

# **SV9100 & Terminals Launch**

**September 2014**



# Agenda

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## SV9100 System

- Hardware
- Capacity and Licences
- Migration
- Features
- PC Pro

## Endpoints

- Desk Terminals
- Mobility

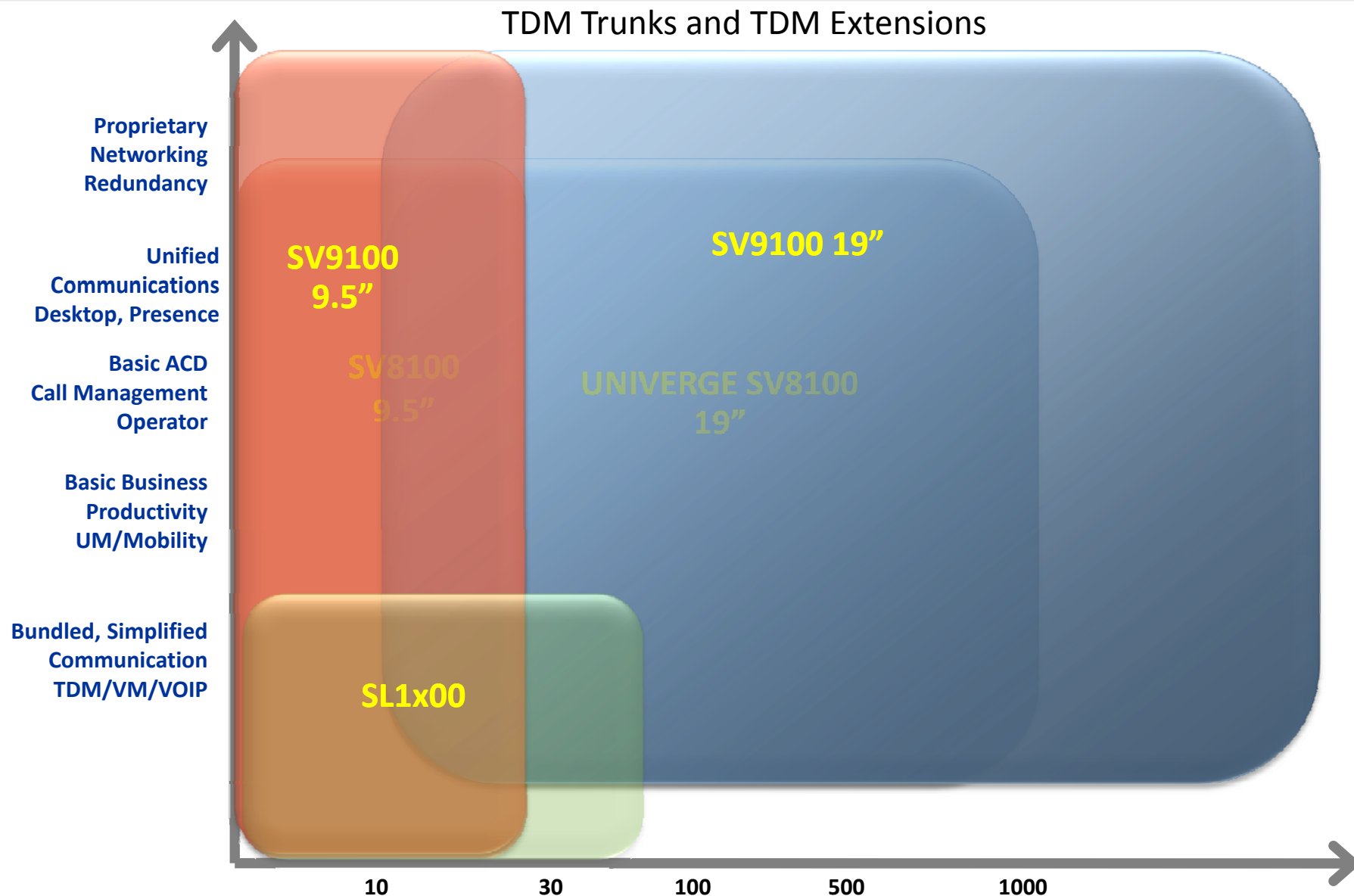
## Applications

- Positioning
- MyCalls
- BusinessConnecT : BCT

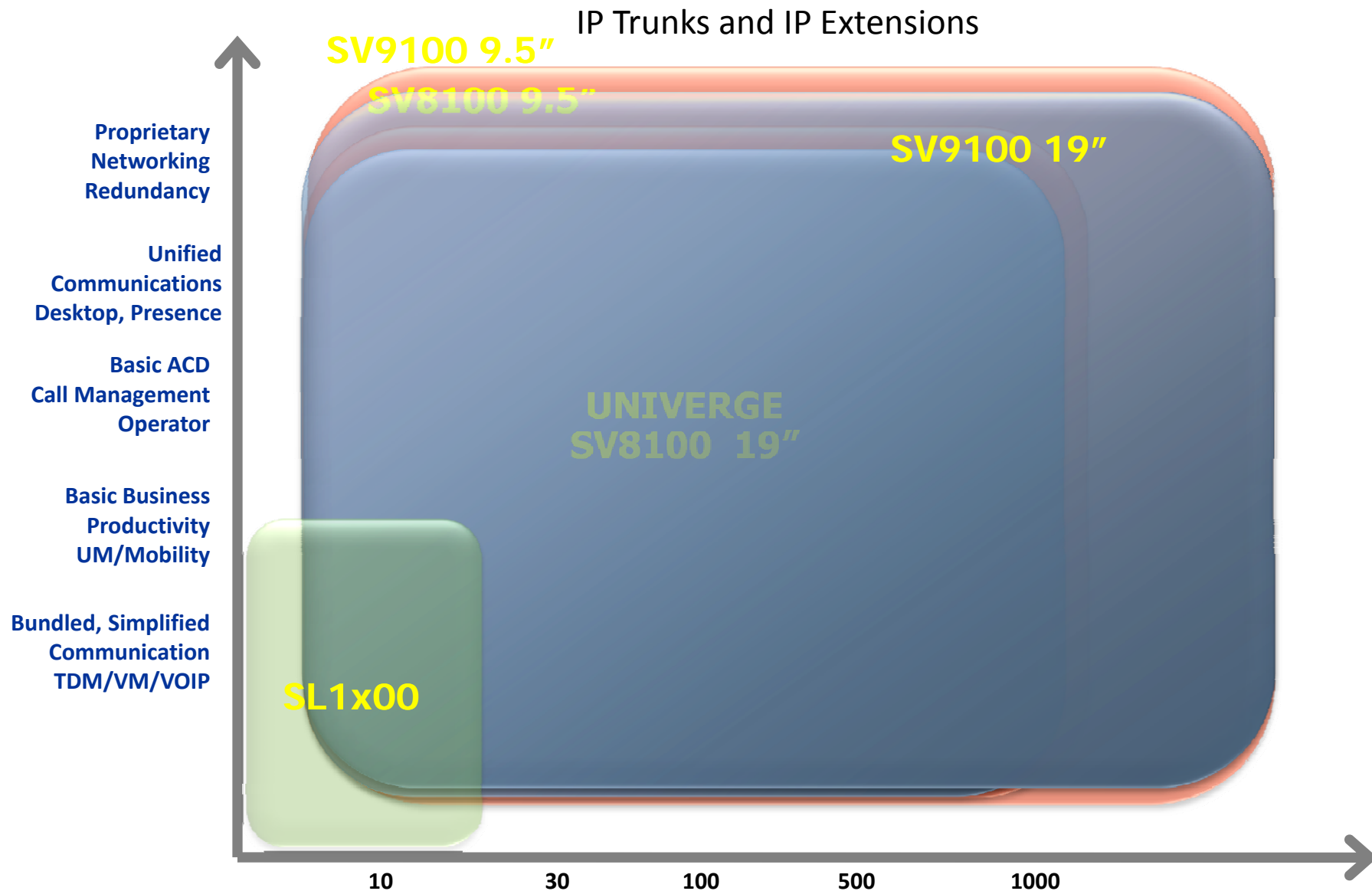
## Pricing and Release schedule



# SV9100: Building on Success of SV8100



# SV9100: Building on Success of SV8100





# SV9100: Building on Success

**We have listened...**

- ✓ **System capacity increase**
- ✓ **Increased call handling capability (BHCA)**
- ✓ **Multiple SIP Carrier support / Simplified SIP carrier support**
- ✓ **Improved Video media support**
- ✓ **Stronger IP capability / More IP resources**
- ✓ **Migration of existing customers supported**
- ✓ **Easier installation and maintenance**
- ✓ **Improved user interface**

Proprietary  
Networking  
Redundancy

Unified  
Communications  
Desktop, Presence

Basic ACD  
Call Management  
Operator

Basic Business  
Productivity  
UM/Mobility

Bundled,  
Simplified  
Communication  
TDM/VM/VOIP

10 30 100 500 1000

Empowered by Innovation



# SV9100 Hardware & Capacity

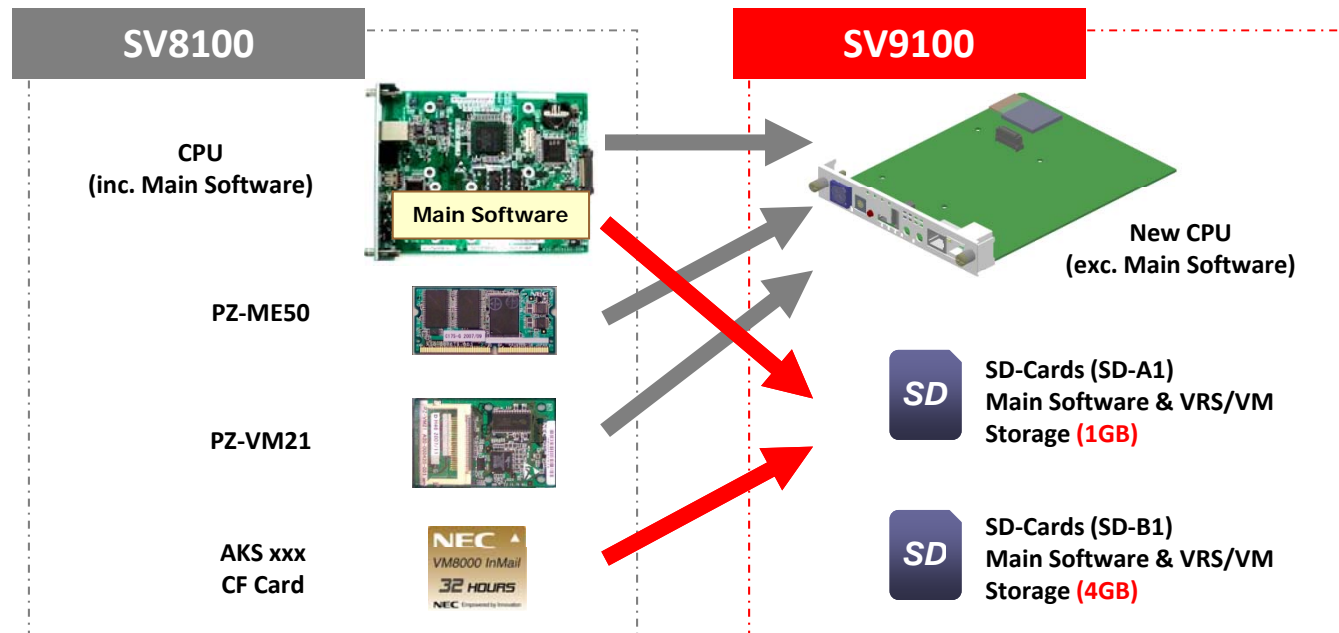


[www.nec-enterprise.com](http://www.nec-enterprise.com)

# SV9100: CPU

## New CPU

- Improve processor speed
- Increased memory capacity (PZ-ME50 is not required any more)
- Built-In VM interface and Modem (PZ-VM21 is not required any more)
- Use the SD-Card as storage media for Main Software and VRS/VM (InMail CF Card is not required any more - feature availability is controlled by licenses)
- 2 types of SD-Card (SD-A1: 1GB, approx 12H, SD-B1: 4GB, approx 115H)
- New VoIP Card (IPLE) can be mounted onto new CPU



# SV9100: CPU

## Comparison with the current model

	SV8100 (CD-CP00-xx)	SV9100 (GCD-CP10)
Device	MPC8248 266MHz	QorIQ P1015 533MHz
MIPS	505.4DMIPS	1332.5DMIPS
ECM/Global Data Bus	Non (System BUS) 0.5GB/s	RD1,RD2,WR 3 access parallel movement <b>14.2GB/s</b>
System BUS	66MHz 64bits 0.5GB/s	<b>266MHz 128bits 5.7GB/s</b>
Cache Memory	16K I/D	L1:32K I/D L2:256K
Main Memory	SDRAM 66MHz 32bits Data Rate 0.26GB/s	DDR3 SDRAM 333MHz 32bits <b>Data Rate 2.7GB/s</b>



Front Panel

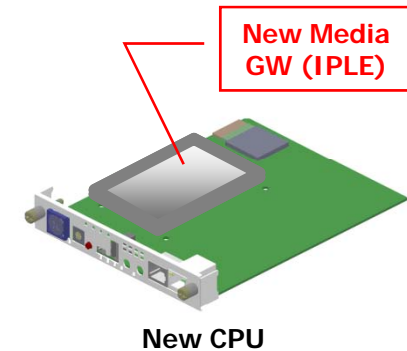


GCD-CP10

# SV9100: Media GW (VoIP)

## New designed Media GW Card

- Mounted on new CPU (same concept as current SV8100 VoIP Card)
- Only one type of card is released, and available number of channels is defined by licenses (Max: 256ch per card)
- Provides Video capability (Video Streaming Termination, Simple MCU)



## Current SV8100

Item Code	Item Name	Description
BE		
BE110791 BE110795	PZ-32IPLB	32ch VoIP GW Card
BE110792 BE110796	PZ-64IPLB	64ch VoIP GW Card
BE110793 BE110797	PZ-128IPLB	128ch VoIP GW Card



## SV9100

Item Code	Item Name (New)	Description
BE		
TBD	GPZ-IPLE	Media GW Card (Max 256ch) Initially include : -4 IP Trunk & 4 Std SIP Terminal

# SV9100: Media GW (VoIP)

## Comparison with the current model

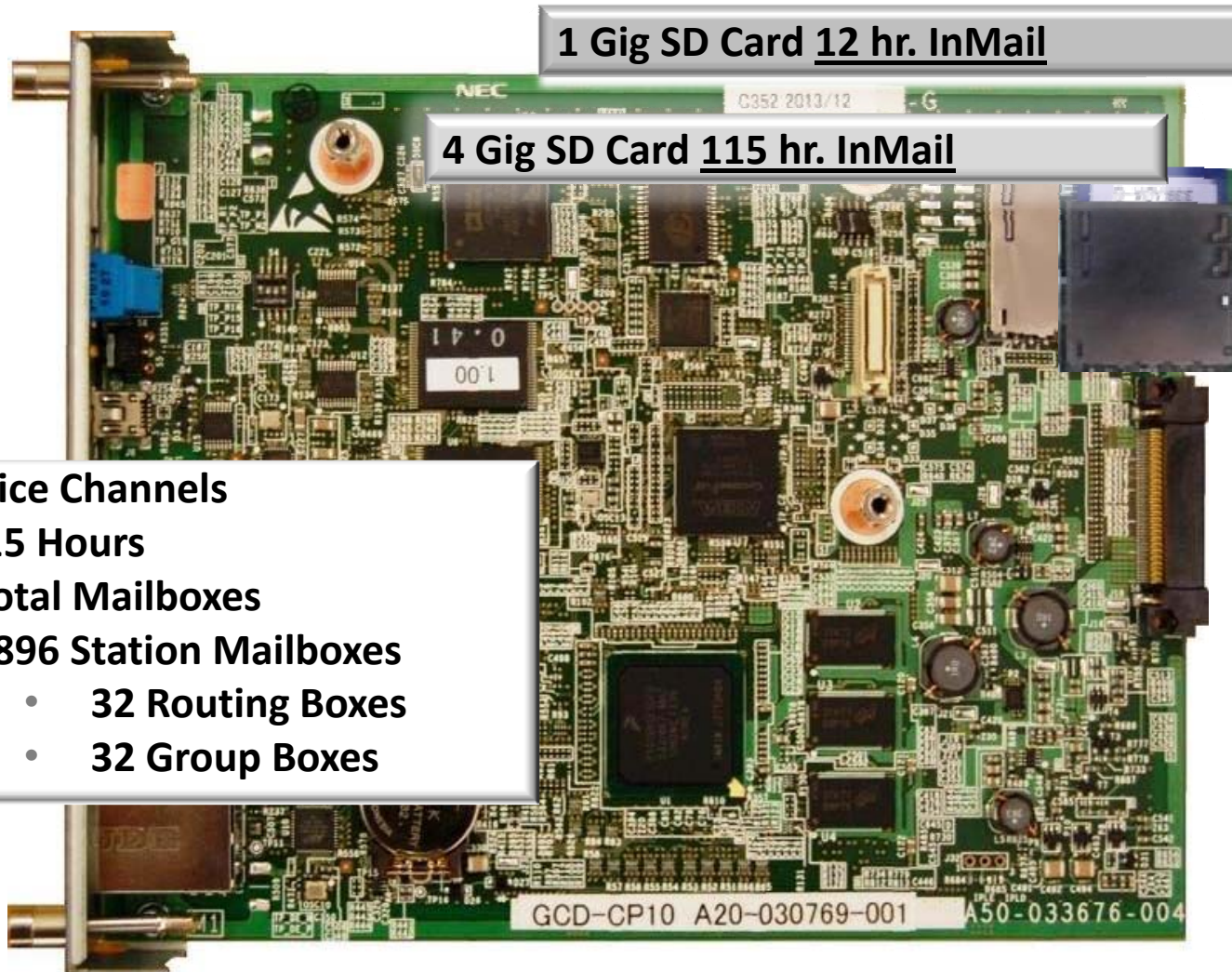
	SV8100 (PZ-xxIPLB)	SV9100 (GPZ-IPLE)
DSP	OCT1010	OCT2224M
Number of DSP core	6 each core operates at 1.2GHz	<b>24</b> each core operates at 1.0GHz
Memory & Data Rate	Mobile DDR SDRAM 166MHz 64bits 1.33MB/s	DDR3 SDRAM 900MHz 32bits 3.6GB/s
Storage area of program	Flash Memory (On board)	SD Card on CPU card (download)
Voice channels	128ch	<b>256ch</b>
Video support	Not supported	<b>Supported</b>





# SV9100: InMail

SV9100 CPU: InMail is embedded





# SV9100: Capacity License based Capacities

## System Capacity Increased

- Expandable to 1,296 total ports
- Easy to configure system capacity by adding *Licenses, Chassis & Blades*

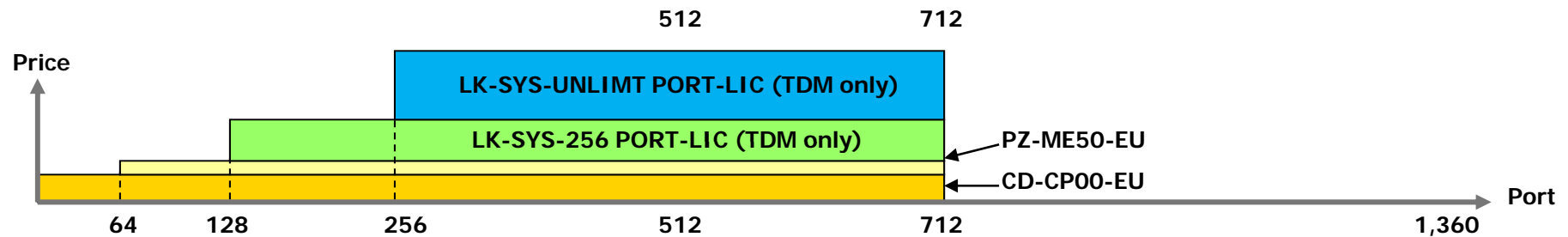


Items		SV8100	SV9100
Max Ports		712	1,360
Max Trunks (Total)		200	400
	Analog	200	400
	ISDN	200	400
	IP	200	400
	Max Extensions (Total)	512	896
	Digital	512	896
	Analog	512	896
	IP	512	896
	Virtual	256	512

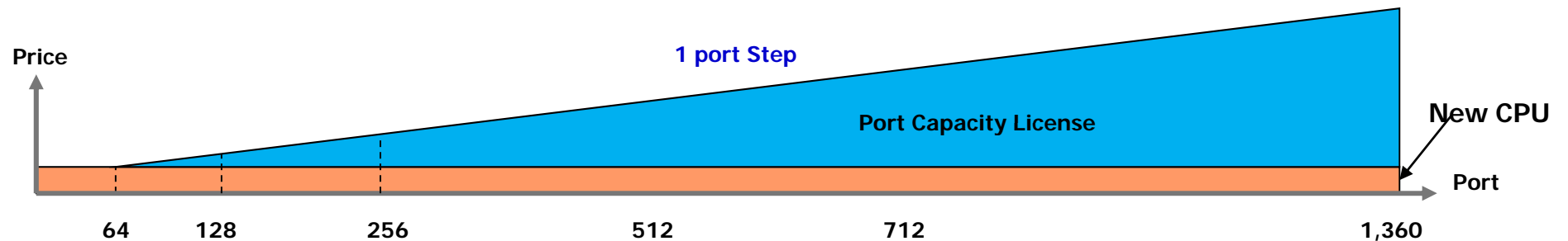
Items	SV8100	SV9100
InMail Hours	30	12/115
Remote Node (NetLink)	15	49
VoIP Channels	32/64/128	256
ARS Tables	800	2000
DDI Tables	2000	4000
Speed Dial	2000	10,000
Phone Book	30,000	110,000
Access Maps	200	400
MyCalls Desktop Lite	512	512
Conference	32x2 64	32x3 = 96

# SV9100: Capacity License based

## Current SV8100

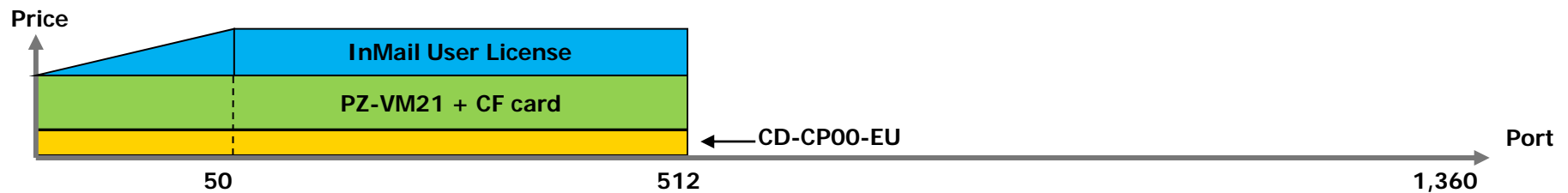


## SV9100

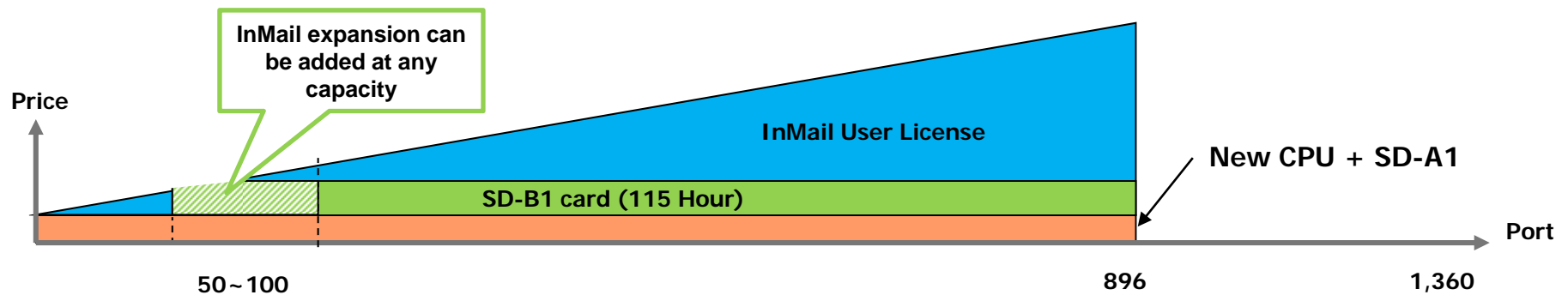


# SV9100: InMail License Changes

## Current SV8100

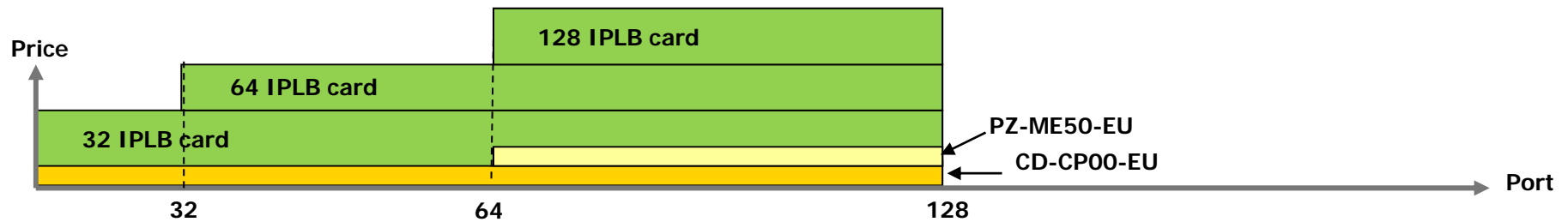


## SV9100

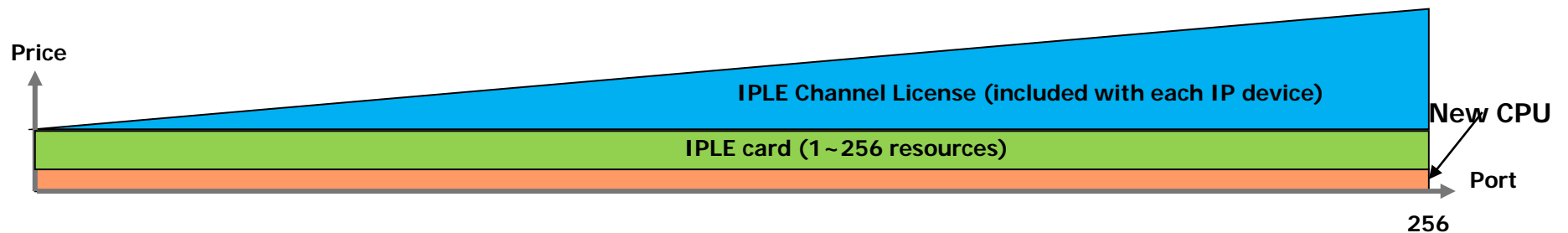


# SV9100: IPLE License Changes

## Current SV8100



## SV9100



# SV8100 to SV9100: Cards

## SV8100 parts which will be discontinued

- These parts can not be used (or migrated) to an SV9100 system

## SV8100 parts which will stop when the SV9100 is introduced

- Certain parts can be used (migrated) to an SV9100 system with the Hardware Migration License
- Note: The SV8100 cards are **Blue** and the SV9100 cards are **Black**

## New SV9100: parts : Chassis, system cards, trunk cards, station cards

- These cards can be used in the SV8100 with **no** license required

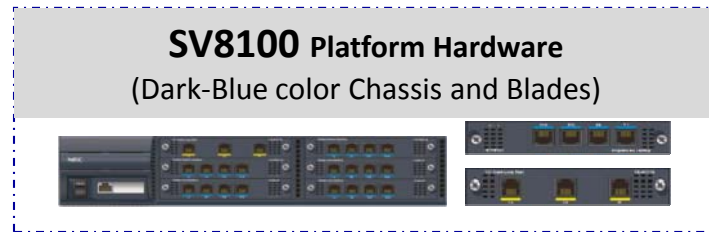
CD-PZVM21
ME50 (MEMDB)
CD-CP00-EU
PZ-32IPLB
PZ-64IPLB
PZ-128IPLB

EU000174	AKS-PVA PMS CF
BE113292	GCD-RGA
BE113293	AKS-RGA-CONF CF
BE113046	GCD-VM00
BE107683	AKS UM-2G EU
BE107684	AKS UM-8G EU
BE112988	CHS2UG-EU (19" chassis)
BE113170	GCD-LTA
BE113296	CHS2UG B-EU (9.5" chassis)
BE113218	GCD-CP10
BE113281	GPZ-IPLE
BE113286	SD-A1 EU
BE113287	SD-B1 EU
BE113149	CHSG Large Batt Box
BE113068	CHS2UG Front Cover
BE113150	CHS2UG B Front Cover
BE113148	CHS2UG B Small Batt Box

