

1. Scope

This document is intended to detail a typical installation and configuration of Dialogic® 2000 Media Gateway Series (DMG2000) when used to interface between PBX and Microsoft® Office Communications Server 2007 (OCS) application.

2. Configuration Details

Listed below are the specific details of the PBX and gateways used in the testing to construct the following documentation.

2.1 PBX

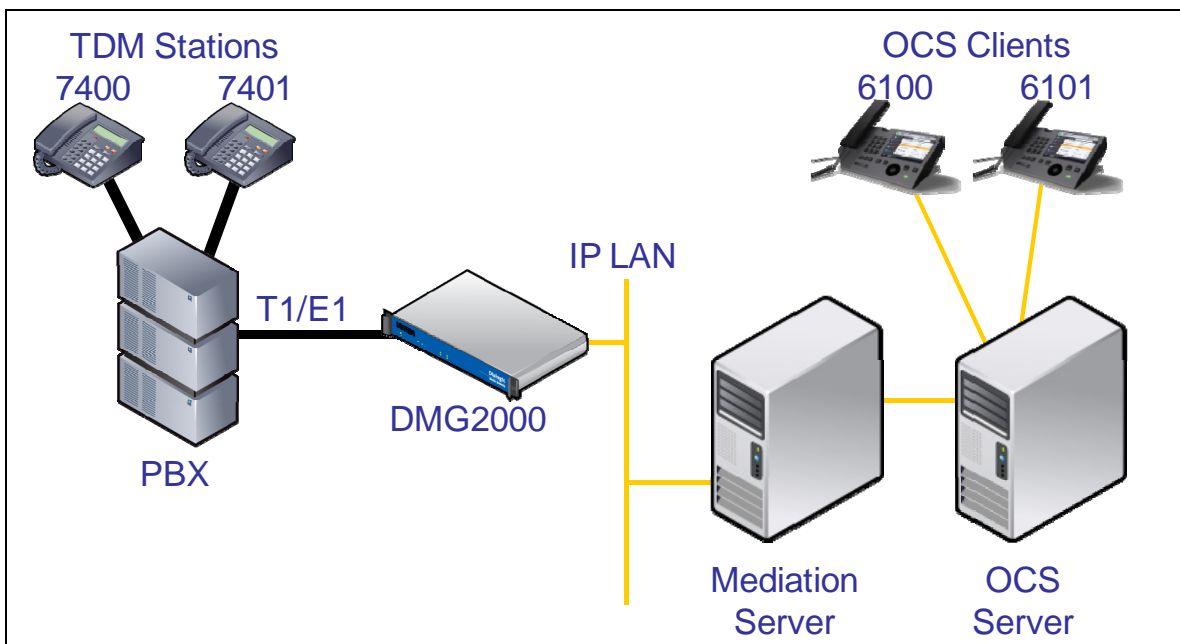
PBX Vendor	Nortel
Model	Option 11c
Software Version	Release 25
Additional Notes	N/A

2.2 Gateway

Gateway Model	Dialogic® 2000 Media Gateway Series (DMG2000)
Software Version	6.0 (6.0.103)
Protocol	E1 QSIG

2.3 System Diagram

The diagram below details the setup used in the testing and creation of the technical document.



3. Prerequisites

3.1 PBX Prerequisites

PBX must have all supplemental service packages installed for the QSIG protocol to operate properly and provide all advanced supplemental services.

Listed below is a table of required software packages:

Package Name	Package Number
End to End Signaling package (EES)	10
Integrated Message System package (IMS)	35
Message Waiting Center package (MWC)	46
ISDN Signaling package (ISDN)	145
Advanced ISDN Network Services (NTWK)	148
1.5 Mb Primary Rate Access package (PRA)	146 or
2.0 Mb Primary Rate Interface package (PRI2)	154
International Primary Rate Interface package (IPRA)	202
Message Waiting Indication (MWI)	219
Multi Purpose Serial Data Link package (MSDL)	222
QM reference signaling point Interface package (QSIG)	263
QSIG Generic Functional protocol package (QSIGGF)	305
QSIG Supplementary Services package (QSIG-SS)	316
MCDN End to End Transparency package (MEET)	348

3.1.1 PBX Equipment Required

To support the E1 QSIG configuration as documented you need the DTI/PRI – NTAK09BA interface card.

3.1.2 PBX Cabling Requirements

Cabling for QSIG connections must be CAT5e or better. Standard voice quality cable will not provide optimum signal quality and the gateway will have problems establishing connection on the D-Channel.

3.2 Gateway Prerequisites

The gateway needs to support an E1 QSIG interface.

4. Summary of Limitations

No limitations noted as of the last update to this document.

5. Gateway Setup Notes

Steps for setting up the gateway:

- Parameter Configuration
- Routing Engine Configuration

5.1 Parameter Configuration

To get the gateway connected between the PBX and mediation server there are only a few configuration options that are required.

During the initial setup of the Dialogic gateway using the serial port you must:

- Assign LAN 1 on the gateway a unique IP address, subnet mask and network gateway address (if the latter is required).
- Configure the gateway to use the SIP VoIP protocol.
- Set the Line Mode to E1.
- Set the Protocol to ISDN - QSIG.

During the solution specific setup of the Dialogic gateway using the web interface you must:

- In the IP Settings page:
 - Set the BOOTP Enabled parameter to 'No'. (the default is Yes)

IP Settings, LAN1	
MAC	00-0e-0c-ab-d2-3e
* Client IP Address	192.168.1.2
* Client Subnet Mask	255.255.255.0
* Default Network Gateway Address	192.168.1.250
* BOOTP Enabled	No
* SNTP Server IP Address	

- In the T1/E1 General page:
 - Set the Line Encoding and Line Framing as required by your E1 Interface. Typical settings are Encoding = HDB3 and Framing = CRC_MF.

