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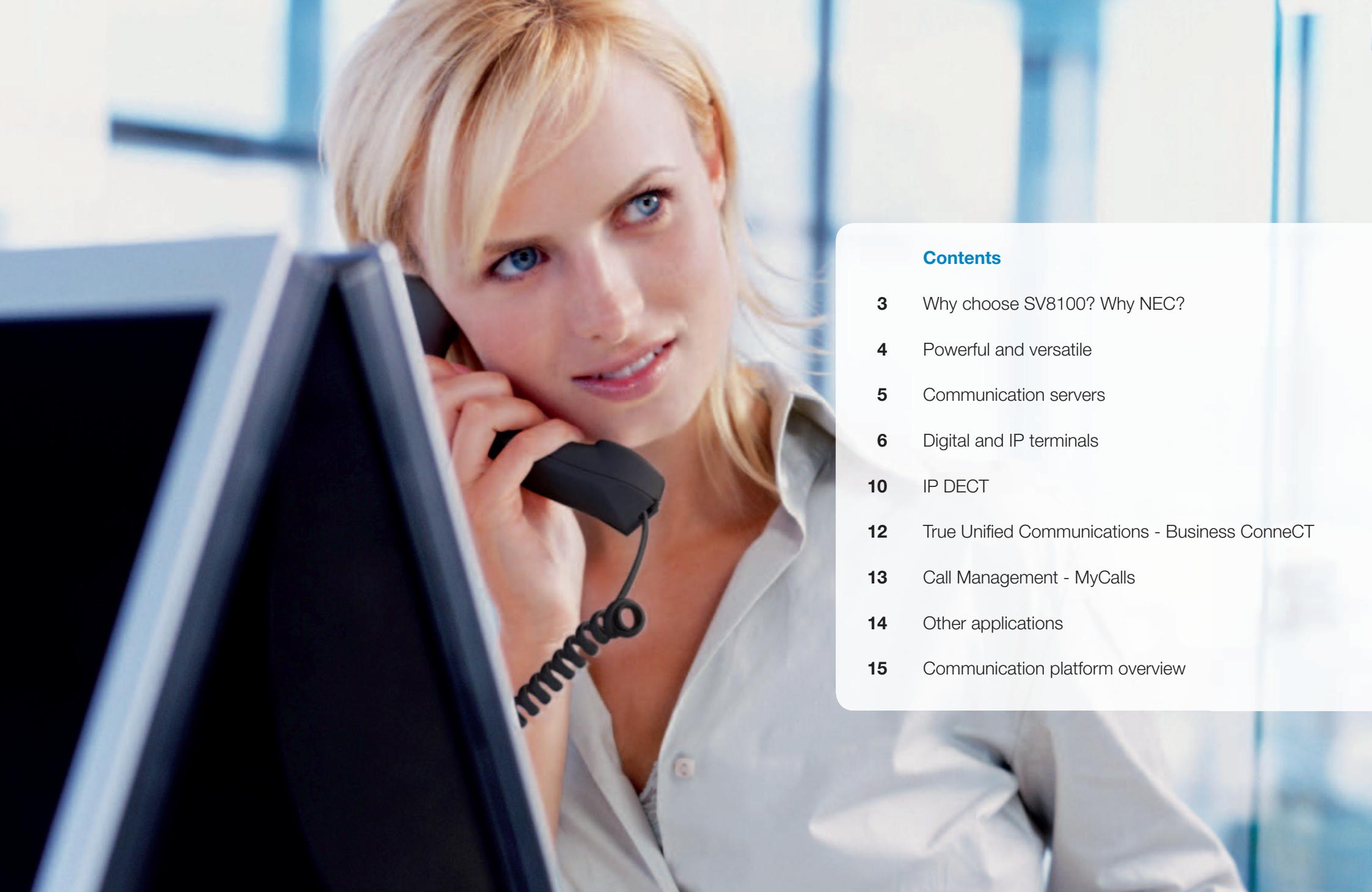
**NEC**

# UNIVERGE® SV8100

The ultimate in Unified Communications



[www.nec-unified.com](http://www.nec-unified.com)



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# Why choose UNIVERGE® SV8100?

The UNIVERGE® SV8100 is a unique communication solution for up to 500 extensions. It improves business performance 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 Communications a reality.

## Why 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
- Investing over 2,7 billion Euro in research and development every year
- Employing more than 150,000 people worldwide
- The only global company in the world's top 5 in both computers and communications
- Unsurpassed technical support and logistics
- A reliable, stable partner with the mission to realize an information society friendly to humans and the earth





# Powerful and versatile

The SV8100 is the ideal communication solution for any workplace

## **The small office**

Aggressively priced when compared to other small systems, but with enormous scalability.

## **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**

Can benefit from highly cost effective solution, stand alone and networked to form one enterprise class system.

