

Iowa Communications Network Unified Communications

OpenScape Voice (OSV)



Unified communications (UC) is designed to bring cost-effective voice, video, and data all into one convenient service to our authorized users across the State. ICN's OpenScape Voice over IP products offer multi-media web collaboration, audio conferencing, instant messaging, and mobility. UC is more than a telephone on a desk—it includes a variety of day-to-day communication options that ICN users can implement through a laptop, tablet, or mobile phone with appropriate software. This is an E-rate eligible service for users participating in USAC.



Voicemail to Email



Mobility



Presence



Instant Messaging



Web Conferencing

OSVAnalog preserves investments in analog telephones (lobby, tunnel, and/or elevator) and faxes. Service includes an analog connection over IP.

OSVEssential includes a desk telephone, voice mail, break/fix telephone replacement, and additional bundled options* provided at no additional charge.



OSVPremium includes a choice of one of six different cloud bundles, either http web-based or web embedded client desktop software, and remote software changes. The application is flexible and offers a range of user options to give users

flexibility to meet their organization's diverse needs, even the most rural areas of Iowa.

OSVWave keeps users connected by delivering voice mail files to any inbox to users anyplace in Iowa. The Waveform audio file format (.wav) is one of the most common audio files used today for voicemails. Wave files are compatible with Windows, Macintosh, and Linux operating systems

- * Bundled options at no additional charge
- Voicemail (OSVMail)
 - 24/7/365 day support including breaks/fixes.
 - Application design

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The Iowa Communications Network (ICN), a State of Iowa government agency, provides voice, video, data and Internet services to authorized users in all 99 counties. For additional information visit <http://icn.iowa.gov/services/voicephone/openscape-voice> or email ICN.CSS@iowa.gov.



www.icn.iowa.gov

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