

# Technical specifications

Per node		
Cabinets	Max. 2	Rack/wall or floor mount
Trunk lines	Max. 200	
IP trunks	Max. 200	
Analogue extensions	Max. 256	
Digital extensions	Max. 384	
IP extensions	Max. 512	
DECT extensions	Max. 480	
24-button AOM	Max. 256	
110-button DSS	Max. 32	
Conference circuits	Max. 64	
Internal paging zones	Max. 64	
External paging zones	Max. 9	
Max. size of paging zone	50	
Virtual extensions	Max. 256	
DDI numbers	2000	
DDI routes	3 per DDI number	
Network ops consoles	Unlimited	
CTI users	Unlimited	
Approvals	CE approved EMC Class A and Class B	
Operating temperature (Except VMM card – +5°C to 40°C)	0°C to 40°C	
Humidity	20–90% RH	
Internal DHCP server – user selectable		
VLAN/QoS	IEEE802.1q (VLAN tagging) IEEE802.1p (VLAN priority)	
Layer 3 QoS (ToS)	Diffserve/IP Precedence	
Flexible ToS prioritisation	Aspire can set ToS value for each protocol	
Internal gatekeeper on NTCPU card		
CODEC	Exchange line	Extension
G.711		
VIF size	Variable	Variable
G.729a		
VIF size	Variable	Variable
G.723.1		
VIF size	Variable	Variable

## Aspire bundled applications\*

### MyPhone Personal Productivity Manager

25-user licence  
Recommended PC – Pentium 4/2.0G processor  
Internet Explorer 6.0

### MyCalls Aspire Performance Monitor

Recommended PC – Pentium 4/2.0G processor  
Windows 2000/XP/2003

\*The bundled application pack varies by country. The applications listed are for the United Kingdom. Please check with your reseller.

### Web Pro Configuration Manager

Embedded application

### Aspire MyCalls

10-day licence to use Aspire Call Accounting package  
Recommended PC – Pentium 4/2.0G processor

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## Communication without compromise



# Communications – converging businesses worldwide

Fast, reliable and secure communications are what bind today's businesses together. The revolution currently taking place with the convergence of PSTN, broadband and mobile technologies means that anywhere in the world can be your office.

NEC is at the forefront of that revolution and, as one of the world's great telecommunication companies, with an R&D budget of over £1 billion we are the world's leading supplier of communication solutions.

The NEC Aspire IP Communication systems represent the latest generation of IP telephony architectures. Aspire integrates the phone features that we take for granted onto a single IP highway. Phones can simply be connected to your office LAN, or traditional cabling, and via the office router you can communicate with your customers and suppliers.

Aspire is the complete communications solution, integrating all of today's communication technologies into a single, coherent business communication platform.

## What is a complete communications solution? More than a marketing slogan!

**Mobile capability** – You can use your GSM/3G cellular phone as your Aspire extension, transfer the caller to an Aspire IP extension in the next office, or to a sales colleague who is taking calls on his laptop or PDA softphone. If you need to call the warehouse, then use your cellular extension to call the remote DECT phone.

**Mix and match** – Businesses can adopt the latest communication technologies at a pace to suit them. A greenfield site might justify a total Aspire IP Telephony solution using your data infrastructure. Or you might need to integrate older technologies with IP. Aspire gives you all the benefits of traditional phone systems, together with the cost savings of IP. If you wish to use the traditional phone cabling, or have a mix of IP and traditional, the Aspire system flexibly adapts to your needs.

**Convergence** – Use the Aspire MyVision Computer Telephony application suite to link to your business applications, improving service levels and response times.

### SIP future-proofing

Today's ISDN-based phone network is being replaced in the future by a total IP-based phone network. Aspire is already compatible with many of the new generation SIP networks. Aspire allows you to migrate from an ISDN 2 or ISDN 30 network to SIP, whenever the time is appropriate for your business needs.

With NEC, you are assured of peace of mind. Meeting the diverse requirements of business customers has made NEC consistently one of the top five electronics suppliers.



