



Sophisticated communication made simple



Empowered by Innovation **NEC**

Keeping pace is one thing, taking the lead is another

With the speed and intensity of business constantly on the rise, just keeping up with your competitors is hard enough. To grow and become more profitable, you need to find ways to get more done in less time. The key to meeting this challenge is more effective communication between your staff, customers and partners.

Introducing the Xen Topaz Telephone System from NEC Business Solutions

For too long, the most powerful and innovative telephone systems have only been within the reach of large corporations. With the Xen Topaz this is no longer the case. Designed to satisfy the growing needs of small and medium businesses, this is a professional, flexible and easy to use telephone communication system at a price that makes perfect sense.

Brought to you by a global communications leader

NEC Business Solutions is a subsidiary of the NEC Corporation, Japan. For well over three decades, the company has been a leading communications provider to Australian businesses large and small. The NEC development team in Australia, in conjunction with NEC's Global Research and Development Network, introduced the leading edge technology found in Xen Topaz today.





Features

Smoothly connecting your staff, customers and partners

Fast and professional customer service

No matter how good your products and services are, your success is ultimately determined by how well you look after your customers. Xen Topaz gives you the features you need to present an efficient, friendly and polished communications service that will delight your customers and help grow your profits. You can start small and build up to 9 PSTN lines and 24 extensions.[^]

With *Distinctive Ringing* you can quickly distinguish between external and internal calls and use the appropriate customer greeting. A *360° Visual Indicator* means you can 'see' the phone ringing even when you're surrounded by noise or away from your desk, so you won't miss a call.

If lines get too busy, *Automated Attendant*^{*} can answer incoming calls with a tailored message and press-button options to guide the caller to the most appropriate staff member. Alternatively, regular follow-on messages and Music on Hold/Ringback Tone can let the user know you will soon be with them and prevent the loss of potential prospects. For calls out of hours, *Automatic Answer*^{*} can answer with one of three pre-recorded messages.

Existing equipment such as modems, cordless telephones and answering machines can easily be plugged into this hybrid telephone system, making the most of your current investment and ensuring a seamless transition for customers and staff.

[^]16 additional lines possible with ISDN



Features

Sophisticated communication made simple

Efficient, flexible and manageable

Xen Topaz incorporates many clever functions that speed up the call handling process. For instance, if you're on one call and need to answer another, just press one button to put the original call On Hold and answer the new one. Dialling out is easy too with features like *Abbreviated Dialling* and *Last 10-Number Redial* saving you time on the most important calls.

Another useful feature is *Department Calling* that distributes calls evenly to assigned staff or in a priority order. If one group member is busy, the call forwards to the next group member.

To make sure customers and suppliers receive the attention they deserve, Xen Topaz also uses *Calling Number Display (CND_r*)*, which can identify a caller's name and telephone number on both digital and analogue telephones so you can answer with a personal greeting.

Xen Topaz's 8 port *Integrated Digital Voicemail** has up to 15 hours of message time, and a host of flexible options such as the ability to voicemail groups with a single call. Use *Conversation Record* to store conversations in your mailbox with the touch of a button and *Park and Page* which lets a caller page you before leaving a message.

Answering Machine Emulation is helpful when you are waiting for an important call. It lets you listen while a caller is leaving a message for you.

Message Centre Keys allow two people sharing the same phone to have their own message-waiting key. Each person can see if he/she has a new messages.

Or, using analogue voicemail integration, connect your own voicemail system.*

You can save on call costs with the *Automatic Route Selection (ARS)* feature, by taking advantage of competitive call rates from different service providers. Plus, to help you track costs, the *Call Accounting** feature tracks incoming calls and outgoing calls through each extension.

System maintenance allows for online HTML-based programming access either onsite or over the Internet. Using browser software simplifies the process for changing names or speed dial settings.

Special PC software is available for off-line programming and remote access by modem.





Features

Today's best technology, built for the future

Stay in touch with a mobile workforce, effortlessly

If your workplace is large or if staff members are frequently on the move, Xen Topaz provides several mobility options to make it simple to contact staff. Internal and External Paging capabilities are available, as well as Call Forwarding and Trunk to Trunk Transfer which lets you connect your callers with staff, when they are away from the office.*† Adding cordless phones can also keep employees connected while away from their desks. If your business has a security door, Xen Topaz can be quickly connected, allowing screening and Secure Entry* for employees or couriers.

Your investment today is protected tomorrow

As you'd expect from an advanced system like Xen Topaz, callers to your business benefit from the improved call clarity of Integrated Services Digital Network (ISDN), as well as important efficiency features such as Direct Indial, which gives callers the ability to by-pass your receptionist and reach individual staff members directly. With ISDN, you can also send your own phone number to help others see who is calling.*†

With a future release, Third Party Computer Telephony Integration (CTI) will enable key customer information to appear on your computer while you're talking*†, to enhance customer service. This later release will also allow you to converge your voice and data networks and enjoy the many benefits of Voice over Internet Protocol (VoIP) when you decide to make the move.

