

UNIVERGE® SV9500



The UNIVERGE SV9500 Communications Server is a robust, feature-rich system that is ideal for geographically distributed businesses and enterprises.

Offering complete SIP-based communications including services like instant messaging, mobility, presence, voice, video conferencing and collaboration, the SV9500 is designed to address all of today's communications challenges and offers easy integration with NEC's unique vertical solutions.

Empowering the Smart Enterprise

The smart enterprise innovates by leveraging the best and most current information technologies, solutions and products. With NEC's UNIVERGE SV9500 Communications Server, smart enterprises are empowered by high-efficiency, reliable, scalable and easy to deploy technology that optimizes business practices, drives workforce engagement and creates a competitive advantage.

At a glance

- > Premier IP Unified Communications
- > Intel Core i3 330e 2.13GHz Processor
- > Redundant network, power and CPU options
- > Multi-line SIP client and SIP carrier support
- > Up to 4,000 extensions or 6,000 ports per server
- > Up to 16,000 extension or 24,000 ports per system
- > FCC, UL/CSA, CE Marking, Industry Canada and Section 508 Compliant
- > Comprehensive contact center suite
- > Broad range of mobility applications and devices
- > Vertical market-specific solutions incl. rich hospitality
- > Wide-range of end-points
- > Single point configuration and management



PREMIER IP UNIFIED COMMUNICATIONS

Make Collaborating Easier

With the SV9500 UC applications, you are able to dictate and manage how, when, and where you want to be reached via the desktop and mobile clients. You retain ownership of your communications. You set your schedule, and your phone rings accordingly. You launch a meeting or customer service session, and manage it directly from your desktop. SV9500 UC gives you exactly what you want, unencumbered communications tools that you control.

Enhance Customer Engagement

The Contact Center suite supported on the SV9500 provides you with all the tools necessary to make each interaction between your customers and your business quick and easy. Between improved response times, reduced abandon rates, lower operating costs, and increased revenues, both you and your customers will see a return on your investment.

Sophisticated Vertical Solutions

UNIVERGE SV9500 supports a full range of applications that provide sophisticated vertical solutions, such as for Healthcare and Hospitality environments. These include DECT voice communications and messaging, alarming and mobilisation, location detection, PMS integration, building management systems.

Powerful networking and user features

The powerful range of over 800 system and end-user features supported include multi-device support for SIP users, free-seating across networked systems, and Mobile Extension for native FMC integration, addressing a wide range of vertical segments and customer scenarios. System-based services include such as SIP- and CCIS based networking, with full feature transparency routing, number analysis, call information logging, while the SV9500 supports the full range of public trunk interfaces, including SIP, ISDN, CAS/MFC and analog trunks.

Communications has never looked this smart

NEC's UNIVERGE SV9500 supports the full range of SIP multimedia desktop terminals and soft phones, as well as IP phones, Mobile Extension, Wi-Fi, DECT/SIP DECT, analog and digital phones. With NEC's UNIVERGE Desktop phones you connect to a world of opportunities. Whether your business communications are pure IP or any combination of IP and digital, NEC provides a full line of phones that can accommodate your needs.

User mobility

User mobility is another powerful driver for IP architectures. Users can relocate themselves across the company's network and still have full network access to all their applications and resources. This means that a user could physically pick up their office phone, move to another location on that floor or in that building (or anywhere on the company network) and plug the phone into the LAN jack and get dial tone.

FLEXIBLE DEPLOYMENT

Innovation that Fits your IT Architecture

NEC's SV9500 is one of the easiest to configure Unified-Communications-capable systems on the market. The SV9500 easily integrates with existing IT technology as a fully interoperable digital or IP system. The user-friendly management interface streamlines system administration, giving your IT department one personalized portal to administer the entire communications system – Voice, Unified Communications, and Voicemail – all from one central location.

Data Center ready

Working seamlessly in data centers and cloud environments, SV9500 aligns with IT strategies to virtualize communication and collaboration services – whether deployed in a data center, spread across an organization's different sites or hosted in the cloud.

Virtualize your environment

The SV9500 gives you the option of a fully virtualized communications solution. By doing so you can deploy applications faster, increase performance and availability, and automate operations – resulting in IT that's easier to implement and less costly to own and maintain.

High Reliability

The SV9500 is designed and manufactured to provide the highest level of System reliability. It is designed with such features as: remote maintenance, distributed call processing, error-correcting memory, equipment redundancy, battery backup, self-testing and automatic System alarm indications to insure unsurpassed reliability. Only the finest components have been used. In addition, through the employment of LSI and custom LSI and VLSI technology, the number of component parts has been greatly reduced, thus lessening possible failures and insuring continuous operation.

System survivability is another IP-enabled architecture improvement that can be used to provide business continuity as well as a self-healing architecture. Redundancy in the core

has been deployed for years; in fact NEC held several patents in this area. What IP offers is the ability to have survivability in the WAN and the ability for the IP Telephony network to automatically adjust to failures in the network and change dynamically to alternate configurations.

NEC solutions with the SV9500 can accomplish this self-healing architecture in the following ways:

- > Redundancy on core components
- > Fail-over of terminals and devices to alternate MGC's
- > Least cost routing
- > Survivable remote systems (mini-MGC's)
- > Power failure trunk connections to the public network
- > Fail-over to alternate power supplies
- > Power failure adaptors for terminals
- > Alternate System management and application capabilities

Cost Savings

Cost savings have often been hard to document on pure IP systems; however, there are certain areas that have been able to repeatedly demonstrate cost savings such as: toll bypass & ACD products to reduce toll calls, least cost routing, centralized IP-PBX based components versus decentralized PBX/key systems, centralized management, reduced interconnect charges to the PSTN by consolidating voice and data onto the same circuits, using ACD and IVR products to more efficiently optimize human resources, and eliminating old and hard to maintain equipment.

