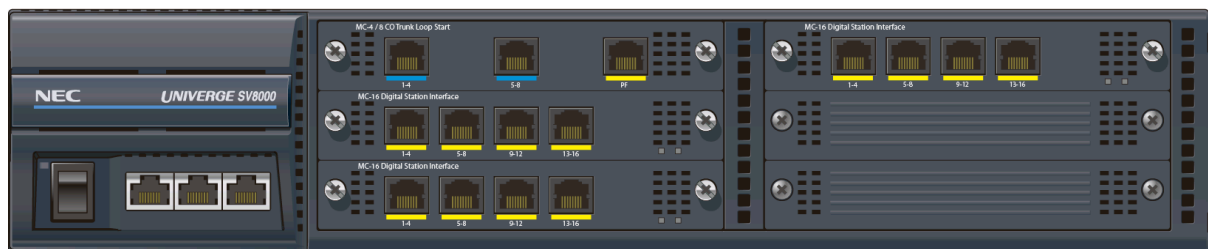




# SV8100 R2

## Release Overview



**Date: 17 April 2009**

**Version: V2.01**

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## 1. PRODUCT SUMMARY

Business today demands efficient, seamless communication to enable rapid decision-making and customer responsiveness. NEC's UNIVERGE®360 is our approach to help small to medium-sized businesses succeed at this accelerated level by unifying all aspects of business communication. The UNIVERGE SV8100 Communications Server is an integral part of this initiative.

The SV8100 Communications Server is the ideal system for small to medium-sized businesses that wish to compete and grow their businesses over time. This robust, feature-rich solution is scalable and can be expanded to meet your communications needs both now and in the future.

Designed to be both versatile and scalable for growing business needs, the SV8100 supports IP, TDM video, wired or wireless. It also provides high-powered features and applications that can be transparently shared between branch or remote locations. Individuals, departments and locations can work more efficiently by using this feature to communicate seamlessly in real time.

The UNIVERGE® SV8100 Communications Server provides converged communications - telephony, data and video over an IP infrastructure. The solution is targeted at the small to medium sized business and supports between 8 and 512 users on a single site, and a variety of networking possibilities.

## 2. OVERVIEW

SV8100 R1 series software was introduced with the release of the UNIVERGE SV8100. The SV8100 continues to provide new and enhanced features with the release of 8100 R2 series software and new hardware items.

R2 software and hardware includes the new and enhanced features :-

SV8100 Hardware - 3KSU, ETIA (Gigabit Switch), RTB (InRouter), Hotel/Motel (PMS Adaptor)

SV8100 Software - Flexible Length DDI, InMail Voice Mail to e-mail, VoIP Encryption

Terminals - DECT M155 Terminal, Gigabit Adaptor, Bluetooth Cordless (Handset/Hub), PSA Adaptor, Screensaver, No port down, VoIP Encryption

Application - PC Programming, BCT Integration, Tiger Software Compatibility, MyCalls

For additional information on the SV8100 please refer to Product Overview SV8100 R2 document. All training courses against new items require the relevant pre-requisite courses.

### 3. NEW AND ENHANCED BUSINESS FEATURES

#### 3.1 3KSU

The 3 KSU is a half size cabinet aimed at the smaller business market. It consists of :-

- 9.5 inch 2U System 1 CPU and 2 optional slots
- Uses the same CPU as the 19" 2U Rack System
- On Board VoIP resources (via Optional IPLA daughterboard, no slots required)
- On Board Voice Mail (via Optional InMail daughterboard, no slots required)
- Not upgradeable to 19" rack
- 32TDM Ports 512 IP Ports



##### 3.1.1 Benefits

Aimed for the smaller user. Small footprint, easily wall mountable. Quiet (no fan).

##### 3.1.2 Required Software and Hardware

- 3KSU
- SV8100 R2 Software

#### 3.2 ETIA

The ETIA is an 8 Port Ethernet Switch providing up to gigabit connectivity and POE (802.3af). It uses a slot of the SV8100 Chassis (upto 3 cards can be placed in each chassis).

