

PACKAGES	CONNECT ESSENTIALS	CONNECT PRO	CONNECT PRO PLUS	CONNECT FOR TEAMS	CONNECT WITH TEAMS	CONNECT BRIDGE PRO	CONNECT BRIDGE PRO PLUS
Profile	Basic phone system with team chat, presence and limited video conferencing capabilities	An advanced communication and collaboration system with extensive video meeting capabilities, basic Call Center capabilities, and sophisticated cloud storage.	All of PRO Package with boosted meeting capacity, more cloud storage, and more 3rd party integration capabilities	Basic phone service integrated with Microsoft Teams as one app, including CONNECT Call2Teams to be used as Teams PBX	Advanced phone system using Microsoft Teams app for collaboration and CONNECT app for everything else	An add-on suite designed to provide advanced cloud based collaboration features to an NEC on-premises PBX	An add-on suite designed to provide advanced cloud based collaboration features to an NEC on-premises PBX with boosted MEET & SHARE functions & capacity
Mix and match	✓	✓	✓	✓	✓	✓	✓
Pricing model	Per user	Per user	Per user	Per user	Per user	Per user	Per user
CONNECT CALL CENTER (AKA ENGAGE CORE)	Add-on	✓	✓	-	✓	-	-
CONNECT CALLING FEATURES							
Number of concurrent end points	3 Endpoints (includes desk phone and CONNECT mobile and desktop apps)	5 Endpoints (includes desk phones and CONNECT mobile and desktop apps)	5 Endpoints (includes desk phones and CONNECT mobile and desktop apps)	Teams apps	5 Endpoints (includes desk phones and CONNECT mobile and desktop apps)	CONNECT mobile and desktop apps	CONNECT mobile and desktop apps
Desktop and mobile apps	✓	✓	✓	-	✓	✓	✓
In-country calls to landlines and mobiles ¹	Unlimited ²	Unlimited ²	Unlimited ²	Unlimited ²	Unlimited ²	via PBX	via PBX
Monthly outbound minutes per user ¹ Free calling US, Canada, Puerto Rico	6000 min	6000 min	6000 min	6000 min	6000 min	via PBX	via PBX
Local phone number (DID) and extension	✓	✓	✓	✓	✓	-	-
Programmable line keys	✓	✓	✓	-	✓	-	-
Change phone idle screen display	✓	✓	✓	-	✓	-	-
HD quality voice	✓	✓	✓	✓	✓	-	-
Caller ID	✓	✓	✓	✓	✓	✓	✓
Extension to extension calling	✓	✓	✓	✓	✓	✓	✓
Call waiting, transfer, hold	✓	✓	✓	✓	✓	✓	✓
Call pickup	✓	✓	✓	-	✓	✓ ³	✓ ³
Call park / park pickup	✓	✓	✓	-	✓	✓ ³	✓ ³
3-way calling	✓	✓	✓	✓	✓	✓	✓
Music on hold	✓	✓	✓	✓	✓	✓	✓
Paging	✓	✓	✓	-	✓	✓	✓

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Intercom	✓	✓	✓	-	✓	✓ ³	✓ ³
Busy Lamp Field (BLF)	✓	✓	✓	-	✓	✓ ⁴	✓ ⁴
Do Not Disturb (DND)	✓	✓	✓	✓	✓	✓	✓
Voicemail	✓	✓	✓	✓	✓	✓	✓
Voicemail transcription	-	✓	✓	✓	✓	✓	✓
Receptionist view	✓	✓	✓	✓	✓	✓	✓
Voicemail storage	10 Hrs/user	10 Hrs/user	10 Hrs/user	10 Hrs/user	10 Hrs/user	10 Hrs/user	10 Hrs/user
Call recording (automatic)	90 Days/48 Hrs	90 Days/48 Hrs	90 Days/48 Hrs	90 Days/48 Hrs	90 Days/48 Hrs	-	-
WebFax	-	✓	✓	-	✓	-	-
CONNECT COLLABORATION							
Presence	CONNECT	CONNECT	CONNECT	TEAMS	CONNECT	✓ ⁴	✓ ⁴
Cross platform team messaging with unlimited files support	✓	✓	✓	-	-	✓ ⁵	✓ ⁵
Federation upon request	✓	✓	✓	-	-	✓	✓
Business SMS (US/CAN Only)	-	✓	✓	-	✓	-	-
Calendar synchronization within apps	-	✓	✓	-	-	✓	✓
CONNECT CALL CENTER (AKA ENGAGE CORE)							
Voice channel (inbound, outbound)		✓	✓	-	✓	-	-
Smart greetings (queue depth & ETA)		✓	✓	-	✓	-	-
Monitor, Whisper, Barge		✓	✓	-	✓	-	-
Supervisor agent monitoring		✓	✓	-	✓	-	-
Real-time agent status	Add-on	✓	✓	-	✓	-	-
Establish and track SLA		✓	✓	-	✓	-	-
Intelligent call routing		✓	✓	-	✓	-	-
Configurable agent wrap-up time		✓	✓	-	✓	-	-
Advanced Hunt Group call recording		200 Hrs	200 Hrs	-	200 Hrs	-	-
ENGAGE ADVANCED/COMPLETE CONTACT CENTER							
ENGAGE ADVANCED/COMPLETE (single pane)	Add-on	Add-on	Add-on	-	Add-on	-	-

