



Unified Communications

Complete Unified Communications for the Small Business

For small businesses wanting to reach, serve and retain customers, Node4 have a Complete Unified Communications solution which provides an industry leading IP Telephony platform along with IP Phones from Cisco. The solution facilitates more effective and efficient ways of communicating with customers and employees. The Complete Unified Communications solution for the Small Business from Node4 supports versions of 8, 16, 32 or 48 users and includes:

Node4 SIP Enabled Broadband:

Dedicated Node4 broadband for your voice calls, providing support for up to 8 concurrent voice calls. Competitive Call charges - just 1.4pence per minute for local and national calls and 10pence per minute for mobile calls

Optional Remote Management:

Node4 can provide remote technical support for your Complete Unified Communications Solution using our highly skilled support team who can be never more than a phone call away.

Cisco Unified Communications 500 Series:

A unified communications appliance for small businesses that provides voice, data, voicemail, Automated Attendant, video, security and wireless capabilities while integrating with existing desktop applications such as customer relationship management (CRM) programmes.

The application consists of the following features:

Cisco Unified Communications Manager Express - Cisco Unified Communications Manager Express is a Cisco IOS® Software solution embedded in the Cisco Unified Communications 500 Series appliance that provides call processing for Cisco Unified IP phones. Simple to deploy, administer, and maintain, Cisco Unified Communications Express is a reliable, feature-rich telephony solution.

Cisco Unity Express - Embedded Cisco Unity Express helps enable voicemail, desktop messaging, and Automated-Attendant services for increased customer service and rich employee communications experience.

Cisco Unified CallConnectors for Windows PC Applications

- The Cisco Unified Communications 500 Series integrates with common Windows desktop applications to give small business owners access to productivity gains once available only to large businesses. With Cisco Unified CallConnectors, you can integrate your Cisco Unified IP phones with common applications, including Microsoft Outlook, Internet Explorer, Microsoft Dynamics CRM, or Salesforce.com CRM.

LAN Switching and Routing - The Cisco Unified Communications 500 Series has an integrated, managed Ethernet switch that provides 8 ports of 10/100 PoE optimized for integration with the Cisco Smart Business Communications System. Additionally, the system capacity can be expanded by connecting the recommended Cisco Catalyst Express 520 Series Switch. Providing 8 to 24 additional ports of 10/100 PoE, the Cisco Catalyst Express 520 Series Switch ships with a predefined software configuration to work immediately with the Cisco Unified Communications 500 Series for Small Business. The Cisco Unified Communications 500 Series supports static routing and routing between VLANs and the built-in interfaces.

Firewall for Network Security - Security is a fundamental element of any network, and Cisco products play an



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important role in embedding security at the customer's access edge. The Cisco IOS Firewall is a stateful-inspection firewall available with the Cisco Unified Communications 500 Series. Built from market-leading Cisco PIX® Firewall technologies, Cisco IOS Firewall is a base feature on the Cisco Unified Communications 500 Series platform; it is ideal for protecting the WAN entry point into the network.

Virtual Private Networking - VPNs carry private data over a public network and extend remote access to users over a shared infrastructure. Maintaining the same security and management policies as private networks, VPNs are the most cost-effective means of establishing point-to-point connection between remote users and a central network. VPNs have been the fastest-growing form of network connectivity, and Cisco takes this approach to a new level by making VPN functions an integral part of the Cisco Unified Communications System. The Cisco Unified Communications 500 Series includes built-in hardware-based encryption acceleration that offloads IP Security (IPsec), Advanced Encryption Standard (AES), Data Encryption Standard (DES), and Triple DES (3DES) encryption and VPN processes to provide increased VPN throughput on the Cisco Unified Communications 500 Series platform.

