



Empowered by Innovation **NEC**

UNIVERGE® SV8100

The ultimate in unified communications



www.neci.co.uk



Contents

- 3** Introduction
- 4** System overview
- 5** Communication Servers
- 6** Handsets
- 10** Mobility - IP DECT, Mobile Extension & WiFi
- 12** Call Management
- 14** Other applications
- 15** Communications platform at a glance

Why choose UNIVERGE SV8100?

The SV8100 is a unique communication solution for up to 512 extensions. Its expandability means it can work at any level, from a technically superb phone system, to a truly advanced unified communications platform.

Business performance is improved significantly by making an entire workforce more reachable wherever they are based.

Part of the UNIVERGE 360 portfolio, the SV8100 creates '360-degree communication' encompassing fixed, mobile and converged communication such as e-mail, presence and instant messaging.



Executives have real-time access to a full circle view of their business; managers easily communicate with team members and supervisors; sales people have immediate access to the data and resources they need to do their jobs anywhere they are.

In short, it makes Unified Communication a reality.

Key features:

- Embedded applications including ACD and Mobile Extensions
- Unique interchangeable handset design
- Unique Netlink survivability between branches
- Unique Bluetooth handset
- Modular architecture for economical scalability
- VoIP and traditional voice support
- Aggressively priced

Why choose NEC?

- A leading global enterprise telephony solution provider
- Empowering our customers through over 100 years of experience in IT and Networking
- Spanning the full spectrum of ICT products and solutions
- Invests over £2 billion in research and development every year
- Employs more than 150,000 people worldwide
- Japan's largest supplier of telephony solutions to the SME sector
- The only global company in the world's top 5 in both computers and communications
- Environmentally friendly company policy
- Unsurpassed UK technical support & logistics
- A reliable, stable partner





Powerful and versatile

The SV8100 is the ideal communication solution for almost any workplace

The Small Office - Aggressively priced compared to other smaller systems, but with enormous scalability as a business grows.

The SMB - The SV8100 offers productivity and efficiency tools that are usually associated with more expensive, larger corporate systems.

The Call Centre - Powerful call management software ensures customer service levels, and your workforce, are optimised at all times.

The Branch Office - These can benefit from highly cost effective unique Netlink feature – allowing multiple systems to operate as one. Netlink also offers multiple business continuity options.

The Homeworker - The latest VoIP technology ensures costs are minimised, and access to system features are maximised.

The Mobile Worker - The built-in Mobile Extension feature enables a user to be contactable on their office extension number on their mobile phone from wherever they are. Also, on-site mobile workers can benefit from the IP DECT range, including new cutting edge security features.

Hotels & Hospitality - A range of specific features that will enhance a guests' hospitality experience, while at the same time optimise staff efficiency and encourage add-on sales.

Healthcare Environments - Provides true reliability where it matters most. Includes many bespoke time-saving features including nurse call and text messaging to the handset, enabling health professionals to spend more time with their patients. Security features include Man-down and location detection.

Specialised Professions - Legal and finance professions benefit from features such as call recording which is effortless, easily accessed and completely secure.

SV8100 Communication Servers

Robust, feature-rich servers for both VoIP and traditional voice communications

Business today demands efficient, seamless communication that facilitates rapid decision-making and customer responsiveness. UNIVERGE®360 is NEC's approach to help businesses succeed at this accelerated level.

The UNIVERGE® SV8100 Communications Server is a key component of this foundation and is the ideal system for businesses that wish to compete and grow. This robust, feature-rich solution is completely scalable and can be expanded to meet your communications needs both now and in the future.

VoIP and traditional voice support - Deploy a pure IP solution or any combination of IP and traditional circuit-switched technology with a single SV8100 system.

Application integration - embedded - Applications are easily accessed through simple license activation.

Stackable architecture - The SV8100's rack stackable chassis supports server functions, media gateways and media converters through a single unit.

UNIVERGE® SV8100
server 19-inch 6 slot



UNIVERGE® SV8100
server 9.5-inch 3 slot



At a glance

- Offered in both 6 slot, 19-inch stackable chassis & 9.5-inch 3 slot chassis configurations
- 512 IP stations
- Up to 512 TDM stations (19" version)
- Up to 32 TDM stations (9.5" version)
- 200 trunks
- Embedded applications including voicemail, Automated Call Distribution (ACD) & Mobile Extension



Unique business handsets with an interchangeable design

SV8100 handsets are like no other. Their modular construction means you can chop and change the design for exact business requirements. They can then be upgraded at a later stage without having to replace them - a great investment protection.

