Dialogic®

Dialogic® 3000 Media Gateway Series
Dialogic® 4000 Media Gateway Series

Quickstart

www.dialogic.com

Third Edition (April 2008) **227-275-03**

Copyright and Legal Disclaimer

Copyright © 2006-2008 Dialogic Corporation. All Rights Reserved. You may not reproduce this document in whole or in part without permission in writing from Dialogic Corporation at the address provided below.

All contents of this document are furnished for informational use only and are subject to change without notice and do not represent a commitment on the part of Dialogic Corporation or its subsidiaries ("Dialogic"). Reasonable effort is made to ensure the accuracy of the information contained in the document. However, Dialogic does not warrant the accuracy of this information and cannot accept responsibility for errors, inaccuracies or omissions that may be contained in this document.

INFORMATION IN THIS DOCUMENT IS PROVIDED IN CONNECTION WITH DIALOGIC® PRODUCTS. NO LICENSE, EXPRESS OR IMPLIED, BY ESTOPPEL OR OTHERWISE, TO ANY INTELLECTUAL PROPERTY RIGHTS IS GRANTED BY THIS DOCUMENT. EXCEPT AS PROVIDED IN A SIGNED AGREEMENT BETWEEN YOU AND DIALOGIC, DIALOGIC ASSUMES NO LIABILITY WHATSOEVER, AND DIALOGIC DISCLAIMS ANY EXPRESS OR IMPLIED WARRANTY, RELATING TO SALE AND/OR USE OF DIALOGIC PRODUCTS INCLUDING LIABILITY OR WARRANTIES RELATING TO FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY, OR INFRINGEMENT OF ANY INTELLECTUAL PROPERTY RIGHT OF A THIRD PARTY.

Dialogic products are not intended for use in medical, life saving, life sustaining, critical control or safety systems, or in nuclear facility applications.

It is possible that the use or implementation of any one of the concepts, applications, or ideas described in this document, in marketing collateral produced by or on web pages maintained by Dialogic may infringe one or more patents or other intellectual property rights owned by third parties. Dialogic does not provide any intellectual property licenses with the sale of Dialogic products other than a license to use such product in accordance with intellectual property owned or validly licensed by Dialogic and no such licenses are provided except pursuant to a signed agreement with Dialogic. More detailed information about such intellectual property is available from Dialogic's legal department at 9800 Cavendish Blvd., 5th Floor, Montreal, Quebec, Canada H4M 2V9. **Dialogic encourages all users of its products to procure all necessary intellectual property licenses required to implement any concepts or applications and does not condone or encourage any intellectual property infringement and disclaims any responsibility related thereto. These intellectual property licenses may differ from country to country and it is the responsibility of those who develop the concepts or applications to be aware of and comply with different national license requirements.**

Dialogic, Dialogic Pro, Brooktrout, Cantata, SnowShore, Eicon, Eicon Networks, Eiconcard, Diva, SIPcontrol, Diva ISDN, TruFax, Realblocs, Realcomm 100, NetAccess, Instant ISDN, TRXStream, Exnet, Exnet Connect, EXS, ExchangePlus VSE, Switchkit, N20, Powering The Service-Ready Network, Vantage, Connecting People to Information, Connecting to Growth, Making Innovation Thrive, and Shiva, among others as well as related logos, are either registered trademarks or trademarks of Dialogic. Dialogic's trademarks may be used publicly only with permission from Dialogic. Such permission may only be granted by Dialogic's legal department at 9800 Cavendish Blvd., 5th Floor, Montreal, Quebec, Canada H4M 2V9. Any authorized use of Dialogic's trademarks will be subject to full respect of the trademark guidelines published by Dialogic from time to time and any use of Dialogic's trademarks requires proper acknowledgement.

Windows, Windows Server, and Microsoft are registered trademarks of Microsoft Corporation in the United States and/or other countries. The names of actual companies and products mentioned herein are the trademarks of their respective owners.

Dialogic Corporation License Agreement for Use of Software

This is an Agreement between you, the Company, and your Affiliates (referred to in some instances as "You" and in other instances as "Company") and all Your Authorized Users and Dialogic Corporation ("Dialogic").

YOU SHOULD CAREFULLY READ THE SOFTWARE LICENSE AGREEMENT ("AGREEMENT") ON THIS SEALED PACKAGE BEFORE OPENING THE PACKAGE. BY OPENING THE PACKAGE, YOU ACCEPT THE TERMS AND CONDITIONS OF THIS AGREEMENT. IF YOU DO NOT AGREE WITH OR ARE UNWILLING TO ACCEPT THESE

TERMS AND CONDITIONS, YOU MAY RETURN THE PACKAGE IN UNOPENED "AS NEW" CONDITION (INCLUDING ALL DOCUMENTATION AND BINDERS OR OTHER CONTAINERS) FOR A FULL REFUND. BY DOWNLOADING, INSTALLING, COPYING OR OTHERWISE USING THE ENCLOSED SOFTWARE ("PROGRAM"), YOU FURTHER AGREE AND ACKNOWLEDGE THAT YOU HAVE READ THIS AGREEMENT AND UNDERSTAND IT, AND THAT BY TAKING ANY ONE OR MORE OF SUCH STEPS/ACTIONS YOU AGREE TO BE BOUND BY SUCH TERMS AND CONDITIONS. DIALOGIC IS UNWILLING TO LICENSE THE SOFTWARE TO YOU IF YOU DO NOT ACCEPT AND AGREE TO BE BOUND BY THE TERMS AND CONDITIONS OF THIS AGREEMENT.

Intellectual Property

The enclosed Software ("Program") and all accompanying documentation are individually and collectively owned by Dialogic Corporation ("Dialogic"), its subsidiaries and/or its suppliers and are protected by all applicable intellectual property laws and international treaty provisions. Therefore, You and Your Authorized Users must treat the Program and documentation like any other material so protected, except as expressly permitted in this Agreement. In particular, but without limitation, You acknowledge that the Program and its accompanying documentation constitute valuable intellectual property rights, including without limitation trade secrets and copyrights, and confidential information of Dialogic. The Program and all programs developed thereunder and all copies thereof (including without limitation translations, compilations, partial copies with modifications and updated works) are proprietary to Dialogic and title to all applicable copyrights, trade secrets, patents and other intellectual property rights therein remains in Dialogic, its subsidiaries, and/or its suppliers. Except as expressly permitted in this Agreement, You shall not sell, transfer, publish, disclose, display or otherwise make available the Program or copies thereof to others. You agree to secure and protect the Program, its accompanying documentation and copies thereof in a manner consistent with the maintenance of Dialogic's rights therein and to take appropriate action by instruction or agreement with Your employees and/or consultants who are permitted access to the Program to satisfy Your obligations hereunder. Violation of any provision of this paragraph shall be the basis for immediate termination of this Agreement. Because unauthorized use or transfer of the Software or documentation may diminish substantially the value of such materials and irrevocably harm Dialogic, if You breach the provisions of this Section of this Agreement, Dialogic shall be entitled to injunctive and/or other equitable relief, in addition to other remedies afforded by law, to prevent a breach of this Section of this Agreement.

Grant of License

Subject to the terms and conditions of this Agreement Dialogic grants to You a non-exclusive, personal, non-transferable license to use the Program in object code form only and solely in accordance with the following terms and conditions:

- You may make, install and use only one (1) copy of the Program on a single-user computer, file server, or on a workstation of a local area network, and only in conjunction with a legally acquired Dialogic® hardware or software product You may also make one copy solely for backup or archive purposes;
- The primary Authorized User on the computer on which the Program is installed may make a second copy for his/her exclusive use on either a home or portable computer;
- You may copy the Program into any machine readable or printed form for backup or modification purposes in support of Your use of one copy of the Program;
- You may distribute the Program in object code only and only as part of, or integrated by You into, a computer system that (i) contains a Dialogic hardware product, (ii) includes a substantial amount of other software and/or hardware manufactured or marketed by You and (iii) is marketed and sublicensed to an end user for the end user's own internal use in the regular course of business (a "Licensed System");
- Each end user to whom a Licensed System is distributed must agree to license terms with respect to the Program that are at least as protective of Dialogic's rights in the Program as those set forth in this Agreement;
- You shall receive one (1) Program master disk, and shall be solely responsible for copying the Program into the Licensed Systems and for warranting the physical media on which it is copied
- You may make one (1) copy of the documentation accompanying the Program, provided that all copyright notices contained within the documentation are retained;
- You may modify the Program and/or merge it into another Program for Your use in one computer; (any portion of this Program will continue to be subject to the terms and conditions of this Agreement);
- You may transfer the Program, documentation and the license to another eligible party within Your Company if the other party agrees to accept the terms and conditions of this Agreement. If You transfer the Program and documentation, You must at the same time either transfer all copies whether in printed or machine readable form to the same party or destroy any copies not transferred; this includes all modifications and portions of the Program contained in or merged into other Programs;

- You shall not remove, and each copy of the Program shall contain, the same copyright, proprietary, patent and/or other applicable intellectual property or other ownership notices, plus any restricted rights legends that appear in the Program and/or this Agreement and, if You copy the Program onto media to which a label may be attached, You shall attach a label to the media that includes all such notices and legends that appear on the Program master disk and envelope;
- You may not rent or lease the Program. You may not reverse engineer, decompile or disassemble the Program. Except as is strictly necessary for You to integrate the Program with other software and/or hardware to produce the Licensed Systems, You shall not copy, modify or reproduce the Program or documentation in any way. You shall use Your best efforts to ensure that any user of the Program does not reverse engineer, decompile or disassemble the Program to derive a source code equivalent of the Program;
- If You transfer possession of any copy, modification or merged portion of the Program or documentation to another party in any way other than as expressly permitted in this Agreement, this license is immediately and automatically terminated;
- The Program may be used only in conjunction with Dialogic hardware;
- The Program shall not be exported or re-exported in violation of any export provisions of the United States or any other applicable jurisdiction.

