

UNIVERGE SV9500SE Model General Description

Revision 2.0

NEC Platforms, Ltd.

What's UNIVERGE SV9500SE Model

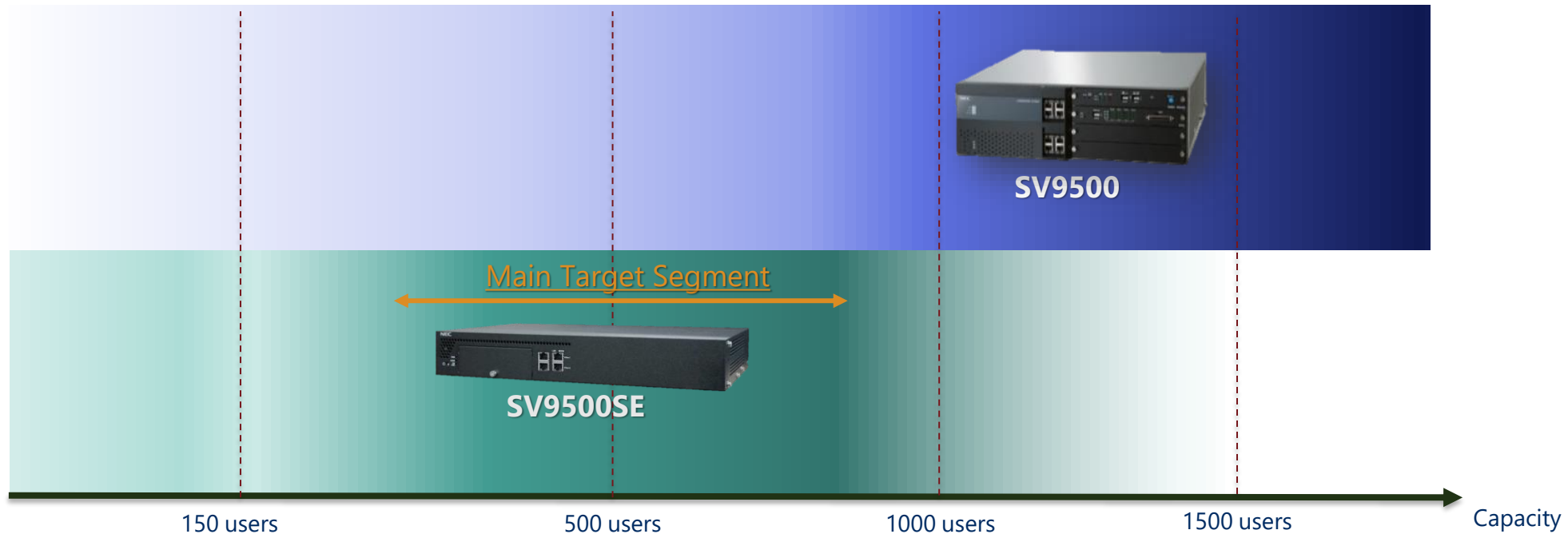
UNIVERGE SV9500SE Model is designed for Small and Mid Enterprise customers with retaining field-proven SV9500 feature set. SV9500SE Model provides flexible system design and communication network deployment for a wide range of customer's requirements regardless of IP and TDM based communications.



What's UNIVERGE SV9500SE Model

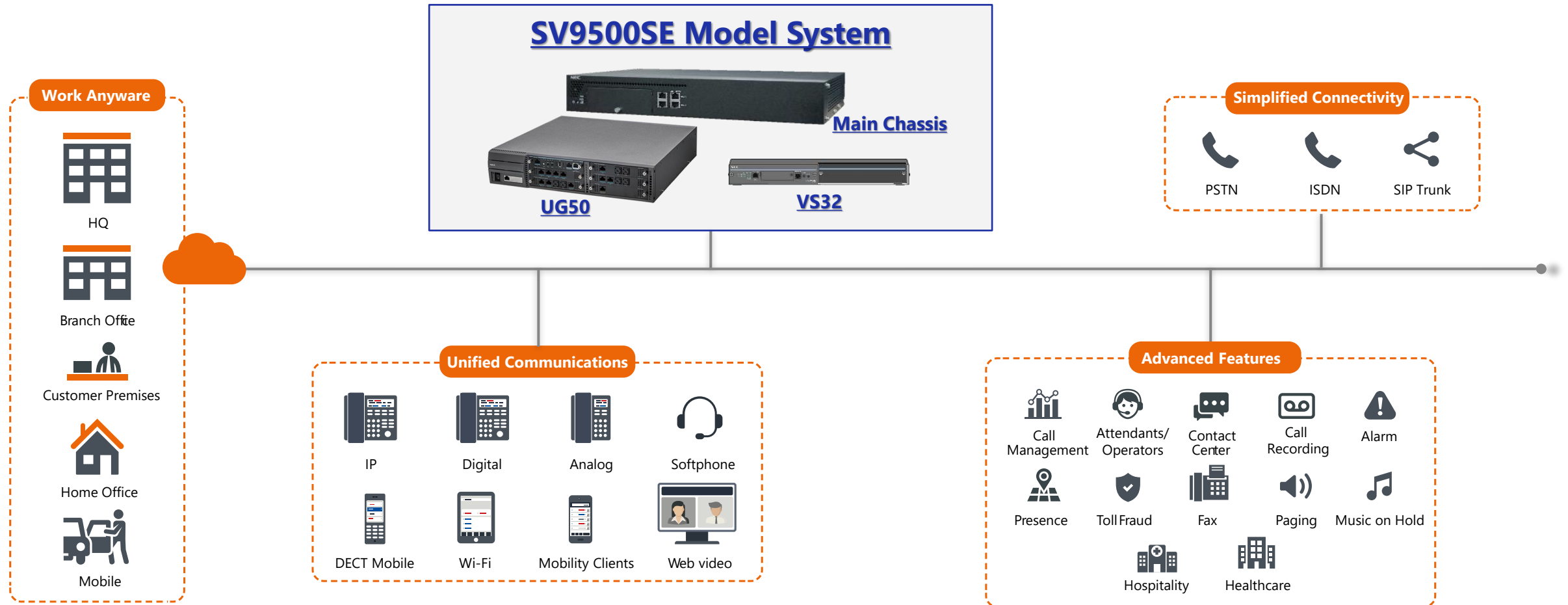
◆ Target Segment

SV9500SE Model is a new offering that will allow Mid Enterprise customers with a port size starting at 150 users to leverage the SV9500 Enterprise feature set. Prior to the "SE" this was normally out of reach due to it being cost prohibitive. This offering will help fill the feature and competitive cost gap between the SV9300 and the SV9500.



UNIVERGE SV9500SE Model – System Layout

- ◆ NEC's UNIVERGE SV9500SE communications solution offers you choices to implement a solution that best fits your business and industry needs – keeping your team and customers... connected.



