

Telephony

Nortel Digital Telephone M3900 Series

A versatile range of practical, desktop phones to suit every business need

The Nortel Digital Telephone M3900 Series sets new standards in business communication, providing phones and features to match the individual needs and working style of everyone in your organisation.

Benefits and features

- **Wide range of phones to suit every need.** From hallways and reception areas, to executives and call centre agents. Even the most basic phone includes a number of personalised features.
- **Large easy-to-read display.** The M3904's 5-line x 24-character display is the largest in its class.
- **Options List.** A range of options for customising M3900 telephones, such as:
 - Choice of ten languages
 - Rename Auto Dial to someone's name
 - Choice of up to eight user-selectable ringing tones
 - Log all calls or restrict the log to unanswered calls
 - Match your preferred name when CLID or CPND matches a Personal Directory entry. For example, Bob Jones will come up instead of Robert Jones if 'Bob Jones' is entered into the directory.
 - Automatic selection of a dialled number so that a dial tone is given the when you press the first key
 - Use of the message waiting LED as an incoming call indicator, particularly useful for hearing-impaired users.

Is it for you?

With a range of sets from a basic model through to executive and call centre options, there's a phone to suit everyone. Nortel Digital Telephone M3900 Series phones for Meridian 1 and Nortel Communication Server 1000 (formerly Succession 1000) can be tailored to reflect the jobs people do and the way they like to work, providing access to many powerful features to help your people work smarter. The display-based interface and call log will help productivity. Self-labelling keys and simpler administration can help to reduce the total cost of ownership. And with software-downloadable firmware, there's no need to replace your phone to get more M3900 benefits.

- **Fixed feature keys** make it easy to switch from handset or hands-free to headset, to personalise the phone with the options list and to access voicemail.
- **Programmable line/feature keys and interactive soft keys** provide quick, convenient access to any feature
- **Context-sensitive soft keys.** The four keys immediately below the display on the M3903 and M3904 telephones are called soft keys and will provide access to different features, depending on:
 - the features configured for the telephone
 - whether the phone is on-hook, off-hook or on a call

- whether the Options List, Directory/Log or Applications are in use

Context-sensitive soft keys speed up and improve communication. The soft labels on the display above will only show the features that currently apply and which are configured for your phone. For example, while you are talking on the phone, you may have soft key access to features such as Transfer and Conference, but not to Forward, which applies only if you do want to answer the call yourself.

- **Navigation cluster** guides the user through on-screen menus and prompts.

*Succession Enterprise has been renamed Nortel Communication Server 1000 (CS 1000)

Benefits and features *continued*

- **Self-labelling display keys.** There's no need to bother with paper labels and time consuming set designation. Self-labelling keys dramatically shorten installation time: when the phone is plugged in, the display immediately shows the lines and features assigned to each key. Whenever you want to add extra functionality, labels are instantly updated to make changes fast, clean and economical.
- **Smart Mute capability** makes sure that the Mute key always detects and mutes the correct path, whether you're using the handset, hands-free speakerphone or a headset.
- **Call Log recaps recent call history in an instant.** It displays a list of incoming and outgoing calls. And you can customise the log to limit the list to incoming calls only, or simply those that weren't answered. Any call on the list can be returned by pressing a single key.
- **Directory Services** help you find and dial the names and numbers of the people you need to contact. Fast.
 - **Personal Directory.** Stores up to 100 entries and delivers convenient dial-by-name access. Adding names to the directory is simple – just copy the names and numbers you want from the Calling Line ID, Call Party Name Display or the Call Log, or enter them from the keypad. The Personal Directory PC utility will even allow you to download entries created on a PC.
 - **Corporate Directory.** Uses a look-up capability linked to your company's directory database providing dial-by-name access to thousands of numbers. You can search for directory entries, scroll through a list of entries, dial any entry and copy entries into your Personal Directory. The corporate directory database is maintained by OTM to ensure that each system in the network has an up-to-date version of the database.
- **Call Centre functionality.** The M3905 Call Centre set presents essential incoming call information such as skill set/ACD queue and calling line ID, calling party name or dialled number. A Display Queue feature offers one-touch access to vital queue statistics including the number of waiting calls and longest waiting time.
- **Access to powerful new applications**
 - **Virtual Office (Hotdesk).** Ideal for telecommuters, visitors and workers who are frequently out of the office. Virtual Office allows you to log on to any M3903 or M3904 and use the features and services defined by your user profile. Calls to your usual number (primary DN) are routed to the Virtual Office host telephone where you will be logged in.
 - **Set-to-Set Messaging.** A simple tool for keeping people up to date. If you're using an M3903 or M3904 telephone you can enter a one-line text message which will automatically appear on a caller's display. So when someone tries to reach you and you're not available, they'll get a text message saying, for example, 'out to lunch, back at 2pm'
- **Snap-in accessories.** A variety of snap-in accessory cartridges allow new features and capabilities to be rapidly incorporated. All display-based M3900 phones have accessory ports at the back for snap-in cartridges – one port on the M3902; two on the M3903, M3904 and M3905.
 - **Analogue Terminal Adaptor (ATA).** For connecting an analogue device such as a fax machine, PC or laptop modem directly through the phone, eliminating the need for separate analogue wires to the desktop.
 - **Meridian CTI Adapter (CTIA).** For connecting a phone to a PC for first party CTI applications in call centre, attendant or office desktop environment.
 - **External Recorder Interface.** A convenient interface for recording telephone calls at the desktop and connecting an external alerting device. External devices such as loud bells or flashing lights are ideal for signalling incoming calls in manufacturing plants, warehouses and other noisy environments
- **Expansion modules**
 - Key-based expansion modules enable the M3904 or M3905 to accommodate up to 22/44 additional programmable keys supporting multiple line extensions or features such as Auto Dial.
 - A display-based expansion module* will provide an extra eight soft-labelled keys for DNs or features on the M3904.



