



UNIFIED COMMUNICATIONS

www.nis.vt.edu/uc



Unified Communications

Status Update

Presented by:
Ludwig Gantner

DCSS
April 19th 2016

Associate Director
Content, Communications, and Process
Network Infrastructure and Services (NI&S)





Unified Communications

Agenda

Agenda:

- What is UC?
- Where are we now?
- Where do we want to be?
- How do we get there?
- Questions & Answers





What is Unified Communications?



- A great communication experience unifies the *mode* of communication with the *context* of the interaction.
- Improves Conversations
- Encourages Collaboration
- Utility that is reliable and dependable



Where are we now?

Service Baseline:

- Office Phones
- Conference Phones
- Accessories
- Features
- Support



www.nis.vt.edu/uc

Office phones

The 9611g fits the needs of the majority of users at Virginia Tech and is the model included in the campus-wide infrastructure assessment.

- Color display 2.8 inches x 2.1 inches
- 8 buttons with dual LED's (red, green)
- 4 Softkeys
- 24 administrative buttons and up to 8 lines displayed simultaneously
- Wideband audio in handset and headset
- Full duplex speakerphone
- Bluetooth support with additional adapter



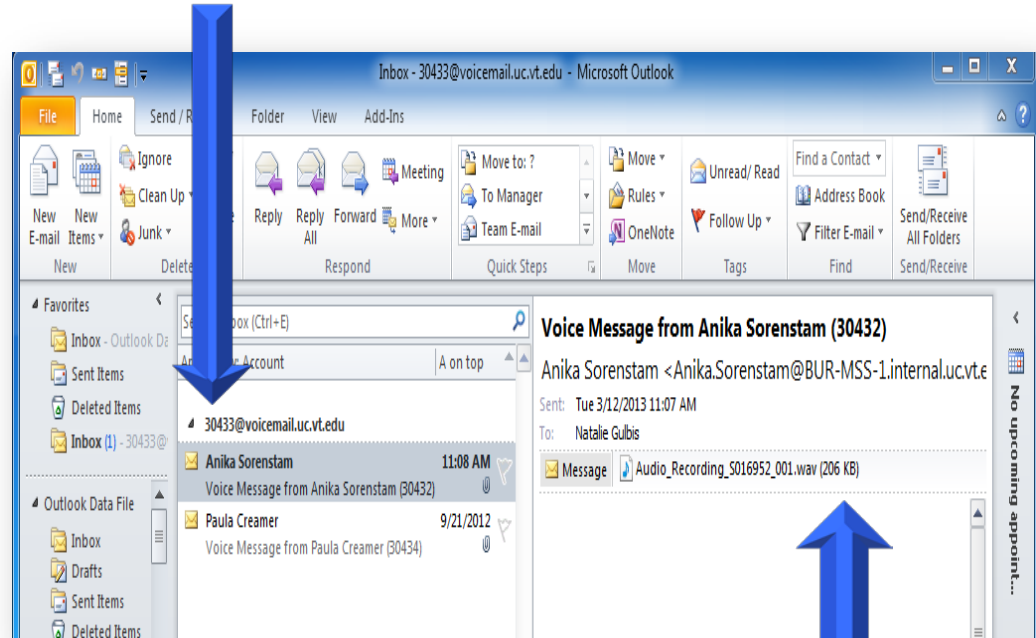
Unified Messaging



Voicemail email account

Visual Voicemail:

- Email notifications
 - Phone message indicator update
 - Just like checking messages on your phone
- Usability with IMAP clients:
 - Mac Mail
 - MS Outlook
 - Thunderbird
- Archive Voicemail locally :
 - Save Voicemail as a WAV file to your pc or external device
 - ~ 30 seconds = 300 kbs