SV9500SE – At a Glance

- ◆ Premium IP Unified Communications
- ◆ Voice/UC/UM delivered as integral solution
- ◆ Comprehensive Customer Contact suite
- ◆ Range of Mobility Applications and Devices
- ◆ Wide range of End Points
- ◆ Seamless and flexible deployment
- ◆ Hospitality feature options
- ◆ Open standard SIP supported
- ◆ Multi-line SIP client and SIP carrier support
- ◆ Highly Reliable and Resilient
- ◆ Geographic redundancy for main CPU backup and remote
- ◆ From full TDM to pure IP
- ◆ Both SIP and ISDN technology for a future-proof solution
- ◆ More than 900 call control features



UNIVERGE SV9500SE Model Features

◆ 900+ Telephony Features

- SV9500SE Business Package
- SV9500SE Hotel Package with extensive Hotel Features
- Extensive Group features: e.g., Multi-Boss-Secretary, UCD, Pickup, etc.
- Advanced Routing features: LCR, Time of day routing, MA-IDs, Auth Code dialing, Free Numbering, etc.
- Multi-Tenant with IP-Centrex
- Multi-Line terminal features
- Extensive Call Forward features
- Build in ACD features
- SIP: 3rd-party SIP terminals, NEC-Enhanced SIP terminals, SIP-trunk
- SIP terminal feature enhancements in SV9500SE
NEC proprietary features e.g. Groups, Presence, etc. also available for 3rd-party SIP terminals

UNIVERGE SV9500SE Model Features

◆ Networking

- CCIS over IP , Q-SIG trunk, SIP Trunk

◆ Redundancy / Resilience / High Availability

- IP-fail-over for IP-peripherals
- Geographic Redundancy
- Branch Office Survivability

◆ Security

- Media and Signaling Encryption for NEC Terminals, Media Gateways, and Media Convertors
- SIP-TLS Signaling Encryption for standard SIP terminals
- Login User/Password
- Terminal Authentication IEEE802.1x EAP-TLS with certificates
- Separated LANs for Peripherals and Management

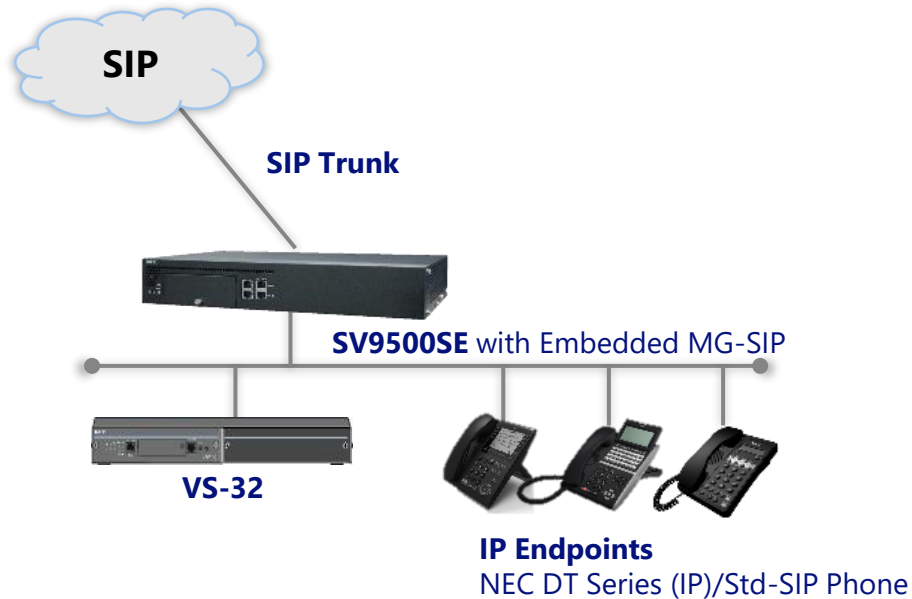
UNIVERGE SV9500SE Model Features

◆ Major Feature Comparison with each SV9500 Models

	SV9500SE Model	SV9500 Appliance Model	SV9500 Software Model
System Capacity	1,536 ports	6,144 ports	
High Availability	Geo Redundancy	Dual CPU/ Geo Redundancy	Geo Redundancy/ VMware HA
Remote Site Survivability	SR-Node/SR-Node(S)	SR-Node/SR-Node(S)/SR-MGC	SR-Node/SR-Node(S)/SR-MGC
IP Endpoints	NEC IP Terminals/Standard SIP Terminals		
SIP Trunk	Embedded MG-SIP/External MG-SIP/Software-Based MG-SIP		
TDM Configuration (Digital Line/Analog Line/ISDN/COT)	UG50	UG50/PIR	UG50
Voice Networking Capability	CCIS	CCIS/FCCS	CCIS/FCCS
Scalability	-	UMGi	UMGi
Hotel Feature		✓	
OAI(Open Application Interface)		✓	
Internal ACD		✓	

UNIVERGE SV9500SE Model Typical System Configuration

◆ SV9500SE Model Full IP system



MG-SIP:

Media Gateway for SIP Trunk Interface.

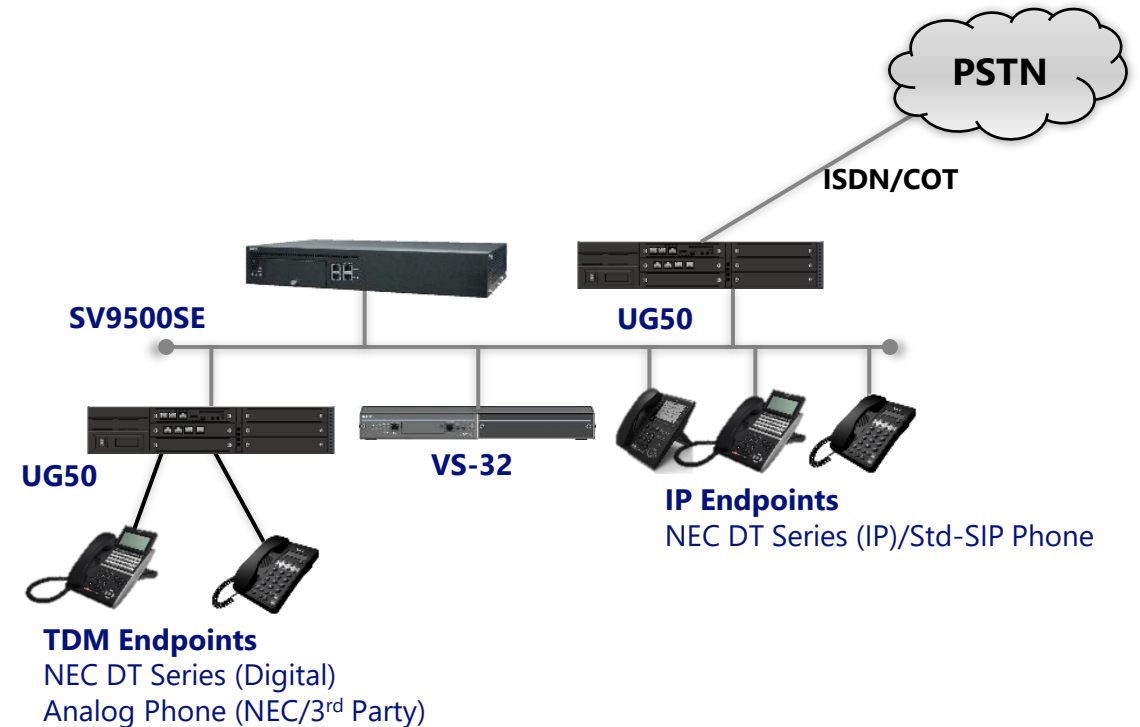
Up to 254 channels can be used in embedded MG-SIP.

