OneBox365 - The Simplest Path to Microsoft Lync Voice

Agenda

- Introduction
- OneBox365
  - General overview
  - Deployment options
  - Branch Appliance
- Lync IP Phones

Introducing AudioCodes

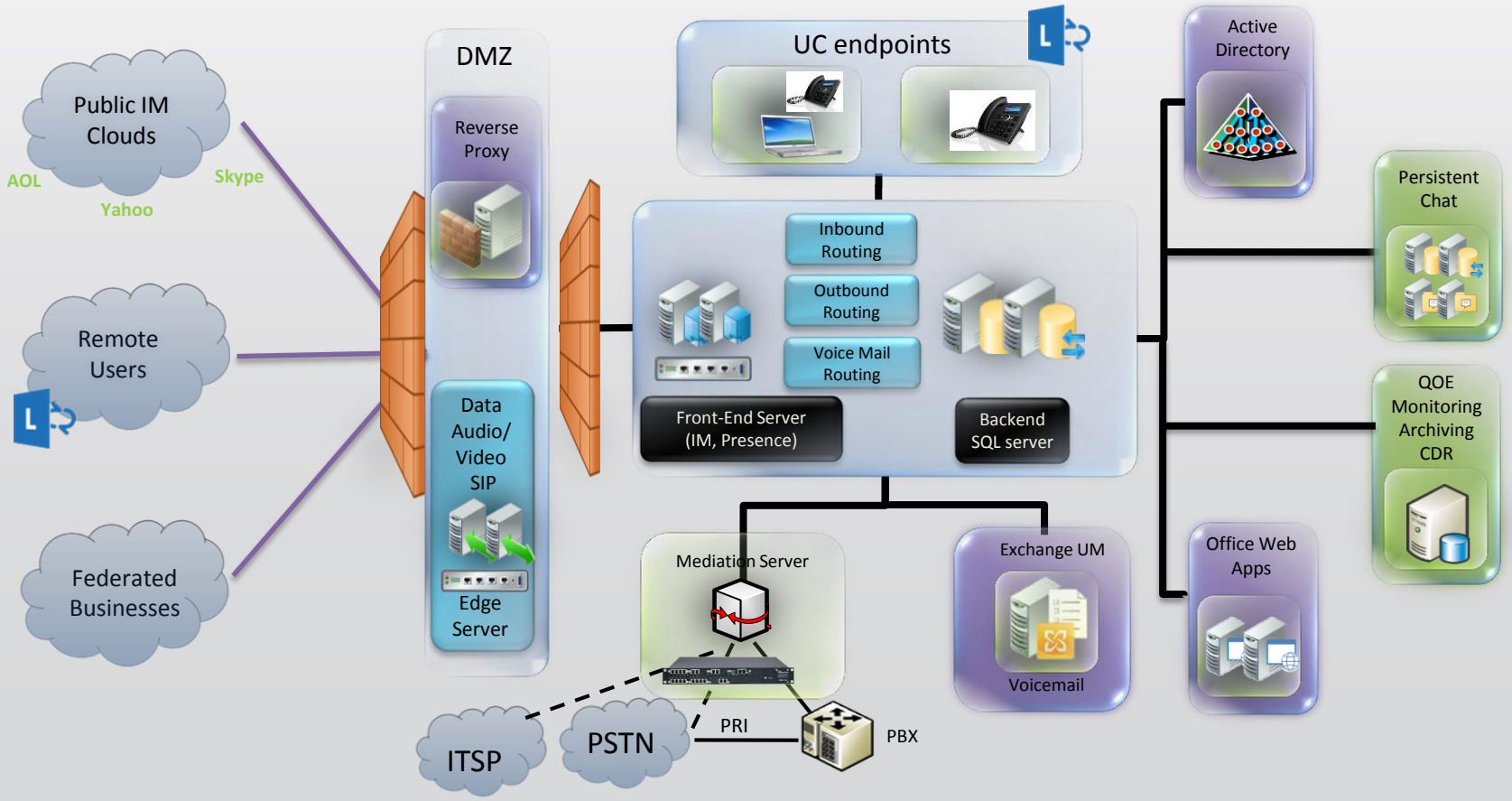
- Market leader in VoIP networking Products *(Infonetics 2012)*
  - Ranked **#1** in low and mid density media gateways for service providers
  - Ranked **#3** in enterprise session border controllers
- Deployed in over than 100 countries in service provider and enterprise networks
- Strong brand for quality & performance
- Global partnership with leading telecom players
- 20 years of VoIP expertise
- Public since 1999
- Worldwide presence:
  - **Headquarters**: Israel
  - USA and Canada
  - APAC: Singapore, Korea, China, India, Australia, Japan, Hong Kong
  - EMEA: UK, France, Benelux, DACH, Russia, Italy, South Africa, Poland
  - CALA: Miami, Brazil, Mexico, Argentina, Colombia
- Global Distribution Network covering more than 100 countries
- Support Centers covering all time zones and 3 Logistics Centers in North America, EMEA and APAC

Suite of Solutions for Microsoft UC Voice

The only vendor with complete voice solutions offering for Lync

OneBox365 - General overview

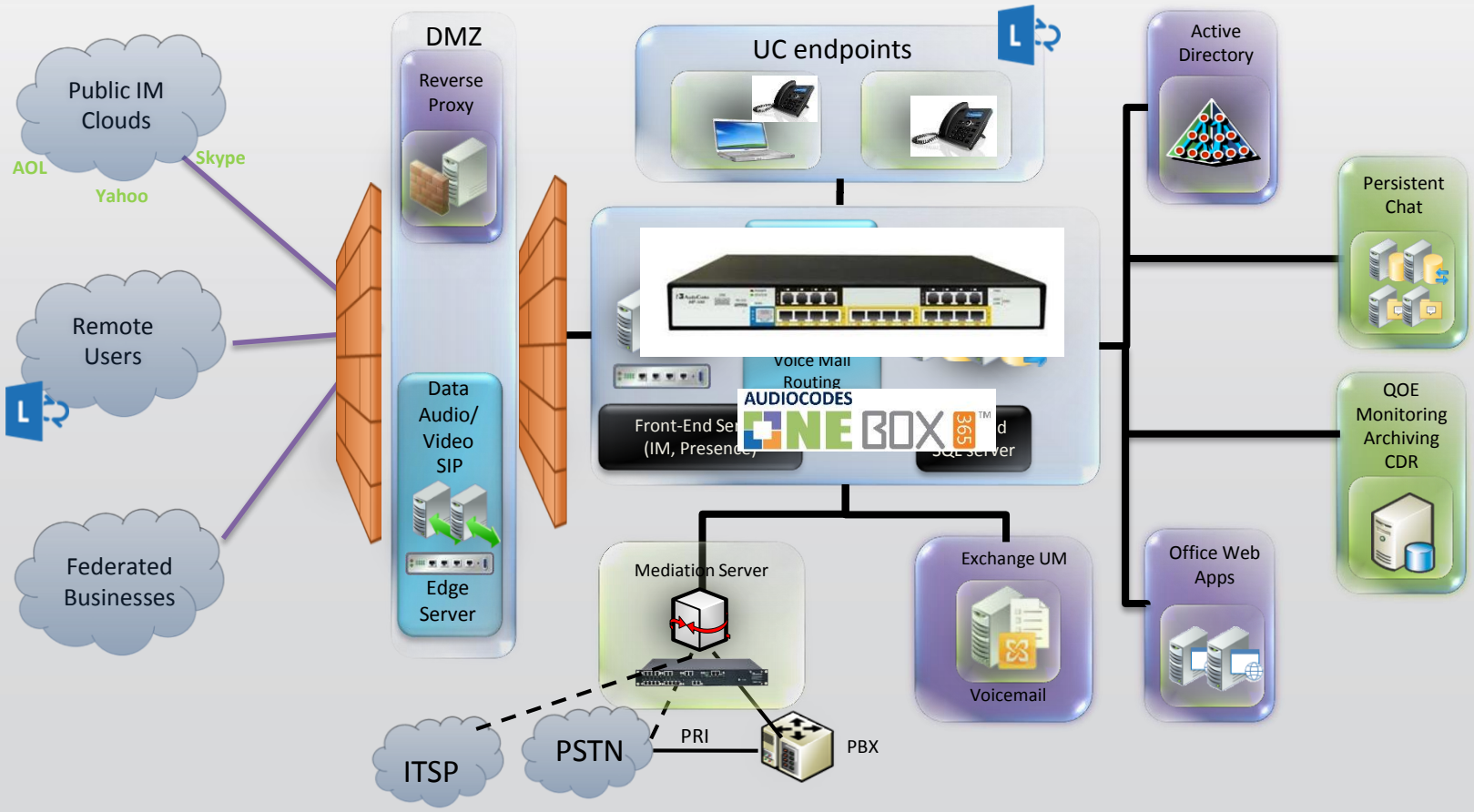
Microsoft Lync 2013 server components



One Box = 110% Lync

One Box for Lync is an all-in-one UC platform,
that simplifies installation and maintenance
by unifying multiple servers into one appliance,
one administration interface for daily maintenance
and a connector to the Active Directory

What is One Box?



What's in the One Box?