The ETIA offers:-

Ethernet Ports :-

- 8 Gigabit Ethernet (10/100/1000 auto negotiating) ports
- Status LEDs indicating link, speed and activity
- 8-port PoE (802.3af) with dynamic PoE control (allows setting the proper PoE classifications for each port to stay within the system power budget)
- Auto-MDI/MDIX – automatically detects and corrects crossover cables

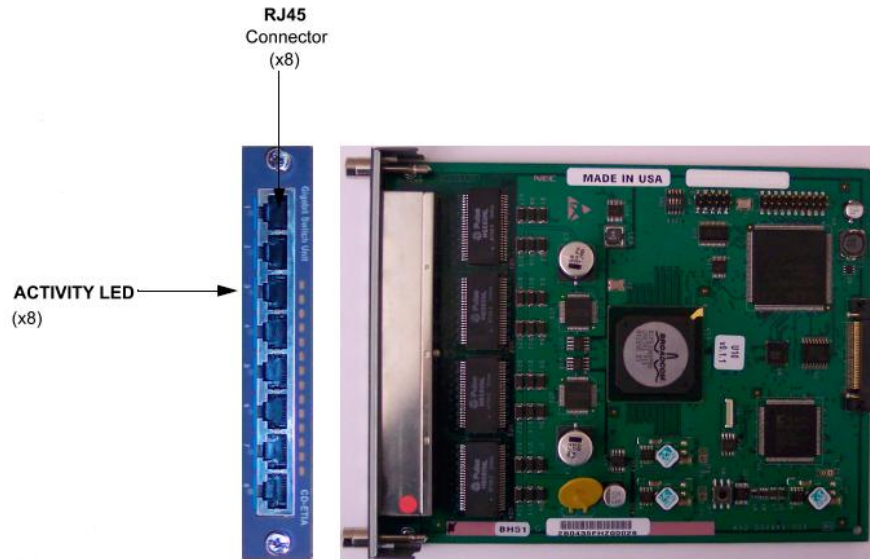
Layer 2 Switch Functionality :-

- 802.1Q (VLAN Bridging)
- Independent VLAN Learning Support
- 802.1P (Priority Queuing)
- Port Mirroring

- 802.3x Flow Control

#### Blade Management :-

- Multi-unit stacking (multiple blades (3 in a stack) in a system are managed from the same user interface)
- Switch management through Web-based GUI
- Software upgrades via Web-based interface
- Configuration Upload/Download



#### 3.2.1 Benefits

Provides an in skin Ethernet Switched hub providing all the LAN functionality and power required for an IP telephony (DT7XX) installation.

#### 3.2.2 Required Software and Hardware

- CD-ETIA
- SV8100 R2 Software

#### 3.2.3 Training Course Required

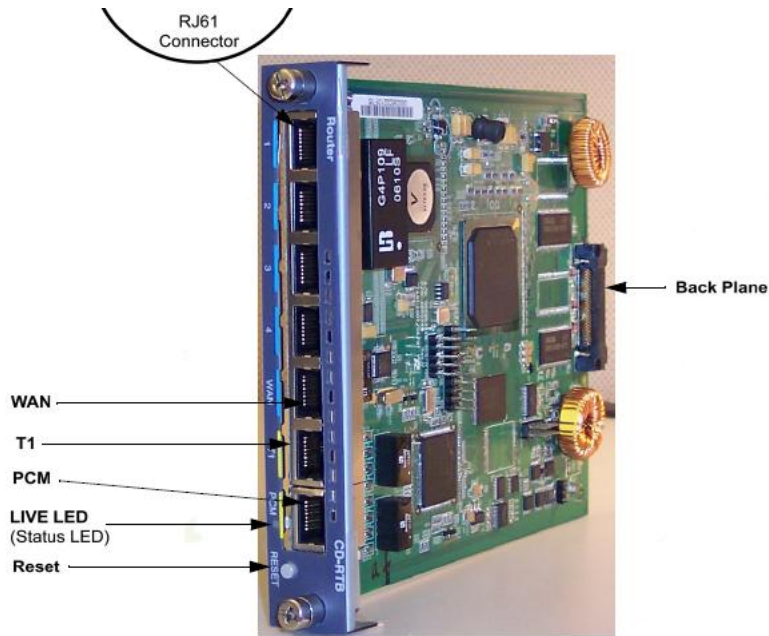
- SV8100 ETIA

### 3.3 RTB (InRouter)

The RTB (InRouter) is a router card providing :-

#### CD-RTB Router

- 4-port switching hub with 10Base-T/100Base-TX (10Mbps / 100Mbps)
- In-skin solution for converged high voice quality networking services
- Stateful packet inspection firewall and VPN based security
- Easy remote monitoring and troubleshooting, e.g. detailed MOS statistics
- T1 or 10 / 100 Mbps Ethernet WAN connectivity
- Power over Ethernet
- Max nr of CD-RTB blades:



### 3.3.1 Benefits

Provides an in skin router providing generic router functionality and high level VoIP monitoring and shaping tools.

### 3.3.2 Requirements

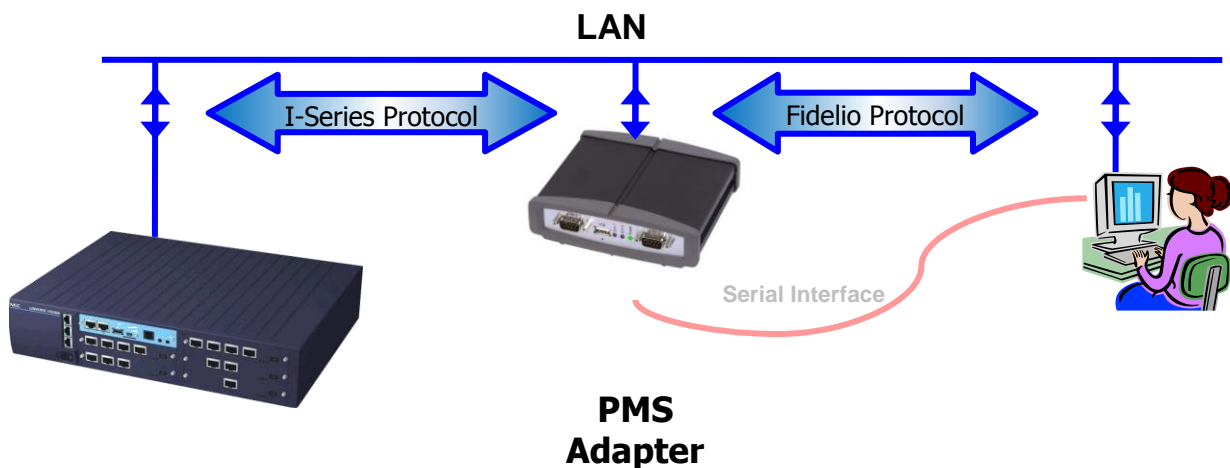
- CD-RTB
- SV8100 R2 Software

### 3.3.3 Training Course Required

- SV8100 Router

## 3.4 Hotel/Motel (PMS Adaptor)

The PMS is an external unit providing conversion of the SV8100 hotel interface to a Fidelio standard interface. The interface is Fidelio Certified.



### **3.4.1 Benefits**

Provides Fidelio standard interface allowing a variety of Hotel features.

### **3.4.2 Requirements**

- PMS Adaptor
- Hotel License
- SV8100 R2 Software

### **3.4.3 Training Course Required**

- SV8100 Hotel

## **3.5 Flexible Length DDI**

Provides ISDN Overlap receiving Flexible Length DDI popular in territories such as Germany and Austria.

### **3.5.1 Benefits**

Allows the SV8100 to be sold in territories/carriers utilising the Overlap Flexible Length DDI functionality of ISDN.

