



Product Brief

IP Phone 1200 Series



For small and medium businesses (SMBs), phone communication is their lifeline. The telephone is often the first point of contact you have with customers, whether you're answering inquiries, selling products, providing customer support or one of many other services. You want the overall experience to be satisfying for both your customers and your employees. But, how can you deliver this high-quality user experience without spending money on expensive and complicated phone sets and communications systems? The answer is the Nortel IP Phone 1200 Series for Business Communications Manager 50 (BCM50).

Optimized for small and medium businesses

The Nortel IP Phone 1200 Series is a new portfolio of innovative IP telephones from Nortel that have been designed and optimized for small and medium-sized businesses. Phones come in three models — the IP Phone 1210, 1220 and 1230 — enabling you to choose the functionality and price that's just right for your business. The 1220 and 1230 models also support Key Expansion Modules (KEMs) to provide additional capabilities to your organization's power users.

Ready to enjoy a new generation of business phones? It's your call.

- Ergonomic design with minimal footprint adds a professional look to your business environment while protecting your valuable desktop space
- Simplified communications – the most common BCM features used by SMBs come pre-programmed on all IP Phone 1200 Series sets
- IP telephones can be customized to access more than 400 Business Communications Manager telephony features to deliver sophisticated communications
- Multiple soft keys provide efficient access to call data and features for improved employee productivity
- Superior audio quality leveraging some of the latest technologies to ensure crystal clear conversations
- Every model is fully featured with an integrated headset port and high-quality, two-way speakerphone (handsfree), providing enhanced clarity of communications for multi-tasking workers
- Integrated two-port 10/100 Ethernet switch so you can plug your PC directly into it, dramatically reducing the costs of moves, adds and changes (using Power over Ethernet)





IP Phone 1210

Phones with English text-based keycaps are also available in NA/ APAC/CALA regions.



IP Phone 1220



LED 18-Key Expansion Module



IP Phone 1230



LCD 12-Key Expansion Module

The IP Phone 1200 Series was designed from the ground up to complement the Nortel BCM50. A cost-effective all-in-one “business in a box” platform, the BCM50 fulfills the converged voice and data needs of your small sites, franchises and branches by connecting employees and locations — efficiently, reliably and securely.

Enjoy rich features at an affordable price

This exciting series of IP Phones was designed to give you big-business features at a price that fits within your small-business budget. Some of these features include multiple soft keys, an integrated speakerphone, advanced audio-quality technology for crystal clear conversations, headset support, an integrated Ethernet switch for single desktop wiring and pre-programmed features.

Simplicity and sophistication

The Nortel IP Phone 1200 Series comes pre-programmed with the most common BCM features used by small and medium businesses today, including speed/auto-dial features, services, conference, quit and messages. However, this simplicity also comes with sophistication, as the IP Phone 1200 Series (and KEMs) can also be easily customized for advanced users, with access to 400+ BCM telephony features.¹

Integrated Ethernet

Each IP Phone 1200 set comes with an integrated 10/100 Ethernet switch with both LAN and PC ports. Rather than running two separate Ethernet cables to each desktop, you can run a single cable directly into your IP phone, then plug your computer into the LAN through that IP Phone. The end result? You dramatically simplify your wiring while reducing costs.

Nortel Business Communications Manager 50 is a multiple award-winning convergence platform that provides a choice of IP-enabled or pure IP strategies, with simultaneous support for IP and traditional business sets — and smooth migration from one to the other. The platform delivers:

- More than 400 robust telephony features
- IP telephony to users’ desktops
- Voice messaging and unified messaging
- Multi-site networking capabilities with centralized management
- Advanced SIP (Session Initiation Protocol) trunking capabilities
- Common management platform with Nortel SMB data products
- Full suite of digital and IP mobility solutions (including VoIP soft-client support)
- Secure Internet and intranet access
- Comprehensive, integrated contact center platform with skills-based routing
- Advanced paging and conferencing solutions (both ad-hoc and Meet Me)
- Sophisticated reporting capabilities

¹ Programming requires Desktop Assistant PRO (DA Pro) and LAN CTE Client.



