

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.

Why choose NEC?

- A leading supplier and integrator of information and communications technology solutions to organisations of all sizes, from small and medium sized business (SMB) to large corporations
- Local experience with more than 40 years in the Australian market
- Over 100 years of global expertise and leading innovation
- Backed by a regional network of NEC offices and support partners across Australia and New Zealand
- NECare, NEC Australia's support services organisation, is relied on by more than 11,000 customers across Australia and the Asia Pacific region
- Environmentally friendly company policy
- A reliable, stable business partner for your organisation

NEC Unified Communications. Raise your productivity to a new level

So what is Unified Communications?

Unified Communications (UC) empowers you by bringing together all forms of communication, information delivery and business applications. Whether you communicate by voice, video, instant messaging, email or social networking; UC facilitates key interactions within your business regardless of location or device.

But what does that mean?

For you, UC means communicating more effectively and working smarter. Imagine streamlining your business communications by providing your employees with a solution that lets them handle all their communications on the device of their choice; their laptop, mobile phone, office phone or home phone—using wired, wireless or broadband connections. This allows them to always be connected with the information they need to make faster, better informed decisions from anywhere, at any time.

Unified Communications integrates into your business applications and processes and will totally change the way you work. Everyone from senior executives to sales and support people can benefit.



What can an NEC UC solution do for your business?

Optimise business processes



Accelerate decision making and shorten response times, dramatically improving business performance, by making your entire workforce more reachable wherever they are.

Improve collaboration



Collaborate in real-time with NEC's softphone technology that allows true interaction regardless of distance. Softphone allows users to perform point to point video conferencing with application sharing and instant messaging all from their PC or laptop.

Enable staff mobility



NEC mobility applications enable you to share the same features available on your desk phone with your mobile, allowing you to be reachable via your office extension number, no matter where you are.

Moving desks is simple with NEC IP phones which allow you to easily log-on at any desk with your phone extension.

Reduce communication costs



UC offers opportunities to lower your call costs by having your mobile act as an extension of your desk phone, enabling you to take and make voice calls over your business IP network. Reduce your travel costs by replacing meetings with audio, video and web conferences.

Improve customer service



Simplify your message management and never miss a customer contact with NEC's feature-rich Unified Messaging solution, that directs all your voice, fax and e-mail messages to into one inbox whether its Outlook, Notes, Groupwise or other.

Increase productivity



Save time by having immediate access to your business information no matter where you are. Increase your efficiency with time-saving applications such as NEC's Instant Messaging solution that is ideal for quick queries and enables you to hold multiple conversations at the same time.

NEC's approach to Unified Communications

Whether your business is just starting out or well underway, NEC works with you to deliver the UC elements that offer the most value to your organisation. This approach is backed by our acknowledged leadership in IP telephony and our proven reputation as a provider of highly reliable and innovative products and solutions.

- Base your choices on business returns
- Leverage your existing infrastructure to build your UC capabilities; the majority of UC features are available on traditional PBX - it's not just for IP telephony

No matter what stage your business is at, NEC works with you to leverage your existing infrastructure and deliver the UC elements that offer the most value to your organisation.

NEC can provide:

- SMB and enterprise UC options
- Scoping and design
- Tailored and scalable solutions
- Implementation and support

Presence

Save valuable time by knowing if someone is available before trying to contact them.

Whether they are online, on the phone, in a meeting, or on vacation; NEC presence helps you to know where people are. This reduces unanswered calls, the number of messages left and the frustration of being unable to contact somebody.

