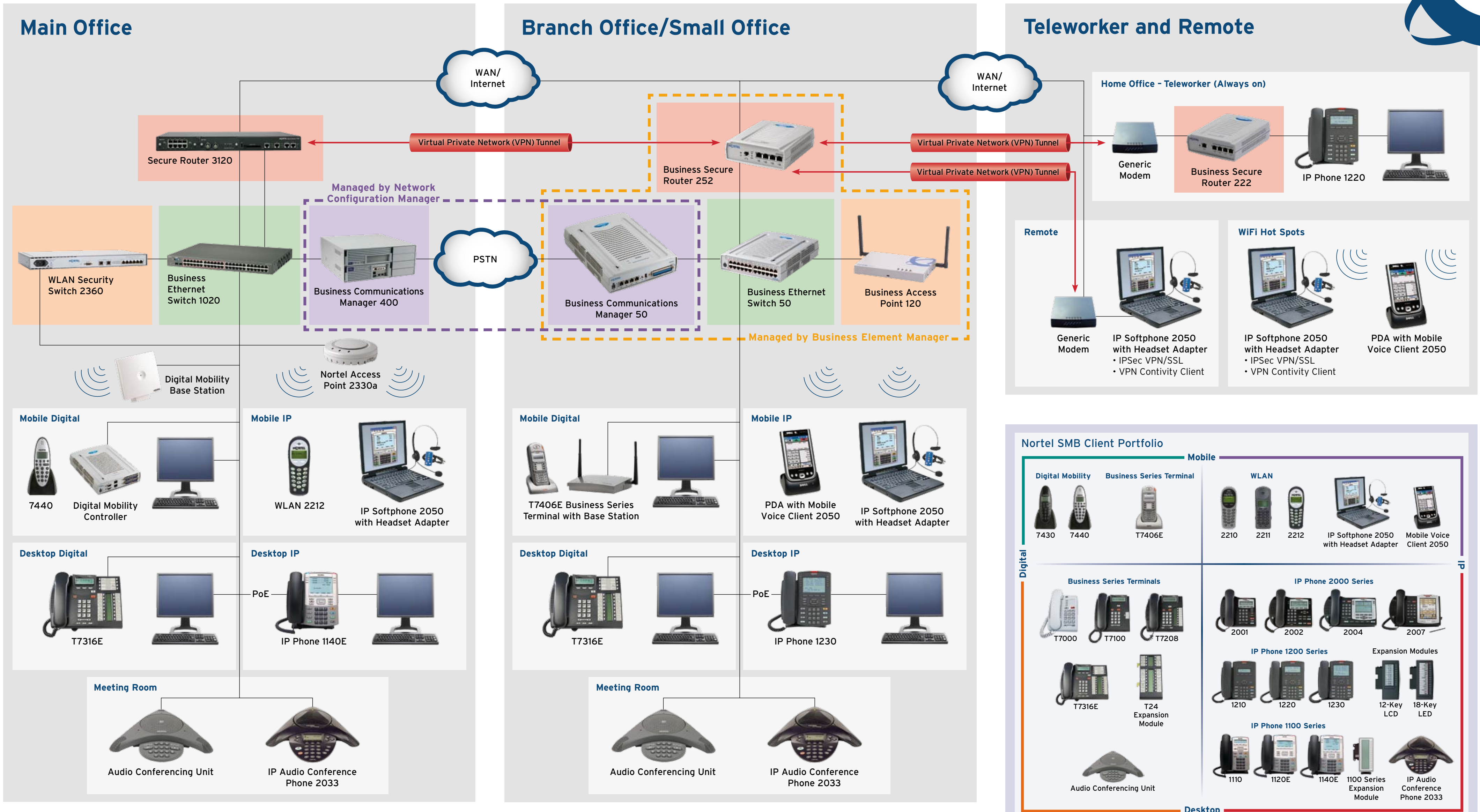


Nortel SMB Solution Overview



Converged Voice and Data Solutions
Business Communications Manager (BCM) 50
 • An award-winning, fully integrated, converged communications solution for SMBs with 32 IP, 44 digital or up to 50 stations in a mixed (hybrid) environment
 • BCM50 Release 3.0 offers a number of improvements, including SIP trunking enhancements, Meet Me Conferencing capabilities, Intelligent Contact Center enhancements, improved operability and integration (including support for Microsoft Vista) and advanced reporting capabilities
Business Communications Manager (BCM) 200/400
 • A scalable, converged voice/data solution specifically designed for SMBs
 • BCM200 supports up to 90 IP or 32 digital users, while the BCM400 supports up to 90 IP or 192 digital users
Complementary Business Applications
Intelligent Contact Center (ICC)
 • Provides skills-based routing and flexible, sophisticated features that improve employee productivity and help customers get the right answers from the right people at the right time

