

# NEC

## UX5000



*Distinguished by Excellence*





# **UX5000**

## **IP COMMUNICATION SERVER**

### **Ensure Your Business Success**

In today's highly competitive business environment, effective and reliable communication is critical to the success of your business. Providing the latest Voice over Internet Protocol (VoIP) technology and comprehensive desktop solutions that deliver superior performance, efficiency, flexibility, and reliability when and where you need it, is key to survival and growth in today's information-driven business environment. With over a 100 years of building powerful communication and technology solutions, NEC understands the numerous and ever changing demands and challenges that exist in today's growing market. NEC accepts these challenges and meets the customer's demands for a connected world – head on!

NEC leverages its strengths to bring forth innovations, and to integrate those innovations into new products that will provide seamless communications, customer satisfaction and manageability throughout your organization. This powerful combination of innovative design, high quality assurance, and maximum integrated solutions creates a converged business environment and a highly competitive advantage.

NEC offers a winning strategy for their customers, empowering them to take advantage of new opportunities, and trust that they have invested in a sound communication server for today and tomorrow.

## Offer The Latest VoIP Technology and Improved Functionality

In today's technology driven market, your communication server and your personal computer are invaluable tools that are central to your business. Therefore, it is important to invest in the latest communications and technology solutions that will dramatically improve functionality and performance of these two essential tools and deliver increased productivity throughout your entire organization.

## Enjoy Freedom of Choice with Investment Protection

The UX5000 is a comprehensive integrated solution designed to meet the unique challenges of both business telephony applications and VoIP. This top performance communication server supports pure peer-to-peer IP telephony connectivity, advanced networking, traditional digital switching, or a combination - all from one solution!

It allows your organization to converge your voice and data network and benefit from the cost-saving advantages, convenience, and ease of use afforded by networked communication servers. VoIP provides seamless internal and external communications and access to advanced data and productivity tools.

By integrating diverse hardware components and software applications, NEC brings control of telephony features and related call information right to the user's PC, and provides advanced Computer Telephony Integration (CTI) throughout your organization. Reduce costs and improve network efficiency by transparently sharing communication features and resources between branch or remote locations with CygniLink. Share voice mail and other applications for additional cost savings.

Even if you're not ready to migrate to 100% IP telephony immediately, UX5000 will work for you. You can deploy traditional circuit-switched technology, VoIP or a combination! You have the freedom to adopt VoIP when and where you need it without rendering your existing systems obsolete - providing a superior return on your investment.

## Customize The Best Communication Solution For Your Business

The extensive feature set and reliable call processing applications are mature, efficient and dependable - yet intuitive and easy to use.

The architecture and design of the UX5000 delivers high performance, optimal voice quality, and reliability. A compact yet powerful solution that is simple to deploy, administer and maintain.

The UX5000 can start small and can cost-effectively expand to 712 ports.





# CygniLink

## Technology for Advanced Communication

### Connectivity . . .

- Network Efficiency utilizes a single network for both voice and data.
- Link multiple business locations to provide feature transparency between communication servers which improve employee collaboration and communication.
- Share resources such as trunks, operator services and voice mail.
- Automatic failover and redundancy is provided when connecting communication servers with CygniLink.
- IP terminals communicate by Peer-to-Peer, which means that the IP terminals participating in a call are connected directly to each other over an IP network. The signals travel through the IP network, not through a telephone switch as in traditional telephony.

### Manageability . . .

- Reduce Total Cost of Ownership – Reduce the expense of initial setup, moves, adds and changes with our intuitive programming interface.
- Reduce Future Cost of Ownership – Today's investment is protected for tomorrow. The UX5000 is designed to transition to new technologies as the need arises. No need to replace an entire system to accommodate changes in your business requirements. The UX5000 allows you to protect the company's investment with modular expansion and technology updates as your business grows.
- Dual CPU option provides redundancy ensuring communication server survivability.

- Easily maintain all communication servers on the network from a single location, connected to the network locally or remotely.
- Choice of Either IP or Digital Terminals – Whether your business communications are pure IP or any combination of IP and traditional circuit - switched technology, NEC provides a full line of terminals that will meet your needs. Because the user interface and the terminal functionality remain the same for IP or digital versions, employees can easily transition between models.

