The SL2100

Built-in Brilliance

Smart Communications for Small Business

Why Choose the SL2100?

The way we do business and communicate is changing rapidly. Mobility has become the norm, customer expectations have soared and budgets have shrunk.

With the SL2100 communications solution, it increases your team's performance and creates a positive customer experience that generates repeat business.

It's highly cost effective because there's more built-in. With VoIP capabilities, it puts Unified Communications within reach of small

businesses. Or, as a resilient TDM solution, it future-proofs your upgrade potential to IP. It also presents considerable savings and functionality over and above alternative hosted solutions.

Your business can't afford downtime and nor can your communications. The SL2100 provides a reliable, 'always on' solution. There's less hardware, less licenses and less maintenance to worry about.

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Value for Money

> Powerful IP communications with a small business price tag
> Low cost entry into an entirely scalable IP solution
> Lower operational costs considerably by making smarter use of your communications
> A range of remote/home office options to help lower brick and mortar costs
> Built-in features include:
    - 8 VoIP Resources
    - Voicemail
    - Music on hold
    - Mobility /Remote/Home Office Support
    - Auto Attendant
    - Audio Conferencing
    - Video Conferencing & Collaboration (license required)
    - Call Recording
    - Web RTC (Real-Time Communications)
    - InGuard Toll Fraud Protection
    - And more!

Easy to use

> Intuitive features that the whole team can use, without the need for training
> Desktop phones, wireless handsets and built-in applications include shortcuts that speed up working processes
> Time-saving applications empower your team to become more productive

Keep them connected

> Use your mobile phone to stay connected through your office number, from anywhere
> DECT wireless communications maximizes reachability from anywhere on the premises

> Built-in conferencing for business meetings reduces travel costs
> Never miss important messages with enhanced voicemail to keep you up to date

Work Smarter – InUC

Intuitive applications to increase efficiency and productivity
NEC's InUC delivers an integrated unified communications (UC) solution that enhances your organization's productivity and collaboration. This productivity-boosting solution offers key functions that deliver excellent business benefits.

Manage Communications from Your Desktop PC Plus More

InUC's web-based client is an intuitive application providing full call control from your PC screen. It offers a quick and easy way to manage calls and look up contacts. Users can update their presence status so that other users can see their status. Instant Messaging also allows instant communications between team members. It also provides video conferencing, collaboration and document sharing, which allows you to stay connected and productive from any location.

The SL2100 Advantage

> **IP Technology**
    - IP Networking
    - IP Trunks (SIP)
    - IP Telephones

> **Mobility Options**
    - SMB Wireless (ML440)
    - Digital DECT Wireless Handsets
    - Mobile Extension
    - Smartphone Client

> **Voicemail**
    - Email Notification
    - Cascade Notification
    - Find Me / Follow Me
    - Call Recording

> **InUC (Unified Communications)**
    - Desktop Call Control
    - Video Conferencing via WebRTC
    - Document Sharing

    - Presence
    - Instant Messaging
    - Personal Contact Lists

> **Automatic Call Distribution (ACD)**
    - 8 ACD Groups, 128 Agents, Flexible AIC Logins

> **Network Remote Office Locations**
    - Share Voicemail, Transfer Calls and make Intercom Calls

> **Safety & Security**
    - E911
    - InGuard Toll Fraud Protection
    - Doorphone for Screening Visitors

> **Selection of IP and Digital Telephones**

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Support for Remote and Mobile Workers

Today's mobile workers depend on communication tools that accommodate flexible workspaces and allow free roaming wherever they are. The SL2100 ensures your team stays connected, but without escalating business mobile costs.

Remote/Home Office Workers

Users can enjoy a complete phone user experience from their home office with IP Desktop telephones plus greater working flexibility. Individual and business benefits include the cost and time savings of travel and even the associated costs of workspace.

On the Road

With the Smartphone SIP App, use your existing Smartphone as a system extension complete with call control. Save on mobile call costs and remain reachable on a single number. Simply connect to the SL2100 via Wi-Fi or across your Mobile Data Network (3G/4G).

In the Office

Stay connected and reachable with the SL2100's digital and IP mobile handsets. Take most of the features and functionality of your desktop phone with you as you take care of business throughout your building. Use any IP desktop phone as your own extension by manually logging in/out and use wireless headset adapters for hands-free operation.

Stay connected while on the move

Remain reachable via a single number from anywhere

With Mobile Extension, take your office number with you when you're on the road. It provides access to system features such as caller ID, call transfer and voicemail and it really is like being in the office, whether you're traveling or sitting in traffic.

