

Idaho VoIP Implementation

Idaho Legislative Services



Old Phone Systems

- Legislative Services Office
 - 15 year old Executone
 - Using Centrex lines
- Senate and House
 - 10 year old NEC 2400
 - Octel voice mail
 - Using PRI and Centrex lines
- Dedicated Phone Wiring
 - Extensions defined to wires

Capitol Renovation

- Temporary Site Renovation
 - Required new cabling
- Capitol Building Restoration
 - Required new cabling
- To Reuse Old Phone Systems
 - Required twice as much wiring
 - Required defining each wire to extension
 - Repeat cost for temporary & Capitol blds

Implementation Timeline

- **Pilot Project - 2006**
 - One year before relocation
 - IT staff and Information Center
 - Operated on one PRI
 - Provided administration experience
- **Full Implementation – 2007**
 - Old phone numbers reassigned in batch

Phone System Details

- Cisco Call Manager 4.2
- Unity Connect 1.2
- 225 Cisco 7961 Desk Phones
- 110 Cisco 7911 Chamber Phones
- 4 Cisco 7936 Conference Phones
- 1 Cisco 7921 Wireless Phone
- Two Local TW PRIs
- One Long Distance Qwest PRI
- Separate Analog Lines for Fax

Network Details

- New Cisco 3750 & 3560 POE Switches
- Separate Voice, Data & Video VLANS
- Separate VLANS per Wiring Closet
- Static Routes between VLANS
- QOS Priority Set for Voice Data

Features

- Caller-id
- Call Logs
- System Address Book
- Call Forward All
- Shared Voicemail
 - Desk phone
 - Chamber phone
- Meet-Me Conferencing
- Call Center with Hold & Voicemail

Other Benefits

- Unified Cabling
- Phone Line Consolidation
- Intuitive User Interface
- Supportable Internally
- Usage Visibility
- Software Upgradable
- Outlook Integration

Recommendations

- Involve Users in Defining Requirements
- Analyze / Upgrade Network Infrastructure
- Select Vendor with Extensive VoIP Experience
- Video Record Administration Training
- Allow Extra Time to Port Phone Numbers