### **3.5.2 Requirements**

- SV8100 R2 Software

## **3.6 InMail – Voice Mail to e-mail**

The InMail now allows voice mails notification to be sent to an e-mail address. The notification can be with or without the .wav file voice message.

### **3.6.1 Benefits**

Give expand possibilities for notification. Allows one point of access for notification and listening of voice mails.

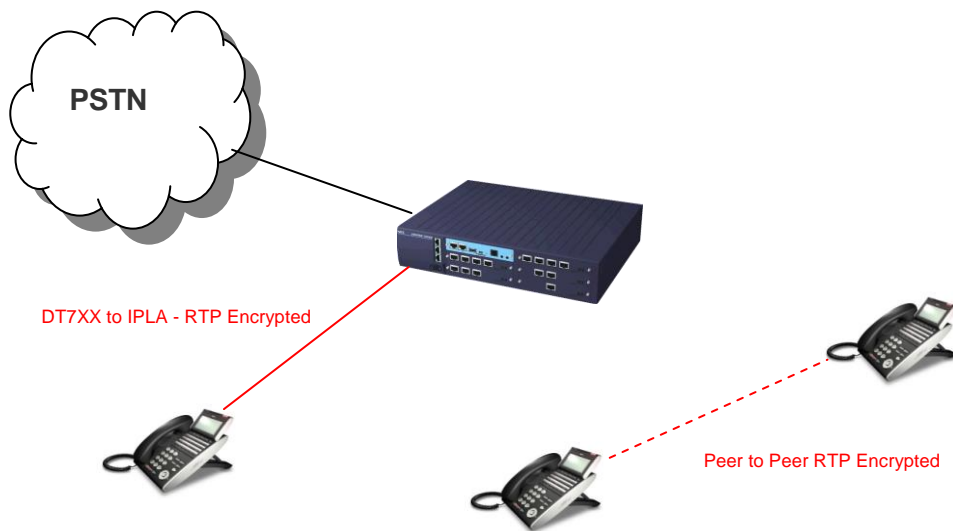
### **3.6.2 Requirements**

- SV8100 R2 Software
- InMail
- Any InMail license (there is no specific license for this feature, as long as the InMail is licensed for normal operation, this feature will work).

## **3.7 VoIP Encryption**

The RTP and SIP signalling can now be encrypted (128bit AES). This is joint feature between DT7XX and IPLA. Encryption can occur to the SV8100 or Peer to Peer between DT7XX's. User can see if in secure speech mode by key present on the DT7XX display.





### 3.7.1 Benefits

Provides secure speech as with Encryption enabled, it will not be possible to listen to conversations by capturing packets on the network.

### 3.7.2 Requirements

- SV8100 R2 Software
- DT7XX V2.2.1.0 Firmware
- Encryption License

### 3.8 DECT M155 Terminal

The M155 DECT Terminal has been released. This is an extremely portable DECT device with wrist strap (worn as a watch). Able to take speech calls and make calls to pre-configured numbers



#### 3.8.1 Benefits

Extremely portable, easy wearing.

#### 3.8.2 Requirements

- M155
- DAP
- IP Terminal License

### 3.9 Gigabit Adaptor

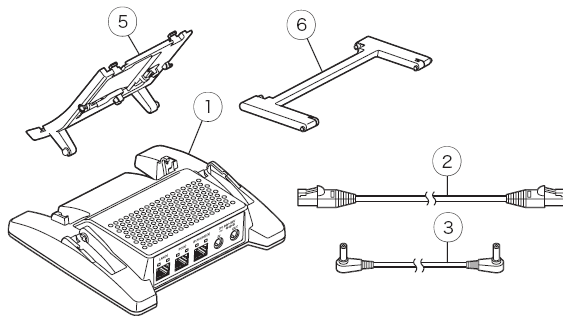
An Adaptor for DT7XX's providing gigabit connection ports for PC connectivity. Attaches to DT7XX by replacing legs. Allow tilt levels.



