

# › DELIVERING A SEAMLESS ENTERPRISE EXPERIENCE



**NORTEL**

## Product Brief

### Nortel Survivable Remote Gateway 50 Release 2.0

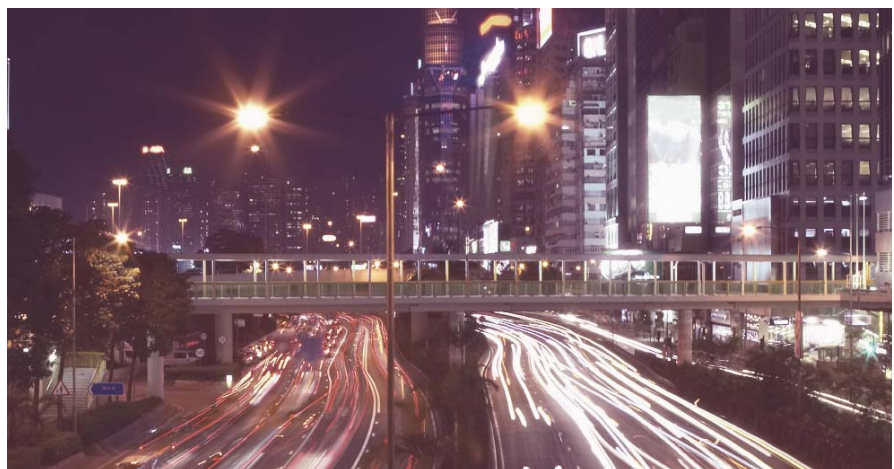
#### Benefits

- › Offer all your employees and customers the same seamless, consistent user experience — whether they're located at a branch office or at your central site.
- › Enjoy peace of mind with a survivable solution that preserves basic calling capabilities — including 911 — if your branch office loses its link to the enterprise WAN or central site.
- › Save money by optimizing your enterprise's communication infrastructure and making more efficient use of available telephony resources and applications.
- › Reduce costs through centralized management, and by extending services such as voice mail, attendants and contact center agents across all your enterprise locations.

Planning to expand your organization or business beyond the four walls of your central site to include branch locations or remote sites? If you are, there are some important questions that you should ask first about your IP Telephony network.

Will you be able to offer employees at your new branch locations the same rich IP Telephony capabilities that users at your central site enjoy? Will you be able to deliver the same seamless and consistent user experience without taking your IT and operations budgets to task? Finally, will you be able to manage multiple sites without a complex network management system in place?

The Nortel Survivable Remote Gateway 50 Release 2.0 enables you to extend the call control capabilities, powerful applications and robust feature set of the Communication Server 1000 over a reliable IP network from your central site into your small branch office locations. As an extension of the Business Grade IP Telephony capabilities of the Communication Server 1000, the Survivable Remote Gateway effectively eliminates the borders between branch offices and central sites, to create an affordable and seamless telephony experience for everyone in your organization — regardless of their physical location.



## The Survivable Remote Gateway

Designed for small IP branch offices with as few as three and as many as 80 survivable IP users, the Survivable Remote Gateway is ideal for any organization with an existing investment in Communication Server 1000-based IP Telephony. The Survivable Remote Gateway delivers a unified and consistent experience across the entire enterprise and is well suited to financial and educational institutions, healthcare organizations and any other business planning to leverage a centralized communications architecture.

The Survivable Remote Gateway Release 2.0 leverages the Business Communications Manager 50 non-integrated router platforms, and is enabled by simply applying a *single keycode* that converts the Business Communications Manager 50 to Survivable Remote Gateway mode and turns on all 80 survivable IP users, 24 VoIP trunks, 4 analog trunks, 4 analog station and both expansion ports on the main unit.