## Why consider Aspire?

With all of the major carriers committed to replacing their existing PSTN networks with IP, your business needs to keep pace with these developments. The two most important are:

### New Generation Networks (NGN)

For organisations requiring to replace their phone systems either now or in the future, then a fundamental issue they must address is one of future-proofing. Both the UK and European carriers are in the midst of major investment programmes to replace their existing legacy PSTN networks with networks based on the new communications standard, SIP.

BT is already rolling out to its 21CN network. DASS services are currently being withdrawn and, by the end of the upgrade programme in 2011/12, ISDN will be withdrawn. Today, most businesses rely on ISDN connections to make outside calls. You need a phone system that helps your business seamlessly transition to the new networks. Aspire is fully NGN future-proofed.

Any Aspire installed today will work on these evolving new generation networks. This does not involve any expensive upgrade or large purchases of additional hardware. It's out of the box. Any future upgrades will be merely new software.

### SIP (Session Initiation Protocol)

SIP is a real-time, multimedia protocol bringing together voice, data and video and is at the heart of the current communications revolution. Apart from bringing the PSTN network into the 21st Century, it is creating other major benefits for businesses.

Customers have long complained that system extension phones are too expensive. SIP is now becoming the new standard for extension phones.

With the Aspire system, users now have the choice of using NEC-designed phones or a range of third-party alternatives. Open standards within telephony – like in the PC industry – will drive down costs, creating more value for end users.

NEC is the first UK supplier to commit to SIP open standards (RFC3261/3842) for both its corded phone and wireless LAN architecture on all its communication systems. This broadens customer choice and makes our communication solutions more cost-effective.



# Benefits

**Return on investment is not the full story. What about price and reliability? Could you do business efficiently if your phone system fails? ROI and reliability are two sides of the same coin.**

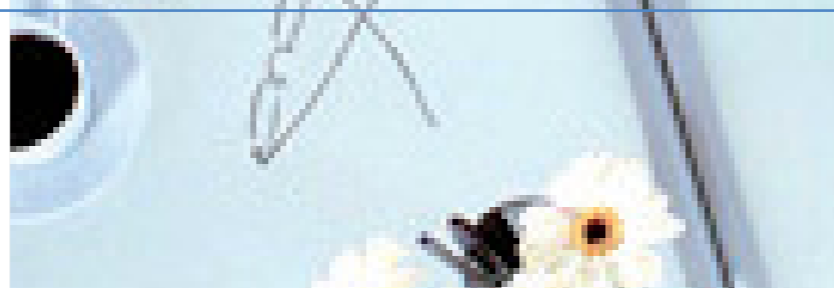
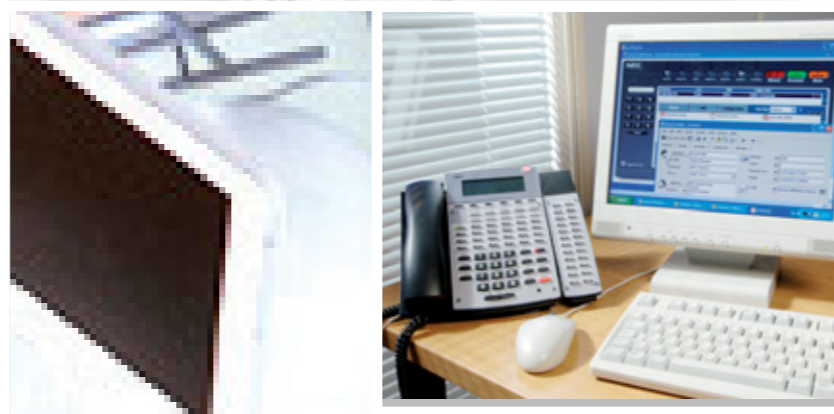
Using industrial-grade components and robust multitasking operating systems, Aspire is designed for 24-hour, 365-day working, year in, year out. This is the starting point to ensure you get that eventual ROI.

Implementing IP telephony further enhances the benefits of Aspire. The IP revolution is allowing companies to secure tangible bottom-line benefits. Convergence of voice and data networks reduces the cost of the cabling infrastructure. More effective use of the corporate data bandwidth generates further savings, particularly if both data and voice can share broadband or leased-line services.

