



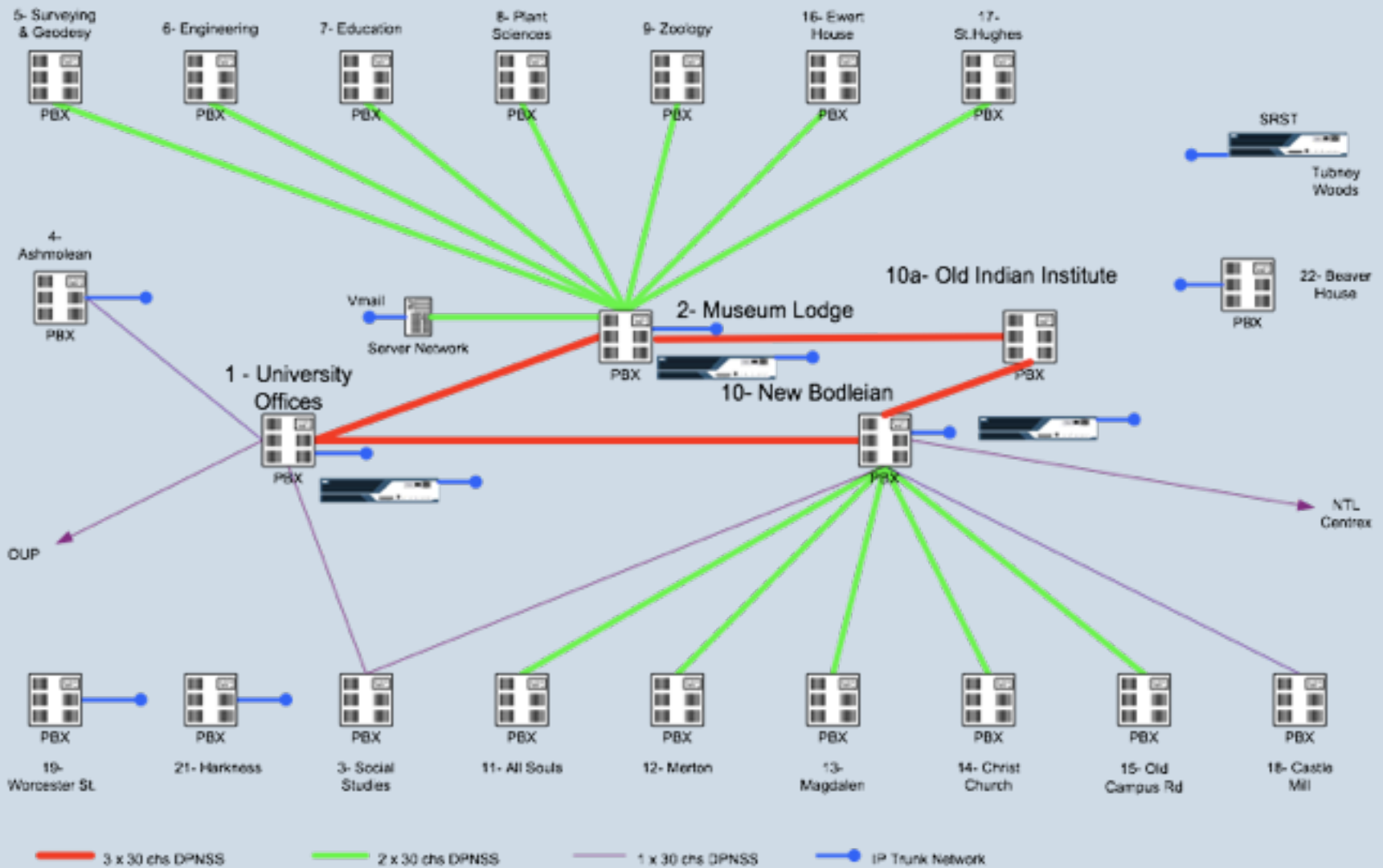
Telecoms Update:-

VoIP and SMS Options

Alan Hillyer
Head of Telecoms

July 14, 2011





Oxford University Internal Telephone Network - 2010



The Problem

- April 2011 End of sale
- April 2013 End of manufacture of cards and software fixes
- 2017 commitment for maintenance
- Totally reliant on 2nd user cards available from any source

- 30+year old system design (late 1970's)
- Most of our systems date from 1984 manufacture... inc power supplies.

