

Dialogic® 4000 Media Gateway Series Enables ESTOS CallControlGateway's UC Deployment in the Enterprise

Technology Brief

Unified Communications (UC) has emerged as an important milestone in the evolution of enterprise communications. UC seeks to break down the communications silos in the enterprise and add collaboration functions. Using a different tool for each communications mode (phone, fax, and email) can hinder productivity, waste time, and cause frustration. Many business users want to avoid juggling multiple devices, phone numbers, message stores, and directories when instead, they can access multimedia communication and collaboration tools in a single interface on the desktop. UC breaks down barriers and integrates communication and collaboration tools, making them more easily accessible, and saving significant time and resources.

This technology brief identifies a new UC remote call control middleware solution from ESTOS that can enhance the usability and integration of Microsoft® Office Communications Server 2007 Release 2 (R2) with legacy PBX desk phones. It highlights the ability of enterprise customers to implement both remote call control and enterprise VoIP on Office Communications Server 2007 R2, enabled by deploying the ESTOS software with a Dialogic® 4000 Media Gateway.

What Is the ESTOS CallControlGateway?

The ESTOS CallControlGateway (ECCG) is middleware software for Windows® that enables Office Communications Server 2007 R2 to control an existing PBX and PBX desk phone (classic, hybrid, or pure VoIP). With the ECCG, the Microsoft® Office Communicator 2007 R2 client can initiate PBX desk phone activities, allowing it to capture presence information for a legacy PBX desk phone and share the information with federated partners across the enterprise.

Although PBX desk phone integration and control from within the Office Communicator 2007 R2 client is a much sought after feature by enterprise customers, thus far, very few PBX vendors have developed direct desktop phone interoperability with Office Communications Server 2007 R2. The ECCG addresses this issue by leveraging the Microsoft® Telephony Application Program Interface (TAPI) and typical PBX routing software. TAPI is generally available with a wide range of existing PBX systems, or it can be added to the PBX as a relatively minor upgrade. ECCG can also integrate a CSTA-compliant PBX with Office Communications Server 2007 R2.

ECCG adds the following PBX desk phone call control functions to Office Communications Server 2007 R2:

- Presence indicator
- Click to call
- Make call
- Answer call
- Clear call
- Deflect call
- Hold call
- Retrieve call
- Consultation call
- Single step transfer
- Alternate call
- Generate DTMF digits
- Reconnect call
- Set forwarding

What is the Dialogic® 4000 Media Gateway Series?

The Dialogic® 4000 Media Gateway Series (DMG4000 Gateways) is a set of integrated systems that can be used to connect unified communications solutions to existing PBX systems and PSTN networks. The DMG4000 Gateways are based on a standard rack-mount server running the Windows Server® 2008 x64 operating system. They are basic hybrid media gateways qualified for Office Communications Server 2007 R2, and they include the role of Mediation Server — Microsoft technology that provides PSTN and PBX interoperability, high-fidelity VoIP, and security. By integrating the Mediation Server into a gateway, the DMG4000 Gateways reduce the number of devices needed to support Office Communications Server 2007 R2, thus reducing hardware maintenance time and costs.

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In addition to serving as hybrid media gateways for Office Communications Server 2007 R2, the DMG4000 Gateways can be used to host other complementary third party Windows Server® 2008 based applications and middleware, such as the ECCG. Each DMG4000 Gateway includes a pre-loaded runtime version of the ECCG, with five complimentary seat licenses for trial purposes. When hosted on a DMG4000 Gateway, ECCG can provide remote call control functionality for existing PBX infrastructure (classic, hybrid, or pure VoIP).

Enabling the Solution

When used together, a DMG4000 Gateway and an ECCG enable Office Communications Server 2007 R2 customers to deploy Office Communicator 2007 R2 as a VoIP client across the enterprise, and to simultaneously enable remote call control service to the legacy PBX. This allows end users a choice of selecting either a desk phone or Office Communicator 2007 R2 as their primary device for making and receiving calls, as well as to alternate between these devices as convenient or necessary. The result is a smooth, integrated transition to the soft-client features of the Office Communicator 2007 R2, as well as enhanced flexibility for the office environment where both desk phones and soft clients are available, and when working from a remote site with just a soft client.

