UNIVERGE®
SV9100
COMMUNICATIONS SERVER

Smart Communications for **Small and Medium Businesses**

Effective communications is critical to business success. The UNIVERGE SV9100 allows businesses of any size to access advanced communications features that are usually reserved for large enterprises. Video and audio conferencing, messaging, directory, presence, contact centre and soft phones, all powered by a reliable rack stackable appliance. The UNIVERGE SV9100 provides the communications features Small and Medium businesses demand.

The UNIVERGE SV9100 offers:

> A seamless mix of IP and traditional phone services.

> Embedded video and audio conferencing.

> Enhanced Unified Communications and mobility features.

> Lower carriage costs with SIP trunks.

> A rack mountable chassis that can incorporate telephony, networking, server and gateway hardware.

> The capability to mesh up to 50 systems into a single image communication platform.

The SV9100 will grow as your business grows.

Smart Mobility

Communicate anywhere, anytime

On the road

Treat Your smart phone like your deskphone with Mobile Extension. Enjoy the SV9100 system features while you're on the move.

> Remain contactable through one extension number wherever you are – reduce voice mails and 'telephone tennis'

> Use system features on the move- including call back, transfer and caller ID

> Call recording capabilities on your mobile – your peace of mind is no longer restricted to just landline calls

Mobile office

For flexible calling options, pair up your mobile with the Bluetooth deskphone adaptor:

> Bluetooth adaptor provides collaboration between smartphone and your deskphone

> Seamlessly continue a call started on your deskphone on your mobile

Larger sites and campuses

Idea for campuses and other larger premises environments, Wifi handsets have advanced wireless features for organizations on the go.

> Seamless roaming within multiple business locations

> Cost reduction through simpler IT management

> Multi-line operation

Make Collaboration Easier

Connection and collaboration are key to keeping communications running swiftly in any organization

The right communications solution can significantly impact your team's productivity. That's why it is imperative that you utilize a communication platform that gives your team the tools to enable them to do more with less.

Unify your communications, messaging and collaboration

NEC's UC Suite for SMB's delivers the tools that will increase performance throughout your organization. The UC Suite gives you and your employees access to the latest productivity enhancing communications applications, such as user presence, instant messaging (IM), whitebording, application sharing, a multimedia softphone, and your UC client.

The UC Suite delivers on the promise of unifying your business' communications by integrating seamlessly with Microsoft * Outlook* and other CRM applications. Our innovation UC Suites ties your organizational communications into your core business process while also helping to increase employee productivity, shorten response times, encourage collaboration, and improve customer satisfaction.

With the SV9100 and UC capabilities, your employees retain ownership of their communications. They set their schedule, and their phone rings accordingly. They launch a meeting or a customer service session, and manage it directly from their UC Client. The SV9100 gives your employees exactly what they want – unencumbered communications tools that they control.

UC application include

> Innovative applications that increase efficiency and productivity

> Simplified call management through easy-to-use graphical user interface

> User Presence for real-time status and availability of colleagues

> Instant messaging for quick, real-time conversations

> Easy capture/upload of profile pictures to be associated with Busy Lamp Field (BSF) and company directory

> Color customization of main window and instant message window

> Internet browser access to features through UC Web Client

> Microsoft® outlook® calendar integration

> Simplified call handling for operators and attendants

> Seamless integration with UNIVERGE® SV9100 Contact Center application for contact center functionality

> Quick access and easy management of messages through the integration with InMail and UNIVERGE® Um8000

> Virtual Machine environment support

> Runs on either an SV9100 internal server blade or external server - full functionality either way

The Smart Contact Center

Advanced solutions for demanding customers

Cool, calm and collected contact centers

Today's customer expects to be able to communicate with your business in their own time in whatever way they choose. The increase of online ordering and reduction in telephone enquiries means a contact center needs to adapt quickly.

The SV9100 Contact Center suite provides you with all the tools necessary to make each interaction between your customer and your business quick and easy. Between improved response times, reduced abandon rates, lower operating costs and increased revenues, both you and your customers will see a rapid return on investments.

