

Mitel Phone Manager

Release 4.2, Licence comparison

Feature	Outlook	Professional	Team Leader
Call control (up to 4 calls)	•	•	•
Highlight & Dial	•	•	•
Desktop presence	•	•	•
Call History	•	•	•
Do not disturb & Forward control	•	•	•
Hot Desk Control	•	•	•
Instant Messaging (chat)	•	•	•
Personal Directory	•	•	•
Call Recorder Playback *	•	•	•
Group Mailbox Notification	•	•	•
Hot Keys	•	•	•
Call banners including profiles	•	•	•
Softphone †	•	•	•
UCD Control	–	•	•
ACD Agent Control ‡	–	•	•
Integrated Toolbar	–	•	•
Full Toolbar	–	•	•
TAPI (1st Party)	–	•	•
Macros	–	•	•
Application Support	Outlook Only	•	•
API Access (.NET/VB)	–	•	•
Alarm Notification	–	–	•
Hunt Group Status	–	–	•
3rd Party ACD, DND & FWD Control	–	–	•
Silent Monitoring	–	–	•

* Requires Xarios Call Recorder 3.0 or above
 † Requires add-on licence, also includes integrated toolbar
 ‡ ACD Agent not supported when using Softphone