

# UNIVERGE® SV8100 Communications Server



# 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 desktop solutions that deliver superior performance, efficiency, flexibility and reliability when and where you need it, 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, and trust that you have invested in a sound communication server for today and tomorrow.



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## Solution

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### Implement the Latest VoIP 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 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 voice mail 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.

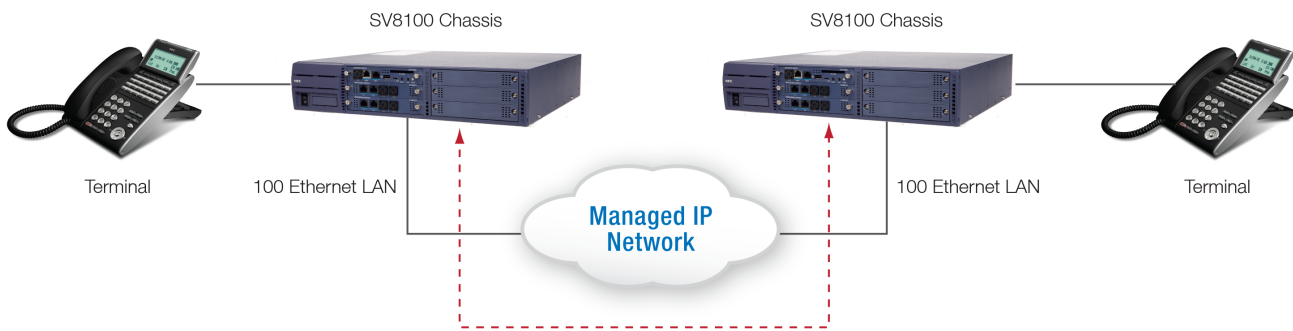
### Customize the Best Communications Solution for Your Business

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.



## System-to-System Networking Across WAN



### 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 voice mail.
- 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.

#### 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.
- 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 reduces talk time and transfers between agents - enabling them to answer calls faster and reduce call abandonment.

**PC Attendant** - Allows you to handle calls directly from your desktop 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.

**Instant Messaging** - Offers a quick message function through PC Attendant that allows an operator 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.

**PC Assistant** - 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.

**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.

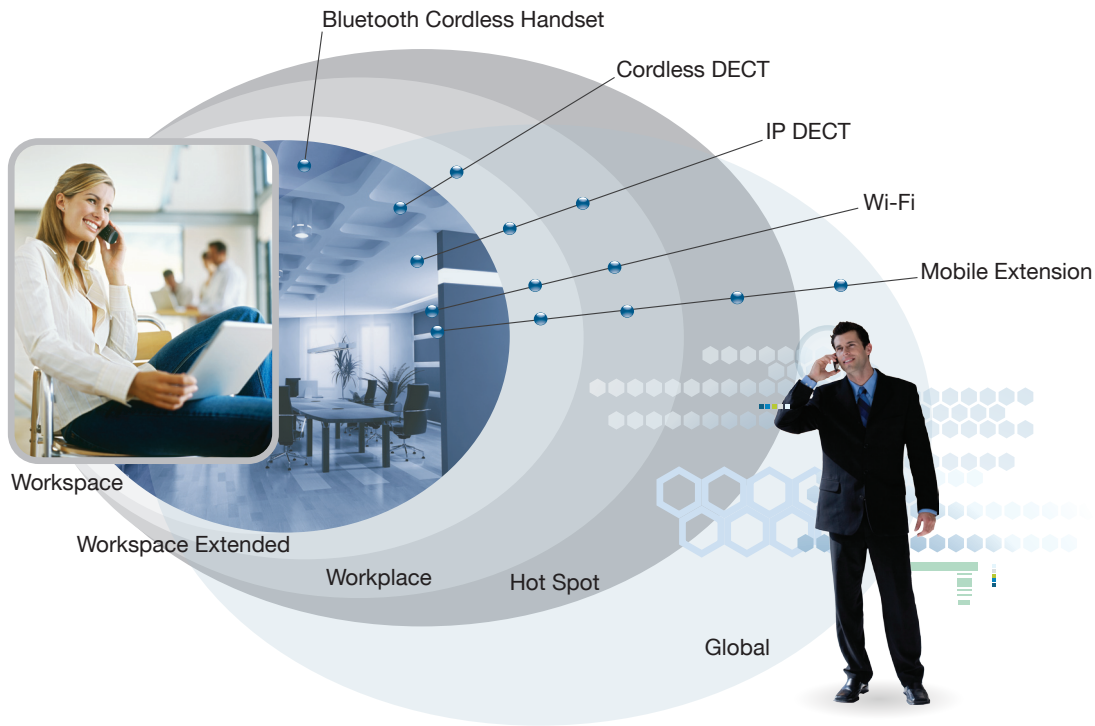
**UC for Business (UCB)** - A comprehensive integrated unified communications solution which provides productivity-enhancing applications that allows co-workers to collaborate at peak efficiency.

