Frequently Asked Questions
February 2004

Nortel Networks Multimedia Communication Server (MCS) 5100

Advanced multimedia applications and productivity tools with Collaboration, Messaging, Mobility, and Personalization.

Q: Is MCS 5100 part of Nortel Networks Enterprise portfolio?

A: Yes, Nortel Networks Multimedia Communication Server (MCS) 5100 is a strategic component of Nortel Networks Enterprise portfolio. It delivers engaged multimedia applications to enhance the enterprise customer communications experience, driving more powerful customer interaction.

Nortel Networks Enterprise portfolio encompasses:

- **Engaged Applications:** Multimedia services and collaboration (MCS 5100), Customer Contact Center (Symposium*), Unified Messaging (CallPilot*), IVR/Speech Recognition (Periphonics*)
- **Voice and IP Telephony:** Small Business/Branch Office KTS/IP Telephony systems (Norstar*, Succession* Business Communications Manager), medium/large business PBX/IP Telephony systems (Meridian 1, Succession 1000) and campus PBX/IP Telephony systems (Meridian* SL-100, Succession 2000), digital phones (M3900/Business series), IP phones (i2000 series), Wireless, Multimedia PC Clients, Web Clients, & 3rd party Clients
- **Advanced Business Connectivity:** Optical switching (OPTera*), IP switching / Frame / ATM /load balancing (Passport* / BayStack*/ Alteon*), Wireless (2200 series)
- **Security :** VPN (Contivity*), Firewall/ SSL acceleration (Alteon)
- **Management:** System Management (Optivity*)

Q: What is MCS 5100?

A: MCS 5100 is Nortel Networks Enterprise Multimedia and Collaborative Applications platform. MCS 5100 utilizes open, industry standard hardware to evolve PBX and IP PBX networks to Multimedia and Collaborative communication networks. MCS 5100 is not a PBX or an IP PBX, rather, it is an application server that has the ability to transform the way an Enterprise communicates, enabling users to take advantage of next generation tools that improve productivity, reduce operations costs, and facilitate fast decision making. MCS 5100 provides operational cost savings of up to 50% and productivity improvements of up to 8%. New efficiencies in business process allow users to conduct business more effectively and increases user mobility by removing barriers of distance and location. MCS 5100 brings together advanced communication and collaboration capabilities within a single converged communications solution , including features such as: multimedia (video and voice calling); meet-me media conferencing, collaboration (ad hoc conferencing, instant messaging, white boarding, file exchange, co-Web browsing); personalization (call screening and routing and call management); and presence.

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Q: How does the MCS 5100 benefit the Enterprise?

A: Nortel Networks MCS 5100 provides significant benefits to Enterprise and specifically addresses the applications of Mobility and convergence of voice, video, and data, evolving current telephony infrastructure to a multimedia engaged network with a Converged desktop solution.

Key values for the Enterprise that support business users who are highly mobile and have geographically distributed workgroups are as follows:

- Location independence and personalized communication services are available, no matter where you are
    - When you are out of the office, business calls can be directed to your cell phone, home office or virtually any device
    - Makes communications easier
        - Simple point and click access to communications
        - Personalization enables the user to setup how, where and when they can be communicated with
        - 40% Savings over traditional remote worker solutions
        - Improves user productivity by up to 8%
        - Eliminates the cost of outsourced conferencing that can run 4 to 5c a minute

Key values for the Enterprise that is looking to evolve their existing telephony network to one that offers investment protection, improved user productivity and accelerated business communications that extend beyond the b oundaries of the physical office space, include the following:

- A path to multimedia and collaboration with a low entry cost – By avoiding the capital expenditure needed with other vendors and leveraging the operational benefits of convergence, year 1 savings can be up to 50% with a payback of 13 months (based on 500 users, NPV 12%, 3yr period, MCS 5100 price is MSRP)
- The flexibility to migrate users to IP Telephony over time, eliminating risk, managing network
- upgrade costs, and preserving desktop investments.
- Retains current voice features and augments new multimedia capability
- Enhances employee communications and facilitates collaboration
- Provides employees with flexible work options and mobility

Q: Why is MCS 5100 important to Enterprise communication?

A: Nortel Networks MCS 5100 simplifies communications with enhanced reach-ability that enables users to maintain business communications no matter where they are. MCS 5100 enhances an Enterprise's communication network, allowing users to specify how they wish to communicate with the world by providing a central address (phone number and/or e-mail/alphanumeric address) for all forms of communications (video, voice, text, and data). With MCS 5100, the network is now intelligent enough to handle communications according to a user's preferences, as well as coordinate all of the various forms of communication.

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Q: What are the features offered by the MCS 5100?

