UNIVERGE®
SV9500

COMMUNICATIONS SOLUTION

Empowered by Innovation

NEC

Smart Communications for the enterprise

au.nec.com

Contents

Choose the **UNIVERGE SV9500**

Communications technology is rapidly changing

Competitive businesses come in all sizes and successful enterprises 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.

NEC's UNIVERGE® SV9500 is the unified communications (UC) solution of choice for enterprises that need to make quick, informed decisions that drives loyalty and keeps them ahead of the competition.

Designed to fit your unique needs, the UNIVERGE SV9500 platform is a powerful, highly reliable and incredibly scalable communications solution offering all forms of communication - voice, video, collaboration, instant messaging and unified messaging both on premise and while mobile.

The SV9500 is built on cutting-edge technology that is not only powerful it is flexible and easy to manage.

Finally an enterprise grade communications platform that can exceed the demands of any business.

| 15,000+ UC users | 1,000,000 Calls per hour | 100's of sites | 192,000 phones | 6,000+ 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 to meet any sized enterprise

> Easy to understand licensing

> Wide range of handsets including support for 3rd party devices

> Lower carriage costs with SIP trunks

> A rack mountable chassis architecture that supports high density telephony

> Virtualisation support to integrate with your existing virtual infrastructure

> Dual LAN, Dual power, Dual CPU, remote survivable gateways, multiple registrations - the SV9500 is built to withstand almost any failure

> The capability to mesh up to 64 systems into a single communication platform that can span a virtually unlimited number of sites

> System capacity up to 192,000 ports and 1,000,000 calls per hour

Business Agility

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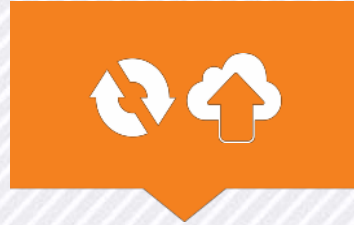
Cloud Delivery

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.
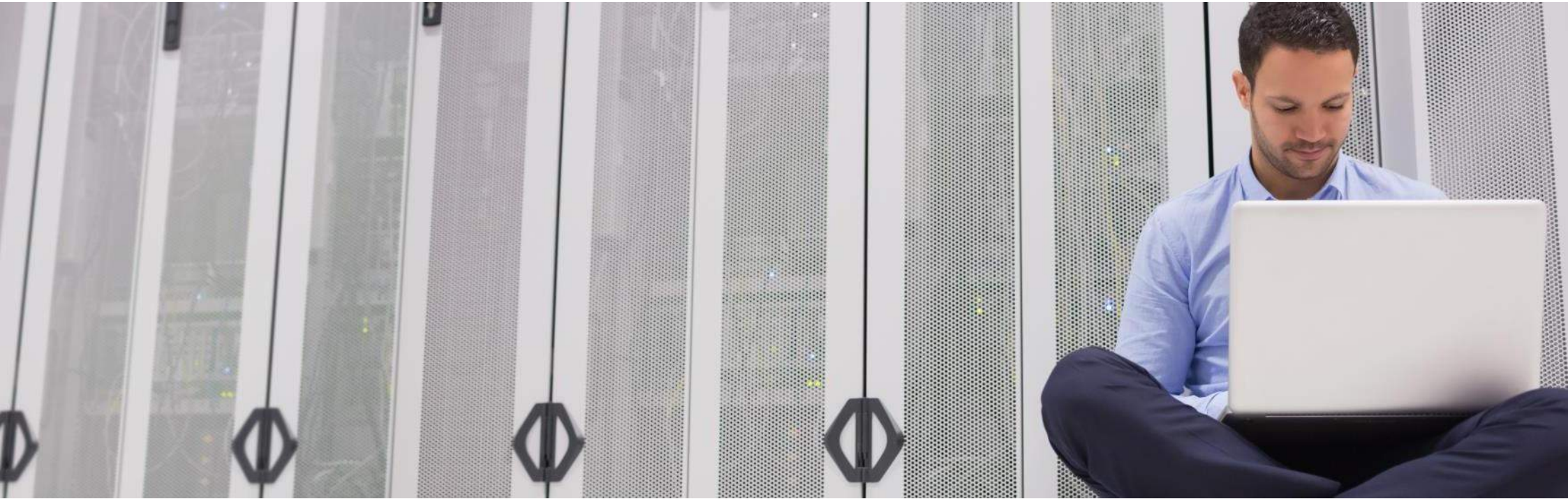
Grow your business with **Smart Communications**

