



SmartComms for Education

A phone system designed
for education



More than connectivity





Empowering educators

SmartComms is a flexible and customisable communications system that makes life easier and better for staff, parents and pupils.

It's straightforward, easy to use and meets the needs of your teaching staff and office staff and mobile workers. And because it's hosted in the cloud, it's easy to make changes without the worry of adding or removing physical lines.

More than just connectivity

We're known for our connectivity and for providing secure connections for the public good. We believe it all starts with secure connectivity that protects pupils and empowers educators. We're a not-for-profit owned by our members, so you can rest assured our service is designed with you in mind and we're committed to continuously improving it based on your feedback.

We offer much more than connectivity and voice solutions through our network. All of our schools gain free access to the Audio Network, the NEN resources, Listening Books and British Pathé; a unique proposition and a valuable teaching resource.

To discuss your school's requirements and find out more, please contact emPSN office on

01604 879869

www.empsn.org.uk

 **@empsn**



Save money where it matters

We understand that budgets have to go a long way, and you need to save money in the right areas so you can deliver more for your pupils. No line rental and cheaper call costs are a great start, with completely free internal calls between all users on the service (no matter where they are); and calls to UK fixed, mobile and international numbers coming in at over 15% less than traditional services.

Not only that, by removing the need for on-site hardware and systems, you can do away with expensive maintenance contracts.

A more welcoming experience

If your phone system doesn't make it easy for you to handle busy periods, it's frustrating for your administrators, teachers and your pupils' parents. SmartComms helps you deal with busy lines much more effectively; reroute calls to available phones and allows you to easily create comfort messages to manage expectations. With voicemails delivered to your email inbox means you'll never miss a message.

Mobile working? No problem

Working across multiple locations or on the move doesn't have to mean being out of reach. With SmartComms, each user has a single direct dial number that works across multiple devices, so you never have to miss another call.

You can connect multiple schools or sites, on-site staff and remote workers under a single system means everyone has access to the same functionality, anytime, anywhere, so business continuity is never a concern.

One phone number, one point of contact, regardless of location, and all for a single monthly per-user licence fee.

Collaboration so you can do more

From working on shared documents, instant messaging, video conferencing and online meetings, SmartComms for Education allows people to work together from different locations across all their devices, helpful for teaching staff who can share resources as easily and efficiently as if they were in the same room.

Easy to manage, no expertise required

Our intuitive portal delivers a fully featured self-service experience, allowing you to manage, monitor and make changes to your service at any time, from anywhere there's an Internet connection.

Set up call diverts, hunt groups and recorded messages. Customise individual accounts to include specific features, and add or remove licences as your needs change. Whatever you need to do, you'll be able to get it done without high levels of in-house technical knowhow.

A service that grows with you

As a fully scalable cloud-based service, moving to SmartComms means you're no longer restricted by the limits of a single school site. You can instantly add extra user licences to your service – no line installations necessary.

Adding a new site? As long as you've got the connectivity in place, we can easily extend your service to include it.

Proven service quality

SmartComms UC can be run over any network and offers built-in quality of service, security and resilience as standard. Our solution has been built using Broadsoft's market-leading BroadWorks applications platform; used by 18 of the world's top 25 telecommunications companies.

Fully certified to ISO 9001 for overall quality management, ISO 22031 for business continuity and ISO 27001 for data security, our service has the necessary robust and fully-accredited processes in place to protect the confidentiality and integrity of your data at all times.

Built-in business continuity

With on-premise telephony, a fire, flood or even adverse weather could stop your phone system working. With SmartComms UC, all features are hosted in the cloud, so your communications remain safe and live and you stay connected to the community.

Standard user licences and packages

Classroom user

Ideal for staff that

- > work mainly from their desk and from one classroom
- > don't need a voicemail service
- > need the ability to transfer calls to another desk phone or colleague

Our Classroom user licence is a low cost entry-level option that enables you to transfer calls, put calls on hold and add eight speed-dial numbers.

Classroom package

An entry-level functional capability, includes the classroom licence features with unlimited internal calls, with other calls simply charged at a per minute rate. Yealink T42S/Polycom VVX301

Mobile user

Ideal for employees that are regularly mobile, working from multiple locations.