Telephony

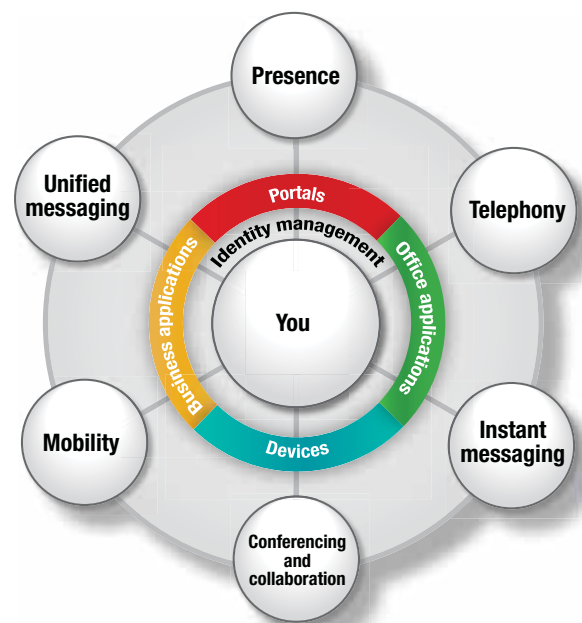
NEC is the leader in telephony — this is our core strength. Regardless of whether it is traditional telephony or IP we have a solution for businesses of any size.

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.

Conferencing and collaboration

Save travel costs and help the environment by using NEC audio, video and web based real-time collaboration solutions. From on-premise audio conferencing solutions to fully managed room based video conferencing, NEC is leading the way in conferencing and collaboration.



Mobility

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

Unified messaging

With Unified Messaging all your voice, fax and email messages are stored in one place. Regardless of message type, receive immediate notifications and access your messages from anywhere at any-time using your PC, a tablet or a phone.

NEC UNIVERGE IP Communication Servers

Business today demands efficient, seamless, communications that facilitates rapid decision making and customer responsiveness. The SV8000 series of communication servers are robust, feature-rich solutions that are scalable up to 192,000 users and the ideal systems for businesses that wish to compete and grow.

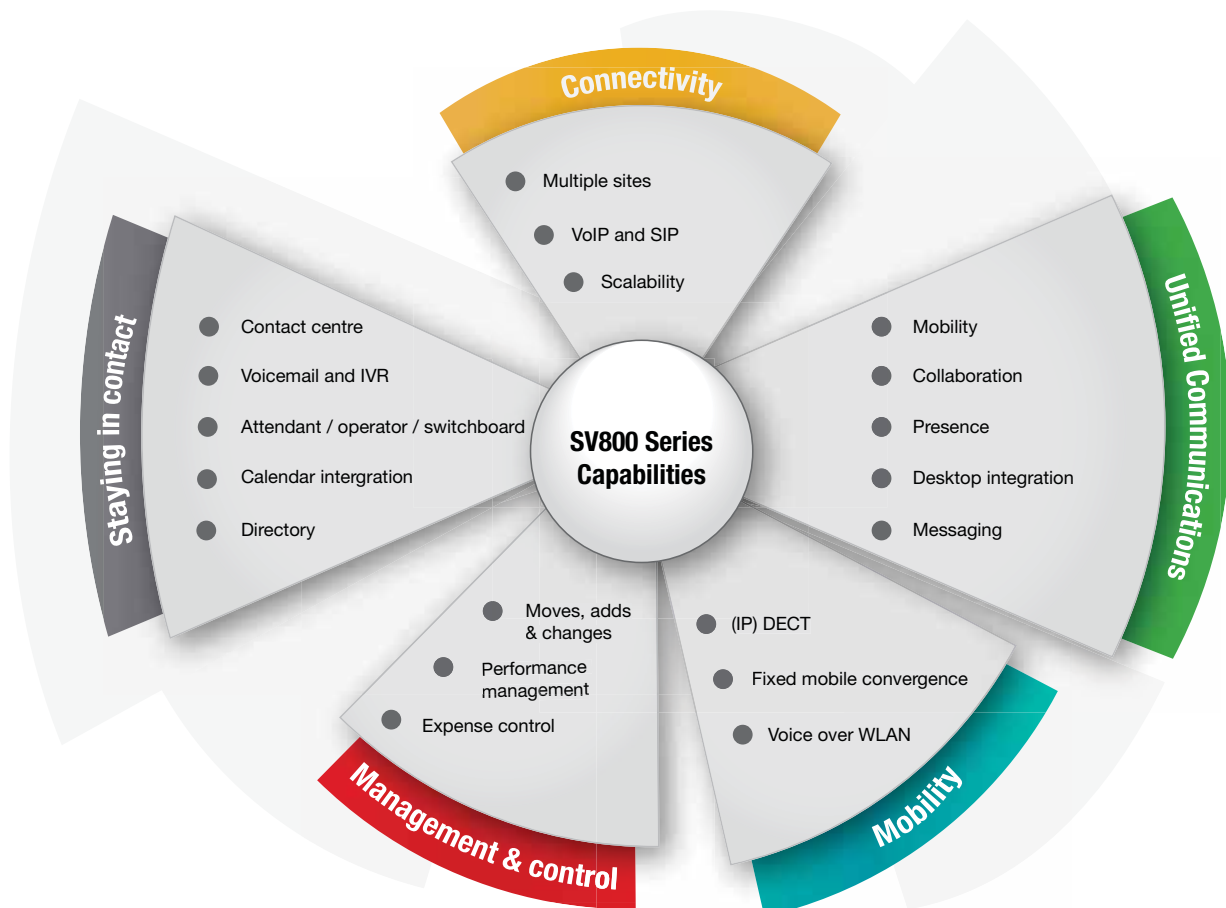
Whether you're 5, 25 or 5,000 employees, just getting started or already established, have a single office or multiple sites; these expandable systems mean they can work at any level, from an outstandingly reliable phone system, to a truly advanced Unified Communications platform.