Feature-wise, time saving features such as company directories, call history and speed dials are instantly accessible. Not only does this improve productivity, it increases customer service levels too.

Top end features on the IP phones include colour touch screens and an 'Open XML interface' which provides the capability of integration with Microsoft® Outlook databases and other applications.

5 good reasons to choose SV8100 handsets

- **Modular construction** - the interchangeable design provides easy and cost-effective upgrades, helping to future-proof a businesses investment
- **Customisable design** - choose from a range of add-on line key modules, faceplates, LCDs, keypads and even printable side panels
- **Customisable function keys** - can be adapted to the exact individual requirements of a business
- **User-friendly interface** - little or no staff training required
- **Unique Bluetooth handset option** - provides wireless freedom from a desk, also links with Bluetooth headsets & other Bluetooth devices

Bluetooth Handset
Option - up to 50
metres wireless
range

Add-on 8 line keys or
60 DSS key module -
ideal for receptions
& call centres

Choice of
keypads

Choice of function
keys - 12, 24 or
'Desilex' LCD

Choice of side panel
colours with option of
logo printing



Handset function guide

Alphanumeric display

- Backlit
- Time & date
- Extension name & number
- Incoming call info (name & number)

Handset

- Interchangeable to Bluetooth option
- Built-in headset port

One touch keys

Access to system features including:

- Extension dialling
- Lines / call park
- Voicemail box
- Call recording

Speaker phone

7 different LCD colours

XML Open Interface

- Capable of integration into standard & bespoke applications eg. Microsoft® Outlook

Soft keys

Access to system features including:

- Directories
- Voicemail
- Message waiting
- Call back
- Conference

Mute Key

Menu key

- Call history - redial / missed calls
- Directories
- Settings: Ring volume, back light, headset

Adjustable stand

Navigation wheel





SV8100 Digital & IP Handsets

Advanced business phones
- easy access to system features



DT310 Digital Handset

- Available in 2 key non display or 6 key display
- Economical entry level phone
- Hands-free
- Easy to use soft keys / LCD prompts on display model
- Directory dial key 1000 system, 1000 group,
- 10 personal, 600 phone book
- Conference key
- Wall mountable

DT710 IP Handset - features as DT310 plus:

- Message waiting indicator
- Low cost IP phone (ideal for office or home workers)
- VoIP encryption



DT330 Digital Handset

- Available in 12, 24 or 32 programmable keys
- Backlit keypad
- Hands-free / speaker phone
- Headset compatible
- Easy to use soft keys / LCD Prompts
- Directory dial: 1000 system, 1000 group,
- 10 personal, 600 phone book
- Navigation wheel
- Call history
- Wall mountable

DT730 IP Handset - features as DT330 plus:

- Backlit LCD
- Security lock key
- XML Open Interface - Capable of integration into standard & bespoke applications eg. Microsoft® Outlook and more
- VoIP encryption

**DT330 LCD Digital Handset**

- User-friendly LCD function screen
- Backlit keypad
- Hands-free / speaker phone
- Headset compatible
- Easy to use soft keys / LCD prompts
- Directory dial: 1000 system, 1000 group, 10 personal, 600 phone book
- Navigation wheel
- Call history
- Wall mountable

DT730 LCD IP Handset - features as DT330 LCD plus:

- Ideal for hotdesking
- Backlit LCD
- Security lock key
- XML Open Interface - Capable of integration into standard & bespoke applications eg. Microsoft® Outlook and more
- VoIP encryption

**Bluetooth Handset** - Available on the DT330

- Class 1 Bluetooth – 50 metre range
- 8 programmable keys on handset
- Backlit keypad and display
- Same user interface as the display phone
- Navigation wheel
- Call history

**DT750 IP Handset**

- 7.5" colour touch screen LCD
- Ideal for hotdesking
- Backlit keypad & screen
- Security lock key
- XML Open Interface - Capable of integration into standard & bespoke applications eg. Microsoft® Outlook and more
- Hands-free / speaker phone
- Headset compatible
- Easy to use soft keys / on-screen prompts
- Directory dial: 1000 system, 1000 group, 10 personal, 600 phone book
- Navigation wheel
- Call history
- Wall mountable
- VoIP encryption



SV8100 IP DECT

True business mobility

The SV8100 range of IP DECTs offers a more flexible way of working. Access to the main system features such as shared corporate directories mean employees are more reachable, more quickly. This increases responsiveness and in turn levels of customer service.

