converged communications

Xen
IPK

The future of business communications

Enjoy freedom of choice with investment protection

The Xen IPK gives you a choice: You can deploy traditional telephony, ToIP, or any combination, all from one system! You have the freedom to adopt ToIP when and where you need it, so today's technology investment is protected tomorrow.

NEC Business Solutions Ltd

NEC Business Solutions Ltd is one of Australia's leading providers of integrated end-to-end business communications solutions. We have been a ground-breaking provider of communications to Australian organisations, both large and small, for over 32 years.

Xen IPK Business Telephone Systems respond to the changing needs of business today. Extraordinary flexibility, growth capabilities plus system features that make business easier and more effective.

The Xen IPK, NEC's new versatile communication platform, allows you to converge your voice and data networks and enjoy the many advantages of Telephony over Internet Protocol (ToIP), the future of business communications.*

Xen IPK offers

The Xen IPK Business Telephone System lets you choose the features you need to suit your business needs.

- **Modular Growth Capability-**
  You can increase the capacity and performance of your investment as your business needs dictate. When the time comes for increasing capacity you can easily do so with a simple upgrade.

- **Variety of Handsets-**
  White, black, single display or multi display- a wide variety of office communications requirements can be met with the series i range of digital handsets.

- **Ease of Operation-**
  Providing for simplified communication, ergonomically designed handsets as well as one touch features make it easy.

- **Networking Ability and LAN Integration-**
  Networking and LAN integration is available with IPK. Speak to NEC or your authorised NEC Channel Partner about economical solutions that will satisfy your business' needs.

- **Computer Telephony Integration (CTI) –**
  Now you can use your computer as your phone and link these two platforms for improved business efficiency. CTI integrates telephone features into your computer.

- **Automatic Call Distribution (ACD/MIS) –**
  ACD provides efficient distribution of incoming calls to your agents. Monitor call centre operation and efficiency using the detailed Management Information Service (MIS) facility. The ACD Plus provides even greater functionality and flexibility in distributing calls to your agents.

- **ISDN –**
  Delivering improved call clarity and access to many enhanced communications functions.
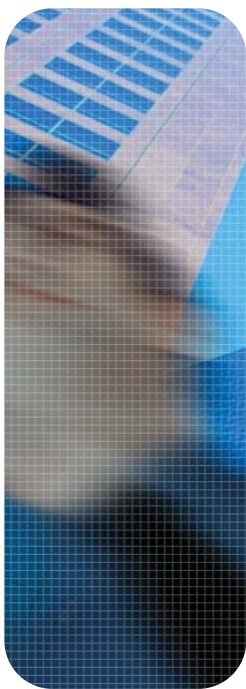
- **Integrated Digital Voicemail (Xen Mail) –**
  Missed calls and uncollected messages become a thing of the past, enabling your business processes to improve, and with it your productivity and level of customer service.

- **Modem for Remote Programming –**
  Providing for faster and more efficient system updating and upkeep.

features

Cost Saving Advantages

Networking capabilities allow you to share resources for multiple or remote locations, so you **spend less to equip your business**. Since the IP trunk card routes voice calls through the IP network, long distance charges, maintenance and overall cost of ownership may be reduced. **Save billing, management and maintenance costs** with the option of Centralized Voice Mail and Centralized Billing. A K-CCIS network gives you access to a central Automated Attendant that answers and routes incoming calls and plays a message to the calling party. **LCR (Least Cost Routing) can reduce your telephone bills** by allowing you to automatically direct calls using the least expensive route based on time of day, day of week, weekend or holiday. "In-skin" application cards add feature rich applications like Automatic Call Distribution (ACD) or Wireless without having to buy additional computers and back-up systems.
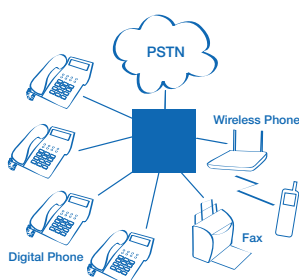
Increased productivity

CTI Mail enables employees to access and manage customer call information more efficiently. E-mail, voice and fax are all accessible from an employee's inbox, as well as features such as Live Record for recording phone calls and Caller ID Call Return to quickly and conveniently return calls.

