The SL1100

Smart Communication for Small Businesses

Includes
Latest
InApplications
Portfolio

www.nec-enterprise.com

Contents

"Your staff are the most valuable aspect of your business; the SL1100 can make them more productive from day one"

Why choose the SL1100?

This unique platform is the ideal solution for any small business. The SL1100 makes your team more reachable, more responsive and more productive.

Value for Money
- Powerful communications with a small business price tag
- Only pay for what you need, with an entirely scalable solution
- Lower running costs considerably by making smarter use of your communications

Easy to use
- Intuitive features that the whole team can use, without the need for training
- Handsets and applications include shortcuts that speed up working processes
- Time-saving applications empower your team to become more productive

Lean and Green
- Energy efficiency mode
- Built-in conferencing for a greener approach to business meetings
- A range of home working options to help lower fuel emissions

Keep them connected
- Use your mobile to stay contactable on your office number, from anywhere
- DECT wireless communications from anywhere on the premises for maximum reachability
- Never miss a thing, with enhanced voicemail to keep you up to date

Features at your fingertips

Headset port for plug-and-play hands-free working

LED indicates incoming call, request for call-back and new voicemail

Access to system features such as conferencing

Caller name and number displayed, helping you prepare for a call

Customisable keys can provide many features including:
- speed dials
- voicemail shortcut
- 'busy lamp field' indicating call status of colleagues

Transfer a call

Set to do not disturb

Mute key for listening-only mode

Speaker-phone for hands-free and group listening

Volume up

Redial List

Menu

Put call on hold

Call List

Access to company directory / volume down

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SL1100 Digital Handset

- 12 or 24 key versions available
- Backlit keypad and soft keys
- Adjustable angle
- Programmable keys with LEDs
- 4 feature keys and navigation keys
- Headset port
- Full Duplex Speakerphone
- 20 number personal directory
- 1000 number system/group directory
- Built-in wall mount kit
- Dual-colour call indicator lamp
- 8 Selectable ring tones
- Energy saving sleep mode
- Also available in white

SL1100 IP Handset

- 24 key handset
- Backlit keypad and soft keys
- Adjustable angle
- Programmable keys with LEDs
- 4 feature keys and navigation keys
- Headset port
- Full Duplex Speakerphone
- 20 number personal directory
- 1000 number system/group directory
- Built-in wall mount kit
- Tri-colour call indicator lamp
- 8 Selectable ring tones
- Homeworking functionality
- Also available in white

DSS Console

- 60 programmable keys with LEDs
- Ideal for receptionists
- Also available in white

Wireless DECT Handset

- 2 line/24 character backlit display (with feature icons)
- Backlit keypad
- 8 programmable keys with LEDs
- Headset port
- Selectable ring tones
- Roaming distance up to 200m outdoors and 50m indoors

Green Office

Energy Saving Product

"Intuitive handsets with time-saving features, helping you to work faster"

Keeping your team in touch

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."

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 travelling time and expenses."

Warehouse Manager

"The wireless DECT handset allows me to stay in touch while moving around the warehouse, making me more responsive. I can even make and receive calls with the HQ free of charge."

Security Guard

"The door-phone functionality makes it easy for me to operate the feature from my mobile if I need to go off-site temporarily."

