

# Built-in Brilliance



## Smart Communications System SL2100



# Why choose SL2100

To assist in maintaining a positive customer experience and a high level of service, businesses today need to have workforces that are available and 'on-demand' from any location. A great customer experience usually generates repeat business.



## Built-in features include:

- > Web-Based Unified Communication Client
- > VoIP Enabled
- > Unified Messaging
- > Music on Hold
- > Mobility / BYOD / Remote Extension
- > Auto Attendant
- > Audio Conferencing
- > Video Conferencing & Collaboration
- > And more!

## Value for money



Powerful communications with a small business price tag that allows you to pay only for what you need. Completely scalable as your business grows.

## Keep connected



Single number reach, mobile smart phone apps, built-in web based conferencing and unified messaging keeps colleagues and customers up-to-date and connected.

## Easy to use



Intuitive applications and features your whole team can easily use to empower them to be more productive.

## Safety first



Built-in apps like InGuard can be configured to help protect your business from malicious toll fraud attacks.

# Connecting your team, connecting your customers



## 1 Internal Sales Person

The Auto-Attendant feature means that callers receive a greeting and are routed to the correct department, ensuring that I only get the calls that are meant for me.

## 2 Receptionist

With Caller ID displayed on my terminal, I can give the appropriate greeting to callers and redirect calls from familiar numbers without answering, somebody who is busy on a call.

## 3 Security Guard

The door-phone functionality makes it easy for me to know who is visiting and open the door via my terminal.

## 4 Office Worker

The conference feature allows me to effortlessly set up a virtual meeting for colleagues at short notice, wherever they are. This enables faster business decisions, as well as saving traveling time and expenses.

## 5 Remote/Home Worker

I can use my desktop phone or softphone at a remote or home office location to communicate with customers and colleagues with the same ease as if I were in the office.

## 6 IT Manager

It's easier than ever to manage our system settings. Drag-and-drop functionality provides an error free way of building call groups, which is useful for when staff move desks, leave or join the company.

# SL2100 in Real Business



## Small/Medium Organizations

Organizations of all types, including businesses for real estate, insurance, finance, banking, law, require robust communication tools to serve their clients.

- > Self-service options allow callers to easily get to the person or department they want to reach without going through an operator – if person is unavailable, they can leave a detailed message.
- > A range of mobility options enable employees to stay connected and reachable from any location – on or off premises.

## Small Hotels/Motels

Ensure your guests have a memorable stay by providing them access to personalized services that enhance their experience.

- > Guests can customize services from guestroom messaging, wake-up calls and do not disturb plus have one-touch access to services they want.
- > Employees can check guests' real-time status and provide required service immediately.



## Healthcare

Doctors' offices, surgery centers and other healthcare organizations receive a high volume of frequent inquiries.

- > Customizable pre-recorded messages are played to callers, giving them the option to route themselves to the right department or leave a message for prescription refills, reducing the need for a receptionist to handle every call.
- > Eliminate the expense of an answering service with email or external message notifications to appropriate personnel during off hours.



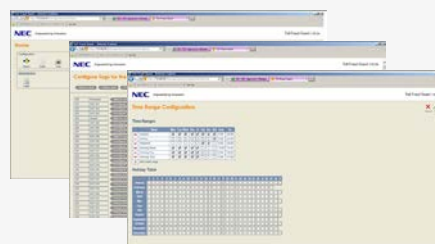
# Built-in Applications

SL2100 now includes an expanded and diverse portfolio of InApps. As well as providing compelling business benefits, these built-in/on-board apps require no external PC or server - making them highly cost effective and reliable.



## InUC - Built-in collaboration

In today's working environment, employees can be working in various locations. InUC is a unified communications application providing Video conferencing, collaboration, document sharing, presence and instant messaging for any business of up to 112 users. Utilizing WebRTC (Real-Time Communications) – InUC provides highly cost-effective video and collaboration working seamlessly within your IT environment.



## InGuard - Get Secure

InGuard is an effective, low cost solution to help protect a business against the rise of toll fraud attacks. Toll Fraud is a fraudulent attempt by a hacker to gain unlawful remote access to a phone system. Attacks are often highly organized from an automated server and once accessed, fraudulent calls are connected and over a period of time, can run up call charges of potentially thousands.

# Smart Mobility Options

Today's mobile workers depend on communication tools that accommodate flexible workspaces and allow free roaming wherever they are. SL2100 ensures your team stay connected, but without the escalating business mobile costs.

## Away from the office

Users can enjoy a complete phone user experience from their home office plus greater working flexibility. Individual and business benefits include the cost and time savings of travel and even the associated costs of workspace. IP Desktop terminals provide access to system features from the home, e.g. company directory, call transfer and more.

## On the road

Use your existing Smartphone as a system extension complete with call control. Save on mobile call costs and remain reachable on a single number. The Smartphone

SIP App simply connects to the SL2100 via Wi-Fi or across the Mobile Data Network (3G/4G). If the smartphone is not connected due to lack of Network, the SL2100 can provide roaming by routing calls to your GSM number.