Improve your business' marketing effectiveness, by promoting one inbound number and route calls effectively and efficiently in Call Centre settings with Xen IPK ACD Plus.
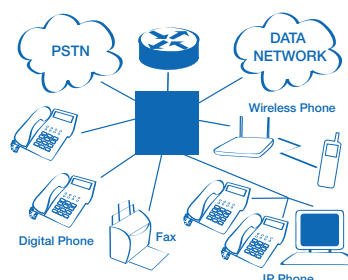
The XEN IPK Choice

One converged platform for both traditional TDM Communication & IP Packet Communication.
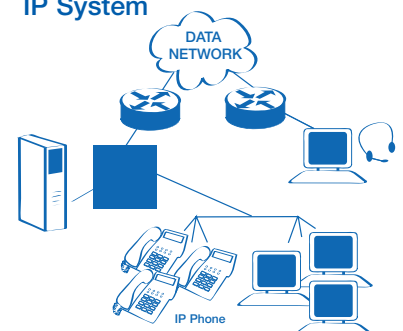
Traditional TDM   TDM + IP   IP System

PSTN — Wireless Phone — Digital Phone — Fax

PSTN — DATA NETWORK — Wireless Phone — Digital Phone — Fax — IP Phone

DATA NETWORK — IP Phone

Flexible & Smooth Migration

Communication

Everything about the Xen IPK has been designed to simplify the way you communicate. New functions offer more convenience than ever to the busy office environment.

The Dterm Series i handsets can be programmed for a variety of ringtones which help staff recognise individual phones in a crowded work area. Soft keys offer one touch convenience for functions by combining several steps into one.

With a single touch of the MIC key, the users microphone is muted shutting off transmission from a noisy office allowing the user to hold a separate private conversation. The message button lets you check your voicemail with just one touch, while the directory key displays a list of numbers.

Cost effective cordless and wireless phones offer mobility and convenience, and reduce the time taken to return calls. Employees can stay in touch and be available to customers.

Xen IPK Series i handsets provide superb handsfree communication and display on most digital handsets (Display not available on Series i Basic). The Xen IPK's conference bridge card enables you to host high quality, password protected conference calls[#], perfect for sales organisations, management groups, law offices and other organisations that require frequent discussions with others outside the office.

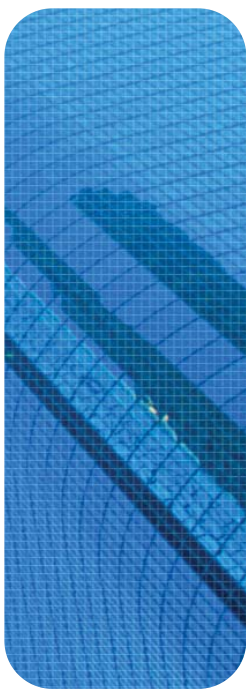# When used with ISDN calls.

Expansion

Of course, you'll want to know that the Xen IPK can accommodate the growth that lies ahead for your business. As with everything else about Xen, it's simple.

The Xen IPK is capable of expanding up to three modules accommodating as many as 184 ports. Cascading IPKs can mean that capacity can even go beyond this. Speak to your authorised NEC Channel Partner for more details.

Installation and Maintenance

The Xen IPK's compact hardware takes up the minimum of space. And with management software built around easy to use Windows software, the system is very user-friendly. This also enables you to make basic changes or print out handset labels.

Xen IPK is so cleverly designed there's minimal communications downtime during maintenance and/or expansion and the programming can be completed from local or remote locations, any time of day or night.

Available in black or soft white, the Dterm Series i handsets are an attractive addition to any work environment. With a variety of models to choose from, each station user can enjoy customised service and performance. From a single line analogue model to a 32-line digital display model, standard intelligent features can help raise productivity throughout your organisation.

Ergonomic Handset

Designed to perfectly sit in your hand or on your shoulder.

Headset Connection

Simple connection for headset use.

One-Touch Access Keys

Your most popular lines or functions now only take one-touch.

