



UNIVERGE BLUE® CONNECT FEATURE DESCRIPTIONS

Comprehensive feature description list for the UNIVERGE BLUE CONNECT Suite including, SHARE, MEET and WEBFAX.

| CATEGORY | FEATURE | DESCRIPTION |
|---------------|---|--|
| Phone Numbers | Local DIDs | Direct Inward Dialing. It is a local phone number for calling directly into a company's phone system. NEC's UNIVERGE BLUE CONNECT can provide them for all 50 US states, Canada, and Puerto Rico. Search by location, zip, or NPA/NXX. |
| Phone Numbers | Reserve local numbers against an account | Ability to assign a phone number to a customer account without an associated phone or user |
| Phone Numbers | Direct Inward Dial | Phone number - each user gets a dedicated DID |
| Phone Numbers | Unique Extension | Each user gets a unique extension |
| Phone Numbers | Unlimited Local and LD | Calls within and between parties in the Continental US, Canada and Puerto Rico are all included with UNIVERGE BLUE® CONNECT. |
| Phone Numbers | International calling | Long distance rates to 200+ countries |
| Phone Numbers | Toll Free Number | Customers call into the business for free. Charges directed toward called party. |
| Phone Numbers | Toll Free number routing to AA, HG or extension | Toll free service can be terminated to an auto attendant, a hunt group, or the extension of an individual user, such as a receptionist |
| Phone Numbers | Toll Free bundles | Ability to pay less the more minutes of toll free you commit to each month |
| Phone Numbers | Remote market numbers (Virtual numbers) | Ability to buy phone numbers with different area codes in different locations |
| Phone Numbers | Directory Listing | Ability to have a business listed in the national 411 Directory Listing service |
| Phone Numbers | Caller ID - Inbound | The phone number of the caller is displayed on the phone |
| Phone Numbers | Caller ID - Outbound | The phone number of user or company making outbound calls is displayed on the called party device |
| Phone Numbers | Calling Name (CNAM) | Name of the person or organization that is associated with the phone number is displayed on the phone during inbound phone calls |
| Phone Numbers | Cloud PBX User | A subscriber to CONNECT service. Each user gets up to 5 devices depending upon user license, and gets unlimited local and LD calling, and a host of other features included as part of the service. |
| Phone Numbers | Resource Line | Pay per use or metered resource line. (e.g. for lobby or classroom phone with no associated Unified Communications. Voicemail is included). No free phone or rebate is included. Max 1 device per resource line. |
| Phone Numbers | Fax Resource (pay per use, metered, or unlimited) | Line of service associated to a fax capable analog telephone adapter |
| Phone Numbers | Virtual Extensions | Ability to associate an extension with a 7 or 10-digit dialing number. Typical scenarios for a virtual extension are: dialing a cellular phone, dialing a conference bridge, dialing other branches or offices who are not on the CONNECT service. |



UNIVERGE BLUE® CONNECT

FEATURE DESCRIPTIONS



UNIVERGE BLUE® CONNECT

| CATEGORY | FEATURE | DESCRIPTION |
|------------------|-------------------------|---|
| Calling Features | Extension Dialing | Ability to dial 3, 4, or 5-digit extensions in order to call other users within the organization |
| Calling Features | Busy Lamp Field | Status indicator on a user phone LCD screen that represents the status of other phones in the enterprise: on-hook, off-hook, or ringing |
| Calling Features | Remote-line Key | Allows a button to be programmed for a user to be able to make and take calls on behalf of another user. In essence, the same extension would appear on multiple phones in the enterprise |
| Calling Features | Speed Dial Keys: | Allows a button to be programmed to store a frequently-dialed phone number. When the user presses this button, the phone will dial the saved phone number on behalf of the user |
| Calling Features | <i>User</i> | Provides one-button access to other users or locations within your organization, or to external phone numbers. |
| Calling Features | <i>User's Voicemail</i> | Facilitates call transfers to the voicemail box of a specific User. |
| Calling Features | <i>Auto Attendant</i> | Routes directly to a specific Auto Attendant. |
| Calling Features | <i>Paging groups</i> | Places a call to a Paging Group. |
| Calling Features | <i>Pickup Group</i> | Places a call to a call Pickup Group. |
| Calling Features | <i>Hunt Group</i> | Places a call to a Hunt Group. |
| Calling Features | <i>Phone Number</i> | Places a call to a free-form phone number. |
| Calling Features | <i>Custom</i> | Places calls to a free-form phone number and accepts * and # to configure dialing feature codes. |
| Calling Features | Hunt Group Login | Provides one-touch log-in and log-out buttons for Hunt Group agents. |
| Calling Features | Monitor Park Slot Key | Allows the phone to monitor one or more Call Park extensions. Calls parked on these extensions will flash red on their respective line keys. |
| Calling Features | Call Pickup Key | Allows the user to pick up an incoming call from: a specific extension, the pickup group the user belongs to, or a call ringing anywhere in the company. |
| Calling Features | Line Key Alias | Administrators can use Voice Control Panel to configure phone keys. Simply creates another instance of your phone line on another button to make or receive calls. |
| Calling Features | Call Transfer | Active calls may transferred to others via warm or blind transfer |
| Calling Features | Call Forwarding | Forwards all calls from your extension automatically. Before you leave your extension, you can forward all your calls to ring at another extension, or to an external number. |
| Calling Features | Call Waiting | Audio tone indicating another inbound call is coming in. User may place one call on hold to answer the second call |
| Calling Features | 3 way calling | The phone allows three callers to be joined together in a conference without having to dial into a conference bridge |
| Calling Features | Call Pickup - Any | Ability for a user to answer a different user's phone from their own phone |
| Calling Features | Call Pickup - Directed | Ability for a user to answer a different user's phone from their own phone when you know the exact extension |
| Calling Features | Call Pickup - Group | Ability to define a group of Users who may answer each other's phone calls |
| Calling Features | Call Hold | Ability to put the caller on hold at the device level. Held calls may only be retrieved from the device in which the call was held. |



