

## Technical Information Bulletin

# The release of the Univerge SV9100 Communication Server



Table of Contents

Revision History..... 3

Overview..... 3

Introduction to UNIVERGE SV9100..... 4

What is included in R2?..... 5

System Capacity ..... 6

Feature Comparison ..... 7

Software Versions..... 12

Documentation..... 13

Licensing..... 14

System License..... 17

System Hardware..... 22

New Terminals ..... 28

PC Programming – PCPro..... 32

PC Programming – WebPro ..... 35

Setup Information ..... 36

---

## Revision History

---

Version Number	Revision Date	Summary of Changes	Author
1.00	18 May 2015	First Edition	Jose Rodrigues

---

## Overview

---

<b>Title</b>	Univerge SV9100 Communication Server	
<b>Product Category</b>	Platform	
<b>Product</b>		
<b>System Type / Application</b>	SV9100	
<b>Software Version / Application</b>	R2.00.50	
<b>Distribution</b>	<input type="checkbox"/> Internal Only	<input checked="" type="checkbox"/> External or General Release
<b>General Information</b>		
<b>Other Supporting Document</b>		
<b>Author</b>	Jose Rodrigues	

---

## Introduction to UNIVERGE SV9100

---

### System Overview

NEC Australia Pty Ltd has released the new enhanced version of the unified communications solution for the Small to Medium Business market the UNIVERGE SV9100 Communication Server.

The UNIVERGE SV9100 delivers voice over IP, video conferencing, unified communications and collaboration as well as mobility, all from a single out of the box, easy-to-manage solution. The new UNIVERGE SV9100 aligns with NEC's Smart Enterprise strategy, an initiative to simplify technology and help companies create an agile, more responsive business environment.

This powerful, feature-rich solution is completely scalable and can be expanded for future growth. The UNIVERGE SV9100 is designed to respond to the changing needs of business today. Extraordinary flexibility, greater growth capabilities and new enhanced system features, make business easier and more effective.

The UNIVERGE SV9100 gives you a choice: You can deploy traditional telephony, ToIP (Telephony over IP), or a combination, all from one system. The SV9100 provides your customer the freedom to adopt ToIP when and where you need it, so today's technology can be used tomorrow.

This bulletin provides an overview of Release 1 and 2 features of the UNIVERGE SV9100, including the new range of DT400 and DT800 series terminals available in two colours being the traditional black or new colour White business class terminals.



---

## What is included in R2?

---

### General Information

The primary target of the UNIVERGE SV9100 system is the small to medium business market. As such, it supports a number of robust applications and additional equipment that add value to the system. These include:

#### Platform:

- 6 Slot 2RU Chassis, up to 4 per stack
- Choice of 19" Rack, Wall, Floor, or Stand mounting options
- 9.5" Gateway Chassis (3-Slot)
- Internal and External battery backup facilities

#### Terminals:

- New DT400 Digital Multiline Terminals
- New DT800 IP Multiline Terminals
- Standard SIP Terminal
- IP DECT Terminals
- UC Suite – UC Client / Soft Phone
- Standard Analogue extensions (LC)
- Long Line Analogue extensions (OPX)

#### Trunks:

- PSTN with Caller ID support (COT)
- Centrex Lines
- Basic Rate ISDN (BRI)
- Primary Rate ISDN (PRI)
- E&M Tie Lines (ODT)
- SIP Trunks
- K-CCIS Peer to Peer

#### Applications:

- Contact Centre (ACD)
- Built-in InMail (SD Card)
- Computer Telephone Integration (CTI) or TAPI Compatibility
- UM8000 Mail (Unified Messaging)
- Automated Attendant / VRS
- Station Message Detail Recording (SMDR)
- Hotel / Motel
- Mobile Extension
- PCPro - PC Programming
- WebPro - Browser Programming

## System Capacity

### General Information

The UNIVERGE SV9100 can be configured for one of the following capacities, 64-port, or the unlimited 1296-port system.

The table below highlights the system capacity of the SV9100 depending how many chassis are installed:

	x1 - 9.5" Chassis (CPU + 2 Slots)	x1 - 19" Chassis (6 Slots)	x2 - 19" Chassis (12 Slots)	x3 - 19" Chassis (18 Slots)	x4 - 19" Chassis (24 Slots)	SYSTEM MAX.
Universal Slots	3*	6*	12*	18*	24*	444
Time Slots	48	104	208	312	416	
DT400/DT300 TDM	32	80	176	272	368	
SLT/LC (-24V)	32	80	176	272	368	896
OPX/DIOP (-48V)	8	20	44	68	92	
DT800/DT700 IP	896					
SIP Extensions	896					
Analogue Trunks	16	40	88	136	184	400
BRI ISDN Trunks	16	40	88	136	184	
PRI ISDN Trunks	60	90	180	180	180	
IP Trunks (SIP)	400					
VoIP Channels	256 Channels					
VM/VRS Channels	16 Channels					
Modem	1 Channel					

Comparison with the previous SV8100 system:

	SV8100 Basic	SV8100 Expanded	SV8100 Unlimited	SV9100SE (3x Slots)	SV9100 (24 Slots)
Max. Port Capacity	64	256	712		1390
Universal slots	24*	24*	24*	3*	24*
Outside Lines	64 max	256 max	200	400	400
IP Handsets			512 max	896	896
Digital Handsets				32	
Analogue Handsets				32	
Wireless Handsets				896	
CAR / VE	256 max	256 max	256 max	512	512
DSS Modules	32 max	32 max	32 max	32	32
Power Fail circuits	44	44	44	44	44
In-Mail Ports	16	16	16	16	16

#### Notes:

- The GCD-CP10-AU (CPU) consumes one Universal Slot in the first chassis.
- PFT requires use of the 4COT blade and provides 2 connections per blade.

## Feature Comparison

### Overview

The following table provides a cross-reference between the Univerge SV8100 and Univerge SV9100 features. Further information can be found within the SV9100 Features & Specifications Manual.

S = Supported

X = Not Supported

E = Enhanced

SV8100 Feature Name	SV8100 R9.5	SV9100 R2.0	SV9100 Comments
Account Code Entry	S	S	
Account Code – Forced/Verified/Unverified	S	S	
Alarm	S	E	Alarm Improvement in R2
Alarm Reports	S	S	
Alphanumeric Display	S	S	
Analogue Communications Interface (ACI)	S	S	
Ancillary Device Connection	S	S	
Answer Hold	S	S	
Answer Key	S	S	
Attendant Call Queuing	S	S	
Automatic Release	S	S	
Automatic Route Selection (ARS)	S	S	
Background Music	S	S	
Barge In	S	S	
Battery Backup – System Memory	S	S	
Battery Backup – System Power	S	S	
Callback	S	S	
Caller ID Call Return	S	S	
Caller ID	S	S	
Caller ID – Flexible Ringing	S	S	
Caller ID – Memo Display Function	S	S	
Call Appearance (CAP) Keys	S	S	
Call Arrival (CAR) Keys	S	S	
Call Duration Timer	S	S	
Call Forwarding	S	S	
Call Forwarding with Follow Me	S	S	
Call Forwarding – Centrex	S	S	
Call Forwarding – Off-Premise	S	S	
Call Forwarding – DND Override	S	S	
Call Forwarding – Park and Page	S	S	Supported by In-Mail and UM8000
Call Monitoring	S	S	
Call Waiting/Camp On	S	S	
Central Office Calls, Answering	S	S	
Central Office Calls, Placing	S	S	

