

## MITEL NETWORKS

# SX-2000 | Sets & Consoles

Mitel Networks™ 4000 series Superset™ digital telephones and Mitel Networks 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 Mitel Networks SX-2000® LIGHT customers 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 Networks headsets by Plantronics.

### Speech Recognition Access

Mitel Networks Superset 4000 series telephones support access to the Mitel Networks 6500 Speech-Enabled Applications, including the Mitel Networks 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 4000 series 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 96 more is a snap with the Mitel Networks Superset 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 Networks 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 Networks Superconsole 1000

### Description

The Superconsole 1000 is a practical, multi-use console for Mitel Networks 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
- 8 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 Networks 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

## Mitel Networks Superconsole 2000

### Description

The Superconsole 2000 is the advanced, PC-based attendant console and PBX administration application for the Mitel Networks SX-2000 PBX enterprise telephone system. It features a specialized keypad and an intuitive, PC-based user interface for smooth, fast and efficient call handling.



### Features

- Specialized telephony keypad for dialing, call processing and access to PBX features
- Highly intuitive graphical user interface including screen-based call status and call handling prompts for fast, efficient call handling
- Dual handset/headset jacks
- One-button access to programmable key functions
- On-screen personal scratch pad window for note and message taking
- On-screen bulletin board for displaying messages to all attendants on the system
- Retrieve Key allows attendant to retrieve calls forwarded to the wrong extension
- Single key transfer to voice mail
- Call answering priority allows attendant to connect calls based on longest time waiting or origin
- Call waiting threshold capability allows incoming calls to be routed to other consoles to reduce wait times
- Access to Mitel Networks SX-2000 hospitality functionality

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