- Lync Server Standard Edition, containing
  - Front End server
  - Mediation server
  - Monitoring server
  - Archive
  - Office Web Application
- Edge server
- Forest Active Directory Domain Controller
- One System Administrator interface
  - Setting up users configuration
  - Installation console
- Mediant 800B Gateway
  - TDM interface
  - SIP Trunk, up to 250 SBC sessions
  - Optional MSBR
- Rescue Dongle
- Licenses Included:
  - Windows Server 2012 R2
  - SQL Server (OEM)
  - OneBox Application User License
- Licenses Not Included
  - Lync CALs (included in Office365 E4)
  - Lync Server

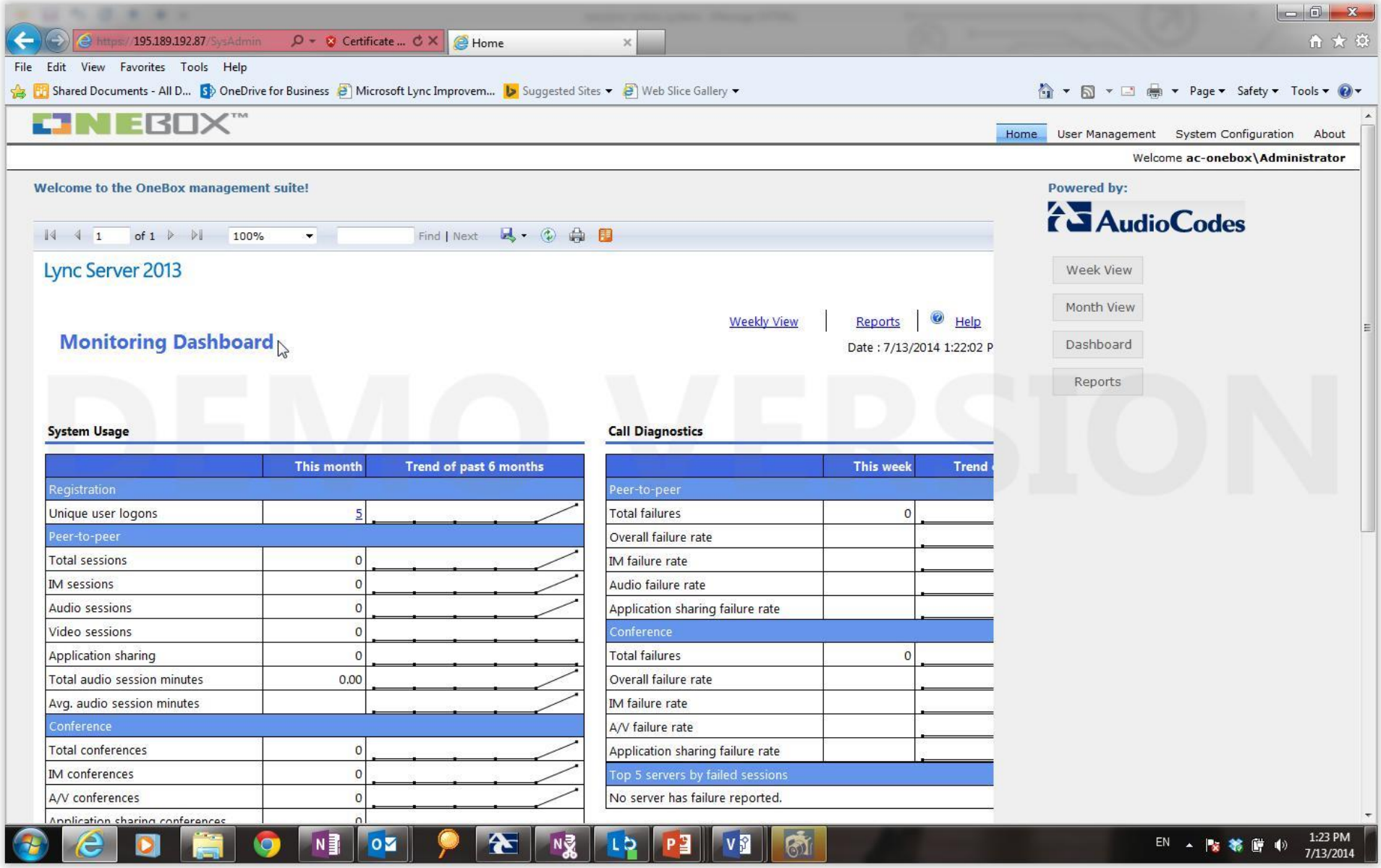
One Box concept

- One system administrator interface
  - Setting up configuration for customer
  - Add, moves and changes
  - Management Suite

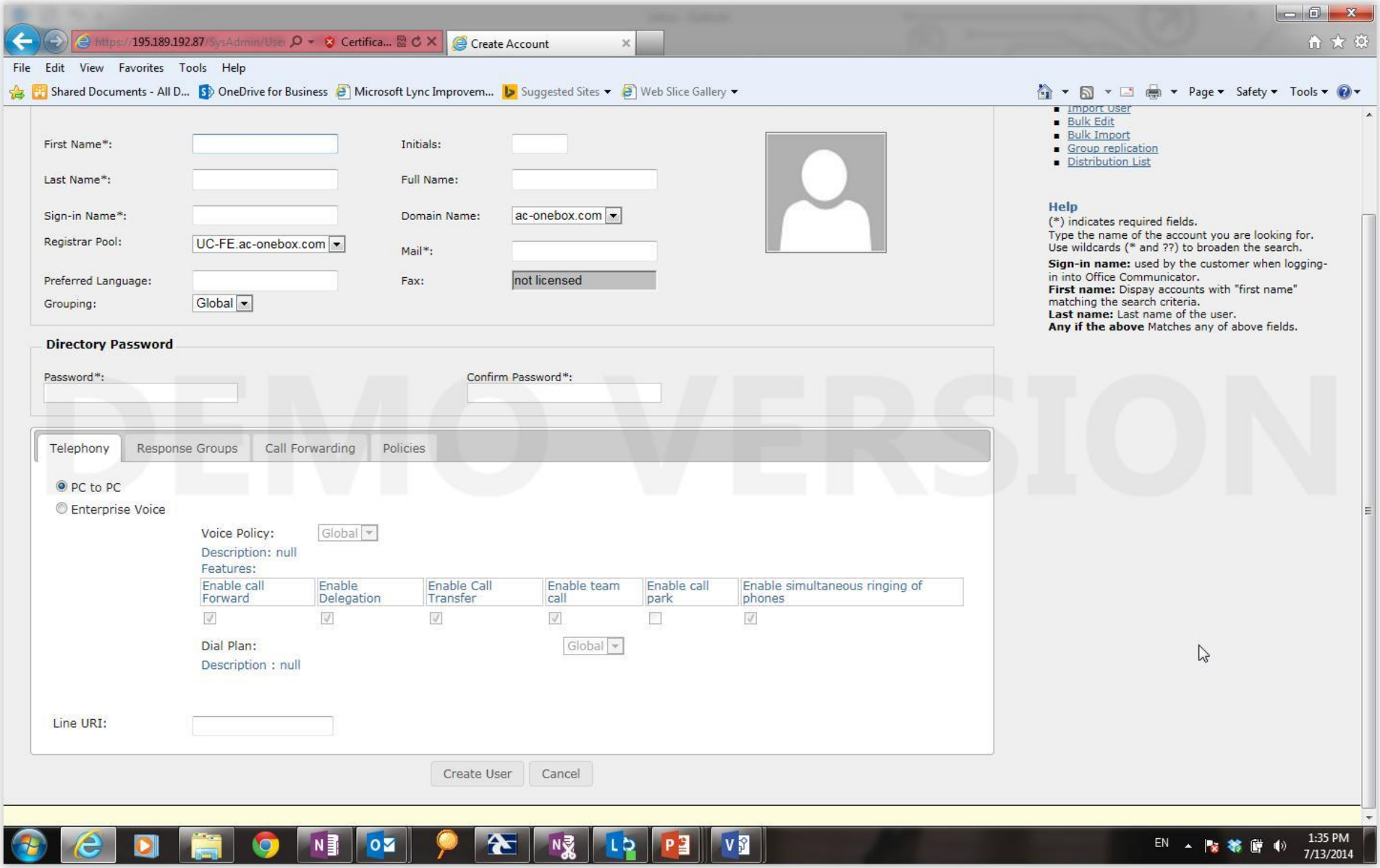
- Resource forest topology
  - Own Active Directory controller
  - No impact on customer's *Active Directory*

