Mitel SX-200 to Mitel 3300 ICP Migration

Product Information Note

MITEL

Table of Contents

The purpose of this product information note is to help Mitel staff, Mitel Solution Providers and Mitel SX-200 customers come to an informed decision regarding whether migrating from a Mitel SX-200 to a Mitel 3300 IP Communications Platform (ICP) is the right option for them.

Product Note Overview

This product information note will outline the migration option for Mitel® SX-200® customers using Peripheral Bays to the Mitel 3300 IP Communications Platform (ICP) while maintaining their Peripheral Bays. This note will also detail some of the functionality differences between the two platforms.

SX-200 Bay Support on the 3300 MXe Controller

The Mitel 3300 MXe and MXe II Controllers have long been able to connect and control Mitel SX-2000® Peripheral Cabinets. This capability has enhanced our migration story for the SX-2000 and has greatly improved our existing customers' cost of ownership and long term return on investment. The Mitel SX-200 has also offered improved investment protection by allowing SX-200 Peripheral Cabinets to be migrated to the SX-200 Controller.

With the introduction of Release 9.0 of the 3300 ICP we are now extending this migration strategy to allow the MXe Controller to support the SX-200 Bay Cabinets.

Key Value Proposition for Bay Support on the 3300 ICP

By allowing SX-200 Bay Cabinets to be connected to the MXe Controller we are offering the following key value propositions for our customers:

- Extend the life of the customer's current SX-200 investment
  - – Increase the life expectancy of existing SX-200 Bay connected devices
  - – Continue utilising existing traditional telephony wiring
  - – Allow common SX-200 / 3300 ICP software licences to be migrated between the two platforms
- Deliver new services and applications to an installed base of customers
  - – New carrier services such as SIP trunking
  - – Improved applications for small to medium sized business with the Mitel Applications Suite (MAS) incorporating:
    - Mobility solutions
      - Mitel Teleworker Solution
      - Mitel Mobile Extension
    - Full unified messaging with Mitel NuPoint Messenger™ IP
    - Mitel Speech Auto Attendant to improve caller experience
    - Mitel Audio and Web Conferencing tools for improved productivity and information sharing
  - – Optional hardware redundancy
  - – Broad range of IP phones and accessories including the Mitel 5550 IP Console
  - – Increased user functionality support
    - Hotdesking
    - ACD hotdesking
    - Resiliency

Product Rules

Hardware

The MXe Controller will connect to SX-200 Bays that have the Bay Control Card (BCC) III installed in them. The Bay will not connect to the Mitel 3300 CX(i) or Mitel 3300 AX Controller.

Customers who have SX-200 Bays without a BCC III installed will need to upgrade the Bay Control Card prior to connection to the MXe Controller. A BCC III requires the SX-200 ELx Cabinet to be revision 2 or higher.

The SX-200 Bay support feature will not support the SX-200 LIGHT Peripheral Cabinet or any other type of SX-200 or SX-200 ICP equipment.

The SX-200 can support a maximum of seven bays and this maximum will be maintained on the MXe Controller.

Bays equipped with a Copper Interface Module (CIM) can be connected to the MXe Controller's embedded CIM ports or via the Quad CIM card. Bays equipped with a Fiber Interface Module (FIM) can be connected via the Dual FIM Card and any combination of FIMs and CIMs can be used to connect the Bays to the MXe Controller.

Analog lines that are programmed on the SX-200 Bays DO increment the number of analog licenses used within the 3300 ICP when the Bay is configured on the 3300 ICP, Digital Network Interface (DNI) lines that are programmed do not.

The MXe Controller will support DNI, ONS and OPS lines installed into the Bay but analog and digital trunks will not be supported.

The following SX-200 Bay line card types will be supported on the 3300 ICP:

Part Number	Description
9109-110-001-NA	ONS CLASS line card
9109-110-002-NA	ONS CLASS line card ML only
9109-040-000-SA	OPS line card (6cct) (sfty)
9109-012-001-NA	Digital line card – 12cct (CR)
9109-012-002-NA	Digital line card ML Only
9109-010-000-NA	12 Port ONS
9109-010-001-NA	12 Port ONS
9109-010-003-NA	12 port ONS ML
9109-012-000-NA	12 port DNI

To connect analog or digital trunks to the 3300 ICP all trunk cards previously installed inside the Bay must be removed and new 3300 ICP trunk connectivity purchased.