What's the difference?

IP Phone 1200 Series vs. IP Phone 2000 Series

The IP Phone 1200 Phone Series offers the following incremental value over the IP Phone 2000 Series:

- An integrated, two-port 10/100 Ethernet switch, available on all models
- An integrated headset port and two-way speaker phone, available on all models
- Enhanced audio quality leveraging some of the latest technologies for crystal clear conversations
- An improved ergonomic design (similar to the IP Phone 1100 Series)
- Preprogrammed with the most common BCM features used by SMBs

The portfolio at a glance

The IP Phone 1200 Series was designed to address the needs of different users in the small and medium business or branch office environment. The **IP Phone 1210**, for example, is a standard-level IP phone that is a good fit for users that only need basic display and communications features. It's also a great choice for lobbies, lunch rooms or other common areas. The **IP Phone 1220** is an intermediate-level IP phone that comes with four soft keys and six shortcut keys and is ideally positioned for environments with more moderate call activity. The **IP Phone 1230**, which has 10 programmable soft keys, is best suited for employees with more advanced communication needs — for example, administrative assistants, knowledge workers and other traditional power users.

Rounding out the portfolio are two Key Expansion Modules (KEMs), both of which are supported on the IP Phone 1220 and 1230. SMBs can choose from an 18-Key LED (Light Emitting Diode) KEM that comes with paper labels, or a 12-key LCD (Liquid Crystal Display) KEM that is self-labeling.

Each KEM:

- Has an ergonomic, vertical design to free up space on employees' desks
- Comes with a flexible positioning stand and integrated wall mount for easier installation

- Has programmable soft keys and/or printable labels (for the 18-key LED KEM)
- Requires no additional power (provided through PoE)

The IP 1200 Phone Series — an important component in the Nortel SMB portfolio

The IP Phone 1200 Series is an integral part of Nortel's end-to-end IP convergence solution for small and medium businesses (SMBs). The Nortel SMB Data portfolio complements the new Nortel IP Phone 1200 Series with Quality of Service and Power over Ethernet capabilities to save you time and money on wiring (i.e., no electrical jacks required).

Nortel's SMB solution combines the Business Communications Manager 50 with the Nortel Business Ethernet Switch 50, Business Access Point 120, Business Secure Routers 222/252 and the IP 1200 Phone Series for impressive results — a complete and fully tested converged solution with a common, user-friendly and browser-

based management platform (Business Element Manager). The BES50 was designed from the ground up to be the ideal "Ethernet switching" complement to BCM50 and the IP Phone 1200 series, and as such, these three products work together beautifully.

IP Phone 1200 Series Features

All models include:

- Four context-sensitive soft keys
- Eight fixed telephony keys (three with LED status) — Handsfree, Headset, Volume Up/Down, Mute, Hold, Goodbye and Redial
- Key functional attributes:
 - IEEE 10/100 integrated switch with both LAN and PC ports
 - Active Ethernet link LED indication
 - Integrated headset port for optional wired headset
 - Visual ringing alerter/message waiting indicator
- Four-way Navigation Cluster plus Enter key
- 802.3af PoE (Class 2) or optional AC local power option
- Vertical design for smaller desktop footprint
- Fixed stand (two position) plus integrated wall mount
- Pre-programmed with most common BCM features used by small and medium businesses
- Easily programmed to access 400+ BCM telephony features

Other features

Feature	IP Phone 1210	IP Phone 1220	IP Phone 1230
Character display	Three lines x 24 character display	Five lines x 25 character display	Nine lines x 25 character display
Shortcut/feature keys	Two	Six	Six
KEM compatibility	No	Yes	Yes

Sold by:



