



NORTEL

BCM 50 RELEASE 2.0 PRODUCT DESCRIPTION



The Business Communications Manager 50 Release 2.0 (BCM50 2.0) brings the benefits introduced with BCM 4.0 to the BCM50 platform. These benefits include IP music on hold, mobility solutions, security, IP telephony, SIP trunking and applications enhancements including Intelligent Contact Center.

The BCM50 2.0 also builds upon the previous release to continue to deliver a global, industry leading enterprise solution for smaller site businesses. Solution enhancements include new Analog Direct Inward Dial (ADID) media bay module, new combo 8X16 analog trunk/digital station media bay module, localization of analog trunk interfaces for specific markets, and new integrated BRI platforms for EMEA and APAC markets.

BCM50 2.0 versions with integrated routers will benefit from new hardware and software features including traffic classification for QoS, WAN failover and more.



BCM50 2.0 software release
Provides the following key improvements and values



- Mobility - Digital and WLAN solutions offer wide range of options for increased productivity and flexibility.
- Security - improvements provide a more secure environment for BCM users. Improvements in password, account and centralized management
- IP Telephony - enhancements include support for voice quality monitoring (PVQM), new IP sets, SIP interoperability / features. These VoIP improvements continue to allow BCM to offer industry leading converged solutions.
- Applications - enhancements include Intelligent Contact Center, an evolution of Call Center with more granular agent and skillset selection to simplify the product offering. BCM voicemail also receives a series of enhancements continuing to evolve this solution competitive. Ad hoc conferencing allows up to 18 participants to be joined into a conference call. Web-based Mailbox Manager is a personal administration tool. Network Configuration Manager 3.6 Release Pack (NCM RP3) supports new BCM50 R2 features for multi-site management.
- Globalization- optimize integrated analog trunks for additional global markets, new platforms with integrated BRI trunks in place of integrated analog trunks for EMEA and APAC regions.

BCM50 2.0 content is summarized below:

> **Align with BCM 4.0 features and applications**

- Mobility
 - Digital mobility sets
 - Wireless LAN IP phone
- Expanded IP Support
 - PVQM Voice Quality Monitoring support
 - IP 2033 conference phone
 - IP 2007 color display touchscreen phone
 - IP 24 Key Expansion Module
 - IP 1120E, 1140E and 1100 (post-GA support) IP phones
- Digital Doorphone support
- Security including remote ISDN dial support
- SIP trunking
- Applications
 - Intelligent Contact Center, Multimedia Contact Center and optional Reporting for Contact Center
 - Ad Hoc Conferencing
 - MCDN integrated applications
 - Call Pilot enhancements



- Globalization
 - R2MFC module supported in CALA markets per BCM200/400 platforms
 - Addition of voicemail prompts
 - Telephony features to support international networks

> **New for BCM50 2.0**

- Management Enhancements
 - Remote and Scheduled Upgrades
 - New Business Element Manager enhancements
- Media Bay Modules
 - Analog Direct Inward Dial (ADID) – limited regional applicability
 - Combo GATM8/DSM16 (G8X16) – limited regional applicability
- IP 2050 softphone v2.0
- Web-based Mailbox Manager
- Router enhancements
 - New router supports more tunnels, QoS and WAN failover
- Globalization
 - Existing GATM profiles will be supported on integrated GATI ports
 - New features added to regional GATM and GATI profiles
 - New integrated BRI platform versions for EMEA and APAC

The following table provides a summary of the feature content in this release:

| Feature | Description |
|--|--|
| Management enhancements | Remote and scheduled upgrades, Business Element Manager GUI enhancements |
| WLAN IP Mobility Sets | Support for WLAN IP phones with feature integration. |
| Digital Mobility Sets | Support for cordless digital phones with 5000 sq ft coverage |
| Digital Doorphone | To communicate with customer outside a door. |
| PVQM – Proactive Voice Quality Monitoring | Set call quality thresholds to proactively monitor voice quality on a per call basis. |
| Support for new IP sets | Addition of support for IP 24 KEM, IP 2033 conference set, 1120E and 1140E IP phones, IP 2050 softphone v2 |
| Security Enhancements | User account access, Radius server support, ISDN dial up |
| SIP trunk enhancements | SIP basic call and feature inter-op with CS1000 and MCS5100 |
| Ad-Hoc Conferencing | Support up to 18 participants in multiple conferences |
| IP Music Management | Support for streaming audio from BCM or file |

| Feature | Description |
|--|---|
| MCDN TAT for applications | MCDN Trunk Anti-Trombone support for voicemail and Auto-Attendant to optimize network resource usage |
| Intelligent Contact Center | Provide Professional level functionality for any combination of agents and skill-sets within platform limit. Reporting and Multimedia Contact Center options available. |
| CallPilot Enhancements | <ul style="list-style-type: none"> • F983 Class of Service Administration • Increase in greeting tables, greetings and CCR trees • Auto receive VPIM broadcast messages from CS1000 • Prevention of trivial mailbox passwords • UM R2.5 support of Citrix • One Button Park-and-Page feature • New mailbox restriction feature • Up to 5 alternate DNs per mailbox with MWI • Web-based Mailbox Manager |
| ADID MBM (limited markets) | Support for ADID in North America, Taiwan and Hong Kong |
| New 8x16 Combo MBM (analog trunk markets) | Support for 8 analog trunks plus 16 digital stations in one module (where GATM is supported) |
| Router Enhancements | More tunnels, VPN client termination, bandwidth and traffic management, ADSL2+, more |
| Global Enhancements | <ul style="list-style-type: none"> • New integrated BRI versions for EMEA and APAC regions • Integrated analog trunk support for additional markets • Addition of Polish, Irish English, Finnish, Korean, Turkish and Czech to voicemail prompts • Enhanced call support for Australia & Poland GASM • Disconnect supervision on GATM for Mexico • Polish and New Zealand market profile enhancements • Addition of 2nd Dial Tone for PRI/BRI |

Contact our Customer service department.

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