

Orchestrating a brighter world

NEC

Full-Featured, Multimedia IP Softphone

UNIVERGE® SP350 Softphone



The SP350 offers employees a versatile communications tool for PCs and laptops that enables easy collaboration with colleagues, and the ability to stay connected and productive from anywhere that has Internet connectivity



At a Glance

- Full-featured, multimedia IP softphone with an impressive array of high quality video, audio, voice and text capabilities
- Ability to easily share real-time information and ideas with colleagues
- Easy-to-use intuitive interface makes it easy to learn with little or no training
- Improve efficiency and productivity

Overview

Today's economic environment is a challenge for businesses of all sizes. To stay competitive, enterprises need to have the right tools to be more efficient, flexible, and productive. That's why NEC has developed the UNIVERGE SP350 Softphone. As one of our solutions for smart enterprises, it allows employees to easily share real-time information and ideas as well as provide them with the flexibility to work from different locations. It also provides them with a versatile, converged communications tool that offers an impressive array of high quality video, audio, voice and text features.

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. And, as with all of NEC's solutions for Smart Enterprise, organizations can optimize business practices, drive workforce engagement, and create a competitive advantage.

Solution

Full-Featured, Multimedia IP Softphone

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. Designed to meet the needs of any employee, it can be used as a primary desktop telephone, a supplemental desktop telephone or a remote/telecommuting device.

- **Primary Telephony Device** – eliminates the need for a standard desktop phone. The SP350 is a space-saving device for organizations that use integrated voice and data applications on a regular basis or for individuals who enjoy the efficiency of communicating via voice and data from their PC or laptop.
- **Remote/Mobile Users** – provides the full functionality and features of a regular desktop phone, plus advanced multimedia applications, 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 voice, audio, video or text just by logging onto their PC.

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:

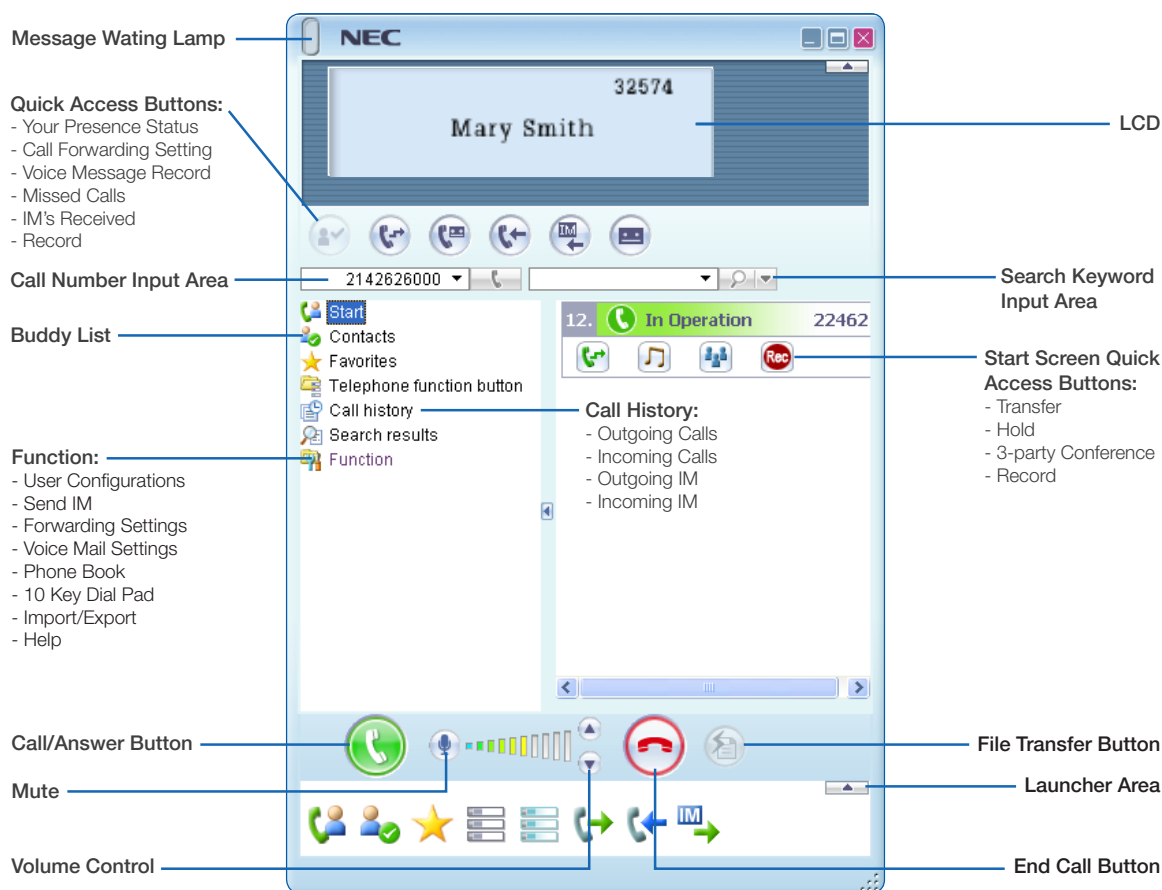
- **Audio and videoconferencing** allows for easy set-up and participation in conference calls
- **Presence** provides the status of the party users are trying to reach before placing a call
- **Document sharing:**
 - ◆ Permits users to share up to 16 files at one time through peer-to-peer and conference call environments, and are synchronized between all participants
 - ◆ Provides the capability for all participants to write in text or insert graphics on a shared document
 - ◆ Allows participants to save inserted text/graphics in Microsoft® Word or PowerPoint® documents