5 ways to transform your contact center

1. Improve your customer service – Skills- based routing means caller experience quicker, more efficient service

2. Measure and manage your team – Judge their performance on daily basis with customized reports

3. Keep your customers satisfied – the Callback feature means the cutomer are unable to hold can leave a message and receive a call back

4. Deliver multimedia easily – Multimedia Queuing delivers all your communications to all your agents in the familiar ay calls are delivered and prioritized

5. Motivate your team – Dynamic wallboards encourage healthy competition between agents with performance levels displayed in real-time

IP and Digital Desktop Telephones

A premium deskphone for every member of your organization

| DT410 | DT430 & DT830 | DT430 & DT830 Dual Display (Desi-less) | DT830CG Color Display |

Dt410 Digital Desktop Telephone

> 2 key non-display or 6 key display

> Entry level phone

> Hands-free, half Duplex

> Soft keys/LCD prompts

> Directory dial key: 10 feature Key support

> Wall mountable

> Message waiting indicator

8-line Key Module   60-line DSS Console

Dt430 Digital Desktop Telephones

> 12, 24 or 32 programmable keys (fixed terminals)

> Backlit keypad

> Backlit Line keys

> Desi-less(8-line display) version

> Hands-free, full duplex

> Headset support, optional support for EHS

> Soft keys/LCD prompts

> Directory dial key: Navigation cursor

> Call history

> Bluetooth support(BCAZ)

> Wall montable

Dt830 IP Desktop telephone – same as DT430 plus

> Network support 10/100 Ethernet

> Backlit LCD screen

> XML open interface capabilities

> VoIP encryption

DT830DG & DT830CG IP Desktop telephones

> 12, 24 or 32 programmable keys (modular support)

> Backlit keypad & Line keys

> Desi-less(8-line display) version (DT830DG)

> Hands-free, full duplex

> Headset support, optional support for EHS

> Soft keys/LCD prompts

> Navigation cursor & Directory dial key

> Call history

> Gigabit Ethernet

> USB Port – Smartphone charging, downloading images for display (except display model)

> Bluetooth support (BCA-Z)

> Wall mountable

> XML open interface capabilities

> VoIP encryption

DT830CG IP Desktop Telephone above features plus

> Full color backlit LCD display – large size (105.5 x 67.2 mm)

Smart Scalability – Scale more efficiently

Grows with your business

Stations: 896 ports per systems

Trunks: 400 ports per system

Handsets for every work situation - IP DECT, WiFi & Terminals

Business boossting
- Extend your communication

UC & C

Call Management

Unified Messaging

Contact Center

Mobile Extension

Management

The SV9100 meets all your communications needs.

Smart Communications for **Small and Medium Businesses**

Powerful communications enable employees to be productive and ercient, no matter their location.

Small Orce

Inside Sales Person

The Auto-Attendant feature plays a greeting to all callers and ensures that they are routed to the correct department/person.
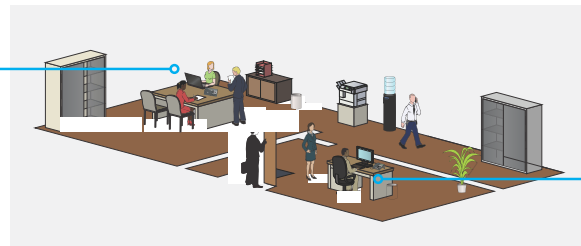
Orce Worker

The conference feature allows employees to eɪortlessly set up a virtual meeting for colleagues on short notice, wherever they are - enabling faster business decision-making, as well as reducing travel time and expenses.
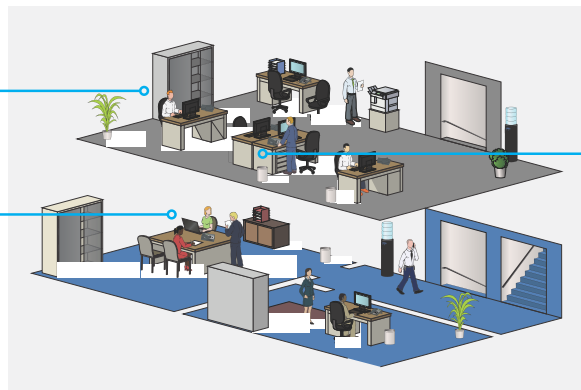
Team Manager

The UNIVERGE SV9100 Contact Center provides a detailed view of call activity of all agents – statistics can be used to reduce abandoned calls and follow up on calls missed.

Extended Orce

Remote/Home Orce Worker

UC Suite enables employees to use either their desktop phone or softphone at a remote or home orce location to communicate with colleagues with the same ease as if they were in the orce.

* For each softphone used capacity is reduced by 1.

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