### Usability . . .

- Whether you are in your home office or on the road, an IP terminal offers all the same feature-rich capabilities as your desktop terminal. Users can place, receive, or transfer calls as if sitting at a desk in the office.
- With the UX Soft Phone application, a computer becomes an IP terminal and all features of the office terminal are available with the click of a mouse. Mobile workers can place calls, receive calls or check voice mail while away from the office. Adding a web cam can deliver video between another camera equipped soft phone.
- Color Touch Screen, provided by the IP-CTS Terminal offers intuitive icon-based feature operation and graphical XML support for a superior user experience.
- Select terminal models provide paperless key labeling. Key labels automatically change as the button functions are customized.
- Customized terminal options are available for specialized applications including enlarged dial pad, selectable font size, labeling options and more . . .

Note: IP network parameters such as QoS, delay and jitter may affect the quality of VoIP.

## Improve Customer Experience, Deliver Productivity and Versatility to Your Work Environment

**Automatic Call Distribution (ACD)** - Distributes calls evenly among member agents and provides initial and repeating announcements that encourage callers to remain on the line. Callers can leave a message if they choose to receive a callback from an agent. A client-based Supervisor position provides traffic management reporting and agent scheduling capability.

**Multimedia Conference Server** - Eliminates the ongoing cost of using outside vendors to host conference calls. The browser accessible Conference Server allows the user the ability to schedule, host or participate in a conference call with ease and efficiency. Users receive an Email with the telephone number and password to dial into the conference. Hosted video conference is supported for web cam equipped PCs.

**PC Attendant** - Call handling capability can be performed right from your PC. Display visuals let you know if an extension is in use, idle, call forwarded, or set for do not disturb. In addition, conversations can be recorded, saved, and forwarded as an Email attachment.

**PC Assistant** - Provides management and operation of a desktop terminal from a PC with just a few clicks of a mouse - for easy speed dialing, call management, contact lookup, and seamless CRM integration.

**Instant Messaging** - The PC Attendant can initiate an Instant Message, and the users can then easily respond with displayed soft keys.

**Presence** - The tracking location status can help your organization stay better connected and can significantly enhance productivity by providing the ability to instantly locate key personnel who are often away from their desks. Users can easily set or change their status by accessing the menu.

**Video Conference in Collaboration with UX Soft Phone** - Upon placing a call, the terminal can automatically identify whether that caller has a video enabled PC. With the push of a button, the video enabled PC can be activated to establish a video conference.

**Call History** - Saves information about incoming and outgoing calls and are accessible to the user. Logged calls can be redialed or saved to memory.

**Bluetooth Hub Adapter** - Users can synchronize peripheral equipment such as PDAs, mobile phones, headsets, conference units, and keyboards with the terminal.

**XML Open Interface Support** - Enables developers to create displayable and accessible applications via UX IP terminals. Applications such as calendar links, wallboards, directories, stock tickers, news reports, and more can be displayed.

**Downloadable Ring Tones** - Download from your favorite website. Ring Tones can be programmed and assigned to people in a person's directory. When an incoming call arrives, a user hears an identifying distinctive ring tone and can immediately know who is calling.