Aspire is more than just a phone system. Today's businesses require more than basic voice communications. They require unified or converged communications. In practical terms, this creates both management and cost benefits by allowing businesses to integrate their voice/email/online/mobility services into a single, common communications framework.

By maximising use of today's mobile communications, you need never miss a call. Your office can be anywhere. Your GSM cellular phone can be your Aspire extension phone. Your office phone can now be anywhere where you have mobile phone coverage. You can also be in touch from any Wi-Fi hotspot using your PDA or laptop. Emails can be delivered both to your office PC and your mobile devices.

Aspire binds all these new technologies together into a coherent, productivity-enhancing communications architecture.



## Bottom-line benefits

**Most businesses will benefit from an NEC Aspire communications solution.**

**Reduced costs** – SIP open standards allow the deployment of multivendor hardware and applications.

**Future-proofing** – NEC's commitment to SIP open standards will mean your phone system will work on the next generation networks such as BT's 21CN.

**Investment protection** – NEC's policy is to provide most software upgrades free of charge to existing installations.

**Manageability** – Deploying an IP telephony solution creates the opportunity to reduce support charges by using your data staff to manage the phone network.

**Reduced network charges** – Taken in isolation, business-grade IP carrier costs may not be significantly cheaper per minute than traditional PSTN. However, with many of your other services being deployed into a converged architecture, then the overall costs savings can be significant.

**Simplified infrastructure** – Use your LAN cabling and infrastructure for your voice communications, reducing investment costs and simplifying network management.

**Reduced intersite network costs** – WAN costs can be reduced in many cases simply by changing a BT leased

line to a more modern LAN extension connection. This, on its own, can save businesses thousands of pounds per annum.

**Mobile phone integration** – Whether it's your mobile phone, DECT handset or WLAN phone, these can all be used as Aspire extension phones.

**Remote workers** – Broadband connections now make it possible for home workers to have the same phone features as in the office. For example, call centre staff can now work from their home, making it easier to attract and retain key staff.

**Backwards compatibility** – Aspire will work with both NGN and existing PSTN networks, ensuring maximum investment. Phone sets can be deployed in any combination of LAN or legacy phone cabling networks.

**High reliability** – Quality starts at the design stage. High reliability ensures that the planned ROI investment decision is not jeopardised by losses due to downtime.

**Return on investment** – All the above factors contribute to maximising the financial investment in a new phone system.

# Aspire – The complete solution to your communication needs

## The call centre solution

Call centres improve customer retention and reduce staffing costs. Aspire call centre solutions support from as little as two to over 200 agents.

- Call-queuing applications
- Remote or office-based agents
- Call recording and archiving options
- Use MyCalls Call Centre to manage your calls and staff

## The messaging solution

View all your most important messages from one single inbox. Integrated voice messaging with advanced voice response features.

- Integration to Microsoft Outlook via AspireMail DMS
- Integrated voice/email management

## The be-reached-anywhere solution

Any of today's phones can be used as an Aspire extension phone. This saves cost because you do not need to purchase multiple phones for one person. Its also means one less phone to configure!

- Use your mobile GSM/3G phone as your phone extension
- Deploy WLAN phones or DECT phones
- Take calls from your hotel or airport hotspot
- Answer your calls on your mobile Smartphone or PDA
- Use your home PC to answer your calls

## Solutions equal flexibility

**Aspire does more than simply allow you to make and answer calls. Aspire's flexibility allows your business to quickly respond and adapt to today's changing business environment.**

Aspire solutions, many of which come bundled in the core platform, add value to your business in ways not possible only a few years ago. Aspire's range of telephony, messaging and business solutions allows you to customise the core telephony platform to suit the needs of your business. Supporting over 500 phone devices, Aspire provides the flexibility to give you the solution you require.



## The future-proofed solution

Aspire works on the NGN SIP networks and legacy PSTN/ISDN networks. NEC is already deploying both SIP trunk and SIP networking solutions.

## The office conferencing solution

Powerful conferencing features allow you to replace expensive carrier-provided remote meeting services. Our new Conference Bridge allows virtual meetings to be booked, with simple password control and brings a whole new feature set to the SMB users.