- > A range of smartphone apps are included that enable users to use a single number across all of their devices, as well as hot-desking functionality
- > This licence includes all Advanced features plus Hot desking guest and Office UC for smartphone

Mobile User Max

All the mobile licence features. Maximum cost control with unlimited internal calls. Unlimited* minutes to UK landlines and UK mobiles. Yealink T42S/Polycom VVX301.

Mobile User Light

All the mobile licence features Unlimited internal calls 150 minutes to UK landlines and 150 minutes to UK mobiles. Yealink T42S/Polycom VVX301.

Office user

Ideal for staff that:

- > typically work from one site but regularly attend meetings or work away from their desk
- > want the flexibility to work from another location
- > need a voicemail service

Our office user licence comes with a personalised voicemail service, which is accessible from anywhere and delivers messages straight to email.

It also comes with our toolbar, so you can make changes to settings, such as call diverts and forwards, from your desktop computer or mobile device, so you'll never miss a call.

Office Max

All the Office User licence features. Maximum cost control with unlimited internal calls. Unlimited* minutes to UK landlines and UK mobiles. Yealink T42S/Polycom VVX301.

Office Light

All the Office User licence features. Unlimited internal calls. 150 minutes to UK landlines and 150 minutes to UK mobiles Yealink T42S/Polycom VVX301.

If you have bespoke needs that aren't covered in one of the bundles above, talk to us about tailoring a package to suit your requirements.

Device upgrades

All packages are available with or without a device.

The inclusive device is either Polycom VVX301 or Yealink TG42S. We provide a range of options for upgrading this device as either a one-off charge or spread over a period of 36 months. See a full list of phones at the back of this brochure.

User bolt-ons		Classroom	Office	Mobile
Voice recording	Record and store users' calls in our secure cloud environment. This can be done in realtime, either proactively or reactively, and is fully PCI DSS compliant.	✓	✓	✓
Go Integrator	Integrate a range of call control features into compatible CRM systems including automatic screen appearance of customer files on inbound calls, call control for PC and click-to-dial from CRM files.	✓	✓	✓
Receptionist Console	Provide PC-based receptionist capabilities to your users with software that allows them to monitor users and easily transfer calls. Up to 30 users can be actively monitored at a time.	✓	✓	✓
Busy Lamp Field	Enable receptionist users to monitor users' availability status through a series of illuminated lights on optional expansion module hardware that can be attached to their IP phones.		✓	✓
Office UC	Promote team-working with collaboration-boosting features like instant messaging, presence, audio/video conferencing and document sharing.		✓	✓
Flexible seating	Enable users to log into any desk phone and keep their own number and settings		✓	✓

Technical details

Network requirements

Our SmartComms voice service is a 'real time' application that should be prioritised on your network, to ensure a high quality experience for your users. We recommend the following pre-requisites to get the most out of our service.

Through your initial service setup consultation, we'll work with you to determine these for each of your sites.

- > **Bandwidth** Your network needs to be capable of supporting the bandwidth requirements for both data and the required number of concurrent voice calls. Depending on the codec used, the bandwidth required per call is up to 100Kbps per user, this includes both media and signalling elements.
- > **Latency (<80ms)** When considering the end to end delay of voice traffic, you must take into account the delay added by the other processes in the network.
- > **Jitter (<30ms)** Jitter controls the regularity in which voice packets arrive. Voice packets should be generated, sent and received at a constant rate, however, certain activity on your network may delay these packets, affecting your call quality.
- > **Packet loss (<1%)** Packet loss is a normal phenomenon and can be caused by many different reasons on your network. It can lead to real problems with the quality of your service however, so it's important to know the details of what could cause it to occur, such as call quantity, call patterns, codec types used, etc. If you'll be running your voice service over the same connectivity solution as your data, QoS measures should be applied to prioritise the voice packets so quality isn't affected.

Easy to implement, easy to manage

When it comes to your voice services, you don't want to be spending precious time dealing with the niggles that come with legacy phone systems, and as time goes on are only going to cost you more precious IT resource and money.

