

# **UNIVERGE® SV8100**

## **Product Release Note Software Version R5000 (5.0)**

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Issue 5.0*

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# 1. Overview

The **UNIVERGE SV8100®** provides new and enhanced features with the release of SV8100 R5.0 Software. A short description of these capabilities is outlined in the following pages. This release note provides a quick reference of R5.0 enhancements and may not cover all service and operation conditions. Please refer to the UNIVERGE SV8100 Features and Specifications Manual and the UNIVERGE SV8100 Hardware Manual for additional information.

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**Note: The following features require V5000 Enhancement License and the R5 software download.**

## 2. ACD Skill Based Routing

### 2.1 Description

With ACD Skills Based Routing, the system can receive and distribute ACD calls based on the Agent's skill level. There are seven priority levels the Agents can be set for each ACD Queue. Each queue can have a different priority level. This works for both Agents Identity Code (AIC) and Normal Agents. The Skill levels are based on the Login ID that the Agents use.

### 2.2 Benefits

Customer contact continues to be driven by the telephone, and call centers are the front line to this interaction. A high level of service provided to callers is key to maintaining loyal customers and building a competitive edge in any market.

Customer can expect to receive improved customer satisfaction by delivery of calls to most qualified agents at first contact. A business can expect better utilization of resources and competitive differentiation through higher level of service.

### 2.3 Conditions

- The Skill Level has 7 levels, and priority level 1 is highest priority.
- Each ACD Group can be assigned a different priority for each Login ID.
- When the system receives ACD group call, the system distributes the call in order of the agent's skill level.
- When multiple agents have the same skill level, the call will then be delivered based on the longest idle.
- This feature supports both Normal Login Mode and AIC Login Mode.

- When a Call overflows to another ACD Group, the call will follow the skill level of the new ACD Group.

## **2.4 Required Component, Software and License**

- Component
  - None
- Software
  - SV8100 R5.0 software- available through a download from [www.necntac.com](http://www.necntac.com)
- License
  - Version 5000 Enhancement License (Part Number: 670629)
  - ACD Skill Based License (Part Number 670630)
  - ACD License (670709)

## **3. InMail: Automatic Access to VM by Caller ID**

### **3.1 Description**

Prior to this release, when a user outside the system accessed their InMail mailbox, they dialed voice mail, and then entered an access code followed by their mailbox number and password (if enabled). VM8000 InMail mailbox can now be associated with a specific caller ID (CID) number. When the CID number is presented to the InMail it will automatically log the user into their mailbox.

### **3.2 Benefits**

This enhancement improves VM accessibility for outside callers, allowing them to simply dial the main voice mail number and be automatically logged into their mailbox. This feature saves user time by eliminating the need to input mailbox number and password when calling from the number with the pre-programmed caller ID data.

### **3.3 Conditions**

- Incoming calls across CCIS are not supported.
- Two different mailboxes can not be tied to the same inbound CID number. If two mailboxes are set for the same inbound CID number the system uses the first match its finds.
- To use this feature, the phone number and the voice mail box number must be set in system programming.
- This feature is only supported for external calls to the InMail.
- Mobile extension users can use this feature by setting the VM box number to correspond to the Speed Dial number register in programming.

### 3.4 Required Hardware, Software and License

- Hardware
  - VM8000 InMail components
- Software
  - SV8100 system software Version 5000 (5.00) - available through a download from [www.necntac.com](http://www.necntac.com)
- License
  - Version 5000 Enhancement License (Part Number: 670629)

## 4. IP DECT Enhancement: Off-Hook Signaling

### 4.1 Description

This feature enables the display of off-hook signaling on an IP DECT terminal while talking with the 1<sup>st</sup> call.