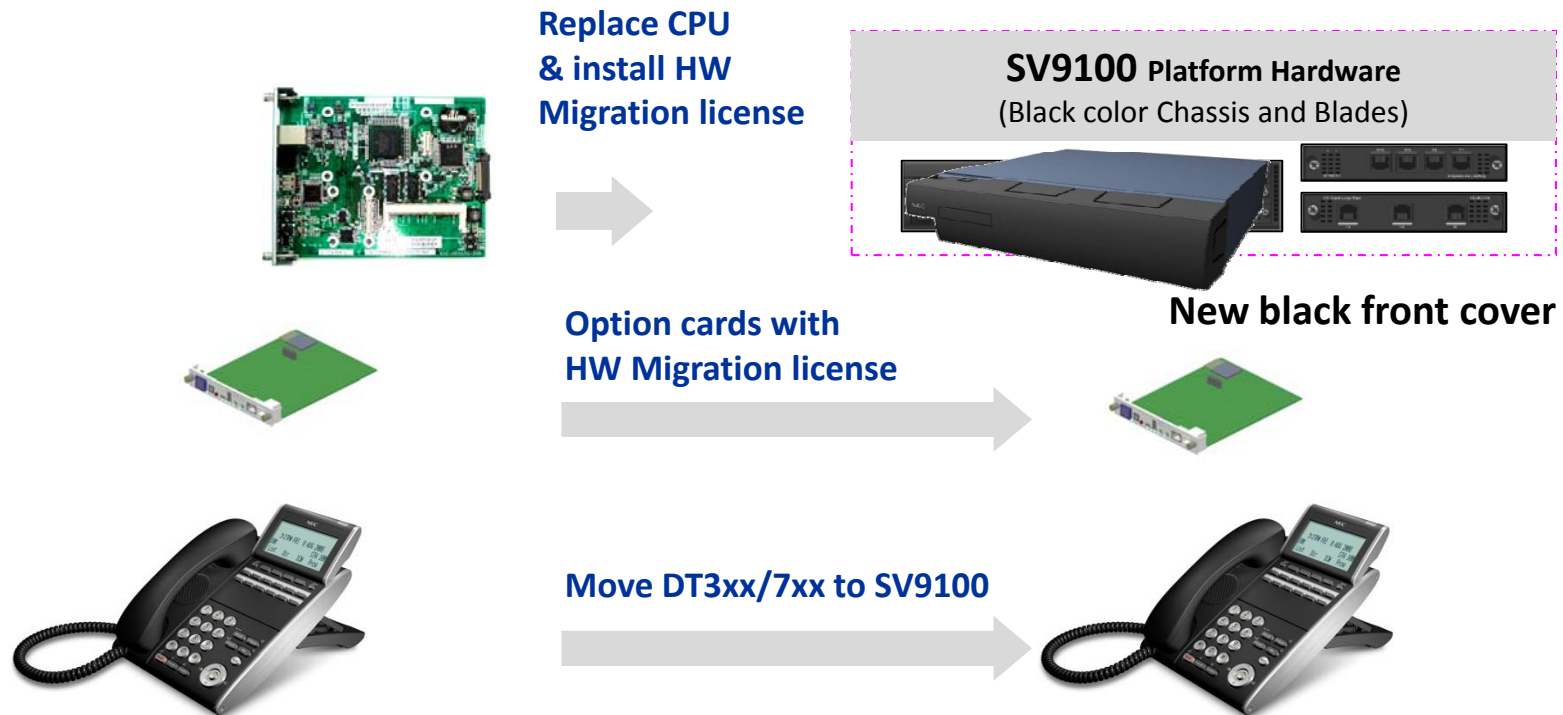
BE113016	GPZ-BS10
BE113017	GPZ-BS11
BE113018	GCD-8DLCA
BE113020	GCD-16DLCA
BE113021	GCD-4LCF
BE113022	GPZ-4LCF
BE113023	GCD-8LCF
BE113024	GPZ-8LCF
BE113025	GCD-4COTA
BE113026	GPZ-4COTE
BE113027	GCD-2BRIA
BE113028	GPZ-2BRIA
BE113029	GCD-PRTA
BE113030	GPZ-8DLCB
BE113031	GCD-4DIOPB
BE113032	GCD-4COTA
BE113033	GPZ-4COTE
BE113034	GCD-2BRIA
BE113035	GPZ-2BRIA
BE113036	GCD-PRTA
BE113037	GPZ-8DLCB
BE113038	GCD-4DIOPB
BE113039	GCD-4COTA
BE113040	GPZ-4COTE
BE113041	GCD-2BRIA
BE113042	GPZ-2BRIA
BE113043	GCD-PRTA
BE113044	GPZ-8DLCB
BE113045	GCD-4DIOPB
BE113046	GCD-4COTA
BE113047	GPZ-4COTE
BE113048	GCD-2BRIA
BE113049	GPZ-2BRIA
BE113050	GCD-PRTA
EU000174	AKS-PVA PMS CF

# Hardware Migration: SV8100 to SV9100

- **SV8100 migrates to SV9100**

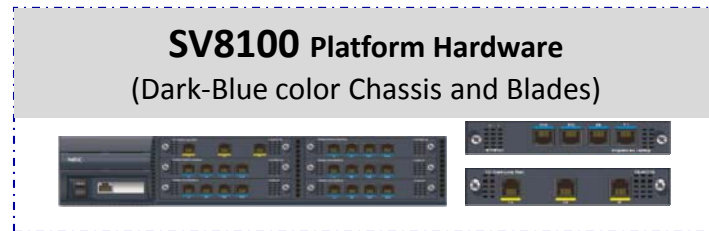


- Change CPU and install HW Migration license
- All SV8100 option cards work in the SV9100
- DT300/700 Terminals can be migrated



# Migration: SV8100 to SV9100 Applications

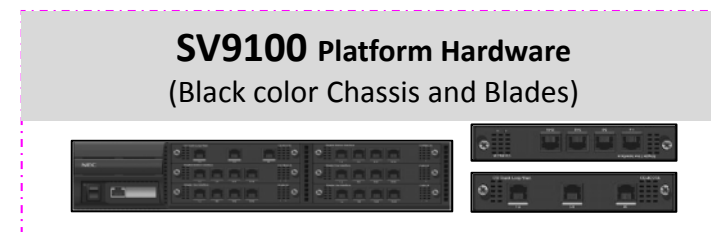
- SV8100 migrates to SV9100



- Change CPU and install HW Migration license
- MyCalls : Buy new Licences for the SV9100
- BCT : Simple move the PC to the SV9100



Replace CPU  
& install HW  
Migration license



MyCalls



Buy new Licences for  
SV9100 and receive a  
rebate for the SV8100



Business ConneCT



BCT Licences tied to the dongle



Business ConneCT





# Terminal Compatibility: SV8100 and SV9100

SV8100/SV8300/SV8500 Platform



SV9100 /SV9300/SV9500 Platform



DT3xx/7xx will work on the  
SV9100/SV9300/SV9500



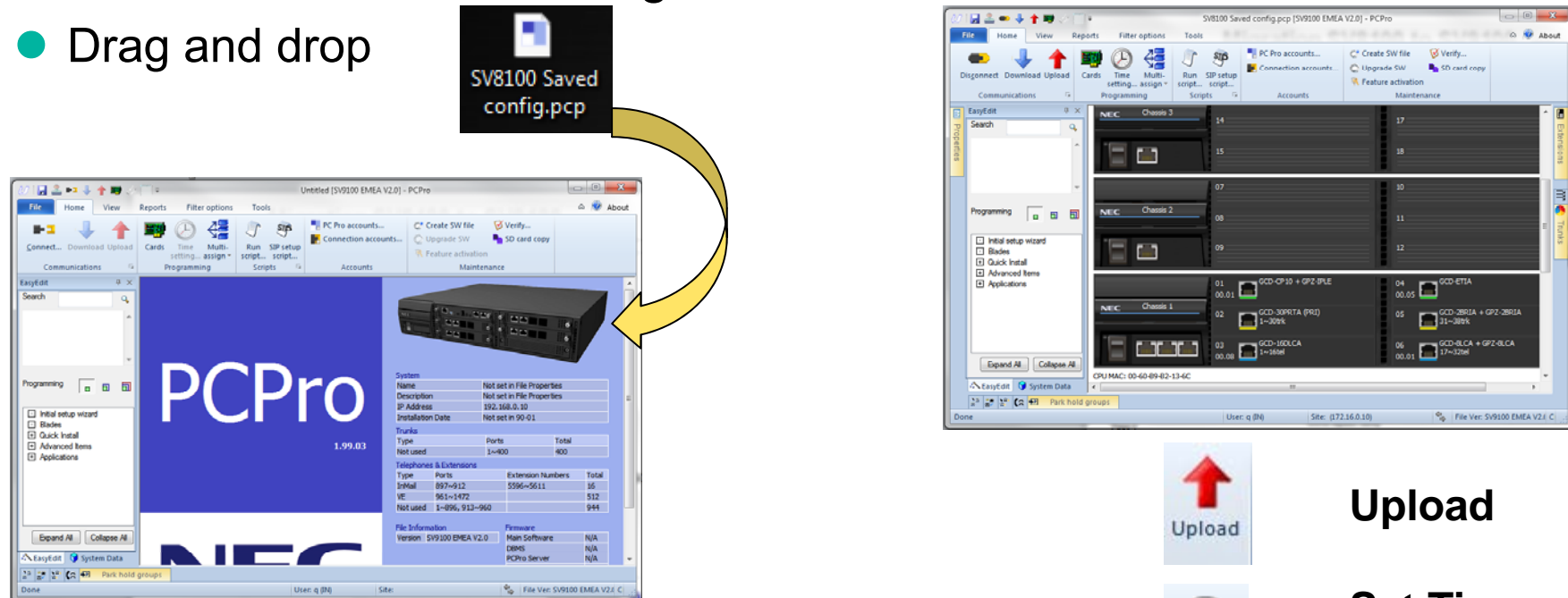
DT4xx/8xx will work on the  
SV8100/SV8300/SV8500



# Hardware Migration: PC Pro

From a saved SV8100 configuration file

- Drag and drop



Connect to SV9100

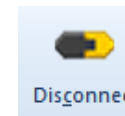
- Load required Licenses to complete Migration
- Re-record VRS and InMail Messages



**Upload**



**Set Time**

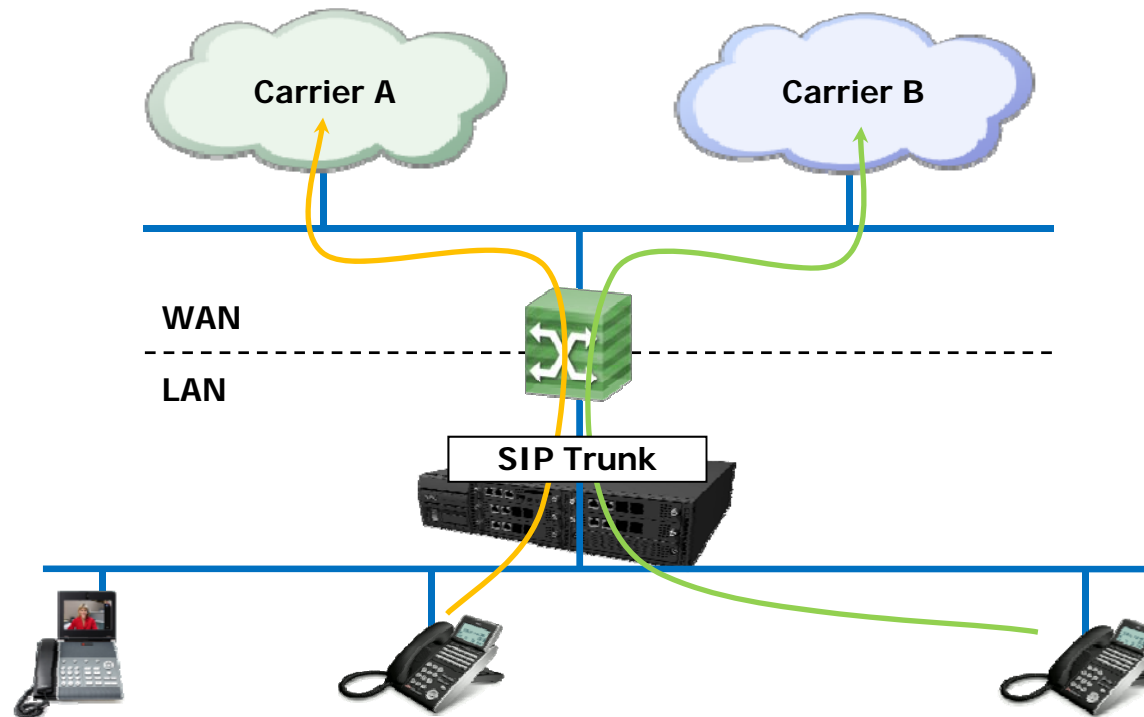


**Disconnect**

# SV9100 : New Features

## Multi SIP Profile Support

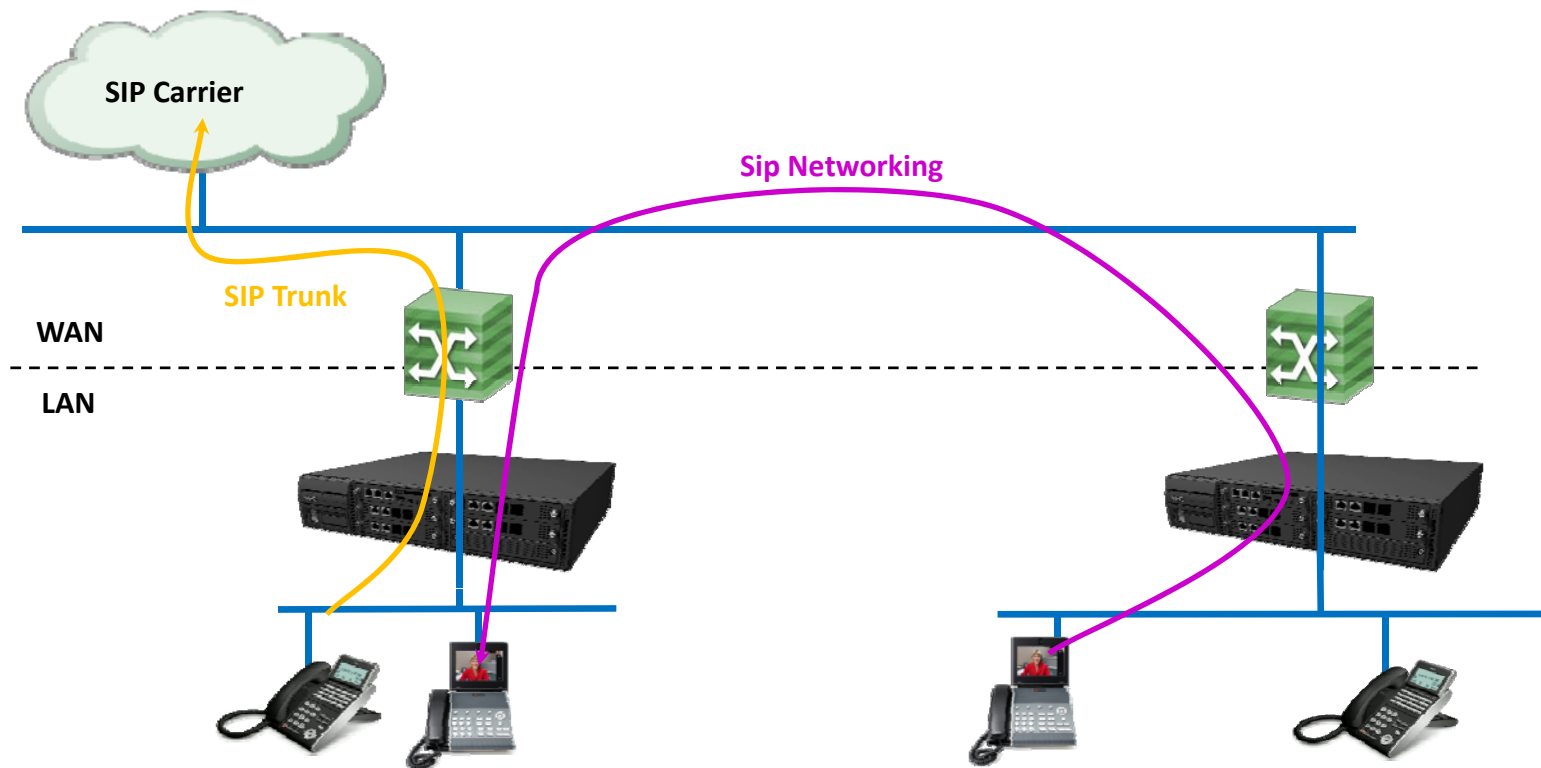
- Support for 2 SIP Carrier Profiles
- Number of SIP carriers will increase further after the SV9100 launch



# SV9100 : New Features

## Multi SIP Profile Support

- Support for 1 SIP Carrier and SIP trunk networking



# SV9100 : New Features

## Incoming Call Log

- Enable to check the all incoming calls Log on the system by pressing the function key.



Press the soft key to check the incoming call log on his terminal.

Press the “System Caller Log” key (Programmable Function Key) to check all incoming calls log on the system.

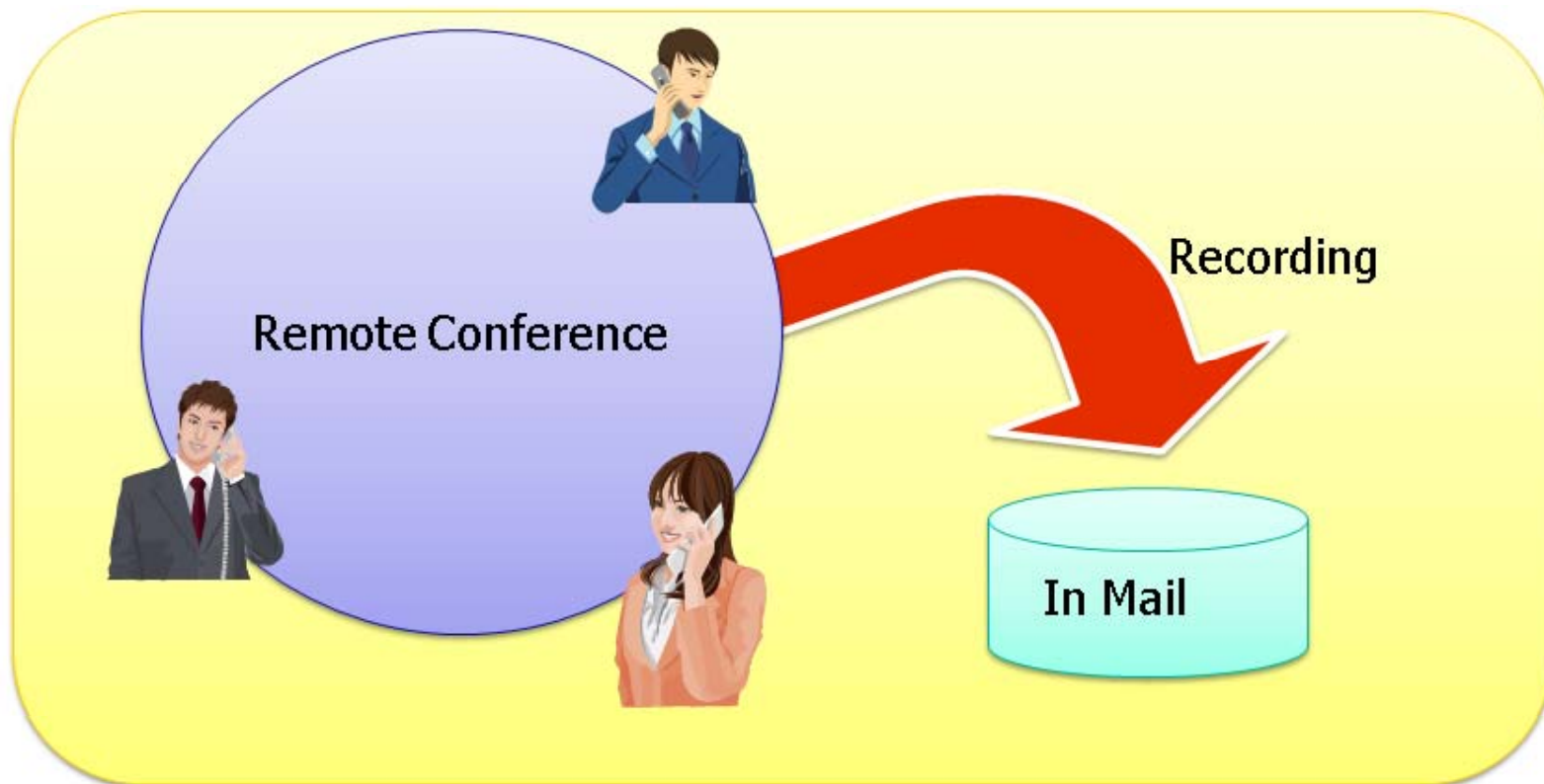
# SV9100 : New Features

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## Remote Conference Recording

Auto record can be configured

Conversation is recorded to specified mail box as new message.

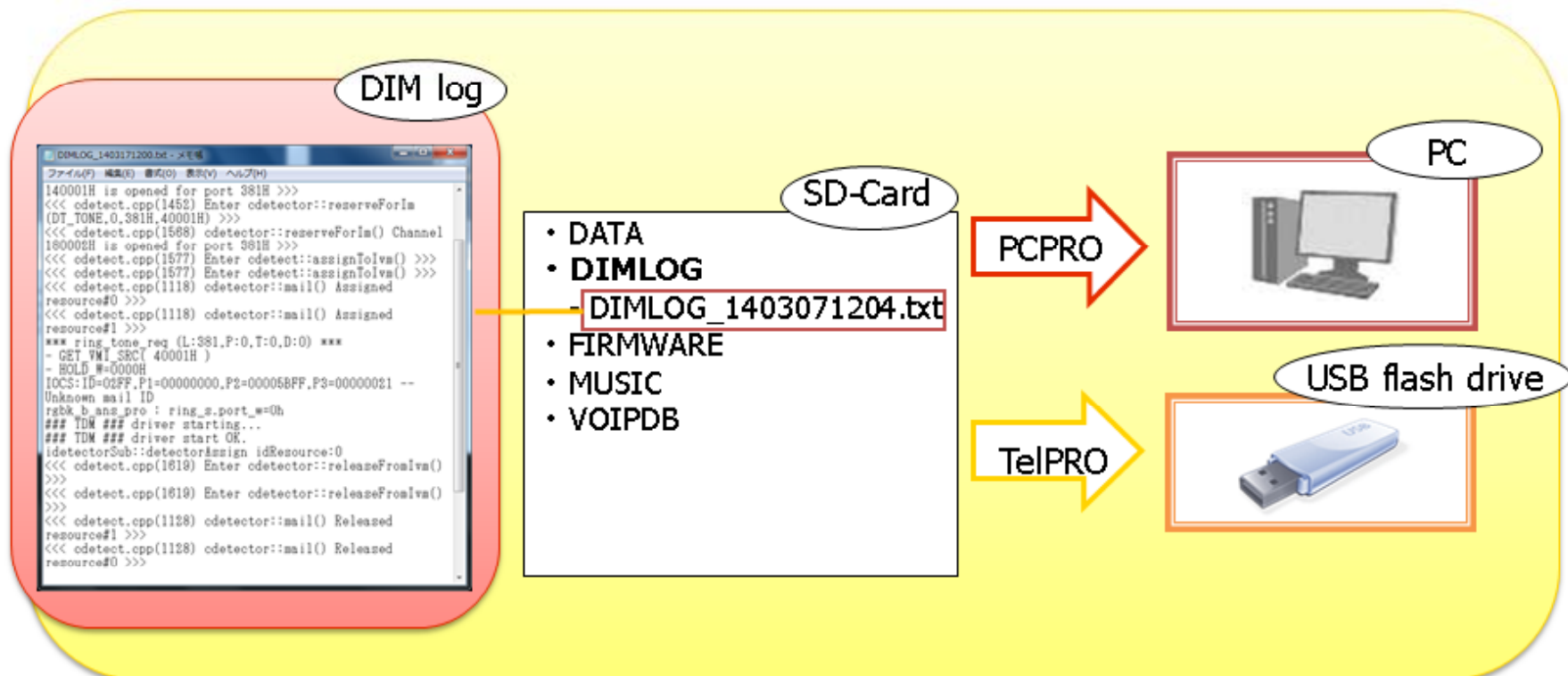


# SV9100 : New Features

## Saving Diagnostics traces (DIM) to the SD-Card

DIM log is saved as a text data to SD-Card on CPU.

- Saved DIM log can be extracted to USB flash drive by PRG90-03 ,and can be saved to PC via PC programming.
- Debug commands can be switched to ON/OFF via Web programming.

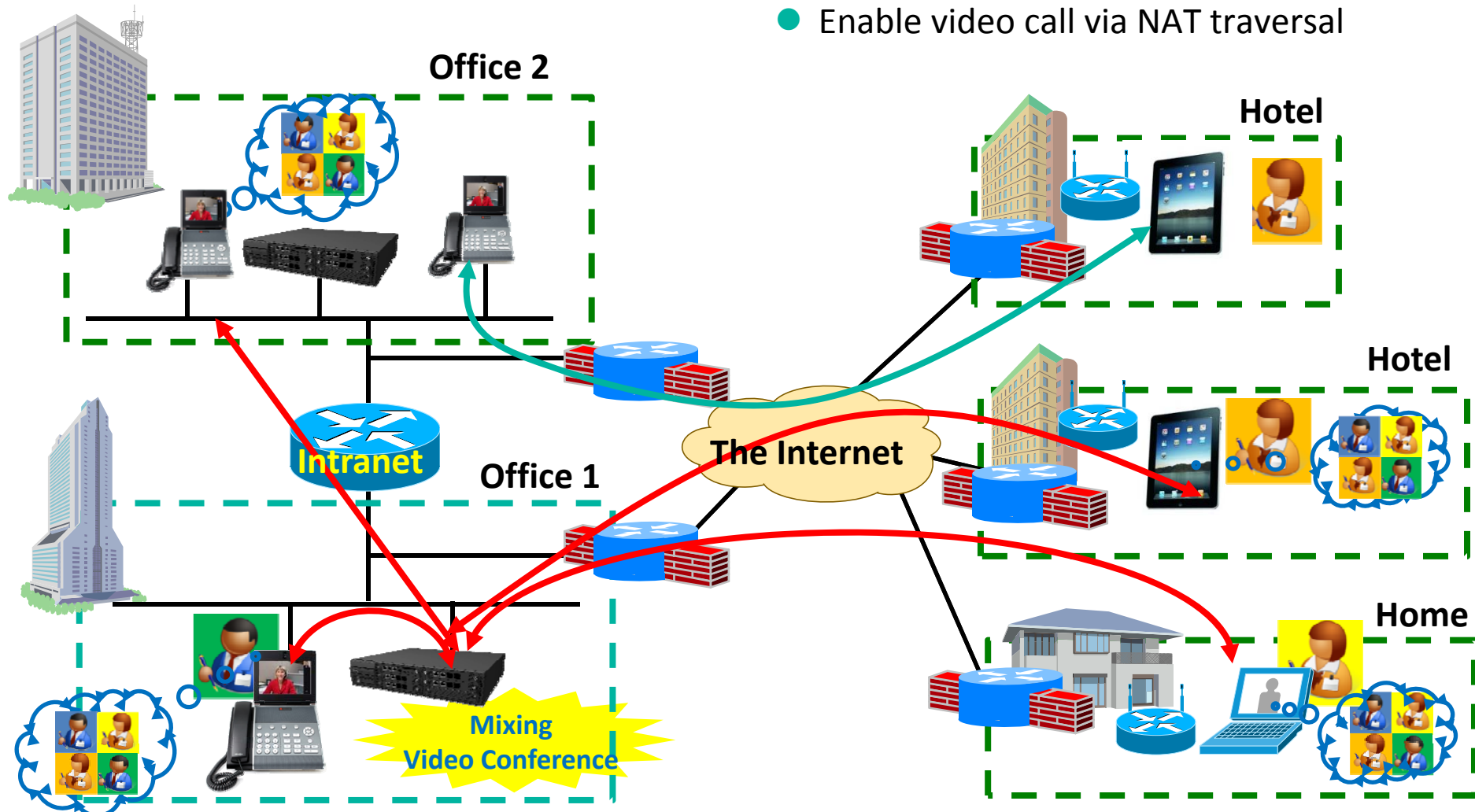




# SV9100 : New Features

## Video / NAT Functions for Std SIP

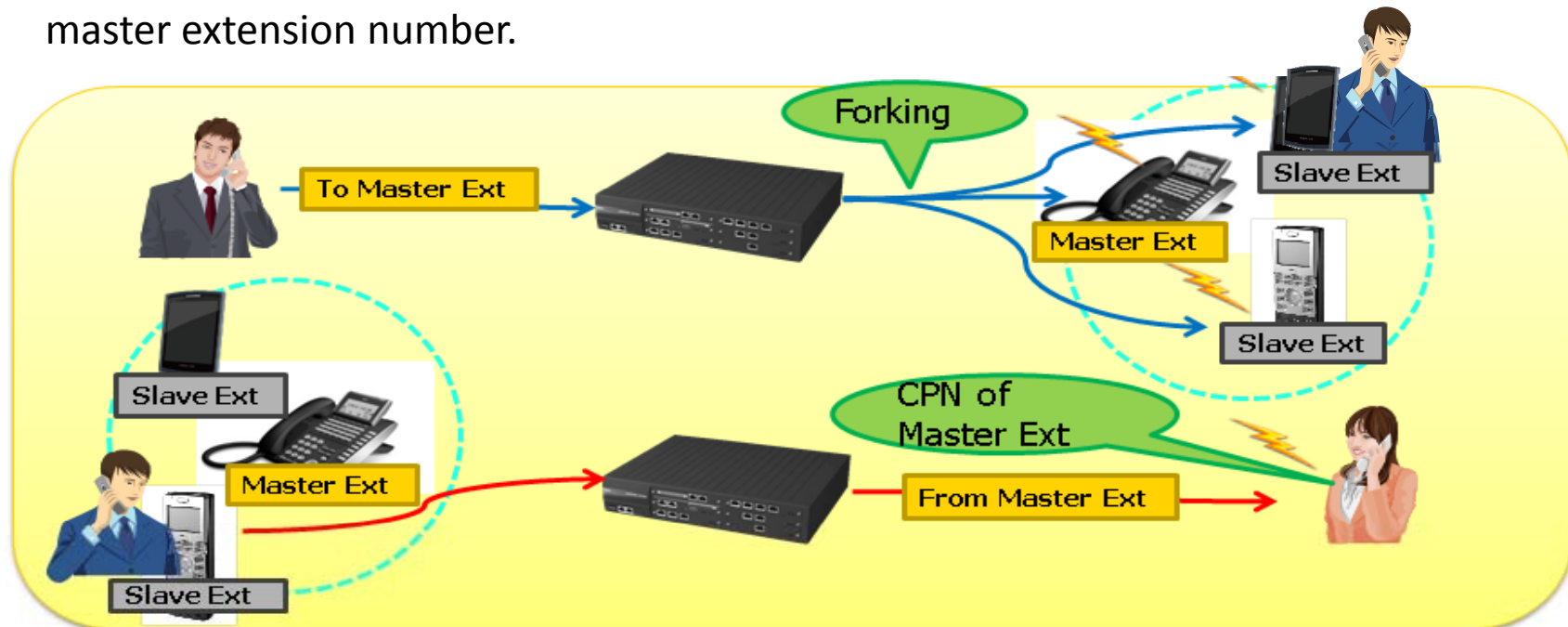
- Support the video conference (4 party per 1 conference)
- Enable video call via NAT traversal



# SV9100 : New Features

## Multi Device Support

- This feature enables up to 6 devices to be assigned to one user, one extension, and those multiple devices can behave as if they were a single device.
- The devices need to be assigned in a dedicated group. One of the extension numbers becomes the master extension number, users can call all the extensions in the group by dialling the master number
- Calls from any devices in the group have the same CPN and the caller name of the master extension number.



