NEC \Orchestrating a brighter world

SL2100 Communication System

Built in brilliance

nec.com.au/SL2100

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Why choose the SL2100

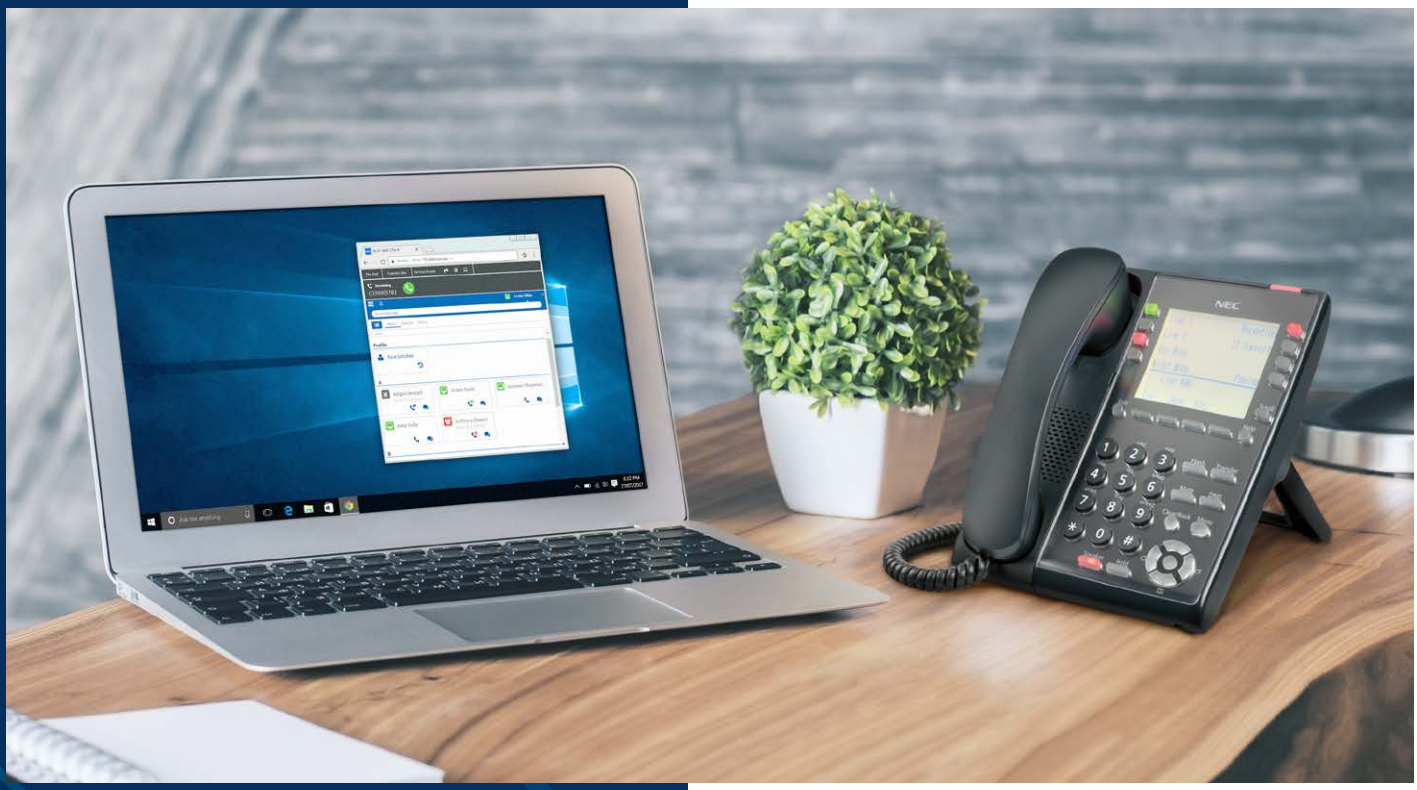
The way we do business and the way we communicate is changing rapidly. Mobility has become commonplace, customer expectations have soared and productivity is crucial.

The SL2100 galvanises your team. In turn creating a positive customer experience that generates repeat business.

Smart communications for small businesses

With VoIP capabilities, the SL2100 puts Unified Communications (UC) within reach of small businesses, yet still provides superior support for traditional telephony; ensuring total flexibility for every deployment. It also presents considerable savings and functionality over and above alternative hosted solutions.

Your business can't afford downtime, nor can your communications. The SL2100 provides a reliable 'always on' solution. Designed to minimise maintenance and built with minimal hardware & licences; you have little to worry about.



The 'on-demand' workforce

To assist in maintaining a positive customer experience and a high level of service, businesses today need to have workforces that are available and 'on-demand' from any location. With NEC's SL2100, you can ensure your team stays connected

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Why choose the SL2100

through its wide-range of communication tools, that accommodate flexible workspaces and allow free roaming wherever they are.

Built-in features include:

- VoIP enabled
- Unified messaging
- Music on hold
- Mobility / BYOD / home-working
- Auto-Attendant
- Audio conferencing
- Video conferencing & collaboration (licence required)
- Simple installation
- Mobile apps for iOS and Android.
- Plus more!

Value for money

Powerful communications with a small price tag the SL2100 allows you to only pay for what you need, without recurring licensing costs.

Keep connected

Single number reach, smartphone apps, built-in web based conferencing and unified messaging keeps colleagues and customers up-to-date and connected.

Easy to use

Intuitive applications and features your whole team can easily use - enabling them to be more productive.

Safety first

Built in apps like InGuard* can be configured to help protect your business from malicious toll fraud attacks.

Why choose the SL2100

Supply freedom of choice

Personalisation is important to support motivated personnel

Running your business on an outdated system, or forcing employees to use old devices that are ill equipped to handle their multi-faceted communications needs is bad for business. To facilitate smarter work environments, NEC has developed the next generation of desktop telephones.

Call from your desk phone

NEC's innovative desktop endpoint design is intended to deliver maximum deployment flexibility. A wide range of choices allow for multiple combinations that fit any and all business niches or personalisation requirements.

Reasons to choose SL2100 telephones

Wide-range of choices: choose from IP or digital, 12-line keys to 32+ or self-labelling, grayscale or colour display, plus more.

Customisable function keys: can be adapted to the exact individual requirements of your business.

User-friendly interface: little or no staff training required.

Gigabit built-in: available on selected models to support all bandwidth intensive desktop requirements.

Personal, system and corporate directories

SL2100 desktop telephones come with corporate directory functionality. Users can quickly access these directories to easily reach the people they need. There's no need to waste time looking up phone numbers. Each entry in the directory is searchable, a call can be placed from the search result.

Easy-to-use, intuitive interfaces

NEC's desktop telephone interfaces are designed to improve the overall user experience, while remaining intuitive - no extensive training is needed. Missed calls and unread voicemail counts are always visible so you can stay on top of your communications.

Unique business telephones

Whether your employees need just a basic single line telephone or one with a 60-line console attached, you can choose a phone option to fit everyone's needs.

Discover all compatible desktop telephones by visiting nec.com.au/SL2100

Working for your industry

Schools

Schools receive a high volume of incoming calls between 8am and 9am every day, this is frequently to report sickness / non-attendance.

- With Auto-Attendant, callers can be given an automated option to a voice-mail, e.g. 'Press 1 to report your child as absent…'
- Takes the pressure off receptionists, achieves faster resolution for your callers and reduces holding times.

Healthcare

Doctors surgeries and other healthcare organisations receive high volumes of enquiries.

- Information messages are played to callers, reducing the need for a receptionist to handle every call
- Recorded messages can also be played to callers while they wait on hold, making them feel more valued
- Keeps patients who call the hospital up to date with news.

Working for your industry

Small hotels

Providing entrance security 24/7 in a cost-effective way can be challenging for small hotels. The SL2100 supports door-phones which allow staff to unlock doors remotely, so staff maintain control; even when away from the reception desk.

- A great way to maintain control of the premises.

Car dealerships

Stay contactable from anywhere on-site. It's easier than ever for a small team to multi-task with mobile smartphone apps and the ability to answer their desk phone calls via their mobile.

- Finds the expert faster
- Enables staff flexibility to multi-task at quieter times when fewer people are on the premises
- Excellent customer service standards maintained.

Dentistry

Deal with the morning telephone 'rush hour' more effectively. A high volume of incoming calls with patients calling to book appointments at certain times of day can be dealt with easily with the option to log staff in and out of call groups.

- Provides relief to receptionists during peak times
- A convenient way to share the workload
- Even small teams can deal with fluctuating call traffic.

Real estate agencies

Maintain high service levels when on the road using a mobile extension. This enables all employees to remain contactable on their desk phone number wherever they are

- No need to give out personal phone numbers
- A better standard of customer service from anywhere.

12 button

Self-labelling

24 button

SL2100

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With the SL2100, you can use your existing smartphone while on the road for seamless communication

Keeping your team in touch

Receptionist

With Caller ID displayed on my handset, I can give the appropriate greeting to callers and redirect calls from familiar numbers without answering, I can also see at a glance who is on a call.

Internal sales person

The Auto-Attendant feature means that callers receive a greeting and are routed to the correct department, ensuring that I only get the calls that are meant for me.

Office worker

The conference feature allows me to effortlessly set up a virtual meeting for colleagues and customers at short notice, wherever they are. This enables faster business decisions, as well as saving travel time & expenses.

Security guard

The door-phone functionality makes it easy for me to operate the door lock from my mobile if I need to go off-site temporarily.

IT manager

It is easier than ever to manage our system settings. Drag-and-drop functionality provides an error free way of building call groups, which is useful for when staff move desks, leave or join the company.

Home worker

I can use my mobile client at home to communicate with colleagues with the same ease as if I was in the office.

Built in applications

The SL2100 now includes an expanded and diverse portfolio of InApps. As well as providing compelling business benefits, these built-in apps require no external PC or server making them highly cost effective and reliable.

InUC - Built-in collaboration

In today's working environment, employees are spread across different locations. InUC is a Unified Communications application providing video conferencing, collaboration, document sharing, presence and instant messaging for any business of 1 to 100+ users. Utilising WebRTC (Real-Time Communications), InUC provides highly cost-effective video and collaboration working seamlessly within your IT environment.

InGuard* - Get secure

InGuard* is an effective, low cost solution to help protect a business against the rise of toll fraud attacks. Toll fraud is a fraudulent attempt by a hacker to gain unlawful remote access to a phone system. Attacks are often highly organised from an automated server and once accessed, fraudulent calls are connected and over a period of time, can run up call charges of potentially thousands. Typically, these occur out of office hours and are usually not discovered until it is too late.

Smart mobility options

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 the escalating business mobile costs.

Home workers

Users can enjoy a complete phone user experience from their home office and enjoy greater working flexibility. Individual and business benefits include the cost and time savings of travel and even the associated costs of workspace. Mobile clients and InUC provide access to call control, directory, presence and IM from the home.

On the road

Use your existing smartphone as a system extension complete with call control. Save on mobile phone call costs and remain reachable via your desk phone number. The ST400 series app simply connects to the SL2100 via WiFi or across your mobile

data network (3G/4G). If the smartphone is not connected due to lack of network, the SL2100 can provide roaming by routing calls to your GSM number.

- Save on mobile phone costs - lower call costs and maximise on existing investments
- Single number reach functionality.

Save money, save time, save the hassle

An intuitive range of features ensures staff training is no longer required

When choosing a communication solution you need good value for your initial investment, followed by low running costs thereafter. The SL2100 provides this along with further cost saving benefits including increased team efficiency and productivity. Intuitive features also ensure staff training is minimised. Other everyday benefits such as answering an incoming call the first time helps reduce the cost of call backs and saves your team precious business hours.

More ways the SL2100 can save you money:

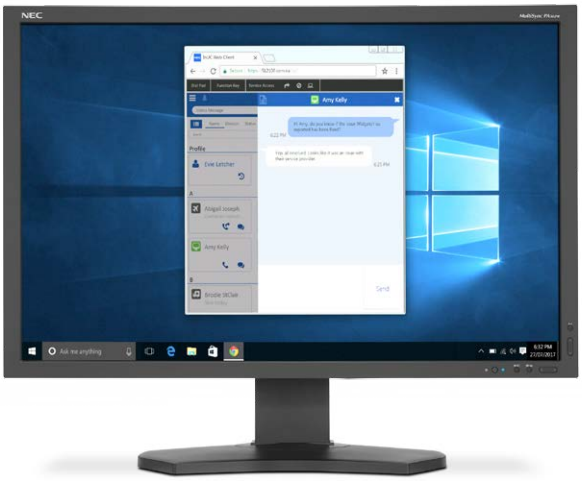
1. **More features built-in** - that means less licenses, less hardware and less extras to pay for. The SL2100 also grows with your business making incremental upgrades cost-effective and scalable.
2. **InApps portfolio** - InUC and InGuard* are already built in, no extra hardware is required so you can simply activate them with licensing.
3. **Cloud?** - premise-based as opposed to a hosted solution; maintain total control and enjoy the flexibility of your own dedicated solution configured for your specific needs.
4. **BYOD** - both InUC & ST400 apps enable you to use your existing smartphone or tablet.
5. **InGuard* toll fraud defence** - gain protection against potentially huge company costs.
6. **Save on mobile phone charges** - ST400 smartphone app & mobile extension enable phone system calls via your mobile
7. **Hot-desking** - mobile teams e.g. field sales, don't require a handset each - share hardware costs.
8. **Low IT maintenance requirements** - keep IT costs down with a maintenance free, hassle-free system. And as a truly reliable solution - save on downtime costs and potential lost business.
9. **Built-in conferencing and collaboration** - save travel costs with easy to use conferencing.

SL2100 system overview

InApps

InApps run directly on the SL2100 - there is no need for expensive server hardware. These are browser based, accessible 24/7 and highly cost effective!

Increase your customer service levels and you'll increase your business



SL2100 communication server

Scalable from 1 to 100+ users.

Traditional handsets

Easy call control from the office.

IP handsets

Easy call control from the office, remote office or hot-desking.

Want to discover more about the SL2100 and other NEC solutions?

131 632

nec.com.au/SL2100

contactus@nec.com.au

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

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* NEC's InGuard application is designed to assist in the detection and identification of fraudulent activity. NEC's application is provided on the basis that it is not responsible for the results obtained from the use by the customer of the InGuard application. NEC does not warrant to you that the application will meet the requirements of you, to the extent permitted by law except as expressly provided in the agreement, NEC provides the application to you "as is" without warranty. To the extent permitted by law, NEC disclaims all other warranties, express or implied, including the implied warranties of non-infringement, merchantability, and fitness for a particular purpose.

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