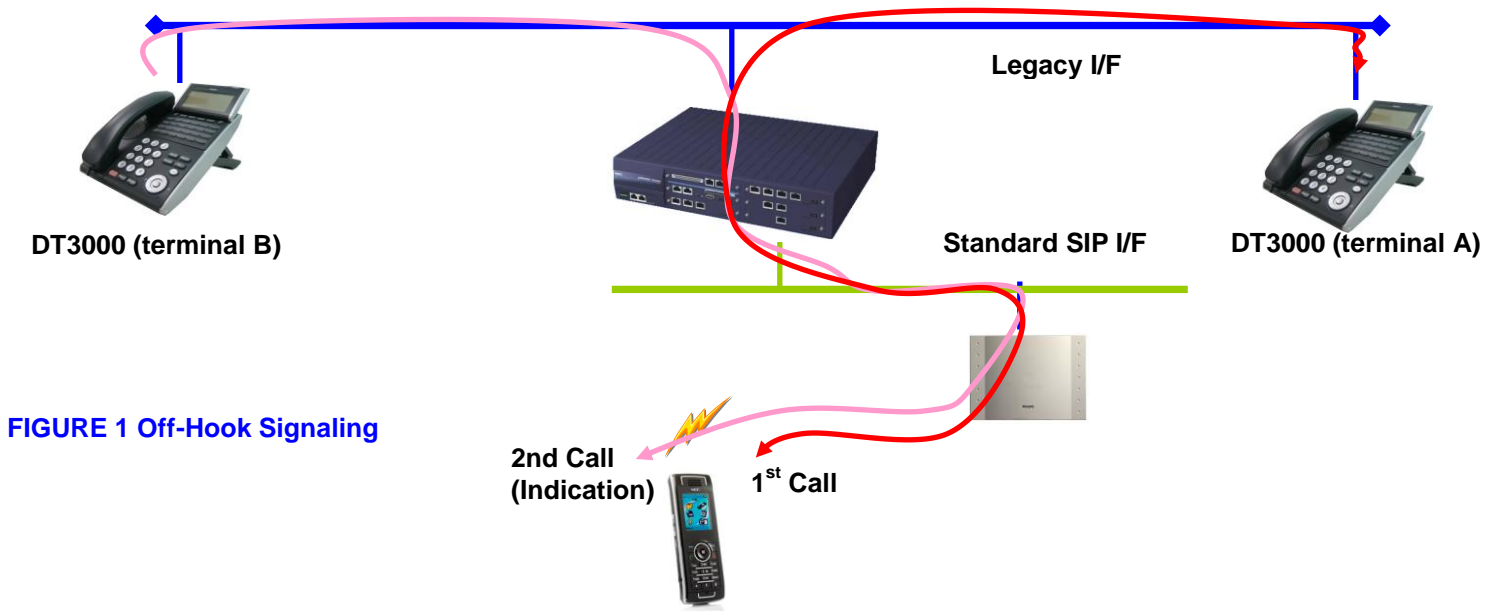


FIGURE 1 Off-Hook Signaling

**Fig. 1** When the IP DECT is calling terminal A, terminal B makes a call to the IP DECT. The IP DECT hear 2<sup>nd</sup> call indication from the SIP terminal B.

### 4.2 Benefits

Prior to this release this feature was only available to a multiline terminal user. With this enhancement the ability to receive second call indication

has been extended to an IP DECT. The caller to the IP DECT no longer gets a busy signal.

### **4.3 Conditions**

- Multiple call appearance and call waiting indication must be turned on for the SIP DECT system using the IP DECT configurator V5.0.1.4 or higher.
- Off-hook signaling is supported from an extension, voicemail and trunk call.
- If the 1<sup>st</sup> call is from a voice mail and the 2<sup>nd</sup> call is a normal extension, the system does not send an off-hook signal to IP DECT. After the 1<sup>st</sup> call is disconnected, IP DECT can answer the 2<sup>nd</sup> call.
- If the 1<sup>st</sup> call is an extension and the 2<sup>nd</sup> call is a voice mail, IP DECT answers the 2<sup>nd</sup> call by pressing the \* button, but can not go back to the 1<sup>st</sup> call by pressing the \* button. To reconnect to the 1<sup>st</sup> call again, IP DECT has to disconnect the 2<sup>nd</sup> call and wait for recall of the 1<sup>st</sup> call.

