



SV9100 Softphone (SP310) Product Overview



Date: 01 June 2015

Version: Issue 1

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1. PRODUCT SUMMARY

NEC's Softphone delivers on the promise of unifying your business's communications by managing them through desktop clients on your PC. The Softphone Client allows your employees to get more done in less time by providing them easy access to features such as hold, transfer, conference, enhanced park, page and barge-in. It also provides them with:

- Video conference for up to 4 parties
- Call management and speed dialing
- Telephony status to view colleague's real-time status and availability
- Visual voicemail for quick access to and easy management of inbox and messages
- Detailed call history reports—including incoming calls, outgoing calls, call date and time, call duration and caller ID information
- Ability to search, sort, print, archive, email and export call logs plus add notes to call log entries
- Call recording capabilities—either on a per call basis or setup to automatically record all calls

Using the communication board even more features are at your fingertips:

- Audio and videoconferencing - allows for easy set-up and participation in conference calls
- Application sharing - permits users to share files through peer-to-peer and conference call environments, and are synchronized between all participants
- Whiteboard - allows users to review, create and update graphic designs in real-time
- Instant Message/Chat - enables users to correspond in real-time in either a peer-to-peer or broadcast arrangement while engaged during a call or not
- File Transfer - provides an easy method to send one or more files while in a call by simply selecting the file and dropping it into a person's participation file

2. OVERVIEW

The SV9100 Softphone (SP310) is released as a Standalone client application for easy install. Those familiar with the full UC Desktop Suite on the SV8100 should be aware that only the SP310 is released on the SV9100.

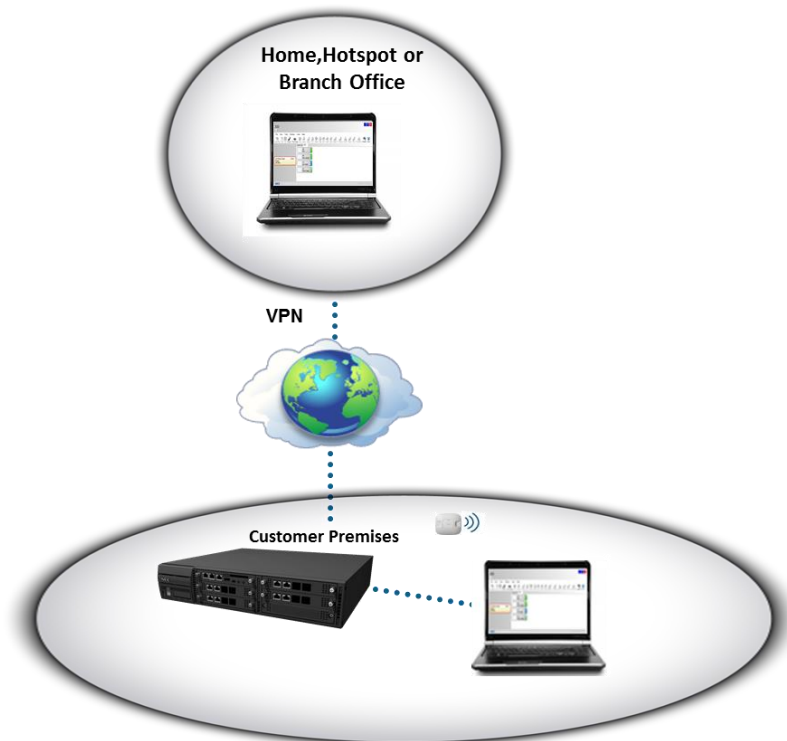
The Softphone requires its own license plus, IP phone license for connection. An optional license is InMail integration and there is also optional Hardware in the USB Handset.

Product	Items	Description
BE114058	SV9100 SOFTPHONE-01 LIC	NEC SV9100 Softphone License per client
BE114497	SV9100 IP PHONE DT-01 LIC	DT800/700 IP license per client
BE114063	SV9100 INMAIL INT-01 LIC	InMail integration license per client
BE108337	UTR-1W-1(BK)	USB Handset allowing tradition telephone feel

This document will cover:

- SP310 functionality and licensing
- Associated Hardware

For additional information on the SV9100 Softphone SP310 please refer to SV9100 Softphone manual available in the SV9100 Platform area of BusinessNet.



3. SOFTPHONE

3.1 SP310

The SP310 is a standalone client allowing in its most basic terms, telephony from the PC. This can be achieved via the internal microphone and Speaker of the PC, a suitable headset (audio jack or USB) or the NEC USB Handset (covered in more detail later).

Currently up to 128 Softphones are available on the SV9100, 256 support coming soon!

