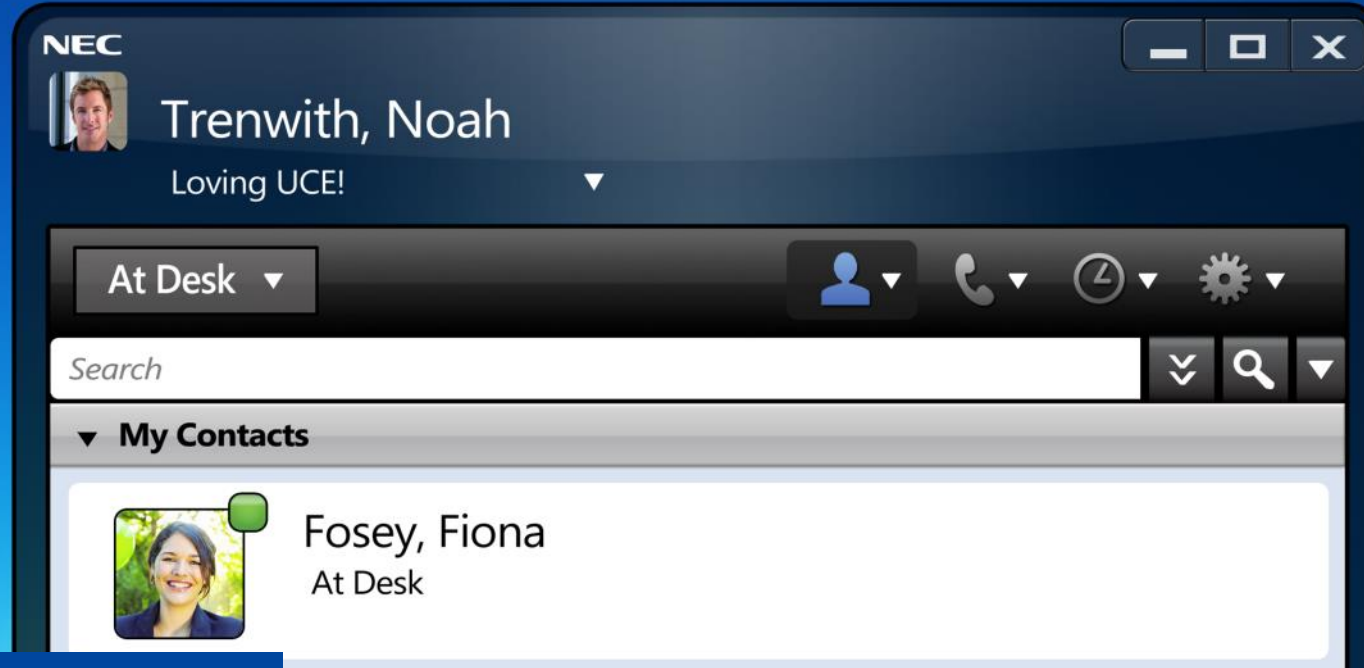


Unified Communications for Enterprise





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Evolve **your communications**

Put employees back in control of their communications

Today's workforce is mobile and dispersed, workers are no longer bound to their desks. We now have access to business information regardless of location - the ability to action this information is critical to increasing innovation and raising productivity. Workers are demanding new applications, devices and business processes to help them deal with the increased flow of information and to enable more flexible working styles.

To keep pace with these demands, organisations need to focus on continuously improving the effectiveness of communications between employees, partners, suppliers and customers. This builds sustainable competitive advantage but requires organisations to adopt new processes and embrace new ways of working.

This is where NEC's Unified Communications for Enterprise (UCE) can help.

Delivering on the promise of the Smart Enterprise!