- 110% Lync
  - Centralized Call Forwarding
  - Automatic User management

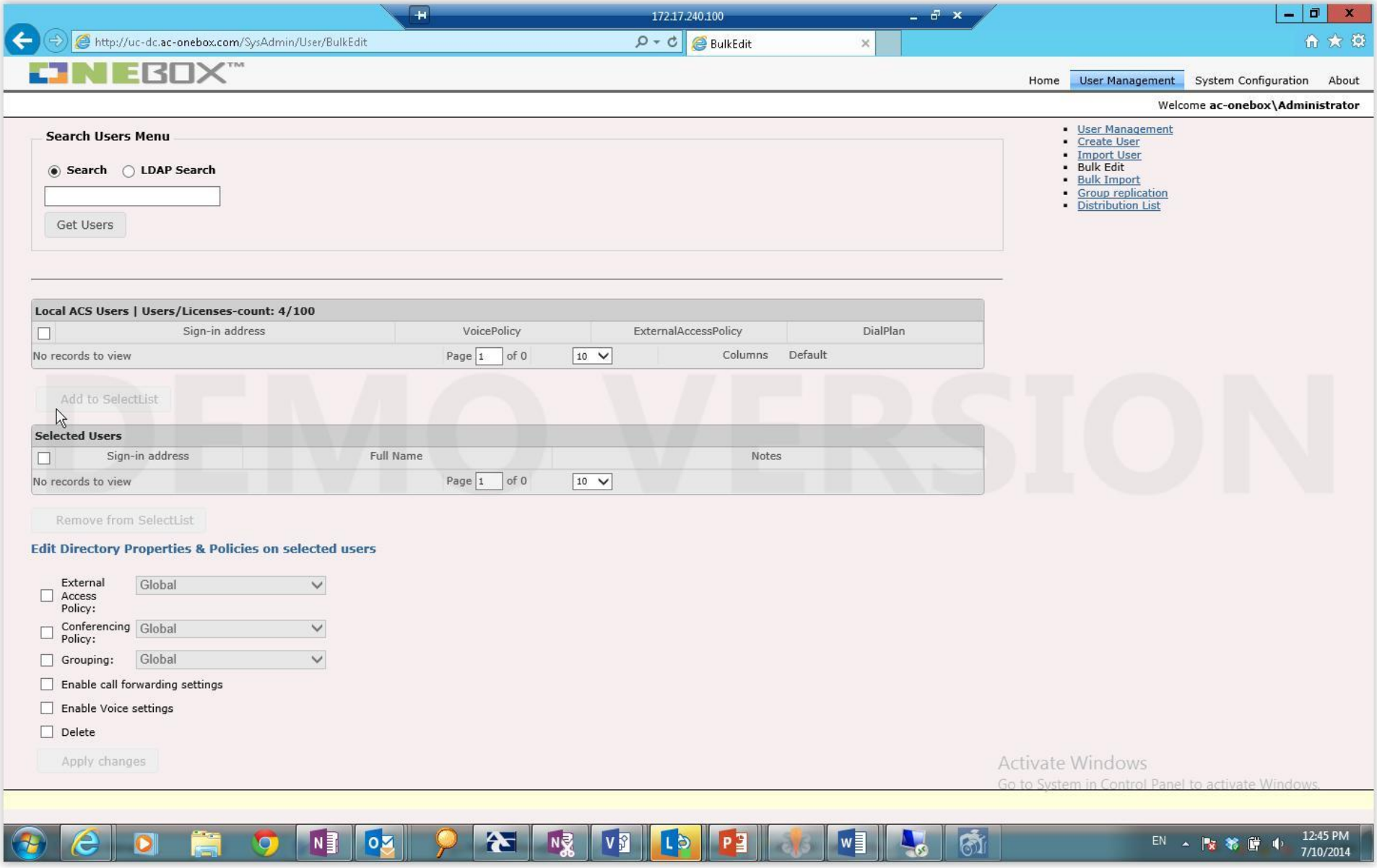
One Box Home Page



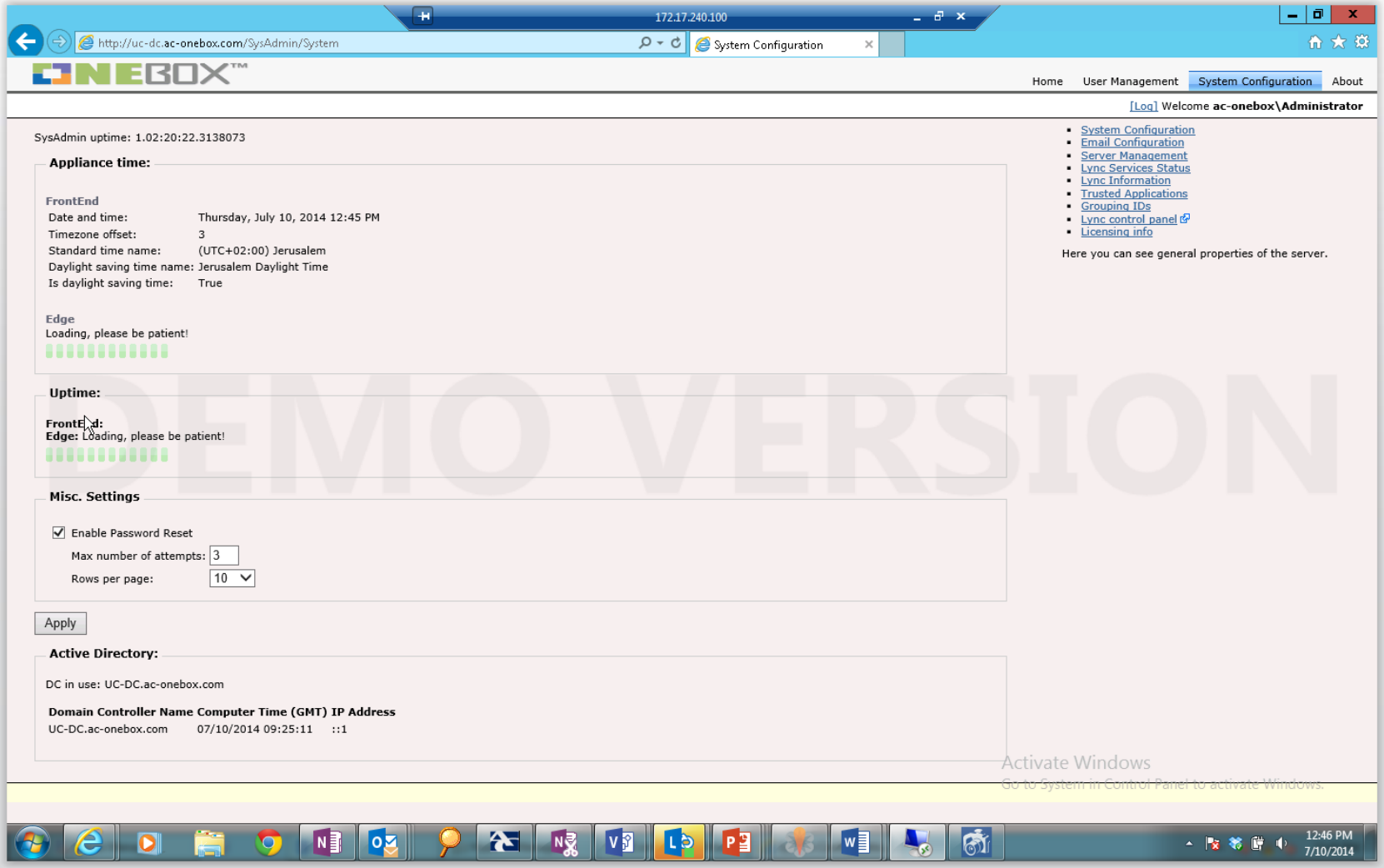
User management



Bulk User management



System Info

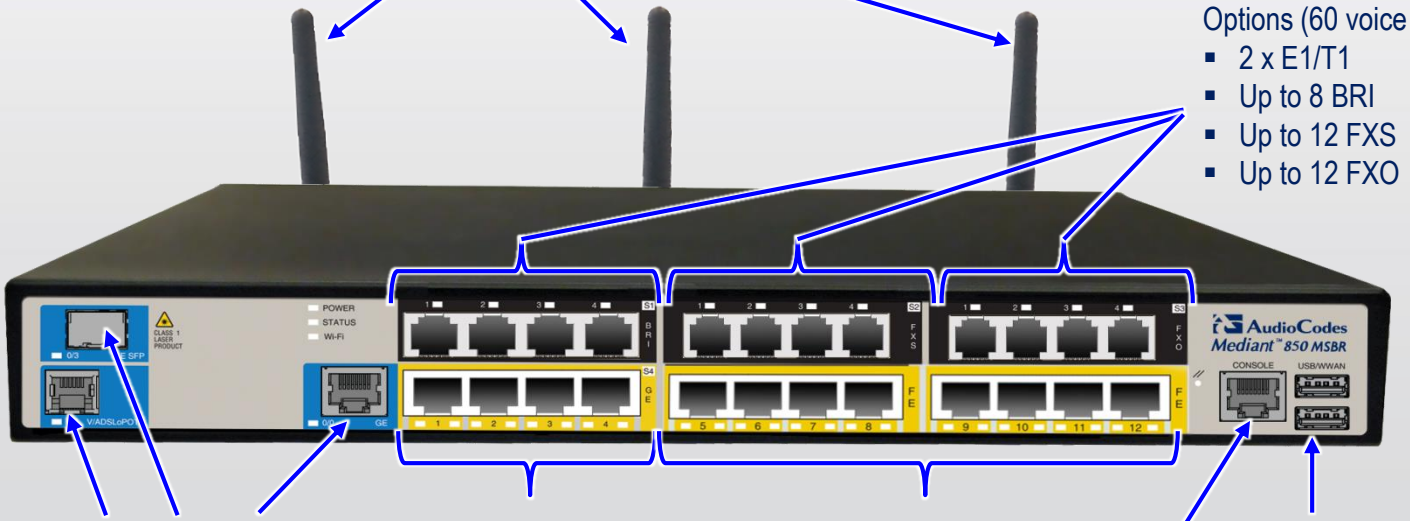

172.17.240.100
http://uc-dc.ac-onebox.com/SysAdmin/System
System Configuration
NEBOX™
Home
User Management
System Configuration
About
[Log] Welcome ac-onebox\Administrator
SysAdmin uptime: 1.02:20:22.3138073
Appliance time:
FrontEnd
Date and time: Thursday, July 10, 2014 12:45 PM
Timezone offset: 3
Standard time name: (UTC+02:00) Jerusalem
Daylight saving time name: Jerusalem Daylight Time
Is daylight saving time: True
Edge
Loading, please be patient!
System Configuration
Email Configuration
Server Management
Lync Services Status
Lync Information
Trusted Applications
Grouping IDs
Lync control panel
Licensing info
Here you can see general properties of the server.
Uptime:
FrontEnd:
Edge: Loading, please be patient!
DEMO VERSION
Misc. Settings
Enable Password Reset
Max number of attempts: 3
Rows per page: 10
Apply
Active Directory:
DC in use: UC-DC.ac-onebox.com
Domain Controller Name Computer Time (GMT) IP Address
UC-DC.ac-onebox.com 07/10/2014 09:25:11 ::1
Activate Windows
Go to System in Control Panel to activate Windows.
12:46 PM
7/10/2014

Mediant 800B– Front Panel

Optional WiFi 802.11a/b/g/n
3x3 MIMO Dual band 2.4GHz/5GHz

Dimensions:
32 x 34.5 cm (12.6 x 13.6 inches) x 1U

Telephony interfaces
Options (60 voice channels):
- 2 x E1/T1
- Up to 8 BRI
- Up to 12 FXS
- Up to 12 FXO



WAN interfaces
Options (up to 3):
- GE Copper
- 100/1000 SFP
- ADSL2+/VDSL2
- SHDSL
- T1/E1

LAN interfaces
- Up to 4 Gigabit Ethernet
- PoE

LAN interfaces
- Up to 8 Fast Ethernet
- PoE

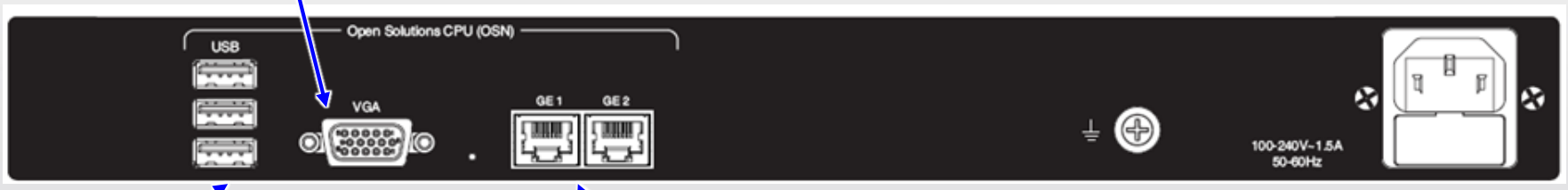
RJ-45 port for RS-232 serial communication

2 x USB2.0
- 3G/4G mobile WAN modem
- External USB hard drive or flash disk (storage)

Note: The figure above is used only as an example. The number and type of port interfaces depends on the ordered model.

