

Empowered by Innovation



# Unified Business Communications



# NEC – the perfect partner for all your communication needs

## NEC delivers comprehensive communications solutions for organisations of all sizes

You can rely on NEC's unsurpassed expertise and experience to work with you through every stage of your communications and technology lifecycle and to deliver successful solutions for your business.

For more than 40 years we have been helping our customers in Australia maximise the return on their technology investment through expert planning, design, implementation, maintenance and support services.

**So, if you are looking for a business communications solution that doesn't become the problem... Look to NEC.**

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UNIVERGE360 is NEC's approach to unifying business communications. It places people at the centre of communications and delivers on an organisation's needs by uniting infrastructure, communications and business.

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How NEC can help you to increase productivity, manage growth and improve your business continuity, while reducing your costs.

### UNIVERGE IP communications servers

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NEC has a range of IP Communications Servers offering comprehensive communications solutions to suit smaller business up to meeting the complex needs of the largest enterprise – and everything in between.

- Small to medium-sized business solutions (UNIVERGE SV8100 Communications Servers)
- Medium-sized to large business solutions (UNIVERGE SV8300 Communications Server)
- Enterprise solution (UNIVERGE SV8500 Communications Server)

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NEC's range of fully featured, modular terminals include basic through to executive handsets, operator and call centre consoles and wireless handsets.

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Helping mobile people become more productive and productive people become more mobile. NEC's mobility solutions provide the tools that enable organisations to communicate whenever, wherever and however they wish.

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A comprehensive and powerful suite of applications to help you to enhance and manage your communications systems.

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NEC's flexible and scalable approach to Unified Communications puts people back at the centre of communications and collaboration. See how it can add real value for small, medium sized and even the largest organisations.



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## In times of change you need an experienced pair of hands

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Our working environment is in a constant state of flux with organisations of all types continually looking for new ways of generating revenue, controlling costs and optimising productivity.

Communication technologies (voice, email, instant messaging, SMS, IP telephony, voicemail, video conferencing) and their underlying networks such as the Internet, broadband, Wi-Fi and 3G are also evolving, forcing companies to re-evaluate their information technology strategies.

The challenge facing businesses is to embrace and harness the potential benefits of these technologies. The result must be a complete communications strategy that is available and usable by everyone, it must empower individuals and teams, enabling them to achieve their business objectives.

At NEC, we understand these challenges and offer advanced solutions to help businesses meet and surpass their operational and business objectives. We call this holistic approach UNIVERGE360, and it is designed to efficiently, and cost effectively prepare organisations for the opportunities available today, and for those of tomorrow.

By uniting all business communication devices (including mobile handsets, PDAs, soft phones and other IP devices) UNIVERGE360 accelerates decision-making and dramatically improves customer responsiveness. It incorporates business data through a service-oriented architecture resulting in information being instantly accessed and transformed into real knowledge.

The result? You're truly in the driver's seat.

# Your business benefits

## Increase productivity

### Fully featured

The UNIVERGE SV8000 Series is NEC's platform for delivering advanced telephony features that enhance users' productivity, in addition to supporting many additional multimedia applications.

### Value-added applications

A rich suite of advanced applications improves efficiency and business processes using voice, email, instant messaging, SMS, IP telephony, voicemail and video-conferencing.

### Mobility

Mobility enables flexible working practices and allows users to work smarter. Collaboration tools will make your employees more productive and more responsive to customers' enquiries. Wherever users are located, they will be more accessible using IP phones, WLAN and web-based applications.

## Reduce operating costs

### Converged network

The SV8000 Series provides converged communications – data, multimedia and voice – over one network, which means just one set of wiring costs and only one network to manage. This allows you to leverage existing bandwidth and software applications within your organisation. It provides a single, common management system for networked systems and can reduce long distance / internal toll charges.

### Server-based architecture

The SV8000 Series is a server-based solution, it includes a modular core with optional hardware and software components – so it fits seamlessly into your IT environment. The heart of the system is the IP communication server, which is based on a true Client-Server design that does not require the purchase of costly hardware to support analogue handsets or carrier services.

### Central management

The SV8000 Series peripheral devices enable you to manage equipment in branch offices from one central location or from any web-enabled workstation. This eliminates the need for local network management staff and reduces the total cost of network ownership.

