



Xen IPK II

Making a world of difference
to Business Communications



NEC – Connecting your business with the world

NEC is one of the world's largest IT companies. NEC has an understanding of present and future needs of customers and through extensive market research and technology innovation delivers purpose-built solutions for small and medium-sized businesses (SMBs).



NEC has established a reputation as one of the leading providers of integrated and complete communication solutions for businesses within Australia. NEC provides services and products across the scale – ranging from small companies to large enterprises and government corporations with thousands of staff.

Typically when investing in a new communication solution, customers want to partner with a supplier who can provide the level of local, personalised service they need while delivering a competitive advantage to your current business.

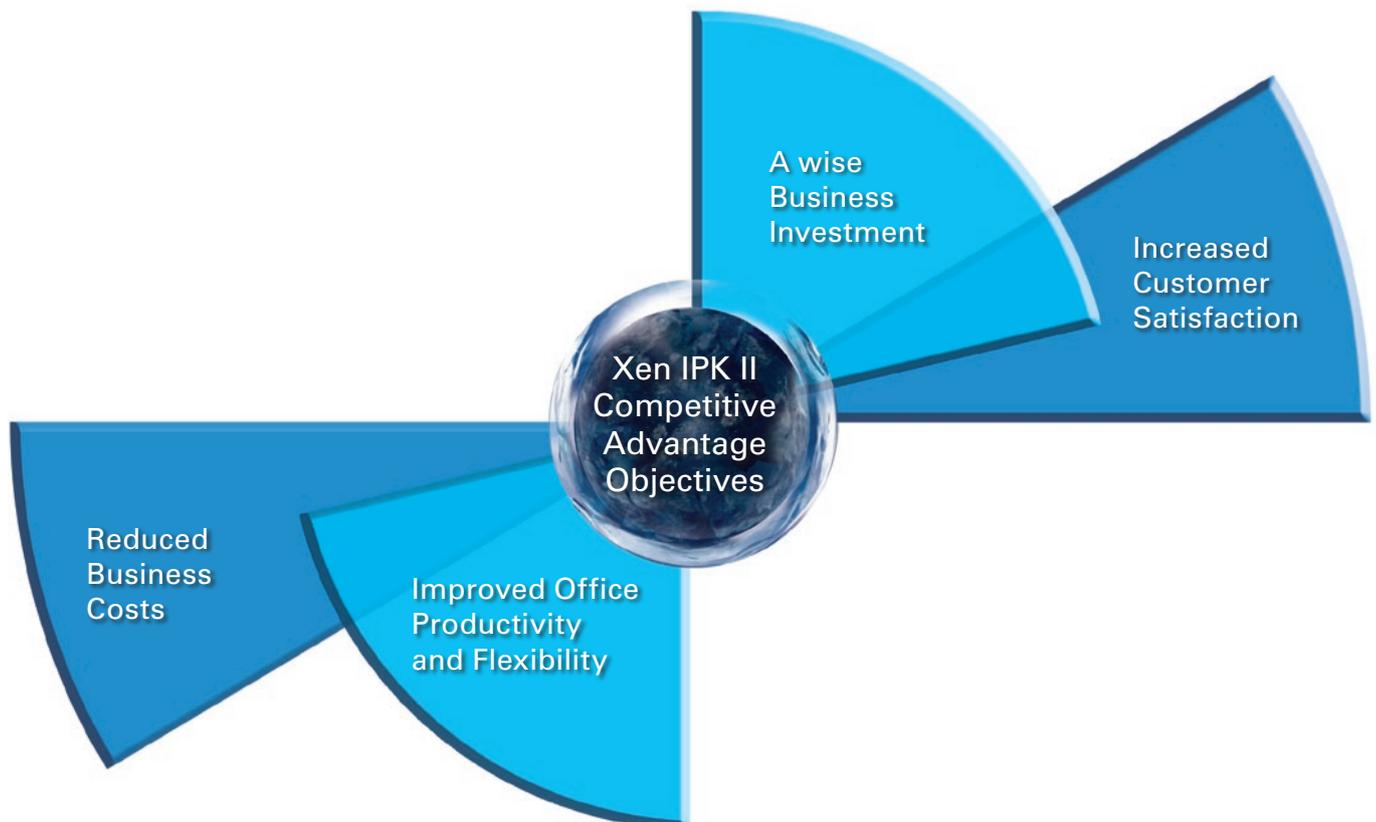
NEC boasts a strong national network of over 120 partners covering all states and territories. Located in both metropolitan and regional areas, these outlets offer personalised and local service to an expansive customer base. NEC Partners regularly familiarise themselves with the latest NEC products that they sell, install and support. This ensures customers receive up-to-date, accurate information complemented by high quality service.

Xen IPK II continues NEC's spirit of innovation

NEC's commitment to delivering innovative solutions to the small-medium business market continues with the Xen IPK II – a new versatile communication solution that offers a variety of options:

- Traditional telephony scaling to 256 extensions
- Converged Voice over Internet Protocol (VoIP)
- Suite of highly-integrated business applications
- Xen IPK II to computer integration
- Migration path for the Xen IPK/Master installed base
- All underpinned by NEC's commitment to reliability and quality

You have the freedom to adopt VoIP when and where you need it, so today's technology investment can be protected tomorrow. All previous versions of Xen IPK can be upgraded to Xen IPK II easily and with equipment re-use.





Xen IPK II Snapshot

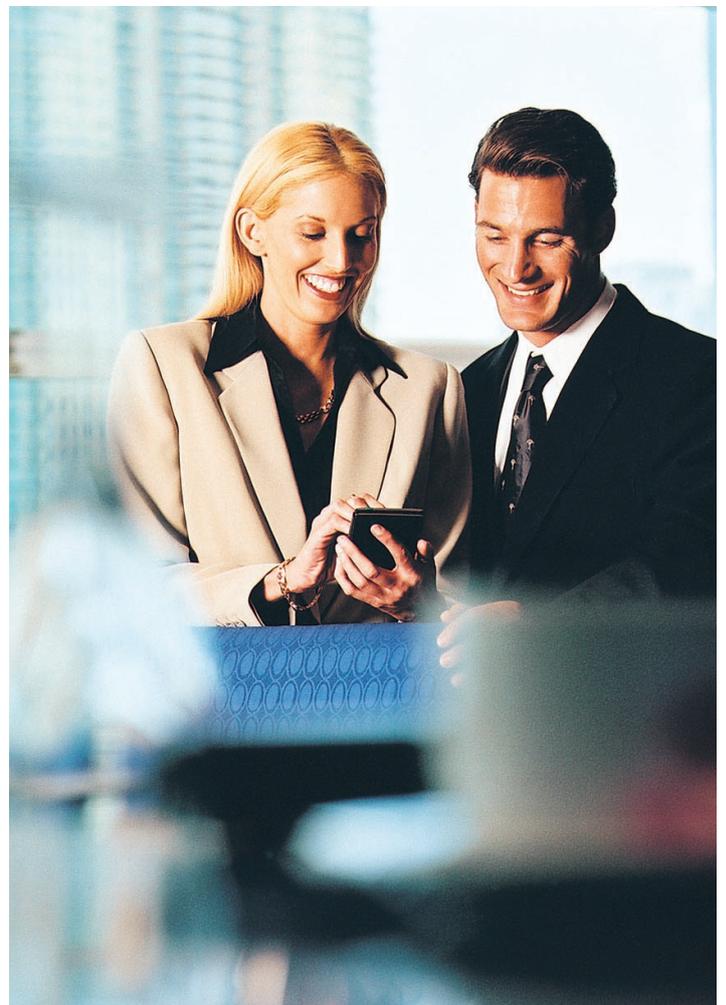
- Scalable up to 256 Extensions
- Converged VoIP – Single and Multi-site
- Easy Migration Path for Xen IPK/Master
- Full Compliment of Traditional Feature Functionality
- Automated Attendant
- Unified Messaging – voicemail, faxmail and email
- Call Centre
- PC Productivity Tool Integration
- Local and Remote User Friendly Programming

A Wise Business Investment

With the Xen IPK II, smaller companies get 'big company' features. Expanding businesses can strike the right balance between current and potential communication needs, and simply grow alongside their existing investment. Regardless of whether a business has 10 or 250 employees, the IPK II ensures smooth-flowing communications for the small-medium business (SMB) marketplace.

Investment in the Xen IPK II provides:

- Reliability and quality, minimising system downtime and disruption to customer service. NEC has shown a major commitment to quality since implementing its 'zero defect' policy in the 1960's
- NEC Partners who deliver high quality, local technical support to our customers
- Open standards, so customers can leverage existing investment in other digital information assets
- Effective and efficient call management
- Local and remote user-friendly and intuitive web-based system programming and administration tools
- Enhanced levels of security





Increased Customer Satisfaction



Typically the more efficiently and effectively your organisation communicates with your customers and suppliers, the greater the chance your organisation has of succeeding. Keeping customers on hold, incorrectly routing calls or lost messages could result in a loss of business. Implementing the Xen IPK II should make problems like this a thing of the past.

Answer every call at any time

Automatically manage your incoming calls accurately and courteously using the Xen IPK II's Automated Attendant. There is no chance of human error, and the Automated Attendant can process multiple calls at once, reducing missed calls.

