



1. Scope

This document is provided by Dialogic for you to use if implementing Microsoft® Office Communications Server 2007 or Microsoft® Exchange Server 2007 system on Dialogic® Media Gateway.

Please provide all of the indicated information and maintain this document for your records, since this information might be helpful or required if it becomes necessary to contact Dialogic Technical Support during or after implementation. An explanation is provided (in *italics*) in some instances so as to better explain why the indicated information could be of use to you in general, or if you contact Dialogic Technical Support.

2. General Site Details

2.1 Site Contact Information

Site Information

Company Name	
Contact Name	
Contact Email	
Contact Phone	

Partner Information

Company Name	
Contact Name	
Contact Email	
Contact Phone	

2.2 Site Deployment Information

What are you deploying or planning to deploy at this site?

This information can help Dialogic Technical Support understand your deployment plans/scenarios so we can help you with any issues that might arise or questions that you might have based on your deployment plans.

- Microsoft® Exchange Server 2007 UM Standalone
- Microsoft® Office Communications Server 2007 Standalone
(With no UM component)
- Microsoft® Office Communications Server 2007 and Microsoft® Exchange Server 2007
UM Combination System (UM has no TDM side users)
- Microsoft® Office Communications Server 2007 and Microsoft® Exchange Server 2007
UM Combination System (UM is shared between OCS and TDM [non-OCS] users)

Please specify the PBXs that are part of your deployment.

This information can help Dialogic Technical Support understand your existing infrastructure and in gaining a general understanding of the interoperation environment. It can also help Dialogic Technical Support spot, in advance, whether any known issues with regards to specific PBX systems may arise.

Vendor	Model	Software Version	Interface Types

Please attach a topology diagram of your PBX network affected by this installation.

Because connections between PBXs within an enterprise can impact proper integration of calls, you should highlight what types of interconnects are used between sites (i.e.: QSIG, T1 CAS TIE, ISDN TIE, IP, etc...)

- Complete

Please list the dial plans of all PBXs involved.

This information can help verify that the parties involved are aware of potential issues that can be introduced due to overlapping dial plans or due to special access codes or extensions ranges that may need specific specialized handling. Please Include a listing of all TDM extension ranges currently in use (and free), as well as any known DID ranges and/or special numbering schemes in use (i.e., Vectors, CDNs, etc...) Also make note of any area specific issues with regard to local and/or toll access codes, country codes and/or any special trunk access codes (i.e., account numbers or speed dial numbers) that may be part of the existing PBX's dialing plan.

What is the IP address of your existing DNS server?

Please provide details regarding to call volume on the system. The parts of the system where statistics are needed are on the trunk interfaces to the PSTN as well as call volumes to any voice messaging servers that are presently deployed on the site.

This information can be important with regard to selecting the proper number of trunks\channels for your chosen solution.

If this will be a Microsoft® Exchange Server 2007 UM system, how many users are you planning to support in production?

If this will be a Microsoft® Office Communications Server 2007 system, how many users are you planning to support in production?

Please provide details on each PBX with regard to the tones that will be encountered.

This can help Dialogic Technical Support configure your gateway. If you do not know this information, Dialogic Technical Support can use the integrated learn tones utility built into some of the gateway models and gather this information once the system is put into place.

Tone	Frequencies	Deviations	Cadence	Deviations
Internal Dial tone				
External Dial tone				
Post flash hook Dial tone				
Internal Ring tone				
Internal Error tone				
Internal Busy tone				

If using an analog interface, please provide details on the hook flash timers.

Some PBXs have very specific timing requirements with respect to hook flash durations, so knowing this in advance can help Dialogic Technical Support identify if default values may need to be updated. If you do not know this information it can be gathered during the initial tests of your chosen solution; however, knowing it in advance can help save time.

Minimum time (msec) _____

Maximum time (msec) _____

If this will be a combination installation, is the Microsoft® Exchange Server 2007 UM server going to be shared between any existing TDM side stations and Microsoft® Office Communications Server 2007 users?

This will help Dialogic Technical Support understand your site specific needs with regard to dial plan and routing rule configuration.

Yes No

3. Microsoft® Office Communications Server 2007 Specific Information

What model of Dialogic® Media Gateway (DMG) are you planning to install?

DMG2030DTI DMG2060DTI DMG2120DTI

DMG4060DTI DMG4120DTI

Don't Know

Please indicate your interface selections:

Trunk Type

T1 E1

Trunk Voice Coding

A-law μ -law

Trunk Variant

PRI QSIG

Gateway Termination Side

Network User

If you are using a standalone mediation server, what is its IP address?

If you are using a hybrid model gateway, what is the FQDN of your Microsoft[®] Office Communications Server 2007 server?

If you are using a standalone mediation server, please verify that it is configured with 2 NIC cards running in different subnets, and that each NIC is properly configured in DNS as required by the Microsoft Best Practices guides.

Complete

Please provide PING times between the mediation server and the Microsoft[®] Office Communications Server 2007 server.

This will help Dialogic Technical Support identify latency issues that can negatively affect voice quality between Microsoft Office Communications Server 2007 stations and TDM endpoints routed through the gateway.

Do you plan to maintain TDM side users in conjunction with your Microsoft[®] Office Communications Server 2007 users as part of your permanent UC solution?

This can help Dialogic Technical Support identify dial plan and routing rule requirements that may not be initially evident as part of your planning.

Yes No

Do you plan to isolate a specific range of extensions for your Microsoft® Office Communications Server 2007 dial plan?