Where we are...

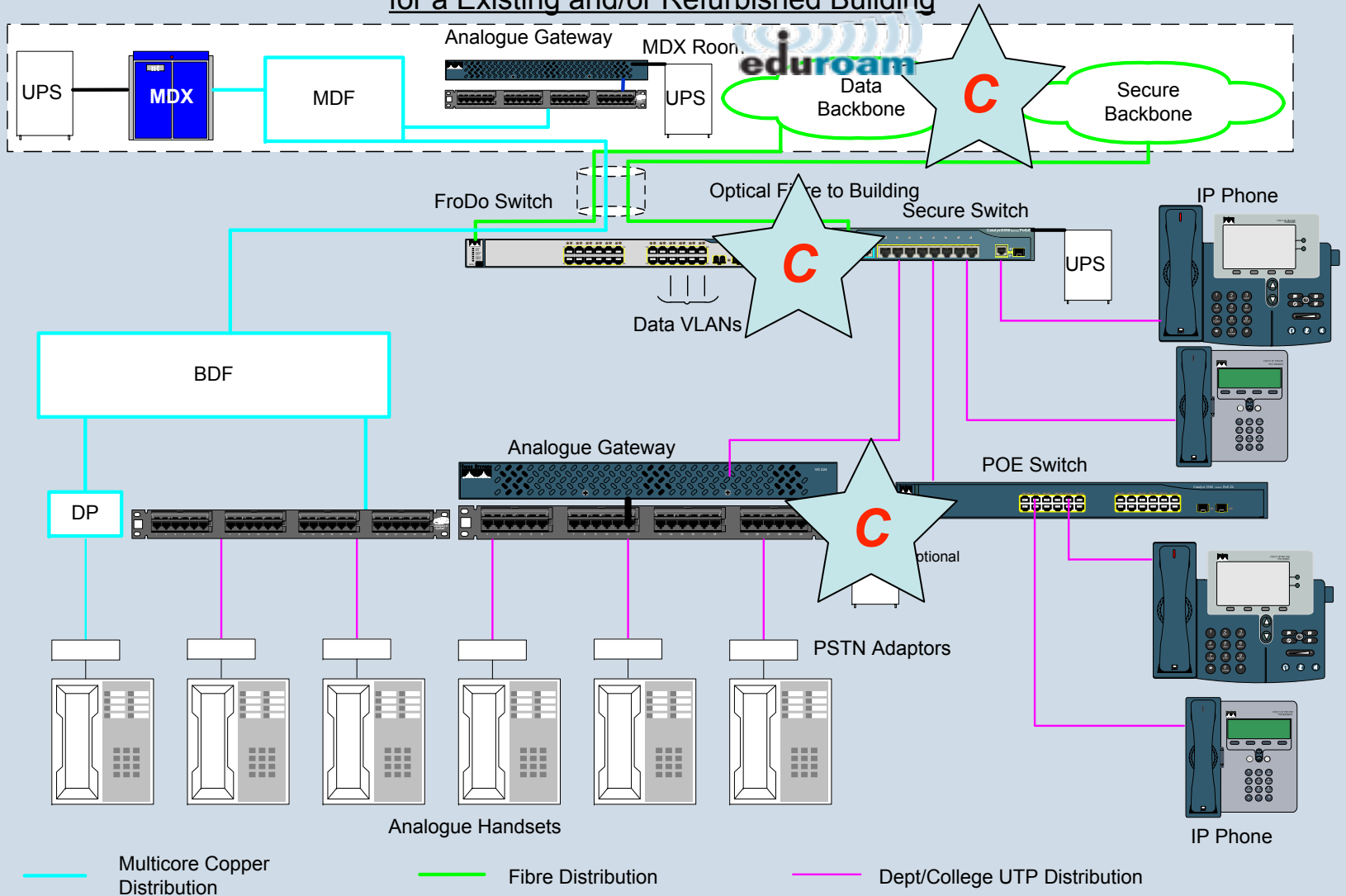
- Development service
 - New C Series running VMware to give 4 servers
- Production service
 - 4 servers (Pub, 2x Sub, TFTP)
 - max 7,500 extensions, currently 3,500 extensions
 - expandable to 40,000 + extensions
- same charging model
- bespoke xml application development possible
- Range of handsets on CAE stand - please take a look