T1/E1 Port Selection	
Select Port to Modify	all ports

T1/E1 Configuration	
Line Settings	
* Line Mode	E1
* Signaling Mode	ISDN
* Telephony Port Interface Side	Terminal
E1 Line	
* Line Coding	HDB3
* Framing	CRC_MF
* Selects Transmit Pulse Waveform	75_Ohm
E1 ISDN protocol	
* ISDN Protocol	QSIG
ISDN Protocol Variant	None
Contiguous B-Channel	No
General ISDN Settings	
QSIG Protocol Specification	ISO

- In the VoIP General page:

- Set the Transport Type parameter to TCP (the default is UDP)

Voip General Settings	
User-Agent	
* Host and Domain Name	pbxgw.default.com
Transport Type	TCP
Call as Domain Name?	No
SIPS URI Scheme Enabled	No
Invite Expiration (sec)	120

- In the VoIP Media page:
 - Set the RTP Fax/Modem Tone Relay Mode parameter to 'In band-Tone' (the default is RFC2833)
 - Set the Signaling Digit Relay Mode parameter to 'Off' (the default is On)
 - Set the Voice Activity Detection parameter to 'Off' (the default is On)

VoIP Media Settings		
Audio		
* Audio Compression	G.711u/G.711a	
RTP Digit Relay Mode	RFC2833	
RTP Fax/Modem Tone Relay Mode	Inband-Tone	
* RTP Source IP Address Validation	Off	
* RTP Source UDP Port Validation	Off	
Signaling Digit Relay Mode	Off	
Voice Activity Detection	Off	
RFC 3960 Early Media Support	OnDemand	
Codec	Frame Size	Frames per Packet
G.711	30	1
G.723.1	30	1
G.729AB	10	3

5.2 Routing Engine Configuration

NOTE: For all the examples in this document going forward the term 'inbound call' refers to a call in the TDM to IP direction and the term 'outbound call' refers to a call in the IP to TDM direction.

In the example given in the system diagram at the start of this integration guide we see that we have the following dialing plans in the system:

- All TDM side stations have DID numbers assigned in the 7xxx extension range.
- All OCS side stations have DID numbers assigned in the 6xxx extension range.

We also know that we need to send all inbound calls through to the Mediation Server at a specific IP address.

5.2.1 VoIP Host Group configuration

The first item we should take care of is to set up our IP endpoint to use as our IP destination for all our inbound calls. This is done in the routing table under the section VoIP Host Groups. We define a single host group (using the default group is fine) that includes the IP address of the gateway listening side of the Mediation Server; in our example case we are using the IP address 192.168.1.21 for this.

Router Configuration

Inbound TDM Rules
 Inbound VoIP Rules
 TDM Trunk Groups
 VoIP Host Groups

VoIP Host Groups				
	Name	Load-Balanced	Fault-Tolerant	Host Summary
Delete	HostGroup-1	false	false	192.168.1.21;

The selected Host Group is referenced by the following rules:

- [inbound TDM] Inbound Local (Primary Route)
- [inbound TDM] Inbound Default (Primary Route)

Host List

HostGroup-1

192.168.1.21	Delete
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5.2.2 TDM and VoIP Routing Rule Configuration

The second item we need to configure are the routing rules that will associate inbound or outbound calls with the proper digit manipulation rules for the type of call they need to service. This will require that the gateway perform some digit manipulation on calls that go from the TDM side to the IP side as well as in the reverse direction, IP to TDM.

The major idea here to remember is that OCS expects to get, and will send out, all addresses in E.164 format. This means that the gateway needs to recognize the need to convert up and down as needed to and from this format as calls pass through. To do this you make use of the Routing engine's CPID manipulation rules.

5.2.2.1 Inbound TDM Rules

When a local user on the PBX picks up their phone and calls one of the extensions on the OCS side within the 6xxx range the gateway will receive a call with a calling party of 4 digits. It then needs to convert that number up to full E.164 format and send the call on to OCS.

In our example here we need to take any number that starts in the 6xxx range and then convert it into the full E.164 format by concatenating a prefix of '+1716639' onto the front of the number where 716 is the area code and 639 is the local exchange. Other calls, such as DIDs that arrive over TDM trunks from the PSTN may provide a full 10 digits to the PBX or they may only provide the extension number after the prefix has been stripped off by the PBX. Depending on your site specific requirements you may need to add or build different rules to handle these cases. In our example the inbound rule we use for local PBX users is shown below:

Router Configuration

Inbound TDM Rules
 Inbound VoIP Rules
 TDM Trunk Groups
 VoIP Host Groups

Inbound TDM Rules				
Select	Enable	Rule Label	Request Type	Trunk Group
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Inbound Local	Any	Any
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Inbound Default	Any	Any

Detailed Configuration for Inbound TDM Rule: **Inbound Local**

Inbound TDM Request Matching					
CPID Matching					
Calling Number	*	Called Number	*	Redirect Number	*
Calling Name	*	Called Name	*	Redirect Name	*

Outbound Routes					
Device Selection					
Outbound Destination	VoIP	Host Group	HostGroup-1	Route Method	Bridged

CPID Manipulation					
Calling Number	S	Called Number	"+1716639"+D	Redirect Number	R
Calling Name	S	Called Name	D	Redirect Name	R

Select Primary / Alternate Route

Primary
 Alt-1
 Alt-2
 Alt-3
 Alt-4

The CPID matching rule is simply a * meaning that any dialed number from a local user presented to this trunk will be seen by this rule. The CPID manipulation rule then uses the digits that are being seen ((in this example it will be a 4 digit number because that is how the trunk is programmed) and then adds the prefix of "+1716639" onto it to build the full E.164 number that is needed for OCS. This rule also set s the destination to the VoIP Host group we have defined previously that points to the inbound IPO address of the Mediation Server.

In addition to this rule a default rule has been left in place that acts as a catch all. This rule performs no CPID manipulation at all and just tries to send the call to the VoIP host group as dialed.

5.2.2.2 Inbound VoIP Rules

When an OCS user dials a number OCS will, through the use of normalization rules in the Location profile, provide the gateway with a number in full E.164 format. The gateway needs to be able to recognize various number patterns in inbound IP calls and properly manipulate them for the outbound TDM call that results.