UNIVERGE BLUE® CONNECT

FEATURE DESCRIPTIONS



UNIVERGE BLUE® CONNECT

| CATEGORY | FEATURE | DESCRIPTION |
|------------------|------------------------------------|--|
| Calling Features | Paging via 3rd party paging device | Ability to support 3rd party paging devices through SIP enabled speakers or gateways |
| Calling Features | Page all phones | Paging allows you to speak through all phones at the same time via the speakerphone. Paging is used to make announcements or to let people know about a parked call. |
| Calling Features | Paging groups | Phone paging groups allow users to broadcast announcements to an entire team or to select employees through their speakerphones |
| Calling Features | Intercom | If the receiving device supports paging, the extension that receives an intercom call can hear and speak to the initiator via their device's speaker phone. |
| Calling Features | 7 digit dialing | Ability to designate a local area code; The system then assumes this area code if the user only dials 7 digits |
| Calling Features | Call Park | Holds calls at the system level. Parked calls may be answered from any phone or extension in the organization |
| Calling Features | Call Park timer | The designated amount of time calls are parked before ringing back to the extension from which the call was parked |
| Calling Features | Call Recording | Set general recording settings for the entire organization, including a tone or notification message (default or custom) when recording starts or stops Change recording settings for individual users, including automatic recording of inbound, outbound or all calls and manual recording Change Hunt Group recording settings, including automatic recording of inbound, outbound or all calls and manual recording Each user receives 24 hours of recording space, each hunt group receives 100 hours. |
| Calling Features | Music on hold | When an external call is placed on hold, the caller is presented with hold music. Choose UNIVERGE BLUE® CONNECT's hold music or upload your own. Customizable by administrator. |
| Calling Features | Phone Display Language Selection | Designates the language that the phones will use. Only English is available in first release. |
| Calling Features | Phone Time zone selection | Ability to set time zones for separate offices/locations so that the displayed time on the device LCD will be correct at all physical locations |
| Calling Features | 911 address per device | Since 5 devices are supported per user, each device needs to have its own E911 address -- these can be entered into the system through the admin portal |
| Calling Features | 911 call notifications | Admins can set up email and SMS notifications to go to specified individuals when a 911 emergency call was made from their organization. |
| Calling Features | Configurable ring tones | Select from multiple ringing tones using the phone device menu |
| Calling Features | Display selection options | Administrators may modify the phone's display. For each display line: Phone number, Ext, Company Name, free form text, User Name, none |
| Calling Features | Call History Report | Administrators can view call history reports for the last 12 months |
| Calling Features | Voicemail | Every extension is allocated a voicemail box by default. Voicemail features include: delete, skip, or save messages • forward messages to another mailbox • playback control when receiving messages • change personal greeting and password • unlimited voicemail storage per voicemail box • message key to access voicemail • numeric message count indicator |



UNIVERGE BLUE® CONNECT FEATURE DESCRIPTIONS



UNIVERGE BLUE® CONNECT

| CATEGORY | FEATURE | DESCRIPTION |
|------------------------|--|--|
| Calling Features | Access Voicemail | The ability to access voicemail messages left for your extension. Messages can be accessed via the phone or the mobile client, and is also send as an email attachment. In the near future, voicemail will also be accessed by the desktop client. |
| Calling Features | Call Flip | Ability to move active calls from desktop or mobile devices to a physical desk phone, or vice versa |
| Calling Features | Direct transfer to voicemail | Pressing * plus extension transfers active calls to a user's voicemail |
| Calling Features | Block outbound Caller ID | Ability to block the external party from seeing the caller ID information of the user. Setting is per user. Not per call. |
| Calling Features | Do not Disturb | If your extension is set to Do Not Disturb, anyone trying to call you will be sent directly to your voicemail box |
| Unified Communications | Point to point video telephony | UNIVERGE BLUE® CONNECT enabled devices that support a web camera can deliver point to point video transmissions simultaneous with the voice call (Requires a CONNECT license or MEET) |
| Unified Communications | HD Voice | HD voice technology uses Digital Signal Processing (DSP) technology to capture and transmit higher quality sound. The devices on both ends of a call must be HD voice enabled in order for the feature to function correctly. |
| Unified Communications | Click to Call | Click on company contacts to place calls via the CONNECT mobile app or CONNECT desktop app |
| Unified Communications | Click to Call Browser | Clicking phone numbers on websites will automatically open number in CONNECT Desktop App and allow user to call |
| Unified Communications | Visual Voicemail | Visual interface used to play back or manage voicemail |
| Unified Communications | Email notification of received voicemail | An email can be sent to users to notify them of a voicemail left for them. Configurable by end user. |
| Unified Communications | Voicemail to Email | Voicemail attachment or transcription sent via email. Actual content is attached vs just a notification. |
| Unified Communications | Voicemail transcription | Voicemail turned to text and either sent to an email box or displayed on the CONNECT mobile app. Transcription provides the context of the message so a user can decide if they need to attend to it immediately, or later. |
| Unified Communications | Message Waiting Indicator | The desk phone has a red LED that blinks indicating that the user has voicemail |
| Unified Communications | SMS notification of Voicemail | An email can be sent to users to notify them of a voicemail left for them |
| Unified Communications | Auto-delete voicemail | Voicemails will be deleted automatically by the system after 90 days |
| Unified Communications | Upload voicemail greeting | Each extension can record a customized greeting for their voicemail box. Configurable by end user, but need to use webpage to upload greetings. Greetings need to be recorded by other tools. |
| Unified Communications | Configure voicemail pin | Configurable by end user. A PIN password to be able to access voicemail. |
| Unified Communications | Listen to voicemail by phone | Ability to listen to voicemail via the desktop phone, or via the CONNECT mobile app |



