





## 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 at no extra cost
- 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





# 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









## 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





**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
- Messaging (LMRS)
- Broadcast messaging

**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
- Man-down alarm
- Messaging (LMRS)
- Broadcast messaging
- Headset compatible including Bluetooth



## 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 at no extra cost 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.

**Key benefits**

- They're embedded FREE!
- 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

**Mobile Extension Features:**

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

**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** - 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.





# SV8100 UC for Business

## Advanced Unified Communications

**UC for Business helps unify an entire organization. Individuals, departments and locations will work more efficiently as seamless internal and external communications enable smooth collaboration. Users can connect from wherever they are by phones, PCs, mobile devices and the web - effortlessly.**

### Solutions for executives

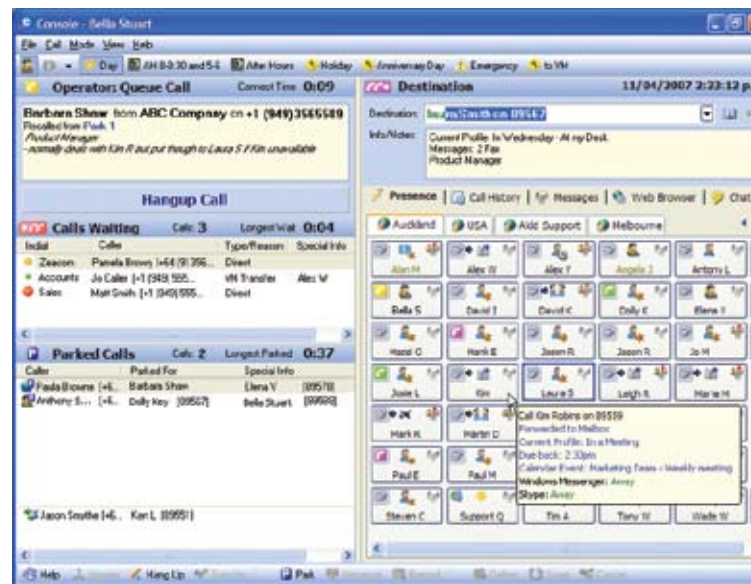
UCB puts busy executives in control of communications by allowing them to screen, prioritise and respond to the contacts that are most important to their business. Managers can quickly reach workers on a wide number of mobile devices in order to communicate important assignments.

### Solutions for operators

Operators can 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 efficient call management and screen-pop caller details make call handling more professional.



### 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

UCB gives all users real-time Presence information at a glance, enabling more efficient call handling. This makes staff more reachable and reduces time wasted on missed calls and messages.

### Good reasons to choose UCB

- A single point solution with a single server - creates a simplified administration environment
- A 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 enables 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. 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 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.



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.





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