# SV9100 PC Pro: New Features

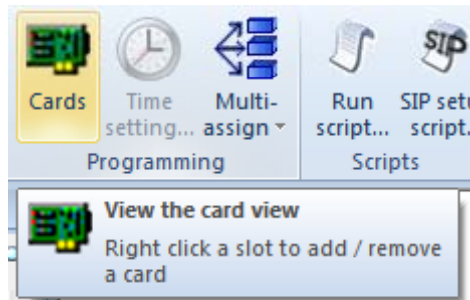
## Updated Ribbon

- Ribbon gives quicker, one click access to relevant features.

- Previously having to search through dropdown menu's



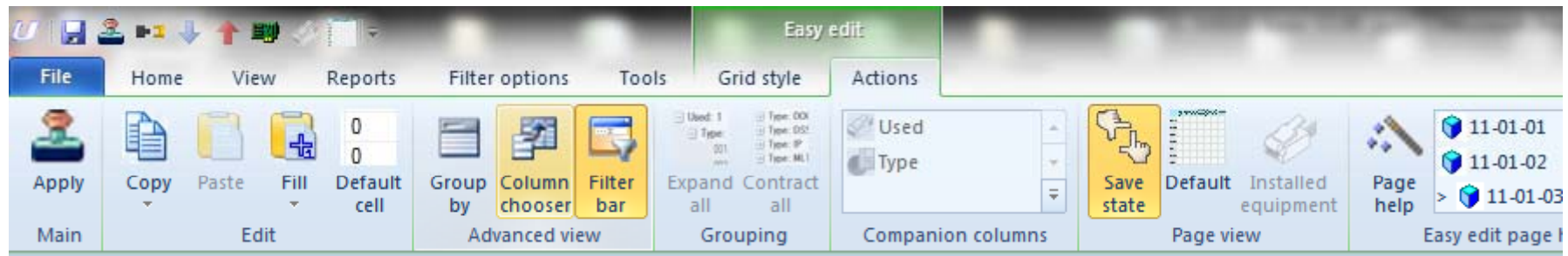
- Also provides tool tips for features, by hovering over with cursor



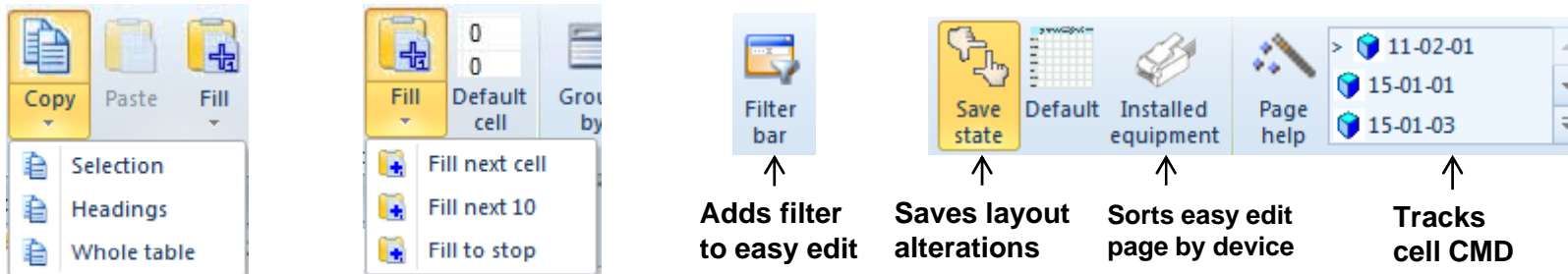
# SV9100 PC Pro: New Features

## Easy edit Ribbon and new right click menu

- Ribbon give quick access to features.
- Also provides tailored features depending on page accessed



- Ribbon also provides extended options and New features

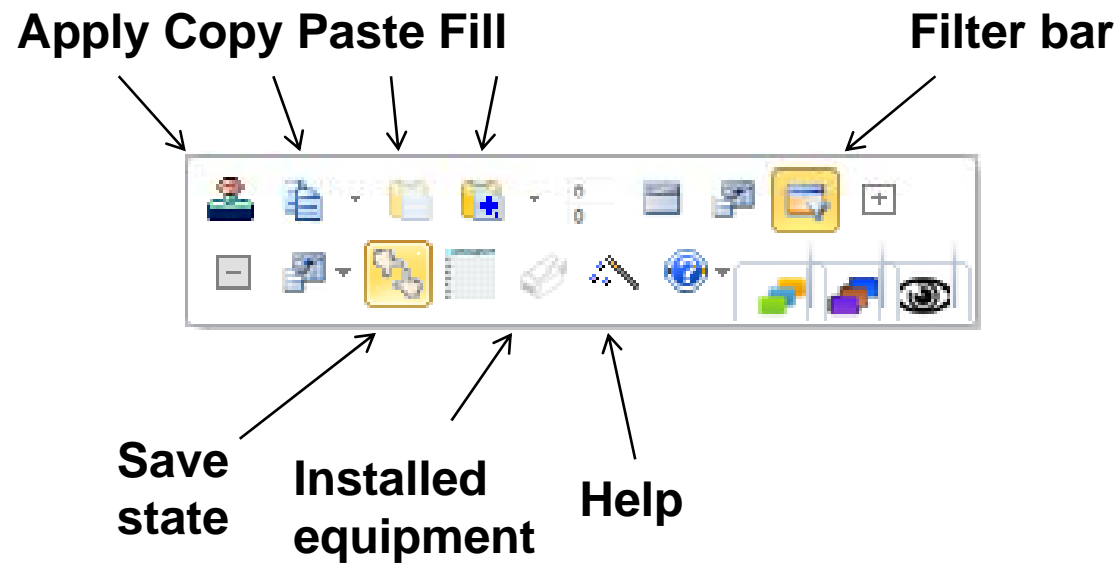


# SV9100 PC Pro: New Features

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## Right Click menu

- Has same functionality as the ribbon bar
- Quick easy access to it anywhere



# SV9100 PC Pro: New Features

The screenshot displays the SV9100 PC Pro software interface. The top menu bar includes File, Home, View, Reports, Filter options, Tools, Grid style, and Actions. The 'Easy edit' tab is active, showing a toolbar with buttons for Apply, Copy, Paste, Fill, Default cell, Group by, Column chooser, Filter bar, Expand all, Contract all, Companion columns, Save state, Default, Installed equipment, Page help, and Easy edit page help. The 'Save state' button is highlighted with a yellow callout box.

The main window shows a data table with the following columns: Account Code, ACD Access in DDI Translation Table, ACD AIC Login, ACD AIC Logout, ACD Change Agent for Own ACD Group, ACD Login/Logout, ACD SLT Logout, ACD SLT Off Duty (Cancel), ACD SLT Off Duty (Set), ACD SLT Wrap-Up Time (Cancel), ACD SLT Wrap-Up Time (Set), ACD Supervisor Agent Login, ACD Supervisor Agent Logout, ACD Supervisor Change Agent ACD Group, Activate Malicious Call Trace, Adjust Date, Adjust Headset Ring Volume, Adjust Ring Volume, and Alarm Clock. The table contains numerical values for each row.

**New - Save state**  
Remembers how page was adjusted or sorted  
For the next time page is accessed



# SV9100 PC Pro: New Features

The screenshot displays the SV9100 PC Pro EasyEdit interface. The top ribbon includes tabs for File, Home, View, Reports, Filter options, Tools, Grid style, and Actions. The Filter options tab is active, showing a 'Filter bar' button. The main window is divided into three sections: a left sidebar with a search bar and a tree view of programming levels, a central data table, and a right sidebar with various utility buttons. The central table lists call forwarding settings for a 'bus' extension.

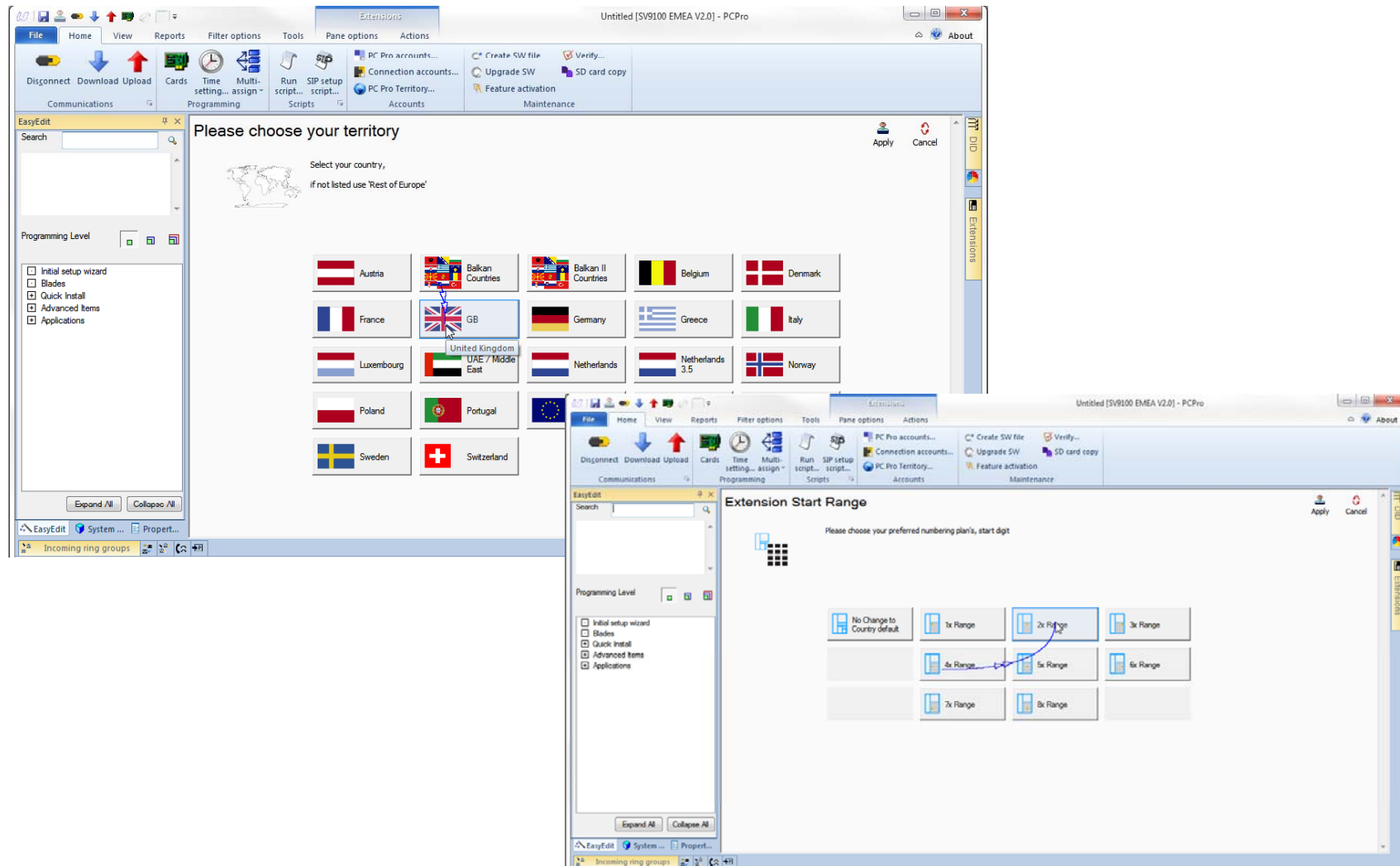
Call Forward Busy	843
Call Forward Busy per Extension	792
Call Forward Busy Split	783
Call Forward Busy to Automated Attendant	796
Call Forward Busy/No Answer	844
Call Forward Busy/No Answer per Extension	794
Call Forward Busy/No Answer Split	785

**Filter Bar – Option to add to top of an Easy edit page  
To allow search within easy edit page**



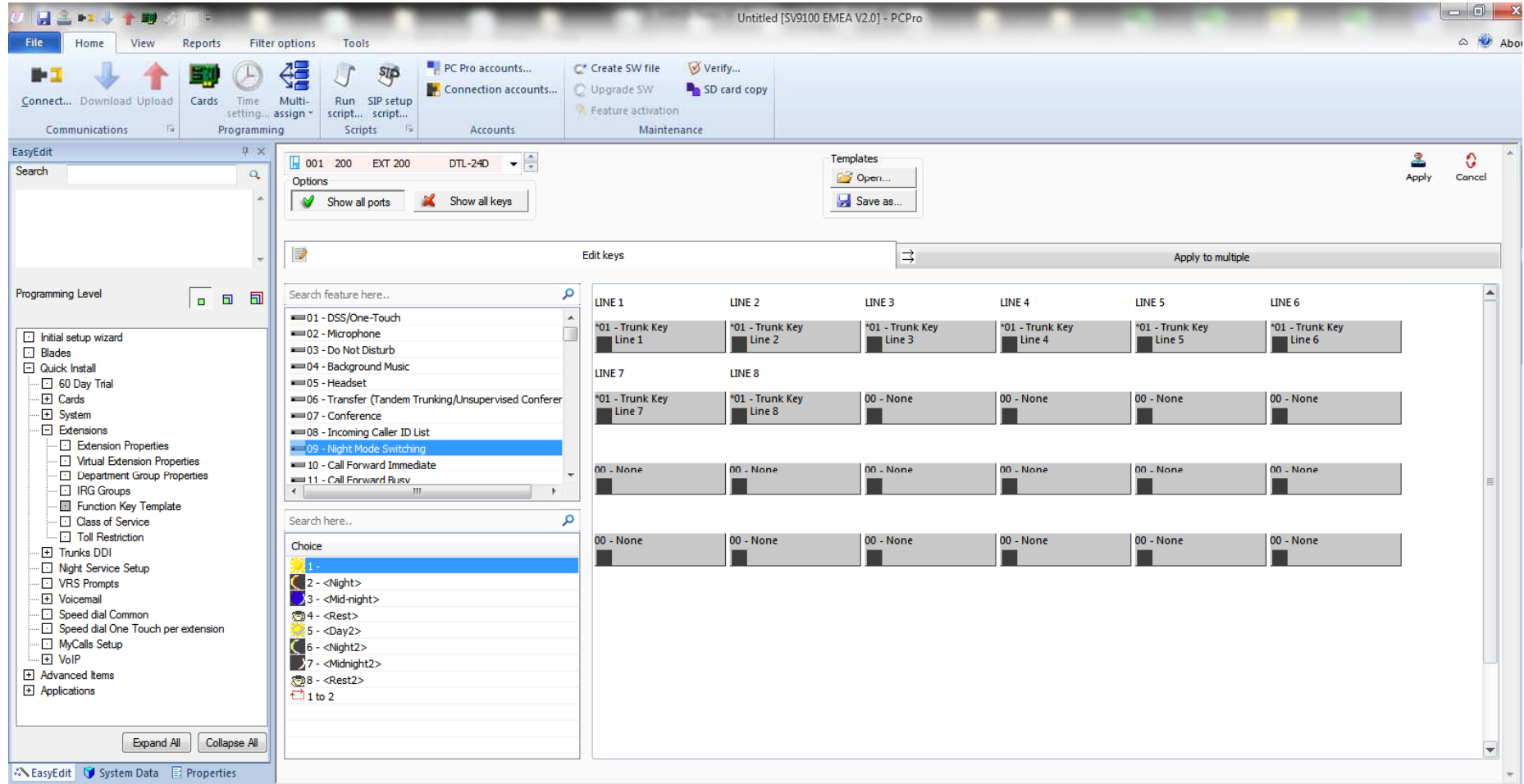
# SV9100 PC Pro: New Features

## Initial Setup wizard



# SV9100 PC Pro: New Features

## Function Key page



# SV9100 PC Pro: New Features

## Class of Service page

The screenshot displays the SV9100 PC Pro software interface. The main workspace is divided into two panes. The left pane shows a tree view of the system configuration, with 'Class of Service' selected. The right pane displays a table of features and their status for various extensions.

**Options:**

- ☒ Show all ports
- ☒ Show all Classes
- ☒ Show all features

**Table 1: Extension Data**

T.	Port	Number	Name	1	2	3	4	5	6	7	8
001	200	EXT 200	1	1	1	1	1	1	1	1	1
002	201	EXT 201	1	1	1	1	1	1	1	1	1
003	202	EXT 202	1	1	1	1	1	1	1	1	1
004	203	EXT 203	1	1	1	1	1	1	1	1	1
005	204	EXT 204	1	1	1	1	1	1	1	1	1
006	205	EXT 205	1	1	1	1	1	1	1	1	1
007	206	EXT 206	1	1	1	1	1	1	1	1	1
008	207	EXT 207	1	1	1	1	1	1	1	1	1
009	208	EXT 208	1	1	1	1	1	1	1	1	1
010	209	EXT 209	1	1	1	1	1	1	1	1	1
011	210	EXT 210	1	1	1	1	1	1	1	1	1
012	211	EXT 211	1	1	1	1	1	1	1	1	1
013	212	EXT 212	1	1	1	1	1	1	1	1	1
014	213	EXT 213	1	1	1	1	1	1	1	1	1
015	214	EXT 214	1	1	1	1	1	1	1	1	1
016	215	EXT 215	1	1	1	1	1	1	1	1	1
017	216	EXT 216	1	1	1	1	1	1	1	1	1
018	217	EXT 217	1	1	1	1	1	1	1	1	1
019	218	EXT 218	1	1	1	1	1	1	1	1	1
020	219	EXT 219	1	1	1	1	1	1	1	1	1
021	220	EXT 220	1	1	1	1	1	1	1	1	1
022	221	EXT 221	1	1	1	1	1	1	1	1	1
023	222	EXT 222	1	1	1	1	1	1	1	1	1
024	223	EXT 223	1	1	1	1	1	1	1	1	1
025	224	EXT 224	1	1	1	1	1	1	1	1	1
026	225	EXT 225	1	1	1	1	1	1	1	1	1
027	226	EXT 226	1	1	1	1	1	1	1	1	1
028	227	EXT 227	1	1	1	1	1	1	1	1	1
029	228	EXT 228	1	1	1	1	1	1	1	1	1
030	229	EXT 229	1	1	1	1	1	1	1	1	1

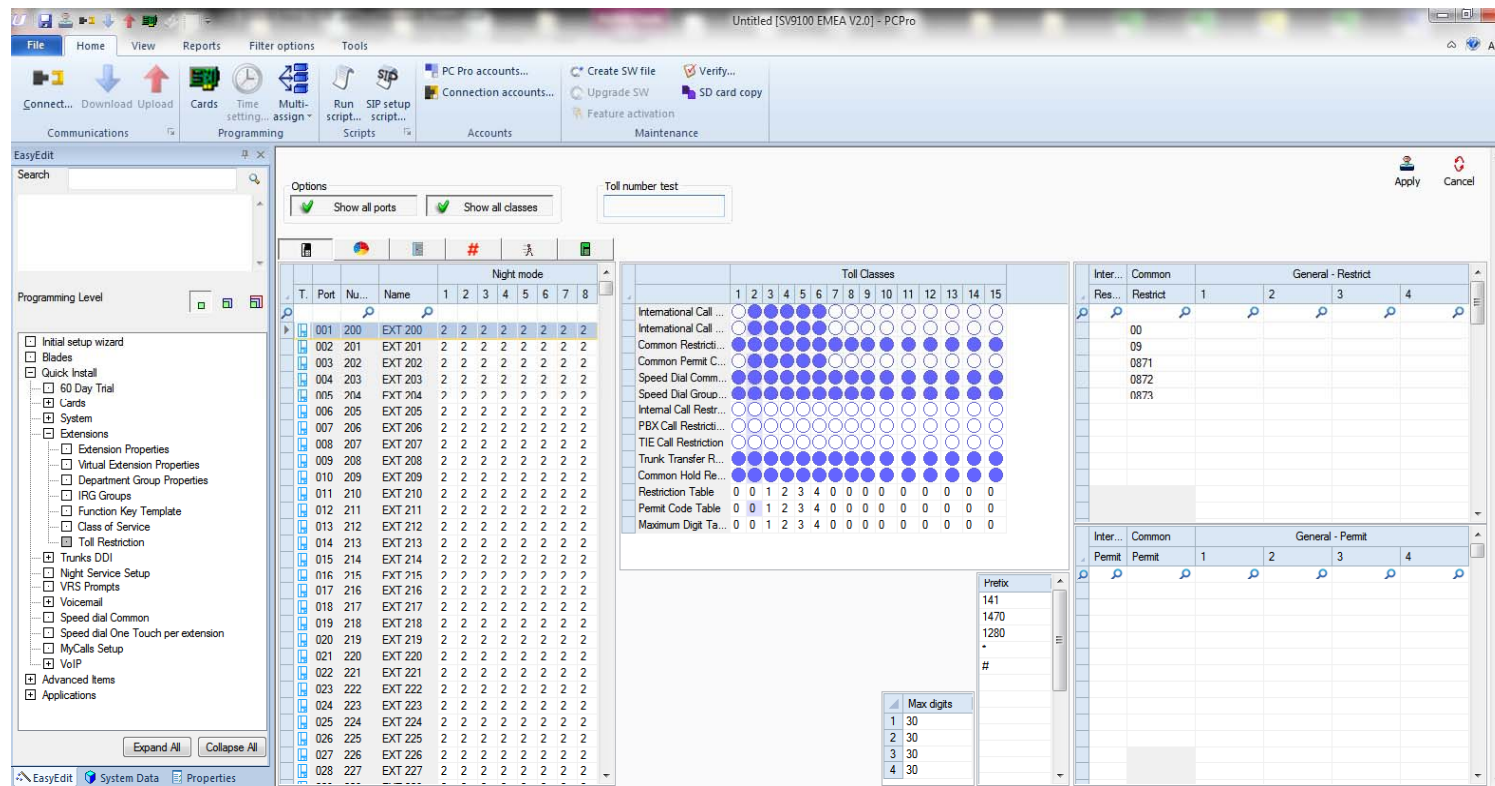
**Table 2: Feature Status**

Feature	CMD	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Adjust Time Settings	20-07-03	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Automatic Off-hook Answer for Virtual Keys	20-10-08	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Automatic Off-hook Signaling	20-13-06	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Barge-in Deny Multiple	20-13-32	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Barge-in Initiating	20-13-15	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Barge-in Mode	20-13-10	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Barge-in Receiving	20-13-16	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Barge-in Tone/Display	20-13-17	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Both Ring Enhancement	20-11-28	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Call Forward Off-premise	20-11-12	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Call Forward VE/SE Set/Cancel	20-11-23	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Call Mode Switching Protection from Caller (Internal Call)	20-08-11	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Call Redirect	20-11-16	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Call waiting for standard SIP terminal	20-13-54	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Camp-on Blocking	20-13-35	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Check List - Notification for Incoming Call List Existence	20-09-04	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Conference	20-13-08	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Disable to display Call FWD indication on LCD	20-11-30	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
DND Do Not Disturb	20-13-40	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
DSS Key Voice Mail Message Indication	20-13-41	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Extension Data Swap	20-13-42	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Extension Name	20-13-21	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Function Keys (Appearance Codes)	20-07-10	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Function Keys (Normal Codes)	20-13-18	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Handsfree Answerback/Forced Intercom Ringing Switching	20-08-10	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Handsfree Answerback/Forced Intercom Ringing Switching	20-09-05	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Hot Key Pad	20-08-20	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Hotline for Handpiece	20-08-09	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Hotline for Speaker	20-08-19	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Intercom Off-hook Signaling	20-13-05	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●

# New Features

## Toll Restriction page

- Reduces the complexity of Tool restriction setting
- Quick and easy overview of all the toll restrictions for all extensions



# SV9100 PC Pro: New Features

With toll number checker :

- Enter a number it shows where it is blocked.

The screenshot displays the SV9100 PC Pro software interface. The main window is titled "Untitled [SV9100 EMEA V2.0] - PCPro". The interface includes a menu bar (File, Home, View, Reports, Filter options, Tools) and a toolbar with various icons. A search bar is located on the left side. The main area is divided into several sections:

- Options:** Includes checkboxes for "Show all ports" and "Show all classes". A "Toll number test" input field is highlighted with a blue box, containing the number "09".
- Programming Level:** A tree view on the left showing various configuration options like "Initial setup wizard", "Blades", "Quick Install", "60 Day Trial", "Cards", "System", "Extensions", "Trunks DDI", "Night Service Setup", "VRS Prompts", "Voicemail", "Speed dial Common", "Speed dial One Touch per extension", "MyCalls Setup", "VoIP", "Advanced Items", and "Applications".
- Night mode:** A table showing port numbers (T. Port) and names (Nu... Name) for various extensions (EXT 200 to EXT 227). The table has columns for digits 1 through 8.
- Toll Classes:** A table showing various call types (International Call, Common Restricti..., Common Permit C..., Speed Dial Comm..., Speed Dial Group..., Internal Call Restr..., PBX Call Restrict..., TIE Call Restriction, Trunk Transfer R..., Common Hold Re..., Restriction Table, Permit Code Table, Maximum Digit Ta...) and their corresponding digit restrictions (1 through 15).
- General - Restrict:** A table showing restrictions for various call types (Inter..., Common, General - Restrict) with columns for digits 1 through 4.
- General - Permit:** A table showing permissions for various call types (Inter..., Common, General - Permit) with columns for digits 1 through 4.

The interface also includes a "Prefix" list on the right side, showing values like 141, 1470, 1280, and a "Max digits" section with values 1, 2, 3, and 4.

## Terminals Preview





# Terminals: Desk Phones

Value and Economy

Sophisticated

## Evolution



## Revolution

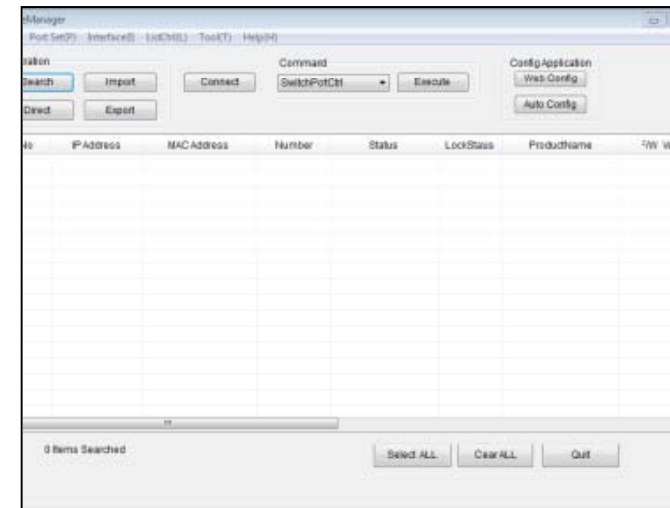
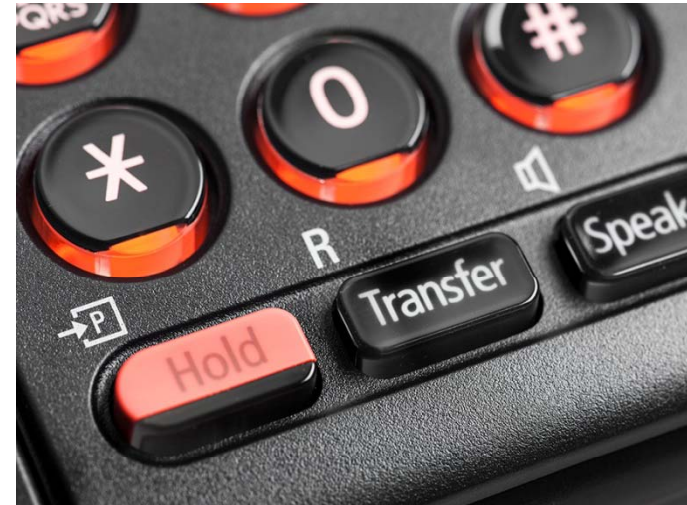




# Terminals: Desk Phones

## Key Features:

- **New Cosmetic Design** (IP and Digital)
  - Lower profile high quality design
- **High Quality Appearance**
  - Keys and display surround are piano black or porcelain white.
- **Wider range of Terminals**
  - More Gigabit models available
- **More add on adapters** (Options)
  - Smart Device Integration (IP and Digital)
  - WiFi capability
  - EHS Improvement (IP and Digital)
- **Maintenance Tools**
  - New IPPhoneManager and Data Maintenance tools.



