

NORTEL NETWORKS MERIDIAN 1 OPTION 11C

## Rich application support

**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 epitomises “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. 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.

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 Centre, Nortel Networks Symposium portfolio has solutions right for your operations. Whether a small workgroup operation with Symposium Call Centre Express server (SCCE) or larger call centres with Symposium Call Centre 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 centralised services (for administrative savings) and distributed intelligence (for added system resiliency and customer responsiveness). Examples of centralised services across your network include Uniform Dialling Plan along with Centralised Messaging Services, which standardise user interfaces while simplifying administration. In turn, distributed intelligence services include 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.



**Nortel Networks**

Maidenhead Office Park  
Westacott Way  
Maidenhead, Berkshire  
SL6 3QH United Kingdom

**European Customer Information Centre**

Tel 00 800 8008 9009\*  
+ 44 (0) 20 8920 4618

\* Number accessible from most European countries

**Fax**

+ 44 (0) 20 8945 3060

**e-mail**

[euoinfo@nortelnetworks.com](mailto:euoinfo@nortelnetworks.com)

**Internet**

[www.nortelnetworks.com](http://www.nortelnetworks.com)

**For more information please call your Nortel Networks representative.**

**© 2002 Nortel Networks. All rights reserved.**

Nortel, Nortel Networks, the Nortel Networks corporate logo, the globemark design, Meridian and Symposium are trademarks of Nortel Networks plc. All other trademarks are the property of their respective owners. Nortel Networks assumes no responsibility for any errors or omissions that may appear in this document. Information is subject to change since Nortel Networks reserves the right to make changes, without notice, in equipment design or components as engineering or manufacturing methods may warrant. The description of features and services in this document does not imply availability in all markets.

**Published by Nortel Networks. Printed in UK.**

<http://www.nortelnetworks.com>

Publication ref: ENT042PB1002En

**Printed October 2002**

**Designed and produced by Origin Design & Marketing.  
T: +44 (0)1494 722211**

**NORTEL  
NETWORKS™**