Xen Topaz gives you the freedom to take advantage of emerging technologies when the time is right, and has the flexibility to grow and change with your business.

* You can add any of these optional functions to suit your business needs. So please consult your NEC Channel Partner on the right NEC system for you. This way, you'll only ever pay for the features you need. † These features are network dependent and may require additional equipment. • Your NEC Channel Partner can advise you of your PC requirements.

An attractive and functional addition to any office

Handsets

Ergonomic design

Handset balances perfectly in your hand or on your shoulder

Programmable Function Keys

Shortcuts to your most important functions

'Your call' colour lights

Your calls are green, others are red, so you only pick up the calls you're meant to

Large, smooth touch buttons

Make dialling easy and reduce wrong numbers

Handsfree microphone[#]

Move around, write or refer to paperwork whilst on a call

Easy to read[#]

Large liquid crystal display with contrast control shows time, date, number called and extension number

Calling number display[#]

On external† and internal callers



360° visual indicator

Red flashing light allows you to see your telephone ringing

Volume adjustment

Gives you easy control at a glance over volume levels

Adjustable base stand

Adjust the angle of your handset to suit your desk environment

Wall Mount

Each telephone has a built-in wall mount facility

† Network Dependent. # 6 and 12 display models only

A choice of four stylish handsets

Xen Topaz's elegant sophisticated design delivers productivity and versatility to your work environment. From the simplicity of a 6-button non-display telephone to the feature rich 12-button display with 64-button Console, standard intelligent features can help raise productivity throughout your business.

Topaz Talk

6 and 12 button non-display

- 6 or 12 buttons for phone lines and programs
- 360° call indicator
- Dual-colour line keys indicating call status at a glance
- 10 additional programmable buttons (without BLF indication)
- Height adjustment and wall mounting
- Intercom Talkback

Topaz Vision

6 and 12 button display

- 6 or 12 buttons for phone lines and programs
- 360° call indicator
- Dual-colour line keys indicating call status at a glance
- 10 Additional programmable buttons (with BLF indication)
- Height adjustment and wall mounting
- Full hands free operation
- Operator Console Connectivity



Feature List

Attendant Features

- 64 Button DSS Console
- Assigned Night Answer (ANA)
- Attendant Camp On
- Attendant Position
- Attendant Transfer
- Automatic Hold
- Dial 9 For Attendant
- Split Hold
(Line To Line Hold For Attendant)

System Features

- Abbreviated Dial/Name Registration
- Abbreviated Dialing -
Common/Group/Personel
- Account Code
- Automatic Night Service
- Automatic Daylight Savings Time
- Automatic Route Selection (ARS)
- Automatic Trunk To Trunk Transfer
- Battery Backup - System Clock
- Behind PBX Operation
- Callback
- Caller ID
- Caller ID Block
- Caller ID For Single Line Telephone
- Chain Dial
- Class Of Service
- Clear Down
- Clock Alarm-1, Alarm-2
- Conference - Add On Conference
- Conference - Multi-Trunk
- Cordless Telephone Connection
- Delayed Ringing
- Dial Block
- Direct In Line (DIL)
- Direct Inward Dial (DID)
- Direct Inward System Access (DISA)
- Directed Call Pickup- Extension,Group
- DISA- External Call Forward
Setting By Remote
- Door Lock Release
- Door Phone Call
- External Call forwarding for Doorphone
- External MOH Control
- External Paging

- Fixed Call Forward - Off Premise
- Flexible Numbering Plan
- Flexible Ringing Assignment
- Flexible Timeouts
- Forced Intercom Ringing
(Handsfree Answerback)
- Forced Trunk Disconnect
- Hold - Park Hold
- Hot Line (Ringdown)-Internal, External
- Howler Tone
- Intercom - Voice/Signal Call
- Internal Paging - All, Zone
- ISDN-BRI S - Point
- ISDN-BRI
- Long Conversation Alarm
- Long Conversation Cutoff
- Music On Hold
- Night Service
- PC Programming - Local, Remote
- Power Failure Transfer
- Preamble Message
- Presented Calling party number
- Programming from Key-station
- Room Monitor
- Secretary Call Pickup
- Secretary Call (Buzzer)
- Serial Call
- Single Line Telephone Support
- Department Calling (Hunting)
- Department Group
- Station Message Detail
Recording (SMDR)
- Step Call
- System Alarms
- System Data Up/Down Load
- Toll Restriction
- Toll Restriction Override
- Traffic Management Reports (TMS)
- Transfer - Extension/Trunk
- Transfer to Voice Mail
- Trunk Group
- Trunk Group Key
- Trunk Loop Key
- Trunk Route Assignment
- Universal Answer
- Universal Night Answer (UNA)
- Unsupervised Conference
- User Programming Capability
- Voice Responce System (VRS)
 - Automated Attendant
 - Time, Date and Station
Number Check
 - Fixed Messages
 - General Messages
 - Personal Greeting Message
 - Park and Page
 - Call Transfer
 - Voice Prompts
 - Preamble Message
- Voice Mail System (VMS)
 - Answering Machine Emulation
 - Conversation Recording
 - Message Notificaion
 - Personal Automated Attendant
 - Voice Mail Messaging
- Voice Mail Integration
- Web Programming