Upgrades

If the Program is provided as an upgrade and the upgrade is an upgrade from another product licensed to You and Your Authorized Users by Dialogic, the upgrade is governed by the license agreement earlier provided with that software product package and the present Agreement does not grant You additional license(s).

Term

The Agreement is effective until terminated. You may terminate it at any time by notifying Dialogic and/or by destroying the Program and all accompanying documentation together with all copies, modifications and merged portions in any form. The Agreement will also terminate automatically upon the occurrence or lack of occurrence of certain terms and/or conditions set forth in this Agreement, or if You fail to comply with any term or condition of this Agreement. You agree that upon any such termination You shall destroy or return to Dialogic the Program and all accompanying documentation supplied by Dialogic, together with any and all copies, modifications and merged portions in any form. All provisions of this Agreement relating to disclaimers of warranties, limitation of liability, remedies, or damages, and licensor's proprietary rights shall survive termination.

Limited Warranty

Dialogic solely warrants the media on which the Program is furnished to You to be free from defects in materials and workmanship under normal use for a period of ninety (90) days from the date of purchase by You as evidenced by a copy of Your receipt. If such a defect appears within the warranty period, You may return the defective media to Dialogic for replacement without charge provided Dialogic, in good faith, determines that it was defective in materials or workmanship. Replacement is Your sole remedy with respect to such a defect. Dialogic offers no warranty for Your reproduction of the Program. This Limited Warranty is void if failure of the Program has resulted from accident, misuse, abuse or misapplication.

Disclaimers, Limitations of Liability and Customer Remedies

Except as set forth in the "Limited Warranty" Section of this Agreement, the Program and accompanying documentation are provided to You "as is." Neither Dialogic, its subsidiaries, its suppliers, nor its licensor(s) (if any) warrants that the Program will meet Your requirements or that its use will be uninterrupted or error-free. Except as set forth in the "Limited Warranty" Section, EACH OF DIALOGIC, ITS SUBSIDIARIES, ITS SUPPLIERS AND ITS LICENSOR(S) (IF ANY) DISCLAIMS ANY AND ALL REPRESENTATIONS AND WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO THE PROGRAM AND ACCOMPANYING DOCUMENTATION, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR AGAINST LATENT DEFECTS. Except as set forth in the "Limited Warranty" Section, neither Dialogic, its subsidiaries, its suppliers, nor its licensor(s) (if any) shall have any liability to You or any third party for any claim, loss or damage of any kind, including but not limited to lost business profits, business interruption, loss of information, or other pecuniary loss and indirect, punitive, incidental, economic, consequential or special damages, arising out of or in connection with this Agreement and/or the use, inability to use the Program and/or the Program's performance or inability to perform nor from or in connection with the Program's accompanying documentation, or any data or equipment related thereto or used in connection therewith. In no event shall Dialogic's, its subsidiaries', its suppliers' or its licensor(s)'s liability for damages, whether arising out of contract, negligence, warranty, or patent or copyright infringement, exceed the fees You paid for the Program. No representation or warranty regarding the Program may be made without Dialogic's, its subsidiaries', its suppliers', or its licensor(s)'s (if any) prior written consent, and any warranty or representation made by You or Your customers regarding the Program shall not constitute an obligation of Dialogic, its subsidiaries, its suppliers, or other licensor(s) (if any). This limited warranty gives You specific legal rights. You may have other rights, which may vary from jurisdiction to jurisdiction. Also, as some jurisdictions do not allow the exclusion or limitation for certain damages, some of the above limitations may not apply to You.

Right to Audit

If this Program is licensed for use in a Company, Your Company and You individually and collectively agree to keep all usual and proper records and books of accounts and all usual proper entries relating to each installation of the Program during the term of this Agreement and for a period of three (3) years thereafter. During this period, Dialogic may cause an audit to be made of the applicable records in order to verify Your compliance with this Agreement and prompt adjustment shall be made to compensate for any errors or omissions disclosed by such audit. Any such audit shall be conducted by an independent certified public accountant selected by Dialogic and shall be conducted during the regular business hours at Your offices and in such a manner as not to interfere with Your normal business activities. Any such audit shall be paid for by Dialogic unless material discrepancies are disclosed. For such purposes, "material discrepancies" shall mean three percent (3%) or more of the Authorized Users within the Company. If material discrepancies are disclosed,

Your Company agrees to pay Dialogic for the costs associated with the audit as well as the license fees for the additional licensed channels or additional authorized users. In no event shall audits be made more frequently than semi-annually unless the immediately preceding audit disclosed a material discrepancy.

Supplementary Software

Any Supplementary Software provided with the Program and/or referred to in this Agreement is provided "as is" with no warranty of any kind.

Miscellaneous

You acknowledge that You have read this Agreement, that You understand it, and that You agree to be bound by its terms and conditions, and You further agree that this is the complete and exclusive statement of the Agreement between the Dialogic and You ("the Parties"), which supersedes and merges all prior proposals, understandings and all other agreements, oral and written, between the Parties relating to the Program. You agree to indemnify and hold harmless Dialogic and its subsidiaries, affiliates, suppliers, officers, directors and employees from and against any claim, injury, loss or expense, including reasonable attorneys' fees, arising out of (i) Your failure to comply with the provisions of this Agreement, or (ii) any other wrongful conduct by or on behalf of You. This Agreement applies to all updates, future releases, modifications and portions of the Program contained in or merged into other programs. This Agreement may not be modified or altered except by written instrument duly executed by Dialogic. No action, regardless of form, arising out of this Agreement or the use of the Program may be brought by You more than two (2) years after the cause of action has first arisen. Except as provided herein, neither this Agreement nor any rights granted are assignable or transferable, and any assignment or transfer will be null and void. If You authorize any other person to copy the Program, You shall obligate that person in writing to comply with all conditions of this Agreement. Dialogic shall have the right to collect from You its reasonable expenses incurred in enforcing this agreement, including attorney's fees. The waiver or failure of Dialogic to exercise in any respect any right provided for herein shall not be deemed a waiver of any further right hereunder. All rights and remedies, whether conferred hereunder or by any other instrument or law, will be cumulative and may be exercised singularly or concurrently. Failure by either Dialogic or You to enforce any term or condition of the Agreement will not be deemed a waiver of future enforcement of that or any other term or conditions. The terms and conditions stated herein are declared to be severable. Should any term(s) or condition(s) of this Agreement be held to be invalid or unenforceable the validity, construction and enforceability of the remaining terms and conditions of this Agreement shall not be affected. It is expressly agreed that Dialogic and You are acting as independent contractors under this Agreement. These terms and conditions will prevail notwithstanding any different, conflicting or additional terms and conditions that may appear on any other agreement between Dialogic and You. Deviations from these terms and conditions are not valid unless agreed to in writing in advance by an authorized representative of Dialogic. Any notices sent to Dialogic under this Agreement must be sent by registered mail or courier to the attention of Dialogic's legal department at the address below or such other address as may be listed on www.dialogic.com from time to time as being Dialogic's Montreal headquarters.

U.S. Government Restricted Rights

The Program and all accompanying documentation are provided with RESTRICTED RIGHTS. Use, duplication or disclosure by the U.S. Government is subject to restrictions as set forth in subparagraph (c)(1)(iii) of The Rights in Technical Data and Computer Software clause at DFARS 252.227-7013 or subparagraph (c) (1) and (2) of the Commercial Computer Software-Restricted Rights at 48 CFR52.227-19, both as applicable.

Governing Law

Any and all claims arising under this Agreement shall be construed and controlled by the laws in force in the Province of Quebec, Canada, excluding its principles of conflict of laws and the United Nations Convention on Contracts for the Sale of Goods. Dialogic is not obligated under any other agreements unless they are in writing and signed by an authorized representative of Dialogic.

Contractor/ manufacturer is:

Dialogic CORPORATION.

9800 Cavendish Blvd., Montreal, Quebec, Canada H4M 2V9

This Agreement has been drafted in English at the express wish of the parties. Ce contrat a été rédigé en anglais à la demande expresse des parties.

Dialogic Corporation End User Hardware Product(s) Warranty Statement

Dialogic Corporation End User Hardware Product(s) Warranty Statement

Unless Your rights have been modified through the direct agreement between Dialogic Corporation ("DIALOGIC") and DIALOGIC's direct customer through whom You purchased Your DIALOGIC Hardware Product(s) Your warranty rights are set out in full as follows:

DIALOGIC or its subsidiary that originally sold the hardware product(s) warrants to the original purchaser of the hardware product(s) that at the time of delivery the hardware product(s) will be free from defects in material and workmanship. The warranty period for Your hardware product(s) will be for the standard period set forth on DIALOGIC's web-site at: http://www.dialogic.com/warranties as of the date You purchased the product. This warranty is void if the defect has resulted from accident, misuse, abuse or misapplication. Any hardware product which becomes defective during the warranty period and is returned by the original purchaser to DIALOGIC's Authorized Service Center with a Return Material Authorization (RMA) number (which must be obtained from DIALOGIC before any return) within thirty (30) days after discovery of the defect and with an accompanying written description of the defect will be replaced at DIALOGIC's option. Freight charges will be paid by DIALOGIC only for shipment back to you.

Additional Exclusions: DIALOGIC will have no obligation to make repairs or replacements necessitated by your fault or negligence, improper or unauthorized use of the product, repairs or modifications made without DIALOGIC's prior written approval or by causes beyond the control of DIALOGIC, including, but not limited to, power or air conditioning failure, acts of God, improper interface with other units, or malfunction of any equipment or software used with the DIALOGIC product(s). If DIALOGIC is requested and agrees to make repairs or replacements necessitated by any such causes, you will pay for such service or replacement at DIALOGIC's then prevailing rates.