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CONNECT CALL CENTER ANALYTICS							
Hunt Group reporting	✓	✓	✓	✓	✓	-	-
Advanced Hunt Group reporting		✓	✓	-	✓	-	-
Supervisor analytics		✓	✓	-	✓	-	-
Wallboards (real-time)	Add-on	✓	✓	-	✓	-	-
Detailed Contact Center analytics (real-time)		✓	✓	-	✓	-	-
SHARE CLOUD STORAGE							
File, backup, sync and share	5 GB/user (pooled)	50 GB/user (pooled)	200 GB/user (pooled)	-	-	50 GB/user (pooled)	200 GB/user (pooled)
Antivirus and malware protection	✓	✓	✓	-	-	✓	✓
Unlimited file versioning	✓	✓	✓	-	-	✓	✓
Secure external sharing	✓	✓	✓	-	-	✓	✓
Microsoft Outlook integration	✓	✓	✓	-	-	✓	✓
File server sync	✓	✓	✓	-	-	✓	✓
Account level 1TB upgrades	Add-on	Add-on	Add-on	-	-	Add-on	Add-on
MEET VIDEO CONFERENCING							
Web participants	4	100	200	-	-	100	200
HD video (720p) participants	4	100	100	-	-	100	100
Max videos displayed per page	4	20	20	-	-	20	20
Unlimited and recurring meetings	✓	✓	✓	-	-	✓	✓
VoIP/PSTN Audio (200 max)	✓	✓	✓	-	-	✓	✓
International dial-in numbers	-	✓	✓	-	-	✓	✓
Custom meeting logo/background	-	✓	✓	-	-	✓	✓
Background blur	-	✓	✓	-	-	✓	✓
Virtual backgrounds (BETA)	✓	✓	✓	-	-	✓	✓
Custom meeting URL	✓	✓	✓	-	-	✓	✓
Join or host from mobile / Chrome	✓	✓	✓	-	-	✓	✓
Integrated scheduling with MS Office® 365®/Outlook®/Teams®, Google Workspace™, Slack®	✓	✓	✓	-	-	✓	✓

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Noise cancellation	✓	✓	✓	-	-	✓	✓
Waiting room	✓	✓	✓	-	-	✓	✓
Muting controls	✓	✓	✓	-	-	✓	✓
Meeting lock (+automatic)	✓	✓	✓	-	-	✓	✓
End-to-End encryption	-	✓	✓	-	-	✓	✓
Meeting passwords	-	✓	✓	-	-	✓	✓
Host security settings	-	✓	✓	-	-	✓	✓
Remove participant	-	✓	✓	-	-	✓	✓
Active talker indicator	✓	✓	✓	-	-	✓	✓
Screen annotation	✓	✓	✓	-	-	✓	✓
Screen and application sharing	✓	✓	✓	-	-	✓	✓
Private and group chat	✓	✓	✓	-	-	✓	✓
Record meetings	-	✓	✓	-	-	✓	✓
Recording cloud storage	-	Unlimited	Unlimited	-	-	5 GB	Unlimited
Meeting transcripts and insights	-	✓	✓	-	-	-	✓
Meeting notes	-	✓	✓	-	-	✓	✓
Attendance reports	✓	✓	✓	-	-	✓	✓
Chat reports	✓	✓	✓	-	-	✓	✓
CONNECT INTEGRATIONS							
Google Chrome™ Click to Call	✓	✓	✓	-	✓	✓	✓
MS Active Directory®	✓	✓	✓	✓	✓	-	-
MS Outlook	✓	✓	✓	-	✓	✓	✓
Google Workspace	✓	✓	✓	-	✓	-	-
MS O365 / Teams / Outlook (MEET)	✓	✓	✓	-	-	-	-
Slack (MEET)	✓	✓	✓	-	-	-	-
Generic CRM screen pop	✓	✓	✓	-	✓	✓	✓
Sugar CRM®	-	✓	✓	-	✓	-	-
Zendesk™	-	✓	✓	-	✓	-	-
Salesforce® (classic & lightning)	-	-	✓	-	✓	-	-
ServiceNow®	-	-	✓	-	✓	-	-

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Oracle NetSuite®	-	-	✓	-	✓	-	-
MS Dynamics 365®	-	-	✓	-	✓	-	-
CONNECT REST API	Voice/Address Book/Analytics	Voice/Address Book/Analytics	Voice/Address Book/Analytics	-	Voice/Address Book/Analytics	-	-
CONNECT ACCOUNT LEVEL UCAAS FEATURES							
QoS dashboard	✓	✓	✓	✓	✓	✓	✓
Call history	✓	✓	✓	✓	✓	✓	✓
Number porting	✓	✓	✓	✓	✓	-	-
Auto Attendant (1 per account) (Outbound bucket 1000min/month)	✓	✓	✓	✓	✓	via PBX	via PBX
Hunt Groups (10 per account)	✓	✓	✓	✓	✓	via PBX	via PBX
Basic Hunt Group call recording	100 Hrs	100 Hrs	100 Hrs	100 Hrs	100 Hrs	via PBX	via PBX

- Those will be will be charged on a pay per use basis. Call rate tariffs can be obtained at: <https://univerge.blue/rates>
CONNECT is subject to NEC's Fair Use Policy as detailed in the Product Schedules available at <https://univerge.blue/legal>
- Unlimited incoming calling and up to 6000 minutes per month per user for outgoing calling.
- For CONNECT BRIDGE - Only supported on the NEC PBX.
- For CONNECT BRIDGE - Only available locally on NEC PBX or locally on CONNECT BRIDGE clients.
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