

MITEL NETWORKS

6010 | Teleworker Solution**Simple, Scalable and Secure Teleworking Solution**

The Mitel Networks™ 6010 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 release 2.0 of Mitel Networks 6010 Teleworker Solution, its benefits and configuration requirements.

Application Scenario

The Mitel Networks 6010 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 Networks Solution

Release 2.0 of the 6010 Teleworker Solution can be implemented quickly and easily using a standard Mitel Networks 5220 IP phone and any of the following platforms: Mitel Networks 3100 Integrated Communications Platform (ICP), 3300 ICP or SX-200 ICP.

To configure the solution, a system administrator simply changes the 5220 IP Phone to teleworker mode (a two-click process) and then uses the keypad to enter the IP address of the Mitel Networks 6010 Teleworker gateway. After the administrator adds the set's ID to the approved list, this quickly establishes a connection between the teleworker set and the gateway, registering the set as a standard extension off the office system – all in a matter of minutes. End users can then take the teleworker set offsite and plug it into any broadband Internet connection (residential DSL, cable or satellite) for access to all the features of 5220 IP Phone without any special configuration at the remote location.



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Additional Features of Release 2.0

- **Multiple ICP support:** In a network environment where multiple ICPs are deployed within the enterprise, (ICP resiliency is not a requirement) only one teleworker gateway is required. This reduces capital costs and increases network simplicity.
- **Easy troubleshooting:** The Teleworker Solution comes with a simple-to-use Teleworker Network Analyzer (TNA) that allows end-users to test network connectivity. This helps determine if ISP connectivity issues with an independent third party (such as a local ISP) are slowing down data transmission thereby reducing unnecessary calls to enterprise IT departments.
- **Increased resiliency:** In the event of primary 3300 ICP failure, release 2.0 of the Teleworker Solution will automatically fail over to a secondary 3300 ICP with no interruption in service.
- **5700 Voice First support:** Remote users of the Mitel Networks 5700 Voice First Solution are now able to simply and easily establish videoconferences by pushing a blinking button on their teleworker set.

Key Benefits

Simplicity – System administrators can simply and quickly configure multiple teleworker sets. Alternately, they can use an installer password to reduce the time needed for large installations. (Entering the installer password automatically adds the set's ID to the list of allowable IDs.) End users require no training; they simply plug in a Mitel Networks 5220 IP Phone and start working.

Scalability – One teleworker gateway supports up to 500 clients. Release 2.0 supports up to 128 simultaneous calls off the same gateway. When multiple ICPs are used, the Teleworker Solution supports up to 128 times the number of ICPs. (Additional access licenses are available for purchase in packs of four, 20, or 100.)

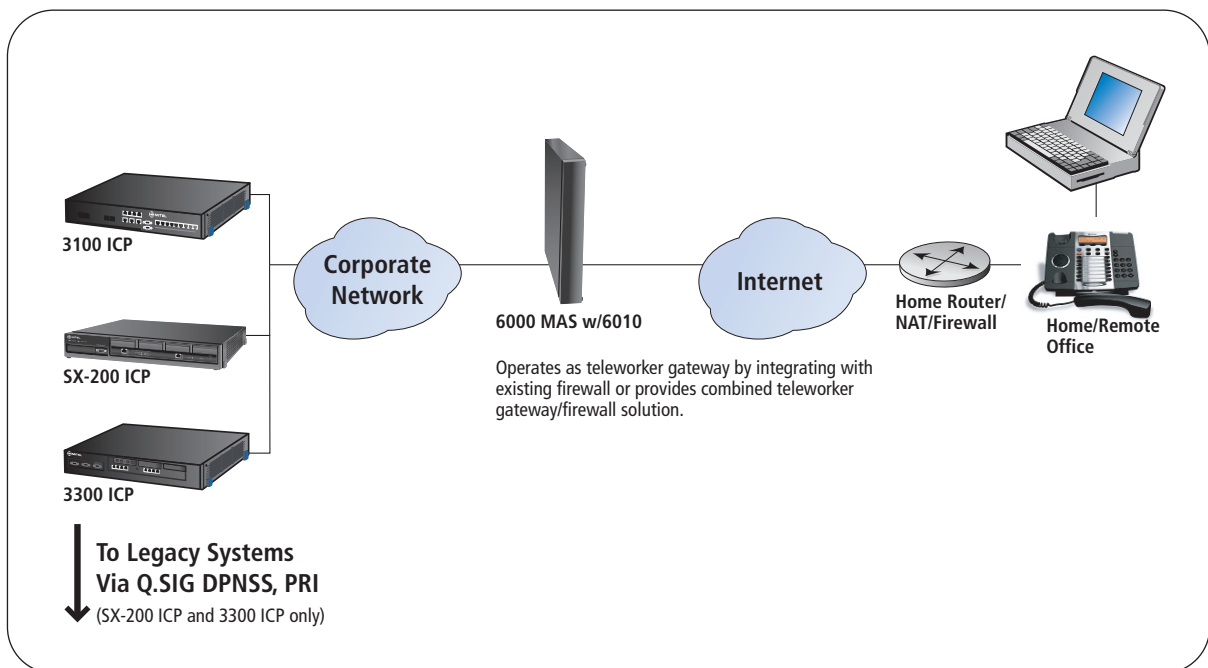
Security – The Teleworker Solution uses Secure Real-Time Protocol for encryption of voice connections. It integrates with existing IPSec VPNs for access to corporate data networks. Where no such VPN exists, it directly supports IPSec or PPTP client-to-server VPNs, or can be upgraded to support managed site-to-site IPSec VPNs.

Flexibility – The Teleworker Solution uses standard Mitel Networks 5220 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 G.729/G.711 transcoding.)

Configuration and Specifications

The following diagram shows two possible configurations for the Mitel Networks 6010 Teleworker Solution. In the first, the Mitel Networks 6000 Managed Application Server (MAS) is placed behind an existing corporate firewall and can therefore operate with existing firewall protocols. In the second, the 6000 MAS takes on the role of firewall and gateway for the network. This is ideal for enterprises that do not currently have robust firewall capabilities and are looking for a combined teleworker solution and enterprise quality firewall at a low cost.

Mitel Networks 6010 Teleworker Solution - Configuration



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