

# Built-in Brilliance



**The SL2100**

**Communications System**

# The 'On-Demand' Workforce

With the advent of all the communications technologies in the market, customers expect to be able to reach someone at a business to get immediate answers and information - without having to leave a message. 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. A great customer experience usually generates repeat business.

With NEC's SL2100, you can ensure that your team stays connected through its wide-range of communication tools that accommodate flexible workspaces and allow free roaming wherever they are.

## SIP Trunks - Save on your Phone Bill

Need more SIP Trunk info? Please visit



[www.MyTelPros.com](http://www.MyTelPros.com)

## Remote/home office workers

Users can enjoy a complete phone user experience from their home office plus greater working flexibility. Individual and business benefits include the cost and time savings of travel and even the associated costs of workspace. IP Desktop handsets provide access to system features from the home, e.g. contacts directory, call transfer and more.

## Stay connected while on the move

With Mobile Extension, you can take your office number with you when you're on the move. 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 via a single number 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.

## On the road

Use your existing Smartphone as a system extension complete with call control. Save on mobile call costs and remain reachable on a single number. With the Smartphone SIP App, simply connect to the SL2100 via Wi-Fi 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 costs – lower call costs and maximize on existing investments
- > Enable Single Number Reach

## In the office

Feel free to roam around your office while staying connected and reachable. The SL2100's digital and IP mobile handsets enable you to take most of the features and functionality of your desktop phone with you as you take care of business from different locations throughout your building. You also have the options to manually Login/Out of any IP desktop phone to use as your own extension and use wireless headset adapters for hands-free operation.

## Built-in features include:

- > VoIP Enabled
- > Voicemail
- > Music on Hold
- > Mobility / Remote Worker Support
- > Auto Attendant
- > Audio Conferencing
- > Video Conferencing & Collaboration (license required)
- > Call Recording
- > Web RTC (Real-Time Communications)



# Supply Freedom of Choice

## Personalization is important to the creation of 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 personalization requirements.

### Reasons to choose SL2100 Telephones

- > **Wide-Range of Choices** – choose from IP or digital, 12 to 32 keys or self-labeling, or digital and IP cordless mobile handsets
- > **Customizable 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** – eliminates the need of having to buy an adapter, even on self-labeling telephones (Not available on all models)
- > **Wireless headset adapter** – allows easy connection to Plantronics' wireless headsets



### Personal, system and corporate directories

SL2100 Desktop Telephones come with corporate directory functionality along with access to personal and system directories as well. 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, and a call can be placed from the searched entry.

### Easy-to-use, intuitive interfaces

NEC's desktop telephone interfaces are designed to improve the overall user experience, while remaining intuitive – with no extensive training needed. Global icons indicate status at-a-glance, including notification of new voice or instant messages, missed calls, the telephone user's current presence status, and the device's current data protection mode.

### Unique customizable business telephones

Our wide range of SL2100 Desktop Telephones are like no other. Their customizable construction means you can change the design for exact business requirements. Whether your employees need just a basic single line telephone or one with a 60-line console attached, NEC offers telephones to fit everyone's needs.



# Smart User Solutions



## Small/Medium Organizations

Organizations of all types, including businesses for real estate, insurance, finance/banking, law, as well as non-profits and churches, require robust communication tools to service their clients.

- > Self-service options allow callers to easily get to the person or department they want to reach without going through an operator - if person is unavailable, they can leave a detailed message
- > A range of mobility options enable employees to stay connected and reachable from any location – on or off premises
- > Ability to set up multiple ring or department groups ensures callers will be able to speak to a live person

## Dentist Offices

Deal with the morning telephone ‘rush hour’ more effectively. A high volume of incoming calls from patients wanting 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.

- > Relief can be given to receptionists during peak times
- > A convenient way to share the workload
- > Even small teams can deal with fluctuating call volume

## Retail

Handle incoming callers with ease while servicing in-store customers.

- > Pre-recorded message options enable callers to quickly get to the information they need (store address, hours of operation, etc...) without interrupting service to in-store customers
- > While out on the floor, quickly find out information the customer needs by reaching out via a mobile handset
- > Toll restriction capabilities limits use of store phones for long-distance except for authorized personnel – saving the store money

## Healthcare

Doctors’ offices, surgery centers and other healthcare organizations receive a high volume of frequent inquiries.