### **4.4 Required Hardware, License and Software**

- Software
  - SV8100 system software Version 5000 (5.00) - available through a download from [www.necntac.com](http://www.necntac.com)
- License
  - Version 5000 Enhancement License (Part Number: 670629)

## **5. IP DECT Enhancement: Caller ID Display after a Call Transfer**

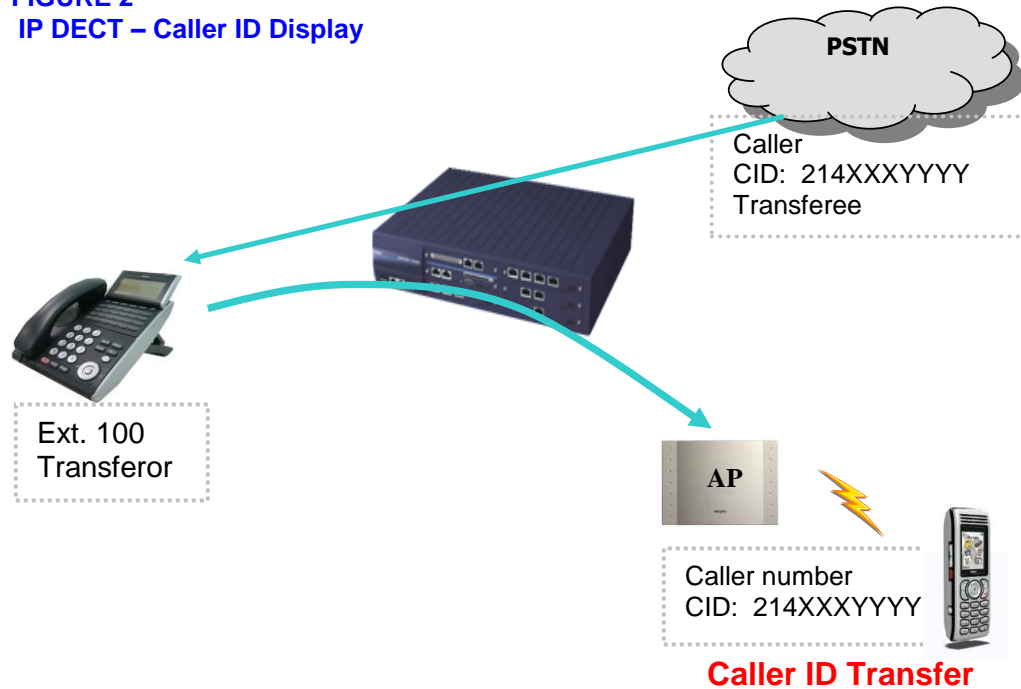
### **5.1 Description**

Previously in case of screened transfer, if a call was from a trunk line or legacy terminal, etc. the transferor's calling party number was displayed in the IP DECT. In case of an unscreened transfer, the calling party number from where the call was transferred is displayed on the IP DECT.

This feature enables the IP DECT terminal to display the calling party number of the original caller (Transferee) when making a screened or unscreened transfer to an IP DECT terminal.



**FIGURE 2**  
**IP DECT – Caller ID Display**



## **5.2 Benefits**

The enhancement is improvement of terminal display for incoming calls. Increase user productivity by receiving the calling name on an incoming internal/external call over SIP DECT. Even while mobile, the user can choose to answer only those important calls that are applicable to business use.

## **5.3 Conditions**

- Calling party name is not supported in this feature.
- In case of a screened transfer, when the transfer is made, IP DECT shows the calling party number of the original caller (Transferee) after answering the call.