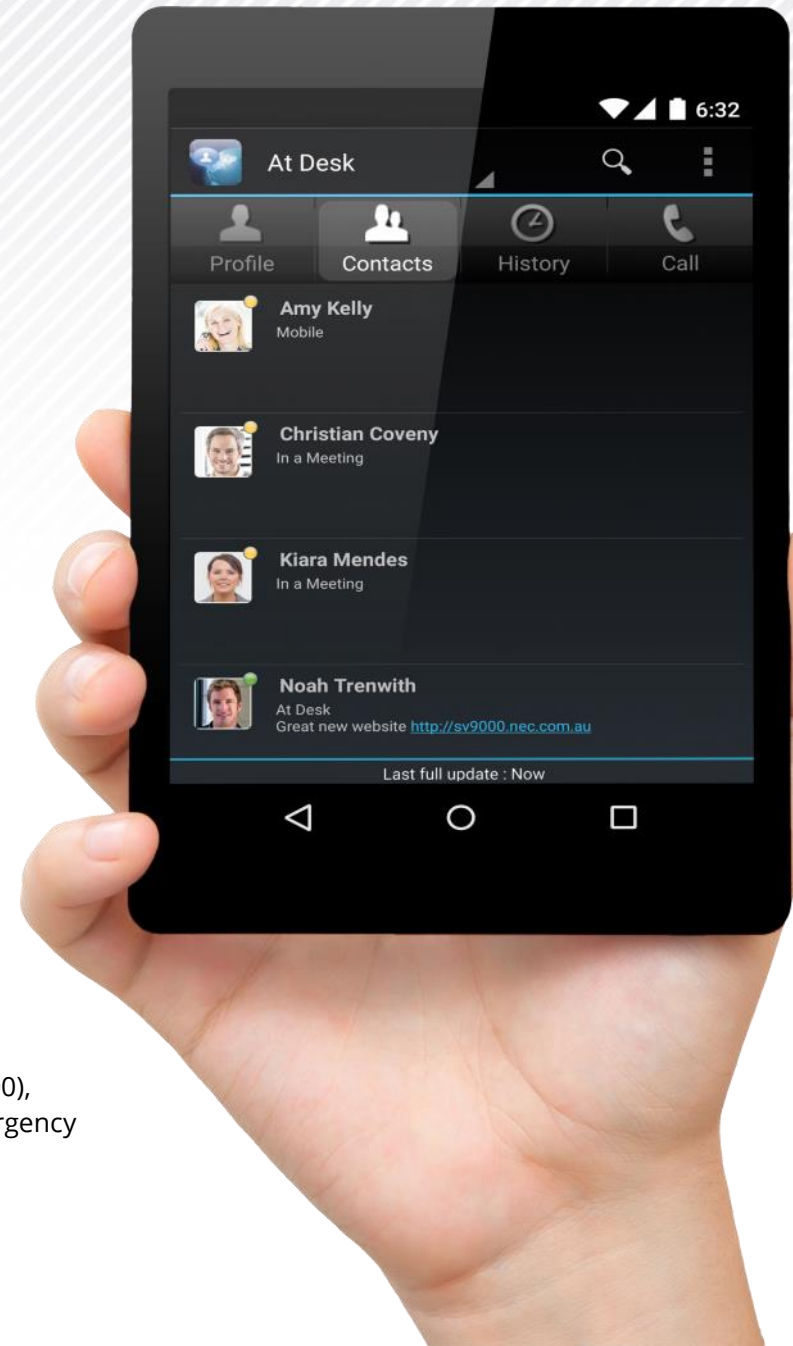
Empowering the
Smart Enterprise

NEC's UCE puts your employees back in control. Communications are centralised and accessible from virtually anywhere. Employees decide when and how they want to be contacted making them more efficient and productive.

Administrators manage the entire system from their web browser - a single window to manage everything from desk phones to mobile UC clients. UCE can connect to your corporate Active Directory (or LDAP directory) and automatically provision phones, voicemail and UC clients for your employees - reducing data entry errors, speeding up moves, adds and changes and ultimately improving employee satisfaction.

UCE can even alert you when an employee or visitor dials emergency services (for example 000), allowing your staff to listen in on the call to better understand the emergency and direct emergency services when they arrive on site.

UCE is the communications solution your organisation needs.





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^{*1} and the ability to control conferences.

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

You can IM and see the presence of people outside your organisation even if they are using another UC solution.^{*2}

With UCE Desktop you are in total control of your communications.



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.

While on a desk phone call you can bring the call to your smart device with a tap of a button.



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, update your presence status or see your missed communications history all from your desk phone.

^{*1} Visual voicemail requires the UM8700 Unified Messaging solution.

^{*2} Federated IM and presence requires the external UC solution to support XMPP.

All the tools you need



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 (or any configurable emergency numbers). 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.