### Energy savings

Power consumption can be less than many conventional enterprise communication platforms or PBX systems thanks to the SV8000 Series' state-of-the-art design.

## Distributed office

A distributed office location environment reduces the operating expenses incurred in managing disparate equipment by consolidating them into one system. Staff can work remotely (on the road or at home) with access to all corporate voice and data resources. All staff can get the same features and benefits whether they are located at the head office or smaller satellite offices.

## Manage growth

### Scalable architecture

The SV8000 Series incorporates a very scalable, open architecture, capable of supporting businesses requiring only a small number of lines as well as for larger corporations that need thousands of lines. A group of independent SV8000 servers can be networked to handle up to 192,000 extensions.

### Migration and networking – protecting your investments

The SV8000 Series can network with many existing NEC and third party systems, so IP technology can be introduced gradually to protect existing investments. NEC's smaller communications servers can be simply migrated to our larger solutions should your business requirements grow over time – meaning that you do not have to replace the entire system, terminals or applications.

### Open interfaces

The system is also designed to be future proof. It uses a state-of-the art open interface so new services and applications can be easily integrated as technology advances.

## Improve business continuity

### High availability

The SV8000 Series offers unparalleled reliability and continues NEC's reputation for quality. The series is ideal for mission-critical situations such as defence, government and 24hr services. Advanced fault diagnosis, power failure backup, remote telephony survivability and numerous other fail-over capabilities all ensure the best availability and operational continuity in the industry. Minimal downtime means your people and information is accessible when needed.

### Security

The SV8000 Series provides secure communications, including voice encryption, a variety of authentication methods, detailed audit logging, data integrity services and bandwidth management services.

## NEC UNIVERGE IP communications servers

### NEC UNIVERGE SV8000 capabilities

Mobility	(IP) DECT Voice over WLAN Fixed mobile convergence
Management and control	Moves, adds and changes Expense control Performance management
Staying in contact	Contact centre Voicemail and IVR Calendar integration Attendant / operator / switchboard Directory
Unified Communications	Desktop integration Collaboration Presence Messaging Mobility
Connectivity	Multiple sites VoIP and SIP Scalability

