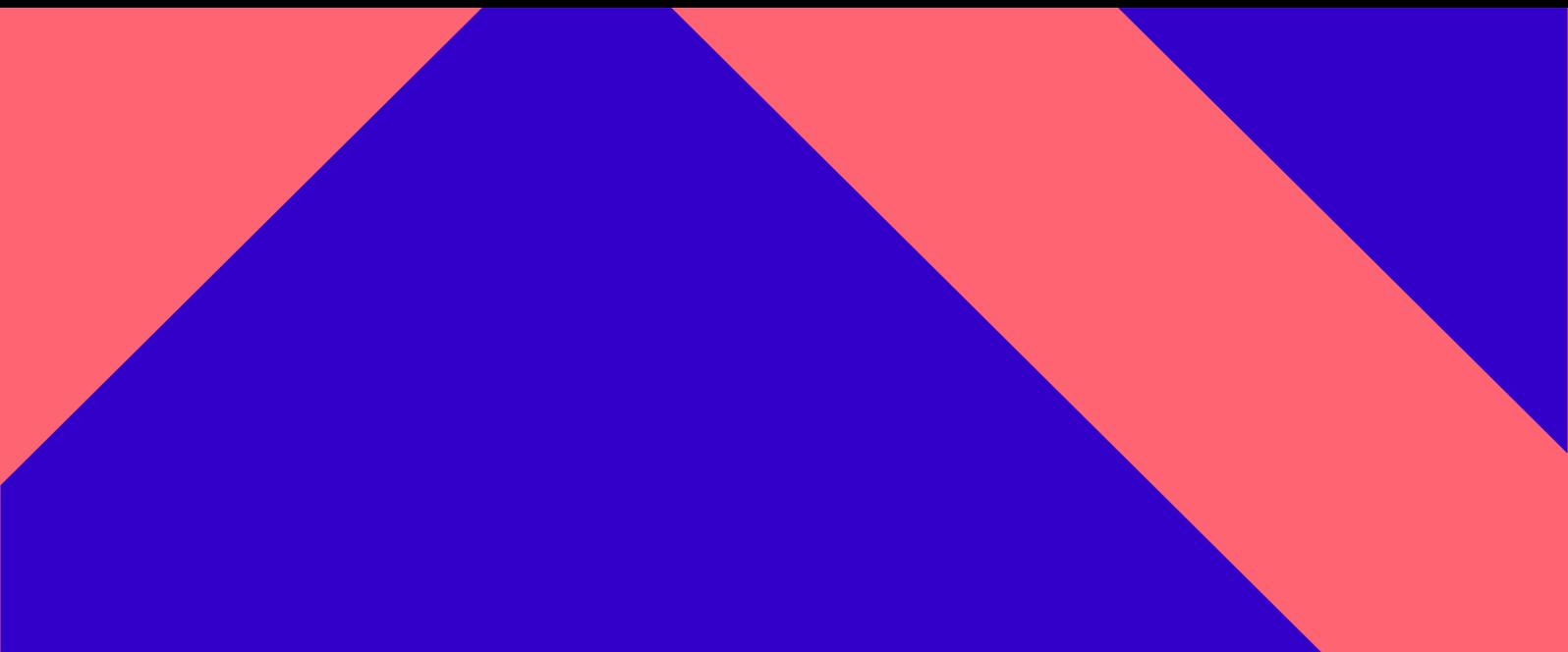




# Nconnect Voice

## Product Sheet

The gateway to the cloud



# Protect your existing infrastructure, and take your first step towards the cloud

**With Nconnect Voice it's business as usual, but better.**

## Nconnect Voice is changing the game

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It's simple. Get the most out of existing PBX and devices. Bridge them to the cloud, save money, and unlock all the benefits of the cloud.

