



Dial by Name for BCM: An Interactive Phone Directory for BCM

Dial by Name provides a company-wide, instantly accessible telephone directory to every Business Communications Manager (BCM) user in the business. The Directory can be accessed by all users, via a BCM handset or, if the Dial by Name DeskTop version is used, on their PC. This provides enhanced functionality, including Click to Dial and interactive Buddy Lists.

- **Review and redial**

Dial by Name allows each extension user to review the last 32 calls they have dialled, received or missed. They can simply redial the contact via the handset.

Dial by Name DeskTop

- **See who's calling**

Displays the names and details of incoming callers on your PC DeskTop client, giving you the choice to answer or forward to voicemail.

- **Update your directory on screen**

Every user can create/update contacts via the optional Dial by Name DeskTop client, either directly or by accessing and reviewing their recent call history.

- **Buddy Lists**

Dial by Name DeskTop provides every user with the ability to create "Buddy Lists" or Visual Speed Dials. Users can access the various number types (business, mobile, home, etc) for both internal and external contacts. They can simply click to call the contact, or by hovering over a Buddy, select which number they wish to dial.

- **Click to dial**

In addition to making calls via the directory, Dial by Name DeskTop allows each user to dial numbers displayed on screen in Word documents, web pages, Outlook, etc. By simply highlighting the number required, the user can immediately dial a contact and update the directory via the DeskTop client.



Nortel continues to deliver market-leading solutions through innovation, vision and relationship. Leveraging the strengths of its Select Product providers, Nortel continues to broaden its reach and responsiveness in meeting the needs of both channels and customers. Nortel distributors/resellers may be eligible to order certain Select Products directly from Nortel.

Dial by Name

- **Instant access for all**

By integrating your internal and external telephone directory with your phone system, you can instantly dial any contact from any phone handset.

- **Just like your mobile phone**

All BCM phone users now have access to an interactive telephone directory, where contacts can be searched for and dialled in the same way as you would when using your mobile (or cell) phone.

- **See who's calling**

Displays the names of incoming callers on the phone handset

- **Review and redial**

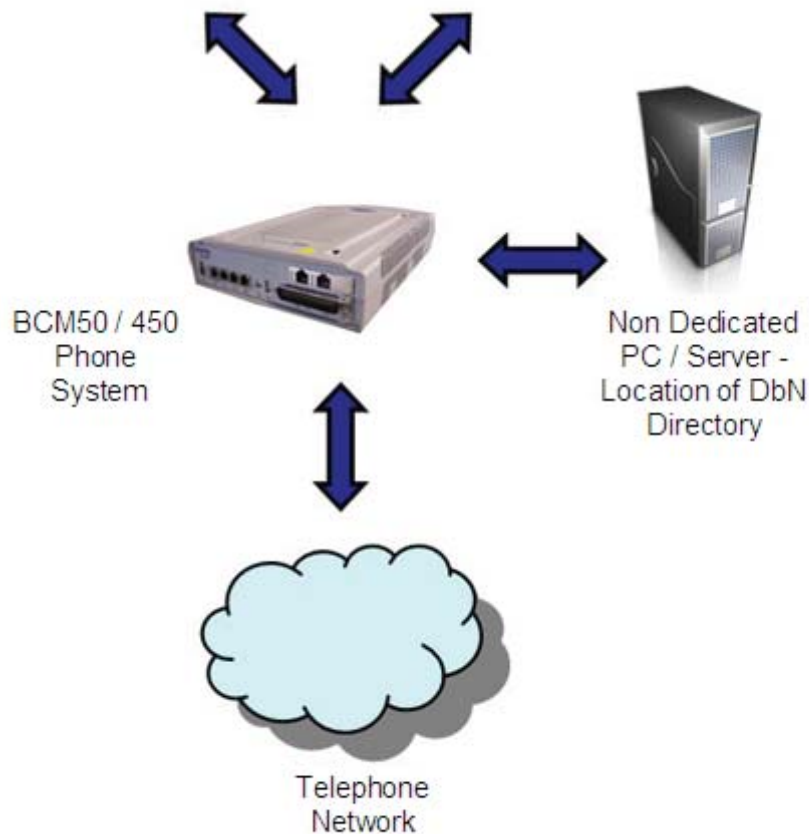
Dial by Name DeskTop allows each extension user to review the last 32 calls they have dialled, received or missed. They can simply redial the contact on screen. If no contact name is displayed in the Recent Calls list, the user can also update the directory easily via the DeskTop client.