Recording size



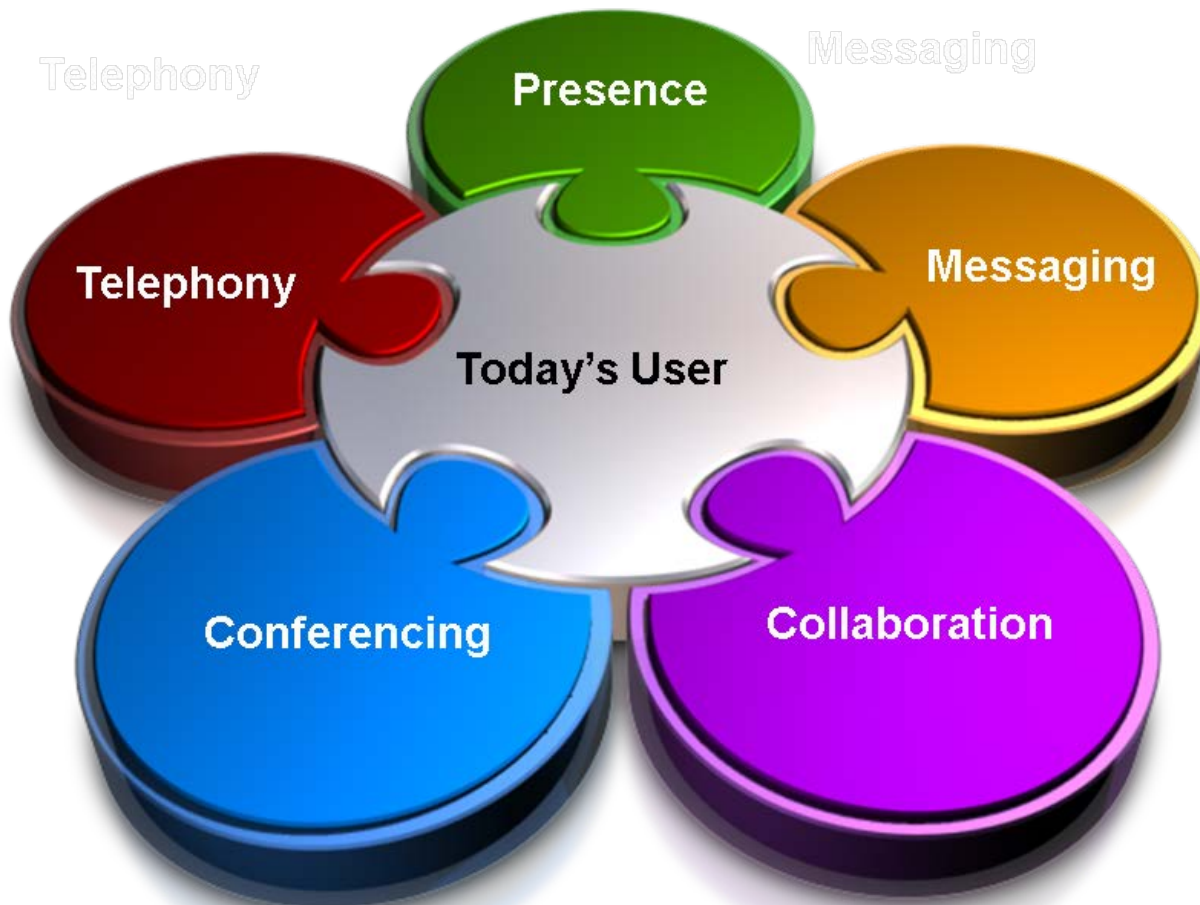
Features

- Mobile forwarding (EC 500):
 - Your mobile rings with your office phone.
- Extend:
 - Seamlessly switch calls between your office phone and your mobile.
- Team button:
 - Enhanced Bridged line appearance.





Where do we want to be?

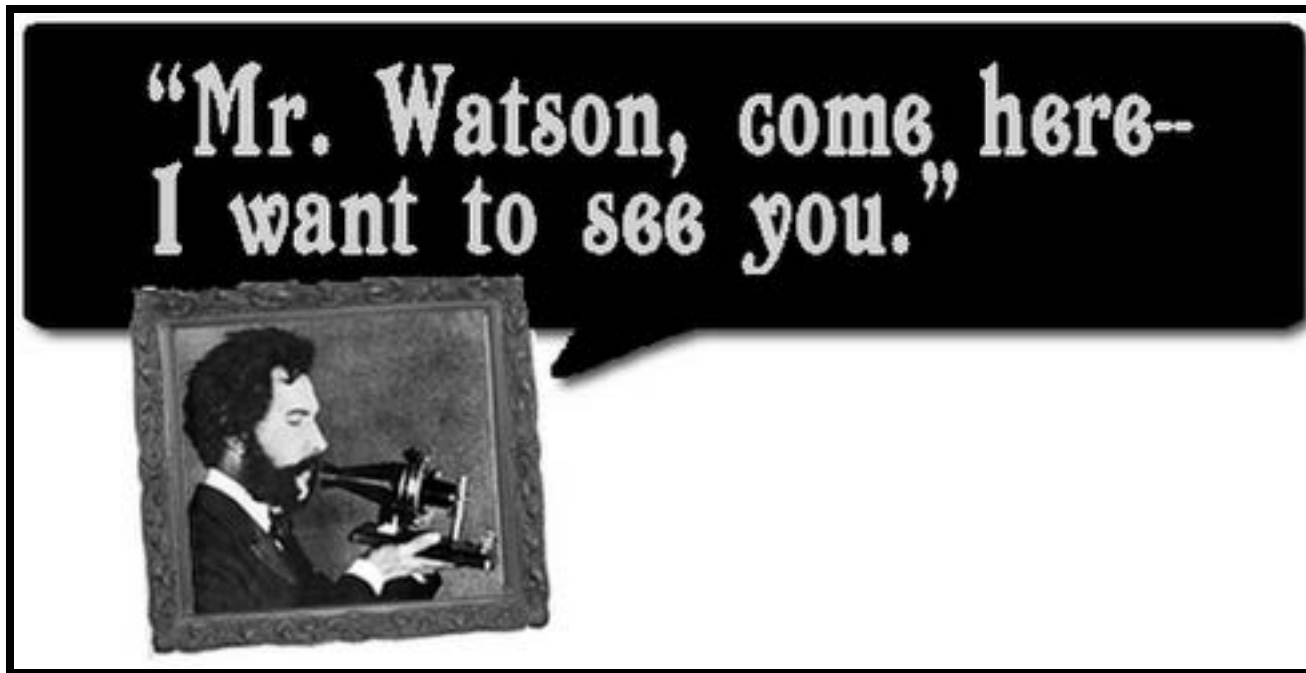


Service based
on user:

- Features
- Capability
- Mobility



1876: Alexander Graham Bell makes the first telephone call in his Boston laboratory, summoning his assistant from the next room.



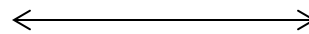
Quote: "I then shouted into M [the mouthpiece] the following sentence: **"Mr. Watson, come here -- I want to see you."** To my delight he came and declared that he had heard and understood what I said."

Unified Communications Devices



Videoconference – Interoperability

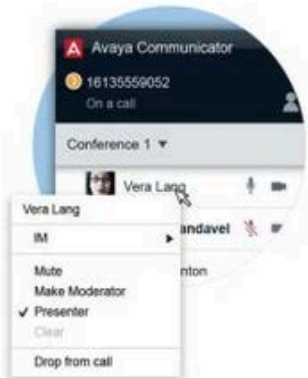
Interconnectivity between Unified Communication devices and the videoconference rooms.





Features

integrated conference roster with direct participant actions



list area with contact name and image, presence indicator and status message

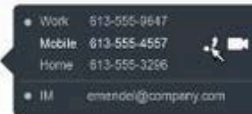
hover menu enables single click to call or IM a contact



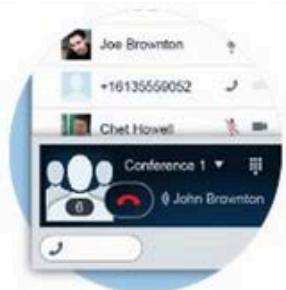
drag and drop to easily start a conference or transfer a call



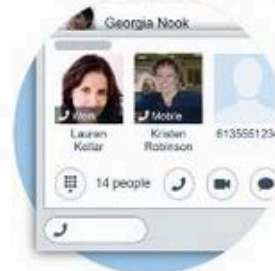
quick access to alternate numbers



call appearance with active talker and conference control access



staging area to setup ad hoc conferences or start a group IM



quick dial field to start a new call

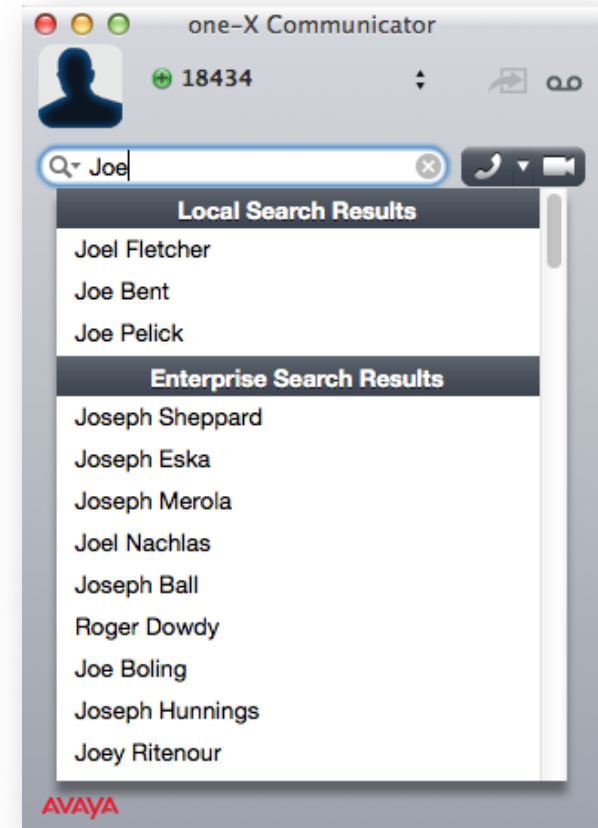
call appearance with single click to add video, start IM or collaborate

large, accessible mute button



Advanced Features

- Directory Dialing:
 - Call a user by typing a name instead of the number
- International Use:
 - Take your office extension on business travel
 - Long distance calls based on office area code (Blacksburg)
 - Requires Wifi/data but not a cellular service

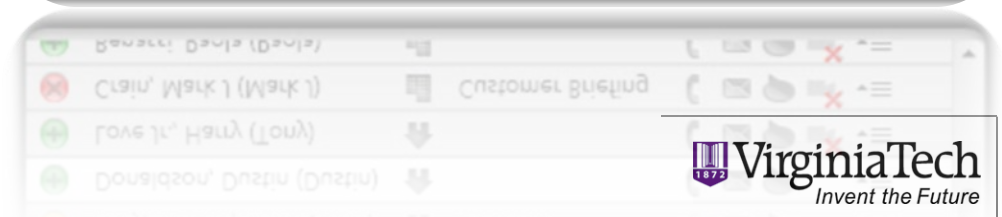
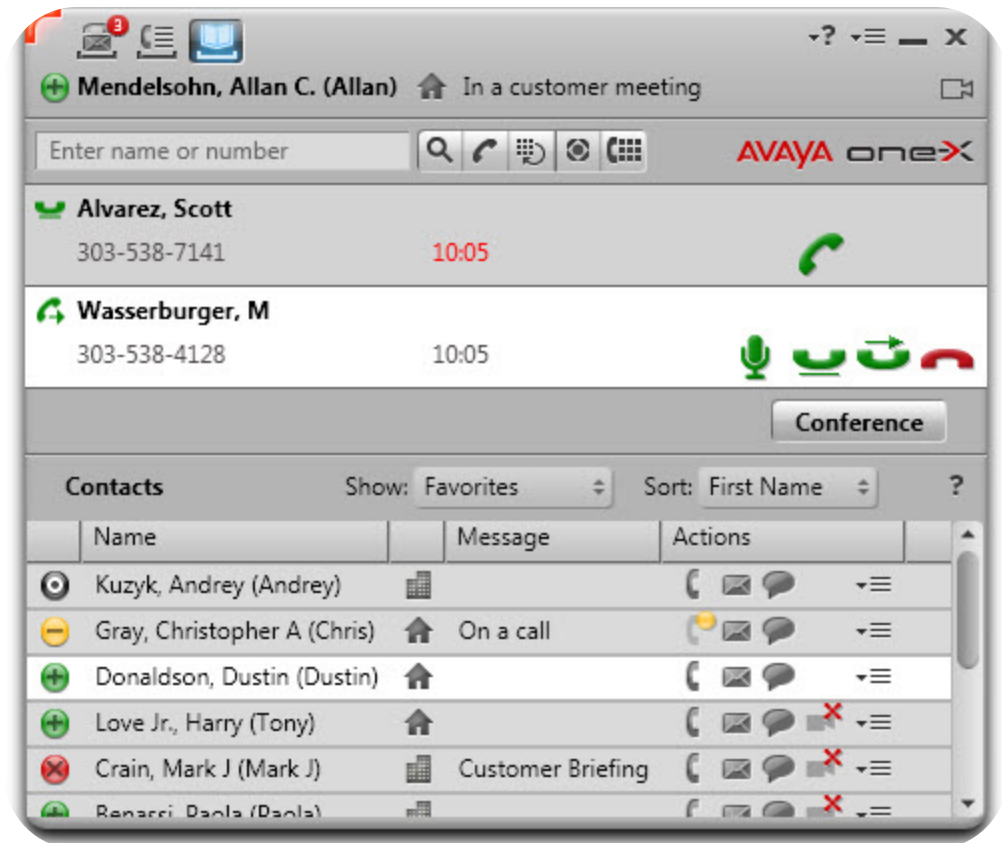




Avaya one-X® Communicator

Unified Communications
client for Windows and
MacOS, with:

- ✓ **Voice**
- ✓ **HD video**
- ✓ **Instant-messaging**
- ✓ **Audio conferencing**
- ✓ **Voicemail**
- ✓ **x messaging**

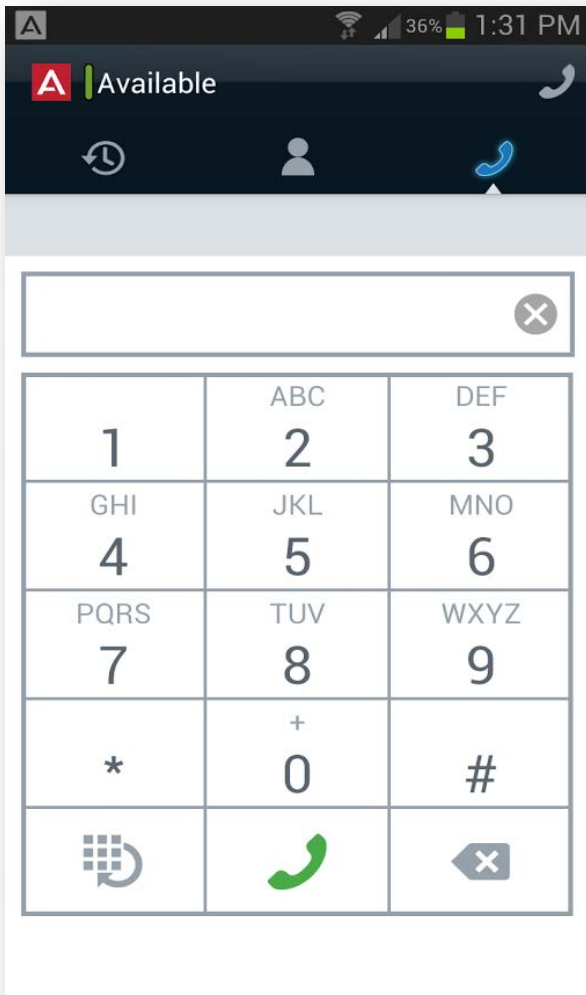




Avaya Communicator

Go mobile and take your Unified Communications—and user profile—along with you. Regardless of what device you are using, callers see one number when you call and use one number to reach you: your business number. Move calls seamlessly from desktop to mobile and back.





Avaya Communicator

Application for next generation phones.

Available for:

- Apple iOS
- Google Android
- RIM BlackBerry
- Nokia/Symbian





Avaya Communicator for iPad

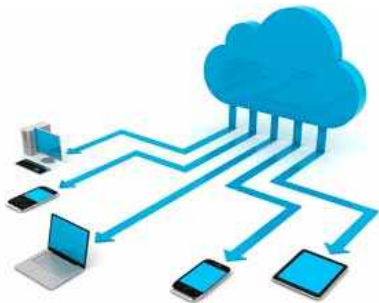
Communication tools: video, e-mail, IM, phone

In a single unified enterprise workspace.

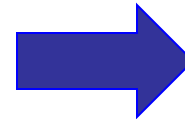
How do we get there?

