Empowered by innovation

NEC

UNIVERGE 360

XN120

Sophisticated communication made simple

Includes new IP DECT range

360-degree communication

Xn
120

'Keeping pace is one thing,
taking the lead is another'

Contents

Sophisticated communication made simple

With the speed and intensity of business constantly on the rise, just keeping up with your competitors is hard enough. To grow and become more profitable, you need to find ways to get more done in less time. The key to meeting this challenge is more effective communication between your staff, customers and partners.

### Introducing the XN120 Telephone System from NEC

For too long, the most powerful and innovative telephone systems have only been within the reach of large corporations. With the XN120, this is no longer the case.

Designed to satisfy the growing needs of small and medium businesses, this is a professional, flexible and easy-to-use voice communication system at a price that makes perfect sense.

Brought to you by a global communications leader

NEC Infrontia is part of the global communications leader NEC. For three decades, we have been supplying leading-edge communications solutions to small to medium businesses throughout Europe.

XN120 continues that long tradition, giving you access to the features that you require. XN120 also brings investment protection by connecting to the broadband SIP network.

Computer Telephony

Call Centre

Internet Telephony

Wi-Fi

Voice over IP

SIP

Broadband
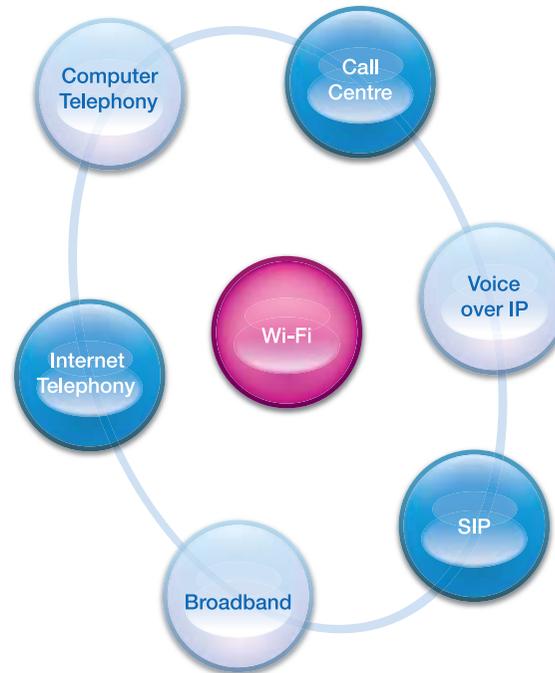
Why choose NEC?

- A leading global enterprise telephony solution provider
- Empowering our customers through over 100 years of experience in IT and Networking
- Spanning the full spectrum of ICT products and solutions
- Invests over £2 billion in research and development every year
- Employs more than 150,000 people worldwide
- Japan's largest supplier of telephony solutions to the SME sector
- The only global company in the world's top 5 in both computers and communications
- Environmentally friendly company policy
- Unsurpassed UK technical support & logistics
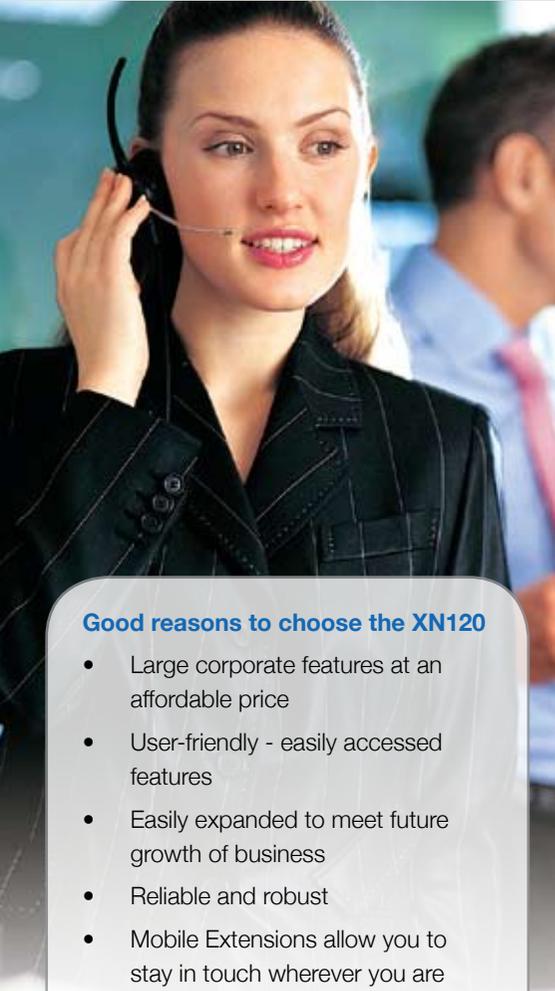
Connections