# Terminals: New Cosmetic Design

## New Design (IP & Digital)

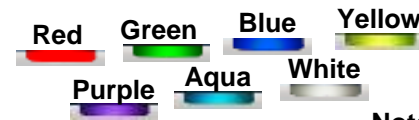
### Improve Line Key visibility

Transparent material and  
light whole surface of line key



### Improved MWI

Located in the center of LCD,  
enlarge the shape



Note: Digital is  
3 color only

High quality  
look & feel

Piano Black keys

### Low Profile Design



### Cursor Key Improvement

Separate each button of the Cursor key  
Added new navigation operation

# Terminals: Key differences from DT300/DT700

## Module Concept reduced

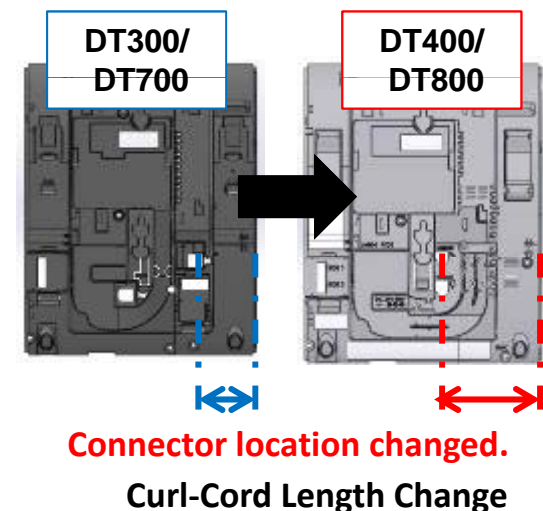
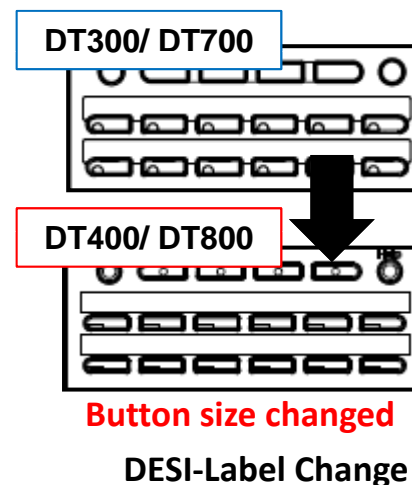
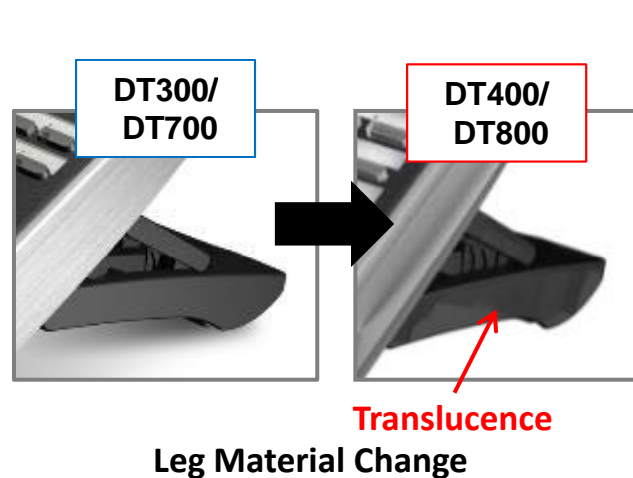
- Cannot use Bluetooth /Power fail handset cradle, and 12LK\*

\*Except for 12DG and 12CG model

- Can use 8LK, 60DSS, Button Unit, LCD Module etc
- Can use Adapter Options and Optional Front/Side Panel

## No Security Button on DT800

- Security function can be assigned to line key



# Terminals: Range (Digital Terminal) DT300/DT400

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DTL-12PA  
(Depends on TA)

DTL-12BT  
(Depends on TA)



DTZ-12D/24D



32D: DTZ-24D + 8LK-Z



DTZ-8LD

**Value  
(DT430)**



DTZ-2E



DTZ-6DE

**Economy  
(DT410)**

# Terminals: Specification (Digital) DT400

Item	DTZ-2E	DTZ-6DE	DTZ-12D/24D	DTZ-8LD
LCD	N/A	24x3 line, 92x35mm (w/o Backlit)	Gray Scale 165x58 dot, 92x56.5mm	Main + Sub: Same as left
Incoming Lamp	3 colors (Red, Green, Yellow)			
Line Key	2 /6/12/24 buttons with LED (LED: Red, Green)			8 with LED (x4=32) (LED: Red, Green)
Soft Key	N/A	6 buttons (Exit, Help and 4 button)		
10 Key Backlit	N/A		Yes (Orange)	
Handset	Narrow band, supporting HAC			
Hands free	Full Duplex			
Consumed Power	1.0W	1.1W	2.0W w/o option	2.2W w/o option
Power Feeding			Local Feeding: AC Adapter (27V 1A) (Option)	
Bottom Option	N/A		ADA, APR, BHA, BCA	
Side Option	N/A		8LK, EHS Cable (Plantronics)	
Dimension (WxDxH)	182x225x109mm		182x258x109mm	182x272x109mm
Weight	1.1kg	1.1kg	1.2kg	1.3kg

# Terminals: DT410/DT430 Summary

## *Economy Based (DT410)*



2 Button no display  
DTZ-2DE-1  
Black Model ONLY



6 Button Gray Scale Display  
DTZ-6DE-1  
Black Model Only

**Fixed Units**

## *Value Based (DT430)*



12 Button Display (DTZ-12D)  
White /Black Models



24 Button Display (DTZ-24D)  
White /Black Models



8 Button Desiless Display (DTZ-8LD)  
White /Black Models

**Grayscale Display**



# Terminals: Range (IP Terminal) DT700/800

New!!



ITZ-12DG or 24DG

New!!



ITZ-8LDG  
(No USB)

New!!



ITZ-12CG

**Giga Value**  
**(DT830G)**

New!!



ITZ-12D/24D

**8LK option**



32D: ITZ-24D + 8LK-Z

**DT700**



ITL-12PA

**Value**  
**(DT830)**

**DT700**



ITL-2E

**DT700**



ITL-6DE

**DT700**



ITL-8LDE

**Economy**  
**(N/A, DT710)**



# Terminals: Specification (IP) DT800

Item	ITZ-12D/24D	ITZ-12DG/24DG	ITZ-8LD/8LDG	ITZ-12CG/24CG
LCD	Gray Scale 224x96 dot, 92x56.5mm		Main + Sub: Same as 12/24DG	Color 480x272 pixel, 105.5x67.2mm
Incoming Lamp	7 colors (Red, Green, Blue, Yellow, Purple, Aqua, White)			
Line Key	12/24 buttons with LED (LED: Red, Green)		8 with LED (x4=32) (LED: Red, Green)	12/24 with LED (LED: Red, Green)
Soft Key	6 buttons (Exit, Help and 4 button)			
10 Key Backlit	Yes (Orange)			
Handset	Wide band, supporting HAC			
Hands free	Full Duplex			
Consumed Power	IEEE802.3at Type1 Class2(below 6.49W)	IEEE802.3at Type1 Class3 (below 12.95W) IEEE802.3at Type1 Class2(below 6.49W) (*ITZ-8LD)		
Power Feeding	Local Feeding: AC Adapter (27V 1A) (Option) / PoE: IEEE802.3at Type1			
LAN I/F	10/100 BASE	10/100/1G BASE (8LD is 10/100 BASE)		
USB I/F	N/A	1 Port (USB 2.0)	N/A	1 Port (USB 2.0)
Bottom Option	ADA, BCA			
Side Option	60 DSS Console, 8LK, EHS Cable (Plantronics)			
Dimension (WxDxH)	182x258x109mm		182x272x109mm	182x278x109mm
Weight	1.2kg	1.2kg	1.3kg	1.3kg

# Terminals: DT710 IP Summary

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**2 Button NO Display with Fast Ethernet 10/100 support,  
ITL-2DE-1, Black Model Only**



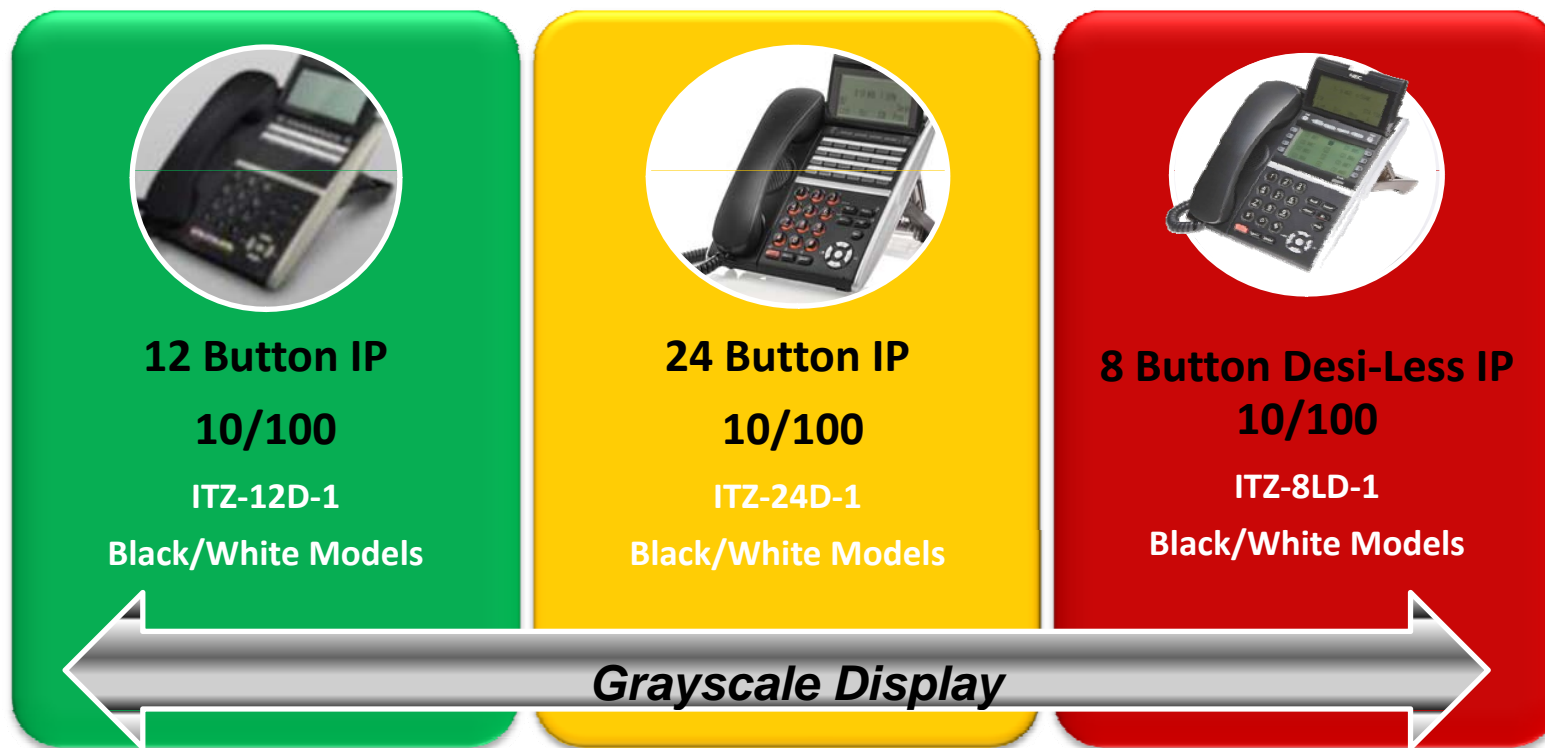
**6 Button Grayscale Display with Fast Ethernet 10/100 support,  
ITL-6DE-1, Black Model Only**



**8 Button Grayscale Display with Fast Ethernet 10/100 support,  
ITL-8LDE-1, Black Model Only**

# Terminals: DT830 (10/100) Summary

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# Terminals: DT830 (Gig/IP) Summary



12 Button with GIG  
ITZ-12DG-3  
Black Model Only



8 Button with GIG  
ITZ-8LDG-3  
Black/White Models

*Grayscale Display*



12 Button with GIG  
ITZ-12CG-3  
Black Model Only

*Color Display*

12 Button  
Sets Are  
Modular  
Upgradable to  
24/32

# Terminals: Range of Digital and IP

## Digital Terminal (DT400 Series)

No.	BE Code	Description	Description
1	BE113867	DTZ-2E-3P(BK)TEL	2-Button DT410 without LCD (Black)
2	BE113868	DTZ-6DE-3P(BK)TEL	6-Button DT410 with LCD (Black)
3	BE113862	DTZ-12D-3P(BK)TEL	12 button DT430 with LCD (Black)
4	BE113861	DTZ-12D-3P(WH)TEL	12 button DT430 with LCD (White)
5	BE113864	DTZ-24D-3P(BK)TEL	24 button DT430 with LCD (Black)
6	BE113863	DTZ-24D-3P(WH)TEL	24 button DT430 with LCD (White)
7	BE113866	DTZ-8LD-3P(BK)TEL	DT430 with DESI Less - Dual Display (Black)
8	BE113865	DTZ-8LD-3P(WH)TEL	DT430 with DESI Less - Dual Display (White)

## IP Terminal (DT800 Series)

No.	BE Code	Description	Description
1	BE113852	ITZ-12D-3P(BK)TEL	12-Button DT830 with LCD (Black)
2	BE113851	ITZ-12D-3P(WH)TEL	12-Button DT830 with LCD (White)
3	BE113854	ITZ-24D-3P(BK)TEL	24-Button DT830 with LCD (Black)
4	BE113853	ITZ-24D-3P(WH)TEL	24-Button DT830 with LCD (White)
5	BE113858	ITZ-12DG-3P(BK)TEL	12 button DT830G with LCD/built-in Giga bit (Black)
6	BE113857	ITZ-12DG-3P(WH)TEL	12 button DT830G with LCD/built-in Giga bit (White)
7	BE113856	ITZ-8LDG-3P(BK)TEL	DT830G with DESI Less - Dual Display/built-in Giga (Black)
8	BE113855	ITZ-8LDG-3P(WH)TEL	DT830G with DESI Less - Dual Display/built-in Giga (White)
9	BE113860	ITZ-12CG-3P(BK)TEL	12 button DT830G with Color LCD/built-in Giga bit (Black)
10	BE113859	ITZ-12CG-3P(WH)TEL	12 button DT830G with Color LCD/built-in Giga bit (White)

# Terminals: Range of Options

New Options for DT400/DT800 (cannot be used with DT300/DT700)

Common Options for both DT300/DT700 and DT400/DT800

		Description	DT410	DT430	DT830	DT830G
		BCA-ZP Unit	N/A	Yes	Yes	Yes
		DCZ-60-2P Console	N/A	Yes	Yes	Yes
BE Code	Description	DT410/310	DT430/330	DT830/730	DT830G/ 730G	
BE106871	APR-LP UNIT	N/A	Yes	N/A	N/A	Yes
BE106872	ADA-LP UNIT	N/A	Yes	Yes	Yes	Yes, 12DG
BE106873	BHA-LP UNIT	N/A	Yes	N/A	N/A	N/A
BE106887	WM-L UNIT	Yes	Yes	Yes	Yes	Yes
BE107666	DSS WM-L UNIT	N/A	Yes	Yes	Yes	N/A
BE107680	VAL DIRECTORY CARD UNIT(L)	N/A	Yes	Yes	Yes, DG	Yes
BE107681	ECO DIRECTORY CARD UNIT(L)	Yes	N/A	N/A	N/A	Yes
BE111492	CG DIRECTORY CARD UNIT(L)	N/A	N/A	N/A	Yes, CG	
BE108057	AC-LE UNIT	Yes	Yes	Yes	Yes	
BE109005	HANDSET HANGER-L(BK)SET	Yes	Yes	Yes	Yes	
BE109006	HANDSET HANGER-L(WH)SET	Yes	Yes	Yes	Yes	
BE109315	LINECORD-L(BK)SET	Yes	Yes	Yes	Yes	

## Desk Phones: UC and Tablet





# Terminals: Desk Phones UC

Value and Economy

Sophisticated

Evolution



Revolution



# Terminals: UC

---

## UC Terminal

- Android based / 7" Touch screen
- Built in Camera, Mic, Speaker, Handset
- Applications developed for all platforms
  - Application supports SV range (client app)
  - Application support 3C (SMP)\*
  - Standard SIP supported (Option for SV9100)

## Tablet with Cradle Phone (Future)

- Tablet application is the end point
  - Tablet application supports SV range\*
  - Tablet application developed for 3C (SMP)
- Cradle phone provides audio interface
  - Tablet can be used without Cradle phone
- Bluetooth headset - supported

## UC Terminal UT880



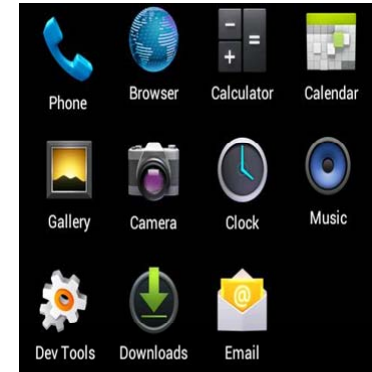
## Tablet with Cradle Phone



# UC Terminals: UT880

## Android: Jellybean

- LCD Display 7 inch 1024x600 Touch screen display
- 4 finger multi-touch screen
- CPU Cortex-A9 Dual Core
- Ethernet Ports x 2 - Switched 10/100/1000 Mbps PoE
- Memory 1GB DDR3 RAM
- Storage 4GB
- Micro SD for expansion up to 64GB
- MIC - Wideband Speaker - Headset jack
- PoE 802.3af, No AC input
- Bluetooth 2.1+ EDR/3.0/4.0
- Camera 1.3M CMOS
- USB 2.0 Master



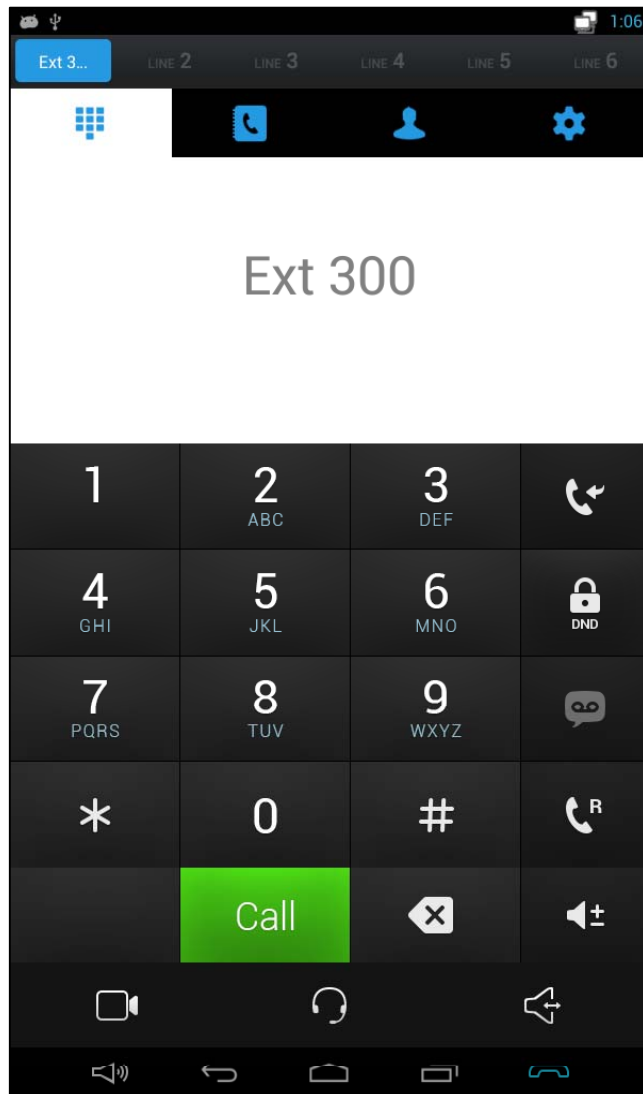
**4 fingers Multi Touch**



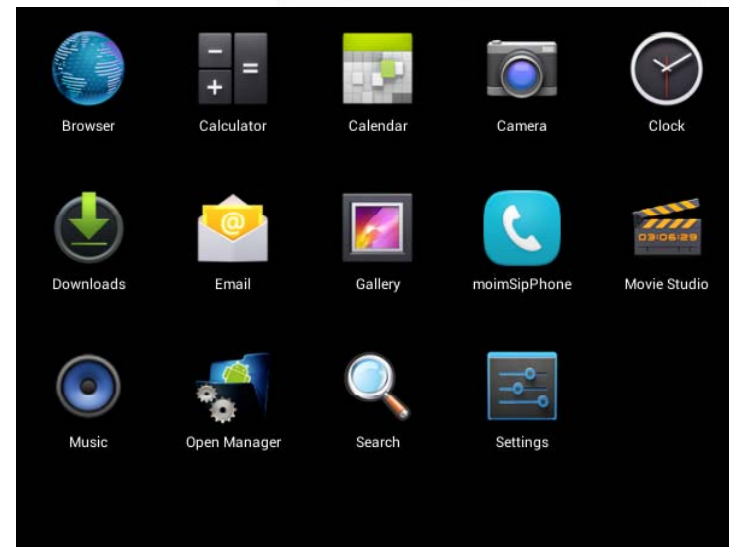
# UC Terminals: UT880



# UC Terminals: Std SIP client



Std SIP Client



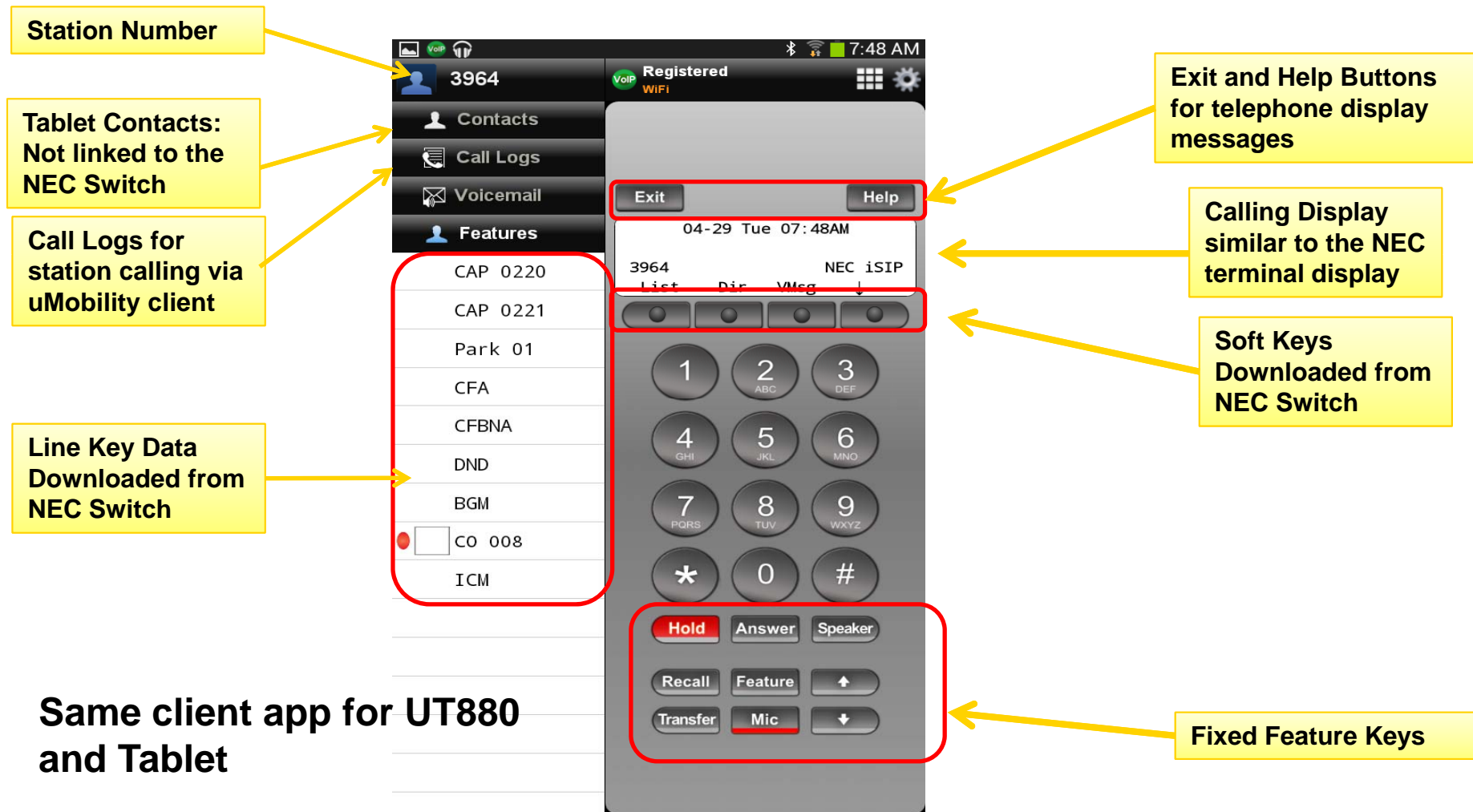


# UC Terminals: SV9100 client application



Same client app for UT800 and Tablet

# UC Terminals: SV9100 client application



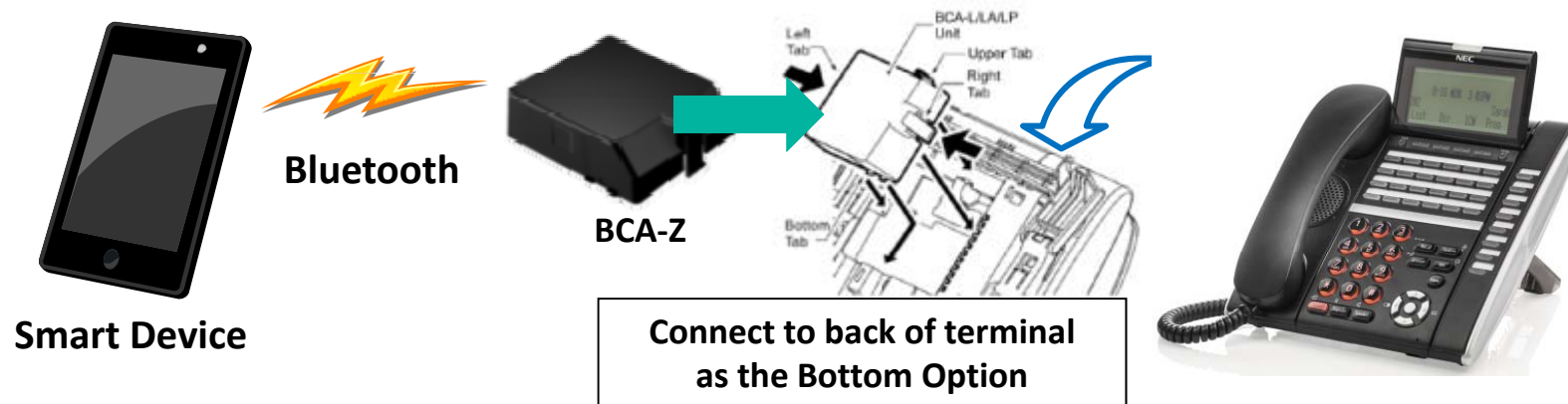


# Terminals: Smart Device Integration (Bluetooth)

## New BCA-Z (Bluetooth Connection Adapter) Support

BCA allows a Smart Device to communicate with the DT Terminals

- User can receive a call to Smart Device via handset on DT Terminal
- User can place a call through PBX from a contact list on Smart Device via DT Terminal



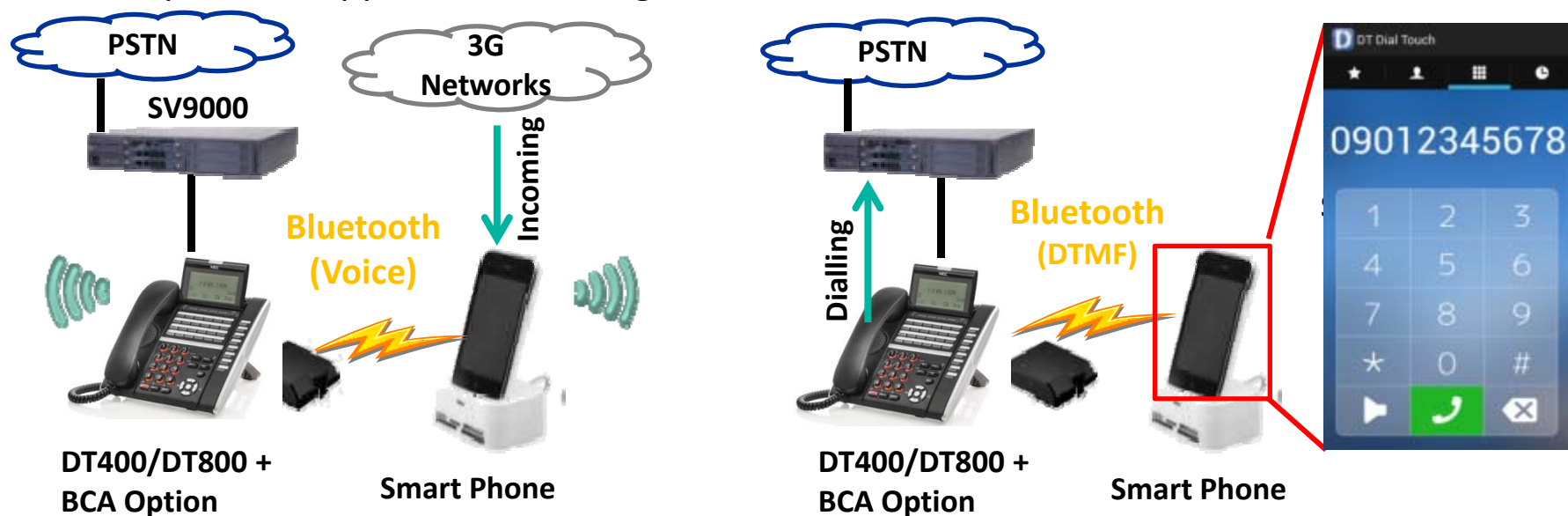
# Terminals: Smart Device Integration (Bluetooth)

