Empowered by Innovation NEC

UNIVERGE® SV8100 Communications Server



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NEC Corporation of America
necam.com

A comprehensive integrated unified communications solution designed to meet the unique challenges of small to medium size businesses



At a Glance

- Scalable to assist growing businesses
- VoIP and traditional voice support
- Enhanced centralized management
- Investment protection
- Seamless networking
- Support for mobile users
- Diverse range of applications and features

Overview

Ensure Your Business Success

In today's highly competitive business environment, effective and reliable communications are critical to the success of your business - communications facilitate rapid decision-making, increase employee productivity and improve customer responsiveness. Implementing the latest Voice over Internet Protocol (VoIP) technology and comprehensive unified communication (UC) desktop solutions, is key to your business's survival and growth in today's information-driven business environment.

With over 100 years of building powerful communication and technology solutions, NEC understands the numerous and ever changing demands and challenges that exist in today's marketplace. NEC embraces these challenges and meets our customers' demands for a connected world – head on!

NEC leverages its strengths to bring forth innovations, and to integrate those innovations into new solutions that will provide seamless communications, customer satisfaction and manageability throughout your organization. This powerful combination of innovative design, exceptional quality and seamlessly integrated solutions creates a converged business environment that provides you with a highly competitive advantage.

NEC offers a winning strategy – one that empowers you to take advantage of new opportunities. You can trust that you have invested in a sound communications server for today and tomorrow.

Solution

Implement the Latest VoIP/UC Technology to Improve Performance

In today's technology driven market, efficient, seamless communications are critical to a business's success. Therefore, it is important for you to invest in a unified communications solution that will allow you to take advantage of the latest productivity–enhancing IP applications that can deliver increased performance throughout your organization.

Enjoy Freedom of Choice with Investment Protection

The UNIVERGE SV8100 Communications Server is a comprehensive integrated solution designed to meet the unique challenges of small to medium size businesses. This high-performance, feature-rich solution supports pure peer-to-peer IP telephony connectivity, advanced UC applications and networking, traditional digital switching, or a combination - all from one solution.



It allows you to converge your organization's voice and data networks, and benefit from the cost-saving advantages, convenience, and ease of use afforded by networked communications servers. VoIP provides seamless internal and external communications, and access to advanced data and productivity tools. By integrating diverse hardware components and software applications, NEC brings control of telephony features and related call information right to the user's PC, and provides advanced Computer Telephony Integration (CTI) throughout your organization. Reduce costs and improve network efficiency by transparently sharing communication features and resources between branch and/or remote locations with the NetLink networking feature. Share voicemail and other applications for additional cost savings.

Even if you're not ready to migrate to 100% IP telephony at this time, the SV8100 will work for you. You can deploy traditional circuit-switched technology, VoIP or a combination of both. You have the freedom to adopt VoIP when and where you need it without rendering your existing systems obsolete – providing a superior return on your investment.



Customize the Best Communications Solution for Your Business

The extensive feature set and reliable call processing applications are mature, efficient and dependable - yet intuitive and easy to use.

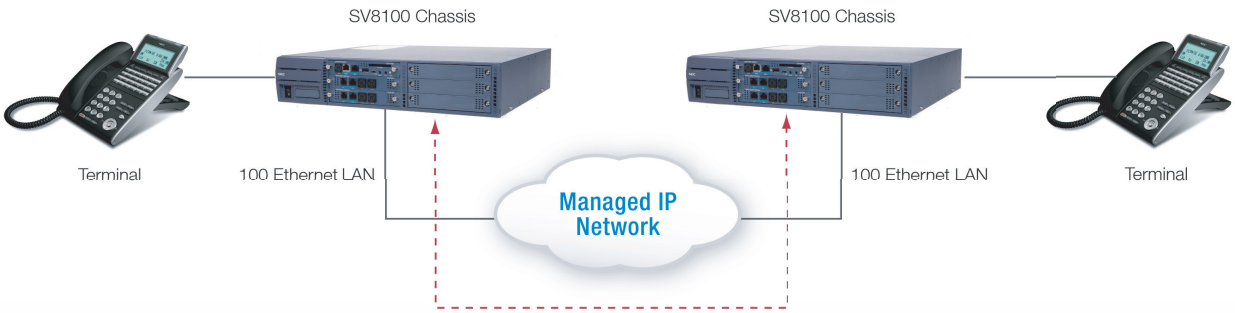
The architecture and design of the SV8100 delivers high performance, optimal voice quality and reliability. This compact yet powerful solution is simple to deploy, administer and maintain and allows you to start small and cost-effectively expand up to 712 ports.