If you need more than 254ch, an external MG-SIP can be added.

VS-32:

Voice Server for Conference and Announcement

◆ SV9500SE Model IP/TDM Hybrid system



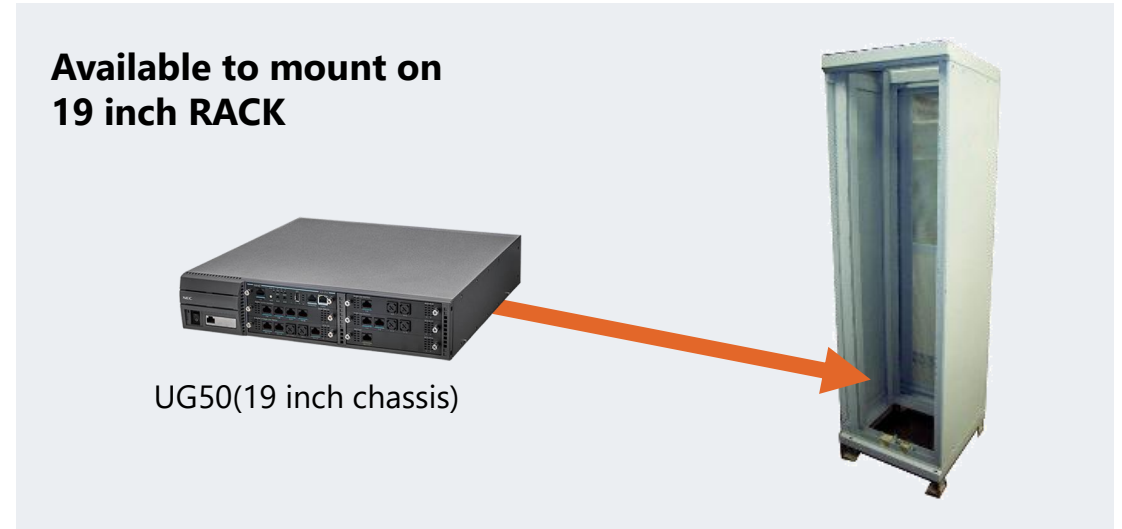
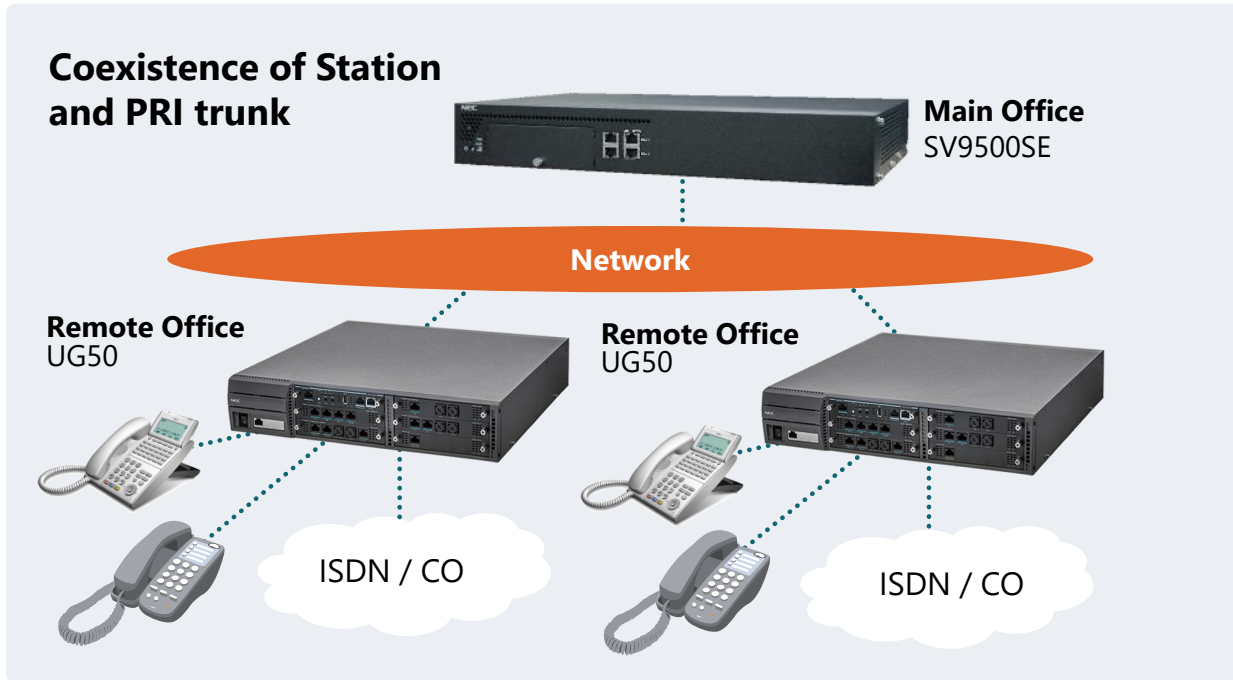
UG50(Universal port multi-slot media gateway and convertor):

Media Gateway for Traditional Trunk Interface.

Media Convertor for Digital and Analog phones.

