



UNIVERGE® SV8500 Communication Server  
Fulfilling the promise of UNIVERGE® 360







# UNIVERGE® SV8500 Communications Server

## The Premier IP Communications Server

The UNIVERGE SV8500 is a powerful enterprise communications solution capable of supporting up to 16,000 endpoints in a single system. Reliable, scalable and energy-efficient, it is an advanced application server that supports voice, unified communications and mobility solutions for tens of thousands of users. Designed to easily and efficiently scale, the SV8500 meets the needs of the largest enterprises, supporting up to 192,000 ports in a networked environment.

As a part of NEC's UNIVERGE®360 commitment to putting people in the center of communications, the SV8500 unifies the enterprise through the high-efficiency technology that large enterprises require. The SV8500 is the premier IP communications server for regional and global expansion, worker mobility and environmental responsibility. It offers an extensive IP feature set in a flexible, scalable, secure package.

### Increase Customer Satisfaction and Lower Expenses

Enable your customers to reach workers wherever they are. The SV8500 extends communications to branch and international offices simply and cost-effectively. It supports a number of NEC's mobility-enhancing tools that empower users to be productive whether they are at their desks or have stepped away. Individuals, departments and locations can work more efficiently by communicating seamlessly in real time.

### Provide Business Continuity

The SV8500 ensures business continuity through component redundancy. It also provides IP fail-over for stations and trunking, clustered survivability, power failure transfer and call routing for self-healing networks. Its architecture is ideal for mission-critical situations. Advanced fault diagnosis, error-correcting memory, and component redundancy all ensure high availability and operational continuity.

### Simplify Business Process Integration

The SV8500 provides support for open-standards for integrating communications into business process applications. This facilitates process simplification. Standards and devices supported by the SV8500 include:

- SIP-enabled devices
- LDAP-compliant databases
- Java™ and XML
- Managed data network infrastructure
- The UNIVERGE OW5000, an integration platform for UC solutions such as Microsoft® Office Communications Server and IBM® Lotus® Sametime®

### Support Green Initiatives

The SV8500 is an ecologically sound, compact system that uses 23% less power than previous generations of IP communication servers. NEC provided special attention to its environmental impact and delivered a RoHS compliant system that includes:

- Reduced air conditioning requirements for the server
- Recyclable materials and components that use environmentally safe chemicals
- Elimination of lead and mercury in circuit boards
- Documentation provided in electronic format rather than paper booklets

### Delivers Advanced Applications

The SV8500 provides cutting-edge features that optimize the customer experience and maximize enterprise resources. Some of the applications supported are:

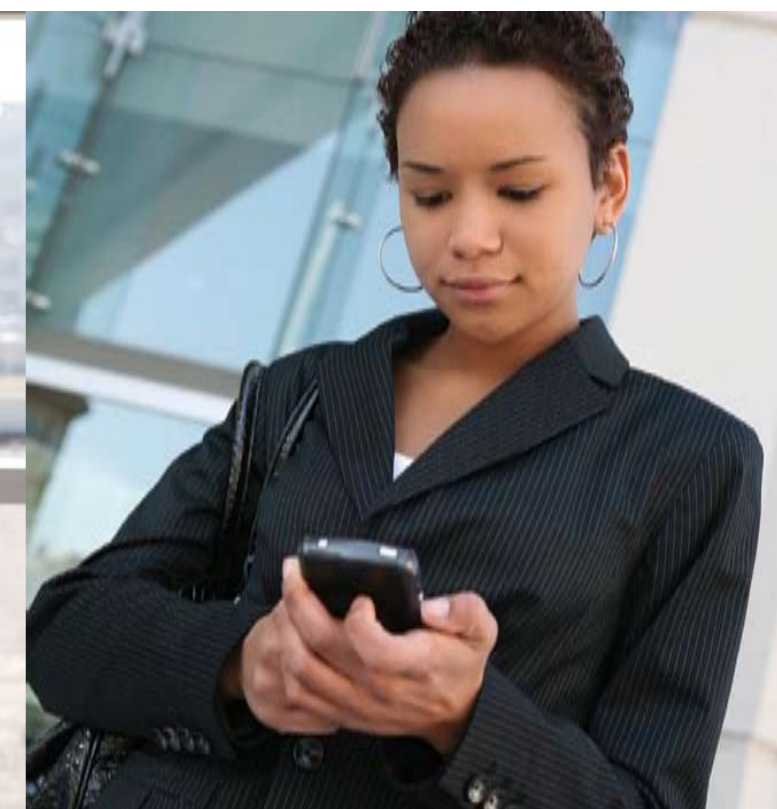
- UNIVERGE DT700 Series desktop phones raise the standard with an extensive feature set, XML application support, and a revolutionary modular design.
- NEC's softphone, which integrates communications into the computing environment to eliminate the need for a physical phone and extend the desktop around the world.

### Networking

The SV8500 can be incorporated into networks that contain SV7000 and/or NEAX2400 systems to provide a path to IP. The SV8500's interoperability enables it to protect your investment in previous products such as the NEAX 2400 ICS, IMX and IPX. Using both FCCS (Fusion) and CCIS networking for seamless integration, the SV8500 can also be networked with other NEC products, including the NEAX 2000, the SV8100 and the SV8300. This provides the customer with a broad range of server options to address needs at the edge of the network as well as the core.

### At a Glance

- Increase customer satisfaction and lower expenses
- Supports open standards for simplified business process integration
- Provides advanced applications and reliable business continuity support
- Complies with green standards





# Unified Communications

## Powerful applications that improve business processes

NEC understands that today's businesses are looking for new ways to manage change more efficiently and retain customers through high quality service. The suite of powerful applications supported by SV8000 Series includes:

- Microsoft's® Office Communications Server (OCS)
- Management applications
- Personal communications environments
- Contact center tools
- Voicemail and Unified Messaging
- Cost control tools
- Advanced operator consoles
- IP multimedia softphone
- Virtual PC architecture and VoIP

### Microsoft's Office Communications Server (OCS)

This application seamlessly integrates Microsoft Office with your telephone system. It provides presence awareness within the desktop, which eliminates delays in locating people, who can then communicate in real-time via Instant Messaging, Audio and Web Collaboration as well as video-conferencing. Remote users can also take advantage without requiring Virtual Private Networking. To keep things safe and secure, all transactions are encrypted so you can use IM services from MSN, AOL, or Yahoo!

In addition to OCS, you can also have full integration with Microsoft Exchange, which provides Unified Messaging and Outlook Voice Access to e-mail inboxes via any phone – the Auto Attendant ensures automatic call routing.

### Management applications

A suite of user-friendly tools for easy communications system management, including configuration, cost reporting, budget control, and security. Because it is modular; we can assemble and design a package that fits your needs precisely.

### Communication portal

Enable staff to be optimally productive wherever they choose to work – because now they can take their personal communications environment with them. They will have access to their personalized telephony and data environments via a single personal portal entry point.

### Call centre

A contact centre tool that supports up to 500 agents. With features such as CTI, preview and power dialing, and automated e-mail responses, agents will always be able to expertly handle customer inquiries, whether they are via the web, e-mail, telephone, voicemail or fax.

### Voicemail and Unified Messaging

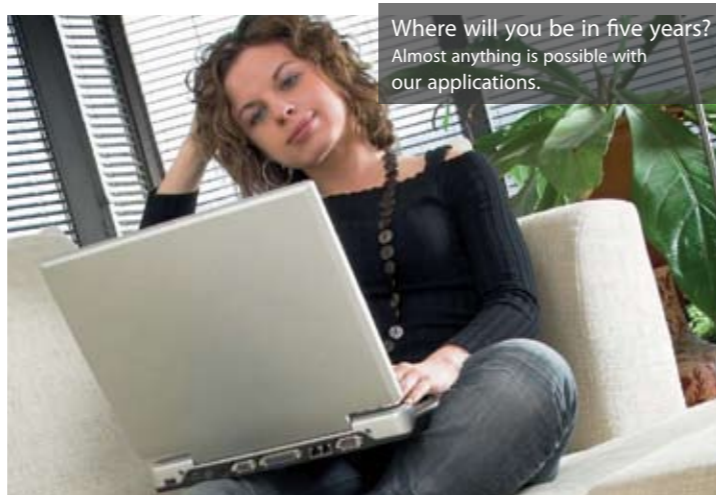
Powerful IP voicemail and Unified Messaging offer a solution that allows staff to receive e-mails on any phone using text-to-speech. Users can also record calls for later reference, and the intuitive visual interface helps staff prioritize messages and work more productively. And of course, the application's Unified Messaging integrates with Microsoft Outlook, Lotus Notes and Novell GroupWise.