- Supporting 4 x circuits of 2-32 participants
- Service
- Password protection
- Cost effective

## The branch office solution

Aspire provides the solution for both remote branch sites or single teleworkers. Remote branch offices can be linked together, making talking to a remote colleague as easy as talking to the person in the next office. IP Virtual Private Networks allow extension phones to be located anywhere on the network, controlled by one central Aspire server. Alternatively, for resilience, multiple Aspire servers can be deployed.

## The business solution

It's more than just a phone system. Linking your two most valuable investments will improve your service levels, making you easier to deal with. Aspire can integrate with your business computer systems, increasing customer service levels and assisting the deployment of CRM systems. Aspire integrates with many business applications such as Lotus Notes and MS Outlook through to full business systems such as the Microsoft CRM package.

## Aspire – Behind the scenes

Aspire is a native-IP Communication Server based around a 19-inch rack footprint. Its cabinet can also be floor or wall mounted. It has two communication buses, allowing the connection of IP and/or traditional legacy phone devices. Connection to the IP network is via any type of router, although ones incorporating QoS are recommended.

Security is enhanced by use of a proprietary operating system designed for real-time communication environments. This prevents viruses and hackers from degrading service levels or worse.

## GSM/3G mobile phone integration

Whilst Aspire has been able to use mobile phones as extensions for many years the new software V6.5 now fully integrates mobile phones into the main Aspire architecture. This allows users to use their mobile phone as their main Aspire extension phone. Calls can be answered on your mobile and transferred to any other Aspire extension phone including remote offices and teleworkers.

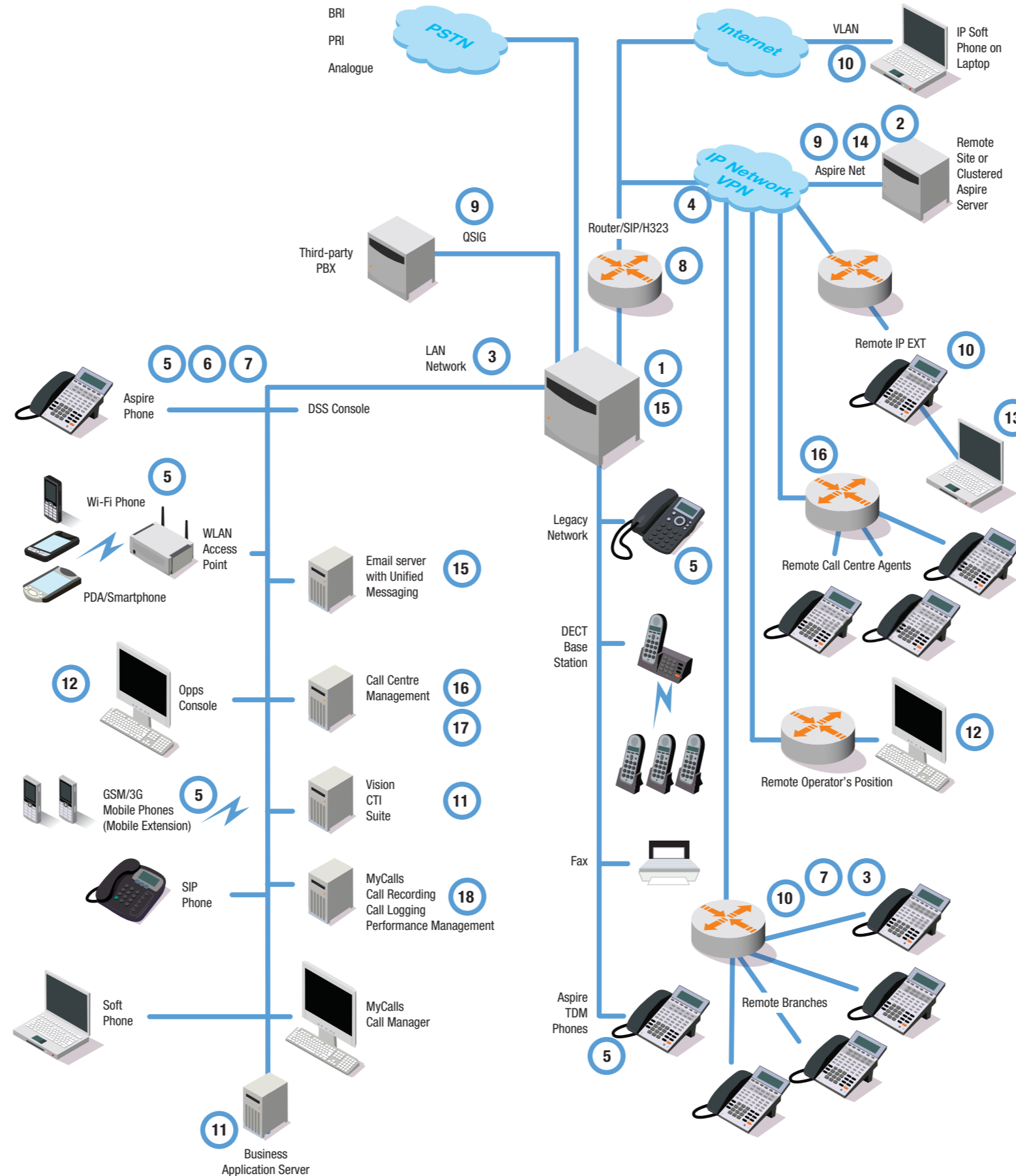
By using the new cellular VPN tariff-pricing models from carriers such as Orange, O<sub>2</sub> and Vodafone, mobile phone calls can be effectively made at no charge, removing the main barrier to using your mobile as your extension phone.