Class of Service	S	S	
Clock/Calendar Display	S	S	
Code Restriction	S	S	
Code Restriction Override	S	S	
Code Restriction, Dial Block	S	S	
Computer Telephony Integration (CTI)	S	S	
Conference	S	S	
Conference – Remote Recording	X	S	
Conference Bridge	S	X	New GCD-RGA Blade available
Conference, Voice Call/Privacy Release	S	S	
Conference Key on Standard SIP Terminal	X	S	New R2 feature
Contact Centre	X	S	Formally known as (ACD)
Contact Centre – ACD Whispering	X	S	New R2 feature
Continued Dialling	S	S	
Cordless IP DECT Terminals	S	S	
Cordless Telephone Connection	S	S	
Data Line Security	S	S	
Delayed Ringing	S	S	
Department Calling	S	S	
Department Step Calling	S	S	
Desktop Applications (SP310 SoftPhone, PC Attendant, PC Assistant)	S	E	New - UC Suite Application available
Dialling Number Preview	S	S	
Dial Pad Confirmation Tone	S	S	
Dial Tone Detection	S	S	
Direct Inward Dialling (DID)	S	S	
Direct Inward Line (DIL)	S	S	
Direct Inward System Access (DISA)	S	S	
Direct Station Selection (DSS) Console	S	S	
Directed Call Pickup	S	S	
Directory Dialling	S	S	
Distinctive Ringing, Tones & Flash Patterns	S	S	
Do Not Disturb	S	S	
Door Phone / Door Box	S	S	
Drop Key	S	S	
Dterm Series i Multiline Terminals	S	X	Not Supported
Dterm Series U Multiline Terminals	S	X	Not Supported
DTPlusware	S	X	Not Supported
Facsimile CO Branch Connection	S	S	
Flash	S	S	
Flexible System Numbering	S	S	
Flexible Timeouts	S	S	
Forced Trunk Disconnect	S	S	
General Purpose Relay	S	S	
Group Call Pickup	S	S	
Group Listen	S	S	
Handset Mute	S	S	
Handsfree and Monitor	S	S	
Handsfree Answerback/Forced Int Ringing	S	S	



Headset Operation	S	S	DT300/DT400/DT700/DT800 Telephones support Headset Ring
Hold	S	S	
Hotel/Motel	S	S	
Hot Keypad	S	S	
Hotline	S	S	
Howler Tone Service	S	S	
In-Mail	S	S	Supported on the SD card
Intercom	S	S	
IP SLT (Standard SIP)	S	S	
IP Trunk (SIP)	S	S	
ISDN Compatibility	S	S	
ISDN Malicious Call Trace (MCT)	S		
ISDN Supplementary Services	S	S	
K-CCIS – Call Rerouting	X	S	New R1 feature
K-CCIS over IP	S	S	
Last Number Redial	S	S	
Licensing	S	S	All feature and application licensing is via the CP00
Line Load Control	X	S	New R1 feature
Line Preference	S	S	
Long Conversation Cut-off	S	S	
Maintenance	S	S	
Meet Me Conference	S	S	
Meet Me Paging	S	S	
Meet Me Paging Transfer	S	S	
Memo Dial	S	S	
Message Waiting	S	S	
MH240 Wireless IP Telephone	S	X	
Microphone Cut-off (Mute)	S	S	
Migration Upgrade	X	S	
Mobile Extension	S	S	
Multi Device Support (Forking)	X	S	New R2 feature
Multiple Trunk Types	S	S	
Music on Hold	S	S	
Name Storing	S	S	
Night Service	S	S	
Off Hook Signalling	S	S	
One-Touch Calling	S	S	
Operator	S	S	
Off-Premise Extension (OPX)	S	S	
Paging, External	S	S	
Paging, External (VRS)	S	S	
Paging, Internal	S	S	
Park	S	S	
PBX Compatibility	S	S	
PC Assistant	S	E	New - UC Suite Application available
PC Attendant	S	E	New - UC Suite Application available
PC Programming	S	E	New - PCPro Software
Power Failure Transfer	S	S	

Prime Line Selection	S	S	
Private Line	S	S	
Programmable Function Keys	S	S	
Programming from Multiline Terminal	S	S	
Pulse to Tone Conversion	S	S	
Quick Transfer to Voice Mail	S	S	
Redial Key	S	S	
Remote System Upgrade	S	S	
Repeat Redial	S	S	
Resident System Program	S	S	
Reverse Voice Over	S	S	
RGA Conference / Router	X	S	New R1 feature (New Blade)
Ring Groups	S	S	
Room Monitor	S	S	
Save Number Dialed	S	S	
Secondary Incoming Extension	S	S	
Secretary Call (Buzzer)	S	S	
Secretary Call Pickup	S	S	
Security	S	S	
Selectable Display Messaging	S	S	
Selectable Ring Tones	S	S	
Serial Call	S	S	
Simple MCU Video	X	S	New R1 feature
Simple Network Management Protocol	S	S	(SNMP)
Single Line Telephones (SLT)	S	S	
SLT Adapter	X	X	Not Supported
Softkeys	S	S	
Speed Dial – System/Group/Station	S	S	
Speed Dial – Telephone Book	S	S	
Station Hunt	S	S	
Station Message Detail Recording	S	S	
Station Name Assignment	S	S	
Station Relocation	S	S	
SV8100 PoE Gigabit Switch	S	S	
SV9100 NetLink	X	S	SV9100 to SV9100
SV8100 / SV9100 PoE Gigabit Switch	S	S	
SV9100 Terminals (New DT400/DT800)	X	S	Supports DT300 / DT700 Series
SV9100 UC Suite	X	S	Desktop Suite v6.1.4-Not Supported
Synchronous Ringing	S	S	
System Caller Log	X	S	New R1 feature
Tandem Ringing	S	S	
Tandem Trunking (Unsupervised Conf.)	S	S	
TAPI Compatibility	S	S	
Tone Override	S	S	
Traffic Reports	S	S	PCPro provides Traffic Reports
Transfer	S	S	
Trunk Group Routing	S	S	
Trunk Groups	S	S	
Trunk Queuing/Camp On	S	S	
UCB (Unified Communications for Business)	S	X	

Unified Messaging	S	S	UM8000 Blade
Unicast/Multicast Page Mode	S	S	
Uniform Call Distribution (UCD)	S	S	
Uniform Numbering Network	S	S	
Universal Slots	S	S	
User Programming Ability	S	S	WebPro allows User Program ability
Video Streaming	X	S	Requires IPLE card
Virtual Extensions	S	S	
Voice Mail Integration (Analogue)	S	S	
Voice Mail Message Indication on Line Keys	S	S	
Voice Over	S	S	
Voice Over Internet Protocol (VoIP)	S	S	
Voice Response System (VRS)	S	S	VRS & InMail are combined
VRS (Embedded)	S	X	
VRS Upload/Download Audio	S	S	
Volume Controls	S	S	
Warning Tone – Long Conversation	S	S	
Wireless – DECT (SIP)	S	S	

## Software Versions

### Overview

With PCPro or WebPro, the UNIVERGE SV9100 can be upgraded to a newer version of main system software. When a new version of main system software is released, a firmware package file is provided. Using the PCPro or WebPro application, a technician can upgrade the firmware on the GCD-CP10 and the associated blades within the system.

Please refer to the Features & Specification Manual for the upgrade procedure.

Package	Application	Version
GCD-CP10-AU	Main Software	2.00.50
CPU DSP (Centre)	Firmware	CF02
CPU DSP (Sub)	Firmware	5F0E
IPL	Firmware	1.11.8.21
GPZ-BS10/BS11	Firmware	EF01
GCD/PZ-8/16DLC	Firmware	2.8
GCD/PZ-4/8LCF	Firmware	9.8
GCD/PZ-4/8COT	Firmware	2.A
GCD-4DIOP	Firmware	2.5
GCD-4ODT	Firmware	2.2
GCD/PZ-4BRI	Firmware	3.1
GCD-PRT	Firmware	3.0
GCD-LTA	Firmware	3.9
PCPro	PC Application	2.00.50
3rd Party TAPI Driver	PC Driver	1.1.001
1 <sup>st</sup> Party TAPI Driver	PC Driver	1.1.001
Contact Centre (ACD-MIS)	PC Application	1.0.2
UC Suite	PC Application	1.0.6
DT300 Digital Terminals	Firmware	2.50
DT700 IP Terminals	Firmware	5.0.7.0
DT400 Digital Terminals	Firmware	1.00
DT800 IP Terminals	Firmware	3.0.2.0

#### GCD-CP10-AU Main Software

A single version of main software will be provided for the SV9100 GCD-CP10-AU (CPU).

Capacity features and functionality provided by this software will be configured via an activation codes (licenses).

To increase capacity beyond a single chassis or 64 ports, a Port Capacity license is required. Software can be installed onto the CPU using one of the following methods:

- Direct via USB Memory Stick
- Upgrade via PCPro & WebPro is also available
- Remote via LAN

**Please Note:** Remote Upgrade is supported only via LAN connection. A modem or serial connection is not supported for Remote Upgrades.

## Documentation

### Overview

Title	Document No.
Univerge SV9100 General Description Manual	31581
Univerge SV9100 Features & Specifications Manual	31576
Univerge SV9100 Hardware Manual	31577
Univerge SV9100 Programming Manual	31579
Univerge SV9100 System Maintenance Manual	31584
Univerge SV9100 Hotel Motel Services Manual	31609
Univerge SV9100 UC Suite Manual	31575
Univerge SV9100 Contact Centre Installation Manual	31582
Univerge SV9100 Contact Centre Supervisor Manual	31583
Univerge SV9100 PC Programming Manual	31580
Univerge SV9100 Networking Manual	31578
Univerge SV9100 License Manager Server User Guide	31613
Univerge SV9100 RGA App Gateway - Installation & Configuration Guide	31597
Univerge SV9100 RGA App Gateway - Conference User Guide	31625
Univerge SV9100 InMail System Guide	31585
VM8000 InMail User Guide	10573 No Manual
VM8000 InMail QRG for Admin	10577 No Manual
Univerge UM8000 - Installation Manual	15489
Univerge UM8000 - System User Guide	15492
Univerge UM8000 and UM4730 - Quick Reference Card Issue 6.0	15501
SMB8000 PoE Gigabit Switch Manual	10595 No Manual
SIP DECT Solutions Administration Guide (SV8100/SV9100)	10565
SIP DECT Solutions Technician Guide (SV8100/SV9100)	10566
DT300/DT700 User Guide	31586
DT700 Resource Manual	10594
DT750 Users Guide	31588
DT400/DT800 User Guide	31593
DT850 User Guide	31594
UNIVERGE SV9100 Attendant User Guide	9882 No Manual
UNIVERGE SV9100 Single Line Telephone User Guide	10602 No Manual

---

## Licensing

---

### Overview

#### Licensing Server:

- ❖ This secure, web based tool has many benefits over the previous licensing mechanisms. These include:-
  - Fast turnaround time in receiving licenses,
  - Greater control of distribution of these licenses,
  - Tools for you to manage your customer data,
  - Easy re-issue of lost or misplaced codes.
- ❖ The system requires an email address. (A new email address specific to this purpose will assist in easier licensing administration for you.)
- ❖ The system relies on 3 main items.
  - An email address for licensing purposes, and to access the Licensing Server.
  - A Hardware Key Code also known as HKC or HKey (found on a CPU),
  - A customer and location of where the system will reside.

#### Hardware Key Code:



- ❖ HKC or HKey also known as Hardware Key Code, can be found in the following places for the SV9100:
  - On the front of a GCD-CP10 packing box, (as shown above)
  - At the rear underside of the GCD-CP10 PCB, (as shown above)
  - Or by dialling Feature 3 on a handset and reading the [HKEY:] from the display.

#### Accessing the Licensing Server:

1. You can access the Licensing Server via the following Link:
  - <http://www.nec.com.au/lic> or by clicking on the link in any email from the License Server.
  - Where you do not have access to the Licensing Server, please contact your account manager.
  - Please note: You will need your NEC Customer Number for this registration. There will be only one login account created per Dealer location.

**License Logins:**

- ❖ The local Licensing Administrator gets complete access to the functionality available for that dealership. This is done via a Licensing Portal similar to the one in the below diagram.
- ❖ Each dealer will be required to communicate any required changes to their login (such as a new password) through their NEC Channel Account Manager.
- ❖ Technicians will not be given individual logins to the License Server at this time. Order entry staff will be providing their licenses to their own technical staff.

**Dealer Portal:**

- ❖ Each Dealer gets a secure login.
- ❖ Dealers can view the history of all their prior activations and systems.
- ❖ Dealers can create customers and their locations.
- ❖ Customer information storage abilities allow for better historical records and sales / marketing initiatives.
- ❖ Administrators can attach / detach licenses to customers and then register these against their Hardware Key Codes.

**Demo License:**

- ❖ Demonstration licenses allow you to use all the system features for a fixed period of time.
- ❖ Demo license is available for every customer location but has a maximum use limit, depending on the system.
- ❖ There is a limit for the number of times you can get free licenses – these vary per product.
- ❖ The license server will keep count of the number demo license available and displays this information.

**Hardware Replacement:**

Please Note: Contact NEC customer service in advance to obtain a replacement code, prior to accessing the Replacement section.

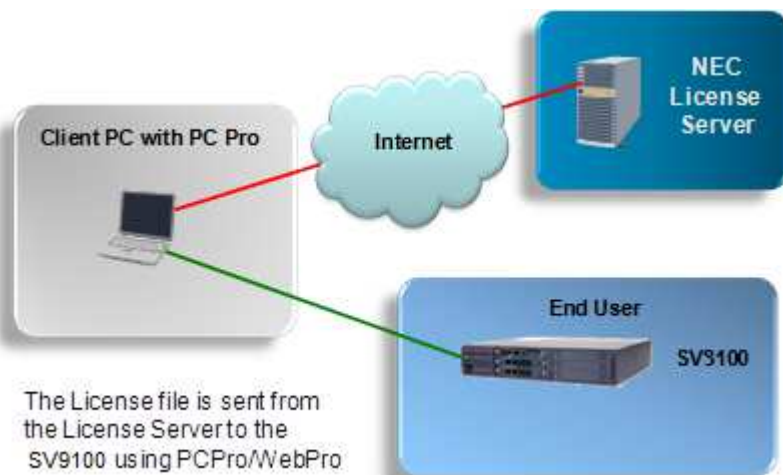
- ❖ In the unlikely event that you will need to replace the CPU of a NEC System, you can move the licenses that existed on the old system to the new one.
- ❖ The Hardware Replacement function can be accessed by clicking on the Replacement Link from the drop down list under License Administration.
- ❖ The replacement code must be provided, before you can validate the old Hardware Key Code.
- ❖ Once completed you may enter the new “Hardware Key Code” that you wish to transfer the licenses to.
- ❖ Click on the Replace Hardware button.
- ❖ At this point, you can download the new license file for the customer that pertains to the new Hardware Key Code.