### Expense control suite

This fully web-based, modular suite of applications provides call accounting for all your voice calls including VoIP. You can set budgets for individuals, departments, projects, receive a warning when these are almost exceeded, and automatically restrict service class when a budget is exceeded.

### Operator communications

A PC-based operator console enables your receptionist to provide service that is vastly superior to using an ordinary console. For example, he or she can see and answer priority callers first, see who is on hold, and create multiple queues to differentiate callers. What's more, for optimum efficiency, he or she can see the extension status before callers are transferred.



# There's not only IP for SV8500

It is all about Gateways and Converters to fulfill the perfect communication path.



### CONFERENCE SERVER MG

VS-32 Conference Server blade offers Announcement, External Hold-Tone and multi party Conference between IP stations to IP devices.



### SIP TRUNK MG

The Media Gateway-Session Initiation Protocol blade enables SV8500 to build a multi-service and reliable VoIP network using SIP.



### ISDN PRI MG

A Media Gateway connects 30 trunks between IP network with public ISDN. A Single SV8500 can support up to 32 MG-PRI Gateways, to leverage the LCR control between each location for cost-effective. This PRI MG also acts as E1 QSIG trunk interface into IP network.



### SURVIVAL REMOTE (SR-MGC)

In the event of WAN failure, SR-MGC allows IP stations and devices which connected over WAN to host SV8500, to register and maintain call processing.



### ISDN BRI MG

A maximum of two 2B+D ISDN lines can be accommodated to this gateway. Power Failure Transfer function allows the direct connection of ISDN line to emergency phone.



### ANALOG 4 PORT-MC/ 2-PORT MG

This Media Converter can interface a hybrid of 4 analog ports and 2 CO ports from PSTN, and converts the media to IP. Power Failure Transfer is also equipped, in case of power or network failure.



### ANALOG 8-PORT MC

By using this Media Converter, up to 8 analog telephones/fax can serve as IP stations. Under the control of VS8500 system, the MC embeds the media of analog into IP packets, and sent to destination IP terminals over the LAN/WAN.



# Terminals & handsets for all your staff

## Terminals & handsets

The SV8000 Series supports an extensive range of multifunctional IP and digital terminals and handsets that enhance the feature capabilities offered by the system while providing the service of conventional telephones over the

## Upgradeability

As business expands, so do communication needs. Terminals should be able to grow with the business. Terminal modularity allows for over 8000 combinations to personalize each terminal to meet your specific business needs. There is no need to replace the entire terminal if you need new features. Instead, your initial investment is protected, and the terminal can be upgraded at minimal cost.

Make an impact on your business today.

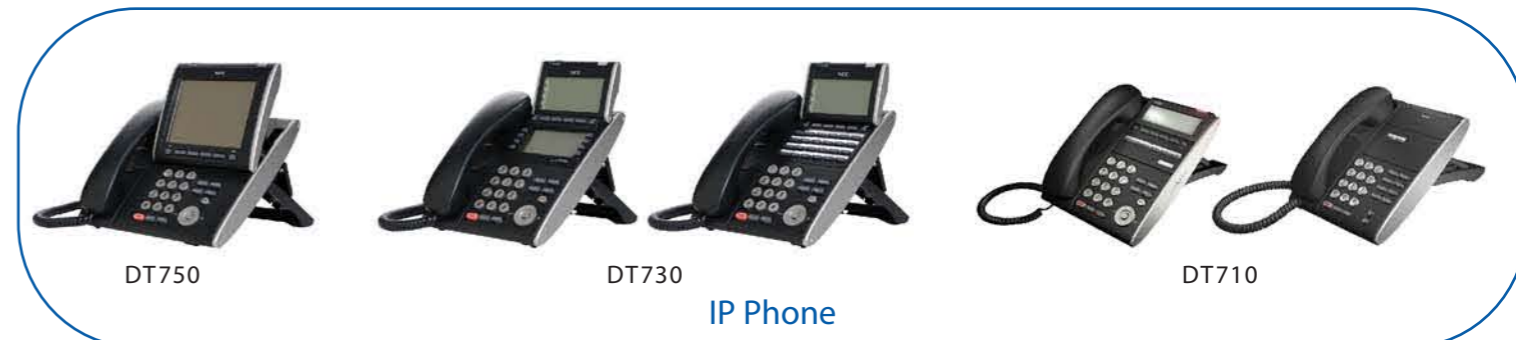


## XML open interface support on IP terminals

XML open interface support enables developers to create displayable and accessible applications via NEC's IP terminals. The XML interface provides the user a way to integrate additional productivity tools on the desktop and improve efficiency. Applications such as calendar links, wallboards, call directories and countless others can be displayed through a terminal's LCD through the open XML interface.

