



Nortel Networks Norstar Compact Integrated Communications System

**Flexible, reliable,
and scalable**

*Delivering powerful solutions to
small and medium businesses
that need room to grow from
4 to 8 lines and up to 24 stations,
plus customizable integrated
applications support.*

Nortel Networks Norstar* Compact Integrated Communications System (ICS) continues the standard set by Norstar systems in providing friendly, intuitive business communications. It combines the latest technological advances with Liquid Crystal Display (LCD) windows on every telephone set,

making it powerful, yet easy to use. Delivering unsurpassed voice capabilities and scalable features that lead the industry in the evolution of business solutions, Norstar Compact ICS not only improves your communications, but also the way you do business.

NORTEL
NETWORKS

Providing superior reliability in your communications

Choosing a telephone system for your business doesn't have to be complicated. It all begins with a Norstar Integrated Communications System (ICS), the foundation of your business communications. Next come the right telephones. Then, you can enhance your communications with specialized applications like trunk side VoIP (Norstar VoIP Gateway), messaging, and integrated voice and data. Norstar even offers applications for call centers and computer telephony integration (CTI).

The Norstar Compact ICS is a fully digital platform that brings together all your communications—voice mail, fax, e-mail, computer, and telephone—right at your desktop. The Norstar Compact ICS offers these important advantages:



Figure 1: The Norstar Compact Integrated Communications System (ICS)

High bandwidth to the desktop lets you use applications like ISDN-BRI and CTI without changing your existing wiring.

The Norstar Compact ICS supports the Norstar VoIP Gateway for trunk-side voice and fax communications over an IP connection. The Norstar VoIP Gateway offers great value to Norstar customers, providing the choice of enhanced voice applications at a very reasonable price and enabling them to access high-quality VoIP networking between Norstar systems. They can leverage their data network for voice and fax communications for significant cost savings. The Norstar VoIP Gateway is compatible with all levels of Compact ICS software loads and provides Unified Dialing and CLID between Compact ICS sites and MICS, Meridian 1*, and Succession* 1000 Nortel Networks solution sites. The Norstar VoIP Gateway provides simple operation with or without a Gatekeeper and is fully compatible with other Norstar systems.

Scalable design lets you choose the system that fits your needs today, while planning for the future.

Digital technology creates a platform for current and future PC-based applications.

Outstanding quality makes Norstar Compact ICS one of the most durable and reliable voice solutions available, delivering one of the lowest failure rates in the industry with a tested Mean Time Between Failure (MTBF) rate of 100 years.

Cost-effective solutions save you money by helping your employees be more productive with each communication, and you'll complete more business by never missing a single call.

The Norstar Compact Integrated Communications System (ICS)

An integral component of the comprehensive Norstar solutions portfolio, Norstar Compact ICS has a flexible building-block design that expands with your business easily and cost-effectively.

It is designed for a small, but growing business, a medium-sized organization, or a branch office that wants a fully-featured voice solution that can be customized with features that manage a high level of calling patterns—paging, intercom, and call handling. The value you get from your Norstar Compact ICS will be apparent immediately. With each communication, you and your employees can get more work done, helping your business do more business. Norstar Compact ICS offers the following key benefits:

- Support of all Business Series Terminals
- Supports the Norstar VoIP Gateway for trunk-side voice and fax over IP connections
- Internal ATA for analog connectivity
- Internal RAD for remote access
- Distinctive Ringing—Trunk-based ringing tones
- 255 system speed dials
- Customizable integrated applications support voice messaging, automated attendant, call center, computer telephony integration
- 4x8 to an 8x24 growth capacity
- Easy addition of enhancements as your business needs change
- Evergreen software enhancements

Integrated applications

Integrated applications give you the flexibility to add powerful applications as your business needs arise, and to gain a competitive edge by increasing work productivity and customer responsiveness.

You can easily scale enhancements to your Norstar Compact ICS with powerful Norstar applications such as:

Advanced Voice Mail—CallPilot* 100 and 150 support features such as automated attendant, automated messenger, call routing, calling line ID, and caller message classification prompts.

Call Center Applications—CallPilot 100 and 150 Call Center Basic provide flexibility to address the formal or informal call center for the small business. Call center reporting provides you with the information you need to maximize your call center resources and enhance your customer's experience.

Desktop Computer Telephony Integration—Supporting features such as screen pops, calling line ID, call routing, and automatic number identification for quicker customer service response.

The Power of Norstar

When you're searching for a business communications system, there's one name that appears time and time again—Norstar, from Nortel Networks. In fact, more people buy Norstar than any other voice solution in the world. Today, you'll find Norstar telephones on the desks of more than 14 million people in more than 80 countries around the globe, making Norstar the #1 voice solution in the world. That's because Norstar offers the advantage of sophisticated features that are easy to use and give businesses the flexibility to handle future growth and new services, too. Plus, Norstar offers outstanding quality, with one of the highest reliability ratings in the industry. Now that's value that lasts!

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Nortel Networks is an industry leader and innovator focused on transforming how the world communicates and exchanges information. The company is supplying its service provider and enterprise customers with communications technology and infrastructure to enable value-added IP data, voice and multimedia services spanning Wireline, Wireless Networks, Enterprise Networks, and Optical Networks. As a global company, Nortel Networks does business in more than 150 countries. More information about Nortel Networks can be found on the Web at:

www.nortelnetworks.com

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

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