\Orchestrating a brighter world   **NEC**

UNIVERGE®
SP350

SOFTPHONE

FULL-FEATURED, MULTIMEDIA IP SOFTPHONE

The SP350 offers employees a versatile communications tool for PCs and laptops for easy collaboration, connectivity and productivity from anywhere with internet access.

To stay competitive, enterprises need to have the right tools to be more efficient, flexible, and productive. That's why NEC developed the UNIVERGE SP350 Softphone. Embedding voice into business processes offers employees real-time communications and information, whether they're in the office, on the road or elsewhere. NEC's UNIVERGE SP350 Softphone provides users with a versatile, converged communications tool that offers an impressive array of high quality audio, voice and text features.

AT A GLANCE

> Full-featured, multimedia IP softphone with an impressive array of high quality audio, voice and text capabilities
> Besides telephony users benefit from chat mode, call logging and active call recording.
> Ability to share real-time information and ideas with colleagues
> Easy-to-use intuitive interface requires little or no training
> Improves efficiency and productivity
> Microsoft Teams integration
> Thin Client enablement (with UNIVERGE SV9500 deployment)

SP350 MULTIMEDIA IP SOFTPHONE

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 have the communications tools they need to work efficiently and productively, whether they're in the office or on the road.

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. It can be used as a primary desktop telephone, a supplemental desktop telephone or a remote/telecommuting device. And, as with all of NEC's solutions for Smart Enterprise, organizations can optimize business practices, drive workforce engagement, and create a competitive advantage.

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

UNIVERGE® SP350

Remote/Mobile Users – provides the full functionality and features of a regular desktop phone, 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 audio, or text just by logging onto their PC.

EASY-TO-USE INTUITIVE INTERFACE

The SP350 Softphone offers three types of graphic user interface (GUI) displays: standard, toolbar and modern. 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, 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.

MS INTEGRATION AND SUPPORT

The SP350 provides Microsoft® Office Outlook® integration support for voice calling functions. Furthermore, Microsoft Teams Integration enables users to make a call simply through Drag & Drop of a contact from MS Teams in the SP350's User Interface call area. Integration with MS Azure Active Directory enables SP350 to do a Azure Database search utilizing the incoming caller ID, with the additional contact details stored in the database then displayed on the user interface.

With the User Interface, users are able to contact searches which are retained on the client (SP350) as well as information that is stored on the Azure Data base. This means that the benefit of a centralized contact database is available to all SP350 users.

SHARE REAL-TIME INFORMATION AND IDEAS

Share real-time information and ideas from a PC or laptop with the multi-faceted 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:

> Audioconferencing allows for easy set-up and participation in conference calls
> Instant Message/Chat enables users to correspond in real

time in either a peer-to-peer or broadcast arrangement while engaged during a call
> Call Log enables the storage of information about outgoing/incoming calls and missed calls
> 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

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. The space bar can be used as a shortcut to make, answer or release a call. 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.

ACTIVE CALL RECORDING

The active call recording function is used to record an ongoing call by transmitting the call content to the call-recording server. Voice call data is divided into transmitted and received call data, with these data types being forwarded separately from SP350 to the call recording server.

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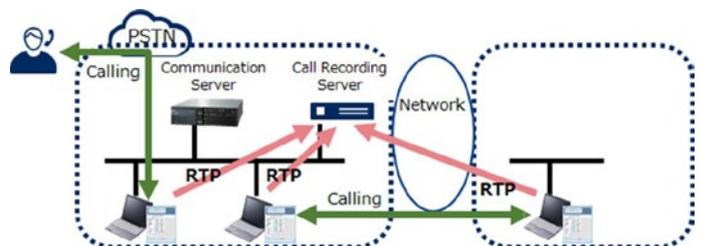
STANDARD USER INTERFACE

Message waiting indication

Quick Access Buttons
- Call Forwarding
- Voice Message
- Missed Calls
- Instant Message
- Voice Recording

Dailling Number Input Window

Buddy List

Function
- User Configurations
- Instant Message
- Call Forwarding Setting
- Voice Mail Setting
- Phonebook
- 10-Key Dial Pad
- Import / Export
- Help

Make Call or Answer

Mute

Volume Control

Display
- 4 lines of display
- Active call information
- Date and Time

Search Window

Call History
- Outgong Calls
- Incoming Calls
- Instant Messages sent
- Instant Messages received

End Call

File Transfer
(Not enabled for Use)

Hide Quick Launch Window

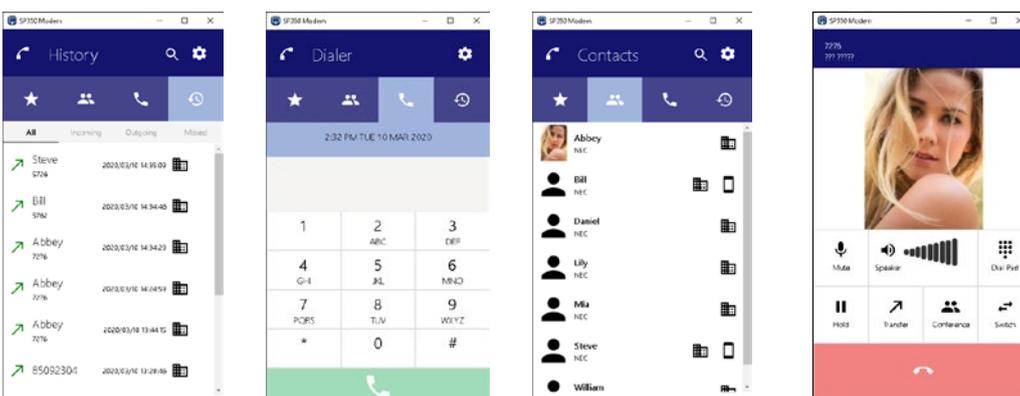# TOOLBAR USER INTERFACE

Status Indications and Quick Access Buttons
- Call Forwarding   - Missed Calls
- Voice Messaging   - Instant Message
- Voice Recording

Dialing Number Input and Search Window

Telephone Controls
- Make Call or Answer
- Mute
- Volume Control
- End Call

Quick Launch Buttons

MODERN USER INTERFACE

FEATURES

SP350 Standard Call Features	- Caller ID Display - Call Deflection - Call Transfer - Call Hold - Call Record - Call Conferencing - Do Not Disturb - Last Number Redial - Voicemail 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 and G722 wideband
SP350 Applications	- 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 connect - Fast Access Buttons	- Drag and Drop Dialing - Call History and Chatting Logs - Keyboard or Screen Dial Pad - Built-in Voice Recording

SP350 SOFTPHONE SPECIFICATIONS

System Requirements	NEC Communications Servers	SP350 Modes		
		Business	UCE ACD * (CCWorX-ACD)	Virtual PC ** (VPCC)
	- UNIVERGE SV8300 (R4 or later)	✔		
	- UNIVERGE SV8500 (all versions)	✔	✔	✔
	- UNIVERGE SV9300 (all versions)	✔		
	- UNIVERGE SV9500 (all versions)	✔	✔	✔
PC	- IBM-PC/AT Compatible Machine			

OS (Operational Specification)	Requires - Windows 7 SP1 Ultimate/Enterprise/ Professional
	            - Windows 8/8.1 Pro/Enterprise
	            - Windows 10 Pro/Enterprise (32-bit and 64-bit for all variants)			

Memory (Operational Capacity)	- 1 GB or more			

CPU (Operational Specification)	- Pentium® III 1GHz equivalent or faster In case of data meeting:
	  Desktop PC – Pentium 4 2GHz equivalent or faster
	  Note PC – Pentium M 1GHz equivalent or faster			

Hard Drive (Operational Specification)	- 150Mb or more of empty capacity (except data file save area)			
LAN Interface	- 10/100/1000 Mb Ethernet			

*   North America only
** Available for selected theaters, confirm with your local sales representative prior to offering

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For further information please contact NEC Corporation of America or: