



## Product Brief

### Nortel Business Communications Manager Digital and IP Phones

#### Put the power of Business Communications Manager systems into the hands of users

To an end user, the telephone is the system. It is the critical interface that determines how easy it is to use the communications system, and in turn, how productive, effective and satisfied they can be. That's why Nortel offers a wide range of user-friendly business sets to fit any niche in the business, from the front desk to the conference room, from supervisors who spend their days on the phone to mobile workers who are never at their desks.

#### Digital business sets for traditional telephony

Nortel digital business sets are used by more than 15 million people in more than a million businesses around the world. Most business sets come standard with integrated display, built-in headset jack and wall-mount capability.

- › **Nortel Business Series Terminal T7000** — An entry-level digital telephone with no display that is ideally suited for basic office scenarios. Available in EMEA, CALA and Asia.
- › **Nortel Business Series Terminal T7100** — An entry-level, single-line telephone designed for public areas such as lobbies, cafeterias, hallways, break rooms or other locations where use is occasional.
- › **Nortel Business Series Terminal T7208** — An enhanced, multi-line telephone with an integrated LCD that is ideally suited for moderate call volume users, such as office professionals and technical specialists.
- › **Nortel Business Series Terminal T7316E** — A full-featured, expandable, multiline telephone set for high call volumes, favored by supervisors, managers, executives and other “power users” of system features.



**Desktop**

Business Series Terminal T7000



Business Series Terminal T7100



Business Series Terminal T7208



Business Series Terminal T7316E



Audio Conferencing Unit



IP Phone 2000 Series



IP Phone 1200 Series



IP Phone 1100 Series



IP Audio Conference Phone 2033



Business Series Terminal T7406E



Digital Mobility Handsets



WLAN Handset 2200 Series



IP Softphone 2050



Mobile Voice Client 2050



**Mobile**

- › **Nortel Business Series Terminal T7316E+T24 KIM (CAP)** — An expandable desktop telephone solution designed for administrative assistants, receptionists and emergency contact centers. Expands by directly attaching up to nine T24 Key Indicator Modules.
- › **Nortel Business Series Terminal T7406E** — A full-featured, multi-line cordless digital telephone that integrates with all supported releases of Norstar / BCM. It allows mobile employees to stay in touch with all the capabilities of their desktop while

ranging up to 1000 feet from the basestation. Each site can support 1-8 people, making the T7406E a convenient and affordable mobility solution for small enterprises, branch offices, retail stores, healthcare clinics, hospitality, manufacturing and other typical business environments. Available in NA and most parts of CALA (excluding Trinidad and Jamaica).

- › **Nortel Audio Conferencing Unit** — Provides clear voice service for conference rooms, with two-way listen/speak (full duplex) capability and keypad access to all Norstar and

Business Communications Manager conferencing features. Available in NA, Asia and CALA.

- › **Nortel Doorphone** — A wall-mounted set equipped with a call button that enables office personnel to talk directly with visitors before they enter the business or a restricted area.

Since BCM supports any combination of these digital phone sets, you can mix and match for the best economy and utility. You could equip public areas with the most basic one-line sets, give office professionals and technical specialists more feature-rich, multiline

units, and equip receptionists and emergency contact positions with modular desktop solutions that efficiently distribute calls.

If your organization is upgrading from a Nortel Norstar telephone system to BCM, you'll appreciate that you can keep the same phones on users' desks as it simultaneously supports any mix of traditional digital business sets and IP telephones. Small and medium businesses can migrate to IP at their own pace while prolonging and protecting their investment.

**High-performance convergence over IP — now made simple for users**

Your business can gain some serious benefits from IP telephony. IP supports powerful new applications, cost-effectively

extends network services to remote sites, simplifies moves and changes and improves employee productivity with efficient access to call information and features. So it's no surprise that many businesses are extending the benefits of IP telephony to users' desktops. Nortel makes it easy for users to enjoy the next-generation features of IP telephony, while retaining the carrier class reliability and ease of use you expect of a traditional telephone.

**IP Phone 1200 Series for BCM50**

Some common features of these new SMB-centric IP Phones include: multiple softkeys, an integrated speakerphone, enhanced audio quality for crystal clear conversations, an integrated Ethernet switch for single desktop wiring, headset support, KEM support (1220/30

models), DA Pro compatibility (for easy-customization), and last but certainly not least, each of the 1200 series sets come pre-programmed based on the most popular BCM features used by small and medium businesses today!

