

## Unique business handsets with an interchangeable design

**SV8100 handsets are like no other. Their modular construction means you can chop and change the design for exact business requirements. They can then be upgraded at a later stage without having to replace them - a great investment protection.**

Feature-wise, time saving features such as company directories, call history and speed dials are instantly accessible. Not only does this improve productivity, it increases customer service levels too.

Top end features on the IP phones include colour touch screens and an 'Open XML interface' which provides integration with Microsoft Outlook databases and more.

### Good reasons to choose SV8100 handsets

- **Modular construction** - the interchangeable design provides easy and cost-effective upgrades, helping to future-proof a business investment
- **Customisable design** - choose from a range of add-on line key modules, faceplates, LCDs, keypads and even printable side panels
- **Customisable function keys** - can be adapted to the exact individual requirements of a business
- **User-friendly interface** - little or no staff training required
- **Unique Bluetooth handset option** - provides wireless freedom from a desk, also links with Bluetooth headsets & PDAs

Bluetooth Handset  
Option - up to 50 metres wireless range

Add-on 8 line keys or 60 DSS key module - ideal for receptions & call centres

Choice of keypads

Choice of function keys - 12, 24 or 'Desiless' LCD

Choice of side panel colours with option of logo printing





## SV8100 Digital & IP Handsets

**Advanced business phones**  
**- easy access to system features**



### **DT310 Digital Handset**

- Available in 2 key non display or 6 key display
- Economical entry level phone
- Backlit keypad
- Hands-free working
- Easy to use soft keys / LCD prompts on display model
- Directory dial key 1000 system, 1000 group, 10 personal, 600 phone book
- Conference key
- Wall mountable

### **DT710 IP Handset** - features as DT310 plus:

- Message waiting indicator
- Low cost IP phone (ideal for office or home workers)

### **DT330 Digital Handset**

- Available in 12, 24 or 32 programmable keys
- Backlit keypad
- Hands free / speaker Phone
- Headset compatible
- Easy to use soft keys / LCD Prompts
- Directory dial: 1000 system, 1000 group, 10 personal, 600 phone book
- Navigation wheel
- Call history
- Wall mountable

### **DT730 IP Handset** - features as DT330 plus:

- Backlit LCD
- Security lock key
- XML Open interface - integrates into other applications

**DT330 LCD Digital Handset**

- User-friendly LCD function screen
- Ideal for hotdesking
- Backlit keypad
- Hands free / speaker phone
- Headset compatible
- Easy to use soft keys / LCD prompts
- Directory dial: 1000 system, 1000 group, 10 personal, 600 phone book
- Navigation wheel
- Call history
- Wall mountable

**DT730 LCD IP Handset - features as DT330 LCD plus:**

- Backlit LCD
- Security lock key
- XML Open interface - integrates into other applications

**DT330 Digital Bluetooth Handset**

- Available as 12 key telephone or DT330 add-on
- Class 1 Bluetooth – 50 metre range
- 8 programmable keys on handset
- Backlit keypad
- Hands free / speaker phone
- Headset compatible
- Easy to use soft keys / LCD prompts
- Directory dial: 1000 system, 1000 group, 10 personal, 600 phone book
- Navigation wheel
- Call history
- Wall mountable

**DT730 IP Bluetooth Handset - features as DT330 plus:**

- Backlit LCD
- Security lock key
- XML Open interface - integrates into other applications

**DT750 IP Handset**

- 7.5" colour touch screen LCD
- Backlit keypad & screen
- Security lock key
- XML open interface - integrates into other applications
- Hands free / speaker phone
- Headset compatible
- Easy to use soft keys / LCD prompts
- Directory dial: 1000 system, 1000 group, 10 personal, 600 phone book
- Navigation wheel
- Call history
- Wall mountable

## Handset function guide

### Alphanumeric display

- Backlit
- Time & date
- Extension name & number
- Incoming call info (name & number)

### Handset

- Interchangeable to Bluetooth option
- Built-in headset port

### One touch keys

Access to system features including:

- Extension dialling
- Lines / call park
- Voicemail box
- Call recording

### Speaker phone

### 7 different LCD colours

### XML Open Interface

- Integration into standard & bespoke applications eg. Microsoft® Outlook

### Soft keys

Access to system features including:

- Directories
- Voicemail
- Message waiting
- Call back
- Conference

### Mute Key

### Menu key

- Call history - redial / missed calls
- Directories
- Settings: Ring volume, back light, headset

### Adjustable stand

### Navigation wheel





## SV8100 IP DECT

### True business mobility

The SV8100 range of IP DECTs offers a more flexible way of working. Access to the main system features such as shared corporate directories mean employees are more reachable, more quickly. This increases responsiveness and in turn levels of customer service.

