

NEC

The SL1100

Smart Communications for Small Business



NECSL1100.com

Why choose the SL1100?

In today's highly competitive business environment, effective and reliable communications are critical to a company's success. Therefore, it is important that you invest in a unified communications solution that allows you to take advantage of the latest productivity-enhancing IP applications that can deliver increased performance throughout your organization – that solution is NEC's SL1100 Communications System.

This unique platform is the ideal solution for any small business. The SL1100 makes your team more reachable, responsive and productive.

Value for Money

- Powerful communications with a small business price tag
- Only pay for what you need, with an entirely scalable 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

Easy to use

- Intuitive features that the whole team can use, without the need for training
- Desktop phones, wireless handsets and 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

The SL1100 Advantage

- **IP Technology**
 - IP Networking
 - IP Trunks (SIP)
 - IP Telephones
 - IP Softphone
- **Mobility Options**
 - SMB Wireless (ML440)
 - Digital DECT Wireless Handsets
 - Mobile Extension
 - uMobility Wi-Fi Client
- **Voicemail**
 - Email Notification
- **Automatic Call Distribution (ACD)**
- **SL Desktop Suite (Unified Communications)**
 - Desktop Call Control
 - Microsoft® Office Outlook® Integration
 - o Dial Out/End Call, Transfer and Conference from Contact
 - Company Directory Access
 - Personal Contact Lists
 - Softphone
 - CRM Integration
- **Network Remote Office Locations**
 - Share Voicemail, Transfer Calls and make Intercom Calls
- **Selection of IP and Digital Telephones**

Work Smarter – SL Desktop Suite

Intuitive applications to increase efficiency and productivity

NEC's SL Desktop Suite delivers to you an integrated unified communications (UC) solution that enhances your organization's productivity and collaboration. This productivity-boosting solution offers you key functions that deliver excellent business benefits.

Manage Communications from Your Desktop PC

The SL Desktop Suite's Desktop Client is an intuitive application providing full call control from your PC screen. With just a few clicks of your mouse, you can click-to-dial, manage calls and look up contacts. It also easily integrates with your Microsoft® Office Outlook® contacts to provide click-to-dial functionality within emails for further time-saving benefits.

Support for Remote and Mobile Workers

The SL Desktop Suite's Softphone is a portable telephony application, offering you system phone functionality from your laptop, from wherever you are; ideal for remote and mobile workers. With the Softphone, your workers will have the communications tools they need to work efficiently and productively, whether they're in the office or on the road.

Integration with Third Party CRM Systems

The SL Desktop Suite's CRM integration offers businesses seamless application access to leverage and manage their information more efficiently. When a call is received from a customer in your CRM database, this integration provides a pop-up with their information which enables you to offer them better service. The SL Desktop Suite integrates with Salesforce®, Time Matters®, Tiger Paw®, Gold Mine®, ACT® and browser-based CRM systems.

Stay connected while on the move

Remain reachable via a single number from anywhere

With Mobile Extension, you can take your office number with you when you're on the road. It provides you 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 now be empowered to maintain high service standards when out of the office since they remain reachable from any location.
- Salespeople can use Mobile Extension to ensure that even when they're on the road, they never miss a call which could lead to a lucrative business opportunity.
- With DECT handsets for wireless voice communications, you can keep in-touch with customers and colleagues from any in-building location.

uMobility™ Wi-Fi Client

Extend the capabilities of your smartphones

The SL1100 uMobility Wi-Fi Client functions as a Standard SIP station on Blackberry®, iPhone® and Android™ smartphones. The uMobility Wi-Fi Client allows you to:

- Answer incoming calls to your office telephone directly from your smartphone.
- Make calls from your smartphone using your office telephone system. Your office caller ID is displayed to the caller - masking your personal cell phone number.
- Talk on your smartphone utilizing 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 more than just a regular voicemail box. Packed with powerful business features, this is a solution to make keeping up to date easier than ever. It offers Message Notification to your desktop phone, home office or mobile phone to allow you to monitor your mailbox effortlessly from wherever you are. You can even choose to receive email notifications with the message included as an audio attachment.

No matter what you're up to, you can have the right recorded message to match. With three 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.