## **5.4 Required Hardware, Software and License**

- **Hardware**
  - NEC DECT Access Point AP200S
  - NEC SIP DECT Handset - NEC C124/G955
- **Software**
  - SV8100 Main software Version 5000 (5.0 or higher) - available through a download from [www.necntac.com](http://www.necntac.com)
- **License**
  - Version 5000 Enhancement License (Part Number: 670629)
  - Standard SIP Clients for each handset (Part Number: 670721)

## **6. Paging, External (VRS)**

### **6.1 Description**

Paging, External (VRS) enables the use of prerecorded VRS messages for External Paging.

### **6.2 Benefits**

The advantage of this feature is saving time for the users who regularly use External Paging with the same announcements. Prerecorded messages enhances professional image and standardize across multi-location facilities.

### **6.3 Conditions**

- If VRS External Paging is answered using the meet me paging service code and both parties are connected, VRS stops the announcement.
- If an invalid VRS number is dialed or, there is no recorded VRS greeting, the caller hears an error tone.
- After the recorded VRS message is finished, the paging telephone hears a busy tone.
- The Paging, External (VRS) feature is supported with Embedded VRS.

## **6.4 Required Hardware, Software and License**

- Hardware
  - PZ-VM21
  - InMail 1Gig Compact Flash (670966)
- Software
  - SV8100 Version 5000 (5.0 or higher) - available through a download from [www.necntac.com](http://www.necntac.com)
- License
  - Version 5000 Enhancement License (Part Number: 670629)
    - VRS2 channel (670778)
    - VRS4 channel (670779)
    - VRS8 channel (670780)
    - VRS16 channel (670781)

## **7. Memo Display Function**

### **7.1 Description**

This feature can display pre-programmed information when incoming caller ID matches Common speed dialing. The SV8100 can now display up to 28 Characters per line and up to three lines of information for a total of 84 characters (Maximum 28 digits x 3 lines).

## **7.2 Benefits**

Improve inbound call handling activity. This feature allows the user to have screen-pop like function via the terminal. Pre-program your customer name and address and use their terminal to display contact details when receiving inbound calls. Additionally the original CID information can be seen automatically or while on the call by pressing the right cursor button.

## **7.3 Conditions**

- In a CCIS network the Memo Display Function is only supported for DID calls directed across CCIS to a remote system.
- Calls forwarded or transferred across CCIS do not support the MEMO Display Function.
- The Memo Display function is only supported on Multiline terminals.
- The Memo Display function is only supported for incoming trunks calls with Caller ID information.
- The Memo display function will only search the Common Speed Dial bins, it will not search Group or Station speed dial bins.
- Pressing the right Cursor key on the telephone toggles the display between the actual incoming Caller ID information and the Memo Display settings for that incoming Caller ID information.
- When a call is on hold, pressing the Feature Key and the line key the call resides on displays the actual incoming Caller ID information.

## **7.4 Required Hardware, Software and License**

- Hardware
  - Support all multiline terminals with Display and Single Line Telephones equipped to receive Caller ID.
- Software
  - SV8100 Version 5000 (5.0 or higher) - available through a download from [www.necntac.com](http://www.necntac.com)
- License
  - Version 5000 Enhancement License (Part Number: 670629)

# **8. Redial Function Enhancement: Name History of Outgoing Call**

## **8.1 Description**

Names and numbers stored as a common or group speed dial can be displayed for redialed numbers.

## **8.2 Benefits**

Prior to this release only number was displayed. By using this feature, it is easier for the user to match name to common speed dial number or match name to extension of call history.

### 8.3 Conditions

- This feature is not supported on multiline cordless phones.
- Stored name for Redial Function is cleared when the system is reset.

