

Access Voice-over-IP (VoIP) System

In 2005, ACCESS began providing Voice-over-IP (VoIP) services across the ACCESS Fiber Network. To date, we currently serve 17 entities with services. In partnership with *The Education Connection*, ACCESS provides voicemail and enhanced features providing value-added services to the educational institutions we serve.



ACCESS VoIP System Key Features

- ACCESS maintains redundant Cisco Call Managers controlling the flow of voice calls across the ACCESS Fiber Network.
- Customers enjoy inter-district dialing (by extension) between participant locations.
- Via Toll-bypass, long-distance calls can be reduced as they can be routed through connected customers providing cost savings
- All user/system based *adds, moves and changes* to the phone database are handled by ACCESS, i.e., reassigning extensions, adding phone configuration, line changes, name changes, enhancements, etc.
- ACCESS monitors and backs up Voice Gateway routers at district locations.
- Third-party SIP device integration such as IP speakers and door intercoms
- In partnership with *The Education Connection*, the following services are incorporated.
 - Voicemail - with email notification available
 - Intercom integration - directly through phones
 - Bully Tip Line
 - Call-Recording - on-demand
 - Paging over phones with third-party system integration
 - Bell Schedule integration with various systems
 - Mass notification - Outbound Dialing
 - Remote Control - see a live screen view of phone with full control
 - Visual Memos and Alerts - text alerts to the IP phone (Safety Plan)
 - 911 Locator - alerts staff of call and records message.
 - Call Detail Records (CDR)



Customer Integration Requirements

Cisco Phones

Voice Gateway Router

PRI or SIP connection to support DID's and off-network calling

POTS lines for backup and 911 calls

Hardware (POE) to support voice vlans