SmartComms doesn't require specialist IT expertise to get you up and running. We offer kit that works straight out of the box and doesn't require heavy ongoing technical support, freeing up your IT technician's time.

SmartComms is hosted in the cloud so it's easily managed from an intuitive portal, giving you the ability to easily re-route and manage calls, and record messages for events like snow-days and parents evenings.



IP phones

We provide and support the following IP phones and accessories for use with your SmartComms service. IP phones are powered by Ethernet as standard; 240v AC power units are available separately.

Description

Polycom VVX 301



A powerful entry level business handset with an intuitive user interface. The handset has unparalleled voice clarity with Polycom® HD Voice, and Polycom Zero Touch Provisioning and web based configuration tool makes the VVX 301 simple to deploy, easy to administer, upgrade, and maintain; reducing deployment and maintenance costs.

- > Backlit grayscale graphical LCD (208 x 104)
- > 6 line or speed dial keys
- > HD voice up to 7KHz on speaker, handset or headset
- > 2 x Ethernet 10/100 ports
- > Hard keys: dial pad, home, speaker, mute, headset, volume, messages, hold, transfer
- > 4-way navigation cluster with centre 'select' key

Polycom VVX 411



A mid-range business handset with a larger, intuitive colour user interface and easy to use line appearances enabling busy office workers to be even more efficient and productive. The handset has unparalleled voice clarity with Polycom® HD Voice, and Polycom Zero Touch Provisioning and web based configuration tool makes the VVX 411 simple to deploy, easy to administer, upgrade, and maintain; reducing deployment and maintenance costs.

- > Colour 3.5" TFT display (320 x 240)
- > 12 line or speed dial keys
- > HD voice up to 7KHz on speaker, handset or headset
- > 2 x Ethernet 10/100 ports
- > Hard keys: dial pad, home, speaker, mute, headset, volume, messages, hold, transfer
- > 4-way navigation cluster with centre 'select' key

Polycom VVX 601



A high performance business media handset providing point-to-point video calling with the voice clarity of Polycom® HD Voice. It has a simple to use multi-touch and gesture based colour interface, making navigation intuitive and easy. The Polycom Productivity suite syncs your Outlook calendars and meeting reminders to your handset and also includes web browsing functionality.

- > Colour 4.3 in LCD display (480 x 272)
- > Desktop point-to-point video calling
- > HD voice up to 7KHz on speaker, handset or headset
- > 2 x Ethernet 10/100/1000 ports
- > Outlook calendar integration – meeting reminders
- > Intuitive Polycom Productivity Suite

Description

Polycom IP5000



Enjoy the same remarkably clear Polycom conference phone experience in a smaller form that's optimised for executive offices and small conference rooms. The IP5000 delivers Polycom HD Voice technology, broad SIP interoperability, and a modern design - all at an affordable price

- > Clear and lifelike calls
- > Picks up voice up to 2 metres away
- > Advanced call handling, security and provisioning
- > SIP compatible
- > High resolution display
- > Resists interference from mobile phones and other wireless devices

Polycom IP7000



The Polycom IP7000 conference phone delivers outstanding performance and robust capabilities for organisations operating on SIP-based VoIP platforms. Ideal for boardrooms, conference rooms, auditoriums and executive offices, the IP7000 is the most advanced and expandable conference phone ever developed.

- > Strong, robust SIP software
- > Large high resolution display with XHTML microbrowser
- > 6 metre microphone pickup
- > Resists interference from mobile phones and other wireless devices

Yealink CP860



The Yealink CP860 IP Conference phone is the perfect choice for any business needing to communicate with dispersed teams, customers, partners and suppliers. Ideal for small and medium-sized conference rooms, the phone can be used for up to 16 people when using the optional expansion microphones

- > Full duplex HD IP Conference Phone
- > Power over Ethernet
- > 3 metre range and 360 degree voice pickup
- > 5 way conference
- > USB call recording
- > PC audio connection
- > Optional expansion microphones

Yealink T42S



The stylish, feature-rich T42S entry level business phone is ideal for busy professionals. The clear display and simple navigation enhances productivity. The 10/100 Mb telephone benefits from an intuitive interface, BLF's, HD Voice, 3-way conferencing, hands-free speakerphone, and supports corded or wireless headset and EHS. With simple, flexible and secure provisioning options, the T42S is an ideal and cost-effective entry level IP phone for businesses.