#### Good reasons to choose SV8100 IP DECT

- Established DECT technology - reliable & secure
- Scaleable from 1 to 256 Access Points, and even beyond
- Aggressively priced
- Makes employees more reachable, helping to increase customer service levels
- Drastically reduces mobile phone costs
- Integrated with features from the SV8100
- Wide range of handsets for all user types and environments
- Unifies communications - shared corporate directory access, plus excellent Presence feature
- Powerful text messaging and alarms enable quicker responses
- Future-proof investment - uses 'open standards' such as the open messaging interface, SIP technology and standard GAP compatibility

#### IP DECT applications:

**Text and alarm messaging** - Provides numerous uses including alerts about incidents such as a fire, nurse calls or status of industrial processes. Different priority levels can be applied to each message.

**Location Detection** - By pushing the SOS button on the phone, the system locates the position of the phone and alerts staff to provide assistance.

**Man-down** - Detects when a handset is left in a horizontal position and sends an alarm to other staff immediately for help.



#### C124

#### Cost effective entry level DECT

- Calling Name / Number, Call Logging
- Internal Directory: 40
- Headset compatible

**G355**

**Ideal for the demanding office user**

- Calling Name / Number, Call Logging
- Internal Directory: 200
- Central Directory
- SOS Alarm Key
- Location Detection
- Headset compatible

**G955**

**Ideal for office users who require advanced voice and messaging features**

- Calling Name / Number, Call Logging
- Internal Directory: 200
- Central Directory
- SOS Alarm Key
- Location Detection
- Messaging (LMRS)
- Broadcast Messaging
- Headset compatible including Bluetooth

**I755**

**Ideal for industrial or demanding environments, eg healthcare, manufacturing, retail & warehousing**

- Calling Name / Number, Call Logging
- Internal Directory: 200
- SOS Alarm Key
- Location Detection
- Man-down alarm
- Messaging (LMRS)
- Broadcast Messaging
- Headset compatible including Bluetooth

**M155 Messenger**

**Ideal for healthcare and hospitality environments**

- Calling Name / Number
- Internal Directory: 5
- SOS Alarm Key
- Location Detection
- Messaging (LMRS)
- Hands-free

### Good reasons to choose SV8100 MyCalls

- Improves customer service
- Improves staff efficiency
- Helps manage & measure sales & marketing activity
- Aids staff training
- Call recording helps solves disputes
- Real time information enables supervisors to react quickly to changes in call traffic
- Call handling information can be displayed on a plasma screen for motivational purposes

## SV8100 MyCalls

### A new standard in 'real-time' call management for businesses of any size

#### Enhanced Call Handling

Improves call handling efficiency and customer service by presenting valuable caller details from company databases including Outlook, directly to the users desktop before they answer the call. Speed dialing, extension BLF (busy lamp field) and full control of each call is available from the PC.

#### How much do missed calls cost a business?

Most businesses don't even know - you can't manage what you can't measure. MyCalls helps follow up missed calls immediately; provides real time information about call handling throughout the day, indicating when additional staff may be required at critical times, which could help prevent losing customers to competitors.

#### Which businesses would benefit from MyCalls?

Any business that uses telephony with their customers regardless of their size - it's not just for call centres. Call recording is also ideal for doctors surgeries and financial companies who may need to access previous calls, solve disputes, etc.

#### Programmable alerts

A unique feature of MyCalls enables customisable parameters to be set by the supervisor. This provides various alerts such as levels of unanswered calls at one time; phones left off the hook; calls exceeding preset duration or answer time; agents not at their stations etc. This means a supervisor is only alerted when action is required.

#### Real time call management

Customisable displays allows a business to adapt quickly to changing conditions. For example, improving call handling, monitoring and managing advertising campaigns, controlling staff and call costs.

#### Respond to busy periods

Call centre agents can respond to fluctuations in call volumes by logging themselves in to assist other sales staff.

#### Call queues easily controlled

Supervisors can also control the ACD queues. They can log their agents into queues from their desk, without the need for complex re-programming of the ACD system.



MyCalls displays all relevant call traffic as it happens, so any problems can be dealt with instantly. Customised alarms can be set when certain parameters are broken.

#### Easy call recording

Telephone calls can be selectively recorded, played back and exported for email. This simplifies and enhances training for call handlers. It also means that call disputes can be resolved efficiently.

