

# UNIVERGE® SV9300

COMMUNICATIONS SOLUTION



Smart Communications for small and medium businesses

[au.nec.com](http://au.nec.com)



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# Choose the **UNIVERGE SV9300**

## Communications technology is rapidly changing

Competitive businesses come in all sizes and successful businesses always have one thing in common: great teamwork. In the age of increasingly disparate working locations and job complexity, communications play a crucial part in every organisation's success.

The UNIVERGE SV9300 Communications Server is a robust, feature-rich, Unified Communications solution that is ideal for small and medium-sized businesses. With its fully integrated Unified Communications capabilities

the SV9300 will empower your users, allowing them to communicate in new and exciting ways. A complete solution with video and audio conferencing, messaging, directory, presence, contact centre, soft phones and mobile clients.

NEC's UNIVERGE® SV9300 is the unified communications solution of choice for SMBs that don't want to be left behind.

NEC has built smart SMB solutions that leverage technologies to optimise business practices, drive workforce engagement, and create a competitive advantage.



1,000+  
UC users



30+  
operators



50  
sites



1,500+  
phones



500+  
lines

## At a glance

- > A Future-proof unified communications solution for the multi-gen workforce
- > A modern UC client with directory, presence, IM and call control
- > An intuitive mobile UC client for your smartphone
- > Seamlessly mix VoIP and traditional phone services
- > Native support for video
- > A complete range of unified messaging solutions
- > Comprehensive contact centre suites
- > Easy to understand licensing
- > Wide range of handsets including support for 3<sup>rd</sup> party devices
- > Lower carriage costs with SIP trunks and Skype connect
- > A rack mountable chassis architecture
- > Blade architecture allows for mix and match traditional and IP services
- > Dual CPU, battery backup and automatic call re-routing to provide the reliability you need
- > The capability to mesh up to 50 systems into a single communication platform
- > Easy to use web based management



### Business Agility

Adaptive IT and empowered mobile workforces that are more responsive to business.



### Cloud Delivery

Flexible deployment models that enable business growth and increased efficiencies.



### Collaborative Communities

Powerful tools that provide a rich user experience for collaboration across organisations.



### Assured Services

High availability, secure and scalable infrastructure designed for business continuity.

## Grow your business with **Smart Communications**

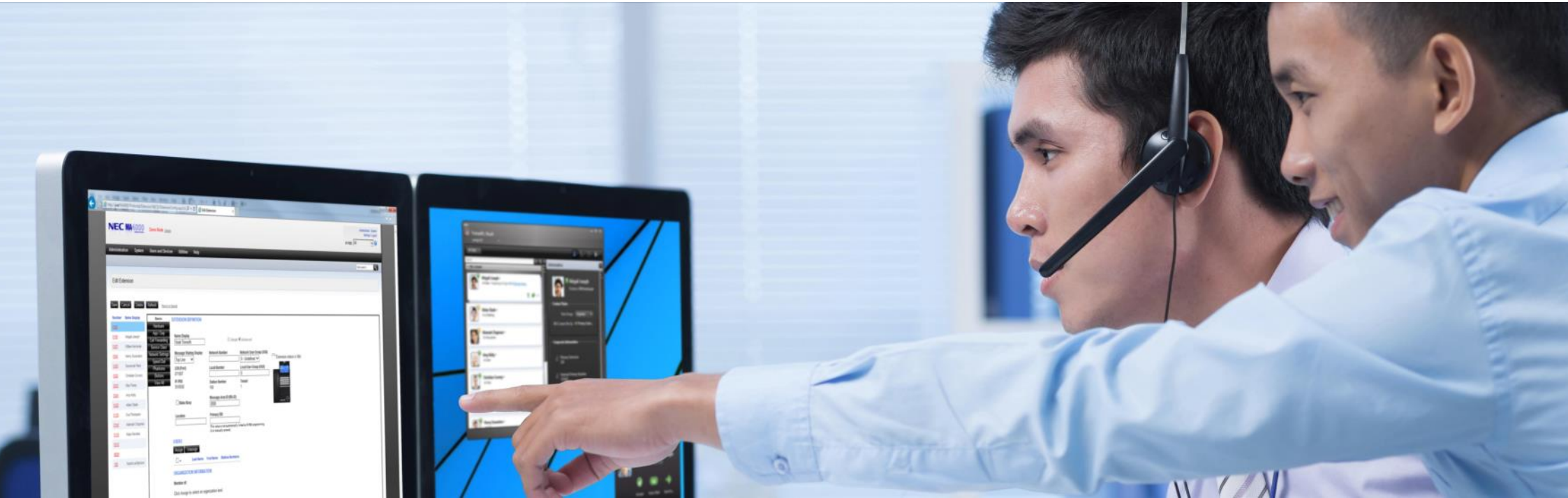
With more than 115 years of excellence in Information and Communications Technologies, NEC understands the challenges faced by businesses today. We have tailored our communications solutions to give you the **business agility** to meet these challenges, make decisions, and deliver your products and services efficiently. Your employees can work when and where the need to without compromise and you can be assured that as your business changes your technology will adapt and grow with you.