The Automated Attendant can place callers on hold and inform them where they are in the queue. Its capability to screen calls and announce the name of the caller gives you the option of taking the call or sending it on to voice mail. While on hold, the customer will hear company advertising or pleasant music depending on your preference.

A professional call centre that's easy to run

The Call Centre can grow to support your business as it expands to the next level. User friendly to program and administer, it can support up to 64 customer queues, 256 agents, 64 supervisors and one system supervisor. Each customer queue can support up to two delay announcement messages, keeping callers engaged as they wait in the queue. Up to 48 unique messages can be recorded, offering full customisation of important and relevant information.

Intelligent technology to make the best use of your people

Call Centre intelligent routing helps you deliver smarter customer service. Calls are routed based on who has spent the longest time idle, the time of day and the specific incoming, outside line on which the call is received. You could set up a special line which is available only to your most important customers. The Call Centre recognises these as priority callers and immediately places them at the front of the queue.

A simpler way to measure Call Centre performance

The Call Centre Management Information System package produces scheduled or on-demand reports in graphic and text format. A wide range of user definable reports can be accessed to better manage your business and ensure that your customers are receiving premium service. You can also ensure that Call Centre resources are being utilised to optimum levels.

The right information, exactly where it's needed

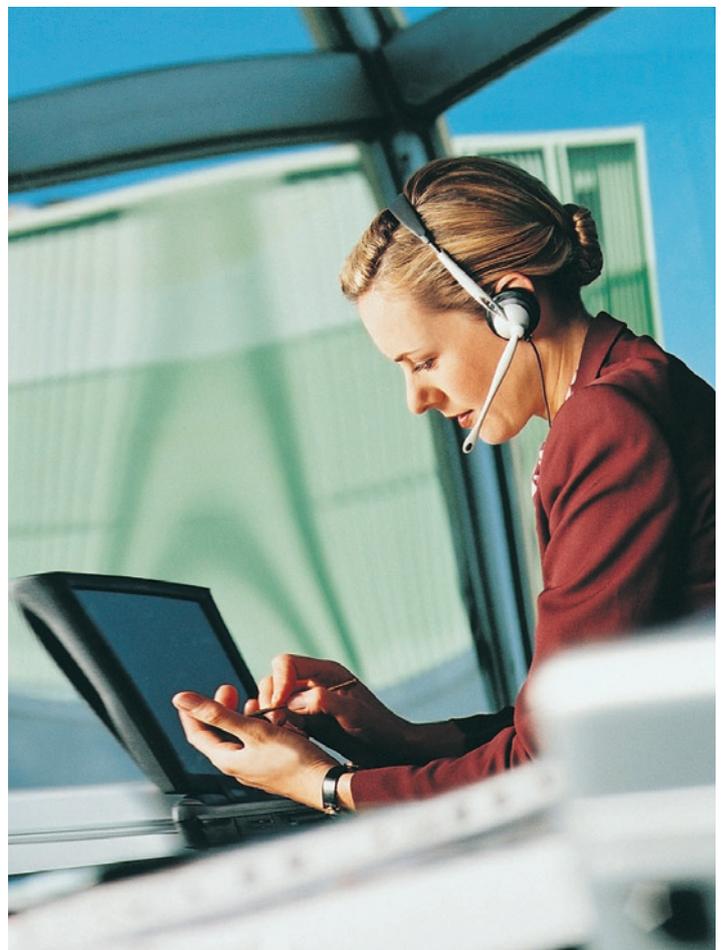
Caller ID-based computer screen pops that show customer information can help employees process customer calls more quickly and efficiently. This is done using industry standard 3rd Party CTI TAPI. Customer Relationship Management (CRM) software such as ACT! and Goldmine® support this standard.

Help your employees roam further

Xen IPK II delivers an integrated DECT solution which enables your employees to walk throughout your business premises without restriction. DECT is like having a mobile network in your office, minus the call charges. With interruption free handover between base stations, your staff can roam over large industrial and retail office spaces or hospitality complexes while remaining in constant contact with customers.

Allow employees to take the landline with them, wherever they go

IP Desktops allow employees to setup office to take and make calls with personalized phone numbers and features whether working from home, at an overseas airport lounge or on customer premises. All that is required is IP access with sufficient quality and bandwidth for communication with the Xen IPK II.



Improved Office Productivity and Flexibility

Everything from the hardware on the desk to smart software makes Xen IPK II a purpose built, flexible solution to help address those lingering productivity issues that SMBs often face.

Desktop tools that help you perform

Companies need communication tools that complement, rather than hinder, efficient communication. The D^{term} Series i digital and IP phones and IP Videophone/Softphone have been designed to simplify the way you communicate.