# SV8100 UC for Business

## Advanced Unified Communications

**UC for Business helps unify an entire organization, enabling individuals, departments and locations to work more efficiently by ensuring seamless internal and external communications. Users can connect from wherever they via phones, pc's, mobile devices, faxes and the web - effortlessly.**

### Solutions for executives

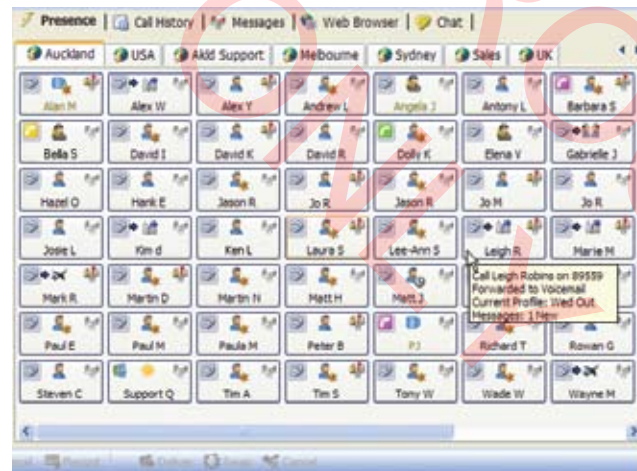
UCB puts busy executives in control of their availability by allowing them to screen, prioritise and respond to the contacts that are most important to their business. Managers can quickly reach workers on a wide number of mobile devices in order to communicate important assignments.

### Solutions for operators

Operators need to be able to manage peak times without compromising quality of service. UCB provides superior call handling abilities including 'point and click telephony' for greater speed, drag and drop facility for re-prioritising call queues and customer screen-pops.

### Solutions for knowledge workers

Knowledge workers have had to put up with phone tag, constant interruptions and overloaded inboxes for too long. UCB streamlines and intelligently manages all their communications using a single desktop application. Presence provides more



efficient call management and screen-pop caller details make call handling more professional.

### Solutions for contact centres

Contact Centre agents are expected to process large numbers of external requests as quickly as possible. These requests come in many forms - calls, faxes, e-mails, chats

UCB gives users all real-time Presence information at a glance enabling more efficient call handling. This makes staff more reachable and reduces time wasted on missed calls and messages.

and via the company website. UCB enhances customer service pre-configured safety nets for emergencies and high volume situations, and skills based routing so a customer speaks to the right person first time. The simple, intuitive interface means agents require little or no training is required.

### Good reasons to choose UCB

- A single point solution with a single server - creates a simplified administration environment
- Microsoft® Outlook based user interface
- Presence Reporting allows managers to monitor activity of their team, helping to enhance employee performance
- Simplified call handling - users manage all their communications from their desktop
- Easily customised for individual company requirements
- A wide range of 3rd party interfaces allows UCB to boost customer service and productivity
- Treat the mobile and the desk phone as a single device, using one number
- Instant 'drag and drop' conference calls



## SV8100 other applications

More feature-rich applications to increase employee collaboration and productivity

**Voicemail** - Already built in to the SV8100 on a single server, users can enjoy one touch access to voicemail as well as listen to messages remotely.

**Desktop Suite** - User friendly call management software. Allows users complete control over their telephony from their PC desktop, increasing speed and productivity dramatically.

**SP310 Softphone** - A portable handset which works with Desktop Suite. It's like taking a system phone with you. Ideal for on the road and homeworkers.

**Auto attendant** - ensures customer calls are routed to the appropriate people and answered quickly and efficiently. When customers call in, an instruction menu announcement is played, providing them with a choice of dialling options.

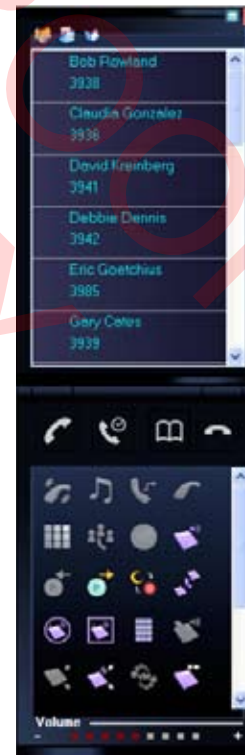
**CRM** - The SV8100 interacts with popular contact and CRM applications including Microsoft Outlook. It can connect to company databases providing instant access to customer information.

**Screen pop-ups** - Prompted automatically from a call, operators view caller ID as well as customer information even before answering, enhancing customer service.

**Call logging & recording** - A complete record of all calls made and received can be made, and also recorded as a .wav file with email-forward options.

**Instant messaging** - Personalized instant messages can be sent to other operators to the PC screen or handset screen, even when a call is being taken.

**Shared whiteboards** - Users can share drawing tools over the network such as white boards for more interactive conference calls.



At the click of a mouse, users can easily access features such as speed dialling, conference, call management and contact lookup while benefitting from seamless CRM integration.

