Phone Services & Provisioning

NTWphone

Overview

NTWphone offers improved service and comfort for Cisco phones – including various, additional functionalities. Added features include integration of Cisco IP Communicator and Jabber, thereby extending the existing integration of classic Cisco IP phones. At the same time, the Provisioning module provides easy and central access for configuration of new or existing work stations – including all NTW Phone Services.

NTWphone is tested and certified for Cisco CUCM 11.x

	GENERAL FUNCTIONALITIES
✓	Central administration via browser: MS Internet Explorer, Mozilla Firefox, Google Chrome
✓	Languages: German, English, on request
✓	Flexible configuration per site and client (multi-client tenancy)
option.	High Availability
	AVAILABILITY
✓	Individual absence forwarding profiles
✓	Central pre-definition of forwarding profiles
✓	Blacklist: exclude numbers
✓	Whitelist: allow only certain numbers
✓	Settings in Jabber, apply to Cisco phone extension also
	BUSY ALERTER
✓	IVR menu instead of busy tone for external callers
✓	Options are centrally defined and configured:
	- VoiceMail
	- Holding stack
	- Forwarding to another number
	CALL BACK
✓	Call-back reminder with individual time specification
✓	Any number of call-back reminders possible
✓	Active call-back list with dial and delete functionality
✓	Forwarding to voice mail
✓	Back service for internal contacts: Signalling call-back request or availability
	CALL LIST
✓	Call list for all calls
✓	Caller detail display
✓	Filter options
	- Lost calls (also on busy)
	- Called numbers
	- Taken calls

- ✓ Available on phone or via web call list (Jabber, website, DX650)
- ✓ With reverse lookup (together with NTWphone Directory)
- ✓ Also usable with Extension Mobility
- ✓ E-mail notification when call missed

DIRECTORY / UDS

- ✓ Directory search on Cisco phone, in Jabber or on SIP phone
- ✓ Internal and external meta directories: LDAP, CSV, Active Directory, Cisco CallManager
- ✓ Customizable search functionality: search fields, result list, details
- ✓ Predictive search in Jabber
- ✓ Display caller information for internal and external calls
- ✓ Set up speed dial buttons
- ✓ UDS directory: flexible search for Jabber in internal and external directories

FOLLOW ME

- ✓ Internal call forwarding to another device
- ✓ May be executed and ended from the "foreign" extension

GROUP SERVICES

- ✓ Groups with up to 30 members
- ✓ Group Service usage directly on the phone or in Jabber
- ✓ Colored status display
- ✓ Optical and acoustic signalling
- ✓ Easy pick-up and forwarding of calls
- ✓ List of group's lost calls
- ✓ Direct calls to group members
- ✓ Call forwarding within group
- ✓ Hidden members
- ✓ Central web administration
- ✓ Pick-up pop-up

HUNT GROUP

- ✓ Display of status in one or more Hunt Groups
- ✓ Individual log-on / -off from one or more Hunt Groups

MANAGEMENT GROUP

- ✓ Group display on the phone with status information
- ✓ Forwarding of calls if assistant is unavailable
- ✓ Selection ringing tone/group tone
- ✓ Display of group's lost calls
- ✓ Always reachable for VIP numbers
- ✓ Multi-function button
- ✓ Functionality available on Cisco phones, in browser or in Jabber
- ✓ Pick-up pop-up

PHONE LOCK / LOCKOUT

- ✓ Lock phone for outgoing calls
- ✓ Differentiation between internal and external calls
- ✓ Easy configuration of exceptions (whitelist)
- ✓ Locking and unlocking without phone reset
- ✓ Jabber integration

PHONE SETTINGS

- ✓ Set individual display language directly on the phone
- ✓ Activate and deactivate call waiting tone – directly on the phone
- ✓ "Call waiting"-functionality in Jabber
- ✓ Set up call forwarding individually on the phone or in Jabber

✓	Individual call number masking per terminal
✓	Selfcare portal for easy configuration

VOICE RECORDING

✓	Automatic saving after pre-selection
✓	Save as .mp3
✓	Recording in stereo (2 channels)
✓	Recording across sites
✓	Double authentication for save access to audio files
✓	Conversation management with search functionality

Prerequisites

Hardware

4 CPUs (Cores)

8 GB RAM

Gigabit-/Fast-Ethernet network interface card

120 GB hard disk for installation

Virtualization supported (VMware & HyperV)

Software

Microsoft Windows 2019 or 2016

NTWphone Server

ICT System

Cisco Unified Communications Manager 10.x or higher

Phones

Cisco IP Phone Series 6900, 7800, 7900, 8800, 8900, 9900, DX Series, Jabber and Cisco IP Communicator
(some functionalities are not available on every model)

NTW®