UNIVERGE BLUE® CONNECT

FEATURE DESCRIPTIONS



UNIVERGE BLUE® CONNECT

| CATEGORY | FEATURE | DESCRIPTION |
|------------------------|---|---|
| Unified Communications | Set up operator number | Provides option to press 0 when reaching VM to reach a different phone number or extension |
| Unified Communications | Manage Company Voicemail | Allows administrators to Play, download, or forward voicemail of any user in the organization. |
| Unified Communications | Find Me/Follow Me | Ring your office phone and other phones not on the system at the same time. Up to 3 numbers, simultaneous or sequential. Configured by end user. |
| Unified Communications | Call Park Groups | Create a park group for each location of a business. Create park groups for customers who need different park groups at the same location. Modify the park extensions within groups to match extensions that are similar to their current extension numbering schema. |
| Unified Communications | UNIVERGE BLUE® MEET Conference bridge | Enjoy enterprise quality audio conferencing capabilities. Up to 200 participants are supported. Each bridge has its own local dial in number and ID. Upgrades to toll-free packages are available. |
| Unified Communications | HIPAA Compliance | UNIVERGE BLUE® CONNECT is HIPAA compliant, ensuring the privacy and confidentiality of patients' records. |
| Unified Communications | QoS Dashboard | The UNIVERGE BLUE® CONNECT QoS Dashboard helps administrators to visualize organizational call quality through easy-to-understand charts & graphs. |
| Unified Communications | Spam Call Protection | Detects, tags, and blocks (if desired) spam and fraud calls originated by robodialers and known fraudulent callers. Alerts callers to likelihood of spam or fraud calls. |
| Auto Attendant | Auto Attendant included | Auto Attendant greets callers and routes calls to the right person or information 24 hrs per day. 1 Auto attendant included with CONNECT. |
| Auto Attendant | Multiple Auto Attendants per account | Ability to order additional auto attendants and implement them within an account |
| Auto Attendant | Configure DID for Auto Attendant | Ability to assign a phone number to an auto attendant |
| Auto Attendant | Configure Extension number for AA | Ability to assign an extension number to an auto attendant |
| Auto Attendant | Extension Dialable Auto Attendant | Ability to extension dial or transfer a call to an auto attendant |
| Auto Attendant | Display name | Ability to name an auto attendant to identify between multiple auto attendants. The name of the auto attendant which is routing the call is displayed on the phone. |
| Auto Attendant | Auto Attendant Voicemail box | Voicemail left for a system mailbox rather than voicemail left for a particular user |
| Auto Attendant | Auto Attendant voicemails sent to email address | The system will send an email to notify an administrator when a VM has been received in the auto attendant |
| Auto Attendant | Business hours and non-business hours schedule | Auto attendants can be set to have different functions during business hours than during non-business hours |
| Auto Attendant | Weekly View | View your auto attendant regular weekly routing schedule in a convenient, easy-to read schedule |



UNIVERGE BLUE® CONNECT

FEATURE DESCRIPTIONS



UNIVERGE BLUE® CONNECT

| CATEGORY | FEATURE | DESCRIPTION |
|----------------|--|---|
| Auto Attendant | Holiday Menus | Schedule and view your recurring or non-recurring special events which will supercede your regular weekly business calendar, such as federal holidays or special events. |
| Auto Attendant | Menu greetings | Ability to upload custom greetings into all auto attendant menus |
| Auto Attendant | Ability to upload menu greetings in Portal | Menu greetings can be recorded through the system or uploaded through the portal |
| Auto Attendant | Dial by name | Ability for user to dial by first or last name through auto attendant menu option |
| Auto Attendant | Menus | List of options from the auto attendant for a caller to choose from |
| Auto Attendant | Sub-menus | List of options placed underneath another menu |
| Auto Attendant | Configurable menu options to route to: | An auto attendant can route to the following: |
| Auto Attendant | <i>Hunt Groups</i> | Route to a defined group of users |
| Auto Attendant | <i>Users</i> | Route to an individual user |
| Auto Attendant | <i>User Voicemail</i> | Route to an individual user's voicemail |
| Auto Attendant | <i>AA Voicemail</i> | Route to the Auto attendant system voicemail |
| Auto Attendant | <i>Another AA</i> | Route to another auto attendant |
| Auto Attendant | <i>AA Sub Menu</i> | Route to a sub menu of the auto attendant |
| Auto Attendant | <i>Replay greeting</i> | Simply replay the greeting of the main auto attendant |
| Auto Attendant | <i>Dial by Name</i> | Dial by name to reach an individual user. |
| Auto Attendant | <i>Phone Number</i> | Route to an off-system phone number |
| Auto Attendant | <i>Hang up</i> | Hang up the call |
| Auto Attendant | Receptionist routing | Feature that allows a phone or group of phones to ring before being sent to an auto attendant - gives a receptionist a chance to answer first |
| Auto Attendant | Menu Timeouts | Timeout is when the caller does not choose an option (no button pressed or recognized) in the auto attendant. Administrators are presented with one of the following timeout behaviors: |
| Auto Attendant | <i>Timeout to PSTN phone number</i> | Call can be routed to any telephone number |
| Auto Attendant | <i>Call Routing Override</i> | Redirects all calls that would normally route to the auto attendant and instead sends them to a specified extension or phone number. |
| Auto Attendant | <i>Timeout to Extension</i> | Call can be routed to an individual extension within the organization |
| Auto Attendant | <i>Timeout to Menu</i> | Call can be routed back to the auto attendant menu |
| Auto Attendant | <i>Timeout to HG</i> | Call can be routed to a hunt group |
| Auto Attendant | <i>Timeout to Dial by Name</i> | Call can be routed to the dial by name directory |
| Auto Attendant | <i>Timeout to Voicemail</i> | Call can be routed to the system voicemail or user voicemail box |
| Auto Attendant | <i>Hang up</i> | Call can be immediately disconnected |
| Auto Attendant | Record menu greetings via phone | Ability to record a menu greeting via the phone |



UNIVERGE BLUE® CONNECT FEATURE DESCRIPTIONS



UNIVERGE BLUE® WEBFAX

| CATEGORY | FEATURE | DESCRIPTION |
|----------|-----------------------------------|---|
| Fax | WEBFAX | WEBFAX offers full fax capabilities on virtually any Windows computer. Send or receive fax through Webfax. Get email alerts whenever a fax is received, and view faxes on virtually any web-enabled device. |
| Fax | UI to display faxes | WEBFAX interface displays list of available faxes to read |
| Fax | Date/Time/CLI/# of pages stats | WEBFAX interface displays this statistical information |
| Fax | Download faxes | Ability to download the fax to a computer or other mobile device |
| Fax | Forward faxes | Ability to forward faxes to other users |
| Fax | Fax Notifications | Emails letting the user know about status of faxed documents (inbound or outbound) |
| Fax | Fax received notifications | An email letting the user know that a fax has been received |
| Fax | Sent fax delivered notifications | An email letting the user know that a fax has been delivered |
| Fax | Sent fax failed notifications | An email letting the user know that a fax has failed to deliver to its intended location |
| Fax | Attach fax to email | Fax in pdf sent to email box |
| Fax | Include link to view fax in email | If you click the link, it will take you to the UI to view faxes |
| Fax | Numeric notification of faxes | Displays how many faxes you have waiting |