In our example here, OCS has been setup (as you will see latter) with a route that directs all calls that meet the pattern 6xxx to the gateway in full E.164 format. The gateway then needs to know how to identify these numbers as extensions that are local on the PBX and manipulate them accordingly. To do this it needs to simply extract the right 4 digits from the called number provided to remove the prefix of "+1716639" and leave the last 4 digits remaining. Local, national and international numbers are going to need to be manipulated. At very least they will need a trunk access number, like a 9, pre-pended onto the front of them in order to dial an outside line. These can also be done using manipulation rules as follows:

Router Configuration

Inbound TDM Rules
 Inbound VoIP Rules
 TDM Trunk Groups
 VoIP Host Groups

Inbound VoIP Rules

Select	Enable	Rule Label	Request Type	Originating VoIP Host Address
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Outbound Internal	Any	*
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Outbound Local	Any	*
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Outbound National	Any	*
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Outbound International	Any	*
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Default	Any	*

Detailed Configuration for Inbound VoIP Rule: **Outbound Internal**

Inbound VoIP Request Matching

CPID Matching

Calling Number	*	Called Number	x17166397xxx	Redirect Number	*
Calling Name	*	Called Name	*	Redirect Name	*

Outbound Routes

Device Selection

Outbound Destination	TDM	Trunk Group	Any	Route Method	Bridged
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CPID Manipulation

Calling Number	S	Called Number	rext(D,4)	Redirect Number	R
Calling Name	S	Called Name	D	Redirect Name	R

Select Primary / Alternate Route

Primary
 Alt-1
 Alt-2
 Alt-3
 Alt-4

In the screen shot above, the first rule 'Outbound Internal' is selected. Notice that the blue bar near the top of the screen highlights this rule. The lower half of the screen displays the details of the currently selected rule. This rule matches outbound calls that have a called party number that starts with '+17166397' followed by any three digits. This rule is designed to match the locally defined TDM extensions as shown in the first figure in this document. Calls that match this rule are meant to go to a local user on the PBX. The CPID manipulation section of this rule extracts the last four digits from the called party number. The extracted four digits are then dialed as a local extension on the PBX.

Router Configuration

Inbound TDM Rules
 Inbound VoIP Rules
 TDM Trunk Groups
 VoIP Host Groups

Inbound VoIP Rules				
Select	Enable	Rule Label	Request Type	Originating VoIP Host Address
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Outbound Internal	Any	*
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Outbound Local	Any	*
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Outbound National	Any	*
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Outbound International	Any	*
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Default	Any	*

Detailed Configuration for Inbound VoIP Rule: **Outbound Local**

Inbound VoIP Request Matching					
CPID Matching					
Calling Number	*	Called Number	x1716xxxxxx	Redirect Number	*
Calling Name	*	Called Name	*	Redirect Name	*

Outbound Routes			
Device Selection			
Outbound Destination	TDM	Trunk Group	Any
Route Method	Bridged		
CPID Manipulation			
Calling Number	S	Called Number	"*9"+rem(D,5)
Calling Name	S	Called Name	D
Redirect Number	R		
Redirect Name	R		
Select Primary / Alternate Route			
<input checked="" type="radio"/> Primary <input type="radio"/> Alt-1 <input type="radio"/> Alt-2 <input type="radio"/> Alt-3 <input type="radio"/> Alt-4 <input type="button" value="Add Alternate Route"/>			
<input type="button" value="Delete"/> <input type="button" value="Delete"/> <input type="button" value="Delete"/> <input type="button" value="Delete"/>			

In the screen shot above, the rule 'Outbound Local' is selected. This rule matches outbound calls that have a called party number that starts with '+1716' followed by seven digits. This rule is designed to match the calls within the same area code, but not from the same PBX. Calls that match this rule are meant to go to a local user that is not on the PBX. In the CPID manipulation area the trunk access code is added to the string and the leading 5 characters are stripped off (the '+1716'). The full string out as '+9xxxxxx' is sent.

Router Configuration

Inbound TDM Rules
 Inbound VoIP Rules
 TDM Trunk Groups
 VoIP Host Groups

Inbound VoIP Rules

Select	Enable	Rule Label	Request Type	Originating VoIP Host Address
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Outbound Internal	Any	*
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Outbound Local	Any	*
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Outbound National	Any	*
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Outbound International	Any	*
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Default	Any	*

Detailed Configuration for Inbound VoIP Rule: **Outbound National**

Inbound VoIP Request Matching

CPID Matching			
Calling Number	*	Called Number	x1xxxxxxxxx
Calling Name	*	Called Name	*
		Redirect Number	*
		Redirect Name	*

Outbound Routes

Device Selection		
Outbound Destination	TDM	Trunk Group
		Any
Route Method	Bridged	
CPID Manipulation		
Calling Number	S	Called Number
		" +9"+rem(D,1)
Calling Name	S	Called Name
		D
Redirect Number	R	
Redirect Name	R	
Select Primary / Alternate Route		
<input checked="" type="radio"/> Primary	<input type="radio"/> Alt-1	<input type="radio"/> Alt-2
	<input type="radio"/> Alt-3	<input type="radio"/> Alt-4
	<input type="button" value="Add Alternate Route"/>	
	<input type="button" value="Delete"/>	<input type="button" value="Delete"/>
	<input type="button" value="Delete"/>	<input type="button" value="Delete"/>

In this rule labeled as 'Outbound National' any number dialed that starts with '+1' and includes 10 digits indicates a number that is not in the local area code. In this case the CPID manipulation simply adds a +9 to the start of the number and strips off the leading + creating a result of '+91xxxxxxxxx'.

Router Configuration

Inbound TDM Rules
 Inbound VoIP Rules
 TDM Trunk Groups
 VoIP Host Groups

Inbound VoIP Rules				
Select	Enable	Rule Label	Request Type	Originating VoIP Host Address
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Outbound Internal	Any	*
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Outbound Local	Any	*
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Outbound National	Any	*
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Outbound International	Any	*
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Default	Any	*

Detailed Configuration for Inbound VoIP Rule: **Outbound International**

Inbound VoIP Request Matching					
CPID Matching					
Calling Number	*	Called Number	x011.	Redirect Number	*
Calling Name	*	Called Name	*	Redirect Name	*

Outbound Routes			
Device Selection			
Outbound Destination	TDM	Trunk Group	Any
		Route Method	Bridged

CPID Manipulation			
Calling Number	S	Called Number	"+9"+lrem(D,1)
Calling Name	S	Called Name	D
		Redirect Number	R
		Redirect Name	R

Select Primary / Alternate Route

Primary
 Alt-1
 Alt-2
 Alt-3
 Alt-4

In this rule labeled as 'Outbound International' any number dialed that starts with '+011' and includes any number of digits indicates a number that is not in the local area code. In this case the CPID manipulation simply adds a +9 to the start of the number and strips off the leading + creating a result of '+9011xxxxxxxx'.