Business Process  
Integration / SOA

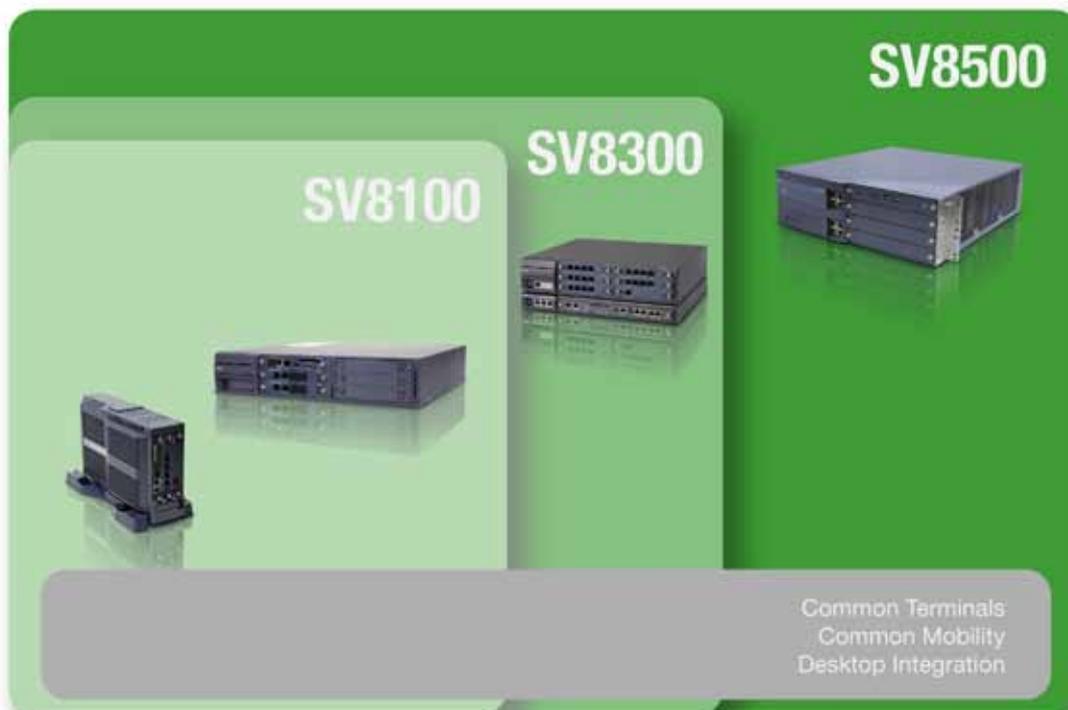
End User  
Applications  
Integration

Mobility

Unified  
Communications

Basic Business  
Productivity  
VoIP / UM

Bundled Simplified  
Communication  
VoIP / TDM / VM



Small to medium sized business

Large business

Enterprise

## Small and medium-sized business solutions

The UNIVERGE SV8100 and SV8100 Model SE IP Communications Servers are ideal systems for small to medium-sized businesses (SMBs). These robust, feature-rich solutions are completely scalable and can be expanded to meet an SMB's communications needs now and in the future.

To meet the needs of smaller businesses, or smaller 'satellite' offices of larger businesses, NEC has introduced the UNIVERGE SV8100 Model SE. The award winning\* SV8100 portfolio provides the perfect solutions for organisations that are looking for a professional, flexible and easy-to-use communication system at a price that makes perfect sense.

### At a glance

- Suitable for small to medium-sized businesses
- Offered in both 6 slot, 48cm (19 inch) stackable chassis and 24cm (9.5 inch) 3 slot chassis configurations
- Support for up to 512 handsets
- Embedded applications easily accessed through simple licence activation

### Key features

- Scalable architecture to meet the needs of SMBs or satellite offices
- Full IP capability with a migration path to support both traditional telephony and pure IP environments
- Rack stackable chassis supports server functions, media gateways and media converters through a single unit
- Can make Unified Communications a reality for SMBs

Typical Usage	SV8100 Model SE: 20 handsets SV8100: 100 handsets
Maximum Handsets**	512
Networking	Up to 16 communications servers



UNIVERGE SV8100 Model SE  
server 24cm (9.5 inch) 3 slot floor or wall mountable

UNIVERGE SV8100  
server 48cm (19 inch) 6 slot rack stackable



UNIVERGE SV8300  
server 48cm (19 inch) rack stackable



\*INTERNET TELEPHONY® magazine ([www.itmag.com](http://www.itmag.com)) has named UNIVERGE SV8100 and SV8500 as recipients of its 2008 Product of the Year Award.  
\*\* Maximum handset capacity subject to system configuration

## Medium-sized to large business solutions

Responsive and versatile, the UNIVERGE SV8300 IP Communications Server is completely scalable and is the perfect solution for a medium-sized to large business.

This robust and feature-rich solution offers a pure IP solution or any combination of traditional telephony and IP — giving you the choice of what works best for your business — now and in the future. The system is compatible with many valuable applications, allowing you to enjoy the benefits of Unified Communications. It also brings particular strengths to multi-site businesses.

The SV8300 offers centralised management of your phone and enterprise communications system; moves, additions and changes are made simple via intuitive, easy-to-use web-based management tools.

### At a glance

- Perfect for multi-site businesses
- Support for up to 1536 handsets and 512 carrier services
- Open standards and Open Application Interface — SIP / XML
- Enables Unified Communications integration

Typical Usage                      500 handsets

Maximum Handsets\*\*            1536

Networking                        Up to 47 communications servers

### Key features

- Scalable to 2048 network ports in a single system network image
- Simple licence activation for applications — turn on features when required
- Open standards and Open Applications Interface including SIP and XML
- Full IP capability with a migration path to support both traditional telephony and pure IP environments
- The perfect solution for multi-site businesses



## Enterprise solutions

The award winning\* UNIVERGE SV8500 IP Communications Server is a powerful enterprise communications solution capable of supporting up to 6,000 handsets in a single server. Designed to easily and efficiently scale, the SV8500 meets the needs of the largest enterprises, supporting up to 192,000 ports in a networked environment. Reliable, scalable and energy-efficient, it is an advanced application server that supports voice, Unified Communications and mobility solutions.

NEC's premier IP communications server supports mobility, enhancing user productivity and ensures business continuity through component redundancy, IP fail-over, clustered survivability, power failure transfer and call routing for self-healing networks.