Automatic Call Distribution (ACD)

Handle incoming calls with ease

The SL1100's Automatic Call Distribution (ACD) efficiently routes callers based on pre-established criteria. ACD is often found in offices that handle large volumes of incoming phone calls from callers who have no need to talk to a specific person, but 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 SL1100'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 SL1100's networking capabilities, you can extend the reach of your communications to remote offices and mobile workers and ensure that your business can collaborate effectively. You can eliminate duplication and improve efficiencies by transparently sharing a single voicemail and intercom system. It also enables you to share trunks and transfer calls easily.

System to System Networking Across WAN



SL1100 Station Equipment



SL1100 Digital Telephones

Offers 12 or 24 programmable keys with LEDs, full duplex speakerphone, dual-color call indicator lamp and an energy-saving sleep mode – available in black or white



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



SL1100 IP Telephones

Offers 24 programmable keys with LEDs, backlit keypad and display, full duplex speakerphone, dual-color call indicator lamp and remote/home office functionality – available in black or white - shown with optional charcoal designation sheet



Digital DECT Handsets

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



SL1100 Designation Sheets

Provides a choice between the standard silver designation sheet or the optional charcoal one.



DSS Console

Provides 60 programmable keys with LEDs and is ideal for receptionists

SL1100 Feature List

- Abbreviated Dialing/Speed Dial
- Account Code Forced/ Verified/Unverified
- Account Code Entry
- Alarm
- Alarm Reports
- Alphanumeric Display
- Analog Communications Interface (ACI)
- Ancillary Device Connection
- Answer Hold/Automatic Hold
- Attendant Call Queuing
- Automatic Call Distribution (ACD)
- Automatic Release
- Automatic Route Selection (ARS/F-Route)
- Background Music
- Barge-In
- Battery Backup - System Memory
- Battery Backup - System Power
- Built-in Automated Attendant
- Call Accounting (Communications Analyst)
- Call Arrival (CAR) Keys
- Call Duration Timer
- Call Forwarding
- Call Forwarding with Follow Me
- Call Forwarding, Off-Premise
- Call Forwarding/Do Not Disturb Override
- Call Monitoring
- Call Redirect
- Call Waiting/Camp-On
- Callback
- Caller ID
- Caller ID - Call Back
- Caller ID - Call Return
- Caller ID - Call Waiting
- Caller ID - Checking
- Caller ID - Flexible Ringing
- Caller ID - Shared Logging
- Central Office Calls, Answering
- Central Office Calls, Placing
- Class of Service
- Clock/Calendar Display/Time and Date
- Code Restriction/Toll Restriction
- Code Restriction Override/Toll Restriction Override
- Code Restriction, Dial Block/Toll Restriction, Dial Block
- Conference
- Conference, Remote
- Conference, Voice Call/ Privacy Release
- Contact Center Software
- Continued Dialing
- Data Line Security
- Delayed Ringing
- Department Calling
- Department Step Calling
- Dial Pad Confirmation Tone
- Dial Tone Detection
- Dialing Number Preview
- Digital Call Logging (recording)
- Digital Trunk Clocking
- Direct Inward Dialing (DID)
- Direct Inward Line (DIL)
- Direct Inward System Access (DISA)
- Direct Station Selection (DSS) Console
- Directed Call Pickup
- Directory Dialing
- Distinctive Ringing, Tones and Flash Patterns
- Do Not Disturb (DND)
- Door Box
- Drop Key
- Ecologically Sound Power Saving Mode
- E911 Compatibility
- Flash
- Flexible System Numbering
- Flexible Timeouts
- Forced Trunk Disconnect
- Group Call Pickup
- Group Listen
- Handset Mute/Handset Cutoff
- Hands-free and Monitor
- Hands-free Answerback/ Forced Intercom Ringing
- Headset Operation
- Hold
- Hotel/Motel
- Hotel/Motel - Do Not Disturb
- Hotel/Motel - DSS Console Monitoring
- Hotel/Motel - Message
- Waiting
- Hotel/Motel - Room Status
- Hotel/Motel - Room Status Printout
- Hotel/Motel - Room-to-Room Call Restriction
- Hotel/Motel - Single Digit Dialing
- Hotel/Motel - Toll Restriction (When Checked In)
- Hotel/Motel - Wake Up Call
- Hot Key-Pad
- Hotline
- Howler Tone Service
- Illuminated Dial Pad
- InMail-Automatic Access to VM by Caller ID
- InMail-Cascade Message Notification
- InMail-Email Notification
- InMail-Find-Me Follow-Me
- InMail - Language Setting
- InMail Park and Page
- InMail Upload Download Audio
- Intercom
- Intercom SMDR
- IP Multiline Station (SIP)
- IP Single Line Telephone (SIP)
- IP Trunk - (SIP)
- ISDN Compatibility (PRI)
- Last Number Redial
- Licensing
- Line Preference
- Long Conversation Cutoff
- Loop Keys
- Maintenance
- Meet Me Conference
- Meet Me Paging
- Meet Me Paging Transfer
- Memo Dial
- Message Waiting
- Microphone Cutoff
- Mobile Extension
- Mobile Extension - Callback to Mobile Phone
- Multiple Trunk Types
- Music on Hold
- Name Storing
- Navigation Key
- Night Service
- Off-Hook Signaling
- One-Touch Calling
- Operator