UCE Integration

With Unified Communications for Enterprise you can tightly integrate your IT and communications solutions.

With standard development tools like Java, .NET and SOAP, developers can take total control of their platform.

With UCE's XMPP support you can integrate chat and presence into your business applications. Imagine your staff off-site having the ability to send an instant message to your finance system to check stock levels, outstanding orders and prices.

The benefit of UCE

- > **Integrated directory** – you can lookup contacts from your corporate directory, your Outlook contacts or even personal entries complete with associated profile pictures – you will always have the numbers you need no matter where you go.
- > **Real-time presence** – knowing someone's details is great but knowing if they are available to communicate with is game changing. From your PC, your phone or even the web, you can instantly see if the person is available to communicate by looking at the simple colour coded icons - making communication fast and simple.
- > **Click to call** – never type a number to call again, look up the person you want to call and simply click to initiate the call. Or highlight the number on your PC from a web page, Office application or a text entry field and press a shortcut key to dial the number.
- > **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.
- > **Send instant messages** – Send messages to a single person or to a group and chat in real time. Enables users to get the information they need without being as intrusive as a phone call or a face to face meeting.
- > **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.

From intelligent call handling to rich
UC - Unified Communications for
Enterprise delivers.



UCE at your desk

All about you

Your photo | Name
Message of the day.

Set your presence

Group your contacts

Contact Details

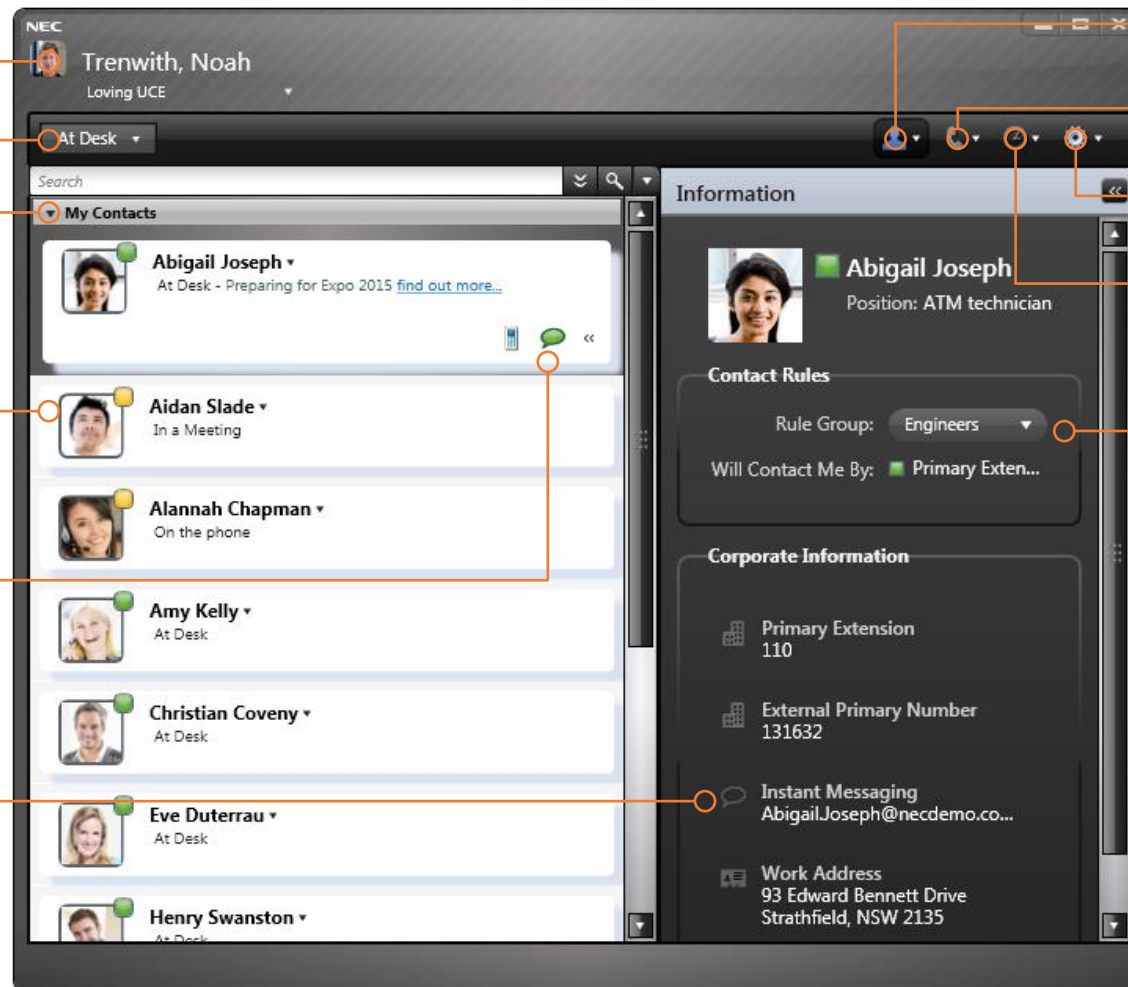
Picture | Name | Presence
Message of the day

Click to...

Call | Send instant message
Email | Conference

Contact details

Extended details including job title
contact details and preferred
contact numbers



Contacts

Call control

Call history

Settings

Contact Rules

How should calls from
this contact be handled?

Personalise your experience

- > Upload your own picture to better represent your personality.
- > Set your message of the day (you can even include a link).
- > Set a custom status to let people know what you are doing.

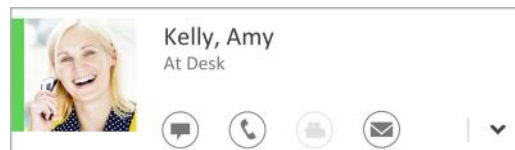
Always know what is going on

UCE Desktop Client enables you to determine the real-time status and availability of your colleagues with just a quick glance.

Next to a contact you will see a green, yellow or red icon representing the contact's availability.

- > Green - I'm available to communicate.
- > Yellow - I'm a little busy.
- > Red - I can't take your call right now.

This same presence indicator can be seen everywhere - in the desktop client, mobile client, the directory on your desk phone and even in Microsoft Office.

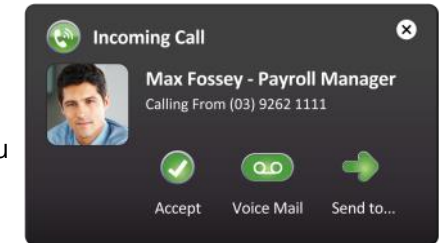


Need to be somewhere else?

While you are talking on your desk phone you can press a button on your phone or on the UC client to send the call directly to your mobile. When you get back to your desk, you can press it again to bring the call back to your desk phone - simple.

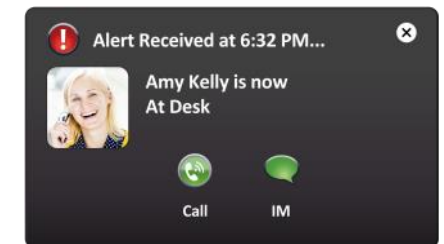
Screen your calls

When your desk phone rings, you will get a screen pop telling you exactly who is calling (complete with picture and contact details). You get the option to answer the call on your desk phone, send it to voicemail, or deflect it to any other number you choose.



Be alert

You can set an alert to be notified when a contact you need to talk to changes their status. You will receive a screen pop allowing you to simply click to call or IM.



Automate your communications

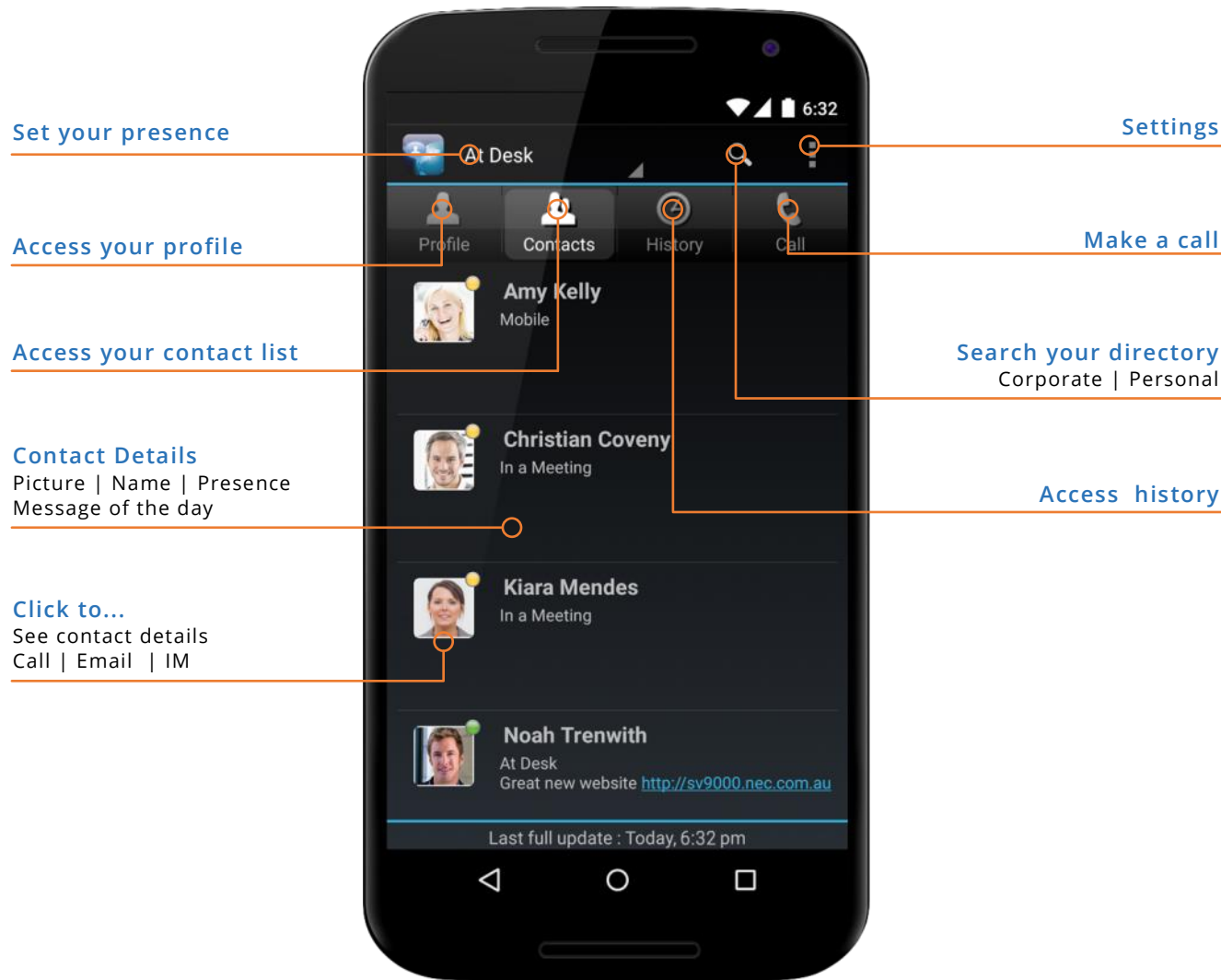
You can choose which phones you want to ring and when.

When someone calls your desk phone you can decide which phones you want to ring, based on your presence status and the caller's ID.

You could for example set your phone as follows.

Your Status	Who's calling	Phones you want to ring
At your desk	Anyone	Ring the desk phone only
Away	Anyone	Ring the desk phone and the mobile phone at the same time
In a meeting	The boss	Send to your mobile
In a meeting	Anyone else	Send to voicemail

While out and about



Being away from the desk does not mean you need to be isolated and non-contactable. NEC's UCE mobility allows you to handle your communications while you are away from the desk.

Available on Apple and Android smartphones you get access to the complete directory, presence, instant messaging and call control capabilities you had while at your PC.

You also have the option of running your UC client as a softphone on your mobile device allowing you to use your mobile as a Wi-Fi extension, or even over the mobile data network (requires Session Border Controllers to be installed on site).

You can easily move calls between your desk phone and mobile phone. You might answer the call on your desk phone, press a button to move it to your mobile so you can check something in another location, then press the button again when you return to your desk to continue the call on your desk phone.

Simple to manage

You would think that all of these great features would be difficult to manage but with UCE it is not. Administrators control the entire system from the UCE Manager.

The UCE Manager is a powerful web based management platform that allows complete control over your phone system and the UCE applications. Adding, deleting and changing a user's phone can be done from a web browser from virtually anywhere.