### At a glance

- Offers secure end-to-end communication
- Support for up to 6,000 handsets
- Supports mobility and empowers users
- Delivers advanced applications
- Uses open standards to provide an advanced communication platform
- Simplifies business process integration and networking
- Ensures business continuity

Typical Usage 1,000+ handsets

Maximum Handsets\*\* 6,000 (up to 192,000 in a networked environment)

Networking up to 64 communications servers

### Additional features and applications

- Supported standards and devices
  - LDAP compliant databases
  - Open standards and Open Applications Interface including SIP and XML
  - Managed data network infrastructure
  - UNIVERGE OW5000 integration platform for UC solutions such as desktop integration
- Optional features
  - Additional CPU for automatic fault fail-over
  - Redundant power supply options (AC/DC options)

### Key features

- High availability and operational continuity—Ideal for mission-critical environments
- Supports open standards
- Interoperability using advanced networking for seamless integration



**UNIVERGE SV8500**  
server 48cm (19 inch) rack stackable



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\*\* Maximum handset capacity subject to system configuration

## Handsets for all your business requirements



### At a glance\*

- Modular design to meet your business demands
- XML open interface allows multiple applications to be delivered to your phone
- Intuitive interfaces
- Full duplex speaker for superior hands free communications
- Programmable line keys for immediate line/feature access or speed dialling
- Bluetooth interface for peripheral equipment (mobile phones, PDAs, headsets or conference units)

### DT series handset features\*

- **Easy-to-use, intuitive interfaces**—intuitive icons indicate status at a glance including notification of new voice or instant messages, missed calls, the telephone user's current presence status and data protection mode.
- **XML open interface support**—create applications that can be accessed from NEC's IP handset range such as calendar links, wallboard functionality, call directories and countless others can be displayed on a handset's LCD.
- **Wideband CODEC**—for crystal clear audio and the truest possible speech reproduction.
- **Information protection mode**—IP handsets offer multiple levels of protection allowing users to protect personal data, corporate directories and even lock the device to keep calls from being placed, ensuring privacy and security on each handset.
- **Bluetooth interface**—optional Bluetooth wireless handset provides short distance mobility. The built-in hub adapter allows pairing of peripheral equipment such as mobile phones, PDAs etc to the telephone handset.

- **Centralised network management and security**—provides a single point of administration for all handsets and makes real-time management a reality. IP telephony security is based on 'UNIVERGE VoIP security best practices' ensuring a secure, reliable phone system.
- **Internal zone paging**—pages a single person or an entire group through the phone's speaker.
- **Personal and system directories**—users have access to an integrated searchable phone directory.
- **Call history**—incoming, outgoing and missed calls are automatically logged. Call history can be used to return calls and the numbers can be easily added to the directory.
- **Customisable ring tones**—different ring tones can be assigned to people within the telephone's directory. When they call, a distinctive ring tone can immediately identify who is calling.
- **Modular**—personalise each handset to meet your specific business needs. There is no need to replace the entire handset if you need new features, you can upgrade at minimum cost with interchangeable snap-on-snap-off components for the DT series that include:
  - keypads
  - LCD function screens
  - bluetooth handset
  - analogue handset adaptor
- **Supports green initiatives**—the DT series handsets are designed to reduce their environmental impact through:
  - lower power consumption
  - power saving modes
  - manufacture of select components out of bio plastics

\*Not all features available on all handset models

# Unique business handsets with a modular design

The NEC DT series of IP and Digital handsets moves the standard desktop phone to the next level. With its modular design, businesses have the option to quickly and easily customise the handsets to meet an employee's specific communications needs.

Handsets are ergonomically designed for natural comfort and facilitate use through an array of menu driven soft key functions and easy-access function keys. Time-saving features such as personal directories, call history and speed dials are instantly accessible. Not only does this improve productivity, it also increases customer service levels. Together these aspects of the handset deliver power, versatility and programmability to all users, maximising efficiency and productivity.

Built to the highest environmental standards and with low power consumption, the entire range is designed to support your organisations green initiatives.