The Softphone requires its own license plus, IP phone license for connection:

Product	Items	Description
BE114058	SV9100 SOFTPHONE-01 LIC	NEC SV9100 Softphone License per client
BE114497	SV9100 IP PHONE DT-01 LIC	DT800/700 IP license per client

As well as the basic aspect there are many powerful features of the SP310 allowing greater productivity from the user. All of the items detailed in this document (with exception of InMail integration and USB Handset) are available under the two licenses above.

The SP310 is run in a minimalist toolbar mode and can also have a supplementary telephony view.

Application Views

Toolbar

The toolbar view is the minimilistic view, sitting either at the top or bottom of your screen offering easy access to features.



On the left side, can see an entry box and dialpad, just type in a number and press the dialpad to dial.



On the right hand side, there are context sensitive functions, that light depending on call state



SP310 Supported features:

- Add/Edit Note
- Answer
- Auto Callback
- Page
- Background Music
- Barge In
- Callback Request
- Call Redirect
- Conference
- Display Message
- Dial
- Directed Call Pickup
- Do Not Disturb
- Forward Calls
- Group Call Pickup
- Hang Up
- Hold
- Last Number Redial
- Park
- Phone Image
- Phone Message
- Pickup Other Group
- Record
- Transfer
- Unpark
- Video
- Voice Mail
- Voice Over

Telephone Emulation

This is an extra view that runs in parallel with either Toolbar or Window.

This emulates a DT700 view, and gives you access to aspects a DT700/800 can. For example, Function keys, context sensitive soft keys, System Speed dial store, you can also see your VM key flashing and press to access messages, , etc.



And if there aren't enough on the basic phone, you can even add an extra 8 Key or full 60 key console too!*



- A total number of 32 60 Key consoles can be configured on an SV9100.

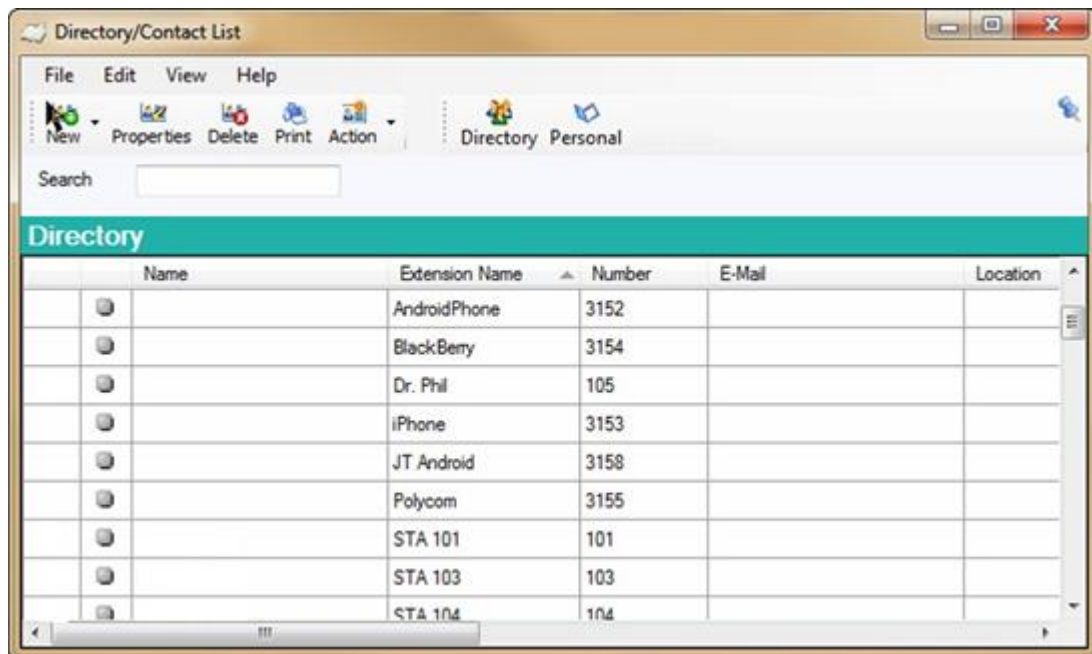
Other Features and windows

Directory

For the SV9100 Softphone, two directories are available, Directory and Personal.

The Directory is taken from the BLF area (the DSS keys programmed against your softphone).

These are non-editable and are set only by the DSS configuration and extension name in the SV9100. These are read in when the application starts.



The *Personal Directory* allows users to enter the information, even import.

