

# Norfa System

## KEY FEATURES

- Traditional PBX/Class 5 Features
- Next-Generation Features
- Voicemail with Unified Messaging
- Advanced Auto Attendant/IVR
- Automated DID Number Distribution
- Multiple Protocols and Protocol Conversion
- E911 Support
- Automated Provisioning of CPE Devices
- Multiple Call Routing Mechanisms
- Follow-me
- Multiple Voice Codecs and Codec Translation

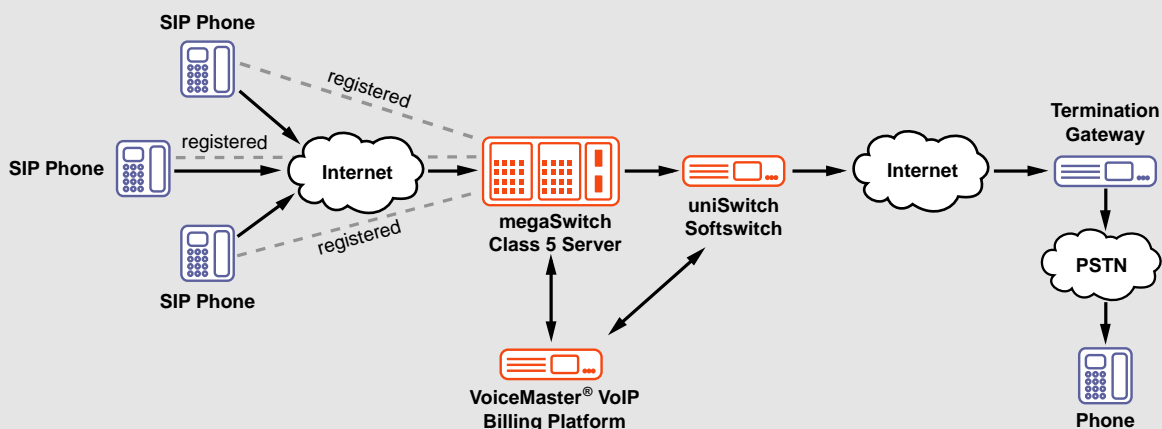
## System Overview

Norfa is a Voice-over-IP based Class 5 system designed to deliver comprehensive set of traditional PBX and next-generation communication services over broadband connections. The system offers PBX, Auto Attendant, Voicemail, Unified Messaging, Follow-me, and other services and fully complies with the most recent regulatory E911 requirements. Through bundling and pricing Norfa services creatively, providers can successfully differentiate themselves from the competition and build profitable businesses, competing not purely on price but also on service availability, quality, and reliability.

## SYSTEM COMPONENTS

- **megaSwitch Class 5 Server**, a feature rich, versatile, and scalable VoIP PBX/Class 5 server, specifically designed for service providers who want to offer Hosted PBX services.
- **uniSwitch Softswitch**, an advanced VoIP softswitch that offers multiple routing mechanisms to ensure high call quality at minimum cost.
- **VoiceMaster® VoIP Billing Platform**, a robust billing server that provides service providers with all necessary tools to successfully implement a wide variety of VoIP business models.

## NORFA SYSTEM ARCHITECTURE



# Norfa System

## Traditional PBX/Class 5 Features

Norfa System 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, Norfa System also offers a number of next-generation features including Voice-to-Email, Fax-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

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

## Advanced Auto Attendant/IVR

Norfa System 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.

## Automated DID Number Distribution

Norfa System features automated DID distribution which enables providers to automatically assign incoming (DID) numbers to the CPE devices of their subscribers. With assigned DID numbers, incoming calls are directly routed to the subscriber's extension without the intervention of the auto attendant.

## Multiple Protocols and Protocol Conversion

Norfa System supports all major VoIP protocols including H.323, SIP and MGCP to ensure seamless connectivity with virtually any VoIP network worldwide. If necessary, the system is also capable of converting protocols (e.g. SIP to H.323) which enables it to be deployed in protocol diverse infrastructure.

## E911 Support

Norfa System fully complies with the latest regulatory requirements for E911 support. It can route E911 calls to designated emergency centers based on the origination IP, caller ID, or zip code of the system subscribers.

## Automated Provisioning of CPE Devices

With Norfa's automated customer premises equipment (CPE) provisioning feature, service providers can offer a true plug-and-play experience to their subscribers. Such feature enables providers to automatically configure the CPE devices of their subscribers via HTTP or TFTP requests to the Norfa System. Information exchange between Norfa and the CPE devices during provisioning is encrypted and secure.

## Multiple Call routing Mechanisms

To help providers reduce costs and improve quality of calls, Norfa System supports a growing number of routing mechanisms. The system currently offers least cost routing, average success rate routing, preferred endpoint routing, two-stage routing, internal routing, and route fail over.

## Follow-me

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

## Multiple Voice Codecs and Codec Translation

Norfa System supports all popular voice compression formats (codecs), including G711, G723.1, G726, G729A, iLBC, SPEEXN, and GSM. If necessary, the system can translate voice calls from one codec to another (e.g. G711 to G726) to ensure smooth integration and interoperability with VoIP providers worldwide.



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