Wireless Bluetooth handset



Interchangeable function modules – 24/32 button and dual screen LCD



Analogue handset adaptor



Choice of keypads



Add on 8 line keys or 60 DSS module, ideal for receptions and call centres

## Advanced business phones – easy to access features

### DT310 Digital Handset

- Available in 2 key non-display or 6 key display
- Hands-free
- Easy to use soft keys / LCD prompts on display model
- Conference key
- Message waiting indicator

### DT710 IP Handset – features as DT310 plus:

- XML Open Interface

### DT330 Digital Handset

- Available in 24 programmable keys
- Backlit keypad
- Full duplex speaker phone
- Headset compatible
- Easy to use soft keys / LCD prompts
- Add on modules – 8 line key or 60 DSS console
- Message waiting indicator

### DT730 IP Handset – features as DT330 plus:

- Backlit LCD
- Security lock key
- XML Open Interface

### DT330 Dual Screen LCD Digital Handset

- User-friendly LCD function screen
- Ideal for hot-desking
- Backlit keypad
- Full duplex speaker phone
- Headset compatible
- Easy to use soft keys / LCD prompts
- Message waiting indicator

### DT730 Dual Screen LCD IP Handset – features as DT330 Dual Screen LCD plus:

- Backlit LCD
- Security lock key
- XML Open Interface

### DT750 IP Handset

- 19cm (7.5 inch) colour touch screen LCD
- Backlit keypad and screen
- Security lock key
- XML Open Interface
- Full duplex speaker phone
- Headset compatible
- Easy to use soft keys / on-screen prompts
- Add on modules – 8 line key or 60 DSS console
- Message waiting indicator



DT310



DT730



DT730 Dual LCD



DT750

## Flexibility for your mobile workforce

Today's businesses want to offer employees a flexible way of working, while increasing customer service. They also want to extend the reach of the voice network but also save on branch office costs.

They want to optimise the use of the converged network and offer feature transparency between the wired and wireless world — without any compromise in voice quality, availability and security.

### At a glance

- Wireless mobility solution for an on-site environment
- Easy deployment and management
- Excellent voice quality on converged wireless networks
- Makes people easy to reach by colleagues and customers
- Improve employee productivity
- Reduce mobile costs

## UNIVERGE IP DECT

With UNIVERGE IP DECT a single converged network provides both fixed and wireless telephony. This IP-based wireless system retains the service level to which your company is accustomed, providing perfect voice quality, seamless handover between cells and a secure air interface.

Your mobile voice network can easily integrate with applications such as shared corporate directories, as they are part of the same network infrastructure. Wireless telephony in a multi-site company or large campus environment is a matter of installing IP DECT Access Points at remote locations, with no need for additional remote equipment.

All IP DECT handsets offer excellent mobile voice communication: crystal clear speech, loudspeaker and hands free support, seamless handover and roaming, high security with DECT authentication and seamless integration with features on the communications server.

### At a glance

All DECT handsets have an appealing design and are easy to use. The DECT standard does not interfere with other frequency bands. Distinctive ring tones distinguish internal and external calls (or messages) and audible indicators inform the user about the status of the handset.

- Wireless voice everywhere in the office
- Long battery life
- Powerful messaging to alarm and alert staff
- Crystal clear speech quality
- Proven and mature technology
- Easy to deploy and scale



I755

G355

G955

M155

## UNIVERGE WLAN handsets

Mobilise your VoIP solution with UNIVERGE WLAN handsets that help you obtain more out of your IP telephony investment. With WLAN handsets running on your wireless LAN your business can enjoy the reduced costs and simpler management benefits of IP telephony, while increasing the reach of your mobile workforce. A single infrastructure can be used for both voice and data to obtain both cost savings and productivity enhancements.

### At a glance

- Make your staff more mobile and accessible
- Offer excellent voice quality on converged wireless networks
- Integrate fully with NEC's range of UNIVERGE IP telephony servers
- Durable enough for use in all business environments
- Simple to use, with no need for extensive training



MH240

## Feature-rich applications

NEC offers a wide array of applications to enable you to manage and enhance the functionality of your communications infrastructure and improves the productivity of your people.

Some of the applications offered by NEC include the following:

### Desktop solutions

#### Softphone

Take advantage of a multimedia IP network in the office or on the road. Converged mobility tools let you share real-time information and ideas from your PC or Laptop with an impressive array of high quality video, audio, text and application features.

#### Desktop client

NEC's innovative and feature-rich desktop client combines mobility, rich presence, communication history, instant messaging, call control, voice, video conferencing and collaboration into one powerful, easy to manage solution.