Wireless Mobility Services - The 8- and 16-user models of the Cisco Unified Communications 500 Series support an optional integrated WLAN access point for secure WLAN connectivity. As part of the Cisco Smart Business Communications System, the Cisco Unified 500 Series also supports external access points-the Cisco 521 Wireless Express Access Point-and for best-in-class wireless mobility the Cisco 526 Wireless Express Mobility Controller can be added to create a unified system of access points. Small businesses can easily extend access to data applications as well as WLAN telephony. Wireless services allow greater mobility for employees, partners, and customers, resulting in increased productivity. Note: The 32- and 48-user models of the Cisco Unified Communications 500 Series do not support an optional integrated WLAN access point. These models can use the Cisco 521 Wireless Express Access Point and the Cisco 526 Wireless Express Mobility Controller to enable WLAN functions.

Cisco Configuration Assistant - The Cisco Configuration Assistant, a PC-based, intuitive GUI configuration tool, is an integral component of the Cisco Smart Business Communications System. With a focus on ease of use, the Cisco Configuration Assistant simplifies configuration of multiple technologies-unified communications, switching, routing, security, and wireless. Cisco Configuration Assistant simplifies telephony configuration and provides follow-up support to facilitate easy modification. Features include an interactive topology view, front-panel views of devices, and drag-and-drop Cisco IOS Software upgrades.



Table 1 summarizes the features and benefits of the Cisco Unified Communications 500 Series.

Feature	Benefits	Table 1
Solution packaging	<p>The solution offers various fixed configurations, eliminating the guesswork from configuration.</p> <p>Each configuration is equipped with the appropriate number of feature licenses for call processing, voicemail, and Cisco Unified IP phones, simplifying the product structure.</p> <p>A modular slot is available in most of the configurations, allowing expansion of the system with additional PSTN or analog station interfaces.</p> <p>The appropriate number of fixed digital signal processors (DSPs) is packaged with each configuration.</p>	
Default system configuration	<p>Although packaged to support various deployment configurations, the solution comes with a Cisco Smart Assist predefined configuration from the factory, allowing for rapid deployment of the product in the field:</p> <ul style="list-style-type: none"> • Pre-assigned phone extensions • Dial plan • Voice and data VLANs • Firewall settings <p>With the appropriate licensed base platform, expanding the system is easy; simply connect the companion Cisco Catalyst Express 520 Switch and connect phones to the new PoE Ethernet ports.</p>	
Integrated voicemail and Automated Attendant	<p>Voice messaging raises the level of professionalism, productivity, and customer service available to small business customers with built-in Automated-Attendant and advanced voicemail capabilities.</p> <p>With Professional Automated Attendant, all calls can be handled efficiently and reliably 24 hours a day. Callers can dial by extension number of the group or person they are trying to reach or use the Dial-by-Name feature when they do not know a specific extension.</p> <p>Voicemail extends your organization's productivity by allowing employees to access messages at any time from any telephone. Both internal and external calls to a busy or unattended phone are forwarded to the user's voicemail box and are greeted with the user's personalized greeting.</p> <p>Integrated messaging allows you to check your voicemail using Internet Mail Access Protocol (IMAP) email clients, including Microsoft Outlook, Outlook Express, or Lotus Notes. You can also access voicemail features using the XML display on Cisco Unified IP phones.</p>	
Ethernet connectivity with quality of service (QoS)	<p>Ethernet connectivity is provided for IP phones or wireless access points by PoE ports that provide connectivity speeds for up to 100BASE-T Ethernet technology without the need for additional power modules. Most Cisco Unified IP phones include a 10/100 switch with QoS to provide PC desktop connectivity to the network.</p> <p>Optimized QoS is provided for IP phone and desktop configurations. The QoS level helps ensure that voice over IP (VoIP) traffic takes precedence.</p> <p>Voice and data traffic have separate VLANs.</p> <p>Port security limits unauthorized access to the network.</p>	
Power failover	<p>A power failover feature on the base configuration allows access to the PSTN line if a power outage occurs. When power is lost, the first foreign exchange office (FXO) PSTN trunk is directly connected to foreign exchange station (FXS) analog port, allowing for calls to be placed and received.</p>	
Recorded announcements for callers: Music on Hold (MOH)	<p>The process for providing customized MOH announcements is simplified with a dedicated MOH port, allowing small-business owners to play recorded announcements to their callers by simply plugging the audio source into the provided 3.5-mm mini-jack.</p> <p>You can use wave files stored on flash memory.</p> <p>MOH is an audio stream that is played to PSTN and VoIP G.711 or G.729 callers who are placed on hold, reassuring the callers that they are still connected to the called party.</p>	
Deployment options	<p>Depending on the configuration, the Cisco Unified Communications 500 Series can be deployed as a desktop unit, wall-mounted, or installed in a standard 19-inch (48.26-cm) rack with an optional rack-mount kit</p>	

Table 2 summarizes the unified communications features:

Feature	Benefits	Table 2
End-user phone features	<ul style="list-style-type: none"> • Multi-line appearances on phone • Attendant console functions using Cisco Unified IP Phone Expansion Module 7914 or PC-based attendance console • Fast Transfer: Blind or consult • Busy Lamp Field • Silent ringing options • Automatic line selection for outbound calls • Call Forward on Busy, No Answer, and All • Call Forward All restriction control • Do Not Disturb (DND) • Feature ring with DND set • IP phone display of DND state • Dial-plan pattern load on SIP phones • Diversion of calls directly to voicemail • Customization of soft keys • Enable and disable Call Waiting notification per line • Call Waiting with overlay Directory Number • Call Waiting Ring • Dual line appearances per button • After-hours toll-bar override • Auto-answer with headset • European date formats • Hook flash passthrough across analog PSTN trunks • Idle URL: Periodically pushes messages or graphics on IP phones • Last Number Redial • Local Name Directory Lookup • On-Hook Dialing • Station Speed Dial with configuration changes from IP phone • System Speed Dial for 10,000 numbers • Silent and Feature Ring options • SIP-based Line-Side Subscribe, providing basic presence of phone status • Access features using soft keys or feature access codes • Remote teleworker IP phone support • Dynamic Hunt-Group Join or Leave • Support for fax machines on FXS ports using H.323, Skinny Client Control Protocol (SCCP), and SIP • XML application services on Cisco Unified IP phone displays • Station-to-station video telephony using Cisco Unified Video Advantage or Cisco Unified IP Phone 7985G endpoints 	
PSTN interfaces and features	<ul style="list-style-type: none"> • Analog FXO Loop and Ground Start • Basic Rate Interface (BRI) support for several switch types currently supported in Cisco IOS Software • T1/E1 for PSTN Connectivity • Caller ID name and number • Automatic Number Identification (ANI) • Direct inward dialing (DID) • Direct outward dialing • Dedicated trunk mapping to phone button • H.323 trunks with H.450 support • H450.12 automatic detection of H.450 support for remote H.323 endpoints • H.323-to-H.323 Hairpin Call Routing for non-H.450-compliant H.323 endpoints • SIP trunks and RFC 2833 support • Transcoding G.711 and G.729a 	
System calling features	<ul style="list-style-type: none"> • Account codes and call detail record (CDR) field entry • Callback Busy Subscriber Camp-On • Per-phone call coverage rules • Call Hold and Retrieve • Call Park: Personal and directed • Call Park Recall • Call Park Assign to Extension • Call Pickup Directed • Call Pickup Local Group • Call Pickup Explicit Group • Call Transfer: Consultative and blind • Call Waiting • Eight-party impromptu conferencing • Computer telephony integration (CTI) with Microsoft Dynamics CRM, Outlook, or Salesforce.com CRM using Cisco IOS Software Telephony Services Provider (TSP) 	