## **The homeworker**

The latest VoIP technology ensures call costs are minimised and access to system features are maximised.

## **The mobile worker**

The IP DECT range caters for any workplace, including new cutting edge security features.

## **Remote worker**

Treat your mobile as an extension of the telephone system. Get access to the same features that the desk-phone offers, but with the freedom of a mobile phone.

## **Hotels and Hospitality**

A range of specific features that will enhance a guest's hotel experience, while at the same time optimising staff efficiency and sales of food, beverages and other products and services.

## **Healthcare environments**

Provides true reliability where it matters most. Also includes many bespoke features, including nurse call. Man-down and location detection as well as text messaging to the handset.

# UNIVERGE® 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 foundation of UNIVERGE®360 is a unified infrastructure. The UNIVERGE® SV8100 Communication 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 and 9,5-inch 3 slot chassis configurations
- 512 IP stations
- 32 TDM ports
- 200 trunks
- Embedded applications including voicemail, Automated Call Distribution (ACD) and mobile extension





Advanced business phones  
- easy access to system features

# Digital and IP terminals



## DT310 Digital terminal

- 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
- Message waiting indicator

## DT710 IP terminal - features as DT310 plus:

- Low cost IP phone (ideal for office or home workers)
- VoIP encryption
- XML open interface - integrates into your other applications
- BCT DT XML Client: Directory, Presence, Voicemail list, Caller list etc.



## DT330 Digital terminal

- Available with 12, 24 or 32 programmable keys
- Backlit keypad
- Hands-free, full duplex
- Headset support
- Easy to use soft keys/LCD prompts
- Directory dial key: 1000 system, 1000 group, 10 personal, 600 phone book
- Navigation wheel
- Call history
- Wall mountable

## DT730 IP terminal - features as DT330 plus:

- Backlit LCD screen
- Security lock key
- XML open interface - integrates into your other applications
- VoIP encryption
- BCT DT XML Client: Directory, Presence, Voicemail list, Caller list etc.



#### DT330 LCD Digital terminal

- Flexible user interface
- Backlit keypad
- Hands-free, full duplex
- Headset support
- Easy to use soft keys/LCD prompts
- Directory dial key: 1000 system, 1000 group, 10 personal, 600 phone book
- Navigation wheel
- Call history
- Wall mountable



#### Bluetooth handset

- Class 1 Bluetooth – 50 metre range
- 8 programmable keys on handset
- Backlit keypad and display
- Same user interface as the displayphone
- Directory dial key: 1000 system, 1000 group, 10 personal, 600 phone book
- Navigation wheel
- Call history

*Available on the DT330*



#### DT750 IP terminal

- 7.5-inch colour TFT touch screen
- Backlit keypad
- Security lock key
- XML open interface - integrates into your other applications
- Hands-free, full duplex
- Headset compatible
- Easy to use soft keys/on screen prompts
- Directory dial key: 1000 system, 1000 group, 10 personal, 600 phone book
- Navigation wheel
- Call history
- Wall mountable
- VoIP encryption
- BCT DT XML Client: Directory, Presence, Voicemail list, Caller list etc.

#### DT730 LCD IP terminal - features as DT330 LCD plus:

- Ideal for hotdesking
- Backlit LCD screen
- Security lock key
- XML open interface - integrates into your other applications
- VoIP encryption
- BCT DT XML Client: Directory, Presence, Voicemail list, Caller list etc.

# Unique business terminals and handsets with an interchangeable design

UNIVERGE® SV8100 terminals and 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 'XML open interface' which can provide the Business ConneCT Client, integration with Microsoft Outlook database and more.

## 5 good reasons to choose SV8100 terminals and handsets

- **Modular construction** - the interchangeable design provides easy and cost-effective upgrades, helping to future-proof this 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 and PDAs



# Terminal function guide

## Alphanumeric display

- Backlit
- Time and date
- Extension name and number
- Incoming call info (name and 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

- Integration into standard and bespoke applications e.g. Business ConneCT Client or 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

## 10 good reasons for IP DECT

- NEC offers established DECT technology
  - reliable & secure
- Scaleable from 1 to 48 Access Points, and even beyond
- Aggressively priced
- Makes employees more reachable, helping to increase customer service levels
- Drastically reduces mobile phone costs
- Is 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



# IP DECT

## True business mobility

**The SV8100 range of IP DECTs offers a more flexible way of working. Access to the main system features mean employees are more reachable, more quickly. This increases responsiveness and therefore level of customer service.**

## IP DECT security features:

### 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

By pushing the SOS button on the phone, the system locates the position of the phone and alerts staff to provide assistance.

### Man-down

Detects when a handset is left in a horizontal position and sends an alarm to other staff immediately for help.