### Handset applications

DTPlusWare XML phone applications developed by NEC deliver enhanced handset features. These applications can include, incoming call pop-up information, instant messaging from the handset, weather information, world clock and a personal photo album, all managed through a simple web interface.

### Contact centres

NEC enables organisations of all sizes to connect easily with their customers and to build effective relationships. Functionality includes:

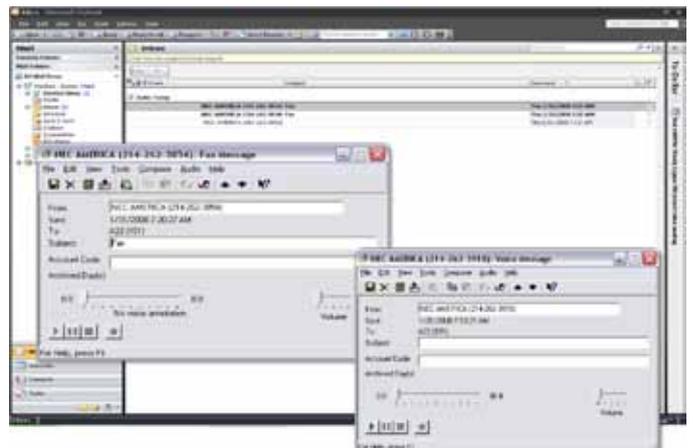
- Intelligent customer service
- CRM and ERP integration
- Multimedia queuing – voice, fax, email and web
- Integrated IVR and callback
- Comprehensive monitoring and reporting tools

### Application platforms

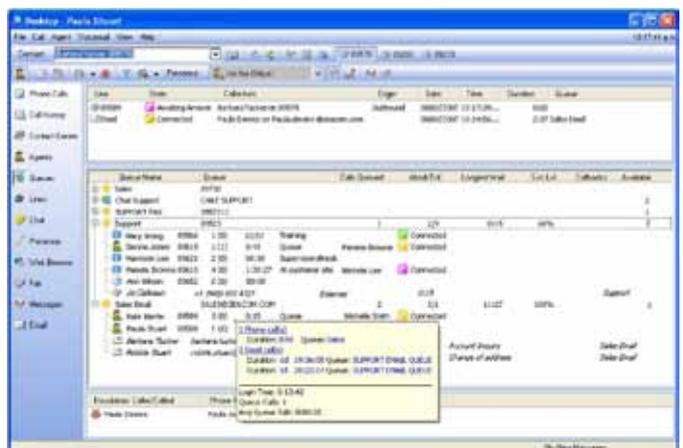
Application platforms that provide the tools NEC partner developers and customers need to develop enhanced applications and business solutions that are interoperable with NEC's products and systems.

### Administration tools

NEC offers a range of products that streamline and simplify administrative tasks. Our administrative applications are designed to configure and manage communications systems using a unified central methodology. Core applications can help control costs, track assets, enhance efficiency and promote safety and security.



Unified Messaging



Integrated Customer Contact



Desktop Client

## NEC Unified Communications. Raise your productivity to a new level

Imagine having a business communication system that accelerates business processes and provides a flexible, scalable solution for employees.

NEC's 'role centric' approach to Unified Communications (UC) empowers users with the ultimate communications tool by converging and integrating all forms of communications, networks, systems and business applications – on any device in any location. This results in improved productivity and efficiency by enabling people to communicate effectively.

### At a glance

- NEC's approach puts people back at the centre of communications and collaboration
- NEC works with you to deliver the elements that offer the most value to your organisation
- UC unites all communications devices and the information within them
- UC shortens response times for more efficient decision making
- You can feel secure in the knowledge that our approach is backed by our acknowledged leadership in IP telephony

