

MITEL NETWORKS

SX-200 | Growth Chart

SX-200 DIGITAL, SX-200 LIGHT & SX-200 ML/EL Features

For 20 years, the Mitel Networks™ SX-200® has effectively served the small and medium-sized business market with the most advanced, feature-rich key telephone system available. As part of Mitel Networks' commitment to Intelligent Evolution, the Mitel SX-200 undergoes continuous development. The result is that our SX-200 customers enjoy continuous, seamless improvements to their installed systems – improvements such as automatic call distribution (ACD), new telephone sets, IP trunking, migration to IP-based networking and much, much more.

This growth chart provides a history of SX-200 product releases, including the feature additions and updates of each release. It is meant to keep our resellers and customers up-to-date on SX-200 software loads and new capabilities.



Generic 1001 – Features

- Uniform Call Distribution
- Resale – Account Code Package
- Hotel/Motel Features
- Liquid Crystal Display Console
- Superset™ 3 & Superset 4 Stations
- COV & DID Card Support
- Advanced Business Features – ARS & Tenanting
- Standard Telephone Business Features

Generic 1002 – Features

- Additional Basic Telephone Features
- Associated Modem Lines
- Superset 3DN & Superset 4DN Digital Stations
- Data Switching with Dataset 1100 Series - 19.2 Kps

Generic 1003 – Features

- COV Voice Mail Support
- Superset DSS Module
- T1/D4 Trunking & Features
- Modem Pooling
- Analog Networking
- Superconsole 1000 Support
- ACD Telemarketer
- Datasets

Generic 1004 – Features

- ACD Groups Made Larger
- ARS Wildcards Added
- Hotel Motel Front Desk Terminal
- Sub-Attendant Functionality
- Key System Set Functionality



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Group Page – 16 Sets per group

Centrex Compatibility

Call Forward Enhancements

ONS Voice Mail Integration

Save Trunk Busy Status

Immediate Line Select

Key Sets – Auto Answer – Internal

DID Answer Supervision

Network Equal Access

Name Field on Console

Console – Block Call Forward Clearing

Console – Continuous Ring

Private Number on Supersets

Abbreviated Dialing for DID Trunks

Larger Number of Devices in Traffic Reports

Cancel Message Code

Total Makebusy Time for Agents

LIGHTWARE 15 – Features

LW15 Basic and LW15 +1 Intro – included most 1004 Generic Features except * HCI, ACD and Data

Fiber Distributed Nodes for SX-200® Light

Handsfree Answerback

Superset 401, Superset 410 and Superset 420 introduced

New Flash Rates for 400 series sets

Superset 430 set added to SX-200 Light and Digital

Release Code for Headset Mode

Handsfree for Superset 410 & Superset 420

Make Busy Time for Agents

Multi Hold Reminder Delay

ONS VM Message Off Code

Traffic Reporting Capacity Increased

Superset 420 Added for ACD

Key Sets Paging – from Console

TAFAS for DID

Directed Call Pick-up – Console

Off-Hook Voice Announce – Whisper Announce

Introduced Programable Key Module (30 Keys) (PKM)

Superset 401+ Introduced

Call Forward Revision 1004/5

Ignore Forward Busy

Room Restrict from PMS

Last Number Redial for ONS, Superset 401+

ISDN interface capability

ANI, DNIS

Standard Ring for Sets

DID to set with M/W gets new CFNA Timer

DID trunks Dial Access Codes

No ACD Agents – Overflow Immediate

Call Fwd External Multiple Times

* as ARS Leading Digit

Multi New Call Tone for Console

Cancel Msg at Extension Rec'd

Leave Name of ACD Path

Delay Ring & Call Fwd Timer

MILINK Data Module

LIGHTWARE 16 – Features

Spine Introduced

CLASS Number

CLASS Trunking

Superset 401+ Introduced

Off-Hook Voice Announce – Whisper Announce

Central Office Dial Tone on C.O Select

ANI/Name CLASS Display

ANI/Name Displayed on Camp-on & Call Forward

ONS Port with No Card – Busy

Ringback Tone for Calls Forwarded Externally

PKM with Sub-Attendant phones

ACD continuous monitor of agents

144-port Cabinet Support

LIGHTWARE 17 – Features

Superset 4000 Series sets

ISDN on the ML

Display CLID on Secondary Lines

Enhanced Sub Attendant

Centralized Attendant

Centralized Voice mail

Off-Hook Voice Announce

Group Listening

New SX-200 EL/ML

Expansion to 7 Bays

PKM 48

All set Group Page from the Console

Pause in Speed-dials

PMS Enhancement

Handset Mute

Multiple Music On Hold

Superset 3DN and Superset 4DN functionality

System Set Firmware Downloading

Campon Over Call Fwd Busy

Forced Call Fwd Answer

LIGHTWARE 17 –Release 3.1 Features

Preprogram Changes for Day Light Savings
 Superset 4150 Message Hard Key
 CDBAR from Light to ML/EL
 Call Park from Multiline Sets
 El Optional Support of Superset 3DN & Superset 4DN Sets
 Increased station support to 650 sets and 768 user devices
 New MCIII Elx and control cabinet
 Superset 4090 Cordless set
 Console DSS/BLF Interface unit
 Enhanced integration to Mitel Mail Voice Mail with SX-200 ML&EL Softkeys
 Message Key Enhancement
 Enhanced Diagnostics
 Emergency 911 Console Notification

