



Technical Specifications

Nortel IP Phone 1150E

Enhancing service levels in IP Contact Centers

The Nortel IP Phone 1150E with Gigabit Ethernet brings best-in-class IP Telephony and advanced communication features to ACD environments and the IP Contact Center. An ideal solution for agents and supervisors, the multi-line IP Phone 1150E leverages the award-winning features and design of the IP Phone 1100 Series for a superior user experience, while adding dedicated agent and supervisor fixed keys along with IP delivery of highly-desired Contact Center features.

With a large, high-resolution, pixel-based, graphical grayscale display, a USB port delivering a more intuitive user experience with multimedia applications, Gigabit Ethernet integration for support of collocated PC traffic and standard Bluetooth headset profile support for agent mobility, the IP Phone 1150E delivers a powerful combination of features to maximize productivity, enhance customer service levels, reduce costs and ultimately, drive increased business performance.

Key features and benefits include:

- > Multi-line IP Phone supports up to twelve line/programmable feature keys¹, four context-sensitive soft label keys² and twelve fixed keys common to the IP Phone 1100 Series
- > Seven additional fixed keys with built-in LEDs dedicated to IP Contact Center agents including: In-Calls, Not Ready, Make Set Busy, Supervisor, Supervisor Listen/Talk, Emergency and Activity³



IP Phone 1150E



¹ IP Phone 1150E supports up to six line/programmable feature keys. On Nortel Communication Servers, which support the “shift” function, up to twelve line/programmable feature keys are supported.

² Context-sensitive soft label keys are Nortel Communication Server dependent.

³ Activity fixed key requires Nortel Communication Server development and will not be functionally available at time of GA.

- › Optional Supervisor configuration delivers seven fixed keys including Observe Agent, Call Agent, Answer Agent, Answer Emergency, Display Agents, Interflow and Night Service⁴
- › One additional feature key with built-in LED, programmable for any commonly used telephony or ACD features⁵
- › High-resolution, fully-backlit, pixel-based, eight-level grayscale display, which combined with a multi-position footstand, optimizes viewing under varied lighting conditions
- › Four-way navigation cluster with new Send/Enter key for maximum choice and flexibility in applications navigation and entry
- › Built-in USB port for support of standard USB mice, keyboards, keyboard emulation devices and powered hubs, enhancing user experience when interacting with applications and selecting menu options
- › An integrated Bluetooth® 1.2 Audio Gateway for support of standard Bluetooth headset profiles, boosting agent productivity with greater freedom at the desktop
- › An integrated 10/100/1000 IEEE Base-T Ethernet Switch with LAN and PC ports, supporting switching of both IP Phone traffic and the traffic from a collocated PC
- › Gigabit Ethernet switch integration for investment protection at the desktop, addressing the ongoing growth of multimedia-intensive traffic from a collocated PC, enabling it to be switched through the PC port of the IP Phone 1150E
- › Dual headset jacks for agent support and supervisor plug-in, leveraging third-party headsets
- › 802.3af Power over Ethernet as standard or local power option via a separately orderable AC power adapter
- › Visual Alerting/Message Waiting Indication LED for incoming call and voice message pending notification
- › New Feature Status LED to signal users of firmware downloads in progress
- › Standards-based security with device-level authentication, signaling and media encryption support
- › Enhanced administration with support of 802.1ab Link Layer Discovery Protocol, simplifying network discovery and inventory management
- › Support for pre-defined and custom data and web applications presentation on the phone's display, via external application servers, enriching user experience with multimedia interaction⁶
- › Secure Tools Menu for local access to configuration, diagnostic and user preference options with USB navigation support
- › Tight linkage with Nortel Communication and Application Servers, offering a rich suite of reliable, business-grade telephony, IP Contact Center communication and application features
- › Added convenience and time savings with field-upgradeable firmware using Trivial File Transfer Protocol (TFTP) or UNISlim File Transfer Protocol (UFTP)⁷

⁴ IP Phone 1150E is shipped with the agent configuration as standard. An optional Supervisor Keycap Kit is available for purchase separately to customize the IP Phone 1150E keys for supervisor use.