The last rule that is defined is another default rule that acts as a catch all and simply attempts to dial any number provided that has not matched the previous rules in the list.

Note 1: The last two rules labeled as 'Outbound National' and 'Outbound International' COULD have been combined into one rule since the CPID manipulation was the same in both. The rules have been split out here in this example simply for clarity of the example. Also, if the environment uses different trunks for local, national (long Distance) and international calls, breaking these rules out into separate segments allows you to also define trunk groups and direct calls of these specific types to those individual trunks.

Note 2: The rules are evaluated in the order they are listed, top down. The first rule that matches is used so the order is important. Always consider placing your more specific rules at the top of the order and the more general at the bottom.

6. PBX Setup Notes

The basic steps of setting up the PBX for use with this gateway and a voice processing system are as follows:

- Adding the E1 Board and D-channel.
- Defining the PRI customer.
- Configuring the route data block.
- Adding the trunk members to the D-channel.
- Initiating system timers and clock controller.
- Configuring the electronic service network.
- Enabling the hardware and D-channel.
- Defining a route list and coordinated dialing plan.

All PBX programming is done via a serial terminal connected to the PBXs administration port.

The basic commands that you will encounter on the PBX to perform these actions are:

Add E1 Board and D-Channel	LD17
Define PRI Customer	LD15
Add Route Data Block	LD16
Add Trunk Members	LD14
Initiate System Timers and Clock Controller	LD73
Configure Electronic Service Network	LD86
Enable MSDL card	LD96
Enable D-Channel	LD96
Define Route List	LD86
Define Coordinated Dialing Plan	LD87

6.1 Adding E1 Board

Add E1 board using overlay LD17. Several of the fields require site specific entries, these are;

- PRI2 requires a slot number where the E1 board will be installed.

The fields of this overlay that must be modified in this step are:

REQ, TYPE, PRI2

```
REQ chg
TYPE cequ
TDS
CONF
DLOP
PRI2 7
DTI2
```

- At the prompt REQ enter CHG press RETURN
- At the prompt TYPE enter CEQU press RETURN
- At the prompt PRI2 enter XX
 - where XX is the slot of the E1 board and press RETURN

6.2 Configuring the D-Channel

Add the D-channel (ADAN) using overlay LD17. Several of the fields require site specific entries, these are:

- Adan requires a d-channel number that is independent of other d-channel numbers on the switch.
- Cdno and Dchl require an independent trunk access code number.
- Rcap requires all supplementary services you would like to add.

The fields of this overlay that must be modified in this step are:

Type, Adan, Ctyp, Cdno, Des, Usr, Ifc, Pinx, Isdn_Mcnt, Clid, Dchl, Side, Rcap, PR_Trigs

The programming example below shows how to configure a D-Channel using LD17. For all other fields not noted in the example press RETURN to use default values.

```

REQ chg
TYPE cfn
ADAN new dch 7
CTYP msdl
CDNO 7
PORT 1
DES E1_QSIG
USR pri
IFC isgf
PINX_CUST 0
ISDN_MCNT 300
CLID opt0
DCHL 7
PRI2
OTBF
DRAT
SIDE net
CNEG
RLS
QCHID
RCAP CCBI CCNI PRI DV3I CTI QMWI
PR_TRIGS DIV 2 1
PR_TRIGS CNG 2 1
PR_TRIGS CON 2 1
PR_TRIGS CTR1 2 1
OVLr
OVLS
MBGA
TIMR
LAPD

```

- At the prompt REQ enter CHG to change an entry in the configuration record and press RETURN
- At the prompt TYPE enter CFN press RETURN
- At the prompt ADAN enter NEW DCH XX
 - Where xx is an available d-channel number, press RETURN
- At the prompt CTYP enter MSDL press RETURN
- At the prompt CDNO enter XX
 - where xx is the card slot location of the T-1 card, press RETURN
- At the prompt DES enter XX
 - where xx is any name designation for the E1, press RETURN
- At the prompt USR enter PRI press RETURN
- At the prompt IFC enter ISGF press RETURN
- At the prompt PINX_CUST enter 0 press RETURN

- At the prompt `ISDN_ MCNT` enter `300` press `RETURN`
- At the prompt `CLID` enter `OPT0` press `RETURN`
- At the prompt `DCHL` enter `XX`
 - Where `xx` is the card slot location of the T-1 card, press `RETURN`
- At the prompt `SIDE` enter `NET` to set the PBX to the network side of the connection and press `RETURN`
- At the prompt `RCAP` enter `XX`
 - Where `XX` are all remote capabilities and press `RETURN`
- At the prompt `PR_TRIGS` enter `XX Y Z`
 - Where `XX` is the path replacement trigger, `Y` is the number of path replacement attempts, and `Z` is the delay between attempts and press `RETURN`

6.3 Defining PRI Customer

Define PRI Customer using overlay `LD15`. Several of the fields require site specific entries, these are:

- `CUST` requires a customer number you would like to use for your setup.
- `PNI` requires a private network identifier.

The fields of this overlay that must be modified in this step are:

`REQ`, `TYPE`, `CUST`, `AC2`, `ISDN`, `PNI`.

The programming example below shows how to configure the Route Data Block using `LD16`. For all other fields not noted in the example press `RETURN` to use default values.

```

REQ  new
TYPE NET_DATA
CUST 0
OPT
AC2 NPA LOC
FNP
CLID
ISDN yes
  VPNI
  PNI
  PINX_DN
  MBG
  BSGC
  PFX1
  PFX2
  HLOC
  LSC
  RCNT
  PSTN
  TNDM
  PCMC
  SATD
  OCLI
DITI
TRNX
EXTT
FTOP
VNR
NIT
NAS ATCL
NAS ACTV

```

FOPT
CNTC
NATC
INTC

- At the prompt `REQ` enter `NEW` press `RETURN`
- At the prompt `TYPE` enter `NET_DATA` press `RETURN`
- At the prompt `CUST` enter `XX`
 - where `XX` is the customer number used for the E1 board and press `RETURN`
- At the prompt `AC2` enter `NPA LOC` press `RETURN`
- At the prompt `ISDN` enter `YES` press `RETURN`
- At the prompt `PNI` enter `XX`
 - where `XX` is a customer private network identifier and press `RETURN`

6.4 Configuring the Route Data Block

Add the trunk route data block (RDB) using overlay `LD16`. In this overlay several of the fields require site specific entries, these are:

- `Rout` requires a route number that is independent of other route numbers on the switch.
- `Acod` requires an independent trunk access code number.

