



Use of DirectSIP with OfficeMaster Suite

Linking the OfficeMaster Suite directly and without gateways or middle-wares to IP-based PBXs and SIP trunks. Using the integrated DirectSIP functionality to easily fax and receive voicemails via IP.

Data Sheet 2017/03/08 | Ferrari electronic AG

Use of DirectSIP with OfficeMaster Suite

Linking the OfficeMaster Suite directly and without gateways or middle-ware to IP-based PBXs and SIP trunks. Using the integrated DirectSIP functionality to easily fax and receive voicemails via IP.

From Version 6.1, every variation of the OfficeMaster Suite is fitted with a component for directly linking and processing fax over IP.

No additional gateways, network supporting CAPI or any other middle-ware is required. As a beneficial factor, purchase, configuration and maintenance of any additional hard-or software becomes redundant. The entire communication process will therefore be made much easier and comprehensible. DirectSIP functionality is fully implemented in the OfficeMaster Suite and is licensed via 'line extensions'.

Fax

Thanks to years of experience in faxing in IP and ISDN environments we managed to fully optimize the T.30 and T.38 protocol stack. Transmission of fax messages via DirectSIP are therefore much more stable than any other transmission forms yet known.

Voicemail

As we have optimized the routing of PBX-independent voicemail solutions, installation of complex environments with only a few separate numbers for voicemail is much easier than comparable solutions.

Text Messages

In directly linked IP environments, landline text messages can neither be sent nor received. However, another way of processing text messages is available. APIs transfer the messages to a text message provider using the commonly used UCP and HTTP/S protocols. Both protocols can be used by the separately licensed "SMS over IP" line extension.



Our Recommendation for Using fax over IP:

On IP lines without package loss:

- G.711 pass-through (improved End to End timing)
- No Echo Canceler, no Silence Suppression
- Continuous use of QoS
- ECM is always possible

On occasional package loss:

- Use of T.38
- Activate redundancy (in low-speed and high-speed)
- DSP resources
- Don't deactivate ECM if possible

On high package loss:

- Fax over IP problematic, particularly with large faxes
- Check if ISDN is available
- Use of a hosted Fax server that is based on OfficeMaster Suite

Business Telephone Systems (PBX)

A fax solution that is switched to the rear of a call routing- business telephone system is fully supported. Prefilled configuration settings are available to assist the administrator. However, individual adjustments to the settings can be made at all times.

SIP Trunks

SIP Trunks are becoming more and more common for scenarios where the fax solution is installed behind a business telephone system. In this case, only the fax and voicemail numbers are linked to the trunk. OfficeMaster won't support the routing back to the telephone system. If, however, a routing-back is needed, a Session Border Controller, such as OfficeMaster Gate/SBC, needs to be applied.

Coextensive use of DirectSIP With Other Communication Interfaces

Fully homogeneous environments are rather uncommon, thus OfficeMaster Suite offers a coextensive use of DirectSIP, OfficeMaster Gate and any other alien hard- or software.

The same type of line extension is required, you solely need to choose the desired amount of lines for the respective communication channels.

As an example: If you licensed ten lines, you may choose five lines for DirectSIP and the other five for the linkage to OfficeMaster Gate (via ISDN).

Interface Description & Compatibilities

Default settings:

- G.711 pass-through
- Port 5060
- TLS

Possible Settings in General:

- IP protocol: TCP or UDP
- Linkage to an IP-address based SIP Trunk
- Linkage to a SIP Trunk with mandatory authentication
- RTP data stream has to run on G.711 or T.38 protocols
- Conversion to T.38 is actively and passively possible but, if necessary, may also be declined

Minimum System Requirements

Communication interfaces

- DirectSIP (no separate gateway needed)

Recommended Hardware in a Default Environment

(up to 10 lines)

- x86 / x64 processors, 2,4 GHz, 2 CPU cores
- 4 GB of available RAM
- 30 GB of free disk space

Operating Systems

- Windows Server 2012 R2
- Windows Server 2016