No Other Warranties: DIALOGIC DISCLAIMS AND YOU WAIVE ALL OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT AND FITNESS FOR A PARTICULAR PURPOSE AND ANY WARRANTY AGAINST LATENT DEFECTS, WITH RESPECT TO ANY DIALOGIC PRODUCT.

No Liability for Damages: IN NO EVENT SHALL DIALOGIC OR ITS SUPPLIERS BE LIABLE FOR ANY DAMAGES WHATSOEVER (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, INTERRUPTION OF ACTIVITIES, LOSS OF INFORMATION OR OTHER PECUNIARY LOSS AND DIRECT OR INDIRECT, CONSEQUENTIAL, INCIDENTAL, ECONOMIC OR PUNITIVE DAMAGES) ARISING OUT OF THE USE OF OR INABILITY TO USE ANY DIALOGIC PRODUCT.

Limitation of Liability: DIALOGIC'S MAXIMUM CUMULATIVE LIABILITY SHALL BE LIMITED TO THE AMOUNTS ACTUALLY PAID BY YOU TO DIALOGIC FOR THE SPECIFIC PRODUCT BEING THE OBJECT OF THE CLAIM. YOU RELEASE DIALOGIC FROM ALL AMOUNTS IN EXCESS OF THE LIMITATION. YOU ACKNOWLEDGE THAT THIS CONDITION IS ESSENTIAL AND THAT DIALOGIC WOULD NOT SUPPLY TO YOU IF IT WERE NOT INCLUDED.

Contents

Copyright and Legal Disclaimer 1

Dialogic Corporation License Agreement for Use of Software 2

Dialogic Corporation End User Hardware Product(s) Warranty Statement . 5

Server System 9

Available Dialogic® Media Gateway Versions 9

Pre-installed Operating System 9

Software Components 9

General Safety Instructions 10

Installation 11

Initial Log On 12

Preparations for Configuration 13

Basic Configuration 16

SIP Configuration 17

Enabling the Microsoft® Mediation Server on a Dialogic® 4000 Media Gateway Series 21

Backing up and Restoring the Configuration of the Dialogic® 4000 Media Gateway Series 23

LED indicators 24

Technical Specifications 25

Replacing a power supply module 25

International Regulatory Information 26

Your Dialogic® 3000 and 4000 Media Gateway and the WEEE Directive .. 30

Suppliers Declaration of Conformity 31

Dialogic® 3000 and 4000 Media Gateway Series Quickstart Guide

This document describes the installation and configuration of the Dialogic® 3000 Media Gateway Series and the Dialogic® 4000 Media Gateway Series. The term "Dialogic® 3000 Media Gateways" is used herein to refer collectively to the Dialogic® 3000 Media Gateway Series and the term "Dialogic® 3000 Media Gateway" is used herein to refer to a gateway in the Dialogic® 3000 Media Gateway Series. Also, the term "Dialogic® 4000 Media Gateways" is used herein to refer collectively to the Dialogic® 4000 Media Gateway Series and the term "Dialogic® 4000 Media Gateway" is used herein to refer a gateway in the Dialogic® 4000 Media Gateway Series.

This document assumes that the user is familiar with the Windows® operating system and its configuration, and therefore it does not describe the Windows configuration step by step.

Server System

The Dialogic® 4000 Media Gateway Series uses an Intel IP Network Server NSW 1U-R as server system. For more information regarding this hardware, see the Intel web site at www.intel.com.

Available Dialogic® Media Gateway Versions

The following Dialogic Media Gateways are available:

Version	Media Boards installed	Channels Voice	Channels Fax
3008	1 x Dialogic® Diva® 4BRI-8	8	8
3016	2 x Dialogic® Diva® 4BRI-8	16	16
4060	1 x Dialogic® Diva® V-2PRI/E1/T1	60	12 - 60 (separate license needed; see note below)
4120	1 x Dialogic® Diva® V-4PRI/E1/T1	120	12 - 120 (separate license needed; see note below)

Note: The Dialogic® 4000 Media Gateways include the option to activate a default fax license for 12 channels. If you need more channels, you are required to purchase a license. For more information about licenses, see License Activation on the Dialogic® 4000 Media Gateway Series on page 13.

Pre-installed Operating System

The following operating systems are pre-installed on the Dialogic Media Gateways:

- Dialogic 3000 Media Gateways: Windows® XP 32-bit
- Dialogic 4000 Media Gateways: Windows Server® 2003 R2 32-bit

Software Components

The following Dialogic® Diva® software is pre-installed on the Dialogic® Media Gateways:

- Dialogic® Diva® System Release 8.5WIN Service Update 1: It includes the necessary Dialogic® Diva® Media Board installation, configuration, tracing, and line testing utilities.
- Dialogic® Diva® SIPcontrol™ 1.6 Service Update 1: It includes the necessary SIP to PSTN gateway module installation including a web-based gateway configuration.

Additionally, the Dialogic® 4000 Media Gateways are supplied with the following Microsoft® software:

- Microsoft® Office Communications Server 2007 Mediation Server
- Microsoft® Network Monitor 3.1 installation package

For more information about Dialogic 4000 Media Gateways and Microsoft® Unified Communications, see www.dialogic.com/microsoftuc.

For both the Dialogic® 3000 and 4000 Media Gateway Series, see the Dialogic web site for any product updates.

Also, for both Media Gateway Series, you can add Remote Call Control via third party software. Contact your Dialogic partner or the Dialogic sales team for more information.

General Safety Instructions

WARNING

- To help prevent electric shock, plug the gateway's power cables into properly grounded electrical outlets. Do not use adapter plugs or remove the grounding prong from a cable. If you must use an extension cable, use a three-wire cable with properly grounded plugs.
- The voltage and current rating of the cable should be greater than the ratings marked on the product.
- Do not spill food or liquids on your gateway, and never operate the product in a wet environment.
- Do not push any objects into the openings of your gateway. Doing so can cause fire or electric shock by shorting out interior components.
- Never install telephone jacks in wet locations.
- Never touch non-insulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.

INFORMATION

- Do not open the gateway box! Otherwise the warranty voids.
- Use only power cables approved for the use in your country.
- To help protect your gateway from transient increases and decreases in electrical power, use a surge suppressor, line conditioner, or uninterruptible power supply (UPS).
- Keep your gateway away from radiators and heat sources. Also, do not block cooling vents.
- Cables for Interface ports used for the Dialogic® 4000 Media Gateway Series shall be shielded.

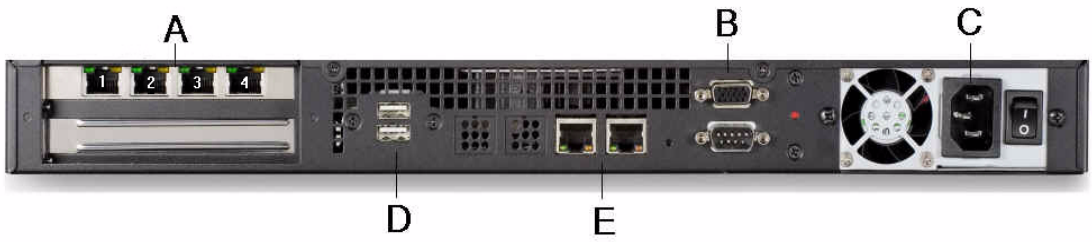
Installation

The installation depends on the Dialogic® Media Gateway Series:

- For the Dialogic® 3000 Media Gateway Series, see below.
- For the Dialogic® 4000 Media Gateway Series, see page 12.

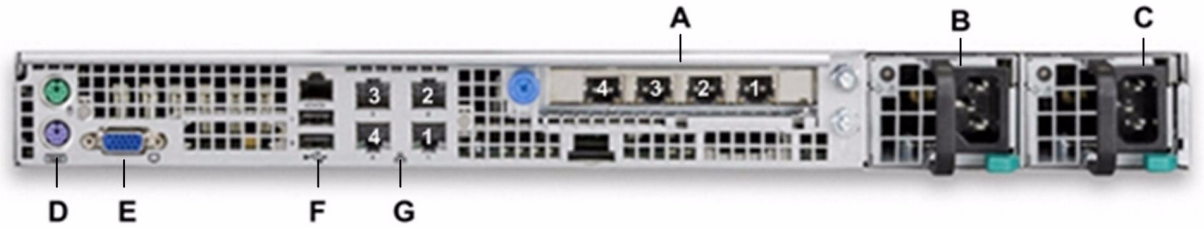
Installation of a Dialogic® 3000 Media Gateway

Note: If you configure the Media Gateway via remote access, you do not need a keyboard, a mouse, or a monitor.



1. Take the Dialogic® 3000 Media Gateway and identify its ports at the rear panel:
   - **A**: ports of the Dialogic® Diva® Media Board. The above graphic shows a Dialogic® 3008 Media Gateway; therefore, the four ports of one Dialogic® Diva® 4BRI-8 Media Board are displayed.
   - **B**: VGA port for the monitor,
   - **C**: power supply,
   - **D**: two USB ports for mouse and keyboard,
   - **E**: two Ethernet ports.
2. Connect the mouse and keyboard to the USB ports.
3. Connect one end of the Ethernet cable to the active Ethernet port and the other end to the Ethernet. The active Ethernet port is the port at the right, next to the VGA port.
4. Connect the monitor to the VGA port.
5. Plug one end of the ISDN cables into the ports of the Diva Media Board. Plug the other ends into the ports of the PBX. The ports of the Diva Media Board are numbered from 1 to 4 from the left to the right as shown in the graphic above. The port numbers may be important during the software configuration.
6. Plug one end of the power cord into the connector to the power supply of the Dialogic 3000 Media Gateway. Connect the other end to power source.
7. Switch on the Media Gateway.
8. Observe the initial status of the LEDs. For the description of each LED, see LED indicators on page 24.