The fields of this overlay that must be modified in this step are:

`Rout, Des, Tktp, Esn, Cnvt, Sat, Rcls, Dtrk, Brip, Dgtp, Isdn, Mode, Ifc, Pni, Chty, Ctyp, Inac, Cpfxs, Dapc, Intc, Dsel, Ptyp, Auto, Dnis, Dcdr, Icog, Srch, Trmb, Acod, Clen Tcpp, Biln, Sigo, Drng, Cdr, Mus, Racd, Ohq, Ohqt, Cbq, Auth, Ttbl, Plev, Alrm.`

The programming example below shows how to configure the Route Data Block using `LD16`. For all other fields not noted in the example press `RETURN` to use default values.

REQ new
TYPE rdb
CUST 0
DMOD
ROUT 7
DES E1_QSIG
TKTP tie
ESN no
CNVT no
SAT no
RCLS ext
VTRK
DTRK yes
BRIP no
DGTP pri2
ISDN YES
MODE pra
IFC isgf
PNI 00000
CTYP ukwn
INAC yes
CPFXS yes
DAPC no
INTC no
DSEL vod
PTYP pri
AUTO no
DNIS no
DCDR no
IANI
ICOG iao
SRCH rrb
TRMB yes
STEP
ACOD 7000
CLEN 1
TCPP no
TARG
BILN no
SGRP
OABS
INST
ANTK
SIGO std
CNTL
DRNG no
CDR no
MUS no
RACD no
FRL
OHQ no
OHQT 00
CBQ no
AUTH no
TTBL 0
ATAN
PLEV 2
ALRM no

- At the prompt REQ enter NEW press RETURN
- At the prompt TYPE enter RDB press RETURN
- At the prompt CUST enter XX
 - where xx is the defined customer number press RETURN
- At the prompt DMOD press RETURN
- At the prompt ROUT enter XX
 - where xx is an available route number then press RETURN
- At the prompt DES enter XX
 - where xx is any name designation for the trunk route press RETURN
- At the prompt TKTP enter TIE press RETURN
- At the prompt ESN enter NO press RETURN
- At the prompt CNVT enter NO press RETURN
- At the prompt SAT enter NO press RETURN
- At the prompt RCLS enter EXT press RETURN
- At the prompt DTRK enter YES press RETURN
- At the prompt BRIP enter NO press RETURN
- At the prompt DGTP enter PRI press RETURN
- At the prompt ISDN enter YES press RETURN
- At the prompt MODE enter PRA press RETURN
- At the prompt IFC type ISGF press RETURN
- At the prompt PNI enter 00000 press RETURN
- At the prompt CHTY enter BCH press RETURN
- At the prompt CTYP enter UKWN press RETURN
- At the prompt INAC enter NO press RETURN
- At the prompt CPFXS enter YES press RETURN
- At the prompt DAPC enter NO press RETURN
- At the prompt INTC enter NO press RETURN
- At the prompt DSEL enter VOD press RETURN
- At the prompt PTYP enter PRI press RETURN
- At the prompt AUTO enter NO press RETURN
- At the prompt DNIS enter NO press RETURN
- At the prompt DCDR enter NO press RETURN
- At the prompt ICOG enter IAO press RETURN
- At the prompt SRCH enter RRB press RETURN
- At the prompt TRMB enter YES press RETURN
- At the prompt ACOD enter XXXX
 - where xxxxx is an available trunk access code number the same length as the phone extension numbers and press RETURN
- At the prompt CLEN enter 1 press RETURN
- At the prompt TCPP enter NO press RETURN
- At the prompt BILN enter NO press RETURN
- At the prompt SIGO enter STD press RETURN
- At the prompt DRNG enter NO press RETURN
- At the prompt CDR enter NO press RETURN
- At the prompt MUS enter NO press RETURN
- At the prompt RACD enter NO press RETURN
- At the prompt OHQ enter NO press RETURN
- At the prompt OHQT enter 00 press RETURN
- At the prompt CBQ enter NO press RETURN
- At the prompt AUTH enter NO press RETURN
- At the prompt TTBL enter 0 press RETURN
- At the prompt PLEV enter 2 press RETURN
- At the prompt ALRM enter NO press RETURN

6.5 Initiating System Timers and Clock Controller

Initiate the System Timers and Clock Controllers using overlay LD14. One of the fields requires a site specific entry, it is:

- CCO requires a slot number where the E1 board is installed.

The fields of this overlay that must be modified in this step are:

REQ, TYPE, FEAT, CCO.

The programming example below shows how to initiate the system timers and the clock controller using LD14. For all other fields not noted in the example press RETURN to use default values.

```
REQ chg
TYPE pri2
FEAT syti
CCO 8
PREF CCO
SREF CCO
CCGD
CCAR
```

- At the prompt REQ enter NEW press RETURN
 - Note: If the timers were already initiated, enter CHG and press RETURN
- At the prompt TYPE enter PRI2 press RETURN
- At the prompt FEAT enter SYTI press RETURN
- At the prompt CCO enter XX
 - where xx is the slot location of the E1 board and press RETURN

6.6 Configuring Electronic Services Network

Configure the trunk Electronic Services Network (ESN) using overlay LD14.

The fields of this overlay that must be modified in this step are:

REQ, CUST, FEAT, NCDP, AC2, RTCL TGAR.