## Assured mobility WLAN

### Combine wireless data and voice

The SV8100 also offers Voice over WLAN, with a dedicated WLAN handset MH240 and NEC WLAN Access Points to guarantee high quality voice and integration. By adding Business Mobility WLAN, employees enjoy wireless mobility and wireless data access everywhere it is required.

### Deploy effortlessly with NEC Access Points and MH240 handset

The MH240 handset is designed to offer users high voice quality combined with the SV8100 system features such as multi-line support. It also provides integrated speakerphone and directory. It works with NEC's WL1500/1700 series Access Points to offer a simple means of deployment and easy WLAN network scalability for your growing business.

### MH240

#### Multiline mobile handset

- Calling name/number, call logging
- Internal directory: 500
- Loudspeaker operation
- Multi-line keys: 8
- Supports 802.11b and g
- Message waiting





C124

**Ideal as cost effective  
entry level DECT**

- Calling name/number, call logging
- Internal directory: 40
- Headset support



G355

**Ideal for the demanding office user**

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



G955

Ideal for office users who require advanced voice and messaging features

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



1755

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

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



## M155 Messenger

**Ideal for healthcare and  
hospitality environments**

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

## Good reasons for Business ConneCT

- One solution for Operators, Contact Center Agents and Employees
- Improves efficiency, flexibility and productivity of your employees
- Single point of contact for your customers, 24/7
- Simplified call handling - users manage all their communications from their desktop. Reduces waiting times and lost calls
- Facilitates mobile and home workers. Treats the mobile and the desk phone as a single device, using one number
- Multilingual announcements and user interface
- Monitor and improve your business process. Presence reporting allows managers to monitor activity of their team, helping to enhance employee performance
- Secure instant and mobile messaging, rich presence management and directories
- Integrates with Lotus Notes, Microsoft® Outlook, Microsoft® Office
- A single point solution with a single server - creates a simplified administration environment and is easy to manage
- Minimal user training required



# True Unified Communications

Do it right first time, every time

**Business ConneCT 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, faxes and the web - effortlessly.**

NEC Unified Solutions developed Business ConneCT as its all-in-one Unified Communications solution which allows employees to switch between various roles in the company: Contact Center Agent, Operator and Employee (desktop user). The solution is based on state of the art Microsoft®.Net technology, runs on a single server, while users can access the features on their PC, desktop or telephone (mobile, DECT) terminals. Additional features or more users can be enabled by simply activating more licenses.



## Business ConneCT

- Business ConneCT is very easy to use and hardly requires any end-user training. One intuitive user interface shows the relevant items on the screen, depending on your role.
- Business ConneCT is easy to install and maintain. The installation process is guided via wizards and a System Health screen confirms that all critical components are functioning correctly.
- Business ConneCT offers tight integration with DECT and mobile phones. The central company directory is also accessible from DECT, Mobile and Desktop Phones. Text messages can be sent to DECT and mobile phone users from anywhere in Business ConneCT.
- Business ConneCT offers Unified Communications for a really affordable price.
- Functionality can be purchased in volumes as low as one Operator, Contact Center Agent or Employee. Additional features or more users in any mix of roles can be enabled by simply activating more licenses, all software based.
- Business ConneCT enables you to improve your business. Business ConneCT Contact Center creates a consistent customer experience with a single point of contact for voice calls and e-mails.

# MyCalls

A new standard in call management for businesses of any size

## Enhanced call handling

Improves call handling efficiency and customer service by presenting valuable caller details from company databases including Outlook, Act!, Maximizer, SQL Server, CRM 4, Sage and others direct to the users desktop before they answer the call.

## How much do missed calls cost a business?

Most businesses don't even know – you can't manage what you can't measure. MyCalls helps follow up missed calls immediately; provides real-time information about call handling throughout the day, indicating when additional staff may be required at critical times, which could help prevent losing customers to competitors.

## Which businesses would benefit from MyCalls?

Any business that uses telephony with their customers, regardless of their size – it's not just for call centres. Call recording is also ideal for doctors, surgeries and financial companies who may need to access previous calls, solve disputes, etc.

## Programmable alerts

A unique feature of MyCalls enables customisable parameters to be set by the supervisor. This provides various alerts such as levels of unanswered calls at one time; phones left off the hook; calls exceeding preset duration or answer time; agents not at their stations etc. This means a supervisor is only alerted when action is required.

*MyCalls displays all relevant call traffic as it is happens, so any problems can be dealt with instantly. Customised alarms can be set when certain parameters are broken.*



## Real time call management

Customisable displays allows a business to adapt quickly to changing conditions. For example, improving call handling, monitoring and managing advertising campaigns, controlling staff and call costs.

## Respond to busy periods

Call centre agents can respond to fluctuations in call volumes by logging themselves into ACD queues.