The following 3300 ICP connectivity can be ordered:

Part Number	Description	Information
50005105	Analog Services Unit II	ASU II is required to house the analog cards
50005104	12 Port ONS and 4 Port LS	ASU II card that allows analog Trunk connectivity to the 3300 ICP
50005731	24 port ONSp Card	ASU II Card for analog extension expansion
50003560	Dual T1 / E1 Card	Connects up to 2 T1 / E1 links
50005160	T1 / E1 Combo MMC	Connects to a single T1 / E1 link

The following Superset devices will be supported on the 3300 ICP when connected via the Bay Cabinet:

Description
Mitel Superset 4001
Mitel Superset 4015
Mitel Superset 4025
Mitel Superset 4125
Mitel Superset 4025 TSG Dark Grey (secure)
Mitel Superset 4150
Mitel Super Console 1000

- The 3300 ICP will support the Programmable Key Module (PKM) 48 or PKM 12 when attached to Supersets that are equipped with a Superset Interface Module (SIM1 or SIM2).
- The 3300 ICP will support DSS / BLF connections to Supersets.
- The 3300 ICP will not support PKM 48 units attached to a Super Console 1000.
- The system will not support the old SX-200 stand alone DSS / BLF units or the DSS / BLF connections to the Super Console 1000
- The system supports the Analog Interface Module (AIM) when connected to a Superset 4025, 4125, or 4150.
- The SX-200 allows a Superset phone to connect to a AIM and PKM at the same time. On the 3300 ICP the phone can only connect to one or the other.

The following table shows the SX-200 Bay connection modules and the associated part number used with the MXe Controller:

SX-200 Bay Part Number	Description	3300 ICP Part Number
9180-510-001-NA	FIM Module – 820nM Multi-mode	50001248
9180-510-002-NA	FIM Module – 1300 nM Multi-mode	50003695
9180-510-003-NA	FIM – 1300 nM Single Mode	50003696
9180-510-010-NA	CIM	Embedded CIM port or 50004451

It should be noted that a Dual FIM can only support SX-2000 Peripheral cabinets / NSU's OR the SX-200 Bay. A single Fibre Module cannot support a NSU AND a SX-200 Bay.