Where we are going...

- All new connections are VoIP (mostly)
- Migrate existing phones to VoIP (The End Game)
- Over the next 12 months
 - methodology and budgets ? (university and college)
- Develop:-
 - convergence strategies
 - physical - cabling
 - application level - click to dial
 - web based applications:-
 - to manage phones (admin) and enable users to manage settings
 - to develop self-service installation for ITSS

Mixed Installation Structure of Oxford University VOIP Equipment for a Existing and/or Refurbished Building



SMS Options from Telecoms



24 August, 2010 GMT

WELCOME HELP

Welcome to the Oxford University Text Messaging Service

This area is reserved for Registered users only.

Please contact Telecommunications to get your credentials.

Getting a certificate warning message? [Click here for help.](#)

www.oxsms.co.uk

System Messages

> Welcome to the University of Oxford Text Messaging Service

Login

Username

Password

LOGIN

[Forgot Password?](#)

[Privacy Policy](#) | [Contact Us](#)



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What's it being used for?

- Voicemail alerts...whatever
 - Course or class notifications/changes
 - Alerts from alarm monitoring systems
 - Disaster/emergency planning
 - General message to staff off campus
 - Any situation where a short notification helps
- One way at the moment

Voicemail Alerts...

7 Jun 2011 11:04

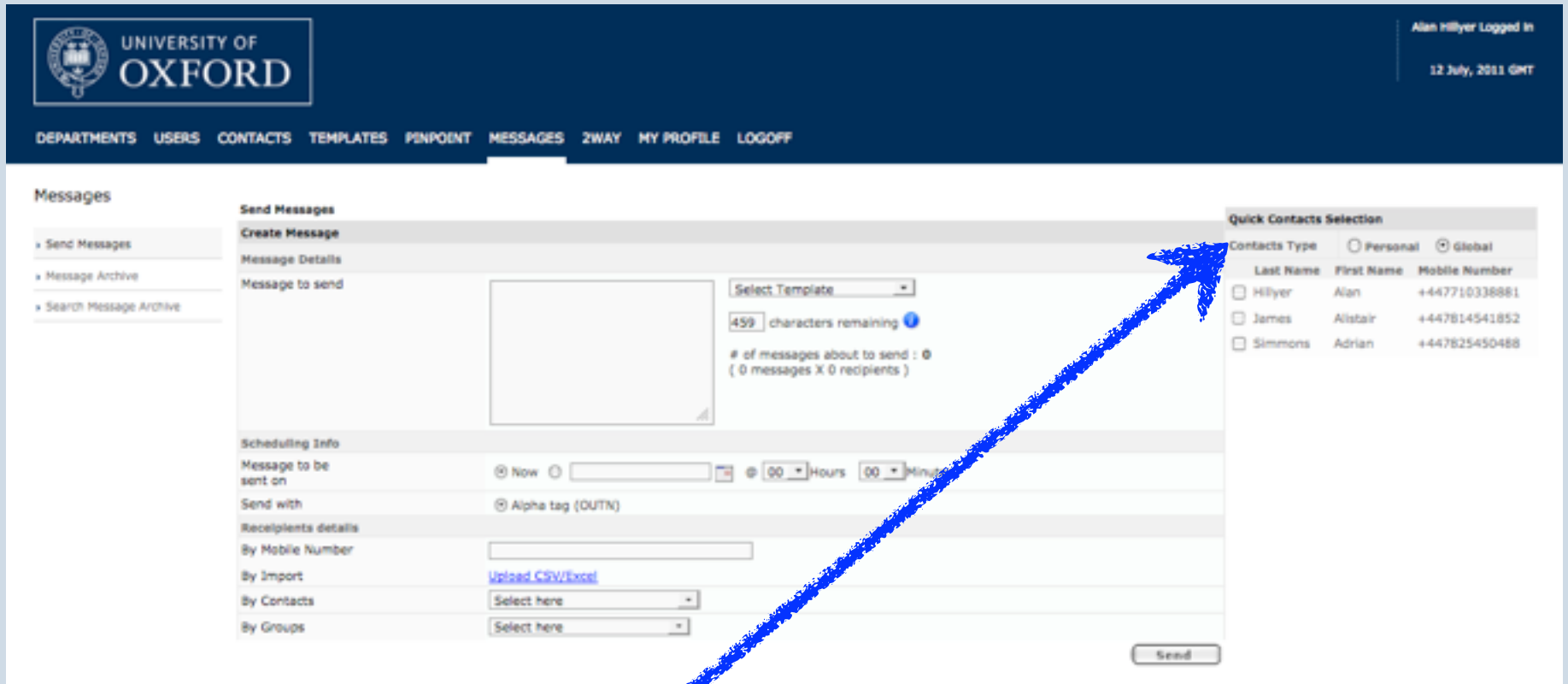
Mbx: 88661 has a New message. Sent @ 11:02
CLI:16012