**Process Summary:**

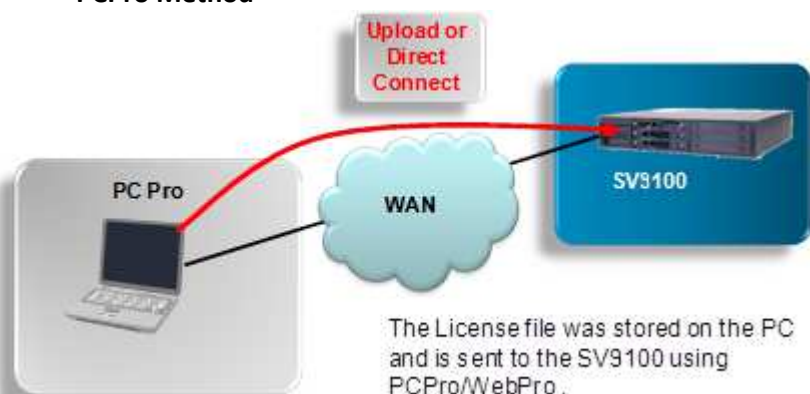
- ❖ Order License part numbers from NEC Customer Service as per normal.
- ❖ Login to the NEC Licensing Server and access Licensing.
  - If you don't have a login, please contact your NEC Channel Account Manager for access.
- ❖ Create your Customers and locations.
- ❖ Assign Licenses and activate these for your customer locations.
- ❖ Provide license/s to technical staff for system installation.

## Flexible Methods for SV9100 Licensing:

- Automated 24/7 License Download



- PCPro Method



- Manual Method

**Note:**

Please refer to the Features and Specification Manual under “**Licensing**” for more details of the operation methods.



## System License

### Overview

#### System and Capacity:

Stock No.	Model	Description	Feature Code	Description	Quantity
BE114042	SV9100 SYSTEM PORT-01 LIC	System Port License - 65 to 1296 Port License supports flexible port configuration with a maximum of 1296 system ports. This is required for each extension or trunk port added to the SV9100 system.	0300	System Port	1
BE114044	SV9100 VERSION LIC (R2)	System Version License R2/V2. Supports R1 features.	0411 0412	System Version License R1 System Version License R2	1 1
*BE114053	SV9100 HW MIGRATION LIC	Hardware Migration License - Supports SV8100 Hardware.	0048	Hardware Migration	1

\* **Note:** Please refer to your Univerge SV9100 System Hardware Manual for more details about the supported hardware.

#### System Features:

Stock No.	Model	Description	Feature Code	Description	Quantity
BE114068	SV9100 ENCRYPTION LIC	License to activate SIP signalling encryption	0030	Encryption	1
BE114070	SV9100 VIDEO MCU - LIC	Video (Simple MCU)	0042	Video MCU (Simple MCU)	1
BE114071	SV9100 HOTEL/MOTEL - LIC	Hotel/Motel - Enables Hotel/Motel system features.	0007	Hotel/Motel (w/o PMS I/F)	1
BE114072	SV9100 PMS - LIC	(PMS) - Property Management System License.	0046	Hotel PMS I/F	1
BE114073	SV9100 REMOTE CONF - 01 LIC	In-Conference Bridge - Remote Conference (Maximum 20).	0047	In-Conference Bridge (Remote Conf.)	1
BE114078	SV9100 1 <sup>ST</sup> CTI 01 - LIC	1 <sup>st</sup> Party CTI (Ethernet) 1 Client License	0111	1st Party CTI (Ethernet)	1
BE114144	SV9100 REMOVAL - LIC	Remove License.	0017	License removal from system	1

**IP Trunk & Networking:**

Stock No.	Model	Description	Feature Code	Description	Quantity
BE114065	SV9100 IP TRUNK-01 LIC	License to activate 1 Channel of SIP Trunks.	5001	IP Trunk (SIP/H323)	1
			5103	VoIP Resource (1ch)	1
BE114066	SV9100 NETWORKING-01 LIC	License to activate a K-CCIS Trunk	5012	K-CCIS over IP	1
			5091	AspireNet over IP	1
			5103	VoIP Resource (1ch)	1
BE114067	SV 9100 NETLINK NODE 01 - LIC	NetLink Nodes - Allows the connection up to 49 Secondary Sys.	0002	Netlink	1
			5103	VoIP Resource (1ch)	32
BE114098	SV9100 PVA-PMS US LIC	License to activate PVA Blade for PMS integration	6201	PVA-PMS (NEC PMS 60/90)	1

**IP Extensions:**

Stock No.	Model	Description	Feature Code	Description	Quantity
BE114054	SV9100 IP PHONE 01 - LIC	1 IP Terminal license - Support NEC MLT SIP (DT700/DT800) Terminals, and Standard 3 <sup>rd</sup> Party SIP. *This is bundled with 1 IP Resource License.	5111	IP Terminal (SIP-MLT/Std-SIP/Softphone)	1
			5103	VoIP Resource (1ch)	1
BE114151	SV9100 MULTI DEVICE-01 LIC	License to activate One User ,One Number with Multiple Device Support up to 6 in total	0049	Multi Device	1

**InMail & VRS/AA:**

Stock No.	Model	Description	Feature Code	Description	Quantity
BE114082	SV9100 INMAIL VRS PORT-01 LIC	License to activate 1 port of the Automated Attendant / Voice Response System	1001	VRS Ports	1
BE114526	SV9100 BASIC USER-01 AU LIC	User Voicemail bundle containing licensing to activate an InMail Voicemail box with Voicemail to Email integration and Mobile Extension for a single user	1012	SV9100 VM Box users	1
			1014	SV9100 InMail E-Mail Client	1
			5201	SV9100 Mobile Extension	1

BE114527	SV9100 UC USER-01 AU LIC	User Voicemail and UC Suite bundle containing licensing to activate an InMail Voicemail box with Email integration, UC Suite for a Desktop and Web UC User Interface, Voicemail access, Presence, Instant Messaging, Shared Directory, and Mobile Extension for a single user	0112	SV9100 3rd Party CTI Client	999
			1012	SV9100 VM Box users	1
			1014	SV9100 InMail E-Mail Client	1
			5201	SV9100 Mobile Extension	1
			5304	SV9100 UCS Attendant Client	1
			5305	SV9100 UCS Desktop (DT) Client	1
			5309	SV9100 UCS Enhancement I	1
			5312	SV9100 UCS InMail Integration	1
BE114528	SV9100 UC PLUS USER-01 AU LIC	User Voicemail and UC Suite Attendant bundle containing licensing to activate an InMail Voicemail box with Email integration, UC Suite for a Desktop and Web UC User Interface, Voicemail access, Presence, Instant Messaging, CRM Integration, Shared Directory, and Mobile Extension for a single user	5313	SV9100 UCS Web DT Client	1
			0112	SV9100 3rd Party CTI Client	999
			1012	SV9100 VM Box users	1
			1014	SV9100 InMail E-Mail Client	1
			5201	SV9100 Mobile Extension	1
			5304	SV9100 UCS Attendant Client	1
			5305	SV9100 UCS Desktop (DT) Client	1
			5309	SV9100 UCS Enhancement I	1
			5312	SV9100 UCS InMail Integration	1
			5313	SV9100 UCS Web DT Client	1
			5310	SV9100 UCS CRM Integration	1

**UM8000 Mail:**

Stock No.	Model	Description	Feature Code	Description	Quantity
BE114889	SV9100 UM8000 BASIC USER-01 AU LIC	User UM8000 Voicemail bundle containing licensing to activate an UM8000 Voicemail box with Voicemail to Email integration and Mobile Extension for a single user	1404	SV9100 UM8000 Mail Client (VM Box / View Apps)	1
			5201	SV9100 Mobile Extension	1
BE114890	SV9100 UM8000 UC USER-01 AU LIC	User UM8000 Voicemail and UC Suite bundle containing licensing to activate an UM8000 Voicemail box with	0112	SV9100 3rd Party CTI Client	999
			1404	SV9100 UM8000 Mail Client (VM Box / View Apps)	1

		Email integration, UC Suite for a Desktop and Web UC User Interface, Voicemail access, Presence, Instant Messaging, Shared Directory, and Mobile Extension for a single user	5201 5304  5305  5309  5312  5313	SV9100 Mobile Extension SV9100 UCS Attendant Client  SV9100 UCS Desktop (DT) Client  SV9100 UCS Enhancement I  SV9100 UCS InMail Integration SV9100 UCS Web DT Client	1 1  1  1  1 1
BE114891	SV9100 UM8000 UC PLUS USER-01 AU LIC	User UM8000 Voicemail and UC Suite Attendant bundle containing licensing to activate an UM8000 Voicemail box with Email integration, UC Suite for a Desktop and Web UC User Interface, Voicemail access, Presence, Instant Messaging, CRM Integration, Shared Directory, and Mobile Extension for a single user	0112  1404  5201 5304  5305  5309  5312  5313 5310	SV9100 3rd Party CTI Client  SV9100 UM8000 Mail Client (VM Box / View Apps)  SV9100 Mobile Extension SV9100 UCS Attendant Client  SV9100 UCS Desktop (DT) Client  SV9100 UCS Enhancement I  SV9100 UCS InMail Integration SV9100 UCS Web DT Client SV9100 UCS CRM Integration	999  1  1 1  1  1 1 1
BE114417	SV9100 UM8000 SYSTEM LANG-01 LIC	License to activate an additional language. Standard language support for UM8000, English, English (NZ) and Chinese (Mandarin)	1406	UM8000 Mail Multi-language	1
BE114418	SV9100 UM8000 TTS PORT-01 LIC	License to activate UM8000 TTS Ports	1403	UM8000 Mail TTS for MS Outlook	1
BE114419	SV9100 UM8000 TTS LANG-01 LIC	License to activate UM8000 TTS Language	1410	UM8000 Mail TTS Language	1
BE114420	SV9100 UM8000 FAX PORT-01 LIC	License to activate UM8000 Fax Port	1402	UM8000 Mail FAX port	1
BE114421	SV9100 UM8000 HOSPIT & PMS LIC	License to activate Hospitality PMS Interface.	1407	UM8000 Mail Hospitality/PMS	1
BE114422	SV9100 UM8000 HOSPIT LANG-01 LIC	License to activate Hospitality language.	1408	UM8000 Mail Hospitality Language	1
BE114423	SV9100 UM8000 AMIS NETWORK LIC	License to activate UM8000 Networking	1409	UM8000 Mail Amis/Plus Net	1

**InACD:**

Stock No.	Model	Description	Feature Code	Description	Quantity
BE114074	SV9100 ACD AGENT 01 LIC	License to activate an Automatic Call Distribution Agent.	2002	ACD Client	1
BE114075	SV9100 ACD P-EVENT LIC	License to activate the interface between the ACD and the Call Management Reporting tool	2101	ACD P-event	1
BE114076	SV9100 ACD SKILL/CID BASE LIC	License to activate Skills or Caller ID Based Routing	2105	ACD Skill/CID Base Routing	1
BE114094	SV9100 ACD-MIS LIC	License to activate the Call Management reporting tool for the Automatic Call Distribution application.	2102	ACD-MIS Basic (Server)	1
BE114095	SV9100 ACD-MIS MONITOR 01 LIC	License to activate an additional ACD MIS Monitor	2103	ACD-MIS Add. Monitor	1
BE114096	SV9100 ACD-MIS AGENT 01 LIC	License to activate an ACD Agent client	2104	ACD-MIS Agent	1
BE114152	SV9100 ACD WHISPERING LIC	License to activate Supervisor listening and coaching of an Agent on a call without the Caller knowing	2106	ACD Whispering	1

**UC Suite:**

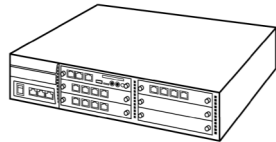
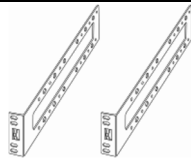


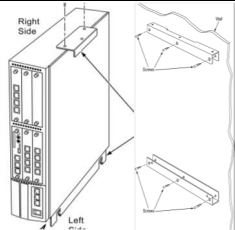
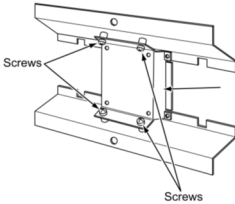
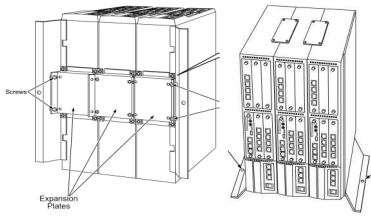

Stock No.	License Code	Description	Feature Code	Description	Quantity
BE114058	SV9100 SOFTPHONE-01 LIC	UC Suite, Softphone Enhanced Client 1 User	5301	UCS Soft Phone (SP310)	1
			5303	UCS Soft Phone Enhance	1

**RGA Conference:**











Stock No.	License Code	Description	Feature Code	Description	Quantity
BE114097	SV9100 RGA CONF PORT-08 LIC	License to activate 8 additional ports of the Multimedia Conference Bridge	6300	RGA base Conference Bridge ports	8

## System Hardware

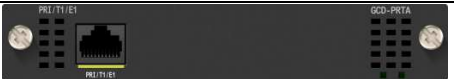









### Chassis & Mounting Hardware:

Stock No.	Model Name	Description	Picture
BE112987	CHS2UG-AU	6 Blade 2RU Chassis, includes PSU & AC cable	
BE106405	CHS2U RACK MOUNT KIT	19" Rack Mount bracket, one per chassis	
BE106406	CHS BASE UNIT FLOOR MOUNT SET	Floor mount base unit, one per system	
BE106414	CHS2U JOINT BRACKET KIT	Floor mount inter chassis bracket, one per additional Chassis	
BE106407	CHS1U/2U WALL MOUNT KIT	Wall Mount bracket, one per chassis	
BE106910	CHS2U STAND KIT (K)	Side stand mount kit for single Chassis	
BE106727	CHS2U STAND KIT (EXT)	Side Stand inter chassis bracket, one per additional Chassis	
BE113068	CHS2UG FRONT COVER	Front Cover for 19-inch 2U Chassis	 <b>Front Cover</b>

## Blades and Options






Stock No.	Model Name	Description	Picture
BE113218	GCD-CP10-AU (32-bit Microprocessor)	SV9100 CPU providing the following functionality: <ul style="list-style-type: none"> <li>CCPU LAN port supports 10/100/1000 (Gigabit) Ethernet modes</li> <li>External Paging Output</li> <li>Internal MOH tone</li> <li>External MOH/BGM Input</li> <li>External Music Control</li> <li>USB Interface</li> <li>Gigabit Ethernet Interface</li> <li>In-Mail / SD Card (1G or 4G)</li> <li>2 Control Relays</li> <li>IPLE VoIP Interface</li> <li>Sense Switch (Not Used)</li> </ul>	
BE113016	GPZ-BS10	Expansion Bus Interface (CHS2U #1)	
BE113017	GPZ-BS11	Expansion Bus Interface (CHS2U #2,3,4)	
BE113170	GCD-8LTA	8 Digital / 2 Single Line / Option	
BE113018	GCD-8DLCA	8 Port - Digital Station Interface	
BE113019	GPZ-8DLCB	8 Port - Expansion Digital Station Interface	
BE113020	GCD-16DLCA	16 Port - Digital Station Interface	
BE113434	GCD-4LCF	4 Port - Single Line Telephone Interface	
BE113436	GPZ-4LCF	4 Port - Expansion Digital Station Interface	
BE113435	GCD-8LCF	8 Port - Single Line Telephone Interface	
BE113437	GPZ-8LCF	8 Port - Expansion Digital Station Interface	
BE113031	GCD-4COTB	CO Trunk Loop Start	
BE113032	GPZ-4COTG	Expansion CO Trunk Interface	
BE113033	GCD-2BR1A	Basic Rate Interface	
BE113034	GPZ-2BR1A	Expansion Basic Rate Interface	



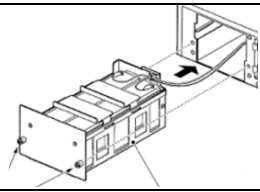

BE113037	GCD-PRTA	Primary Rate Interface	
BE113040	GCD-4DIOPA	DID/OPX (DID not supported)	
BE113042	GCD-4ODTA	E&M Tie Line	
BE113045	GCD-ETIA	Gigabit Switch Unit (Master/Slave)	
BE113046	GCD-VM00	Voice Mail / App Server	
BE113292	GCD-RGA	Application Gateway – Router and Conference	
BE113050	GCD-PVAA	In-Skin Hotel PMS Blade	
BE113281	GPZ-IPLE	VOIP on the CPU <ul style="list-style-type: none"> <li>256 (GPZ-IPLE) channels</li> </ul>	
8502831	PGD(2)-U13 ADP	Provides external paging zones, music source inputs, door phone and door lock relay.	
800188	DP-D-1D	Door Phone Unit.	






**SV9100 Media:**


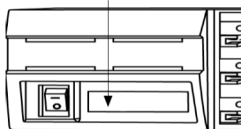

Stock No.	Product Name	Description	Picture
BE113284	SD-A1 AU 1G-APP-CF	1GB SD Card  VRS and InMail, providing 15 hours of Available Recording Time.	
BE113285	SD-B1 AU 4G-APP-CF	4GB SD Card  VRS and InMail, providing 120 hours of Available Recording Time	
BE107718	AKS UM-2G APP CF	Compact Flash Media 2GB for UM8000 Mail, providing 125 hours of Available Recording Time	
BE107719	AKS UM-8G APP CF	Compact Flash Media 8GB for UM8000 Mail, providing 550 hours of Available Recording Time	
BE113293	AKS-RGA- APP-GATEWAY- CF	Application Gateway - Compact Flash for Conference Bridge	

**Battery Backup:**

Stock No.	Product Name	Description	Picture
BE106403	CHS2U BATT MTG KIT	Built-in Battery Mount Kit (for 2U Chassis)	
BE106737	CHS2U BATT CA INT	Battery Cable of Built-in Battery Set for 2U Chassis	
4422049	2.3AH-12V BATT CHS2U Internal Backup Battery	2 required per CHS2U chassis.	







BE113149	CHS LARGE BATT BOX	Long term external battery box	
BE106738	CHS BATT CA-EXT-A	Required when using a third party external battery solution	
4391831	7AH-12V BATT Battery for CHS LARGE BATT BOX	6 required per CHS LARGE BATT BOX.	

**Spare Parts:**

Stock No.	Model Name	Description	Picture
4422006	CHS2U BLANK SLOT COVER KIT	Blank Slot Cover (Black)	
4420020	CHS BLANK SLOT COVER KIT (BUS)	Blank Slot Cover for BS10/BS11	
4422007	CHS2U FAN BOX SET	Fan unit for CHS2U chassis	

With the new release of the SV9100 system into the Australian Market, the following equipment listed below is no longer required or support on this current system. They are currently only available for the SV8100 systems.






Mounting Hardware and Media:

4421005	PZ-ME50-AU	Provides additional memory for system expansion	
4421007	PZ-32IPLA	Provides the voice (RTP/RTCP) processing function for 32 concurrent VoIP calls	
4422012	PZ-64IPLA	Provides the voice (RTP/RTCP) processing function for 64 concurrent VoIP calls	
4422013	PZ-128IPLA	Provides the voice (RTP/RTCP) processing function for 128 concurrent VoIP calls	
4422011	PZ-VM21	Provides Internal V34 Modem, InMail VM and VRS	
4422043	AKS InMail-512M-APP CF	Compact Flash media 512MB for VRS and VM8000 InMail, providing 32 hours of Available Recording Time	

## New Terminals

### Overview



#### DT400 Digital Multiline Terminals:

Stock No.	Model Name	Description	Picture
BE113846	DTZ-2E-3A(BK)TEL	2-Button DT410 without LCD (Black)	
BE113847	DTZ-6DE-3A(BK)TEL	6-Button DT410 with LCD (Black)	
BE113844	DTZ-24D-3A(BK)TEL	24-Button DT430 with LCD (Black)	
BE113843	DTZ-24D-3A(WH)TEL	24-Button DT430 with LCD (White)	
BE113845	DTZ-8LD-3A(BK)TEL	DT430 with DESI Less – Dual Display (Black)	





**DT800 IP Multiline Terminals:**

Stock No.	Model Name	Description	Picture
4424000	ITL-2E-3A(BK)TEL	2-Button DT710 without LCD (Black)	
BE113847	ITL-6DE-3A(BK)TEL	6-Button DT710 with LCD (Black)	
BE113838	ITZ-24D-3A(BK)TEL	24-Button DT830 with LCD (Black)	
BE113841	ITZ-24DG-3A(BK)TEL	24-Button DT830G with LCD/Built-in Gigabit (Black)	
BE113840	ITZ-24DG-3A(WH)TEL	24-Button DT830G with LCD/Built-in Gigabit (White)	
BE113839	ITZ-8LDG-3A(BK)TEL	DT830 with DESI Less - Dual Display/Built-in Gigabit (Black)	
BE113842	ITZ-24CG-3A(BK)TEL	24-Button DT830G with Colour LCD/Built-in Gigabit (Black)	


**Consoles:**

Stock No.	Model Name	Description	Picture
BE113848	DCZ-60-2A (BK) CONSOLE	60 Button DSS/BLF Console - Includes AC/DC Adapter	
BE113849	8LK-ZA (BK) UNIT	8 button unit for DTZ-24D- 1(WH/BK)	

**Adaptors:**

Stock No.	Model Name	Description	Picture
BE113850	BCA-ZA UNIT	Bluetooth Connection Adaptor	
BE108893	APR-LA UNIT	Analogue Port Adaptor (with Ringer)	
BE108889	ADA-LA UNIT	Analogue Device Adaptor (Voice Recording Interface)	
BE106887	WM-LA UNIT	Wall Mount Unit	
BE108057	AC-LE UNIT	In-Line Power Adaptor	

**Modules:**

Stock No.	Model Name	Description	Picture
BE113819	LCD(BL)-Z (BK) UNIT	DT430 (Value) LCD Unit with Backlight	

**Keypads:**

Stock No.	Model Name	Description	Picture
BE113821	BS(F)-Z(BK)KIT	Function key Kit (French) (Black) For DT430/ DT830/ DT830G	TBS
BE113823	BS(S)-Z(BK)KIT	Function Kit (Spanish) (Black) For DT430 / DT830/ DT830G	TBS
BE113825	BS(ACD)-Z(BK)KIT	ACD function key Kit (Black) For DT430/ DT830/ DT830G	TBS
BE113826	Sticker-Braille-Z KIT	Braille supported seal (English) (semitransparent seal) For DT410/ DT430/ DT830/ DT830G	TBS
BE113828	BS(Retro-F)-Z(BK)KIT	Retro/Eco Key Kit (French) (Black) For DT410/ DT430/ DT830/ DT830G	TBS

## PC Programming – PCPro

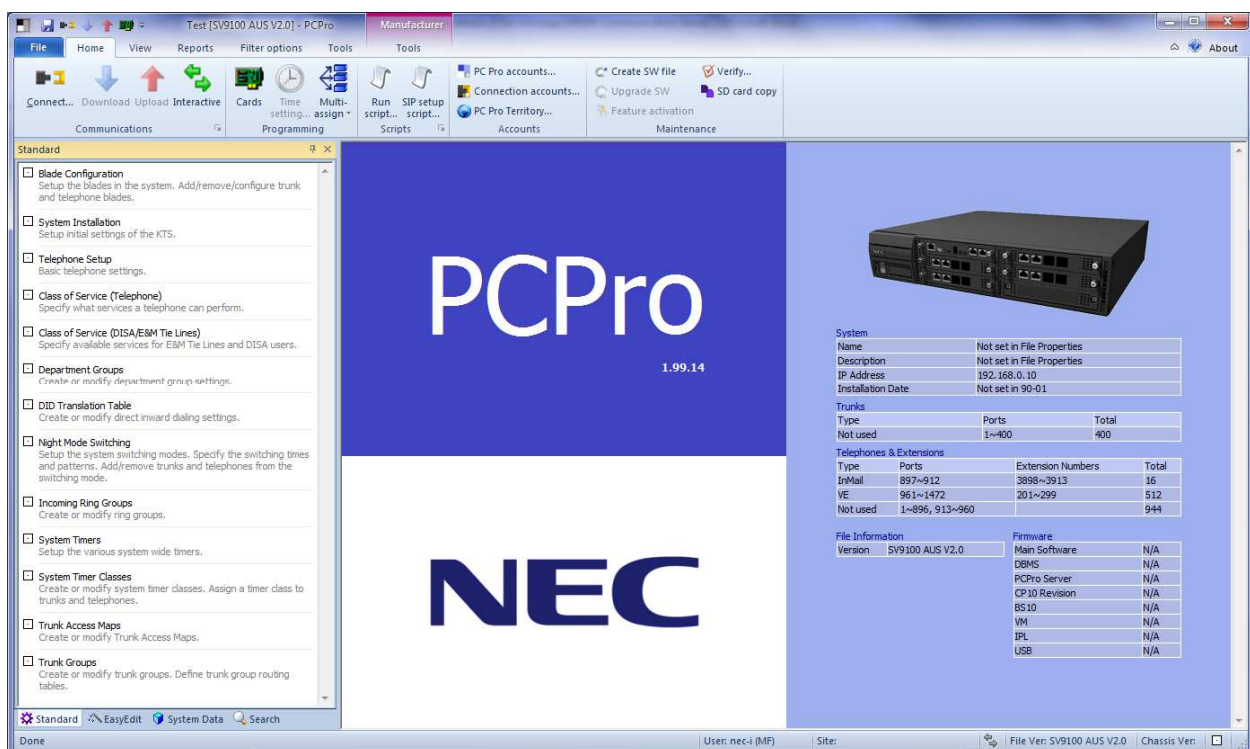
### Overview

The PCPro software is a Microsoft Windows based application. It allows the technician and/or a system administrator to download a database from the system, make changes, and then upload them.

The SV9100 PCPro software has the same look and feel as the SL1100 PCPro software, but with new rich feature enhancements to help users more easily manage the system programming when compared to handset programming.

The users can perform the following, when using the PCPro application:

- Upload/Download system settings between PCPro and a chassis.
- Program settings grouped by their relationship via standard screens.
- Save settings to files that can be archived for later use.
- Generate various reports (including Alarm Reports) that can be used to monitor system settings.
- Automatically update chassis firmware remotely.
- Capture low level messages to problem solve through the Debug Terminal.
- Licensing.
- Ability to register uninstalled DECT and IP telephone ports.
- Filtering has been extended across all areas.
- Download DIMM trace from the GCD-CP10.
- Home screen providing system information at a glance.





NEC Channel Partners can download the SV9100 PCPro software from the **Knowledge Base** Website.

There is no requirement to license the PCPro software to each individual Customer's and Technician's PC. It may be freely installed as required.

**Enhancement List:**

1. Only one type (Global Version) PCPRO is released, and enables us to access any market type of SV9100 by the new PCPRO software.
2. You can specify which unused telephone ports are reserved as Mobile extensions via the menu item.
  - Filter Options Tab > Unregistered Phones > IP Phone List
  - Filter Options Tab > Unregistered Phones > Mobile Extension List
  - Filter Options Tab > Unregistered Phones > Unused Phone List
3. Card Configuration now contains a new menu (via right mouse click). "Configure Card" will give a list of PRGs associated with the card. You can then jump directly to System Data Programming from the Card Configuration screen.
4. The DIM File Download feature supports downloading a DIM log file using PCPro. A DIM log file contains operational, system information, and critical information about the system.
5. Generate various reports (including Alarm Reports) that can be used to monitor system settings.
6. For trunk base assignments, only the correct type of trunks are listed and available to be assigned. E.g., 14-02 Analogue Trunk assignments, Digital trunks are not listed.
7. Add ability to customise the wizard sort order. Currently, wizards are sorted alphabetically.
8. Add ability to apply telephone/trunk port filter on standard screens.
9. The multi-assign facility is available for the following features: Account Codes, Call Appearance Keys, Extension Numbers, DID Translation Tables and function keys.
10. Modification History report.
11. Home screen has been updated to provide a summary of key system information.

**Remote Access via Dialup Modem:**

1. Setup the System
  - The (remote) modem connection is established via the internal GCD-CP10 modem.
  - Assign PSTN DIL or ISDN DID to modem number (PRG 11-15-14, Default = 740).
  - On PC, install and configure modem with a connection to the PSTN.
  
2. Create a PPP Dialup Connection Account (one per destination)
  - Access Network Connections via Windows Control Panel.
  - Select “ File “ and “New Connection”
  - Select “ Connect to Network at my Work place “
  - Select Dial up connection.
  - Add Name for PPP setup.
  - Add Phone number for dial up connection destination.
  - Allow access rights, e.g. Anyone’s use.
  - Click Next.
  - Click Finish.
  
3. Connect using PCPro
  - On the Home tab, for Communications, select the “Connect” icon.
  - Under Connection Type, select IP via Dial-up. The IP address is fixed for the system.
  - Under Login, specify User Name, e.g. tech and Password, e.g. 12345678.
  - Select Connect.
  - From the Network Connections window that appears, select your PPP Dialup Connection Account for the appropriate SV9100 destination.
  - Select Connect.
  - From the Connect window that appears, select Dial.
  - PCPro will now dialup and connect via the PPP account.
  - When the PCPro connection is terminated the PPP dial up connection will also be terminated and the line dropped.

**Please note:** that further information can be obtained in the **Univerge SV9100 PCPro Programming Manual**.

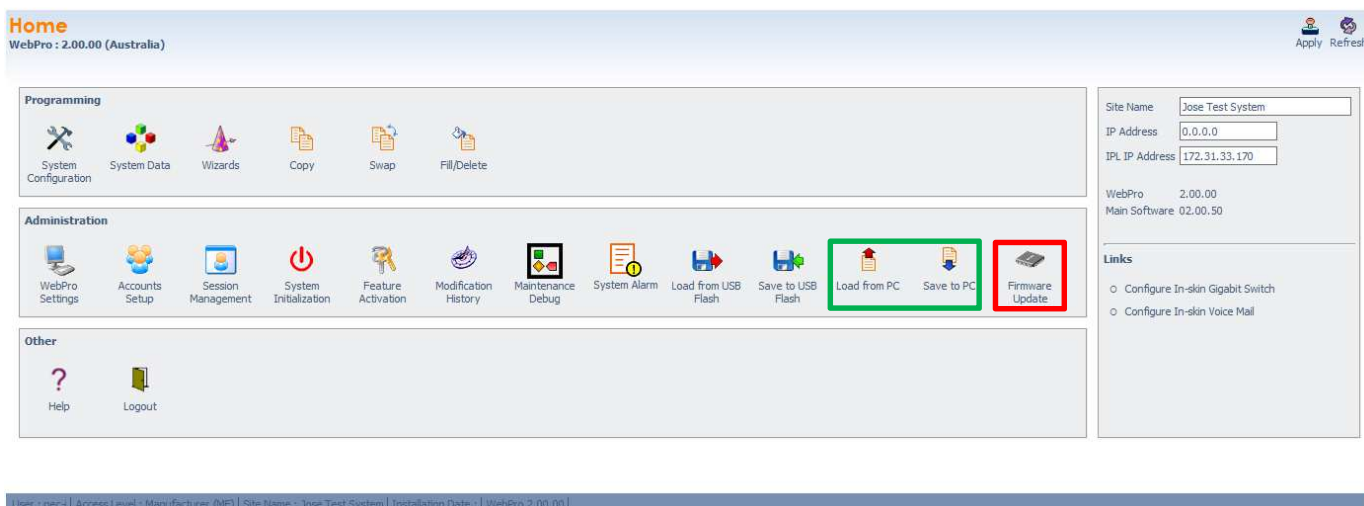
## PC Programming – WebPro

### Overview

The WebPro application is a web server running on the GCD-CP10 blade of the SV9100. No special installation program is required. A user programs the system using their standard web browser.

WebPro provides access to all system programming parameters and includes some special features to help the technician during installation. However it does not provide all of the facilities of PCPro which is the premium programming and maintenance tool.

- Enable to save/load the system data as PCPro format to/from PC by WebPro.
- Enable to handle (review/edit) the saved system data by PCPRO, if necessary.
- Enable upgrade the main software from PC by WebPro.



**Please note:** that further information can be obtained in the **Univerge SV9100 PCPro Programming Manual**.

## Setup Information

### Important Notes:

- Every SV9100 has InMail built in on the system. When a system is defaulted, InMail will be automatically programmed and work in the system. The following settings are made automatically on a defaulted system.  
If needed, they can be changed to reflect the **customers numbering plan**, but it is recommended that the default values be kept:

- The InMail ports assign in a default system are from 897~912.
- The extension numbers for the InMail ports are 3898-3913.
- The Department group pilot for InMail extensions in Program 11-07-01 is 3999.
- All InMail extensions are assigned to Department group 64 in Program 16-02-01.
- InMail extensions 3898-3913 are set to DP in Program 15-03-01.
- InMail extensions 3898-3913 are set to Special in Program 15-03-03.
- The voice mail Department group is set to 64 in Program 45-01-01.

We would also like to bring to your attention that there are no licenses assigned to the CD-CP10 (CPU) for the VM Box Users (Feature Code - 1012) by default, as this has changed from the SV8100 system. You are now required to license the CD-CP10 (CPU) for the required VM Box Users (Stock Number: BE114526 - See licencing above on page 18).

By default only extensions 101~164 have Subscriber Mailboxes, if needed you should enable additional Subscriber Mailboxes for all installed extensions.

**Please note;** that when VM box Users licenses are applied to the CD-CP10 (CPU) the first license is dedicated to Station Mailbox User 1, the second license is dedicated to Station Mailbox User 2, the third license is dedicated to Station Mailbox User 3, and so forth... and the continuation of the licenses reflect the next Station Mailbox User in the system. The Station Mailbox User must be assigned in sequence to the next available license.

- As a reminder the **SV9100 Starter Packages** contain the necessary hardware including SV9100 CPU, 2U Chassis etc..., but for each purchase order the License Management Server for the Channel Partner will be updated with the following licenses. Ensure these licenses are installed on each individual SV9100 system.
  - **BE114044S - SV9100 STARTER PACKAGE VERSION LIC (R2)** - Main Software license which is **MANDATORY**
  - **BE114073 - SV9100 REMOTE CONF-01 LIC** - license to activate 2 sessions of Main Software Voice Conferencing is **Optional**

Without the Main Software license installed any other licensed and enhanced feature will not work, so it is essential that this license is applied to the SV9100 CPU at the time of install.

- When using the "Mobile Extension" facility there is a known service condition when assigning the mobile extension port that it must be below the system port of 896. When looking at mobile extension programming command [PRG 15-22] series, if you assign the mobile extension between the extension ports of 913~960, it will not work and doesn't follow what's programmed in the system speed dial for that mobile extension.

- The built-in modem in the SV9100 shares the resources allocated to the built-in conference resources. Because of this, the modem is **DISABLED** by default. You can enable the modem support in Memory Block 10-21-07 by setting this to **ENABLED**.
- The license required on the CPU to allow the use of older hardware is “0048 H/W – migration”. Once this license is applied allows the use of hardware used on the SV8100 system.

Hardware Key Code: **34100083021A**

The following features are registered:

Feature No	Feature Name	License Qty	Expiry Date
0002	NetLink	0	Never
0007	Hotel/Motel	0	Never
0030	Encryption	0	Never
0031	NAT traversal	0	Never
0040	SIP Video	0	Never
0041	XML Pro	0	Never
0042	SIP Video Enhance	0	Never
0046	PMS	0	Never
0047	Remote Conference	0	Never
0048	H/W migration	0	Never
0111	1st Party CTI (Ethernet)	0	Never

For more information, visit [au.nec.com](http://au.nec.com), email [contactus@nec.com.au](mailto:contactus@nec.com.au) or call **131 632**

Australia  
NEC Australia Pty Ltd  
[au.nec.com.au](http://au.nec.com.au)

Corporate Headquarters (Japan)  
NEC Corporation  
[www.nec.com](http://www.nec.com)

North America (USA)  
NEC Corporation of America  
[www.necam.com](http://www.necam.com)

Asia Pacific (AP)  
NEC Asia Pacific  
[www.nec.com.sg](http://www.nec.com.sg)

Europe (EMEA)  
NEC Unified Solutions  
[www.nec-unified.com](http://www.nec-unified.com)

**About NEC Australia Pty Ltd.** NEC Australia is a leading technology company, delivering a complete portfolio of ICT solutions and services to large enterprise, small business and government customers. NEC Australia helps customers gain greater business value from their technology investments.

NEC Australia specialises in communications solutions and services in multi-vendor environments, including systems integration, specialist communications solutions, data networking, unified communications and collaboration, biometrics, digital signage and display solutions. Its IT solutions services comprise business and IT transformation consultancy, professional services, application and solutions development and infrastructure and applications managed services. For more information, visit NEC Australia at [au.nec.com](http://au.nec.com)

NEC Australia Pty Ltd reserves the right to change product specifications, functions, or features, at any time, without notice. Please refer to your local NEC representatives for further details. Although all efforts have been made to ensure that the contents are correct, NEC shall not be liable for any direct, indirect, consequential or incidental damages resulting from the use of the equipment, manual or any related materials. The information contained herein is the property of NEC Australia Pty Ltd and shall not be reproduced without prior written approval from NEC Australia Pty Ltd.

Copyright © 2013 NEC Australia Pty Ltd. All rights reserved. NEC, NEC logo, and UNIVERGE are trademarks or registered trademarks of NEC Corporation that may be registered in Japan and other jurisdictions. All other trademarks are the property of their respective owners. All rights reserved. Printed in Australia. Note: This disclaimer also applies to all related documents previously published.