# Aspire's convergence architecture

Aspire is an IP communication solution that plugs into your existing data network. It uses your existing data resources, giving you freedom of choice on what routers, firewalls, layer 2 switches, etc. that you wish to use. We do not bundle in and charge for the data hardware that you may already have. Your business sources its data hardware and software requirements from your preferred suppliers. By adopting this approach, we maximise resilience by minimising catastrophic points of failure.

- The Aspire Telephony Server can be installed as an IP LAN solution. Alternatively, it can be installed as a traditional TDM phone system and upgraded to IP Telephony when required.
- If we wish to add telephony resilience, then additional Aspire Telephony Servers can be added to your network. However, we can assure you that with a carefully designed data network, this will not be necessary for most commercial customers.
- Voice enable your data network. Aspire IP or SIP phones simply plug into the LAN. Aspire supports up to 512 peer-to-peer IP phones. The Aspire IP bus requires no dedicated IP channel cards. Conversion from IP to legacy PSTN is via a shared resource card.
- IP virtual private networks tie together remote sites at minimum cost.
- Aspire can use any combination of SIP, IP, GSM/3G, DECT, WLAN or traditional phones as extensions. If you have a SIP or IP softphone, you can also use your PC, PDA or mobile smartphone as your extension.
- POE can be either open 802af or Cisco proprietary standards. Either a layer 2 switch can provide in-line power to your IP extensions or you can use a lower cost midspan unit.
- For small numbers of IP phones it may be more cost-effective to use a mains powered adaptor.
- Connection to the external world can be via H.323 or SIP via your company's router. Alternatively, most of today's phone networks use ISDN. Aspire supports both Primary Rate or Basic Rate. Aspire SIP trunk compatibility is already approved by more than 15 UK and European carriers.



- Intersite communications are evolving rapidly. Aspire can still support private WAN circuits but many businesses are moving over to IP VPNs that produce large annual cost savings. AspireNET networking protocol allows feature transparency between Aspire systems, or alternatively use QSIG to connect to other manufacturers' systems.
- Remote workers can connect to Aspire via broadband. The remote Aspire phone has all the features of the phone in the office. Call centre agents can now work from home if necessary.
- Aspire is TAPI compliant. Integration with your business applications is via the bundled Aspire CTI link. Aspire integrates with applications such as Microsoft Outlook, Microsoft CRM and Lotus Notes.
- For larger businesses requiring an operator's console, Aspire provides both a simple DSS console, or a Network Operator's Console that can be located anywhere on the data network.
- Some Aspire IP phones support a Fall Back Adaptor. This is a plug-in module that switches to an analogue line if the network connection goes down. Ideal for remote workers.
- ARS or Alternate Route Selection ensures your calls get through to anywhere on the network, at minimum cost.
- Reduce message overload by having all your voicemail and emails delivered to your desktop. DMS Unified Messaging manages your two most important messaging mediums from your Microsoft Outlook or any other messaging service.
- Call centres can easily be established using the Aspire ACD and Call Centre Manager application.
- The MyCalls Queue Centre Manager application improves customer service and reduces customer frustration by giving callers their position in a queue.
- The MyCalls Call Recorder is the first cost-effective call recording and archiving application designed for SME businesses.

# How do you secure that elusive return on capital?



**Aspire's comprehensive range of business applications make Aspire stand out from the competition.**

At NEC, we firmly believe in the old maxim

**"If you can't measure, you can't manage"**

The phone system is probably one of your top three investments, ranking alongside your staff and computer system. Yet is it value for money?

Very simply, is my new phone system making my business more efficient? Just how do you measure phone efficiency? This has always been a problem for businesses. Traditional call loggers monitor phone usage, not how efficiently your business is using the phone.

With every Aspire, we bundle in a range of productivity enhancing applications that will make your business more efficient. What's more is that many of our optional applications are available on a risk-free, 'try-before-you-buy' basis and are easy to download from our website.

A typical bundled application is MyCalls, introducing for the first time the concept of performance measurement. It provides the management tools to start putting in place phone performance targets – service levels for want of another word.

Aspire MyCalls is a unique real-time phone monitoring application for instantly identifying problem areas BEFORE they arise.

Phone usage goes hand in hand with staff costs, your biggest cost. How do I ensure that I am getting the best from my staff and my new phone system?

No matter how good your new phone system, people are only human. If they were not good at answering the phone before, then what's going to change?

With Aspire, the answer is MyCalls. It will change your staff's perception of the phone system. Put simply, MyCalls is 'Big Brother' for your phone system.

It tells you how good your staff are at using the phone system. It does this in real-time so you can react to problems as they occur.

**No business likes abandoned calls, yet unless you are watching all your staff, all the time how do you ensure calls are answered efficiently? Aspire has used call centre technology to solve these problems for you.**

Aspire MyCalls is part of the MyCalls Applications Suite, an integrated range of applications adding value to the Aspire Telephony Server. MyCalls can be easily upgraded into a powerful suite of productivity enhancing applications.



## MyCalls

MyCalls is a unique range in introducing the concept of phone-user performance measurement to business users. The core application is bundled in free of charge for 12 months for every Aspire user. For businesses with a cost measurement requirement for both single site and multisite,

there is MyCalls Call Manager and MyCalls Enterprise. With these core applications, any business will be able to provide answers to what was previously a 'black art'.

- How many calls received
- How many calls abandoned

- How many calls waiting to be answered
- How many calls made
- How many staff available to answer calls
- Conversation length etc., etc.

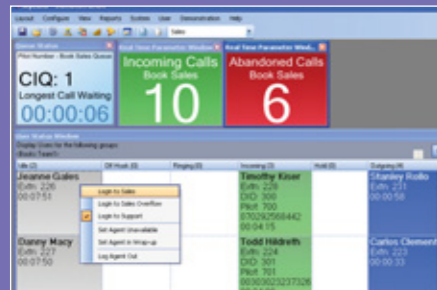


## MyCalls Call Centre

More than any other area of the business that requires phone monitoring is the call centre. To deliver tangible service, results need to be monitored. Providing real-time information onto PC screens and LCD Wallboards, MyCalls Call Centre works in conjunction with the Aspire Call

Centre business. Supporting up to 64 ACD Groups and multiple supervisors, the overall package brings enterprise-level features to the SMB business. Incorporating skill-based routing, multiple call queues, look-back routing, super group working fully integrated with voice mail,

recorded announcement devices (RADs), remote agents and networked call centres, Aspire MyCalls Call Centre is a powerful call-handling solution for today's business.

