

# The SL1100

Smart Communication for Small Businesses

**SL1100**  
Smart Communications



A blurred photograph of several people in business attire walking through a modern office space with large windows and glass railings. The motion blur suggests a fast-paced, active environment.

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*“Your staff are the most valuable aspect of your business; the SL1100 can make them more productive from day one”*



# Why choose the SL1100?

This unique platform is the ideal solution for any small business. The SL1100 makes your team more reachable, more responsive and more productive.



## Value for Money

- Powerful communications with a small business price tag
- Only pay for what you need, with an entirely scalable solution
- Lower running costs considerably by making smarter use of your communications



## Easy to use

- Intuitive features that the whole team can use, without the need for training
- Handsets and applications include shortcuts that speed up working processes
- Time-saving applications empower your team to become more productive



## Lean and Green

- Energy efficiency mode, contributing to a healthier environment
- Built-in conferencing for a greener approach to business meetings
- A range of home working options to help lower fuel emissions



## Keep them connected

- Use your mobile to stay contactable on your office number, from anywhere
- DECT wireless communications from anywhere on the premises for maximum reachability
- Never miss a thing, with enhanced voicemail to keep you up to date

# Features at your fingertips



Caller name and number displayed, helping you prepare for a call

Speaker-phone for hands-free and group listening



Headset port for plug-and-play hands-free working

LED indicates incoming call, request for call-back and new voicemail

Access to system features such as conferencing

Customisable keys can provide many features including:

- speed dials
- voicemail shortcut
- 'busy lamp field' indicating call status of colleagues

Transfer a call

Set to do not disturb

Mute key for listening-only mode

Volume up

Redial List

Menu

Put call on hold

Call List

Access to company directory / volume down



### SL1100 Digital Handset

- 12 or 24 key versions available
- Backlit keypad and soft keys
- Adjustable angle
- Programmable keys with LEDs
- 4 feature keys and navigation keys
- Headset port
- Full Duplex Speakerphone
- 20 number personal directory
- 1000 number system/group directory
- Built-in wall mount kit
- Dual-colour call indicator lamp
- 8 Selectable ring tones
- Energy saving sleep mode
- Also available in white



### SL1100 IP Handset

- 24 key handset
- Backlit keypad and soft keys
- Adjustable angle
- Programmable keys with LEDs
- 4 feature keys and navigation keys
- Headset port
- Full Duplex Speakerphone
- 20 number personal directory
- 1000 number system/group directory
- Built-in wall mount kit
- Tri-colour call indicator lamp
- 8 Selectable ring tones
- Homeworking functionality
- Also available in white



### DSS Console

- 60 programmable keys with LEDs
- Ideal for receptionists
- Also available in white



### Wireless DECT Handset

- 2 line/24 character backlit display (with feature icons)
- Backlit keypad
- 8 programmable keys with LEDs
- Headset port
- Selectable ring tones
- Roaming distance up to 200m outdoors and 50m indoors



