CONVERSip™

MP5000

Media Platform

Converged Communication Solution
for Single and Multi-Site Enterprises

COMDIAL®
A World Connected™

COMDIAL ®

When organizations begin searching for the optimal enterprise communications solution, they often have many questions. Will the system provide flexibility when integrating a distributed environment into one cohesive network? Should the system that we deploy today, converge analog, digital and/or IP communication protocols now or later, without requiring expensive system replacements? Does the new system offer us a clear and cost-effective migration path for our existing installations? Is the system derived from a market proven design and large installed base of satisfied customers with a history of delivering platform stability and reliability? Will the system's networking capabilities facilitate seamless connectivity between our headquarters and branch offices as well as provide centralized administration and applications support? Can the system support multimedia clients allowing PCs to function as voice, video and instant messaging terminals? Is the system standards-based making it capable of supporting 3rd party interoperability, broader technology selection, and better value? Could a system possibly do all this and fit within our budget?
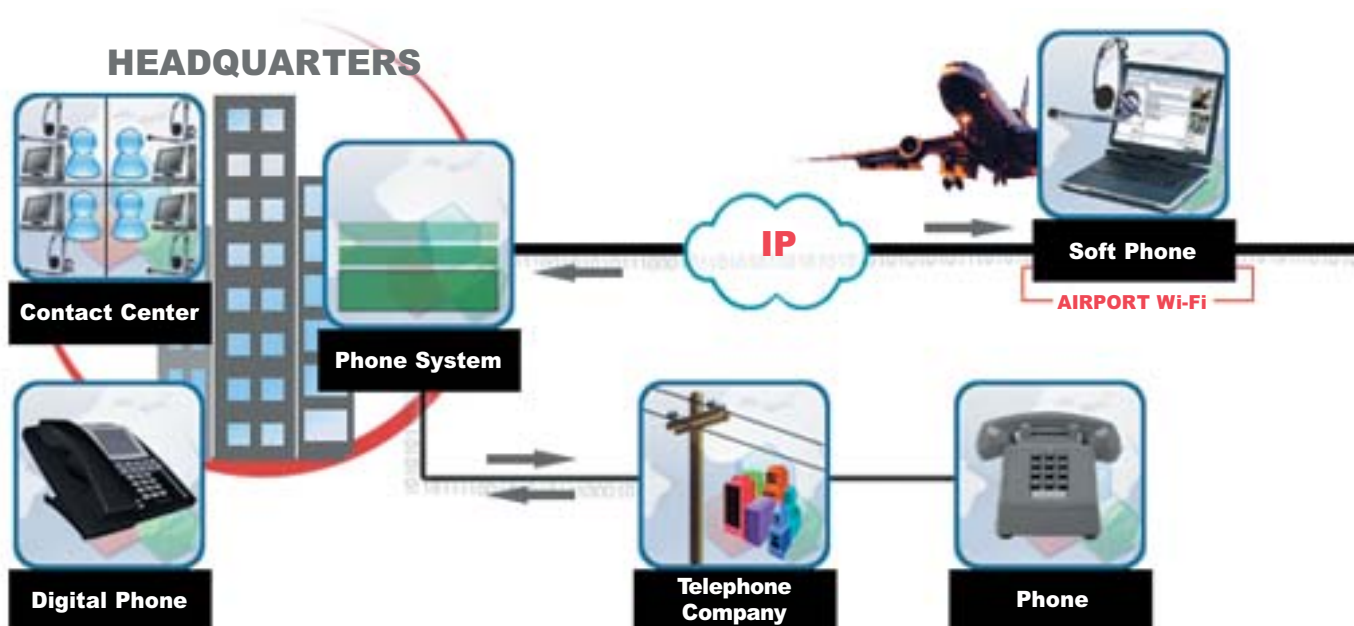
The new CONVERSip MP5000 Media Platform from Comdial delivers maximum performance without compromise.

Ignite Productivity without Fueling Costs

The cost of running multiple networks for different voice and data systems can be expensive, difficult and time consuming. Your business needs one network that can handle all forms of communications. The CONVERSip MP5000 allows the convergence of voice and data over one network, so less time is spent managing multiple networks. All voice, data and multimedia traffic runs over standard Ethernet cabling, allowing your business to leverage a single IP infrastructure, reducing network management and maintenance expenses.

