



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 supporting an enhanced navigation experience, 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



Nortel 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.

- › 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 “Enter” key for maximum choice and flexibility in applications navigation and entry
- › Built-in USB port for support of standard USB mice, USB keyboards, devices offering USB keyboard emulation and USB 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
- › Feature Status LED to signal users of firmware downloads in progress
- › Secured communications with standards-based signaling and media path encryption along with authentication for network access control
- › Supports 802.1ab Link Layer Discovery Protocol, simplifying network discovery and inventory management
- › Lockable Tools Menu for local access to configuration, diagnostic and user preference options with USB navigation support
- › Supports Unicode for expanded language and complex font presentation on the phone display⁶
- › Tight linkage with Nortel Communication and Application Servers, offering a rich suite of reliable, business-grade telephony, IP Contact Center communication and application features
- › Proactive Voice Quality Management (PVQM) for enhanced administration and diagnostics
- › 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.

⁶ Nortel Communication Server/minimum release dependent. Consult Nortel server documentation for further details.

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 Release 4.5 and later
- Nortel Communication Server 2100 (initial support on Release SE10 and later)
- Media Gateway 1000B Expansion Chassis

IP Contact Center Server

- Symposium Express Contact Center (SECC) Release 4.2
- Symposium Contact Center Server (SCCS) Release 5.0
- Contact Center Release 6.0

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
- Supports Unicode for expanded language and complex font presentation on the phone display⁸

Footstand and adjustments

- Desktop viewing adjustments: 32.5, 40, 47.5 and 55 degree angle height positions
- 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 navigation⁹
- Seven *dedicated* Agent fixed keys with built-in LEDs: Listen/Talk, In-Calls, Not-Ready, Make Set Busy, Supervisor, Emergency and Activity¹⁰ (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 feature¹¹

Navigation cluster

- Four way navigation cluster (left, right, up, down arrows) plus Enter key¹²

USB

- Integrated USB port for standard USB mice, keyboards, keyboard emulation devices and powered hubs

Headset support

- Integrated *Bluetooth* 1.2 Audio Gateway supports standard third-party Bluetooth headset profiles (*Bluetooth* Power Class 2) for intra-office mobility up to 10m/33ft away from audio gateway
- Support for third-party wired and wireless headsets¹³
- Dual headset jacks: Agent and Supervisor

Call Recording

- Supports transmission of duplicate media streams with Nortel Contact Recording and Quality Monitoring (CRQM)

Expansion Module

- Supports 18-button Expansion Module for IP Phone 1100 Series via integrated Expansion Module/ Console port¹⁴

User Selectable Ringtones

Color

- Graphite with Silver Metallic Bezel finish

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 schemes¹⁵
- Power dissipation: IEEE Power Class 3. 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
- 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
- USB port power: 100mA power; With powered USB hub, supports up to 500mA

Loudspeaker

- Integrated high-quality speaker (Listen only and Audio Paging)

Administration and Security

- 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 Nortel Communication Server/minimum release dependent. Consult Nortel server documentation for further support details.

⁹ Context-sensitive soft label key functionality is Nortel Communication Server 1000 Release 5.0 dependent.

¹⁰ Activity Key requires Nortel Communication Server development. Consult your Nortel representative for timing details.

¹¹ Additional Feature Key requires Nortel Communication Server development. Consult your Nortel representative for timing details.

¹² The Enter key can be used for selection of items within the IP Phone 1150E Local Tools Menu.

¹³ Wireless headsets supported with agent configuration only.

¹⁴ 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.

¹⁵ 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).

- Network authentication via 802.1x and Extensible Authentication Protocol (EAP) for support within MD-5 enabled networks
- Signaling encryption via Advanced Encryption Standard (AES) 128-bit¹⁶
- RFC 3711 compliant Media encryption via Secure Real-Time Protocol (sRTP) Pre-shared Key and Public Key Infrastructure¹⁷
- Supports Nortel Proactive Voice Quality Management (PVQM) for enhanced administration and diagnostics

Protocols

- E.164 dialing

Audio Quality of Service

- G.711 a-law, G.711 µ-law, G.729a and Annex B
- 802.1p/Q, DiffServ and VLAN tagging of telephony port traffic
- Supports echo cancellation and silence suppression

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 Class B
- European community:
 - EN55022:1998+A1+A2 (Class B)
 - EN 55024:1998+A1+A2
 - EN 61000-3-2
 - EN 61000-3-3
- Korea MIC
- China CCC
- Japan VCCI

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
- Mexico NOM approvals

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 approval
- Korean Wireless approval

US/Canada/Australia/

EU countries

- US/Canada: Hearing Aid Compatibility (HAC) as per FCC Part 68 and Industry Canada CS-03 Part V
- Australia: AS/ACIF 004
- New Zealand PTC 220
- Complies with Reduction of Hazardous Substances (RoHS) - (6 of 6) as part of European Union Environmental Directive
- Complies with the essential requirements and other relevant provisions of Directive 1999/5/EC
- American Disabilities Act (ADA) compliant dialpad

¹⁶ Requires deployment of Secure Multimedia Controller 2450 (SMC 2450) on Nortel Communication Server 1000 in support of signaling encryption.

¹⁷ Public Key Infrastructure is Nortel Communication Server/minimum release dependent. Consult Nortel server documentation for support details.

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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
Phone: 00 800 8008 9009

In Asia:

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



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