When linked to your corporate directory, the UCE Manager can even synchronise directory changes, allowing it to automatically provision new phones when a new employee starts or update existing phones as people move or change names.

Administrators can easily manage day to day tasks like creating and moving phones, updating button layouts and setting call forwarding. But they can also perform detailed tasks like checking trunk utilisation or view traffic reports to ensure the network is performing as expected.

Linked to a Network Management System, the UCE manager will raise UC related alarms to ensure your network team is on-top of any possible situation.

Large configuration changes can be configured during office hours and then scheduled to run overnight, alerting you of any problems in the morning. If something does go wrong you can either have the system roll back the changes or complete what it can and warn you of the problems.

UCE Manager makes managing your UC environment simple.

UCE - NEC's feature rich UC platform

Directory sources

- > Centralised corporate directory.
- > Personal contacts from Outlook.
- > Personal contacts directly in UCE.
- > Corporate directory can be optionally synchronised with LDAP.
- > Search based on name, organisation or skills.
- > View one directory or all at the same time.

User details

- > Customisable pictures.
- > Name and title.
- > Job Title.
- > Skills.
- > Primary and secondary extensions.
- > Multiple external numbers.
- > Softphone.
- > Mobile.
- > Voicemail number.
- > Wireless phone.
- > Home phone.
- > Work Email.
- > Work Address.
- > Home Email.
- > Free form number.
- > Instant Message username.

Office integration

- > Links with Microsoft exchange to show in a meeting status.
- > Different presence states can be assigned to specific calendar events.
- > Shows presence in Office contact cards.
- > Accessible in Office with smart tags.
- > Embed in Outlook for a single window experience

Hot keys

- > Highlight and click middle mouse button to call.
- > Shortcut keys for answer, dial, hold, release and dialling DTMF.

Instant messages

- > Direct between individuals.
- > Group chat in virtual meeting rooms (persistent / transient).
- > Standards based XMPP (for federation and integration).

Customisation

- > User can upload their own photo (or it can be controlled by the administrator).
- > Message of the day (with link).
- > Six user selectable colour schemes.
- > Optional semi-transparent windows.
- > Compact / full and picture view modes.
- > Ring / IM notification tones.

Presence

- > Updates in real-time.
- > Twelve predefined states.
- > Ability to define customer presence states.
- > Control over how long before changing state to stepped away (or custom state).
- > Alerts when other users change their state.

System Integration

- > LDAP synchronisation.
- > SOAP for call control.
- > XMPP for IM and presence.

Conferencing

- > Three party conference.
- > Select and reserve multi-party conference bridges from a list of available resources.
- > Drag and drop or dial-in audio conferences.
- > Visual indication of active participants.
- > Eight party video and document sharing with optional softphone.

Call Control

- > Be alerted of incoming calls.
- > Click to answer.
- > Click to send to voicemail.
- > Click to deflect to any other number.
- > Hold / retrieve from hold.
- > Transfer.
- > Conference.
- > Ring multiple devices.
- > Move a current call to your mobile device.

Communication History

- > Missed calls.
- > Made calls.
- > Received calls.
- > Instant Message conversations.
- > Group chat conversations.
- > Visual Voicemail (see and playback messages).

Emergency response

- > PC and phone alerts of all 000 calls.
- > Silently monitor or conference in on calls.
- > All calls logged for auditing purposes.

Mobile client

- > Available on iOS and Android.
- > Send receive Instant messages .
- > Search personal and corporate directories.
- > Control your desk phone, mobile phone or any number.
- > View call history.
- > Set presence, message of the day.
- > Work as a Wi-Fi phone.
- > Work over 3G/4G data (requires additional hardware and configuration).

NEC Desk phone integration

- > Picture and details of incoming and outgoing callers.
- > Soft key to call back the last missed call from the picture card.
- > Search corporate and personal directories.
- > View communication history.
- > Set your presence status.

Web based management

- > Control entire UC environment from a web page.
- > Easy to use interface with on-line help and wizard based screens.
- > Real-time monitoring of the system.
- > Instant access and scheduled reporting.
- > Optional directory integration.
- > Optional traffic monitoring and reporting.

For more information, visit au.nec.com, email contactus@nec.com.au or call 131 632

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