The programming example below shows how to configure an ESN using LD14. For all other fields not noted in the example press RETURN to use default values.

```
REQ new
CUST 0
FEAT ESN
MXLC
MXSD
MXIX
MXDM
MXRL
MXFC
MXFS
CDP
MXSC
```

```

NCDP 4
AC1
AC2 9
DLTN
ERWT
ERDT
TODS
RTCL YES
NMAP
ETOD
TGAR YES

```

- At the prompt `REQ` enter `NEW` press `RETURN`
- At the prompt `CUST` enter `XX`
 - where `XX` is the defined customer number and press `RETURN`
- At the prompt `FEAT` enter `ESN` press `RETURN`
- At the prompt `NCDP` enter `XX`
 - where `XX` is the number of digits in `CDP DN` and press `RETURN`
- At the prompt `AC2` enter `XX`
 - where `XX` is an available `NARS` access code and press `RETURN`
- At the prompt `RTCL` enter `YES` press `RETURN`
- At the prompt `TGAR` enter `YES` press `RETURN`

6.7 Adding Trunk Members to the D-Channel

Now that the trunk and D-Channel are created you must assign each member of the trunk to this route group using overlay `LD14`.

The fields of this overlay that must be modified in this step are:

`Type, TN, Cust, Cden, Trk, Pcml, Ncos, Rtmb, Tgar, Ast, Iapg, Cls.`

The programming example below shows how to add trunk members to the D-Channel using `LD14`. This needs to be repeated for each B-Channel you are adding to the D-Channel (23 times per span). For all other fields not noted in the example press `RETURN` to use default values.

```

REQ new
TYPE tie
TN 7 1
DES
PDCA
PCML
CUST 0
NCOS 0
RTMB 7 1
B-CHANNEL SIGNALING
MNDN
TGAR 1
AST
CLS unr dtn
TKID

```

- At the prompt `TYPE` enter `TIE` press `RETURN`
- At the prompt `TN` enter `XX XX`

- where `xx xx` is the slot and port number of each channel of the E1 hardware
press RETURN
- At the prompt `CUST` enter `XX`
 - where `xx` is the defined customer number press RETURN
- At the prompt `CDEN` press RETURN
- At the prompt `TRK` enter `PRI` press RETURN
- At the prompt `PCML` press RETURN
- At the prompt `NCOS` enter `0` press RETURN
- At the prompt `RTMB` enter `XX XX`
 - where `xx xx` is the rout number and member defined previously in LD16 press RETURN
- At the prompt `TGAR` enter `1` press RETURN
- At the prompt `AST` enter `NO` press RETURN
- At the prompt `IAPG` enter `0` press RETURN
- At the prompt `CLS` enter `UNR DTN` press RETURN

6.8 Enable the MSDL Board and D-Channel

To use the newly added card and D-Channel you need to enable both of them using overlay LD96.

- Enter the command `enl msdl xx`
 - where `xx` is the D-Channel number defined in LD17 and press RETURN
- Enter the command `enl dch xx`
 - Where `xx` is the D-Channel; number assigned in LD17 and press RETURN

6.9 Define a Route List

Use overlay LD86 to define a route list.

The fields of this overlay that must be modified in this step are:

`Req, Cust, Feat, Rli, Entr, Lter, Rout, Tod, Cnv, Exp, Frl, Dmi, Fci, Fsnl, Ohq, Cbq, Iset, Mfrl, Ovll.`

The programming example below shows how to define a rout list using LD86. For all other fields not noted in the example press RETURN to use default values.

```
>ld 86
ESN000
REQ new
CUST 0
FEAT
FEAT rlb
RLI 1
ENTR 0
LTER no
ROUT 7
TOD
CNV no
EXP no
FRL 0
DMI 0
FCI 0
FSNI 0
SBOC
```

```
OHQ no
CBQ no
ENTR 0
ISET 0
NALT
MFRL 0
OVLL 0
```

- At the prompt `REQ` enter `NEW` press `RETURN`
- At the prompt `CUST` enter `XX`
 - where `xx` is the defined customer number press `RETURN`
- At the prompt `FEAT` enter `RLB` press `RETURN`
- At the prompt `RLI` enter `X`
 - where `x` is the next available route list index number press `RETURN`
- At the prompt `ENTR` enter `X`
 - where `x` is the entry number for the NARS/BARS route list and press `RETURN`
- At the prompt `LTER` enter `NO` press `RETURN`
- At the prompt `ROUT` enter `X`
 - where `x` is the route number defined in the previous steps and press `RETURN`
- At the prompt `CNV` enter `NO` press `RETURN`
- At the prompt `EXP` enter `NO` press `RETURN`
- At the prompt `FRL` enter `0`
 - Where Facility restriction level it should be set as low as possible. press `RETURN`
- At the prompt `DMI` enter `0` press `RETURN`
- At the prompt `FCI` enter `0` press `RETURN`
- At the prompt `FSNI` enter `0` press `RETURN`
- At the prompt `OHQ` enter `NO` press `RETURN`
- At the prompt `CBQ` enter `NO` press `RETURN`
- At the prompt `ISET` enter `0` press `RETURN`
- At the prompt `MFRL` enter `0` press `RETURN`
- At the prompt `OVLL` enter `0` press `RETURN`

6.10 Defining the Coordinated Dialing Plan

Use overlay `LD87` to define your CDP (Coordinated Dialing Plan). This is the method used to be able to access the trunk as a forwarding point for station sets using an extension number.

The fields of this overlay that must be modified in this step are:

`Req, Cust, Feat, Type, Dsc, Flen, Dsp, Rli.`

The programming example below shows how to define a CDP using `LD87`. For all other fields not noted in the example press `RETURN` to use default values.

```
>ld 87
ESN000
REQ new
CUST 0
FEAT cdp
TYPE dsc
DSC 5000
FLEN 4
DSP 1sc
RLI 1
```

NPA NXX DSC

- At the prompt `REQ` enter `NEW` press `RETURN`
- At the prompt `CUST` enter `XX`
 - where `xx` is the defined customer number press `RETURN`
- At the prompt `FEAT` enter `CDP` press `RETURN`
- At the prompt `TYPE` enter `DSC` press `RETURN`
- At the prompt `DSC` enter `XXXX`
 - Where `xxxx` is the extension you want to use to access the trunk route list and press `RETURN`
- At the prompt `FLEN` enter `X`
 - Where `x` is the length of the extensions in this CDP and press `RETURN`
- At the prompt `DSP` enter `LSC` press `RETURN`
- At the prompt `RLI` enter `X`
 - Where `x` is the rout list index created in `LD86` and press `RETURN`

