UNIVERGE® SP350 Softphone

With the SP350, employees will have the communications tools they need to work efficiently and productively

At a Glance

- Fully-featured, multimedia IP softphone
- Ability to share real-time information and ideas
- Easy-to-use intuitive interface
- Improve efficiency and productivity

Overview

In today's work environment, employees require communication tools that allow them to easily share real-time information and ideas as well as provide them with the flexibility to work from different locations. NEC's UNIVERGE SP350 Softphone provides employees with a versatile, converged communications tool that offers an impressive array of high quality video, audio, voice and text features.

The SP350 Softphone unifies communications by embedding voice into business processes to bring employees the real-time communications and information they require. With the SP350, employees will have the communications tools they need to work efficiently and productively, whether they're in the office or on the road.

Solution

Full-Featured, Multimedia IP Softphone

The SP350 Softphone is a versatile, multimedia IP phone that is installed on a personal computer (PC) or laptop and delivers high quality voice, including wideband codec, via a USB-connected headset/handset. Designed to meet the needs of any employee, it can be used as a primary desktop telephone, a supplemental desktop telephone or a remote/telecommuting device.

- **Primary Telephony Device** – eliminates the need for a standard desktop phone. The SP350 is a space-saving device for organizations that use integrated voice and data applications on a regular basis or for individuals who enjoy the efficiency of communicating via voice and data from their PC or laptop.

- **Remote/Mobile Users** – provides the full functionality and features of a regular desktop phone, plus advanced multimedia applications, through a simple Virtual Private Network (VPN) Internet connection. Mobile users, on the go, can handle calls as if they were in the office and interact via voice, audio, video or text just by logging onto their PC.

Share Real-Time Information and Ideas

Share real-time information and ideas from a PC or laptop with the versatile SP350 Softphone. When linked together across an NEC IP network, SP350 users can collaborate and interact with each other in an exciting variety of ways:
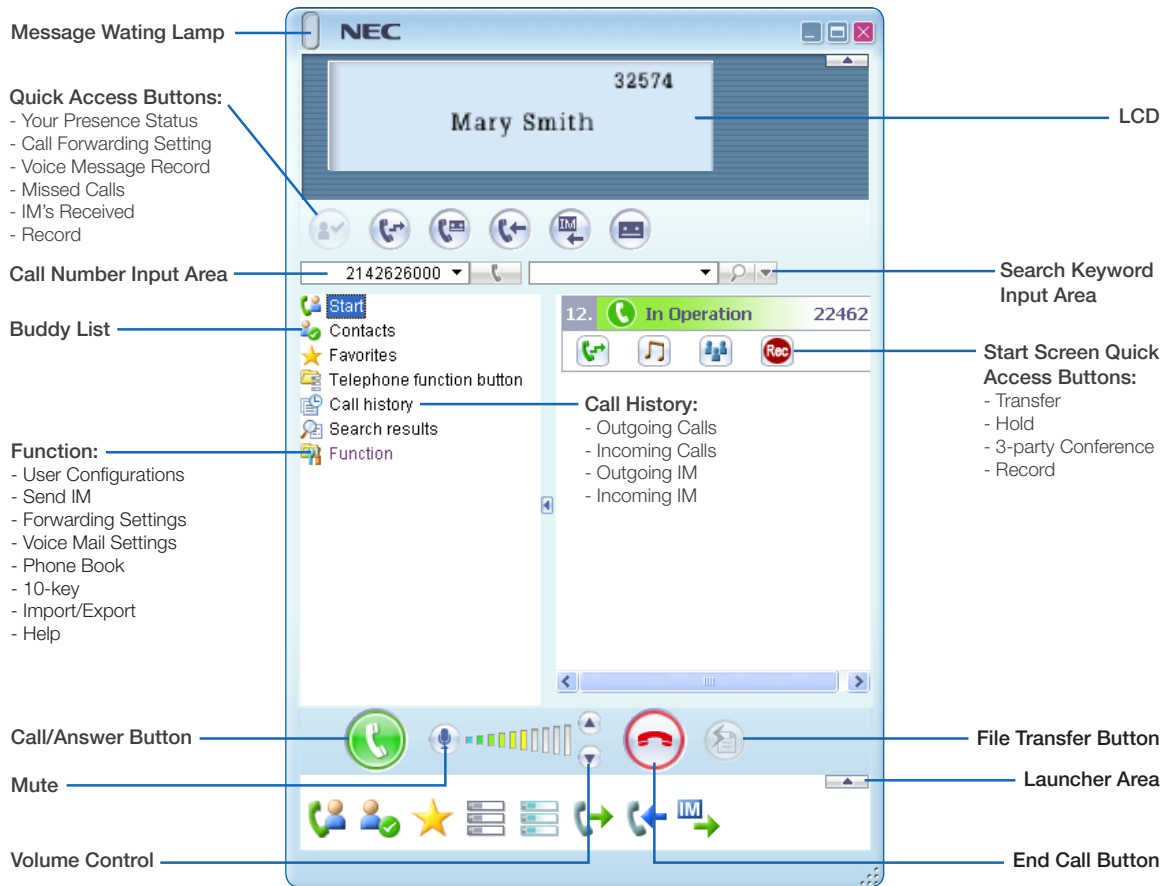
- **Audio and videoconferencing** – allows for easy set-up and participation in conference calls

- **Presence** – provides the status of the party users are trying to reach before placing a call

