New Telephone Services at Northwestern University

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Wendy Woodward
Director, NUIT Technology Support Services
What we’ll discuss

• Brief history of how we got here
• Review of new service options
• Benefits of new services
• Investment requirements
• How to order
• Q&A
Telephone services over IP networks (versus copper wiring) is the new industry standard.

Two NU projects were initiated:
- Replacement of the antiquated telephone switch
- Upgrades to campus communication closets

The rollout of the new service has begun:
- Required for all new construction and renovations
- Many buildings on campus are VoIP ready
  - Some are VoIP ONLY
New Service Options

- Upgraded telephone sets
  - No more BRICKS 😊
  - Produced by Polycom or Nortel
  - Single line or multi-line sets are available
  - Speaker phone standard
  - Caller ID
  - Headset use easily accommodated
New Service Options

- A single line phone can handle multiple calls at once
- Up to four callers can be connected at one time
- Call In-box and Out-box
- Web agent allows personalized call routing (e.g. between campus offices, work from home)
- FUTURE: Software based calling
Benefits

- Supports mobility
- Flexible
- Easy access to calling information
- Reduces the need for conference bridges
- Battery back up system to ensure connectivity during a power outage
- E911 availability
<table>
<thead>
<tr>
<th>Item</th>
<th>Investment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone set</td>
<td>$80 - $340 (depending on model)</td>
</tr>
<tr>
<td>VoIP Circuit Activation</td>
<td>$250</td>
</tr>
<tr>
<td>Wiring (only if needed)</td>
<td>Get quote</td>
</tr>
<tr>
<td>Infrastructure</td>
<td>Included in Core Charge</td>
</tr>
</tbody>
</table>
Why invest?

• Continued investments in the old technology = throwing money away
• As a University we need to migrate to today’s technology
• Early adopters will be best positioned to take advantage of additional features that will be launched in the future
  – Soft phone
  – Presence
  – Integration with the Collaboration and other systems
How to order

• See if your building is VoIP Ready
  – [www.it.northwestern.edu/telephone/converge/building.html](http://www.it.northwestern.edu/telephone/converge/building.html)

• Place your order with NUIT at CONDUITS Online
  – [www.it.northwestern.edu/conduits/splash.html](http://www.it.northwestern.edu/conduits/splash.html)
For more information go to
www.it.northwestern.edu/telephone/converge/

Have additional questions? Send an e-mail to
it-services@northwestern.edu