Mediant 800B– OSN ports

OSN VGA
VGA port for connecting to a monitor (screen).



OSN USB
3 USB ports for connecting computer peripherals (e.g., mouse and keyboard).

OSN GE1/GE2
2 Gigabit Ethernet ports for connecting directly to the OSN server. For example, one port can be connected to the LAN (to IP Phones) and the second port to the WAN interface (to an IP PBX).

Note: The figure above is used only as an example. The number and type of port interfaces depends on the ordered model.

Microsoft
GOLD CERTIFIED
Partner

Lync

Deployment options

AudioCodes

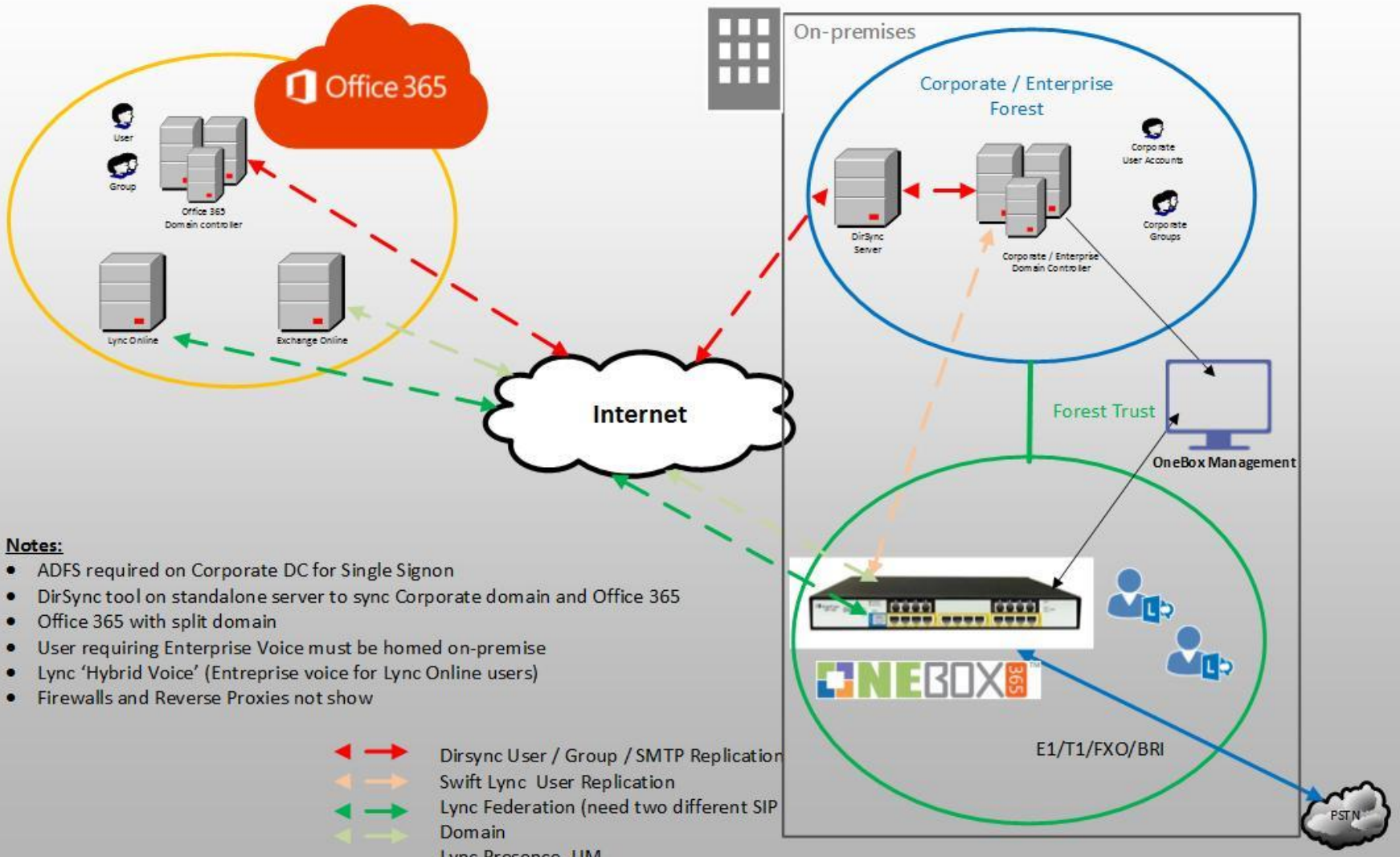
OneBox vs Lync Online telephony features

AudioCodes

Feature	OneBox365 Users	Lync Online Users
Peer-to-Peer & PSTN calling, Emergency Dialing, Voice Mail	Yes	No
Call hold, Transfer, Forwarding, Delegation & Team Calling	Yes	No
IP Phones, USB Peripherals & Mobile call via work	Yes	No
Direct SIP Interoperability with on-premises PBX	Yes	No
Private Line, Common Area Phones	Yes	No
Analog Devices, Enhanced 911	Yes	No
Call Parking, Unassigned Number Handling	Yes	No
Call Center Integration & Response Groups	Yes	No
Network Resiliency, Call Admission Control	Yes	No