Dial by Name Features

- Accessible from all BCM phones with LCD - Digital, IP or Softphones
- Centralised contact Directory - All users have access to the latest information

- Intelligent Search for rapid access - Number of matches reduces as you spell a name
- Search by First, Last or Company Name - Find your contacts quickly
- Display the names of incoming callers - See who's calling before you answer
- Personal Call History - Redial your last missed, received and dialled calls (up to 32 calls)
- Simple installation wizard - Installation is on a single PC, takes less than 15 minutes
- Easy to update via Excel spreadsheet - Simple bulk entry of exported contacts / numbers

- Store over 30,000 contact numbers - No more need to remember speed dial lists
- Compatible with BCM50, BCM200/400 and BCM450
- Available through Nortel Select Product Program for BCM50 and BCM450
- Single site-wide licence - Regardless of the number of handsets



Dial by Name DeskTop

Features

- All the Dial by Name Features (Handset)
- Universal access from all DeskTops - Single site licence gives access to all BCM users
- Create new Directory contacts - Add your own contacts via the DeskTop client
- Amend existing Directory contacts - Keep the Directory current by updating contacts details
- View and call back unanswered calls - Click from your Recent Call List to return missed calls
- Buddy Lists / Visual Speed Dials - Organise your Buddies and see their real time phone and PC status (Presence)
- Answer calls and manage conference calls - Handle multiple calls and conference them on screen
- Make calls via the Directory or a Buddy List - Search or click on a Buddy List icon to call a contact
- Click to Dial on screen phone numbers - Highlight a number in Word, Web, Outlook, etc, and dial
- Simple installation - DeskTop client takes less than a minute to install
- Compatible with BCM50, BCM200/400 and BCM450
- Available through Nortel Select Product Program for BCM50 and BCM450
- Single site-wide licence by platform - No additional cost for to add extra users in the future

Benefits

- Ensures that the customer maximises their investment in their new phone system
- Customer can quickly search a central directory and dial contacts directly from their phone or PC
- The Contact Directory is held on a non-dedicated PC so there is no need for extra hardware
- Contacts can be updated via the DeskTop client by the extension user
- Calls can be answered in an informed and professional manner as the caller's details are displayed on the phone and DeskTop client
- Click to Dial allows the customer to highlight any number on screen (in Word, Web, Outlook, etc) and dial
- Buddy Lists / Visual Speed Dials provide single click access to contacts and shows their real time phone and PC status (Presence)
- Review and redial facility reduces time wasted
- Eradicate wrong numbers dialled
- Single site licence means no additional cost to add extra users in the future

Ideal For

All BCM50, BCM200/400 and BCM450 users

Company Information

Company Name:
ITEL

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For all inquiries on these products, please provide the following reference codes:

[BCMDBN for Dial by Name](#)

[BCMDBND for Dial by Name DeskTop](#)

Compatibility Information:

ITEL Dial by Name (aka BCM Dial by Name) Release 2.0 and Dial by Name DeskTop (aka BCM Dial by Name DeskTop) Release 2.0 were verified as compatible in a controlled laboratory environment. For complete compatibility details, including specific Nortel platforms and releases, please refer to the Certificates of Compatibility at:

www.nortel.com/prd/dpp/product/prodpages/z18681.html

www.nortel.com/prd/dpp/product/prodpages/z18697.html

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