

MITEL
SX-2000
LIGHT

Enterprise *communications*
for a *changing world*



MITEL

SX-2000 LIGHT



FIBRE-DISTRIBUTED PBX

The sophisticated SX-2000® LIGHT PBX telephone system answers the dynamic needs of large-scale enterprises today. With its rich modular functionality, unlimited scalability, centralised management, and networking capabilities, it's second to none. It supports open industry standards, allowing it to integrate converged voice and data applications and emerging technologies. Mitel Superset™ 4000 telephone sets and consoles are the benchmark for advanced, user-friendly access to system capabilities at the desktop. Dependability! And as for the future, the SX-2000 LIGHT will migrate to the Mitel Networks 3300 Integrated Communication Platform with minimal effort and maximum investment protection. All of which makes the Mitel SX-2000 LIGHT the enterprise communications solution for a changing world.



 **INTELLIGENT EVOLUTION**

Intelligent Evolution, Investment Protection

Providing Mitel clients with a smooth, cost-effective migration path forward to our latest hardware and software releases has always been a guiding principle at Mitel. We've never believed in asking customers to forklift their existing Mitel systems in order to take advantage of our latest innovations. That principle applies to the SX-2000 LIGHT as well. It is covered by our innovative IP Investment Protection Plan. Under the Plan, any customer operating an SX-2000 LIGHT/ML with the LIGHTWARE® 31 software that chooses to migrate to Mitel's 3300 ICP will be able to do so while preserving up to 90% of their investment.



The Mitel Superset 4000 Series

of business telephones defines new standards for ease of use, ergonomics, and desktop appeal. From single-line digital telephones for the plant floor to sophisticated sets for power users and call centre agents, the Mitel Superset 4000 series telephones respond to all of your user needs while maximizing your investment in Mitel business telephone systems. Mitel attendant consoles support powerful call handling, property management and report generation and can be the primary interface for business.



ADVANCED, FEATURE-RICH COMMUNICATIONS

The SX-2000® LIGHT platform and powerful Mitel LIGHTWARE® software combine to support mission-critical enterprise communications with the advanced capabilities today's large-scale enterprises demand.

AUTOMATED ATTENDANT

The SX-2000 LIGHT provides full automated attendant capabilities for call handling without the need for human intervention. The SX-2000 LIGHT supports both traditional touch tone-based auto attendant and the Mitel Networks 6500 speech enabled applications.

VOICE MAIL INTEGRATION

The SX-2000 LIGHT tightly integrates with Mitel messaging solutions to provide integrated enterprise voice and fax messaging (Mitel NuPoint Messenger™) and speech enabled unified messaging. The system also integrates with 3rd party voice mail solutions.

AUTOMATIC CALL DISTRIBUTION (ACD)

The SX-2000 LIGHT system's ACD 2000 Software application provides ACD functionality for customer interaction and help desk applications, including priority answering, time and predictive overflow, and ACD real-time event monitoring and recording.

FLEXIBLE, FIBER-DISTRIBUTED ARCHITECTURE

The Mitel SX-2000 LIGHT system's fiber-distributed architecture links peripheral application and network access nodes by linking easily installed, low cost, high-speed fibre optic cable. This inherently flexible architecture makes integrating new users, workgroups, facilities, and services a simple matter of adding the appropriate nodes. As a result, the SX-2000 LIGHT can be configured and expanded in a rational, modular way to meet the growing communications needs and physical layout of any large-scale enterprise, whether single site, campus, or multiple sites up to 8.7 miles (14 kilometres) apart.

ADVANCED NETWORKING

For enterprises with thousands of users and/or multiple locations, an unlimited number of SX-2000 LIGHT control nodes can be linked via T1/E1 or private network applications to provide added capacity and/or a seamless network across town, the country or around the globe. XNet, or switched MSDN/DPNSS networking, provides a powerful, feature-rich transparent private network. It allows customers to establish a private network without the requirement for costly point-to-point T1/E1 connections. In addition, the SX-2000 LIGHT system's support of the Q.SIG networking protocol means it can connect with non-Mitel systems to form a virtual private network. This is especially attractive when different vendors' systems have to be integrated following a corporate merger or acquisition. Network connectivity options include MSDN, MSAN, AAN, Q.SIG, and XNet.



INVESTMENT PROTECTION

999 EMERGENCY SERVICES SUPPORT

The SX-2000 provides Emergency service support, allowing for quick identification of the originating location/extension of SX-2000 LIGHT users calling 999.