Feature	Benefits	Table 2 cont...
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System calling features	<ul style="list-style-type: none"> • Directory services using XML • Hunt groups: Sequential, circular, and longest idle • Hunt-group dynamic log in and log out • Hunt-groups statistics: Daily and hourly • Intercom • Meet-Me Conferencing • MOH: Internal or external source • Night Service Bell or Call Forwarding • Overlay extensions for enhanced call coverage • Called-name display for overlay extensions • Paging: Internal through IP phones or to external system • Per-call caller ID blocking • Secondary dial tone • Additional system speed-dial option through XML service • Time-of-day and day-of-week call blocking • Customizable called-name display • Basic automatic call distributor (B-ACD) (three queues) with Automated Attendant and call statistics • Display of number of calls in queue on IP phone • Agent log in and log out of B-ACD hunt group • Secure voice IP phone certificate authentication and provisioning plus secure device signaling using Transport Layer Security (TLS) • For additional information about Cisco Unified Communications Manager Express features, please visit http://www.cisco.com/go/ccme. 	
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Voice messaging	<ul style="list-style-type: none"> • Integrated voicemail and Automated-Attendant solution using Cisco Unity Express • Complete yet concise telephony user interface (TUI) tutorial: Takes the user step by step through the mailbox setup process, minimizing the need for administrator assistance, saving time and money • Full range of commonly used voicemail features • Comprehensive voicemail feature set: Replying, forwarding, saving messages; message tagging for privacy or urgency; alternate greetings; pause, fast forward, and rewind; and envelope information • Networking: Voice Profile for Internet Mail (VPIM) protocol to communicate with other Cisco messaging platforms • Distribution lists and broadcast messages • Public and private distribution list function and broadcast messaging capability • General-delivery mailboxes (GDMs) • Multiple GDM voicemail boxes for designated team members • Ability for subscribers to recover a message if it is inadvertently deleted • Personal operator: Configurable alternate telephone number (per voice mailbox) for “zero out” option • Voicemail access using IMAP integration with Microsoft Outlook, Outlook Express, or Lotus Notes • Cisco Unified IP phone voicemail and mailbox settings access using Cisco Unity Express VoiceView Express XML application • For additional information about voicemail features, please visit http://www.cisco.com/go/cue. 	
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Automated Attendant	<ul style="list-style-type: none"> • Up to five Automated-Attendants per system • Standard dial-by-name and dial-by-extension Automated Attendant • Holiday schedules and calendar • Business-hours schedule • Script editor: Graphical scripting tool that creates customized Automated-Attendant menu flows • Support for time-of-day and day-of-week routing • Unlimited menu items and unlimited nesting • Administration through telephony • Ability to record Automated-Attendant prompts from phone or computer • Capability to create and manage broadcast messages • Ability to record spoken names for remote users • Emergency alternate greeting: Alerts callers to temporary schedule changes due to snow, holidays, etc. • For additional information about Automated-Attendant features, please visit http://www.cisco.com/go/cue. 	
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Configuration and management	<ul style="list-style-type: none"> • Preconfigured to allow for connection of phones and PSTN lines to start using system upon startup • Automatic assignment of extensions and voicemail boxes for phones for ease of deployment and future phone additions • Extension assigner that allows replacement of phones using simple, easy-to-follow voice prompts • Windows GUI-based Cisco Configuration Assistant for complete system setup; customization and management included • Simple Network Management Protocol (SNMP) support with Cisco Unified Operations Manager or third-party management consoles • For additional information about Cisco Configuration Assistant, please visit http://www.cisco.com/go/configassist. For additional information about Cisco Monitor Director and Cisco Monitor Manager, please visit http://www.cisco.com/go/sbnm. 	
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Why choose Node4?

Solutions - our offering consists of many great services that can be brought together to offer you a complete solution.

Flexible - we don't make customers fit in a box. All our services can be developed to meet your business requirements.

Reliable - we manage and monitor our services 24 hours a day, 365 days a year, ensuring that your services are available when you need them.

People - we have a great team who understand customers, offer good advice, and are committed to delivering good customer service.

Support - our highly skilled support team are never more than a phone call away.

About us

Since Node4 launched in April 2004, there has been a huge amount of rapid growth in the business. Our vast experience in a whole range of Data Centre and Communications solutions and commitment to meet and exceed our customer's expectations gives us the edge against any of our competitors.

Our service portfolio includes:

Colocation

From single servers to private suites.

Managed Hosting

Dedicated servers & Virtualised Environments.

Connectivity

Broadband, leased lines & Ethernet.

IP-BVN

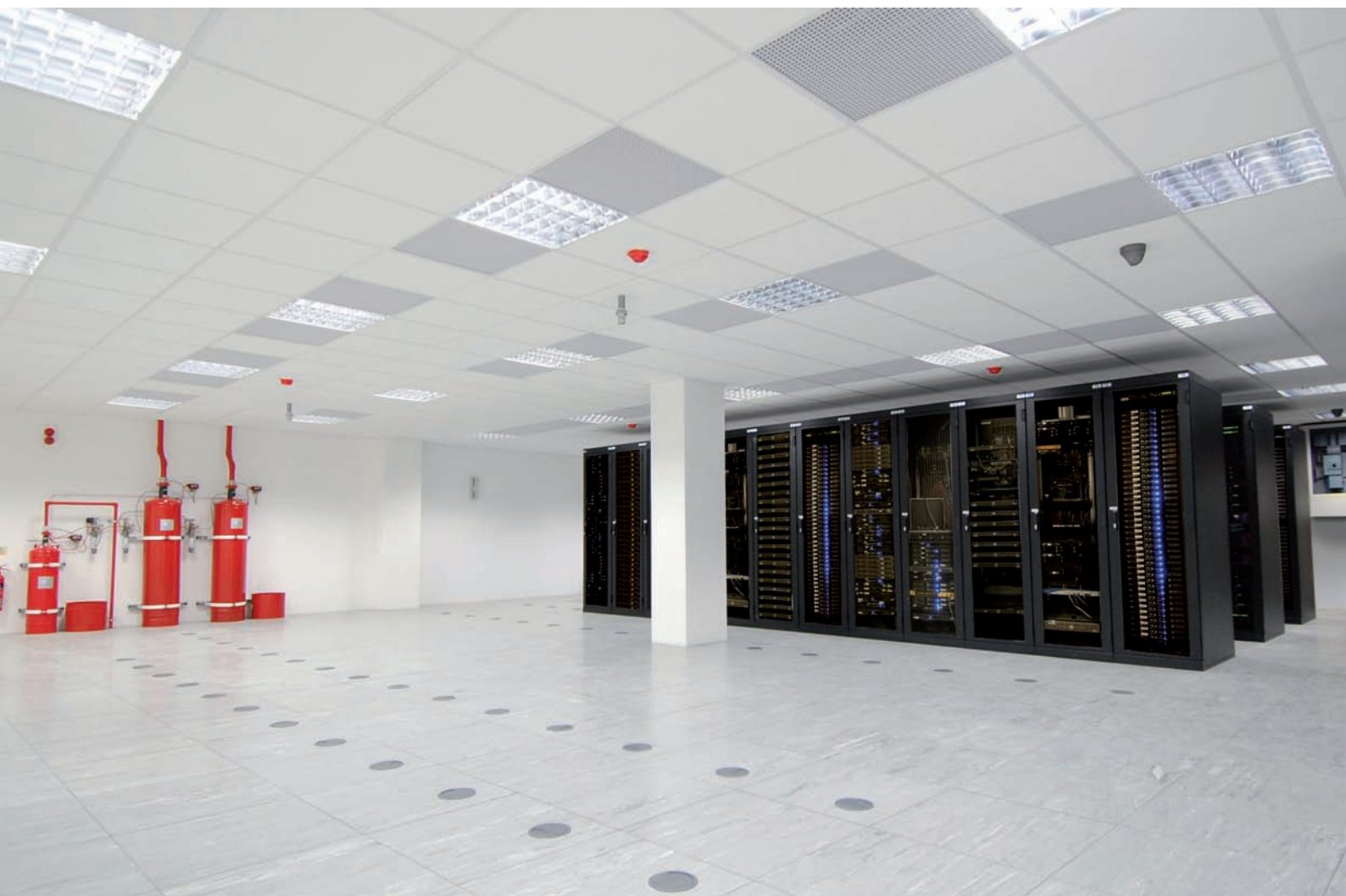
QoS enabled private network for multiple sites.

SIP trunking

Numbers, number porting & reduced call rates.

Cisco IP Telephony

Hosted & dedicated options.



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