Your technology grows with you allowing you to deploy when and how you like. The technology can be **cloud delivered** through your own or hosted data centres. Allowing you to add new branches, relocate staff or work from home. Your technology is built to adapt.

Staff don't just want to talk, they want to collaborate. A Unified Communications solution allows your staff to join **collaborative communities** where they can work together on projects, sharing thoughts and ideas, in real time - regardless of location.

Your staff will rely on these Unified Communications to be available at all times. With NEC you can rest **assured** that our solutions are built to be highly available, secure and reliable.

These pillars are part of a rapidly evolving technology foundation through which NEC is creating new ways for businesses to grow.



## Make **Smart IT Investments**

**Loss of communications means downtime for your business, customers, and loss of revenue.**

You can't afford to be off the air - not even for a minute. That's why NEC's SV9300 platform is based on a fault tolerant architecture. It's also simple to manage with the Unified Communications for Enterprise (UCE) manager, you just need a web browser.

### **Maintain IT more efficiently**

The SV9300 integrates with existing IT technology. It can synchronise with your LDAP or AD corporate directory and automatically provision new users. It can even alert you of problems automatically by integrating into your existing Network Management System (NMS).

### **Invest in your business's future**

Intelligent decision making starts with qualified information. The SV9300 comes with a simplified user-licensing structure and future-proof technology that meets the demands of your multi-generational employees. The SV9300 easily integrates with your existing NEC technology and is also capable of supporting future technologies.

NEC has a rich history providing communications technology solutions. We are recognised as having the highest level of customer satisfaction among Unified Communications vendors and industry experts have acknowledged our platforms as having some of the lowest total costs of ownership on the market.

# A platform that grows with your business



19" Rack mount expansion chassis (2RU)

Blade architecture

19" Rack mount CPU (1RU)

Chain multiple chassis together

Optional (2RU) Dual CPU chassis



### Blade architecture

Mix and match the right blades to deliver the perfect communications platform for your business.

- > Analogue phones
- > Digital phones
- > Carrier interfaces



### Scales with you

One SV9300 delivers over 1,000 IP extensions.

Add a 2RU blade chassis for up to 108 traditional services.

### Need more?

Chain multiple 2RU chassis (up to 3) in a stack. You now have a system capable of over 300 traditional services.

### Still need more?

Link multiple stacks on the same site or spread geographically for over 1,500 traditional services.

