



UNIVERGE BLUE® CONNECT

Take your business to the next level with
fully integrated unified communications





UNIVERGE BLUE® CONNECT

UNIVERGE BLUE® CONNECT is an easy-to-use cloud-based communications platform that helps employees to be more productive and collaborative. It includes a full-featured phone system combined with chat, web/video conferencing, and files sync, share and backup capabilities.



UNIVERGE BLUE® CONNECT

PLATFORM OVERVIEW



PHONE SYSTEM

- Cloud-based phone service with 100+ enterprise grade calling features and excellent network call quality and uptime
- System configuration and call reporting are managed from a single web-based portal



MOBILE

- The UNIVERGE BLUE® CONNECT Mobile App makes any smart phone an essential collaboration tool
- Extend your desktop phone number and extension to your mobile phone
- Place calls and receive calls, send chats and text messages, see who is available and manage voicemail – anytime, anywhere
- Protect your business and increase employee productivity with Spam Caller Protection



DESKTOP

- The UNIVERGE BLUE® CONNECT Desktop App empowers employees with the flexibility to communicate the way that works best for them
- See who is available, send chats and text messages, place and receive calls, share screens, start video calls, share files, view and manage voicemails—all from a single application.
- Use desktop application to place and receive calls or as a call controller for your associated desk phone or as a soft phone from your PC or Mac®



VIDEO CONFERENCING

- Face to face meetings via HD video eliminate unnecessary travel and empower teams with remote members to be more productive
- Establish a personal connection with customers and business partners, and improve internal communication between offices



REMOTE OFFICE

- NEC's UNIVERGE BLUE® CONNECT preconfigured phones can be plugged into any location that has an internet connection
- Remote desk phones work exactly the same way as they do in the office, with access to all the same features and functionality as everyone else in the company



ONLINE MEETINGS

- Host web meetings using slides, or screen-sharing with up to 30 HD video presenters and up to 200 web attendees (number of video presenters & attendees varies by plan)

UNIVERGE BLUE® CONNECT

PLATFORM OVERVIEW



PHONE

- › UNIVERGE BLUE® CONNECT phones are plug and play, delivered pre-configured to work seamlessly
- › No special setup or technician required



VOICEMAIL

- › UNIVERGE BLUE® CONNECT voicemail can be managed and accessed according to user needs.
- › Listen and manage from the desktop phone, or through the mobile app
- › Transcribed voicemail messages can be delivered via email, or viewed on the mobile app
- › Voicemail can be received or forwarded as a downloadable email attachment



PRESENCE INDICATOR

- › NEC's UNIVERGE BLUE® CONNECT desk phones and applications include presence – the ability to see whether your company contact is available, or busy on the phone
- › Desktop phones include a busy lamp field (BLF) in the LCD display that indicates presence
- › UNIVERGE BLUE® CONNECT desktop and mobile apps display presence information alongside each contact in the Active Directory



FAX

- › UNIVERGE BLUE® WEBFAX is a 'virtual' fax service that allows users to receive and manage faxes via the web or email
- › Transmits faxes directly from a Windows®-based PC
- › Senders simply dial the WEBFAX number from their fax machine, as they normally would



TEAM CHAT & BUSINESS SMS

- › Send and receive chats in real-time with team members (individuals and groups)
- › Send and receive unlimited text messages across US, Canada, and Puerto Rico from your business phone number to colleagues and customers
- › Pin favorite contacts to the top of your list
- › Chat and SMS messages automatically synchronize across devices
- › Chat and SMS messages are securely encrypted in transit and at rest
- › Sync contacts from popular third-party platforms (Office 365®, G-Suite®, and more)
- › Manage company, customer and personal contacts from a single platform



FILE COLLABORATION

- › 10GB per user (pooled) of UNIVERGE BLUE® SHARE file storage included
- › Access files from desktops, laptops, smartphones, tablets, file servers, and the web
- › Full control over files, users, devices, and sharing activities



FILE BACKUP

- › UNIVERGE BLUE® SHARE provides real-time backup of all files, mobile photos, and videos
- › Point-in-time file restoration for quick recovery from ransomware and other types of data loss
- › Share files with other users and co-edit in real time for Office 365® Users

UNIVERGE BLUE® CONNECT

BENEFITS TO YOUR BUSINESS



INCREASED PRODUCTIVITY

UNIVERGE BLUE® CONNECT makes a more productive workforce

- › Allows a user's mobile devices to interact seamlessly with the corporate phone system
- › Virtually anywhere, anytime, and on any device – creates a more flexible workforce
- › Transcribes voicemail messages to text and/or email, allowing for more efficient voicemail management
- › Integrated chat and SMS, video conferencing, screensharing, file sharing, file backup and integrations extends reach and facilitates collaboration