- > 10/100Mb Ethernet
- > 2.7" greyscale graphical backlit LCD
- > USB port
- > HD Voice: HD Codec, HD speaker, HD handset
- > 6 VoIP accounts, BLF/BLA, IPV6 Open VPN

Description

Yealink T46S



The T46S is an elegantly designed IP phone for executives and busy professionals. Its large, crystal clear display gives simple navigation through a wealth of productivity enhancing features. The 10 multi-function keys can be programmed to access 3 pages of 9 features and can be used for accounts, BLFs, system functions or simply for speed dials. As well as support for corded and wireless headsets, the T46S also incorporates a USB port allowing Bluetooth headsets to be connected via the Yealink BT40 Bluetooth dongle.

- > 16 VoIP accounts
- > 4" x 3" LCD screen
- > 27 On Screen BLFs
- > 3-party conferencing
- > HD Voice: HD Codec, HD speaker, HD handset, Full duplex speakerphone
- > Dual Port Gigabit Ethernet
- > Open VPN (v2)

Yealink T48S



The T48S is an elegantly designed IP phone for executives and busy professionals. The large, 7" coloured touchscreen provides rich visual presentation and simple navigation through a wealth of productivity enhancing features. As well as support for corded and wireless headsets, the T48S incorporates a USB port allowing Bluetooth headsets to be connected via the Yealink BT40 Bluetooth dongle. Auto provisioning and manual programming follow the same format as the rest of the Yealink range, making life simpler for installers and technicians.

- > Dual port Gigabit Ethernet, Power over Ethernet
- > 7" 800 x 480-pixel colour touchscreen with backlight
- > HD Voice: HD Codec, HD speaker, HD handset
- > 16 VoIP accounts, BLF/BLA, IPV6, Open VPN
- > Supports Bluetooth Headsets

Yealink W52P



The Yealink W52P is a SIP cordless phone that's designed for small business users who are looking for immediate cost savings with flexibility, scalability and efficiency. The high-quality TFT colour display provides a clear view from all angles and the high definition speakerphone ensures clear hands-free communication. The W52P supports 4 simultaneous calls per base and offers professional features including intercom, transfer, 3-way conferencing and speed dial.

- > Up to 5 VoIP accounts and 4 simultaneous calls
- > Cat-iq2.0, HD Voice (G.722), PoE Class 1
- > Expandable up to 5 DECT cordless handsets
- > 1.8" 128x160 TFT colour display
- > 10 hours talk time
- > 100 hours standby time
- > Range up to 50m indoors and 300m outdoors

Expansion modules

We also provide the following expansion modules for our Polycom and Yealink phones:

Description	Features
Polycom paper expansion module 	<p>The Polycom VVX Expansion Module is an entry level solution for telephone attendants, receptionists and other "power users" who manage multiple simultaneous telephone calls on a daily basis. A simple user interface makes monitoring a large number of contacts and/or management of a high volume of concurrent calls easy. Easy to install with power, signalling and setup provided by the host phone and simple user management through a web-based configuration utility.</p> <ul style="list-style-type: none"> > Daisy-chainable for a total of 120 contacts via 3 modules > 2 x AUX ports (SPI) for connectivity and power supply from the host phone > 40 illuminated bi-colour programmable > LED line keys > Compatible with Polycom VVX301
Polycom digital expansion module 	<p>The Polycom VVX Colour Expansion Module provides advanced call handling capabilities with a vibrant colour display that simplifies monitoring a large number of contacts and/or management of a high volume of concurrent calls. Easy to install with power, signalling and setup provided by the host phone and simple user management through a web-based configuration utility.</p> <ul style="list-style-type: none"> > 4.3" TFT (480 x 272) LCD screen > 3 page view soft keys to access additional contacts > 2 x AUX ports (SPI) for connectivity and power supply from the host phone > 28 illuminated bi-colour programmable line keys > Compatible with Polycom VVX411 and VVX601
Yealink EXP40 digital expansion module 	<p>Compatible with Yealink's stylish T46 and T48 IP telephones, this module has a 160x320 graphic LCD with backlight. 20 physical keys each with a dual-colour LED and the ability to access two page views which provides 40 additional programmable keys that can be used for speed-dialling, BLF/BLA, call forward, transfer, park, pickup, etc. Supporting up to 6 expansion modules for an attendant console application, adding up to 240 additional buttons.</p> <ul style="list-style-type: none"> > 160x320 graphic LCD > Compatible with stylish T46 and T48 SIP telephones > 20 physical keys each with a dual-colour LED > 2 independent control keys are used for fast switch pages > Stand with 2 adjustable angles