Technology for Advanced Communication

Connectivity . . .

- Achieve network efficiency by utilizing a single network for both voice and data.
- Improve employee collaboration and communication by linking multiple business locations together to provide feature transparency between communication servers.
- Share resources such as trunks, operator services, advanced IP applications and voicemail.
- Automatic failover for operational continuity is provided when connecting communication servers with Netlink.
- IP terminals communicate by Peer-to-Peer, which means that the IP terminals participating in a call are connected directly to each other over an IP network. The signals travel through the IP network, not through a telephone switch as in traditional telephony.

System-to-System Networking Across WAN



Manageability . . .

- Reduce Total Cost of Ownership – Reduce the expense of initial setup, moves, adds and changes with the SV8100's intuitive programming interface.
- Reduce Future Cost of Ownership – Today's investment is protected for tomorrow. The SV8100 is designed to transition to new technologies as the need arises. No need to replace an entire system to accommodate changes in your business requirements. This solution allows you to protect your company's investment with modular expansion and technology updates as your business grows.
- Centralize Management - Connect to the network locally or remotely to easily maintain all communication servers on the network from a single location.
- Choice of Either IP or Digital Terminals – Whether your business communications are pure IP or any combination of IP and traditional circuit-switched technology, NEC provides a full line of terminals that will meet your needs. Because the user interface and the terminal functionality remain the same for IP or digital versions, employees can easily transition between models.

Usability . . .

- Whether you are in your home office or on the road, an IP terminal or softphone offers all the same feature-rich capabilities as your desktop terminal. You can place, receive or transfer calls the same as if you were sitting at your desk in your office.
- With the SP310 Softphone application, a computer becomes an IP terminal and all features of the office terminal are available with the click of a mouse. Mobile workers can place calls, receive calls or check voice mail while away from the office. Adding a webcam can deliver video to another camera-equipped softphone.
- Through any Internet browser window and on your Smartphone or mobile device, you can stay connected and productive from any location through advanced unified communications applications.
- The color touch screen, provided on the DT750 IP Terminal, offers intuitive icon-based feature operation and graphical XML support for a superior user experience.
- Select terminal models provide paperless key labeling. Key labels automatically change as the button functions are customized.
- Customized terminal options are available for specialized applications including enlarged dial pad, selectable font size, labeling options and more . . .

Note: *IP network parameters such as QoS, delay and jitter may affect the quality of VoIP.*

Improve Customer Experience, Deliver Productivity and Versatility to Your Work Environment

Automatic Call Distribution (ACD) - Distributes calls evenly among member agents and provides initial and repeating announcements that encourage callers to remain on the line. Callers can leave a message if they choose to receive a callback from an agent. A client-based supervisor position provides traffic management reporting with report scheduling capability.

Additionally, skills-based routing and Caller ID-routing reduces talk time and transfers between agents - enabling them to answer calls faster and reduce call abandonment.

XML Open Interface Support - Enables developers to create displayable and accessible applications via UNIVERGE Desktop IP terminals. Applications such as calendar links, wallboards, directories, stock tickers, news reports, and more can be displayed.

Secure Mode - Offers three levels of protection - Personal, Corporate and Telephony modes. Each IP terminal can be locked to prevent access or use, thus ensuring privacy and security of your corporate directories and terminal data.

E911 Compatibility - Identifies the origination of a 911 call so emergency services can reach the specific extension location quickly.

SIP (Session Initiation Protocol) - Compatible with most SIP trunk providers and a variety of SIP terminals.