M3902



M3904



M3903



M3905

M3901 Entry Set	M3902 Basic Set	M3903 Enhanced Set	M3904 Professional Set	M3905 Call Centre Set
<i>Lobbies and reception areas, cafeterias, hallways and similar environments</i>	<i>Light use in manufacturing, warehouses and similar environments</i>	<i>Office professionals, technical specialists and other frequent users</i>	<i>Executives, managers, administrators and other intensive users</i>	<i>Extra functionality for call centre agents and supervisor</i>
Single line display Five programmable features Dual-use incoming call indicator light and message waiting light Supports amplified headset Feature card Desk or wall mount	Single line display Hands-free Interactive soft keys User-selectable ring tone Multiple language selection Supports amplified headsets Desk or wall mount Supports one snap-in cartridge accessory	Up to 4 lines display Hands-free Call Log (includes Redial List) Interactive soft keys Options list User-selectable ring tone Multiple language selection Direct Connect headset port Supports two snap-in cartridge accessories	Up to 12 lines; 56 with key-based expansion modules 5-line x 24-character display Hands-free Directory/Call Log (up to 100 names and numbers in the directory, logs the last 100 incoming and last 20 outgoing calls via the Redial List) Preferred Name Match Interactive soft keys Options list User-selectable ring tone Multiple language selection Direct connect headset port Desk or wall mount Supports two snap-in cartridge accessories	Up to 8 lines 4-line x 24-character display Supervisor monitoring (talk/listen or listen only) Interactive soft keys ACD-specific fixed feature keys with dedicated LEDs: Call Supervisor, Display Calls Waiting, Not Ready, Make Set Busy and In Calls Optional handset (added by removing plastic insert over hook-switch area) Headset sockets for both agent and supervisor User-selectable ring tone Multiple language selection Desk or wall mount Supports two snap-in cartridge accessories

How it works

Colours

Charcoal or Platinum.

Hardware requirements

The M3900 series can be connected to an existing XDLC over standard twisted-pair wiring and can be used on Meridian 1 Options 11, 51C, 61C and 81C and Nortel CS 1000S/E and 1000M.

Software requirements

The M3901 and M3905 will work on X11 Release 24 and higher. The M3902, M3903 and M3904 will work on X11 Release 25, Succession Release 3.0 and Nortel CS 1000 Rls 4.0. The sets cannot be used with older releases of software.

System management

The M3900 series has been added to OTM providing a graphical user interface (GUI) for station programming as an alternative to standard overlay programming.

Power

The M3900 series is loop powered from the system, up to 1,067 m (3,500 ft) away using 24 AWG. Loop power is also supported when up to two Key-based Expansion Modules are connected to the M3904 or M3905. A local M3900 series wall transformer is required when any of the cartridge-style accessories are added.

Service and support

We invest in premium skills and back up our teams with intelligent systems, efficient processes and an extensive range of services to last a lifetime in business – from telephone advice lines and online support through to full business continuity for risk management and disaster recovery.

Plus lifelong support for your solution

- Single point of contact through specialist service centres (SSCs)
- The largest field network of any telecommunications supplier: more than 2,000 engineers nationwide, mostly within an hour's drive of any customer site
- Remote diagnostics and remote fault fixing, to enable minor technical problems to be resolved on the spot
- Consultancy, project management, development, networking and installation
- Telephone and web-based support helpdesks
- Managed services including pro-active alarm monitoring and remote moves, adds and changes
- Business continuity services, including data backup, security audits, health checks and disaster recovery

The table below shows the accessories available for each M3900 telephone set:

	M3902	M3903	M3904	M3905
ATA		✓	✓	✓ ✓
CTIA	✓	✓	✓	✓
External Alerter & Recording Interface	✓	✓	✓	✓
Personal Directory PC Utility			✓	
Key-based Expansion Module			✓	✓
Display-based Expansion Module			✓	✓

Flexible maintenance contracts

Eight-to-five, or around the clock, all year. We have the service deal to match the way you do business – backed by service level agreements.

StandardCare

8am to 5pm, Monday to Friday, with a next-day response time for faults reported before 5pm

PromptCare

8am to 5pm, Monday to Saturday, with a four-hour response time from the time a fault report is received

TotalCare

24 hours a day, seven days a week, all year, with a four-hour response time from the time a fault report is received

CustomCare

Tailored to specific requirements and can include having a Convergent Solutions engineer permanently on site

Off-the-shelf CustomCare products

Such as the CustomCare Express fast-track delivery system. For CustomCare on

- Meridian 1 Options 11, 61, 81
- Nortel CS 1000S, 1000E, 1000M
- Definity/Multivantage
- iSDX/Realitis