IP DECT applications:

Text and alarm messaging - Provides numerous uses including alerts about incidents such as a fire, nurse calls or status of industrial processes. Different priority levels can be applied to each message.

Location Detection capabilities - By pushing the SOS button on the phone, the system locates the position of the phone and alerts staff to provide assistance. Available for the M155 Messenger, G355, G955 & I755.

Man-down - Embedded on the I755, this application detects when a handset is left in a horizontal position and sends an alarm to other staff immediately for help.

10 good reasons to choose IP DECT

- Established DECT technology - reliable & secure
- Scalable from 1 to 32 Access Points, and even beyond
- Aggressively priced
- Makes employees more reachable, helping to increase customer service levels
- Drastically reduces mobile phone costs
- Integrated with features from the SV8100
- Wide range of handsets for all user types and environments
- Unified communications - shared corporate directory access plus excellent presence feature
- Powerful text messaging and alarms enable quicker responses
- Future-proof investment - uses 'open standards' such as the open messaging interface, SIP technology and standard GAP compatibility



C124 - Cost effective entry level DECT

- Calling name / number, Call logging
- Internal directory: 40
- Headset compatible



G955 - Ideal for office users who require advanced voice and messaging features

- Calling name / number, call logging
- Headset compatible including Bluetooth
- Internal directory: 200
- Central directory
- SOS alarm key
- Location detection capabilities
- Messaging (LMRS)
- Broadcast messaging capabilities



G355 - Ideal for the demanding office user

- Calling name / number, call logging
- Internal directory: 200
- Central directory
- SOS alarm key
- Location detection capabilities
- Headset compatible





I755 - Ideal for industrial or demanding environments, eg healthcare, manufacturing, retail & warehousing

- Calling name / number, call logging
- Internal directory: 200
- SOS alarm key
- Location detection capabilities
- Man-down alarm
- Messaging (LMRS)
- Broadcast messaging capabilities
- Headset compatible including Bluetooth

M155 Messenger - Ideal for healthcare & hospitality environments

- Calling name / number
- Internal directory: 5
- SOS alarm key
- Location detection capabilities
- Messaging (LMRS)
- Hands-free

SV8100 Mobile Extension

System functionality straight to your mobile

The SV8100 Mobile Extension feature is like being in when you're out. Treat your mobile like your desk phone and enjoy system features while you're on the move.

Best of all, Mobile Extensions are built in to the SV8100! You can be more reachable and maintain high customer service levels at all times. Save on voicemails, save on call backs and stop playing 'telephone tennis'. What's more, you can be contacted on the same extension number.

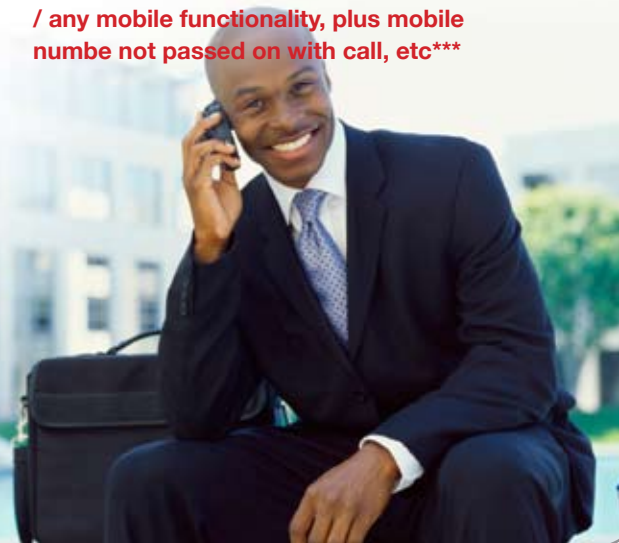
Mobile Extension Features:

- Conference Call
- Caller ID
- Call Waiting & Call Forward
- Paging
- Hold & Transfer
- Speed dialling
- Voicemail access
- Hotel features
- Camp On

Key benefits

- They're already embedded
- Increase sales - by missing less sales calls you can help prevent your customers going elsewhere
- You can use your mobile like your system phone, wherever you are
- You can be contacted away from your desk with your same extension number
- You can access system features away from the office
- You can maintain high service levels when on the move

*****Include 'Cell Phone Callback with no bill / any mobile functionality, plus mobile number not passed on with call, etc*****



MH240 WiFi Handsets

Advanced wireless features for organisations on the go



Ideal for employees who are always on the move, the MH240 significantly improves user accessibility, productivity and responsiveness.

