NUIT Tech Talk

VoIP Services at Northwestern University

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What we’ll discuss

• Brief history of how we got here
• Benefits of new services
• Review of new service options
• Investment requirements
• How to order
• Q&A
- The NUIT Converged Communications Initiative began in FY2006
- Two NU projects were initiated
  - Replacement of the antiquated telephone switches
  - Upgrades to campus communication closets
- Telephone services over the IP network is becoming industry standard
- The rollout of new VoIP service is on-going
  - Chicago campus is VoIP-only
  - Most buildings on the Evanston campus are VoIP ready (some are VoIP-only)
  - VoIP is required for all new building construction and renovations
Benefits of VoIP

• Upgraded variety of phone types
• Call Stacking
• Call Information: Caller ID, Inbox/Outbox
• Reduces the need for conference bridges
• Supports mobility with the Online Personal Agent
• UPS battery backup system to ensure connectivity during a power outage
• **VoIP Telephone Sets**
  – Manufactured by Polycom and Nortel
  – Speaker phone standard
  – Caller ID standard
  – Single-line VoIP Sets
    • IP321, IP5000 (Conf.), Nortel 1120E/1140E
  – Multi-line VoIP Sets
    • IP550, IP670
New Service Options

• Call Stacking
  – A single-line phone can handle up to four (4) calls at once using the Hold button
New Service Options

• **Call Inbox and Outbox**
  – Each phone type has an Inbox/Outbox capable of storing up to 80 inbound/outbound calls
New Service Options

• **Conference Bridge Option**
  – Up to four (4) callers can be on a conference call at once
  – Ability to “daisy chain” calls to increase this number

• **Headset Options**
  – Headset use easily accommodated
  – Bluetooth options
New Service Options

- **Online Personal Agent**
  - Online agent allows personalized call routing (e.g., between campus offices, to cell phone, working from home)
  - Login at [https://pa.northwestern.edu/pa](https://pa.northwestern.edu/pa)
  - Quick Reference Guide available to answer common questions at [www.it.northwestern.edu/voipfaq/#pa1](http://www.it.northwestern.edu/voipfaq/#pa1)
# Investment Requirements

<table>
<thead>
<tr>
<th>Item</th>
<th>Investment</th>
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</thead>
<tbody>
<tr>
<td>Telephone set</td>
<td>$80 - $340 (depending on model)</td>
</tr>
<tr>
<td>VoIP Circuit Activation</td>
<td>$255</td>
</tr>
<tr>
<td>Wiring (if needed)</td>
<td>Request an Estimate</td>
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How to order

• See if your building is VoIP Ready
  – www.it.northwestern.edu/telephone/converge/building.html

• Place your order with NUIT at CONDUITS Online
  – www.it.northwestern.edu/conduits/splash.html
Request to visit our Demo Room

it-services@northwestern.edu

For more information about VoIP services:

www.it.northwestern.edu/telephone/converge/

For more information about specific VoIP phone types:

www.it.northwestern.edu/telephone/guides

Have additional questions? E-mail us at:

it-services@northwestern.edu