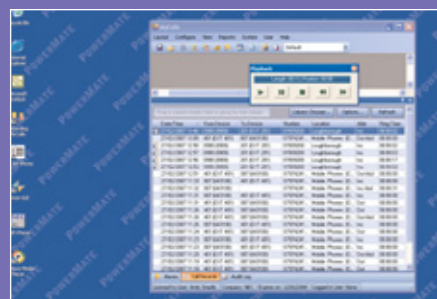


## MyCalls Agent Control

MyCalls Agent Control allows the supervisor to make immediate changes to the agents that are available to take calls on ACD queues during those very busy periods. This reduces the likelihood of abandoned calls and maintains high service levels.

The software enables the supervisor to control the availability of staff. For example, a supervisor can make available any agent to take calls that has gone unavailable, or has left the phone off the hook.

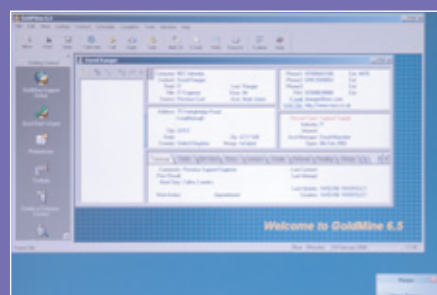
MyCalls Agent Control can enhance the Aspire ACD routing system by dynamically making the most appropriate agents available to take calls by using its skills-based decision system, known also as skills-based routing.



## MyCalls Recorder

MyCalls Recorder is a new addition to the MyCalls applications suite. It introduces for the first time a comprehensive conversation recording solution at an affordable price. Monitoring up to 60 ISDN lines, MyCalls Recorder provides both trunk line and extension user

monitoring in real-time with a comprehensive record archiving application. Recorder is an ideal solution for any business that needs to keep conversation transcripts on file. It is ideal for GPs, legal practices, consultants – in fact any business that provides information over the phone.



## MyVision

NEC's latest screen-pop application 'telephony enables' business applications to allow information held in a business database to be displayed before the call is answered. It is ideal for service or customer help groups. The basic feature is called screen popping and can be

customised to pop most types of business data. A typical customised application is to display customer payment history to sales order desk staff thereby allowing credit control staff to resolve outstanding debts. MyVision works out of the box for Microsoft Outlook,

Lotus Notes, Goldmine, ACT!, and Microsoft CRM. Additional integrations are being added regularly.

# Phone summaries



24BTIXH IP phone

- Three-line/24-character display
- 24 Programmable BLF/call appearance/multi-function with dual-colour LED indication
- 10 Speed dial/fixed features buttons
- 2 Call buttons – current/waiting call
- Hold/conference/mic mute/volume/redial/message buttons
- 4 Context-sensitive navigation menu buttons
- Hands-free loudspeaker/paging
- Message waiting indicator
- Dedicated headset jack
- Dual-port switch (10/100) RJ45
- Supports plug-in adaptors – call record, analogue TDM fallback adaptor
- POE – IEEE 802.3af
- Optional local mains power adaptor
- G.711, G.723, G.729a Codec option
- QoS options – DiffServ, IP Precedence, 802.1pq VLAN
- IP address assignment – DHCP client or statically configured
- IP resilience – can register on up to four Aspire nodes
- Embedded applications – personal/enterprise directories, missed call log, CLI/DDI name tagging, voice messaging, conferencing, call centre
- Multi-language display support (14, including all major European languages)
- 5 Tones options with variable pitch selections
- Reversible desk/wall mount

• Available in IP or digital versions



4TIXH IP phone

- Three-line/24-character display
- 4 Programmable BLF/call appearance/multi-function with dual-colour LED indication
- Hold/conference/mic mute/volume/redial buttons
- 4 Context-sensitive navigation menu buttons
- Hands-free loudspeaker/paging
- Message waiting indicator
- POE – IEEE 802.3af
- Optional local mains power adaptor
- G.711, G.723, G.729a Codec option
- QoS options – DiffServ, IP Precedence, 802.1pq VLAN
- IP address assignment – DHCP client or statically configured
- Resilience – can register on up to four Aspire nodes
- Embedded applications – personal/enterprise directories, missed call log, CLI/DDI name tagging, conferencing, voice messaging, call centre
- Multi-language display support (14, including all major European languages)
- 5 Tones options with variable pitch selections
- Reversible desk/wall mount