Answer Button

Immediate access to incoming calls without needing to lift the handset.

'Your Call' Twin Colour Lights

Instantly identify if a call is for you or for another employee.

Large, Smooth Touch Buttons

Easy dialling with less chance of wrong numbers.

Extra Long Curly Cord

Move around without being tied to your desk.

Comfort Buttons

Customise features like screen contrast, speaker, ring and earpiece volume to suit your own preferences.

360° Visual Indicator

Two colour flashing lights distinguish between external and internal calls. Lights also indicate message waiting and Xen Mail messages.

A small system with "Big Company" features

Easy to Read

Large liquid crystal display makes it easy to read important information like the time, date, number called, call duration, number directory, Call Centre# information and Voicemail* access.

When used with ACD Plus

* When used with Xen Mail Digital Voicemail

Adjustable Screen

Adjust screen angle to suit your workstation setup and office lighting.

Calling Number Display

See who is calling both externally* and internally.

*Network dependent - may require additional IPK items.

Easy Scrolling Softkeys

Instant access to stored names, numbers, Call Centre information and Xen Mail integrated Voicemail.

Handsfree Microphone

High quality handsfree audio at a single touch.

Colored Template Inserts

Coloured Template Inserts for your handsets to suit your office environment.

Xen Reception

This 60 button add-on module works harmoniously with Xen Series i handsets to provide line and extension status display, allowing you to be more accessible to calls and more efficient in each of your daily tasks.

Series i Professional

32 button display

- Up to 16 programmable keys for Direct Station Selection (DSS)/ Busy Lamp Fields (BLF) or Feature Access

- 3 Line/24 characters per line LCD

- Up to 24 programmable keys for immediate line or one-touch feature access

- Handsfree operation for all calls

- Directory keys to scroll through and search station and system speed dial directories in the display panel

Series i Premium 16

16 button multi display

- 16 programmable keys for immediate line or one-touch feature access

- 3 Line / 24 characters per line LCD plus 2 panels of LCD displaying icons and 8 characters per programmable key. Each line indicates line status or function.

- Handsfree operation for all calls

- Directory keys to scroll through and search station and system speed dial directories in the display panel

A communication solution for every situation

Series i Classic 16

16 button display

- 16 programmable keys for immediate line or one-touch feature access

- 3 Line/24 characters per line LCD handsfree for all calls

- Handsfree operation for all calls

- Directory keys to scroll through and search station and system speed dial directories in the display panel

Series i Essential

8 button display

- 8 programmable keys for immediate line or one-touch feature access

- 3 Line/24 characters per line LCD handsfree for all calls

- Handsfree operation for all calls

- Directory keys to scroll through and search station and system speed dial directories in the display panel