UNIVERGE SV8000 series capabilities

Compatible with a rich suite of advanced applications, NEC's SV8000 Communication Servers improve efficiency and business processes using email, instant messaging, IP telephony, voicemail, mobility and video conferencing.

Wherever they are, executives can have access to a real-time 360° view of their business; managers can easily communicate with team members and supervisors; sales people can have immediate access to the information and resources they need to do their jobs. In short the SV8000 series can make Unified Communications a reality for businesses of all sizes.

The UNIVERGE® SV8000 series, offers a communication solution for any size business – whether you are 5, 25 or 5,000 employees, have a single office or multiple sites. With access to a variety of productivity enhancing applications the SV8000 series will enable simpler collaboration and communications across your whole organisation.



Traditional, IP and hybrid telephony

NEC's SV8000 Communication Servers offer the flexibility of choosing a telephony solution that suits your business - whether this be traditional, IP or a hybrid of the two.



Traditional Telephony

Traditional telephony uses a dedicated network to transmit voice between users. In a business this network is typically provided by a PABX. A PABX has specialised hardware interfaces that allow it to connect to handsets, other PABX or public telephone services (PSTN, ISDN).

- Mature technology that is exceptionally reliable
- Supports basic static voice requirements
- Supports legacy equipment (fax, modems, analogue handsets)
- Can support some Unified Communications applications

IP Telephony

IP telephony uses an existing Internet Protocol (IP) data network to transmit voice or multimedia communications. The data network can be a company WAN or LAN, an intranet or the internet. Many organisations are migrating to IP telephony as it is more flexible, has lower costs and has better support for multimedia and mobility applications such as video.

- A single network reduces support costs
- Mobile and home workers can easily access the business communication system
- A foundation for productivity enhancing applications
- Bypass phone company charges by using the data network for long distance calls
- Simple to manage from anywhere
- Additional system hardware is not required to add more users

Hybrid

For many organisations the investment and risk in deploying a full IP telephony system cannot be justified. A hybrid solution adds IP telephony capability to a traditional telephony system. An organisation can then deploy IP telephony where it meets a business need (e.g. a new building or mobile workers)

- Provides the benefits of IP telephony
- Protect your technology investments through utilising your existing infrastructure with the option to build your IP capabilities gradually
- Reduce risk by taking an evolutionary approach to IP telephony deployment
- Maintain highly critical phone services on proven traditional telephony infrastructure
- Supports legacy equipment

Your business benefits

Adaptable for your business



The versatile SV8000 series offers a pure IP solution or any combination of traditional telephony (TDM) and IP — giving you the choice of what works best for your business now and in the future.

Centralised management



Manage equipment in branch offices from one central location or from any web-enabled workstation via intuitive easy-to-use web based management tools. This eliminates the need for local network management staff and reduces the total cost of network ownership.

