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TO EMPOWER EMPLOYEES TO CONNECT, COMMUNICATE, CONTRIBUTE AND CONTROL

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Product Brief

Nortel Business Communications Manager
Advanced digital and IP business telephone sets

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

To an end user, the telephone that sits on the desk 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

You'll find Nortel digital business sets on the desks of more than 14 million people in more than a million businesses around the world. These business sets come standard with integrated display, built-in headset jack and wall-mount capability.

- **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-level, 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, multi-line set for high call volumes, favored by supervisors, managers, executives and other "power users" of system features.
- **Nortel Business Series Terminal T7316E+T24 KIM (CAP)** — An expandable desktop telephone solution designed for administrative assistants, receptionists and emergency contact centers for centralized and efficient call distribution. Expands by directly attaching up to nine T24 Key Indicator Modules.

- **Nortel Business Series Terminal T7406** — A full-featured, multi-line telephone for workplace mobility applications, covering up to 282,000 square feet and up to six mobile users.
- **Nortel Audio Conferencing Unit** — Provides clear voice service for conference rooms, with full two-way listen/speak capability and keypad access to all Business Communications Manager conferencing features.
- **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 (Business Communications Manager 200/400 platforms).

Since Business Communications Manager systems support 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, multi-line 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, you'll appreciate that you can keep the same phones on users' desks. And if you're starting to converge voice and data over IP, you'll also appreciate that Business Communications Manager simultaneously supports any mix of traditional digital business sets and IP telephones, so you can migrate to IP at your own pace.

Business Series Terminals features

1. A red LED flashes to let you know the phone is ringing or when there's a message waiting.
2. 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.
3. Soft keys and the feature button can be programmed for one-touch access to frequently used features.
4. No need to lift up and replace the handset to end a handsfree call; just press the Release button.
5. A built-in speaker provides quality audio for handsfree calls, group listening and paging.
6. Press the Mute button to listen without being heard, or to eliminate background noise.
7. The LCD window walks you through the steps to use features.
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.

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

Now that IP networks offer the performance characteristics required for voice services, your business can gain some serious benefits from IP telephony. IP supports powerful new e-business applications, cost-effectively extends network services to remote sites, simplifies moves and changes and eliminates toll charges for site-to-site calls. 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:

- 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 public areas in your building.
- 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.

  These desktop phones operate much like traditional phones, so users immediately feel comfortable with them and require little or no training.
- 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.
- The **Nortel Software Phone 2050** transforms a laptop or desktop PC into a converged voice/data communications platform that performs just like an IP Phone 2002 or 2004 desktop set.

  Call 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 laptop 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.

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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 call center services), and emerging services, such as corporate and personal directory services.

Interwork with multiple convergence platforms. These standards-based IP Phones work with any Nortel convergence-enabled business communications platform. No matter how diverse your converged network — even if it spans private and service provider networks — you can standardize on one family of telephones.

No need for a separate data port. 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 Ethernet Switch 460-24T-PWR Hub 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.

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Nortel IP Phones

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.

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Nortel is a recognized leader in delivering communications capabilities that enhance the human experience, ignite and power global commerce, and secure and protect the world's most critical information. Serving both service provider and enterprise customers, Nortel delivers innovative technology solutions encompassing end-to-end broadband, Voice over IP, multimedia services and applications, and wireless broadband designed to help people solve the world's greatest challenges. Nortel does business in more than 150 countries. For more information, visit Nortel on the Web at **www.nortel.com**.

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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