



MITEL

SX-200 ICP

The Mitel® SX-200 IP Communications Platform (ICP) allows small and medium businesses to enjoy all the features and functions that they are accustomed to with key and PBX systems, plus all the benefits a full-featured IP system brings to the table. Designed for up to 600 users, the SX-200 ICP improves the external image of your business by enhancing customer service and employee productivity while reducing your capital expenditures and operating costs – providing you investment protection for the future.

Platforms That Meet Your Needs

CX / CXi Controllers

The Mitel SX-200 CX / CXi Controllers have the processing, memory, mass storage, power, and input / output capabilities to support up to 100 IP phones or 100 ONS phones, or a combined total of 150 phones. While both controllers provide a cost-effective solution, the CXi offers the additional benefit of a 16-port Power over Ethernet Layer 2 switch and a 10/100 Base T WAN port. This permits small businesses without an existing switch to effortlessly create an office network with an “all in-one-box” solution.

MX Controller

The Mitel SX-200 MX Controller has the processing, memory, mass storage, power, and input / output capabilities to support up to 248 IP phones or 672 ONS/DNIC phones, or a combined total of 672 phones.

All of the SX-200 controllers are easily networked – allowing your business to grow supported within a stable telecommunications infrastructure.



Wide Range of Desktop Devices

Mitel is an industry leader in desktop devices. Users have come to expect feature rich ergonomic phones with exceptional voice quality, which Mitel has consistently delivered – and continues to deliver. These include affordable entry-level phones to products that provide advanced desktop applications – from a broad range of analog, digital, and IP phones, to wireless devices, consoles, conference units and peripherals.

Advanced, Affordable Communications Solutions for Small to Medium Businesses

Embedded Voice Mail and Unified Messaging

The SX-200 ICP comes standard with an integrated highly featured voice mail system. Up to 24 ports (MX Controller) or 16 ports (CX / CXi Controller) are available for voice mail calls, with support for up to 750 mailboxes and five hours of storage time with an internal compact flash (storage time can be expanded with a hard drive). The embedded voice mail supports such features as VCR-like controls for message playback, message notification (via lamp on phone and/or a call to a designated number), personal contacts (multiple options for users who reach your voice mail to contact you) and call recording.

The Unified Messaging application allows you to forward your voice mails to your email, as well as have the SX-200 ICP notify you if there is a system alarm or if someone has dialed 911.

Multilevel Auto Attendant

The multilevel auto attendant is a standard part of embedded voice mail on the SX-200 ICP. It provides callers with an automated voice response that directs calls based on user prompts. Now, companies can answer their phones 24/7 and free up employees' time for other projects.

Key System and PBX Features

The best of both worlds are available with the SX-200 ICP. The key system features that you know and love like park and page, line appearances and hands-free answer back are all available, as well as over 350 other features such as call forwarding, conferencing, speed dial, and twinning.

Automatic Call Distribution

Whether you need to set up an impromptu ring group – having a couple of sales people's phones ring at once when a call comes in – or you need sophisticated call routing with paths and timers, the SX-200 ICP can accommodate them all with Automatic Call Distribution (ACD). Paired with our Mitel Customer Interaction Solutions tools, the SX-200 ICP will help you manage your call center to its utmost efficiency.

Teleworker Solution

The Mitel Teleworker Solution enables businesses of all sizes to easily enjoy the benefits of teleworking through a low-cost "plug and work" solution that extends the corporate network to virtually any location. Businesses can now benefit from reduced overhead and increased employee retention, while users can be more flexible and productive in how they work.

Feature	Benefit	Description
Wide Desktop Portfolio	Cost-effective options for any client's needs Increase productivity	The right phone for the job at the right price. Mitel has single line phones for lobbies, multiline phones for office workers, wireless phones for those who are on the move, and state-of-the-art conference units.
Integrated Switch on Mitel IP Phones	Save on cable costs	One drop to the desktop. Mitel IP phones have a built in switch – once hooked up users can simply plug their PC into the back of the set for instant connectivity.

Feature	Benefit	Description
Wireless LAN Stand	<p>Cut cabling costs with a wireless LAN</p> <p>Quickly set up off-site or work-at-home offices</p>	<p>Experience freedom. The Mitel Wireless LAN Stand quickly turns your IP phone into a wireless device, allowing you to communicate anywhere within your wireless environment. And with the 10/100 port, you can bring your computer along for the ride. The WLAN Stand can also act as an access point, effortlessly connecting up to six additional IP phones within a secure network, bringing your work and your communications together.</p>
Mobile Extension	<p>Reach employees with a single number</p> <p>Save on mobile costs</p>	<p>Call once and stay connected. Mitel Mobile Extension allows employees to be mobile and yet easily reachable: one call rings all devices associated with that extension. Once answered, employees are free to remain mobile or stationary – by seamlessly one-touch transferring their calls from the mobile to their desktop – and back again – as the need arises.</p>
Teleworker Solution	<p>Proven to increase productivity</p> <p>Eliminates mobile costs from home offices</p> <p>Reduces telecom costs</p> <p>Eases finance burden on trying to consolidate phone bills from home users who may use their personal home phone for long distance communications</p>	<p>Bring your desktop home. With Mitel's Teleworker Solution, employees can access, through a secure Internet connection, the same features and functions that they have at the office – at home. Calls to an existing extension can be twinned to your Teleworker phone allowing the workflow to continue uninterrupted.</p>
Conferencing and Collaboration	<p>Brings all experts to the table – regardless of geographical location</p> <p>Eliminates having conferencing services provided by an external vendor</p>	<p>Geography should not dictate productivity. Mitel's Conferencing and Collaboration Solutions allow employees to draw upon subject matter experts who otherwise would not be able to attend a meeting in person and truly allows team working.</p>
Auto Attendant	<p>Frees up admin to perform other activities</p> <p>Allows 24/7 call answering</p>	<p>Efficient call routing. Mitel Auto Attendant routes calls to appropriate resources so callers reach their intended destination quickly, without requiring a live operator.</p>

Feature	Description	Benefit
Your Assistant	Presence Single access point to all communications	The true meaning of convergence. Mitel Your Assistant™ with presence immediately identifies available resources allowing employees to get answers from subject matter experts through conferencing or secure chat and resolve issues quickly. Such features as PC-based call handling, visual conference call management, secure instant messaging, call history, and more, enhance productivity and allow users to effortlessly integrate all their voice and data communications with one application.
Automatic Call Distribution	Increase productivity Achieve first call resolution	Queues and prioritizes. With Automatic Call Distribution, you can group together the correct resources to respond to customer questions and issues quickly and efficiently.
Secure Hot Swapping	One phone – multiple users	Cross boundaries while maintaining productivity. Secure Hot Swapping allows users to “swap” the personality of their phone set – including personalized speed dials, class of service, etc., to another phone of the same model.
Wide Variety of Standard Features	Flexible features, impressive functionality within a high-quality phone system	Increase productivity effortlessly. The SX-200 ICP includes a variety of features that users have come to expect, such as: Account Codes, ANI / DNIS, Broker's Call, Call Forwarding, Call Logging, Call Park and Page, CENTREX, CLASS (analog / digital), Direct Inward Dial (DID), Emergency Calls (911) Reporting to PSAP, Fax Tone Detection, Feature Keys, Hold, Redial, Line Appearances, Messaging – Advisory, Music-on-Hold (MOH), Night Service, Personal Speed Call, Phone Twinning, Recorded Announcement Device (RAD) Support, Record-a-Call, Secretarial Line, Subattendant, Tenanting, Transfer, Trunk Answer From Any Station (TAFAS), and more. Consult the SX-200 ICP Data Sheet or the General Information Guide for a complete list of the over 350 features.

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