Type-A Tilt 55°

Type-A Tilt 38°

Contents:-



1. Main Body	1
2. Lan Cable for Terminal Connection (about 40cm)	1
3. DC cable (about 30cm)	1
4. Connection Manual (this sheet)	1
5. Support Panel	1
6. Leg Stand	1

**3.9.1 Benefits**

Allows gigabit to the desktop PC and a connection to the DT700 via one customer data socket.

**3.9.2 Requirements**

- Gigabit Adaptor (GBA-L)
- Gigabit Adaptor Power Supply
- AC Adaptor Cable

**3.10 Bluetooth Cordless**

The Bluetooth functionality is only supported on the DT330 terminals. The Bluetooth functionality comes in two unique modes. The first is a Bluetooth handset with integrated Bluetooth hub. When this adapter is installed on the DT330 it will acquire both ports 1 and 2 of the terminal. The second adapter is the Bluetooth hub (only). This allows for 3rd party peripheral devices (wireless headsets) which support audio only functionality connectivity to the DT330 terminal.



**3.10.1 Benefits**

Device allows users the ability for Bluetooth functions with their system extension.

**3.10.2 Required Software and Hardware**

- DTL-12BT-2P (BK) TEL (Phone with Bluetooth headset pre-built)
- Or use existing DT330 with
- BCH-LP (BK) UNIT (for Handset) or BHA-L (for Hub)

## 3.11 PSA Adaptor

The power fail adaptor (PSA) is a replacement handset cradle available for use with DT330/730 terminals (more typically a DT730). This connects to an analogue port allowing calls to be made/received if for example the VoIP link could not be used due to an ADSL problems (where the analogue line is still functional).

### 3.11.1 Benefits

Allows call connectivity if power fail or IP connectivity problems

### 3.11.2 Requirements

- DT330/730
- PSA

## 3.12 Screensaver

The DT7XX now allows a screensaver to be displayed after a configured (at phone) time. At present this will display *Zzz...*

As soon as any activity occurs the phone will change to the relevant state.

An option to refer to a URL has been included, with the screensaver functionality. Example URL connections are under investigation.

### 3.12.1 Benefits

On availability of URL information it would be possible to display items such as company logo.

### 3.12.2 Requirements

- DT7XX V2.2.1.0 Firmware

## 3.13 Port Down

No longer is the PC port connection deactivated until the phone is fully optional. While the phone reboots the PC port will stay active for a majority of the cycle. There is a slight disconnection/reconnection during the boot cycle.

### 3.13.1 Benefits

PC will not see connection loss if running through the PC port on the phone.

### 3.13.2 Requirements

- DT7XX V2.2.1.0 Firmware

## 3.14 Terminal Side Panels

Coloured side panels are now available. These are available in colours silver, red, blue, wood effect and clear. Each colour available as

Colour side panel for Base(Silver)

Colour side panel for DT330/730 LCD(Silver)

Colour side panel for DT750 LCD(Silver)

### **3.14.1 Benefits**

Customize phone to colour, executives may want wood effect, other colours may match companies colours.

### **3.14.2 Requirements**

- Panels required

## **3.15 Directory Card Holder**

A terminal attachable card holder allowing personal directory information to be written on. Extends out for use and stows away at rear of terminal when not in use.

### **3.15.1 Benefits**

Allows users with preference for paper number storage to easily store/access information

### **3.15.2 Requirements**

- VAL Directory Card - Directory Card Holder for DT330/730 Series
- ECO Directory Card - Directory Card Holder for DT310/710 Series

## **3.16 PC Pro**

The SV8100 PC Programming (“PC Pro”) has been enhanced to allow configuration of all the new features within R2. The relevant Easy Edit pages have been created , along with the online help.

### **3.16.1 Benefits**

PC Pro enhancements allow configuration of R2 features.

