

MITEL

SX-200 | Integrated Communications Platform (ICP)



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® 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 businesses 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 – teleworking functionality, wireless capabilities and more – as your business grows and budget permits.



it's about **YOU**

Features	Description	Benefits
Integrated Voice Mail / Standard Unified Messaging	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. (Voice mail and email synchronization.)
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 6100 Contact Center Solutions.	Offers improved customer service.
Wireless Support	The SX-200 ICP can provide support for a range of one to 192 IP users.	Enables in-building mobility for users on either wireless phones or laptops with access to features and 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 gives teleworkers remote contact center agents and branch office personnel, access to voice and data networks equal to their head office colleagues.	Reduces overhead as well as absenteeism by giving staff the choice of working at home with the Mitel 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.	Optimizes 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 the entire organization through overhead / phone speakers.
Phonebook Access	Quickly locate and call users by accessing the system's internal phonebook.	Improves productivity.
Dual Color Indicators on IP Set	See instantly 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 email 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.
Twinning	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.
SX-200 ML / EL Migration	Migration	Installed customer base can migrate and take advantage of applications, teleworker and unified messaging.

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GD 7934 PN 51008497RA-EN