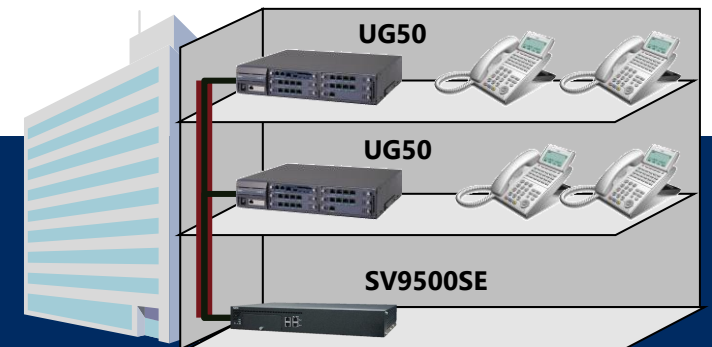
Universal Gateway - UG50

Mixed Analog and Digital Terminals along with Analog CO and PRI



Consolidation of wiring inside of a building

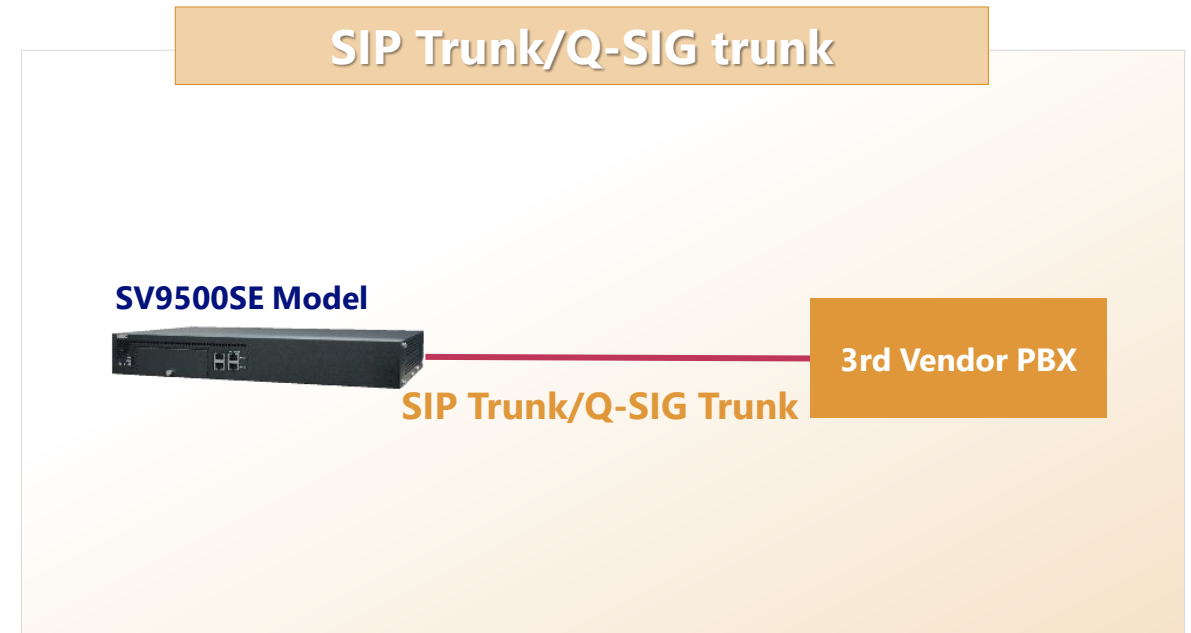
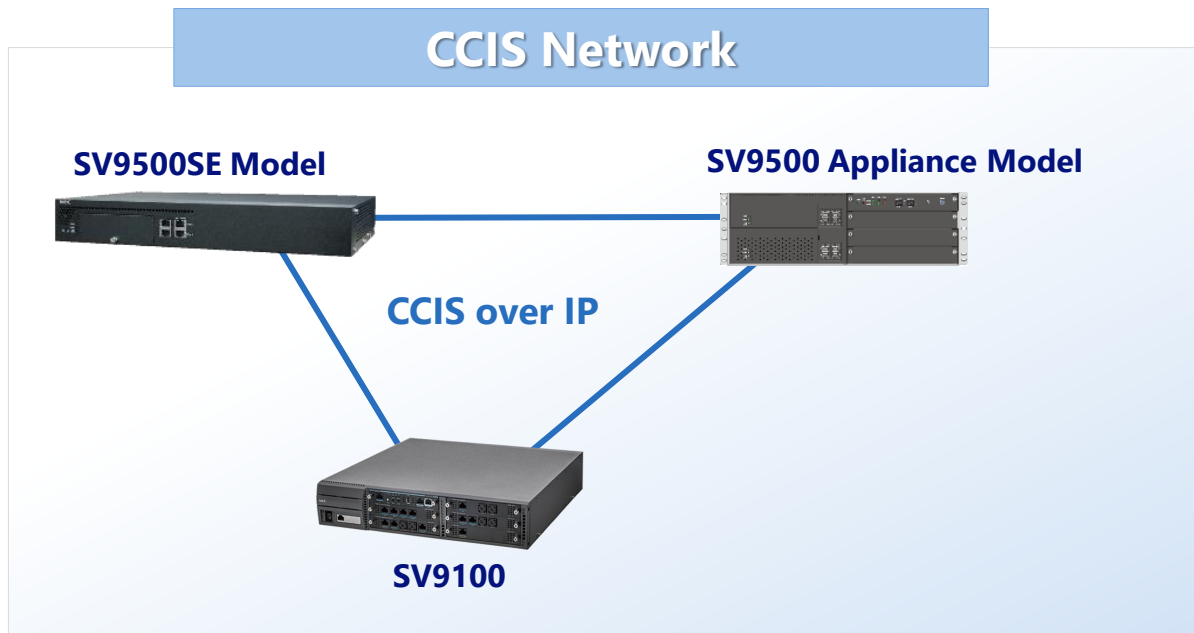
Main wiring inside of a building becomes fully IP-based network



Voice Networking Capability – CCIS over IP / SIP Trunk / Q-SIG Trunk

SV9500SE Model is capable of supporting multi-server network capabilities with NEC's SV system and/or 3rd vendor's system.

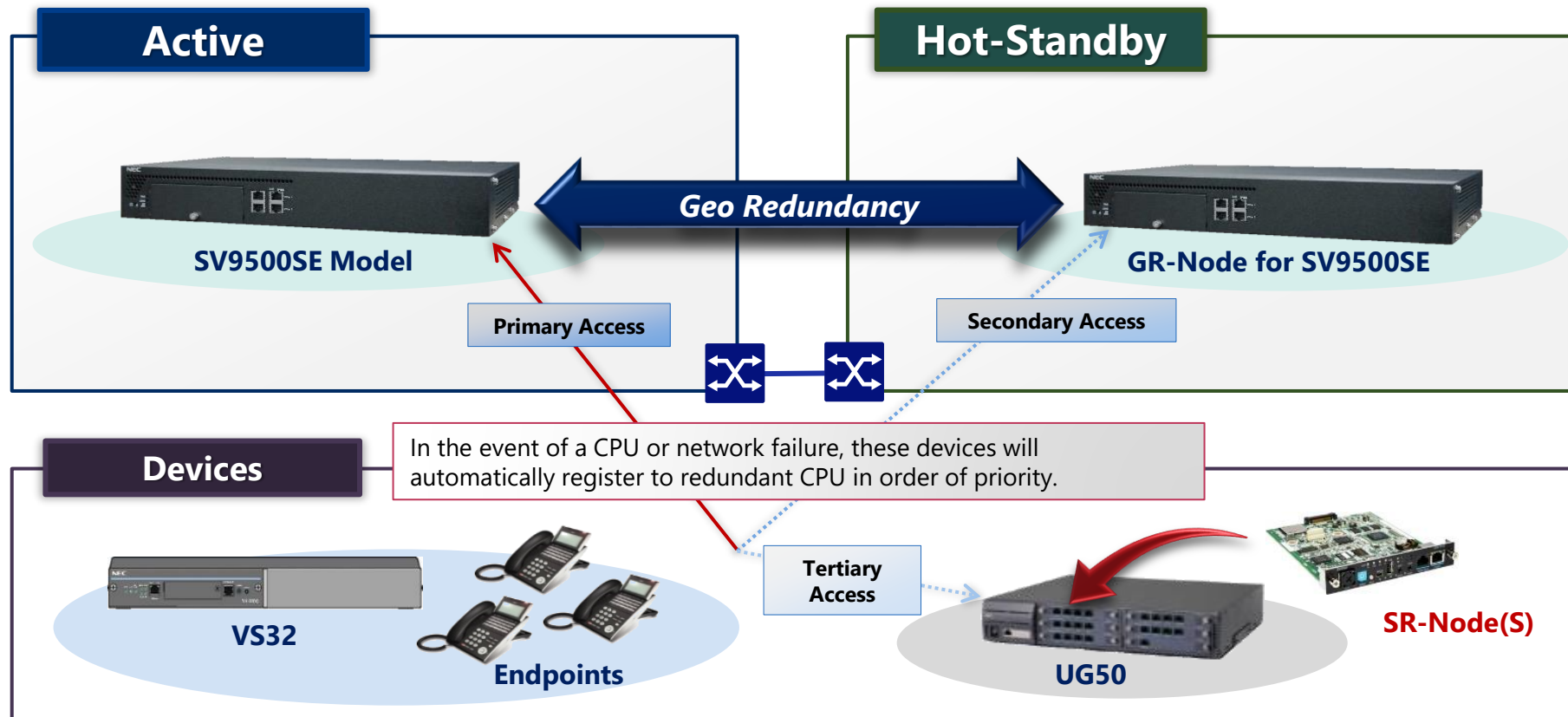
- CCIS over IP provides the connectivity with NEC's SV9500 and other SV systems, which is less-sensitive for network delay.
- SIP Trunk supports the connectivity with 3rd Vendor PBX system.



High Availability Options

◆ Geographic Redundancy and Survivable Remote Node functionality

SV9500SE Model is capable of supporting the high availability by Geographical Redundancy (GR) at Main Site and/or UG50 System Survivability at Remote site [SR-Node(S)] in response to the survivable redundant configuration requirements.

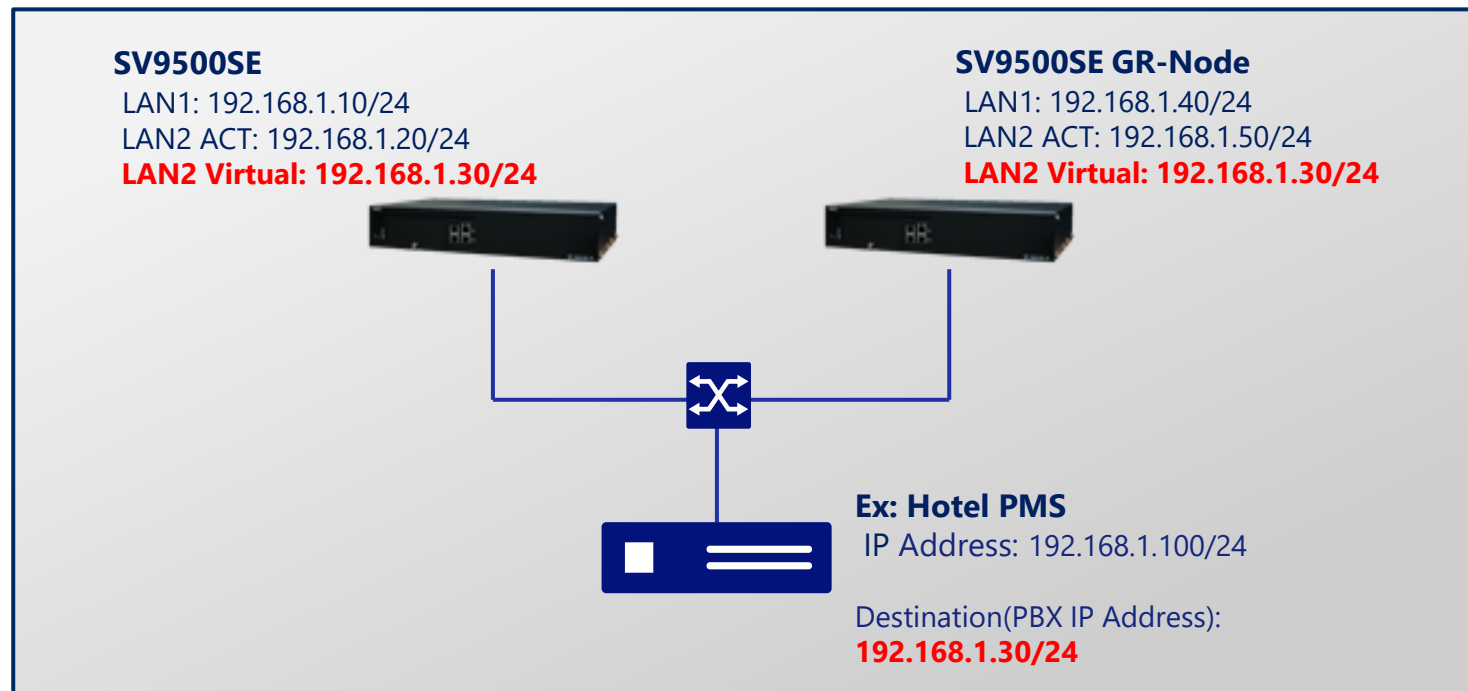


High Availability Options – Integrate with Applications-

This solution is available from SV9500SE V8 software issue 5.0 or later.

◆ Geographic Redundancy IP Address Unification

With this solution, a virtual IP address for LAN2 is now set and is shared between the SV9500SE and the GR-Node during regular operation. By selecting this virtual IP address as the VoIP device registration destination, the peripheral devices/**applications** that can set only one registration destination IP address can be connected without knowing the operation switched between the SV9500SE and the GR-Node. (**Applications such as PMS, SMDR, MCI, and OAI devices**)



Remote Working Essentials with SV9500SE

System features for all

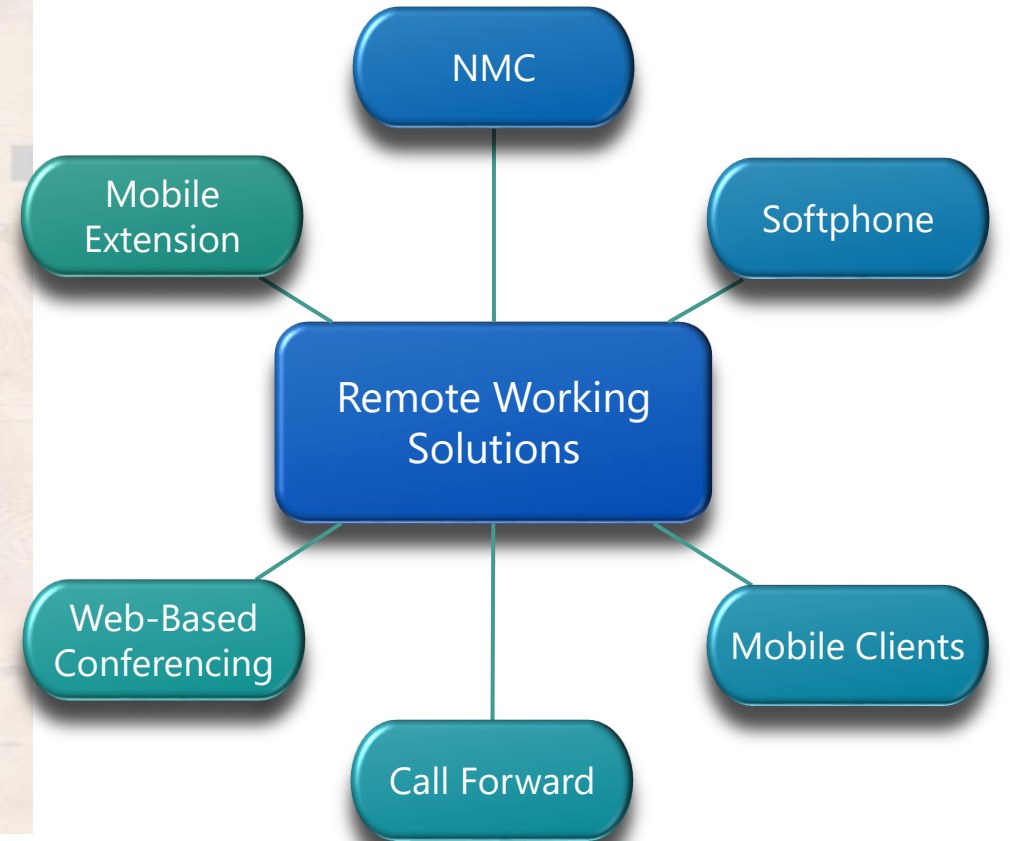
Ensure smooth communications among employees and customers with effective call routing

Call Control

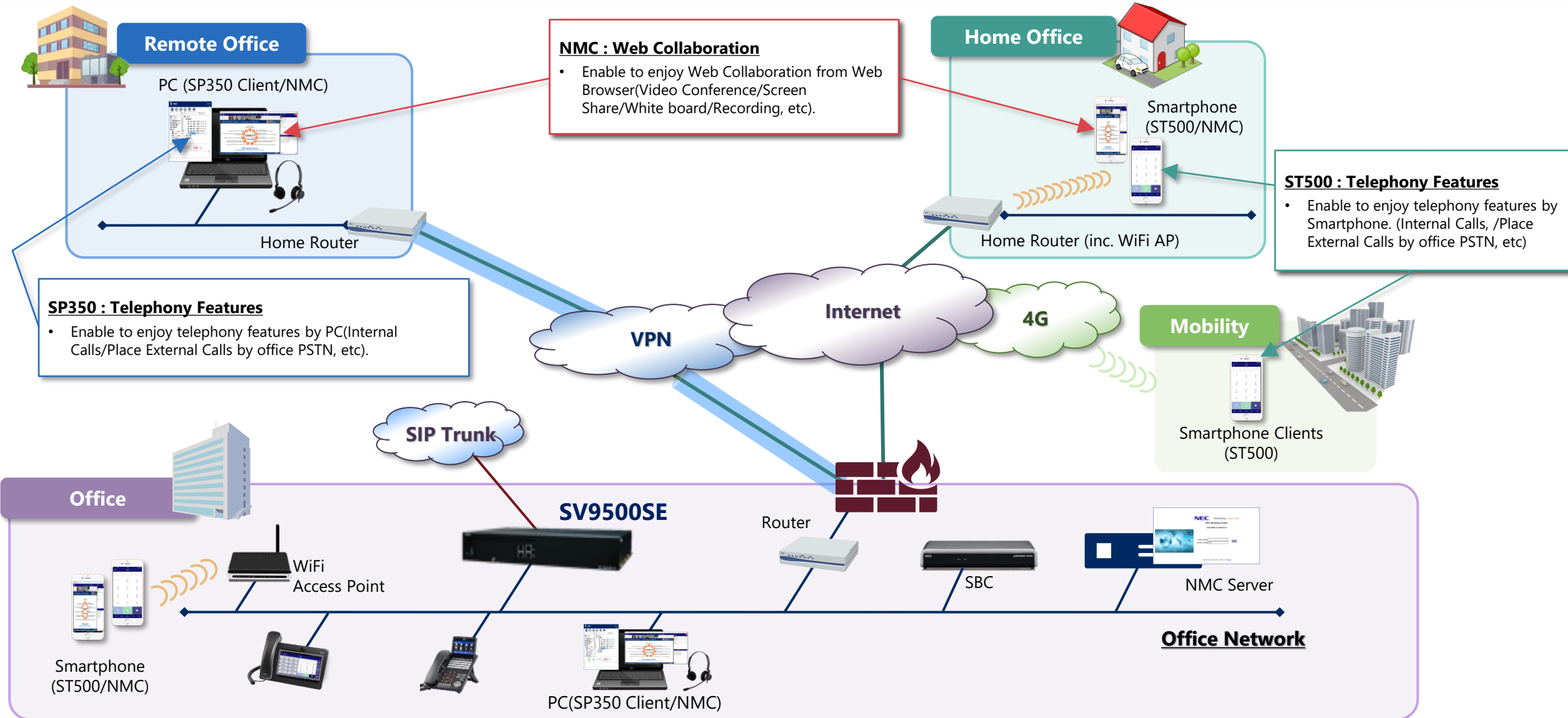
Call transfer, hold, parking & voicemail enable sharp customer service levels

Video Conferencing

Create collaborative communities with audio, video & screen sharing



Basic Solution Layout for Remote Working

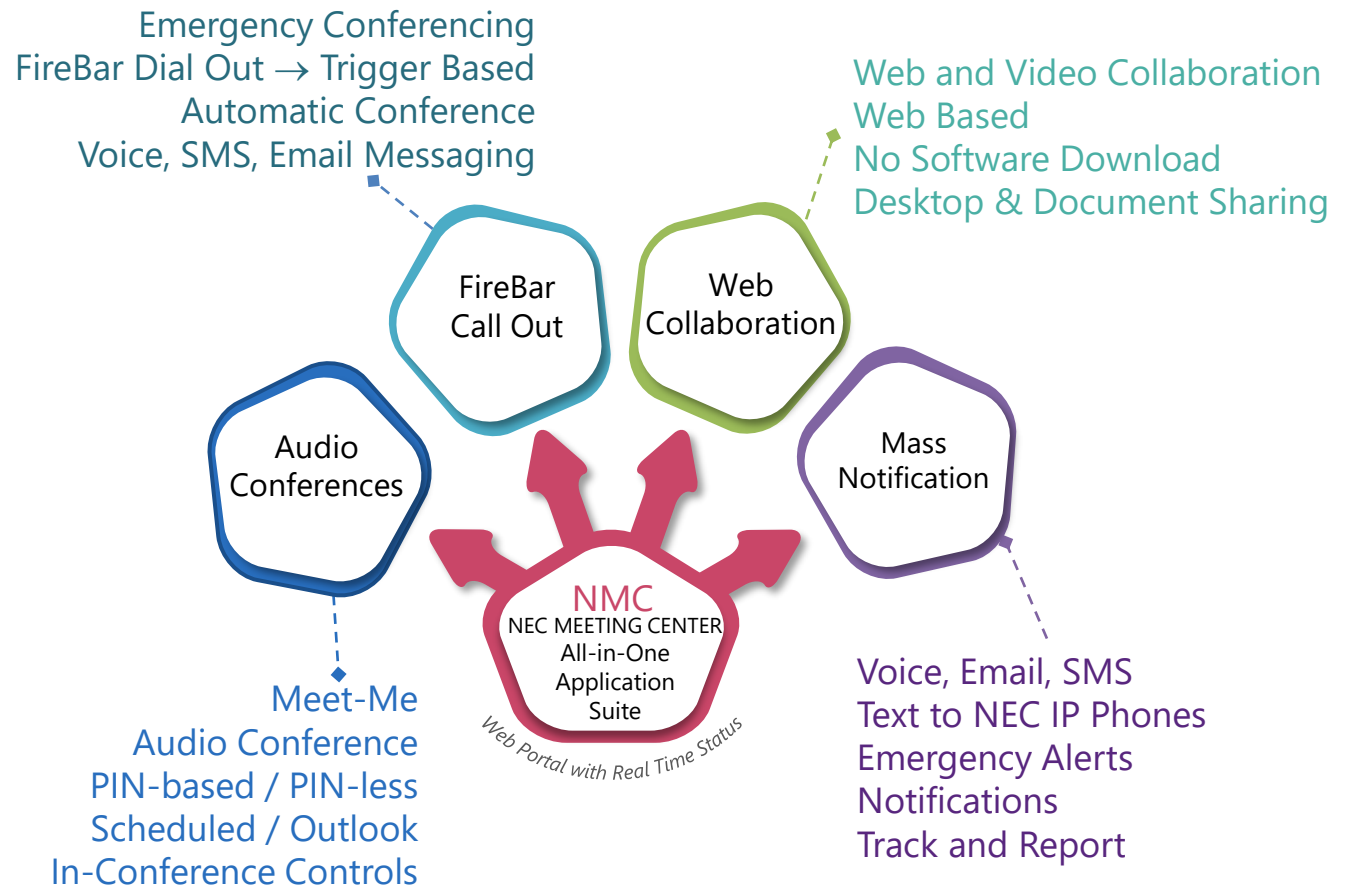


Introduction of NEC Meeting Center (NMC)

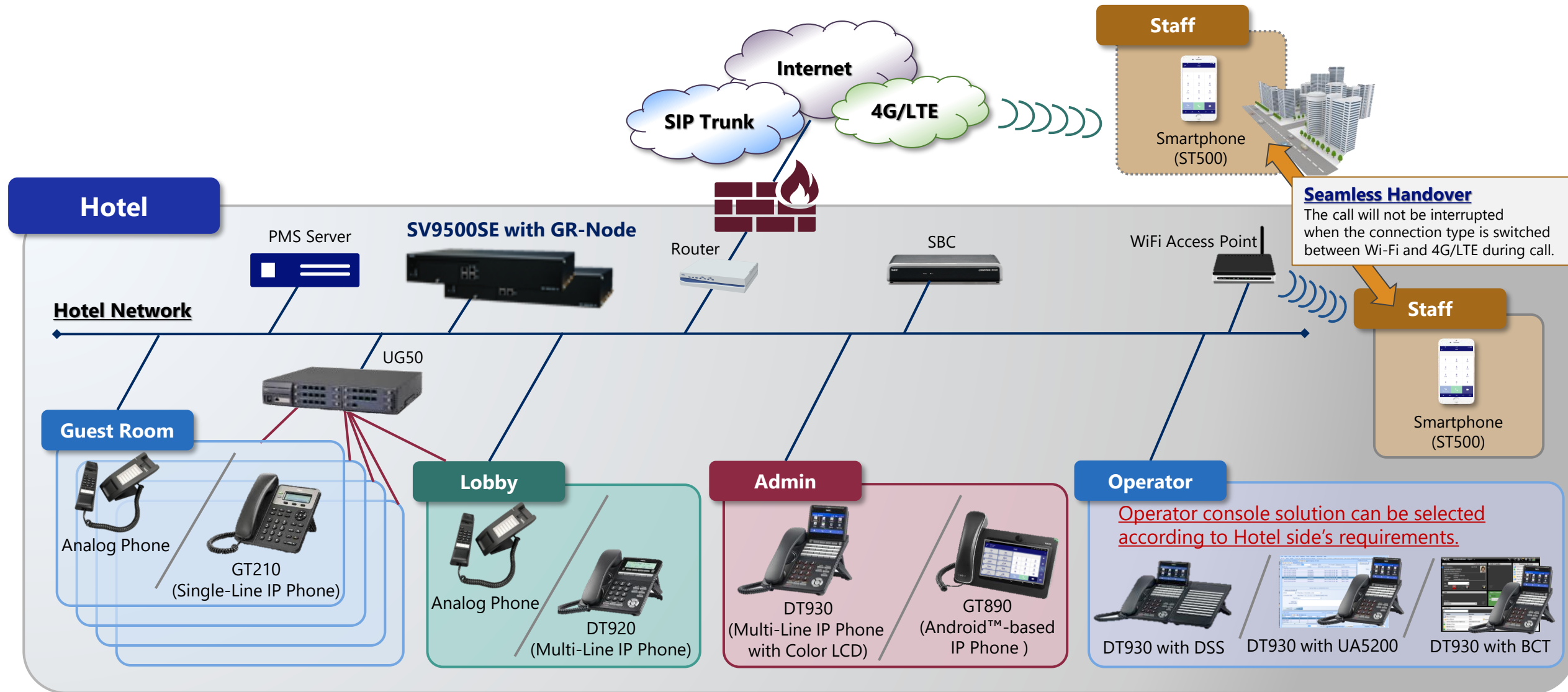
NEC Meeting Center

A secure and comprehensive All-in-One Premises-based Application Suite for Collaboration, Conferencing & Mass Notification

- **Improves teamwork** among colleagues in geographically dispersed locations
- Enables **real-time sharing** and exchange of information between co-workers and customers
- Reduces travel costs through enhanced collaboration tools
- **Increases employee efficiency and productivity**
- **Eliminates monthly recurring charges** for hosted solutions
- Supported on UNIVERGE® communications platforms
- Operates across premises, cloud or hybrid environments



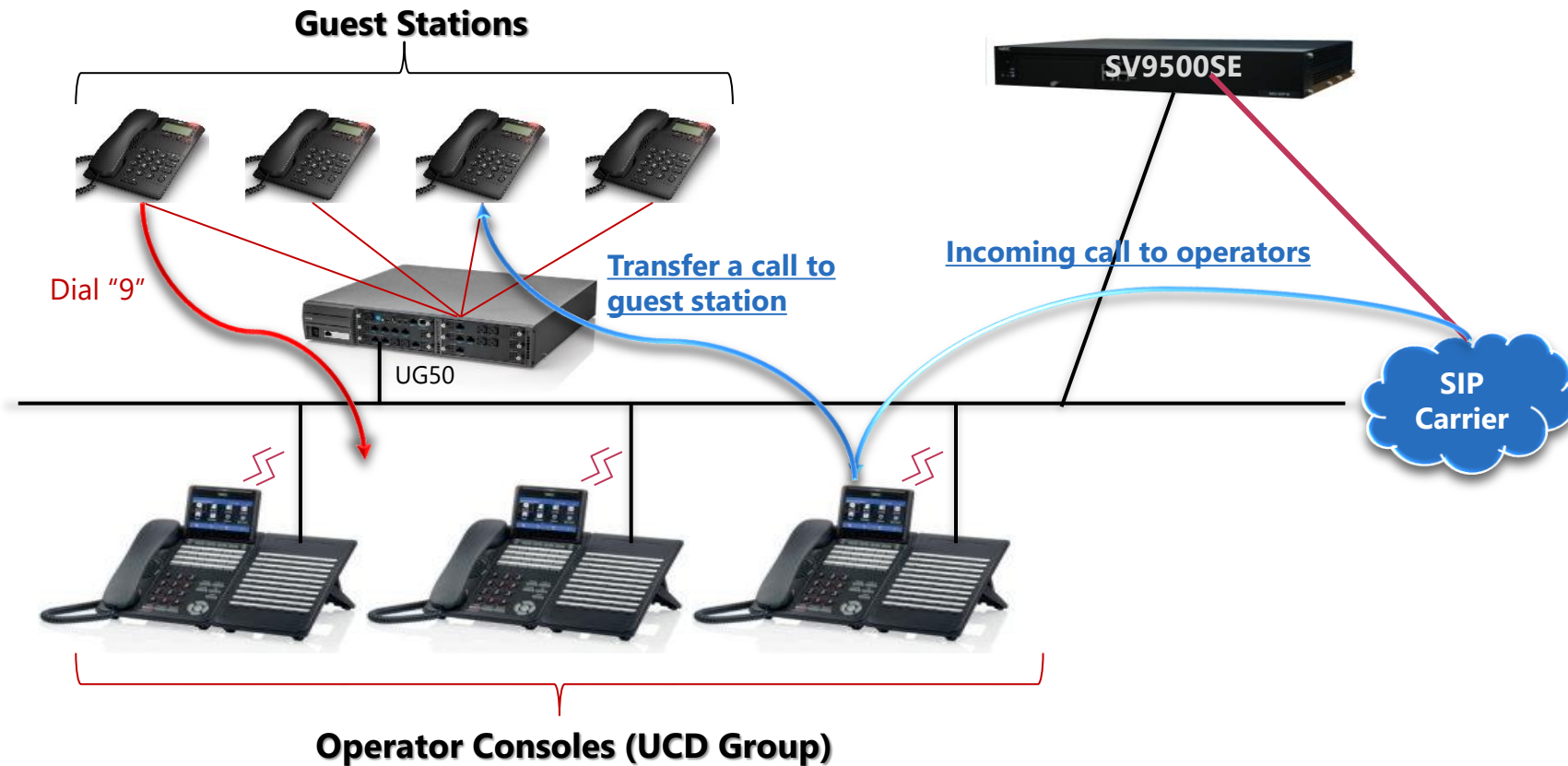
Basic Solution Layout for Hotel



Operator Console Solution by DT930 with DSS

◆ SV9500SE Model provides operator console solution by using DT930 with DSS Console. This solution has the following advantages:

- **Cost Saving**(No need to additional application server)
- **Easy to expand operators**
- **Easy to expand DSS lines**
- **Minimum operations**
- **IP based operator console**



Introduction of Business ConneCT(BCT)

- ✓ **Reduces cost** by more efficient use of operator staff
- ✓ **Improves service levels** and **customer satisfaction**
- ✓ **Saves time** and informs callers instantly with right info
- ✓ **Easy look and feel** reduces operator training

◆ Overview

UNIVERGE Business ConneCT, NEC's all-in-one Unified Communications & Collaboration suite, integrates all communication streams in a single view, giving employees easy control over how to be contacted, via a choice of devices.

- For **Operator**, Employee, Contact Center
- Integrated with SV9100, SV9300, SV9500SE Model, SV9500 Appliance Model, SV9500 Software Model

◆ Key features

Directory Services/IM/Presence Mgmt/Call Control/Multi-Lingual/Single Point of Management/Easy expansions/Blind Solution/PMS Integation/Multi-tenancy/Privacy optioningle database/All-in-One Software only solution/Virtualization

Unique operator functionality

- 1 Internal, external and park queue
- 2 Calls waiting in queue
- 3 Current call information
- 4 Easy Call handling incl. short keys
- 5 Company, External & Personal directory
- 6 Coffee break
- 7 Settings
- 8 Access to Group Display – BLF
- 9 Access to Call Recordings
- 10 Operator Group Statistics
- 11 Additional Operator info
- 12 Busy Lamp Field (BLF)



Revision History

Revision	Date	Revision Summary
1.0	Feb 28, 2020	The first version of general description is published
2.0	Sep 27, 2022	The Second version of general description is published

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NEC Platforms, Ltd.