Figure 1 shows how an ECCG and a DMG4000 Gateway can enable unified communications through Office Communications Server 2007 R2. This depiction is based on a deployment diagram created by ESTOS, which has been altered to show the placement of the DMG4000 Gateways. In the deployment diagram, the DMG4000 Gateway does all of the following:

- Provides the PBX to SIP connectivity between a legacy PBX system, Office Communications Server 2007 R2, and Microsoft® Exchange Server 2007 Unified Messaging.
- Hosts the ECCG software and licenses.
- Provides the necessary PBX connectivity for the remote call control application through a TAPI or CSTA interface.

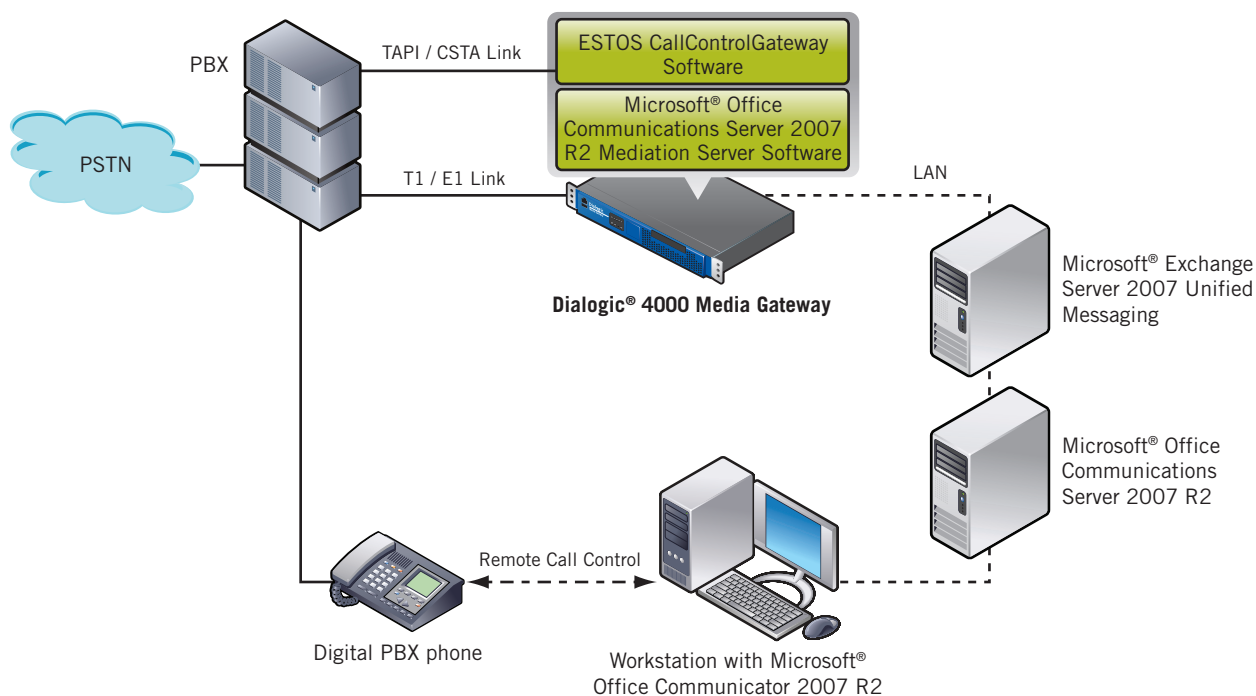


Figure 1. ESTOS CallControlGateway Unified Communications Deployment Diagram

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ESTOS offers two tools that extend the functionality of the ECCG: ESTOS PhoneTools for Office Communicator 2007 R2 and ESTOS MetaDirectory 2.0, both of which are available from the ESTOS website (www.estos.com) as a free download.

- ESTOS PhoneTools for Office Communicator 2007 R2 offer hotkey dialing from Windows-based applications and a simple TAPI driver for integration with Microsoft TAPI-based CRM and ERP systems.
- ESTOS MetaDirectory 2.0 is a search portal that can be integrated into the Office Communicator 2007 R2 client as a tab. This integration extends the possible search basis of the Communicator client to include all contact data sources connected to the MetaDirectory search portal, including Active Directory®, Windows Address Book, personal Microsoft® Outlook® contacts, and other company-relevant contact data. An important benefit of this integration is the ability to integrate contact data from CRM and ERP systems.

For More Information

[ESTOS CallControlGateway Software](#)

[Dialogic® 4000 Media Gateway Series](#)

www.dialogic.com

Dialogic Corporation
9800 Cavendish Blvd., 5th floor
Montreal, Quebec
CANADA H4M 2V9

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