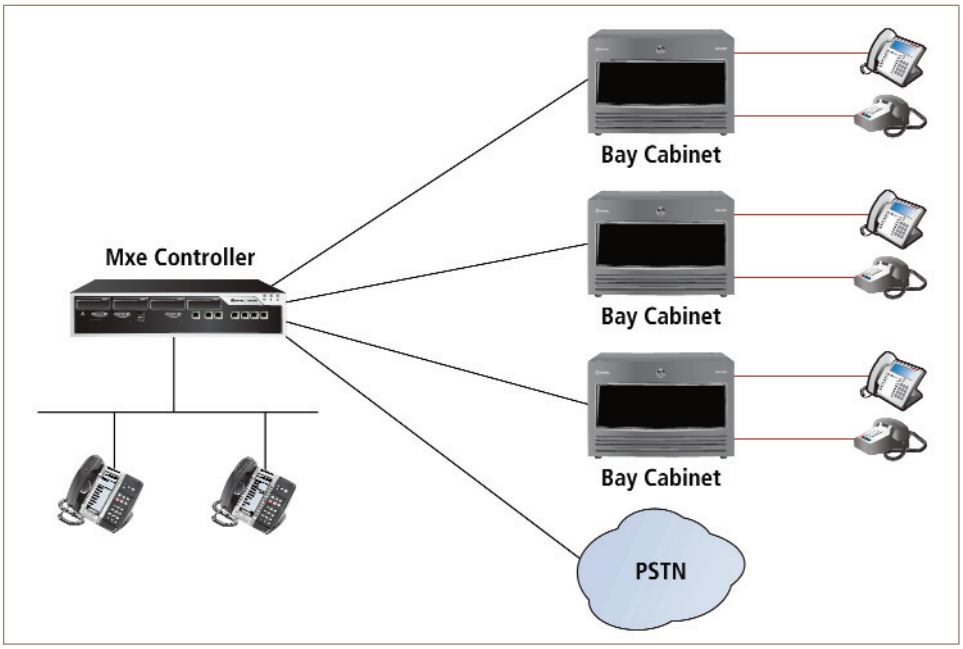

Figure 1

Figure one shows an MXe Controller connected to three SX-200 Bay Cabinets. The Bay Cabinets connect to analog and digital telephones. All trunks are relocated directly onto the MXe Controller and new IP devices are connected via the Local Area Network (LAN).

Software

Customers who migrate from the SX-200 to the 3300 ICP should be made aware of the possible functionality differences between the two platforms. Solution Partners who migrate the customer solution should be aware that the 3300 Controller and Bay will need to be programmed from the beginning. No database upgrade will be made available.

When migrating the SX-200 Peripheral equipment to the MXe Controller the following software licences will be required. For clarification on migrating existing SX-200 licences to the 3300 ICP free of charge please see the relevant product bulletin.

Licences that should be considered when migrating from the SX-200 to the 3300 ICP:

Part Number	Description	Information
Various	3300 Core Software package	A core software package is required for each MXe Controller
54000297	Voicemail Licences	New 3300 ICP voicemail licences will be required to replace any Express Messenger solution being used
54000860	Advanced Voicemail	This licence is required if call recording, personal contacts or unified messaging is required on the Embedded Voicemail
54000861	Hospitality Voicemail	This licence is required for solutions that require PMS connection between the embedded voicemail and a front of house system
54002701	ONS Licences	New 3300 ONS licences will be required for each analog phone connecting to the SX-200 Bay
54000303	Network Link Licence	A single Network Link Licence is required for each T1 or E1 connection
54000300	ACD Agent	Required for each Mitel Telephone to be used as ACD phones

Functionality differences

To ensure our Solution Providers and end customers can make an informed choice about migrating from the SX-200 to the 3300 ICP it is important that the functionality differences between the SX-200 and 3300 are understood.

The most important aspect to understand is that the Bay support on the 3300 ICP brings the desktop devices connected to the Bay onto the 3300. The 3300 ICP does not become an SX-200 and the users on the Bay will receive the capabilities and features that are available on the 3300 ICP not necessarily those that were available on the SX-200.

Functionality on the 3300 ICP not available on the SX-200

- SIP trunks
- SIP lineside
- Resiliency
  - Allows an IP phone to "fail over" to a secondary controller in the event of a hardware or network failure
- Hotdesking (single system and clustered)
  - Allow users to "log on" to any device and have their individual profile appear
- T38 FoIP support
  - T38 supports FAX transmission across an IP network
- Music-on-hold stored as a file on the 3300 Controller
- ACD hotdesking
  - Allows ACD Agents to log on to a phone positioned in any location
- ACD Make Busy reason codes
  - Allows a supervisor to report on why an ACD Agent has gone into the Make Busy state
- Networked ACD
  - Allows ACD centers to be located in multiple locations
- Alpha tagging
  - Allows an incoming Calling Line ID to be associated with a name located in the 3300 ICP Telephone Directory
- IP networking
  - Allows multi-site systems to transfer calls via the customers IP network
- Bandwidth management
  - For a multi-platform or multi-location solution bandwidth management limits the amount of traffic based on the available bandwidth rather than specific channels provisioned
- BRI trunks (Basic Rate ISDN)
  - Digital trunks for small business in groups of two channels
- Call history
  - An ability to see, on the phone, a full history of calls including missed calls
- Cluster features like Network Pickup / Hunt groups, Hospitality and System Data Synchronisation
- Phone lock
  - Allows users to lock their phone and stop it being used for outbound calling

There are many other capabilities on the 3300 ICP that are not supported on the SX-200, full information can be gathered from the 3300 ICP General Information Guide.

