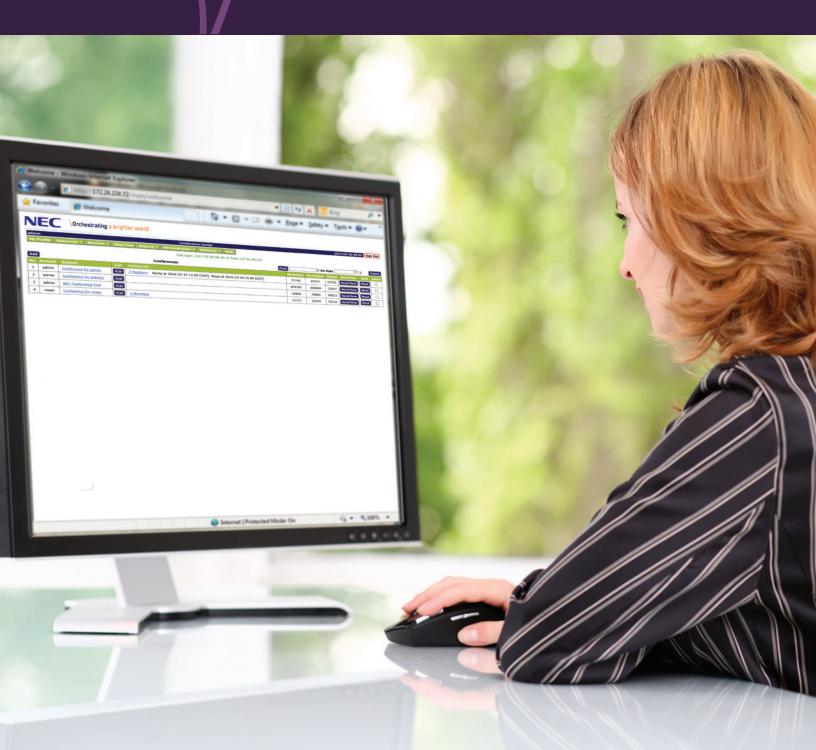\Orchestrating a brighter world

# NEC

For the UNIVERGE SV9100 and SV9300

# NEC Meeting Center

# A comprehensive collaboration solution that enables real-time sharing and exchange of information between customers and colleagues.

| admin | | | | | |
|---|---|---|---|---|---|
| My Profile | Resources ▾ | Services ▾ | Real View | Rep... | |

**Add**

| No. | Account | Subject | iCal | Comments |
|---|---|---|---|---|
| 1 | admin | Conference for admin | iCal | 2 Members |
| 2 | admin | Conference for admin2 | iCal | |
| 3 | admin | NEC Conference Test | iCal | |
| 4 | nuser | Conference for nuser | iCal | 1 Members |

## At a Glance

- All in one comprehensive collaboration solution

- Improves teamwork among colleagues in geographically dispersed locations

- Enables real-time sharing and exchange of information between co-workers and customers

- Reduces travel costs through enhanced collaboration tools

- Enables web collaboration/conferencing via PC, smartphones and iPads®

- Increases employee efficiency and productivity

- Eliminates monthly recurring charges for hosted solutions

- Runs on a server blade in NEC's UNIVERGE® SV9100 and SV9300 communication platforms – alleviates the need and cost of an external server

## Overview

NEC Meeting Center for UNIVERGE SV9100 and SV9300 communications platforms is a sophisticated audio conferencing, web collaboration and mass notification solution. It equips your employees with tools to help them improve efficiency, lower spending by reducing the need for travel and stay informed. As a result, your employees become more responsive and productive through real-time sharing of information and most importantly, service your customers better.

## Solution

### A Comprehensive, Secure Collaboration Solution

NEC Meeting Center (NMC) is a secure, premises-based solution that runs on a server blade within your SV9100 or SV9300 communications platform – eliminating the need for an external server. It encourages collaboration, lowers expenses and enables you to send mass notifications. With its intuitive interface, it provides Meet-Me audio conferencing, Dial-Out Firebar conferencing, web and video collaboration and mass notification all in one comprehensive solution. NMC for SV9100 and SV9300 alleviates the need and expense of deploying multiple unique applications from multiple vendors.