### **3.16.2 Required Software and Hardware**

- PC Pro

## **3.17 BCT Integration**

Ability to add BCT’s off board functionality to the SV8100 to give a more complete solution to customers requiring more than the telephony functionality of the SV8100, such as PC Operator Console positions, Presence functionality, Contact Centre working, etc

- Contact Center
- Operator
- Employee
- Presence Management
- Extensive Directories
- Phone Control
- Integrated Voicemail
- Instant Messaging
- DECT Corporate Directory (through the unique integration with NEC’s IP DECT product)
- Single Server
- Easy to Install
- Single point of Management
- Little Training
- DECT Messaging (through the unique integration with NEC’s IP DECT product)
- Multi Lingual
- Extensive Reporting
- Skill Based Routing
- E-mail Routing
- Call Routing

- Back Office Integrations

### 3.17.1 Benefits

Ability to add BCT's off board functionality to the SV8100 to give a more complete solution to customers requiring more than the telephony functionality of the SV8100, such as PC Operator Console positions, Presence functionality, Contact Centre working, etc

For further information please refer to Sales/Product Information on BusinessNet and Prophix

### 3.17.2 Required Software and Hardware

- BCT
- SIP Terminal License
- SV8100 R2 Software

## 3.18 MyCalls

MyCalls is a complete call management package that can be used to monitor phone system activity and performance. It works by gathering call information from the SV8100 and storing it in a database. The MyCalls application can then be used to run reports and view real time information from the MyCalls database. There are different levels of the product available starting from MyCalls up to MyCalls Calls Call Centre. A summary of the features in the different levels of the product are as follows:

### MyCalls

Real Time Status displays for Extensions, DDI's and trunks.

Real Time Statistics, Single Value Windows and Combination Value Windows

Basic Alarms

Basic Reporting

### MyCalls Call Manager

All the features of MyCalls plus:

Enhanced reporting

Enhanced alarms

Call costing

Users

Licensable options for Wallboards / Additional application users

### MyCalls Enterprise

All the features of MyCalls Call Manager plus:

Multi site capable

Scalable up to approx 300 PBX's

### MyCalls Call Centre / Agent Control

All the features of MyCalls Call Manager plus:

Reporting on ACD working on the SV8100

Detailed ACD group / Agent reports

Login to ACD using MyCalls Agent Control

ACD Supervisor users

### MyCalls Call Recorder

Allows call playback of recorded calls through MyCalls

Exclude calls from recording based on DDI / Extension / CLI

Configurable user playback options

For further details on MyCalls, please refer to Sales literature and Prophix.

### **3.18.1 Benefits**

Allows full monitoring and reporting of telephone system activity, allowing historical reports, real time status (so can react immediately), call recording, call costing, etc

### **3.18.2 Required Software and Hardware**

- MyCalls (Relevant Items)
- SV8100 R2 Software

## **3.19 Tiger Software Compatibility**

Tiger Software's hospitality package has been tested with our direct hotel interface (bypassing the PMS adaptor). NEC and Tiger have produced a compatibility report which details the interconnection of the Tiger software with the SV8100 PMS interface and UM8000 PMS Interface.

### **3.19.1 Benefits**

Provides an integrated PMS applications and provides interfaces to multiple 3rdparty PMS Applications.