## Receive Call

- Incoming call to the Smart Device also rings the DT Terminal
- Answer and End the call by Handset or Speaker key on DT terminal.
- Volume can be controlled from DT terminal

## Place Call

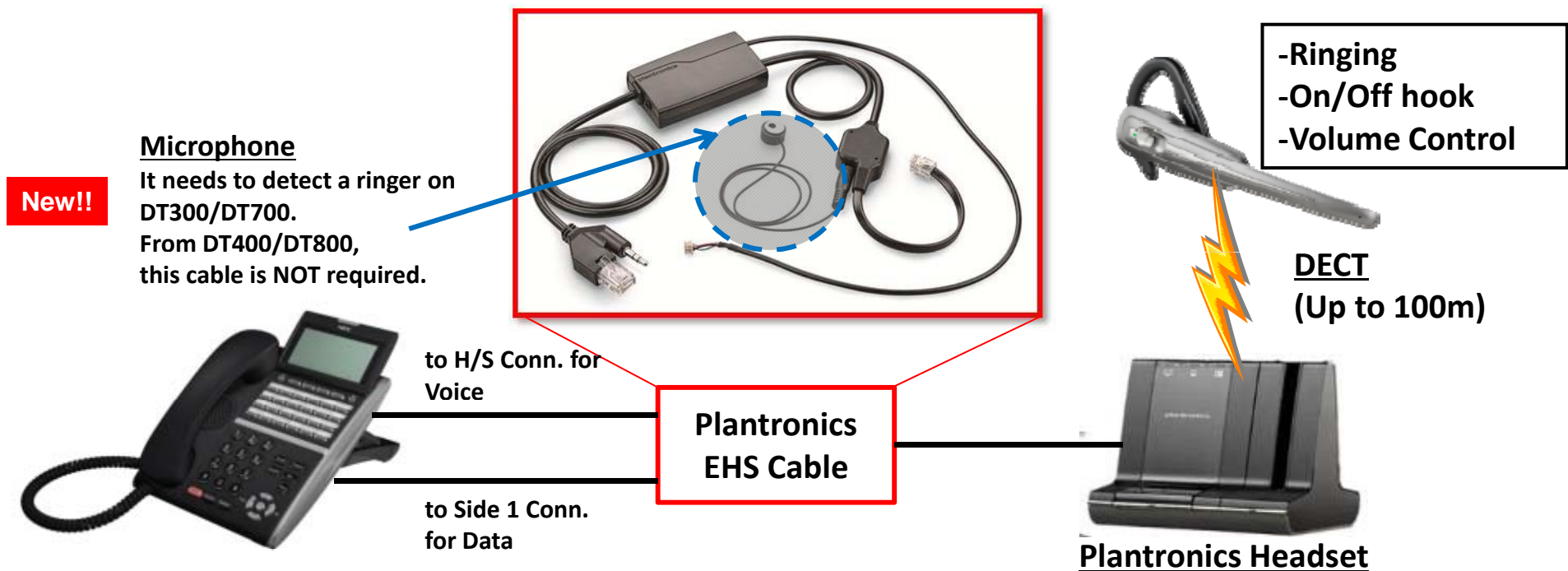
- Dial through PBX systems from the Smart Device.
- Dial from Phone book in Smart Device
- Requires an application running on the Smart Device



# Terminals: EHS Improvement

## Plantronics EHS Cable Release

- Plantronics will release the Electronics Headset Switch (EHS) cable for NEC's DT400 and DT800 terminal
- This cable enables user to control On/Off hook function from the headset. It provides that user can answer calls on the control buttons on the headset even when you are away from your desk, also can end calls

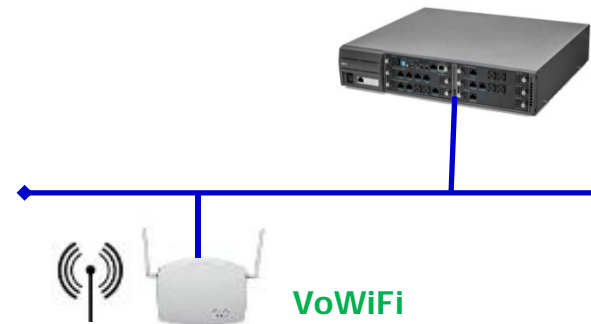


# Terminals: Wifi Adapter : Future

Provides “voice connectivity anywhere”

Terminals : DT700 (excludes DT710) and DT800 range

Installed on bottom of the phone



- 802.11 Wireless module inside Adapter
- One Fast Ethernet (10/100) port for connection to the Phone
- One USB port, used for configuration
- LEDs for: Wi-Fi connection, Activity
- MAC Address pass-through
- Linux 2.6.x kernel
- Standard 802.11



Lobby



Conference Room



Warehouse

# Terminals: Maintenance Tool for DT800

---

## IP Phone Manager

- Supported version: v7.1.0
- New Features:
  1. Configuration of DT800
  2. Firmware download of DT800
  3. Windows 8 (32/64 bit) support

## Data Maintenance Tool

- Supported version: v3.0.0
- New Features:
  1. Download for Phonebook, Background(12/24CG), MOH etc. on DT800
  2. Data backup/restore of DT800
  3. Windows 8 (32/64 bit) support

## XML Application SDK

- Supported version: v1.0.0
- New Features:
  1. Emulator for DT800
  2. Windows 8 (32 bit) support

# **Business Mobility**

## **Smart Mobility Solutions**



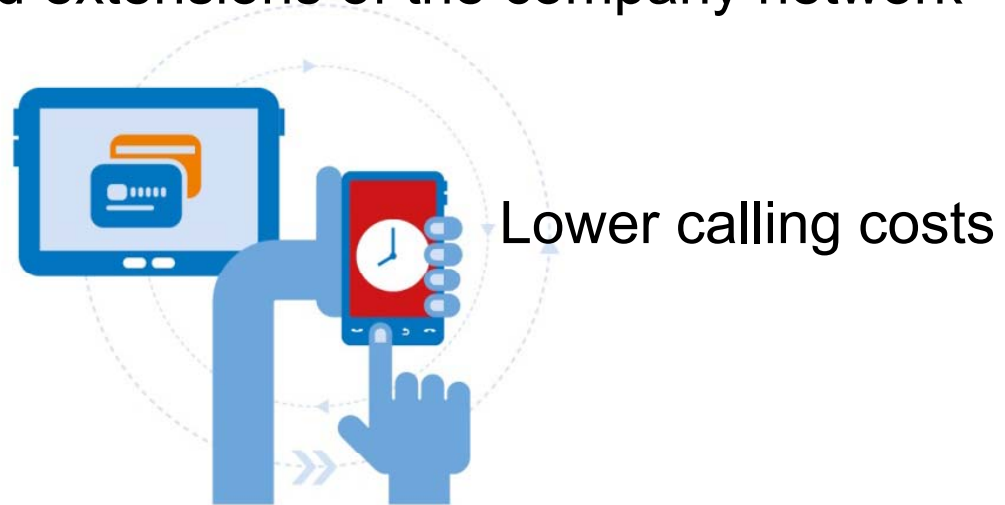
# Mobility : Integrated mobility is Strategic for most Enterprises

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- Work anywhere
- Location is out, Presence is in
- Mobile Connectivity is Key: to people, data, business applications
- Smartphones as integrated extensions of the company network

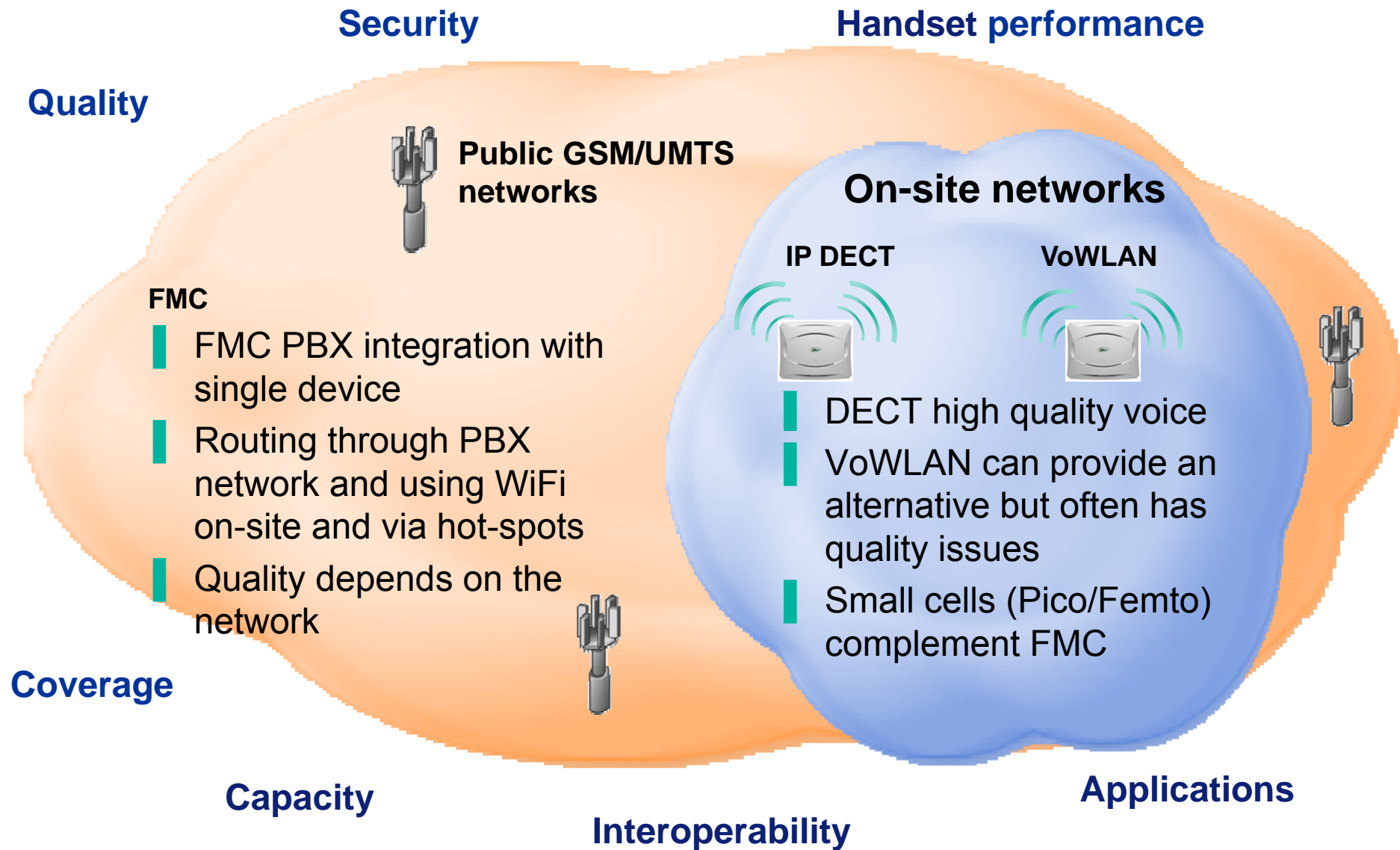
- Single number reach &

- BYOD policies





# Mobility : On-site, Off-site & Multi-site wireless comms



# Mobility : Solutions for Mobility



## IP DECT

High quality voice  
Very Secure  
Dedicated handsets  
e.g. with rack-chargers  
Dedicated (IP)DECT Infra



## Voice over WiFi

WiFi must be voice prepared  
Interference may occur  
Dedicated handsets  
e.g. with rack-chargers



## GSM/3G/4G

Good quality voice  
Secure  
Consumer market handsets  
Hi-speed data (3G/4G)



## GSM / WiFi Smartphones / Tablets

Combine VoWiFi and GSM  
(Dual mode FMC – NEC Mobile Integration)  
3G/4G data and WiFi  
NEC small cells (Pico)  
Smartphones and tablets (BYOD)



## IP DECT / CAT-iq

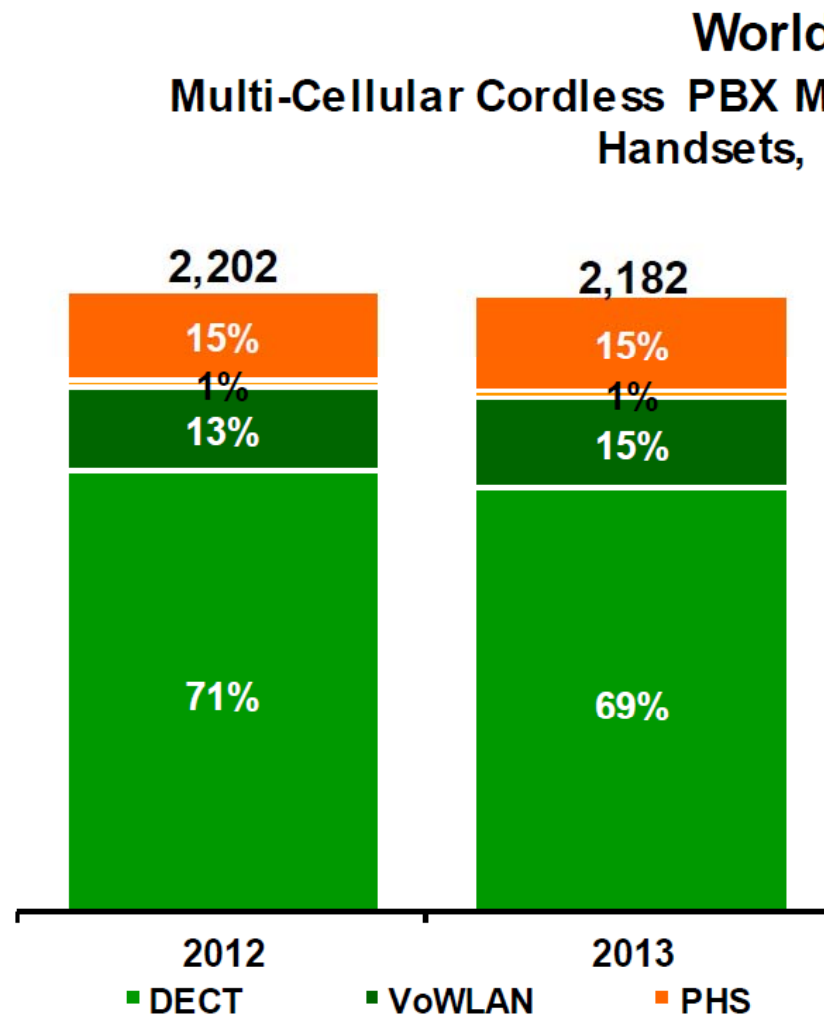
Native DECT  
HD-Voice  
Messaging  
Localization  
Task management

## IP DECT / WiFi SmartDECT

Handset adds:  
Android – Application support  
WiFi for Data and optionally  
for voice



# Mobility : Market according MZA single mode



- ▶ The total multi-cellular cordless PBX market declined by 1% in 2013, DECT remains dominant with a 69% share
- ▶ VoWLAN was the only key growth segment growing its share to 15% in 2013 compared to 13% in 2012. However PHS remains significant in the Japanese market
- ▶ The three largest suppliers of cordless PBX handsets (all technologies) were Unify, Aastra and Alcatel-Lucent

The Cordless PBX Shipment Review  
'The Global Telecommunications Market'

© MZA Ltd. 2014

# Mobility : Users requirements define the solution

---

## **Quality**

- wireless voice quality (QoS) needs to meet high quality standards

## **Security**

- preventing eavesdropping, user impersonation with encryption

## **Capacity**

- Supporting the amount of phones and density required

## **Interoperability**

- the ability of interworking with other vendor equipment

## **Coverage**

- what range of distance needs to be covered, indoor and outdoor

## **Handset performance**

- robustness, battery life and voice quality

## **Applications**

- applications supported for business processes

# Mobility : Solutions for Mobility

## IP-DECT

### *for on-site wireless voice*

- DECT, IP DECT, SIP DECT and DECT handsets
- Open application interface and many partner solutions



## VoWLAN

### *for on-site wireless voice and data*

- VoWLAN handset portfolio
- WiFi clients for various devices



## Mobile Integration

### *for integration of mobile devices in the enterprise*

- Direct Client and Server solution
- Dual Mode with handover between WiFi and cell networks





## IP DECT

# NEC is committed to DECT

---

## At the forefront of DECT technology developments

- early **1990s** - Standardisation to enterprise DECT
- **1993** - Embedded multi-cell product
- **1994** - Market ready DECT solution
- **2002** - IP DECT offer launched
- **2004** - OEM solutions and
- **2007** - Standard SIP interface, various 3<sup>rd</sup> party PBX platform certifications
- **2008** - Dual band (GPS controlled) solution for Cruise Lines
- **2009** - Open Messaging and Location interface - DMLS
- **2010** - Accurate location Solutions with Ekahau
- **2011** – Working with industry on new CAT-iq standards
- **2013** – Introduction of CAT-iq enabled AP400 series and next generation of handsets
- **2014** – Android based handsets



# Mobility : IP DECT overview



## AP400 series With R6 SW

- CAT-iq ready
- compatible with AP300
- HD-Voice (G.722 – with R6.2)
- Range AP400S, AP400C, AP400
- Licensed features, SWA, applications



## Benefit for SMB

- Entry-level AP400S
- Optional unlicensed mode
- Lite-Management
- SV8100 ISIP on ML440
- SL-series SIP DECT

## Next Gen handsets G266 and G566

- Robust design
- Perfect voice / loudspeaker mode
- uUSB, uSD
- Smart chargers
- Antenna diversity

## I755 and ML440

- IECEx/Atex version I755x
- ML440 with ISIP



## Benefit for Enterprise

- Mix of AP200, 300 and 400 possible
- Redundancy
- Branch survivability
- Virtualization
- Location services
- Software Assurance

# Mobility : Handset portfolio overview



G266	ML440	G566 s/d	G966	I755 s/d/x	M155
DECT	DECT / ISIP	DECT	DECT / WiFi	DECT	DECT
Loudspeaker	Loudspeaker	Loudspeaker	Loudspeaker	Loudspeaker	Loudspeaker
Trembler	Trembler	Trembler	Trembler	Trembler	Trembler
HD-Voice		HD-Voice	HD-Voice		
SOS		SOS / Messaging	SOS / Messaging	SOS / Messaging	SOS / Messaging
	Multi-line (ISIP)	4 programmable keys	Android Apps		
		Light / dark versions		Light / dark versions	
			4" touchscreen		
			Front Camera	IECEEx / Atex version	
			Bluetooth + LE		

# Mobility : IP DECT portfolio enhancements

IP DECT Release 6.2, the next step after the successful introduction of AP400 series (CY2014 Q3)

- HD-Voice, Very Large Systems, Provisioning for G966

G966 SmartDECT, combining enterprise grade DECT quality with flexibility of Android applications (CY2014 Q3)

- Breakthrough in the value perception of DECT
- A real alternative for smartphones
- For Hospitality, healthcare, retail, warehouses, ..

M166 Communicator for patients, as new personal security device for elderly in assisted living, patients in care and cure (indication CY2014 Q4)

- Completes the handset portfolio addressing the fast growing area of personal security
- Compatible with Ekahau (RSSI) and Tyco/Elpas (beacons) for RTLS (Real Time Location Solutions)



# Mobility : IP DECT R6.2

---

## IP DECT - HD-Voice

- Ideal for demanding environments such as production
- For Full-AP400 installations
- Using CAT-iq channel DECT channel allocation, and G.722 codec
- 12 standard DECT channels or max. 5 HD channels
- Can combine non-HD handsets (like I755) and HD handsets (Gx66 series)
- Provided on the SIP based platforms, SV8100, SIP@Net and 3C



## IP DECT – VLS (Very large Systems)

- Extends the maximum amount of AP400 to over 2,000 with max. 16,000 handsets with unlimited seamless handover
- Allow to migrate very large TDM DECT installations to IP DECT
- Allow to grow large IP DECT installations
- And allows Ekahau RTLS configurations to grow beyond the current 250 AP

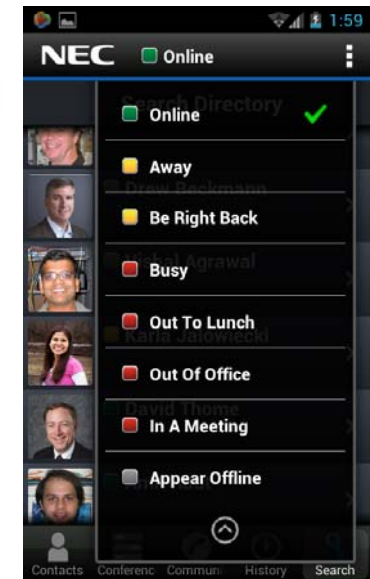
## Provisioning for G966 SmartDECT

- For Firmware upgrading
- Applications install, de-install and protection
- To program the handset and protect/fixate its settings



# Mobility : G966 SmartDECT DECT/WiFi

- DECT and IP DECT compatibility
- WiFi for data
- Android 4
- 4.0 inch touch display
- Antenna diversity
- Micro USB and SD card
- HD-Voice, HD-loudspeaker (CAT-iq)
- Full browser
- API to control the handset by App
- Selected Android App support
- Video with front camera
- Bluetooth LE (Low Energy)
- Charger-rack for 6 handsets
- Dedicated keys for fast access to functions



**G966**

# Mobility : G966 Application support

## With DECT (equal to G566)

- Alarming and Messaging (via DMLS)
- Accurate localization (via DMLS)
- Workflow management – HotSOS (via DMLS)
- UC – Directory and presence (via BCT)

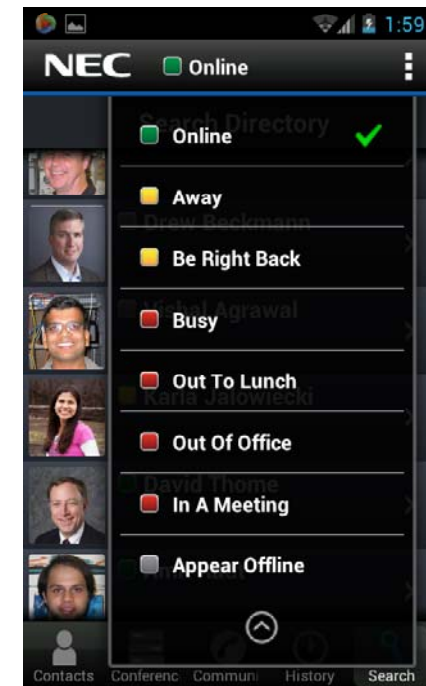
## When also combined with WiFi, examples:

- 3C Mobile Client App for Unified Communications
- MobiCall App for Messaging
- uMobility and SMP apps for VoWiFi

## Standard android applications

- Email and Calender
- People (contacts)
- Camera, recorder, file explorer

## Open Application Interface (API with SDK)

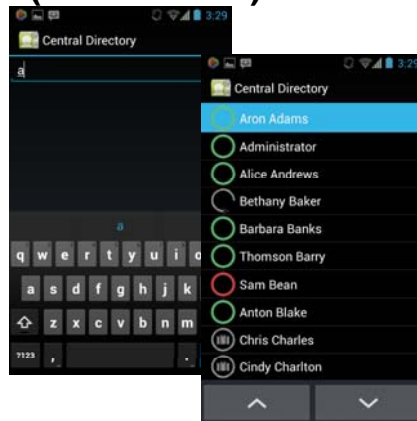


**3C Mobile Client**

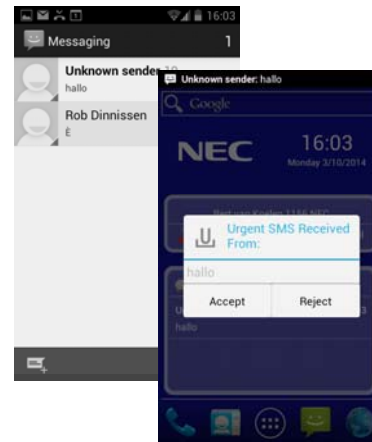


# Mobility : G966 application summary (WiFi / DECT)

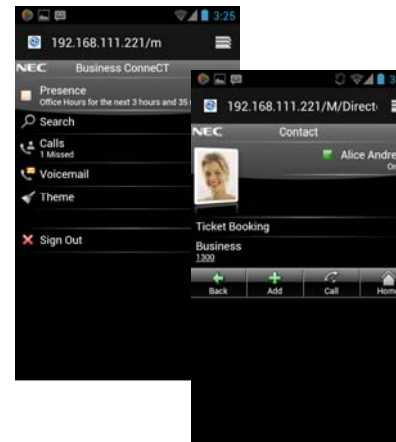
**CDA, central directory, presence (DECT / BCT)**



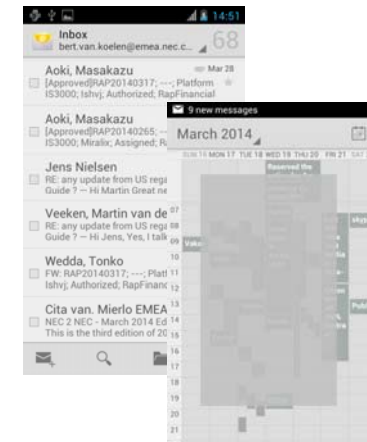
**DECT Messaging (DECT / DMLS)**



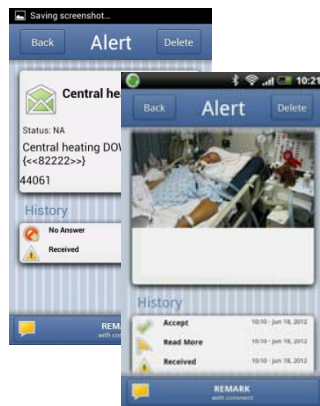
**BCT Mobile Client Browser access (WiFi)**



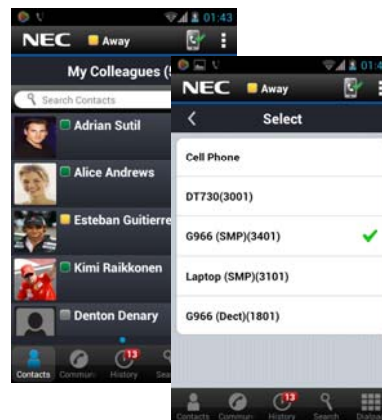
**Email, calendar, contacts integration (WiFi)**



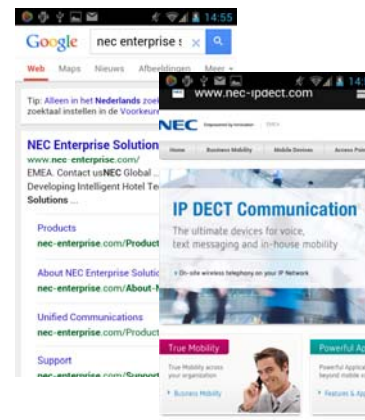
**Mobicall (WiFi)**



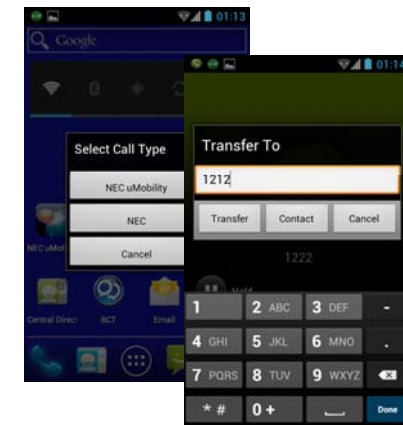
**3C Mobile Client VoWiFi – SMP 9WiFi)**



**Web browser (WiFi)**



**VoWiFi – uMobility (WiFi)**



# Mobility : M166C DECT Communicator

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■ Pendant device for patients

- For NEC IP DECT
- Alarming and calling
- Tear-off alarm (pull cord)
- Lanyard cord
- IP56
- Big alarm button plus additional hot-call number
- Loudspeaker, trembler
- Headset
- CL version is also prepared for Tyco beacons (location detection)



# Mobility : IP DECT integration with Tyco/Elpas

- Eiris alarming and location server integrates on DMLS (Now)
- Elpas beacons and tags, radio receivers to transport location to Eiris server (Now)
- M166 can receive the Elpas beacons and send location message to DMLS, other handsets like future I766 will also support this (starts CY2014 Q4)



# Mobility : I766 Ruggedised DECT handset (1H 2015)

## For very demanding environments

- 2.4" high resolution display
- Antenna diversity
- Micro USB and SD card
- HD-Voice, HD-speakerphone
- Bluetooth LE (Low Energy)
- Pull cord for emergency
- Large SOS key (top)
- Charger-rack for 6 handse
- IP65



# Voice over WiFi and Full FMC

# Mobility : Smart Phone Integration



- 50% of mobile phone calls are made in the presence of a WiFi network
- 38% of enterprise IT budgets are mobile phone costs
- 30% of the office calls are received on mobile phones
- Average business person uses multiple devices and applications
- 36% of the employees are unable to reach coworkers on the first try
- Difficulty in getting response from staff results in 12% missed deadlines



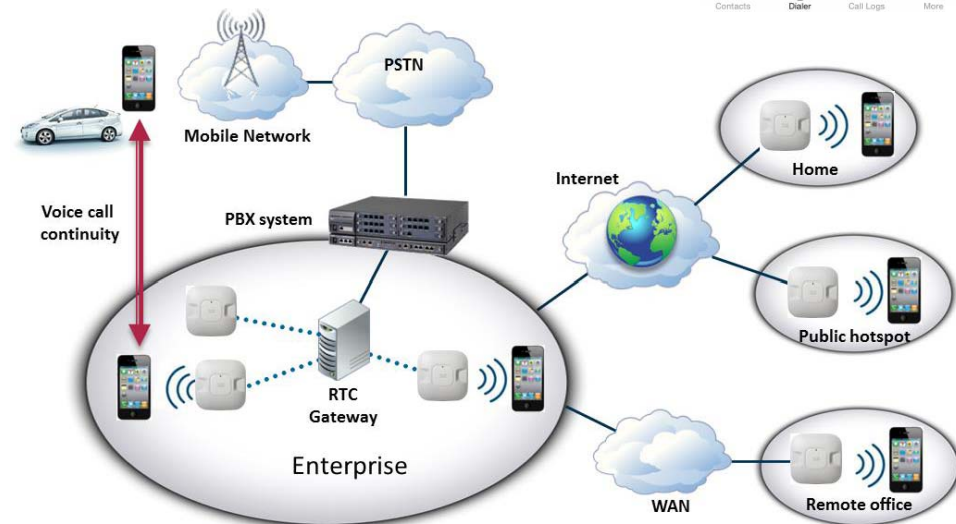
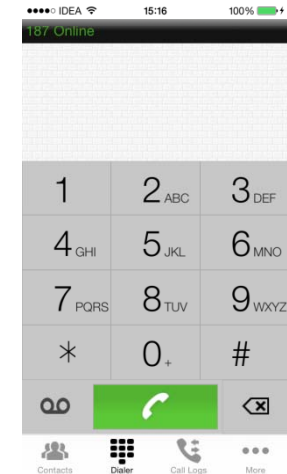
# Full FMC with NEC Mobile Integration

## Characteristics

- Dual mode client with seamless handover for most smart phones and tablets
- Great WiFi voice quality with echo cancelling and optimized QoS
- Various deployment scenario's, like multi-PBX, multi-user, WiFi hotspot, redundancy, etc.
- Full provisioning of clients and settings (OTA)
- For all NEC communication platforms
- Clear cost overview mobile and fixed cost via MA4000 Expense Management

## Key features

- Integration in enterprise system
- Enterprise dialing
- Single number reach
- Move call to any other phone
- Dual mode connectivity
- Corporate directory access
- Smartphones (iPhone, Android)
- Powerful management



# Mobility : Move Call

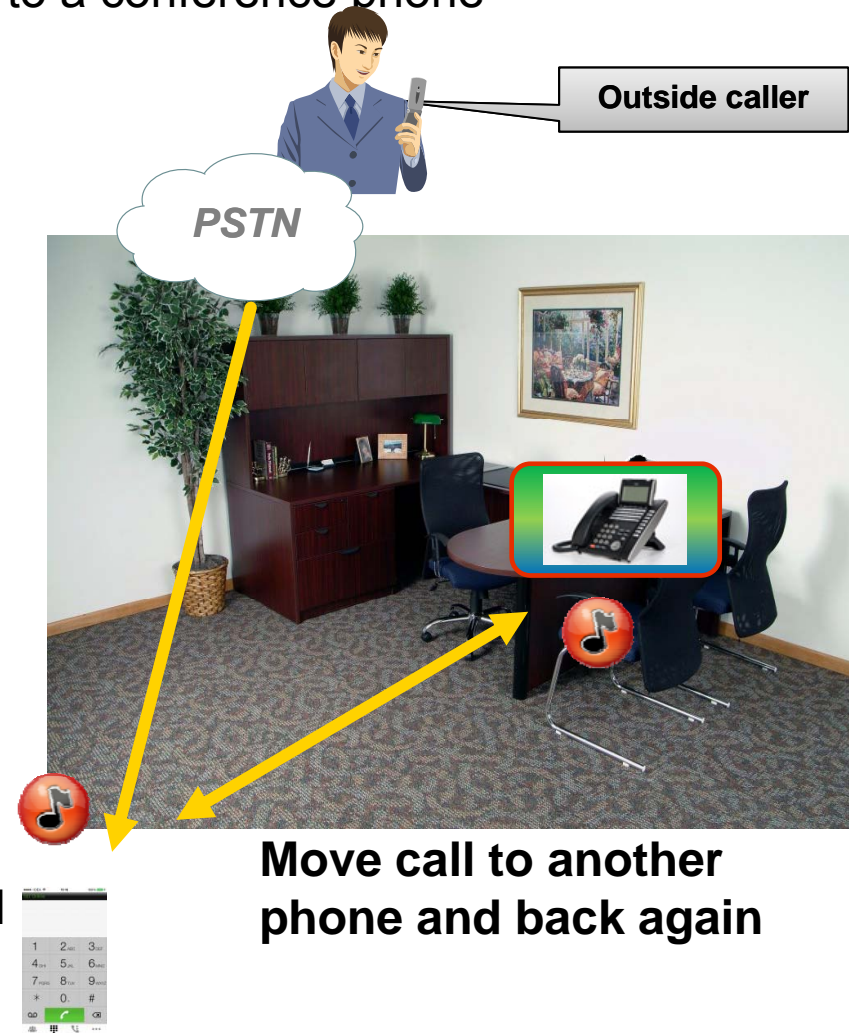
Move a call from Smartphone to any other telephone

- It can be more convenient, e.g. to move to a conference phone
- At home, move to the fixed line
- In the office, move to the deskphone

Talking on the smartphone and want to move the call, actions are:

- Press “Move Call”
- Select from a pre-defined list
- Press move

At any time the call can be re-moved to the smartphone



# Mobility : VoWiFi portfolio

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NEC and Spectralink partner for 8400 handset series  
.....we also provide various NEC branded softphones:

## Spectralink VoWiFi single mode handsets 8400 series as successor for MH150 (CY2014 Q3)

- Rich set of features comparable with desktop terminals
- Work with most WLAN vendors (VIEW certification)
- Mobicall messaging solutions are compatible



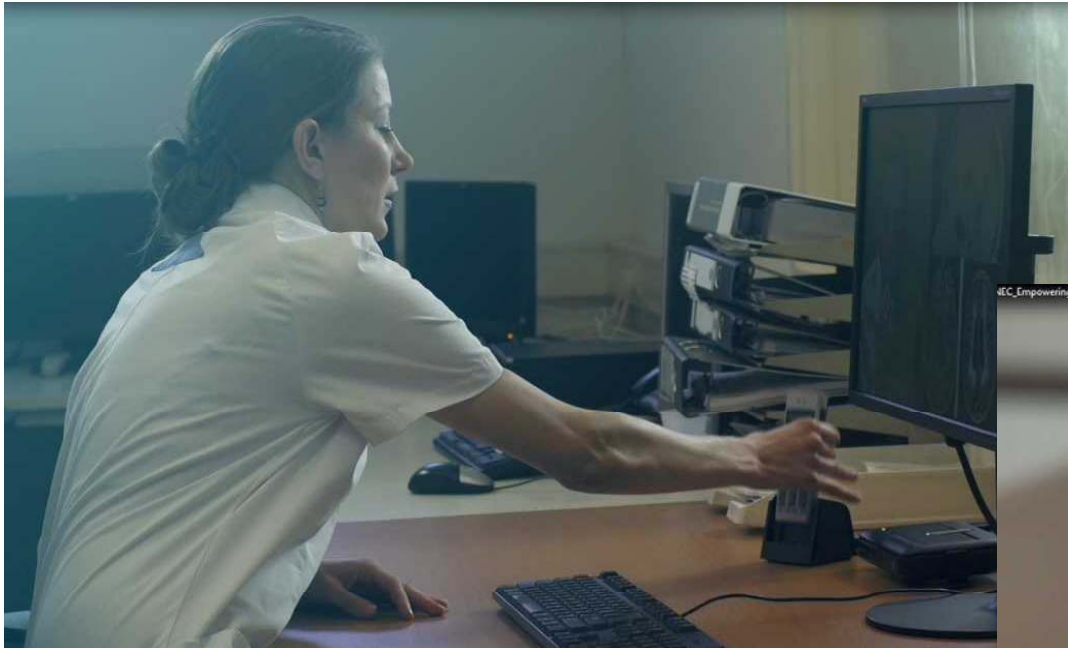
## NEC branded options

- Smartphones and tablets with NEC soft client (now)
- New G966 handset with uMobility client and 3C Soft media Phone (SMP) for Android (CY2014 Q3/Q4)



Empowered by Innovation

**NEC**



# Our customers

[www.nec-enterprise.com](http://www.nec-enterprise.com)



# Mobility : Customers across the world...

IKEA – Iceland



- Mobile communications enables to reach the person with the right expertise
- Implemented in several IKEA's worldwide

Okura – Netherlands



- Integrated communication and security platform
- Mobile communications throughout the hotel
- Messaging solution integrated with rapid response system

Bridgestone – Vietnam



- Large Production facility
- IP DECT with 40 Access Points and 300 I755 handsets

Alvarado Hospital – US



- Large IP DECT project
- Commtech messaging integration
- Combined prison and hospital facility

University of Northumbria – UK



- Very large campus
- Several NEC PBX and DECT systems
- over 500 Access Points

Klinik St. Pirminsberg – Switzerland



- Psychiatric clinic with 250 patients
- Staff safety scenario's for 150 DECT users
- Messaging and location detection

Koeberg Nuclear Power Plant – South Africa



- IP DECT installation
- I755 handsets adapted to power level requirements
- Utmost safety required

Cruise lines – Across the globe



- Smart Cruise Line Communications
- Integration with island/port systems
- Automatic frequency band adjust
- Some ships with over 300 APs and 4000 DECT handsets

Empowered by Innovation

**NEC**

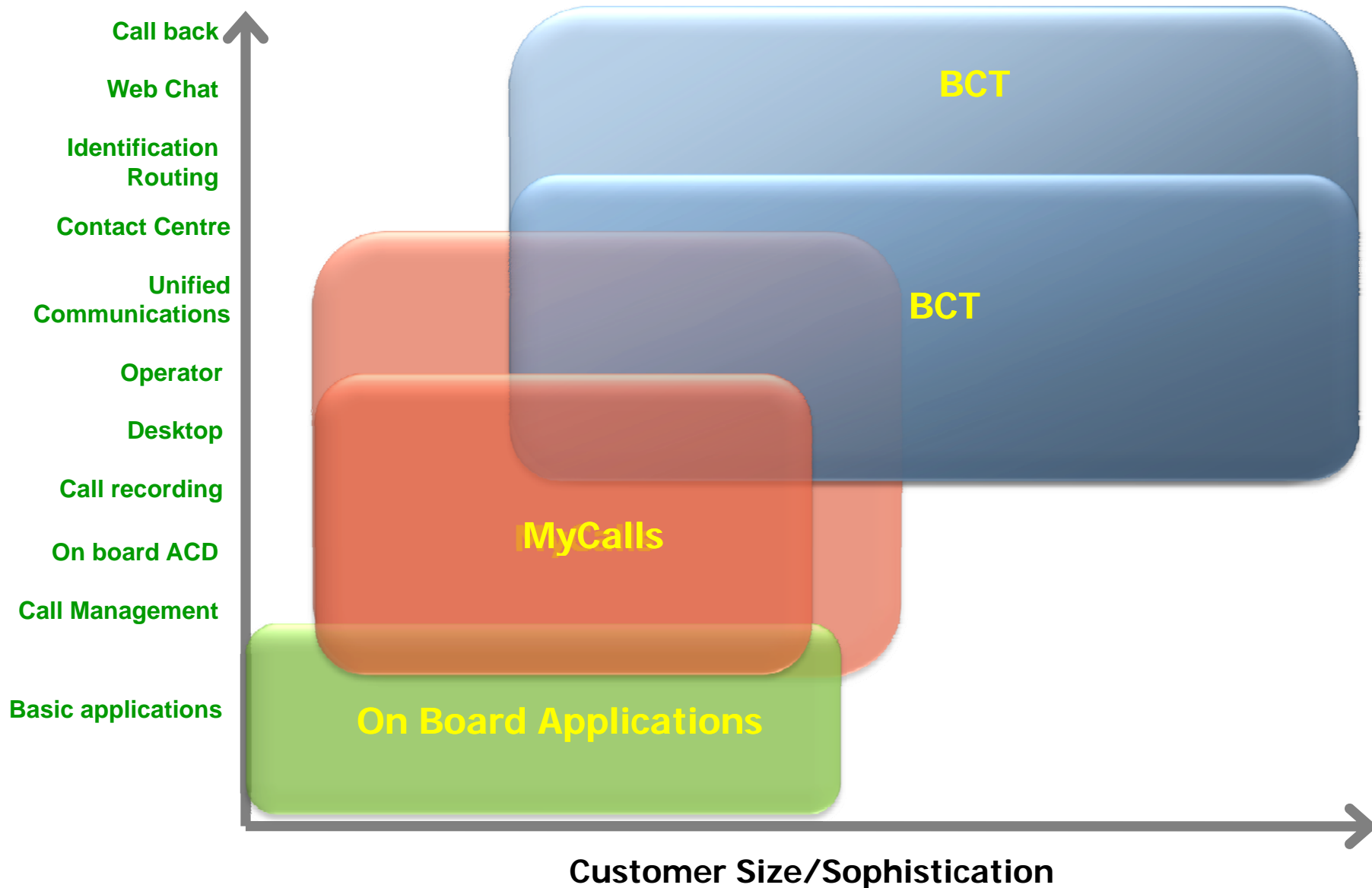
# SMB Applications



[www.nec-enterprise.com](http://www.nec-enterprise.com)



# SV9100 Applications : Positioning



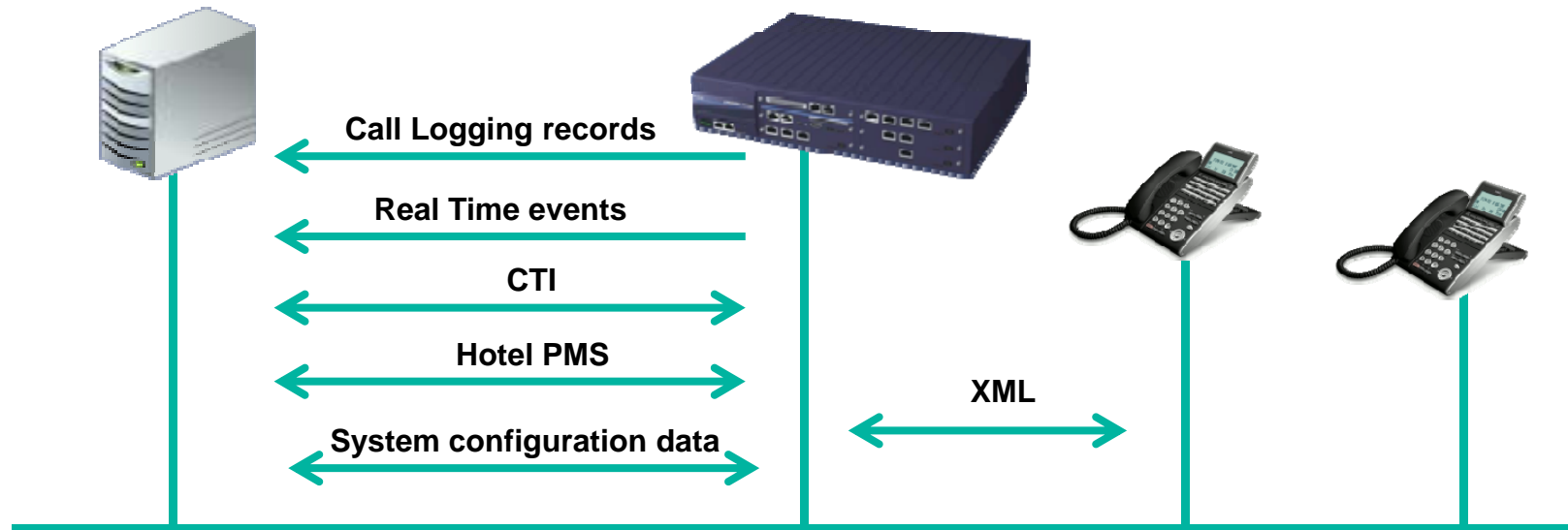
# SMB Applications On-Board



# SV9100 Applications : On Board applications

## Current Application deployment

PC or Server running the applications connected to SV system



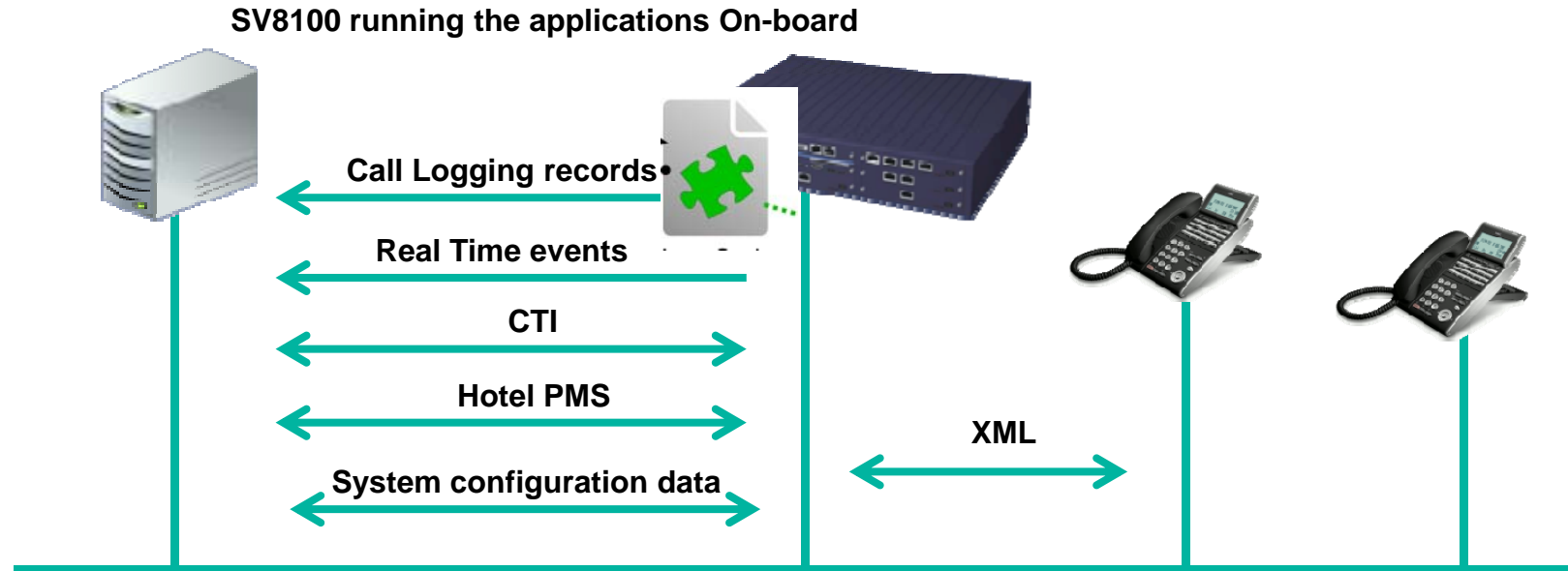
This is not suitable for small SMB customer

- Expensive to deploy : Requires hardware and engineering skills
- Multiple points of failure : PC, LAN, Power
- Complex to maintain, Remote access difficult

Is this really required for niche / low cost SMB applications?

# SV9100 Applications : On Board applications

## A New Approach :



## Advantages with the on board approach

- Very low cost to deploy : No PC, quick and easy to install the application
- Single point of failure : The application will only stop when the system stops
- Simple to maintain : All on the same system

# SV9100 Applications : On Board applications

## Applications :

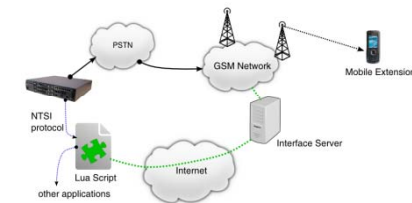
- On-Board engine built into SL1x00 and SV8100
- Applications developed and released by NEC
- Library of applets being developed by NEC
- Web interface for loading and managing applets
- Easy to translate
- Consider any requested with a strong business case

On Board  
Applications



## On-board applets

- GSM integration in Norway : Complete
- Toll Fraud Detection and Prevention : October 2014
- Examples of future applets;-
  - Simple Call logging
  - Simple Hotel PMS interface
  - User configuration of system



# SV9100 Applications : On Board applications

## Toll Fraud Applet

- User Configurable : Easy to set up. Browser based interface
- Monitors all the inbound and outbound call activity
- Call rate profiles set up for extensions / numbers / trunks
  - Different call rates per profile and days of week / times of day
  - Safe numbers can be defined : excluded from the monitoring
- Action taken if fraud suspected : Manual operation
  - E-mail sent to indicate which extension or number dialed has broken the rules
  - Reply to the e-mail and Extension or number is blocked : **User has control**
- Action taken if fraud suspected : Automatic
  - The applet will automatically bar any extensions / numbers if rules are broken



From: TheGuardian@YourSyst.em [mailto:TheGuardian@YourSyst.em]

Sent: 13 September 2014 00:40

To: Graeme Snowden

Cc: pork@mailinator.com

Subject: This is the PBX toll fraud guard at My Lab Desk.

Rule "Rule #1 Numbers dialled frequently detector" found that the number '202' has been called frequently.  
(At least 3 in the last 1200 seconds)

Usually This is an indication for a ongoing fraud attempt.

This number has been added to the list of blocked numbers in the PBX' configuration



# SV9100 Applications : On Board applications

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## Call logging Applet : November 2014 (TBC) SV9100 and SL1x00

- Automatically reads all DDI names/ Extension names etc. from system
- Reports of all inbound and trunk activity
- Detailed reports or Summary reports available
- Generates alarms if call thresholds are met
- Simple Web interface

On Board  
Applications

## Hospitality : (Now studying) SV9100 and SL1x00

- Designed for 2 star hotels
- Hotel front of house built in
- Room check in / check out
- Wake up calls (using inMail)
- Room billing , calls and other costs, personalised billing print out



## User configuration of system : (Now studying) SV9100 and SL1x00

- Simple moves and changes
- Call routing changes / User permissions / simple night mode changes / holidays

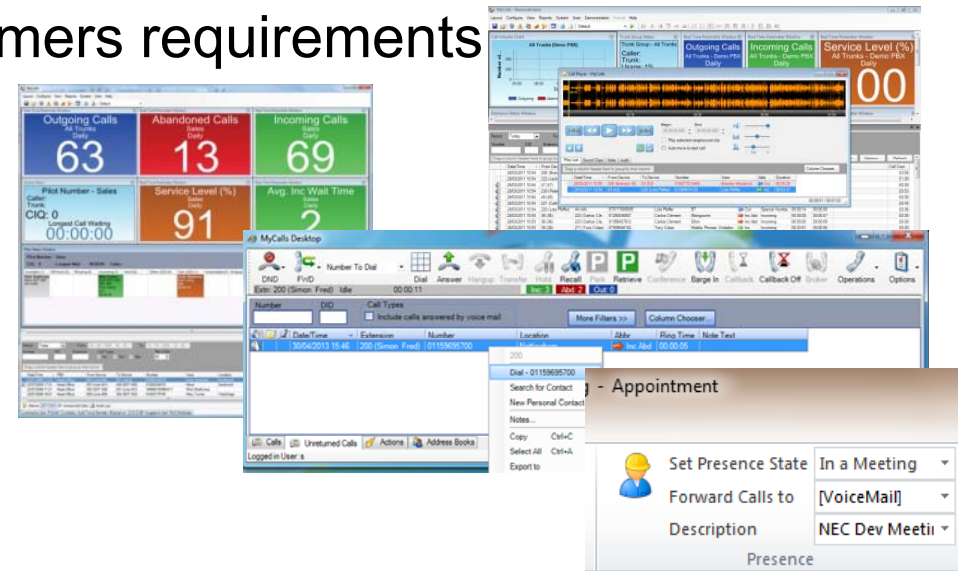
# SMB Applications MyCalls



# SV9100 Applications : MyCalls Suite

Single product meets the customers requirements

- Call Reporting / Management
- Call Recording
- Call Centre
- Desktop Client
- Operator Console
- Presence / Instant Messaging



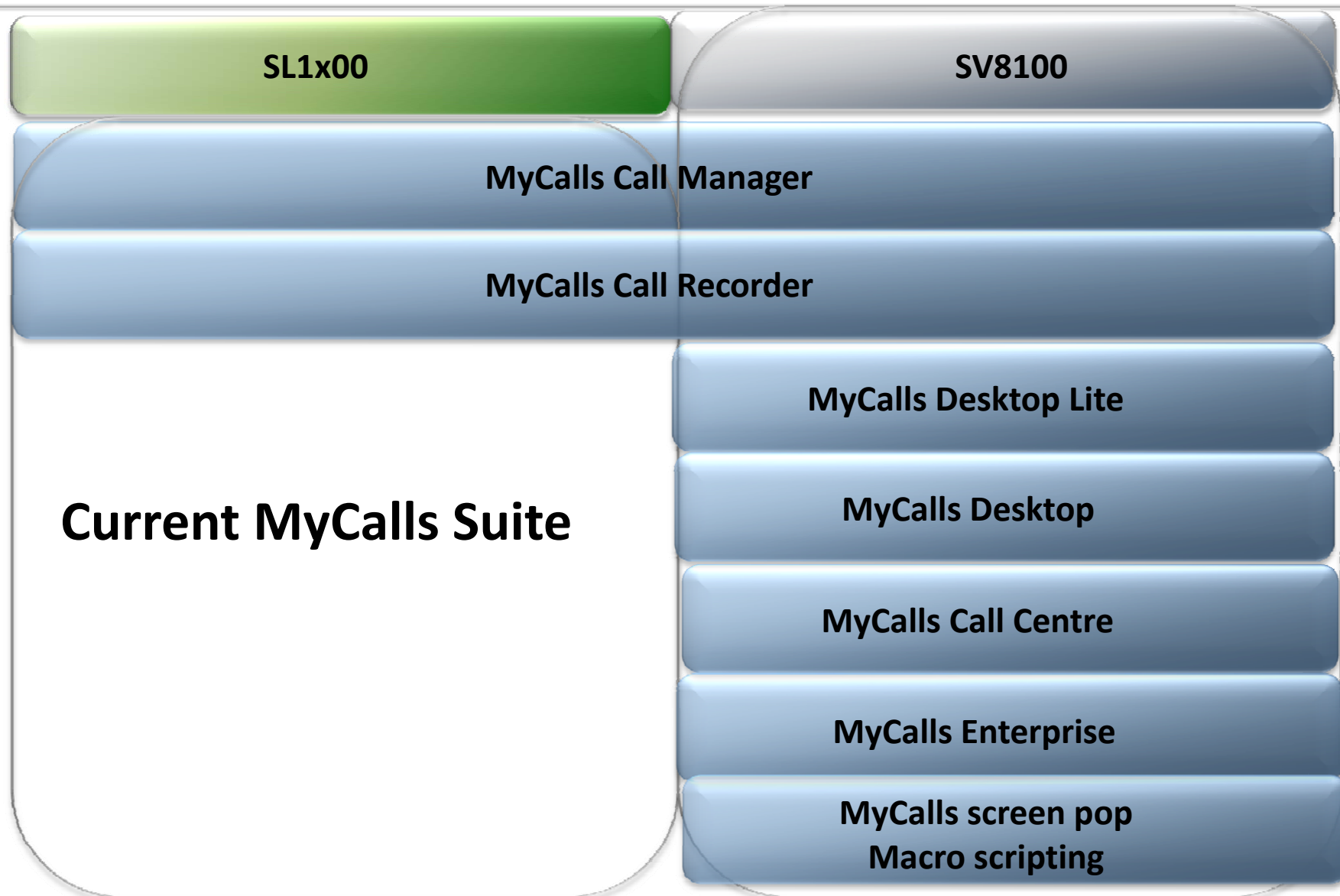
Easy to install

- Not server based : Windows 7 / Windows 8 / Server 2008 / 2012
- Simple training : Detailed PC knowledge NOT required
- Synchronises with SV9100 system configuration

Modular / Scalable solution

- Suitable for small to large customer
- Buy just the modules required

# SV9100 Applications : MyCalls Suite



# SV9100 Applications : MyCalls Call Manager

Real time information : Answered. Abandoned, Outgoing.....

Drill Down : Click on a stat to see what is behind it

Auto Reporting / Report Scheduling Hourly....Daily...Weekly.....

- Directors Report : Simple daily report end of each day

Standard or Custom reporting, design your own reports

Reporting by exception : Generates alarms

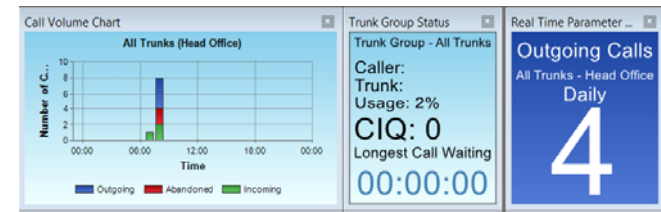
- Alarms delivered as e-mails. SMS, Flashing wallboard....

