IPF Telecommunication Systems, a department in Infrastructure Planning and Facilities, has been implementing a common unified communications platform, the Avaya Campus PBX, since 2004.

Over 15,000 users representing hundreds of departments now share a common system. The Avaya system is flexible in that it supports feature rich voice communications using digital, analog, IP and SIP telephones as well as softphone applications and mobile device integration.

**BENEFITS**

- Dedicated campus telephone number for each telephone
- Voicemail included with optional unified messaging features
- Caller ID – name and number from system users, number only from off system
- 6-party audio- conferencing is included on most desk phone models
- Enhanced 911 – identifies each telephone location to emergency dispatcher
- Wide variety of telephone models – from basic single line to advanced display and speakerphone
- Flexible deployment options keep one-time costs as low as possible
- Web-based invoice access for secure access to monthly recurring and usage charges

**KEY FEATURES**

- Soft phone clients and applications available for a variety of devices (desktops, tablets and smartphones)
- Cellular device integration to enable mobile communications
- Call center applications with real time statistics and historical reporting and options for multimedia contact types
- Optional text messaging applications
- Optional Call Recording services

- Monthly recurring fee per telephone number includes all standard Avaya features including unlimited campus calling and access to campus local and long distance service and voice mail.
- Monthly fee also includes all remote programming changes, system software upgrades, maintenance contracts, system monitoring and 24x7x365 on-site response for critical issues.
- Repairs that are not the result of negligence are also included in the monthly cost

Need more information? Call us at 517-353-5515 or visit us at http://www.ipf.msu.edu