



›THIS IS THE WAY

REAL-TIME COLLABORATION HELPS YOU
WORK SMARTER AND FASTER, OPTIMIZING TIME
AND BOOSTING PRODUCTIVITY

›THIS IS NORTEL™

Solution Brief

Nortel Multimedia Communication Server 5100 Collaboration

Enhance the human experience

Nortel helps you stay competitive by providing exciting new ways to communicate more effectively with others — anytime, anywhere. Our award-winning Multimedia Communication Server (MCS) 5100 offers powerful real-time collaboration capabilities that can enable teamwork and enhance interactions during virtual meetings. With MCS 5100, you can share information faster and communicate with others in real time — optimizing time and making people more productive.

Remove the barriers

Assembling a distributed or mobile workforce to collaborate, share ideas and exchange information can be a costly, time-consuming process. However, Nortel can help you remove the barriers that inhibit this type of communication. MCS 5100 seamlessly delivers voice, data and video services to you — when and where you need them. Whether you need to exchange information within a group or with a single user, Meet Me audio, video or Web collaboration puts you in touch. You can present documents, share applications, co-browse a Web page, participate in an IM chat or send an instant message using MCS 5100, which provides the tools you need to collaborate more efficiently and easily than ever before.

Tackle collaboration needs ...and more

With dynamic “presence”, you can easily determine the availability of your colleagues. Now you can visually check and see if the person you wish to speak with is available. This can help reduce telephone tag, calls to unanswered telephones that ring to voice mail or simply go unanswered. User availability is automatically updated by the MCS 5100 so that you know immediately who is online, offline or on the phone. Users can even customize their presence information to inform colleagues of specific details such as “be right back”, “out to lunch”, “on vacation” or “away from the office” — the options are endless!

Personalization features let you tailor communications with capabilities such as advanced screening, call logging and picture caller ID. And you can manage calls by routing them based on caller name, number, address, time-of-day, day-of-week/month or priority. You can determine whether you want MCS 5100 to ring multiple devices — simultaneously, or one at a time in a given order. For increased flexibility, you can even respond to incoming calls with instant messages such as “locating Bob, please hold” or push a Web page — sending the caller to a Web site that provides details on a product, or for a Help Desk, it could be an on-line problem reporting tool.

You can also respond to calls with e-mail messages. MCS 5100 gives you flexibility and total control whether you are in the office or on the road.

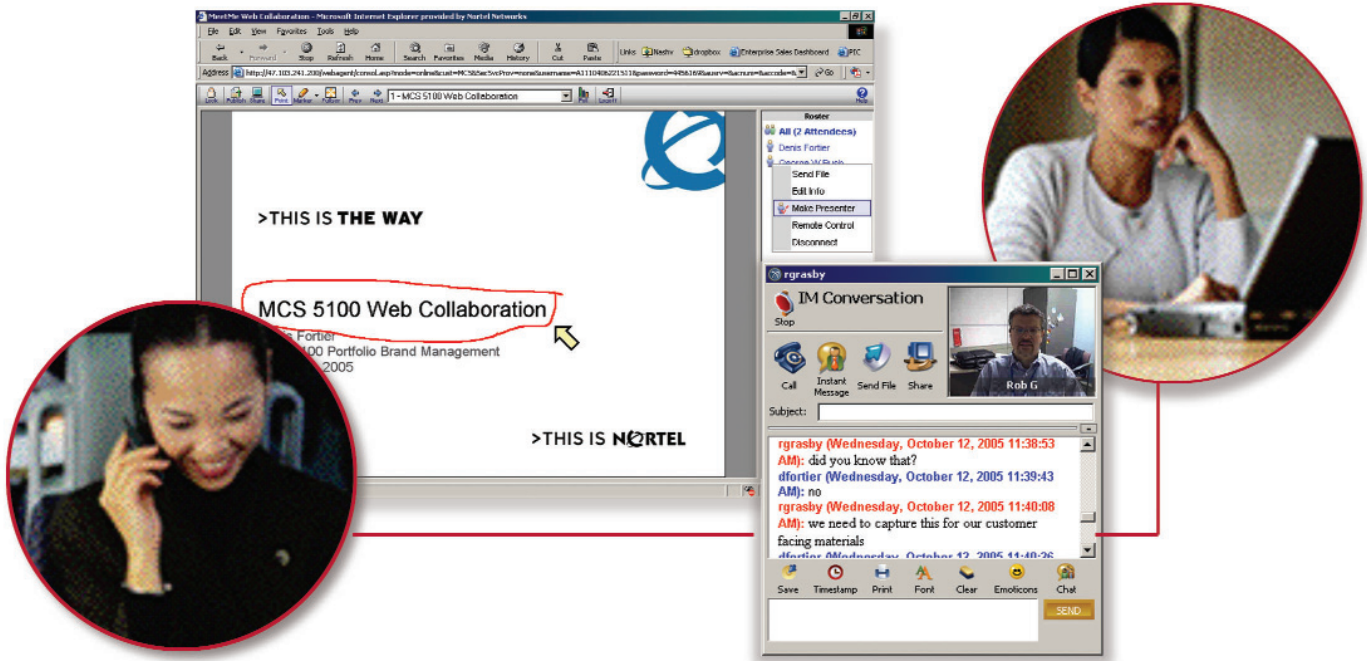
MCS 5100 enhances productivity by empowering you to personalize your communications. And that translates into helping you work smarter and faster by minimizing time spent on repetitive tasks.

Team with the leader

Nortel has the breadth, flexibility and completeness to provide complete end-to-end IP solutions and multimedia communications. MCS 5100 offers a full suite of collaborative communications tools that not only reduce your costs, but make you more productive.

Take the next step

Discover how MCS 5100 makes it easier and more cost-effective than ever before to deliver multimedia collaboration services to your enterprise. For more information about the MCS 5100, please visit our Web site at: www.nortel.com/mcs5100 or call 1-800-4NORTEL.



Imagine your business without boundaries

- ...exchange a PowerPoint file with a road warrior for a customer presentation
- ...use application sharing to collaborate with distant colleagues on a new product design
- ...train employees using a virtual classroom — no travel required
- ...conduct interactive meetings without ever leaving your desk
- ...push a Web page with information about a new product to a customer placing an order
- ...use picture caller ID to identify a caller and quickly decide whether to answer the call, forward it to voice mail, or respond with an instant message
- ...check the availability of colleagues using a presence-aware "friends" list — place a video call to one and send an instant message to the other for quick approval of a customer proposal
- ...set up a conference call on the spur of the moment, already knowing whether potential participants are available

- MCS 5100 delivers:**
- > **Collaboration tools** — Web collaboration, whiteboard, clip board share, file exchange, Web push, co-browsing, instant messaging
 - > **Personalization features** — Call management and tracking, picture caller ID, personal and global directories
 - > **Multimedia applications** — Video calling, ad hoc video conferencing, Meet Me audio, video and Web conferencing
 - > **Mobility services** — Network-based applications, advanced screening and routing, click-to-call, user portability
 - > **Presence capability** — Automatic and manual presence, scheduled "quiet time"