- 11 dedicated function keys ensure ease of operation
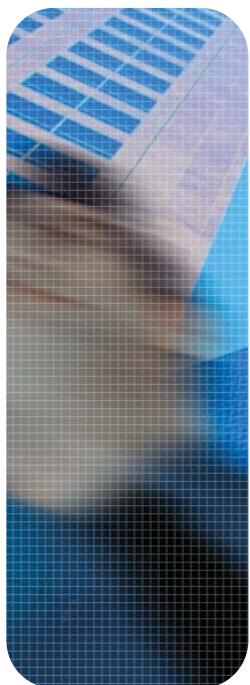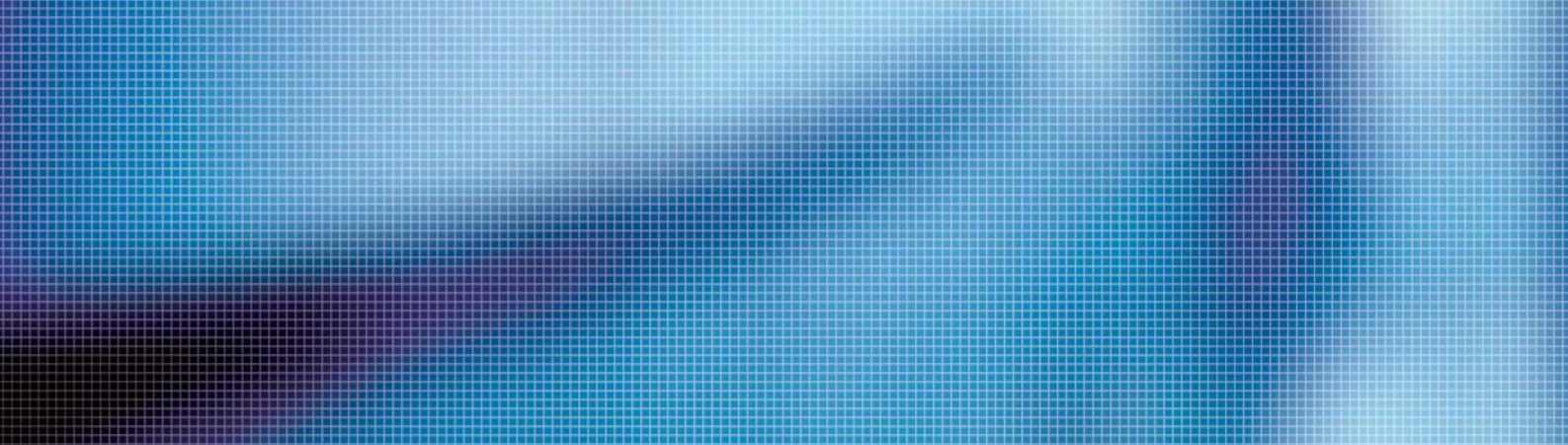
Series i Basic

2 button non-display

- 2 programmable keys for immediate line or one-touch feature access

- 2 color LEDs immediately indicate call status

- Handsfree operation for all calls adds convenience and productivity.

- Integrated data port for direct connection of a modem

Series i Phone Adaptors

For direct connection to fax machines, and cordless phones. Adaptors are available to allow cost-effective conversion to IP using existing NEC Series i handsets when the time is right.

Built-in Headset
Jack Connector

Recall

Conference

Hold

Transfer

Speaker

Presenting the DTerm Series i

Exit

24 Characters, 3 Lines
Adjustable Angle

Soft Key Functionality
Select Models

Help

Programmable Keys
Flexible Line / Feature Keys
Programmable by Telephone System Administrator

Programmable Keys
Speed Dial / Feature Keys
Programmable by Telephone System Administrator

Feature

Microphone Lamp

Directory

Message

Up/ Down
Volume / LCD Contrast / Ringing

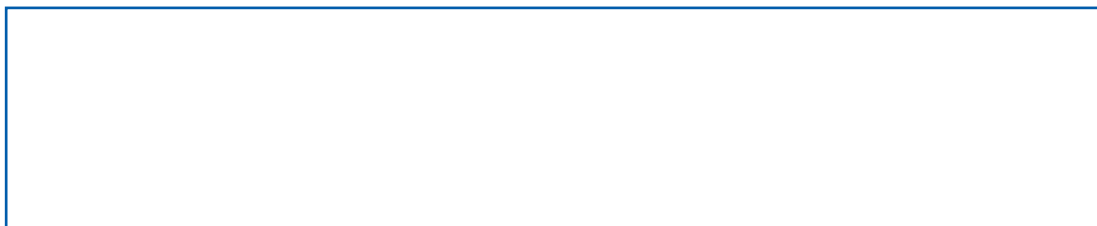Redial / Speed dial

Answer

The Choice is Yours

The Xen IPK brings security, productivity and enhanced features to the cost-conscious customer. The system's flexibility lets you adopt VoIP now or wait until it's right for your organisation.

Features for a Security-Conscious Age

Xen IPK prevent strangers and unauthorised people from having access to your business during the day or after hours with Door Phones and Door Lock Release Relays. Account codes are used to track time or control unauthorised telephone use by associating a code with each call. Station Outgoing Lock Out allows you to assign a personal password to your terminal, preventing unauthorised access.

To find out more about the Xen IPK and how NEC's powerful and versatile technology platforms can work for you, contact us on 1800 036 136 or contact your Authorised NEC Channel Partner

Xen IPK Telephone System can be configured to suit your businesses requirements.

Empowered by Innovation

NEC