

Voice Over IP
BY
NORTEL
BCM50/200/400



VOIP (Voice Over Internet Protocols)

VoIP converts voice into data and sends the voice packets over the network. These packets get mixed with other voice and data packets and are reassembled into voice by an endpoint device (telephone). The result is a telephone call.

A VoIP system consists of several components. There are the endpoints, also known as telephones. These can be either an IP telephone or a soft-phone residing on a PC. The soft-phone is a program that runs on your PC and performs all of the same functions of a telephone using your multimedia speakers and microphone plus video in some instances.

The role of an IP telephone is identical to that of a traditional telephone. An IP telephone connects directly to a LAN instead of a traditional telephone connection.

The equipment for VoIP varies depending on the application. The exact list of equipment depends on the specific requirements of your business.

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Norstar Modular ICS:

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The Modular ICS (MICS) is the most comprehensive of the Norstar product offerings. The Norstar MICS is a key Norstar phone system designed for growing small-to-medium businesses and is expandable up to 272 ports. This phone system has advanced integrated applications include voice messaging, unified messaging, digital networking, enhanced call centers and speech recognition. The Modular ICS can grow with your business through the addition of trunk and station modules as you need them.

Product Features:

Nortel Modular ICS Key Service Unit provides 4 incoming lines and 32 telephone station ports and, 2 slots for incoming line (trunk) cartridges and 2 slots for expansion cartridges. Add 2 - T1 Trunk Cards or 2 - 4x0 LS/DS or CLID trunk cards for up to 48 incoming lines. Additional software and trunk cartridges required.

Nortel Compact ICS

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Norstar CICS

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Compact Integrated Communications System, CICS telephone systems continue the standards set by Norstar for providing user-friendly business communications. It combines the latest technological advances with a Liquid Crystal Display (LCD) Windows on every Norstar telephone, making it powerful, yet easy to use.

Popular Features:

The Norstar Compact ICS telephone system "CICS" is packed with well over a hundred powerful features, like an integrated Automated Attendant which easily answers your calls and routes them to the right person or group. And if you equip your Norstar Compact ICS CICS with Calling Line Identification (CLID) and subscribe to the service from your local telephone company, your Norstar telephone LCD Window shows you the number (and name, where available) of the person calling. This convenient feature means you decide whether to take the phone call or return it later with the simple touch of a key.

- From 4 to 8 lines and 16 to 24 phone extensions
- Voice mail, automated attendant, and internal fax switch support
- Supports all Norstar phones and Business Series phones
- Modular, scalable design
- High bandwidth to the desktop

With Direct Inward System Access (DISA), you can dial in to your Norstar Compact ICS remotely to use system features, direct dialing to internal sets, and cost-saving outgoing lines. Other standard features of the Norstar CICS telephone

system include:

- Auto Daylight Savings Time
- Paging
- Music on hold
- Automatic Phone Set Relocation
- Toll Restriction

Norstar Call Pilot Voice Mail:



Systems for small to large business voice mail systems. Norstar Call Pilot Features:

- Web-based administration interface.
- Embedded applications activated with a simple key code.
- Advanced Features, such as Auto Attendant, Unified Messaging, AMIS, VPIM, Custom Call Routing (CCR), and Basic Call Center.
- Web-based administration interface
- Embedded applications activated with a simple key code
- Advanced features, such as Auto Attendant, Voice Messaging, Custom Call Routing (CCR), and Basic Call Center
- Pay for additional mailboxes and applications as the business grows.
- Multiple languages