

MITEL NETWORKS

SX-200 | Integrated Communications Platform



Three-in-one Voice Solution

The Mitel Networks™ SX-200® Integrated Communications Platform (ICP) is a feature-rich, voice communications platform that provides PBX, key-system, and IP capabilities. In fact, it is a three-in-one solution that gives you the best of all worlds – reliability, feature-richness, and cost-efficiency. Select the system you need right now with the option to add functionality as your requirements change.

System Specifications:

Physical Characteristics

Hardware	Metric	Imperial
Cabinet Height	6.7 cm	2.625 inches
Cabinet Depth	48.3 cm	19 inches
Cabinet Width	44 cm	17.4 inches
Cabinet Weight	7.35 kg	16.19 pounds

Site Conditions

Operating Temperature	5 to 35° C	41 to 95° F
Relative Humidity (operating) (non-condensing)	34 to 95%	
Heat Dissipation (approximate)	750 btu/hr	
Maximum Altitude	4000 m 13,000 ft.	

Electrical Characteristics

	Operation	Maximum Input Power	AC Source
Input Voltage	120 Vac to 230 Vac switch or Auto selectable	200 VA	90-264 Vac; 47-63 Hz

Features

- Abbreviated Dial
- Access Codes – Global Find
- Account Codes
- Account Codes – Verified
- Account Codes – Verified (Special DISA)
- Add Held
- Analog Networking
- Attendant Abbreviated Dial Number Entry
- Attendant Access (Dial 0)
- Attendant Advisory Message Setup
- Attendant Alarm Readout
- Attendant Automatic Overflow
- Attendant Bell Off
- Attendant Busy Override
- Attendant Callback-Busy No Answer
- Attendant Call Forward Setup and Cancel
- Attendant Call Selection
- Attendant Call Splitting and Swapping
- Attendant Calls Forwarded On No Answer
- Attendant Conference
- Attendant Console Display Language
- Attendant Console Handset and Headset Receiver
- Volume Control
- Attendant Console Last Call Retrieve
- Attendant Console LCD Display
- Attendant Console LDN Keys



it's about **YOU**

Attendant Console Lockout	Automatic Number Identification (ANI) on Outgoing Trunks
Attendant Console Macro Keys	ANI/Dialed Number Identification Service (DNIS) on Incoming Trunks
Attendant Console Set Paging – Directed, Group, or All Set	Automatic Route Selection (ARS)
Attendant Date and Time Setup	Background Music
Attendant Default Call Positions	BRI Card Support
Attendant Destination (DEST) Key	Broker's Call (Station Swap)
Attendant Directed Call Pickup	Broker's Call With Transfer (Transfer With Privacy)
Attendant Direct Trunk Select	Busy Lamp Field
Attendant DISA Code Setup	Calculator
Attendant Do Not Disturb Setup, Cancel or Override	Call Forwarding
Attendant Emergency Call (911) Detection	Call Forwarding – Busy
Attendant Extension Busy-Out	Call Forwarding – Busy/No Answer
Attendant Flash Over Trunk	Call Forwarding – Display Prime as Forwarded
Attendant Function Access	Call Forwarding – No Answer
Attendant Hold Positions	Call Forwarding – External
Attendant Implicit New Call	Call Forwarding – Always
Attendant Individual Directory Number	Call Forwarding – Forced Call Forward
Attendant Interposition Calling and Transfer	Call Forwarding – Forward Calls
Attendant Lockout Alarm	Call Forwarding – I'm Here
Attendant Message Waiting Setup and Cancel	Call Forwarding – Internal/External Split
Attendant Multi-New Call Tone	Call Forwarding – Toggle Keys
Attendant New Call Ring	Call Logging
Attendant Night/Day Switching	Call Park from Single-line Sets
Attendant Paging Access	Call Park from Multi-line Sets
Attendant Paged Hold Access	Call Park System Orbit
Attendant Serial Call	Call Rerouting
Attendant Source Key	Callback
Attendant Timed Recall	Callback – Busy
Attendant Tone Signaling	Callback – No Answer
Attendant Training Jacks	Campon
Attendant Transfer To Campon	Campon Priority Over Call Forward Busy
Attendant Transparent Multi-Console Operation	Campon Warning Tone
Attendant Trunk Busy-Out	Centralized Attendant
Attendant Trunk Group Status Display	Centralized Voicemail
Auto-Answer	CENTREX™ Compatibility (Double Flash Over Trunk)
Auto-Hold	CENTREX Compatibility (Single Flash Over Trunk)
Automated Attendant	CLASS (Station Side) for Analog Telephones
Automated Attendant – Auto-Attendant Group	CLASS for Digital Sets
Automated Attendant – Default Destination	Class of Restriction (COR)
Automated Attendant – Front End Recording	Class of Service (COS)
Automated Attendant – Illegal Number Handling	Clear All Features
Automated Attendant – Prefix Digits	CO Line Group Key
Automated Attendant – RAD Operation	CO Line Key
Automated Attendant – Resource Allocation	CO Line – Retain Conference Parties After Trunk Hangs Up
Automated Attendant – Vacant Number Routing	CO Line – Select Direct
Automatic Call Distribution (ACD)	CO Line Type – Direct Access – Bypass Key System Toll Control
ACD – Path	Conference
ACD – Positions	Conflict Dialing
ACD – Displays	Consoleless Operation
ACD – Longest Idle Agent	Contact Monitor
ACD – Mobility	Customer Data Entry
ACD – Predictive Overflow	Customer Data Entry – Default Data
ACD – Printed Reports	Customer Data Entry – Range Programming
ACD – Real Time Event	Customer Data Print
ACD – Recorded Announcements	Data: Abbreviated Dial for ADL Calls
ACD – Sets	

