Manager Softphone license can be combined with the Outlook, Professional or Team Leader licenses to enhance the feature set available to the softphone user. Screen Popping CRM, Macros and remote control of other Phone Manager users mean that Phone Manager users benefit from the full range of available features even when they are in Softphone mode.

Mitel

Key features

- MiVoice Office 250 SIP extension device (Category F License) required
- Integrated Soft keys (5 Buttons), User Customisable
- Headset API Support for Plantronics & Jabra • User mobility
- Same user interface as using Phone Manager to control a desk phone

Key benefits

- Combines presence client with Softphone for simplicity
- No need to train users on separate products, presence and softphone clients
- Swap between controlling a desk phone or taking calls via the integrated SIP Extension when changing locations
- Save desk space

HOST SYSTEM REQUIREMENTS

- Windows 7, 8, 10 (Professional / Enterprise / Ultimate) 32/64-bit
- OS: Windows Server 2008 SP2, 2008 R2, 2012, 2012 R2 (Standard / Enterprise / Datacenter) 32/64-bit
- CPU: Intel Core Duo 1.8GHz or faster (or equivalent)
- RAM: Minimum: 1GB, Recommended: 2GB
- Network: IPv4, 100Mb/1Gb
- Graphics: Minimum: DirectX v9 compatibly grpahics card with 120MB RAM. Recommended DirectX v9 compatibly graphics cards with 1024MB RAM
- Net, Version 3.5 & 4 Extended
- Active Directory Integration by OU for user configuration

TECHNICAL INFORMATION

- Supports MiVoice Office Codecs (G.711u, G.711a, G.729)
- Terminal Services not supported on Phone Manager when using the Softphone
- ACD hunt groups membership is not currently supported when using the Softphone
- Support for Echo Cancellation, Auto Gain Control and Noise Cancelling modes
- Support for STUN, TURN Auto or Manual Firewall Traversal
- Support for SIP Registration keep alive and re-registration timers
- The following headsets have been Lab Tested: – Plantronics C310, CS60 – Jabra GN9350e – Addasound Crystal 2822 – Addasound Crystal 2821 – Microsoft LifeChat LX-3000