UNIVERGE BLUE® HUNT GROUPS

| | | |
|------------|--|---|
| Hunt Group | Hunt Groups | Ability to ring multiple defined phones, (for example a department or a group of receptionists) in order or at once, in order to ensure that a call is not missed |
| Hunt Group | Configure DIDs for HG | Ability to assign phone number(s) to a hunt group (for instance, a user could dial a number to enter directly into a support call queue.) |
| Hunt Group | Configure Extension number for HG | Ability to assign a single extension to a hunt group so that a call could be transferred internally directly to a hunt group |
| Hunt Group | Direct Dialable HG | Ability to directly dial a hunt group |
| Hunt Group | Extension Dialable HG | Ability to dial an extension to reach a hunt group |
| Hunt Group | Hunt Group call distribution Modes | The order in which phones ring within the hunt group |
| Hunt Group | <i>Sequential</i> | Top - down (ordered, when you have an ideal first person in the group) |
| Hunt Group | <i>Longest idle</i> | An algorithm determining the most inactive logged in user and routes calls in descending order of activity |
| Hunt Group | <i>Round robin</i> | Equal call distribution through all logged in users, ringing sequentially. Next person on the available list gets the call. |
| Hunt Group | <i>Simultaneous</i> | All logged in users phones ring at the same time, first person to pick up retrieves the call |
| Hunt Group | Hunt group menu configuration interface | Area to set up options for call routing available during hunt group hold |
| Hunt Group | Hunt Group Greeting management interface | Area to upload hunt group greetings within the management tool |
| Hunt Group | Hunt Group Voicemail box | A voicemail box that belongs to a hunt group. A manager or hunt group users would have the ability to retrieve the voicemail |



UNIVERGE BLUE® CONNECT

FEATURE DESCRIPTIONS



UNIVERGE BLUE® HUNT GROUPS

| CATEGORY | FEATURE | DESCRIPTION |
|------------|---|--|
| Hunt Group | Add Default Operator Number | Callers can press 0 when they have been routed to the voicemail box, redirecting them to the phone number that was configured as the Default Operator Number. |
| Hunt Group | Voicemail notification via email | Voicemail notifications can be configured to email only hunt group users when voicemail is received |
| Hunt Group | Voicemail transcription | Voicemails can be transcribed and sent to all members of a hunt group via email |
| Hunt Group | Configure delete the VM on server after sending in email | The system can be configured to delete a voicemail off the server automatically after it is sent via email |
| Hunt Group | Configure sending notification via SMS | The system can be configured to send SMS text messages to the members of a hunt group when a voicemail has been left |
| Hunt Group | Configure marking VM as read after sending email | The system can automatically mark voicemails as "read" after sending them via email, but NOT delete them from the server |
| Hunt Group | Option to receive email notification when a new call recording is created | When a new call recording is created within a hunt group, members of a hunt group can be notified via email when a call recording is created |
| Hunt Group | Called Hunt group name displayed on phone | When a user's phone rings, it can be programmed to display that it is the hunt group that is ringing, and not the individual phone/extension |
| Hunt Group | Queue calls to hunt group | Call Queuing, a standard feature of the hunt group, allows callers to be distributed to specific groups of phones. If all of the phones in the group are busy the callers will receive your custom messages and options while they hold for the next phone to become available. Users can log in and out of the hunt group through their phones or personal web portals. |
| Hunt Group | Set Max callers on hold | Set in the system how many callers can be added to the queue before the next caller is told that the system is busy and that they should call back later |
| Hunt Group | "Hunt next agent after" configurable | Configure the time period spent ringing one agent's phone before moving on to the next agent |
| Hunt Group | "Hunt group timeout" configurable | If calls are in queue for a certain length of time (set by administrator) without being answered by an agent, the system can be set to take a number of actions: |
| Hunt Group | Route to must answer or other target destination after hunt group timeout is exceeded | If hunt group timeout occurs, the call can be routed to an alternate destination |
| Hunt Group | Agent Wrap up time configurable | A timeframe can be set for an agent to take notes after a call before another call is routed to them |
| Hunt Group | Call Recording configurable by hunt group | Ability to record/not record individual hunt groups |
| Hunt Group | Automatic call recording of HG calls | Hunt group calls can be set to be automatically recorded |
| Hunt Group | Select sharing recordings via email, or saving in server | Hunt group call recordings can either be emailed or stored on server |
| Hunt Group | One-click login / logout for agents | Administrators can program line keys to be a single-press login/logout for hunt group agents. |
| Hunt Group | Separate greeting to announce when max callers are on hold | This is the greeting played when the defined max calls in queue is reached |