IT Manager

"Its easier than ever to manage our system settings. Drag-and-drop functionality provides an error free way of building call groups, which is useful for when staff move desks, leave or join the company."
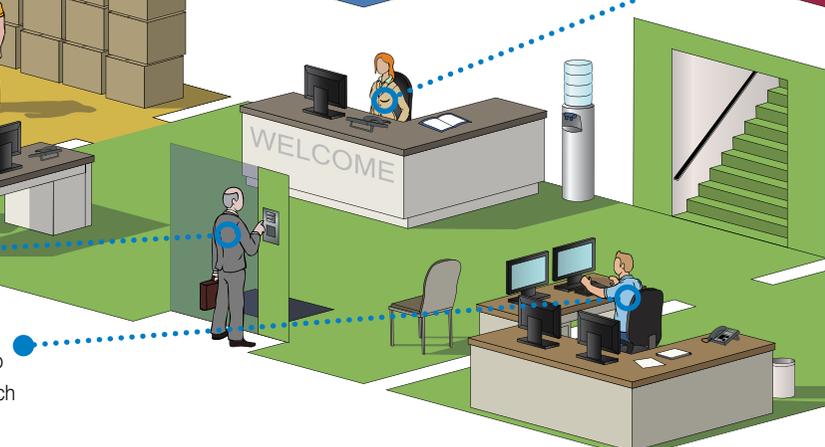
"The SL1100 can make your entire workforce more productive, wherever they are"
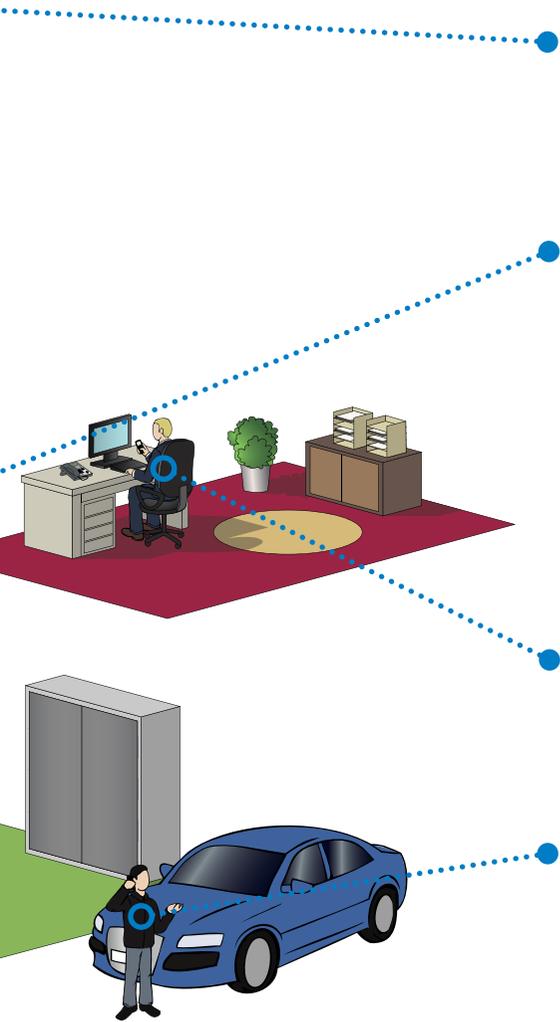
Team Manager
"With MyCalls I can view detailed call activity of my
team. We can use the statistics provided to reduce
abandoned calls, and follow up any that we've missed."

Receptionist
"With Caller ID displayed on my handset, I can give the
appropriate greeting to callers and redirect calls from
familiar numbers without answering, straight to the
relevant colleague.
The Busy Lamp Field buttons on my handset enable me
to view the call status of each colleague, meaning that
I can prevent wasting time trying to contact somebody
who is busy on a call".

Home Worker
"I can use my handset at home to communicate with
colleagues with the same ease as if I was in the office"
(IP version only)

Mobile Sales Person
"I can be on the road and stay contactable on my office
number using my mobile phone, meaning that I don't
miss an important enquiry."

Stay connected on the move

Remain contactable on the same number wherever you are

Mobile Extension:
Be in when you're out

With a Mobile Extension, you can carry your office number with you when you're on the road. With access to system features such as caller ID, call transfer and voicemail, it really is like being in the office, whether you're travelling, on leave or stuck in traffic.

Get more out of your team

Company specialists can now be empowered to maintain high service standards when out of the office, helping you make the most of your most valuable members of staff.

Never miss a sales call

Salespeople can use Mobile Extension to ensure that even when they're on the road, they never miss out on a call which could lead to a lucrative business opportunity.

Wireless DECT:
Maintain service levels when away from your desk

With DECT handsets for wireless voice communications, you can move around the office and remain reachable, so you don't lose touch with colleagues or customers.

Office

Incoming call
from customer

Call automatically
diverted to mobile

Mobile Sales Person
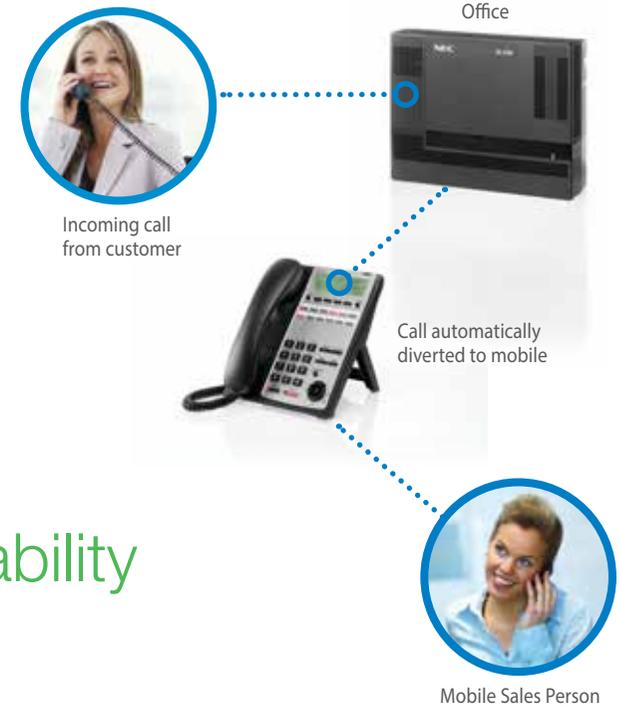
"Maximise the reachability of your team"

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More than voicemail

Advanced features for enhanced communications

What is InMail?
InMail is more than just a regular voicemail box. Packed with powerful business features, this is a solution to make keeping up to date easier than ever.