Nconnect Voice is the optimal solution for:

- » Save up to 50% for line rentals and 25% on calls when compared to ISDN
- » High availability. Always there when businesses need it
- » Be in control: protect your calls from unexpected high usage with cost limits
- » High-level security; protection at all times
- » Integration with tools such as Microsoft Teams, for the ease of using one app for everything
- » A continental experience; platform availability across the whole of Europe

That's not all. Making the switch is easy with Nconnect Voice provisioning. Whenever your business is ready, the next step to pure cloud telephony is a breeze.

## What are we talking about?

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Nconnect Voice is NFON's SIP Trunk. It is a telephony solution that uses VoIP technology for the management of telephone calls and supports all well-known ISDN features.

Here's the nitty gritty. All businesses need to do is connect existing legacy or IP PBX systems with NFON International Carrier Networks, and they're good to go. A seamless transition that results in the ability to handle calls how and when they like. Instead of businesses registering numbers individually with an Internet Service Provider (ISP), Nconnect Voice can register complete number blocks, with the required amount of concurrent voice channels. Calls are made as usual, but with greater flexibility and security, and at lower costs.

## What aren't we talking about?

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Nconnect Voice might get you cloud-ready, but it doesn't take you all the way there. Nconnect Voice makes use of on-premise PBX, not cloud PBX. Because of this, end devices are not directly connected to the cloud. What's important, is that Nconnect Voice is not an ISDN solution that uses TDM (time-division multiplexing) technology. Therefore, some of the functionalities might be different, and some ISDN features may not be supported.

## How it works

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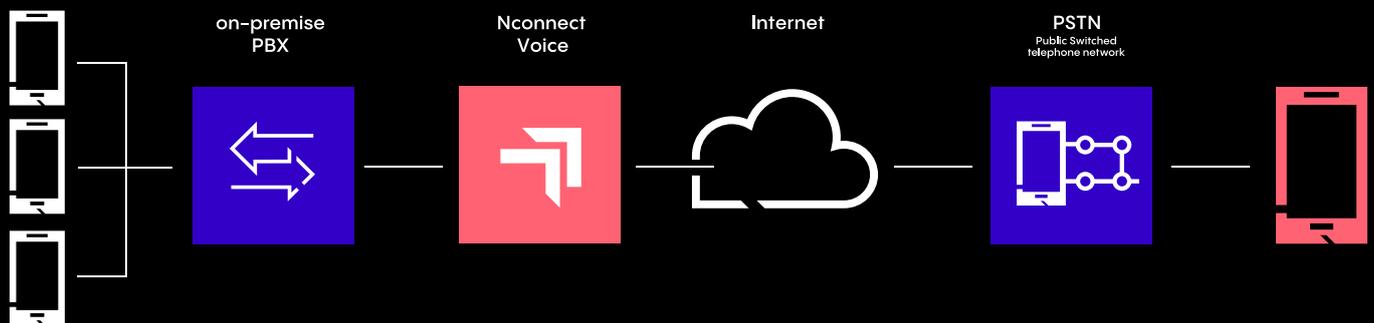
It's simple. Nconnect Voice links the customer's PBX to the NFON telephony cloud server via SIP protocol. The result? A seamless solution and environment that businesses are already familiar with. Well-known ISDN features can be used within the cloud environment, and customers can benefit from additional features and cut costs.

NFON operates all over Europe. Because of the geo-redundant setup of the solution, platform availability is guaranteed. Failover scenarios are also performed instantly, due to interconnection through high-capacity broadband connections. High-capacity internet connections and high-performance public internet peering are also part of the benefits.

We change the game in terms of reliability, with a geo-redundant and high-performing cluster of multiple call routers. Because of this, failover scenarios are implemented both per data centre and across all data centres. To make this happen, the customer's IP PBX uses a domain name (FQDN) instead of an individual IP address.

Every SIP Trunk is automatically registered as a SIP user and the related number blocks and MSN are assigned to it. The NFON server then handles the call control, call features and call routing.