8 Jun 2011 08:22

Mbx: 88661 has a New message. Sent @ 08:21
CLI:[02030405040](#)



Send message via the portal,



UNIVERSITY OF OXFORD

DEPARTMENTS USERS CONTACTS TEMPLATES PINPOINT MESSAGES ZWAY MY PROFILE LOGOFF

Alan Hillyer Logged In
12 July, 2011 GMT

Messages

- Send Messages
- Message Archive
- Search Message Archive

Send Messages

Create Message

Message Details

Message to send

Select Template

459 characters remaining

of messages about to send : 0
(0 messages X 0 recipients)

Scheduling Info

Message to be sent on: Now [] [00] Hours [00] Minutes

Send with: Alpha tag (OUTN)

Recipients details

By Mobile Number: []

By Import: [Upload CSV/Excel](#)

By Contacts: [Select here]

By Groups: [Select here]

Send

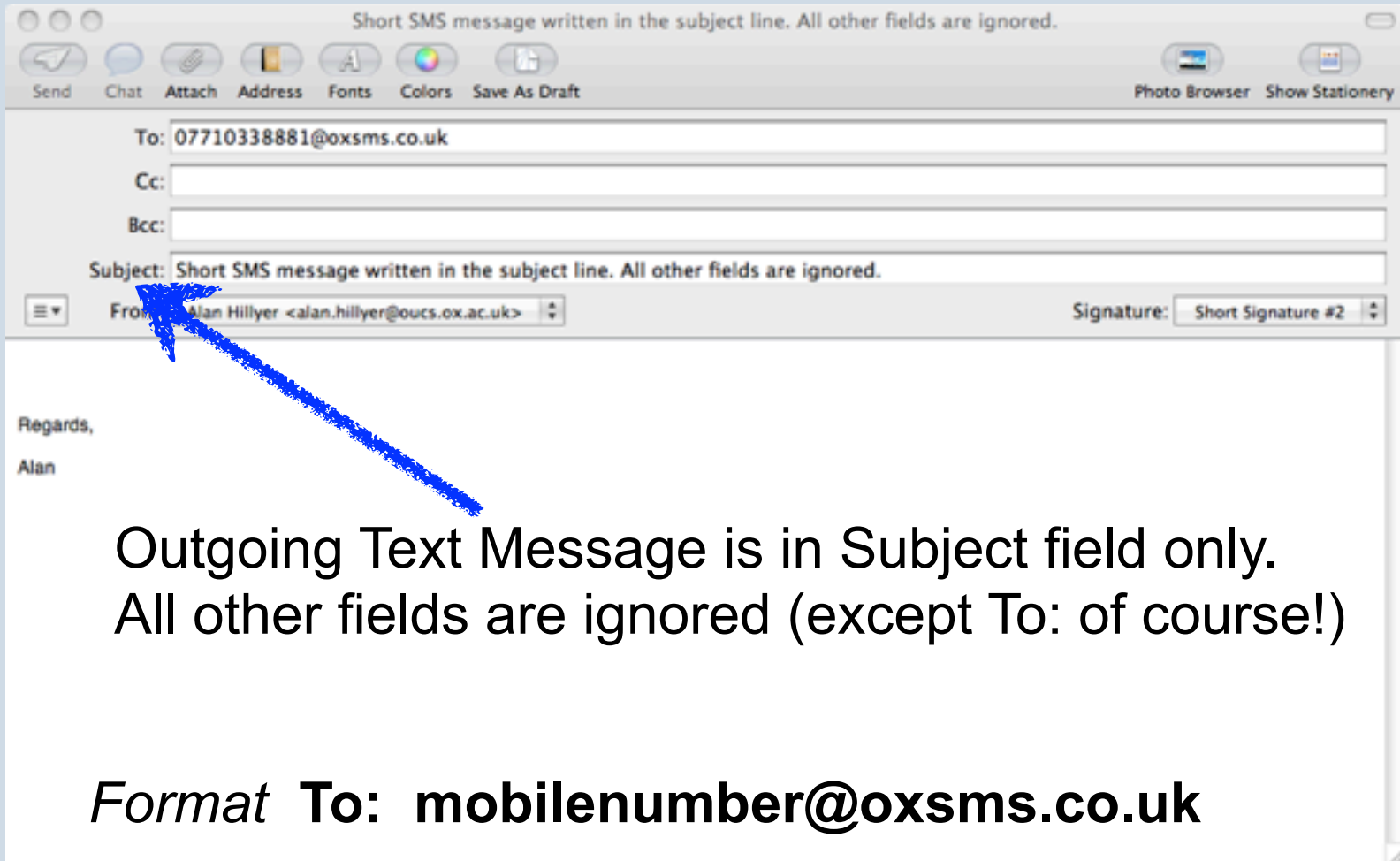
Quick Contacts Selection

Contacts Type: Personal Global

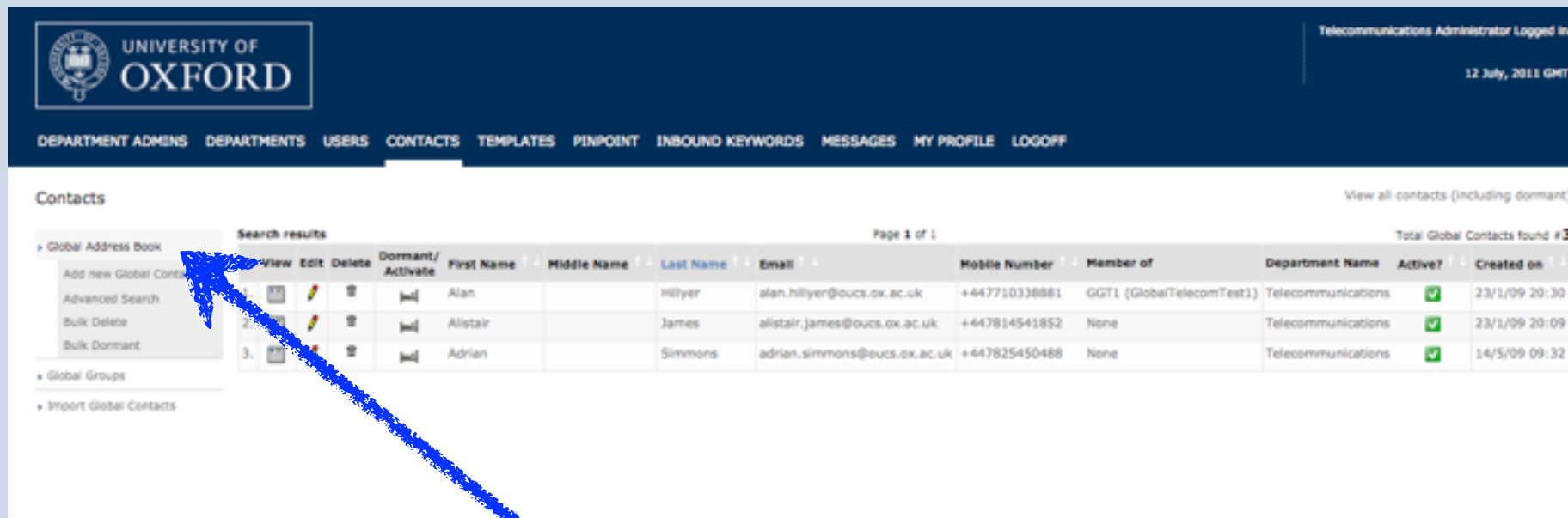
Last Name	First Name	Mobile Number	
<input type="checkbox"/>	Hillyer	Alan	+447710338881
<input type="checkbox"/>	James	Alistair	+447814541852
<input type="checkbox"/>	Simmons	Adrian	+447825450488