ONEBOX365™

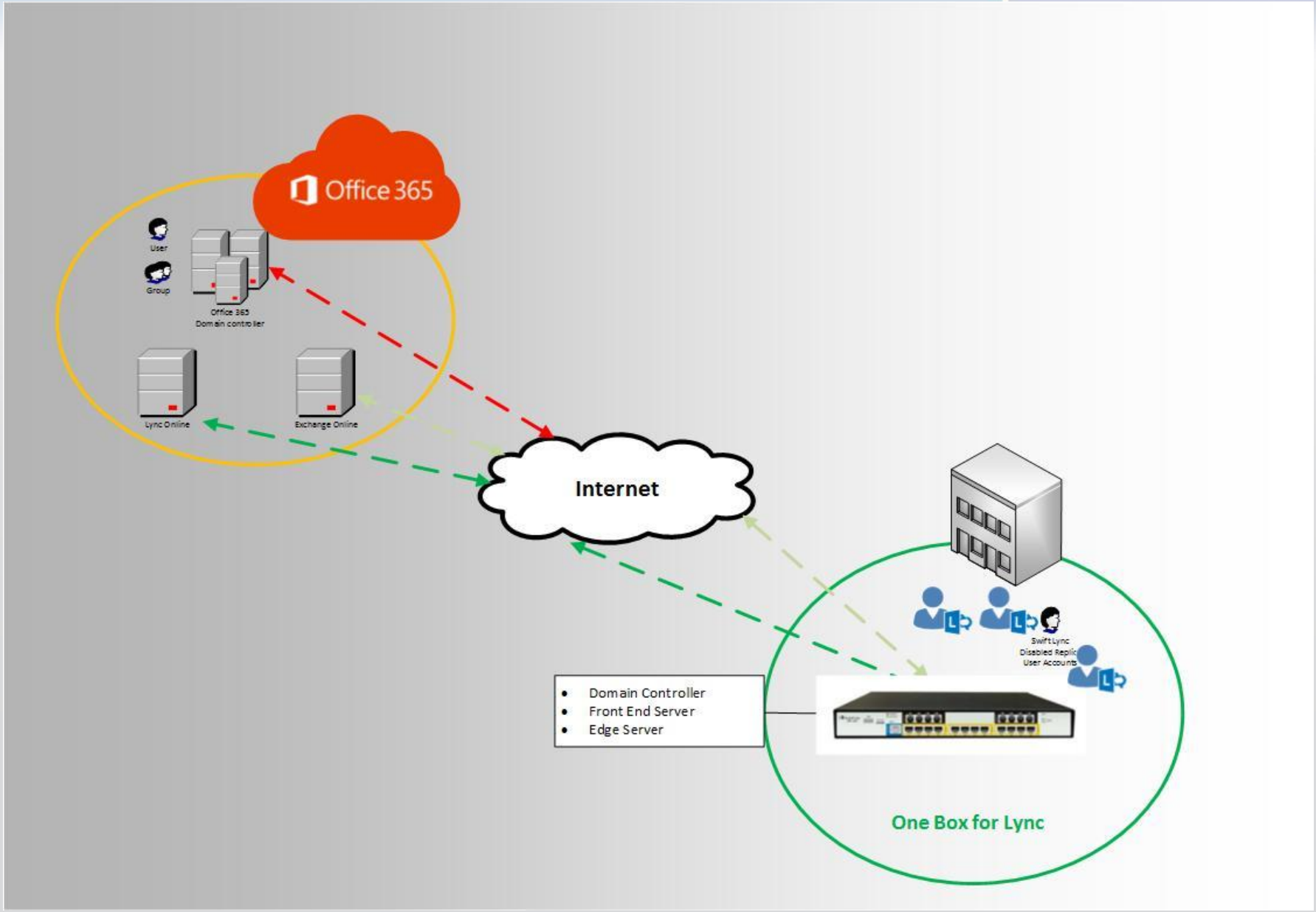
OneBox



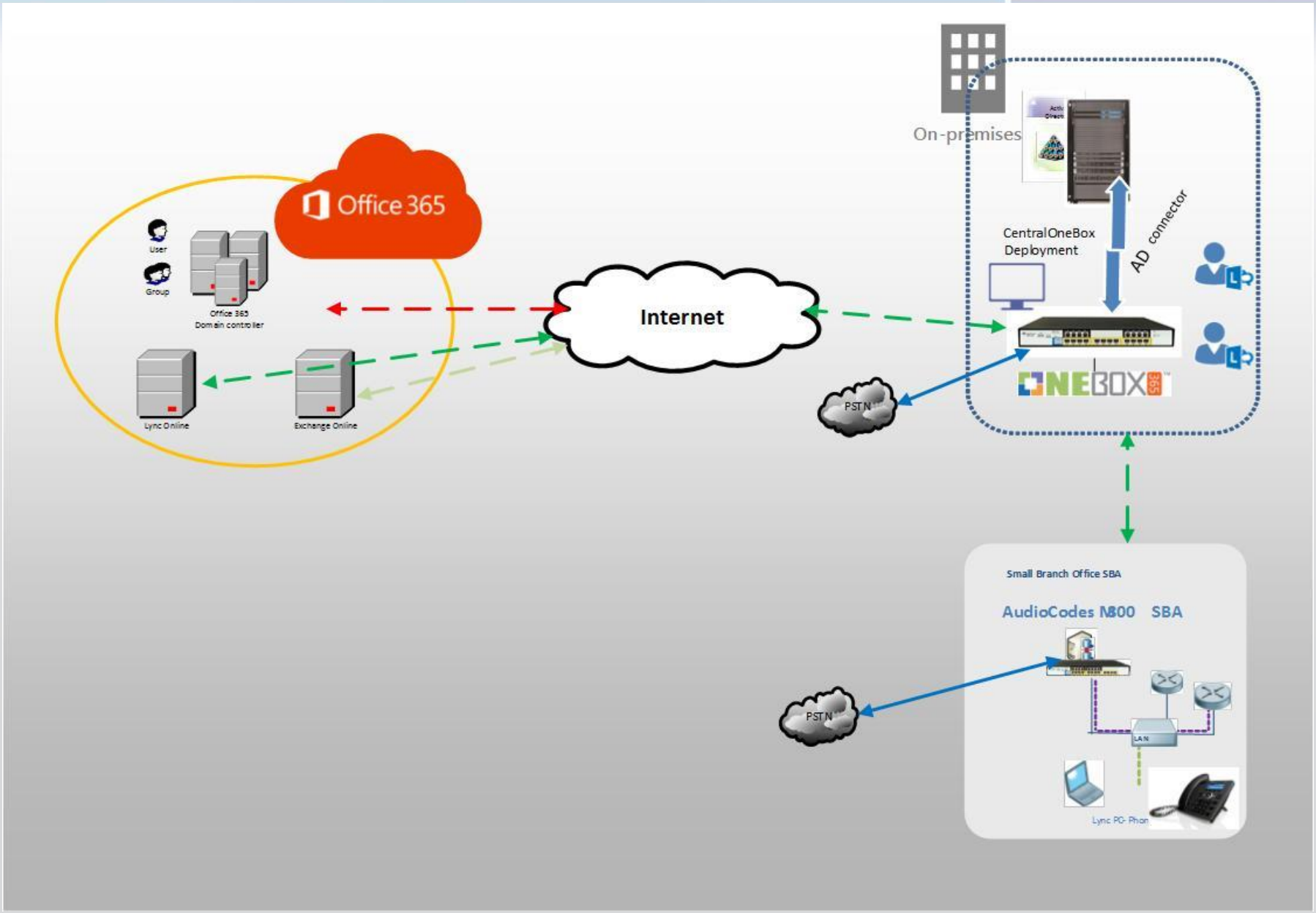
Notes:

- ADFS required on Corporate DC for Single Signon
- DirSync tool on standalone server to sync Corporate domain and Office 365
- Office 365 with split domain
- User requiring Enterprise Voice must be homed on-premise
- Lync 'Hybrid Voice' (Entreprise voice for Lync Online users)
- Firewalls and Reverse Proxies not show

One Box and Office 365- Split Domain (no local AD)



One Box and Office 365- with Multi sites

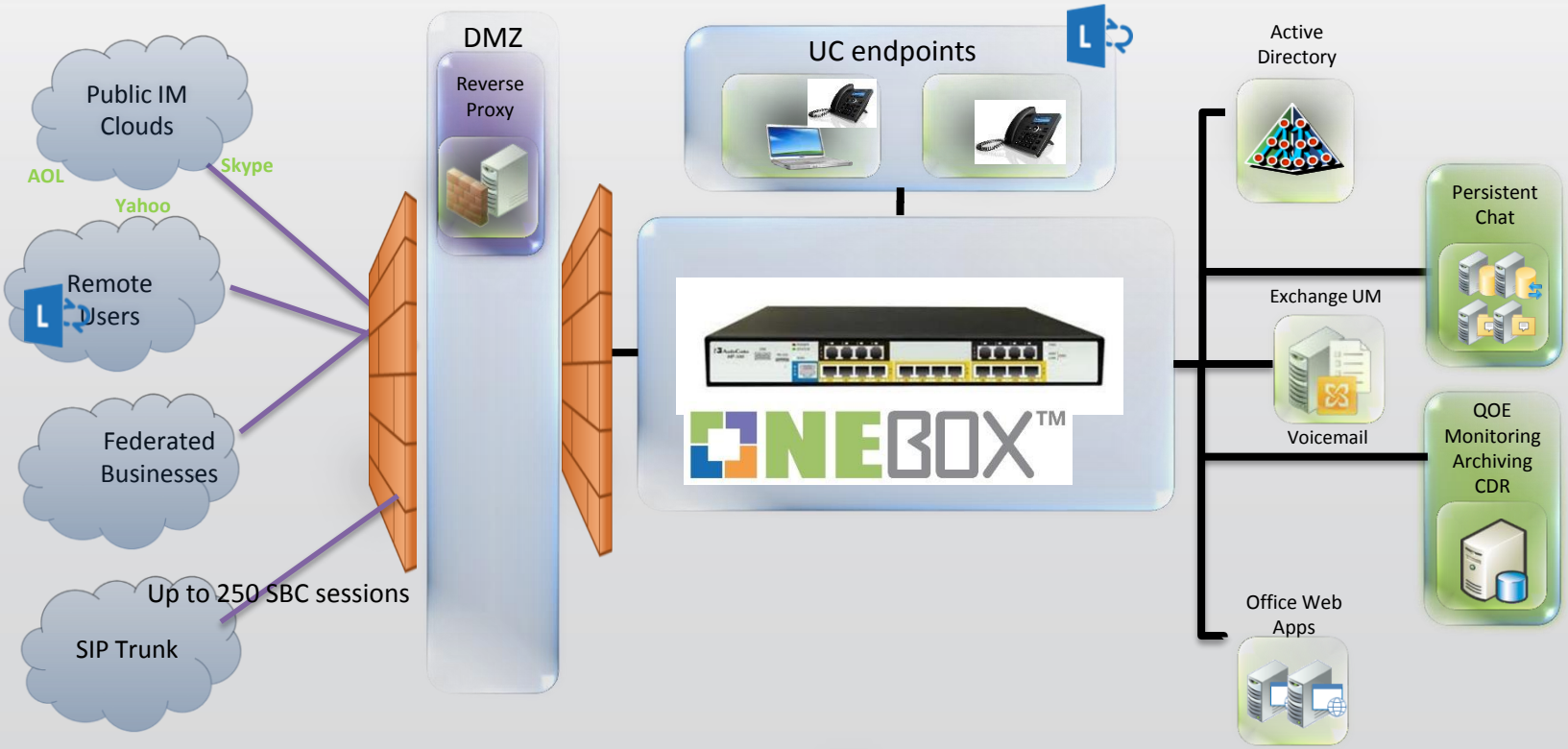


OneBox in O365 Hybrid voice

- Benefit
  - The Office 365 component (Lync Online), cannot provide Enterprise Voice features to users without a Lync on-premise deployment
  - The usage of E4 CAL allows users full Lync capabilities (including Enterprise Voice).
  - East and fast deployment of Lync
  - Full synchronization with the customer AD
  - Allow remote site resiliency
  - Allow Local PSTN or SIP Trunk access
  - Allow local PBX interworking
  - Can be manage and monitor remotely

