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## Frequently Asked Questions

Multimedia Office Client for the Multimedia Communication Server 5100/5200

### **A Multimedia Plug-in for Microsoft® Office Outlook® 2003 providing access to Nortel's Multimedia Communication Server functionality, to streamline and simplify communications for business users.**

**Overview:** Nortel announces a new way to access the multimedia communications capabilities of the MCS5100/MCS5200 Multimedia Communication Servers, using a Plug-in to Microsoft Outlook 2003. As SIP-based Multimedia services become an increasingly integral part of how business users handle communications, desktop real-estate and end-user simplicity are important issues to address. Office workers often spend a significant part of their time using their email applications. These applications, including the industry-leading Microsoft Outlook 2003, are relied upon to handle contacts, schedules, emails, task lists and many other activities. Now, with the MCS 5100/MCS5200 Multimedia Office Client, a rich range of a user's communication can take place within Outlook 2003. This brings the powerful capabilities of Nortel's Multimedia Communication Server to Outlook, and also allows useful Outlook organizational features to be applied to MCS communications, further increasing end-user productivity.

Q: What is being announced? What is the Multimedia Office Client?

A: The Multimedia Office Client is delivered using a Plug-in to Outlook 2003 that allows the Multimedia Communication Server functions to be available from within the Outlook 2003 application. The Multimedia Office Client is a new stand-alone client (is not part of the functionality of the existing MCS Multimedia PC Client) that will be available for Carrier use as part of an MCS-based hosted enterprise services offering, and as well, for use by enterprises in their CPE based solutions.

Q: When will the Multimedia Office Client be available?

A: This client will be available for select customer trials in early summer 2005. Its general availability is planned for both Multimedia Communication Server offers, with timing to coincide with release 4.1 on the MCS5200. The client will operate on MCS5100 release 3.5, and on MCS5200 release 4.1.

Q: Why is Nortel introducing a new Multimedia client for the PC?

A: The new Multimedia Office Client is intended to provide a simplified communications experience for business users of Outlook 2003. In this way, a single program interface is presented to the end-users, and benefits of integration can be realized. Note that Nortel will also continue development of the existing Multimedia PC Client and Multimedia Web Clients.

Q: Who will benefit from the Multimedia Office Client?

A: The Multimedia Office Client has benefits to service providers, enterprises and business employees.

Service providers can leverage this new client to add value to their hosted enterprise communications offerings – leveraging a well-known application/ interface to provide new converged services.

For the enterprise, this new client means simplified, streamlined delivery of new communications services that will result in increased worker productivity.

The client will appeal to business workers who depend heavily on Outlook for their daily needs. Benefits will include being able to use one desktop application for all communication needs, as well as allowing Outlook 2003 organizational features to be applied to MCS information (eg: flagging call logs, using search folders on incoming messages, using click to call services based on contact information.)

Q: How will support for the Multimedia Office Client be provided? Does Microsoft support this functionality?

A: The Multimedia Office Client will be supported in the same way as the existing MCS client portfolio. Microsoft does not provide any support for this client.

Q: Will the Multimedia Office Client be backwards compatible to earlier MCS 5100/5200 releases?

A: Support for the Multimedia Office Client will be for MCS5200 release 4.1 and upwards and MCS5100 release 3.5 and upwards.

Q: Does the Multimedia Office Client work with earlier versions of Outlook or with Outlook Express?

A: The Multimedia Office Client requires Outlook 2003.

Q: Is there any difference in functionality between the Multimedia Office Client and the Multimedia PC Client or Web Client?

A: There are slight differences between the Multimedia Office Client and the other two clients. There have been changes to the user interface. There are some enhanced functions available to the Multimedia Office Client due to the capabilities of Outlook. The contact and address book management is greatly modified between the two environments. All major features such as voice and video calling/conferencing, IM, file sharing, co-browsing are included. In addition the control capabilities of IP telephones and converged desktop mode are also included.

Q: How much will the Multimedia Office Client cost?

A: The pricing of the Multimedia Office Client will be announced when the product is generally available. The price that service providers decide to charge their end-customers will depend on the carrier's business plan.

Q: Are there plans to add further functionality to the Multimedia Office Client?

A: Additional functionality is planned to be added to the Multimedia Office Client to take advantage of additional Outlook 2003 capabilities, or to enhance the capabilities or the user interface. These enhancements will take customer feedback into account during this planning.

Q: Does the Multimedia Office Client still handle video calling and MCS meet-me conferences (audio and video)?

A: The Multimedia Office Client supports all of the existing video and audio services and codecs of the existing Multimedia PC client, including Meet-me conferences and web collaboration.

Q: Does the Multimedia Office Client still provide for the ability to control an IP telephone set?

A: The Nortel 200x Internet Telephones can be controlled by the Multimedia Office Client in the same way that the existing Multimedia PC Client provides this control. This gives end users the ability to use a hard-phone, while at the same time passing all communication via the Ethernet connection to the PC (and via an IPsec tunnel if appropriate)

Q: I currently use the Converged Desktop service, allowing my existing phone and all of its features to be combined with the MCS multimedia features. Will the Multimedia Office Client still allow Converged Desktop services?

A: Converged desktop services are fully supported by the Multimedia Office Client.

Q: The audio quality from my existing Multimedia PC and Web Clients is flawless. Is this changed in any way by the Multimedia Office Client?

A: The audio quality will be identical to the existing Multimedia PC client.

Q: I am a heavy user of the MCS Personal Agent to control my communications. Does this capability remain with the Multimedia Office Client?

A: The full personal agent capabilities can be accessed within the Multimedia Office Client. There are no changes here.

Q: How does this capability relate to other Microsoft products like Live Communication Server?

A: The Multimedia Office Client is independent of Microsoft LCS. Microsoft has indicated its strong support of SIP based communication services by its launch of its Live Communication Server. LCS is an enterprise based presence and instant messaging system that also provides some multimedia capabilities, and uses 3<sup>rd</sup> party products (eg: PBX integration) to provide further communication capabilities. The Nortel Multimedia Communication Server (MCS) is a multimedia communication solution for both service provider and enterprise Customer Premise Equipment deployment that also provides presence and instant messaging capabilities.

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