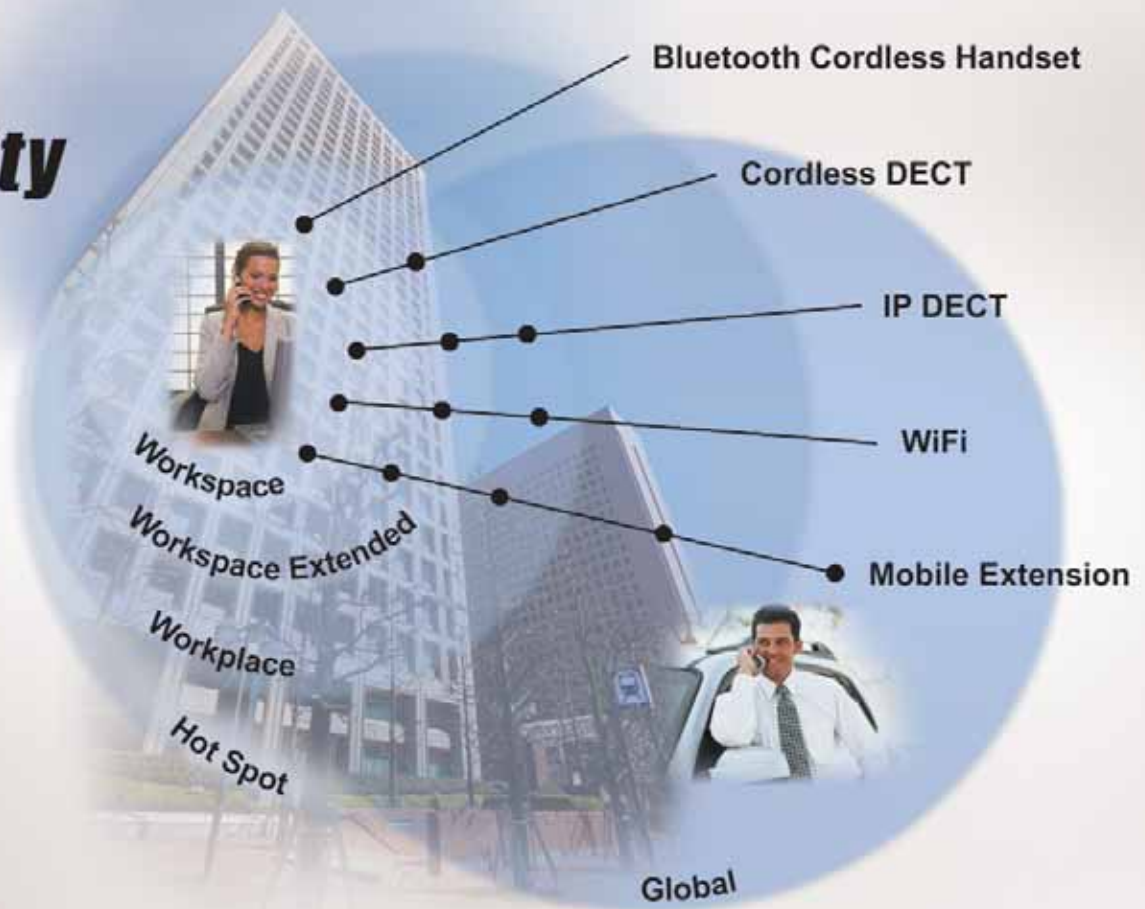
**Secure Mode** - Offers three levels of protection - Personal, Corporate and Telephony modes. Each IP terminal can be locked to prevent access or use, thus ensuring privacy and security of your corporate directories and terminal data.

**E911 Compatibility** - Identifies the origination of a 911 call so emergency services can reach the specific extension location quickly.

**SIP (Session Initiation Protocol)** - Compatible with most SIP trunk providers and a variety of SIP terminals.



# Mobility



## Mobility Solutions

Select from a variety of Mobility Solutions to keep your customers and team connected - while providing access to all your communication server's advanced communication and voice messaging features.

**Connectivity, Mobility and Convenience** – Reduce brick and mortar expenses by deploying main office operations at remote locations. Connect to the office communication server from a branch office, hotel room, customer site, or anywhere with broadband access. Users at home or virtually anywhere can place and receive calls transparently as if they were seated at a desk in the company office. Therefore, you are always ready to receive your customer's calls, and make the most of every business opportunity.

**Bluetooth Cordless Handset** - For mobility, efficiency and improved customer service. When using the Bluetooth cordless handset you have the ability to move about your personal workspace without being tethered to your desk.

**Cordless Phones** - Provide the freedom to move about in your workspace with multi-line call handling capability.

**IP DECT Wireless Handsets** - Make or receive important calls from anywhere in your workplace. Provides the flexibility to set your wireless handset to have the same extension as your desk terminal or operate separately.

**WiFi Handset** - When using NEC access points, delivers multi-line call handling capability with roaming throughout your workplace.

**Mobile Extension** - Gives the ability to use your cell phone as a single line extension of the UX5000. Forward your desk terminal to your cell phone and easily receive calls, transfer incoming calls to other extensions, make intercom calls, access your voice mail, or perform any number of other call-handling communication server features – all from your cell phone.



8-Button WiFi

IP DECT

8-Button  
Cordless DECT

## Messaging Options

Manage your messages more effectively and enhance your communication server by delivering your information more quickly and efficiently wherever you may be.

Choose from a variety of capabilities to provide unified communications - including the ability to consolidate multiple sources such as Voice Mail, Fax Mail, and Email to your inbox and PDA.

# Enjoy Customized Service and Performance

**Backlit**

Backlit display and illuminated dial pad for easy viewing.