### 8.4 Required Hardware, Software and License

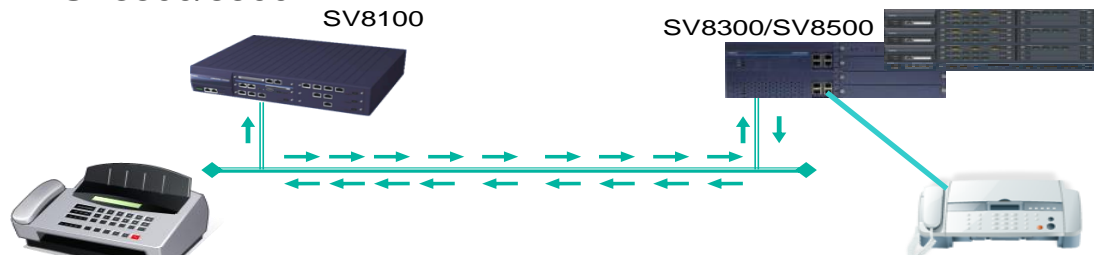
- Hardware
  - None
- Software
  - SV8100 Version 5000 (5.0 or higher) - available through a download from [www.necntac.com](http://www.necntac.com)
- License
  - Version 5000 Enhancement License (Part Number: 670629)

## 9. KCCIS-IP Enhancement: T.38

### 9.1 Description

The SV8100 supports FAX over IP (T.38) between SV8100 to the SV8500 and SV8300. The feature enables the system to change to the specified CODEC for FAX when the system detects a FAX Tone during conversation.

#### Support FAX over CCISoIP between SV8100 and SV8300/8500



**FIGURE 3**  
**T.38 Enhancement**

### 9.2 Benefits

This feature enables the quality of FAX calls to be secured even if the system uses a low quality CODEC on the call. T.38 is now supported on other NEC platforms protecting the customer investment as their business grows.

### **9.3 Conditions**

- This feature requires the PZ-IPLB32/64/128 VoIPDB.
- The CCISoIP Fax Enhancement feature between a SV8100 and a SV8300/SV8500, refer to the documentation for the SV8300/SV8500 system software level to determine if the desired Fax CODEC is supported and for information on setting up the feature on that system.

### **9.4 Required Hardware, Software and License**

- Hardware
  - PZ-IPLB32/64/128 VoIPDB
- Software
  - SV8100 Version 5000 (5.0 or higher) - available through a download from [www.necntac.com](http://www.necntac.com)
- License
  - Version 5000 Enhancement License (Part Number: 670629)

## **10. KCCIS Callback**

### **10.1 Description**

This feature allows a station to set a CCIS Call Back request when a station dialed across CCIS is busy.

### **10.2 Benefits**

This feature extends Callback enhancement across CCIS and adds more feature transparency. When the feature has been set, the setting station will receive a call back as soon as the busy station becomes available.

### **10.3 Conditions**

- When connecting to a SV8300 or SV8500 using K-CCIS the Call Back feature is not supported.
- The CCIS Call Back feature is only supported when using a closed numbering plan.
- The CCIS Call Back feature is not supported on KCCIS –PVA.
- CCIS Callback can only be set from a multiline terminal.

### **10.4 Required Hardware, Software and License**

- Hardware
  - None
- Software
  - SV8100 Version 5000 (5.0 or higher) - available through a download from [www.necntac.com](http://www.necntac.com)

- License
  - Version 5000 Enhancement License (Part Number: 670629)

## **11. NetLink Mutli-SIP carriers**

### **11.1 Description**

The Version 5000 enhancement enables multiple SIP Trunk carriers to be utilized when NetLink is configured.

### **11.2 Benefits**

Sip trunks can be used regardless of location. Also, DSP usage of the main NetLink system is reduced as calls will use only local resources.

### **11.3 Conditions**

- Once NetLink is established, PCPro or WebPro must be used to change the system data related to the SIP trunks.
- Each NetLink system can use either SIP trunks to a provider or SIP trunk TIE line mode but not both.
- Registered SIP trunks can be utilized by any system in the NetLink network as long as trunk route programming allows it.

### **11.4 Required Hardware, Software and License**

- Hardware
  - PZ-IPLB32/64/128 VoIPDB
- Software
  - SV8100 Version 5000 (5.0 or higher) - available through a download from [www.necntac.com](http://www.necntac.com)
- License
  - Version 5000 Enhancement License (Part Number: 670629)
  - LK-SYS-NETLINK-LIC

**Note: The following features do not require the V5000 Enhancement License.**

## **12. KCCIS – InMail Support**

### **12.1 Description**

VM8000 InMail is supported is supported for centralized voice mail in a CCIS network.

## **12.2 Benefits**

This feature allows any station user in the K-CCIS network to use the Voice Mail System in another office in the K-CCIS network.

## **12.3 Conditions**

- When using InMail in a CCIS or NetLink network, 8-digit extensions and mailboxes are not supported.

## **12.4 Required Hardware, Software and License**

- Hardware
- Software
  - SV8100 Version 5000 (5.0 or higher) - available through a download from [www.necntac.com](http://www.necntac.com)

# **13. Pick up Mobile Extension Call**

## **13.1 Description**

Calls on Mobile Extension can be easily picked up from a telephone in the SV8100 system. Press a programmed line key on the desktop terminal.

## **13.2 Benefits**

Transfer outside calls to a mobile extension using a single key. Support seamless transfer of external calls to mobile extension, single-key transfer to desk phone and usage reduction of wireless terminal.

## **13.3 Conditions**

- Barge in to the Extension that Call Forward both Ring is set to.
- If no Forward Both Ring is set, the key will act as a basic Barge-In key.

## **13.4 Required Hardware, Software and License**

- Hardware
  - None
- Software
  - SV8100 Version 5000 (5.0 or higher) - available through a download from [www.necntac.com](http://www.necntac.com)

## 14. Personal Park at a Co-Worker's Extension

### 14.1 Description

The Personal Park feature allows an extension user to place an outside call, which is on hold, on Personal Park at a co-worker's extension after placing an intercom call.

### 14.2 Benefits

*A user can place an outside call directly to a co-worker's extension.*

### 14.3 Conditions

- If an internal call forwards before Personal Park on a Co-Worker's Extension is performed, the call is Parked in the originator's Personal Park orbit.
- This feature is not available when calling a Department Group's pilot number.
- This feature does not work when calling a Networked or virtual extension.

### 14.4 Required Hardware, Software and License

- Hardware
- Software
  - SV8100 Version 5000 (5.0 or higher) - available through a download from [www.necntac.com](http://www.necntac.com)

## 15. Licensing: Temporary 10-Day License

### 15.1 Description

Temporary License activates all valid feature licenses and all port maximum licenses. The Temporary License can be set up to a maximum number of 10 days.

### 15.2 Benefits

Temporary License can be activated for system demos or in the event of a system emergency.

### 15.3 Conditions

- When the number of days for the temporary license is assigned, system reset is required for the license to take effect.
- When the number of the date is 0 (disable), the number can be set (1~ 10). When the number of the date is 1 ~ 10, the date can be set to 0 (disable) only.



## **15.4 Required Hardware, Software and License**

- Software
  - SV8100 Version 5000 (5.0 or higher) - available through a download from [www.necntac.com](http://www.necntac.com)

## **16. Alarm Reports Enhancement: IP Address Collision**

### **16.1 Description**

The Alarm Reports feature has been enhanced to include an alarm for IP duplication. With this enhancement, the SV8100 is able to detect another device on the same subnet having an IP address that conflicts with those assigned to the CPU, IPLA, IPLB and DSP resources.

### **16.2 Benefits**

This enhancement makes troubleshooting easy when IP packets are not sent and prevents programming mishaps by alerting technicians when an IP address is being duplicated.

### **16.3 Conditions**

- Alarm Reports and System Information Reports can be output to a USB stick on the CD-CP00-US.

## **16.4 Required Hardware, Software and License**

- Hardware
  - USB stick
  - CPU
  - PZ-32/64/128/IPLB
- Software
  - SV8100 Version 5000 (5.0 or higher) - available through a download from [www.necntac.com](http://www.necntac.com)

## **17. Desktop Application Enhancement: Display CTI Device IP Address previously connected**

### **17.1 Description**

The IP Address of the CTI server currently connected is displayed in programming. When the server of 3<sup>rd</sup> party CTI had already been connected with a main device when 3<sup>rd</sup> party CTI was used, other 3<sup>rd</sup> parties CTI cannot connect it with a main device. Information on the CTI server connected now can be confirmed by being able to display IP address of the server connected now.