## Director's Report

Created On: 11/09/2014 08:55:54  
Covering Period: 10/09/2014 00:00:00 - 10/09/2014 23:59:59

### Head Office

Number of Calls			Average Duration		Average Ring Time	
Answered	Abandoned	Outgoing	Answered	Outgoing	Answered	Abandoned
81	29	58	00:04:33	00:04:58	00:00:18	00:00:12

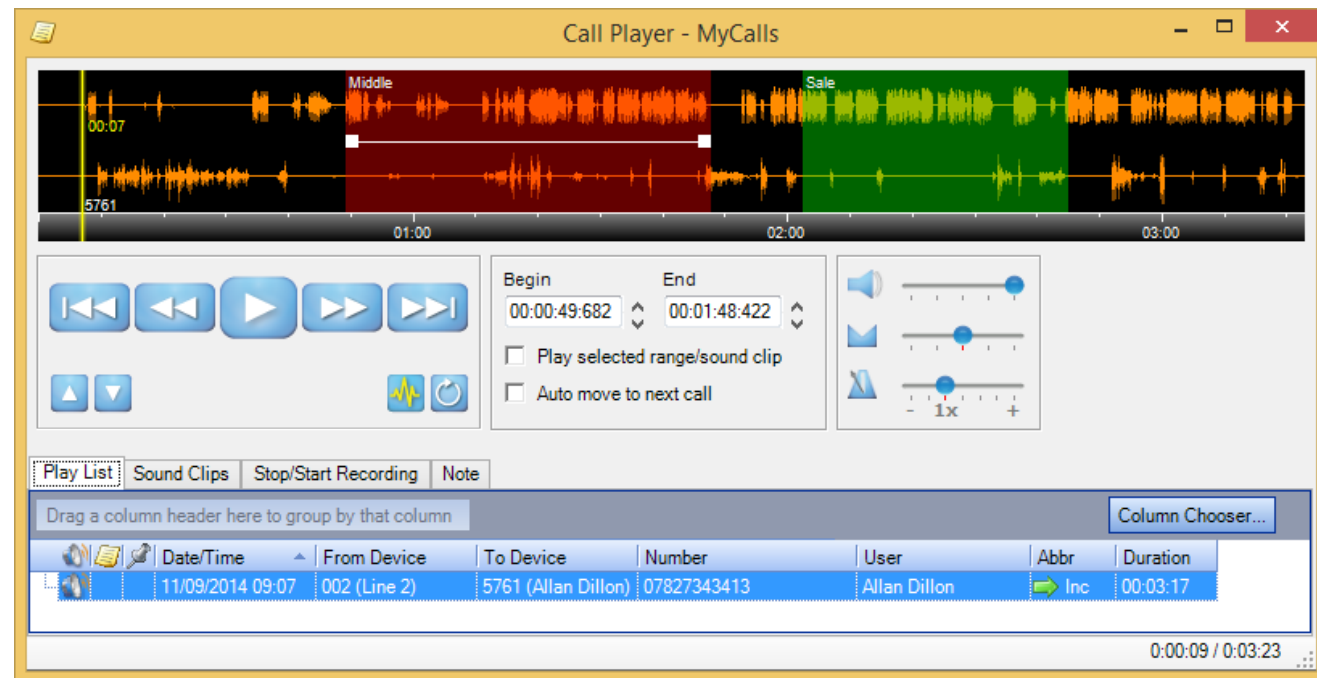


Outgoing Calls  
All Trunks - Head Office  
Daily  
4

MyCalls 02/04/2013 18:03:  
Call Over £15: extension  
089 made a call. Number -  
[00551131517075](tel:00551131517075). Cost  
more than 25.00 (34.16).

# SV9100 Applications : MyCalls Call Recorder

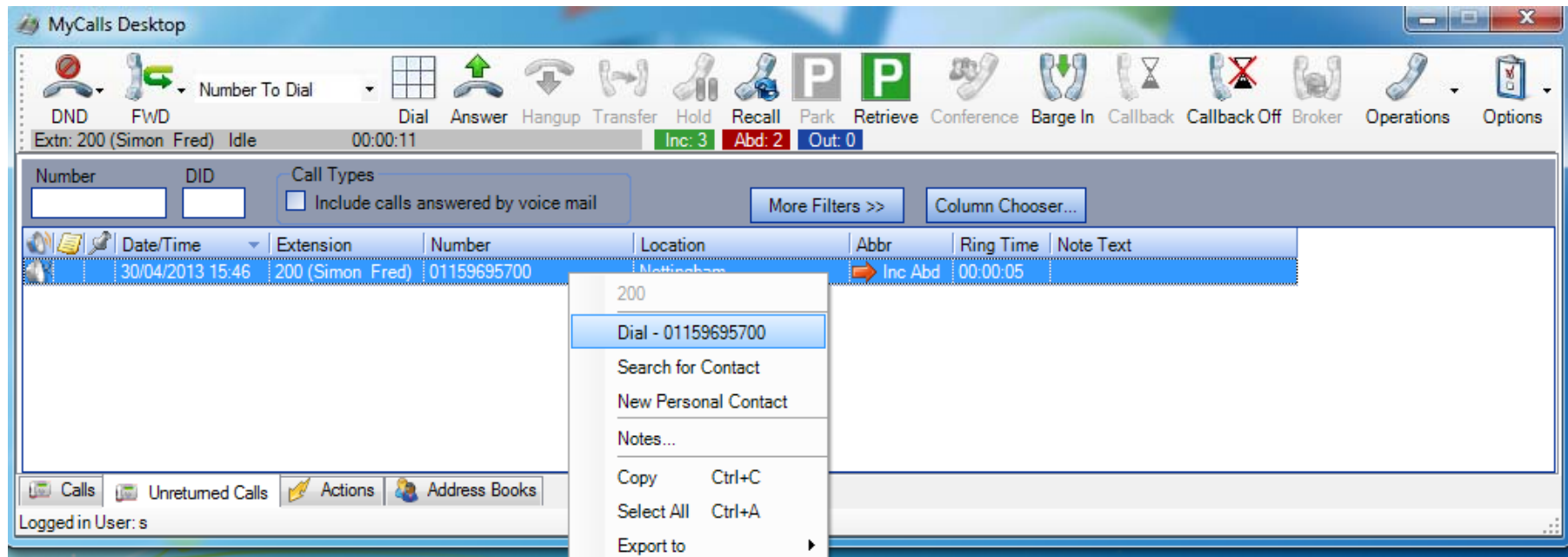
- Secure / Encrypted Call Recording
- Stereo Playback
- Certain calls types can be excluded from recording based on CLI, DDI, extension of user.
- Manual Pausing or recording / MyCalls 4.5 will have automatic recording.





# SV9100 Applications : MyCalls Desktop

- Advanced Call Control on your desktop
- Screen pop to standard CRM's (Outlook....)
- Macro Scripting for flexible integration to virtually any CRM
  - Use inbuilt scripting language to integrate



# SV9100 Applications : MyCalls Call Centre

- Reports on inACD on the SV9100. The Call Centre solution lets the PBX deliver calls providing reliable call routing.
- Shows Real Time Status of Agents and ACD queues.
- ACD Supervisor's have complete visibility of the call centres performance through real time information.
- Real Time Predictive abandonment.

The image displays four screenshots of the MyCalls Call Centre software interface:

- Pilot Status Window:** Shows Pilot Number: 01, CIQ: 1, Longest Wait: 00:00:08, and Caller: Main Supplier. It includes a table with columns: Available (0), Off Hook (0), Ringing (1), Incoming (0), Hold (0), Other ACD (0), Non ACD (0), and Unavail. The Ringing (1) column shows Steven Smith, Extn: Maggie W, DID: 5890, Pilot: 01, Main Supplier, 00:00:08.
- Incoming Calls (Real Time Parameter Window):** Shows Incoming Calls, All ACD Queues - Head Office, Daily, with a large number 3.
- Abandoned Calls (Real Time Parameter Window):** Shows Abandoned Calls, All ACD Queues - Head Office, Daily, with a large number 3.
- Queue Status:** Shows Pilot Number - 01, Caller: Main Supplier, Trunk: 1, CIQ: 1, and Longest Call Waiting: 00:00:08.

# SV9100 Applications : MyCalls Call Centre

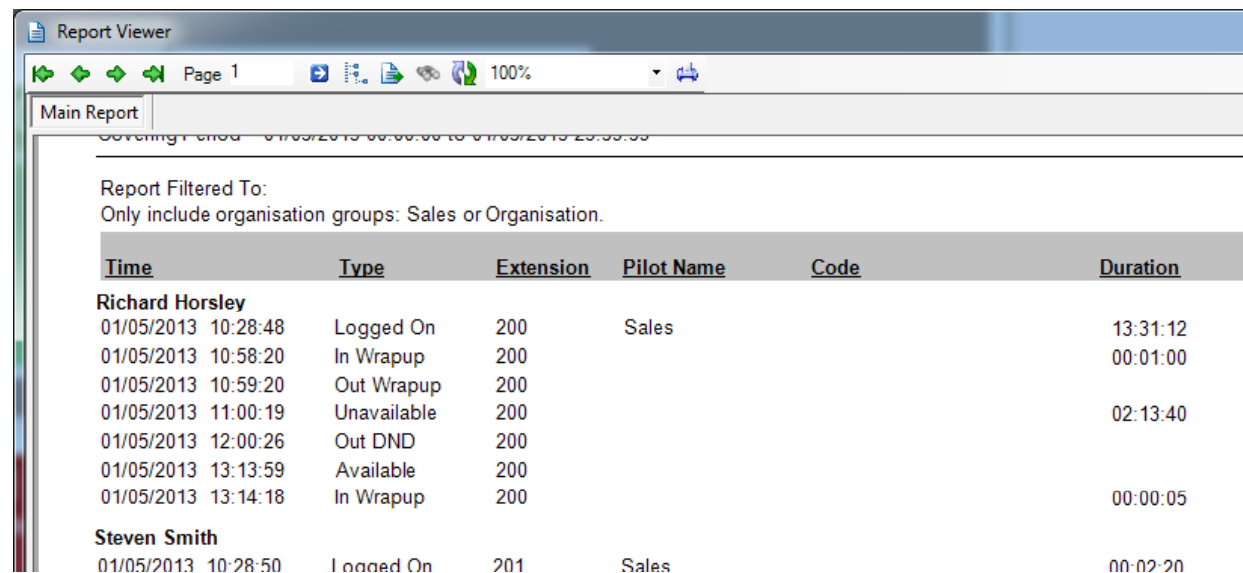
Very Powerful Custom Reporting Tool.

## Agent Based Reports

- Used to see the number of calls answered, outgoing and call durations.
- Login / Logout / unavailable / wrap-up states can be reported also.
- To see accurate login time information, agents have to login / logout each day.

## ACD Group Reports

- Used to see number of answered / abandoned calls and call durations.
- Many call percentage stats available.



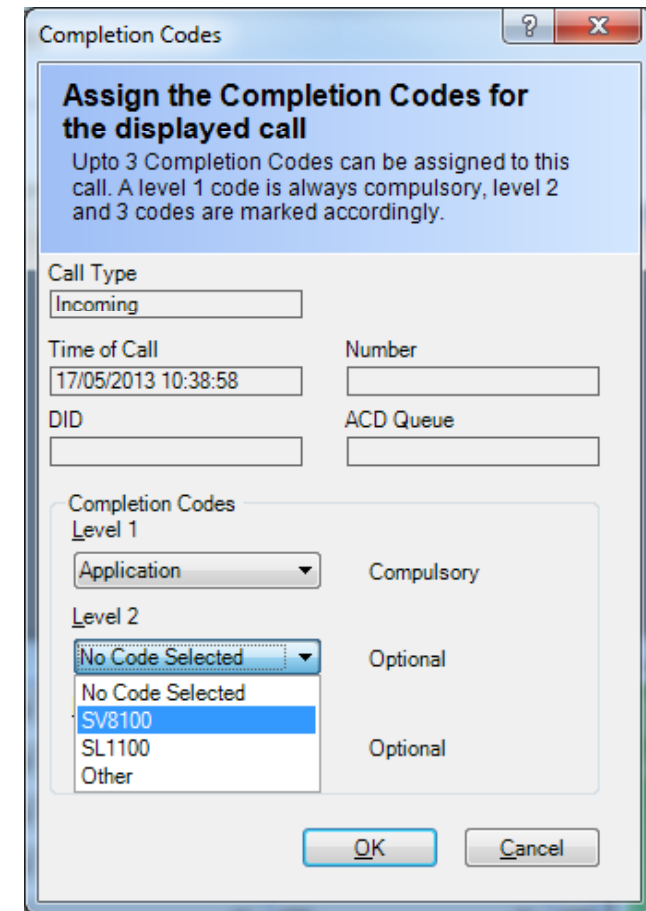
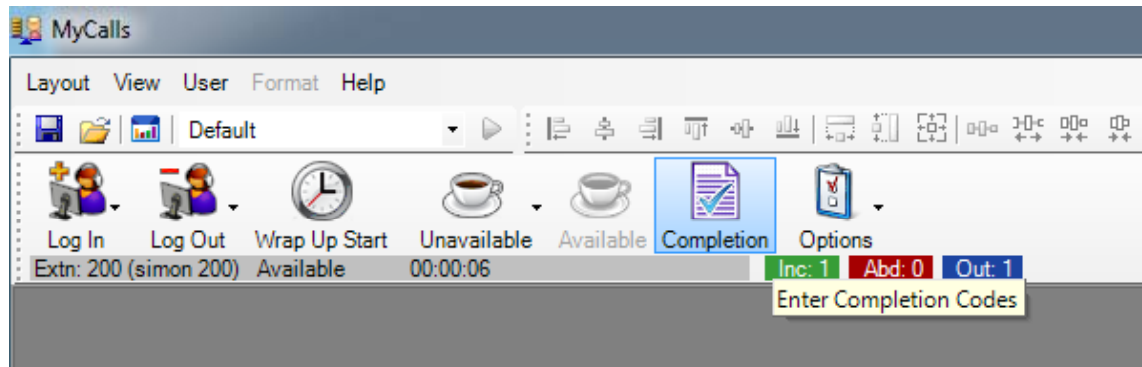
The screenshot shows a 'Report Viewer' window with a toolbar and a table of agent activity. The table is filtered to show only 'Sales' or 'Organisation' groups. The table has columns for Time, Type, Extension, Pilot Name, Code, and Duration. The data is grouped by agent name.

Time	Type	Extension	Pilot Name	Code	Duration
<b>Richard Horsley</b>					
01/05/2013 10:28:48	Logged On	200	Sales		13:31:12
01/05/2013 10:58:20	In Wrapup	200			00:01:00
01/05/2013 10:59:20	Out Wrapup	200			
01/05/2013 11:00:19	Unavailable	200			02:13:40
01/05/2013 12:00:26	Out DND	200			
01/05/2013 13:13:59	Available	200			
01/05/2013 13:14:18	In Wrapup	200			00:00:05
<b>Steven Smith</b>					
01/05/2013 10:28:50	Logged On	201	Sales		00:02:20

# SV9100 Applications : MyCalls Call Centre : Advanced

## Agent Control

- Login / Logout of ACD Using MyCalls
- Unavailable Codes
- Completion Codes
- Skill Based Routing Management



# SV9100 Applications : MyCalls Translation

- Each different area (module) of the MyCalls can be translated
- The files are opened in the translation tool, the English text is displayed on the left and the translator enters the text in the box on the right hand side

Default Language	French
Send calls directly	Envoyer directement des appels
Send calls to a LAN email server	Envoyer des appels vers un serveur de messagerie LAN
Send calls to an external email server	Envoyer des appels vers un serveur de messagerie externe
SMDR recipient mail box	Boîte aux lettres destinataire EDC
SMTP Mail Server Name or Address	Nom de serveur de messagerie SMTP ou adresse

- Once the translations are complete, they are saved and can be re-imported back into a MyCalls installation
  - No need to send the files back to the developers

# SV9100 Applications : MyCalls Translations

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- Number of strings that can be translated is approx 20,000
- Some are single words, some are sentences
- Auto translated files can be provided for checking/changing

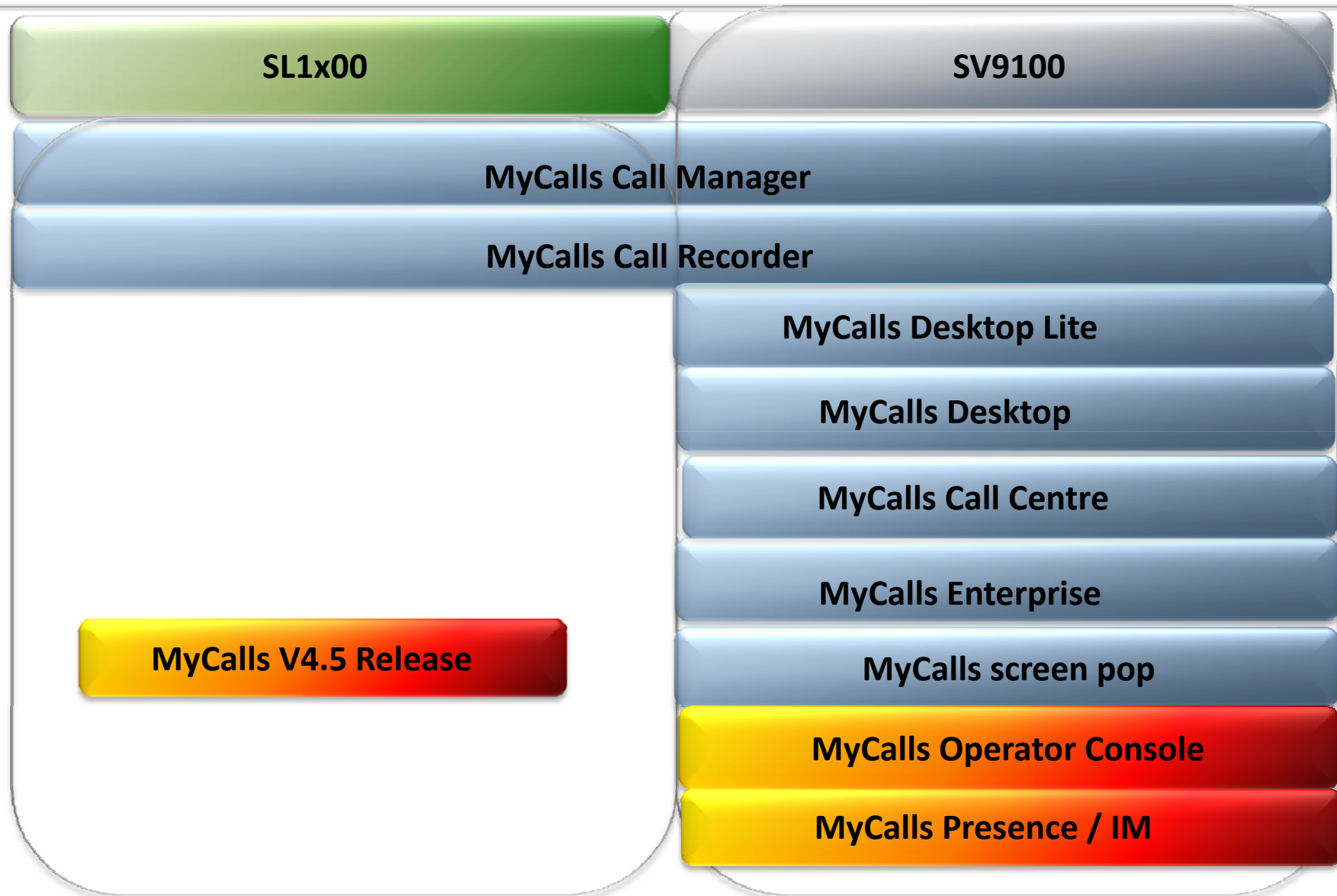
Section	Number of Strings
MyCalls Application	1300
MyCalls Desktop	1100
MyCalls Operator Console	600
Back End Configuration	16000

## Promotion

- There will be a promotion announced to encourage translation of the MyCalls modules before the end of September



# SV9100 Applications : MyCalls V4.5



# SV9100 Applications : MyCalls V4.5

## Operator Console

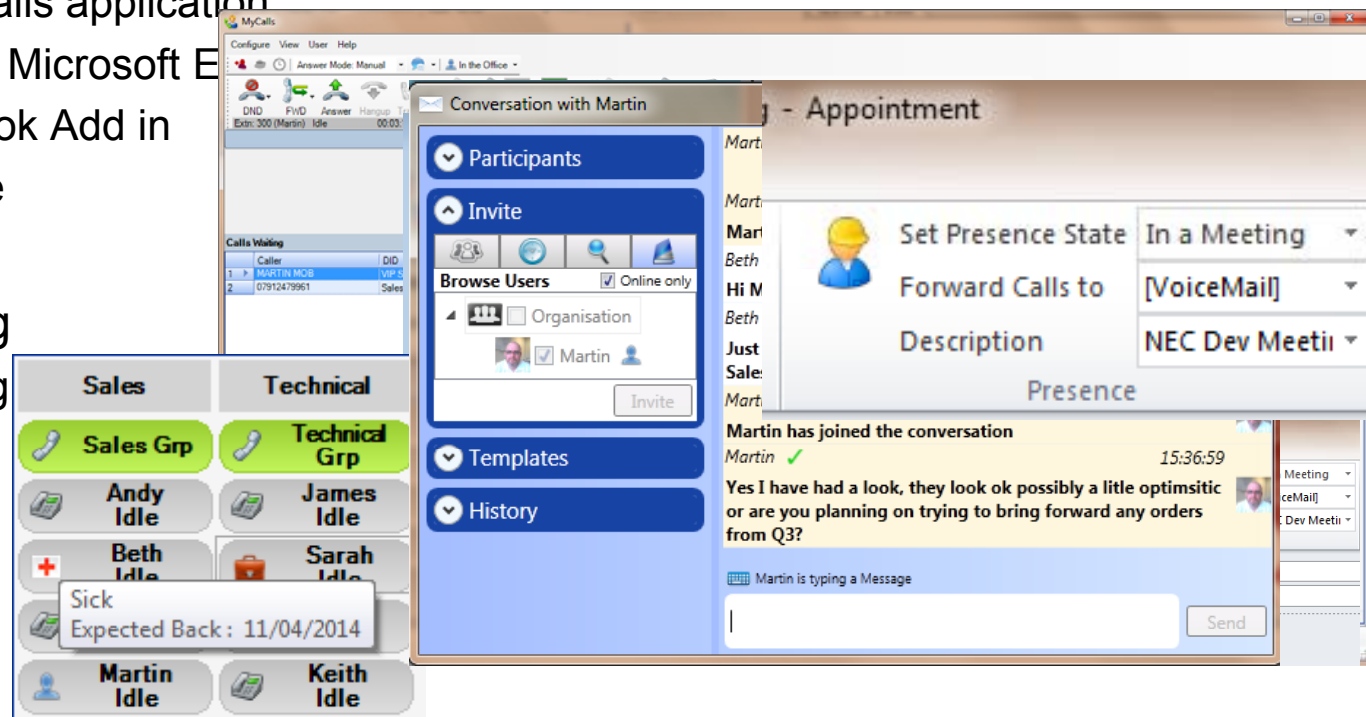
- Single or Multiple Operators : Call queuing, VIP caller priority
- Integrates with MyCalls Desktop, Call Recording, Presence, Instant messaging.....
- System features available with a single click : Night modes, service code.....

## Presence

- Set within MyCalls application
- Integration with Microsoft Exchange
- Microsoft Outlook Add in
- Set from Mobile

## Instant messaging

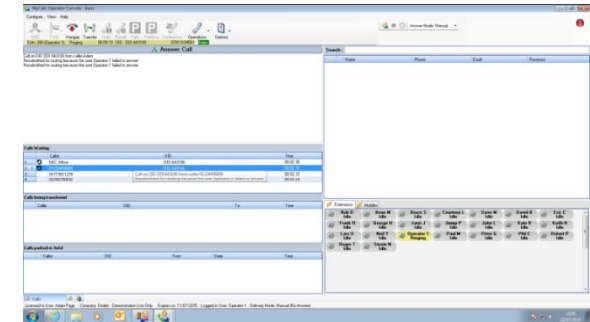
- Internal messaging



# SV9100 Applications : MyCalls V4.5 : Operator

## Standard User

- Single User
- **Integrates with MyCalls Desktop, Call Recording, Presence, Instant messaging**
- System features available with a single click : Night modes, service code...
- Priority based on queuing time
- **MyCalls Reporting**
- Effectively Queue calls and deliver to one or more Operators
- Fail over to single destination for all DDI's
- BLF same as MyCalls Desktop
- **Drag and drop calls from any number of queues**
- **Selectively answer and handle calls from DDI queues**
- **Direct calls to users based on their Presence settings**
- Send auto complete emails to users who can not be reached
- Send quick chat messages to users



## Advanced User

- **Multiple User**
- Automatic / Manual routing : Auto delivers to Operator based on longest idle
- Wrap-up Feature : free time after a call
- **Priority on DDI / CLI : VIP calls marked as higher priority calls**
- **Same Operator Routing : Same CLI calls routed to same operator**
- Fail over per DDI : Different destinations if the operator logs out

# SV9100 Applications : MyCalls V4.5 : Operator

## MyCalls console V4.5

NEC

The screenshot shows the MyCalls Operator Console V4.5 interface. It includes a top menu bar with 'Configure', 'View', and 'Help'. Below the menu is a toolbar with icons for various call actions. The main area is divided into several sections: 'Calls Waiting' (a table of incoming calls), 'Calls being transferred' (a table of calls in progress), 'Calls parked or held' (a table of calls on hold), 'Search Window' (a search bar and results table), and 'Extensions' (a grid of extension status icons). A status bar at the bottom shows user information and system settings.

**Action button**  
This button will try to anticipate your next action. Click here to deliver/answer/hang up/transfer a call depending on your phones current status.

**Active Calls Window**  
This window shows the current active telephone call. Drag the call from this window into the Operator BLF window to transfer the call. Details of the call history are displayed here.

**Calls Waiting Window**  
Calls displayed here are waiting for the operator. Hover over a call with your mouse for further details about the call.

**Calls being transferred**  
Transferred calls are displayed here. You can right-click on any call to retrieve it. When unanswered calls return to the operator. This time is configured by your system administrator.

**Search Window**  
Searching for a name or number here will search all available directories and extensions. Results will be shown in the window below.

**Action button tabs**  
Each tab can contain different groups or extensions. Action buttons can also contain links to websites, email shortcuts or pre-defined macro scripts.

**Call Records View**  
Click here to search your call history. Right click on a number to dial. If call recording is enabled by your system administrator then you can playback a call recording by clicking on the speaker icon.

**Unreturned Calls View**  
See here any missed calls. If you return the call it will be removed from the list. If the caller rings back, then they will be removed from the list.

**Directory**  
View your personal telephone directory here.

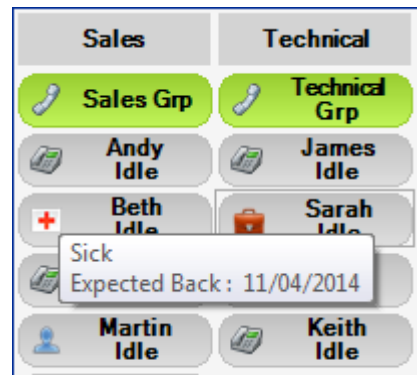
**Calls parked or held**  
Calls can be held in two different ways;  
**Hold** – Only visible to this Operator  
**System Park** – Visible to all Operators and extension users with Park Hold function keys  
**Managed Park** – MyCalls Desktop Users will be notified of a waiting call.

Orchestrating a brighter world

# SV9100 Applications : MyCalls V4.5 : Presence

MyCalls will allow presence states to be set in a number of ways

- The MyCalls Desktop Application
- Outlook Plug In
- Synchronisation with MS-Exchange server to pick up calendar appointments.
- Presence can be scheduled for typical working week and can be different on a per user basis
- Can detect keyboard / mouse activity and prompt a user to change state if they are “out of the office”
- Basic Reporting Available on Presence states

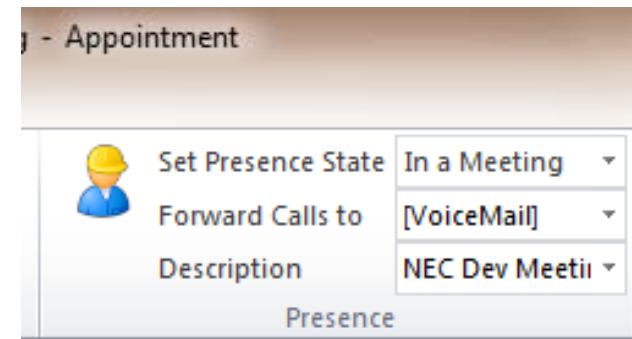


Console View

The MyCalls Supervisor Extension Status Window displays a table of user presence states. The table has four columns: Idle (3), Off Hook (1), Ringing (0), and Inco. The rows list users and their current status.

Idle (3)	Off Hook (1)	Ringing (0)	Inco
Beth Extn: 312 18:53:28	Martin Extn: 300 00:00:07		
Sarah Extn: 316 04:14:46			
Mike Extn: 301 00:58:13			

MyCalls Supervisor

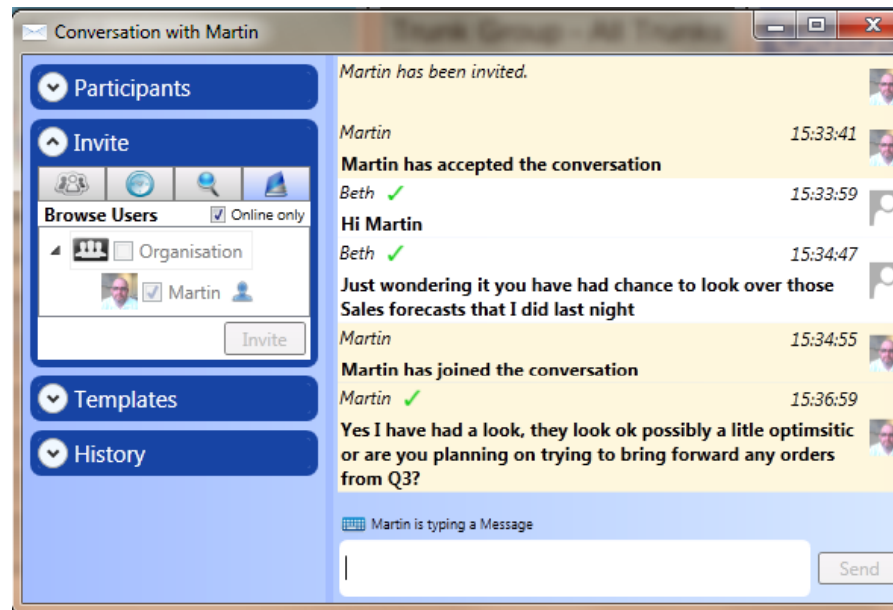


Outlook Plug in

# SV9100 Applications : MyCalls V4.5 : IM

## MyCalls Instant Messaging

- MyCalls 4.5 will allow MyCalls users to send and communicate between each other via a private chat server
- Access to the Instant Messaging (chat) server is configurable. All messages are logged and can be retrieved by an administrator if required
- The chat service will integrate with the presence and ACD agent login settings to indicate the availability of users
- Possible to send messages to individuals or to groups of users





# SV9100 Applications : MyCalls V4.5 : Call Recorder

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Currently MyCalls stops/starts recording is controlled by sending DTMF digits

- The DTMF digits are heard by both parties
- Not possible to report on when the recording has been paused
- Not possible to integrate with applications

V4.5 MyCalls allows Pause/resume recording to be controlled by

- Users/MyCalls Desktop users via a button in the MyCalls application
- Or by use of a Macro language to allow 3<sup>rd</sup> party applications to pause and resume the recording when the user is in a particular part of the 3<sup>rd</sup> party application).