They provide workers the ability to roam from one business area to another – without losing productivity.

Key benefits

- Stay connected while on the go
- Increase efficiency with multiline operation
- Roam seamlessly in multiple business locations

7 good reasons to choose MyCalls

- Increases sales & call productivity
- Enhances customer service & response
- Helps measure and manage sales & marketing activity
- Underpins call performance training
- Call recording helps resolve disputes
- Real-time information enables managers to respond quickly to changes in call traffic, particularly missed calls
- Call statistics displayed on a plasma screen provide positive motivation



SV8100 MyCalls

A new standard in 'real-time' call management for any business – regardless of size

How much do missed calls cost a business?

Most businesses don't even know – you can't manage what you can't measure. MyCalls gives you all the information you need to manage every aspect of call activity & performance. Real-time information in easy to view formats helps busy managers maintain service levels with fast follow-up on missed calls. The result? Increased sales and greater productivity.

Enhanced Call Handling

Full call control is available from the PC desktop. Phone books, click and dial, BLF (Busy Lamp Field), configurable action views and controls – it's all there in one easy to use package. Add screen-pops that give advance notice of who is calling, and it makes using the phone a whole lot faster.

Real-time Call Management

MyCalls and SV8100 give managers a real-time view of calls as they happen. When supervisors are alerted to rising call volumes, they can move agents between different ACD queues to smooth workflow and enhance service levels.

Wallboard displays can also include external data sources such as total yearly sales from a company database or any web page such as stocks and shares.

**Powerful Reporting**

With the new MyCalls **Director's Report** (above), an MD can be provided with detailed updates of the most critical business information, sent automatically by email at the end of each day. An excellent management tool, even when away from the office.

MyCalls also offers a massive range of different reports which can be individually configured with 'exception reporting'. This saves time for busy managers because it only alerts them when exceptions occur to conditions they set; for example, levels of missed calls, phones off the hook, calls to premium rate numbers etc.

Secure, Accessable Call Recording

Telephone calls can be recorded, archived securely, retrieved simply, played back and exported by e-mail. Call recordings have real value in staff training and in resolving disputes more effectively. Advanced features include 'waveform display', 'sound clips' and 'section marker' (below). These features increase functionality of recordings, providing the ability to listen to specific sections, export clips via email and more.



SV8100 UC for Business

Advanced Unified Communications

UC for Business helps unify an entire organization, enabling individuals, departments and locations to work more efficiently by ensuring seamless internal and external communications. Users can connect from wherever they are via phones, PCs, mobile devices and the web - effortlessly.

Solutions for executives

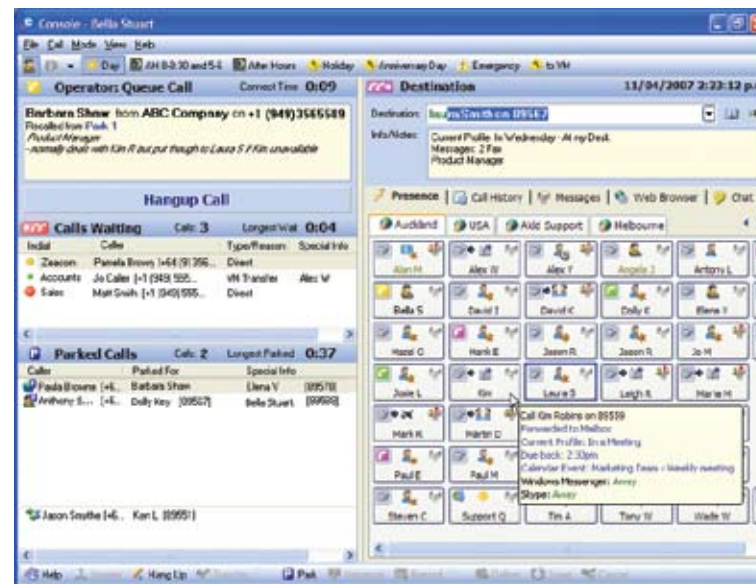
UCB puts busy executives in control of their availability by allowing them to screen, prioritise and respond to the contacts that are most important to their business. Managers can quickly reach workers on a wide number of mobile devices in order to communicate important assignments.

