

Higher Education Solution

Colleges and Universities

IPcelerate leverages a Cisco Unified Communication solution to provide a safe environment for teachers and students, enhance communication between teachers and students, and ensure that administrators and campus security have real-time awareness and quick response to emergency events. IPcelerate solutions are currently deployed in a variety of ways within schools:

- ▶ Efficiently communicate critical information, inclement weather updates, and emergency crisis details to student and parent phones
- ▶ Inter-office and classroom communications are streamlined and enhanced with intelligent paging and intercom
- ▶ Bomb threats and harassing calls are recorded from the beginning of the call, even when the threat occurs mid-call
- ▶ Teachers and differently-abled students can be provided a personal safety device to alert administrators of emergency
- ▶ First Responder teams are immediately notified when and where 911 has been dialed
- ▶ Deans, Presidents or teams of teachers engage in a ad-hoc conference call with a single-button push
- ▶ Administrators leverage an intelligent video surveillance and situational awareness monitoring system to detect improper entry, asset theft, smoke alarms, or emergency notifications, to respond quickly and efficiently



Each of our customers can benefit from our experience in developing compelling solutions for Higher Education, but we recognize that everyone has their own needs as well – what is yours?

Colleges and Universities are responsible for laying the foundation to help students develop the skills needed to graduate and be competitive in the global market place. To accomplish this, colleges and universities must ensure the health and welfare of teachers and students, and must respond quickly and efficiently to property theft, inclement weather and emergency situations. Additionally, colleges and universities must provide teachers with the best available tools to communicate effectively with students and parents. In every instance, technology-driven support can help provide a compelling solution, at a low cost. Previous IPcelerate engagements with private and public colleges and universities have revealed the following key initiatives:

- ▶ Enable efficient and convenient communication between administrators, teachers, students, and parents
- ▶ Broadcast inclement weather messages to a variety of end-points
- ▶ Increase student and teacher safety and security
- ▶ Identify, monitor, record and respond to 911 calls
- ▶ Record and manage malicious inbound calls (e.g. bomb threats)
- ▶ Visually monitor and document illegal, disruptive or physically threatening student incidents
- ▶ Maintain situational awareness of facility status (e.g. doors and windows), smoke alarms, and high-value assets



The previously listed initiatives are derived from the majority of colleges and universities that IPcelerate has provided solutions for; however your college/university may have other initiatives. IPcelerate offers a collaborative consulting engagement within your college/university to uncover and solve your critical business initiatives. Whatever the need or initiative, IPcelerate can help you ensure that you are maximizing your investment in IP Telephony to effectively address it.

Needs & Solutions Matrix

IPcelerate' **Higher Education Solution** is a pre-configured, pre-integrated set of applications that enables colleges and universities to use IP Telephony to meet their most critical needs. **Table 1.1 Needs & Solutions** defines the primary needs within the Higher Education vertical, the solutions generated, and the IPcelerate applications resident in the Higher Education Solution that meet that need.