INTEGRATED TELEPHONE DIRECTORY

This system feature supports rapid internal/network dialling and extension locating.

CTI-READY

A popular choice for customer interaction centres, the SX-2000 LIGHT supports a wide range of Mitel and 3rd party computer telephony applications.

T1/E1-INTERFACE

Support for T1/E1 allows the SX-2000 LIGHT to provide wide area networking while reducing trunking costs.

DATA CONNECTIVITY

The SX-2000 LIGHT supports converged voice and data transmission over the same service, saving infrastructure costs.

CALL IDENTIFICATION

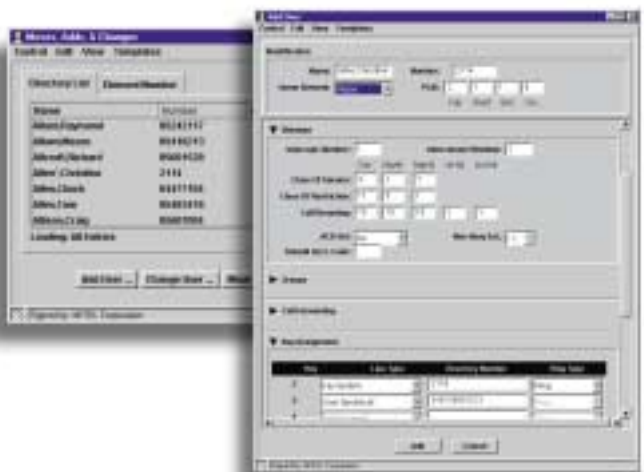
The SX-2000 LIGHT supports ANI and DNIS to allow individual users to identify and prioritise incoming calls. CLIP support provides calling name and number on analogue display sets and devices.

INTEGRATED SMDR TRACKING

Integrated Station Message Detail Recording (SMDR) supports the SX-2000 LIGHT system's usage tracking and reporting.

A CENTRALLY-MANAGED SOLUTION

The SX-2000 LIGHT system can be centrally managed and maintained from a single PC or terminal. SX-2000 LIGHT supports the Simple Network Management Protocol (SNMP) and provides SNMP Agent Support, allowing SX-2000 LIGHT system alarms to be managed via SNMP-compatible Network Management Systems. For optimal system management, Mitel OPS Manager™ integrates directly with the SX-2000 LIGHT. This Windows-based management solution automates routine tasks, supports the Lightweight Directory Application Protocol (LDAP), performs moves, adds or changes easily and efficiently, and allows managers to administer and maintain the SX-2000 LIGHT system from any workstation on their LAN or WAN.



IP Enable your SX-2000 Light

MITEL NETWORKS

3800 IP Trunking Gateway

One Enterprise Network for Voice and Data

The Mitel Networks 3800 IP Trunking Gateway and the IP trunk card of the Mitel Networks 3200 Integrated Communications Platform (ICP) enable organisations with a 3200 ICP or Mitel SX-2000® LIGHT to create an enterprise voice network over their existing LAN/WAN infrastructure. No need to invest in a separate private voice network and costly point-to-point T1/E1 services. With the Mitel Networks 3800 IP Gateway, you leverage your existing LAN/WAN data infrastructure to deliver feature-rich, high quality voice communications with full feature transparency to users anywhere in your organisation.

Feature-Rich, Transparent IP Voice Networking Functionality

The Mitel Networks 3800 IP Trunking Gateway extends sophisticated IP voice functionality via the LAN/WAN to users anywhere in enterprise, providing transparent access to a comprehensive range of standard and optional voice communications capabilities, including:

- Answered Line Identity
- Call Failure Display
- Call Forwarding
- Call Hold and Three-Party Working
- Conference Split
- Called Line Identity
- Calling Line Identity
- Camp-On
- Conference
- Direct Trunk Select from Multiline Telephone Sets
- Distinctive Ringing
- Do Not Disturb
- Last Number Redial
- Public Network Access
- Callback on Busy/No Answer
- Callback with Digit Modification
- DPNSS Callback Messaging
- Network Voice Mail - Forwarding Party Information
- Network Voice Mail - Message Waiting
- Remote Device Information Display
- Loop Avoidance
- Stepback
- Portable Directory Number
- Fax Relay
- DTMF Relay

