

MITEL NETWORKS

SX-2000

Inn Solutions



North America's favorite
phone away from *home*



SX-2000

Inn Solutions

*Advanced communications
for large properties*

FLEXIBILITY PROTECTS YOUR INVESTMENT

Available in a number of flexible hardware and software combinations, Mitel Networks™ SX-2000 Inn Solutions allows properties to tailor their system to their current and future needs. Mitel Networks' open architecture supports leading third-party solutions for call accounting, property management, and guest room telephones. And the flexible call handling options available through Mitel Networks' Superset™ 4000 series of telephones and consoles help you maximize staff productivity.



AT THEIR SERVICE

GUEST ROOM FEATURES

SX-2000 Inn Solutions supports an industry-leading range of sophisticated guest room features, allowing properties to enhance guest services and increase customer loyalty.

VOICE MAIL

SX-2000 Inn Solutions integrates with NuPoint Messenger™ to provide each guest (and staff) with easy-to-use personal voice mail service they can access in-room or from any touch-tone telephone – at or away from the property. From a selection of many languages, NuPoint Messenger can accommodate up to four simultaneously.

SIMULTANEOUS VOICE AND DATA ACCESS

SX-2000 Inn Solutions offers ample traffic capacity to accommodate the dual porting – two lines per guest room – required to answer the demands of modern travelers for voice and data communications.

CONFERENCING

SX-2000 Mitel Inn Solutions supports multiple party conferencing. Hotel guests and off-site individuals can participate in a conference call, and the call itself can be initiated by the guest or a property attendant. If an attendant sets up the call, they can drop out once all parties are on the line – an added privacy feature unique to SX-2000 Inn Solutions.

CLASS SERVICES

Station-Side CLASS* include Guest Room to Guest Room calls that allows the guest's name to be passed through but

suppress room or extension number or have the programming flexibility to block caller ID completely where nothing is displayed. *Custom Local Area Signaling Services

SUITE SERVICES

All suite phones are checked in/checked out at the same time from a Front Desk Terminal or PMS system. All calls from all telephones in the suite are identified on one SMDR record. Multiple suites can be linked for common, easier check-in/check-out.

AUTO WAKE-UP

SX-2000 Inn Solutions supports automated wake-up services, which guests can program, directly from the room phone or remotely, or ask guest services to handle.

GUEST PRIVACY

SX-2000 Inn Solutions allows guests who want privacy or some peace and quiet to program their in-room phone to block calls – or ask the attendant to do it for them.



Mitel Networks SX-2000 Inn Solutions offers medium to large properties sophisticated communications functionality that enhances guest and customer service while providing tools that help smooth operations, increase productivity, and capture revenue.

For almost three decades, Mitel Networks has installed more telephone systems in more

lodging properties across North

America than anyone else. The

reason is simple: We have

always paid close attention

to the special needs of the

hospitality industry — and deliv-

ered solutions that meet and exceed the



Hospitality's favorite *solution*

industry's demands for performance, price,

scalability and investment protection. Mitel

Networks SX-2000 Inn Solutions are no excep-

tion. Feature for feature, it sets the standard

for hospitality industry communications.



AT YOUR SERVICE



MANAGEMENT FEATURES

SX-2000 Inn Solutions is a powerful hospitality solution that combines the advanced telephony features of the Mitel Networks SX-2000 with an application package that provides essential property management functions. For those with more complex property management needs, SX-2000 Inn Solutions can be combined with leading third-party Property Management Systems (PMS).

COMPREHENSIVE PROPERTY MANAGEMENT

As a standalone solution, SX-2000 Inn Solutions supports a range of essential guest management features accessible through the console, allowing hotel staff to:

- Perform check-in/check-out;
- Display guest information;
- Generate reports on guest room telephone activities;
- Check and report on room status;
- Program or allow guests to program automatic wake-up calls; and
- Block calls between rooms and restrict internal/external calling by room and room status.
- Credit limit assignments/status.

FLEXIBLE CALL HANDLING

SX-2000 Inn Solutions' flexible call handling features (multiple night services, call rerouting, call pickup, trunk answer from any station, and sub-attendant) allow staff to answer calls wherever they are, helping reduce the number of staff required and freeing up staff to serve guests.

ENHANCED SAFETY AND SECURITY

A number of SX-2000 Inn Solutions features help enhance safety and security:

- Outgoing customer emergency service ID (CESID) support for 911 calls; and
- Emergency calls from restricted stations.
- Local notification of 911 calls.