**Display**

Large 5-line, 24 character tilt display.

**Full Duplex Speakerphone**

Built-in for hands-free operation.

**Separate Headset Jack**

Optional use of a headset for hands-free convenience with added privacy.

**Wired or BT Handset**

Snap in option for Bluetooth.

**XML Capable Display**

For customized display content.

**Adjustable Legs**

Elevates the terminal at five viewing angles.

**Modular Components**

Add or change display, number of line keys, or handset with optional snap in modules.

**High Visibility Message Waiting Indicator**

Message/ring indicator can easily be seen.

**Interactive Soft Keys**

Change to provide intuitive feature operation.

**Programmable Function Keys**

User programmable for one-button access to co-workers, features and outside lines. Dual color (red/green) LEDs make it easy to distinguish between your calls and those of co-workers.

**Fixed Feature Keys**

Quick access to commonly used features.

**Navigator Key**

Time-saving, easy-to-use, helps users select and control various features and settings.



IP-24e

The UX5000 offers an impressive array of high-performance IP and digital proprietary terminals. Choose from display and non-display, handsfree or full-duplex handsfree models. Select models offer backlit display and illuminated dial pad. All features not available on all models. Description depicts an enhanced IP Terminal.



IP-32e with DSS Console



IP-CTS\*



IP-12e with DLS



IP-6V



IP-12e with Bluetooth Cordless Handset



IP-2V

Most UX5000 terminals are available in black or white and as digital models - \*IP model only.

# UX5000



## Usability

- 7 Color LED Status Indicator
- Application Sharing
- Backlit Display
- Built-In Headset Jack
- Call History
- Contrast Control
- File Transfer
- Illuminated Dial Pad
- Instant Messaging
- Last Number Redial List
- One Touch Feature Operation
- Tilt Display
- Video Conference
- Video Soft Phone
- Whiteboard

## Adaptability

- 19" Rack or Wall Mountable
- Adjustable Height Terminal
- IP and Digital Terminal Options
- Messaging Options
- Universal Blade Slots

## Serviceability

- Alarm Notification
- Automatic Software Upload
- Redundancy
- Remote Programming
- Self Diagnostics
- Web-Based Programming

## Versatility

- Analog Trunks and Stations
- Bluetooth Support
- Colored Face Mats
- CSTA/TAPI Support
- Digital Trunks and Terminals
- IP Trunks and Terminals
- Modular Terminal Components
- SIP
- WiFi Handsets
- XML Support

## Scalability

- Application Processors
- CygniLink IP Network
- Distributed Processing
- Up to 712 Ports

## Manageability

- Automatic Call Distribution
- Automatic Terminal Relocation
- Built-In Mini Gatekeeper
- Conference Scheduler
- PoE Gbit Switch
- Presence
- QoS Router Blade
- Secure Mode
- Toll Restriction
- Walking Class of Service

UX5000		Equipment	Add-On Modules	Backlit LCD	Illuminated Dial Pad	Full Duplex	XML Open Interface	Bluetooth Handset and Hub Adapter
I P	ENHANCED	IP-CTS	Select	Standard	Standard	Yes	Yes	Yes
		IP-32e	Yes	Standard	Standard	Yes	Yes	Yes
		IP-24e	Yes	Standard	Standard	Yes	Yes	Yes
		IP-12e	Yes	Standard	Standard	Yes	Yes	Yes
	VALUE	IP-6v	-	-	-	Yes	Yes	-
		IP-2v	-	-	-	Yes	-	-
D I G I T A L	ENHANCED	DG-32e	Yes	Standard	Standard	Yes	-	Yes
		DG-24e	Yes	Option	Standard	Yes	-	Yes
		DG-12e	Yes	Option	Standard	Yes	-	Yes
	VALUE	DG-6v	-	-	-	Half Duplex	-	-
		DG-2v	-	-	-	Half Duplex	-	-

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6535 N. State Hwy 161, Irving, Texas 75039

Some features may be optional, available at a future date, or require additional equipment, license, or services. Recording of telephone calls is subject to varying state and federal privacy laws. Consult a legal advisor before recording a telephone conversation. The information herein is subject to change without notice at the sole discretion of NEC.

To find out more about UX5000 and how NEC's powerful and versatile technology platforms can work for you, contact your local NEC dealer, visit our web site at [www.necux5000.com](http://www.necux5000.com) or call 800-365-1928.



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