## On-premise system



# Product Licensing

## Packages

One size doesn't fit all. We understand different businesses have different needs, so we've created four distinct packages to suit any number of calls. Still not enough? Higher amounts are covered with bigger packages and can be booked on demand.

The choice is theirs. Customers can decide between:

### Nconnect Voice **per Channel**



**2 to 9 concurrent** voice channels for in-/outgoing calls

### Nconnect Voice **Small**



**Max. 10** concurrent channels for in-/outgoing calls

### Nconnect Voice **Medium**



**Max. 20** concurrent channels for in-/outgoing calls

### Nconnect Voice **Large**



**Max. 50** concurrent channels for in-/outgoing calls

All they need to do is get in touch. We're ready to customise.

# Product Licensing

## Features

And there's more. NFON offers a Basic and Premium feature set to fulfil different business needs. Four different packages are available for Nconnect Voice:

Feature	Description	
CLIP	Show own DDI for outgoing calls	
CLIP no screening	Any DN displayed for outgoing calls	
CLIR	Suppression of DDI presentation	
Call forwarding with redirect (302)	Call forwarding triggered by the PBX with a SIP redirect message	
Backup service	Call forwarding in case trunk is not reachable	
Call barring incoming	Block calls from specific numbers	
Supported codecs	Audio codecs G.711 a/ mü	
Fax T.38	Fax codec	
DTMF	Transport of tones according to RFC2833	

# Product Licensing

## Standard feature set

Feature	Description
Call barring outgoing	Prevent calls to number ranges for a trunk
Fraud detection	Call volume is checked against a limit and calls are blocked automatically in case the limit is exceeded
Authentication in static mode	The customer provides his public (static) IP address. He can switch authentication to "static mode." Incoming traffic is only accepted from that source and only sent to that target (IP authentication).
User agent check	Only calls from user agent allowed
SIP password change	Regenerate a new SIP PW
TLS / SRTP	Transport layer security / secure RTP
Customer portal	Administration of security limits and users, look up customer data
Partner portal	Partner can do the administration on behalf of customers

## Premium feature set

All the features available in the Standard set plus:

Feature	Description
Spend management	Customer is able to set limits and receive notifications
High availability (forking)	Connect multiple PBX

\*Please note that for the UK, spend management is considered a standard feature.

## Minute packages

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We want customers to have the best cost efficiencies available. Nconnect Voice offers extra minute packages, as well as several minute packages assigned to the same SIP Trunk.

With everything in one place, customers can review not only their minute package setup in the NFON customer portal, but also their actual consumption and charges.

# Provisioning of Nconnect Voice

## Prerequisites

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If businesses want to use Nconnect Voice, they need:

- » An on-site PBX that supports SIP protocol
- » A media gateway (in case PBX does not support SIP)
- » A broadband internet connection with good bandwidth
- » A minimum bandwidth of 100kbit/s up- and download (synchronous) per simultaneous on-site telephone call. Additionally, internet connection must have a latency of less than 100 ms (measured on DE-CIX to the PBX) and a package loss of less than 1%.

## Architecture and topology

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For every Nconnect Voice order, a customer "K" number and password are created and sent by NFON via SMS.

## Setup of Nconnect Voice

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With the K number and password, the solution can be set up in the admin portal.

## PBX configuration

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The PBX needs to be configured so that SIP message flow is set up and ready to connect with the NFON server

For vendors who are not yet certified, a manual PBX configuration is required. The Nconnect Voice handbook can be used to check message flow, and for traditional TDM based PBX, a media gateway is needed. This can be ordered from NFON or external suppliers.

Don't worry if extra help is needed. NFON has a network of reliable and competent partners, so the entire setup can be carried out. In the unlikely event of problems, PBX vendors can be contacted.

NFON also provides a service manual that lists all settings that support the configuration. In certain cases, NFON can provide additional support via professional services.

Customers and partners can sit back, relax, and not worry about specific actions. NFON carries out the entire setup and ensures everything on the server is running correctly.



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