Secure communications



The SV8000 series provides secure communications, including voice encryption, authentication, detailed audit logging, data integrity services and bandwidth management services.

Singular network management



The SV8000 series can provide converged communications — data, multimedia and voice — over one network. This 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.

Reduced operating expenses



The SV8000 series deliver converged solutions that can significantly reduce operating costs. Utilise your data network to transport voice and multimedia traffic.

Make adds, moves and changes without the need for complex and expensive programming. Use SIP trunking to cost effectively connect to the public telephone network.

Lower support costs in a multi-site environment by reducing the number of devices in the network. NEC solutions increase productivity while reducing operating expenses.

Future proof



Designed to be future proof, the SV8000 series uses a state-of-the-art open interface so new services and applications can be easily integrated as technology advances or business changes.

High availability



Continuing NEC's reputation for quality and unparalleled reliability, the SV8000 series is ideal for mission-critical situations such as defence, government and 24hr services. Minimal downtime means your people and information is accessible always.

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 and low power chipsets.

Investment protection



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

Seamless integration



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.

Small and medium-sized business solutions

The SV8100 portfolio provides the perfect solution for organisations that are looking for a professional, flexible and easy-to-use communication system at a price that makes perfect sense.

- Perfect for smaller businesses or satellite offices
- Applications including voicemail and automatic call distribution are easily accessed through simple license activation
- Transparently share applications between branch or remote locations
- Can make Unified Communications a reality for small to medium sized business



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



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

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

Medium-sized to large business solutions

For medium-sized businesses that want the communication capabilities of a large enterprise, NEC's SV8300 Communication Server provides the scalability and flexibility to meet all of your communication needs.

- Perfect for larger or multi-site businesses
- Transparently share applications between branch or remote locations
- Access to advanced productivity applications and collaboration tools that deliver better customer service and improved teamwork
- Support for open stands to simplify business process integration
- Seamless network integration



UNIVERGE SV8300
server 48cm (19 inch) rack stackable

	Typical Usage	Maximum Handsets*	Networking
SV8300	500 handsets	1536	Up to 47 communications servers

Enterprise solutions

NEC's premier IP communications server, the UNIVERGE SV8500 IP Communications Server, is a powerful enterprise communications solution capable of supporting up to 6,000 handsets in a single server and designed to meet the needs of the largest enterprises.

- Suitable for mission critical environments
- Seamless network integration
- Secure end-to-end communications
- Reliable business continuity support
- Advanced applications



UNIVERGE SV8500
server 48cm (19 inch) rack stackable

	Typical Usage	Maximum Handsets*	Networking
SV8500	1,000+ handsets	6,000 (up to 192,000 in a networked environment)	Up to 64 communications servers

* Maximum handset capacity subject to system configuration

Handsets for all your business requirements

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.

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

NEC's DT series handsets deliver power and versatility to all users, maximising efficiency and productivity.

NEC DT series handsets are like no other. Their modular construction means you can chop and change the design for your exact business requirements. Interchangeable keypads and LCD function screens allow you to upgrade at a later stage without having to replace the whole handset - a great investment protection.

Why choose NEC handsets?

Modular construction



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, helping to future proof your business investment.

Bluetooth interface¹



Gain wireless freedom from your desk while never missing a call with the Bluetooth handset. The optional built-in hub adapter² also allows for pairing of peripheral equipment such as mobile phones and headsets to the telephone handset.

Easy to use intuitive interface



Little or no staff training is required thanks to the DT series intuitive icons and easy to use interface.

Customisable design and function keys



Tailor your handset to your business requirements. Choose from a range of add-on key modules, LCD's, keypads and programmable line keys for immediate line and feature access or speed dialling.

¹ Bluetooth interface not available on all terminals/systems.
² Hub adapter cannot coexist with the Bluetooth handset.