The Nortel IP Phone 1210 for BCM50 is a standard-level IP phone that is a good fit for users needing only a basic 3-line display and standard features. It is a great choice for lobbies, lunch rooms or other common areas.

The Nortel IP Phone 1220 for BCM50 is an intermediate-level IP phone that comes with four soft keys, six shortcut keys and a 5-line display. It is ideally positioned for environments with more moderate call activity.

**Business Series Terminals features**



- 1. The LCD window walks you through the steps to use features.
- 2. A red LED flashes to let you know the phone is ringing or when there's a message waiting.
- 3. With Calling Line ID, the display shows who's calling and keeps a log to show who called while you were away from your desk.
- 4. Soft keys and the feature button can be programmed for one-touch access to frequently used features.
- 5. No need to lift up and replace the handset to end a handsfree call; just press the Release button.
- 6. A built-in speaker provides quality audio for handsfree calls, group listening and paging.
- 7. Press the Mute button to listen without being heard, or to eliminate background noise.
- 8. Memory buttons let you speed-dial people or features you frequently want to access.
- 9. The volume control bar lets you quickly adjust ringer, handset, headset or speaker volume.
- 10. Enjoy one-button access to any combination of lines, features, internal autodials and external autodials.
- 11. Press the Hold button to put a caller on hold or return to the call.
- 12. Touch the Headset button to place or answer calls using a headset.
- 13. Touch the Handsfree button to place or answer calls without lifting up the handset.

Nortel offers a wide range of user-friendly business sets to fit any niche in the business, from the front desk to the conference room, from supervisors who spend their days on the phone to mobile workers who are never at their desks.



Nortel IP Phone 2007



Nortel IP Phone 1230



Nortel IP Phone 1140E

### Key features of Nortel IP Phones

1. Intuitive navigation cluster provides fast menu, sub-list and call log scrolling, as well as one-touch dialing and quick access to system features.
2. Message-waiting/visual-ring indicator offers visual notification of incoming calls and messages.
3. Voice compression optimizes bandwidth and audio quality requirements.
4. Audio control center enables users to toggle quickly between the handset or headset and the speakerphone without audio interference.
5. Volume bar provides fingertip control of audio and ringer volume settings, and LEDs clearly display handset/headset/speakerphone/mute settings.
6. Local tone generation conserves valuable network bandwidth.
7. Dynamic IP addressing with a standard DHCP server offers a simple, flexible solution for handling moves, adds and changes.
8. Microsoft TAPI-compliant interface operates seamlessly with Messaging and Personal Call Manager to support on-screen displays of call logs and directories, with drag-and-drop dialing.
9. High-fidelity speakerphone delivers crystal-clear, handsfree communication, ideal for conference calls.
10. Clear LCD display, adjustable for different lighting conditions, provides a window into a full range of personal productivity tools.
11. Integrated Gigabit Ethernet port enables one cable drop to the desktop to serve both telephone and PC.

The Nortel IP Phone 1230 for BCM50, which has 10 programmable soft keys and a 9-line display, is best suited for employees with more advanced communication needs, for example, administrative assistants, knowledge workers and other traditional power users.

Two Nortel Key Expansion Modules (KEMs) are supported on the IP Phone 1220 and 1230. Choose from an 18-key LED expansion module that comes with paper labels; or a 12-key LCD KEM that is self-labeling.

### IP Phone 2000 Series

- › The Nortel IP Phone 2001 is an entry-level, one-line phone with display, ideal for low call traffic areas, such as hotel rooms, school classrooms and other common areas.
- › The multi-line Nortel IP Phone 2002 with integrated LCD display screen is well suited for users with moderate call volumes, such as office professionals and technical specialists.
- › The multi-line Nortel IP Phone 2004 with large LCD display is ideal for managers, executives and administrators who handle large call volumes and need to view more information on the display.
- › Up to four Nortel IP Key Expansion Modules can connect to an IP Phone 2002 or IP Phone 2004 to enable a central attendant or receptionist to view call status across many users or departments, and have one-button access to speed-dial employees.
- › The Nortel IP Phone 2007 supports a new realm of converged content, including Web browsing and full-motion video. This phone has a fully pixel-based color display and 5.7” diagonal, VGA touch-screen LCD, plus a USB interface for a keyboard or mouse.

### IP Phone 1100 Series

A premium IP desktop portfolio with sleek silver design for advanced/power users.