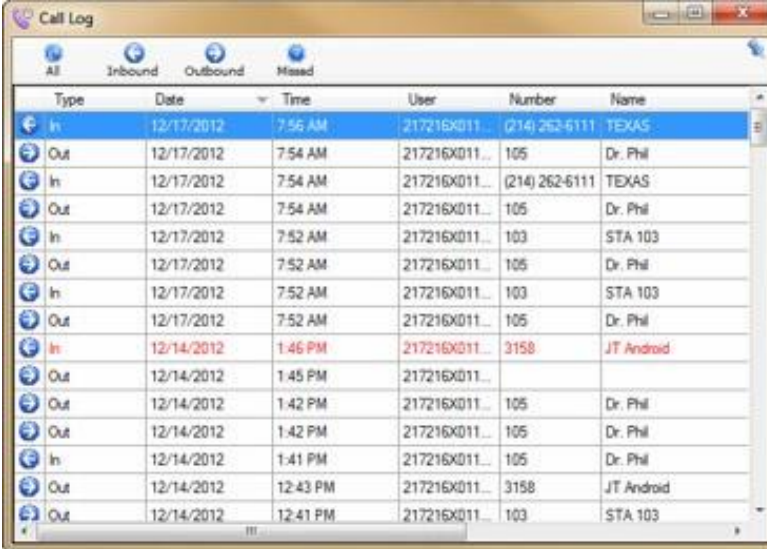
The screenshot shows a window titled "Contact Maintenance" with a blue header. It has two main sections: "General" and "Company". The "General" section has fields for First Name, Last Name, Telephone, Title, and E-Mail. The "Company" section has a dropdown for Name and fields for Address, City, State/Prov, Zip/Postal, and Country. To the right, there is an "Alternate Numbers" section with a table for Number and Type, and buttons for New, Modify, and Delete. At the bottom right, there are buttons for OK and Cancel.

Contacts from these fields can easily be added to the Speedial Tab in Window view.

Call Log

The Softphone has a call log detailing calls, simply clicking on a number calls that party back.

The Call log also allows calls to be played back if recorded (softphone can record all calls or when manually requested).



Type	Date	Time	User	Number	Name
In	12/17/2012	7:56 AM	217216X011...	(214) 262-6111	TEXAS
Out	12/17/2012	7:54 AM	217216X011...	105	Dr. Phil
In	12/17/2012	7:54 AM	217216X011...	(214) 262-6111	TEXAS
Out	12/17/2012	7:54 AM	217216X011...	105	Dr. Phil
In	12/17/2012	7:52 AM	217216X011...	103	STA 103
Out	12/17/2012	7:52 AM	217216X011...	105	Dr. Phil
In	12/17/2012	7:52 AM	217216X011...	103	STA 103
Out	12/17/2012	7:52 AM	217216X011...	105	Dr. Phil
In	12/14/2012	1:46 PM	217216X011...	3158	JT Android
Out	12/14/2012	1:45 PM	217216X011...		
Out	12/14/2012	1:42 PM	217216X011...	105	Dr. Phil
Out	12/14/2012	1:42 PM	217216X011...	105	Dr. Phil
In	12/14/2012	1:41 PM	217216X011...	105	Dr. Phil
Out	12/14/2012	12:43 PM	217216X011...	3158	JT Android
Out	12/14/2012	12:41 PM	217216X011...	103	STA 103

The Call log can also be exported or printed.

Video Conferencing

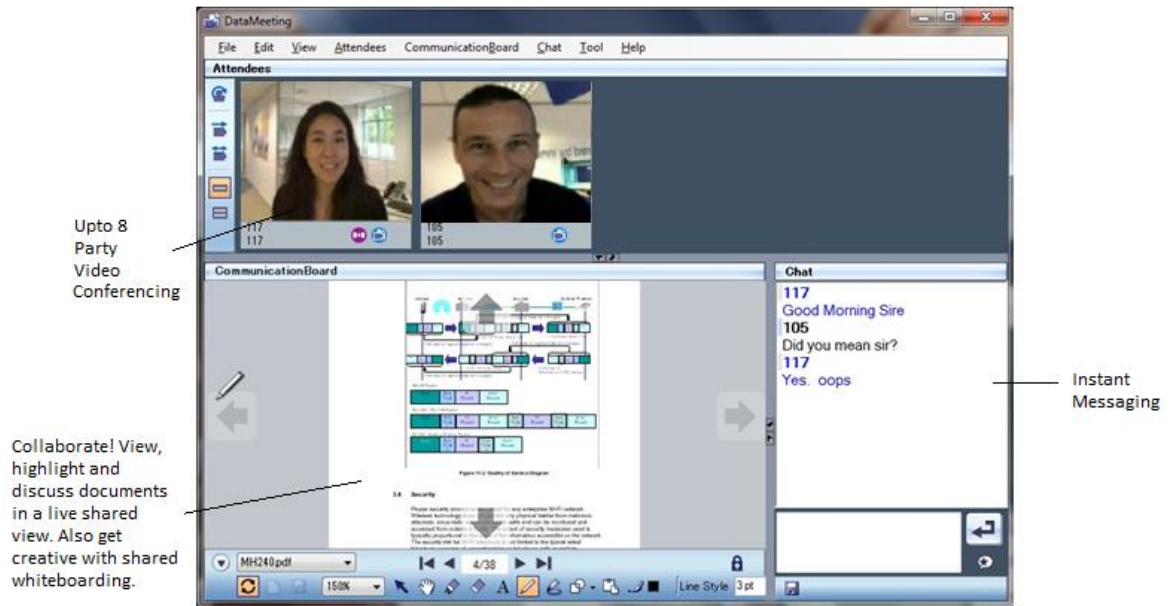
Video conferencing for up to 4 Parties can be setup directly from the Softphone (Communication board offers video options too, covered separately). Video calls can be made between softphones on the same network, so this includes home workers etc., connected via VPN.