UNIVERGE BLUE® CONNECT FEATURE DESCRIPTIONS



UNIVERGE BLUE® HUNT GROUPS

| CATEGORY | FEATURE | DESCRIPTION |
|------------|--|---|
| Hunt Group | Repeating greetings for callers on hold | Messages that can repeat to held callers after a defined period of time |
| Hunt Group | Hunt Group Music On Hold - default | A particular choice of music just for the assigned hunt group, chosen from a list of default files that are included with the system |
| Hunt Group | Hunt Group Music On Hold - configurable via web interface | The ability to upload custom music on hold for individual hunt groups |
| Hunt Group | Hunt Group initial message/ greeting | Ability to configure an initial greeting within an individual hunt group |
| Hunt Group | Agent Login and Logout from Hunt Group | Users can be logged in or logged out from the hunt group either on their own, or by an administrator |
| Hunt Group | Temporarily remove agent from hunt group if they do not answer a call | If an agent doesn't take a call when their phone rings after a set period of time, it will log the agent out for a defined period of time |
| Hunt Group | Configure duration of temporary removal of agent from hunt group | The value of the set period of time that an agent would automatically be temporarily logged out of a hunt group |
| Hunt Group | Visual call recording storage in VCP including date/time/from/to/ duration stats | A visual inbox of call recordings within the Voice Control Panel, much like voicemail |
| Hunt Group | Hunt group timeout feature including: | When timeout is triggered in a hunt group (caller has held in queue for a defined period of time) these actions can be configured |
| Hunt Group | <i>Timeout to PSTN phone number</i> | Hunt group timeout call can be routed to any 10-digit phone number (such as a cell phone or an answering service.) |
| Hunt Group | <i>Timeout to User</i> | Hunt group timeout call can be routed to an individual user within the organization |
| Hunt Group | <i>Timeout to AA</i> | Hunt group timeout call can be routed to an auto attendant |
| Hunt Group | <i>Timeout to VM of a User</i> | Hunt group timeout call can be routed directly to a user's voicemail box |
| Hunt Group | <i>Timeout to HG VM</i> | Hunt group timeout call can be routed to the hunt group's voicemail box |
| Hunt Group | Setting on how long to reach each agent's phones | Number of seconds before the hunt group tries to ring the succeeding agent in the hunt group queue |
| Hunt Group | Menu options to route callers to alternate destinations including: | Pressing a button while in queue - options are offered to callers while in queue to be routed elsewhere. Calls can be routed to: |
| Hunt Group | <i>PSTN phone number</i> | 10 digit phone numbers |
| Hunt Group | <i>User</i> | Individual users |
| Hunt Group | <i>AA</i> | An auto attendant |
| Hunt Group | <i>HG</i> | Another hunt group |
| Hunt Group | <i>User's VM</i> | A user's voicemail |
| Hunt Group | <i>HG's VM</i> | The voicemail of the hunt group |
| Hunt Group | <i>Hang up</i> | Disconnect the call |
| Hunt Group | Multiple HG greetings including: | Several greetings can be configured within individual hunt groups |
| Hunt Group | Initial greeting | An initial greeting when entering a hunt group |
| Hunt Group | Max callers on hold greeting | A greeting that lets the caller know when a large number of agents is on the phone with other callers |



UNIVERGE BLUE® CONNECT FEATURE DESCRIPTIONS



UNIVERGE BLUE® HUNT GROUPS

| CATEGORY | FEATURE | DESCRIPTION |
|----------------------|--|---|
| Hunt Group | Music on hold | Hunt group can play music while on hold in the hunt group queue |
| Hunt Group | Ringback Tone | Hunt group can play a ringback tone, as opposed to music on hold, while on hold in the hunt group queue |
| Hunt Group | Repeating message every x seconds | "Please continue to hold...." repeating message |
| Hunt Group | HG timeout message | When the timeout has been reached, and no one is available to take the call, then a message can be played and then the caller can be presented with options to be routed elsewhere or continue to hold |
| Hunt Group | Voicemail message | A hunt group voicemail greeting can be configured |
| Hunt Group | Agent successfully logged in | Message that plays to AGENT that they have successfully logged into the system |
| Hunt Group | Agent successfully logged out | Message that plays to AGENT that they have successfully logged out of the system |
| Hunt Group | Visual Agents Status | Administrator can view agent status (logged in or out) in an interface |
| Hunt Group | Agent log in/out in status | Administrator can log agents in/out of the system on their behalf |
| Hunt Group | Add PSTN numbers as HG Agents | A non-system phone number can be part of a hunt group |
| Hunt Group | Time Zone for Hunt Groups | Ability to assign time zones to individual Hunt Groups to match up reporting |
| Hunt Group Reporting | All Agent group report for today | Returns a report that summarizes today's call statistics for the hunt group as a whole. Includes an active call report, call averages report, as well as agent logs |
| Hunt Group Reporting | All Agent report for any time frame | Returns a report that summarizes call statistics over defined periods for the hunt group as a whole. Includes call statistics such as failed and abandoned calls. Also includes reports of hold time, talk time, and call duration. |
| Hunt Group Reporting | Specific Agent report for today | Returns a report that displays information about a specific agent: their active call status: logged in/out and what time last logged in/out |
| Hunt Group Reporting | Specific Agent report for any time frame | Returns a report that summarizes call statistics over time for a single agent within a hunt group. Includes statistics such as a historical calls report including total calls, rolled calls, and calls per hour. It includes average/max daily talk time, as well as total time logged in per day. |
| Hunt Group Reporting | Active Calls Report | The Active calls report provides a snapshot of all active calls and Agents within the hunt group. It includes current number of active calls |
| Hunt Group Reporting | Calls on hold | Part of the active calls report -displays the current number of calls that are on hold within the specified hunt group |
| Hunt Group Reporting | Agents logged in | Part of the active calls report -displays the current number of agents that are logged into the hunt group and available to take calls as part of the group |
| Hunt Group Reporting | Connected calls in Hunt Group | Part of the active calls report -displays the total number of Active calls + held calls + queued calls |
| Hunt Group Reporting | Average Call Duration | Average call duration is part of the call averages report -- which displays the average and maximum total call length for the specified date range. Call length is defined as the time between a call entering the hunt group, and the call being terminated, and includes all hold time and talk time. |
| Hunt Group Reporting | Average Hold Time | Average hold time is part of the call averages report - will display the average and maximum hold times for the specified date range |



UNIVERGE BLUE® CONNECT FEATURE DESCRIPTIONS



UNIVERGE BLUE® HUNT GROUPS

| CATEGORY | FEATURE | DESCRIPTION |
|----------------------|--|--|
| Hunt Group Reporting | Average Talk Time | Average Talk time is part of the call averages report - will display the average amount of talk time (connected, active calls which are not on hold) for the specified date range |
| Hunt Group Reporting | Maximum Talk Time | Maximum Talk time is part of the call averages report - will display the talk time of the longest connected call (connected, active calls which are not on hold) for the specified date range. |
| Hunt Group Reporting | Total Calls Received | The historical Calls report will display metrics on this Agent's total number of inbound phone calls over time |
| Hunt Group Reporting | # of calls that connected after being in queue | Part of the call statistics report - displays the number of calls during a specified date range which were connected after holding |
| Hunt Group Reporting | # of calls that connected immediately | Part of the call statistics report - displays the number of calls during a specified date range which were connected immediately - callers who did not have to wait in a queue |
| Hunt Group Reporting | # of abandoned calls | Part of the call statistics report - displays the number of calls during a specified date range which were abandoned - callers who hung up while in queue |
| Hunt Group Reporting | # of failed calls due to Max Calls Limit being reached | Part of the call statistic report - displays the number of calls during a specified date range which "failed" due to the max calls limit being reached. These failed calls were routed elsewhere (such as hunt group voicemail) due to the expected wait |
| Hunt Group Reporting | Configure SLA for calls on hold | Setting up a service level agreement helps administrators understand whether they are meeting the minimum hold times they have committed to their callers. Displays service levels within the hold time report in order to view actual vs SLA hold times on a single graph |
| Hunt Group Reporting | Talk time historical trending graph | Talk time report will display the average and maximum talk time for the specified date range |
| Hunt Group Reporting | Call Statistics historical trending graph | The Call statistics report will display metrics on this hunt group's inbound phone calls. These include failed calls due to max callers, abandoned calls, connected after holding, and calls answered immediately |
| Hunt Group Reporting | Zoom into to data | The administrator can zoom into the call statistics graph in order to view shorter periods of time than the specified date range in order to gain more detail |