- › The Nortel IP Phone 1110 for BCM50 a single line IP phone with backlit, pixel-based display for lobbies and common areas.
- › The Nortel IP Phone 1120E and Nortel IP Phone 1140E phones, with backlit, pixel-based displays and USB interface for keyboard/mouse, are optimized for Web-enabled applications. An integrated Gigabit Ethernet port lets you plug a PC into the phone and have one cable drop to serve both devices. Support for Bluetooth technology frees users to move around the office.
- › The 1100 Series Key Expansion Module supports both the 1120E and 1140E with 18 additional line/programmable feature keys.
- › The Nortel IP Softphone 2050 “soft client” transforms a laptop or desktop PC into a converged voice/data communications platform for

employees on the move — just add high-speed internet access. The Mobile Voice Client 2050 “soft client” transforms a Pocket PC PDA into a converged voice/data communications platform for employees on the move — just add WLAN (802.11b).

- › The Nortel IP Audio Conference Phone 2033 provides 360°, full-duplex VoIP coverage for an entire conference room and keypad access to all BCM conferencing features.

### Features = Productivity

Intelligent contact center agents and others who spend long hours on the phone will appreciate the handsfree operation and computer telephony integration. Mobile employees will appreciate the ability to simply plug a lap-top into a network port at a shared office location, snap in a USB headset and function as if they were in their own office — with all their phone features available to them. Whether you choose a full-featured desktop Internet telephone or prefer the comfort and convenience of a PC equipped for Voice



over IP (VoIP), Nortel has the right solution for you. These IP Phones operate seamlessly across our entire range of IP enabled platforms and applications — not just Business Communications Manager — offering a complete, full-featured IP telephony solution unmatched by any other vendor in the industry.

### **Gain the full benefits of IP telephony with advanced features.**

**Support diverse business requirements.** Nortel IP Phones support a rich suite of telephony features, high-value applications (such as unified messaging and intelligent contact center services), and emerging services, such as corporate and personal directory services.

**No need for a separate data port.** Most desktop IP Phones feature a built-in, three-port Ethernet switch that splits the network Category 5 cable into separate feeds. Connect the IP Phone into the network, and connect your PC into an extra RJ-45 jack on the phone. This one-port

solution conserves wiring closet ports and eliminates the need for separate cable drops to the desktop.

The internal Ethernet voice/data switch always gives priority to the voice port, so you're sure to get high-quality voice all the time.

**No need for desktop power for phones.** Desktop IP Phones can receive their power over network cabling. The Nortel Business Ethernet Switch 50/100/200 or 1000 delivers power for the phones over the unused pairs of standard Category 5 UTP cable. This strategy saves power outlets and makes it easy to establish backup power resources to ensure continuous phone service.

**Easy to deploy, manage and move telephones.** Support for industry standards makes it easy to deploy convergence across the organization and interwork with standards-based network elements. Automatic firmware upgrades ensure top performance while reducing the need for site visits. Thanks to Dynamic Host Control Protocol (DHCP), users can connect anywhere

on the network without intervention by an administrator. With centralized, automated IP address management, you can relocate your phone down the hall or across the globe, and your service comes up in the new location exactly as if you were sitting in your own office.

### **Business communications made simple**

With Nortel digital business sets, you can extend the value of your key telephony systems as you upgrade to Business Communications Manager. With Nortel IP Phones, you can start reaping the advantages of convergence — using digital and IP phones simultaneously on one Business Communications Manager platform and migrating in stages- when it works best for your business.

To find out more about how Nortel digital and IP telephones can improve the efficiency and productivity of your business communications, contact your local reseller or visit us on the Web at [www.nortel.com](http://www.nortel.com).

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Nortel is a recognized leader in delivering communications capabilities that make the promise of Business Made Simple a reality for our customers. Our next-generation technologies, for both service provider and enterprise networks, support multimedia and business-critical applications. Nortel's technologies are designed to help eliminate today's barriers to efficiency, speed and performance by simplifying networks and connecting people to the information they need, when they need it. Nortel does business in more than 150 countries around the world. For more information, visit Nortel on the Web at [www.nortel.com](http://www.nortel.com). For the latest Nortel news, visit [www.nortel.com/news](http://www.nortel.com/news).

For more information, contact your Nortel representative, or call 1-800-4 NORTEL or 1-800-466-7835 from anywhere in North America.

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