7. Microsoft OCS setup

7.1 Steps for configuring OCS

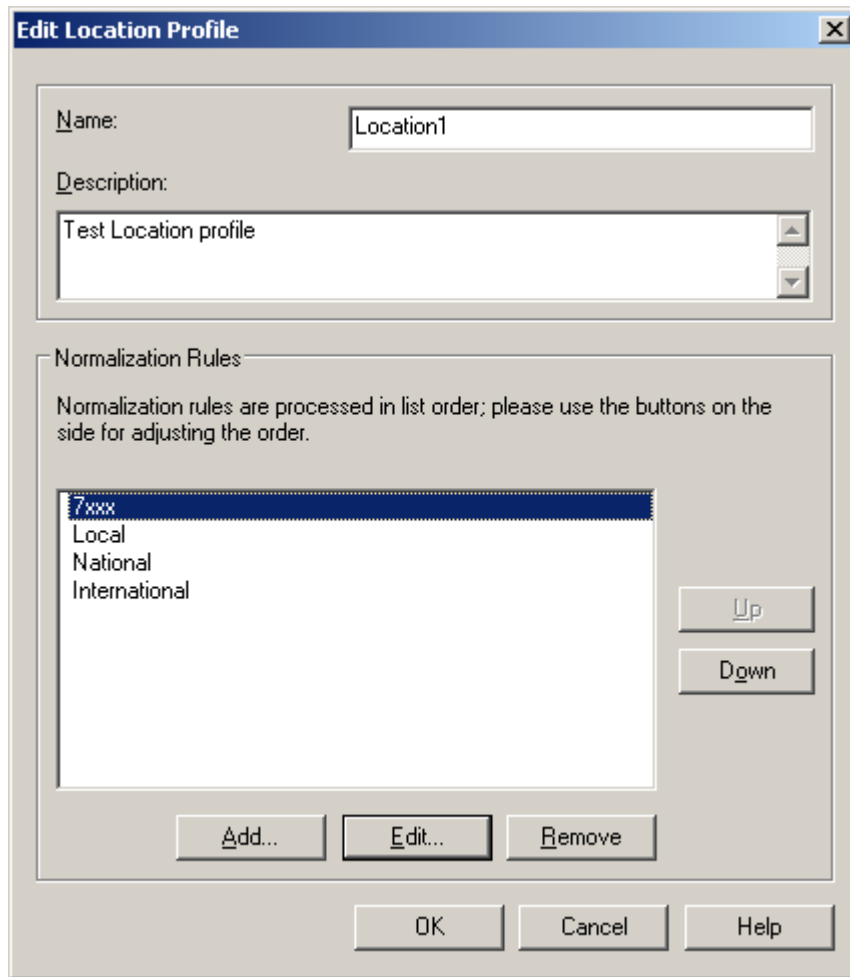
Normalization rules are used to convert all possible dial numbers into full E.164 formatted numbers. Microsoft OCS uses the standard E.164 format to search for all users listed in Active Directory (AD).

When an OCS user dials an internal extension number (normally 3-5 digits), the normalization rules convert it into full E.164 format. These normalization rules should cover dialed digits that are for internal extensions, local numbers, long distance numbers, and international numbers.

From the Start menu select the following to configure the OCS server:

- Programs
- Administrative Tools
- OCS 2007

On the tree presented in the configuration window right click on `Forest` then select `Properties` and then `Voice Properties` from the menu provided. Edit a location profile as shown in the example below.



Click Add or Edit to create or change a particular rule.

Edit Phone Number Normalization Rule

Name:

Click to copy an existing rule.

Description:

Translation

Phone pattern regular expression:

Translation pattern regular expression:

Valid translation characters are +, numbers, and \$. Example: +1425\$1.

Click Helper for assistance in creating common phone number regular expressions and translations.

Test translation

To test the translation, enter a sample dialed number. If it matches the phone pattern, the translation will be shown.

Sample dialed number:

Translated number:

In this example, when a user dials any 4-digit number starting with 7, it will be converted to its E.164 equivalent of +1716639xxxx and then that number will be searched for in AD.

More examples are shown in the following table:

Name	Phone Pattern	Translation Pattern	Descriptions
7xxx	^(7[0-9]{3})\$	+1716639\$1	Normalize 7xxx to E.164
Local	^(\\d{7})\$	+1716\$1	Local number
National	^1(\\d*)\$	+1\$1	Long distance number
International	^011(\\d*)	+011\$1	International number

A default route is used to route all calls to the Mediation server. If you need to route some calls to a different Mediation server, configure the Target phone numbers field accordingly.

From the Start menu select the following to configure the OCS server:

- Programs
- Administrative Tools
- OCS 2007

On the tree presented in the configuration window right click on Forest then select *Properties* and then *Voice Properties* from the menu provided. Edit a route as shown in the example below.

Edit Route

Name:

Description:

A route requires a target phone number regular expression, one or more gateways, and one or more phone usages.

Target phone numbers:

Target regular expression:

Helper...

Gateways

Address
dmg4000.BufOCS.local:5061

Add... Remove

Phone usages

Default Usage

Configure...