Smoothly connecting your staff, customers and partners

Good reasons to choose the XN120

- Large corporate features at an affordable price
- User-friendly - easily accessed features
- Easily expanded to meet future growth of business
- Reliable and robust
- Mobile Extensions allow you to stay in touch wherever you are
- Integrated features include: voicemail (300 mailboxes), flexible call routing, auto attendant, conference bridge and one-touch call recording
- Real-time business management with MyCalls application
- SIP compatible

Fast and professional customer service

No matter how good your products and services, your success is ultimately determined by how well you look after your customers overall.

Smoothly connecting to your customers and partners is what gives your business the competitive edge. It makes good business logic to ensure your new phone system can keep pace with today's rapidly changing communication technologies.

Investment protection

Are you buying a new phone system that is about to become obsolete? Take a closer look at XN120.

There may be features that you do not need today that will be vital for your business in the future. XN120 has the power to keep pace with those requirements:

- CTI (Computer Telephony Integration) – Linking your phone system to your computer.
- VoIP (Voice over Internet Protocol) – Using DSL broadband or your computer/Internet network to carry voice calls.
- IP (Internet Protocol) Telephony – Converged voice and data networks are here today. Connect your phones directly to your computer network.

We grow with your business

XN120 meets the requirements of the SME customer. XN120 is the only phone system that can start as small as three exchange lines and eight extensions with competitive pricing and grow to 72 extensions without you having to replace a single item.

All growing businesses must make every penny count. With XN120, you buy what you need today, safe in the knowledge that your investment will not be wasted.

XN120 gives you all the features you need to present an efficient, friendly and polished communications service that will delight your customers and help grow your profits.

Peace of mind

Communication systems for today and tomorrow

Communications technology is changing so fast that users may be forgiven for thinking that today's purchase will be tomorrow's mistake.

Instead of the satisfaction of evaluating a major purchase, confusion and doubt are concerns for many buyers of new phone systems.

We at NEC recognise these major concerns. It is difficult to avoid using the many acronyms that surround today's technology. Unfortunately, these short-hand technical terms go a long way to making our technology unintelligible for the layman.

Dispensing with the acronyms, what does XN120 give you?

XN120 is the latest version of NEC communications systems that have evolved since the 1970s. It incorporates the most important features that SME users over the years have taken for granted.

XN120 will connect to the public phone network whether it's traditional such as analogue or ISDN line, or leading edge such as IP. XN120's 'future proofed' design ensures that it will also connect to emerging services such as British Telecom's 21CN SIP network.

The flexibility of XN120 also means that you can connect any type of phone devices. Existing equipment such as modems, wireless DECT phones and answering machines can easily be plugged into this hybrid telephone system, making the most of your current investment and ensuring a seamless transition for customers and staff.

"You can get back to running your business, not worrying about your phone system."