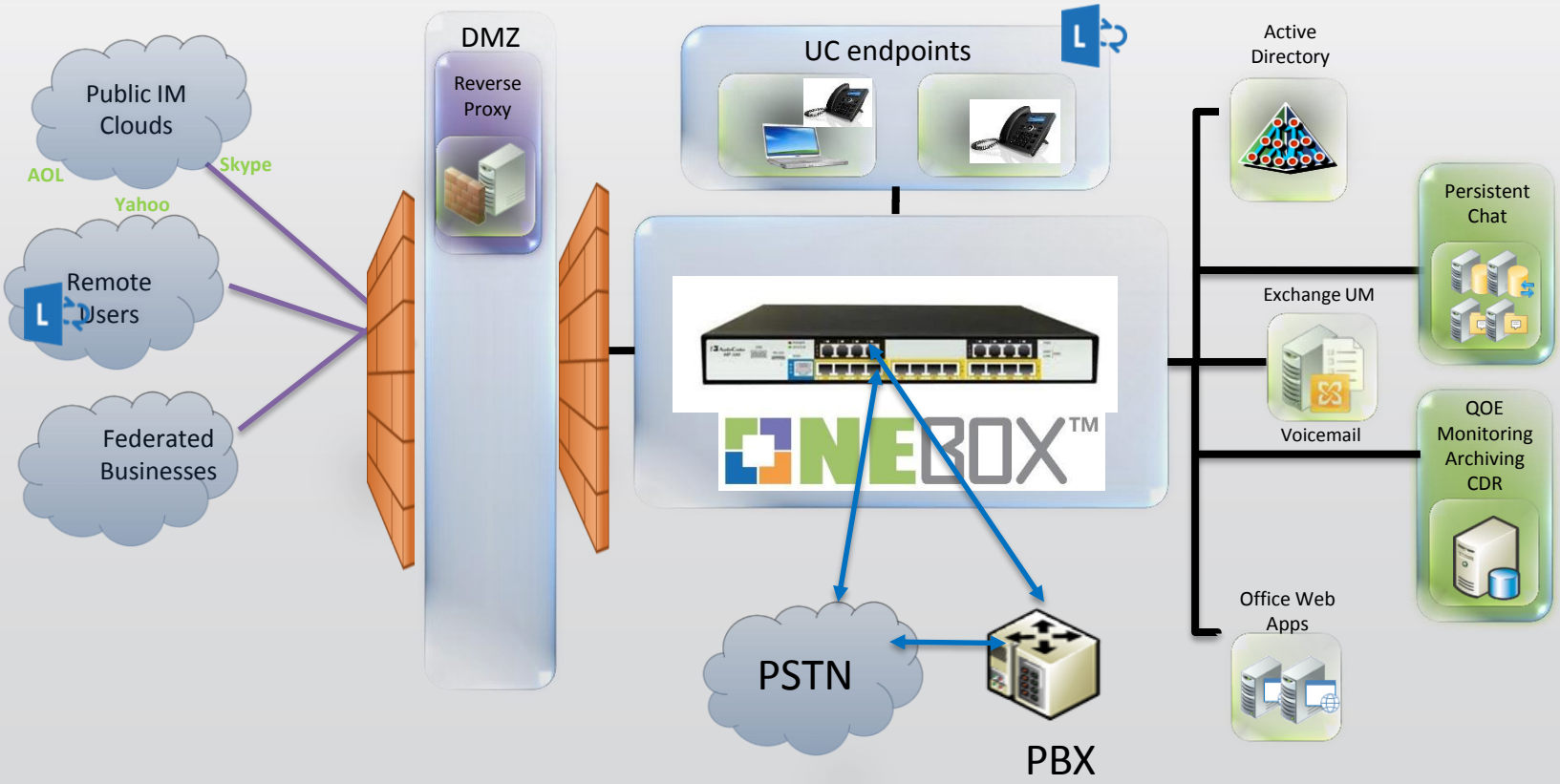
OneBox for Branch

Full Lync for a small office with SIP Trunk



For a small site with no Domain Controller . The local AD on the appliance can be used

Full Lync for a small office with local TDM



For a small site with no Domain Controller . The local AD on the appliance can be used

Full Lync for a small office

- Benefit
  - Full Lync 2013 deployment and feature set .
  - Easy installation of the Lync , less then 2 hours Vs few days
  - Full synchronization with the corporate DC & AD
  - Easy and user friendly management console
  - Support both SIP trunk and TDM
  - Combined with AudioCodes , Lync IP-Phones

ONE BOX 365™

Microsoft GOLD CERTIFIED Partner

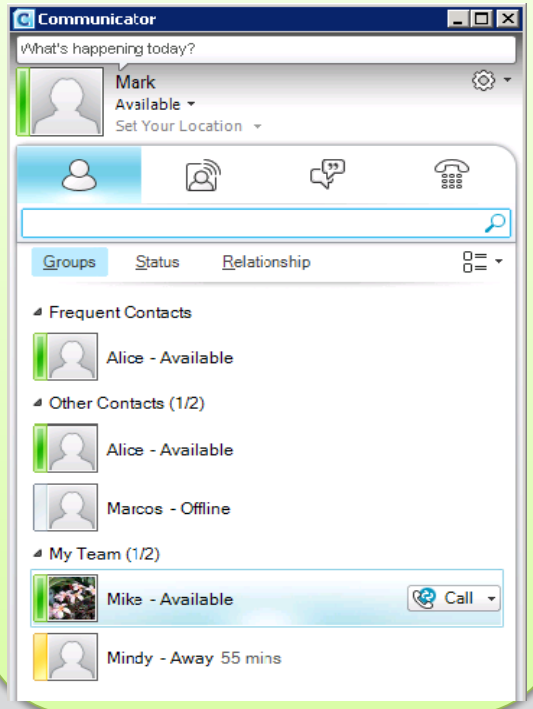
Lync

OneBox
Branch Pool Appliance

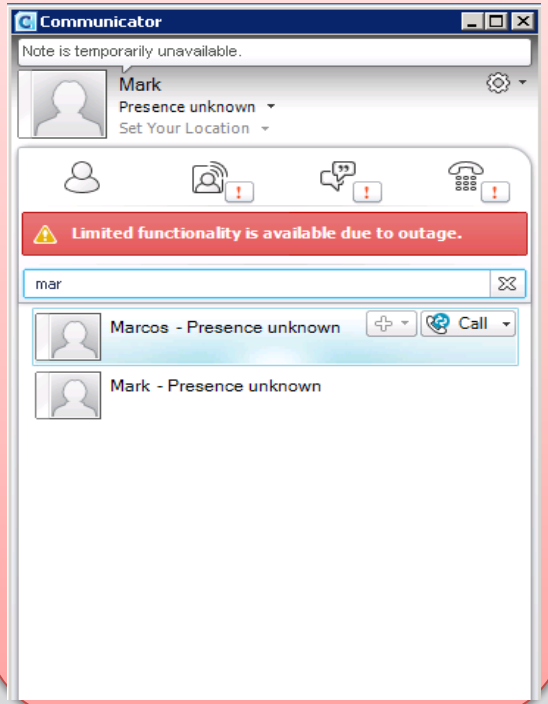
AudioCodes

SBA - User Experience

WAN Up
All Features Available



WAN Down
Basic Voice Features Available

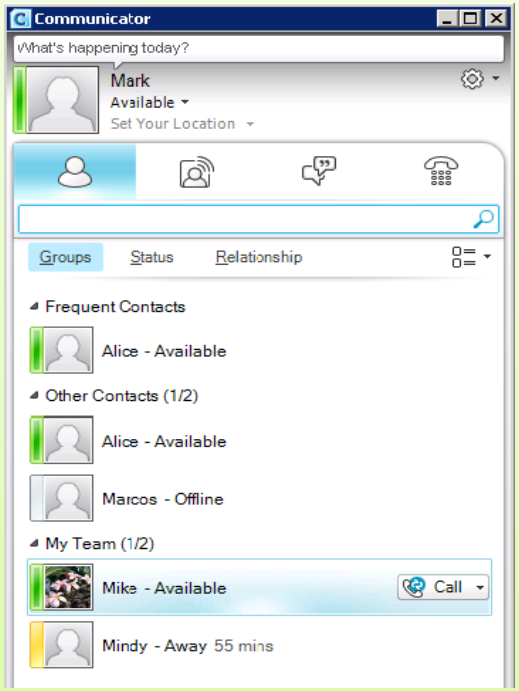


Features Available with WAN Down
PSTN Inbound and Outbound calls
Intra-Site calls, Inter site calls (PSTN Rerouting)
Hold, Retrieve, Transfer
Authentication, Authorization
Voicemail Deposit (Redirect to ExUM in Data Center)
Voicemail Retrieve (through PSTN)
Call Forwarding, SimulRing, Boss-Admin, Team-call
Call Detail Records (CDR)
All 2 Party Intra Site communications
Audio Conferencing through PSTN

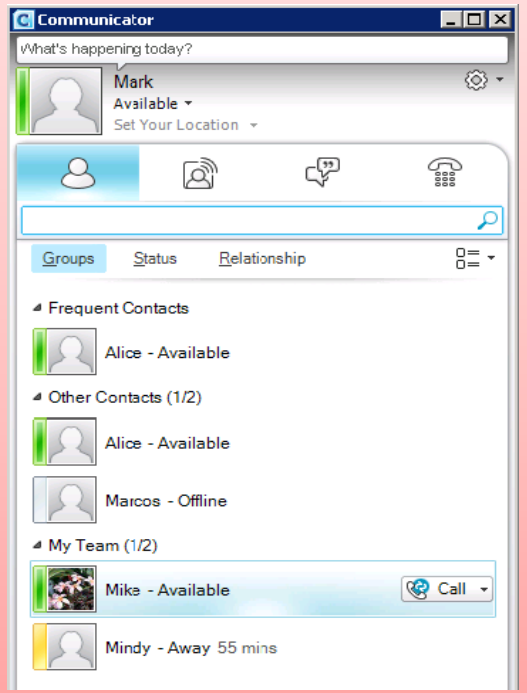
Features Unavailable
Inter-site Data (IM, App Sharing, etc.)
Conferencing (IM, Video and Web)
Presence & DND based routing
Modify Presence or Change Call Forwarding Settings
Contact List
Response Group and Call Park

