

MITEL

Teleworker Solution

Simple, Scalable and Secure Teleworking Solution

The Mitel® Teleworker Solution now makes it possible for businesses of all sizes to reap the benefits of teleworking: increased employee productivity, lower real estate costs, higher employee retention, and more. This application note describes the Mitel Teleworker Solution, its benefits and configuration requirements.

Application

The Mitel Teleworker Solution is ideal for:

- Companies with remote offices or home-based employees that require access to the corporate network and office phone system (including voice mail and conferencing)
- Day-extenders – employees who regularly take work home with them or whose jobs require they be accessible outside regular business hours
- Companies looking to reduce real-estate expenses
- Companies wishing to reduce absenteeism and improve productivity levels
- Companies wanting to reduce long-distance charges to and from remote offices

Mitel Solution

The Mitel Teleworker Solution can be implemented quickly and easily using a wide range of standard Mitel IP phones and any of the following platforms: Mitel 3300 IP Communications Platform (ICP) or Mitel SX-200® IP Communications Platform (ICP).

To configure the solution, a system administrator simply changes the Mitel IP Phone to Teleworker Solution mode (a two-click process) and then uses the keypad to enter the IP address of the Teleworker Solution gateway. After the administrator adds the set's ID to the approved list, a connection between the Teleworker Solution phone and the gateway is quickly established, registering the phone as a standard extension off the office system – all in a matter of minutes. End-users can then take the Teleworker Solution phone off site and plug it into any broadband Internet connection (residential DSL, cable or satellite) for access to all the features of the Mitel IP phone without any special configuration at the remote location.

Additional Features

Multiple ICP support: in a network environment where multiple ICPs are deployed within the enterprise, only one Teleworker Solution gateway is required. This reduces capital costs and increases network simplicity.

Teleworker Solution, Release 4.0 and above supports the direct connection of the Mitel Your Assistant™ Softphone and Collaboration applications*. Your Assistant can now interconnect to the 3300 ICP through the Teleworker Solution server. For example, remote workers are now able to use Your Assistant or Your Assistant Softphone without the need of a VPN connection back into the corporate office. Full Your Assistant functionality, including Softphone, collaboration, presence and availability, and ACD are all supported in a non-VPN environment.

* Your Assistant, Release 3.2 or above is required.

Increased resiliency: in the event of primary 3300 ICP failure, the Teleworker Solution will automatically failover to a secondary 3300 ICP with no interruption in service. The Mitel Line Interface Module provides PSTN failover should the link between the Teleworker Solution phone and Teleworker Solution gateway fail. The Line Interface Module also enables a user to select a local analog line via the Mitel 5224 IP Phone for local, emergency or personal outgoing calls. Incoming calls to this analog line can also be received via the 5224 IP Phone.

Video support: remote 5224 IP Phone users are now able to simply and easily establish video conferences by pushing a button on their Teleworker Solution phone. This feature is available in conjunction with the VCON Media Exchange Manager (MXM) video conferencing solution.

Reporting: HTML reporting is provided, enabling the system administrator or IT manager to obtain important and useful information on Teleworker Solution usage, this could be used to aid the provisioning of additional teleworkers, monitoring bandwidth use at peak periods or simply for cost analysis purposes.

Key Benefits

Simplicity: system administrators can simply and quickly configure multiple Teleworker Solution phones. Alternately, they can use an installer password to reduce the time needed for large installations. (Entering the installer password automatically adds the phone's ID to the list of allowable IDs.) End-users require no training; they simply plug in a suitable Mitel IP phone and start working.

Scalability: one Teleworker Solution gateway supports up to 500 clients. Up to 128 simultaneous calls are possible per 3300 ICP. The number of Teleworker Solution users can be increased easily and efficiently through the purchase of additional license packs. Licenses are available in packs of 5, 25, 50 or 100. Teleworker Solution gateways can also be daisy chained to allow one Teleworker Solution gateway to be connected directly to another Teleworker Solution gateway. This configuration can be useful in larger, more complex network environments when there might be one Teleworker Solution gateway in the demilitarized zone (DMZ) and another being used internally, or for installations that require more than 500 teleworkers.