### **3.19.2 Required Software and Hardware**

- Hotel License
- Tiger Software
- SV8100 R2 Software

## 4. SOFTWARE AND HARDWARE

Description	Comments
<b>New Software</b>	
LK-SYS-HM-LIC	Hotel/Motel License
LK-SYS-ENCRYPTION-LIC	Encryption License
LK-MyCalls-1st year License	MyCalls Free 1year Basic License
LK-MyCalls-Annual License Renewal	Renewal of Basic License for another year
LK-MyCalls-Call Manager	License for Call Manager Product
LK-MyCalls-Additional Application User	License for Additional Client User Positions
LK-MyCalls-Additional Application Users (5)	License for Additional Client User Positions (5 Pack)
LK-MyCalls-Agent Desktop User	License for Agent Desktop User Positions
LK-MyCalls-Agent Desktop Users (5)	License for Agent Desktop User Positions (5 Pack)
LK-MyCalls-Enterprise Main Site	License for Enterprise Site – Allows linking of multiple sites as one.
LK-MyCalls-Call Centre - 5 Agents	License for MyCalls Call Centre functionality for 5 users
LK-MyCalls-Call Centre - 10 Agents	License for MyCalls Call Centre functionality for 10 users
LK-MyCalls-Call Centre - 20 Agents	License for MyCalls Call Centre functionality for 20 users
LK-MyCalls-Call Centre - 30 Agents	License for MyCalls Call Centre functionality for 30 users
LK-MyCalls-Call Centre - 40 Agents	License for MyCalls Call Centre functionality for 40 users
LK-MyCalls-Call Centre - 50 Agents	License for MyCalls Call Centre functionality for 50 users
LK-MyCalls-Call Centre – Additional Agents (10)	License for Additional MyCalls Call Centre functionality for 10 users
LK-MyCalls-Call Centre – Additional Agent	License for Additional MyCalls Call Centre functionality for 1 user
LK-MyCalls-Additional ACD Supervisor	License for Additional MyCalls Call Centre functionality for 1 Supervisor
LK-MyCalls-Additional ACD Supervisors (5)	License for Additional MyCalls Call Centre functionality for 5 Supervisor
LK-MyCalls-Agent Control	License to allow Agent Control Functionality From Mycalls
LK-MyCalls-Wallboard	License for MyCalls Wallboard
<b>New Hardware</b>	
CHS2U B-EU	3KSU - 3 Slot 9.5” Chassis
CD-ETIA	Gigabit POE switched Hub Card
CD-RTB	InRouter Card
PMSU	PMS Adaptor
M155	M155 DECT Terminal
DTL-12BT-2P (BK) TEL	DT330 - Digital 12D + BCH (BK): The digital 12 button display Multiline Terminal with Blue Tooth Handset has 12 programmable line keys.



Description	Comments
BCH-LP (BK)	DT330 - Black Bluetooth Handset
PSA-LP (BK)	Power Fail Adaptor Black
PSA-LP (WH)	Power Fail Adaptor White
GBA-L	Gigabit Adaptor
BHA-LP Unit	Bluetooth Hub
PANEL(Silver-Base)-L UNIT	Colour side panel for Base(Silver)
PANEL(Silver-VLCD)-L UNIT	Colour side panel for DT330/730 LCD(Silver)
PANEL(Silver-SLCD)-L UNIT	Colour side panel for DT750 LCD(Silver)
PANEL(Red-Base)-L UNIT	Red side panel for Base (Qty 10)
PANEL(Red-VLCD)-L UNIT	Red side panel for DT330/730 LCD (Qty 10)
PANEL(Red-SLCD)-L UNIT	Red side panel for DT750 LCD (Qty 5)
PANEL(Blue-Base)-L UNIT	Blue side panel for Base (Qty 10)
PANEL(Blue-VLCD)-L UNIT	Blue side panel for DT330/730 LCD (Qty 10)
PANEL(Blue-SLCD)-L UNIT	Blue side panel for DT750 LCD (Qty 5)
PANEL(Wood-Base)-L UNIT	Wood side panel for Base (Qty 10)
PANEL(Wood-VLCD)-L UNIT	Wood side panel for DT330/730 LCD (Qty 10)
PANEL(Wood-SLCD)-L UNIT	Wood side panel for DT750 LCD (Qty 5)
PANEL(Clear-Base)-L UNIT	Clear side panel for Base (Qty 10)
PANEL(Clear-VLCD)-L UNIT	Clear side panel for DT330/730 LCD (Qty 10)
PANEL(Clear-SLCD)-L UNIT	Clear side panel for DT750 LCD (Qty 5)
VAL DIRECTORY CARD UNIT(L)	Directory Card Holder for DT330/730 Series
ECO DIRECTORY CARD UNIT(L)	Directory Card Holder for DT310/710 Series
MyCall Call Recorder Rack Mount Kit	MyCall Call Recorder Rack Mount Kit
<b>New Packages</b>	
MyCalls Call Recorder 2 BRI (4ch) Package	4 Channel BRI Call Recorder Box plus 4 Channel License
MyCalls Call Recorder 4 BRI (8ch) Package	8 Channel BRI Call Recorder Box plus 8 Channel License
MyCalls Call Recorder 8 BRI (16ch) Package	2 x 8 Channel BRI Call Recorder Boxes plus 16 Channel License
MyCalls Call Recorder 8h PRI Package	8 Channel PRI Call Recorder Box plus 16 Channel License
MyCalls Call Recorder 16ch PRI Package	16 Channel PRI Call Recorder Box plus 16 Channel License
MyCalls Call Recorder 30ch PRI Package	30 Channel PRI Call Recorder Box plus 30 Channel License
MyCalls Call Recorder 60ch PRI Package	2 x 30 Channel PRI Call Recorder Boxes plus 60 Channel License