BPA – User Experience

WAN Up
All Features Available



WAN Down
All Features Available



Lync client, Attendant Console, Lync Phone Edition

Features Available with WAN Down
PSTN Inbound and Outbound calls
Intra-Site calls, Inter site calls (PSTN Rerouting)
Hold, Retrieve, Transfer
Authentication, Authorization
Voicemail Deposit (Redirect to ExUM in Data Center)
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Contact Search
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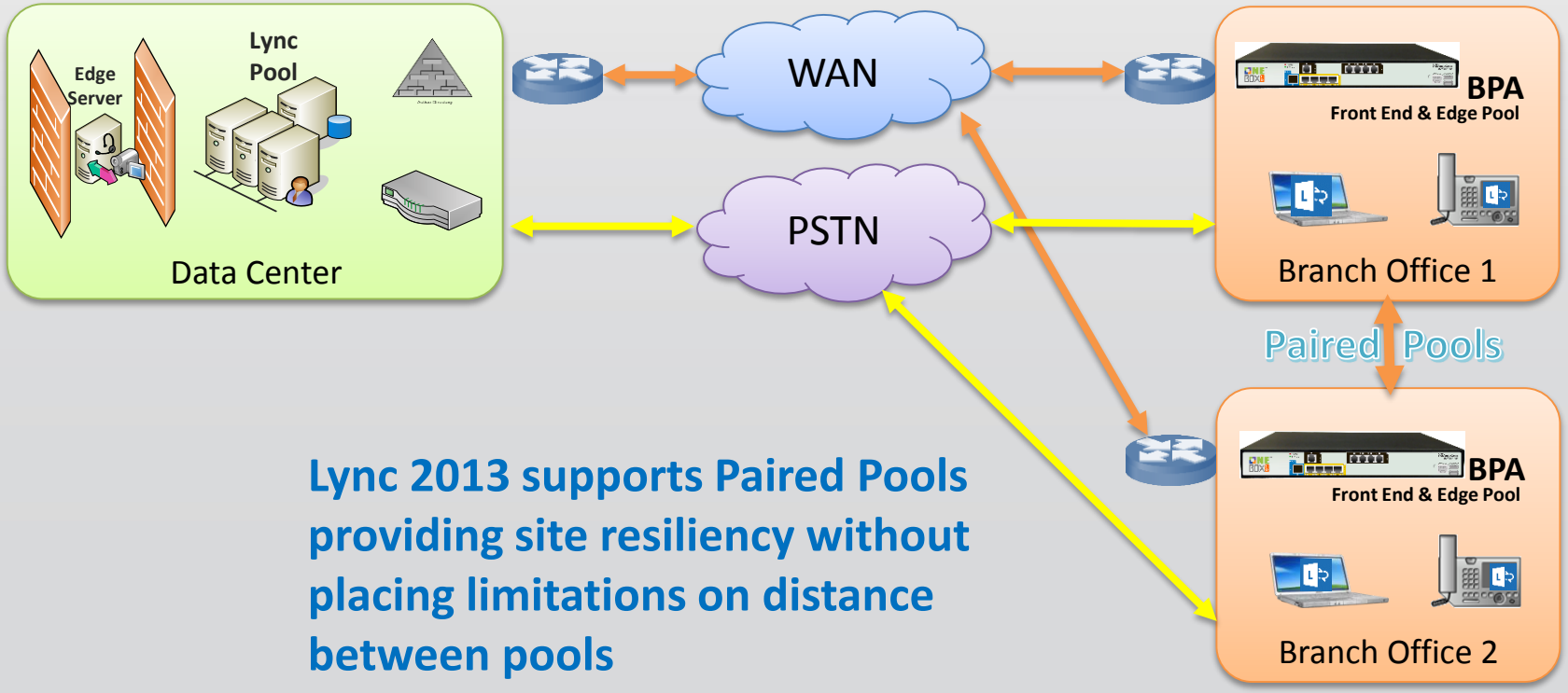
Conferencing (IM, Video and Web)
Presence & DND based routing
Modify Presence or Change Call Forwarding Settings
Contact List
Response Group and Call Park
Provisioning new phones and clients
Remote branch user local register

Branch Pool Appliance (BPA)

Purpose-built appliance optimized to provide resilient multi-modal communication for maximizing branch office user productivity



Lync 2013 supports Paired Pools providing site resiliency without placing limitations on distance between pools

Advantages

- **OneBox Branch Pool Appliance (full Lync feature set)**
  - No A/V and data sharing traffic over WAN (for branch office conferences)
  - Remote users register locally
  - Local administration (add/moves/changes) by means of ACS management suite
  - Full Lync feature set (when WAN down), including:
    - IM, web, and A/V conferencing
    - Presence and Do Not Disturb (DND)-based routing (where calls are prevented from ringing on extensions that have DND activated)
    - Updating call forwarding settings
    - Response Group application
    - Call Park application
    - Provisioning new phones and clients, (if Active Directory Domain Services is present at the branch site)

SBA vs. BPA

	SBA	BPA
Appliance content	SBA	Full Lync Pool
User feature during WAN failure	Limits user feature (Voice only)	Full Lync features
User resiliency (when the appliance is down)	Auto mode – Lync user will home to the Lync pool in the HQ	Need to create pool pair with another BPA – switch over is manually
RGS /Conferencing /Video	Not available locally , run at the DC	Available locally
DC recovery	When DC is switching to the secondary DC , SBA users will have limited features	When DC is switching to the secondary DC , BPA users will have full functionality
Local connectivity (SBC/EGW)	Support	Support

ONE BOX 365™

Microsoft GOLD CERTIFIED Partner

Lync

AudioCodes Lync Compatible IP Phones

HD VoIP Sounds Better

AudioCodes

One Box for Lync with AC Lync IP-Phone

- AudioCodes IP-Phone , are supported with the One Box365 for Lync

AudioCodes IP Phone Portfolio

- 400HD - complete range of Lync certified IP Phones (420HD, 430HD, 440HD)
- New generation of phones with a sleek design and enhanced presence monitoring support.

420HD

- Cost effective phone
- Graphic multi-lingual LCD display (128 X 48)
- 4 programmable soft keys
- Full duplex speaker phone
- HDVoIP voice quality
- Optional GbE

430HD

- Advanced, mid-range
- Larger LCD display (132 X 64)
- 6 multi-function keys
- 12 programmable speed dial keys
- USB Headset Support
- Optional GbE

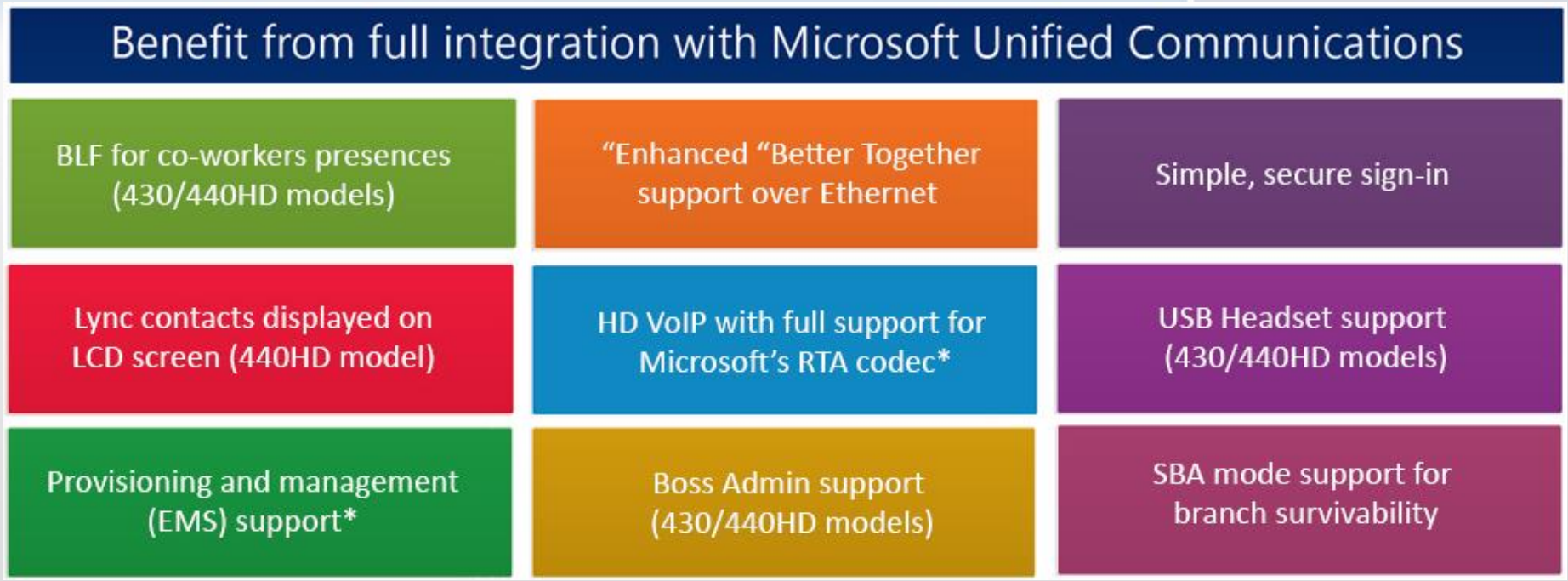
440HD

- High-end, executive
- LCD displays for speed dial keys
- Contacts & presence displayed on dedicated LCD screen
- USB Headset Support
- GbE by default

Lync compatible IP Phones Main Features

- 440HD model includes a dedicated LCD display for the contact list

Lync compatible IP Phones Main Features



- Music On Hold
- Busy on Busy
- Resiliency and recovery mode support – SBA
- Lync 2013 support enhancements
  - call pickup, call park
- Supplementary calling features
  - including Lync conferencing

- Out the box install using **MS in-band provisioning**
- PIN Code authentication
- 802.1x Support (EAP-TLS/MD5)
- Admin Login to Web Interface
- Group Call Pickup (GCP)
- Multi-Tenant (LHP)
- POE
- Voice Mail support

Lync compatible IP Phones Main Features

- **Better Together over Ethernet** for all 400HD for easy sign in, click to call and Lync conferencing manageability.
- **Boss-Admin** with Lync improvements (based on Lync call delegation)
- **HD Voice quality** improvements (AGC AEC and noise reduction enhancements)
- Direct access to the Lync contact list **and T9 Search**
- All the basic VoIP features including CAC, Media Bypass, E911, Response Groups, Call Delegation, Private Lines and MWI
- Multi language support (English, Spanish, Portuguese, German, French, Italian, Russian, Ukrainian, Polish, Hebrew, Finnish, Korean, Chinese)

