UNIVERGE SV9100 CP20

Release 11.00.52
Overview

Technical

Date: 15 April 2021

Version: 1

Contents


1. PRODUCT SUMMARY

Business today demands efficient, seamless communication to enable rapid decision-making and customer responsiveness. NEC's UNIVERGE®360 initiative is our approach to help small to medium-sized businesses succeed at an accelerated level by unifying all aspects of business communication. The UNIVERGE SV9100 Communications Server is an integral part of this initiative.

The SV9100 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 SV9100 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® SV9100 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 896 users on a single site, and a variety of networking possibilities.

SV9100 R11 builds on the strengths of the previously released software with CP20 Processor to add further functionality to customers, resellers, engineers.
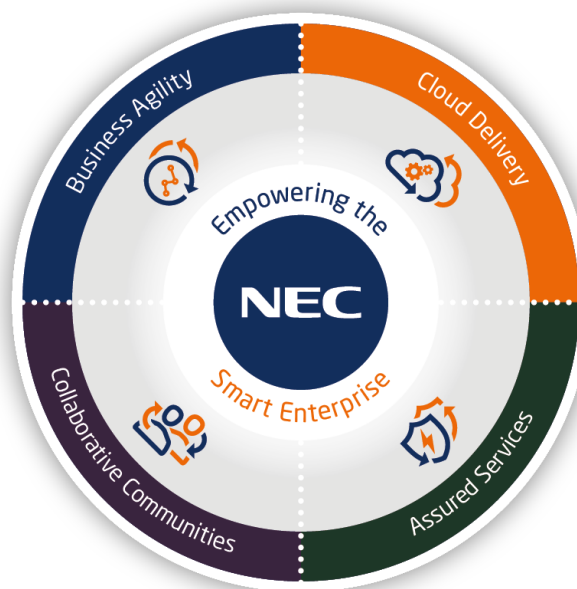
2. OVERVIEW

The SV9100 introduced the release of R11.00 series software in April 2021.

R11.00.52 software includes these new and enhanced features:-

New features:

- Incoming Ring Group Transfer
- Increased HTTPS Connections to InApps
- Security Enhancements
- Hebrew Voice Prompts

The following pages detail these features.

3. NEW AND ENHANCED BUSINESS FEATURES

3.1 Incoming Ring Group Transfer

This feature allows a user to transfer a trunk call to an Incoming Ring Group (IRG).
IRG's were previously only available to trunk call routing, this new feature gives the ability to transfer the held call to the IRG to be presented to all available terminals in the group.
The transfer to IRG is also available for trunk calls received via Auto Attendant (DUD/DISA) and InMail.
The IRG can be defined as the target for Fixed Call Forward.

Trunk Call

Service Code: XXX + IRG No.

Incoming Ringing Group
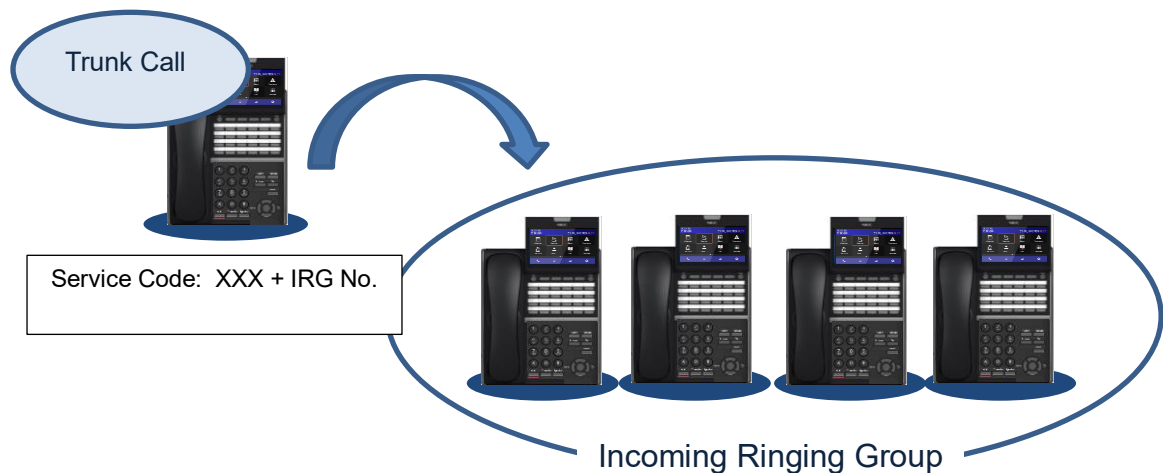
3.1.1 Benefits

Allows a user to transfer a call that will be presented to an IRG as if routed directly from the trunk.
Ideal for receptionists to pass calls to other groups of users or where there are multiple IRG's setup and a call needs to be passed on to another group.
Auto Attendant provides as simple option to transfer callers into already defined IRGs without the need for additional groups to be configured.
Fixed Call forward gives a flexible option to send calls to a group of users rather than having to choose only one.

3.1.2 Required Licenses, Software and Hardware

- SV9100 R11.00.52 Software
- BE120336 SV9100 VERSION LIC (R11)

3.1.3 Required Training

No additional training required. Uses normal hold and transfer operation or One Touch key.

Exclusively for use by NEC Enterprise Solutions channel partners

3.1.4 Technical Information

The following details the new items.
Service code is required for transfer to IRG

- Transfer to own group = CMD 11-15-09 (default = not defined)
- Transfer to selected group = CMD 11-12-66 (default = not defined)

3.1.4.1 Easy Edit

Service Codes can be set up easily via the Easy Edit pages under:

Easy Edit Level – Optional or Advanced

System Numbering Plan > Service Codes > Service Code 3

3.1.4.2 System Data Programming

Transfer to own group is setup in CMD 11-15-09:

Transfer to other group is setup in CMD 11-12-66:

Related items.
 IRGs can be set up via the Easy Edit pages under:

Easy Edit Level – Optional or Advanced

IRG > IRG Setup

3.1.4.3 System Data Programming

IRG's are setup in CMD 22-04:

3.1.4.4 Conditions

Feature is available to the following terminal types:
Digital & IP DT range
SP310 softphone
Analogue SLT
Feature is not available to Mobile Extension users

The feature is available to all trunk types
Internal calls can not be transferred to an IRG

The feature is available to Netlink users but not Networking/AspireNet

The SMDR will not output any call data for the user before the transfer to the IRG

The call duration time is reset when the call is transferred to an IRG (starts again at 00:00)

If the transferred IRG is routed to ACD then the call will route to ACD

3.2 Increased HTTPS Connections for InApps

This quantity of simultaneous HTTPS connections has been increased to 100, previously the maximum was 10.
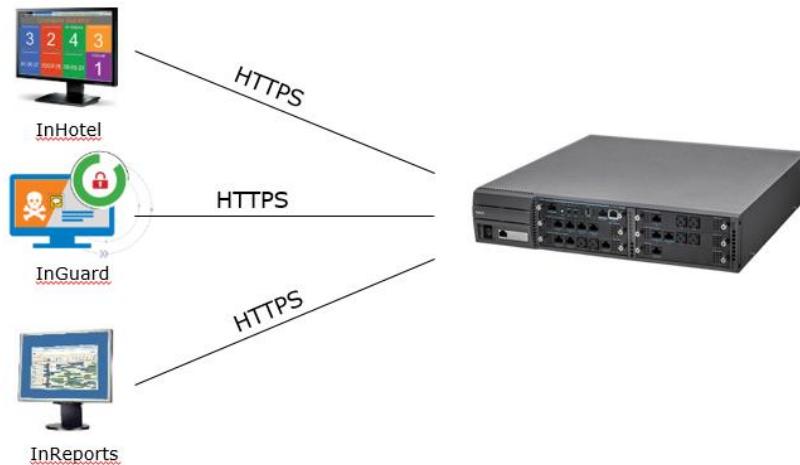
3.2.1 Benefits

Allows more simultaneous users to access, particularly for InApps like InReports and InHotel that could have multiple users.

3.2.2 Required Licences, Software and Hardware

- SV9100 R11.00.52 Software
- BE120336 SV9100 VERSION LIC (R11)
- Each InApp requires licencing

3.2.3 Required Training

No additional training required.

3.2.4 Technical Information

There is no additional setup required to use the full 100 HTTPS connections.
HTTP/HTTPS TCP Port numbers are configured within the SV9100 CMD90-54 (default is HTTP not defined and HTTPS = 443)

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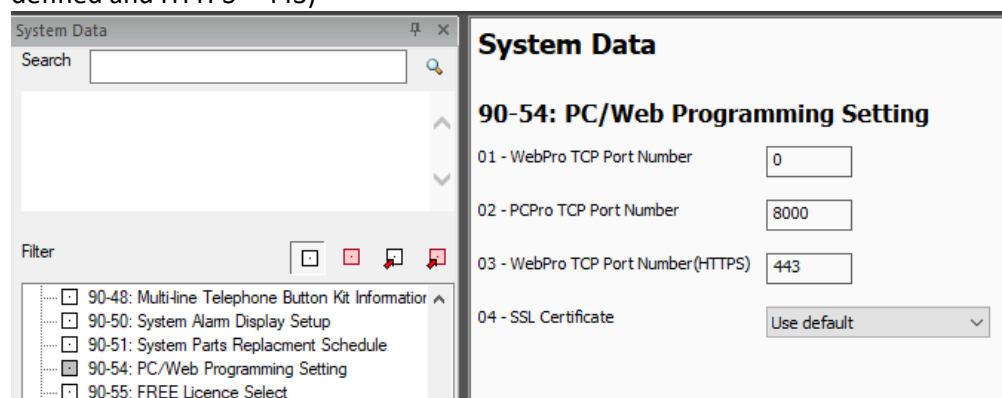
3.3 Security Enhancements

These security enhancements are included:
1. PCPro now has encrypted connection to the SV9100
2. SV9100 CP20 has a fully encrypted Database when downloaded
3. OpenSSL upgraded to 1.0.2u

3.3.1 PCPro now has an encrypted connection to the SV9100 CP20.
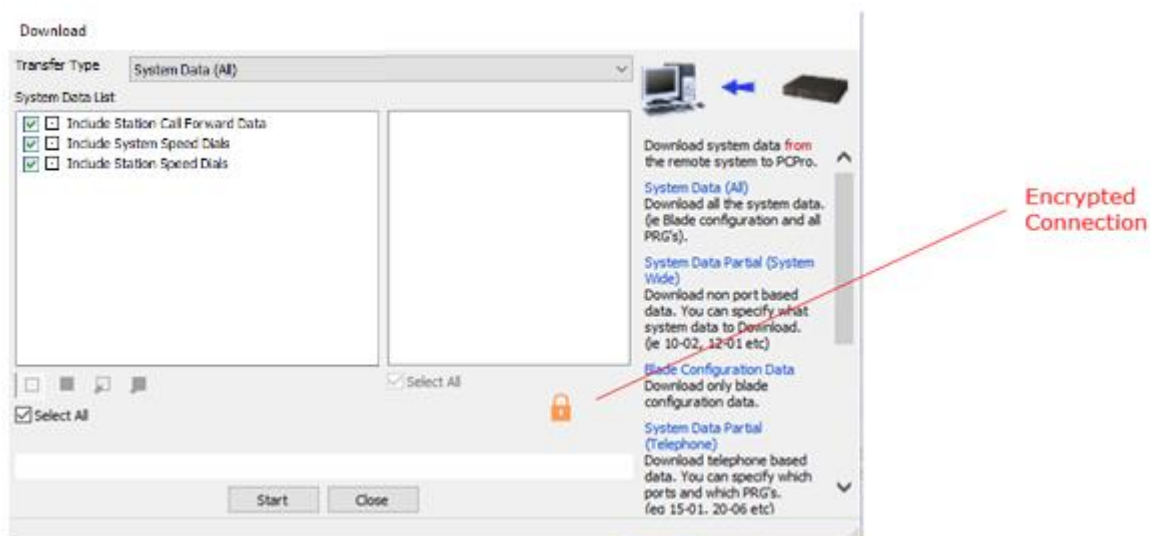
It is important to understand the changes in compatibility this causes:

PCPro version	Main Software 11.00.52 with encryption	Main Software pre 11.00.52 (encryption not possible)
11.00.50 (Encryption)	**Connected (Encrypted)**	Connected (No Encryption)
Pre 11.00.50 (No encryption)	Cannot Connect	Connected (No Encryption)

3.3.2 SV9100 CP20 has a fully encrypted Database when downloaded.

It is important to understand the changes in compatibility this causes:

	Configuration File loading to SV9100 system	
	Main Software 11.00.52 Encrypted	Pre 11.00.52 Non-encrypted
New PCPro 11.00.50	Yes	Yes *1 *2
Non-Encryption PCPro Pre 11.00.50	No *3	Yes

Yes – PCPro can access the system configuration file

No – PCPro can not access the system configuration file

*1 New PCPro can load a non-encrypted PCPro file which a non encrypted PCPro saved.

*2 A Non-encrypted system cannot be loaded with an encrypted PCPro file.

*3 A Non-encrypted PCPro cannot load a PCPro file to new system.

3.3.3 OpenSSL upgraded to 1.0.2u.

Improvement in the OpenSSL support. PCPro uses OpenSSL for its encrypted connection.

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3.4 Support Hebrew Voice Prompts

Hebrew voice prompts are now available for VRS and InMail.

Support for Hebrew voice prompts requires the SD card is updated with the Hebrew language files - this will require manual copy of files to the SD card with associated system down time.

3.4.1 Benefits

SV9100 now supports voice prompts for 28 languages

3.4.2 Required Licenses, Software and Hardware

- SV9100 R11.00.52 Software
- BE120336 SV9100 VERSION LIC (R11)
- Updated voice prompts file on the SD card installed onto the CP20 card

3.4.3 Required Training

None.

3.4.4 Technical Information

Hebrew language files are available to download from the Software Database on BusinessNet:
SWDB - SV9100 SD Card file for Hebrew

The files must be copied to this location on the SD-A2 or SD-B2: **VM\Prompts\2\8**

Instructions to load the Hebrew voice prompts to the SV9100 SD card are available in the supplementary guide:
businessnet - SV9100 Updating SD Card languages

Overview of the SD card update process

Part code	Description	
BE119031	SD-A2 EU	40 hour InMail storage
BE119032	SD-B2 EU	230 hour InMail storage

There are currently 27 languages available on the SD card.
Hebrew is added as language 28

The languages are arranged within the SD card folder structure
     Languages 0 to 9 are in folder VM\PROMPTS\0
     Languages 10 to 19 are in folder VM\PROMPTS\1
     Languages 20 to 26 are in folder VM\PROMPTS\2
A folder within VM\PROMPTS\2 is already available for language 28 with sub-folders 0 to 9.
The sub-folders 0 to 9 must first be deleted and then replaced with the folder 8 prompt files that you download from the Software Database.

Note – DO NOT make any changes to other files or folders within the SD card as this will affect the operation of the SV9100 system.
There is a restore file available on the SWDB for the VM folder only – other files and folders can not be recovered.

The new language can be selected within System Programming

Program commands where language can be selected

40-07	VRS Voice Prompt Language Assignment for System
47-02-16	InMail Station Mailbox Options
47-06-14	InMail Group Mailbox Options
47-07-03	InMail Routing Mailbox Options
47-10-03	InMail trunk options

4. HARDWARE AND SOFTWARE

The documented SV9100 CP20 features require the R11 Version license to operate.

5. TECHNICAL DOCUMENTATION

Updated manuals will be available to download on BusinessNet.

6. TECHNICAL COURSES

Technical courses are available on the BusinessNet Training area.

7. DOCUMENT HISTORY

Date	Issue	Changes
15/04/2021	1	First Release

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