D^{term} Series i intelligent digital and IP phones contain advanced features and benefits that should help businesses improve service and performance internally and with customers.

The D^{term} Series i digital and IP phones offer a 'toolbox' of menu-driven, softkey functions. They will guide staff step-by-step

through the operation of many useful features, each delivering superior power, versatility and programmability.

Each D^{term} Series i digital and IP phone comes complete with the following features as standard: four-metre handset cord, speakerphone, long-loop circuitry. A convenient headset jack is also built-in at no extra cost. Personalisation functions include: off-hook ring on/off, mute on/off, microphone on/off, headset on/off, plus help and exit keys.

Finally, there's a model for every level of your business, ensuring employees have the tools they need to perform. The phones are ergonomically designed for comfort and safety. The D^{term} Series i goal is to add immediate sophistication to any room or workstation.

D^{term} Series i Xen Reception

This 60 button add-on module works harmoniously with D^{term} Series i phones to provide line and extension status display, providing access to more calls and furthering your efficiency in handling calls.



D^{term} Series i Phone Adaptors

For direct connection to fax machines and cordless phones. Adaptors are also available for cost-effective conversion to IP using existing D^{term} Series i handsets as needed.

D^{term} Series i Professional

- 32 button display
- 32 programmable keys for lines, direct station selection (DSS)/busy lamp field (BLF) or one-touch feature access
- 2 color LEDs immediately indicate call status
- 3 Line/24 characters per line LCD
- Handsfree operation for all calls
- Softkeys correspond to a set of functions that display on the LCD and these can change according to the state of the telephone
- Integrated headset port and support for add-on adaptors

D^{term} Series i Premium 16

- 16 button multi display
- 16 programmable keys for lines, direct station selection (DSS)/busy lamp field (BLF) or one-touch feature access
- 2 colour LEDs immediately indicate call status
- 3 Line/24 characters per line LCD plus 2 panels of LCD displaying icons and 8 characters per programmable key. Each line indicates line status or function.
- Handsfree operation for all calls
- Softkeys correspond to a set of functions that display on the LCD and these can change according to the state of the telephone
- Integrated headset port and support for add-on adaptors

D^{term} Series i Classic 16 – Digital and IP

- 16 button display
- 16 programmable keys for lines, direct station selection (DSS)/busy lamp field (BLF) or one-touch feature access
- 2 color LEDs immediately indicate call status
- 3 Line/24 characters per line LCD
- Handsfree operation for all calls
- Softkeys correspond to a set of functions that display on the LCD and these can change according to the state of the telephone
- IP Version has a 2 port VLAN switch for connection of PC and 802.3af Power over Ethernet
- Integrated headset port and support for add-on adaptors (except IP phone)





Dterm Series i Essential – Digital & IP

- 8 button display
- 8 programmable keys for lines, direct station selection (DSS)/busy lamp field (BLF) or one-touch feature access
- 2 colour LEDs immediately indicate call status
- 3 Line/24 characters per line LCD
- Handsfree operation for all calls
- Softkeys correspond to a set of functions that display on the LCD and these can change according to the state of the telephone
- 11 dedicated function keys ensure ease of operation
- IP Version has a 2 port VLAN switch for connection of PC and 802.3af Power over Ethernet
- Integrated headset port and support for add-on adaptors (except IP phone)



Dterm Series i Basic

- 2 button non-display
- 2 programmable keys for lines, direct station selection (DSS)/busy lamp field (BLF) or one-touch feature access
- 2 color LEDs immediately indicate call status
- Handsfree operation for all calls adds convenience and productivity.
- Integrated data port for direct connection of a modem



Dterm Series i Professional

32 button display

24 Characters, 3 Lines Adjustable Angle

Soft Key Functionality Select Models

Help

Programmable Keys
Flexible Line/Feature Keys
Programmable by Telephone System Administrator

Programmable Keys
Speed Dial/Feature Keys
Programmable by Telephone System Administrator

Built-in Headset Jack Connector

Recall

Conference

Feature

Microphone Lamp

Directory

Message

Up/Down Volume/LCD Contrast/Ringing

2 Port VLAN Ethernet Switch
supporting Power over Ethernet (IP Model)

Hold

Transfer

Speaker

Answer

Redial/Speed dial

Intelligent Voicemail

Every call that 'rings out' could be an opportunity lost. Intelligent voicemail can ensure employees can effectively respond to the calls they can't immediately take. When a customer leaves a voicemail, call return based on caller ID, allows employees to return calls on the spot without having to disconnect from voicemail or fumble for a piece of paper to jot down a number. The live record feature lets employees record calls and transfer the recording to another mailbox for efficient call processing.