Features

XN120 has all the features you would expect from a big-budget corporate phone system. These include:

- Account/Client/Project codes (2000)
- Account codes – forced/verified (1000)
- Automatic operator
- Automatic day/night service (8 levels)
- Battery backup
- Busy/No-answer call attendant
- Camp on/callback
- Call cost logging
- Call centre features
- Call forwarding (busy/answer)
- Call forwarding (to external number)
- Call forwarding (with follow me)
- Call forwarding (from doorphone)
- Call park (64 locations)
- Call progress timer
- Call queuing (extension/operator)
- Conference (16 ccts standard)
- Conference bridge
- Conversation record
- Computer integration (CTI)
- DDI step on
- DDI call routing
- DISA (16-channel voice response unit)
- Doorbell/Doorphone/Door lock
- Dual-colour LED on phones
- Email fault reporting

- Ethernet/LAN port
- Hunt groups
- Hybrid extension ports
- Intercom call (voice-activated answer)
- IP trunks and extensions
- Manager intrude (barge in)
- Missed call indication
- Mobile Extension

- Music on hold (internal/external)
- Online programming
- Paging (internal/external)
- Park and page
- Personal messaging
- Phone lock (access code)
- Queue messaging
- Redial

- Room monitor
- S bus/SO (ISDN)
- Secretary features
- Silent monitor
- Telephone directory (2000 names)
- Trunk-to-trunk transfer
- Virtual/Phantom extensions (50)
- Voicemail (integrated or third party)

The diagram below illustrates how flexible XN120 is:

Remote XN120

VoIP

IP Network

SIP, DSL

Traditional Phone Network (PSTN/ISDN)

Office LAN

CTI

Server

PC

XN120 (Including Integrated Voice Mail)

XN System Phone

XN System Phone

Analogue Phone
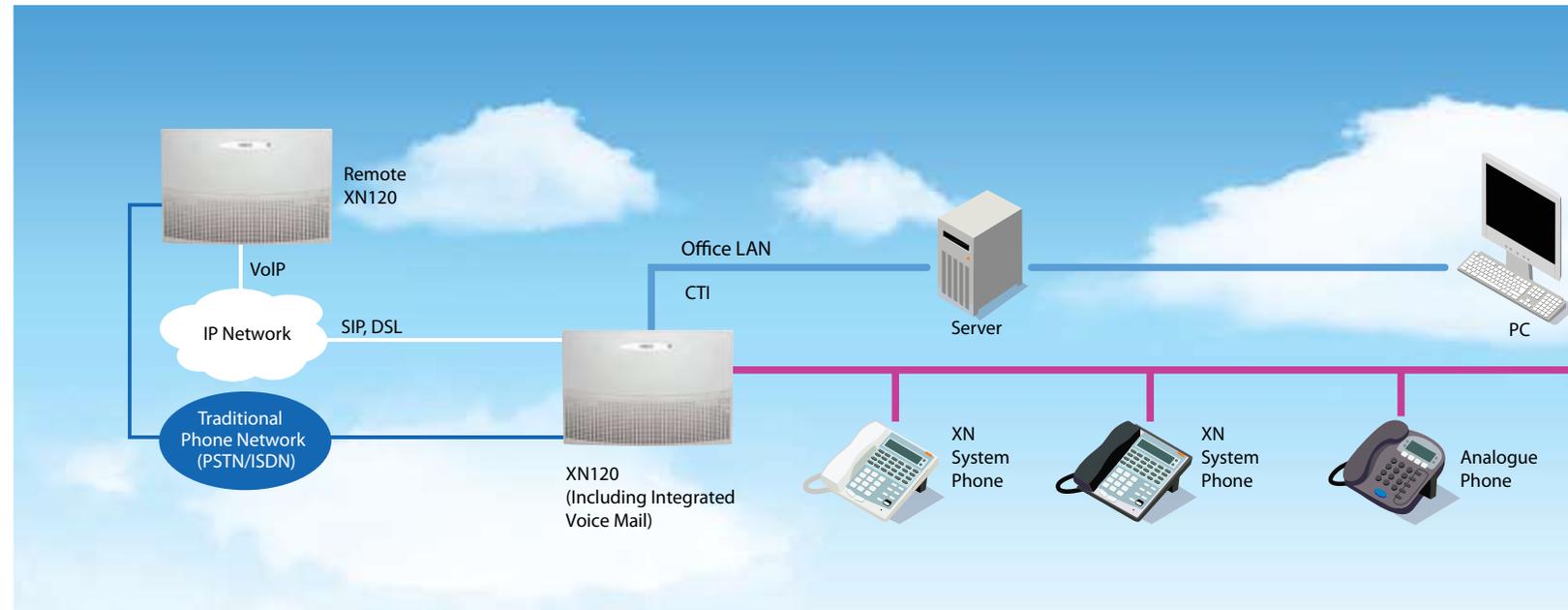
Selected features in detail:

Conference Bridge - Make internal and external conference calls without expensive conference bridges or services. Simple password access allows up to 32 users to join, leave and re-join a conference easily.

Voicemail - XN120's Integrated Digital Voicemail includes big system features including remote access of voice messages, time /date stamp, group mailboxes and

individual, multi-lingual prompts. Up to 15 hours of message recording time is available.

Auto Attendant - Allows the caller to be quickly and efficiently directed to the person or department that they require. This feature can also allow a caller the option of returning to reception or another member of staff, rather than being forced into a voice mail.

Multiple operating modes - The XN120 has up to 8 different working modes to help you deal with different times of day. Modes can include day, night, holiday, lunch, training, fire drill, etc.

One-touch Call Recording - Conversations, verbal orders, directions, etc can be instantly recorded with a single click into your mailbox. Call recording is now a legal requirement in selected industries.

Mobile Extensions - Treat your mobile as an extension on the telephone system. Get access to the same features that the desk-phone offers, but with the freedom of a mobile phone. Ideal for remote workers, sales teams and busy executives.

Paging - Utilise your XN120 handset to 'page' in up to 8 different groups, areas or departments. This can be integrated into your existing wired paging system to cover larger areas.

SIP compliant - Benefit from reduced call costs and future-proof technology. Compatible with all the major SIP vendors, the XN120 has full SIP capabilities, straight out of the box.

Expandability - Benefit from maximum ROI along with future growth capacity. Go from 1 user to almost 100, without waste or redundancy.