Security: the Teleworker Solution uses Secure Real-time Protocol with 128-bit AES encryption of voice connections and uses SSL to encrypt the call control. For more information, please view the "Security and the Mitel Teleworker Solution" white paper available on Mitel OnLine.

Flexibility: the Teleworker Solution uses a wide range of standard Mitel IP phones. Employees simply bring their phones home and plug them in, resulting in increased flexibility and lower corporate costs. (Bandwidth requirements are kept to a minimum using optional G.729 transcoding.) Users also have the option to add video to the call when talking with other colleagues anywhere on the corporate network, simply by pressing a button on their 5224 IP Phone.

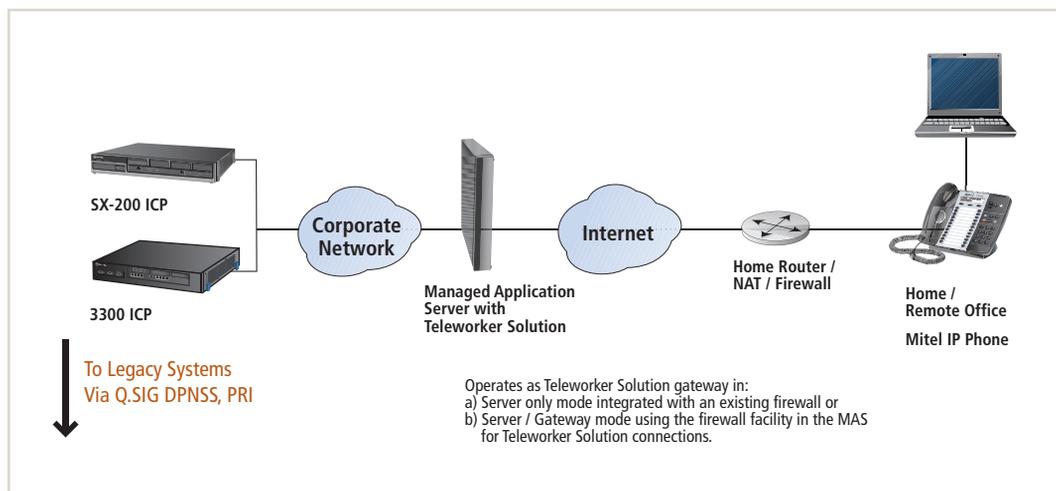
To increase enterprise efficiency, Teleworker Solution phones can now stream voice conversations directly from one Teleworker Solution phone to another without the voice path going back to the Teleworker Solution gateway, when the voice path is contained within a remote office location (point-to-point). The Teleworker Solution gateway will support up to 20 IP phones behind a single NAT router. This is an ideal solution for remote branch offices working over a small Internet link.

