



A MITEL  
PRODUCT  
GUIDE

# Unify OpenScape Voice V10

Interoperability Product Resource Links

Interoperability Products Resource Links

Description

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# 1 OpenScape Voice Standard Solution Products

In the OpenScape Voice environment there are products in place that are not built by Unify. The technical product documentation for such products is available on the vendors own documentation servers.

In order to always provide the latest issue of the documents they are not posted as copies on E-Doku. On the following pages are links and, if necessary, login information, for direct access to the original documents.

## 1.1 Third Party Products

### 1.1.1 Mediatrix Products

The following products of Mediatrix are used in V8:

- Digital gateway models
  - 3631 (PRI 1-port T1/E1), 3632 (PRI 2-port T1/E1),
  - 4402 (BRI 2-port), 4404 (BRI 4-port).
- Analog gateway models
  - 4102 (2-port),
  - 4104 (4-port),
  - 4108 (8-port),
  - 4116 (16-port),
  - 4124 24-port,
  - 1204 4-port,
  - 1102, 1104, 1124 (re-branded as AP1120). Only supported for upgrades to V8.
- Long Loop Analog Adapter
  - LP24
- Management Tool
- Mediatrix UMN

Technical product documentation is available at the following link:

<http://www.media5corp.com/>

## 1.1.2 Acme Packet Session Border Controllers

The following Acme Packet SBCs are currently considered as interoperability or extended products within the OpenScape Voice Standard Solution.

- Acme Packet Net-Net 3800 (supported for upgrades and new installs of OpenScape UC Suite V8, as PSR)
- Acme Packet Net-Net 4250 (supported only for upgrades to OpenScape UC Suite V8 as PSR; not supported in V8)
- Acme Packet Net-Net 4500 (supported for upgrades and new installs of OpenScape UC Suite V8, as PSR)

Product Documentation and Service information for Acme Packet SBCs is located at the following links.

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**Note:** Some of the information at these links pertains to Acme Packet SBCs and software versions that have not been tested or released for use with the OpenScape Voice. Always consult the OpenScape Voice Sales Information document for the latest version of the Product Compatibility Matrix to determine which Acme Packet SBCs and software versions have been tested and released by Unify for use with OpenScape Voice.

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### Documentation for Sales and Consultants

Acme Packet maintains an extranet web portal for their "Pinnacle Partners", for which Unify is a member company. This portal contains up-to-date information about Acme Packet's SBC products, such as sales collateral, whitepapers, and press releases.

Acme Packet's Pinnacle Partner Portal can be access at:

<https://xnet.acmepacket.com>

A User ID and Password (assigned by Acme Packet) is required to gain access to the partner portal. New users can register to use this portal by contacting Unify's Technical Sales team or Product Management. Once registered you can simply logon whenever up-to-date information is needed.

### **Support for Field Technicians**

Acme Packet maintains a support portal for access to technical documentation. Here you will find Acme Packet's software build notes, software release documentation, field notices and technical bulletins.

<https://support.acmepacket.com/MyFrameset.htm>

Username: ThirdParty.Support.us@siemens-enterprise.com

Password: senacme

**OpenScape Voice Standard Solution Products**

*Third Party Products*

## 2 OpenScape Voice Interoperability Products

Unify has several different products that provide different communication solutions with OpenScape Voice. The documents for these products are available in the E-Doku search system and the Unify Customer Portal.

[http://apps.g-dms.com:8081/techdoc/search\\_en.htm](http://apps.g-dms.com:8081/techdoc/search_en.htm)

After opening the E-Doku search system, select **OpenScape V8** as the **product name** and **version**. Although it is not necessary, you can further enhance your search by selecting a documentation type (data sheet, user manual, administration and service). If no documentation type is selected, the search displays all documents for the selected product and version. Finally, select a **language**.

- OpenScape Deployment Service (DLS)
- HiPath 3000
- OpenScape 4000
- OpenScape Accounting
- OpenScape Fault Management
- HiPath Quality of Service (QoS) Management
- HiPath User Management
- OpenScape Contact Center
- OpenScape Contact Center Voice Portal
- OpenScape Concierge
- OpenScape Xpressions
- OpenScape Media Server (OMS) - also included in OpenScape Voice Assistant documents under the OpenScape Voice documentation set
- OpenStage phones
- OpenScape UC Application (including ODC-WE and PE)
- OpenScape Branch
- OpenScape SBC
- OpenScape Alarm Response (OScAR)
- OpenScape Mobile
- OpenScape Web Collaboration

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