# SL2100 System overview



**SL2100 Multi-line Terminals**



**SL2100 Communications Server**



**SL2100 IP Terminal**

## SL2100 8 Button Self-Labeling IP Telephone

- > VoIP NEC I-SIP Multi-Line Telephone for SL2100
- > Supports Ethernet Gigabit Speed (Full Duplex)
- > 8 Programmable Keys Visible at a Time (May Scroll Up to 32)
- > Programmable Button Labels
- > Powered via PoE



Multi-Color Incoming LED (Red/Green)

Self-Labeling LCD with 8 Programmable Keys

Angle Adjustable Leg (2 Steps)

Scroll Buttons

Soft keys

Red Color LED

Local Setting and Configuration

Incoming Call History Keys

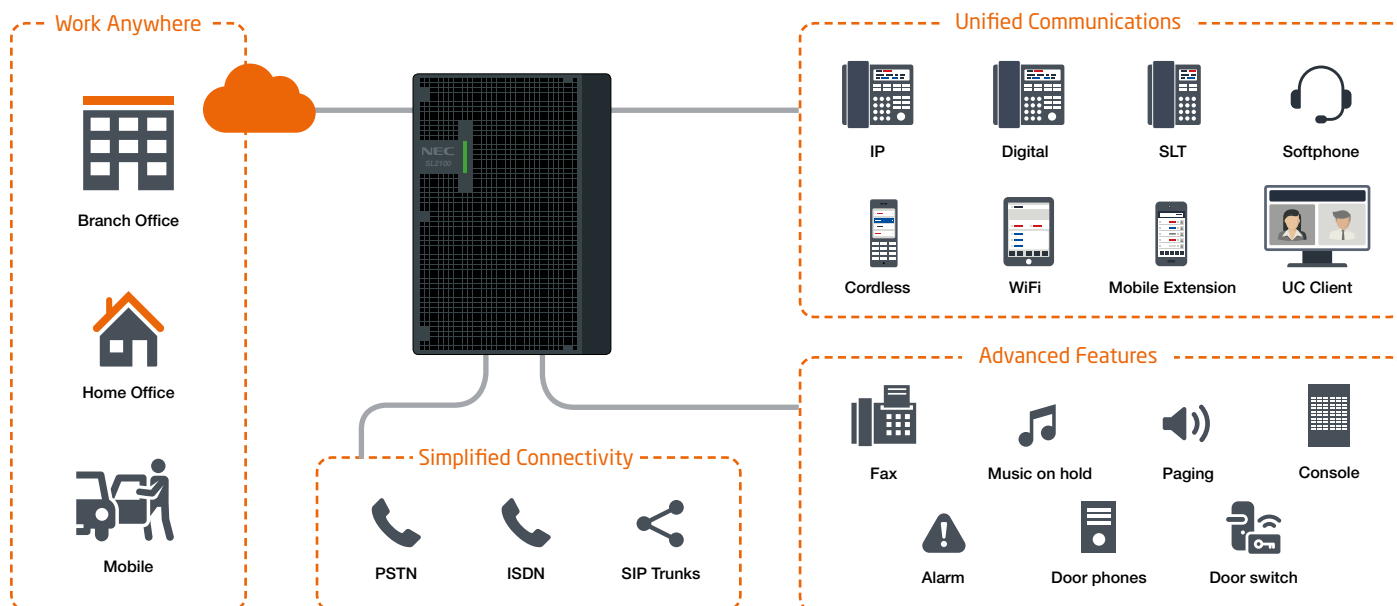
Redial History Keys

Directory Functions Keys

Menu Cursor Keys

Clear Plastic Panel & Changeable DESI Sheet for 12 & 24 Button Telephones

Red/Green Color LED



Number of Chassis		1 Chassis	2 Chassis	3 Chassis
Number of Universal Slot		4	8	12
Number of CPU		1		
Total System Ports (Trunk + Extension)		222		
	Total Legacy Ports (Trunk + Extension)	74	148	222
	Trunks (Max.)	42	84	126
	Analog	12	24	36
	ISDN BRI	16	32	48
	ISDN PRI (2M)	30	60	90
	Extensions (Max.)	74	112	112
	Multi-line Terminals	24	48	72
	Analog Extensions	32	64	96
	DSS Console	3	6	9
	Doorphone	6		
IP	IP Trunks (SIP / H.323)	64		
	IP Extensions	112		
Audio / Others	Relay	11		
	Paging	3		
	External Music on Hold	1		
	BGM	1		
	Ethernet Port	1		
	Analog Modem	1		
Voice Response System/ Voice Mail (VRS/VM)	VRS/VM Storage	2 Hours (Built-in) / 15 Hours (By Small SD card) / 120 Hours (By Large SD card)		
	Voice Prompts for VRS/VM	1 Language (Built-in) / 26 Languages (By Small or Large SD card)		
VoIP	Built-In VoIP Channel	8 (Built-in) / 128 (By VoIP board)		
Physical Characteristics	SL2100 Chassis Dimensions	H 92.9mm X W 435mm X D 330mm		
	Empty Chassis Weight	2.2 Kg		
Power Consumption	SL2100 Chassis Power Rating	Input 100V-120V/220V/230V/240V 50/60Hz 1.43A 1.25A/0.82A/0.79A/0.76A OR DC-24V 2.86A		
Compliance	EMC	EN55032 Emission, EN55024 Immunity, EN6100 Powering		
	Safety	EN60950-1		
	Transmission and Signaling	TBR3, TBR4, ES203-021, TBR8, TBR38		
Environment	Temperature	0°C~40°C (32F~104F)		
	Humidity	10%~90% (non-condensing)		



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