## IP DECT handsets

These handsets provide staff mobility with all the proven benefits of DECT technology such as seamless handover between radio cells, crystal clear voice transmission and secure encryption with no added wiring costs for installation.



## VoWLAN terminals

These are components within NEC's third generation Wireless LAN (WLAN) communications solution: UNIVERGE Assured Mobility. This solution comprises wireless controllers, access points, network management software, applications, and user devices such as the MH250 wireless IP phone.

## Why UNIVERGE360?

The speed of business today is accelerating the need for increasingly rapid decision-making and faster customer responsiveness. But because of the number of different communications devices and the growth of information 'pockets', accessing people and information is more complex than ever. In addition, the mobility of employees and their changing work habits makes reaching them especially challenging.

UNIVERGE360 solves these problems by uniting all communication devices and the information within them – keeping everyone in the loop.

## Specifications

<b>Processors</b>	Intel®Core™2 Duo 2.16GHz 1,000,000 BHCA in FCCS configuration
<b>Number of Ports</b>	25-6,144
<b>Trunks</b>	
Analog Trunks (COT):*	1,500+
T1 / E1 / PRI Channels:*	4,000+
IP Trunks (SIP):**	4,000+
<b>Stations</b>	
Digital Terminals:*	4,000+
Analog Terminals:*	4,000+
IP Terminals:*	4,000+
<b>Networking</b>	
FCCS networking (T1/E1/IP/(P2P)):	64 nodes
CCIS networking (T1/E1/IP/(P2P)):	64 nodes
Ports:	up to 192,000
<b>Standards</b>	
Devices:	SIP-enabled
Databases:	LDAP-compliant
Languages:	XML
Other:	802.3af
<b>Applications</b>	
Internal ACD:	Max 1000 stations
OAI support:	3 <sup>rd</sup> Party Application
Conference Bridge:	Max 32 ports/cards; Max 255 cards
<b>Regulatory Compliance</b>	<ul style="list-style-type: none"> <li>FCC part 15, Class A &amp; part 68</li> <li>UL 1459</li> <li>Section 508 compliant</li> <li>CSA standard C 22.2 No. 225</li> <li>CE Mark</li> <li>Industry Canada (IC) CS-03</li> </ul>

\*Based on system configuration

\*\*Future Release

Item	CPU Chasis***	Line/Trunk Chasis
<b>Dimensions</b>	483(W)x476(D)x132(H)mm (3U Size)	483(W)x530.4(D)x354(H)mm (8U Size)
<b>Weight</b>	Approx. 16.0 kg.	Approx. 30.0 kg.
<b>Input Power</b>	AC 220V (50/60Hz)+/- 10%	
<b>Operating Conditions</b>	Ambient Temperature: 0 - 40 degree centigrade (When the ambient temperature will exceed this value during the holiday or the night, an air conditioner is required.) Relative Humidity: Less than 90% (non-condensing)	

\*\*\* CPU Chasis is mandatory.

## Available Options

Optional 1 RU MPC Chassis Cards	
6COT MG	6 analog trunks
4LC2COT	4 analog & 2 trunks
PRI MG	1 PRI trunk
8LC	8 analog stations
VS-32 Conf. Module	32 conference ports
MGSIP	16 SIP trunks

Line/Trunk Chasis	
Availability:	For high-density TDM digital and analog interface cards
Universal Card Slots:	17

Optional Features
<ul style="list-style-type: none"> <li>2 redundant Ethernet ports</li> <li>High speed internal communication bus</li> <li>Redundant power supply options</li> <li>Encryption</li> <li>UNIVERGE IP &amp; Digital Terminals</li> </ul>

UNIVERGE360 is NEC's approach to unifying business communication. It places people at the center of communications and delivers on an organization's needs by uniting infrastructure, communications and business.



NEC Corporation (Thailand) Ltd.  
2nd and 24th Floor Serm-mit Tower  
159 Sukhumvit 21 Road, Klongtoey Nua, Wattana  
Bangkok 10110 Tel. 0-2259-1192 Fax 0-2259-1199

[www.nec.co.th](http://www.nec.co.th)