*“Intuitive handsets with time-saving features, helping you to work faster”*



# Keeping your team in touch

## 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."



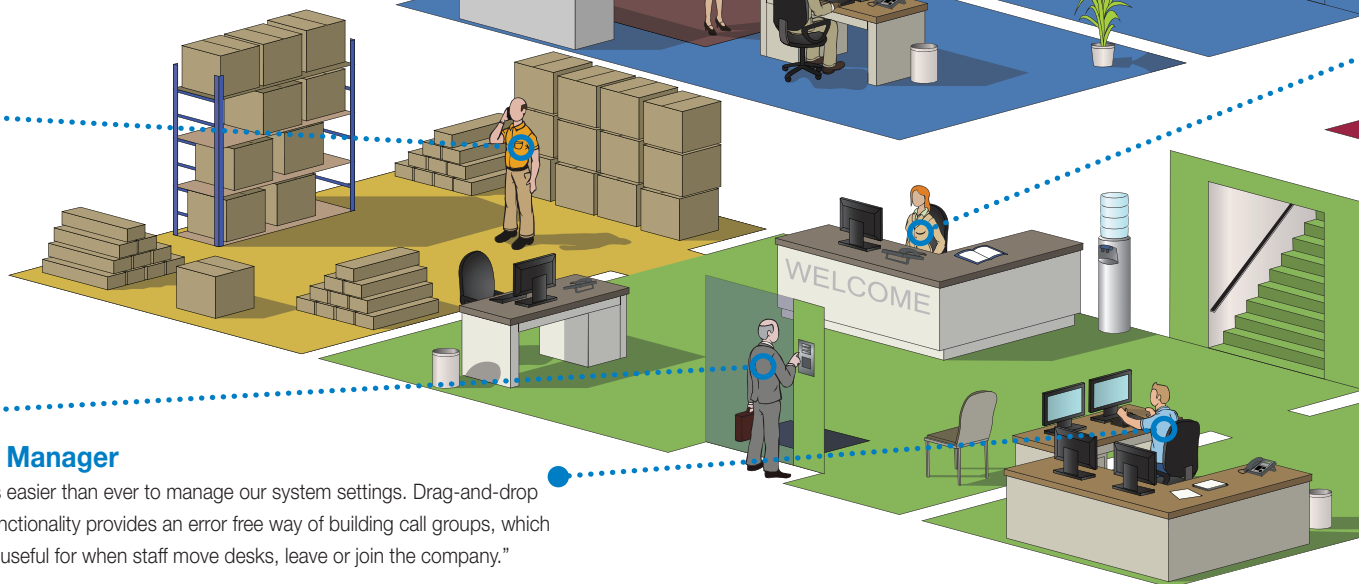
## Office Worker

"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 travelling time and expenses."



## Warehouse Manager

"The wireless DECT handset allows me to stay in touch while moving around the warehouse, making me more responsive. I can even make and receive calls with the HQ free of charge."



## Security Guard

"The door-phone functionality makes it easy for me to operate the feature from my mobile if I need to go off-site temporarily."

## 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."

*“The SL1100 can make your entire workforce more productive, wherever they are”*

### Team Manager

“With MyCalls I can view detailed call activity of my team. We can use the statistics provided to reduce abandoned calls, and follow up any that we’ve missed.”

### Receptionist

“With Caller ID displayed on my handset, I can give the appropriate greeting to callers and redirect calls from familiar numbers without answering, straight to the relevant colleague.

The Busy Lamp Field buttons on my handset enable me to view the call status of each colleague, meaning that I can prevent wasting time trying to contact somebody who is busy on a call”.

### Home Worker

“I can use my handset at home to communicate with colleagues with the same ease as if I was in the office” (IP version only)

### Mobile Sales Person

“I can be on the road and stay contactable on my office number using my mobile phone, meaning that I don’t miss an important enquiry.”





# Stay connected on the move

Remain contactable on the same number wherever you are

## Mobile Extension:

### Be in when you're out

With a Mobile Extension, you can carry your office number with you when you're on the road. With access to system features such as caller ID, call transfer and voicemail, it really is like being in the office, whether you're travelling, on leave or stuck in traffic.

### Get more out of your team

Company specialists can now be empowered to maintain high service standards when out of the office, helping you make the most of your most valuable members of staff.

### Never miss a sales call

Salespeople can use Mobile Extension to ensure that even when they're on the road, they never miss out on a call which could lead to a lucrative business opportunity.

## Wireless DECT:

### Maintain service levels when away from your desk

With DECT handsets for wireless voice communications, you can move around the office and remain reachable, so you don't lose touch with colleagues or customers.



*“Maximise the reachability of your team”*



# More than voicemail

Advanced features for enhanced communications

## What is InMail?

InMail is more than just a regular voicemail box. Packed with powerful business features, this is a solution to make keeping up to date easier than ever.

## A record for when you need it

Using Conversation Recording, you can keep track of important discussions. Recordings can be emailed to colleagues and stored for quick reference.

## Keep your customers and colleagues up to date

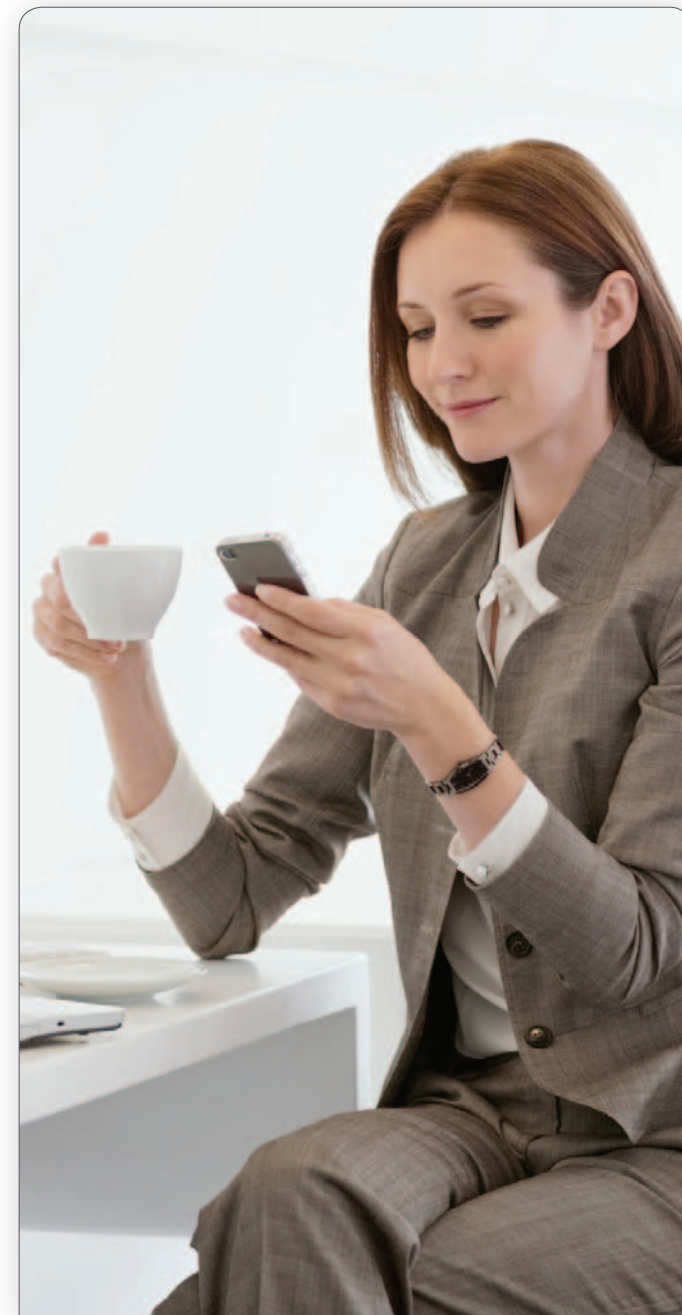
Whatever you're up to, you can have the right recorded message to match. With three Personalised Greetings,

