

COMMUNICATIONS CONVERGENCE

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LAB REVIEW

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MITEL NETWORKS' 3300 ICP

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Roughly \$710 per station, based
on 96 IP phones.

A highly networkable, modular, next-gen enterprise PBX with a speech-driven UI.

and emerging VoiceXML, contact center, and CRM apps.

Mitel IP phones and PC-based desktop applications range from low-cost, single-port IP phones to advanced, web-enabled appliances, PC-based softphones, IP conferencing units, and advanced attendant console applications.

CommWeb asked CT Labs to examine and test the performance of the 3300

ICP. The complete review, including testing methodologies and specs, is online at: <http://img.cmpnet.com/commweb2000/whites/Mitel3300Report042602.pdf>.

Ease of Installation: Since the 3300 ICP system is designed for the enterprise, Mitel brought an assortment of equipment to the lab to simulate an enterprise location with a variety of needs. The testers set up the 3300 ICP with two Analog Service Units (ASUs) and one Network Service Unit (NSU) to handle phone traffic. Also installed were individual servers for voicemail, ACD, Speech Enabled Messaging, Exchange Server, a management console, and a local and a remote IP trunking gateway. Mitel brought several IP phones — four options of the 5020 phone, and two 5140 phones.

Considering the large amount of equipment, it only took about an hour to set up the 3300 for testing and another 45 minutes to configure it, which included adding 24 test users with voicemail boxes.

Mitel says a typical installation would take approximately two hours to install the hardware, one hour to download the latest software releases, and four hours for configuration. In other words, count on a full day in a live business environment.

During the initial system configura-

Architectural Overview: Mitel's 3300

Integrated Communications Platform (ICP) is extremely LAN-centric. Its server supports voice call control for thousands of users/IP devices, and both analog trunks (loop start) and digital trunks (DASSII, DPNSS, QSig, Euro ISDN, and BRI) for connection to the PSTN and for connecting multiple sites or systems together. Mitel says that multiple 3300 ICPs can be clustered or networked over IP or traditional TDM infrastructure to support up to 40,000 users.

The 3300 ICP can include a range of integrated Mitel enterprise apps to go along with the basic voice control, including: voicemail (integral system supports up to 750 mailboxes per server); speech-enabled auto attendant and unified messaging; PDA and PC-based application integration; plus optional



The 3300 ASU, NSU, and Controller.

TO THE READER

CT Labs is an independent product-testing company with no affiliation to CMP Media LLC. Mitel Networks compensated CT Labs to defray costs of testing their system and generating the raw performance data quoted by CommWeb in this review.

tion, the wizard automatically checks the Mitel site for any software updates to the system, and downloads them on the spot, ensuring that the system software is completely current. Very nice!

Ongoing Maintenance: The Group Administration Tool screen lets the administrator configure system options (date, time), maintain the user directory, manage system speed calls, create user guides, and manage groups and extensions. Onscreen instructions are included in the window for the selected function.

Overall, it's a sweet browser-based management interface. Check out the full report for screen shots of the admin GUI.

System Performance: CT Labs performed several hours of "real world" manual call testing and administrative operations for the 3300 ICP system.

There were only a few PBX features from the standard list that were not supported by the 3300 ICP system. CT Labs found that all the available features were easy to use and defect-free. The auto attendant scored perfectly on the feature test. The voicemail test results showed that only a few features were missing from the standard feature list. Overall, the 3300 ICP offered a complete set of next-gen PBX features.

Technical Support: Throughout the evaluation process, each tester kept track of when questions were posed to the technical support department, and when a call-back or email response was received. CT Labs also logged the status of each reported bug or product defect. The relative responsiveness of the vendor as well as the quality of the answers received was noted.

Since Mitel had vendor representa-

tives onsite for the duration of the testing, they were readily available to help CT Labs with any problems. The representatives were very knowledgeable and were able to quickly resolve issues. The 3300 ICP received a perfect technical support score.

Advanced Features: The 3300 ICP offers a wide variety of features, including softkey support, which allows the user to select common options for voicemail right from the buttons on their phone.

It uses web-based GUIs for admins, which make it possible to administer remotely. The 3300 ICP phone user can program his phone via a web-based GUI, making programming quick and easy.

The 3300 ICP system is the only one we've seen in this series that has supported voice rec as a part of the dial-in UI.

Some feature highlights: on the PBX side, Call Rerouting lets the system redirect calls to alternate answering points or devices under specified conditions. It can redirect calls always, or under busy, no answer, or Do Not Disturb conditions.

Also notable, Class of Restriction (COR) limits a station's access to specified numbers. A station may have three CORs (Day/Night1/Night2 service), and the COR can be changed by using a Verified Account Code.

IP phone features: DTMF Keypad Support that lets ONS/OPS extensions use all 16 keys on a 4x4 DTMF keypad. The additional row of four keys (ABCD) is used to access features in the system.

Before completing a Transfer, you can consult privately with the third party and swap between private conversations with each of the parties.

Recommended For: The Mitel 3300 ICP is rich with features and highly versatile. We recommend it for enterprises that can take advantage of the vast functionality. Multi-site ops need apply.

Special Kudos: The web-based UI for the ICP phones is very handy. The built-in speech rec is beautiful.

Room For Improvement: Errors were logged in two of the automated performance tests. As of this report, Mitel had not addressed these issues.

Pricing: Ballpark pricing is \$710 per station based on 96 IP phones.

Overall Conclusions: Even with this complex a system, our testers found the 3300 ICP easy to set up and configure. We especially liked the fact that the system automatically checks the Mitel site for software updates when it is installed.

The 3300 ICP performed well on the manual feature evaluations of the PBX, voicemail, auto attendant, and ACD areas: no defects were detected with features working as advertised. In automated performance tests, we logged errors on two of our tests. Our testers notified Mitel of these errors, but at presstime, we had not received word of a fix. All other tests were completed without any errors.

The 3300 ICP system is the only one we've yet seen in this next-gen lab review series to support speech recognition as a part of the dial-in user interface. We found this to be very easy to use, except for an occasional misinterpretation error of the spoken input.

Overall, the Mitel Networks 3300 ICP is a full-featured and very versatile solution for the enterprise environment. ✧