Advanced business phones – easy to access features

One touch keys
Access to system features including:

- Extension dialling
- Lines/call park
- Voicemail box
- Call recording

Intuitive menu

- Backlit¹
- Time and date
- Extension name & number
- Incoming call info (name and number)

Security lock key¹

Message indicator light

- Digital – 3 colours
- IP – 7 colours

XML open interface³

- Capable of integration into standard and customised applications

Soft keys
Access to system features including

- Voicemail
- Message waiting
- Callback
- Conference

Interchangeable function modules
24 button and dual screen LCD

Customisable side/face panels

Menu key

- Call history – redial/missed calls
- Directory
- Settings: ring volume, backlight, headset

Add on 8 line key or 60 DSS modules

Choice of keypads

Navigation key

One touch directory

Handset

- Interchangeable to Bluetooth²
- Built in headset port

Analogue handset adaptor

Full duplex speaker phone

Bluetooth handset

The Bluetooth cordless handset provides short distance mobility. Users can step away from their desks confident that no important calls will be missed. This feature keeps businesses running smoothly and enhances customer service.

- Available on the DT330 on SV8100 and SV8300 systems only
- 50 metre range
- 8 programmable keys on the handset
- Backlit keypad and display
- Same user interface as the display phone
- Navigation wheel
- Call history



DT330 with Bluetooth handset

¹ Backlit LCD and security lock key available on DT730, DT730 Dual LCD and DT750 models only

² Bluetooth handset available on the DT330 on SV8100 and SV8300 systems only

³ XML open interface available on IP models only

DT series digital and IP handsets

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

- 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 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
- Add on modules — 8 line key or 60 DSS console
- Message waiting indicator

DT730 Dual LCD IP Handset — features as DT330 Dual 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

Flexibility for your mobile workforce

In today's flexible and fast-moving business environment, employees are never in one place for very long. Office workers need to be able to roam freely throughout the building and still be in constant touch with colleagues and customers.

NEC's wireless handsets extend the reach of your business voice network, enabling staff to be mobile and offer employees a more flexible way of working. NEC offers a range of mobility solutions, including IP DECT and Voice over WLAN. This offers you the choice of technology that suits your specific requirements best.

NEC wireless handsets offer a more flexible way of working. By providing the same main system features as a desktop phone, employees can be contacted quicker, wherever they are. This increases responsiveness and in turn customer service.

Why choose NEC wireless handsets?

Reduced costs



Reduce your monthly mobile phone costs by offering a flexible, easy to use wireless voice solution in the office environment that delivers the richest possible functionality, while utilising your existing infrastructure.

Simple/centralised management



Software configuration tools provide a simple and centralised means of setup and management, offering the ability to rapidly deploy and/or change handsets while reducing the total cost of ownership.

Simple, easy to use handsets



Have access to the same features users expect from a desktop phone in an appealing and easy to use wireless handset. Intuitive icons and simple menu driven navigation means there is no need for extensive training.

Crystal clear voice quality



Retain the service level your company is accustomed to, with excellent mobile voice communication providing perfect voice quality.

UNIVERGE WLAN

- Seamless integration with NEC's UNIVERGE SV8100/SV8300 series platforms
- 802.11b/g compatible
- Integrated speakerphone
- Increase efficiency with multiline operation
- Roam seamlessly in multiple business locations and have instant service



MH240

UNIVERGE IP DECT

- Proven and mature DECT technology - reliable and secure
- Powerful text messaging and alarms enable quicker responses
- Seamless handover between cells ensures conversations continue when on the move
- Easy to deploy and scale for a single office environment, multi-site or large campus environment
- Long battery life



I755



G355



G955



M155

Feature-rich applications

NEC offers a wide array of applications to enable you to manage and enhance the functionality of your communications infrastructure and improve 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 and easy to manage solution.



Desktop Client

Handset and mobile applications

DTPlusWare XML phone applications developed by NEC deliver enhanced handset features and connect with the mobile worker through Smart Phone integration. 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.

