



Product Brief

Nortel Mobile Communication 3100

Improving productivity. Reducing cost. Anytime. Anywhere.

Nortel Mobile Communication 3100 (MC 3100) is an enterprise Fixed-Mobile Convergence (FMC) solution that improves employee accessibility and productivity by letting mobile professionals stay connected anytime, anywhere. MC 3100 extends enterprise communications to smartphones, allowing users access to the same telephony features from their mobile device as they have in the office — delivering a consistent user experience and more efficient voice traffic handling.

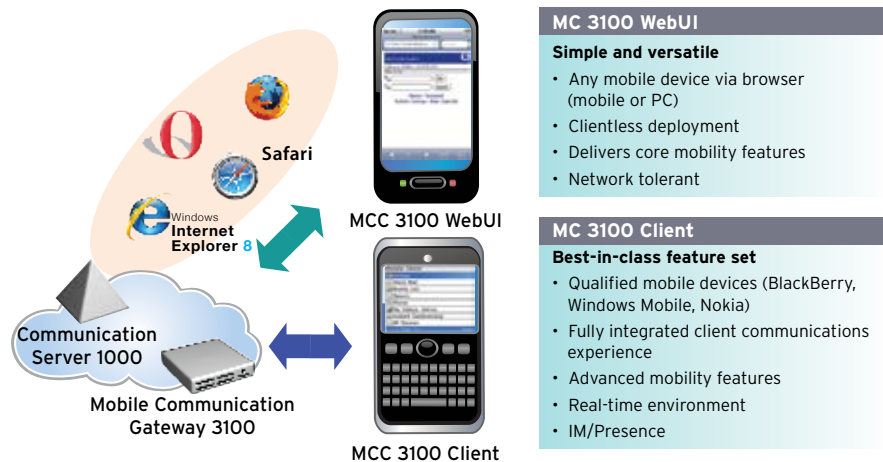
The solution features an enterprise hosted mobile communication gateway (MCG) and two user-side deployment options:

- MC 3100 Client that supports a range of popular smartphones (cellular and Wi-Fi)
- MC 3100 Web User interface (WebUI) that can be accessed by any browser-equipped device (smartphone or PC) (Figure 1)

Table 1. MC 3100 benefits

- Consistent user experience in and out of the office
- Lower mobile communication costs
- Leverage existing communications infrastructure
- Hide employee's mobile number
- Greater visibility and call control
- Presence updates for mobile phone activity
- Policy enforcement
- Business continuity - use any phone for enterprise communications

Figure 1. Mobile Communication 3100 Deployment Options

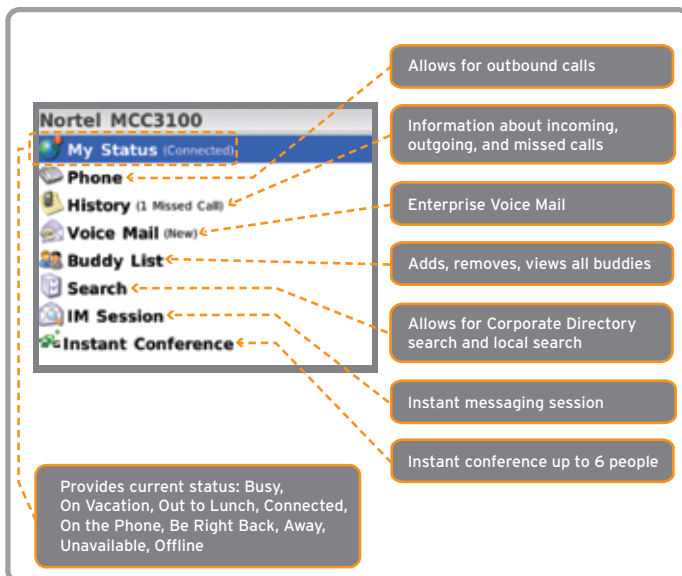


The solution gives users the flexibility to choose their preferred mobile device and the most appropriate network connection that is available wherever business takes them. Nortel Mobile Communication 3100 builds upon existing enterprise investments in IP Telephony systems by extending these features to cellular coverage zones and leverages enterprise wireless LAN (WLAN) infrastructure to reduce on-site mobile communication costs.