### Called "survivable" for a reason

If a network services or main office system failure occurs, the Survivable Remote Gateway automatically shifts to *local (survivable)* mode. This functionality ensures that all local branch users have basic call control features and can leverage the local PSTN lines connected to the gateway — for complete business continuity. Upon detection of availability of network or main office services, all branch users are appropriately re-registered in normal mode to the Communication Server 1000 and regain full application and feature capabilities.

Local PSTN trunking also supports VoIP Gateway PSTN hop off functionality and full emergency 911 capabilities, enabling emergency personnel to

immediately identify the alert location and provide an immediate response.

### A consistent solution across the enterprise

By leveraging the synergy between the Survivable Remote Gateway and the Communication Server 1000, organizations can implement a consistent solution that delivers improved customer satisfaction as well as significant operational efficiencies across the entire organization in areas such as training, application support and network management.

For example, an employee transferring from one bank branch to another won't need additional training to learn a new system — since user interface and applications are the same across the financial institution. Personnel can also continue to use their existing phone number and

phone — whether they move downtown or out of town. And, since moves, adds and changes are administered from the central site, this user's profile can be transferred easily to new locations or accessed remotely from anywhere on the bank's network.

### Business continuity — through resilient, business-grade telephony

Even if the link between the Survivable Remote Gateway at the branch office and the Communication Server 1000 at the central site is severed, critical dial tone is preserved. Incoming calls are delivered appropriately via the PSTN from the main office, interpersonal dialing within the remote site will be unaffected, and branch personnel can place outgoing calls and retrieve voice mail via the provisioned local Survivable Remote Gateway PSTN lines. This

IP telephones for branch office personnel are provisioned by the Communication Server 1000 at the central site, delivering ubiquitous access to key applications such as CallPilot\* and Symposium\* Contact Center. The Survivable Remote Gateway cost-effectively extends these services to branch offices in multiple locations, enabling users to enjoy service access and easy collaboration with colleagues at the central site.

### Increasing profitability with virtual contact centers

Complete feature transparency across the network delivers several key benefits, including the ability to extend Symposium contact center membership to personnel at the branch offices. This approach provides additional increases in flexibility, allowing call volume to be evenly distributed across different branches. Plus, agents with special skillsets can now be made available to a greater range of callers, increasing customer service and maximizing employee efficiency.

### CallPilot access

The premier communications suite for the enterprise business environment, Nortel CallPilot delivers access to unified messaging services from anywhere in the world, including e-mail, voice mail and faxes. Personnel can access the service from their Web browser, e-mail client or from any telephone, using the flexible integrated interface to increase their personal productivity and availability.

PSTN fallback ensures that branch offices — for example, satellite medical clinics — can continue to offer the patients the same continued level of care, even if the link to the main hospital is interrupted.

As soon as the Survivable Remote Gateway detects that the link to the Communication Server 1000 has been re-established, all users are re-registered back to the main office. IP clients that are inactive in local mode are automatically shifted back to normal mode, and IP clients with calls in progress are left undisturbed and will register back to the main office upon termination of the session.

### **Cost-effective calling via distributed trunking**

Calls can be routed across the Communication Server 1000 and Survivable Remote Gateway network through distributed PSTN trunking to provide true least-cost routing. This VoIP Gateway capability can lead to substantial savings on toll calls and opens markets across the country and around the globe to toll savings for anyone on the corporate IP Telephony network.

### **Reduced operating costs through centralized management**

The architecture of the Survivable Remote Gateway and Communication Server 1000 solution enables enterprises to manage their branch offices conveniently from a central site. After the initial branch office-centric system configuration, network administrators have the power to activate user features, update software and perform moves, adds and changes remotely. Additionally, it's easier to track software expenditures and licenses because these tasks are consolidated at the central site.

And since management can be provided by authorized individuals at the central



Nortel IP Phone 1120E



Nortel IP Phone 2007

## **Nortel IP Phones**

All Nortel IP Phones support the comprehensive telephony features and applications available with Communication Server 1000. The Survivable Remote Gateway 50 Release 2.0 formally introduces Nortel 1100 Series IP Phone support and extends features to users at branch sites.