LOWER COSTS

No phone system hardware to buy, install, manage, upgrade or replace

- › Reduces infrastructure and operating costs with no additional hardware to buy
- › Consolidates voice and data onto one network
- › Flat, per-user rates with no extra or hidden fees
- › 100+ enterprise grade calling features included in the service



HIGH RELIABILITY

The UNIVERGE BLUE® CONNECT voice network is purpose-built for reliability

- › 99.999% financially-backed uptime SLA
- › VoIP tests help ensure a reliable connection and high voice quality
- › Redundant East/West datacenters increase reliability and reduce latency



SIMPLIFIED SCALING & MANAGEMENT

UNIVERGE BLUE® CONNECT scales according to the needs of any business

- › Order service according to the number of users; no guessing number of lines needed
- › Ordering additional service is easy & can be done online; no technician or special expertise required
- › Manage service and features using user-friendly UNIVERGE BLUE® CONTROL PANEL
- › Scales to a large number of users per business



BUSINESS CONTINUITY

Never miss an important business call

- › UNIVERGE BLUE® CONNECT automatically rings all your end points (desk phone, mobile, etc.) with every call and in the event that you don't answer, it routes the call to any number you choose (branch office, automated attendant, mobile number, etc.)



ENHANCED CUSTOMER EXPERIENCE

- › Option to add UNIVERGE BLUE® ENGAGE Contact Center at any time
- › Contact Center delivers more responsive, informed, and positive customer experiences
- › Plans for businesses of all sizes, industries, and levels of sophistication

UNIVERGE BLUE® CONNECT FEATURES

WHAT'S INCLUDED

EACH USER RECEIVES

- › Local phone number with unique extension
- › Ability to have up to five endpoints
- › Inbound/Outbound Caller ID
- › WebFax
- › Voicemail box with transcription services
- › Team Chat and Messaging
- › Mobile App & Desktop App

EACH ACCOUNT RECEIVES

- › Centralized management of all locations
- › Auto Attendant with a direct inward dial phone number
- › Ability to configure up to 5 hunt groups per account
- › Conferencing: 200 toll-free minutes/month
- › Active directory integration for easy configuration of users
- › Hunt Group reporting
- › Enable/Disable call recording
- › Spam Caller Protection



UNIVERGE BLUE® INTEGRATE is an integrations platform that connects powerful voice, chat, video conferencing, and contact center functionalities into everyday business applications like Google®, Microsoft®, Salesforce® and more – driving higher productivity and increasing customer retention at no heavy cost.



UNIVERGE BLUE® TELEPHONES

A VARIETY OF MODELS

With over 120 years of experience in telephones and communications systems, NEC has paired some of our best desktop telephones with UNIVERGE BLUE®.



DT930S
Touch panel
color display



DT930S
Self-labeling with
color display



DT920S
6 button phone
with greyscale display

IP DESKTOP TELEPHONES

- › Choice of two DT930S models, one with touch screen and the other self-labeling, plus the DT920S 6-button
- › User friendly interface makes all of them ideal for public and business usage
- › Affordable and cost effective phones to suit all your business needs
- › Software upgradeable, eliminating the need for new hardware
- › Built-in Gigabit Ethernet comes standard on the DT930S (touch & self-labeling) and DT920S 6-button



UNIVERGE BLUE® CONNECT

USER FEATURES

PHONE FEATURES

- › Call Forward
- › Call Hold
- › Call Recording
- › Call History
- › Call Transfer
- › Call Waiting
- › 3-way Calling
- › Do Not Disturb
- › Extension Dialing
- › Configurable Ring Options
- › Voicemail
- › Administrator Password
- › Named Ring Groups
- › Page all Phones
- › Call Park
- › Inbound Caller Name
- › Call Flip
- › Configurable Line Keys
- › Speakerphone
- › On-Hook Dialing
- › Remote Line Key
- › Transfer to Voicemail

SYSTEM FEATURES

- › Voicemail with Transcription
- › Auto Attendant
- › Caller ID
- › Custom Hold Music & Greetings
- › Direct Inbound Dialing (DID)
- › Call Flip
- › Conference Bridge
- › Hunt Groups
- › Hunt Group Call Reporting
- › Email and SMS notifications
- › Busy Lamp Field/Call Presence



UNIVERGE BLUE® CONNECT MOBILE AND DESKTOP APPLICATIONS



UNIVERGE BLUE® CONNECT MOBILE APPLICATION

This powerful mobile application transforms your mobile device into an essential collaboration tool, making teamwork on-the-go easier than ever. See who is available, send and receive chats and text messages, place and receive calls, share screens, start video calls and share files – all from one application. Available for Android™ and iOS.