Data: Account Codes	Flash Disable
Data: Associated Data Line (ADL)	Flash For Dial 0 (Attendant)
Data: ADL Hotline	Flash For Waiting Call
Data: ADL Speed Call Originate	Flash Timing
Data: Associated Modem Line	Forward Campon
Data: Auto-Answer	Global Call Forwarding
Data: Automatic Data Route Selection (ADRS)	Group Listening
Data: Hunt Groups	Handset Mute
Data: Modem Pooling	Handset Receiver Volume Control
Data: Modem Pooling Queuing	Handsfree Announce
Data: Peripherals	Handsfree Answer-back to a Directed Page
Data Security	Handsfree Operation
Data Station Message Detail Recording (Data SMDR)	Headset Mode Feature Key
Data Station Queuing	Headset Mode – Automatic
Data Transceiver (DTRX)	Headset Operation
Data: DTRX Call By Name	Headset Operation (Amplified Headset)
Data: DTRX Call Originate/Disconnect	Headset With In-line Switch Operation
Data: DTRX Help	Hold
Data: DTRX Hotline	Hold Reminder
Data: DTRX Messages	Holiday Messages
Daylight Savings Time Adjustment	Hot Line
DCO – Supervisors	Hotel/Motel (Lodging)
Device Interconnection Control	Hotel/Motel – Attendant Console Guest Room Softkey
Dial Tone Disable	Hotel/Motel – Attendant Message Register Audit
Dial Tone – Discriminating	Hotel/Motel – Attendant Message Waiting Setup and Cancel
Dictation Trunks	Hotel/Motel – Audits
DID/Dial-In/Tie Intercepts	Hotel/Motel – Audit Screen
Digit Translation	Hotel/Motel – Wakeups
Direct-In Lines (DIL)	Hotel/Motel – Personal and Multiple Wakeups
Direct Station Page/Busy Lamp Field	Hotel/Motel – Call Blocking
Direct Station Select (DSS) Key	Hotel/Motel – Sub Attendant Call Blocking
Direct Station Select/Busy Lamp Field (DSS/BLF)	Hotel/Motel – Call Restriction
Call Pickup	Hotel/Motel – Check Out
DSS/BLF Interface Unit	Hotel/Motel – CLASS (Station Side) for Analog Telephones
Direct to ARS	Hotel/Motel – Do Not Disturb (DND)
Direct to ARS – Voicemail support	Hotel/Motel – Front Desk Features
Direct Trunk Select	Hotel/Motel – Guest Names
Disable Key-line Conference Beep	Hotel/Motel – Guest Room Message Retrieval
Disconnect Alarm	Hotel/Motel – Guest Room Superset Key Programming
Display Identity of Ringing Non-Prime Keys	Hotel/Motel – Guest Room Update Screen
Display Keys	Hotel/Motel – Guest Search Screen
Do Not Disturb	Hotel/Motel – House Statistics Screen
DTMF-To-Rotary Dial Conversion	Hotel/Motel – Maid in Room Status Display– Superset Display Telephones
Emergency Call Handling	Hotel/Motel – Message Lamp Test
Emergency Calls (911) – Detection and Reporting to Attendant Consoles	Hotel/Motel – Message Register
Emergency Calls (911) – Detection to ONS	Hotel/Motel – Multi-user
CLASS and Display Sets	Hotel/Motel – Passwords
Emergency Calls (911) – Reporting and Detection to Display Sets	Hotel/Motel – Property Management System (PMS)
Emergency Calls (911) – Reporting to PSAP	Hotel/Motel – Room Condition
Expensive Route Warning	Hotel/Motel – Room Occupancy
FAX Tone Detection	Hotel/Motel – Room Search Screen
Feature Keys	Hotel/Motel – Room Status Display
Flash – Calibrated	Hotel/Motel – Room Types and Room Codes
Flash Control	Hotel/Motel – Single Line Reports
	Hotel/Motel – Suite Services