Now your business will have more than one form of communication available to them with this powerful business solution. Employees need to manage just a single address for all communications services, while the enterprise can implement presence-based services like Instant Messaging that unleash the full potential of employee collaboration. Your employees can engage in various multimedia sessions including text, voice, video or any combination thereof. By eliminating communication barriers, the MP5000 empowers your employees to work together and communicate more efficiently.

Employees can also improve their efficiency and productivity with the ability to set up conferencing at any time, from any location. The Meet-Me Conferencing feature eliminates the overbearing costs and hassle of setting up outside vendors, along with any long distance telephone charges. Your employees are liberated to set up their own collaborative working or training sessions from any location on the privacy and security of your own network at no additional cost.

HEADQUARTERS

Contact Center

Phone System

Digital Phone

IP

Soft Phone

AIRPORT Wi-Fi

Telephone Company

Phone

Merging All of Your Locations as One

If your organization is comprised of local and remote offices then you understand that establishing effective communications among these different locations is both challenging and costly. And with the advent of teleworking, more employees are working from home, further segmenting your organization. However, the MP5000 allows you to connect your distributed workforce into a single network that is cost effective and easy to manage – eliminating the image of a segmented, scattered workforce.
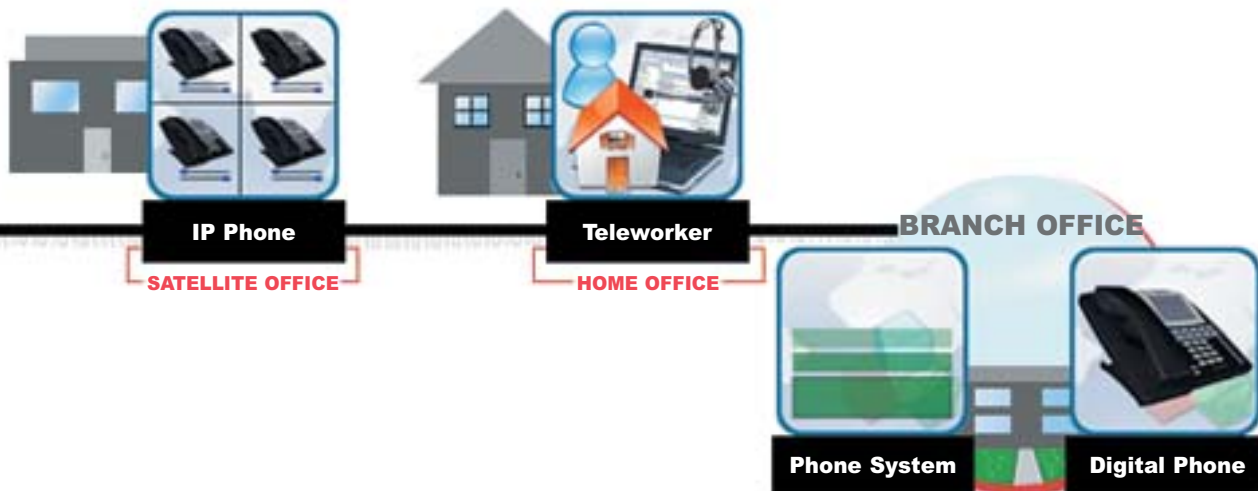
The MP5000 lets you build a highly distributed and unified network that seamlessly links multiple locations over your Wide Area Network (WAN). By networking MP5000's and or deploying remote Comdial IP endpoints, intra-office long distance charges become a thing of the past. No longer will you have to pay long-distance charges to call branch offices whether they are out-of-state or around the globe. Calling remote offices is no different than dialing a local extension – just dial the four digit extension. Now employees can interact more effectively with coworkers who may be half-way across the country. Centralized voice mail and auto attendant give your customers the appearance that teleworkers are at the office. Now your business can operate as one seamless organization – presenting an image that is unified and organized.

Building Integrated Enterprise Applications

If your company depends on clear and effective customer interactions then you should consider the MP5000. When deployed with our CONVERSip Contact Center application, the MP5000 links your customer relationship management (CRM) systems to your communications infrastructure, enabling a high performance, customer-focused organization. Regardless of your physical locations, the MP5000 helps you cost-effectively deploy and maintain a distributed network that allows customers to reach the right person, right away.

Empowering Employees For the High Performance Organization

The MP5000 provides the productivity tools, applications and services that are focused on driving a new way of communicating and working – a way that delivers measurable improvements in the ability of your employees to excel at what they do. The MP5000 will reduce the amount of time it takes for your employees to access each other, retrieve information, make informed decisions and serve your customers. Real time collaboration with tools such as Instant Messaging, video calling, and advanced presence management empower your team to make better, more precise decisions.

