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Microsoft® Lync™ Integration with Mitel Communications Director (MCD)

Positioning

Mitel® has a comprehensive Unified Communications (UC) portfolio, including a range of solutions that provide tight integration with Microsoft® Lync™ Server 2010. Mitel solutions provide a range of benefits and enhancements to Lync™ that would not be available with a stand alone Microsoft® solution.

Customer's who choose Microsoft® Lync™ as their preferred UC solution, often require integration to their existing IP - PBX, or if choosing a new IP - PBX, need to ensure that telephony integration with Lync™ is possible. Most businesses deploying Lync™ will use Lync™ for instant messaging, PC presence and collaboration, and a feature rich IP-PBX, such as Mitel Communications Director (MCD) for telephony.

Mitel offers two (2) integration options with Lync™ to address the customer's individual needs, MCD with Direct SIP and MCD with Mitel's Live Business Gateway.

Telephony integration solutions include:

- Mitel 5550 IP Console presence integration
- UCA presence integration / federation
- Mitel Speech Auto-Attendant presence integration

Note: OCS integration is available however some Lync™ integrations are coming soon. Please ask your TCI account manager for more information

Direct SIP Integration

Direct SIP enables a Lync™ softphone to establish or receive calls to or from a Mitel desk phone, the public switched telephone network (PSTN), or any other network-connected PBX.

Direct SIP integration is supported between the Lync™ server and the MCD. SIP trunks are connected between the MCD and the Microsoft® mediation server.

This solution is typically used by mobile employees who do not have a desk phone, but instead want to use the embedded SIP softphone capability within the Lync™ client.

Live Business Gateway

This solution is typically used by desk-based employees who wish to use Lync™ as their unified communications solution, but also require tight integration to their Mitel desk phone. This is the most common

form of telephony integration.
Live Business Gateway:
- Provides standards-based (SIP / CSTA) connectivity between MCD and Lync™.
- Complements Lync™ by providing business-rich telephony features and telephony presence.
- Integrates Mitel IP-based call control and devices with Microsoft® Lync™. This is known as Remote Call Control (RCC).

RCC enables a user to control their Mitel IP desk phone via their Microsoft® Lync™ client. The Lync™ client can be used to make, receive and manage (hold, transfer) calls directly from Lync™ or any office system program (e.g., Microsoft® Outlook®, Microsoft® Word, Microsoft® Excel®, Microsoft® SharePoint®).

The Lync™ client sends and receives call control signals to the Lync™ server and then via the Live Business Gateway to the MCD. The voice media stream of a phone call stays on the MCD and is not handled by the Lync™ server or the Lync™ client.

Dual Forking with Remote Call Control RCC

Microsoft® OCS 2007 R2 dual forking allows the user to use their Communicator client in softphone mode (Enterprise voice) and with their IP desk phone (RCC) both RCC and Enterprise voice could be selected together and the user could toggle between their preferred mode of operation. However, the dual forking functionality was removed by Microsoft® with the introduction of Lync™. Lync™ users must choose whether they want to use their Lync™ client with their IP desk phone (RCC) or as a softphone (Enterprise voice).

If integration with Lync™ is preferred and there is a requirement for twinning then this is available through the MCD Dynamic Extension and Personal Ring Group feature so that incoming calls can be presented simultaneously to up to eight (8) destinations such as the Mitel IP phone, Lync™ softphone, cell phone, home phone etc.

VMware® Support

Live Business Gateway (LBG) release 3.3 is qualified with VMware ESXi 4.0 and 4.1 which enables voice and business applications to run together in fault tolerant, highly available environments. Mitel LBG is able to take advantage of the improved performance, ease of use and comprehensive management capabilities of data center virtualization.

The key customer benefits of deploying Live Business Gateway into a VMware® environment are:

- Reduced capital expenditure.

    Consolidation of Live Business Gateway as part of a virtual infrastructure enables businesses to further optimize server utilization. Dedicated physical servers (or appliances) are no longer required for Live Business Gateway deployments.

- Reduced operations and maintenance costs.

    Integration of Live Business Gateway within the fabric of VMware® virtual infrastructure management enables the solution to be managed cohesively alongside other virtualized business applications, further integrating IT processes and reducing maintenance costs.

- Reduced power consumption.

Businesses can take advantage of the inherent power savings of virtual environments enabled by VMware® server virtualization – reduced servers and VMware® Distributed Power Management.

- Integrated Business Continuity.

  Consolidating Live Business Gateway within the management framework of a virtual data center environment enables the solution to take advantage of integrated disaster recovery management available through VMware® virtualization. Management methodologies and best practices are consistently applied across all applications in the data center saving the IT department time and money.

- Consistent Feature Set and Licensing.

  Live Business Gateway deployed in a VMware® environment offers the same feature set and maintains the same product licensing options as Live Business Gateway deployed on a physical server.

DISCLAIMER: Certain Mitel® products within this document may not be available on all systems. Contact TCI Customer Service or your TCI Account Manager for more information. For more information on TCI, their products and services please visit www.tcicomm.com.