- **Markup pen** lets users redline a portion of a shared document
- **Whiteboard** allows users to review, create and update graphic designs in real-time
- **Instant Message/Chat** enables users to correspond in real-time in either a peer-to-peer or broadcast arrangement while engaged during a call or not – up to eight parties can chat together at the same time
- **File Transfer** provides an easy method to send one or more files while in a call by simply selecting the file and dropping it into a person's participation file
- **Call Log** enables the storage of information about outgoing/incoming calls, missed calls as well as recorded call files
- **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

Easy-To-Use Intuitive Interface

The SP350 Softphone offers two types of graphical user interface (GUI) displays, standard and toolbar. 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, a user's presence status, 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. The SP350 also provides Microsoft® Office Outlook® integration support for voice calling functions.

Standard View



Toolbar View



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

With the addition of Presence, employees will know who is available and when. 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.

Features and Specifications

Features			
SP350 Standard Call Features	<ul style="list-style-type: none"> • Caller ID Display • Call Transfer • Call Hold • Call Record • Call Conferencing up to 8 People (VS-32 is required) 	<ul style="list-style-type: none"> • Do Not Disturb • Last Number Redial • Voice-Mail Integration • 32 Programmable Line Keys • Speed Dial/ DSS buttons • Headset Volume and Muting 	<ul style="list-style-type: none"> • Ringer Volume Control • Multiple Audio Algorithms • Supported (G.711, G.722 and G.729a)
SP350 Applications	<ul style="list-style-type: none"> • Collaboration Integration • Video Conferencing up to 8 People (VS-32 is required) • File Transfer 	<ul style="list-style-type: none"> • Document Sharing • Multipoint Document Sharing • White Boarding • Markup Pen 	<ul style="list-style-type: none"> • Presence *1 • Instant Messaging • Chatting
Other SP350 Standard Functions	<ul style="list-style-type: none"> • Compatibility with most VPN configurations • Configurable Online Displays • Convenient Keyboard Shortcuts - for 	<ul style="list-style-type: none"> quick answer and disconnect • Fast Access Buttons • Drag and Drop Dialing • Call History and Chatting Logs 	<ul style="list-style-type: none"> • Keyboard or Screen Dial Pad • Built-in Voice Recording • 6/8 Party Audio/Data Conferencing (VS-32 is required)
SP350 Softphone Specifications			
System Requirements	NEC Communications Servers	SP350 Modes	
		Business	UCE ACD * 2 (CCWorX-ACD)
System Requirements	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)	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 Specification)	1GB 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 – PentiumM 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		

*1 Presence Server is required. The Presence Server may not be available in some regions

*2 North America only

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