The SP350 offers employees a versatile communications tool for PCs and laptops for easy collaboration, connectivity and productivity from anywhere with internet access.

The SP350 Softphone unifies communications by embedding voice into business processes to bring employees the real-time communications and information they require. Employees have the communications tools they need to work efficiently and productively, whether they’re in the office or on the road.

NEC’s UNIVERGE SP350 Softphone provides users with a versatile, converged communications tool that offers an impressive array of audio, voice and text features.

> Full-featured, multimedia IP softphone with an impressive array of audio, voice and text capabilities
> Ability to share real-time information and ideas with colleagues
> Easy-to-use intuitive interface makes it easy to learn with little or no training
> Improve efficiency and productivity
Today’s economic environment is a challenge for businesses of all sizes. To stay competitive, enterprises need to have the right tools to be more efficient, flexible and productive. That’s why NEC has developed the UNIVERGE SP350 Softphone. As one of our solutions for smart enterprises, it allows employees to easily share real-time information and ideas and also provides them with the flexibility to work from different locations. Using this versatile, converged communications tool that offers an impressive array of audio, voice and text features.

The SP350 Softphone unifies communications by embedding voice into business processes to bring employees the real-time communications and information they require. With the SP350, employees have the communications tools they need to work efficiently and productively, whether they’re in the office or on the road.

The SP350 Softphone is a versatile, multimedia IP phone that is installed on a personal PC or laptop and delivers high quality voice, including wideband codec, via a USB-connected headset/handset. It can be used as a primary desktop phone, a supplemental desktop phone or a remote/telecommuting device. And, as with all of NEC’s solutions for Smart Enterprise, organizations can optimize business practices, drive workforce engagement and create a competitive advantage.

Primary Telephony Device - eliminates the need for a standard desktop phone. The SP350 is a space-saving device for organizations that use integrated voice on a regular basis or for individuals who enjoy the efficiency of communicating via voice from their PC or laptop.

Remote/Mobile Users - provides the full functionality and features of a regular desktop phone, through a simple Virtual Private Network (VPN) Internet connection. Mobile users, on the go, can handle calls as if they were in the office and interact via voice, audio or text just by logging onto their PC.

Easy-To-Use Intuitive Interface

The SP350 Softphone offers two types of graphic user interface (GUI) display, standard and toolbar. The standard version offers a stylish intuitive interface that can be minimized to a user’s task tray when not in use. The main view provides quick and easy access to various settings, call control buttons and contacts. The toolbar version offers all of the same features and functionality, but in an efficient, easy-to-use toolbar that does not overlap other application windows. The SP350 also provides Microsoft Office Outlook integration support for voice calling functions.

Share Real-Time Information and Ideas

Share real-time information and ideas from a PC or laptop with the multi-faceted SP350 Softphone. When linked together across an NEC IP network, SP350 users can collaborate and interact with each other in an exciting variety of ways:

> Audio conferencing allows for easy set-up and participation in conference calls
> Instant Message/Chat enables users to correspond in real time in either a peer-to-peer or broadcast arrangement while engaged during a call or not - up to eight parties can chat together at the same time
> Call Log enables the storage of information about outgoing/incoming calls, missed calls and also recorded call files
> Call Record allows users to keep a recording of calls and is an effective tool to use to measure performance, improve training, ensure compliance and evaluate overall performance

Improve Efficiency and productivity

Placing a call is as easy as entering a phone number or dialing from a contact list or call history. Also, with a simple drag and drop, the SP350 allows telephone dialing from other telephone directory applications such as Microsoft Outlook, HTML pages, Microsoft Work documents, etc. The space bar can be use as a shortcut to make, answer or release a call.
STANDARD USER INTERFACE

Quick Access Buttons
- Own Presence
- Call Forwarding
- Voice Message
- Missed Calls
- Instant Message
- Voice Recording

Function
- User Configurations
- Instant Message
- Call Forwarding Setting
- Voice Mail Setting
- Phonebook
- 10-key Dial pad
- Import/Export
- Help

Make Call or Answer
Mute

PBX Display
Search Window
Call History
End Call
File Transfer
Hide Quick Launch Window
Volume Control

TOOLBAR USER INTERFACE

Status Indications and Quick Access Buttons
- Own Presence
- Call Forwarding
- Voice Message
- Missed Calls
- Instant Message
- Voice Recording

Dialing Number Input and Search Window

Quick Launch Buttons
Telephone Controls
- Make Call or Answer
- Mute
- Volume Control
- End Call
### SP350 FEATURES

**SP350 Standard Call Features**
- Caller ID Display
- Call Deflection
- Call Transfer
- Call Hold
- Call Record
- Call Conferencing up to 8 people
- Do Not Disturb
- Last Number Redial
- Voicemail Integration
- 32 Programmable Line Keys
- Speed Dial/DSS buttons
- Headset Volume and Muting Controls
- Ringer Volume Control
- Multiple Audio Algorithms
- Supported (G.711 and G.729a and G722 wideband)

**Other SP350 Standard Functions**
- Compatibility with most VPN configurations
- Configurable Online Displays
- Fast Access Buttons
- Convenient Keyboard Shortcuts for quick answers and connect
- Drag and Drop Dialing
- Call History and Chatting Logs
- Keyboard or Screen Dial Pad
- Built-in Voice Recording

### SP350 SPECIFICATIONS

#### System Requirements

<table>
<thead>
<tr>
<th>NEC Communications Servers</th>
<th>NEC Communications Servers</th>
<th>NEC Communications Servers</th>
<th>NEC Communications Servers</th>
</tr>
</thead>
<tbody>
<tr>
<td>- UNIVERGE SV8300(R4 or later)</td>
<td>- UNIVERGE SV8300(R4 or later)</td>
<td>- UNIVERGE SV8300(R4 or later)</td>
<td>- UNIVERGE SV8300(R4 or later)</td>
</tr>
<tr>
<td>- UNIVERGE SV8500(all versions)</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>- UNIVERGE SV9300(all versions)</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>- UNIVERGE SV9500(all versions)</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>

**Business UCE ACD**

<table>
<thead>
<tr>
<th>Business UCE ACD</th>
<th>Business UCE ACD</th>
<th>Business UCE ACD</th>
<th>Business UCE ACD</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>

**Virtual PC**

<table>
<thead>
<tr>
<th>Virtual PC</th>
<th>Virtual PC</th>
<th>Virtual PC</th>
<th>Virtual PC</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>

#### PC

- IBM-PC/AT Compatible Machine

#### OS (Operational Specification)

- Windows 8.1 Pro/Enterprise
- Windows 10 Pro/Enterprise
- (32-bit and 64 for all variants)

#### Memory (Operational Capacity)

- 1GB or more

#### CPU (Operational Specification)

- Pentium® III 1GHz equivalent or faster in case of data meeting:
- Desktop PC - Pentium 4 2GHz equivalent or faster
- Note PC - Pentium M 1GHz equivalent or faster

#### Hard Drive (Operational Specification)

- 1GB or more of empty capacity (except data file save area)

#### LAN Interface

- 10/100/1000Mb Ethernet

---

* North America only

** Available for selected theaters, confirm with your local sales representative prior to offering

---

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.

**Corporate Headquarters (Japan)**

NEC Corporation

www.nec.com/univerge

© Copyright 2021. All Rights Reserved.