IP Phone

Teleworker

BRANCH OFFICE

SATELLITE OFFICE

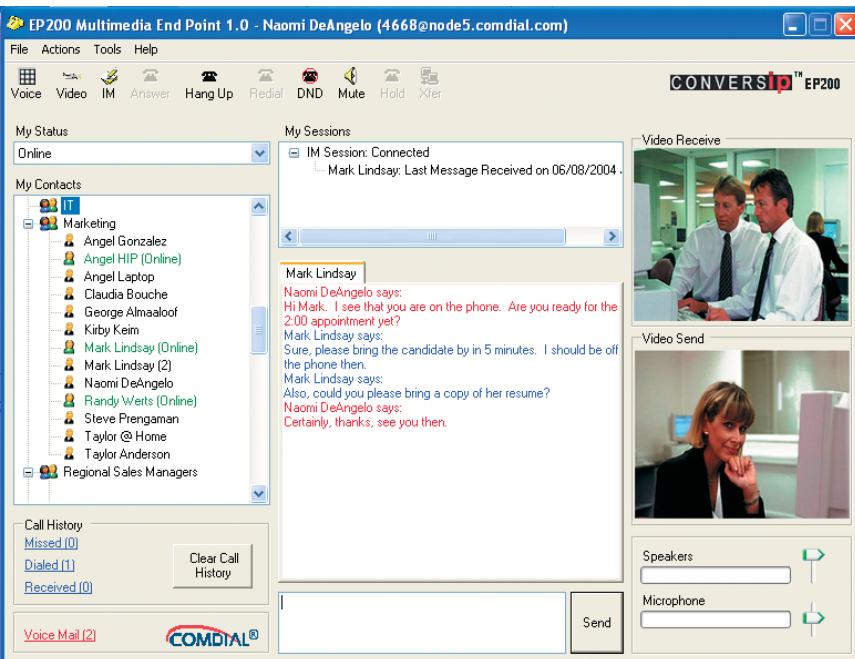HOME OFFICE

Phone System

Digital Phone

Now your employees can tell the availability of the other party before they call and the best form of communications to use, reaching the intended party the first time, all done from your PC. The EP200 makes use of a "Contact List" usually associated with Instant Messaging. View the status of the individual and click to start a call. The EP200 will find everyone – whether at home, on the company network, hotel room, or connected wirelessly at an airport or café.

And with hot-desking, shift workers can log into the MP5000 from any desk. Once logged in, the system recognizes the user, establishes their unique personal settings such as voice mail and call forwarding settings, and provides instant secure access to your IP communications network. This technology allows you to share and conserve valuable office space without sacrificing individual communication expectations.

Start with Comdial – Stay with Comdial

For existing Comdial customers, our Migration Investment Protection Plan allows you to upgrade and preserve your company's investment, while saving time and money by using your existing infrastructure. It also includes technology refresh programs that allow you to protect your communications investment, while aggressively taking advantage of the advanced services that help you build your business.

Comdial allows you to phase-in technology enhancements over time while providing a gamut of application choices so your business can obtain the benefits of converged communications today. Designed for the high-performance organization with as few as 10 employees up to 4,000, you can start with a basic configuration and add capacity and value-added applications as your business grows and your needs change.

Built on Internet Standards

The **CONVERSip™** product line is based on the broadly adopted Internet standard Session Initiation Protocol (SIP). SIP represents the opportunity to extend new value through simplified integration with other applications and services. SIP is an Internet standard that promises to speed the delivery of new services and applications. For end-users, SIP holds the promise of bringing together disparate communications services and user devices to seamlessly integrate across multiple media. Services such as voice mail, auto-attendant, automatic call distribution, instant and unified messaging and video calling that are usually sold as expensive options are offered as standard features.

SIP achieves all this by establishing, modifying and terminating "sessions" over IP networks. These sessions could be as basic as a telephone call or as complex as a multi-party mixed media session. Employees need to manage just a single address for all communications services and the enterprise can implement presence-based services like Instant Messaging that unleash the full potential of employee collaboration.

Comdial embraces widely-accepted SIP and other industry standards so you can safely deploy the MP5000 while ensuring investment protection and complying with open-systems standards. We offer extended warranties, along with investment protection and software assurance agreements so you can focus on growing your business without worrying about technology obsolescence.