Station Features

- 24 Button DLS console
- Background Music
- Barge-In
- Busy Lamp Field on Key Telephone
- Call Coverage Key
- Call Forwarding - Device
 - Off Premise
 - Text Message
 - Park & Page
- Call Forwarding - Station
 - Immediate
 - Busy/No Answer
 - No Answer
 - Both Ring
 - Follow Me
 - Answering Machine Emulation
- Call Redirect
- Call Timer
- Call Waiting
- Camp On - Extension
- Camp On - Trunk
- Detail Status Display On Key Telephone
- Dial Number Preview
- Display - Recalled Number or Name
- Display The Reason of Transfer
- Distinctive Ringing
- Do Not Disturb (DND)
- Extension Trunk Access
- Hands-Free Speakerphone
- Hands-Free Talkback
- Handset Mute
- Headset Operation
- Incoming Caller List
(Abandoned Call Display)
- Last Number Redial Call List
- Memo Dial
- Message Center Key
- Microphone Mute
- Normal Hold/Exclusive Hold
- Off-Hook Signaling
- Prime Line Selection
- Privacy On All Calls
- Programmable Function Keys
- Repeat Dial
- Ringing Line Preference
- Saved Number Redial
- Scrolling SPEED Dial Directories
- Station Message Waiting
- Text Message -
With Busy Indication
- Time And Date Display
- Trunk Name Display
- Virtual Extension Key
- Voice Call Privacy Release
- Volume Control
- Toll Restriction Override

Capacities

- Maximums (Not Simultaneous)
- 24 - Digital Stations
 - 24 - Analog Stations
 - 50 - Virtual Extensions
 - 2 - Doorphones
 - 2 - External Speakers
 - 9 - Analog Trunks
 - 16 - Digital Trunks
 - 3 - 64DSS Consoles
 - 24 - 24DLS Consoles

Get in touch

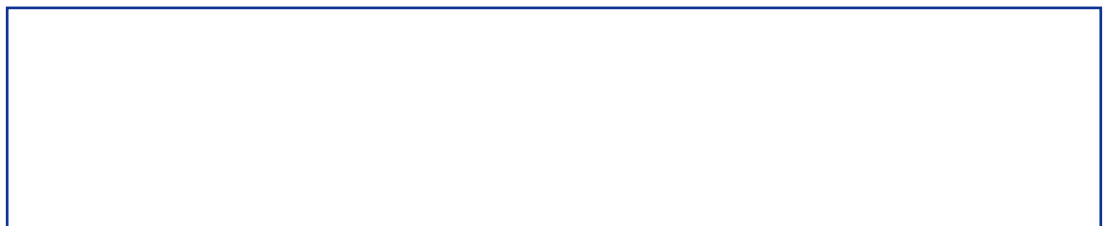


To find out more about the Xen Topaz and how NEC's powerful and versatile technology platforms can help your business grow, please contact NEC Business Solution on 1800 036 136 or contact your Authorised NEC Channel Partner

Each Xen Topaz Telephone System can be configured to suit your businesses requirements and is fully installed and supported by our expert communications partners

System Qualities

Music on Hold / Background Music	Standard	1
	Optional	1
External paging Zones	Standard	1
	Optional	2
Internal Paging Zones	Standard	8
Tone Detectors (Caller ID, DTMF, Busy Tone)	Standard	16
	Optional	32
Conference Circuits	Standard	16
	Optional	32
Tenants	Standard	32
Trunk Groups	Standard	25
Trunk Routing Table	Standard	25
Abbreviated Dialling Bins	Standard	2000
Abbreviated Dialling - Personal	Standard	20 / extension
Call Park Locations	Standard	64
Account Code Table Entries	Standard	2000
ARS Setting Table Entries	Standard	200
Operating Modes (Day, Night, etc)	Standard	8
Power Fail Transfer Ports	Standard	1
Virtual Extensions	Standard	50
Indial Table Entries (ISDN)	Optional	2000
Digital Voice Mail Boxes	Optional	300
Digital Voice Mail Ports	Optional	8
VRS Channels	Optional	16
Door Phones	Optional	2
Control Relays / Door Locks	Optional	2
RS - 232C Port	Optional	1
LAN Port	Optional	1
Battery Backup - System	Optional	1
Batter Backup - Memory / Clock	Standard	1



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