A: The MCS 5100 supports a variety of features that improve communications for users. It offers new streamlined ways to reduce redundancy and clutter in everyday activity – email and voice mail pile-up becomes a thing of the past with instant messaging and presence-aware contact to colleagues. New mobility enhancing capabilities mean that you stay productive even when you are away from the office. For the IT manager, the simplicity in implementation of the MCS 5100 into the existing telephony infrastructure means a risk free evolution to new services and investment protection. Here are several key collaborative and multimedia applications offered by MCS 5100:

Collaborative and Multimedia Applications:

- Ad Hoc Audio Conferencing (requires Media Application Server)
- Automatic or Manual Pre-Answer Screening
- Buddies/Directory Lists
- Call Hold
- Call Forward
- Call Forward—No Answer
- Call Forward—Forward on Busy
- Call Initiation
  - Manual, Last Number Redial
  - Call Return (missed call)
  - From Call Log, Directory
- Call Redirect to Web Page, E-mail, SIP Address, PSTN Address
- Call Transfer
- Call Waiting (with visual support)
- Calling Line ID (CLID)
- Calling Line ID (CLID) Presentation Restriction
- Calling Subject Delivery
- Collaborative White boarding
- Conferencing 3-way
- Direct Outward Dialing
- File Exchange (sharing)
- Find Me/Follow Me
- H.323 trunking
- Instant Messaging
- Meet-Me Media Conferencing (requires Media Application Server)
- Multi-call Capability
- Picture Calling ID
- Presence Status and Management
- PSTN Audio Call (Direct Inward Dialing from PSTN)
- Selective Call Forwarding (based on CLID, Time of Day, Day of Week, Until, Always)
- Selective Screening
- Simultaneous, Multiple Call Forwarding
- Video Point-to-Point Calling
- Visual Call Transfer (support from hard client and soft client)
- Web Push and Collaborative-browse

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Q: What is the difference between Nortel Networks MCS 5100 and Multimedia Communication Server (MCS) 5200 offerings?

A: MCS 5200 is a Carrier Class solution designed to deliver advanced multimedia and telephony applications that are scalable, secure, reliable, and redundant to meet the needs of a Carrier customer who offers hosted or consumer services to end users. The MCS 5100 provides the same multimedia applications however, it does so within a form factor that meets the price, performance, and deployment needs of the enterprise. The synergies between the MCS 5200 and MCS 5100 provide Nortel Networks with a unique advantage in the marketplace. Because the same, multimedia and collaborative applications are available as CPE owned and operated, or through Service Providers as Managed or Hosted services, enterprise customers can choose to deploy a Nortel Network Multimedia solution that best meets their business requirements.

Q: What is the scalability of the MCS 5100?

A: Based on a general call model, MCS 5100 Rls 2.0 can support up to 6,000 active subscribers using Sun* Fire* V100 servers or up to 20,000 active subscribers using the Sun Netra* 1405 servers (provisioned subscriber count on either Sun server platform can be higher). Additional capacity and redundancy configurations can be accomplished with a multiple server implementation.

Q: Is the MCS 5100 standards-based or proprietary?

A: MCS 5100 is an open, standards-based communications platform. MCS 5100 can provide advanced multimedia services in any PBX or Centrex environment supporting industry standard gateways (PRI, SIP, H.323, etc) with industry leading SIP applications to the desktop.

Q: What hardware does the MCS 5100 operate on?

A: Nortel Networks MCS 5100 currently operates on industry standard servers including Sun Fire V100s, Sun Netra 1405s, and IBM* e-series x335s.

Q: How experienced is Nortel Networks with SIP and related industry developments?

A: Nortel Networks has been an early driver in the SIP standard development and is a key member of the IETF (http://www.ietf.org), SIPforum (http://www.sipforum.org), and SIP Interoperability Testing (http://www.sipforum.org/sipit.php) organizations. Nortel Networks implementation of SIP within MCS 5100 enables enterprises with a key competitive edge by increasing end-user productivity, expanding user mobility, and enhancing interactive communications. It is Nortel Networks heritage of technology design, development, reliability, scalability, interoperability, and breath of application/feature support incorporated within MCS 5100 that positions the offering in this rapidly emerging collaboration and multimedia market segment.

Q: What is the availability of the MCS 5100?

A: MCS 5100 Rls.2.0 will be Generally Available (GA) to the market in mid February, 2004.

Q: What is the estimated price per user for the MCS 5100?

A: A typical MCS 5100 Rls 2.0 (configuration supporting 500 users) per user manufacturer suggested retail price (MSRP) ranges from approximately $260 (Servers with Multimedia PC clients) to $700 (Servers with Multimedia PC clients and i2004 phones). Specific pricing is dependant on the customer application and system configuration.