This can help Dialogic Technical Support identify dial plan number manipulation requirements ahead of time, and, in turn, can help speed up your deployment.

Yes No

4. Unified Messaging Specific Information

Is Microsoft® Exchange Server 2007 UM replacing an existing voice mail system?

Yes No

Do you intend to run both voice mail solutions in your enterprise?

Yes No

Do you intend to run a secure connection between Microsoft® Exchange Server 2007 UM and the Dialogic® Media Gateway?

This will help Dialogic Technical Support determine the type of gateway configuration and the number of physical gateways to address your requirements. Note also that this requires that a certificate be available.

Yes No

If you are going to run with security, do you have a certificate available?

This also will help Dialogic Technical Support determine the type of gateway configuration and the number of physical gateways to address your requirements. Note that this requires that a certificate be available as well.

I have a certificate I will use a self signed certificate from the gateway.

If Microsoft® Exchange Server 2007 UM is replacing an existing voice messaging system, please provide the following details:

This will help Dialogic Technical Support understand your past usage patterns and will enable us to provide input regarding your connectivity and sizing decisions.

What make and model was the previous system?

How did the previous system connect to the PBX?

Analog T\E1 Robbed Bit Digital Station Set Emulation
 T\E1 ISDN BRI Integrated (integrated in the PBX)

How did the previous system integrate?

- In-band DTMF Serial Digital Station Set Emulation
 ISDN BRI

How many ports did the previous system use?

What model of Dialogic® Media Gateway (DMG) are you planning to install?

- DMG1004 or 8LS DMG1008DNI DMG1008MTLDNI
 DMG1008RLMDNI
 DMG2030DTI DMG2060DTI DMG2120DTI
 DMG3004BR11 DMG3008BRI
 DMG4060DTI DMG4120DTI
 Don't Know

Please indicate your interface selections:

Trunk Type

- Analog Digital Set T1 E1 BRI

Trunk Variant (only for T1 and E1)

- PRI QSIG CAS

Trunk Voice Coding

- A-law μ -law

Gateway Termination Side (only for ISDN)

- Network User

What are the IP address(s) of your planned Microsoft® Exchange Server 2007 UM Server(s)?

Server Number	IP address
1	
2	
3	

How is TDM remote disconnection signaled?

- Loop current drop \ T1 bit transition \ Digital set light indication
- ISDN D-Channel message
- Polarity Reversal
- Call Progress Tone
 - Dial tone
 - Busy tone
 - Error tone
 - DTMF tone(s) _____
- None of the above – Explain _____

Are you planning on using FAX with UM?

This is important because it impacts how routing rules and PBX programming need to be done in order to route fax calls directly to a DID mailbox for a user on Microsoft® Exchange Server 2007 UM. Keep in mind that Microsoft® Office Communications Server 2007 (OCS) does not natively do FAX, even for OCS clients, so knowing this in advance can help Dialogic Technical Support better address your needs in this area when it comes to routing rule design, PBX Programming system solution architecture.

- Yes No

If you are using serial integration, please provide us with the following information:

This will help Dialogic Technical Support understand your needs with regard to any special configuration or cabling requirements that have been introduced from or due to this interface.

Protocol type

- Bellcore SMDI
- Ericsson MD110
- NEC MCI

Connector type

- DB9
- DB25
- Proprietary

Interface mode

- DCE
- DTE

Interface details

Baud Rate	
Data bits	<input type="checkbox"/> 7 <input type="checkbox"/> 8
Stop Bits	<input type="checkbox"/> 1 <input type="checkbox"/> 2
Parity	<input type="checkbox"/> Even <input type="checkbox"/> Odd
Flow Control	

Connector Pin-out

This will help Dialogic Technical Support understand your specific requirements for the serial integration interface and can help speed up the cable connections required for this interface to the gateway.

Complete

Logical Terminal\Extension Numbers

This information is critical for the proper configuration of your gateway if using serial integration. Note that these numbers are either the extension numbers or the ordinal number of each channel between the PBX and the gateway. Please specify the order of these numbers.

If you are using the Ericsson proprietary serial protocol, please provide us with the following information:

System Number	
Voice mail port (LTN) length	

If you are using the NEC proprietary serial protocol, please provide us with the following information:

Message Extension Length	<input type="checkbox"/> 6 <input type="checkbox"/> 8 (most systems are 6 digits)
MWI Packet Type	<input type="checkbox"/> A <input type="checkbox"/> B (most systems are B type)

If you are using in-band DTMF integration, please provide us with the following information:

This will help Dialogic Technical Support understand your needs with regard to any special configuration requirements that have been introduced from or due to this interface.

Feature Access Codes

Note that this is only needed if you are planning to use message waiting indication to TDM side stations.

MWI On	
MWI Off	

Transfer Abort Methods

This helps Dialogic Technical Support assist you in the proper configuration of your analog or T1 CAS gateway with respect to how to abort in-process transfers. Please represent a flash hook by using and exclamation mark '!' and include any other DTMF characters that may be needed.

When consult call is in dialtone	
When consult call is in ringing	
When consult call is in busy	
When consult call is in connected	
When consult call is in disconnected	
When consult call is in error	

Integration Digit Streams

This helps Dialogic Technical Support assist you in the proper preparation of the digit stream parsers used to collect in-band integration data on T1 CAS or Analog gateways.

Internal Direct to Gateway	
External Direct to Gateway	
Internal RNA Forward to Gateway	
External RNA Forward to Gateway	
Internal Busy Forward to Gateway	
External Busy Forward to Gateway	

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