- **Application sharing:**
  - Permits users to share up to 16 files at one time through peer-to-peer and conference call environments, and are synchronized between all participants
  - Provides the capability for all participants to write in text or insert graphics on a shared document
  - Allows participants to save inserted text/graphics in Microsoft® Word or PowerPoint® documents

- **Markup pen** lets users redline a portion of a shared document

- **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 – up to eight parties can chat together at the same time

- **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

- **Call Log** enables the storage of information about outgoing/incoming calls, missed calls as well as recorded call files

- **Call Record** allows users to keep a recording of calls and is an effective tool to use to measure performance, improve training, ensure compliance and evaluate overall performance
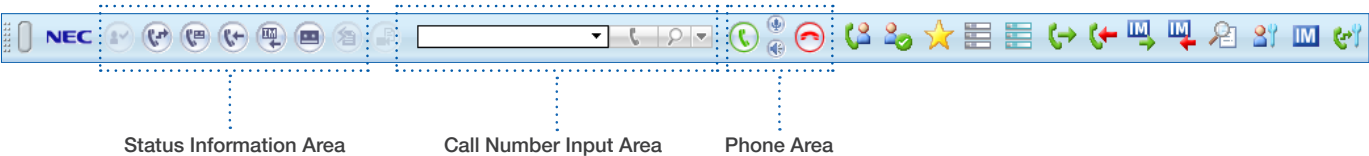
Easy-To-Use Intuitive Interface

The SP350 Softphone offers two types of graphic user interface (GUI) displays, standard and toolbar. The standard version offers a stylish intuitive interface that can be minimized to a user's task tray when not in use. The main view provides quick and easy access to various settings, a user's presence status, call control buttons and contacts. The toolbar version offers all of the same features and functionality, but in an efficient, easy-to-use toolbar that does not overlap other application windows. The SP350 also provides Microsoft® Office Outlook® integration support for voice calling functions.

Standard View

Message Wating Lamp

Quick Access Buttons:
- Your Presence Status
- Call Forwarding Setting
- Voice Message Record
- Missed Calls
- IM's Received
- Record

Call Number Input Area

Buddy List

Function:
- User Configurations
- Send IM
- Forwarding Settings
- Voice Mail Settings
- Phone Book
- 10-key
- Import/Export
- Help

Call/Answer Button

Mute

Volume Control

LCD

Search Keyword Input Area

Start Screen Quick Access Buttons:
- Transfer
- Hold
- 3-party Conference
- Record

Call History:
- Outgoing Calls
- Incoming Calls
- Outgoing IM
- Incoming IM

File Transfer Button

Launcher Area

End Call Button

Toolbar View

Status Information Area

Call Number Input Area

Phone Area

Improve Efficiency and Productivity

Placing a call is as easy as entering a phone number or dialing from a contact list or call history. Also, with a simple drag and drop, the SP350 allows telephone dialing from other telephone directory applications such as Microsoft Outlook, HTML pages, Microsoft Word documents, etc. Additionally, the space bar can be used as a shortcut to make, answer or release a call.

With the addition of Presence, employees will know who is available and when. No more customer calls transferred to voicemail. Calls can be directed and placed to people that are known to be available. By providing quick access to the people and numbers employees need, the SP350 helps improve efficiency and enhance productivity.

Features and Specifications

Features			
SP350 Standard Call Features	• Caller ID Display • Call Deflection • Call Transfer • Call Hold • Call Record • Call Conferencing up to 8 People	• Do Not Disturb • Last Number Redial • Voice-Mail Integration • 32 Programmable Line Keys • Speed Dial/ DSS buttons • Headset Volume and Muting	• Controls • Ringer Volume Control • Multiple Audio Algorithms • Supported (G.711 and G.729a)
SP350 Applications	• Collaboration Integration • Video Conferencing up to 8 People • File Transfer • Application Sharing	• Multipoint Application Sharing • White Boarding • Markup Pen • Presence	• Instant Messaging • Chatting • PHS/PCS Compatibility
Other SP350 Standard Functions	• Compatibility with most VPN configurations • Configurable Online Displays • Convenient Keyboard Shortcuts - for quick answer and disconnect	• Fast Access Buttons • Drag and Drop Dialing • Call History and Chatting Logs • Keyboard or Screen Dial Pad	• Built-in Voice Recording • 6/8 Party Audio/Data Conferencing

SP350 Softphone Specifications				
System Requirements	NEC Communications Servers	SP350 Modes		
		Business	UCE ACD (CCWorX-ACD)	Virtual PC (VPCC)
	• UNIVERGE SV8500 (R1 software or later) • UNIVERGE SV8300 (R4 or later)	✓ ✓	✓ ✓	✓ ✓
PC	IBM-PC/AT Compatible Machine			
OS (Operational Specification)	Windows® 2000(32bit) Professional SP4 or later, Windows XP(32bit) Professional SP2 or later, Windows Vista(32bit) Business, Windows 7.0 & 8.0 (32 bit and 64 bit) Ultimate, Enterprise and Professional			
Memory (Operational Specification)	1GB or more			
CPU (Operational Specification)	Pentium® III 1GHz equivalent or more In case of data meeting: Desktop PC – Pentium4 2GHz equivalent or more Note PC – PentiumM 1GHz equivalent or more			
Hard Drive (Operational Specification)	150Mb or more of empty capacity (except data file save area)			
LAN Interface	10/100/1000 Mb Ethernet			

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