INTEGRATED AUTO ATTENDANT

SX-2000 Inn Solutions integrated auto attendant can help save on staff resources, while also providing guests with easy access to information such as special promotions, on-site services, etc.

AUTOMATIC CALL DISTRIBUTION

For properties operating their own reservations center – whether it is one or two agents, or a centralized corporate reservations center – the SX-2000 provides comprehensive and integrated automatic call distribution capabilities. Combined with Mitel Networks 6100 Contact Center Solutions, a modular suite of feature-rich web-based applications, your property will have everything it needs to run an efficient reservations center.

National Accounts Program: *Property management firms and hotel or motel chains with multiple locations across the nation can take advantage of Mitel Networks' National Accounts Program to enjoy economies of scale, consistency of systems, and a single point of contact for coordination of support and service.*



FLEXIBLE PAGING

Properties can page individuals, groups, or the whole property, using overhead speakers or the speakers on Superset 4000 telephones with speakerphone (whether or not the sets are in use).

COST-SAVING CALL RESTRICTION

Properties can prevent unauthorized long distance calls from guest rooms by automatically changing the calling privileges of rooms with the check-in and check-out feature.

EFFICIENT HOUSEKEEPING MANAGEMENT

SX-2000 Inn Solutions' maid-in-room feature allows housekeeping staff to enter simple codes in guest room telephones to indicate room status (being cleaned, ready for inspection, ready for new check-in) so the front desk can instantly see which rooms are ready for new guests.



MITEL NETWORKS HOTEL GUEST INTERNET SOLUTION

Mitel Networks has partnered with leading Internet and Application Service Providers to offer a complete, one-stop solution for delivering high speed

web access and Internet-based services to the guest and conference rooms over existing copper wiring.

ACCURATE BILLING AND REVENUE GENERATION

SX-2000 Inn Solutions includes integrated SMDR (station message detail recording) which, when integrated with third-party call accounting, enables accurate billing.

CENTRALIZED MANAGEMENT WITH OPS MANAGER

OPS Manager, the sophisticated, NT-based management solution for the SX-2000, allows managers to administer and maintain their system from any workstation on the LAN or WAN – saving time and reducing maintenance chores by automating routine tasks. OPS Manager can be used remotely to manage multiple properties.

MITEL NETWORKS SUPERSET 4000 SERIES OF TELEPHONES AND CONSOLES

Mitel Networks' advanced digital Superset 4000 series telephones and attendant consoles provide easy, intuitive access to full SX-2000 capabilities for hotel staff and guests. Mitel Networks Superconsole® 1000, Superset 7000 and Superset 700 consoles support powerful call handling and can be the primary interface for properties using SX-2000 Inn Solutions' property management functionality. Mitel Networks' Superset 4000 series digital telephones enable staff to access the full functionality of the SX-2000 – and can do likewise for guests staying in business class and extended stay properties.



MITEL NETWORKS

Work *Your* Way

Companies don't make decisions, people do.

Which is why Mitel Networks is leading the

way toward a new, more personal approach to enterprise and small business communications.

Our advanced solutions, applications, and desktop appliances enable individuals to access, process, and control their communications and information naturally, simply, and efficiently. To collaborate over distance and time. And to interact with customers, colleagues, and partners as never before.

All by combining the power of voice, data, and video over converged high speed networks.

And by providing people with flexible, personalized tools that let them work their way to the ultimate benefit of the company as a whole.

Sound simple? It is.



www.mitel.com

1-800-648-3579

MITEL NETWORKS
350 Legget Drive
Ottawa, Ontario
K2K 2W7 Canada
(613) 592-2122

MITEL NETWORKS, INC.
205 Van Buren Street
Suite 400
Herndon, VA
20170-5336 USA
(703) 318-7020

MITEL NETWORKS LTD.
Mitel Business Park
Portskewett, Caldicot
NP26 5YR UK
Sales: 0870 9093030
General: 0870 9092020
Int: +44 (0) 1291 430 000

THIS DOCUMENT IS PROVIDED TO YOU FOR INFORMATIONAL PURPOSES ONLY. The information furnished in this document, believed by Mitel to be accurate as of the date of its publication, is subject to change without notice. Mitel assumes no responsibility for any errors or omissions in this document and shall have no obligation to you as a result of having made this document available to you or based upon the information it contains.

M MITEL (design) is a registered trademark and Mitel Networks is a trademark of Mitel Networks Corporation. All other trademarks are the property of their respective holders.

© Copyright 2002, Mitel Networks Corporation. All Rights Reserved. GD5308 Printed in Canada.

PN MD2244-NA-01, Issue 7