Technical specifications

Physical specifications	
Connectivity/ data rates	<ul style="list-style-type: none"> • Integrated 10/100 Ethernet Switch • Two 10/100 Ethernet Ports for network connection and collocated PC connection • Auto speed and duplex • Manually configurable speed and duplex when used with Ethernet switches that do not auto-sense • Auto MDIX on network port • Ability to manually disable PC port
Dimensions	<ul style="list-style-type: none"> • Unpackaged: (H x W x D) 205 x 198 x 190 mm (8.1 x 7.8 x 7.5 inches) approximate, in desktop 55-degree position • Packaged: (H x W x D) 254 x 260 x 111 mm (10 x 10.25 x 4.75 inches), approximate
Weight	<ul style="list-style-type: none"> • Packaged: 2.9 lb / 1.32 kg • Unpackaged: 1.9 lb / .86 kg
Power	<ul style="list-style-type: none"> • Power over Ethernet: Supports IEEE 802.3af Power over Ethernet; Power Class 2 • AC power: Use Nortel approved adapter; 48VDC, 0.52A • Power dissipation: 3.2 watts typical, 4.6 watts maximum
Protocols	<ul style="list-style-type: none"> • UNISTim over UDP
Audio Quality of Service	<ul style="list-style-type: none"> • G.711 a- and µ-g-law, G.723.1 and G.729a and Annex B 802.1p/Q, DiffServ and VLAN tagging of telephony port traffic • Supports echo cancellation and silence suppression
Operating temperature	<ul style="list-style-type: none"> • +5°C to 40°C/40°F to 104°F
Relative humidity	<ul style="list-style-type: none"> • 5% to 95% (non-condensing)
Storage temperature	<ul style="list-style-type: none"> • -40°C to 70°C/-40°F to 158°F
Administration and security	
	<ul style="list-style-type: none"> • Static, partial and full Dynamic Host Control Protocol (DHCP) address assignment (full DHCP factory default) • 802.1x and Extensible Authentication Protocol (EAP-MD5) for network authentication and access control • Signaling path encryption with support for 128-bit Advanced Encryption Standard (AES)¹ • Pre-shared key and public key infrastructure² • Proactive Voice Quality Management (PVQM) for enhanced administration and diagnostics
Regulatory and safety compliance	
EMC	<ul style="list-style-type: none"> • United States: <ul style="list-style-type: none"> - FCC 47 CFR Part 15 Class B • Canada: <ul style="list-style-type: none"> - ICES-003 Class B • Australia/New Zealand: <ul style="list-style-type: none"> - CISPR 22 • European community: <ul style="list-style-type: none"> - EN55022 Class B - EN 55024 - EN 61000-3-2 - EN 61000-3-3 • Korea MIC³: <ul style="list-style-type: none"> - KN22 and KN24 • China³: <ul style="list-style-type: none"> - CCC • Taiwan³: <ul style="list-style-type: none"> - BSMI
Safety	<ul style="list-style-type: none"> • United States: UL 60950-1 • Canada: CSA 60950-1-03 • Australia/New Zealand: AS/NZS 60950.1:2003 • European Community: EN 60950-1+A11 • International: IEC 60950-1 • Mexico: NOM approvals
Other	<ul style="list-style-type: none"> • FCC Part 68 HAC • IC CS-03 HAC • Australia AS/ACIF 004 • New Zealand PTC 220 • Complies with the essential requirements and other relevant provisions of Directive 1999/5/EC10 • Complies with Reduction of Hazardous Substances (RoHS) - (6 of 6) as part of European Union Environmental Directive • American Disabilities Act (ADA) compliant dialpad

1 May require deployment of Secure Multimedia Controller 2450 (SMC 2450) which is Nortel Communication Server dependent. Consult Nortel server documentation of choice for requirement details.

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

3 Will achieve regulatory compliance post product General Availability.

For more information, visit Nortel on the Web at www.nortel.com, contact your Nortel representative, or the European Customer Information Centre.

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