

MITEL NETWORKS

# SX-2000 | LIGHT

## Enterprise communications for a changing world

The Mitel Networks™ 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 technologies.



### Intelligent Evolution, Investment Protection

We've never believed in asking customers to forklift their existing Mitel Networks 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 Networks' leading five-year hardware warranty. And second, it is covered by our innovative IP Investment Protection Plan. Under the Plan, any customer operating an SX-2000 LIGHT with the LIGHTWARE® 30 software that chooses to migrate to Mitel Networks next generation IP telephony platform will be able to do so while preserving up to 90% of their investment.

### Advanced, Feature-Rich Communications

The SX-2000 LIGHT platform and powerful Mitel Networks 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 Networks 6500 Speech-Enabled Attendant.

### Voice Mail Integration

The SX-2000 LIGHT tightly integrates with Mitel Networks messaging solutions to provide integrated enterprise voice and fax messaging and true unified messaging. The system also integrates with third 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.

### 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 Networks and third party computer telephony applications.



it's about **YOU**

### T1/PRI Interface

Support for T1/PRI 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.

### 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 Networks 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, XNet and IP networking.

### 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 Networks 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.

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PN MD-2246-NA-01, Issue 8