NWN Communications

Easy to integrate, easy to scale, easy to buy

Hosted Collaboration Solution

Telephony and collaboration made easy

Converged VoIP delivers a broad range of communications solutions via a hosted and flexible pay-by-the-device service model. This offering gives your organization the same user experience, flexibility, and collaborative tools as enterprise architecture without having to make a significant investment in your own data center or staff.

Easy to integrate

Choosing NWN Communications from NWN means you don't have to eliminate your existing investment. Our solution is open and scalable, ready to integrate with your infrastructure, software, and management tools.

Easy to scale

Create a new collaboration experience for your users combining social, mobile, multimedia, and virtual communications. From smaller organizations to enterprise deployments, the NWN Communications solution is built to fit and expand or contract with your specific needs.

Easy to buy

NWN has created both standard CALNET 3 configurations and practical options that align with the most common public sector solutions requested.

Eliminate the hassle of guesswork. NWN teams are experienced, local, and responsive. With our dedicated team, we've made it easier than ever for you to procure and deploy your VoIP systems.

Core Features

The following components are bundled into the core user package.

- **IP communications service:** Provides IP-PBX call control functionality for VoIP and video telephony.
- **Voice and integrated messaging service:** Delivers voicemail and integrated messaging.
- **Presence and instant messaging service:** Enables enterprise-level presence and instant messaging.
- **Mobility and client desktop applications:** Provides mobility capabilities and mobile applications.

Architecture

NWN's Converged VoIP solution is built on a best of breed data center platform. It leverages the highest quality hardware and software products, delivering unparalleled performance and capabilities to address current and emerging unified communications needs. Converged VoIP provides these capabilities while maintaining high availability (HA), quality of service (QoS), and the greatest level of security.

Benefits

The NWN Communications hosted delivery model creates an opportunity for public sector organizations to deploy unified communications and collaboration together across your environment.

The benefits of deploying Converged VoIP include:

- **Pay as you use:** Purchase collaboration services as needed and pay one predictable monthly payment.
- **Increased service and support levels:** NWN proactively manages and monitors the solution 24x7, allowing your organization's IT staff to focus on projects that are core to its business.
- **Simplified data center:** Reduce your data center's space, power, and cooling costs.
- **Scalable architecture:** Add new users, features and locations quickly.
- **Operational expense:** Hosted collaboration converts capital expenses into a predictable operational expense.
- **E-Rate P1 service:** The NWN Communications hosted subscription service qualifies for P1 funded E-Rate funding.
- **On-Premise cost avoidance:** Reduce your data center footprint and energy costs by using hosted voice, video and other collaborative applications.
- **Productivity advantage:** Provide seamless collaboration tools for your employees to work as an efficient team.

Bundled options

NWN's Converged VoIP Solution offers your organization options based on the functionality and collaboration applications that best fit your environment.

Standard VoIP packages

NWN Communications offers six standard VoIP handset packages to choose from. All packages include a phone, local and long distance services, as well as basic call package features.

- **Standard converged VoIP handset:** A basic IP phone that provides the following features: single line, LCD Display, full duplex hands-free speakerphone, shared call/bridged line appearance, visual message waiting indicator, ring volume control, minimum six programmable function keys or a soft key interface, single 10/100 Ethernet port, power over Ethernet and is ADA compliant section 508 compliant.
- **Midrange converged VoIP handset:** Includes all of the features included with the standard handset and allows for 3 lines with intercom feature, 3-way conferencing, and a user configurable contact directory.

- **Executive converged VoIP handset**: Includes all of the features included with the mid-range handset, plus support for up to 4 lines, as well as two-10/100/1000 Mbps Ethernet ports.
- **Attendant converged VoIP handset:** Includes all of the features included with the executive handset, plus up to 6 lines with expansion module capability and XML API functionality.
- **Standard conference room converged VoIP speakerphone:** IEEE 802.3af functionality, IEEE 1329 full duplex standards, RFC 3261 & companion RFCs (SIP), IEEE 802.1 p/Q tagging, expansion microphone compatible, audio compression standards: G.711, G.729, G.722, Ethernet 10/100Mbps connection, visual time display, Lightweight Directory Access Protocol (LDAP) corporate directory integration and Layer 3 Type of Service (ToS) and Differentiated Services Code Point (DSCP).
- **Executive conference room converged VoIP speakerphone:** Includes all of the features included with the standard conference room speakerphone and adds Integration with video conferencing systems, High Definition Voice functionality, 255x128 pixel display, multi-unit connectivity and 2 expansion microphones are included.

Basic call package features

The basic call package features include the following:

- **900 blocking:** No calls from 900-xxx-xxxx will be processed to any subscribers.
- **Account codes:** This feature enables the tracking of calls made outside of the location by prompting for an account code.
- **Authorization codes:** This allows users to be prompted for an Authorization Code.
- **Auto attendant:** A service that automatically answers incoming calls within a predefined number of rings without assistance from a live attendant. It prompts callers with a series of choices and actions to perform.
- **Call forward – busy don't answer:** Allows a station End-User to choose to reroute incoming calls to another specified telephone number.
- **Call forward – all calls:** Allows the station End-User to choose to reroute all incoming calls to another specified telephone number.