By implementing a premises-based solution, you immediately eliminate recurring expenditures for a hosted solution. Besides saving money, NMC provides you peace of mind that your communications with your employees and customers occurs on your own secure network.

### Enables Real-Time Sharing and Exchange of Information

With NEC Meeting Center's audio conferencing and web/video collaboration, your employees have the tools to effectively collaborate with colleagues and customers as well as reduce overall travel expenses. NMC enables them to securely connect via their PC, desktop phone, smartphone and iPad with individuals in geographically diverse locations to conduct presentations, meetings and training.

For emergency situations or other types of events where you need to reach a large number of people – quickly, NMC's mass notification is designed to send messages via voice, email and Short Message Service (SMS) or a combination of all three to designated individuals or groups - small or large. By quickly getting your message out, the people you need to reach stay informed and can make decisions faster.

## NMC Audio Conferencing

NMC Audio Conferencing provides a rich set of conferencing capabilities that enable your employees to more easily collaborate with customers and colleagues.

- Supports customizable, secure reservation-less and reservation-based audio conferences
- Schedule recurring audio conferences via the Web Portal - use Microsoft® Office Outlook® iCalendar to send invitations to desired participants
- See real-time view of a running audio conference via Web Portal - participants can be seen by name or by caller ID
- Display loudest speaker - allows identification and muting of a participant who may be inadvertently injecting noise into the audio conference
- Merge two or more audio conferences into one without dropping any calls - transfer participants between conferences
- Record entire conference or excerpts and playback via PC's media player or via dial-in IVR

## NMC Dial-out (Firebar) Conferencing

NMC Dial-out (Firebar) Conferencing allows the server to call a pre-determined group of people and upon off-hook place them into an audio conference. Once a conference is in progress, various DTMF controls available on NMC Audio Conference can be exercised. NMC Dial-out conferencing provides flexibility to reach a group of people via voice, email, and SMS text and if necessary pull them into an impromptu audio conference.

- Trigger a dial-out conference based on either an incoming phone call, a click on a web portal or a scheduled time
- Select communications medium to be used for message delivery [Voice only, Email only, SMS (via SMTP) only or any combination etc.]
- Send calls to any PBX extensions or to PSTN landline or cellular numbers
- Supports an unlimited number of call out groups
- Send caller-ID of your choice that can be used by recipient's cell phone to display associated 'caller name' (e.g., Central Security)
- Offers answering machine detection and avoidance
- Provides summary and detailed reports on call completions (Busy, No Answer, Answering machine etc.)

## NMC Web Collaboration

By combining NMC Web Collaboration with NMC Audio Conferencing, you can further enhance the collaboration capabilities of your employees. When used together, participants can collaborate in real-time and achieve desired end results quickly without exchanging multiple emails.

- Can be used standalone or in conjunction with NMC's Audio Conferencing application
- Web-based application - no software download required and no recurring costs usually associated with hosted solutions
- Designed to run across the Internet or a private data network without requiring any changes to firewalls - running behind a secure private data network insures web conference content cannot be compromised
- Review projects, schematics, diagrams and presentation with customers and colleagues
- Enable customer support to assist with issues remotely by having the remote user share his/her desktop with the support personnel

## NMC Mass Notification

NMC Mass Notification ensures that your message gets out. Whether you need to alert people about an emergency or inform them about some other type of event, this web-based application is simple to use and allows you to send messages to individuals or groups – quickly and efficiently.