IP Softphone

IP Softphone

DECT Phone

PC

PC

DAP

DECT Phone

Video Conferencing System

Answering Machine

Door Phone

Fax

Modem/PDQ

Door Entry Lock
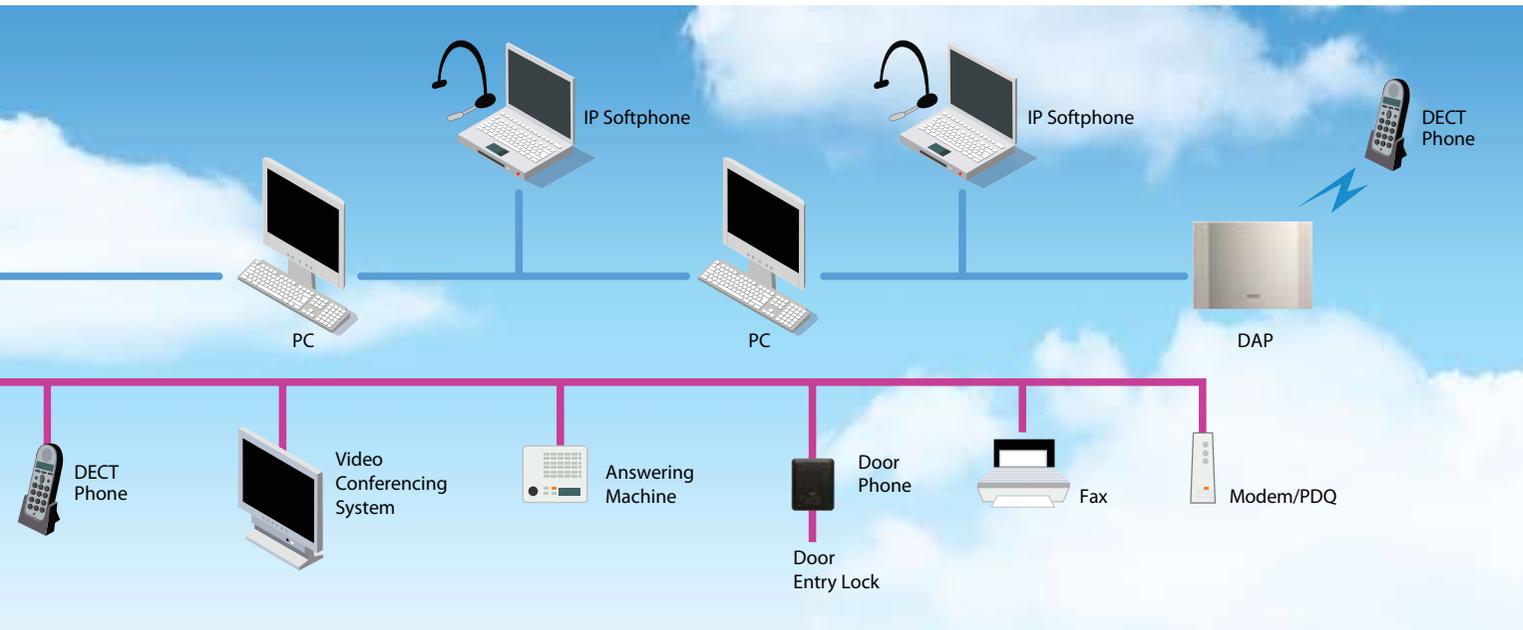
XN120 telephone

Our range of system phones include intelligent features to help increase productivity.

XN Vision - 22-button display

- LCD display, two line with 16-character display
- 12 Buttons for BLF, phone lines and features
- 360º Call indicator
- Dual-colour LED line button indicating call status at a glance
- 10 personal speed-dial buttons
- Height adjustment and built-in wall mounting
- Hands-free loudspeech

XN Talk - 22-button standard

- 12 Buttons for BLF, phone lines and features
- 360º Call indicator
- Dual-colour LED line button indicating call status at a glance
- 10 Personal speed-dial buttons
- Height adjustment and built-in wall mounting
- Hands-free loudspeech

DSS Console

- Operator/Receptionist add-on module
- 64 Function/number/busy lamp (BLF) buttons
- External/Internal paging zones buttons
- Alternate answer call button
- Two-door phone buttons
- Day/Night mode button

Add-on Module

- Add-on module for power users
- 24 Function/number/busy lamp (BLF) buttons
- Dual-colour LED buttons indicating call status

Message/Ringer lamp

- 360° Vision

Display

- Two-line 16-character display

Display prompts include:

- Called/Calling name and number
- DDI name and number
- Directory names
- Missed calls name/number (10)
- Second-call indication
- Text messages

12 Line/Busy lamp soft buttons

- User configurable
- Dual-colour indication
- One-touch feature access
- Show status of colleagues

Ring tones

- Differentiate external/internal calls

In-built wall mount

10 Speed-dial keys

- One-touch dialling of frequently
- called numbers

Directory dialling

- 2000 Number/Name phone book

Volume controls

- Alter speaker / microphone / music volume

Hands-free loudspeech

Capacities

Scalability – build on your investment

Worried that you may outgrow XN120 – NEC has ensured that as you grow nothing is wasted.

XN120 solutions are scalable.

Start small and expand your phone system when you want to. Unlike most competitive systems XN120 does not force you to throw away your existing main cabinets when you grow to 20–30 extensions. Just add another XN120 cabinet and keep growing.

Start as small as three exchange lines and eight extensions. With additional interface cards and cabinets, you can grow to 51 exchange lines and 72 extensions. If you wish to add IP extensions, then XN120 can support up to 96 extensions.