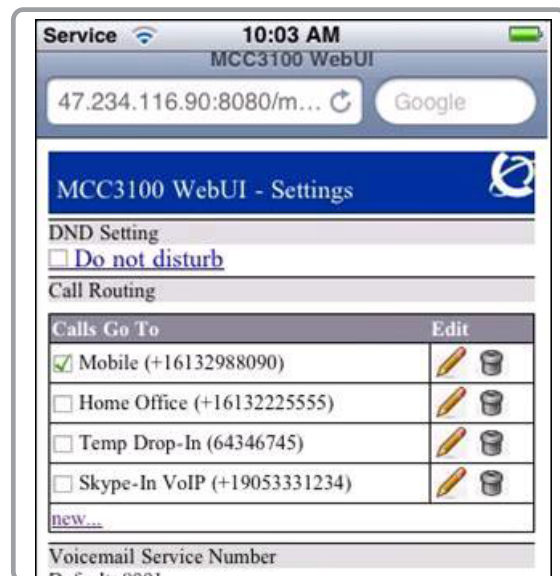
Key features and benefits

- **Enterprise telephony:** Extends the award-winning feature set of Nortel communication servers to smartphones.
- **Single Number Reach:** Users no longer need to leave a trail of phone numbers and can be reached anywhere, anytime.
- **Single Identity:** Calls dialed from the mobile device carry the user's corporate number.
- **Single Business Voicemail:** Enterprise voicemail is enforced for all calls — even those rerouted to other destinations. Mobile users can save time by only having to check one voicemail account.
- **Device Handoff:** Users can seamlessly move active calls between different devices, providing them with a flexibility to choose the most appropriate device to use.
- **Access to the Enterprise Dial Plan:** Users can dial PBX extensions from their mobile devices to quickly reach people and take advantage of the least-cost routing of enterprise voice networks to save on long distance charges.
- **Single Search:** Users can look up contacts from both their local address book and corporate directory at the same time.
- **Instant Conference:** Set up conferencing calls instantly so that users can conference anytime, anywhere from their mobile device without costly carrier services.
- **Advanced Call Control:** Users can originate/answer calls from devices other than the mobile device for convenience or to mitigate costly long distance and roaming charges.
- **Presence and Instant Messaging:** Users can view other contact's online status and send instant messages in real-time, allowing employees to stay connected anytime, anywhere. Real-time presence information of mobile users is also integrated with Converged Office, creating offices without walls.
- **Simplified Management:** Over-the-air software download and client auto-configuration allows easy deployment and management.
- **Cellular Service compatibility:** Freedom to choose a service provider with support for either GSM or CDMA networks and data service (GPRS/EDGE/UMTS, 1xRTT/EVDO or Wi-Fi).
- **Native Call intercept:** Ensures all outbound calling from the mobile device is handled by MC 3100 even if calls are initiated from outside the MC 3100 application environment. This ensures enterprise policy/least cost routing is enforced for all calls.
- **Native Menu integration:** 'Call using Nortel MC 3100' is a native menu option on BlackBerry, Nokia and Windows Mobile devices. This allows users to take advantage of the benefits of MC 3100 (least cost routing, office caller ID, detailed call records) from outside the application environment.

Mobile Communication Client 3100



Mobile Communication 3100 WebUI - Call routing menu



Nortel MC 3100 feature comparison

Features	MC3100 Client	MC3100 WebUI
Single Number Reachability Mobile device rings when business number is called	Yes	Yes
Single Number Identity Called parties see user's enterprise number (CLID) when calling from mobile device	Yes	Yes
Single Voice Mail and MWI Users only need to manage a single voicemail for business calls	Yes	Yes
Access to Corporate Directory Directly access the corporate directory to quickly search for contacts	Yes	Yes
Access to Enterprise Dial Plan from cellular network Directly dial PBX extensions and utilize Enterprise Dial Plan to save on long distance charges	Yes	Yes
Integrated Client Full function client w/GUI installed on mobile device	Yes	No
Advanced Call Control — Call-me First Enables users to originate calls from any device	Yes	Yes
Native Call Intercept Transparent capture of all outbound dialing from mobile device	Yes	No
Advanced Call Control — Dynamic Call Re-direct Dynamically redirect incoming calls to any phone number	Yes	No
Advanced Call Control - Static Call Re-direct Statically redirect incoming calls to any phone number	No	Yes
Device Handoff • Move active call from mobile to desk phone • Move active call from desk phone to mobile	Yes	Yes
Local Contact List integration Provides users with an ability to search and make calls using the local address book	Yes	No
Presence/ Instant Messaging support	Yes	No
Instant Conferencing Invite a list of participants defined using a user interface on the client	Yes	No
Enterprise Voicemail Enforcement Prevents inbound calls from going to alternate voicemail accounts of destination phones	Yes	Yes
Call Detail Recording (CDR)	Yes	Yes
Call log incoming, outgoing, missed calls	Yes	Yes
Mid Call Features Call Hold, Retrieve, Consultation Call, Transfer, Conference	Yes	Yes Via DTMF
Over the air download / Install of Client	Yes	N/A
Downloadable client configuration Allows client configuration to be easily rolled out to multiple users	Yes	N/A
Support for multiple SIM cards	Yes	Yes
Customizable voice prompts	Yes	No
Music on hold	Yes	Yes

Technical specifications

Call Servers supported

MC 3100

- Communication Server 1000 Release 5.5+
- Communication Server 2100 SE11

Mobile Device support

The MC 3100 client supports the most popular business-class smartphones. WebUI supports all browser-equipped smartphones.

MC 3100 Client

- Nokia E50/E51/E60/E61/E62/E63, E65/E66/E71/E90/N95
- BlackBerry 71xx, 72xx 77xx, 87xx, 81xx (Pearl, 88xx), 83xx (Curve), 8900 (Curve), 90xx (Bold), 9600 (Tour), Storm
- Palm 750wx
- Samsung Blackjack, Blackjack II, Ace
- HP IPAQ 69XX, HP IPAQ 510
- Motorola Q/Q (9h), Q Global, Q9c
- HTC TyTn, 6800(Titan), SMT5800, Universal, Apache, TyTn II, AT&T 8925/Tilt, S710/S720, S620/S621, Touch Diamond, Touch Pro, Mogul

MC 3100 WebUI

Any device with a mobile/PC browser including these platforms:

- Apple iPhone, iPhone 3G
- Google Android
- Palm Web OS
- Windows Mobile 6.5

MCG 3100 requirements

MCG 3100

- Communication Server 1000 Release 5.5/6.0, Communication Server 2100 SE11* (*note some features not supported on CS2100)
- HP DL320G4 (NTDU97AAE5)
- IBM x306m (NTDU99AAE5)

Localization

Mobile Communication Client 3100 (MCC 3100)

- English, French, Dutch, German, Norwegian, Swedish, Japanese, Simplified Chinese

Mobile Communication Gateway 3100 (MCG 3100)

- English

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