MITEL
SX-2000
LIGHT

Enterprise *communications*
for a *changing world*

MITEL

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SX-2000
LIGHT

FIBER-DISTRIBUTED PBX

The sophisticated product of Mitel's almost three decades as a lead-ing innovator in real-time voice communications, the SX-2000® LIGHT PBX telephone system answers the dynamic needs of large-scale enterprises today with rich modular functionality, unlimited scalability, centralized management, and networking capabilities all second to none. It supports open industry standards, allowing it to integrate converged voice and data applications and emerging tech-nologies. Mitel Superset™ 4000 telephone sets and consoles are the benchmark for advanced, user-friendly access to system capabilities at the desktop. Dependability! The SX-2000 LIGHT is protected by Mitel's industry-leading extended five-year warranty and software assurance programs. And as for the future, the SX-2000 LIGHT will migrate to Mitel's IP 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. First, the system comes with Mitel's leading five-year hardware warranty. And second, it is covered by our innova-tive IP Investment Protection Plan. Under the Plan, any customer operating a SX-2000 LIGHT with the LIGHTWARE® 30 software that chooses to migrate to Mitel's next generation IP telephony platform will be able to do so while preserving up to 90% of their investment.

The Mitel Superset 4000 Series

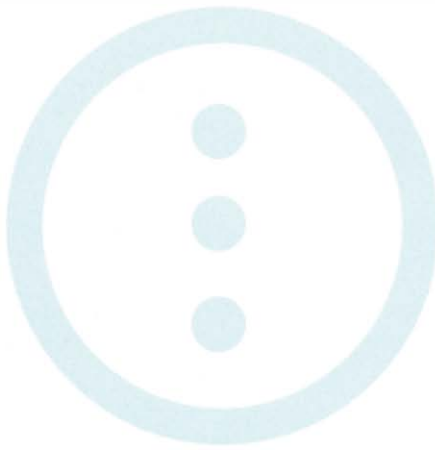of business telephones defines new standards for ease of use, ergonomics, and desktop appeal. From single-line digital telephones for the plant floor to sophisticated sets for power users and call center agents, the Mitel Superset 4000 series telephones respond to all of your user needs while maximizing 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.
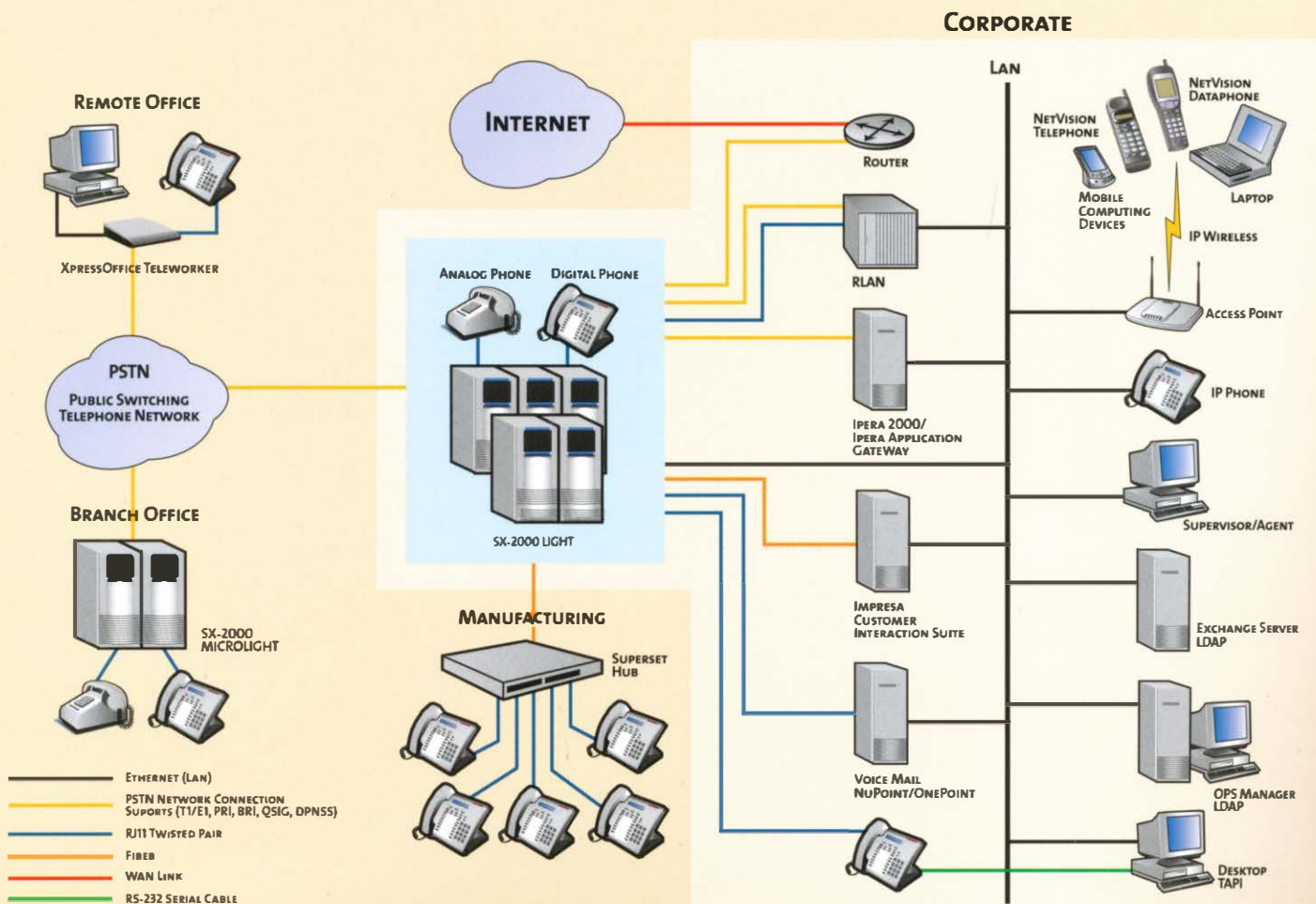
INTELLIGENT SOLUTIONS

CORPORATE

LAN

REMOTE OFFICE

XPRESSOFFICE TELEWORKER

INTERNET

ROUTER

NETVISION DATAPHONE

NETVISION TELEPHONE

MOBILE COMPUTING DEVICES

LAPTOP

IP WIRELESS

ANALOG PHONE   DIGITAL PHONE

RLAN

ACCESS POINT

PSTN

PUBLIC SWITCHING TELEPHONE NETWORK

SX-2000 LIGHT

IPERA 2000/ IPERA APPLICATION GATEWAY

IP PHONE

BRANCH OFFICE

SX-2000 MICROLIGHT

IMPRESA CUSTOMER INTERACTION SUITE

SUPERVISOR/AGENT

MANUFACTURING

SUPERSET HUB

EXCHANGE SERVER LDAP

VOICE MAIL NUPOINT/ONEPOINT

OPS MANAGER LDAP

DESKTOP TAPI

————	ETHERNET (LAN)
————	PSTN NETWORK CONNECTION SUPORTS (T1/E1, PRI, BRI, QSIG, DPNSS)
————	RJ11 TWISTED PAIR
————	FIBER
————	WAN LINK
————	RS-232 SERIAL CABLE

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 speech recognition-based Mitel Impresa™ Speak@Ease Attendant.

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 true unified messaging (Mitel OnePoint Messenger™). 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.

Integrated SMDR Tracking

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

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 fiber 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 kilometers) 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 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 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

E-911 Support

The SX-2000 provides Emergency service support, allowing for quick identification of the originating location/extension of SX-2000 LIGHT users calling 911.

Integrated Telephone Directory

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

CTI-Ready

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

T1-Interface

Support for T1 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 prioritize incoming calls. CLASS support provides calling name and number on analog display sets and devices.

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™ for Windows NT® 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.

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.

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.

MITEL ®

Simply Communicating

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Under the IP Protection Plan, if you are operating Mitel SX-2000 or SX-200 systems 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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INTELLIGENT SOLUTIONS

CORPORATE

LAN

REMOTE OFFICE

XpressOffice Teleworker

INTERNET

ROUTER

NetVision Telephone

NetVision Dataphone

Mobile Computing Devices

Laptop

IP Wireless

RLAN

Access Point

Analog Phone   Digital Phone

IPera 2000/ IPera Application Gateway

IP Phone

SX-2000 LIGHT

PSTN
PUBLIC SWITCHING TELEPHONE NETWORK

Impresa Customer Interaction Suite

Supervisor/Agent

BRANCH OFFICE

SX-2000 MICROLIGHT

MANUFACTURING

SUPERSET HUB

Voice Mail NuPoint/OnePoint

Exchange Server LDAP

OPS Manager LDAP

Desktop TAPI

——	Ethernet (Lan)
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——	Fiber
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——	RS-232 Serial Cable