Unified Messaging
 • Converges voice, fax and email messages onto a single desktop application
Automated Attendant
 • Answers calls 24/7 with personalized greeting and intelligent routing
Computer Telephony Integration (CTI)
 • Integrates PC-based access to customer account information during a call
Activity Reporter
 • Provides basic and advanced (customizable) reporting on telephony and related metrics
Interactive Voice Response (IVR)
 • IVR provides for deep integration with customer databases for automated (and customizable) access to information 24/7 (for BCM200/400)
Conferencing
 • Ad Hoc Conferencing allows up to 18 (BCM50) or 40 (BCM200/400) simultaneous conference participants in multiple conferences
 • Meet Me Conferencing provides up to 18 users with a flexible, secure and scalable dial-in conference bridge (BCM50 only)
Advanced Paging Productivity Pack
 • Suite of advanced paging and text-messaging applications to improve productivity, customer service and optimize business processes

Security Solutions
Secure Router 3120
 • Converges routing, security and multimedia traffic forwarding in a single cost-effective platform for enterprises
Business Secure Router (BSR) 222/252
 • Delivers reliable high-speed connectivity to the Internet with the security of a standards-based VPN, embedded firewall protection and encryption
 • BSR252 offers the same features as the BSR222 with the additional benefit of a built-in ADSL2+ modem
Data Networking Solutions
Business Ethernet Switch (BES) 50
 • Converged networking solution for less than 50 network users
 • Available in 12- and 24-port high-speed configurations with 12 ports PoE enabled
Business Ethernet Switch (BES) 100
 • Offered in 24- and 48-port Fast Ethernet models
 • The BES120 series has half the ports PoE enabled
Business Ethernet Switch (BES) 200
 • Available in 24- and 48-port Fast Ethernet configurations
 • Intelligent QoS with priority-based packet differentiation
Business Ethernet Switch (BES) 1000
 • Offers high performance and robust features specifically for medium-sized businesses in need of high bandwidth
 • Available in 24- and 48-port Gigabit Ethernet models, with half the ports PoE enabled (BES1020 only)

Network Configuration Manager
 • A client-server software package that enables centralized configuration and management of up to 2,000 BCM systems either locally or remotely over a LAN or WAN
Business Element Manager
 • An intuitive Web-based tool for management of Nortel SMB solutions including SMB Data (BSR, BES and BAP), BCM50/200/400 and associated applications
WLAN Security Switch 2360/2361
 • Controls up to 12 access points either connected directly to one of the 8 Ethernet ports or indirectly through a Layer 2 or 3 network
WLAN Access Point (AP) 2330
 • Controlled by the WLAN 2300 Security Switches
 • Provides multi-mode 802.11 a/b/g service for mobile clients
Business Access Point (BAP) 120
 • Provides users secure network access from anywhere, at any time

Nortel SMB Client Portfolio
Digital Mobility Handset 7430/7440*
 • Offers high-quality, rugged handsets with extensive range (1000 ft) for staying connected in or near the office
 • Supports 1 to 64 mobile users
* The 7430 is available in North America, China and Argentina only. Equivalent handsets include the 4135 (EMEA, Hong Kong and Taiwan), 4136 (Australia and New Zealand) and 7434 (South America).
 * The 7440 is available in North America, China and Argentina only. Equivalent handsets include the 4145 (EMEA, Hong Kong and Taiwan), 4146 (Australia and New Zealand) and 7444 (South America).
Business Series Terminal T7406E*
 • A full-featured, multi-line cordless telephone with extensive reach (1000 ft) for Norstar and BCM customers looking for a workplace mobility solution
* Available in North America, Mexico and Caribbean countries (except for Jamaica and Trinidad).

WLAN Handset 2200 Series (2210, 2211, 2212)
 • Designed for premises-based mobile voice and data communication via WLAN 802.11b access points
IP Softphone 2050
 • A professional-level software-based solution that transforms a PC or laptop into a full-featured telephony solution for teleworkers or employees on the go
Mobile USB Headset Adapter for IP Softphones
 • Extends high-quality digital audio and business telephony features from Nortel Communication Clients, including the IP Softphone 2050, MCS 5100 and MCS 5200 Clients, and the m6350 for IP Centrex applications
Mobile Voice Client 2050
 • Delivers secure voice and data communications to mobile employees using Pocket PC PDAs running Microsoft Windows Mobile 2005

BST T7000*
 • An entry-level digital set for basic low-use offices
* The T7000 is available in all regions but North America.
BST T7100
 • A single-line entry-level telephone designed for public areas
BST T7208
 • An enhanced-level telephone supporting up to 6 lines intended for moderate call volume users
BST T7316E + T24 KIM
 • A full-featured, expandable telephone designed for high call volume positions requiring access to extensive system features
Audio Conferencing Unit
 • Extends 360-degree voice connectivity to conference rooms and offices with clarity and reliability from a digitally tuned speaker

IP Phone 2000 Series (2001, 2002, 2004, 2007)
 • A portfolio of standard, intermediate, professional and advanced level IP phones for SMBs
IP Phone 1200 Series (1210, 1220, 1230 + 2 KEMs) for BCM50
 • A new portfolio of innovative IP telephones designed and optimized for SMBs from the ground up
 • Features multiple soft keys, two-way speaker phone, integrated headset port and Ethernet switch for single desktop wiring
 • Preprogrammed with the most common SMB features and can be customized to access 400+ BCM telephony features
IP Phone 1100 Series
 • A premium portfolio of new-generation IP phones with a sleek, cutting-edge ergonomic design
IP Audio Conference Phone 2033
 • A full duplex, hands-free conference phone which is ideally suited for conference rooms and managerial forward executive offices