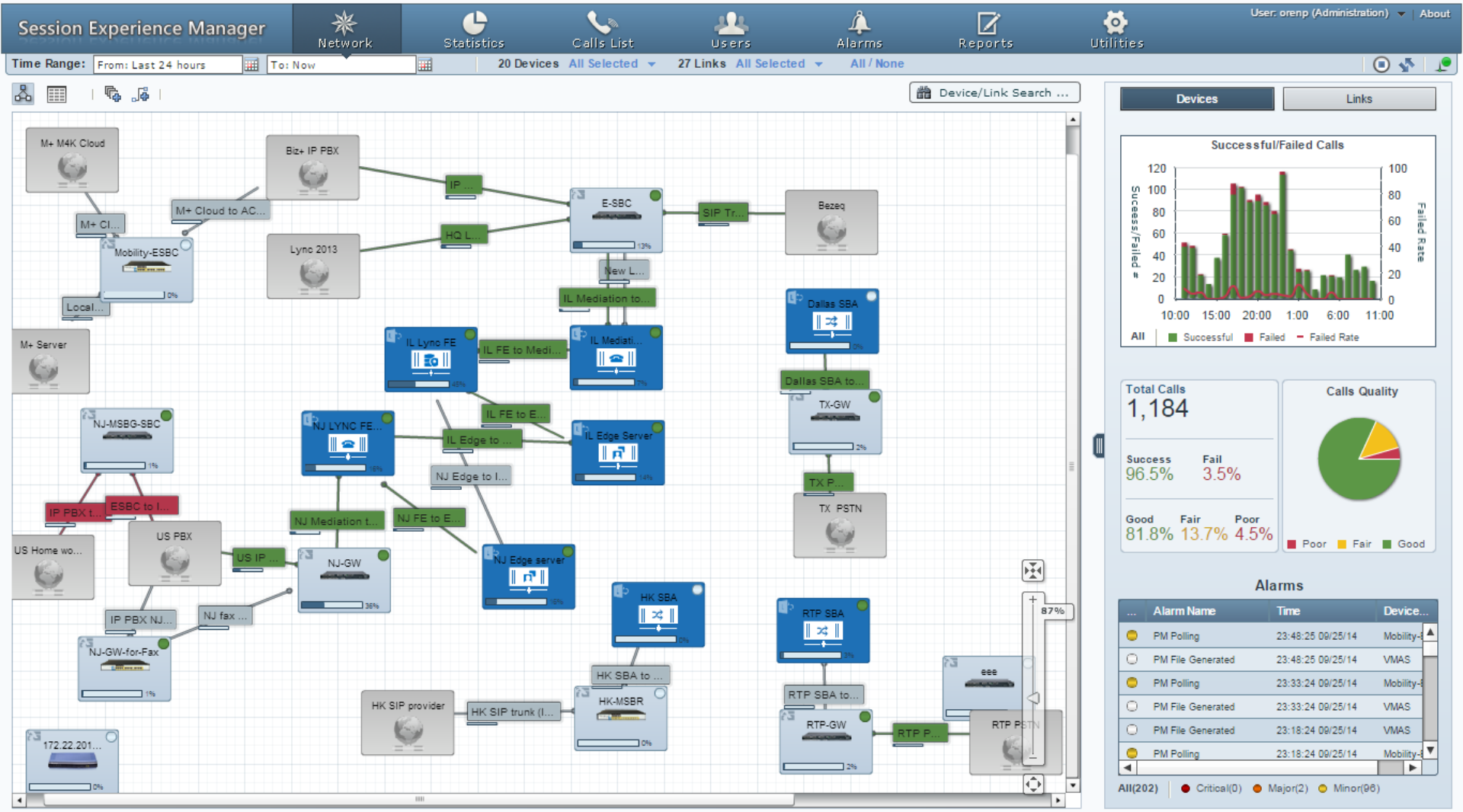
GENERAL ROADMAP

405HD Entry Level IP Phone

- Cost effective low end IP Phone
- 2 SIP lines, 2 concurrent calls per line
- Graphic multi-lingual LCD display (132 X 64)
- 4 programmable soft keys
- Full duplex speaker phone
- PoE (802.3af) or external DC adapter
- Available for Lync on 2H 2015

One Voice Operations Center EMS and SEM

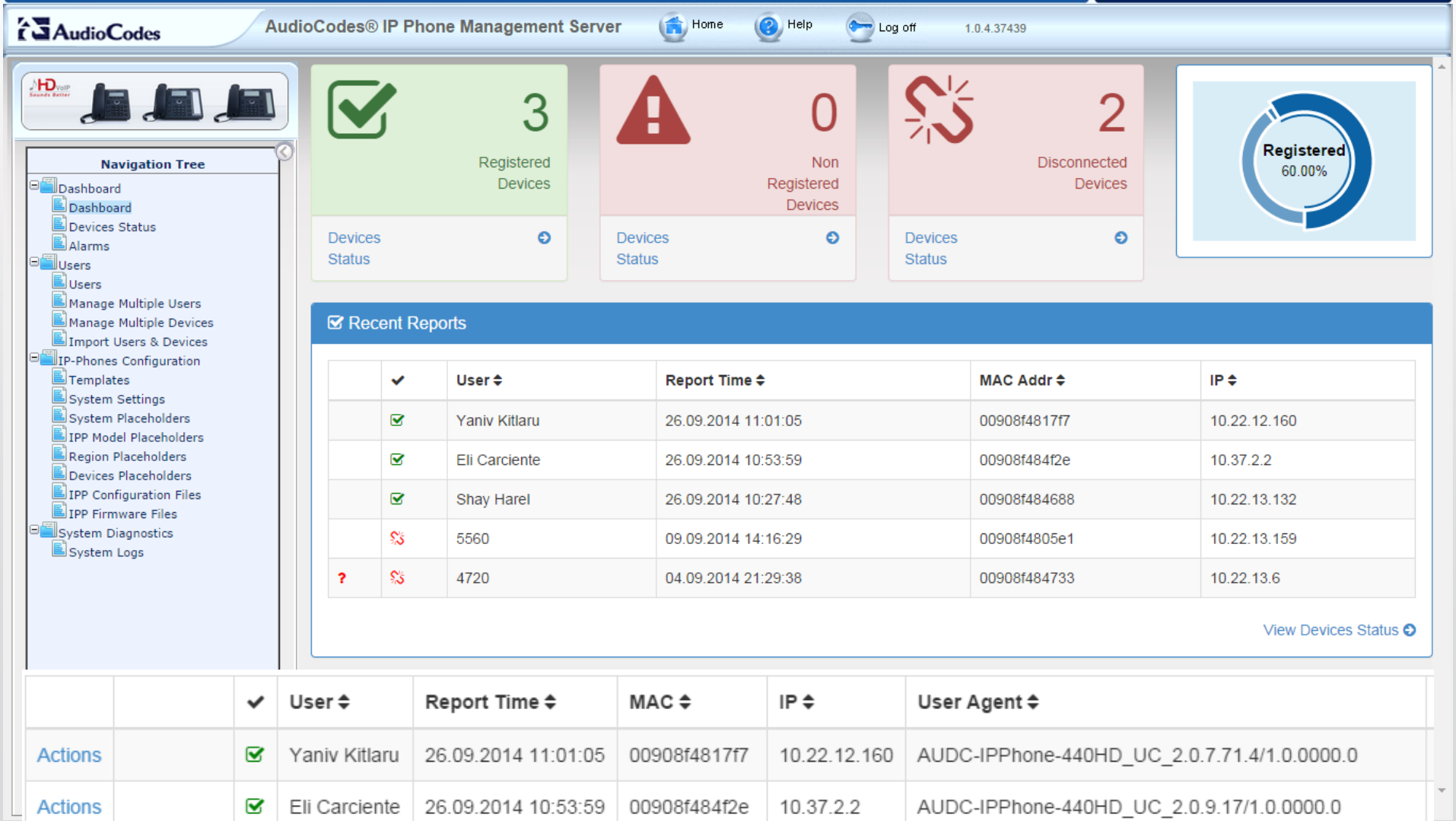
Management System for Lync (not only for IP Phones) as AudioCodes is providing a complete solution



Mass management capabilities with EMS Q4 2014

- AudioCodes EMS will perform bulk operations on groups of IPPs or individual IPP
  - Trigger an IPP/IPPs reset
  - Create global and unique (per MAC) configuration files
  - Schedule a configuration file and or firmware update
- Define groups of IPPs based on a variety of parameters
  - Location, VLan tag information, IP range, model number, etc. and also save the group definition for future use
- Change a configuration parameter across the entire deployment or on groups of IPPs
- Flexibility for management operations: graceful task scheduling

Mass management with AudioCodes EMS – Q4 / 14



			User	Report Time	MAC	IP	User Agent
Actions		✓	Yaniv Kitlaru	26.09.2014 11:01:05	00908f4817f7	10.22.12.160	AUDC-IPPhone-440HD_UC_2.0.7.71.4/1.0.0000.0
Actions		✓	Eli Carciente	26.09.2014 10:53:59	00908f484f2e	10.37.2.2	AUDC-IPPhone-440HD_UC_2.0.9.17/1.0.0000.0
Actions		✓	Shay Harel	26.09.2014 10:27:48	00908f484688	10.22.13.132	AUDC-IPPhone-440HD_UC_2.0.7.71/1.0.0000.0
Actions			5560	09.09.2014 14:16:29	00908f4805e1	10.22.13.159	AUDC-IPPhone/2.0.4.2.ems.13 (420HD; 00908F4805E1)
Actions	Approve		4720	04.09.2014 21:29:38	00908f484733	10.22.13.6	AUDC-IPPhone/2.0.4.2.ems.13 (440HD; 00908F484733)

AudioCodes IP Phones for Lync – roadmap

- 3.2.0 End of Nov
  - Boss Admin phase 2
    - Different ring tones for Boss calls vs. incoming calls for admin private line
    - Complete integration between BToE with Boss Admin
  - BToE enhancement – support merging of 2 calls into a 3 way conference when working with BToE (Lync conferencing)
  - Better together integration support for VDI environments
  - Japanese language support

- 3.2.1 EoY 2014
  - USB headset support
  - Enhanced contact list integration – populate Lync contact lists to the 440HD integrated sidecar (dedicated LCD)
  - Lync QoE reporting (to complete SEM for Lync integration)

AudioCodes