- > Customized recorded messages are played to callers giving them the option to route themselves to the right department or leave a message for prescription refills, reducing the need for a receptionist to handle every call
- > Eliminate the expense of an answering service with email or external message notifications to appropriate personnel during off hours

## Food Service and Entertainment

Communicating effectively while you are mobile and servicing customers in a noisy, sometimes dimly lit environment which can cover large areas or multiple buildings can often prove to be a challenge.

- > Mobility options, from mobile handsets to smartphone SIP apps, keep you connected from anywhere
- > Backlit displays are easily viewed in low lit areas
- > Place telephones throughout the property with no worries of fraudulent long distance (LD) charges - LD calls can easily be restricted to authorized personnel only
- > Automated Attendant frees up staff to assist customers on-premises

## Small Hotels/Motels

Ensure your guests have a memorable stay by providing them access to personalized services that enhance their experience. Guests can customize services from guestroom messaging, wake-up calls and do not disturb plus have one-touch access to important services.

- > Room status monitoring of all your guestrooms maximizes usage
- > Toll restriction ensures phones are not used for long distance calling except by authorized personnel



# Keeping Your Team in Touch



## 1 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.

## 2 Receptionist

With Caller ID displayed on my handset, I can give the appropriate greeting to callers and redirect calls from familiar numbers straight to the relevant colleague without answering.

## 3 Security Guard

The E911 feature alerts me to what user dialed 911 for an emergency on-site so that I can quickly direct first responders. Also, the doorphone allows me to screen visitors as well.

## 4 IT Manager

It's easier than ever to manage our system settings and making system changes by using the WebPro GUI interface or the PC Pro client.

## 5 Office Worker

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

## 6 SIP Trunks

Need more SIP Trunk info? Please visit



[www.MyTelPros.com](http://www.MyTelPros.com)

## 7 Remote/Home Office

I can use my IP desktop phone or at a remote or home office location to communicate with customers and colleagues with the same ease as if I were in the office.

## 8 Mobile User

I can be on the road and stay reachable on my office number through my mobile phone, meaning that I don't miss any important calls.

# Built In Applications

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



## In Control Call Reporting

InControl Call Reporting is a browser based program that provides reports of incoming and outgoing calls.

### Report Categories

**Detailed Reports:** Extension Call Details, Phone Number Details.

**Summary Reports:** Department Call Summary, Extension Summary by Department Extension Call Summary

**Other Reports:** Trunk Utilization

The PC Running InControl may be running SL2100 Contact Center/UC Services software, although Contact Center licenses are not required.

Compatible browsers: Internet Explorer 11, Mozilla Firefox 44, Google Chrome 48.

**Note: The initial release of InControl does not provide reports on Account Codes.**



## Automatic Call Distribution (ACD)

The SL2100's ACD is often found in offices that handle large volumes of incoming phone calls and efficiently routes callers based on pre-established criteria. 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

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...to ensure superior customer care.



## Hotel/Motel

NEC's SL2100's Hotel/Motel provides personalized services that enhance guest's experience along with powerful support for front/back office functions. Ideal for hotels of up to 120 rooms, this easy to use platform is designed to increase your staff's productivity, ensure your guests have a memorable stay and significantly lower your running costs. Hotel/Motel offers everything from guestroom messaging, wake-up calls, and single digit dialing to front/back office functions such as message waiting, room status, flexible numbering plan to voicemail integration to manage mailboxes.

# 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.



## Remote/home office

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

IP Desktop handsets provide access to system features from the home, e.g. company directory, call transfer and more.

## On premises

For the ultimate device for voice, text messaging and in-house mobility – the SL2100's SMB Wireless (ML440) solution provides:

- > **True on-site mobility** that improves efficiency and productivity - resulting in improved customer satisfaction
- > **A cost-effective in-building wireless solution** built on proven technology



## On the road

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- > **Save on mobile costs** – lower call costs and maximize on existing investments
- > **Single Number Reach**

Save money, save time, save the hassle


# Budgets and Investments are at the Core of Any Business



When choosing a communications 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 no longer required. Other everyday benefits such as simply answering an incoming call first time helps reduce the cost of call backs and saves your team precious business hours.

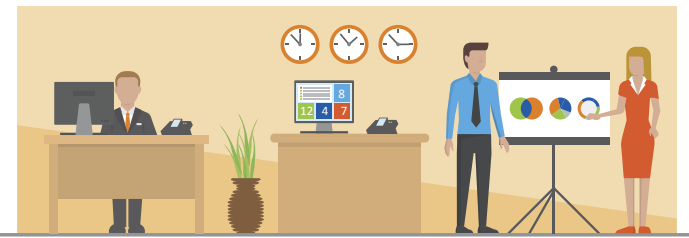
## 10 more ways the SL2100 provides value

- 1 **More features built-in** – less extras to pay for! That means less licenses, less hardware and less options to pay for. The SL2100 also grows with your business making incremental upgrades cost-effective and scalable.
- 2 **SIP Trunks – MTP**  
Need more SIP Trunk info? Please visit  
  
[www.MyTelPros.com](http://www.MyTelPros.com)
- 3 **Head in the clouds? Premises-based as opposed to a hosted solution** – reduce or even eliminate recurring monthly subscription costs.
- 4 **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.
- 5 **ACD and Contact Center software** – Routes callers based on pre-established criteria and allows supervisors to monitor agents to ensure superior customer care.
- 6 **Save on mobile phone charges** – Smartphone SIP App and Mobile Extension enable phone system calls via your smartphone.
- 7 **On-premises mobility** – Mobile wireless handsets enable users to stay connected and productive from any location in your building.
- 8 **E911** – Alerts specified users to who dialed 911 once an emergency call is made so that first responders can be routed to the emergency once onsite.
- 9 **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.
- 10 **Built-in Audio Conferencing** – Save travel and even hotel costs with easy to use conferencing.



# SL2100's Usage Examples

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.



## Small/Medium Organizations using Auto Attendant

High call volumes in organizations can result in lost productivity. With an auto attendant, customizable pre-recorded messages:

- > Provide callers with self-service options to easily get to the person or department they are trying to reach without going through the operator – allowing the operator to work on other tasks
- > Can provide callers with information that is most frequently asked, such as, “when are you open?”, “what is your address?”, etc...

## Retail Stores using Mobile Wireless Handsets

Retail personnel are usually always on the move and it is difficult for them to stay connected. With the use of Mobile Wireless Handsets, they can:

- > Freely roam throughout the store to service customers while staying connected to answer caller inquiries
- > Call colleagues with questions about a certain product, inventory availability, etc...to get an immediate answer for a customer



## Healthcare Facility using Auto Attendant

Doctor's offices, surgery centers and similar other healthcare facilities routinely receive a high volume of inquires throughout the day. With auto attendant, pre-recorded messages tailored to their practice:

- > Enable patients to use the self-service options to reach the right person or department for things such as scheduling an appointment, leaving a detailed message for their doctor's nurse, refilling prescriptions and/or get the information they need regarding hours of operation, address, etc...
- > Free up staff to be able to focus more of their attention on servicing the patients currently in their office

## Dentist Offices using Call Groups

Dentist offices typically receive a large volume of incoming calls in the morning and it can be difficult sometimes to keep up. With the use of call groups, staff can:

- > Easily log in and out of a particular call group to assist receptionist during peak calling hours
- > Handle fluctuating call volumes at any time to ensure patients/callers are taken care of in a timely manner

# SL2100 System overview



## SL2100 8 Button Self Labeling IP Telephone

- > VoIP NEC I-SIP Multi-Line Telephone for SL2100
- > Supports Ethernet Gigabit Speed (Full Duplex)
- > 8 Programmable Keys Visible at a Time (May Scroll Up to 32)

- > Programmable Button Labels
- > Powered via POE



**IP Handset:** Easy call control from the office, remote office or home office



**SL2100 Communication Server:** Scalable from 1 to 128 users



**TDM Handsets:** Easy call control from the office

**Discover more:**  
 > SL2100 Communications System (Info Sheet)