Functionality on the SX-200 not available on the 3300 ICP

The following capabilities are a list of specific functionality that does not work exactly the same on the 3300 ICP as it currently does on the SX-200. Where possible further information has been added, in many scenarios technical workarounds are possible. For detailed information please contact your sales engineer.

- Sub attendant
  - Ability to use the 5224, 5330 and 5340 as an attendant position instead of a console.
    - This feature is a candidate for delivery in Release 9.1 of the 3300 ICP
- 64 Key line appearances
  - An ability to have 64 appearances of a single line
    - The 3300 ICP supports up to 32 line appearances
- Music-on-hold on ONS
  - A music-on-hold unit can be connected to the SX-200 via an ONS port
    - MoH can be an embedded file on the 3300 ICP so no external equipment is needed
- Digital music paging (DMP) DNIC device is not supported on SX-200 Bays when connected to the MXe Controller
- Class of service (CoS) option `do not forward on transfer`
- Second network port can be disabled
  - As a system-wide option the SX-200 can disable the second network port of all the Mitel IP phones
- Automatic headset detection
- Provision of listed directory numbers
  - This allows key appearances used as listed directory numbers (console answer keys) to be provisioned on sub attendant telephones
    - This feature is a candidate for delivery in Release 9.1 of the 3300 ICP
- Daylight savings time (DST) adjustment
  - Allows the system administrator to program the system so that the time is automatically adjusted
    - This feature is a candidate for delivery in Release 9.1 of the 3300 ICP
- Direct inward dial (DID) server application
  - DID trunks can be automatically assigned
- Door open capability
- Direct to ARS - Voicemail support
- CO line group key
- CO line key
- CO lines - Retain conference parties after trunk hangs up
- CO line - Select direct
- CO line type - Direct access - Bypass key system toll control

Other functionality differences may exist and we encourage our Solution Providers to confirm that each customer opportunity is aware of the differences that may affect their method of working.

Conclusion

This document is aimed at SX-200 customers contemplating migrating to the 3300 ICP. Each customer should, with the help of their Solution Provider, consider all of the changes, both positive and negative, that will occur with the migration to the 3300 ICP. An in-depth knowledge of how the customer currently uses their SX-200 will be important in understanding the potential differences.

Glossary

SX-200	A small business PABX that connects to analog and digital devices
Bay Cabinet	A cabinet that connects to the SX-200 control cabinet or the 3300 ICP and houses extension line cards and analog trunk cards. Each peripheral cabinet has capacity for up to 8 line cards with a theoretical maximum of 96 ports
Peripheral Cabinet	Another name for the bay cabinet
LIGHT Peripheral Cabinet	A different peripheral cabinet that connects to the SX-200 control cabinet. The LIGHT Peripheral Cabinet can not be migrated onto the MXe Controller.
Line cards	Line cards were installed into the bay cabinet and connected to the digital or analog telephones and to analog trunk lines. Telephone line cards supported up to 12 devices
Control cabinet	The central call processing system of the SX-200. The control cabinet controls all the voice traffic from the bay cabinets.
E1/T1	A multiple channel digital connection method to the public network. T1 connections previously made from the bay cabinet must be rerouted directly onto the 3300 Controller following migration
Analog Trunk	A single line connection method to the public network. Any analog trunks connected via the bay cabinet must be rerouted directly onto the MXe Controller or the ASU II
IP	Internet Protocol – The protocol that controls the passing of information between devices
SIP	Session Initiation Protocol – An open standard for the set-up, connection and tear down of IP based calls
SIP Trunk	An open standard connection for IP based connectivity between enterprise systems and public networks
SIP Lineside	An open standard connection for the IP based end points (telephones, soft clients etc.)

Global Headquarters	U.S.	EMEA	CALA	Asia Pacific
Tel: +1(613) 592-2122 Fax: +1(613) 592-4784	Tel: +1(480) 961-9000 Fax: +1(480) 961-1370	Tel: +44(0)1291-430000 Fax: +44(0)1291-430400	Tel: +1(613) 592-2122 Fax: +1(613) 592-7825	Tel: +852 2508 9780 Fax: +852 2508 9232

For more information on our worldwide office locations, visit our website at www.mitel.com/offices

www.mitel.com

GD 242_2122