Solutions for operators

Operators need to be able to manage peak times without compromising quality of service. UCB provides superior call handling abilities including 'point and click telephony' for greater speed, drag and drop facility for re-prioritising call queues and customer screen-pops.

Solutions for knowledge workers

Knowledge workers have had to put up with phone tag, constant interruptions and overloaded in-boxes for too long. UCB streamlines and intelligently manages all their communications using a single desktop application. Presence provides more efficient call management and screen-pop caller details make call handling more professional.



Move your mouse over any Presence button to view detailed information including Instant Messaging, calendar appointments and return time.

Solutions for contact centres

Contact Centre agents are expected to process large numbers of external requests as quickly as possible. These requests come in many forms - calls, faxes, e-mails, chats and via the company website. UCB enhances customer service with pre-configured safety

nets for emergencies and high volume situations. Plus the skills-based routing enables a customer to speak to the right person first time. Agents also benefit from the simple, intuitive interface, helping to reduce training to a minimum.

Good reasons to choose UCB

- A single point solution with a single server - creates a simplified administration environment
- Microsoft® Outlook based user interface
- Presence Reporting allows managers to monitor activity of their team, helping to enhance employee performance
- Simplified call handling - users manage all their communications from their desktop
- Easily customised for individual company requirements
- A wide range of 3rd party interfaces allows UCB to boost customer service and productivity
- Treat the mobile and the desk phone as a single device, using one number
- Instant 'drag & drop' conference calls
- 'Out of office hours' calls easily dealt with



SV8100 Other applications

More feature-rich applications to increase employee collaboration and productivity

Voicemail - Already built in to the SV8100 on a single server, users can enjoy one touch access to voicemail as well as listen to messages remotely.

Auto Attendant - Ensures customer calls are routed to the appropriate people and answered quickly and efficiently. When customers call in, an instruction menu announcement is played, providing them with a choice of dialling options.

Desktop Suite

PC Assistant - The Desktop Suite's PC Assistant enables workers to get more done in less time by giving them the ability to manage telephone sets on their desktop PCs. With just a few clicks of the mouse, users can easily access features such as speed dialling, call management and contact lookup while benefitting from seamless CRM integration. Brand new features also include Presence and BLF providing an aerial view of the organisation's communication.

PC Attendant - The Desktop Suite's PC Attendant helps improve call management and increase productivity by placing a complete attendant console right on the operator's PC. It enables operators to work more efficiently by giving them the ability to transfer and manage calls on-screen through a completely

intuitive Graphical User Interface (GUI). The operator can perform common user functions such as Transfer, Park and Page with a single mouse click.

SP310 Softphone - A portable handset application which works with Desktop Suite. It's like taking a system phone with you. Ideal for on the road and homeworkers.

CRM - The SV8100 interacts with popular contact and CRM applications as well as Microsoft® Outlook. It can connect to company databases providing instant access to customer information.

Screen-pops - Prompted automatically by a call, operators view caller ID as well as customer information even before answering, enhancing customer service.

Call Logging & Recording - A complete record of all calls made and received can be made, and also recorded as a .wav file with email-forward options.

Instant Messaging - Personalised instant messages can be sent to other operators on their PC screen or handset screen, even when a call is being taken.

Shared Whiteboards - Users can share drawing tools over the network such as white boards for more interactive conference calls.*

*Dependent on operating system

Hospitality

Small hotels - PMS Lite is ideal for small hotels with up to 75 rooms. This front of house application includes simplified room management, reduced check-in/check-out time, increased guest reachability and more.

Large hotels - Tiger middleware software **Hotel Pro** or **Hotel Cub** is ideal for larger hotels, linking the SV8100 with the majority of Property Management Systems. A multitude of advanced features for revenue generating, productivity, billing and internet services are included.



At the click of a mouse, users can easily access features such as speed dialling, conference, call management and contact lookup while benefitting from seamless CRM integration.





For further information please contact your local NEC representative or:

NEC Infrontia, Innovation House, Mere Way, Ruddington Fields Business Park, Ruddington, Nottingham NG11 6JS

Tel: 0115 969 5700 www.neci.co.uk

Empowered by Innovation

NEC



This publication provides outline information only which (unless specifically agreed by NEC Infrontia in writing) may not be used, or reproduced for any purpose or form part of any order or contract or be regarded as a representation relating to the products or services concerned. NEC Infrontia reserves the right to alter without notice the specification, design, price or conditions of supply of any product or service. E&OE.

LIT-SV001-0511