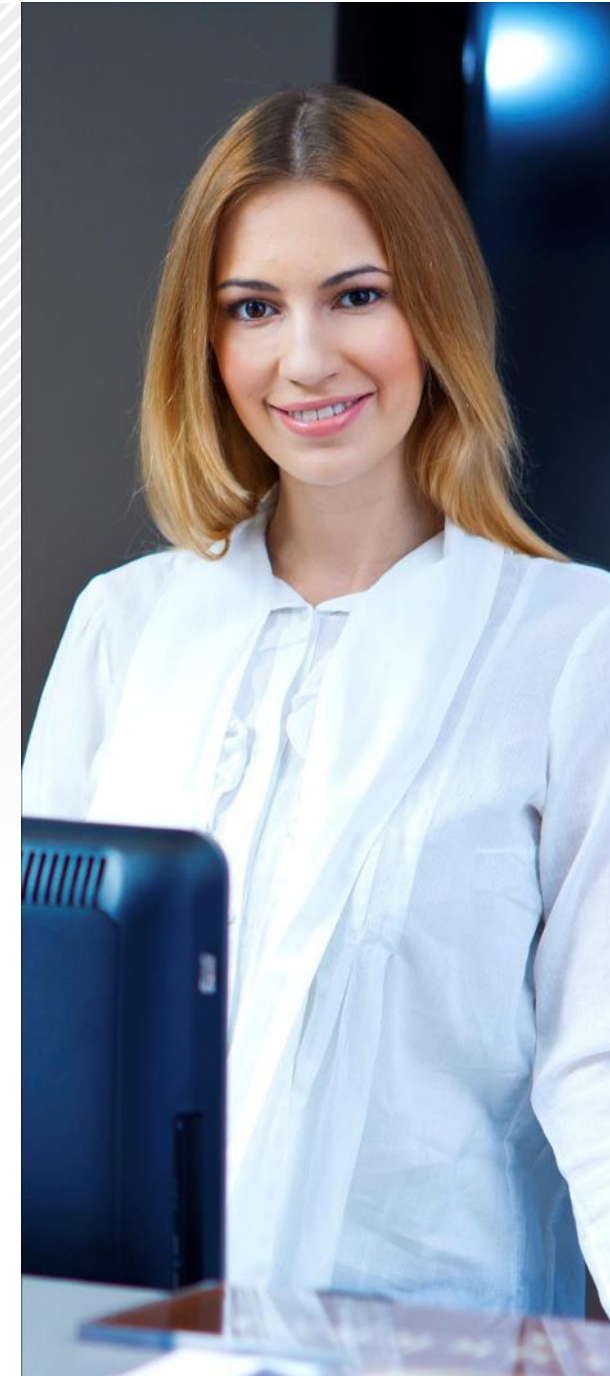


### Easy to manage

The UCE manager is an intuitive, easy to use, web-based management tool for managing phones, unified messaging and all of your unified communications clients.

Integrated to your corporate directory phones can be provisioned and kept up to date automatically.

Phones can detect the SV9300 settings, so you simply plug in a new phone and log-in - no need to configure each and every phone.





Softphone with 8 party video and document sharing

A feature rich UC client that can control any phone

Directory, IM & presence on your smart device

Use your smart device as an extension



# Unified Communications for Enterprise

## The **smart way** to communicate



### UCE Desktop

With UCE Desktop you get access to an always up-to-date searchable directory, real-time presence information, instant messaging, communication history, visual voicemail\*<sup>1</sup> and the ability to control conferences.

You decide which phones you want to control and which phones you want to ring based on your status.

You can IM and see the presence of people outside your organisation even if they are using another UC solution.\*<sup>2</sup>



### UCE Mobile

Being mobile should not mean you are isolated from your colleagues. UCE Mobile allows you to see your colleagues at a glance complete with their presence status.

Getting in contact is as simple as a tap to instant message, email or call. You can control any phone, or use your smart device as a Wi-Fi extension or a mobile extension over mobile data.



### UCE Desk phone

When people call you, you will see the picture of the person calling and their contact details directly on your desk phone. Caller details and photos are retrieved from your personal and corporate directories ensuring they are always up-to-date.

Waiting for your PC to start up? You can even search your corporate / personal directories or see your missed communications history all from your desk phone.



### UCE Manager

Managing a complete communications network can be overwhelming, but UCE Manager makes it easy.

From a web browser your staff can manage their day to day maintenance with a simple to understand web interface.

UCE manager can monitor your corporate directory and when a change is detected, automatically update your communications platforms - no re-entry, no errors.