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** though 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 SV9500 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 SV9500 integrates with existing IT technology. It can synchronise with your LDAP or AD corporate directory and automatically provision new users. It monitors your network for poor quality calls and trunk utilisation. 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 SV9500 comes with a simplified user-licensing structure and future-proof technology that meets the demands of your multi-generational employees. The SV9500 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
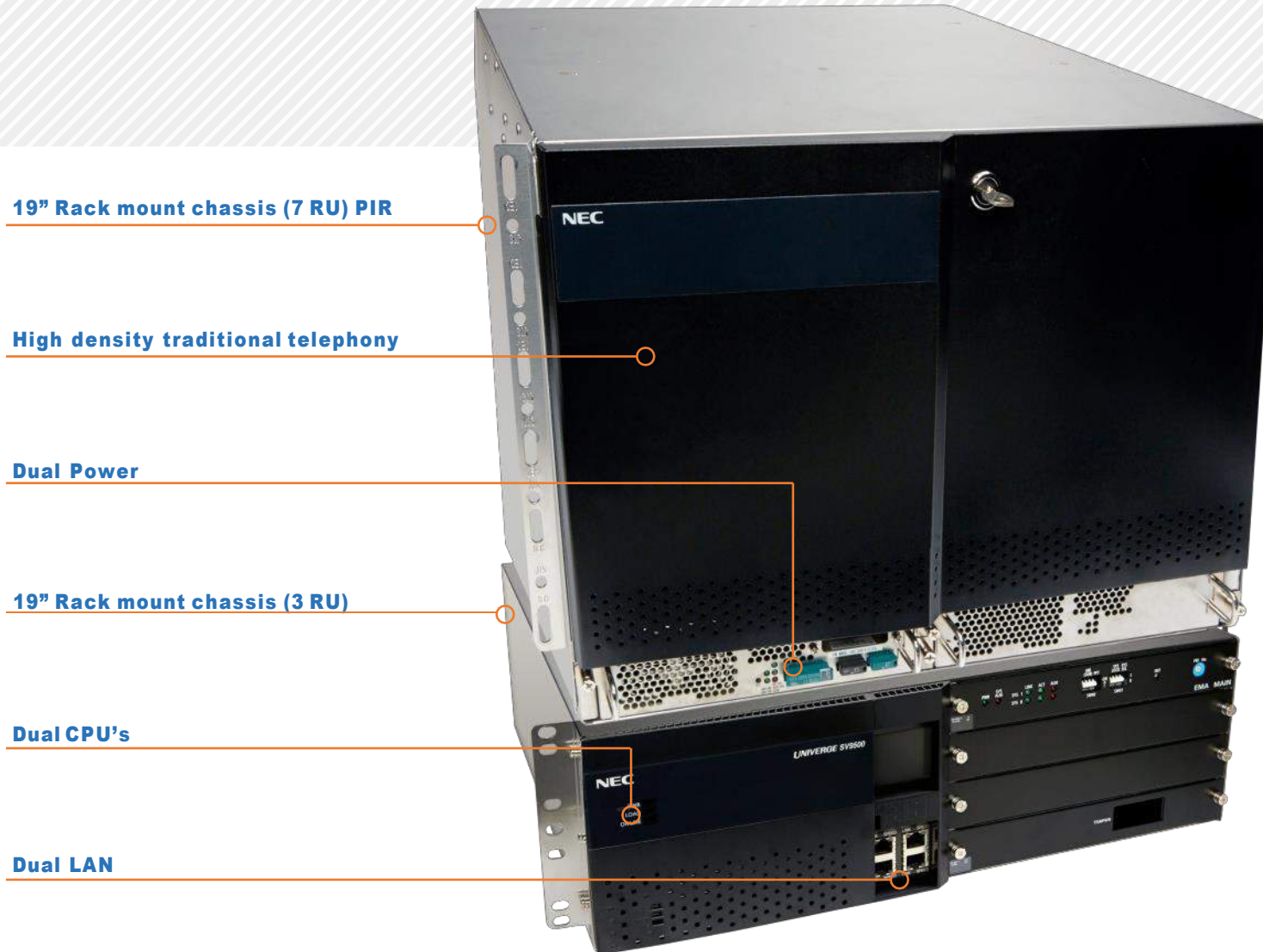
19" Rack mount chassis (7 RU) PIR

High density traditional telephony

Dual Power

19" Rack mount chassis (3 RU)

Dual CPU's

Dual LAN

Blade architecture

High density traditional services like analogue phones and ISDN interfaces can be plugged into the 7RU PIR (18 cards per PIR).