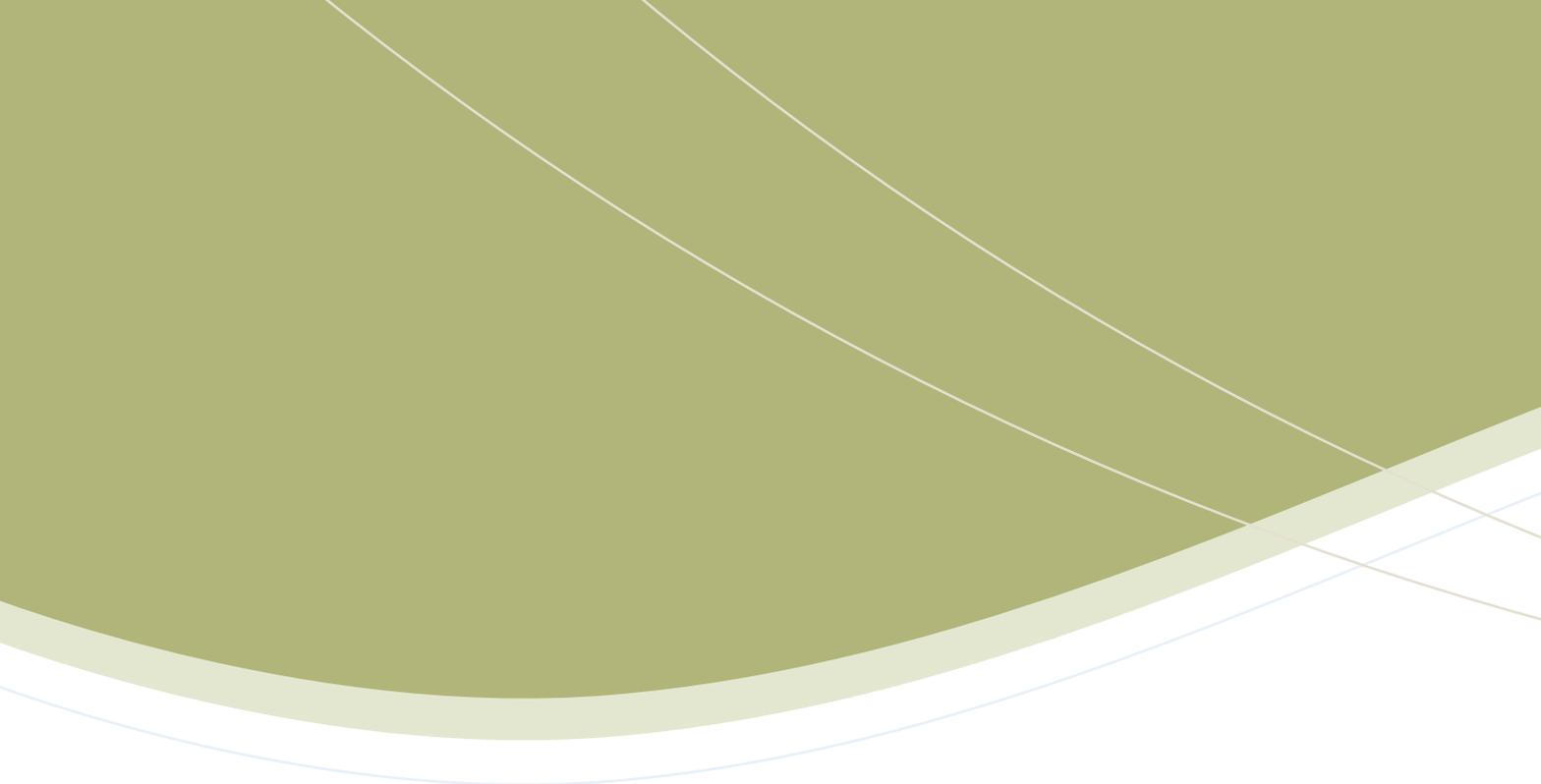
Configuration and Specifications

The following diagram shows two possible configurations for the Teleworker Solution. In the first, the Teleworker Solution gateway is deployed in server-only mode and placed behind an existing corporate firewall, and can therefore operate with existing firewall protocols. In the second, the Teleworker Solution gateway is deployed in server / gateway mode and takes on the role of firewall and gateway for the Teleworker Solution connections.

It should be noted that when the Teleworker Solution is deployed in server / gateway mode, the firewall should be used for Teleworker Solution connections only and not used as the business firewall.

Teleworker Solution – Configuration





Global Headquarters	U.S.	EMEA	CALA	Asia Pacific
Tel: +1(613) 592-2122 Fax: +1(613) 592-4784	Tel: +1(480) 961-9000 Fax: +1(480) 961-1370	Tel: +44(0)1291-430000 Fax: +44(0)1291-430400	Tel: +1(613) 592-2122 Fax: +1(613) 592-7825	Tel: +852 2508 9780 Fax: +852 2508 9232

For more information on our worldwide office locations, visit our website at www.mitel.com/offices

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