Installation of a Dialogic® 4000 Media Gateway



1. Take the Dialogic® 4000 Media Gateway and identify its ports:
   - **A**: ports of the Dialogic® Diva® Media Board: The above graphic shows a Dialogic® 4120 Media Gateway; therefore, the four ports of a Dialogic® Diva® V-4PRI/E1/T1 are displayed.
   - **B**: power supply,
   - **C**: redundant power supply,
   - **D**: two PS/2 ports,
   - **E**: VGA port for the monitor,
   - **F**: two USB ports for mouse and keyboard,
   - **G**: four Ethernet ports.
2. Connect the mouse and keyboard to the USB or PS/2 ports.
3. Connect one end of the Ethernet cable to the Ethernet port 1 and the other end to the corporate Ethernet. For fault tolerance and load balancing, also connect a cable to Ethernet port 2 the same way. See the above graphic above for the numbering of the ports.
4. Connect the monitor to the VGA port.
5. Plug one end of the T1/E1 cables into the ports of the Diva Media Board. Plug the other end into the ports of the PBX. The ports of the Diva Media Board are numbered from 4 to 1 from the left to the right as shown in the graphic above. The port numbers may be important during the software configuration.
6. Plug one end of the power cord into the power supply. Connect the other end to power source. Connect the second power cord the same way. It is recommended to connect both power supplies to ensure proper functioning of the Dialogic 4000 Media Gateway.
7. Switch on the Dialogic 4000 Media Gateway.

Initial Log On

The initial configuration allows the unit to be configured using a remote desktop connection.

The Dialogic® 3000 Media Gateway Series is initially configured with:

- Ethernet port 0 (next to VGA connector): with fixed IP address 192.168.1.1
- Ethernet port 1: disabled
- System name: DMG30<XX>-<XXXXX> (30<XX> -> XX stands for the version number, i.e., 08 or 16, XXXXX -> stands for the last five digits of the serial number)

The Dialogic® 4000 Media Gateway Series is initially configured with:

- Ethernet port 1 and 2: with fixed IP address 192.168.1.1
- Ethernet port 3 and 4: disabled

  Note: The above numbering of the Ethernet ports refers to the numbering at the rear panel of the Media Gateway and not to the numbering displayed in the Control Panel of your operating system.
- System name: DMG4<XXX>-<XXXXX> (4<XXX> -> XXX stand for the version number, i.e., 060 or 120, XXXXX -> stand for the last five digits of the serial number)

Both Dialogic® 3000 and 4000 Media Gateways Series are configured with:

- User name: Dialogic
- Password: Dialogic (Change the password after the initial log on.)

Preparations for Configuration

Before you start to configure your Dialogic® Media Gateway, it is necessary to gather some information about the environment in which it will be used.

Collect the following information:

1. In case the gateway is to be connected to a PBX: Which vendor and which PBX type will be used?
2. What protocol will be used on the PSTN/PBX side of the gateway? Examples are EuroISDN (ETSI-DSS1), Q-SIG, and DMS100.
3. What type of SIP endpoint are you using? Examples are Microsoft® Exchange Server 2007 UM or Microsoft® Office Communications Server 2007 (OCS).

License Activation on the Dialogic® 4000 Media Gateway Series

If you purchased a gateway from the Dialogic 4000 Media Gateway Series and want to use one or more of the the following functionalities:

- V.17 fax,
- V.34 fax, or
- V.90 modem

available with the installed Dialogic® Diva® Media Board, you need to activate a license. Together with the Dialogic 4000 Media Gateway Series, Dialogic provides a default license for V.17 fax on 12 channels simultaneously. You need to activate the license as described below before you can use the fax channels. If you need more channels for V.17 fax or if you want to use another of the above listed functionalities, you need to purchase a license. Contact your Dialogic sales representative for more information.

To activate your license, you need the following information:

- Device Unique ID (DUID) on page 14
- Proof of Purchase Code (PPC) on page 14

Once you have both, the DUID and the PPC, visit the Dialogic® Diva® Activation site to register your PPC together with the DUID and you will receive your license file. Activate this license file in the License Manager of the Dialogic® Diva® Configuration Manager. The Diva Configuration Manager is part of the Dialogic® Diva® System Release software and allows you to configure your Diva Media Board. For more information about the license activation, see To activate the license file on page 15.

Device Unique ID (DUID)

The DUID binds the license to the installed Dialogic® Diva® Media Board. You can get the DUID from the Dialogic® Diva® Configuration Manager as described here:

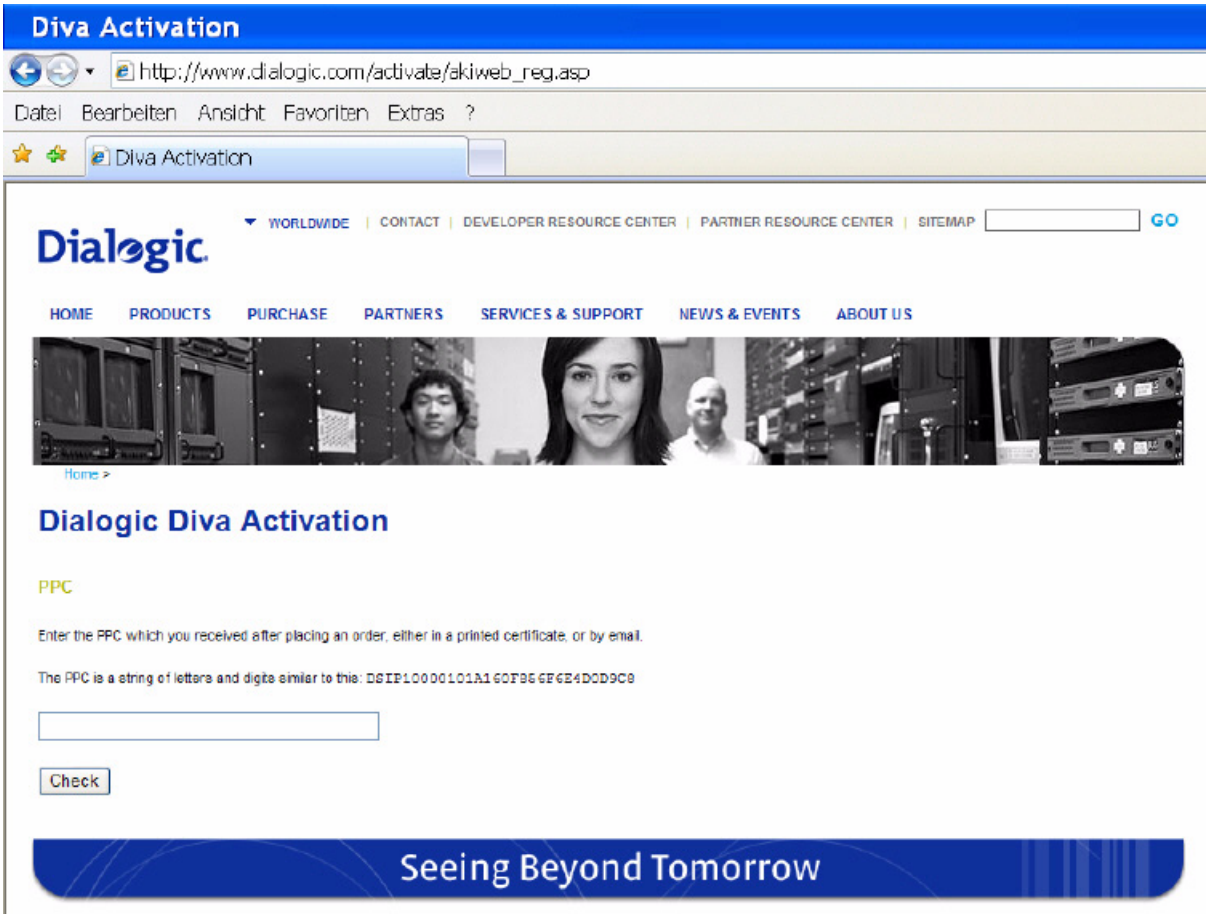
1. Click **Start** > **Programs** > **Dialogic Diva** > **Configuration Manager**.
2. In the menu bar, click **Tools** > **License Manager** and click **Available DUIDs on this system**.
3. In the right pane of the dialog box, select the Diva Media Board for which you want to activate a license and click **Copy DUID to the clipboard**.
4. If you need to do the web activation using another computer, open an editor, paste the DUID, and save the file.

Proof of Purchase Code (PPC)

