Meridian 1 Option 11C

Meridian 1 Option 11C is designed to be modular, flexible, easy to use, easy to install, and easy to sell. Option 11C delivers all the functionality, rich applications support and reliability of the larger systems in the Meridian 1 portfolio. Option 11C deploys the same X11 Software, Intelligent Peripheral Equipment (IPE) cards, desktop telephones and provides the same applications that are used by the larger Meridian 1 systems. The modular design of Option 11C allows for it to be an off-the-shelf product. With focus on small to medium businesses, Option 11C delivers to your business robust power at great value.

Option 11C services up to 800 ports and supports up to 58,000 Busy-Hour-Call-Completions (BHCC) per hour. Option 11C has a host of IP and remote capabilities in addition to supporting industry leading Meridian integrated applications. State-of-the-art software updates can be downloaded via the Internet.

Option 11C exemplifies the value of simplicity without compromising functionality or reliability. Incorporating the latest technological advances while protecting your initial investment. Option 11C epitomizes "five-nines" reliability. Option 11C is built on a solid foundation that has longevity - at Nortel Networks, we call that evergreen by design, and it's your investment protection guarantee.

Key Features

- **Motorola 68040 Commercial Processor:** Option 11C packs the same power as the larger Meridian 1 systems with the Motorola 68040 commercial processor. This increase in processing capability enables Option 11C to support real-time intensive applications, heavy call traffic associated with call centers, and sophisticated applications such as Computer Telephony Integration (CTI), Customer Controlled Routing (CCR), and Integrated Voice Response (IVR) . The robust processing power ensures that the Option 11C can support your business needs today as well as future applications.
- **Ethernet Connection**: The Option 11C Ethernet connection provides an Equipment LAN (ELAN) connection into server based applications such as Symposium Call Center Server (SCCS) for Call Centers, CallPilot servers for Unified Messaging and to Optivity Telephony Manager (OTM) for system administration. It can also be used to deliver Simple Network Management Protocol (SNMP) alarm traps to open management workstations such as Optivity Network Management System (NMS) or HP OpenView. SNMP compatibility allows more efficient Meridian 1 alarm management to provide a unified view of network operations in managing both your voice and data networks.

NØRTEL NETWORKS

- **Keycode Software Activation**: With Option 11C, Nortel Networks provides a software delivery system which enables Feature Packages and Terminal Number (TN) levels to be activated via keycodes, allowing for much quicker and easier order fulfillment. X11 Software release upgrades are handled via PCMCIA cards. All of the software features of the release are then loaded onto your Option 11C system. Keycode activation then enables you to take advantage of those features desired by your business.
- **Easy to Use Digital Phones:** Meridian Digital Telephones bring all the powerful features and services of the Meridian 1 Option 11C to each desktop in your company, helping employees communicate better and improving productivity company-wide. You can choose from a wide selection of telephones to match the specific needs of each employee. Choose from a digital telephone portfolio which includes a single-line telephone, specialized sets for telemarketing, a variety of business telephone configurations that provide capacities from 6 to 60 keys for lines and features, modular displays for enhanced call coverage, and programmable data adapters to take advantage of sharing on-site and remote computers, modems and public databases.
- **Effective Voice Messaging:** Meridian 1 Option 11C voice messaging gives you the tools to provide personal and professional attention to everyone who contacts your company - whether by phone or by fax. Meridian Mail Card Option provides voice mail messaging as well as a wide variety of other features for efficient message management. Meridian Mail networking can provide cost-effective and efficient voice messaging to any location in your network, delivering the same features to everyone in your company for simpler communications. CallPilot, for unified messaging, brings email, voicemail and faxmail management to a single interface for your employees – that being their desktop PC. With Nortel Networks and Option 11C – you have choice in your messaging platforms.
- **Call Center Management:** With our web portal solutions portfolio, your business can take advantage of the latest advancements in skill base routing and customer relationship management applications. Whether it's for a workgroup call center with Symposium Call Center Express (SCCE) or the most robust of call centers with Symposium Call Center Server (SCCS). Our call center products improve operating efficiency with functionality that also provides the best in customer service.
- **Distribution over IP**: With the Option 11C IP Expansion Option, Option 11C expansion cabinets that house Intelligent Peripheral Equipment (IPE) can be distributed across your campus via 100Base-T Copper or 100Base-F Fiber point-to-point. This affords your business the opportunity to leverage existing bandwidth in place that supports your data network for QoS enabled VoIP. All with the robust feature sets of Option 11C and Meridian 1's X11 software. Truly the best of converged voice and data!