## Call queues easily controlled

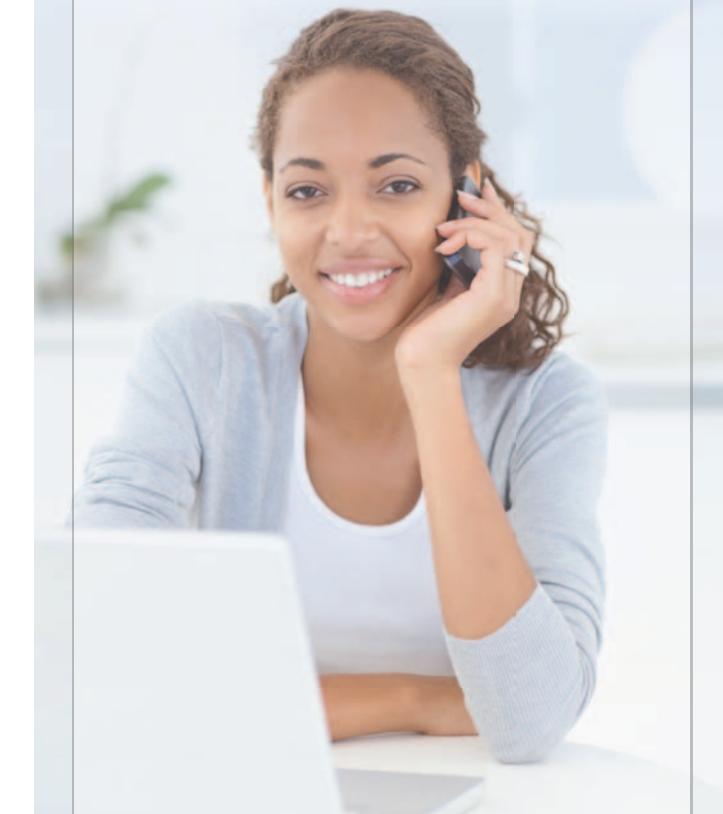
Supervisors can also control the ACD queues. They can log their agents into queues from their desk, without the need for complex re-programming of the ACD system.

## Easy call recording

Telephone calls can be selectively recorded, played back and exported for e-mail. This simplifies and enhances training for call handlers. It also means that call disputes can be resolved efficiently.

## 7 good reasons for MyCalls

- Improves customer service
- Improves staff efficiency
- Helps manage and measure sales and marketing activity
- Aids staff training
- Call recording helps to solve disputes
- Real time information enables supervisors to react quickly to changes in call traffic
- Call handling information can be displayed on a plasma screen for motivational purposes



*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.*



# Other applications

More feature-rich applications to increase employee collaboration and productivity

## **Voicemail**

Already built into 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.

## **Business ConneCT Operator eXpress**

The heart and voice of your company's telecommunication system is the telephone operator: connecting callers, handling messages, locating staff, dialling destinations and welcoming visitors at the reception.

To perform all these tasks fast and easy your telephone operator deserves the best: the Business ConneCT Operator eXpress.

The Business ConneCT Operator eXpress helps improve call management and increase productivity by placing a complete PC attendant right on the operator's desk. It enables operators to work more efficiently by giving them the ability to transfer and manage calls onscreen through a comprehensive but intuitive Graphical User Interface (GUI). The operator can perform common user functions such as transfer, park and page with a single mouse click.

Different queues show at a glance where a call is coming from: external, internal, rerouted, etc. Calls are routed to the right person

as the Operator can see which person the caller wants to reach and which colleagues with similar skills are available. Additionally, this comprehensive view on the queues allows Operators to spot specific callers easily and treat them in a special way (VIPs, returning callers, etc). Optionally announcements are provided by the SV8100's built-in voicemail.

## **SP310 Softphone**

A portable solution which works with Desktop Suite. 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.

## **Call logging and recording**

A complete record of all calls made and received can be made, and also recorded as a .wav file with e-mail-forward options.

## **Instant messaging**

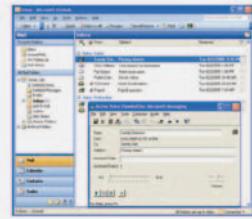
Personalised instant messages can be sent to other operators to the PC screen or handset screen, even when a call is being taken.

## **Shared whiteboards**

Users can share drawing tools over the network such as whiteboards for more interactive conference calls.

# UNIVERGE® SV8100 Communications platform at a Glance

Unified Communications  
Business ConneCT



Unified Messaging  
UM8000

Call Recording - MyCalls



BCT  
Mobile Client



SP310  
softphone  
WLAN

IP DECT  
handsets



IP DECT  
handsets



UNIVERGE® SV8100 server  
9,5-inch 3 slot



UNIVERGE® SV8100 server  
19-inch 6 slot

Digital and IP terminals  
DT300 / DT700 Range



Digital and IP terminals  
DT300 / DT700 Range

Digital and IP terminals  
DT300 / DT700 Range

For further information please contact your local NEC representative or:

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