Table 1.1 Needs & Solutions

Need	Solution	IPcelerate Solutions
Increase student and teacher safety and security	<p>Teachers, administrators and students that are differently-abled are equipped with an RFID 'panic button,' enabling them to call for help immediately. This will trigger the device of your choice on campus and make all personnel aware of the situation.</p> <p>Initiate emergency alert broadcast messages from a Cisco IP Phone with a touch of a button.</p> <p>Create and broadcast audible, text and text-to-speech messages to IP Phones, other voice endpoints, and the overhead paging system (audio only)</p>	<ul style="list-style-type: none"> ▶ Situational Awareness ▶ RFID Pendant ▶ Cisco IP Phone Panic Button ▶ Dial Out ▶ Paging
<p>Enable efficient & convenient communication between teachers, students & parents</p> <p>Broadcast inclement weather messages to a variety of end-points</p> <p>Enable an intuitive visual environment to allow school officials to easily invoke solutions</p>	<p>Initiate instant, prerecorded or scheduled notification of information, inclement weather updates, school event highlights and emergency crisis details to parent's phones or PDA's.</p> <p>Establish pre-programmed conference groups for teachers to quickly contact classes, study groups, or student organizations. Students are able to easily contact class teams, extracurricular groups, or project teams etc.</p> <p>Instantly initiate a live or prerecorded announcement of inclement weather to students, dorm/apartment or mobile phones announcing campus closings, operating hours, class cancellations or school events</p> <p>Dashboards can be personalized based on role within the college/university. Deans, Presidents, Teachers Counselors and staff can each have their own personalized Dashboard.</p>	<ul style="list-style-type: none"> ▶ Dial Out ▶ Pre-Programmed Conference ▶ Dashboards
Identify, monitor, record and respond to 911 calls	<p>Immediately locate, monitor and record the origination of 911 calls.</p> <p>Alert and notify on-site safety personnel, faculty and emergency response teams via audio, text and text-to-speech to multiple Cisco IP Phones</p> <p>Establish pre-configured 'emergency response' conference call in response to 911 calls with a single button push on a Cisco IP Phone</p> <p>Automatically record 911 conversations when 911 or other emergency numbers (311, internal security number, etc.) are dialed</p>	<ul style="list-style-type: none"> ▶ Internal 911 Alert Notification ▶ Location Enforcer ▶ Pre-Programmed Conference ▶ IPstudio (911 Call Recording)
Record and manage malicious inbound calls (e.g. bomb threats)	<p>Bomb threats and harassing inbound calls to colleges and universities are recorded from the beginning of the call, even when the threat or harassment occurs in the middle of a call.</p> <p>College/University administrators can easily mark, notate and download recorded threatening calls, via a web interface</p> <p>Downloaded recorded conversations can then be distributed via email to the appropriate recipients.</p>	<ul style="list-style-type: none"> ▶ Always-On Call Recording ▶ On-Demand Call Recording ▶ Call Marker ▶ Book Mark

Need	Solution	IPcelerate Solutions
Visually monitor and document illegal, disruptive or physically threatening student incidents	<p>Activate Video Surveillance cameras based on manual and automatic threshold triggers (intruders, smoking, fighting, theft, etc.)</p> <p>Prevent incidents by monitoring “trouble spots” and planning for potentially volatile events</p>	<ul style="list-style-type: none"> ▶ IP Video Surveillance ▶ Situational Awareness
<p>Maintain situational awareness of facility status (e.g. doors and windows) and smoke alarms</p> <p>Protect the college/university high-value assets</p>	<p>RFID sensors integrated with existing environmental control systems give you the ability to notify College/University officials by automatically paging Cisco IP phones and other communications devices when a specific event occurs. The following is a list of RFID sensors and environmental controls systems:</p> <ul style="list-style-type: none"> • Window breaker/Door sensors for unauthorized entry/exit • Cigarette buster sensor for student smoking prevention • Temperature sensors (food preservation & equipment rooms) • Moisture sensors for bathroom flooding • Fire alarm/Security access control system integration <p>RFID tags are placed on valuable equipment and property that triggers an alarm if those assets are being removed without authorization. Furthermore, RFID tags can be placed on valuable assets to simplify inventory management.</p>	<ul style="list-style-type: none"> ▶ Situational Awareness ▶ RFID Sensor Devices ▶ Paging <ul style="list-style-type: none"> ▶ Text-to-speech ▶ Text ▶ Audio
Enable effective, flexible, and efficient communication mechanisms for teachers, deans, presidents and staff	<p>Deliver Text, Text to Speech (TTS) & Audio messages to Cisco IP Phones in a single classroom, multiple classrooms, buildings or the entire college/university campus</p> <p>Easily pre-record messages, through a Cisco IP Phone or on the Web, for later delivery.</p> <p>Provide greater confidentiality, as you can send messages to individuals, rather than broadcasting to the entire campus or disrupting classrooms.</p> <p>Do-Not-Disturb can be scheduled based on classroom timetable.</p> <p>Establish pre-configured conference bridges in response to system or personal activation triggers</p> <p>Provide teachers with customized alerts (visual or audio), prior to class completion – never be ‘surprised by the bell’ again</p> <p>Use the intercom function to communicate with other personnel whether they are on the phone or not.</p>	<ul style="list-style-type: none"> ▶ Paging ▶ Intercom ▶ Intercom Whisper ▶ Intercom Text Reply ▶ Do-Not-Disturb ▶ Pre-programmed conference ▶ IP Speakers

MORE Information

For more information about the IPcelerate Higher Education Solution, visit www.ipcelerate.com or contact your IPcelerate or IPcelerate Partner Sales Associate.