### UCE Emergency

Unfortunately sometimes emergencies happen. If an employee on your site dialled 000 - would you know?

With Unified Communications for Enterprise you can have designated staff alerted when someone dials 000. The alert provides important information such as the name of the person making the call and where they are located.

Your emergency response staff can then either silently monitor or conference in on the call to better understand the emergency.

\*<sup>1</sup> Visual voicemail requires the UM8700 Unified Messaging solution.

\*<sup>2</sup> Federated IM and presence requires the external UC solution to support XMPP.

# Unified Communications for Enterprise

## Smart business benefits

### Integrated directory

You can lookup contacts from your corporate directory, your Outlook contacts or even personal entries complete with associated profile pictures – you will always have the numbers you need no matter where you go.

### Real-time presence

Knowing someone's details is great but knowing if they are available to communicate with is game changing. From your PC, your phone or even the web, you can instantly see if the person is available to communicate by looking at the simple colour coded icons - making communication fast and simple.

### Click to call

Never type a number to call again, look up the person you want to call and simply click to initiate the call. Or highlight the number on your PC from a web page, Office application or a text entry field and press a shortcut key to dial the number.

### Send instant messages

Send messages to a single person or to a group and chat in real time. Allowing users to get the information they need without being as intrusive as a phone call or a face to face meeting.

### Control any phone

With UCE you can work anywhere, and control any phone. If you are working in a temporary office or at home, type in your new number into your UCE client and have calls to your desk automatically routed to the new phone. Click to call from the application and the system will initiate the call from the new phone – all calls are charged back to your company's phone system, and the person called only sees your business number.

### Intelligent calling

You control how you want to be contacted, based on the number of the person who is calling and your presence. When you are at your desk calls ring on your desk phone. When away you can have calls ring your cordless, mobile and desk phones. If your boss calls and you are in a meeting (based on your outlook calendar) automatically send the call to your mobile and all other calls go straight to voicemail. You only ever need to tell people your desk phone number and you are always contactable.

### Communicate with anyone

By using open standards it is possible to integrate your IM and presence with others outside your organisation, so you can see if your business partner or customer is available to communicate. From there you can simply click to call or send instant messages.

# Unified messaging

## Smart call management

Your customers expect to be able to get in touch with you easily. They don't want long wait times and they will demand smart contact capabilities. To be responsive to these needs, your employees must have tools at their disposal that help eliminate long call holds, incorrect call routing, and lost messages.

### Maximise Customer Satisfaction

NEC's Unified Messaging (UM) solution is the answer for small and medium businesses wishing to maximise customer satisfaction. As customers call your business, an instruction menu announcement will play providing them with a choice of dialling options. From there, they can simply direct themselves without an operator ever putting them on hold.

### Automate Your Communications

The SV9300 UM system automates your communications by providing your business with one voicemail system complete with integrated voice messaging capabilities and automated attendant features. Our UM solution increases user productivity by providing them with enhanced call control and an easy-to-use management interface.

With the additional productivity features that UM provides, your users will be able to save, delete, or keep as new any voice message that has been forwarded to your email system, letting you empower your team to simplify message management and streamline business communications on their own-right from their desktop.



## Simplify **your customer interactions**

NEC understands the important role communications play in building and maintaining your business relationships. How effectively you communicate with customers, resellers, key suppliers and business partners can be the difference between business won and business lost.

NEC's Unified Communications for Business (UCB) is a streamlined, easy to use contact centre solution that can be tailored to meet the needs of almost any size business.

Calls are delivered to agents based on intelligent, flexible skills-based routing.

Callers are always informed with queue progress announcements. They can even hang-up and receive a call back when they reach the top of the queue.

Interactive Voice Response (IVR) can lookup data from databases to allow callers to find what they want without agent intervention.

Calls, emails, web chats, faxes and even social media alerts can be queued and delivered to agents ensuring no matter how a customer contacts you they are always answered.