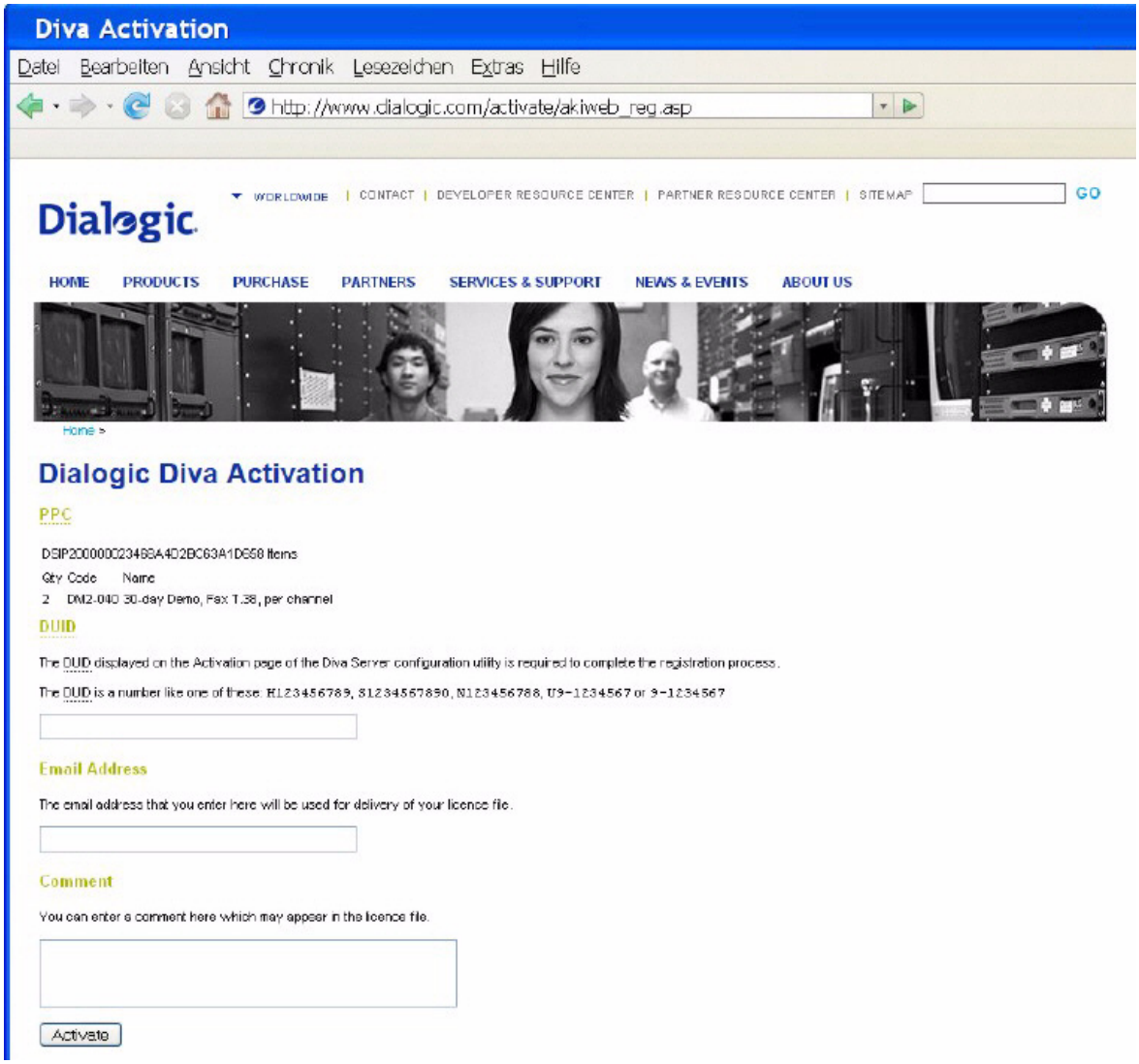
When you purchase the license, you will receive a PPC either in printed form or via email. By registering this PPC, you represent and warrant that you lawfully purchased the license.

To register your PPC and DUID

1. Open the following web site: http://www.dialogic.com/activate.
2. Enter your PPC and click **Check**.



3. If your PPC is valid, the following web site will open:



   Paste the Device Unique ID (DUID) that you saved earlier, and enter your email address to which the license file should be sent.

4. Click **Activate** to generate the license file that will be sent to the email address you have entered.
5. Save the license file and activate it as described below.

To activate the license file

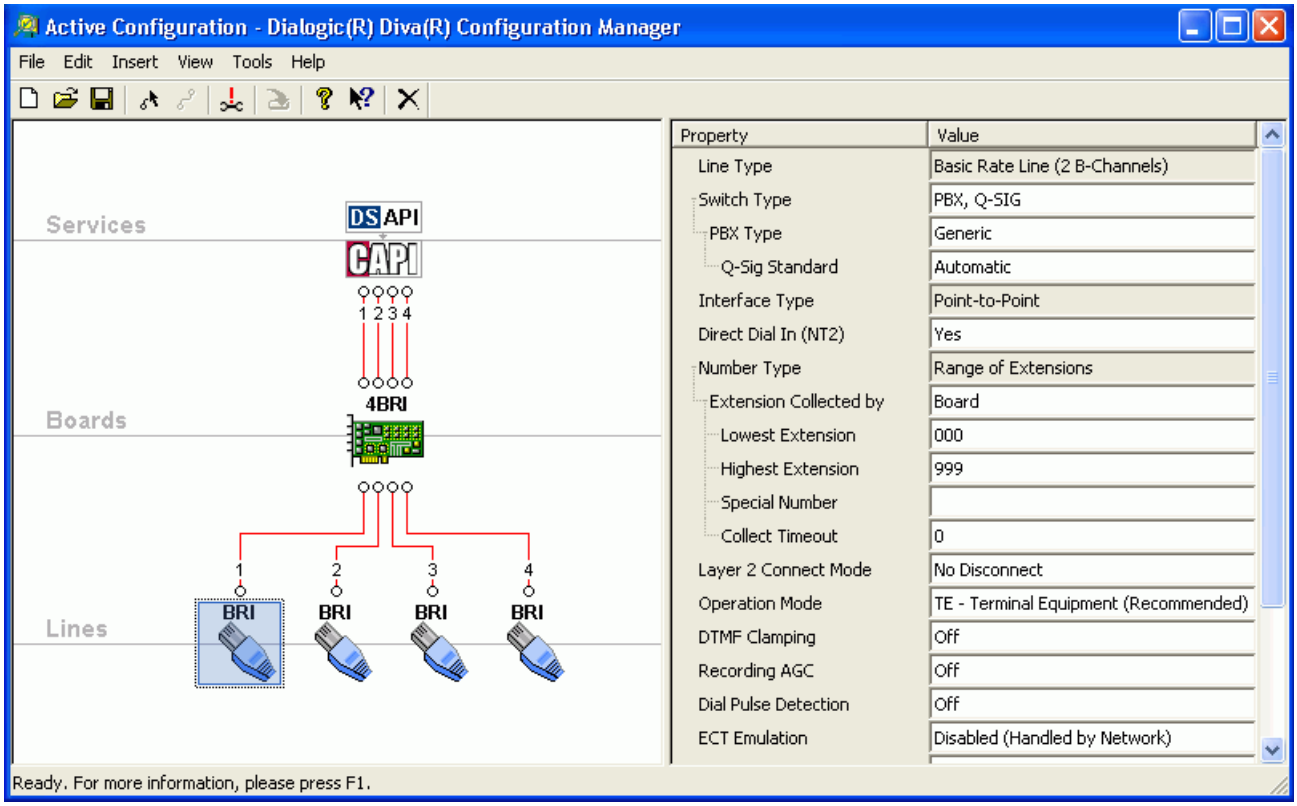
Note: The date set in the system settings of your computer must be correct. Otherwise, you cannot add your license file.

1. Open the Dialogic® Diva® Configuration Manager. To do so, click **Start** > **Programs** > **Dialogic Diva** > **Configuration Manager**.
1. Click **Tools** > **License Manager** in the menu bar of the Diva Configuration Manager.
2. Click **Add License** and go to the directory where you saved the license file.
3. Select the license file and click **Open**. Your license file is now added to the License Manager.
4. Click **Close** to close the License Manager.
5. In the Diva Configuration Manager menu bar, click **File** > **Activate** to activate the configuration.
6. Now, the fax functionality you acquired with your license is unlocked.

Basic Configuration

Configure the connection to the PSTN/PBX line in the Dialogic® Diva® Configuration Manager.

1. Click **Start** > **Programs** > **Dialogic Diva** > **Configuration Manager** to open the Diva Configuration Manager.



   The graphic shows a configuration for a Dialogic® 3008 Media Gateway; therefore, one Dialogic® Diva® 4BRI-8 Media Board is displayed.

2. Select a line in the configuration pane to select its options in the propierties pane.
3. Select the **Switch Type** to which your gateway is connected, either a PSTN line or a PBX. In the graphic, **PBX, Q-SIG** is selected.
4. Configure additional settings for the line, e.g., for the switch type Q-SIG you can configure the **PBX Type** and configuration settings for the selected PBX. For more information about the settings, see the Dialogic® Diva® Configuration Manager Online Help file under **Help** > **Help Topics**.
5. When you are finished, close the Diva Configuration Manager. When prompted, activate your configuration.
6. After the configuration is activated, restart your Dialogic® Media Gateway.

SIP Configuration

The SIP settings are configured in the Dialogic® Diva® SIPcontrol™ software configuration tool.

Note: The graphics of the basic SIP configuration show the settings for a Dialogic® 3000 Media Gateway Series.

1. To open the tool, click **Start** > **Programs** > **Dialogic Diva** > **SIPcontrol Configuration**.

   Note: If you need help configuring the Dialogic® Diva® SIPcontrol™ software settings:

   - click the respective parameter in the configuration tool to open a window with the help text, or
   - refer to the Dialogic® 3000 and 4000 Media Gateway Series Reference Guide that provides a detailed description of all parameters.