User login has choice of personal or global address books

OR, send message from email client



Departmental Administration



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Telecommunications Administrator Logged In
12 July, 2011 GMT

DEPARTMENT ADMIN | DEPARTMENTS | USERS | CONTACTS | TEMPLATES | PINPOINT | INBOUND KEYWORDS | MESSAGES | MY PROFILE | LOGOFF

Contacts

View all contacts (including dormant) Total Global Contacts found #3

Search results Page 1 of 1

	View	Edit	Delete	Dormant/ Activate	First Name	Middle Name	Last Name	Email	Mobile Number	Member of	Department Name	Active?	Created on
1					Alan		Hillyer	alan.hillyer@oucs.ox.ac.uk	+447710338881	GGT1 (GlobalTelecomTest1)	Telecommunications		23/1/09 20:30
2					Alistair		James	alistair.james@oucs.ox.ac.uk	+447814541852	None	Telecommunications		23/1/09 20:09
3					Adrian		Simmons	adrian.simmons@oucs.ox.ac.uk	+447825450488	None	Telecommunications		14/5/09 09:32

Global Address Book

- Add new Global Contact
- Advanced Search
- Bulk Delete
- Bulk Dormant

Global Groups

Import Global Contacts

Global Address Book Managed from Admin Account only

What will it Cost?

- No monthly or setup fees - *except inbound*
- Texts charged on an 'As used basis'
 - 4.1p per text
- Charged to your telephone account
 - Can be charged to most Oracle cost centres
 - Authorisation from the account holder
 - College invoices in the normal way

Inbound SMS

- Inbound monthly £25.00 per month
 - Dedicated single word
 - Telecoms have OXFORD for the system
- Double barrel keywords are £5.00 per month
 - OXFORD OUTN to 80125 would allow routing to Telecoms
- Inbound texts charged at 1.5p each
- Auto-Response possible

15 Jun 2011 09:52

Thanks for replying...
Telecoms.

Lastly, a new application....Pinpoint

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Telecommunications Administrator Logged In
12 July, 2011 GMT

DEPARTMENT ADMINS DEPARTMENTS USERS CONTACTS TEMPLATES PINPOINT INBOUND KEYWORDS MESSAGES MY PROFILE LOGOFF

PinPoint

- View PinPoints
- Add new PinPoint
- Download PinPoint
- FAQ's
- How it works

All PinPoints

- Alan Fender (07917540123)
- Duncan Mounour (07968762345)
- Frazer Livingstone (07968767890)
- Gordon Gledhill (07968766678)
- Jim Budd (07973872345)
- Kevin Phillips (07968769012)
- Marcus Gardiner (07968765678)
- Mark Shotton (07968764444)

Map showing locations: Aberystwyth, Birmingham, Cardiff, Gloucester, London, etc.

Someone may have use for it?

Questions?



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