⁵ Additional Feature key requires Nortel Communication Server development and will not be functionally available at time of general availability.

⁶ Requires external application server development to support IP Phone 1150E. Support is vendor dependent and may not be available at time of general availability.

⁷ UNISlim File Transfer Protocol support is Nortel Communication Server dependent. Consult your Nortel Communication Server documentation of choice to confirm whether UFTP support is available.

Technical specifications

Platform support

- Nortel Communication Server 1000 (formerly Succession 1000) Release 4.5 and later
- Media Gateway 1000B Expansion Chassis

IP Contact Center Server

- Nortel Contact Center 6.0 or later

Display

- High resolution, fully backlit, bitmapped, graphical Film Super Twist Nematic (FSTN) Liquid Crystal Display, 240 x 160 pixel, with support of eight grayscale levels
- Contrast settings, accessible via Local Tools Menu, to enhance agent and supervisor viewing experience
- Configurable backlight timer with 5, 10, 15, 20-minute, 1-hour, 2-hour settings and a “Sleep Never” option for 24x7 Contact Center environments

Footstand and adjustments

- Desktop viewing adjustments: 32.5, 45 and 55 degree footstand angles
- Wall mount option: minus 5 degrees

Fixed and soft label keys

- Twelve fixed business telephony keys including Hold, Goodbye, Volume Up, Volume Down, Mute, Directory, Message/Inbox, Shift/Outbox, Quit, Copy, Expand and Services
- Four context-sensitive soft label keys for easy-to-use navigation⁸
- Seven *dedicated* Agent fixed keys with built-in LEDs: Listen/Talk, In-Calls, Not-Ready, Make Set Busy, Supervisor, Emergency and Activity⁹ (default configuration)
- Seven *dedicated* Supervisor fixed keys with built-in LEDs: Observe Agent, Call Agent (direct line), Answer Agent, Answer Emergency, Display Agents, Interflow and Night Service (optional configuration with purchase of Supervisor Keycap kit)
- One additional programmable fixed key (“Feature Key”), which can be flexibly assigned to support a standard telephony or ACD specific feature¹⁰

Navigation cluster

- Four way navigation cluster (left, right, up, down arrows) plus Send/Enter key¹¹

USB

- Integrated USB port for standard USB mice, keyboards, keyboard emulation devices and powered hubs
- USB port power: 100mA power; With powered USB hub, supports up to 500mA

Bluetooth

- Integrated Bluetooth 1.2 Audio Gateway supports standard third-party Bluetooth headset profiles (Bluetooth Power Class 2)

Call Recording

- Supports transmission of duplicate media streams to third-party IP call recording systems

Expansion Module

- Supports 18-button Expansion Module for IP Phone 1100 Series via integrated Expansion Module/ Console port¹²

User selectable ring tones

Echo Cancellation and Silence Suppression

Dimensions and weight

- Dimensions including footstand (HxWxD):
 - 55 degree configuration: 9.05 in x 6.14 in x 7.36 in/229.9mm x 155.9mm x 187.1 mm
 - 32.5 degree configuration: 7.12 in x 6.14 in x 8.48 in/180.9mm x 155.9 mm x 215.4 mm
 - Minus 5 degree configuration (wall-mount): 9.79 in x 6.14 in x 3.29 in/ 248.6mm x 155.9 mm x 83.6 mm
- Weight: 1.70 lbs/771 g

Connectivity/data rates

- Integrated 10/100/1000 IEEE Base-T auto-sensing Ethernet Switch for shared PC access (one LAN and one PC port)
- Manually configurable for 10 and 100 Mbps speeds when used with Ethernet Switches that do not support auto-sensing
- Minimum Category 5e cabling required for Gigabit Ethernet deployment (Category 5e cable included as standard)

Power

- Supports IEEE 802.3af power standard, pre-standard Nortel and Cisco proprietary powering schemes¹³
- Power dissipation: Gigabit Ethernet: 7.2 watts idle, 9.6 watts full utilization (exclusive of cable loss); 100 Mbps: 5.0 watts idle; 6.8 watts full utilization; IEEE Class 3 device
- Universal local AC power adapter as option (“brick style”) supported (100/240 VAC, 50/60Hz power adapter delivering 48V DC @ 0.52A max)
- AC power cable (country specific) — separately orderable