• Available in IP or digital versions



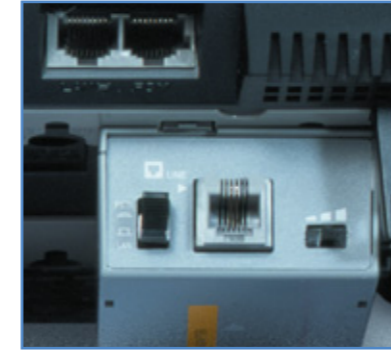
24TSXH phone – large display

- 24-character display
- 12 Programmable BLF/call appearance/multi-function with dual-colour LED indication
- 10 Speed dial/fixed features buttons
- 2 Call buttons – current/waiting call
- Hold/conference/mic mute/volume/redial/message buttons
- 4 Context-sensitive navigation menu buttons
- Hands-free loudspeaker/paging
- Message waiting indicator
- POE – IEEE 802.3af
- Optional local mains power adaptor
- G.711, G.723, G.729a Codec option
- QoS options – DiffServ, IP Precedence, 802.1pq VLAN
- IP address assignment – DHCP client or statically configured
- Resilience – can register on up to four Aspire nodes
- Embedded applications – personal/enterprise directories, missed call log, CLI/DDI name tagging, voice messaging, conferencing, call centre
- Multi-language display support (14, including all major European languages)
- 5 Tones options with variable pitch selections
- Reversible desk/wall mount



Aspire USB phone

- Connects to PC or laptop
- USB 1.1 interface
- 4 Function buttons
- Message waiting indicator
- Dedicated headset jack
- Configured via IP Softphone



24TIXH IP fallback adaptor

- Analogue PSTN or extension fall over
- HQ user fallback to Aspire analogue extension port
- Teleworker fall back to analogue exchange line
- Cost-effective fallback when IP line quality falls or fails



Aspire SoftPhone – IP voice/video

Aspire SoftPhone is a Windows-based IP Telephony and Videophone application. Take your telephone extension wherever you go with the Aspire SoftPhone that works on a PC to deliver the advantages of a converged voice and data network using VoIP.

Make and take calls from your PC keyboard or through a USB handset and enjoy advanced functions too.



- Windows voice and video telephony application
- Windows versions XP Pro or Windows 2000
- Three-line/24-character display
- 320 x 320 or 680 x 680 video window
- USB camera required for video telephony application
- 24 Programmable BLF/call appearance/multi-function with dual-colour LED indication
- 10 Speed dial/fixed features buttons
- 2 Call buttons – current/waiting call
- Hold/conference/mic mute/volume/redial/message buttons
- 4 Context-sensitive navigation menu buttons
- Hands-free loudspeaker/paging
- Message waiting indicator



Aspire basic phone

- Two feature buttons with dual-colour LED
- Handsfree answerback/intercom
- Two fixed feature buttons
- Message-waiting light
- Volume control
- Integrated wall mount



Aspire digital phone IP adaptor

- Plug-in IP adaptor for Aspire TDM system phones
- Converts TDM phone to IP phone
- Optional local mains power adaptor
- G.711, G.723, G.729a Codec option
- QoS options – DiffServ, IP Precedence, 802.1pq VLAN
- IP address assignment – DHCP client or statically configured
- Resilience – can register on up to two Aspire nodes



Aspire DECT phone

- Supports an integral DECT card, allowing the connection of 12 base stations and up to 480 users

- G.711, G.723, G.729a Codec option
- QoS options – DiffServ, IP precedence, 802.1pq VLAN (PC dependent)
- IP address assignment – DHCP client or statically configured
- Embedded applications – personal/enterprise directories, missed call log, CLI/DDI Name tagging, voice messaging, conferencing, call centre, freedial
- Multi-language display support (14, including all major European languages)
- 5 Tones options with variable pitch selections
- Compatible hardphone – Aspire USB phone
- Compatible headset – Plantronics CS60 DECT
- Two Plantronics corded headsets



SIP phones

- We recommend a range of third-party SIP phones. Please contact us for our current recommendation