Solution Sets

Today's global economy has intensified competition, particularly for small to medium sized businesses. Going head-to-head with large corporations means the smaller enterprise must work smarter and within its budget to come out on top. Choosing the right communication system is a crucial decision. Your business demands a system robust enough to meet your needs today but also modular and technically savvy enough to expand for your business needs tomorrow.

Option 11C is that communications system. As an integral member of the Meridian 1 system portfolio, Option 11C is designed to be modular, flexible and to easily accommodate future technologies. With Option 11C, over 450 software features are available to your business – leveraging the same feature set as that available on our larger Meridian 1 systems. So as your business grows, features that are integrated into your daily business practices, such as voice messaging or automatic call distribution, aren't lost. They carry forward… eliminating any retraining costs. Intelligent Peripheral Equipment (IPE) cards are common to small and large systems. That's what we mean by Evergreen. It's about investment protection. This is particularly important to small businesses whose needs can change rapidly.

While small in footprint, Option 11C is large in capability. Option 11C enables your business to take advantage of the latest technologies such as Voice over IP. Meridian 1 ITG Trunk Side and Line Side Gateways that reside within Option 11C's IPE offer to you an incremental pathway to Voice over IP. On a small scale or large scale – the choice is yours. When it's right for your business. So you can adopt Voice over IP at your desktop with our Meridian 1 ITG Line Side Gateway and our i2004 Internet Telephone and/or i2050 Software Phone. Or adopt Voice over IP

across your WAN with Meridian 1 ITG Trunk Side Gateways between multiple Option 11C systems. Or both. The choice and flexibility is yours.

If you have a Call Center, Nortel Networks Symposium portfolio has solutions right for your operations. Whether a small workgroup operation with Symposium Call Center Express server (SCCE) or larger call centers with Symposium Call Center Server (SCCS), both are supported by the reliable and robust features of Option 11C and X11 Software.

Option 11C is also particularly well suited for use throughout your network with its powerful suite of Integrated Services Digital Networking features. ISDN is a set of standards that is capable of transmitting fully digital communications (voice, data, fax and image) over the same facilities. Option 11C's robust ISDN feature set benefits your business as it expands to multiple sites with centralized services (for administrative savings) and distributed intelligence (for added system resiliency and customer responsiveness). Examples of centralized services across your network include Uniform Dialing Plan along with Centralized Messaging Services, which standardize user interfaces while simplifying administration. In turn, distributed intelligence services include such the IP Expansion Option for distributing Option 11C Expansion cabinets over your Ethernet network and Network Attendant Service for distributed attendant services boosting customer responsiveness. In addition, Option 11C expansion cabinets, with the IP Expansion Option, can also act as a fully survivable remote. Supporting the most mission critical of environments.

All the performance, value, simplicity and unparalleled quality you'd expect from Nortel Networks is available with Meridian 1 Option 11C, the leading manufacturer of digital communication systems.

Value Proposition

Meridian 1 Option 11C is a powerful system in a small package, supporting up to 800 ports. Option 11C supports the same first-class desktop and system features as the larger Meridian 1 systems, including digital telephones, in-building wireless communications, voice messaging, call center, server based system management and multimedia applications. With its robust scalability, Option 11C can be configured for a single site as your main communications system or provide excellent multi-location support with ISDN Private Networking. The Option 11C's modular design allows you to easily and cost-effectively add capacity and new capabilities as needs arise, thus making it a truly future safe investment for small and medium size enterprises needing robust communications capability.

Target Market

Option 11C is ideal for customers looking for an economical communications system for businesses ranging from 80 to 800 ports. Option 11C is ideally suited as a standalone system for your corporate headquarters or for networked corporate branches within a larger Meridian 1 network. With its reduced footprint, it is an ideal solution for limited space switch room environments. Cabinets are typically wall-mounted, however, there is also a footstand available for deployment on a floor. Option 11C can operate in both an AC and DC current environment.

Product Codes

Order Number	Description
NTWB09AA	Option 11C Main Cabinet (AC)
NTWB09CA	Option 11C Main Cabinet (DC)
NTWB09BA	Option 11C Expansion Cabinet (AC)
NTWB09DA	Option 11C Expansion Cabinet (DC)
NTSF8020	Option 11C General Business Software Package (USA)
NTSF8021	Option 11C Enhanced Business Software Package (USA)
NTSF8022	Option 11C Enterprise Software Package (USA)
NTSF8023	Option 11C NAS/VNS Software Package (USA)

Order Number	Description
NTSF8101	Option 11C/11C Mini 100 Additional TNs – General Business
NTSF8102	Option 11C 100 Additional TNs – Enhanced Business
NTSF8103	Option 11C 100 Additional TNs – Enterprise Business
NTSF8104	Option 11C 100 Additional TNs – NAS/VNS