UNIVERGE BLUE® CONNECT

| | | |
|--------------------|--|--|
| Mobile integration | CONNECT Mobile app for iOS and Android | The CONNECT mobile app is supported by both Android and Apple iOS |
| Mobile integration | Active Directory Integration | Contacts and global address lists are imported into CONNECT from the existing Active Directory |
| Mobile integration | Full featured softphone | The CONNECT mobile app is a full-featured softphone. The user can call or receive calls directly through the app, and can use all of its cloud-enabled features such as call management, visual voicemail, as well as many others. |
| Mobile integration | Mid Call Control | The CONNECT mobile app allows mid-call features such as call flip, call hold, call park, call transfer, management of multiple calls |
| Mobile integration | Visual Voicemail | Voicemail presented in a visual "inbox" style interface |



UNIVERGE BLUE® CONNECT

FEATURE DESCRIPTIONS



UNIVERGE BLUE® CONNECT

| CATEGORY | FEATURE | DESCRIPTION |
|--------------------|---|--|
| Mobile integration | Integrated with iOS CallKit support | Provides seamless operation with iOS including aggregated call logs, using iOS dialing capabilities and other functions |
| Mobile integration | Listen to voicemail in CONNECT MOBILE App | The visual voicemail interface allows the user to press a button to listen to voicemail. Voicemails may be played, forwarded, or deleted. Voicemails may be managed in any order that the user wishes. |
| Mobile integration | Find-me Follow-me settings | This setting tells the system what to do with the call if it is unanswered. It may be forwarded elsewhere, or go to voicemail. When you set this up in the app, you are setting up the entire user FMFM settings, not just the individual device. |
| Mobile integration | Voicemail settings (record greeting, new voicemail notification settings) | Voicemail settings allows the user to customize a standard and custom greeting, with the ability to toggle between them. It also allows voicemail notifications to be able to be turned on/off and where to send the email notifications. Also turn transcription on/off. |
| Mobile integration | Voicemail transcription | Transcription is voicemail changed to text. The transcriptions can both be displayed in the app, as well as sent via email. |
| Mobile integration | Mobile Assistant with geo location integration | Mobile assistant learns calling patterns and preferences by observing how and when the user makes and receives calls. It will suggest custom rules which will route calls depending on location, time of day, meeting status. |
| Mobile integration | Push notification | Message that appears when the phone rings or receives a message |
| Mobile integration | Presence | User can view the line status of other contacts within the organization: available, away, busy, on a call, in a meeting, screen sharing or offline. The system automatically displays whether callers are busy on a call. Other settings can be manually updated. |
| Mobile integration | Team Chat | Send and receive chats with team members (individuals and groups) • Pin favorite contacts to the top of your list • Mobile chat and desktop chat messages are instantly synchronized • Visual & Audio notifications for new messages • Access to full chat history at anytime • Full chat history is retained and securely encrypted |
| Mobile integration | Contact Sync | Sync contacts from third-party platforms like GSuite, Outlook and more from your iOS or Android device across CONNECT desktop and mobile apps. |
| Mobile integration | SMS Messaging | Send SMS messages to any contact (including corporate contacts as well as contacts synched from other devices) directly from the CONNECT mobile app |
| Mobile integration | Local phone contacts integration | The mobile app syncs contacts from both your phone's contacts, as well as the contacts from the active directory, and makes them available on the mobile app |
| Mobile integration | Call Flip | Ability to switch between user devices during active calls. Active calls can be switched from the mobile app to the user desktop phone or vice versa |
| Mobile integration | Call join | Ability to add active calls together into a 3-way call |
| Mobile integration | Call History | Call history shows all calls/missed calls for the last 90 days |
| Mobile integration | Smart search | Entering a keyword searches the internal active directory. It will search names, positions, departments, and locations |
| Mobile integration | One button dial into conference bridge | Configure bridge number and ID in CONNECT for 1 touch login to bridge |
| Mobile integration | Easily open UNIVERGE BLUE MEET and SHARE apps | Users can easily launch the MEET app to host or attend a meeting as well as the SHARE app to manage their files |



UNIVERGE BLUE® CONNECT

FEATURE DESCRIPTIONS



UNIVERGE BLUE® CONNECT

| CATEGORY | FEATURE | DESCRIPTION |
|---------------------|--|--|
| Desktop integration | CONNECT Desktop app | Brings together calling, Team Chat, Meeting, Video, File sharing, and presence capabilities in one integrated experience. |
| Desktop integration | Support for PC and MAC | The UNIVERGE BLUE® CONNECT desktop app is supported by both Mac and PC |
| Desktop integration | Call Controller & Softphone mode | 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 |
| Desktop integration | Place & receive calls | Place and receive calls through the application using your computer and associated microphone and speakers or as a controller for your desk phone |
| Desktop integration | Click to call | The ability to click to call anyone in the organization's directory with a single click |
| Desktop integration | Call Control | Call transfer, call park, and call flip are the mid-call control abilities of the desktop app |
| Desktop integration | Contact synchronization between mobile and Desktop devices, or when moving to new device | All contacts sync to the app from active directory |
| Desktop integration | Call Flip | Call flip allows the user to switch an active desktop call from the desktop phone to their mobile app on their mobile device |
| Desktop integration | 3-Way Calling | Users can have a conference call with 2 other users without opening a conference bridge |
| Desktop integration | Call History | Call history allows the user to view all calls connected and calls missed for the last 90 days. Contact information of the caller, time and date are listed. Calls are listed in chronological order and the user can filter to view only missed calls if desired. |
| Desktop integration | Smart search | Entering a keyword searches the internal active directory. It will search names, positions, departments, and locations |
| Desktop integration | Presence | User can view the line status of other contacts within the organization: available, away, busy, on a call, in a meeting, screen sharing or offline. The system automatically displays whether callers are busy on a call. Other settings can be manually updated. |
| Desktop integration | Team Chat | Send and receive chats with team members (individuals and groups) • Pin favorite contacts to the top of your list • Mobile chat and desktop chat messages are instantly synchronized • Visual & Audio notifications for new messages • Access to full chat history at anytime • Full chat history is retained and securely encrypted Searchable chat |
| Desktop integration | Chat Search | Users can search chat conversations (individual chat, group chat, or SMS messages) to find relevant messages |
| Desktop integration | Screensharing & Video Conferencing | Launch an ad-hoc meeting with one-click and automatically join audio portion of the meeting • Invite attendees from within the chat conversation • Share your desktop, documents or applications Share your camera for easy video conferencing |
| Desktop integration | Receptionist view | Displays employee extensions in a grid, displays their presence, and allows receptionists to efficiently transfer calls to various parties in the organization |