A two Party call can be seen below:



Communication Board

The Communication Board/Data Conference provides support for Video Conference (maximum of eight parties), Communications Board, File Transfer and Chat. Data Conference can be accessed from the Function Toolbar or the More drop down. The image below is an example of a Data Conference.



InMail Integration

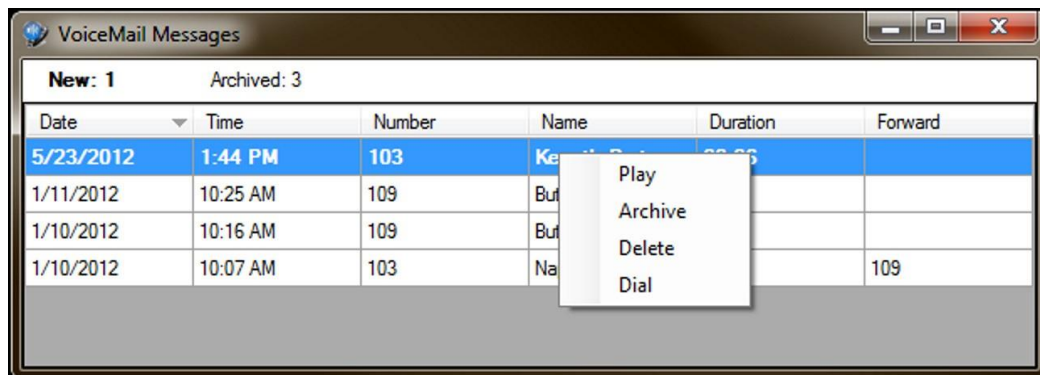
The UC Client, can integrate to the SV9100 InMail providing the user with a visual representation of their voicemail box and the ability to quickly manage this resource from their desktop.

A BE114063 SV9100 INMAIL INT-01 LIC (5312) license is needed for each UC Client that requires InMail Integration.

Product	Items	Description
BE114063	SV9100 INMAIL INT-01 LIC	InMail integration license per client

SV9100 InMail integration supports the following functionality for each UC Client InMail user.

- Message Status
 - View new messages
 - View archived messages
- Message Access
 - Play new/archived messages through deskset terminal or Softphone
 - Set new message status to archive
 - Delete a message
 - Dial the number associated with the message



3.2 USB Handset

NEC's USB Handset (UTR-1W-1) is designed to provide audio connectivity to users of SP310 and SP30 Softphone. It plugs directly into a USB port on any desktop computer or laptop and offers similar feature functionality of a standard IP desktop phone.



The USB Handsets utilize wideband CODECs for the truest possible speech reproduction resulting in crystal clear audio. It's easy to use intuitive interface and design provides users with:

- A lamp for notification of voicemails and incoming calls
- An easy to read numeric dial-pad
- A connector to plug-in a headset
- Ability to switch from the handset to a headset and back again either from the desktop or simply pushing a function key on the handset

Product	Items	Description
BE108337	UTR-1W-1(BK)	USB Handset allowing tradition telephone feel

4. HARDWARE AND SOFTWARE

The following are new Software and Hardware items released with SV9100:

Hardware

Code	Description	Comments
Hardware		
BE108337	UTR-1W-1(BK)	USB Handset allowing tradition telephone feel

Licenses

Code	Description	Comments
New Software/Licenses		
BE114058	SV9100 SOFTPHONE-01 LIC	NEC SV9100 Softphone License per client
BE114497	SV9100 IP PHONE DT-01 LIC	DT800/700 IP license per client
BE114063	SV9100 INMAIL INT-01 LIC	InMail integration license per client (coming soon)

5. TECHNICAL DOCUMENTATION

The updated manuals are available to download and also available on the BusinessNet.

The following will be available wc Nov 3rd 2014. Further documentation will follow.

Description
SV9100 Softphone Manual

6. TECHNICAL COURSES

If SV9100 VoIP trained no further training is necessary, please refer to the Softphone Manual for full details.

7. DOCUMENT HISTORY

Date	Issue	Changes
06/01/2015	1	First Release