## **17.2 Benefits**

Improves programming - no sniffer or tracing is required.

## **17.3 Conditions**

- If a 3<sup>rd</sup> Party CTI connection is used on the SV8100, the Override function for IP multiline terminals and softphones is not supported.

## **17.4 Required Hardware, Software and License**

- Software
  - SV8100 Version 5000 (5.0 or higher) - available through a download from [www.necntac.com](http://www.necntac.com)

# **Hardware**

## **18.1 PZ- 32/64/128 IPLB**

### **18.1 Description**

The current PZ-32/64/128 IPLA daughter board requires a maximum of eight DSP IP addresses. The new PZ-32/64/128 IPLB requires only one DSP IP address for all three daughter board types.

### **18.2 Benefits**

See Table 1-1 for details

### **18.3 Conditions**

- When installing an IPLB daughter board, the system allocates the maximum number of trunk ports for the blade being installed.
- The IPLB does not have any DSP limitations based on CODEC settings.

## **18.4 Required Hardware, Software and License**

- Software
  - SV8100 Version 5000 (5.0 or higher) - available through a download from [www.necntac.com](http://www.necntac.com)

## 19.1 Software and Hardware

Stock Number	Description	Model Description
<p><b>670629</b></p> <p>(Also requires the R5 software download)</p>	<p>Release 5.0 Feature Enhancement License Supports :</p> <ul style="list-style-type: none"> <li>• ACD Skill Based Routing (also requires 670630 ACD Skillbase License)</li> <li>• InMail : Automatic Access to VM</li> <li>• IP DECT Enhancement : <ul style="list-style-type: none"> <li>- Off-Hook Signaling</li> <li>- Caller ID Display After a Call Transfer</li> </ul> </li> <li>• Paging, External (VRS)</li> <li>• Memo Display Function</li> <li>• Redial Function Enhancement : <ul style="list-style-type: none"> <li>- Name History of Outgoing Call</li> </ul> </li> <li>• K-CCIS-IP Enhancement : <ul style="list-style-type: none"> <li>- T.38 support between SV8100 and SV8300 / SV8500* to the</li> </ul> </li> <li>• K-CCIS Call Back</li> </ul> <p>NetLink Multi-SIP carriers</p>	<p><b>LK-SYS-V5000 ENHANCEMENT-LIC</b></p>
<p><b>NTAC Download</b></p> <p>(These features do not require the R5 license.)</p>	<ul style="list-style-type: none"> <li>• K-CCIS InMail support</li> <li>• Pick up Mobile Extension Call</li> <li>• Personal Park at a Co-Worker's Extension</li> <li>• Licensing : <ul style="list-style-type: none"> <li>- Temporary 10-Day License</li> </ul> </li> <li>• Alarm Reports Enhancement : <ul style="list-style-type: none"> <li>- IP Address Collision</li> </ul> </li> <li>• Desktop Application Enhancement : <ul style="list-style-type: none"> <li>- Display CTI Device IP Address previously connected</li> </ul> </li> </ul>	
<p><b>670630</b></p>	<p><b>System Wide ACD Skill-Base License</b></p>	<p><b>LK-SYS-ACD- SKILLBASE-LIC</b></p>

670168	32/64/128 Channel VoIP Daughter Board The new IPLB Daughter Boards replace the IPLA Daughter boards.	PZ-32IPLB
670169		PZ-64IPLB
670170		PZ-128IPLB

**Table 1-1 IPLB - IPLA Comparison Table**

IPLB	IPLA
Requires only one DSP IP address	Requires a maximum of eight DSP IP addresses
Does not have any DSP limitations based on CODEC settings	Supports G711, G723
Supports full duplex transmission	Supports half or full duplex transmission
Echo canceller parameters can be set network side and system side	

## 20.1 SV8100 Resources

Available for download on the Information Portal:

### UNIVERGE SV8100:

Hardware Manual Issue 4  
 General Description Issue 8.0  
 Features and Specifications Issue 8.0  
 PC Programming Issue 7.0  
 Networking Manual Issue 6.0  
 Feature Availability by Software Revision  
 Presentation

### Feature Description and Location:

R5.0 Feature	Related Documentation	Features and Specification Name Description for each new Feature
ACD Skill Based Routing	Features and Specifications General Description ACD Installation Manual	Automatic Call Distribution (ACD)
InMail: Automatic Access to VM	Features and Specifications General Description	VM8000 InMail – Access to VM by Caller ID
IP DECT Enhancement: Off-Hook Signaling	Features and Specifications General Description	Wireless DECT (SIP) - Off-Hook Signaling
IP DECT Enhancement: Caller ID Display After a Call Transfer	Features and Specifications General Description	Wireless DECT SIP -Caller ID Display After a Call Transfer
Paging, External (VRS)	Features and Specifications General Description	Paging, External (VRS)
Mobile Extension Enhancement: Call Back to a Mobile Phone	Features and Specifications General Description	Mobile Extension - Callback to Cell phone
Memo Display Function	Features and Specifications General Description	Caller ID - Memo Display Function

<b>Redial Function Enhancement: Name History of Outgoing Call</b>	<b>Features and Specifications General Description</b>	<b>Redial Function</b>
<b>KCCIS Enhancement: T.38 support between SV8100 and to the SV8300/SV8500</b>	<b>Features and Specifications General Description Networking Manual</b>	<b>KCCIS IP</b>
<b>KCCIS Call Back</b>	<b>Features and Specifications General Description</b>	<b>KCCIS IP KCCIS T1</b>
<b>NetLink: Multi-SIP Carriers</b>	<b>Features and Specifications General Description</b>	<b>NetLink: Multi-SIP Carriers</b>
<b>KCCIS InMail Support</b>	<b>Features and Specifications General Description</b>	<b>KCCIS IP KCCIS IP with PVA KCCIS T1</b>
<b>Pick up Mobile Extension Call</b>	<b>Features and Specifications General Description</b>	<b>Mobile Extension</b>
<b>Personal Park at a Co-Worker's Extension</b>	<b>Features and Specifications General Description</b>	<b>Park - Personal Park at a Co-Worker's Extension</b>
<b>Licensing: Temporary 10 Day License</b>	<b>Features and Specifications General Description</b>	<b>Licensing</b>
<b>Alarm Reports Enhancement: IP Address Collision</b>	<b>Features and Specifications General Description</b>	<b>Alarm Reports</b>
<b>Desktop Application Enhancement: Display CTI Device IP Address previously connected</b>	<b>Features and Specifications General Description</b>	<b>SV8100 Desktop Applications</b>
<b>PZ-(xx) IPLB</b>	<b>Features and Specifications Hardware Manual</b>	<b>KCCIS IP</b>

## 21.1 R5.0 Master Quote Change

ACD Skill Based License has been added to Master Quote. Select Yes when Skill Based License is desired. ACD Skill Based License is a system wide license that enables the SV8100 to distribute ACD incoming calls to agents based on their priority level setting (priority range is 1 to 7).

8100	CallCenter	Terminals	Wireless	VoiceMail	Remote Sites
MQ-78847-1-1					
# InACD					
4945.00 <span>Reset</span>					
InACD					
<input type="checkbox"/> ACD License Key <span>YES</span>					
<input type="checkbox"/> ACD MIS Software <span>YES</span>					
<input checked="" type="checkbox"/> ACD Skill Base License <span>YES</span>					
<input type="checkbox"/> Addl Monitor License (MIS Software includes 1) <span>0</span>					
<input type="checkbox"/> Agent Client License (MIS Software includes 3 RTD) <span>0</span>					
Voice Recording Compact Flash, InMail or PGD2 --is required for Delay Announcements					

Select Yes for Skill Based License