UNIVERGE BLUE® CONNECT

FEATURE DESCRIPTIONS



UNIVERGE BLUE® CONNECT

| CATEGORY | FEATURE | DESCRIPTION |
|---------------------|---|---|
| Desktop integration | UNIVERGE BLUE® SHARE file sharing & backup | Users can easily SSO into their UNIVERGE BLUE® SHARE Web. UNIVERGE BLUE® SHARE allows users to securely access the most current versions of their files from any device, protect files from viruses and data loss, and securely share & collaborate on files with coworkers and external parties. |
| Desktop integration | Contact Management | Manage contacts (create, add, delete) directly from CONNECT desktop app. Contacts will sync across devices. |
| Desktop integration | Outlook Integration | Presence attached to contacts and click to call in Outlook |
| Desktop integration | SMS Messaging | Send SMS messages to any contact (including corporate contacts as well as contacts synched from other devices) directly from the CONNECT desktop app |
| Desktop integration | Chat Attachments | Quickly share images, videos, documents and more in individual and team chat across CONNECT desktop and mobile apps. |
| Desktop integration | Screen Pops | Links the CONNECT Desktop App to major and custom CRMs to quickly access account details via screen notifications upon incoming/outgoing calls, missed calls, and chats |
| Desktop integration | Poly Headset Integration | Allows user to handle calls by pressing a button on the Poly/Plantronics headsets |
| Desktop integration | Voicemail Settings Tab | Set voicemail PIN, listen to default greeting, record a custom greeting, enable or disable voicemail transcription, and manage email notifications for voicemails |
| Desktop integration | Voicemail Transcription | View voicemail transcriptions |
| Desktop integration | Voicemail | Play and manage voicemails from the desktop app |
| Desktop integration | UNIVERGE BLUE® SHARE Integration | Ability to access, manage, download, view and share all files without leaving desktop client |
| Desktop integration | [Integration] CRM Screen Pops | Connect to third-party platforms (Salesforce, Zendesk, etc.) and custom CRMs to quickly view caller's profile on inbound and outbook calls in call history |
| Desktop integration | [Integration] UNIVERGE BLUE® CONNECT for Gsuite | Chrome Extension: click-to-call phone numbers from any web page, start meetings (UNIVERGE BLUE® MEET) from Chrome browser, schedule meetings in Google calendar with UNIVERGE BLUE® MEET meeting details |
| Desktop integration | [Integration] UNIVERGE BLUE® CONNECT for Slack | Start meetings with UNIVERGE BLUE® MEET directly within Slack |
| Desktop integration | [Integration] UNIVERGE BLUE® CONNECT for MS Teams | Start meetings with UNIVERGE BLUE® MEET directly within MS Teams |
| Desktop integration | [Integration] UNIVERGE BLUE® CONNECT for Office 365 | Add UNIVERGE BLUE® MEET details to calendar events. Start meetings directly from calendar, meetings will include a meeting title, start and end time, attendee list, and meeting agenda |
| Desktop integration | [Integration] UNIVERGE BLUE® CONNECT for Outlook | Click-to-call co-workers and external contacts from Outlook contact list, emails, and calendar events. View the presence (available, offline, busy, in a meeting) of Outlook contacts. Click-to-chat with any co-worker from within Outlook contacts, emails and calendar events. Start virtual meetings (UNIVERGE BLUE® MEET) with one-click from your Outlook calendar. Meetings will include a meeting title, start and end time, attendee list, and meeting agenda. |



UNIVERGE BLUE® CONNECT FEATURE DESCRIPTIONS



UNIVERGE BLUE® CONNECT

| CATEGORY | FEATURE | DESCRIPTION |
|---------------------|---|--|
| Desktop integration | [Integration] UNIVERGE BLUE® CONNECT for Microsoft Dynamics 365 | Click-to-call any contact using CONNECT directly within Dynamics 365, pull up existing customer records on incoming calls with screen pops, create new contacts with just one-click, quickly and easily log call details directly within Dynamics while on an active call. |
| Desktop integration | [Integration] UNIVERGE BLUE® CONNECT for Salesforce (BETA) | Click-to-call any contact using CONNECT directly within Salesforce, pull up existing customer records on incoming calls with screen pops, create new contacts with just one-click, quickly and easily log call details directly within Salesforce while on an active call. Available for Salesforce Lightning and Classic. |
| Desktop integration | [Integration] UNIVERGE BLUE® CONNECT for Sugar CRM | Click-to-call any contact using CONNECT directly within SugarCRM, pull up existing customer records on incoming calls with screen pops, create new contacts with just one-click, quickly and easily log call details directly within SugarCRM while on an active call. |
| Desktop integration | [Integration] UNIVERGE BLUE® CONNECT for Zoho | Click-to-call any contact using CONNECT directly within Zoho, pull up existing customer records on incoming calls with screen pops, create new contacts with just one-click, quickly and easily log call details directly within Zoho while on an active call. |
| Desktop integration | [Integration] UNIVERGE BLUE® CONNECT for Oracle Netsuite | Click-to-call any contact using CONNECT directly within NetSuite pull up existing customer records on incoming calls with screen pops, create new contacts with just one-click, quickly and easily log call details directly within NetSuite while on an active call. |
| Desktop integration | [Integration] UNIVERGE BLUE® CONNECT for Zendesk | Click-to-call any contact using CONNECT directly within Zendesk, pull up existing customer records on incoming calls with screen pops, quickly create support tickets for customers |