Mail and messages that move around with you

How can a company harness technology to successfully access voicemail, faxmail and email and once accessed, use it strategically and evenly throughout the organisation?

From a personal computer, unified messaging gives you the power to:

- Centralise control and management of voicemail, faxmail and email messages.
- Manage inbound and outbound calls and messages from any network PC, including faxes and emails using an intuitive and user-friendly computer screen.
- Play, send, reply, redirect, archive or delete messages instantly. Never lose a fax from the fax machine again as they are securely stored by the Xen IPK II for preview, printing or redirection straight from the PC.

Communication options tailored to your operation

Cost-effective DECT wireless and IP phones offer mobility and convenience while reducing the time needed to return messages. Employees can stay in touch and be available for customers. IP phones also give access to employees at remote sites.

Keep your receptionist well-equipped

Unite the power of your telephone with the flexibility and multi-tasking capability of a personal computer. The Xen IPK II PC Attendant opens up a wide range of communication possibilities. By providing operators with instant access to information, calls can be handled quickly, easily and with fewer disruptions, which should improve overall productivity.

Designed specifically to integrate with NEC's Xen IPK II, the Xen IPK II PC Attendant comes equipped with an extensive list of call handling features. The PC Attendant provides easy PC access to basic functions including answer, hold, conference, dial, page and park. Operators can:

- Transfer calls by simply pointing and clicking a mouse.
- Type a message and send it via email or as an on-screen text message to someone who is on the phone.
- Record a conversation, save it as a .wav file and forward it as an email attachment.

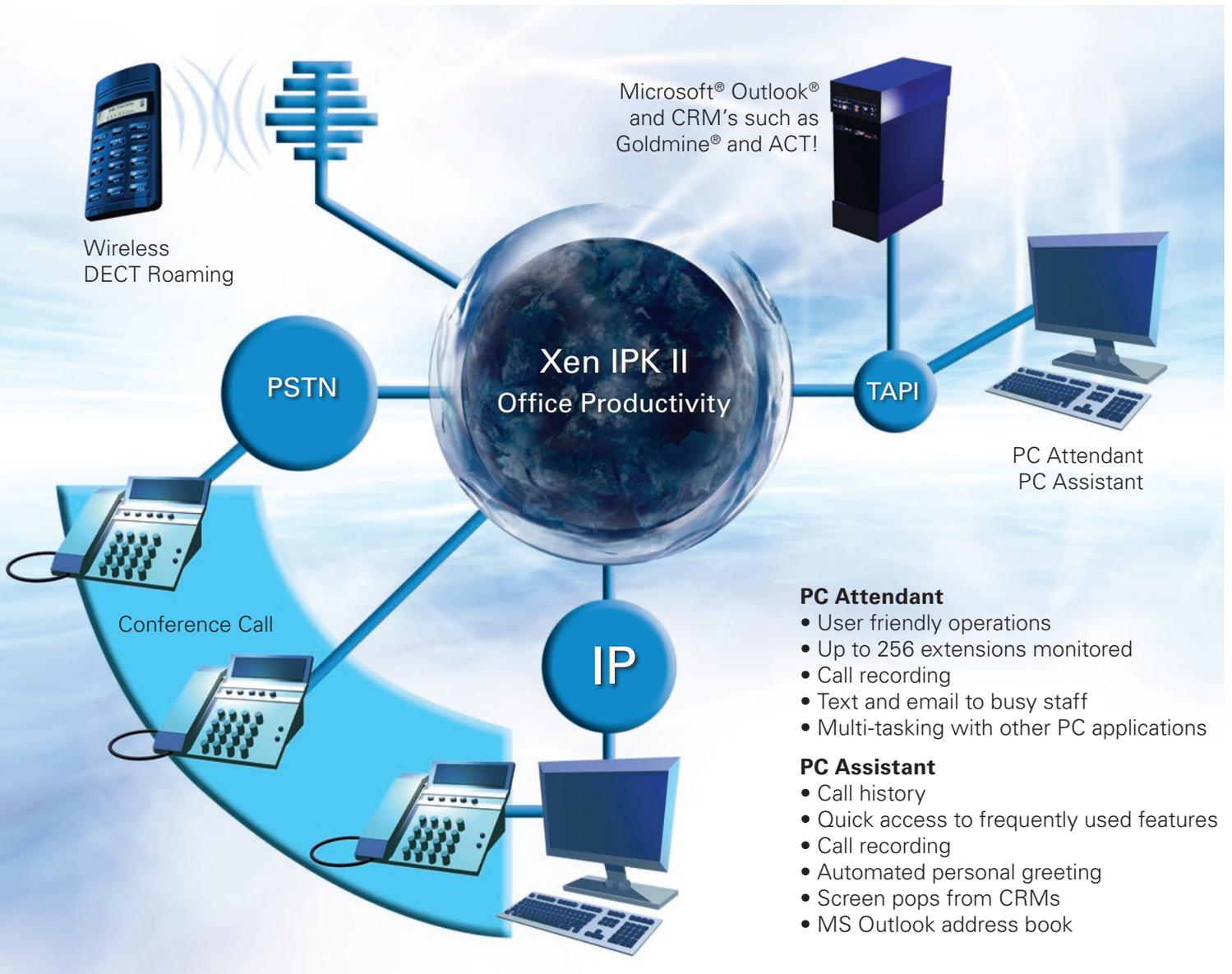
Up to 256 extensions can be monitored at one time. The operator can tell at a glance if an extension is in use, idle or is marked for Do Not Disturb (DND). Best of all, by simply clicking on the pop-up window, attendants can simultaneously use standard programs such as word processing or spreadsheets, while answering the phones.

Find call information within easy reach

PC Assistant is ideal for employees who will benefit from using their PC to conveniently use call history, call recording or screen pops from CRM software.

Xen IPK II can also integrate with Microsoft® Outlook® to allow users to 'click to dial' from the address book on a personal computer for more efficient and convenient calling.





PC Attendant

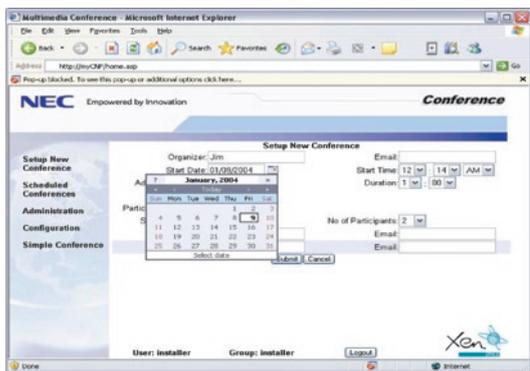
- User friendly operations
- Up to 256 extensions monitored
- Call recording
- Text and email to busy staff
- Multi-tasking with other PC applications

PC Assistant

- Call history
- Quick access to frequently used features
- Call recording
- Automated personal greeting
- Screen pops from CRMs
- MS Outlook address book

Conference calls without complication

In-house conference systems are no longer luxuries reserved for big business. Owning a conference bridge eliminates the ongoing costs of using outside vendors to host conference calls, and as employees become increasingly mobile it helps ensure efficient and effective communication. Owning the conference bridge also helps keep your conference calls completely confidential.



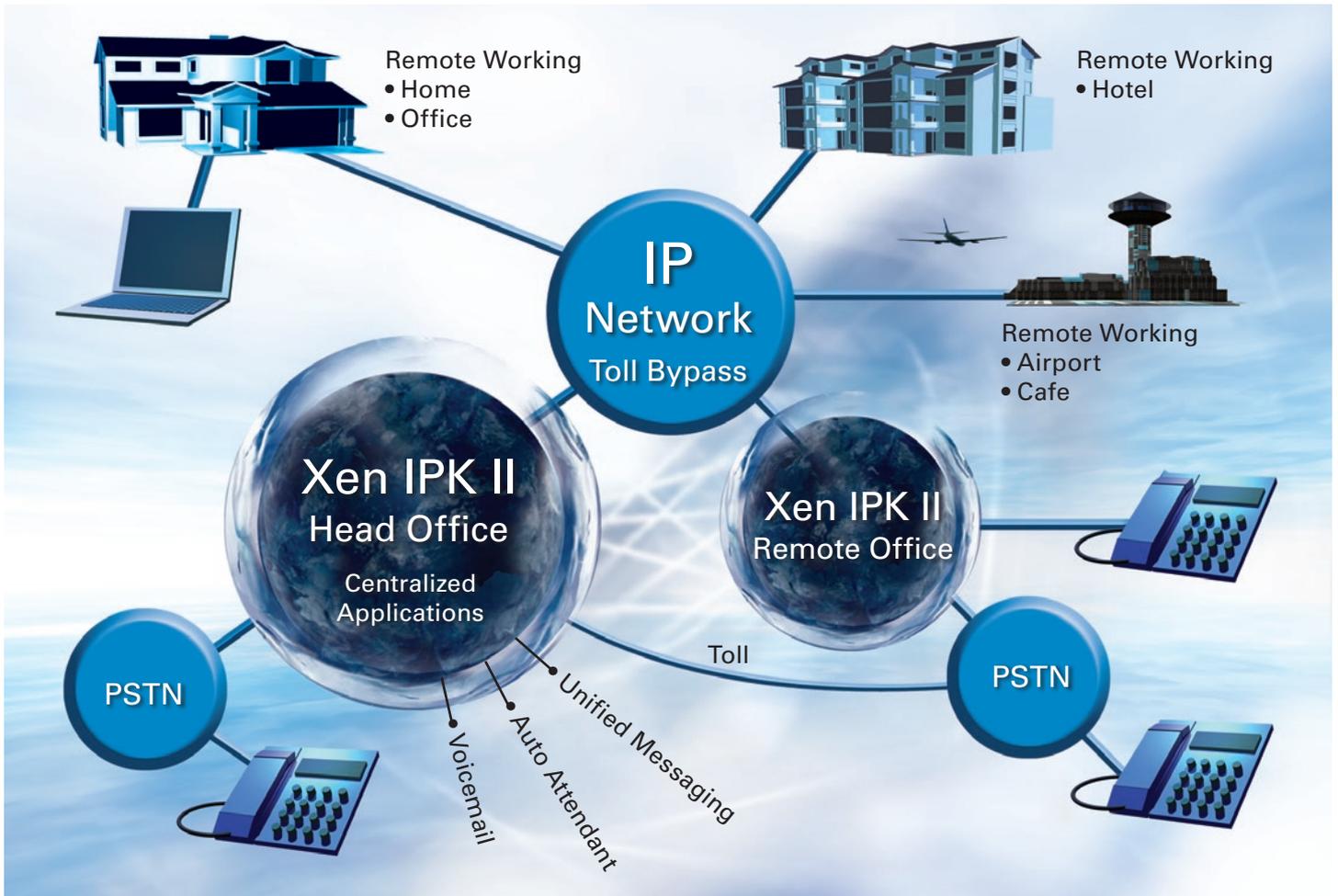
Improving your hotel suite

The Xen IPK II system provides comprehensive hotel/motel features in addition to the many standard business features. These industry-specific features should allow hotels to run facilities more effectively, saving time and money while providing guests with more responsive service and professional hospitality services like:

- Automated wake-up call
- Single-digit dialling access to hotel/motel services
- Message wait lamp indication for important messages left by hotel management
- Room-to-room calling restriction
- Toll restriction when room is vacant
- Room status monitoring the status of each room – checked in, checked out, maid required and room in service.

Console monitoring mode provides an at-a-glance room monitoring capability in addition to the standard call processing business mode. Other standard features such as 'do not disturb' option can also be added for guests desiring privacy.

Reduced Business Costs



Extend your office and lower expenses

The Xen IPK II allows employees to have the same communication experience they receive at the office whether they be at home, customer premises, hotels, or while on the move. Setting up virtual offices using IP phones or softphones via VoIP should save businesses significant travel time and associated travel costs. With unified messaging, you can access all your voicemail, faxmail or email conveniently and securely from the one application.

Make hot-desking seamless

Why pay for office space when employees are frequently out of the office? IP 'hot-desking' allows employees to quickly and conveniently set up an IP phone with a personalised number as soon as they arrive, reducing the amount of office space needed.

Communicate long distance between company sites for less

With IP communication, companies can bypass carrier call tolls and provide access to features and centralised applications between company sites. This means:

- Automated Attendant, voicemail and unified messaging can be delivered from one site for use at other sites reducing equipment, management and maintenance costs. Applications that you wanted in the past but couldn't get because of cost and complexity may now be affordable.
- Traditional voice trunks can be reduced by moving these to a single site and using VoIP to send these calls to the correct local or remote company site and employee. This approach can significantly reduce traditional voice trunk rental and equipment expenditure.

Programming made easy

Users can now make changes locally or remotely with PC Pro and Web Pro, the Xen IPK II's user-friendly and intuitive Web based programming interface. Web Pro is browser-based and allows you to program in real time. PC Pro also lets you program offline reducing on-site programming time. These tools provide:

- Programming wizards that step you through the programming and copy functions that should save you time. The familiar Windows-style appearance of the program aids quick and easy learning.
- Customer data migration tools for use during system upgrades that reduce time spent and errors. As additional functionality becomes available for the Xen IPK II, system software upgrades can be performed from remote locations. This reduces the number of on-site visits and associated disruption as upgrades are scheduled outside business hours.