you can select them depending on your availability or the time of day. For example, announce if you are out of the office, on annual leave, and even suggest an alternative contact.

## Never miss another message

With Message Notification to your desk phone, home office or mobile phone, you can monitor your mailbox effortlessly wherever you are. You can even choose to receive email notification with the message included as an audio attachment.

*“Voicemails can be accessed from system phones, mobiles and even email inboxes”*





# Work Smarter

Intuitive applications to increase productivity

## What is MyCalls?

A complete call management solution, MyCalls provides detailed call activity, allowing you to respond to changing conditions in your business more quickly. Your workforce is your most important asset, and now you can manage your whole team from your PC desktop.

## You can't manage what you can't measure

How much custom could missed calls be costing your business? Many companies don't know and have no means of finding out. With MyCalls, you can follow up missed and abandoned calls immediately, giving you the potential to avoid losing business to your competitors on a daily basis.

## Advanced call recording

With MyCalls Call Recorder, calls can be effortlessly recorded and archived, providing an effective way of resolving disputes and a useful tool for staff training. With the advanced call recorder, small sections of a call can be named, colour coded and saved separately, enabling you to retrieve crucial information more quickly when needed.



*“Claim back business from competitors on a daily basis”*

### Powerful Reporting

MyCalls offers a huge range of different reports which can be selected and scheduled to run at the time of day of your choice. Valuable information such as call volumes, durations and staff performances can be analysed, providing you with a tool for assessing your team and introducing motivational incentives.



With Director's Report, you will be provided with detailed updates of the most critical business information, sent automatically by email at the end of each day. This allows you to keep up to date, even when you are out of the office.

### What is Desktop Suite Lite?

This productivity-boosting product has two different functions which can each deliver excellent business benefits;

The **Softphone** is a portable telephony application, offering you system phone functionality from your laptop, wherever you are; ideal for home and mobile workers.

The **Deskset** is an intuitive application providing full call control from a PC screen. With a click-to-dial facility, you can speed workflow while eliminating dialling errors. For Microsoft Outlook users, Deskset can even integrate with your Outlook contacts, providing a click-to-dial function within email for further time-saving benefits.



## 10 Business benefits of the SL1100

### Lower your costs

Powerful communications for a small business budget

### Increase your productivity

Sophisticated solution, simple to use

### Excellent homeworking capabilities

Office level functionality from your home office

### Future-proof your business

Value for money and tailored to your needs

### Improve customer service

A solution to help you effortlessly boost your customer's experience

### Keep up to date effortlessly

Never miss a thing with easy access to key information

### Stay contactable from anywhere on site

DECT handsets mean you don't lose touch with colleagues and customers

### Track your team's call activity

System features and applications to make management easier

### Remain reachable on the road

Carry your office number with you using Mobile Extension

### Reach crucial business decisions faster

Built-in conference bridge provides convenient options for meetings



For further information please contact your local NEC representative or:

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Empowered by Innovation



## Why Choose NEC?

With more than 50 years experience of providing communications solutions to customers worldwide, we understand that every business is different.

Combining a global vision with local presence, we pride ourselves on evolutionary technologies, unsurpassed support and environmentally friendly solutions.

With a worldwide leadership position in business communications systems we focus on meeting the needs of businesses and organisations large to small.

### SL1100: Smart Communication for Small Businesses

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