



Empowered by Innovation **NEC**

# UNIVERGE® SV8100

The ultimate in Unified Communications



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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





# 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



## 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

Advanced business phones  
- easy access to system features





#### **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

#### **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



#### **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

# 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 provides integration with Microsoft Outlook databases 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

Bluetooth handset option - up to 50 metres wireless range

Add-on 8 line keys or 60 DSS key module - ideal for receptions and Call Centres

Choice of keypads

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

Choice of side panel colours with option of logo printing





# Terminal function guide

## Alphanumeric display

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

## 7 different LCD colours

## XML open interface

- Integration into standard and bespoke applications e.g. Microsoft® Outlook

## Handset

- Interchangeable to Bluetooth option
- Built-in headset port

## Soft keys

Access to system features including:

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

## One touch keys

Access to system features including:

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

## Mute Key

## Menu key

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

## Speaker phone

## 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.



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



I755

**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 Philips 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 phones, including presence information. 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. Speed dialling, extension BLF (busy lamp field) and full control of each call is available from the PC.

## 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

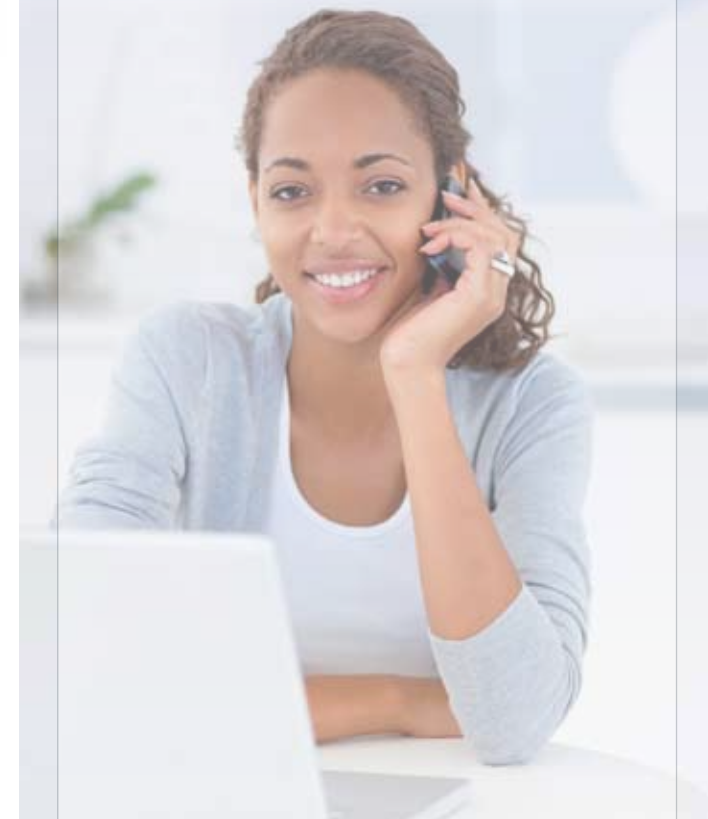
Supervisors can also control the ACD queues. They can log their agents into queues from their desk, without the need for complex re-programming of the ACD system.

## 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.

## 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. And, thanks to the robust networking capabilities of the UNIVERGE® SV8100, all extensions can be networked on a single SV8100 system running the Desktop Suite.

### **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 solution 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 pop-ups**

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

## **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.

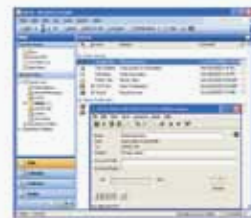
## **Shared whiteboards**

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



# UNIVERGE® SV8100 Communications platform at a Glance

Unified Communications  
Business ConneCT



Unified Messaging  
UM8000



Unified Management  
Call Management – MyCalls  
Systems Management – PC Pro

Softphone SP310



IP DECT  
handsets



Digital and IP terminals  
DT300 / DT700 Range



UNIVERGE® SV8100 server  
9,5-inch 3 slot



UNIVERGE® SV8100 server  
19-inch 6 slot

For further information please contact your local NEC representative or:

**TelecomDistribution**  
308 Pine Avenue, Ferndale, Randburg  
Tel: 0861 632 729  
Email: [info@nec-africa.com](mailto:info@nec-africa.com)  
[www.nec-africa.com](http://www.nec-africa.com)



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