

# Telephony Appliance for Lync

UC series for Lync from StartReady - working hard becomes working smart

## Telephony Appliance for Lync

### Can I expect more than what I get from my conventional telephone switchboard?

With Lync, Microsoft has created a full telephony platform, which is more extensive than conventional telephone switchboards and incorporates rich functionality, such as Presence, Instant Messaging and Conferencing. The Telephony Appliance is the most complete StartReady product in this line. By using VoIP, employees can call each other or hold video conferences free of charge, regardless of the time or their location, which means that the costs of external communications are significantly reduced, because telephone calls are routed via the company's own network. Lync's PBX contains all of the most important telephony functions and more, so that telephony is intelligently integrated with the expertise and availability of employees, regardless of which device they use.



## Functionality

The Telephony Appliance is the **most complete Lync product** StartReady offers builds on the functionality of the Presence Appliance and the Conference Appliance. The telephony functions are available in the office, at home, or on the road.

The **cost savings** of this integrated solution are numerous: internal communication is free, and local rates apply when making international calls to landlines or mobile phones. Also, there is no longer a need for a costly PBX at branch offices.

**Call Detail Records** provide insight into communication flows and are an effective instrument to monitor cost and phone usage.

The **main standard telephony functions** are available for all users: name or number to call, hold, transfer, inquiry, redirect, park/retrieve, and conferencing.

**Voice response groups** are flexible to adopt, taking into account the availability of the staff. For example, calls can be assigned based on knowledge and experience, resulting in callers to be assisted in a more effective manner.

**Improved delegation** enhance efficiency and accessibility of staff. Lync provides a truly unified experience to the caller, callee and delegate – from making or receiving a call, till it is completed, and even after the call is completed.

**Receptionists** have a special client that can easily take and transfer calls to the right person at the right time.

**Call Forwarding** ensures that employees are also accessible when they are away from their computer screen.

**Many different devices** can be connected on a Lync environment. There are many different certified phones and headsets available (both IP, USB and Bluetooth).

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## Server roles in the Telephony Appliance

1. Front-End Server
2. Mediation Server
3. Edge Server
4. Quality of Experience
5. StartReady Management Server

## StartReady Management

StartReady Appliances are implemented as fully managed environments. This includes 24x7 monitoring, remote support, patch management and ensuring the SLAs are being met.

## Connecting the Telephony Appliance

- ⇒ to an existing PBX
- ⇒ by using a SIP trunk
- ⇒ to an ISDN line via the optional integrated gateway

## Amount of users per Appliance

The Telephony Appliance can support up to 4,000 users. By means of multiple appliances, scalability and redundancy can be improved.

## UC Appliance Hardware Specifications

6016T-NTRF4+ (2x CPU 5600 / 4x NIC Intel® 82576 / IMPI onboard / 18 DIMM slots)  
 2\* INTEL-XEON E5620 2.40GHZ 5.86GT/S Quad Core Proc  
 12\* Hynix 4Gb DDR3-1066 ECC/Reg DR340L-HL02-ER10  
 2\* SEAGATE CHEETAH 15K7 SAS 600  
 2\* SEAGATE CHEETAH 15K7 SAS 147  
 AOC-USAS-S4iR Sunrise Lake USAS Card Raid  
 2\* 450W High-efficiency Redundant Power Supply  
 Customized Front Bezel

Optional: Office Master Gate by Ferrari Electronic  
 Max 2x ISDN 30 (PRI)  
 4x FXS Analogue ports



StartReady provides multiple options for connecting the Edge server to the DMZ. For this example, the Edge server is connected back-to-back to the DMZ. Another option would be the Scale Out Edge Appliance. Here, the Edge server will be supplied on a separate appliance.

