



Communications Solutions Group Product Bulletin

Title: Open Text FirstClass Unified Communications Support for Dialogic PBX/TDM Integration Hardware EOL Notice

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Audience

This Product Bulletin is intended for distribution to the Communications Solution Group's installed base administrators, Customer Support Center team, Business Development Center team, Account Managers, and Channel Partners.

Description

This is a notice of the EOL (end of life) for the Dialogic hardware cards and accessories listed in the table below for new installations of FirstClass Unified Communications:

FirstClass SKU	Dialogic Part #	Description
S-FCC4DSE	D/42JCTUW PCI	4 port DSE PBX Integration card
S-FCC8DSE	D/82JCTUW PCI	8 port DSE PBX Integration card
S-FCCDLGT1	D/240JCT-T1W PCI	Single span T1 card
S-FCCDLGDT1	D/480JCT-2T1W PCI	Dual span T1 card
S-FCCFXCDALG	VFX/41JCTLSW PCI	4 port Fax Resource/Analog card
S-FCCFXCD30	DM/F300-1E1-PCIU	30 Fax Resource card
S-FCCDCTBUS	CBLCTB4DROPQ	4 drop CT Bus cable
S-FCC2FBCBL	D82UCABLEQ	DSE to punch down block cable

FIRSTCLASS[®]

Effective Date

Coincident with the general availability of FirstClass 10 on October 14, 2009, the Dialogic D/42, D/82, D/240, D/480, VFX/41, and DM/F300 series of hardware cards along with their corresponding accessories will no longer be available for new installations of FirstClass Unified Communications.

For long term support purposes, these products will remain on the price list for existing installations that need to order replacement or expansion hardware.

Dialogic Media Gateways are the Successor Hardware

Voice Services (VS) 8.3, the key component of FirstClass Unified Communications, introduced support for VoIP (Voice over Internet Protocol) networks. FirstClass is able to directly connect to IP PBXs and VoIP endpoints via the multimedia signaling standard SIP (Session Initiation Protocol).

FirstClass Unified Communications integration with legacy circuit switched PBXs has historically been achieved by using the industry's well respected line Dialogic DSE (digital set emulation) and TDM hardware cards. Moving forward in the VoIP arena, this integration role will be assumed by Dialogic's next generation Media Gateway (DMG) product line. DMGs are standalone units which do not need to be hosted inside a server machine.



Figure 1. DMG 1000 Series

FIRSTCLASS®

As their gateway namesake suggests, DMGs act as the middleman between VoIP and legacy PBX/TDM networks. FirstClass Unified Communications coupled with DMGs is inherently a VoIP architecture, which allows for future well planned, phased migrations to a pure IP communications solution for legacy PBX customers. An eight port DMG integration is shown in Figure 2.

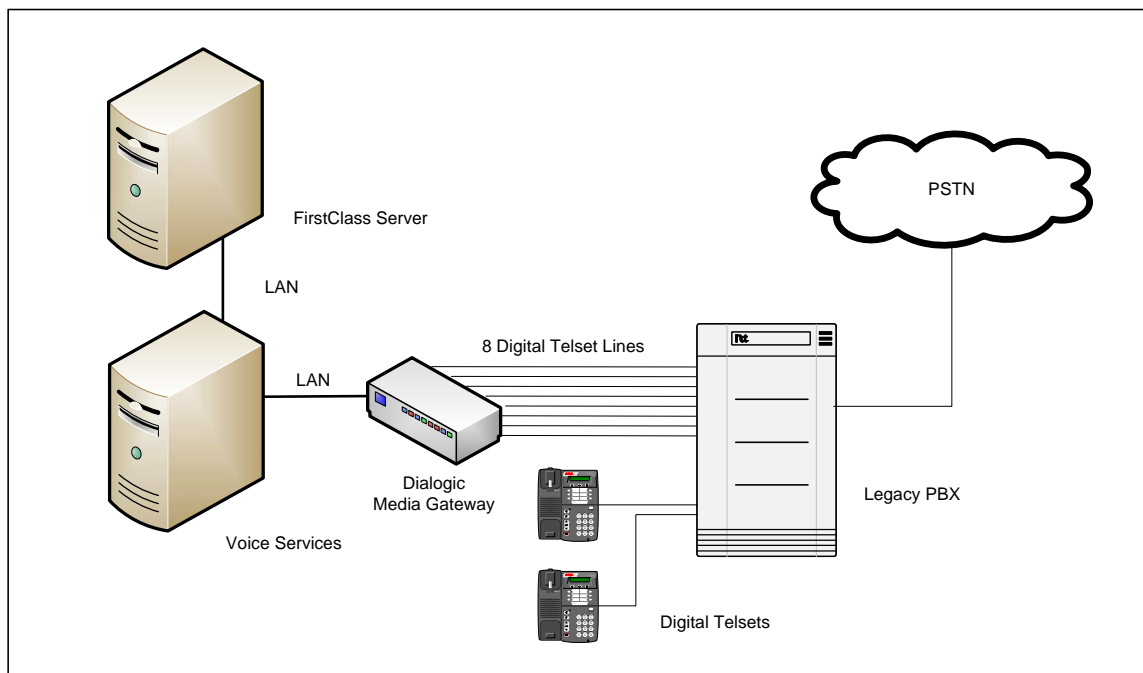


Figure 2. Eight Port Legacy PBX Integration using DMG

Additional benefits that the DMGs provide when compared to the hardware cards:

- Integration compatibility with more legacy PBXs
- Elimination of PCI/PCIe server machine card slot requirements
- Less hardware components
- Lower solution pricing



Table 1 lists the PBXs that have been certified by Dialogic to be compatible with their DMG1000 series. Please engage your FirstClass Professional Services staff to confirm compatibility with other PBXs that are not listed.

PBX Vendor	PBX Model	PBX Software (Min Release)	DMG
Avaya	Definity G3	Version 3	DMG1008DNIW
	S8100, S8300, S8700, S8710	Communications Manager SW V2.0	
	Magix	Release 2.0	
	Legend	Release 7.0	DMG1008LSW, DMG1004LSW
Mitel	SX-200D, SX-200 Light, SX-2000 Light, SX-2000 S, SX-2000 VS	Lightware Release 17	DMG1008MTLDNIW
NEC	2400 IMG	Release 7400	DMG1008DNIW
	2400 IMX	Release 5200 Dec 92 1b	
	2400 IPX	Release V.17 Issue 3.46.001	
Nortel	Meridian 1 Option 11, 21, 21A, 51, 61, 71, 81	Release 15 and options 19 and 46	DMG1008DNIW
	Meridian SL1	Release 15 and options 19 and 46	
	Communication Server 1000E, 1000M, 1000S	Release V3.0	
	Norstar 8X24	DR5 Release 1.2	
	Norstar MICS	Release 4.5	
Siemens	Hicom 300E CS	Release 9006.4 (NA software)	DMG1008DNIW
	Hicom 300E	Release 2.0 (EU software)	
	Rolm 8000	Release 80003	DMG1008RLMDNIW
	Rolm 9000	Any	
	Rolm 9751	Any Release of 9005, Release 9006.3, Release 9006.4 is required for end-to-end signaling	
Various	Through analog port and/or serial port (SMDI) integration.		DMG1008LSW, DMG1004LSW

Table 1. Dialogic Media Gateway PBX Compatibility

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Eight new SKUs, which are listed in the table below, are to be used when ordering.

FirstClass SKU	Dialogic Part #	Description
S-FCCDMG8DNI	DMG1008DNIW	8 Port - Avaya, Nortel, NEC, Siemens
S-FCCDMG8MTL	DMG1008MTLDNIW	8 Port - Mitel
S-FCCDMG8RLM	DMG1008RLMDNIW	8 Port - Rolm
S-FCCDMG8LS	DMG1008LSW	8 Port – Analog FXO
S-FCCDMG4LS	DMG1004LSW	4 Port – Analog FXO
S-FCCDMG30DTI	DMG2030DTIQ	Single Span T1/E1
S-FCCDMG60DTI	DMG2060DTIQ	Dual Span T1/E1
S-FCCDMG120DTI	DMG2120DTI	Quad Span T1/E1

Table 2. FirstClass DMG SKUs

FIRSTCLASS[®]

Contact Information

Sales

To purchase a FirstClass product or user licenses, please contact our Sales Department or your local FirstClass reseller.

North America and South America

email: sales@firstclass.com

phone: 888.808.0388

Nordic and Baltic Regions

email: sales@opentext.se

phone: +46.18.68.1600

UK, Europe, Middle East, Africa, Australia, and Asia

email: international@firstclass.com

phone: +44.1494.679700

Sales Support

To renew or purchase your M&S contract, contact your regional Sales Support center.

North America

For Canada, Southwestern US (AK, AZ, CA, CO, NM, OR, TX, WA), Mexico, South America, Japan

email: cyack@opentext.com

phone: 905.762.6472

For the rest of North America

email: debra@firstclass.com

phone: 905.762.6347 or 888.588.3444 ext 5

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Nordic and Baltic Regions

email: sales@opentext.se

phone: +46.(0)18.68.1600

UK, Europe, Middle East, Africa, South America, Australia, and Asia

Contact your local FirstClass reseller

or

email: intl_fcmaintenance@opentext.com

phone: +353.61.467424

Customer Support

Site administrators should contact their regional customer support center, if technical assistance is required.

North America

email: support@firstclass.com

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