### NEC's approach to Unified Communications

#### Build your UC capabilities gradually:

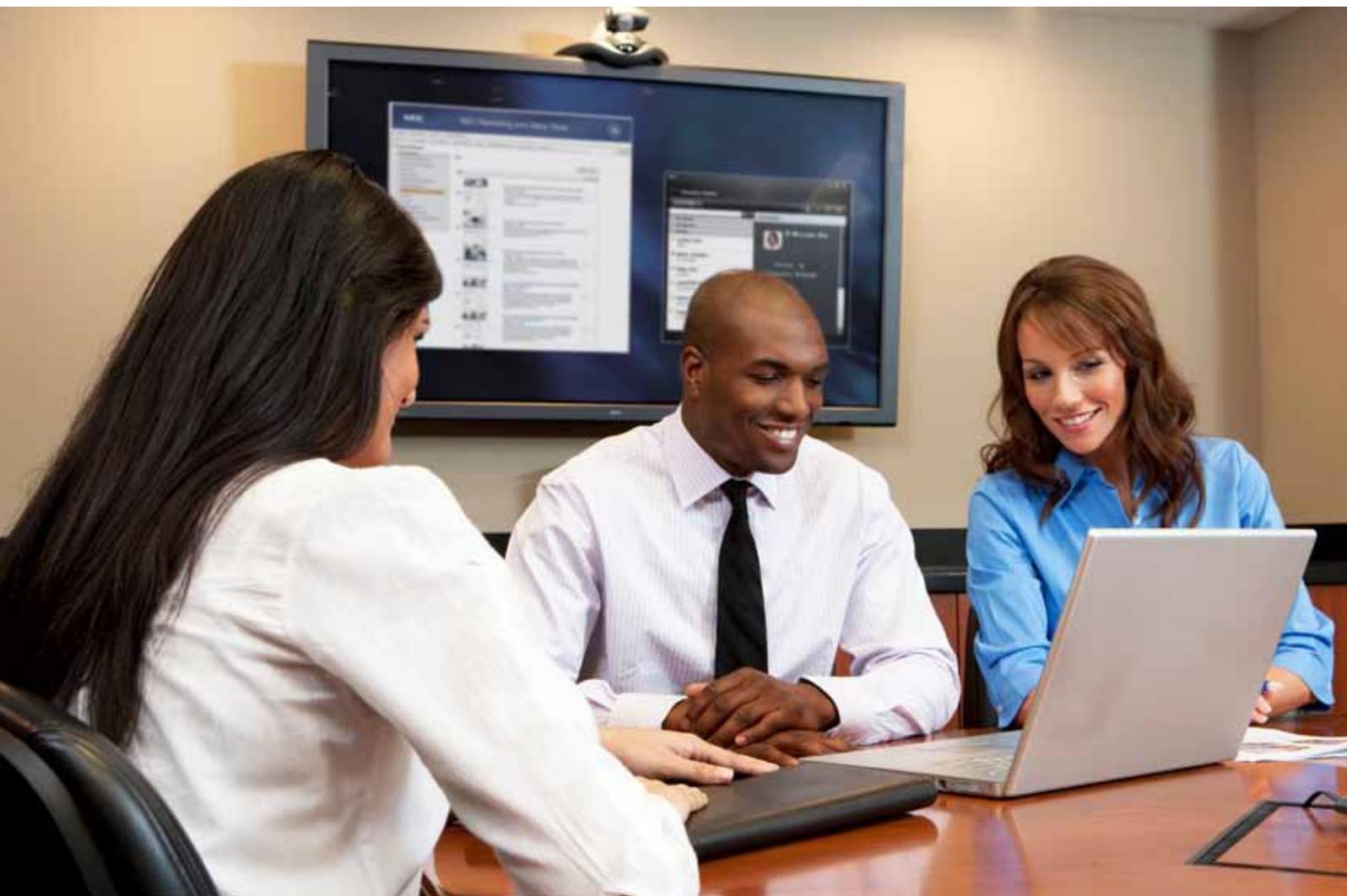
- Base your choices on business returns
- Reduce costs, boost efficiency, shorten response times and improve decision making

#### Identify user groups to test / trail applications:

- Train staff and integrate into standard business practices
- Deploy business wide when satisfied
- Repeat the exercise with other productivity-increasing applications

#### NEC can provide:

- Hosted, SMB and Enterprise UC options
- Scoping and design
- Tailored and scalable solutions
- Implementation and support



## Presence

NEC provides intelligent presence information not just 'are you at your PC', and makes it available everywhere, on the phone, on your voicemail greeting, in your business applications.

It is about the intelligent presence of an individual

- Presence to desktop handsets
- Softphone with integrated presence
- Wireless — location sensitivity
- Status notification
- Intelligent call forwarding based on status or caller ID

### Products

- UNIVERGE Communications Centre
- Softphone and IP Telephony desktop handsets
- NEC Unified Messaging products
- Microsoft®/IBM® Integration — using OW5000 middleware

## Unified messaging

NEC's unified messaging is fully featured — regardless of your desktop infrastructure and phone system (traditional or IP).