- **Call hold:** Allows the called party to put a caller on hold and retrieve them from the hold state.
- **Call notify:** Enables a subscriber to define criteria that causes certain incoming calls to initiate an email notification.
- **Call transfer:** Allows a station End-User to transfer any call in progress to another telephone number without the assistance of an operator.
- **Call pickup:** Allows a subscriber to answer any calls directed to another station line within his or her own predefined call pickup group.
- **Call park:** Allows a call to be parked at a subscriber's number for retrieval by another subscriber line.
- **Conference:** Allows a voice station End-User to establish a multiparty conference connection of a minimum of three conferees including themselves without attendant assistance.
- **Call waiting:** When a second call is received while a subscriber is engaged in a call, the subscriber is informed via an audible tone.
- **Caller ID:** Phone number of the calling party is displayed on the terminal equipment.
- **Class of Service:** The CoS configured on the transport required for the proper operation of the service.
- **Conference bridge:** Allows callers from diverse locations/platforms to dial in to a specified telephone number to participate in a conference call.
- **DID:** Direct inward dial phone number including Single Line appearance.
- **Directory phone display:** Directory of VoIP subscribers via the phone display.
- **Four/Five/Six digit extension dialing:** All 'on-net' numbers can be reached by dialing the 4/5/6-digit extension from 'on-net' phones.
- **Group pickup:** Allows an incoming call to be picked up from any one of a predefined group of phones.
- **Hunt groups**: Route inbound calls to a predetermined sequence of telephone numbers until it is answered.
- **Message waiting indicator:** Visual indication on phone that a message is in queue for review.
- **Multi-line appearance:** Provide the ability for multiple line appearances on a subscriber's phone.

- **Redial:** Allow a station End-User to automatically originate a call to the last number dialed from the station End-User's phone.
- **Speed dial:** Allows abbreviated digit dialing capability on a per station basis.

VoIP voice mail services

- **Voice mail services:** Voicemail box for single users. Includes all licenses, software, design, implementation, on-going administration, maintenance and upgrades.
- **Email integration:** Integration with Microsoft Exchange, Microsoft 365 and Lotus Notes. This feature adds unified messaging functionality that delivers voice mail messages to a user's inbox and deletes voice mails through a user's inbox or phone.
- **Additional voice mail storage:** Add on additional voice mail storage in increments of 15 minutes.
- **Voice mail - speech connect:** Allows people to quickly connect with their colleagues using only their voice.
- **iDivert:** Allows immediate diversion of a call to a voice-messaging system.
- **Voice mail - messaging assistant web tool:** Allows user to customize how callers interact with the voicemail system by phone.

Add-On Features for the Standard VoIP Package

These can be purchased individually or as a complete package.

Mobility features

- **Single number reach:** Enables a number to ring both a desktop IP phone and a remote or mobile phone.
- **Extension mobility:** Allows users to temporarily configure any Unified IP Phone as their own.
- **Mobile device mobility:** Allows calls from user's mobile device back to the user's phone device via a softkey.
- **Mobile voice access:** Allows users to manage in-progress calls between the desktop phone and cellular phone.

Collaboration features

- **Basic instant messaging, presence, chat and user presence:** basic instant messaging, chat and user presence includes: instant messaging and chat/group chat; presence status; file transfer.

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– **Full feature instant messaging:** Includes basic instant messaging, chat and user presence features plus desktop sharing, softphone capabilities, desktop/tablet video calling and multi-device IM support.
– **Video phone feature:** Supports video on phone that have a video camera.

Management features
– **Web-based end user administration portal:** Allows user to configure settings for their Phones.

VoIP features
– **Auto answer:** Prompts your phone to automatically answer incoming calls after one ring.
– **Audio message waiting indicator:** Played when a voicemail message is left.
– **Barge:** Allows a user to be added to a call that is in progress. Barge supports built in conference and shared conference bridges.
– **Call back busy:** Allows user to receive callback notification when a called party line becomes available.
– **Click to call:** Enables ability to initiate calls from Microsoft Office applications and web browsers.
– **Do Not Disturb:** When DND is enabled, all new incoming calls with normal priority will honor the DND settings for the device. High-priority calls will ring on the device.
– **Hotline automated ring tone:** Extends the Private Line Automatic Ringdown (PLAR) feature.
– **Intercom:** Allows a user to place a call to a predefined target.
– **Join across lines:** Allows users to join callers from different lines.
– **Manager assistant – proxy:** Allows an assistant to handle calls on behalf of a manager.
– **Music on hold:** Provides users placed on hold with music/message from a streaming source.
– **Multi-device solution:** Fully managed solution that allows user to have multiples hard phones, mobile clients or desktop agents.
– **Pause in speed dial:** Enables users to configure the phone speed-dial buttons.
– **Phone presence:** Allows a user (watcher) to monitor the real-time status of another user.
– **Privacy:** Removes call information from all phones that share lines and blocks other shared lines from

barging in on its calls.
– **Private-line automated ring tone:** Allows user to configure phone so that the user can only dial the designated private line number.
– **Select call forward:** Based on the telephone number/extension of an internal and external call.
– **Time of day forward:** Forwards all calls based on the time of day.
– **Unified attendant console premium:** Console designed for large Unified Communications Manager.
– **Web dialer:** Allows Unified IP Phone users to make calls from web and desktop applications.

Voice mail features
– **Speech connect:** Allows people to quickly connect with their colleagues using only their voice.
– **Messaging assistant web tool:** Allows user to customize how callers interact with the voicemail system by phone.