



Pyer Introduces: ▶ The NEC UNIVERGE SV9100

▶ PYER AND SV9100

Here at Pyer we pride ourselves on delivering the best service and products to SME's around Melbourne and regional Victoria. We're small enough to care yet years of expert knowledge to handle your big projects. That's why the latest **NEC UNIVERGE Sv9100** has arrived at Pyer.

Whether you have 1 or 1000 employees, your people can work anywhere in real time; a benefit that traditionally only the big corporates could access. Whether your employees work remotely, via mobile devices at multiple sites here or overseas, it is all possible with the NEC UNIVERGE SV9100.



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- Specifications
- The handset for all occasions
- Desktop Combination Handset and Tablet
- SV9100 integrated with PC/ Laptop



▶ BENEFITS

- Fully Scalable and adaptable for SME's
- Up to 1296 ports
- Lower Carriage Costs

▶ FEATURES

- Easy to install and scale to your needs
- Seamless integration of IP and traditional phone services
- Embed video and audio conferencing capability
- Lower carriage costs with SIP trunks
- Improved UC and mobility functionality
- Up to 1296 ports
- 1 chassis delivers up to 80 traditional phone lines or nearly 900 IP phones. Stack up to 4 chassis. Max 50 stacks over many sites (even globally).
- Unified and integrated messaging service
- Simplified user licensing with a low TCO
- Wide range of end points
- Comprehensive contact centre suite

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NEC SV9100

What Can It Do For Your Business

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This product is aimed at the small to medium sized business to

- simplify customer interactions
- improve productivity
- communicate smarter
- scale with your business.

WHAT CAN THE NEC SV9100 DO FOR YOUR BUSINESS?

Smart Investment

Pyer can help install and set up this system. It is one of the easiest on-going products to manage so you can move, add or change your communication system. With converged voice and data networks, you can save money on hardware and transmission costs. It is capable of integrating with existing and future NEC technology.

Enhanced Security

The advanced security features with an IP failover ensure you have a secure network.

Better Productivity

Your staff can call internal and external contacts quickly and even know where colleagues are. Calls can be made from their PC and even bring up a

customer CRM records on screen when they call. All this is available for remote and mobile staff too. Receptionists can use a drag and drop phone calling feature and will know who is in at any given time. High volumes of calls are easily managed. Sharing videos and file, conference calls (up to 8), instant messaging, and file transferring are all possible with the NEC SV9100.

Better Customer Interactions

The SV9100 has an inbuilt Contact Centre which can route calls based on calls waiting, time of day and callers being able to jump queue if urgent.

Callers will be given options to hold or leave message and given updates as to how their call is progressing. Detailed reports can be produced so you can analyse and make changes.

What Next?

Call us to discuss how this system can benefit your business and other expert advice we may have or simply want to know more about costings.

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NEC SV9100

The Handset Explained



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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





NEC SV9100

The Desktop Tablet UT880 & Softphone SP310



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THE RE-INVENTED DESKTOP TELEPHONE

The UT880 combines a phone with a tablet that is very easy to use and intuitive. It provides you with NEC UC client functionality, from corporate directory, presence, and instant messaging to unified messaging and call control, all at a touch of a finger.

Features:

- Android OS support
- Seven-inch colour display with four-finger multi-touch capabilities
- A Multi-Line client that emulates any NEC telephone
- Full SV9100 platform voice functionality and hands-free speakerphone
- Multiple login support
- Integrated Bluetooth capability
- Built-in camera for easy video conferencing
- Open interface for application development
- USB port to sync other devices

together across an NEC IP network, SP310 users can collaborate and interact with each other in a variety of ways:

- Audio and videoconferencing allows for easy set-up and participation in conference calls
- Presence provides the status of the party users are trying to reach before placing a call
- Application sharing permits users to share files through peer-to-peer and conference call environments, and are synchronized between all participants
- Whiteboard allows users to review, create and update graphic designs in real-time
- Instant Message/Chat enables users to correspond in real-time in either a peer-to-peer or broadcast arrangement while engaged during a call or not
- File Transfer provides an easy method to send one or more files while in a call by simply selecting the file and dropping it into a person's participation file
- Call Log enables the storage of information about outgoing/incoming calls, missed calls as well as recorded call file

THE SV9100 ON YOUR LAPTOP/ COMPUTER

Let your mobile and remote employees launch and access the NEC SV9100 UC by installing the IP based SP310 softphone and a web UC. It doesn't matter if they are PC or Mac users. When linked





▶ NEC SV 9100 Specifications

| CHASSIS | 1 | 2 | 3 | 4 | 5 |
|-----------------|-----|-----|-----|-----|-----|
| Digital Handset | 80 | 176 | 272 | 368 | 896 |
| Analogue | 80 | 176 | 272 | 368 | 896 |
| NEC IP | 896 | | | | |
| SIP | 896 | | | | |
| Softphones | 256 | | | | |

TRUNKS/FEATURES

| CHASSIS | 1 | 2 | 3 | 4 | 5 |
|-------------|--|-----|-----|-----|-----|
| Analogue | 40 | 88 | 136 | 184 | 400 |
| BRI | 40 | 88 | 136 | 184 | 400 |
| PRI | 96 | 192 | 192 | 192 | 400 |
| IP Trunk | 400 | | | | |
| Netlink | 50 sites | | | | |
| K-CCIS | 400 (over IP) / 192 (Digital) | | | | |
| Gigabit-POE | Max 20 blades per system (8 ports per blade) | | | | |

APPLICATIONS

| | |
|----------------------------|---|
| UC Suite | 512 clients with external server, 128 clients without * |
| Contact Centre (ACD) | 512 agents, 64 ACD groups |
| Unified Messaging (InMail) | 16 ports (up to 120 hrs of recordings) |
| Unified Messaging (UM8000) | 16 ports (up to 500 hrs of recordings) |
| Conference Bridge | Up to 32 ports |
| Video | In built 4 party bridge |

PHYSICAL CONDITION

| | |
|-----------------------|------------------------------|
| Operating Temperature | 0-40 degrees Celsius |
| Humidity | 20-90% RH (non-condensing) |
| Weight | 7.9 kg (without cards) |
| Width | 430mm (design for a 19"rack) |
| Height | 88mm (2RU) |