LIGHTWARE 17 – Release 4.0 Features

E911 Enhancements to CESID (Customer Emergency Service Identifier)
 DNIC TAPI
 25 Call Park System Orbits
 DSS/BLF Enhancements
 PRI Card Support
 ACD Real Time Event (RTE) Data Stream
 New T1 Card Support
 Outgoing Number for Q.SIG
 Clear All Fwd Feature Confirmation at Console
 Switch between name and number on Superset 4025, Superset 4125 and Superset 420 telephones
 PBX clock displays am/pm
 Console one button retrieve last call
 Logical Hold Key/Led support required for PC Console
 MAI changes in support of Call Centre NT
 Loss Level and Tone Plan to conform to EIA/TIA 464
 Subattendant automatic wake-up programming
 My Attendant Application Support

LIGHTWARE 18 – Release 1.0 Features

Record A Call
 E911 Detection & Reporting to Display Sets
 Off-Hook Alarm Detection and Notification to Display Sets
 Call Logging (last 20 calls per set, 2000 per system)
 Privacy Release Default Option
 Line Appearance Keys increased to 32 from 16
 Call Forward Toggle Keys
 Call Forward Busy/No Answer Split Enhancements
 Call Forward off/on Softkey change

Headset to Handset Toggle Key
 Handset Answering Capability when in Headset Mode
 Automatic Headset Mode
 Microphone Mute on Headset Disconnect
 Merging of Forms 9&45
 Outgoing Name for Q.SIG
 Message Waiting notification display change
 Automatic Wake-Up/Timed Reminder Enhancements
 Sub-Attendant Call Block
 Speak@Ease Softkey
 Two T1 Links in any Bay
 No charge SX-200 Tapi Service Provider 0-5 users option included with Lightware 18 software
 Last Forward Party ID in Advanced Analog Networking
 Direct Inward System Access (DISA) over DID
 DNIS Digits increased to 17 from 10
 System Message Waiting Lamps increased to 750 from 250
 Control Triple FIM Carrier Card MM 5 km
 Control Triple FIM Carrier Card SM 14 km
 Direct connect PKM48 to New Backlit Superconsole 1000
 Digital Line Monitor
 PKM 12
 Control Triple CIM Card
 Copper Interface Module
 FIM II 5KM MM
 ONS/CLASS Line Card
 Peripheral Interface Module Carrier Card (PIMCC)

LIGHTWARE 18 – Release 2.0 Features

Bay Control Card III (BCC III)
 Dual Link T1/E1 Module provides CSU on BCC III
 FIM II and CIM connectivity on BCC III
 Additional DTMF Receivers with DSP Module - Single Maintenance Module
 Station-Side CLASS for analog telephones includes:
 Calling name and number display
 Visual call waiting (camp on)
 CLASS activation/deactivation on MSG lamp
 Clear Memory on checkout
 Internal Number ID Block
 16 Record A Call conferences
 ONS Positive Disconnect
 Suite Services
 CDE Print to Screen/Same Terminal
 Call Park System Orbit Enhancements

LIGHTWARE 19 – Release 1.0 Features

Q.SIG Message Waiting Indication

Q.SIG Call Transfer

Q.SIG Forwarding and Diversion

- Call Forwarding Busy
- Call Forwarding No Reply (No Answer)
- Call Forwarding Unconditional
- (Call Forward Always)

Q.SIG Call Offer (Camp On)

Q.SIG Path Replacement (Partial)

Suite Services Option Enhancements

Calls to the Primary Suite Telephone Rings All DNIC and ONS Suite Phones

Messages to the Primary Suite Extension

Illuminates MSG Lamps on all Suite Phones

CLASS Sets Option Enhancement (CLASS Sets CLID on Transfer)

SX-200 MyAdministrator Application

SX-200 ML/EL Wall Mount Bracket

BRI Card and Module to provide Line-Side and Front-Side BRI

LIGHTWARE 19 – Release 2.0 Features

Q.SIG Message Waiting Indication

Global Call Forwarding

ONS Ring Groups

Display Ringing Extension in a Pickup Group

Single Button Transfer to Voice Mail

LS/CLASS Trunk Card

LIGHTWARE 19 - RELEASE 2.1 Features

Mitel Express Messenger RIs 4.0 Support:

- Multi-Level Call Attendant
- RAD (Recorded Announcement Device) using Express Messenger
- Personal Contact Number
- DID Server for Hospitality
- Personal Guest Contact Number

Set Page to Other Groups

Group/All Page and Overhead Pager

Disable Conference Beep

Clear Guest Call Forwarding on Check-out

Record-a-Call Outgoing Calls Automatically

Caller Name/Number Display from all Lines

LIGHTWARE 19 - RELEASE 3.0 Features

IP Node Support:

- 5010/5020 IP Sets
- 5305/5310 IP Conference Units
- 5410/5415 PKM Modules
- 5423 IrDA Module
- Remote Teleworker Application

Ease of Installation Enhancements:

- Program Stations Automatically
- Station Range Delete
- Delete Station and Dependencies Automatically
- Range Program Trunks
- MyAdministrator Wizard for CO Trunk and ARS Setup

Key System: Retain Conference Parties after a Trunk Hangs Up

ONS Ports as Music Sources

911 and Lockout Motification to ONS/CLASS Sets

Add Voicemail Feature Key

Direct to ARS Users Now Access Voicemail

MyAdministrator Application Release 2

LIGHTWARE 19 - RELEASE 3.1 Features

IP Node Support:

- IP Trunks

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