Never miss important calls

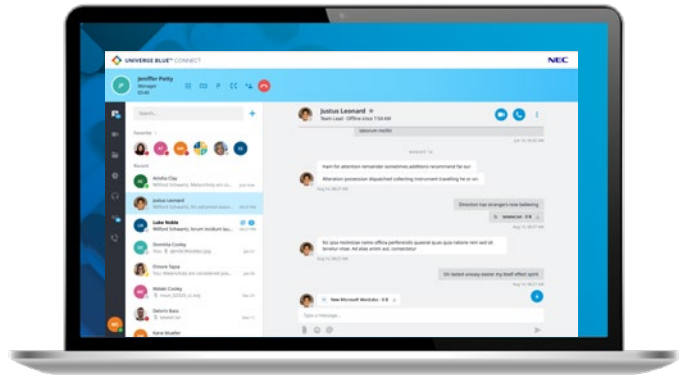
- Extend your business phone number and extension to your mobile device, so you can place and receive calls on-the-go or even transfer calls from your desktop phone to your mobile device-seamlessly, without interruption

Easily collaborate from anywhere

- Your full desktop chat and SMS history is synchronized with your mobile device so you can stay connected and continue conversations no matter where you are

Connect with all of your contacts

- Sync contacts on your mobile device from popular third-party platforms (Office 365®, G-Suite®, and more) to your CONNECT Apps



UNIVERGE BLUE® CONNECT DESKTOP APPLICATION

Our desktop app brings essential collaboration tools together, making teamwork easier than ever. See who is available, send team chats and text messages, place and receive calls, share screens, start video calls and share files – all from one application. Available as a downloadable app for PC or Mac®.

Communicate your way

- Have the flexibility to use your desktop application to place and receive calls in two ways, either as a call controller for your associated desk phone or as a softphone from your PC or Mac®

One application for collaboration

- One place to see the availability of coworkers, place a phone call, send chats and text messages and launch a video conference

Stay connected on-the-go

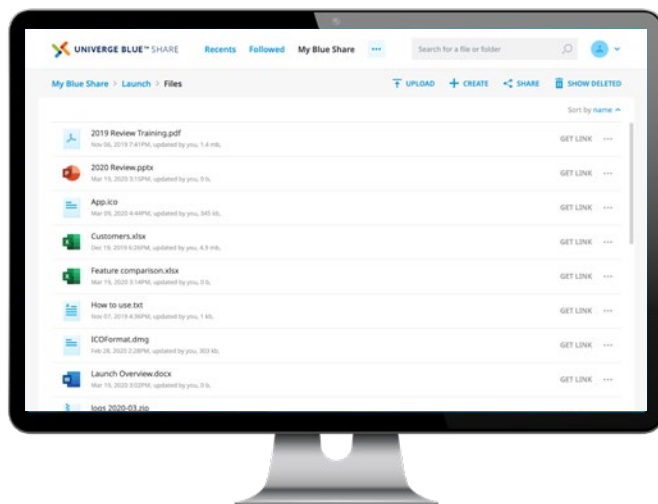
- With the CONNECT desktop and mobile applications, you take your contacts, files and conversations with you – wherever you are



VIDEO CONFERENCING & SCREEN SHARING

UNIVERGE BLUE® MEET is an easy-to use, reliable video collaboration tool.

- HD video conferencing: Face to face meetings eliminate unnecessary travel and empowers teams with remote members to be more productive
- Screen sharing: The computer desktop can be shared in real-time, improving collaboration and speed of decision making
- Screen annotation: Meeting participants can call out important points on a shared screen during a meeting.
- Includes a conference dial-in number, and custom URLs for meetings
- Web participants per plan: ESSENTIALS up to 4; PRO up to 100 and PRO PLUS up to 200
- Video panel participants: ESSENTIALS up to 4; PRO & PRO PLUS up to 30



FILE SHARING & SECURITY

File sync and share with backup for desktops, mobile devices, and file servers.

- The most current version of files from any device
- Easy and secure file sharing
- Reduced downtime from ransomware and other types of data loss
- Integration with Windows file server, Active Directory, Outlook®, Office®, and Office 365®
- Full control over files, users, devices, and sharing activities
- PRO & PRO PLUS packages includes 10GB/user



Improves your client's customer interactions with a highly reliable, secure and full-featured solution that can be up and running in days, not months.