UC Desktop Suite – A comprehensive, integrated unified communications (UC) solution which enhances your organization's productivity and collaboration. It is a scalable, feature-rich solution for small to medium size businesses that simplifies communications management and enables complete mobility.

It offers advanced UC applications such as presence, desktop client, web client, softphone, quick messaging, instant messaging (IM), white boarding, and application sharing that enables your workers to collaborate and provide customers the attention they deserve. It also seamlessly integrates with both NEC's UNIVERGE SV8100 Automatic Call Distribution (ACD), and voicemail to provide you with all of the functionality your business requires.

Additionally, you have the option of running UC Desktop Suite on an internal server blade on the SV8100, on an external server or in a Virtual Machine environment – the choice is yours. You have full functionality no matter which one you choose.

Presence – Enables you to determine the real-time status and availability of your colleagues plus it allows you to easily set and/or change your status by simply clicking on the presence icon in the toolbar. With Microsoft Office Outlook integration, presence status changes can be scheduled to occur automatically by following the Outlook calendar schedule, resulting in automated and synchronized status changes.

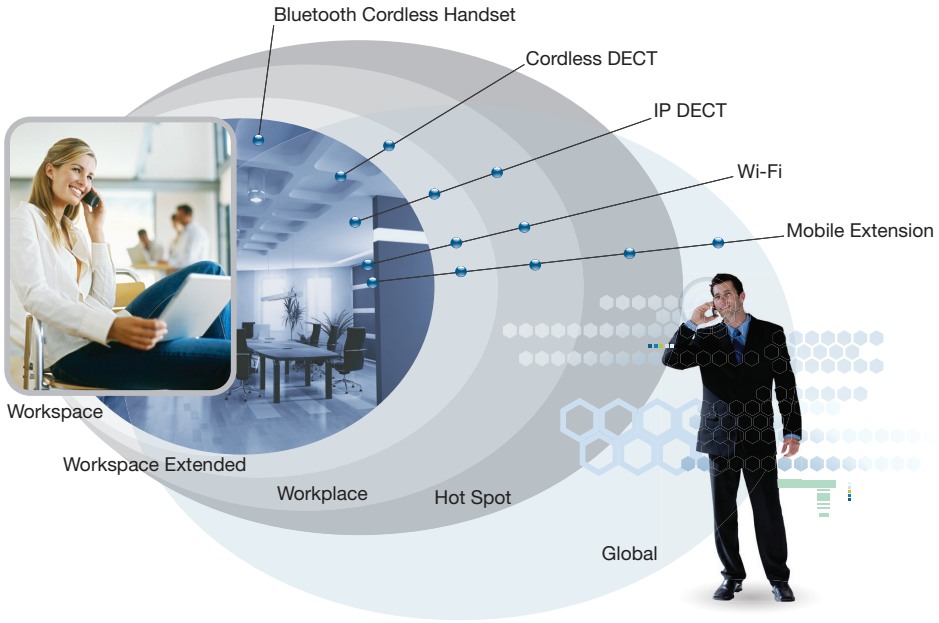
PC Attendant – Allows you to handle calls directly from your PC. Display visuals let you know if an extension is in use, idle, or set to a call forward or do-not-disturb state. In addition, conversations can be recorded, saved, and forwarded as an Email attachment. It also enables you to send a personalized message to a user's PC or directly to a multiline display telephone. Users immediately know if they have a call waiting and they can easily respond via their PC or by pressing a soft key on their telephone.

Instant Messaging – Offers a quick message function with other co-workers by simply right-clicking on another user's contact button. It allows you to easily communicate in real-time and to receive an immediate receipt of acknowledgement or reply.

UC Desktop Client - Provides management and operation of a desktop terminal from a PC with just a few clicks of a mouse - for easy speed dialing, call management, contact lookup, and seamless CRM integration.

Highlight Dial – Allows you to automatically dial by simply highlighting a phone number in a document, email or web page then right-clicking to place the call.





Mobility Solutions

Select from a variety of mobility solutions to keep your customers and team connected - while providing access to all your SV8100's advanced communication and voice messaging features.

Connectivity, Mobility and Convenience - Reduce brick and mortar expenses by deploying main office operations at remote locations. Connect to the office communication server from a branch office, hotel room, customer site, or anywhere with broadband access. Users at home or virtually anywhere can place and receive calls transparently as if they were seated at a desk in the company office. Therefore, you are always ready to receive your customer's calls, and make the most of every business opportunity.

UC Desktop Suite Mobile Presence and UC Web Client – Offers you two ways to stay connected and productive from any location. Mobile Presence enables you, through your mobile phone or laptop web-browser, to access and change your status, search for contacts by name and view their presence status or simply click to place a call. UC Web Client can be launched from any web-browser and provides you with access to most all of the features within UC Desktop Suite.

Bluetooth Cordless Handset - For mobility, efficiency and improved customer service, this multi-line cordless handset provides you with the ability to move about your personal workspace without being tethered to your desk.

Cordless Phones - Provides you with multi-line call handling capability and the freedom to move about your workspace.

IP DECT Wireless Handsets - Make or receive important calls from anywhere in your workplace. Offers the flexibility to set your wireless handset to have the same extension as your desk terminal or operate separately.

Wi-Fi Handsets - Delivers multi-line call handling capability with roaming throughout your workplace.

Mobile Extension - Gives you the ability to use your cell phone or any other external telephone device as a single line extension of your SV8100. Forward your desktop terminal to easily receive calls, transfer incoming calls to other extensions, make intercom calls, access your voice mail, or perform any number of other call-handling communications server features – all from your cell phone or other external device.

Additionally, transferring calls from your cellular phone to your desktop phone is done simply by pushing a single programmed key on your desktop phone.



I755 IP DECT
Industrial Use Handset



MH240 Wireless
Mobile Handset



ML440 IP DECT
Handset

Messaging Options

The SV8100 supports a wide range of messaging options. From simple voicemail to advanced unified messaging and notification solutions, NEC has an option to meet every business's unique needs.

Advanced unified messaging solutions offer productivity-enhancing tools that provide your employees with the ability to access and manage all of their messages from one inbox and from any location. Voicemail, email and faxes can all be directed into one inbox to enable employees to easily prioritize and keep track of messages.

Notification solutions streamline information delivery and ensure that your messages get out. Whether you need to alert people about an emergency or inform them about some other type of event, our web-based application is simple to use and allows you to send messages (via voice, email and SMS or a combination) to individuals or groups – quickly and efficiently.

Customize Terminals to Meet your Specific Business Requirements

Backlit
Backlit display and illuminated dial pad for easy viewing

Display
Large 4.3 inch color display or 3.8 inch grayscale display

Instant Access Application
Preloaded freeware that is customizable, and offers one-touch access to features and information

Full Duplex Speakerphone
Built-in for hands-free operation

Separate Headset Jack
Optional use of a headset for hands-free convenience with added privacy

Wired or Bluetooth Handset
Snap in option for Bluetooth

XML Capable Display
For customized display content

Adjustable Legs
Elevates the terminal at five viewing angles



The SV8100 offers an impressive array of high-performance IP and digital terminals. Choose from display and non-display, hands-free or full-duplex hands-free models. Select models offer backlit display and illuminated dial pad. All features not available on all models. Description depicts a DT730G IP Terminal.

Modular Components
Add or change display, number of line keys or handset with optional snap in modules

High Visibility Message Waiting Indicator
Message/ring indicator can easily be seen

Interactive Soft Keys
Change to provide intuitive feature operation

Programmable Function Keys
User programmable for one-button access to co-workers, features and outside lines; dual-color (red/green) LEDs make it easy to distinguish between user calls and those of co-workers

Fixed Feature Keys
Quick access to commonly used features

Navigator Key
Time-saving, easy-to-use, helps users select and control various features and settings

Security Key
IP terminals can be locked to prevent access or use

USB Ports
Charge smartphones or upload photos from external drive

Most UNIVERGE Desktop IP and Digital Terminals are available in black or white.



DT730 with 24-line keys and 60-line key DSS Console



DT750 with large touch-screen display



DT730 with 24-line keys plus 8-line key module



DT710 with 6-line keys plus display



DT330 with Bluetooth Cordless Handset



DT710 with 2-line keys

Usability

- 7-color LED Status Indicator
- Application Sharing
- Backlit Display
- Built-In Headset Jack
- Call History
- Contrast Control
- File Transfer
- Illuminated Dial Pad
- Instant Messaging
- Last Number Redial List
- One-Touch Feature Operation
- Tilt Display
- Video Conference
- Video Soft Phone
- Whiteboard

Adaptability

- 9.5" or 19" Chassis - Rack or Wall Mountable
- Adjustable Height Terminal
- IP and Digital Terminal Options
- Messaging Options
- Universal Blade Slots

Serviceability

- Alarm Notification
- Automatic Software Upload
- Redundancy
- Remote Programming
- Self Diagnostics
- Web-based Programming

Versatility

- IP Trunks and Terminals
- Digital Trunks and Terminals
- Analog Trunks and Stations
- Modular Terminal Components
- Bluetooth support
- Colored Face Mats
- CSTA/TAPI support
- SIP
- Wi-Fi Handsets
- XML Support

Scalability

- Application Processors
- NetLink IP Network
- Distributed Processing
- Up to 712 Ports

Manageability

- Automatic Call Distribution
- Automatic Terminal Relocation
- Built-In Mini-Gatekeeper
- Conference Scheduler
- PoE Gbit Switch
- Presence
- Secure Mode
- Toll Restriction
- Walking Class of Service

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	DT700 Series Desktop IP Terminals			DT300 Series Desktop Digital Terminals	
	DT750	**DT730**	**DT710**	**DT330**	**DT310**
					
Display	Color touch screen LCD	Gray scale LCD	ITL-12CG-3: Color LCD Backlit ITL-12DG-3: Gray Scale LCD Backlit	Gray scale LCD (6,8 Line Key Models Only)	Gray scale LCD (6 Line Key Model Only)
Line Keys on Base Terminal	DESI-less LCD	12, 24 DESI-less (32 Line Keys)	12, 24, 32	2, 6, 8 (DESI-less)	12, 24 DESI-less (32 Line Keys)	2, 6, 12
Line Key Extension Add-On Modules	60 DSS Console	8 line Key, 60 DSS Console (24 Line Key Model Only)		NA	8 Line Key, 60 DSS Console (24 line Key model only)	NA
Backlit LCD	Standard	Standard		NA	Standard on DESI-less version Optionally available on other DT330s	NA
Backlit Dialpad	Standard	Standard		NA	Standard	NA
Full Duplex Speakerphone	Standard	Standard		Standard	Standard	Half Duplex
XML Open Interface	Standard	Standard		Standard	NA	NA
Bluetooth Handset Module w/ Hub Adapter	NA	NA		NA	Supported on the SV8100, SV8300 & SV8500	NA
Side Panel Colors	Silver (Standard), Blue, Clear, Wood, Red, Champagne Gold	Silver (Standard), Blue, Clear, Wood, Red, Champagne Gold		Silver (Standard), Blue, Clear, Wood, Red, Champagne Gold	Silver (Standard), Blue, Clear, Wood, Red, Champagne Gold	Silver (Standard), Blue, Clear, Wood, Red, Champagne Gold
Faceplate Colors	NA	Black (Standard),Dark-Brown Metallic, Orange Metallic, Gun Metallic, Limegreen Metallic, Metallic Blue		NA	Black (Standard),Dark-Brown Metallic, Orange Metallic, Gun Metallic, Lime green Metallic, Metallic Blue	NA
NEC Communication System Support	UNIVERGE SV8500, SV8300 and SV8100	UNIVERGE SV8500, SV8300, SV8100 and UNIVERGE 3C. Note: DT730G and DSS currently not supported on UNIVERGE 3C	UNIVERGE SV8500, SV8300, SV8100 and UNIVERGE 3C. Note: 8-Button DESI-less not currently supported on UNIVERGE 3C	UNIVERGE SV8500, SV8300 and SV8100	UNIVERGE SV8500, SV8300 and SV8100

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