**Activity Presence** - Provides employees with the availability and whereabouts information of everyone in their organization in real-time. Presence information, voicemail greetings (in office, out of office and estimated time of return) and call forwarding options are updated automatically based on employees' Microsoft® Office Outlook® calendar settings.

Keyboard, mouse and telephone activity is also monitored and displayed to allow employees to see if colleagues are at their desk or have stepped away - helping them make more intelligent choices about co-workers availability thus reducing annoying telephone tag and improving efficiency.

Employees can also request a Return Notification for any Presence user that is currently unavailable - when they return to their desk, get off the phone or initiate computer activity a screen-pop notifies them immediately.





## 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.

**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.



1755 IP DECT  
Industrial Use Handset



MH240 Wireless  
Mobile Handset



C124 IP DECT  
Handset

## Messaging Options

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.

## Customize Terminals to Meet your Specific Business Requirements

### Backlit

Backlit display and illuminated dial pad for easy viewing

### Display

Large 5-line, 24 character display

### 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

### Modular Components

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



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 DT730 IP Terminal.

### 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



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

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

## 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
- QoS Router Blade
- Secure Mode
- Toll Restriction
- Walking Class of Service

	DT700 Series Desktop IP Terminals			DT300 Series Desktop Digital Terminals	
	DT750	DT730	DT710	DT330	DT310
					
<b>Display</b>	Color Touch Screen LCD	Gray Scale LCD	Gray Scale LCD (6 Line Key Model Only)	Gray Scale LCD	Gray Scale LCD (6 Line Key Model Only)
<b>Line Keys on Base Terminal</b>	DESI-less LCD	12, 24 DESI-less (32 Line Keys)	2, 6	12, 24 DESI-less (32 Line Keys)	2, 6
<b>Line Key Extension Add-On Modules</b>	8-Line Key and/or 60-Line Key DSS Console	24 button: 8LD and/or 60DSS support. Desiless: 8LD and/ or 60DSS support	NA	24 button: 8LD and/or 60DSS support. Desiless: 8LD and/ or 60DSS support	NA
<b>Backlit LCD</b>	Standard	Standard	NA	Standard on DESI-less version. Optionally available on other DT330s	NA
<b>Backlit Dialpad</b>	Standard	Standard	NA	Standard	NA
<b>Full Duplex Speakerphone</b>	Standard	Standard	Standard	Standard	Half Duplex
<b>XML Open Interface</b>	Standard	Standard (Limited)	Standard (Limited)	NA	NA
<b>Bluetooth Handset Module w/ Hub Adapter</b>	NA	NA	NA	Yes	NA
<b>Side Panel Colors</b>	Silver (Standard), Blue, Clear, Wood, Pearl Pink, Champagne Gold	Silver (Standard), Blue, Clear, Wood, Pearl Pink, Champagne Gold	Silver (Standard), Blue, Clear, Wood, Pearl Pink, Champagne Gold	Silver (Standard), Blue, Clear, Wood, Pearl Pink, Champagne Gold	Silver (Standard), Blue, Clear, Wood, Pearl Pink, Champagne Gold
<b>Faceplate Colors</b>	NA	Black (Standard), Dark-Brown Metallic, Orange Metallic, Gun Metallic, Limegreen Metallic, Metallic Blue	NA	Black (Standard), Dark-Brown Metallic, Orange Metallic, Gun Metallic, Limegreen Metallic, Metallic Blue	NA

Empowered by Innovation



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### Europe (EMEA)

NEC Unified Solutions  
[www.nec-unified.com](http://www.nec-unified.com)

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