

MITEL

# Inn Solutions SX-200



North America's favorite  
*phone* away from *home*



MITEL

# Inn Solutions SX-200

*Advanced, affordable communications  
for small to medium properties*

## FLEXIBILITY PROTECTS YOUR INVESTMENT

Available in a number of flexible hardware and software combinations, Mitel Inn Solutions allows properties to tailor their system to their current and future needs. Mitel's 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's Superset™ 4000 series of telephones and consoles help you maximize staff productivity.



AT THEIR SERVICE

## GUEST ROOM FEATURES

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

### VOICE MAIL

Available as an option for Mitel Inn Solutions, Mitel messaging solutions provide each guest (and staff) with easy-to-use personal voice mail service they can access in-room, or from any touchtone telephone at or away from the property. Language options available.

### SIMULTANEOUS VOICE AND DATA ACCESS

Mitel Inn Solutions for the SX-200 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

Mitel Inn Solutions offer advanced conferencing capacity and flexibility. Up to five parties in the hotel or off-site can participate in a conference call, and the call itself can be initiated by a 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 Mitel Inn Solutions.

### CLASS SERVICES ON ANALOG SETS

Station Side \*CLASS for guest rooms allows 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 or guestroom number or no caller ID 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.

### AUTO WAKE-UP

Mitel Inn Solutions supports automated wake-up services, which guests can program themselves or ask guest services to handle.

### GUEST PRIVACY

Mitel 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 Inn Solutions for the SX-200 offers small to medium properties sophisticated communications functionality that enhances guest and customer service while providing tools that help smooth operations, increase productivity, and capture revenue.**



## AT YOUR SERVICE



### MANAGEMENT FEATURES

Mitel Inn Solutions is an affordable hospitality solution that combines the advanced telephony features of the SX-200 with an application package that provides essential property management functions. For those with more complex property management needs, Mitel Inn Solutions can be combined with leading third party Property Management Systems (PMS).

#### COMPREHENSIVE PROPERTY MANAGEMENT

As a standalone solution, Mitel 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 single, multiple or personal wake-up calls; and
- block calls between rooms and restrict internal/external calling by room and room status.

#### FLEXIBLE CALL HANDLING

Mitel 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.

#### INTEGRATED AUTO ATTENDANT

Mitel 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-200 provides comprehensive and integrated automatic call distribution capabilities. The SX-200 even supports the sophisticated computer telephony applications (tools from Mitel and leading third party software companies) that are revolutionizing today's call centers.

**National Accounts Program:** *Property management firms and hotel or motel chains with multiple locations across the nation can take advantage of Mitel's 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 entire 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**

Mitel 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 HOTEL GUEST INTERNET SOLUTION**

Mitel 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**

Mitel Inn Solutions includes integrated SMDR (station message detail recording) which, when integrated with third party call accounting, enables accurate billing. The solution's tenancing capability means properties can share their PBX resources with linked businesses such as restaurants, gift shops, fitness centers, or dry cleaners. Features and consoles can be shared or customized for each tenant, and billed back accordingly.

#### **ENHANCED SAFETY AND SECURITY**

A number of Mitel Inn Solutions features help enhance safety and security:

- automatic 911 console and selected Superset™ telephones notification alerts the attendant staff of the source of any telephone that originates a 911 call from within the property;
- ability to use alarm contacts to control entry to certain areas or after hours;
- override feature allows management to enter any telephone conversation in the event of an emergency.

#### **MITEL SUPERSET 4000 SERIES OF TELEPHONES AND CONSOLES**

Mitel's advanced digital Superset 4000 series telephones and attendant consoles provide easy, intuitive access to full SX-200 capabilities for hotel staff and guests. Mitel Superconsole® 1000 and Superset 7000 consoles support powerful call handling and can be the primary interface for properties using Mitel Inn Solutions' property management functionality. Mitel's Superset 4000 series digital telephones enable staff to access the full functionality of the SX-200 – and can do likewise for guests staying in business class and extended stay properties.



For almost three decades, Mitel 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

delivered solutions that meet and



➤ ⋮ ⬅ Hospitality's favorite *solution*

exceed the industry's demands for perform-

ance, price, scalability and investment

protection. Mitel Inn Solutions™ for

the SX-200® is no exception. Feature

for feature, it sets the standard for

hospitality industry communications.

# *We're doing things with voice* **too exciting** *for words*

As leading innovators in real-time enterprise voice communications for almost three decades, we at

Mitel Networks view voice as the most natural human interface and the most important strategic business communications tool. Our next generation IP communications portfolio, intergrated messaging solutions, remote access products, call center solutions, and natural speech recognition technologies are all geared toward delivering tangible business advantage by combining innovation, performance, and reliability.



*Trust your voice to Mitel.  
You'll like what you hear.™*



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**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

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