- > Intuitive navigation cluster provides fast menu, sub-list and call log scrolling, as well as one-touch dialing and quick access to system features
- > Message-waiting/visual ring indicator offers visual notification of incoming calls and messages
- > Voice compression optimizes bandwidth and audio quality requirements
- > Audio control center enables users to toggle quickly between the handset or headset and the speakerphone without audio interference
- > Volume bar provides fingertip control of audio and ringer volume settings, and LEDs clearly display handset/headset/speakerphone/mute settings
- > Local tone generation conserves valuable network bandwidth
- > Dynamic IP addressing with a standard DHCP server reduces management costs by offering a flexible, simplified solution for handling adds, moves and changes
- > User-friendly design supports the full range of potential users, including hearing-impaired users

site or remotely from any web-enabled workstation, the total cost of network ownership is reduced by eliminating the need for local network management expertise.

### **Delivering a consistent telephony experience across the enterprise**

The Nortel Survivable Remote Gateway 50 eliminates the borders between branch offices and the central site,

creating a seamless telephony experience regardless of physical location. Ideal for enterprises with an investment in Communication Server 1000-based IP Telephony, the Survivable Remote Gateway provides a cost-effective approach for extending key applications such as CallPilot and Symposium Contact Center to multiple branch offices.

## Specifications

The Survivable Remote Gateway Release 2.0 leverages the Business Communications Manager 50 main unit or BCM50b (Europe – Integrated BRI 2 trunks) platforms and supports expansion units (up to two per system) and the entire portfolio of Trunk Interface Media Bay Modules.

The installation of a single keycode (NTM498AA) converts the Business Communications Manager 50 main unit to a Survivable Remote Gateway system and enables support for:

- > 80 survivable IP users (IP phones and clients)
- > 24 VoIP trunks (H.323 or SIP)
- > 4 analog trunks (for Category 1 countries)
- > 2 BRI trunks ( M50b platform only)
- > 4 analog stations
- > 2 expansion ports
- > MCDN feature code

- > Network Configuration Manager License
- > 12 digital station ports (for use with Analog Terminal Adaptors for analog station ports only)

Additional analog and digital trunks may be supported on the Survivable Remote Gateway with the addition of expansion chassis and specific media bay modules (up to two per system).

### IP Client and Phone support

IP Audio Conference Phone 2033; IP Phone 2000 Series Key Expansion Module; IP Phones 1120E and 1140E; IP Phone 2001, 2002, 2004 and 2007; WLAN Handsets 2210, 2211 and 2212; IP Softphone 2050 and Mobile Voice Client.

## System requirements

### Hardware

- > Business Communications Manager 50 main unit or M50b platform, expansion chassis and Trunk Media Bay Modules (if additional ports for local PSTN access are required)
- > Nortel IP phones for branch office users
- > Common configuring, installation and support with Business Communications Manager 50

### Software

- > Sufficient number of IP user ISMs and IP Trunk ISMs on the main office Communication Server 1000 system to support the number of survivable IP users at remote sites
- > Distributor applied Survivable Remote Gateway Release 2.0 Conversion Keycode (NTM498AA) or Release 1.0 to 2.0 Upgrade software and related SRG50 Release 1.0 to 2.0 Upgrade Keycode (NTM499AA)

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

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### In the United States:

Nortel  
35 Davis Drive  
Research Triangle Park, NC 27709 USA

### In Canada:

Nortel  
195 The West Mall  
Toronto, Ontario M9C 5K1 Canada

### In Caribbean and Latin America:

Nortel  
1500 Concorde Terrace  
Sunrise, FL 33323 USA

### In Europe:

Nortel  
Maidenhead Office Park, Westacott Way  
Maidenhead Berkshire SL6 3QH UK

### In Asia:

Nortel  
United Square  
101 Thomson Road  
Singapore 307591  
Phone: (65) 6287 2877



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