

MITEL NETWORKS

## SX-200 | Integrated Communications Platform



To be competitive, small to medium-sized businesses need to continually improve customer service, increase employee productivity, and reduce the cost of doing business. The Mitel Networks™ SX-200® Integrated Communications Platform (ICP) provides the reliability and comprehensive features of a PBX, the ease of use and cost effectiveness of a key system, and the productivity-enhancing applications and networking efficiency of peer-to-peer IP. Select the system you need now and add functionality as your requirements change.

### Feature-richness, reliability

Get big-business performance without the big-business price tag. The SX-200 ICP supports advanced call control capabilities needed by today's small to medium-sized business to compete. Hundreds of telephony features are available, including ACD functionality, E-911 support, in-building mobility and more.

### Investment protection

Benefit from the ease of use and cost effectiveness of a key system while protecting your future investment. Or, if you're already an SX-200 user, maximize your existing investment while taking advantage of the latest innovations enabled by IP. The SX-200 ICP enables you to seamlessly migrate your existing SX-200 ML/EL systems to IP with minimal effort.

### Productivity and efficiency

Save on system costs, long-distance charges, and more. With the SX-200 ICP, you can also add award winning IP applications as your business grows and budget permits – applications for teleworking functionality, wireless capabilities, and more.



it's about **YOU**

Features	Descriptions	Benefits
Integrated Voice Mail	Integrated features include: forward voice mail to email, auto attendant, recorded announcement devices, personal contacts, and a variety of other messaging solutions.	Seamlessly incorporates a variety of messaging solutions for easy access to all message types.
Automatic Call Distribution (ACD)	ACD enables a number of help-desk applications, including priority answering, predictive overflow, silent monitoring, recorded announcements, and music on hold. Support for enhanced ACD functionality is available through Mitel Networks 6100 Contact Center Solutions.	Offers improved customer service.
Wireless Support	The SX-200 ICP can provide support for a range of one to ninety-six IP users.	Enable in-building mobility for users on either wireless phones or laptops with access to features functionality of your converged IP network.
Networking	Take advantage of networking services and private network applications with support for advanced trunking, including: T1, ISDN, LS CLASS, E&M, enhanced Q.SIG and point to multi-point IP networking over a WAN for seamless networking throughout your organization.	The SX-200 ICP provides an easy and cost-effective networking solution to fit your networking needs.
Teleworking, Branch Office Support	Software module give teleworkers, remote contact center agents and branch office personnel, access to voice and data networks equal to the head office colleagues.	Reduce overhead as well as absenteeism by giving staff the choice of working at home with the Mitel Networks Teleworker Solution.
Emergency 911 Support	The SX-200 ICP provides Emergency 911 information to EMS services as well as on-site Emergency 911 alarm notification to your system's main console, display sets, CLASS telephones. E-911 email notification can be sent to a distribution list providing emergency staff with instant notification.	Optimize your SX-200 ICP telephone system with E-911 call handling.
Paging Options	The SX-200 ICP tightly integrates with a number of paging units – sold separately.	Page individuals, groups or entire organization through overhead/phone speakers.
Phonebook Access	Quickly locate and call users by accessing the systems internal phonebook.	Improves productivity
Dual Color Indicators on IP Set	See at a glance what lines are in use and on hold for you.	Improves customer service
Message Waiting Light Indicators	Know at a glance when you have voice mail. Or forward your voice mail to your e-mail account.	Enhances response time
Personal Call Park	Park a call directly on another person's set and page that set to notify the individual of the call by simply pressing a key.	Simple to use
Twining	Route incoming calls to a desk phone, teleworker phone and wireless phone simultaneously (concurrent ringing), allowing users to answer their calls wherever they are.	Unanswered calls can be routed to a location specified by the user, such as voice mail or another answering position such as a receptionist.

**North America**  
(613) 592 2122  
1 800 648 3579

**Europe, Middle-East  
& Africa**  
Sales: 0870 9093030  
Int: +44 (0) 1291 430 000

**Latin America**  
(613) 592 2122  
1 800 648 3579

**Asia-Pacific**  
Tel: +852 2508 9780  
Fax: +852 2508 9232

[www.mitel.com](http://www.mitel.com)



THIS DOCUMENT IS PROVIDED TO YOU FOR INFORMATIONAL PURPOSES ONLY. The information furnished in this document, believed by Mitel Networks to be accurate as of the date of its publication, is subject to change without notice. Mitel Networks assumes no responsibility for any errors or omissions in this document and shall have no obligation to you as a result of having made this document available to you or based upon the information it contains.

M MITEL (design) is a registered trademark of Mitel Networks Corporation. All other products and services are the registered trademarks of their respective holders.

© Copyright 2003, Mitel Networks Corporation. All Rights Reserved.

GD 6752 PN 51006917, Rev. A