### Integrated voice, fax and e-mail

- Integrated speech — talk to UM
- Intelligent greetings based on caller and your status
- Single point of access for all voice, fax and email messages

### Products (Enterprise)

- UNIVERGE Communications Centre
- NEC Unified Messaging
- Microsoft® Exchange

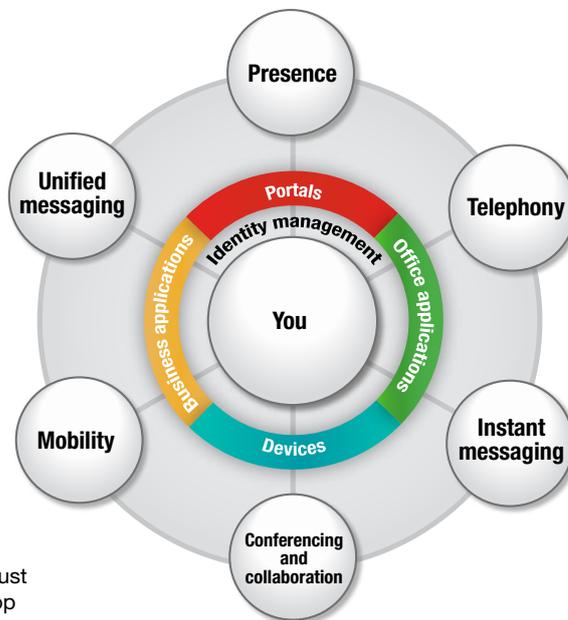
### Products (SMB)

- UNIVERGE Communications Centre
- UM8000 InMail

## Telephony

NEC is the leader in telephony — this is our core strength. Regardless of whether it is traditional or VoIP we have a solution for every size of business.

- Pure IP
- Hybrid
- Traditional
- Up to 192,000 lines
- UC is available on the entire NEC range of devices



## Mobility

With NEC you can take your complete environment everywhere you go — not just your applications, but your entire desktop and phone.

### VoIP is all about mobility

- Log on to any phone and your profile goes with you
- Dual mode handsets take your phone beyond the office
- Virtualisation and thin client technology

### Products

- IP handsets
- Softphone / desktop environment
- Wireless and dual mode handsets
- Thin client

## Conferencing and collaboration

From room based conferencing, to real-time communications with hundreds of attendees across the globe — NEC knows conferencing and collaboration.

- Desk-to-desk video with inexpensive web cams — share applications and screens in real time
- Room-to-room video conferencing via Partners
- Multi party web based conferencing via Partners

### Products

- Softphone — point to point video conference and collaboration, to multi party video conferencing options on the latest SP350 Softphone
- Microsoft® collaboration with OW5000 middleware — video conferencing options using Live Meeting

## Instant messaging

NEC is able to provide instant messaging not only to the desktop but to the most appropriate device, be it a mobile phone, pocket PC, desk phone or pager.

- Communicate in real time from your desktop
- IM users can be more productive than email users
- Utilise IM in your Contact Centre

### Products

- UNIVERGE Communications Centre for SMB and Enterprise
- Softphones
- Microsoft® / IBM® collaboration with OW5000 middleware
- IM / chat



UNIVERGE®360 is NEC's approach to unifying business communications. It places people at the centre of communications and delivers on an organisation's needs by uniting infrastructure, communications and business.

For more information, visit [www.nec.com.au](http://www.nec.com.au), email [contactus@nec.com.au](mailto:contactus@nec.com.au) or call 131 632

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**About NEC Australia Pty Ltd.** NEC Australia is a leading supplier and integrator of ICT solutions to carriers, government and businesses. With over 800 staff and over 200 partner organisations, we research, develop and deploy advanced IT/Network communication solutions and services using best-of-breed technologies in multi-vendor environments.

NEC Australia's business encompasses Hosted Application and Network Services, Systems Integration, IP Communications Servers, PBX, Broadband Access Systems, Data Centre and Cloud Technology Services along with Digital Signage and Data Technology products.

NEC operates in 44 countries with consolidated net sales in excess of \$US46 billion.

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