Loudspeaker/headsets

- Integrated high-quality speaker (Listen only and Audio Paging)
- Dual headset jacks: Agent and Supervisor

Administration

- Supports 802.1ab Link Layer Discovery Protocol (LLDP) for network discovery and inventory management
- Static, Partial and Full Dynamic Host Control Protocol settings (Full DHCP factory default)

⁸ Context-sensitive soft label key functionality is Nortel Communication Server dependent. Consult the Nortel Communication Server documentation of choice to confirm support of this feature.

⁹ Activity Key requires server development and will not be available at time of general availability of IP Phone 1150E. Consult your Nortel representative for timing details.

¹⁰ Additional Feature Key requires Nortel Communication Server development and will not be available at time of general availability of IP Phone 1150E.

¹¹ The Send/Enter Key, at time of general availability, can be used to signal firmware downloads are in progress and can also be used for selection of items within the IP Phone 1150E Local Tools Menu.

¹² Number of Expansion Modules supported is Nortel Communication Server dependent. Consult the Nortel Communication Server documentation of choice for the maximum number of modules that can be cascaded.

¹³ Cisco pre-standard support includes Catalyst 3350, 450E and 6503 Ethernet Switches with software versions: 3350 – IOS 12.1 (1.3); 4503-CATOS 7.6 (3); 6503-CATOS 8.3 (2).

Security

- Device authentication via 802.1x and Extensible Authentication Protocol (EAP) for support within MD-5 enabled networks
- Signaling encryption via Authenticated Encryption Standard (AES) 128-bit¹⁴
- Media encryption via Secure Real-Time Protocol (SRTP) standard (pre-shared key)

Protocols

- E.164 dialing

Codecs/Quality of Service

- G.711 a-law, G.711 μ -law, G.729a and Annex B
- 802.1p/Q, DiffServ and VLAN tagging of both telephony and PC port traffic

Operating temperature

- +5°C to 40°C/ 40°F to 104°F

Relative humidity

- 5% to 95% (non-condensing)

Storage temperature

- -40°C to 70°C/-40° to 158°F

EMC

- United States: FCC 47 CFR Part 15 Class B
- Canada: ICES-003 Class B
- Australia/New Zealand:
 - AS/NZS 3548 Class B
 - CISPR 22
- European community:
 - EN55022/CISPR22 Class B
 - EN 55024
 - EN 61000-3-2
 - EN 61000-3-3
- Korean MIC approvals¹⁵
- Taiwan BSMI approvals¹⁵
- China CCC approvals¹⁵

Safety

- United States: UL 60950-1 1st Edition
- Canada: CSA 60950-1-03
- European Community: EN 60950-1 +A11
- Australia/New Zealand: AS/NZS 60950.1: 2003
- IEC 60950-1

Bluetooth

- USA: FCC Part 15 Wireless Certification
- Canada: IC RSS 210 Wireless Certification
- EN 300 328
- EN 301 489-1/EN 301 489-17
- Japan METI Wireless approval¹⁶
- Korean Wireless approval¹⁶

US/Canada/Australia/ EU countries

- US/Canada: Hearing Aid Compatibility (HAC) as per FCC Part 68
- C CS-03 HAC
- Australia: AS/ACIF S004
- New Zealand PTC 220
- Complies with CE Marking Requirements
- EU Countries: This device complies with the essential requirements and other relevant provisions of Directive 1999/5/EC
- Compliant at general availability to the Reduction of Hazardous Substances (RoHS) requirement as part of the European Union Environmental Directive (EUED)

¹⁴ May require deployment of Secure Multimedia Controller (SMC 2450). Consult Nortel Communication or Application Server documentation for support requirements.

¹⁵ Regulatory approvals required and may not be confirmed at time of general availability. Contact your regional Nortel representative for further details.

¹⁶ Country approvals required and may not be confirmed at time of general availability. Contact your regional Nortel representative for further details.

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