# Only pay for what your need



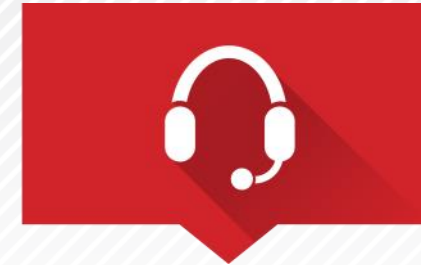
## Basic

Sometimes you just need a phone.



## Unified Communications

Sometimes you need a full featured powerful UC solution - at the desk and on your mobile.



## Unified Communications Plus

Other times you need a complete UC solution with softphone and the ability to use multiple phones.

## Simplify your purchase

Confusion and agitation are a thing of the past with the SV9300's simplified user license structure.

Just pick and choose which features your employees require (Basic, UC or UC plus).

It really is that simple.

Option	Basic	UC	UC plus
<b>Desk phones</b> The right to use a desk phone (VoIP, remote or standard SIP)	1	1	2
<b>Central Management</b> Users can manage their phone from a web page	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>UCE Desktop</b> A complete UC client for your computer		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>UC Mobility</b> Access your UC features on your mobile.		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Mobile softphone</b> Use your smart devices as a softphone / mobile extension.			<input checked="" type="checkbox"/>
<b>Softphone</b> Use your computer as a phone with 8 party video and app sharing.			<input checked="" type="checkbox"/>

# A phone for every occasion

## Full colour or greyscale

Time | Date | Extension name & number | Caller ID  
Extensible with XML for application integration

## Message waiting indicator lamp

Viewable from the front and back of the phone  
7 Colours (IP) | 3 Colours (Digital)

## Wideband handset

## Phone colour options

Piano black  
White porcelain (selected models)

## Soft keys

Keys dynamically change based on phone status

## Semi-transparent illuminated line keys

Quick access to system features, including:  
One touch dialling | Lines | Call park  
Voicemail | Call forwarding | Application access

## Speaker phone

Support for full duplex hands-free

## Feature keys

Recall | Feature | Answer | Microphone

## Adjustable stand

5 adjustable angles or wall mount

## Menu key

Call history | Directory | Settings

## Backlit keypad

## Navigation cursor

## Hold | Transfer | Speaker buttons

## Microphone



# IP and traditional telephones



2 Button



6 Button



24 Button



Dual Screen



Colour

## It's all about choice

When it comes to desk phones there is no "one size fits all". With NEC you can choose the phone that best meets your business demands. From 2 - 144 buttons and from no display, through multiple greyscale screens to a full colour touch display you are sure to find the perfect phone.

## Work where work takes you

Login to any IP enabled phone with your credentials and automatically have your profile follow you - enabling staff to work effectively in meeting rooms and remote offices or even remotely when using a softphone.

## Directory access

Users can quickly access corporate and personal directories to easily reach the people they need. When a contact calls, their name is displayed instead of their phone number.

## More than just a phone

Unified messaging, contact centre and click to call are just a few of the advanced applications that can be accessed from your NEC desk phone.



**Available in black** | **Available in white**

Select models only

# Do even more with these powerful add-on modules

## Need access to every feature with a single button press?

Sometimes 24 buttons are just not enough - NEC has both an 8 and 60 button add-on module to ensure the features you need are simply a button press away.



## Answer calls with your wireless headset

NEC's handsets support Electronic Hook Switch, allowing you to be notified of incoming calls via your wireless headset. Simply press the button on the headset to answer / release the call. Great for office areas where staff are required to work short distances from their desk and still be contactable.

## Use your phone wirelessly

Sometimes it isn't possible to run physical LAN cables to locations where you may want to put a phone, like in reception areas or older buildings where adding new cabling can be impractical. With the NEC Wi-Fi adapter your phone simply needs power and your voice is transmitted via Wi-Fi - a simple and cost effective solution.

## Pair with your mobile

With NEC's Bluetooth module you can pair your mobile phone to your desk phone. When your mobile phone rings, so too will your desk phone. You can then answer the call using your desk phones handpiece rather than having to take your mobile out of your bag, purse or pocket.

Note: Add-on modules are only available on select handset models.  
Not all modules are immediately available for sale



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