	1 Cabinet	2 Cabinets	3 Cabinets
Analogue Exchange Lines	9	18	27
ISDN BRI Channels	16	32	40
Analogue/Digital Extensions	24	48	72
IP Extensions	24	24	24

System Quantities		
Internal Paging Zones	Standard	8
Conference Circuits	Standard	16
	Optional	32
Abbreviated Dialling – Personal	Standard	20
Operating Modes (Day, Night, etc.)	Standard	8
Power Fail Transfer Ports	Standard	1
DDI Table Entries (ISDN)	Standard	2000
Digital Voice Mail Boxes	Optional	300
Digital Voice Mail Ports	Optional	8
VRS Channels	Optional	16
Door Phones	Optional	2
Control Relays/Door Locks	Optional	2
RS-232C Port	Optional	1
LAN Port	Optional	1
Battery Backup – System	Optional	1

Mobile Extensions

System phone functionality straight to your mobile

The XN120 Mobile Extension feature is like being in when you're out. Treat your mobile like your desk phone and enjoy system features while you're on the move.

You can be more reachable and maintain high customer service levels at all times. Save on voicemails, save on call backs and stop playing 'telephone tennis'. What's more, you can be contacted on the same extension number.

Mobile Extension Features:

- Conference Call
- Caller ID
- Call Waiting & Call Forward
- Paging
- Hold & Transfer
- Speed dialling
- Voicemail access
- Hotel features
- Camp On

XN120 Mobile Extension benefits

- They're a built-in feature at no extra cost
- You can use your mobile like your system phone, wherever you are
- You can be contacted away from your desk with your same extension number
- You can access system features away from the office
- You can maintain high service levels when on the move
- You can be contacted first time, so you don't waste time chasing up missed calls

"With the XN120 you can incorporate your mobile as an extension. This embedded feature comes at no extra cost!"

IP DECT

True business mobility

The XN120 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 XN120 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

- 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

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 health care, 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 health care and hospitality environments

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

XN120 **MyCalls**

A new standard in 'real-time' call management for small businesses

What is MyCalls?

A complete call management system in
a single solution. Some of your most
expensive assets, ie your communications
and staff can be managed effortlessly from
a supervisor's desktop. The MyCalls range
includes call monitoring, call centre
management, call recording and call
activity analysis. All this happens in
REAL TIME allowing you to respond
to changing conditions in your
business quickly.

Enhanced Call Handling

Improves call handling efficiency and
customer service by presenting valuable
caller details from company databases
including Microsoft® 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.

Real time call management
Provides complete overview of calls in REAL TIME allowing
you to adapt to changing conditions in your business quickly.
It helps you improve call handling, view and adapt to busy
periods, monitor and manage advertising campaigns and
help you control your staffing and call costs.

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.
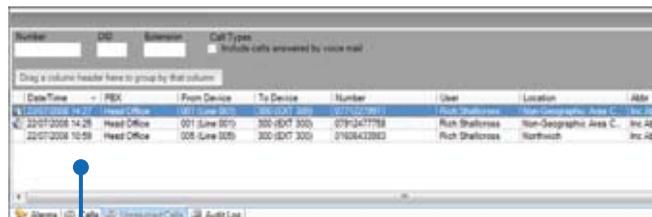
Missed calls followed up

Calls that go unanswered can be viewed ready for call back. Once these calls have been made they are removed from the list so to avoid contacting the same customer twice.

"MyCalls displays call traffic as it is happens, so any problems can be dealt with instantly."

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.

XN120 Hotel Software

Designed to satisfy the growing needs of the small and medium hotelier, the XN120 Hotel Software offers a professional, flexible and easy-to-use hotel communication system.

NEC has identified many ways in which your hotel can run smoothly and improve communication between guests, staff and suppliers alike.

Smoothly connecting to your staff, suppliers and your guests is what gives your hotel the competitive edge and the XN120 Hotel Software provides comprehensive hotel services in addition to the many features available to business users.

Features such as 'wake up calls', 'room status' and 'room-to-room call restriction' can help you run your facility more efficiently, save you time and money and provides your guests with a more responsive service.

For further information please contact your local NEC representative or:

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NEC

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the most powerful
and innovative
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