A record for when you need it
Using Conversation Recording, you can keep track of important discussions. Recordings can be emailed to colleagues and stored for quick reference.

Keep your customers and colleagues up to date
Whatever you're up to, you can have the right recorded message to match. With three Personalised Greetings, you can select them depending on your availability or the time of day. For example, announce if you are out of the office, on annual leave, and even suggest an alternative contact.

Never miss another message
With Message Notification to your desk phone, home office or mobile phone, you can monitor your mailbox effortlessly wherever you are. You can even choose to receive email notification with the message included as an audio attachment.

"Voicemails can be accessed from system phones, mobiles and even email inboxes"

NEW: InApps

The SL1100 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. And using a browser interface, they provide 24/7 availability for your business.

InGuard

Effective 24/7 Toll Fraud Defence

Are you at risk from Toll Fraud?

The global cost of telephone fraud is around 25bn pounds / euros each year and is rising by 15%.

Toll fraud, also known as phreaking or phone hacking is a risk to businesses of any size with an estimated 85% of business considered to be vulnerable.

A single attack can typically cost a business thousands and as a worst-case scenario result in bankruptcy. NEC's InGuard application helps defend a business against toll fraud attacks and provides peace of mind for the user.

> Effective 24/7 defence from Toll Fraud
> Low cost solution (an on-board application) with no extra PC/server required
> Configurable to your specific business call activity
> Healthcheck feature to assess any weaknesses during installation

How does NEC's InGuard work?

All call activity is monitored 24/7 and any suspicious call activity is detected instantly. This results in one of two automatic alerts: an 'alert only' email sent to designated recipients, or in more severe cases an 'alert and block' which prevents any further call activity instantly.

"Not only does this detect a suspected toll fraud attack, it can also help prevent internal abuse of the phone system"

InReports

Call management made simple

"Optimise your company's communication performance and enhance your customer service levels"

Quick, easy and cost-effective, NEC's new InReports makes the ideal starting point for call management.

Call performance is critical to your team's productivity as well as levels of customer service. InReports provides 24/7 monitoring and analysis of your entire companies communications via a browser.

It then produces pre-defined, graphically enhanced reports which are presented clearly in a number of different ways: Lists, Charts and Wallboards.

Business benefits of InReports include:

> Easy evaluation of your team's communication performance
> Real-time business critical statistics e.g average answer time & unanswered calls
> Wallboard display statistics for team motivation
> Proactively deter unauthorised calls

"Video conferencing. Document sharing. Collaboration. InUC makes it all affordable for the small business."

InUC

Smart Collaboration and More

Collaborating with your colleagues doesn't always mean you're all in the same room together or even in the same time zone.

In today's working environment, employees are spread across different locations. One of the best ways to collaborate with colleagues is by video conferencing.

The SL1100's InUC utilises WebRTC (Real-Time Communications) providing highly cost-effective video and collaboration working seamlessly within your IT environment. SL1100 users are able to quickly set-up audio and video connections between two or more PCs or devices from anywhere with an internet and VPN or LAN connection.

As well as video and audio conferencing functionality, PC users can work collectively with screen share and shared documents. It's also ideal for live software demos and presentation slideshows.

> Video conferencing, document & screen sharing for up to 32 SL1100 users (4 conferences each of up to 8 parties)
> Highly cost-effective solution
> Uses secure connectivity
> Works via Google Chrome or Internet Explorer v11 on a PC or Android device

"Collaborating isn't just about sharing ideas, but also learning more about each other"