Supported headsets

Description

Jabra BIZ 2300 - Mono



Contact centre agents are your brand ambassadors, so give them the tool to sound as clear as your brand. The Jabra Biz 2300 is built to survive in a high-performing contact centre, meaning fewer headset replacements and less downtime for you and your team and lower total cost of ownership.

- > Weighs just 49 grams
- > Noise-cancelling microphone
- > Wideband audio
- > Kevlar reinforced cord
- > HD Voice
- > PeakStop™ technology
- > SafeTone hearing protection
- > Connects to desk phones
- > Quick Disconnect connection

Jabra BIZ 2300 - Duo



All-day comfort for agents. Extremely lightweight and unobtrusive design means lowered agent fatigue and more productive calls. Lifelike conversations and higher customer satisfaction require both great, ambient-noise reducing sound in the agent's ears, and a noise-cancelling microphone that also avoids air shocks.

- > Weighs just 68 grams
- > Noise-cancelling microphone
- > Wideband audio
- > Kevlar reinforced cord
- > HD voice
- > PeakStop™ technology
- > SafeTone hearing protection
- > Connects to desk phones
- > Quick Disconnect connection

Jabra PRO 920 - Mono



Wireless headset series optimised for use with all leading deskphones and softphones. Some variants enable pairing with mobile devices, deskphones and softphones.

- > Range of up to 120m
- > Talk time: 8 hours
- > Standby time: 36 hours
- > Noise cancelling microphone
- > Easy to install with voice prompts
- > Supports 4-way conferencing
- > Adjusts power consumption intelligently
- > Dedicated answer/end call buttons

Jabra Pro 920 - Duo



Bring your conversation to the coffee machine, colleague or private room. The Jabra PRO 920 Duo gives you the wireless freedom to walk and talk at up to 120 metres of range (or 100 metres for Bluetooth variants).

- > Range of up to 120m
- > Talk time: 8 hours
- > Standby time: 36 hours
- > Noise cancelling microphone
- > Easy to install with voice prompts
- > Supports 4-way conferencing
- > Binaural Cordless headset for desk phones

Description

Jabra Motion UC MS Plus



The Jabra Motion series lets you focus on the conversation, not the technology, with intuitive features that adapt to your environment and movement. Connect to all your phones using one headset and transfer calls between phones as you head out the door. Roam for up to 100m and enjoy all-day talk time with exceptional call quality and comfort.

- > Optimised for Microsoft Lync
- > Up to 100 metres hands-free communication for your VoIP softphone, mobile phone and tablet
- > USB adapter enables UC integration
- > Bluetooth connectivity to your mobile phone and tablet

Jabra Speak 510



Turn any conversation into a productive conference call in seconds. An intuitive speakerphone that connects via USB and Bluetooth with crystal clear sound. All the conference call capabilities without the complexity.

- > Bluetooth class 1
- > 15-hour rechargeable battery
- > Digital signal processing (dsp) technology
- > Built-in omni-directional microphone
- > Built-in 3.5 mm headset port
- > Jabra link 360 usb adapter (bluetooth class 1)



Get a quote for SmartComms in your school or request a call back by visiting

www.empsn.org.uk/services/smartcomms

Alternatively you can call **01604 879869**

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