



SALES & MARKETING BULLETIN

NEC

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UNIVERGE® SV9000 Series & Call2Teams Microsoft® Teams Integration



NEC is pleased to announce the UNIVERGE SV9000 Series communications platforms can now integrate with Microsoft Teams with a cloud subscription service offered by Call2Teams. This is an OPEX complement that “voice enables” the Microsoft Teams application with the world class voice features of NEC’s powerful UNIVERGE SV9500, SV9300 and SV9100 systems.

For NEC customers who have standardized on Microsoft Teams for team collaborations and do not want to leave their Teams ecosystem or for customers who are either considering or evaluating Teams, this integration offers several advantages while leveraging their UNIVERGE SV9000 Series platform’s local trunks and rich feature sets.

- Retain customer investment in the critical communications and Telephony services of their on-premises NEC platform(s).
- Leverage existing customer’s SIP or PSTN trunk, on-premises via NEC platform, keeping DID numbers and existing carrier contracts
- Leverage Teams for conferences and meetings capabilities

Gap in Teams		How NEC fills the Gap
Telephony Features	<ul style="list-style-type: none"> Basic telephony features and several known issues 	<ul style="list-style-type: none"> 200+ enterprise-grade telephony features Supporting those features users have been long familiar with
PSTN Access	<ul style="list-style-type: none"> Microsoft Business Voice available, but only in a limited number of countries 	<ul style="list-style-type: none"> Your customer keeps the same carrier contract and PSTN numbers Does not require PSTN trunk change or number porting
Phones	<ul style="list-style-type: none"> Need to buy all new phones Low uptime reliability (99.9%) 	<ul style="list-style-type: none"> Keep existing phones, IP, Digital or Analog On-premises – keep your phone system running even if a network outage occurs
Support	<ul style="list-style-type: none"> Limited support tools related to telephony troubleshooting 	<ul style="list-style-type: none"> 99.999% reliability of NEC systems One-stop support for all NEC voice systems

With this addition, UNIVERGE SV9000 platforms utilize Call2Teams, a third-party cloud service provider, to connect to Microsoft Office 365 allowing users to place and receive calls directly within Teams. The NEC UNIVERGE SV9000 Series’ Call2Teams integration combines the power of NEC’s high-quality voice and business phone systems into Microsoft teams, creating an enhanced communication and customer engagement experience.

To enable the Call2Teams integration between UNIVERGE SV9000 Series platforms and Microsoft Teams, the following is required:

- UNIVERGE SV9000 User license (configured for SIP)
- Microsoft Office 365 plan*
- Microsoft 365 Business Voice (without calling plan)*
- Microsoft phone system add-on*
- Call2Teams license (purchased separately by customer or NEC Partner directly from Call2Teams)*

** Purchased directly or through third-party providers, Microsoft and Call2Teams*

Documentation

The Call2Teams integration is easy to set up to use the native Teams calling feature on any PC, MAC, Mobile, and certified Teams device. For additional information on Call2Teams, visit the following links:

- <https://www.call2teams.com/nec>
- <https://www.call2teams.com/support>

The SV9000 Interoperability Guide can be found on BusinessNet under Product Solutions for SV9100, SV9300 and SV9500.

Availability, Order and Support Information

Call2Teams is purchased and supported through qualified Qunifi partners. For more information on how to purchase or for specific questions about Call2Teams, please find a qualified partner in your region via <https://www.call2teams.com/find-a-partner>.