MP5000 Media Platform

Endpoint Features

- Call Deny
- Call History
- Call Hold
- Call Transfer - Screened
- Call Transfer - Unscreened
- Caller ID
- Contact List
- Contact Management
- Customizable Presence Status
- Dial By Name
- Do Not Disturb
- Full Duplex Speakerphone Support
- Handset Volume Control
- Headset Capability
- Instant Messaging
- Last Number Redial and Redial Queue
- Message Waiting Count
- Message Waiting Lamp with Quick Link
- Multimodal Communications
- Multi-Party Instant Messaging
- Mute
- On-Hook Dialing
- Password Protection
- Presence Management
- Station Speed Dial
- Video Calls
- Watcher Management
- Plus Other Features

Note: Endpoints features vary by endpoint

Platform Features

- All Call Paging
- ANI/DNIS Support
- Automatic Route Selection
- Background Music
- Battery Backup
- Call Costing and SMDA Reports
- Call Forwarding
- Conference Room - Private
  (meet-me conference) 7 Party
- Conference Room - Public 7 Party
- Digital Wireless Telephone Support
- Direct Inward Dialing (DID)
- Direct Inward System Access (DISA)
- Disconnect Supervision
- DSS Status Button
- E&M Tie Line support
- E911 Line Type
- Embedded SIP Register and SIP Proxy
- Enhanced Night Mode
- Ethernet Support 10/100
- External Paging Interface
- Flexible Station Numbering Plan
- Hot-desking
- Industry Standard Telephone Support
- Interface (TSAPI) Support
- ISDN–PRI Interface Support
- Line Groups
- Meet-Me Answer Page
- Modem Support
- Multiple Redial
- Music Interface
- Music On Hold
- Networking (Both IP and ISDN)
- Paging Access
- Power Failure Transfer
- Self Diagnostics
- Station Hunting
- Station Speed Dial
- System Speed Dial
- System Status Reports
- Plus Other Features

Endpoint Capacities

- Digital Endpoints (480-Maximum)
- Analog Endpoints (480-Maximum)
- iPrimo Endpoints (128-Maximum)
- SIP Endpoints - EP300 and EP200:
  - 50 Maximum - Standard Configuration
  - 200 Maximum - Requires two memory modules (MP5-RMU001)
  - 400 Maximum - Requires three memory modules (MP5-RMU001)

PSTN Line Capacities

- Digital Lines (T1 or PRI) 10 blades - (240 Lines Maximum)
- Loop Start Trunks 15 blades - (240 Lines Maximum)

Expansion Options

- Fiber - Multimode, distance 1.5km, Connectors SC duplex
- Chassis Ribbon Connection
- Chassis SCSI Connection

Chassis Configuration

- One Chassis - 6 Universal Slots,1 fixed SIP Server/Services Slot and 1 Fixed Expansion Slot
- Two Chassis - 12 Universal Slots,1 fixed SIP Server/Services Slot and 2 Fixed Expansion Slots
- Three Chassis - 18 Universal Slots,1 fixed SIP Server/Services Slot and 3 Fixed Expansion Slots
- Four Chassis - 24 Universal Slots,1 fixed SIP Server/Services Slot and 4 Fixed Expansion Slots
- Five Chassis - 30 Universal Slots,1 fixed SIP Server/Services Slot and 5 Fixed Expansion Slots

Specifications

- PSTN Connectivity (T1, ISDN-PRI, Loop Start, E&M, Centrex and DID)
- LAN Connectivity (10/100BaseT Ethernet)
- Codec Transcoding (SIREN, G.711,G.723.1)
- PC-Based Configurator
- IP Endpoint Support (EP200 and EP300 SIP Endpoints, iPrimo IP Endpoint)
- Digital Endpoint Support (Impact and Impact SCS)
- IP Transport and Management Protocols (TCP/IP, UDP, HTTP, RTP, RTCP)
- Supported Protocols (SIP,SIMPLE,RFC2833,TSAPI, TAPI, CSTA, QSIG)
- External Paging Port (1 plus four dry contact relays)
- FCC Part 68 Registered
- FCC Part 15 Class A RF Emissions Complaint
- Environmental: 0°C-40°C, Hum: 90% non-condensing, Heat Dissipation:1474 BTU's per hour
- Height:13 15/16 in, Length 19 in with standard mounting bracket, Depth 14 3/8 in.
- Power Supply (117 VAC, 60Hz, 6A)

COMDIAL®

MKTMP5000