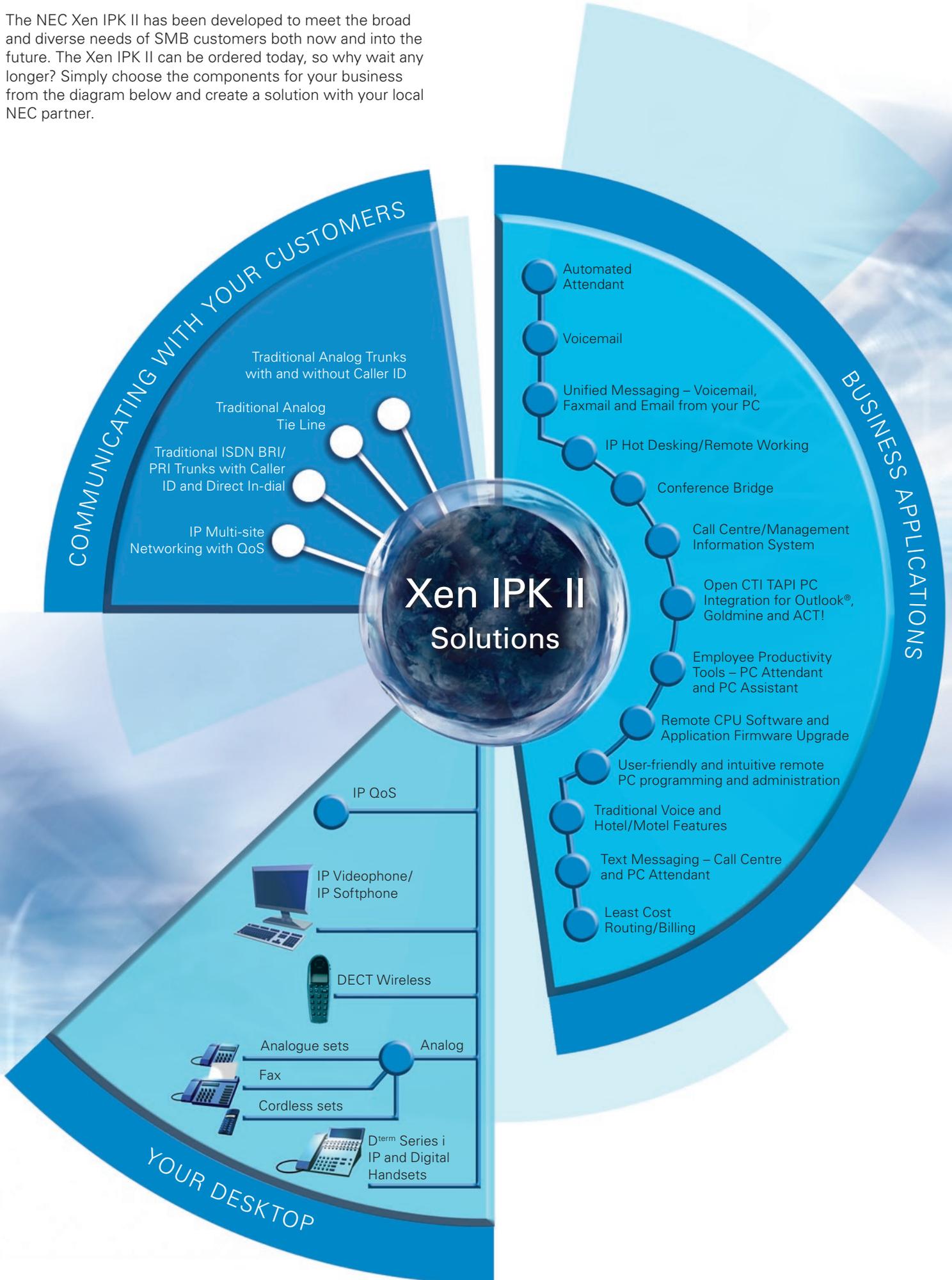
Higher levels of security

Xen IPK II prevents unauthorised access to your business during the day or after hours with door phone and door lock release relays. Account codes are used to track time and control telephone use by associating a code with each call. Users can also assign a personal password to their phone, preventing misuse by others.

If you intend using Voice over IP (VoIP), then you should ask your NEC Partner about installing IP Firewalls, VPNs and QoS to ensure your VoIP solution is secure and reliable.

Xen IPK II Communication Solution

The NEC Xen IPK II has been developed to meet the broad and diverse needs of SMB customers both now and into the future. The Xen IPK II can be ordered today, so why wait any longer? Simply choose the components for your business from the diagram below and create a solution with your local NEC partner.



Xen IPK II

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D^{term} is a registered trademark of NEC Business Solutions Ltd.

Xen is a registered trademark of NEC Business Solutions Ltd.

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Goldmine[®] as a registered trade mark of FrontRange Solutions Inc.

To find out more about the Xen IPK II and how NEC's versatile communication solutions can work for you, visit our website at www.necbs.com.au, call us on 131 632 or contact your authorised NEC Partner.

Certain features require optional equipment or specialized telephone company services. Please consult your authorised NEC Partner. The information contained in this brochure is subject to change without notice at the sole discretion of NEC BS.