Improved scalability

Innovative modular hardware and software design allows a single SV9500 server to efficiently serve 50 to 4000 IP ports. By forming the UMGi system, SV9500 is able to serve up to 16,000 IP extensions or 24,000 total ports in any combinations of TDM/IP devices. The System can be expanded from its minimum configuration to its maximum capacity as the need arises. This unique expansion capability allows the System to grow in a cost-effective manner as the user requirements expand.

Investment protection

With SV9500, enterprises now have an evolutionary path towards open and converged communication that maximizes their existing telephony investments.

In addition to creating IP-based telephony networks, the SV9500 server can be attached to its predecessor products with minimal additional investment, creating a converged network that preserves the viability of current hardware investments. This convergence of IP and TDM networks results in decreased administration and equipment cost as well as more Feature-rich communication systems that have all of the



benefits traditionally associated with data networks.

The SV9500 media converters help customers turn their analogue telephone devices into cost-effective IP devices and is the preferred solution to address the needs of customers who connect to either enterprise networks, small-office environments, or the emerging Voice over IP managed voice services and local services market. Customers can take advantage of the many new IP telephony Features and applications in the SV9500 solution.

Ease of management

SV9500 peripheral devices have the ability to manage equipment in branch offices from the SV9500 in the central site. Performance of branch office personnel is enhanced by freeing employees to focus on the tasks that are within their areas of expertise, instead of having to manage the network. Authorized personnel from either the central site or from any web-enabled workstation can provide management. Eliminating the need for local network management personnel reduces the total cost of network ownership.

Ease of Maintenance

Since the System is constructed with the highest quality components, reliability is insured and operation is trouble free. However, should a minor fault occur, the self-diagnostic programs will detect the fault, and automatically make the needed correction(s). If the problem is beyond the internal correction capabilities of the system, the self-diagnostic programs will send notification as to the nature of the fault and the involved unit to the MA4000 Maintenance Terminal. The alarm display panel provides additional notification of any errors detected. The faulty unit can then be quickly replaced with little or no interruption of service.



UNIVERGE SV9500 is available in two formats: as Standard Server Model and as Appliance Server Model.

The Appliance Server Model

The Appliance Server Model is a NEC Communications Server with Intel Core i3 330e 2.13GHz Processor Redundant power and CPU options. The platform occupies 3 Rack Units height (width 19 inch) and supports 7U-PIR Peripheral Equipment of w7 Rack Units height (width 19 inch) and 18 slots each.

Other platform specifications include:

- > Redundant AC/DC power modules
- > Digital/Analogue Stations
- > PRI (SIP/ISDN/QSIG/CCIS/Analogue/E&M Trunks)
- > Legacy attendant console interfaces
- > Hospitality feature options

The Standard Server Model

The Standard Server Model runs on any General Purpose PC based server supporting VMware ESXi 5.1, 5.5 and 6.0 and Microsoft Hyper-V, such as the NEC Express5800 series. For extra power and continuity an NEC Express5800/R320e FT (Fault Tolerant) server is advised.



The Appliance Server Model



The Standard Server Model

Common to both Server models are the following specifications.

| Specification | |
|-----------------------|---|
| Applications | Business ConneCT Call Center/Operator Business ConneCT UC Client Tiger hospitality middleware uMobility FMC solution UM4730/UM8700 unified messaging system MobiCall messaging middleware SV9500 built-in ACD MA4000 system management and billing DECT business mobility solutions |
| Stations | NEC IP Terminals Standard SIP Terminals Digital Terminals Analogue Terminals |
| Networking | SIP Trunk ISDN PRI/BRI Trunk Analogue Trunk FCCS/CCIS IP network |
| Gateways Chassis | 7U Port Interface Rack (7U-PIR) UG50 1U MPC MGSIP128 and Virtualized MG-SIP |
| Survivability Options | Location Diversity Geographic Redundant Node (GR-Node) Survivable Remote Node (SR-Node) |
| Capacity | Stations: 4,000 IP ports per system Trunks: 4,000 ports per system GR-Node: 7 Nodes/6,144 ports each SR-Node : 255 units per system SR-Node: 4,000 ports each UMGI: 16,000 extensions or 24,000 ports FCCS: 252 nodes 192,000 ports CCIS: 252 nodes 6 million ports |
| Regulatory Compliance | FCC UL/CSA Section 508 Compliant CE Marking Industry Canada(IC) CS-03 |

| Peripheral Equipment Specifications | |
|-------------------------------------|---|
| UG50 | 2 Rack Units high (width 19 inch) 5 slots Digital/Analogue Stations Analogue/PRI Trunks |
| 1U MPC | 1 Rack Units high (width 19 inch) 2 slots Redundant power option 32ch Conference / Announcement board 16ch SIP Trunk ISDN PRI/BRI Trunk |
| MG-SIP128 | 1.5 Rack Units high (width 19 inch) 128ch SIP Trunk |
| GR-Node/SR-Node | 1.5 Rack Units high (width 19 inch) Survivable Remote MGC |
| SR-Node (UG50) | UG50 19-inch chassis |
| Virtualized MG-SIP | Support VMware ESXi 5.1, 5.5 and 6.0 |
| Video | Streaming supported to the display subject to compatibility (Browser based video, external video cameras etc.) Point to Point video conferencing supported via MLC app |

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