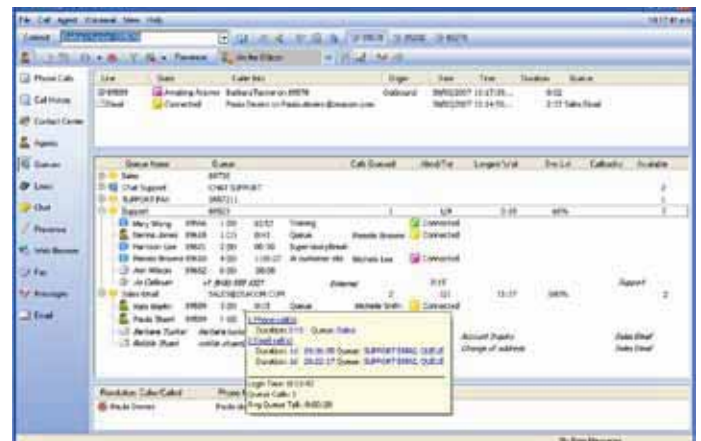


XML Handset and Mobile Applications

Contact centres

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

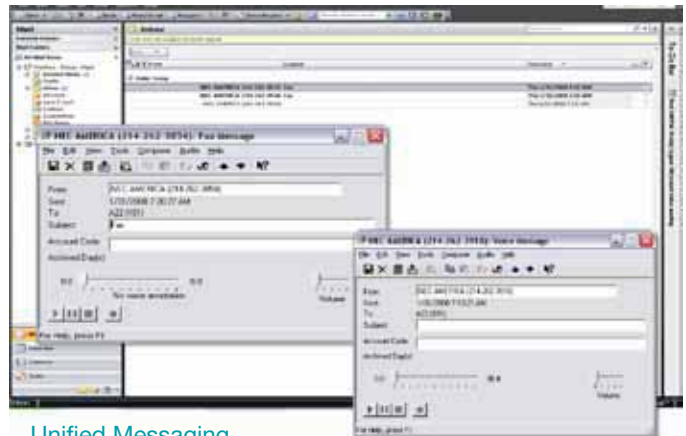


Integrated Customer Contact

Messaging solutions

NEC messaging solutions enable users to easily keep track of all their messages. NEC's Voicemail solutions provide advanced call processing capabilities, automated attendant and one-touch access to voicemail features, ensuring all callers get to the information that they need without prohibitive hold times or dropped calls.

With feature-rich Unified Messaging, all voice, fax and e-mail messages are directed into one inbox. This allows employees to easily prioritise their messages and streamline their workloads.



Unified Messaging

Mobility applications

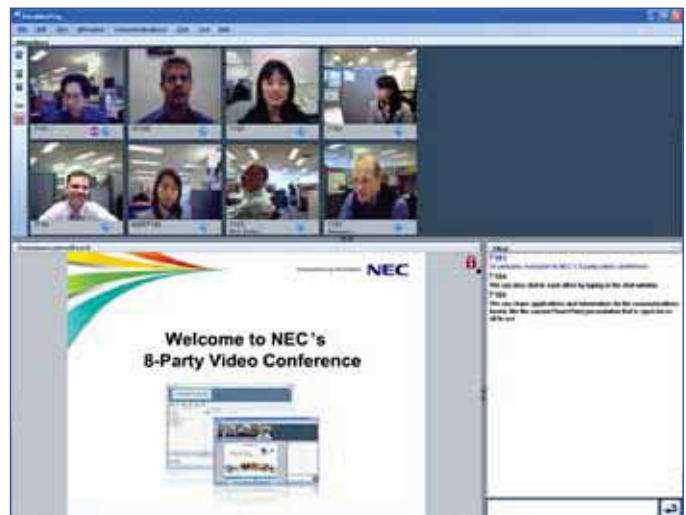
NEC's mobility applications integrate with your communications server, allowing your mobile to act as an extension of your desk phone. These applications are designed to increase productivity for users, allowing them to be connected via a single number without expensive call forwarding costs.



Mobility Applications

Collaboration tools

NEC collaboration tools provide a rich communications experience, using voice, video and information sharing in real-time. These solutions allow you to collaborate wherever you are working - on the road, at a wireless hotspot or travelling the world. Whether you're using your PC, a video conferencing phone or an immersive video conferencing room, NEC can provide a collaboration solution for that device.



Multi Party Video Conferencing

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.

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.



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, email contactus@nec.com.au or call **131 632**

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Unified Business Communications | v. 23.02.2011

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