nSwitch
Class 5 Server

Features

- ■ **Traditional PBX/Class 5 Features**
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Product Overview

nSwitch is a feature-rich, versatile, and scalable Class 5 server designed for implementations in mixed VoIP/PSTN and pure VoIP telecom infrastructure. The product offers both traditional and next generation Class 5 services, including PBX, Auto Attendant (IVR), Voicemail, Unified Messaging, Follow-me and more. Providers benefit from the modular and scalable architecture of nSwitch, as it enables them to launch VoIP service offerings with low initial investment while preserving the option to add functionality and/or capacity as they expand their customer base.

nSWITCH CLASS 5 SERVER

NETWORK DIAGRAM WITH nSWITCH

nSWITCH PRODUCT ARCHITECTURE
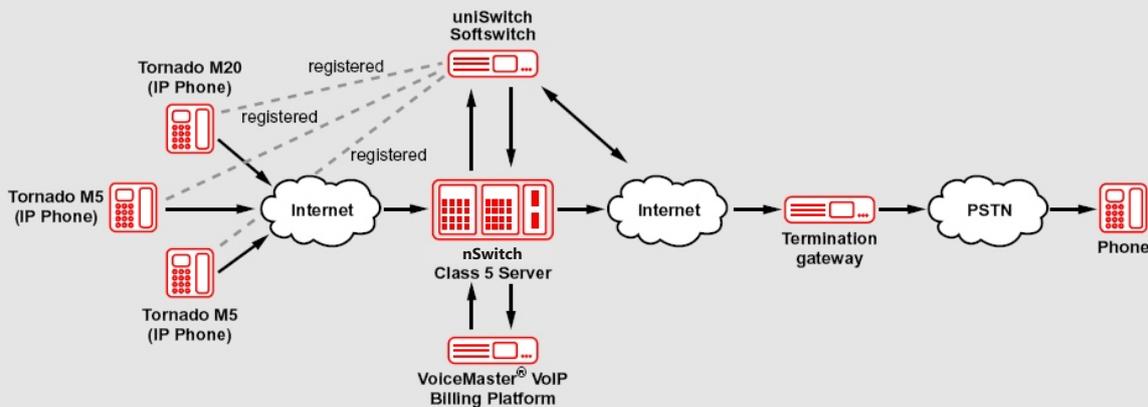
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Traditional PBX/Class 5 Features

nSwitch Class 5 server offers the full range of traditional PBX/Class 5 features like Call Waiting, Call on Hold, Call Transfer, Call Park, 3-way Calling, Caller ID, Call Forwarding, Do-Not-Disturb, Redial, Speed Dial, 911 Emergency Service, 411 Directory Assistance, *67, *68, *70, Caller ID Block, and more. All traditional PBX/Class 5 features are available to both IP and PSTN callers.

Next-Generation Features

In addition to traditional PBX/Class 5 functionality, nSwitch Class 5 server also offers a number of next-generation features including Voice-to-Email, Distinctive Ring, Selective Call Forward, Selective Call Rejection, Virtual Ring, etc. All such features are available to both IP and PSTN callers.

Voicemail with Unified Messaging

nSwitch Class 5 server offers complete voicemail functionality that can be accessed via phone or web. The product also supports unified messaging, enabling subscribers to access their voicemails via alternative communication methods. In particular, nSwitch can be configured to send email notifications of received voicemails or to email voicemail messages as audio attachments to subscribers.

Advanced Auto Attendant/IVR

nSwitch Class 5 server features advanced auto attendant which allows flexible system responses to user selections. The auto attendant is fully programmable and supports a large variety of responses including playing voice prompts or executing IVR scripts. All voice prompts of the auto attendant are fully customizable.

Custom IVR Scripting

The custom IVR scripting feature of nSwitch Class 5 enables providers to program the server to deliver custom announcements and/or perform custom call routing. For example, using IVR scripting, nSwitch can be programmed to identify product codes (via IVR) and route incoming calls to the department handling inquiries for a particular product.

Follow-me

The Follow-me feature of nSwitch Class 5 server allows subscribers to receive calls at multiple numbers that they designate. If a subscriber does not pick up at one location, nSwitch will ring onto a second or a third number. If the call is not picked up within a certain time period, nSwitch will transfer it to voicemail.

Music-on-Hold

nSwitch Class 5 server supports Music-on-Hold for calls placed on-hold and for parked calls. The music played while calls are on hold is fully customizable via audio files recorded in Microsoft Windows wave format.

Call Screening

The call screening feature of nSwitch Class 5 server enables subscribers to exercise more control over incoming calls. When the feature is turned on, nSwitch asks callers for their names. The product then passes that information to subscribers who can decide whether to take the calls or send them to voicemail.

Multiple Voice Codecs

nSwitch Class 5 server supports multiple voice codecs, including G711, G723.1, G726, G729A, iLBC, SPEEXN, and GSM. All codecs can operate simultaneously on different ports to ensure product interoperability with a wide range of remote terminals.