UNIVERGE BLUE® SHARE

| | | |
|-----------------------|--|--|
| File Sharing & backup | File sync and mobile access | Access files from desktops, laptops, smartphones, tablets, and the web |
| File Sharing & backup | Real-time file backup | Real-time backup of all PC files and mobile photos and videos |
| File Sharing & backup | File sharing and collaboration | Secure internal and external sharing • Co-editing in real-time |
| File Sharing & backup | Anti-malware and antivirus protection from Bitdefender | Your files will be protected with Bitdefender's anti-malware and antivirus software |
| File Sharing & backup | Mobilize file servers | Windows file server integration • Access file server content from mobile devices • Easy and secure sharing of file server files • Backup and restore file server files |
| File Sharing & backup | Streaming Client | Enables users to see all of their UNIVERGE BLUE® SHARE files within Windows Explorer without having to download them. |



UNIVERGE BLUE® CONNECT FEATURE DESCRIPTIONS



UNIVERGE BLUE® MEET

| CATEGORY | FEATURE | DESCRIPTION |
|--------------------|---|--|
| Video Conferencing | Web Presentation Attendees | Number of attendees who can be on a web conference that can view content. This number changes based on packages. MEET ESSENTIALS comes with: 4 Online Meeting Participants MEET PRO comes with: 100 Online Meeting Participants MEET PRO PLUS comes with: 200 Online Meeting Participants |
| Video Conferencing | HD Video Participants | Number of video presenters that can be on at once. MEET ESSENTIALS comes with 4 and MEET PRO & PRO PLUS comes with: 30 - 720p HD Video Concurrent Webcam Panels. |
| Video Conferencing | HD Audio | Meetings are presented in high-definition audio |
| Video Conferencing | Conference Bridge Attendees | Number of attendees (200 across all UNIVERGE BLUE® CONNECT ESSENTIALS, PRO & PRO PLUS plans) who can be on UNIVERGE BLUE® MEET audio only call at once. Everyone must join the meeting by dial-in only. |
| Video Conferencing | Unlimited Meetings | Users can host an unlimited number of meetings across all UNIVERGE BLUE® CONNECT plans. |
| Video Conferencing | Remote Control | Ability for hosts to give control of their meeting to attendees by sharing their keyboard and mouse control (PRO & PRO PLUS plans only). |
| Video Conferencing | Join via web browser (no downloads) | Downloading the UNIVERGE BLUE® MEET desktop app is not required. BLUE® MEET users can host and join meetings directly from their browser. |
| Video Conferencing | Meeting Insights | Provides real-time transcription in meetings. Meeting attendees receive an email after the meeting that includes a Summary and Follow-Up actions, based on the transcription (PRO & PRO PLUS plans only). |
| Video Conferencing | Screen and Application Sharing | Users can share their screen or specific application using BLUE® MEET. |
| Video Conferencing | Join meetings via Mobile App | Attendees can join a meeting using their mobile application (all plans). |
| Video Conferencing | Host meetings via Mobile App | Hosts can launch meetings directly from their mobile application (all plans). |
| Video Conferencing | Personalized Meeting URL | Users can customize their meeting URL so that it's easy to remember and share with teammates and clients (all plans). |
| Video Conferencing | Attendance Reports | Users can see who attended their meetings and read chat transcripts. |
| Video Conferencing | Meeting Lock | Hosts can lock meetings so no one can barge in. |
| Video Conferencing | Public Chat | Exchange messages, links and emojis with all attendees during a meeting (all plans). |
| Video Conferencing | Unlimited Recording & Unlimited Recording Storage | Ability to record and store meetings. Users can share meeting recordings and password protect them (PRO & PRO PLUS plans only). |
| Video Conferencing | In-Session Note Taking | Users can capture meeting notes (like action items and next steps) in real-time. All notes are automatically sent to all meeting participants after the meeting (PRO & PRO PLUS plans only). |
| Video Conferencing | Custom Branding | Brand meetings with company logo and personalized background (PRO & PRO PLUS plans only). |
| Video Conferencing | Meet Now | Direct integration with CONNECT. Enables users to seamlessly start a meeting while in chat. |
| Video Conferencing | UNIVERGE BLUE® MEET Annotation | Give the ability to annotate on another person's screen. |
| Video Conferencing | Outlook UNIVERGE BLUE® MEET Integration Plugin | Schedule UNIVERGE BLUE® MEET directly within Outlook. |



UNIVERGE BLUE® CONNECT FEATURE DESCRIPTIONS



UNIVERGE BLUE® SUPPORTED DEVICES

| CATEGORY | MANUFACTURER | DESCRIPTION |
|----------------|--------------|--|
| Device Support | NEC | DT930S Touch Panel Color Display Telephone (DT-32TCGS) |
| Device Support | NEC | DT930S Self-Labeling Color Display Telephone (DT-32LCGS) |
| Device Support | NEC | DT920S 6-Button Telephone with Grayscale Display (DT-6DGS) |
| Device support | Polycom | IP5000 |
| Device support | Polycom | IP6000 |
| Device support | Polycom | IP7000 |
| Device support | Polycom | Trio 8500 |
| Device support | Polycom | VVX 201 |
| Device support | Polycom | VVX 501 |
| Device support | Polycom | VVX 250 |
| Device support | Polycom | VVX 350 |
| Device support | Polycom | VVX 450 |
| Device support | Yealink | T42S |
| Device support | Yealink | T46S |
| Device support | Yealink | T48S |
| Device support | Yealink | W60B Cordless Base |
| Device Support | Polycom | Savi 8210 Headset |
| Device Support | Polycom | Savi 8220 Headset |
| Device Support | Polycom | Blackwire 3210 Headset |
| Device Support | Polycom | Blackwire 3220 Headset |

NEC and the NEC logo are trademarks or registered trademarks of NEC Corporation that may be registered in Japan and other jurisdictions. All trademarks identified with © or TM are registered trademarks or trademarks of their respective owners. Models may vary for each country, and due to continuous improvements this specification is subject to change without notice. Please refer to your local NEC representative(s) for further details.

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

For further information please contact NEC Corporation of America or: