

MITEL NETWORKS

SX-200 | Inn Solutions



MITEL

it's about **YOU**

Advanced, **affordable communication** system for small to medium properties

The Mitel Networks SX-200® Inn Solutions is an advanced PBX system that combines sophisticated telephony features with essential property management functions. It is a proven solution that enhances guest and customer service while helping to smooth operations, increase productivity and capture revenue. Available in a number of flexible hardware and software combinations, the SX-200 Inn Solutions can be tailored to meet your current needs while ensuring your investment is future-proof.

Features

Management Features

The Mitel Networks SX-200 Inn Solutions supports a range of essential property management functions. For more complex property management needs, it can be combined with leading third-party property management solutions (PMS).

Integrated Auto-attendant

Prompt and professional automated service cuts down on staff resources while giving guests easy access to information such as on-site services.

Automatic Call Distribution

For properties operating their own reservations center, the SX-200 Inn Solutions provides integrated automatic call distribution. Flexible enough to accommodate a single agent or a centralized corporate reservations center.

Flexible Call Handling

Call handling features (like multiple night services, call rerouting, call pickup, trunk answer from any station and sub-attendant) allow staff to answer calls wherever they are, reducing the number of staff required and freeing up staff to serve guests.

Cost-saving Call Restriction

A check-in and check-out feature prevents unauthorized long distance calls from guest rooms by automatically changing the calling privileges of rooms.

Efficient Housekeeping

A maid-in-room feature allows housekeeping staff to keep the front desk apprised of room status (being cleaned, ready for inspection, ready for new guest) by entering simple codes in guest room phones.

Enhanced Safety and Security

The SX-200 Inn Solutions supports 911/lockout notification to consoles, selected Superset™ phones and an ONS/CLASS extension. This informs staff, whether at the front desk or on a mobile, about a 911 call so that they can direct emergency services when they arrive.

Accurate Billing

Integrated station message detail recording (SMDR) enables accurate billing when combined with a third-party call accounting solution.

Flexible Call Handling

Call handling features including multiple night services, call rerouting, and trunk answer from any station, increase staff mobility and improve customer service.



The Mitel Networks SX-200 Inn Solutions is available in a number of flexible hardware and software combinations that can be tailored to meet your specific needs for performance, price, scalability and investment protection.

Guest Room Features

The Mitel Networks SX-200 Inn Solutions supports a wide range of sophisticated guest room features to enhance guest services and increase customer loyalty.

Simultaneous Voice and Data Access

The SX-200 Inn Solutions offers ample traffic capacity to accommodate the dual porting – two lines per guest room – required to answer the demands of modern travellers for voice and data communications.

CLASS Services on Analog Sets

Station-side Custom Local Area Signaling Services (CLASS) for guest rooms allow guests to see who is calling internally and externally. Flexible system programming enables guest-room-to-guest-room calls to display guest name only – no extension, no guest room number, or no caller ID.

Suite Services

The SX-200 Inn Solutions ensures all suite phones are checked in/checked out at the same time from a front desk terminal or PMS system, and that all calls from all phones in a suite are identified on one record.

Auto Wake-up

Programmable by either guests or staff, automated wake-up services offer guests the ultimate in flexibility while freeing up staff to serve guests during peak periods. Includes multiple, daily and VIP wake-up services.

Voice Mail

The SX-200 Inn Solutions supports Mitel Networks Express Messenger, an economical voice mail solution, as an optional component. With it, guests and staff can access voice mail in-room or from any touch-tone telephone on or off property. (A built-in Recorded Announcement Device feature also provides greetings for wake-up calls.) Language options available.

IP-enabled

The SX-200 Inn Solutions is IP-enabled allowing you to add convergence when you're ready. Take advantage of benefits like a single voice/data infrastructure for back office, meeting rooms and guest rooms.

MITEL NETWORKS

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Companies don't make decisions, people do. That's why Mitel Networks is leading the way toward a new and more personalized approach to communication for enterprise and small business. Our innovative solutions, applications and desktop appliances enable you to access, process and control your communication and information naturally, simply and efficiently. Our solutions allow you to collaborate over distance and time, enabling you to interact with your customers, colleagues and partners as never before. By combining the power of voice, data and video over converged high speed networks, Mitel Networks provides you with flexible and personalized tools that let you leverage the latest advances for personal and organizational advantage.



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