IPcelerate Higher Education Solution

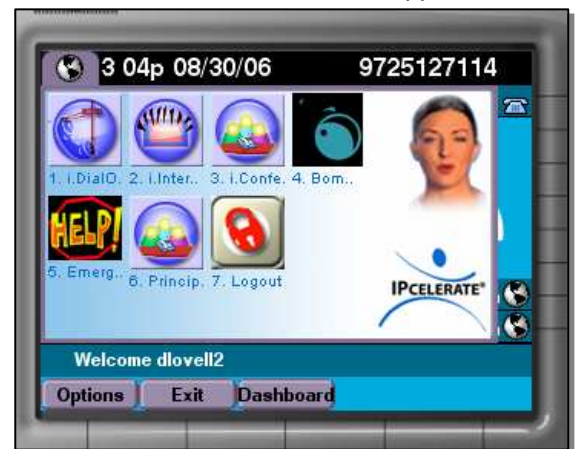
IPcelerate provides numerous VoIP capabilities, features and applications within a Cisco Unified Communication environment. In order to address the specific needs of Colleges and Universities, the IPcelerate Higher Education Solution includes IPcelerate products and applications that just need to be configured; no custom development, everything included. The following is a list of products and a description of the features and applications included in the Higher Education Solution:

IPsession 2500 Application Server

IPsession allows you to maximize your investment in Cisco IP Communications. With 32 embedded VoIP applications, IPsession gives you the flexibility to ensure you are getting the most out of your investment in Cisco IP Communications.

IPsession Application Server provides the following features for this solution:

- ▶ Pre-Programmed Conference
- ▶ Internal 911 Alert Notification
- ▶ Location Enforcer
- ▶ RFID device registration and configuration
- ▶ Intercom
- ▶ Whisper Page/Intercom
- ▶ Dial Out
- ▶ Paging (Text, Text-to-Speech, Audio, Pre-scheduled, Pre-recorded)
- ▶ IP Phone Education Dashboard



IP Phone Education Dashboard

IPstudio R10 Master Recording Server G711

IPstudio is an add-on to IPsession that provides call recording in a Cisco IP Communications environment. Use IPstudio to record bomb threat and harassing phone calls and verify conversation details.

Included with this bundle, IPstudio (call recording) server provides the following features for this solution bundle:

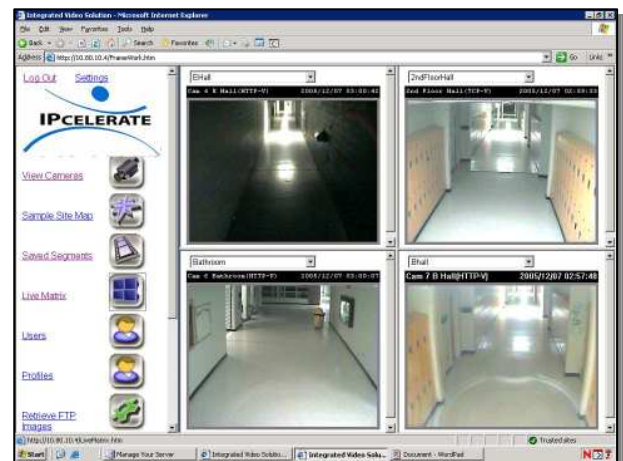
- ▶ On-Demand Recording
- ▶ Always-On Recording
- ▶ Call Marker
- ▶ Book Mark
- ▶ Play, download and distribute recorded calls

IP Video Surveillance Server

IP Video Surveillance is an add-on application server to IPsession and is used to record and monitor video sessions in an organization's IP network. IP Video Surveillance leverages the IPsession single interface to the Cisco Unified CallManager and works with IPsession to receive alert notification and alert detail information about the situations that are relevant to an organization.

Included with this bundle, IP Video Surveillance provides the following features for this solution bundle:

- ▶ Triggered Video Recording
- ▶ Floor plan to camera association
- ▶ Single camera or multiple matrix camera view
- ▶ Integrated alert capability



Camera Matrix View