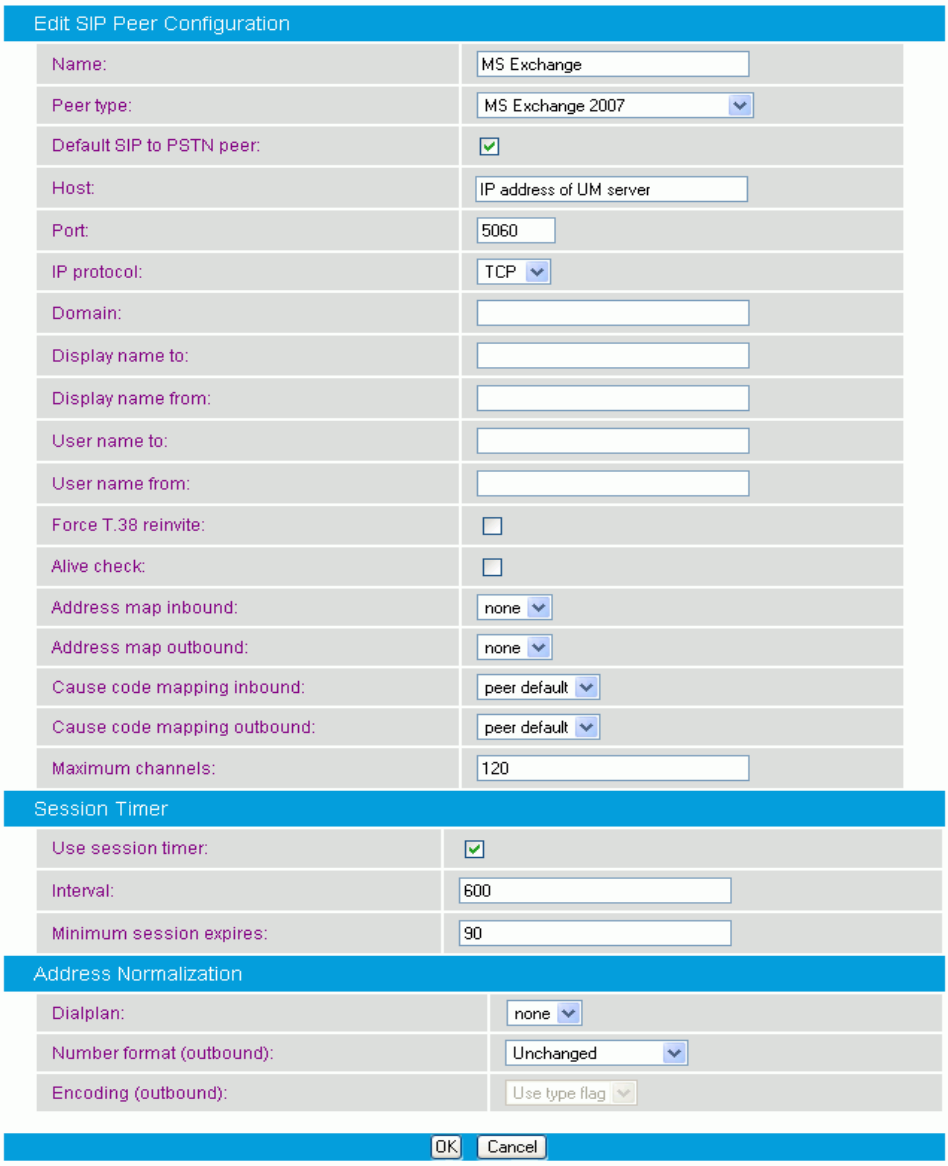
2. Under **PSTN Interface Configuration**, the controllers of the Dialogic® Diva® Media Board are listed and enabled by default. Click the check boxes under **Enabled** to disable the controllers you do not use. See the graphics of the Dialogic® Media Gateway rear panels under Installation on page 11 to identify which port corresponds to which controller.

3. Go to **Network Interface Configuration** and set the **SIP Listen Port** to:

   - 5060 if:
     - you use a Dialogic® 3000 Media Gateway with Microsoft® Exchange Server 2007, or
     - you use a Dialogic® 4000 Media Gateway and the Microsoft® Mediation Server is not installed on the Media Gateway.
   - 9803 if you use a Dialogic® 4000 Media Gateway and the Microsoft® Mediation Server is installed on the Dialogic® Media Gateway.

Check the **Enabled** box of your Ethernet adapter.

4. Configure the SIP peer settings. To do so, click **SIP Peer Configuration** and then click **Add** to open the **Edit SIP Peer Configuration** window.

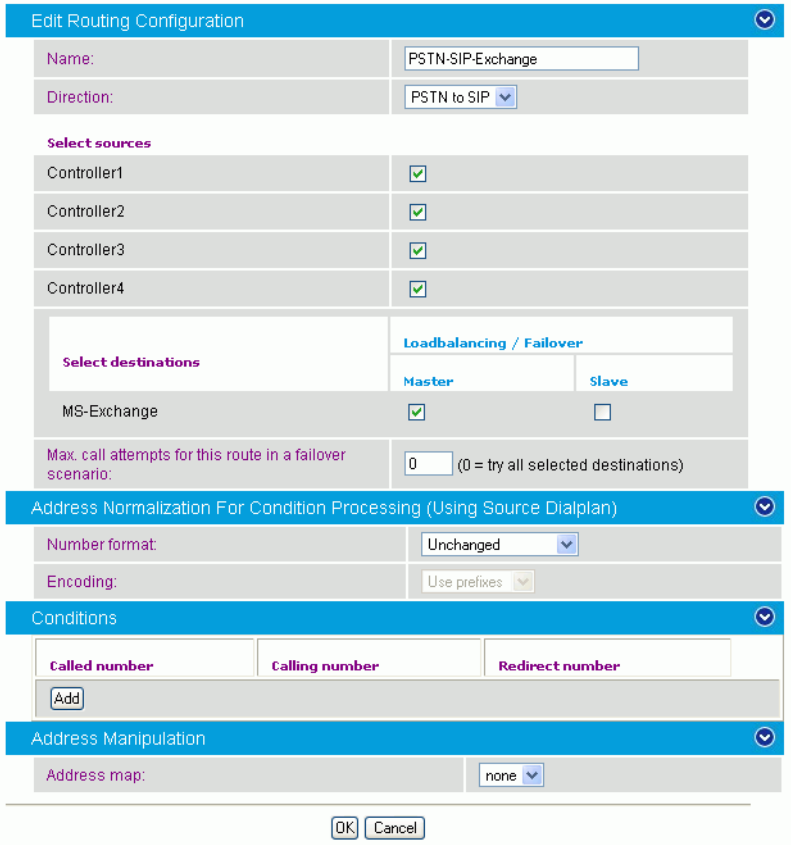


- Enter a name for the SIP peer configuration.
- Select the peer type, e.g., **MS Exchange 2007** for the Dialogic® Media Gateway 3000 Series or **MS OCS 2007 / Mediation Server** for the Dialogic® Media Gateway 4000 Series.
- Enable the **Default SIP to PSTN peer** check box.
- If you are using a Dialogic® 3000 Media Gateway with Microsoft® Exchange Server 2007, set the **Host** to the IP address of your Unified Messaging server. If you are using the Dialogic® 4000 Media Gateway with Microsoft® Office Communications Server 2007, set the **Host** to the IP address of your Mediation Server.
- Leave the other settings at their default values.

Click **OK** to save the settings and to close the menu.

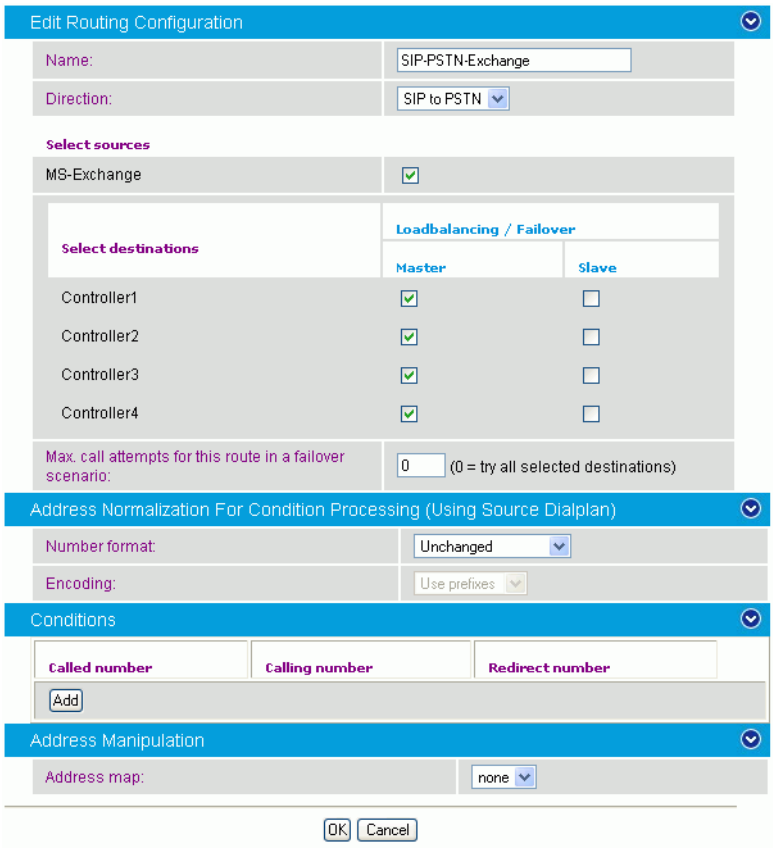
5. Configure one routing for PSTN to SIP and one for SIP to PSTN. To do so, click **Routing Configuration** and then click **Add** to open the **Edit Routing Configuration** window.

- For PSTN to SIP, enter a name and select the direction. Select the controller that should be used for this routing and the configured SIP peer as **Master**. Leave the remaining settings at their default values.



Click **OK** to save the settings and to close the window.

- For SIP to PSTN, enter a name and select the direction. Select the SIP peer as source and the controller you want to use for this routing as **Master**. Leave the remaining settings at their default values.



Click **OK** to save the settings and to close the window.

6. If you have configured all settings, click **Save** in the main configuration page to save the settings and to activate the changes.

For the settings in other environments, consult the user guide of your respective SIP client.

7. If you use a Microsoft® Mediation Server on the Dialogic 4000 Media Gateway Series go to Enabling the Microsoft® Mediation Server on a Dialogic® 4000 Media Gateway Series on page 21, before you start the service.

Enabling the Microsoft® Mediation Server on a Dialogic® 4000 Media Gateway Series

The Dialogic® 4000 Media Gateway is a co-located Media Gateway for Microsoft® Office Communications Server (OCS) 2007; therefore, the Microsoft® Mediation Server will be running directly on this device. The device must be part of the same domain as the OCS.