Ensuring Quality of Voice, Integrity of Data

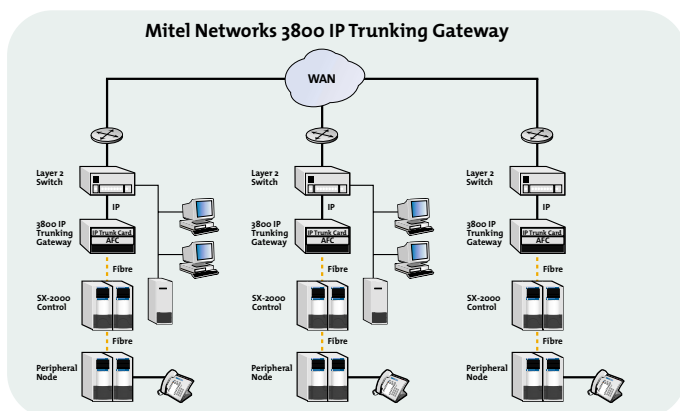
The Mitel Networks 3800 IP Trunking Gateway integrates alternate routing, dynamic trunk allocation, and call-by-call capabilities negotiation to ensure maximum quality voice communications with no disruption to data. For example, if a LAN/WAN network node is busy or unable to accept a voice call for any reason, the call can be automatically routed over the public telephone network (PSTN). Dynamic trunk allocation ensures the most efficient routing of voice and data packets over the LAN/WAN, as does call-by-call negotiation of both compression – 8K (G.729), 16K, 32K (G.726) or a proprietary 9.6K – and silence suppression. Voice quality is further enhanced through the 3800 IP Gateway's support for up to 30msec of voice echo cancellation for each call based on the G.168 specification.

About the Mitel SX-2000

The proven Mitel SX-2000 LIGHT PBX telephone system delivers feature-rich communications to users across the enterprise while providing the scalability, networking support, and centralized management demanded by today's dynamic large enterprises. The Mitel SX-2000 LIGHT's unique fibre distributed architecture separates its 4224-port control node from peripheral, application, and network access nodes – linking them by easily installed, low-cost, high speed fibre optic cable. This inherently flexible architecture makes integrating new users, workgroups, facilities, and services a simple matter of adding the appropriate nodes and software.

The Affordable Voice Networking Alternative

Investing in and maintaining separate private data and voice networking infrastructure can be a prohibitively costly prospect for many organisations. With the Mitel Networks 3800 IP Trunking Gateway, there is no need for a separate DSU or expensive point-to-point T1/E1 lines. You simply add voice to your existing LAN/WAN infrastructure, enabling your organisation to speak with one voice from its many locations.



IP Gateway Systems Specifications

- **Voice Compression:** G.711: PCM @ 64 kb/s
G.726: ADPCM @ 16/32 kb/s
G.729A CS-ACELP @ 8 Kb/s and Proprietary @ 9.6 Kb/s
- **Fax Relay:** Supports FAX 3 using a real-time fax relay protocol T.38
- **Voice Echo Cancellation:** G.168 specification
- **DTMF Relay**
- **Silence Suppression**
- **LAN interface TCP/IP 100**

We're doing things with **voice** too exciting *for words*

As leading innovators in real-time enterprise voice communications for almost three decades, we at

Mitel Corporation view voice as the most natural human interface and the most important strategic business communications tool. Our next generation IP telephony portfolio, intelligent messaging systems, remote access products, call center solutions, and natural speech recognition technologies are all geared toward delivering tangible business advantage by combining innovation, performance, and reliability.



*Trust your voice to Mitel.
You'll like what you hear.*



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Under the IP Protection Plan, if you are operating Mitel SX-2000 running the latest software releases, you will be able to upgrade to Mitel's next generation IP PBX platform while migrating up to 90%* of your system.

*The "IP Investment Protection Plan" and the up to 90% migration promise refers to the ability to migrate the eligible aspects of the system at the time of upgrade to Mitel's planned IP PBX platform. Available upon registration and in accordance with its terms and conditions. Not all configurations will achieve 90% migration.

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Rapid growth. Mergers, acquisitions and consoli-

dation. Global competition and the accelerating

pace of technological advance...



Change has become the

only constant in today's

business world. To survive

and thrive, enterprises and the



Enterprise *communications*
for *your changing world*

mission-critical systems they depend upon must

be prepared to respond, adapt, and evolve. The

Mitel SX-2000® LIGHT is designed to do just that.