## 5. TECHNICAL DOCUMENTATION

Description	Revision
SV8100 System Hardware Manual	2.0
SV8100 Features and Specification Manual	2.0
SV8100 Regulatory Manual	1.0
SV8100 Licensing Procedure	1.1
SV8100 ACD Manual	1.0
SV8100 VoIP Manual	2.0
SV8100 InMail System Guide	2.1
SV8100 InMail Quick Ref Guide for Administrator	1.0
SV8100 Hotel Manual	1.0
SV8100 SIP DECT Engineer Guide	1.0
SV8100 SIP DECT Admin Guide	1.0
SV8100 SIP DECT Quick Reference Guide	1.0
SV8100 IP DECT Site Survey Manual	1.0
SV8100 IP DECT Site Survey Additional Information Manual	1.0
SV8100 DMLS Installation Manual	1.0
SMB8000 PoE Manual	1.0
SV8100 InRouter Quick Start Guide	1.0
SV8100 InRouter VOS Manual	1.0
SV8100 NEC InRouter Installation Guide	1.0
SV8100 PSA Adaptor Guide	1.0
SV8100 Bluetooth Hub Connection Manual	1.0
SV8100 Gigabit Adaptor Installation Manual	1.0
SV8100 MyCalls Installation Manual	2.1
SV8100 MyCalls Call Centre Installation Manual	2.1
SV8100 Desktop Applications Manual	1.0

<b>SV8100 InMail User Guide</b>	<b>1.0</b>
<b>SV8100 MyCalls User Guide</b>	<b>1.0</b>
<b>SV8100 Bluetooth Handset User Guide</b>	<b>1.0</b>
<b>SV8100 M155 User Guide</b>	<b>1.0</b>
<b>SV8100 C124 DECT Handset User Guide</b>	<b>1.0</b>
<b>SV8100 Hotel Guest – Room Telephone Guide</b>	<b>1.0</b>
<b>SV8100 Hotel – Receptionist Guide</b>	<b>1.0</b>
<b>SV8100 Hotel Staff – Room Telephone Guide</b>	<b>1.0</b>
<b>SV8100 MLT Quick User Guide</b>	<b>1.3</b>
<b>SV8100 MLT User Guide</b>	<b>1.0</b>
<b>SV8100 Mobile Extension User Guide</b>	<b>1.0</b>
<b>SV8100 SLT User Guide</b>	<b>1.0</b>
<b>SV8100 SIP DECT User Guide</b>	<b>1.0</b>

## 6. TECHNICAL COURSES

<b>Description</b>	<b>No. of Days</b>
<b>SV8100 ETIA</b>	<b>0.5</b>
<b>SV8100 Router</b>	<b>1.5</b>
<b>SV8100 Hotel</b>	<b>1</b>
<b>SV8100 MyCalls Basic</b>	<b>1</b>
<b>SV8100 MyCalls Advanced/Enterprise/CC</b>	<b>1</b>
<b>SV8100 MyCalls ACD/Agent Control</b>	<b>1</b>
<b>SV8100 MyCalls Call Recorder</b>	<b>1</b>
<b>SV8100 MyCalls update Workshop</b>	<b>1</b>