- Select communications medium to be used for message delivery (Voice, Email, and SMS or a combination)
- Send out emergency alerts, organization information, reminders, special event notices, etc…
- Send caller-ID of your choice that can be used by cell phones to display associated 'caller name' (e.g., Security Alert) - leading to higher percentage of people picking up a message
- Control the speed of dialing out
- Display real-time call activity and a progress bar on a Web Portal
- Abandon Group Alert in progress via web portal or DTMF
- Provide summary and detailed reports upon call completions (Busy, No Answer, Answering machine etc.)

| | Feature | How it Works | Benefits |
|---|---|---|---|
| **Audio Conferencing** | Ad-hoc 'Meet Me' Audio Conference | Moderator and participants agree upon a start time and PIN to use. When people dial in and enter their PIN, they are placed into the conference. | Simple to use. PINs are always active and parties can join the bridge at any time. |
| | Scheduled 'Meet Me' with PIN Audio Conference | Schedule conference call using web portal. Use iCAL to send email notifications via Microsoft Outlook, Lotus Notes, etc... | Ability to use your existing Outlook 'contacts'. Calendar will automatically remind participants about upcoming conference. |
| | Dialed number (DNIS)-based Audio Conference | Multiple participants simply dial a phone number to join an audio conference. | No PINs to remember and simple to use. |
| | Progressive Dial Out Audio Conference | Moderator can dial out from the conference bridge and bring participants into a conference one by one. | Allows for impromptu conferencing - no need to inform participants ahead of time. |
| | Conference Record and Playback | Set up your conference room with recording turned on. All calls will then be recorded in that room. You can also turn recording on/off via DTMF or Web controls. | Record entire conference or relevant excerpts. Use your PC's media player for playback or dial into the bridge and playback via IVR. |
| | Monitor Audio Conference | Create a Moderator with 'monitor' privilege. This Moderator can then listen/control an ongoing conference unobtrusively. | Useful for diagnosing audio issues with a conference. |
| **Dial-Out Firebar Conferencing** | Instantaneous Dial Out with "Find-Me" Conference | Use an incoming phone call to trigger a dial out conference. Bridge will call participants at their multiple locations and connect them into a conference. Incoming number can be speed dialed. | Communicate with a 'group' with a single key press. |
| | Recurring Scheduled Dial Out with "Find-Me" Conference | At a scheduled time, bridge will trigger a dial out to a group of people and upon off-hook, place them into a conference. | Reduces effort required to set up recurring conferences. |
| **Web Collaboration** | Desk Top Sharing | Moderator shares his/her Desktop with fellow participants. | Show any document or co-browse the Web with fellow participants. Simple to use and ideal for product demos. |
| | Presentation Sharing | Upload PowerPoint® & PDF documents. Use annotation tools to edit in a collaborative session. | Significantly reduces number of edits/versions to produce final version. |
| | White Boarding | Create diagrams/visuals with fellow participants in a collaborative session. | Ideal for brainstorming. |
| | Public & Private Chat Room | Moderator can respond to questions publicly or privately. | Makes Web conferencing more productive. |
| | Multiple Presenters | Moderator can allow another participant to take control and share his/her desktop. | Multiple points of view on one conference. |
| **Mass Notification** | Pre-Recorded Message Delivery | Pro-actively build call out groups and pre-record messages, and then tie groups and messages into Group Alert sessions. Ability to trigger dial out from Web Portal or with incoming phone call. | Make messaging a planned activity. No need to search for address books at the time of actual need. |
| | On-the-Fly Message Delivery | Dial into the server, enter a PIN, record/re-record a message and send. | Quick dissemination of emergency oriented messages. |
| | Built-in 'Find–You' Capability | System captures up to four phone numbers per individual and dials them successively until making a positive contact. | Increases probability of delivering a message. |
| | Announcement Box Capability | Moderator periodically dials in and records a message in an announcement box. People can call in and hear the updated message. | Great way to inform people during changing emergency situations such as hurricanes, blackouts etc. |
| | Re-iteratively Contact the Un-Contacted | Set up Group Alert with 'un-contacted' option. Trigger same Group Alert multiple times until message is received by desired percentage of recipients. | No wasted calls. Iteratively build up the percentage of people who received calls. |
| | Send Message to 'Contacted' People | Use 'swap' to convert contacted into un-contacted and send a new message | Only people who received a previous message will get the new message. Great way to send 'all clear' message |