Hunt Groups	Paging – PA
Illegal Access Intercept	Paging – Telephones
Inhibit Trunk Ring-Me-Back During Dialing	Paging – All Set Page
Intercept to Recorded Announcement	Paging – Group Page
Internal Number Block	Parallel Connection of Industry-standard Telephones
Inward Restriction (DID)	Personal Speed Call
IP – IrDA Module Support	Pickup – Local and Directed
IP – Compression Channels	Pickup Groups – Display Ringing Extension
IP – Conference Units Support	PRI Card Support
IP – Remote Teleworker Support	Printer/Terminal Support
IP – Set Support	Priority Dial 0
IP – voice networking	Privacy Enable/Privacy Release
Language Change	Programmable Key Module (PKM)
Last Number Redial	Q.SIG
Last Party Receives Dial Tone	RAD Support
Line Lockout	Recall
Line Preference	Receive Only Extensions
Line Privacy	Record a Call (Incoming and Outgoing)
Line Selection	Remote LAN Access
Line Types and Appearances	Reminder
Lockout Alarm	Reminders – Multiple
Logical Lines	Resale Package
Maintenance	Ring Groups
Manual Line (Dial 0 Hotline)	Ringer Control
Messaging – Advisory	Ringing – Discriminating
Messaging – Call Me Back	Ringing – Plan
Meter Pulse Collection	Ringing Time-Out (Final Ringback)
MILINK Data Module	Satellite PBX
MITEL Application Interface (MAI)	Secretarial Line
MITEL Network Gateway	Speech Recognition Support
Moving Stations and Superset Telephones	Speaker Volume Control
Multi-Attendant Positions	Speed Call Key
Music-on-Hold (MOH)	Split
Music-on-Hold (MOH) (multiple)	Station Message Detail Recording (SMDR)
My Administrator Application	Subattendant – Basic Function
My Attendant Answering Position	Subattendant – Enhanced Functions
Names	Subattendant – Abbreviated Dial Programming
Never a Consultee	Subattendant – Advisory Message Setup
Never a Forwarder	Subattendant – Automatic Call Wakeup
New Call Ring	Subattendant – Call Blocking
NI3 Calling Name Delivery	Subattendant – Call Forward Setup and Cancel
Night Bells	Subattendant – Calls Waiting Indication
Night/Day Switching	Subattendant – Date and Time Setup
Night Services	Subattendant – Hold Positions
Night Services Flexibility	Subattendant – LDN Keys
Node Identification	Subattendant – Paged Hold Access
Non-Busy Extension	Subattendant – Recall
Numbering Plan Flexibility (Conflict Dialing)	Subattendant – Station DND Setup
Off-Hook Alarm to Display Sets	Superset 4000 Series Sets
Off-Hook Voice Announce	Superset LCD Display
Off-Premises Extension	Swap (Trade Calls)
ONS Positive Disconnect	Swap Campon
Originate Only Extensions	System Fail Transfer (SFT)
Overlap Outpulsing	System Identifier
Override (Intrude)	System ID Module
Override Security	Tandem Operation

TAPI Support Over DNIC
 Tenanting
 Toll Control
 Tone Demonstration
 Tone Plans
 Traffic Measurement
 Transfer
 Transfer Dial Tone
 Transfer Security (Recall)
 Trunk Answer From Any Station (TAFAS)
 Trunk Dial Tone Detection
 Trunk Groups
 Trunk Operation – Direct Inward Dial (DID)
 Trunk Operation – Direct Inward System Access (DISA)
 Trunk Operation – Non-Dial-in CO
 Trunk Operation – Tie
 Trunk Recall
 Trunk Support – CO (LS/GS, LS/CLASS)
 Trunk Support – Direct Inward Dial (DID)
 Trunk Support – E&M
 Trunk Support – T1, ISDN (PRI, BRI)
 Twinning
 Uniform Call Distribution
 Vacant Number Intercept
 Voice Mail – Single Key Transfer
 Voice Mail Soft Keys (IP Network Support)
 Voice Mail Support
 Voice Mail Support – Centralized
 Voice Mail Support – Feature Key
 Voice Mail Support – Softkeys
 Whisper Announce
 Wireless – 802.11b Support

NEW Key Telephone System Functionality

Dialed Intercom
 I Hold You Hold
 Paged Party Ring or Page Tone
 Call Park Enhancements
 User selectable park orbit
 Park and page
 Call park on destination's phone
 Distinctive Ring for Keylines (16 different cadences)
 Phonebook Softkey
 E-mail (SMTP Client)
 E911 Notification via E-mail
 Forward Voice mail to E-mail
 Maintenance alarm via E-mail
 Default Database
 Built in MiTAI Server support

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