OK Cancel Help

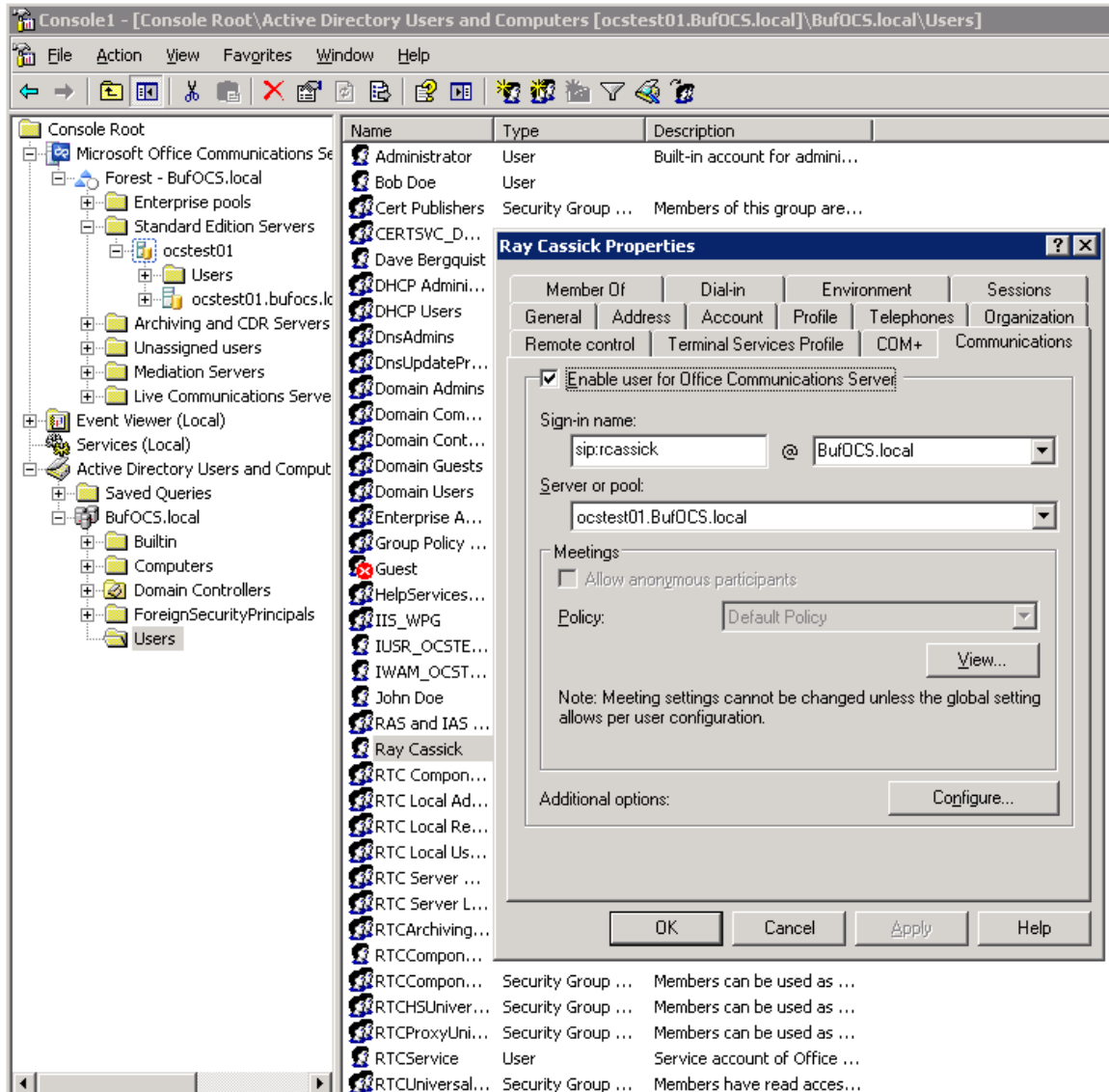
This entry routes any number with or without '+' prefix followed by any digits to Mediation server dmg4000.bufocs.local

Restart the Front End Services for the above changes to take effect, including all Normalization rules. This can be done from Window Services.

Note: Unless the dialed number from OCS client (such as Office Communicator) is in E.164 format, OCS must find a normalization rule to convert the dialed number to E.164.

7.2 Steps for configuring OCS clients

The domain users need to be enabled for making calls through OCS server.



Under Communications tab, check the Enable user for Office Communications Server option and then click the Configure button.

User Options [X]

Telephony
 Select a telephony option. These settings affect only those calls that are routed through IP-PSTN or remote call control gateways.

Enable PC-to-PC communication only
 Enable Remote call control
 Enable Enterprise Voice
 Enable PBX integration

Note: To enable both remote call control and PBX integration, you must specify a Server URI below.

Policy:
 Server URI:
 Line URI:

Federation

Enable federation
 Enable remote user access
 Enable public IM connectivity

Archiving

Archive internal IM conversations
 Archive federated IM conversations

Note: Archiving settings cannot be changed unless the global setting allows per user configuration.

Enable enhanced presence
 Note: Enhanced presence cannot be changed once it has been set.

In the above configuration for user Ray Cassick, when an inbound PSTN call for 6101, it will be converted by the gateway CPID manipulation and routing rules into +17166396101. OCS will match that number provided by the gateway to the Line URI parameter for this user and ring Ray Cassick if he is logged on to OCS from Office Communicator or any OCS supported device.

8. Testing Validation Matrix

The table below shows various test scenarios that are run as typical validation scenarios when the gateway is used in a voice messaging situation. The notes column specifies any notable parts of the test.

The test scenarios below assume that all gateway configuration parameters are at their default values. For a complete sample showing call flows and states please consult the Gateway SIP Compatibility Guide.

Test Number	Call Scenario Description	Notes
Inbound call scenarios		
1	Direct call from TDM station set to OCS client.	
2	Direct call from OCS client to TDM station set.	

9. Troubleshooting

9.1 Important Debugging Tools

- `Ethereal/Wireshark` – Used to view and analyze the network captures provided by the Dialogic gateway diagnostic firmware.
- `Adobe Audition` -- Used to review and analyze the audio extracted from the network captures to troubleshoot any audio related issues.

9.2 Important Gateway Trace Masks

These keys are helpful during all troubleshooting scenarios and should be considered keys to activate by default fro all troubleshooting cases.

- `voip prot` and `voip code` – this allows the collection of all SIP related messages as they are sent from and received by the gateway. This data is important in cases where you feel that the gateway is not able to communicate properly with the messaging server.
- `tel event` and `tel code` – This allows the collection of all circuit side activity of the emulated station set such as display updates, key presses, light transitions and hook state changes. This data is very important in the following scenarios:
 - Call control problems (dropped calls, failing transfers, etc...)
 - Integration problems (incorrect mailbox placement, missed auto-attendant greetings etc...)
- `teldrv prot` – This allows the collection of all ISDN messages both transmitted and received on the gateways front end interface. This data is very important in the following scenarios:
 - Call control problems (dropped calls, failing transfers, etc...)
 - Integration problems (incorrect mailbox placement, missed auto-attendant greetings etc...)
- `Routingtable (all keys)` – This allows you to look inside the routing table engine and see how matching rules and CPID manipulation rules work with respect to your call. This data is very important in the following scenarios:

- Call routing problem (reaching the incorrect OCS client or no client at all, etc...)

NOTE: Turning on all traces is not recommended. Doing this floods the debug stream with significant amounts of information that can cause delays in determining the root cause of a problem.

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