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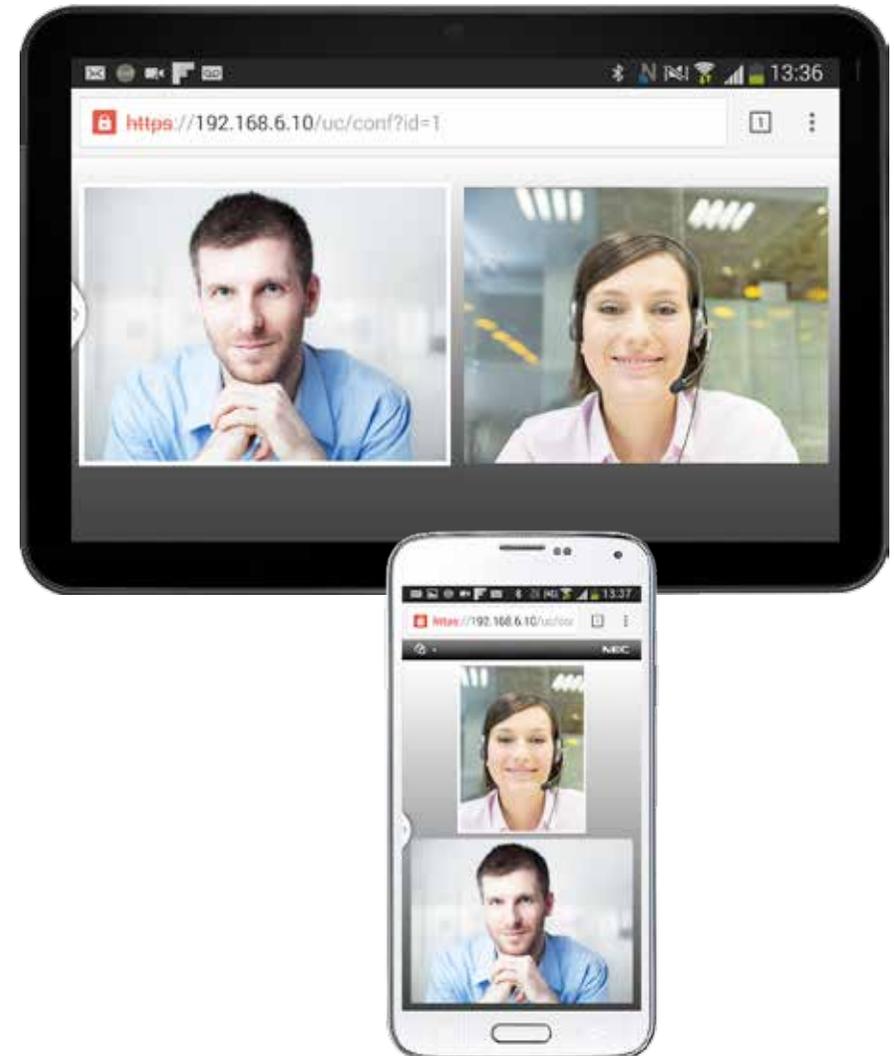
Work Smarter

Intuitive applications to increase productivity

What is MyCalls?

A complete call management solution, MyCalls provides detailed call activity, allowing you to respond to changing conditions in your business more quickly. Your workforce is your most important asset, and now you can manage your whole team from your PC desktop.

You can't manage what you can't measure

How much custom could missed calls be costing your business? Many companies don't know and have no means of finding out. With MyCalls, you can follow up missed and abandoned calls immediately, giving you the potential to avoid losing business to your competitors on a daily basis.

Advanced call recording

With MyCalls Call Recorder, calls can be effortlessly recorded and archived, providing an effective way of resolving disputes and a useful tool for staff training. With the advanced call recorder, small sections of a call can be named, colour coded and saved separately, enabling you to retrieve crucial information more quickly when needed.

"Claim back business from competitors on a daily basis"

Powerful Reporting

MyCalls offers a huge range of different reports which can be selected and scheduled to run at the time of day of your choice. Valuable information such as call volumes, durations and staff performances can be analysed, providing you with a tool for assessing your team and introducing motivational incentives.

With Director's Report, you will be provided with detailed updates of the most critical business information, sent automatically by email at the end of each day. This allows you to keep up to date, even when you are out of the office.

What is Desktop Suite Lite?

This productivity-boosting product has two different functions which can each deliver excellent business benefits;

The **Softphone** is a portable telephony application, offering you system phone functionality from your laptop, wherever you are; ideal for home and mobile workers.

The **Deskset** is an intuitive application providing full call control from a PC screen. With a click-to-dial facility, you can speed workflow while eliminating dialling errors. For Microsoft Outlook users, Deskset can even integrate with your Outlook contacts, providing a click-to-dial function within email for further time-saving benefits.

10 Business benefits of the SL1100

Lower your costs
Powerful communications for a small business budget

Increase your productivity
Sophisticated solution, simple to use

Excellent homeworking capabilities
Office level functionality from your home office

Future-proof your business
Value for money and tailored to your needs

Improve customer service
A solution to help you effortlessly boost your customer's experience

Keep up to date effortlessly
Never miss a thing with easy access to key information

Stay contactable from anywhere on site
DECT handsets mean you don't lose touch with colleagues and customers

Track your team's call activity
System features and applications to make management easier

Remain reachable on the road
Carry your office number with you using Mobile Extension

Reach crucial business decisions faster
Built-in conference bridge provides convenient options for meetings

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NEC

Why Choose NEC?

With more than 50 years experience of providing communications solutions to customers worldwide, we understand that every business is different.

Combining a global vision with local presence, we pride ourselves on evolutionary technologies, unsurpassed support and environmentally friendly solutions.

With a worldwide leadership position in business communications systems we focus on meeting the needs of businesses and organisations large to small.

SL1100: Smart Communication for Small Businesses