Alternatively 1RU multiple purpose chassis or 2RU UG50 gateways can be deployed anywhere in your network to accommodate conferencing, SIP trunks, ISDN, analogue or digital phones.
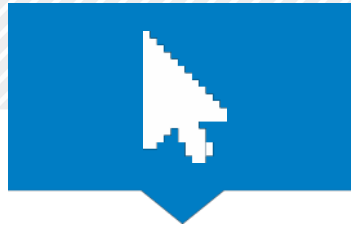
Scales with you

One SV9500 delivers over 6,000 IP extensions. One 7U chassis can power nearly 300 traditional phones.

Need more?

Chain multiple PIR's in a stack. You now have a system capable of nearly 6,000 traditional phones.

Still need more?

Link multiple stacks on the same site or spread across the globe - up to a maximum of 192,000 extensions.

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 SV9500 settings, so you simply plug in a new phone and log-in - no need to configure each and every phone.

Easy to deploy, built to last

The SV9500 is built to be distributed. Place SV9500's in your data centres to handle the load. You can further improve reliability with redundant power, LAN and CPU's.

Deploy 1RU multi-purpose chassis for small sites and for connecting traditional services in remote locations.

Deploy survivable media gateways for larger sites. If the WAN fails, the system will continue functioning with no need for user intervention.

A feature rich UC client that can control any phone

Softphone with 8 party video and document sharing

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 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.

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.

Unified Communications for Enterprise
Smart business benefits

Integrate 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.

Virtualise your communications
Leverage your investment

The SV9500 gives you the option to deploy as either a dedicated, high availability appliance or you can deploy as a virtual appliance in your existing VMware virtualised environment.

In virtualising your unified communications applications, your organisation can get the same great benefits you've realised from appliance based communications in the past, while reaping several new abilities; like the capacity to deploy applications faster, the ability to automate operations, and the potential reduction in rack space usage and the resultant power and cooling reductions. Virtualisation can result in IT that's easier to implement and less costly to own and maintain.

Not only can you virtualise the SV9500 core communications platform, you can also virtualise all of the Unified Communications applications that make the SV9500 so powerful - like Unified Communications for Enterprise, your contact centre, unified messaging and your call accounting solutions.

You can even mix and match virtualisation and appliances to meet your particular business and architectural needs.

Simplify **your customer interactions**

With so many customer touch points, the typical contact centre has evolved into a rich multi-channel environment that handles email, live web chat and video. Getting it right – and keeping your customers happy – is crucial to the ongoing success of your business. NEC is a global leader in the deployment and management of contact centre solutions, driving exceptional customer experience. As a central repository of managing customer relationships, your contact centre gives you the power to outperform the competition by giving your customers the premier service they deserve.

NEC's partners with the Australian market leaders in contact centre products to provide you with the best possible solution.

NEC can help deliver to you solutions ranging from simple requirements of headsets or information displays, through to more complex requirements such as speech recognition, call recording and analytics.

From out-of-the-box to fully customised solutions, from one seat to thousands of seats across many sites, NEC has delivered contact centre management solutions to more than 800 Australian businesses, servicing more than 30,000 contact centre seats.

The SV9500 is the perfect communications platform to power even the largest contact centre.

Only pay for what your

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 SV9500'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
Desk phones The right to use a desk phone (VoIP, remote or standard SIP)	1	1	2
Central Management Users can manage their phone from a web page	☑	☑	☑
UCE Desktop A complete UC client for your computer		☑	☑
UC Mobility Access your UC features on your mobile.		☑	☑
Mobile softphone Use your smart devices as a softphone / mobile extension.			☑
Softphone Use your computer as a phone with 8 party video and app sharing.			☑

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

Soft keys
Keys dynamically change based on phone status

Phone colour options
Piano black
White porcelain (selected models)

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

6:32 PM TUE 11 NOV 2014
MIC   DND   >>>

NEC

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.

8 button add-on

60 button console add-on

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

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.

TELELINK
BUSINESS SYSTEMS PTY LTD

34 Kensington Road, Rose Park SA 5067 Ph: (08) 8139 0900

About NEC Australia. NEC Australia is a leading technology company, delivering a complete portfolio of ICT solutions and services to large enterprise, small business and government organisations. We deliver innovative solutions to help customers gain greater business value from their technology investments. NEC Australia specialises in information and communications technology solutions and services in multi-vendor environments. Solutions and services include: IT applications and solutions development, unified communications, complex communications solutions, network solutions, display solutions, identity management, research and development services, systems integration and professional, technical and managed services.

SV9500|v.20141215