

IP Gateway

Leverage your investment and reduce costs with seamless IP from Aspect Software

Benefits

- Investment Protection
- Cost Savings
- Flexibility

Key Features

Channels to SIP/RTP Connections

- Scalable T1/E1 Span Deployment Model
- Supports Common VoIP Encoding (G.711, G.729 A/B, G.723.1)
- Browser-Based Configuration Interface
- Customer-provided or Aspect Software-provided SIP Proxy Options
- Hard IP Phones and "soft" SIP phones supported with diagnostic "hard" phone
- TDM peer-to-peer tunneling over IP
- Packet telephony standards-compliant

Introduction

If you are using an Aspect Software ACD or predictive dialing solution and are ready to introduce Voice over Internet Protocol (VoIP) into your contact center, the IP Gateway is your answer. The IP Gateway is a reliable, cost-effective, standards-compliant, digital Internet Protocol (IP) gateway for use with **Aspect® EnsemblePro™, Aspect® Spectrum® ACD, Aspect® Conversations™ Predictive Dialer, Aspect® Unison® Predictive Dialer** and **Asterisk IP PBX**.

Using the IP Gateway as your VoIP solution benefits your bottom line through investment protection, cost savings and platform flexibility.

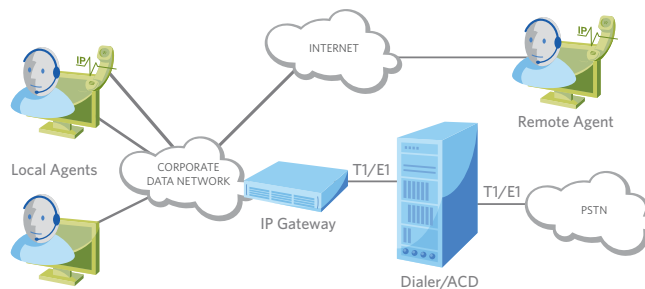
- **Investment protection** - no forklift upgrade required to your existing Aspect Software system to support IP agents or inbound IP trunking, routing rules, administration and reporting remain the same.
- **Cost reduction** - reduced network installation and maintenance costs, lower bandwidth requirements for remote agents/sites, low-cost IP connectivity to agents in regions where labor/facility costs are lower.
- **Platform flexibility** - partial or complete transition to IP at your own pace without negatively impacting agents, customers or system administrators.

Features

The IP Gateway has two primary capabilities - conversion of Time-Division Multiplexing (TDM) to IP signals and conversion of IP to TDM. The four authorized IP Gateway applications based on these capabilities are Session Initiation Protocol (SIP) Agent Audio, Inbound SIP Trunks, IP Tie Trunks and TDM Trunks.

Key IP Gateway features are detailed in the sidebar. It is offered either as a four-span system (for systems requiring one to four spans) or an eight-span system (for systems requiring between four and eight spans).

The following diagram shows an example of an IP Gateway application, working with an Aspect Software dialer to provide SIP Agent Audio capability.



IP Gateway provides cost effective agent connectivity.



Specifications**TDM Spans**

Capacity	1, 2, 4 or 8 E1/T1/J1 Spans; Internal or recovered clocking
Interfaces	100/120 -Ohm balanced interface, RJ-48C connector per Span
ISDN Protocols	Euro ISDN (ETS300), ANSI NI-2, AT&T 4ESS
CAS Protocols	FXS/FXO, E&M Wink Start

VoIP

Call Control	SIP (RFC 3261)
Call Capacity	Up to 240 simultaneous calls, depending upon configuration
Voice Coders (VoIP)	G.711, , G.723.1, G.729A/B
Silence Suppression	G.723.1A, G.729B, Standard SID, Proprietary VAD and CNG
Echo Cancellation	G.165 and G.168 compliant, 32/64/128 msec tail length
Other Capabilities	Call Progress Tone Detection & Generation, DTMF Detection & Generation, DTMF Transport or Relay

IP Network

Interface	Two 10/100BaseTX shielded, half/full duplex, auto-negotiation
Protocols	TCP, UDP, RTP/RTCP, HTTP, HTTPS, TFTP
Security	SIPS for Call Control; HTTPS for Administration GUI

Control and Management

Controls & Indicators	Gateway Status (Power On/Fail, Activity, Swap Ready LEDs) Network Status (OK and Active LEDs for both Links) Span Status (OK/Alarm LED per Span)
Administration	Configuration and Monitoring via embedded Web Server GUI Software and configuration updates via TFTP
Event Logs	syslog Server support (RFC 3164)
Monitoring	SNMP v2c-compliant MIBs and Traps

Hardware

Power Supply	Dual Redundant, 90-260Vac, 47-63 Hz, IEC320 appliance inlet
Physical	1U high, 19-inch wide, rack-mountable

Regulatory Compliance

Telecommunication Standards	FCC part 68, TBR4 and TBR13
Safety and EMC Standards	UL 60950-1, FCC part 15 Class B, CE Mark (EN 55022 Class B, EN 55024, EN 60950-1, ETS 300 386)
Environmental	NEBS Level 3: GR-63-Core, GR-1089-Core Type 1 & 3, EN 301 019 , EN 300 019-1/2/3

The IP Gateway from Aspect Software provides a cost-effective, flexible way to enjoy the business benefits of Voice-over-IP by extending your existing system's capabilities while leaving your operational procedures unchanged. Your contact center can experience immediate cost savings and avoid the expense and operational disruption of alternative approaches requiring "forklift" upgrades.

About Aspect Software

Aspect Software, Inc., founder of the contact center industry, is the world's largest company solely focused on providing proven, innovative solutions to enable customer service, collections, and sales and telemarketing processes for in-house and outsourced contact centers. For more information, visit www.aspect.com.

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