Rec Stop Start

# SV9100 Applications : MyCalls V4.5 : Desktop Lite

MyCalls Desktop Lite **Free** with every SV9100

- Up to 512 users **Free**
- 3<sup>rd</sup> Party CTI licence **Free**
- Easy to install
- Easy to translate

Desktop call Control

Outlook integration

Highlight and dial any number

User Call Log

**Call Information**      **Call Count**      **10 BLF / Speed dials**

**Call Control Bar**

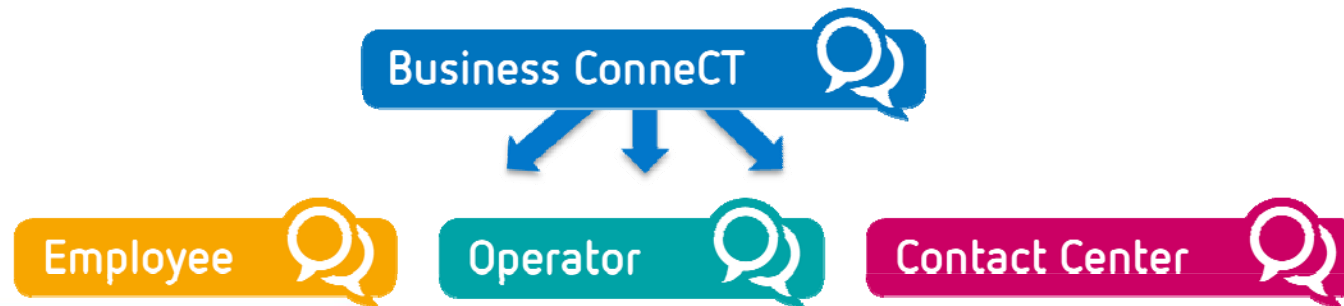
**Highlight and Dial Button**

**Call Log**      **Address Book**

The screenshot displays the MyCalls Desktop Lite software interface. At the top, a 'Call Control Bar' contains buttons for Dial, Answer, Hangup, Transfer, Hold, Recall, Operations, and Options. Below this, a 'Call Information' bar shows details for an incoming call from 'Ext: 220 (220 ext)' with a duration of '00:00:13'. A 'Call Count' bar shows 'Inc: 2', 'Abd: 4', and 'Out: 0'. Below these are '10 BLF / Speed dials' for various users: '220 ext Incoming', 'Debbie C Internal', 'EXT 218 Idle', 'EXT 221 Outgoing', 'EXT 222 Idle', 'EXT 224 Idle', 'IP Softphone Idle', 'Maggie W Off Hook', 'Peter J Internal', and 'Simon J Idle'. A red circle with a hand cursor points to the 'Maggie W Off Hook' button, labeled 'Highlight and Dial Button'. At the bottom, a 'Call Log' table shows a list of calls with columns for Date/Time, From Device, To Device, Number, Location, Abbr, Ring Time, and Duration. To the right of the call log is an 'Address Book' window showing contact details for 'Mark Rutherford'.

# Business ConneCT

All-in-One



# SV9100 Applications : BCT

Employee



Desktop UC, >2000 concurrent Employees, Single User License

Control SV9100 phone via the PC

- Click-to-call, Calling party pop-up, Conferencing, Call history, Buddy list

## Directory Services

- Search while you type, alternative numbers, >80 fields, accent insensitive

## Presence Management

- Phone state & calendar state & on-line state
- Route incoming calls according to calendar state
- Built-in Calendar or Microsoft Outlook

## Integrated Voice Mail

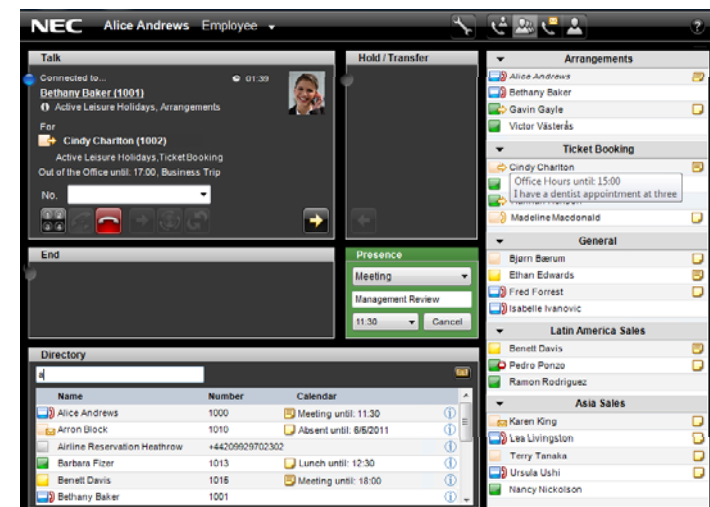
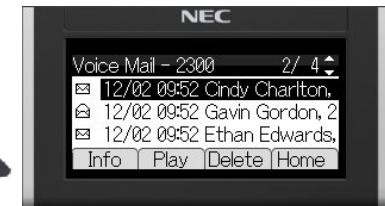
- Unified Messaging to any e-mail system
- Integrated with Presence Management

## Enterprise Instant Messaging

- Or send e-mail or message to Mobile/DECT

## DT800 XML Client and Smartphone Client

## DECT Directory and Presence app



# SV9100 Applications : BCT

Operator



Any authorized BCT user can become operator

- Licenses for concurrent use, own terminal, 500 concurrent Operators

Simple and fast queue handling

- Detailed info per queued call
- Selective call pickup of any call from any queue
- Fast Call handling, Shortcut keys, Break-in

Real-time presence management info:  
Phone state & presence state & on-line state

Central Directory Services

- Search while you type, alternative numbers, >80 fields

Large Busy Lamp Field

- +Dynamic presentation of relevant department

On demand Call Recording

MOH, Callback, Identification Routing

Instant Messaging and DECT/GSM messaging

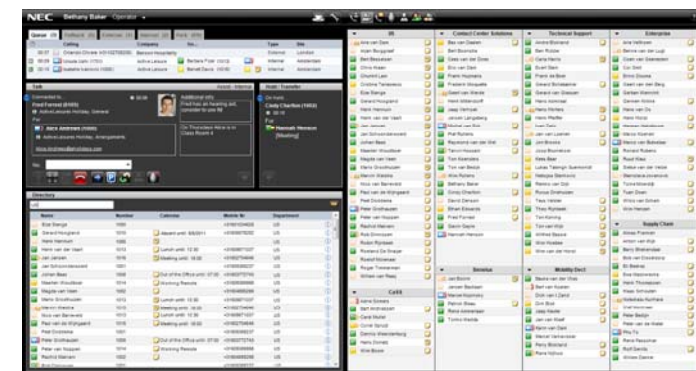
Coffee break button → Night diversion

Extensive Reporting on calls and performance

Supervisor Dashboard for real time monitoring

User interface for visually impaired people

PMS Integration



# SV9100 Applications : BCT

Contact Center



Any authorized BCT user can become agent

- Licenses for concurrent use

Desktop agents

- Caller details (e.g. name, requested service)
- Call qualification, not ready reasons
- **On demand Call Recording**, Group statistics
- Tools to contact back-office (Instant Messaging, Directories with presence management info)
- Multi-group membership, real-time group selection

Phone based agents

**Interactive Voice Response menus**

Automatic Call Distribution

- Time based routing
- (Dynamic) queue announcements
- Skill based routing

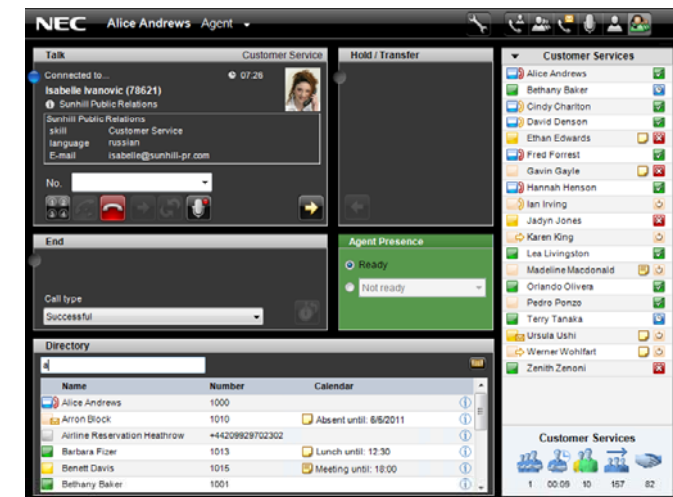
Inbound and **Outbound**

Extensive Call Back options

Caller Identification

**Email Routing**

**Web Chat Routing**



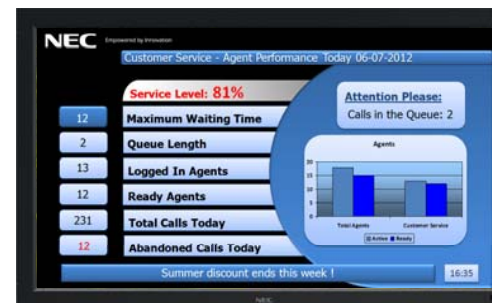
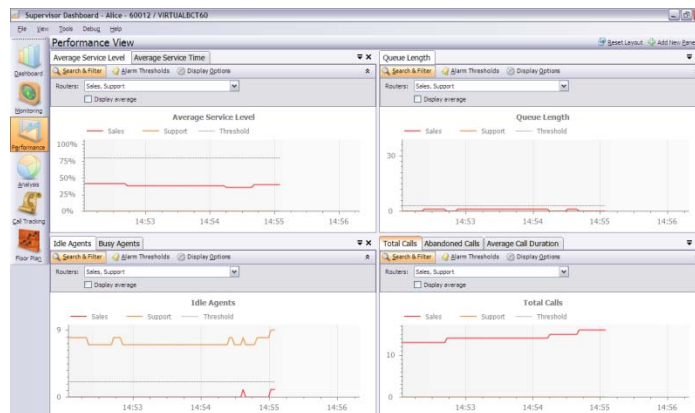
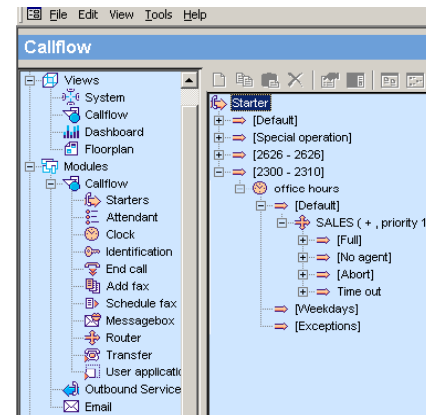
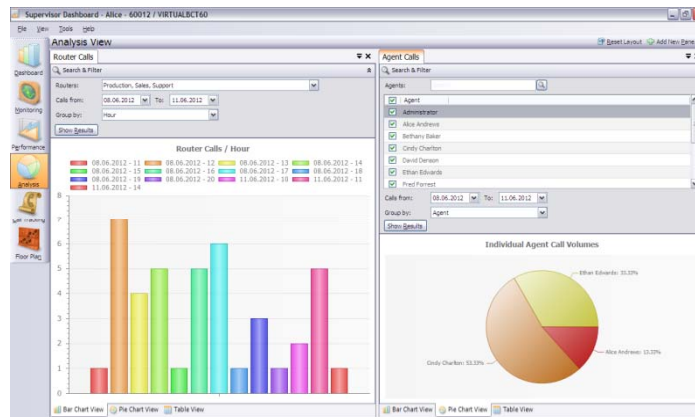


# SV9100 Applications : BCT

Contact Center



- Supervisor Dashboard, Soft Wallboard
- Real-time monitoring and control
- Historical reporting and performance management
- Adjust call-flows on the fly



## Summary Report

Generated:	1-6-2011 16:16:41	Site Name:	Active Leisure Holidays - London		
Report Period:	20-5-2011-20-5-2011	Username:	Administrator		
Starters		Minimum	Average	Maximum	
Active Leisure customer entry					
Number of calls:	29				
Starter duration:		00:05	00:20	00:42	
Abandoned:	6	00:05	00:17	00:27	
Active Leisure travel guide entry					
Number of calls:	16				
Starter duration:		00:05	00:15	00:22	
Abandoned:	1	00:05	00:05	00:05	
Agent logon					
Number of calls:	7				
Starter duration:		00:02	00:08	00:12	
Abandoned:	0				
Default action					
Number of calls:	3				
Starter duration:		00:03	00:06	00:12	
Abandoned:	1	00:12	00:12	00:12	
Messagebox Access					
Number of calls:	2				
Starter duration:		00:19	00:31	00:44	
Abandoned:	0				
Prompt recording access					
Number of calls:	1				
Starter duration:		00:24	00:24	00:24	
Abandoned:	0				
Total					
Number of calls:	58				
Starter duration:		00:02	00:17	00:44	
Abandoned:	8	00:05	00:11	00:27	
Transfer					
1003	1 success, 3 busy, 1 no answer, 0 errors.				
9	6 success, 0 busy, 0 no answer, 0 errors.				

# SV9100 Applications : BCT

Business Connect

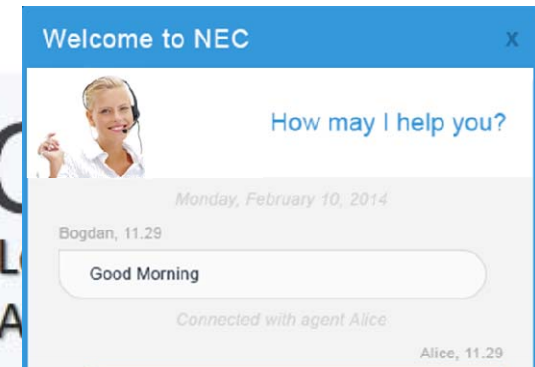
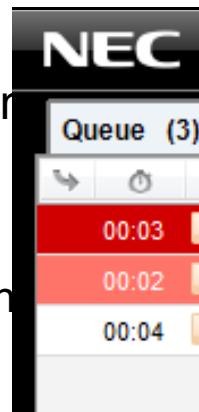


- Role-Switching concept, Easy to learn for end-users
- Easy expansions (#users, roles, functions)
- Single Server Solution (windows 7/8), 1 Install
- Scalable, >2000 Users
- Integration with 3<sup>rd</sup> party desktop applications
- **20 Languages**, UI, Prompts, Call Flow, User Specific
- Privacy options, Multi-tenant operation
- Pure Software, Virtualization support on VMWare, HyperV, Citrix
- **Microsoft Active Directory integration**
- Centralized management
- **Microsoft Exchange, LDAP**
- Desktop Integrations
- No installation effort per client
- Web based Training
- SV9100, SV9300, SV9500



# SV9100 Applications : BCT 7

- Over 30 new features
- Call Back incl. taking a voice message
- Identification Routing: auto import contact data back office systems (e.g. CRM)
- Operator: Visual & Audible indication Priority calls
- Agent Call Type:
  - Router Specific, Mandatory, Unattended
- Reports:
  - Auto Attendant Analysis, Agent Performance
- Outbound: Call Back campaign
- Built-in Directory: custom fields
- Supervisor: Barge In
- Office 365 calendar integration
- Web Chat Routing:
  - Unified Queue,
  - Multi Channel Agent



	Agent	Group	Status
✓	Alice Andrews	Sales Team, Support Team	Ready
✗	Bethany Baker	Sales Team, Support Team	Not ready
🔌	Cindy Charlton	Sales Team, Support Team	Logged out
✓	Gavin Gayle	Sales Team	Ready
✓	Hannah Henson	Sales Team	Ready
✓	Isabelle Ivanovic	Sales Team	Ready

Call Ctrl+Left

Barge In Ctrl+B

Monitor Ctrl+M

Set 'Not Ready' Ctrl+N

Log Out Ctrl+L

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## **SV9100 Pricing and Release Schedule**

[www.nec-enterprise.com](http://www.nec-enterprise.com)

# SV9100 Pricing

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## Key areas where pricing has been Reduced

SV9100 system comes Voice Mail ready

- SD card with every system includes the voice Mail capability

SV9100 UC Ready

- MyCalls Desktop Lite FOC and CTI license FOC

Initial IP costs reduced

- IPLE card includes 4 SIP trunks and IP extension licenses FOC
- Only pay for the IPLE channels used

TDM prices reduced

- Small systems and medium/large systems

System pricing scalable and linear

Software Assurance : Customer protects their investment

- Opportunity to earn more money
- Will be an option in the future
- Details of the benefits of SWA will be provided as it is introduced

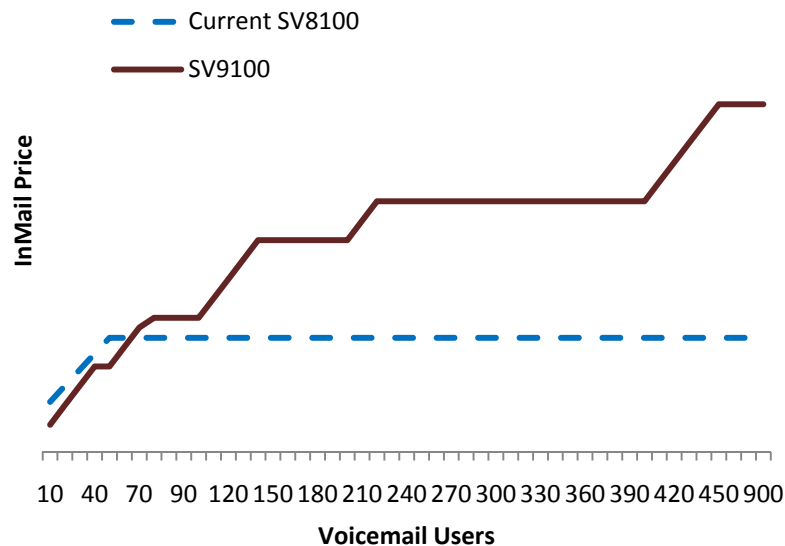
# SV9100 Price : InMail License

SV9100 is voice mail ready

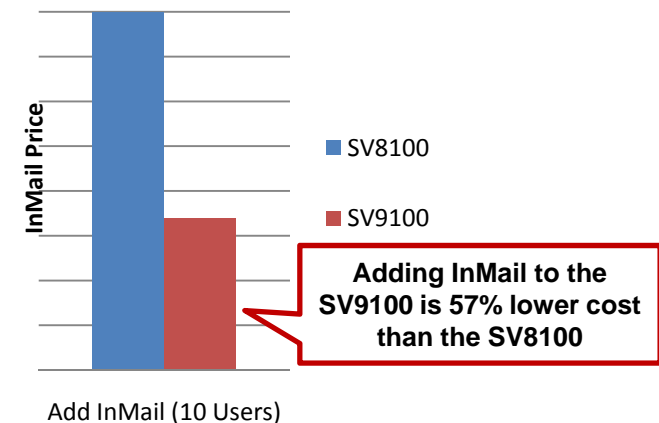
- Every system includes an SD card which holds the InMail
- New stepped approach to User Licences
  - Larger systems opportunity to increase revenue
  - Smaller systems are lower cost



## SV9100 InMail



## Adding InMail + 10 User Licenses

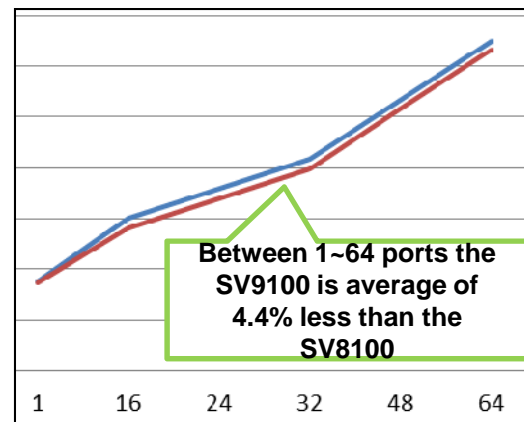
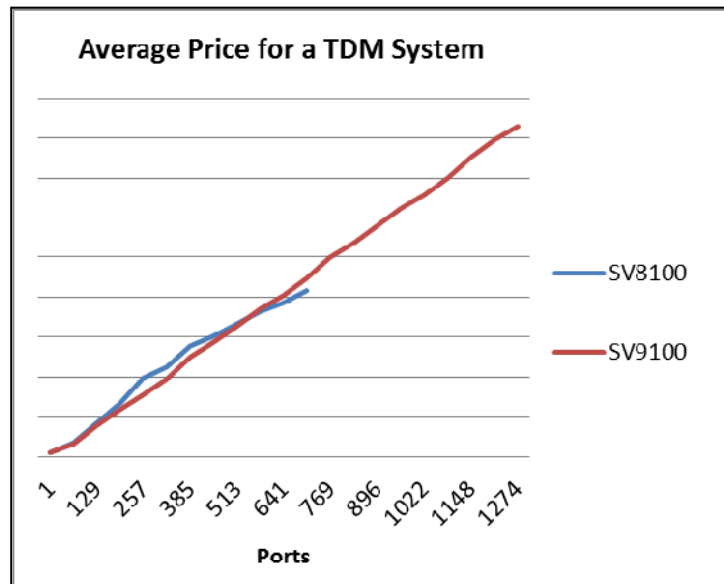




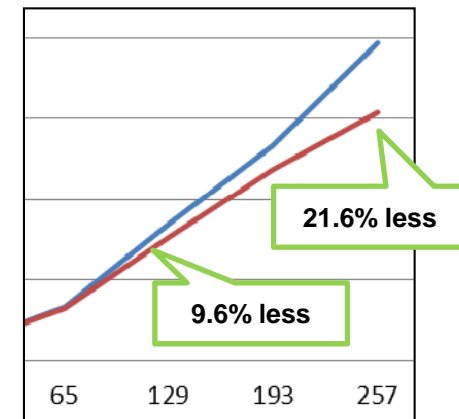
# SV9100 : Capacity License based

SV9100 TDM configurations are lower cost

- SV9100 up to 64 ports is on average 4% lower cost than the SV8100
- SV9100 64 ports is between 9.6% and 21.6% lower cost than the SV8100



Below 64 ports

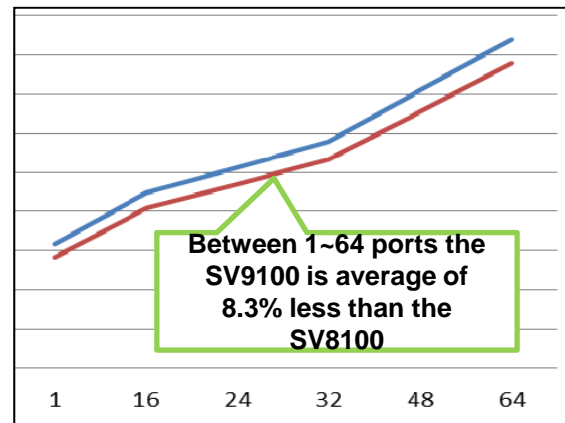
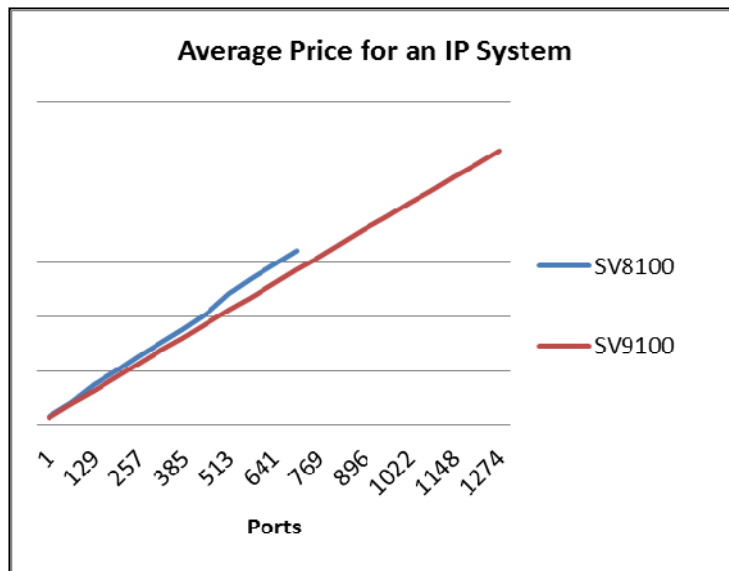


64 to 257 ports

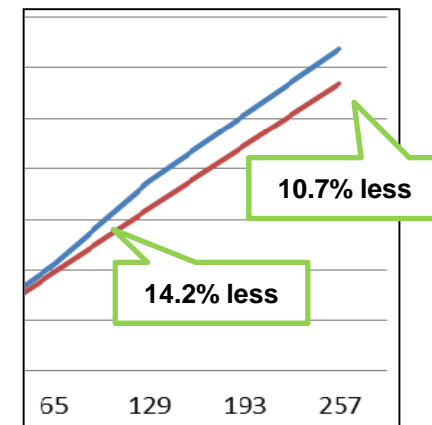
# SV9100 : Capacity License based

SV9100 IP configurations are lower cost

- SV9100 up to 64 ports is on average 8.3% lower cost than the SV8100
- SV9100 64 ports is between 10.7% and 14.2% lower cost than the SV8100



Below 64 ports



64 to 257 ports

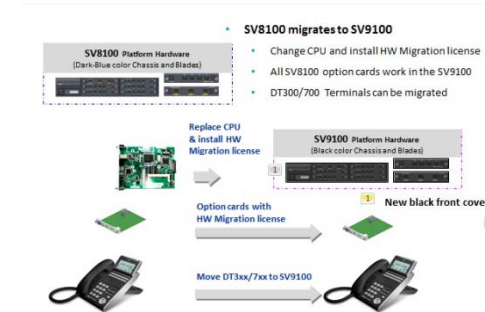
# SV9100 Pricing : Migration

## Cost of Migrating

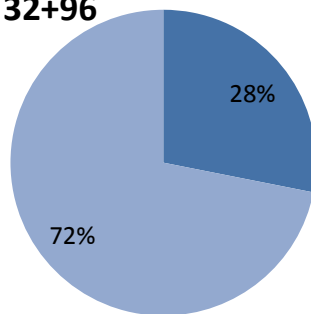
- New CPU, new IPLE, new SM (SD card)
- Hardware Migration license

## Cost benefits of migrating : Retained investment

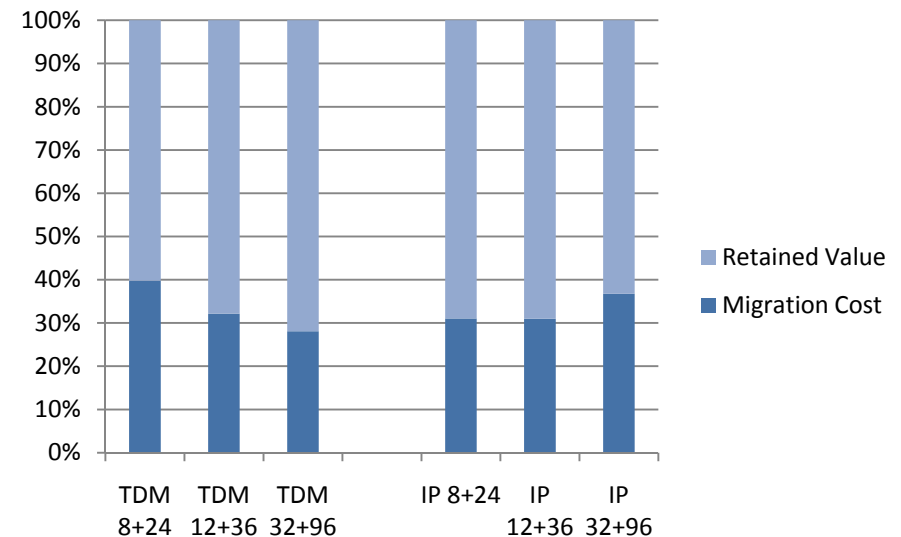
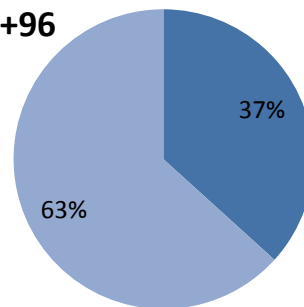
- Retain Interface cards and terminals
- Provide a rebate for certain licenses already bought on the SV8100
  - SV8100 CPU must be returned to NEC
  - Hardware rebate
  - InMail user Licences
  - 256 Capacity license
  - Unlimited Capacity license



TDM 32+96



IP 32+96



# SV9100 : Release Schedule

	October	November	December
SV9100 : First deliveries (limited stock)	Orders	First Deliveries	<b>SV9100 and DT400/DT800</b> Start accepting orders during October and start shipping systems from November, depending on stock availability
SV9100 : Lab systems (samples)	Samples		
Terminals : DT400/DT800 (limited range/stock)	Orders	First Deliveries	
Terminals : UT880			First Deliveries
Mobility : G966		First Deliveries	
Applications : On board : Toll Fraud Applet		▼	
Applications : MyCalls 4.5 Console/Presence		▼	
Applications : BCT V7		▼	
Applications : PC Pro	▼		
Training : SV8100 to SV9100 Migration	▼		
Training : MyCalls V4.5 Console/Presence		▼	
Training : SV9100 Basic Course		▼	
Documentation: Technical Manuals/User		English first then other languages	
Pricing : Price list / Prophix	▼		

## Thank You



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