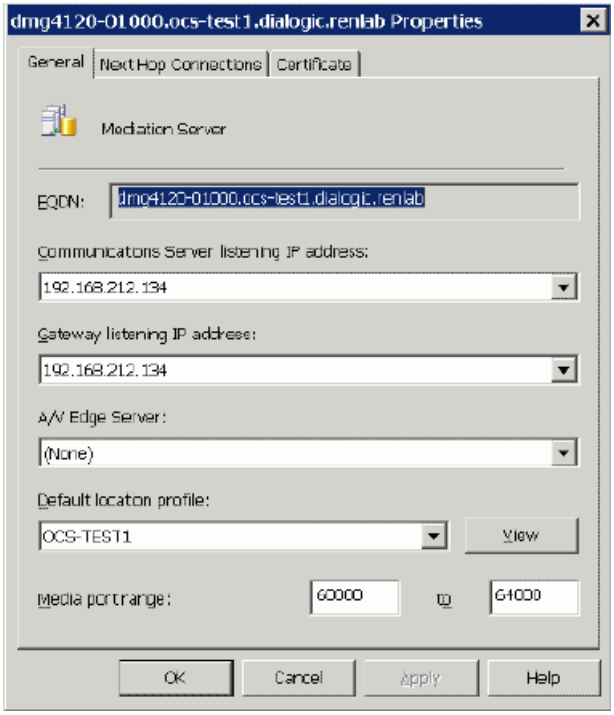
The required steps are:

1. Install the Microsoft OCS 2007 and add the Dialogic 4000 Media Gateway to the same domain of the OCS.
2. Restart the computer and login with the account that has domain administrator rights.
3. Activate the Mediation Server. To do so, open a Dos box and enter:
   `C:\Install\Microsoft\Mediationserver-for-DGM4000`
   and execute the following command:
   `lcscmd.exe /MedSrv /Action:Activate /Password:<Password-of-RTCComponentService-Account>`
4. If the activation was successful, continue with the configuration of the Mediation Server using the MMC of OCS 2007. You will find the MMC under **Start** > **Settings** > **Control Panel** > **Administrative Tools** > **Office Communications Server**.
5. Request, retrieve, and import a certificate from a CA (Certificate Authority) and add it to the Mediation Server. Refer to the OCS 2007 documentation for more information about how to accomplish this.

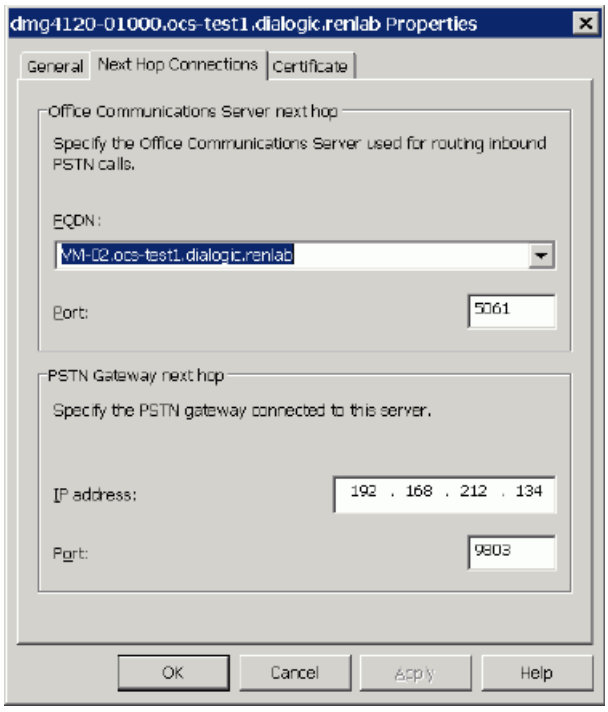
   Note: This step needs to be undertaken while you are directly logged on to the Media Gateway. It cannot be undertaken using the MMC of the OCS 2007 on another PC in the domain.
6. The remaining configuration steps for setting up the Mediation Server can be done remotely by using the MMC of the OCS 2007 on another PC in the domain.

On the Mediation Server, you need to configure the IP address of the PSTN gateway to ensure proper functioning. To do so:

1. Configure the properties of your Mediation Server in the OCS 2007 window. On the **General** tab, you can see the **Gateway listening IP address**. Annotate this number.



2. Click the **Next Hop Connections** tab. Under **PSTN Gateway next hop**, enter the annotated IP address and enter the port number of the Dialogic® Diva® SIPcontrol™ software.



3. Click **OK** to close the dialog box.

Backing up and Restoring the Configuration of the Dialogic® 4000 Media Gateway Series

The Dialogic® 4000 Media Gateways provide a restore and backup menu. You can access this menu if you press the left ALT key during the boot sequence. The menu provides the following options:

Restore to factory defaults: The configuration is set to default factory settings with which the Media Gateway was delivered. If you choose this option and you accept to restore the factory defaults, all current settings will be lost.

Create backup: An image of all settings is created and stored under D:/backup. The backup is overwritten every time you create a new backup. If you need to keep a backup with certain settings, save it in a different directory or on an external medium.

Restore previous backup: With this option, you can restore a previously saved backup. This might be necessary if you need re-activate the settings of a configuration you saved earlier. If you choose this option, all current settings will be lost.

Reboot: Restarts the Media Gateway.

If you do not choose any of the settings, the Media Gateway will be restarted after the time displayed at the bottom of the dialog box has elapsed.

LED indicators

The LED indicators are different for the two Dialogic® Media Gateway Series:

- For the Dialogic® 3000 Media Gateway Series, see below.
- For the Dialogic® 4000 Media Gateway Series, see page 24.

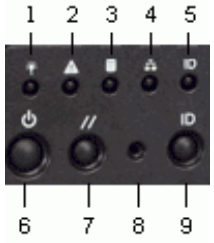
LED indicators of the Dialogic® 3000 Media Gateway

The description of the LED in the table corresponds to the description on the front panel of the Media Gateway.

LED	Status	Description
Power	off	The gateway is not connected to the power supply.
	lit	The LED is lit as soon as the power cable is connected.
HDD (hard disk drive)	off	The hard drive is not accessed.
	lit	The hard drive is accessed.
Ethernet AC/LNK	off	No connection is active on this port.
	lit	A connection is active on this port.
	flashing	Data is being sent or received. The flashing frequency is proportional to the amount of traffic on the network link.
Ethernet Speed	off	There is no connection to the Ethernet.
	green	The speed is 10/100 Mbps.
	orange	The speed is 1 Gbps.

LED indicators of the Dialogic® 4000 Media Gateway

The following LED indicators and switches are integrated in the front panel of the Media Gateway:



1	Power LED	6	Power Switch
2	Status LED	7	Reset Switch
3	Disk Activity LED	8	NMI Switch
4	NIC Activity LED	9	ID Switch
5	ID LED		

LED	Color	Status	Description
1	green	off	Power off or power source disrupted
		lit	Power on
2	green	lit	Normal activity
		flashing	Degraded operation
	orange	lit	Critical fault
		flashing	Non-critical fault
3	green	lit	HDD activity
	orange	lit	HDD fault (non-critical)
	red	lit	Critical fault
4	green	lit	No fault
5	blue	lit	Used to identify a particular system

Technical Specifications

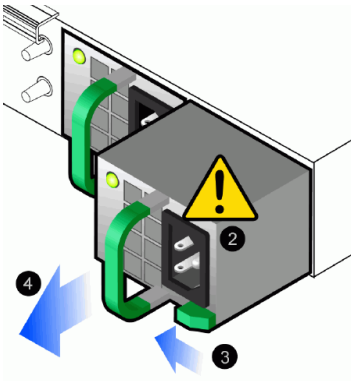
Environmental requirement:

Operating temperature: 10 degrees Celsius to 35 degrees Celsius

	Dialogic® 3000 Media Gateways	**Dialogic® 4000 Media Gateways**
CPU	Intel Pentium IV processor; 2.8 GHz	Intel Xeon 5160 Dual Core processor; 3.0GHz
Memory	1 GB DDR SDRAM (400MHz)	2 GB DDR2 ECC SDRAM (667MHz)
Dimensions in mm		
Height:	44	44
Width:	430	430
Length:	390	508
External interface	2 USB (2.0) ports VGA port RS232 Serial port 2 x Gigabit-Ethernet ports	3 USB (2.0) ports VGA port RS232 Serial port 4 x Gigabit-Ethernet ports
Internal interface	32 bit; PCI (5 V)	64 bit; PCI (3.3 V)
Power supply	100-240 Vac 50/60 Hz 4 A	2 power supplies; each with: 100-240 Vac 50/60 Hz 4/2 A

Replacing a power supply module

To replace the power supply module (PSM), do the following:



1. If you have two power supply modules, verify which one has failed. The LED next to the green handle is lit red if the PSM failed.
2. Disconnect the power cord.

   Note: You only need to disconnect the power cord of the PSM that failed. The power cord of the functioning PSM can remain plugged.
3. Slide the green safety lock to the left.
4. Grasp the green handle and pull the PSM out.
5. Take the new PSM and insert it into the box. Make sure to keep the green safety lock pressed to the left while inserting the PSM.

International Regulatory Information

Note: The FCC statements and the regulatory information for Canada are only valid for the Dialogic® 4000 Media Gateway.

Regulatory Information for Europe

CE

WARNING This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

EU Declaration of Conformity

Dialogic Corporation declares that this equipment is in compliance with the Radio and Telecommunication Terminal Equipment directive 1999/5/EC with requirements covering the Electromagnetic Compatibility Directive 89/336/EEC and the Low Voltage Directive 2006/95/EC. A detailed declaration of conformity for this product can be found at: http://www.dialogic.com/declarations

CS: Dialogic tímto prohlašuje, že tento ITE je ve shodě se základními požadavky a dalšími příslusnými ustanoveními směrnice 1999/5/ES.

DA: Undertegnede Dialogic erklærer herved, at følgende udstyr ITE overholder de væsentlige krav og øvrige relevante krav i direktiv 1999/5/EF.

DE: Hiermit erklärt Dialogic, dass sich das Gerät ITE in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen relevanten Bestimmungen der Richtlinie 1999/5/EG befindet.

EL:ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ Dialogic ΔΗΛΩΝΕΙ ΟΤΙ *ITE* ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 1999/5/ΕΚ.

EN: Hereby, Dialogic, declares that this ITE is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

ES: Por medio de la presente Dialogic declara que el ITE cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 1999/5/EC.

ET:Käesolevaga kinnitab Dialogic seadme ITE vastavust direktiivi 1999/5/EÜ põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.

FI: Dialogic vakuuttaa täten että ITE tyyppinen laite on direktiivin 1999/5/EY oleellisten vaatimusten ja sitä koskevien diretiivin muiden ehtojen mukainen.

FR: Par la présente Dialogic déclare que l'appareil ITE est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 1999/5/CE.

HU: Alulírott, Dialogic nyilatkozom, hogy a ITE megfelel a vonatkozó alapvetõ követelményeknek és az 1999/5/EC irányelv egyéb elõírásainak.

IC:Hér með lýsir Dialogic yfir því að ITE er í samræmi við grunnkröfur og aðrar kröfur, sem gerðar eru í tilskipun 1999/5/EC.

IT: Con la presente Dialogic dichiara che questo ITE è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 1999/5/CE.

LT:Šiuo Dialogic deklaruoja, kad šis ITE atitinka esminius reikalavimus ir kitas 1999/5/EB Direktyvos nuostatas.

LV: Ar šo Dialogic deklarē, ka ITE atbilst Direktîvas 1999/5/EK bûtiskajâm prasîbâm un citiem ar to saistîtajiem noteikumiem.

MT: Hawnhekk, Dialogic, jiddikjara li dan ITE jikkonforma mal-ħtiġijiet essenzjali u ma provvedimenti oħrajn relevanti li hemm fid-Dirrettiva 1999/5/EC.

NL: Hierbij verklaart Dialogic dat het toestel ITE in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 1999/5/EG.

NO: Dialogic erklærer herved at utstyret ITE er i samsvar med de grunnleggende krav og øvrige relevante krav i direktiv 1999/5/EF.

PL: Dialogic niniejszym oświadcza, że ITE spełnia wszystkie istotne wymagania i odpowiednie ustalenia dyrektywy 1999/5/EC.

PT: Dialogic declara que este ITE está conforme com os requisitos essenciais e outras disposições da Directiva 1999/5/CE.

SL: Dialogic izjavlja, da je ta ITE v skladu z bistvenimi zahtevami in ostalimi relevantnimi določili direktive 1999/5/ES.

SK: Dialogic týmto vyhlasuje, že ITE spĺňa základné požiadavky a všetky príslušné ustanovenia Smernice 1999/5/ES.

SV:Härmed intygar Dialogic att denna ITE står l överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 1999/5/EG.

Regulatory Information for the USA

WARNING: Changes or modifications to this unit not expressly approved by Dialogic Corporation could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) this device may not cause harmful interference, and

(2) this device must accept any interference received, including interference that may cause undesired operation.

For questions related to the EMC performance of this product, contact:

Dialogic
1515 Route 10
Parsippany
NJ 07054
Tel: (973) 967-6000

FCC Part 15 Statement

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

FCC Part 68 Notice

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA.

On the bottom of this equipment is a label that contains, among other information, a FCC part 68 registration number or a product identifier in the format US: AAAEQ##TXXXX. If requested, this information must be provided to the telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If trouble is experienced with this equipment, please contact us for repair and warranty information. If the trouble is causing harm to the telephone network, the telephone company may request you to remove the equipment from the network until the problem is resolved.

This unit contains no user-serviceable parts.

Connection to party lines is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

Dialogic® Diva® Primary Rate Interface (PRI) Media Boards:

Facility Interface code	Digital Reg. code	Service Order code	USOC Jack Type
04DU9-1SN	DD	6.0F	RJ48-C

Fax Branding

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via a telephone fax machine unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business or other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. The telephone number provided may not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.

It is the responsibility of the end user or developer to ensure that the regulations set forth in the preceding paragraph are followed. Application developers must provide support for fax branding in the applications they develop and inform users of their responsibility under the Act along with instructions for use. Developers can find instructions for setting up a fax header in the Dialogic® software reference manual. End users should consult the documentation that is provided with their computer telephony application for instructions on fax branding identification.

Regulatory Information for Canada

Notice: This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications.

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

International Approvals

To receive detailed approval information, send a request specifying the product name and the relevant countries to the following E-mail address:
certifications@dialogic.com

All Dialogic® 3000 and 4000 Media Gateways are certified in Europe (CE mark).

Approval in Europe includes only countries that accept European Union approval (CE mark): Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, and United Kingdom.

Some other countries in Eastern Europe and the Mediterranean region also accept the CE-mark. If you are unsure, please check with your equipment supplier, service provider or regulatory authority for confirmation.

Your Dialogic® 3000 and 4000 Media Gateway and the WEEE Directive

In August 2005, the European Union Directive on Waste Electrical and Electronic Equipment (2002/96/EC) and its amendment (2003/108/EC), collectively known as the WEEE Directive, came into force throughout most of the European Union. This Dialogic product comes within the scope of the WEEE Directive.

We are confident that this product will provide you with many years of reliable service. Moreover, we are pleased to advise you that Dialogic warrants this product, as detailed in the Dialogic Corporation End User Hardware Product(s) Warranty Statement on page 5, and provides a fee based repair service when the product is out of warranty. However, a time will come when the product will no longer meet your needs or will become uneconomic to repair. It is at that stage that we ask for your co-operation in recycling this product in the spirit of the WEEE directive.

Dialogic has taken great care to minimize the environmental burden of this product by careful design, and manufacturing it under an Environmental Management System, registered to ISO 14001. The requirements of ISO 14001 are similar to and as rigorous as the requirements of ISO 9001, Quality Management Systems with which you may be more familiar. We ask you to help us to ensure that the environmental burden of this product is minimized when it is of no further use to you by recycling it.

Like all electrical and electronic equipment, including televisions and computers, it may contain small amounts of materials which could lead to environmental damage. To minimize any environmental damage we ask you to have this product recycled by:

- bringing it to the recycling collection point in your company
- handing it into the store where you are purchasing the replacement
- delivering it to a local bring-center in your area

No charge can be imposed on you for this recycling service in the European Union, as Dialogic has paid for recycling this product when it was placed on the market. These are requirements of the WEEE directive.

We thank you in advance for you co-operation and working with Dialogic in protecting our environment.

Please do not dispose of this product through municipal or general waste, recycle it.

Suppliers Declaration of Conformity

Dialogic	**Declaration of Conformity** **No: D0018** **Revision 01**

The equipment described below is declared to be in conformity with the following applicable national and international standards. The conformity is valid ONLY when the equipment is used in a manner consistent with the manufacturer's recommendations and the reference documents.

Equipment Type(s): Diva 2-PRI, V-2PRI
Diva 4-PRI, V-4PRI

Document No / Edition /Date	Title
IEC 60950-1: 2001	Safety of Information Technology Equipment
UL/CSA 60950-1 – 1st Edition (2003)	Safety of Information Technology Equipment
EN 60950-1: 2001	Safety of Information Technology Equipment
FCC, 47 CFR Part 15, Class B digital device	Radio Frequency Devices - Subpart B - Unintentional Radiators
ICES-003 Issue 4 - Feb 2004, Class B	Interference-Causing Equipment Standards - Digital Apparatus
EN 55022: 1998, Class B Limit	Information Technology Equipment - Radio Disturbance Characteristics
EN 55024: 1998	Information Technology Equipment - Immunity Characteristics
TIA-968-A: Oct 2002, A1: July 2003, A2: Jan 2003, A3: Dec 9, 2004	Technical Requirements for Connection of Terminal Equipment to the Telephone Network
CS-03 Issue 9 Part VI: Nov 2004	Specification for Terminal Equipment, Terminal Systems, Network Protection Devices, Connection Arrangements
TBR4: Nov 95, A1: Dec 97	Attachment requirements for terminal equipment to connect to an ISDN using ISDN primary rate access
AS/NZS 60950: 2000, A1: 2003	Safety of Information Technology Equipment
AS/ACIF S038: 2001	Requirements for ISDN Primary Rate Access Interface

Additional information:	
Australia test reports:	Futjisu/Siemens report CER+EIC04-0004+E01, dated 26/10/2004 covers EN55022
	Futjisu/Siemens report CER+EIC06-0005+S01, dated 11/07/2004 covers AS/NZS 60950
	Eicon internal report, dated 19/01/2006 and TBR4 layer 1 report # 3-4143-1-2/04 from Cetecom, dated 03/11/2004 and layer 2, 3 report 98/164/HJ from Deutsche Telekom AG, dated 30/07/1998 covers AS/ACIF S038

Regions:

European Economic Area (EEA): Dialogic Corporation (address below) declares the equipment in compliance with the essential requirements of EC Council Directives: 1999/5/EC - R&TTE: 2006/95/EC - Safety/LVD: 89/336/EEC – EMC
USA: Dialogic Corporation (address below) make this SDoC as Responsible Party for equipment registered with ACTA as number: US: E3SDDNAN800-820
Canada: Dialogic Corporation (address below) is the Declaring Party for equipment registered with Industry Canada as number: IC: 885E-803016
Australia / New Zealand: Supplier Code N964 [Dialogic Pty Ltd. Level 12, 1 Pacific Highway North Sydney NSW 2060] ACN: 064 824 899
Any other region where the Regulatory Requirements are satisfied by compliance to the standards declared above.

This Declaration of Conformity is issued by **Dialogic Corporation**, which is solely responsible for the declared compliance.

Company Address:	**Authorized signature, name and function:**
Dialogic Corporation 9800 Cavendish 5th floor Montreal, Quebec Canada, H4M 2V9	**Gaetan Hogue - Approvals Manager** **Date:** 25, January, 2007

Dialogic Distribution Limited, our location in Europe operates from:
Unit 4034 Kingswood Avenue Citywest Business Campus, Saggart, Co. Dublin, Ireland.

Copies of this Declaration of Conformity may be downloaded at http://www.dialogic.com/declarations

For Your Own Notes