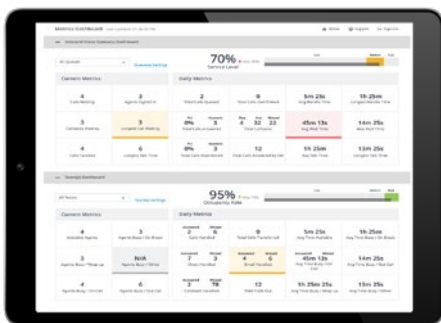
NEC's contact center agent desktop app streamlines the management of incoming calls to help reduce response times and improve service quality for more satisfying experiences. The agent desktop and web application is a customizable single pane of glass for voice, chat, email and SMS queues and can support agents in a single and multi-site contact center or remote locations.

CONTACT CENTER CALLER FEATURES

- › Voice, Chat, email, and SMS Queues
- › Speech Recognition Integration
- › Smart Greetings (announces # of callers in queue, estimated waiting time)
- › Automatically connects callers to the next available agent. Places callers on hold when all agents are busy with calls
- › Routes calls, chat, emails and SMS to organized departments such as sales, or support, Agent based on specific skillset or geographical preference

CONTACT CENTER AGENT FEATURES

- › Desktop & Web Application – single pane of glass for voice, chat, email, and SMS queues
- › Structured, consistent feedback via Evaluator
- › Screen recording
- › Outbound Voice capabilities & outbound dialer (power dialing add-on)
- › Queued Callbacks and Voicemails make for structured, efficient follow-ups
- › Custom Agent Status



1. Desired channels (E-mail & SMS) add-on sold separately.
2. Require professional services.

CONTACT CENTER SUPERVISOR FEATURES

- › Evaluator empowers supervisors to review, score, and provide feedback on agent-customer interactions
- › Desktop & Web Application
- › Enhanced supervisor calling abilities: monitor, whisper, and barge
- › Supervisor Reporting: Agent/Group Activity Reporting; Historical Reporting; call queue and active call reports; Report Scheduling

CONTACT CENTER ADMIN FEATURES

- › Dynamic Notifications, for outreach campaigns via voice, email, & SMS¹
- › Schedule Manager helps optimize your workforce and balance staff resources against demand
- › Custom CRM Integration²
- › Custom WFM Integration²
- › Custom IVR Integrations & Self-service applications (DB Data Dips, Intelligent Routing, Payment IVRs etc.)²
- › Real-time calling statistics dashboard for desktop or wallboard display
- › Customizable Interactive Voice Response (IVR) helps direct your customers to the right agent or information using their voice
- › Routes calls according to Administrator specifications: Last Agent, Preferred Agent, etc.
- › Outbound Dialer with voice & blended channel queues (add-on)
- › Real-Time Customizable Threshold Alerts
- › Emergency Queue Bulletins
- › Post-Call Surveys
- › Text-To-Speech
- › Call Scripting
- › Elastic Demand Support, up to 50%


**OVER
\$29 BILLION
REVENUE**

 **#1**
**SMB & ENTERPRISE
COMMS WORLDWIDE**

**LEADER IN
BIOMETRICS**




**75 MILLION
GLOBAL USERS**


**TOP 100
GLOBAL INNOVATORS
(THOMSON REUTERS)**



**RECOGNIZED
AS A LEADER**
BY FROST & SULLIVAN
IN ENTERPRISE
COMMUNICATIONS
TRANSFORMATION


**125+
COUNTRIES**

**GLOBAL 100
MOST SUSTAINABLE
COMPANIES IN THE WORLD
(CORPORATE KNIGHTS)**



**4,000+
CHANNEL
PARTNERS**


**107,000
TEAM MEMBERS
WORLDWIDE**



For further information please contact NEC Corporation of America or:

Black Box
1000 Park Drive, Lawrence, PA 15055
(855) 324-9909 | www.bboxservices.com



About NEC Corporation – NEC Corporation is a leader in the integration of IT and network technologies that benefit businesses and people around the world. By providing a combination of products and solutions that cross utilize the company's experience and global resources, NEC's advanced technologies meet the complex and ever-changing needs of its customers. NEC brings more than 120 years of expertise in technological innovation to empower people, businesses and society.

August 2020 – NEC is a registered trademark of NEC Corporation. All Rights Reserved. Other product or service marks mentioned herein are the trademarks of their respective owners. Models may vary for each country, and due to continuous improvements this specification is subject to change without notice.

© Copyright 2020. All Rights Reserved.

Americas (US, Canada, Latin America)
NEC Corporation of America
www.necam.com

EMEA (Europe, Middle East, Africa)
NEC Enterprise Solutions
www.nec-enterprise.com

Australia
NEC Australia Pty Ltd
au.nec.com

Asia Pacific
NEC Asia Pacific
www.nec.com.sg

Corporate Headquarters (Japan)
NEC Corporation
www.nec.com