

OfficeMaster Suite 7_{DX} - DirectSIP

Linking the OfficeMaster Suite directly and without gateways or middlewares to IP-based PBXs and SIP trunks. Using the integrated DirectSIP functionality to easily exchange documents and faxes via IP

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How to Smoothly Switch to IP

With the switch to All-IP, telephony and IT are becoming one. The fax is also transferred to the IP world and thus becomes a real document in color and with meta data. Routers, fax cards or media gateways are usually required for classic fax transmission and conversion at IP telephone systems. Thanks to DirectSIP, it is now possible to transmit documents, including fax messages, directly. In the OfficeMaster Suite 7DX, the IP conversion is integrated into the solution for document exchange, so that documents and faxes are transmitted directly to the SIP trunk or an IP telephone system. This ensures stable and reliable transmission. The fact that hardware components or third-party software become redundant is a further advantage.

Increased Stability During Transmission

The direct transmission path has a positive effect on the reliability and stability of the transmission of documents in IP networks compared to previous heterogeneous solutions. Each media transition - an additional network-capable gateway, CAPI or other middleware - can be a source of transmission errors. With DirectSIP, the OfficeMaster Suite enables direct connection and processing via IP. The result is that fax messages are also transmitted more reliably and stable than with comparable solutions in IP environments.

Easy Setup and Configuration

The elimination of additional components makes installation and configuration easy. The software is preconfigured as far as possible and prepared for the profiles of the telecommunications systems. The IT administrator selects a provided template with just a few clicks. The software automatically takes over the stored settings.

Conclusion

One current trend is that more and more physical interfaces are being eliminated. With a view to a future-oriented infrastructure, the OfficeMaster Suite 7DX with NGDX supports companies on their way to document exchange with full downward compatibility to the conventional fax server. The path for digital legally compliant communication in the IP era is thus paved, including the transmission of hybrid documents.

Specifics About the Individual Requirements

Fax

Years of experience with faxing in IP and ISDN environments have led us to completely optimize the T.30 and T.38 protocol stack. This makes the transmission of fax messages via DirectSIP more stable than anything previously known in IP environments.

NGDX

Next Generation Document Exchange allows you to set up a secure end-to-end transmission of documents over the telephone line. All documents are transferred in PDF format without active content. The standardized T.434 protocol is used for this purpose. If an end-to-end T.38 connection can be established during the transfer (this also works if providers only support G.711, but transparently forward T.38), a significantly higher transmission speed of up to 150 pages per minute is possible in addition to the better quality of the documents compared to the fax.

Voicemail

As part of the introduction of DirectSIP, the integration of the OfficeMaster Suite's PBX-independent voicemail solution has been optimized so that even setting up complex environments with a few separate telephone numbers for voicemail is much easier than in comparable solutions.

SMS

Please contact your telephony provider and telephone system manufacturer to find out whether it is possible to send and receive SMS messages via the telephone connection, the so-called landline SMS, with a direct IP connection. Not all providers allow this service feature.

Alternatively, you can pass SMS messages to SMS providers via APIs. The OfficeMaster Suite uses the Short Message Peer to Peer (SMPP) protocol. This is made possible by the function extension "SMS over IP", which must be licensed separately.

PBXs

The operation of the solution behind a PBX, which takes over the routing of the calls, is fully supported. There are configuration templates for the common telephone systems that already include basic settings. Individual adaptation is of course possible at any time.

SIP Trunks

SIP Trunks offered by various providers are increasingly being used as an alternative to behind-the-PBX operation. In combination with the OfficeMaster Suite, this means that only calls for document exchange (via fax or NGDX), voicemails or SMS arrive at the trunk via the SIP trunk. The OfficeMaster Suite does not take over any routing back to the telephone system. If this is, however, necessary, use session border controllers such as the OfficeMaster Gate.

Concurrent Operation of DirectSIP and other communication interfaces

Only in the rarest cases are environments completely homogeneous. The OfficeMaster Suite allows parallel operation of DirectSIP, OfficeMaster Gate and even third-party hardware or software.

The following applies to all scenarios: The same type of line license is always required. In the configuration you only define how many lines are to be used for the respective communication path.

For example, if you have ten lines available, you can use five lines for DirectSIP and five lines for connecting to OfficeMaster Gate for ISDN connection.

Further Details About Interfaces and Compatibilities

Basic Settings

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

Optional Options Free of Charge:

- » Activate fast transmission for fax or NGDX by activating the option „T.38 active“
- » Additional activation of the document exchange by the option "enable NGDX"

Further Configuration Options

- » IP protocol: TCP or UDP
- » Connection to a SIP trunk with IP address binding
- » Connection to a SIP trunk with authentication
- » RTP data stream may contain G.711 or T.38 as protocol.
- » A renegotiation to T.38 is can be done actively or passively, optionally T.38 can also be rejected.

Minimum System Requirements

Communication Interfaces

- » DirectSIP (no separate gateway needed)

Systems recommended for standard environments (up to 10 lines)

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

Operation Systems

- » Windows Server 2016
- » Windows Server 2019