> Company specialists can maintain high service standards when out of the office
> Ensure salespeople never miss a call which could lead to a lucrative business opportunity when they're on the road
> With DECT mobile handsets, keep in touch from any in-building location

Smartphone SIP App

Extend the capabilities of your smartphones

The SL2100 Smartphone SIP App functions as a Standard SIP station on iPhone® and Android™ smartphones. From your smartphone, it allows you to:

> Directly answer incoming calls to your office telephone

> Make calls using your office telephone system and your office caller ID is displayed - masking your personal cell phone number
> Utilize a Wi-Fi hotspot at the office, at home or even at a public hotspot – and not use any of your cellular minutes
> Easily Hold and Transfer calls to other stations within your office telephone system
> Access your work Voicemail directly from your smartphone

More than voicemail

Advanced features for enhanced communications

InMail is packed with powerful business features that make keeping up to date easier than ever. Message Notifications with the option to include audio attachments can be sent to your desktop phone, home office or mobile phone to allow you to monitor your mailbox effortlessly from wherever you are.

With the option of recorded personalized greetings, you can select the one most appropriate depending on your availability or the time of day. Additionally, the Call Record feature enables you to keep track of important discussions. Recordings can be emailed to colleagues and stored for quick reference at a later time.

Number of Chassis		1	2	3
Total Ports			256	
Trunk Ports	Maximum (MLT, SLT & SIP)	97	128	128
	Analog	12	24	36
	PRI	24	48	72
	IP Trunk (SIP/H.323)		64	
Extension Ports	Maximum	112	112	112
	Multi-Line Telephone (MLT)	24	48	72
	Single Line Telephone (SLT)	32	64	96
	IP Terminal (SIP-MLT/Std.)		112	
	DSS Console		12	
	Door phone		6	
Virtual Extension Port			50	
External Paging			3	
External MOH			1	
BGM			1	
Relay			11	
Ethernet Port			1	
Analog Modem			1	

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Automatic Call Distribution (ACD)

Handle incoming calls with ease

The SL2100's Automatic Call Distribution (ACD) efficiently routes callers based on pre-established criteria. ACD is great for people/ customers who require assistance from any of multiple persons at the earliest opportunity. When all agents are busy assisting callers, the outside party can listen to periodic Announcement messages while waiting for an agent to become free. Callers can also overflow to another destination so that outside callers are not left waiting on hold for an extended period of time, making each interaction between your business and your customers quick and easy.

Contact Center Software

Monitor activity in real-time

The SL2100's Contact Center software allows up to two Supervisors to monitor the real-time activity of the system's ACD, such as Agent State and ACD Queue Status, using their PC's. They can also run ACD/Contact Center activity reports, such as Agent Call Summary, Abandoned Calls, etc.

Networking

Extend the reach of your communications

With the SL2100's networking capabilities, you can extend the reach of your communications to remote offices and mobile workers. You can eliminate duplication and improve efficiencies

Sytem to System Networking Across WAN

100 Ethernet LAN

Managed
IP Network

100 Ethernet LAN
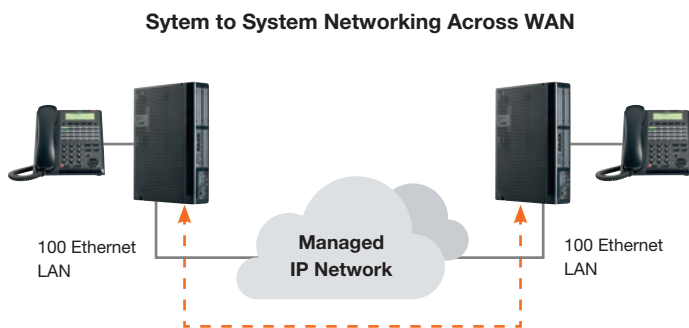
by transparently sharing a single voicemail and intercom system. It also enables you to share trunks and transfer calls easily.

SL2100 Digital Telephones

Offers 12 or 24 programmable keys with LEDs, full duplex speakerphone, dual-color call indicator lamp.

SL2100 IP Telephone

Self-labeling IP telephone which supports gigabit connections and has 8 visible programmable keys with LEDs with the ability to scroll up to 32 keys total, backlit display, full duplex speakerphone, dual-color call indicator lamp and remote/home office functionality.

DSS Console

Provides 60 programmable keys with LEDs and is ideal for receptionists.

SMB Wireless (ML440) IP DECT Multiline Handsets

Offers true on-site mobility with 4 programmable keys, 3 dedicated soft keys (Hold/Transfer/ Conf.), brilliant color display with graphical user interface, wideband two-way speakerphone, caller ID and a silent vibrator mode.

Digital DECT Handset

Provides 2 line/24 character backlit display with feature icons, backlit keypad, 8 programmable keys, headset port and selectable ring tones.

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