

MITEL

SX-200 | Sets & Consoles

Mitel® 4000 series Superset™ digital telephones and Mitel Superconsole® attendant consoles are feature-rich and user friendly. Their intuitive user interfaces and ergonomic design allow users to access sophisticated system features with ease and allow organizations that choose the Mitel SX-200® to derive maximum benefit from their investment.

Handsfree Operation

Superior quality built-in speakers and microphones and built-in volume control mean you can work the phones while doing your work. Some models feature full duplex capability, which allows handsfree callers to avoid “cutting off” one another, supporting a more natural style of conversation.

Advanced Display

For more professional, more effective and efficient call handling, Superset 4000 series telephones display date, time, incoming caller ID, length of call and softkey prompts. Our most advanced model features a leading edge touch screen display with context sensitive soft keys for easy access to call handling, messaging, and accessing other system features.

Dedicated Headset Jack

A favorite feature in the call center, at the reception desk, and among communications-intensive workers who need to work with their hands while on a call, the Superset 4000 series comes with a dedicated headset jack with integrated volume control and is available in our selection of Mitel headsets by Plantronics.

Speech Recognition Access

Mitel Superset 4000 series telephones support access to the Mitel Speech Server (6500) including the Mitel 6500 Speech-Enabled Attendant, which eliminates the need for dialing internally or externally by number or name. Instead, users just say the word!

Superset 4001

The affordable, single-line, digital set for casual users, that provides basic access to PBX features.



Superset 4025

The enhanced digital display telephone, ideal for office workers, professionals, management staff and contact center agents requiring enhanced access to PBX system features and options.



Superset 4015

The multi-line entry-level digital display telephone, ideal for technical and office staff requiring display capability in an economical telephone.



Superset 4150

This advanced digital touch screen display telephone set is designed for power users and contact center agents, requiring mission-critical call management functionality. Supports ACD functionality, and as a result, is an ideal ACD supervisor telephone.

PC Connectivity

The Superset 4150 has the option to add RS-232 connectors and TAPI application for connection to any PC. This enables access to powerful computer telephony integration applications for communications-intensive businesses.

Expansion Modules

If the programmable keys on a standalone Superset 4025 or 4150 telephone aren't enough, adding 12, 48 or even 96 more is a snap with the Mitel Programmable Key Module (PKM) 12 or 48. Also, the optional Analog Interface Module provides analog interface functionality that allows the simultaneous connection and use of one or more analog devices, such as a fax machine or modem, on a single DNIC port.



it's about **YOU**

Mitel attendant consoles can satisfy even the most demanding attendant. Choose from traditional consoles or PC-based applications, supporting point-and-click on-screen call handling, built-in directory and full PC screen display of key call handling information.

Mitel Superconsole 1000

Description

The Superconsole 1000 is a practical, multi-use console for Mitel SX-200 and SX-2000 PBX business telephone systems. It can be used as an attendant console, a sub-attendant position for departments or workgroups, and as a back-up answering position.



Features

- High visibility, adjustable 4-line x 80 character backlit display
- Ergonomic handset and compact footprint
- Two integrated headset/handset jacks
- Combination of softkeys and fixed function keys including up to 9 line keys with descriptive labels
- Programmable macro keys for automating frequent multi-keystroke attendant operations including transferring calls to voice mail and canceling accidental releases to wrong extensions
- Eight call hold positions
- Direct connection of the PKM 48, eliminating the need for the second DNIC port for the DSS/BLF unit
- Access to integrated Mitel hospitality functionality including room status and automatic wake-up call
- Integrated power adapter
- Can be used as a maintenance console for troubleshooting, report generation, traffic measurement
- Available in dark gray and light gray

MyAttendant

Description

The Mitel MyAttendant™ is the PC-based call answering application for non-networked Mitel SX-200 PBX telephone systems. It is an ideal attendant console solution for multi-attendant environments and companies with multiple departments and mobile workers. Attendants can utilize their MyAttendant-equipped PC for call handling and other PC-based tasks during off-peak hours.



Features

- Intuitive PC-based on-screen call handling interface includes:
 - Call handling instructions
 - Client contacts display
 - Contact information box
 - Greeting box for pre-programmed greetings
 - Call status display
 - Hold positions display
- Screen-pop option automatically brings MyAttendant to the front of the screen when a call is received
- 12 call handling function keys and dial pad keys dedicated to call handling when MyAttendant application is running on top
- Customized company/trunk specific greetings
- Employee listing and on-screen call transfer information with multiple contact information (office phone, cell phone, pager, home number)
- E-mail option enables use of e-mail for messaging, including customization of subjects and introductions
- Message board for creating, editing and distributing messages

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