New Technology:

- Session Initiation Protocol (SIP)
- Interoperability
- Security



Upgrade



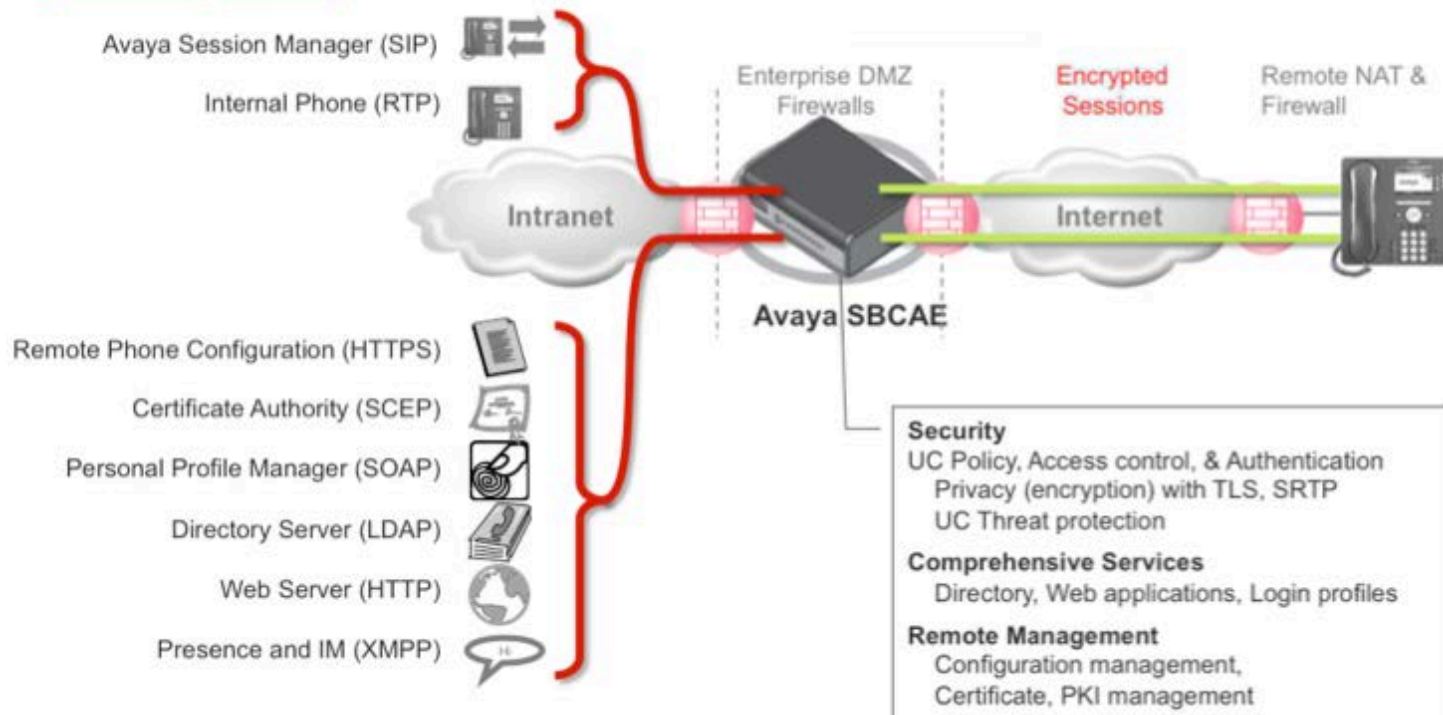


Security Considerations Session Border Controller



Enterprise

Remote





UC Password

Accounts
VirginiaTech

My Accounts
Logged in as **Igantner**. [Logout](#)

PID account overview	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">Name</td> <td>Ludwig C Gantner</td> <td style="text-align: right;">Recovery options Change password</td> </tr> <tr> <td>PID</td> <td>Igantner</td> <td></td> </tr> <tr> <td>Password last changed</td> <td colspan="2"></td> </tr> <tr> <td>Password expires</td> <td colspan="2">Wed, Mar 1, 2017 9:34 AM (Expires in 364 days)</td> </tr> </table>	Name	Ludwig C Gantner	Recovery options Change password	PID	Igantner		Password last changed			Password expires	Wed, Mar 1, 2017 9:34 AM (Expires in 364 days)	
Name	Ludwig C Gantner	Recovery options Change password											
PID	Igantner												
Password last changed													
Password expires	Wed, Mar 1, 2017 9:34 AM (Expires in 364 days)												
E-mail accounts	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">VT Google Apps Auxiliary e-mail</td> <td>econnect@vt.edu</td> <td style="text-align: right;">Login Change Settings</td> </tr> <tr> <td>VT Google Apps e-mail</td> <td>Igantner@vt.edu</td> <td style="text-align: right;">Login Change Settings</td> </tr> </table>	VT Google Apps Auxiliary e-mail	econnect@vt.edu	Login Change Settings	VT Google Apps e-mail	Igantner@vt.edu	Login Change Settings						
VT Google Apps Auxiliary e-mail	econnect@vt.edu	Login Change Settings											
VT Google Apps e-mail	Igantner@vt.edu	Login Change Settings											
Hokies ID	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">Username</td> <td>Igantner</td> <td style="text-align: right;">Login</td> </tr> </table>	Username	Igantner	Login									
Username	Igantner	Login											
Network account	The Network Account service is currently unavailable.												
Unified Communications Password	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">Extension</td> <td>30485@uc.vt.edu</td> <td style="text-align: right;">Change password</td> </tr> <tr> <td>Password last changed</td> <td colspan="2">Tue, Mar 1, 2016 3:50 PM</td> </tr> </table>	Extension	30485@uc.vt.edu	Change password	Password last changed	Tue, Mar 1, 2016 3:50 PM							
Extension	30485@uc.vt.edu	Change password											
Password last changed	Tue, Mar 1, 2016 3:50 PM												

One Password:

- All devices
- MyVT Portal

- Different from voicemail pw



Interoperability

- SIP Devices:
 - E169 Media Station
 - B189 Conference Phone
 - Fire Alarm Annunciator





e911 Awareness Campaign

Emergency Considerations:

- Office phone locations in 911 database
- Power and network required
- Waiver requirements



Accurate telephone location data is CRITICAL for emergency responders.

Don't move your office phone without contacting Network Infrastructure & Services

E911 ACKNOWLEDGEMENT STATEMENT

The United Communications (UC) mobile telephone set and telephone is being utilized as part of the UC Mobility service. These devices use different technology from on-campus telephones. The service depends on Voice over Internet Protocol (VoIP) technology. VoIP provides a great deal of flexibility in extending enterprise communications beyond their traditional boundaries. However, it also creates new challenges in providing emergency responders with accurate telephone number and location information.

Using the UC telephones/mobile to call 911 is strongly discouraged if another phone is available. **In the event of an emergency, use a nearby landline or cellular phone. If possible, do not call 911.**

Your UC telephones/mobile will not function during electrical outages or disruptions of the data network.

The technology allowing the UC telephones/mobile to work may not provide the most timely or accurate location and telephone number information to emergency responders. Additionally, calls may be routed to the wrong emergency response center or to an administrative telephone line rather than a 911 operator.

Emergency personnel may not be able to call you back if the call is dropped or disconnected, or if you are unable to speak to tell them your phone number and location. **If you must use the UC telephones/mobile to report an emergency, be prepared to tell the dispatch operator your exact physical location.**

I have been made aware and understand the technical limitations associated with the UC mobile telephone set and telephone I am using. I have been informed not to depend on the service for calling 911 or contacting any emergency response. I have been informed that Virginia Tech is not liable for any errors or delays in emergency response associated with the use of the UC Mobility service.

Name: _____ Date: _____

Signature: _____

For additional information, please reference the Federal Communications Commission's guide to VoIP and 911 services.
<http://www.fcc.gov/etf/etfvoland911.asp>



Next Generation 911

AVAYA

Mobile Alerting & Communication



Based on user information



UC Training

NI&S Training portal:

- Blended learning approach
- Delivery 100% online

Mobility*
Enhance your on-the-go communication

Softphone Installation	Feature List	Windows One-X Communicator usage	Mac One-X Communicator Usage
iPad Avaya Communicator Usage	iPhone Avaya Communicator Usage	Android Avaya Communicator Usage	

Become Fluent in Unified Communications
Select your device to learn how to use it

Deskphone **Mobility (Softphone)** **Headset** **Button Module**

www.nis.vt.edu/training



Questions?



Follow
**Unified
Communications**
on Twitter.



@vt_nis

Network Infrastructure & Services
unifiedcomms@vt.edu