- Paging, External
- Paging, External (VRS)
- Paging, Internal
- Park
- PBX Compatibility/Behind PBX
- PC Programming
- Power Failure Transfer
- PRI Compatibility
- Prime Line Selection
- Private Line
- Programmable Function Keys
- Programming from a Multiline Terminal
- Pulse to Tone Conversion
- Redial Function
- Remote (System) Upgrade
- Repeat Redial
- Reverse Voice Over
- Ring Groups
- Ring-down Extension (Hotline), Internal/External
- RoHS Compliant
- Room Monitor
- Save Number Dialed
- Secondary Incoming Extension
- Secretary Call (Buzzer)
- Secretary Call Pickup
- Security
- Selectable Display Messaging
- Selectable Ring Tones
- Serial Call
- Single Line Telephones
- SL Desktop Suite
- SL Desktop Suite - CRM Integration
- SL Net (Networking)
- Softkeys
- Station Hunt
- Station Message Detail Recording
- Station Name Assignment - User Programmable
- Station Relocation
- T1 Trunking (with ANI/DNIS Compatibility)
- Tandem Ringing
- Tandem Trunking (Unsupervised Conference)
- TAPI Compatibility
- Tone Override
- Traffic Reports
- Transfer
- Trunk Group Routing
- Trunk Groups
- Trunk Queuing/Camp-On
- uMobility (Wi-Fi Client)
- Unicast/Multicast Paging Mode
- Uniform Call Distribution (UCD)
- User Programming Ability
- Virtual Extensions
- Voice Mail Integration (Analog)
- Voice Mail Message Indication on Line Keys
- Voice Over
- Voice Response System (VRS)
- Voice Response System (VRS) Upload Download Audio
- Voice Response System (VRS) - Call Forwarding - Park and Page
- Volume Controls
- Warning Tone for Long Conversation

Note: Some features may be optional or available at a future date.

Capacities – Quantity of SL1100 Cabinets			1	2	3	4
Total Ports			160	196	196	196
Trunk Ports	Combined Maximum		68	84	84	84
	Analog Trunks		12	24	36	48
	PRI/T1 Channels		24	48	48	48
	IP Trunks (SIP/H.323)		32	32	32	32
Extension Ports	Combined Maximum		92	112	112	112
	Digital Telephones		24	48	72	96
	Analog Telephones		20	40	60	80
	IP Telephones (SIP-MLT/Std.)		64	64	64	64
	DSS Consoles		12	12	12	12
	Door Boxes		2	4	6	6

Capacities listed are system maximums and may be limited by system configuration.

Some features may be optional or available at a future date. Recording of phone calls is subject to varying state/federal laws. The information herein is subject to change without notice at the sole discretion of NEC.



For further information please contact your local NEC representative or:

North America (USA & Canada)

NEC Corporation of America

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About NEC Corporation of America: Headquartered in Irving, Texas, NEC Corporation of America is a leading technology integrator providing solutions that improve the way people work and communicate. NEC delivers integrated Solutions for Society that are aligned with our customers' priorities to create new value for people, businesses and society, with a special focus on safety, security and efficiency. We deliver one of the industry's strongest and most innovative portfolios of communications, analytics, security, biometrics and technology solutions that unleash customers' productivity potential. Through these solutions, NEC combines its best-in-class solutions and technology, and leverages a robust partner ecosystem to solve today's most complex business problems. NEC Corporation of America is a wholly-owned subsidiary of NEC Corporation, a global technology leader with a presence in 140 countries and \$29.5 billion in revenues. For more information, visit necam.com.

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