Cellip Lync-trunk

For support:

- Visit our website: www.cellip.com
- E-mail: support@cellip.com
- By Phone from Sweden: 020-12 13 14
- By Phone from abroad: 0046 8-55 80 10 00

Introduction

The purpose of this document is to explain, step by step, how to configure a Microsoft Lync Server, with mediation server to enable voice calls with Cellip Lync Trunk. It is also recommended that the user reads the documents on Microsoft TechNet for an explanation on how to set up Enterprise Voice with Lync.

Lync Infrastructure

The minimum network needed to connect to Cellip Lync-trunk is a Lync server, which also hosts the active directory, and a mediation server, which can be a standalone unit, or in the case of Lync Server, combined with the front end. This basic set up allows the Microsoft communication server platform to connect to one of Cellip's hosted session border controllers, thus enabling calls to be made and received across the Cellip network.

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Cellip Specific Configuration

It is assumed that the Lync server is already configured and with the relevant certificates applied. If you are still having any issues configuring Lync, then the Microsoft TechNet is an excellent resource, which guides the reader through all the required steps to provision all aspects of the Lync server platforms.

Firewall

You will need to make changes to your firewall to allow our server to communicate with your Mediation Server. The actual changes you will need to make will depend on your network topology. However, in general terms the requirements are:

1. Static NAT mapping (without PAT) for an address on the mediation server, to a public address.
2. Allow our server IP signaling address (193.105.226.0/24) to communicate with the address of the Mediation Server on TCP port 5060.
3. Allow the IP media address of our server (193.105.226.0/24) on the UDP/TCP port range configured on the general tab of the mediation server (usually 5,000 to 30,000).

Calls forwarded from the Lync server can often experience difficulties when using NAT. This is because the firewall usually requires the media path to create the hole from behind it. So a forwarded call has 2 legs with the audio looped on the communications server, with both audio sources on the external side.

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Lync Server 2010 Mediation Server

Mediation servers are configured through the topology builder in Lync Server 2010.

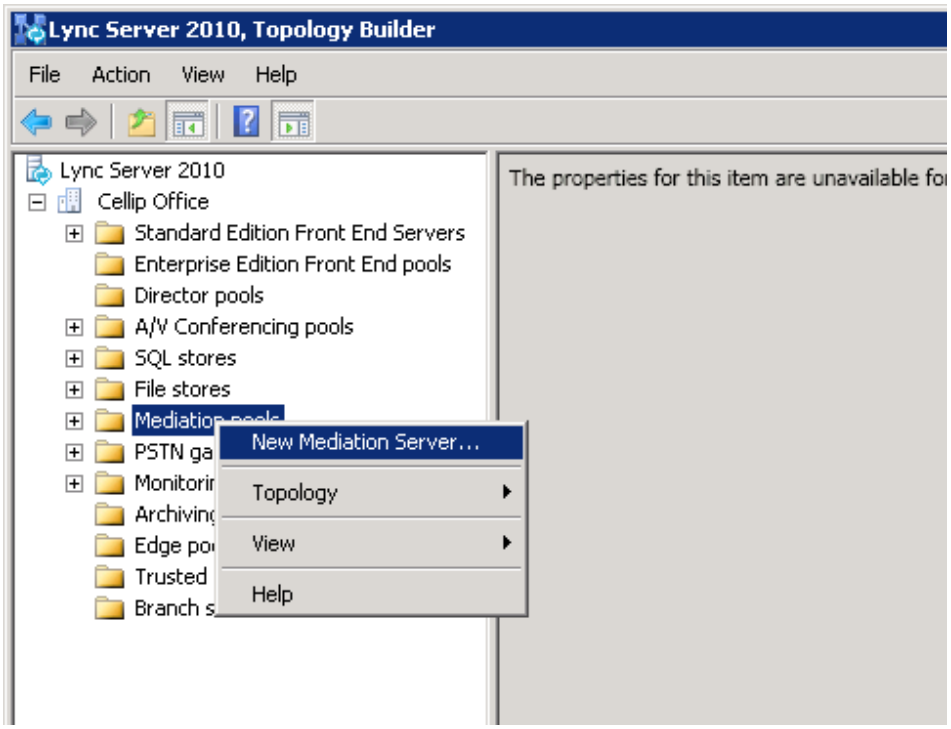

Figure 1

- Open up the topology builder
- Select the installation
- Select New Mediation Server

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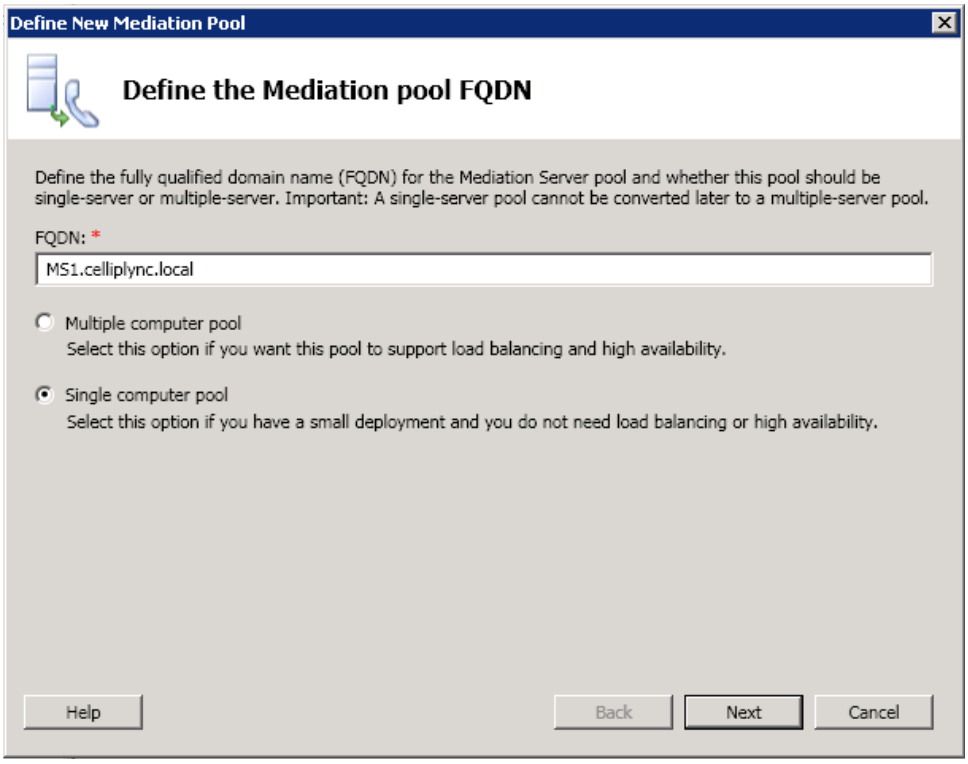

Figure 2

- Enter in the FQDN of your Mediation Server
- Click **Next**

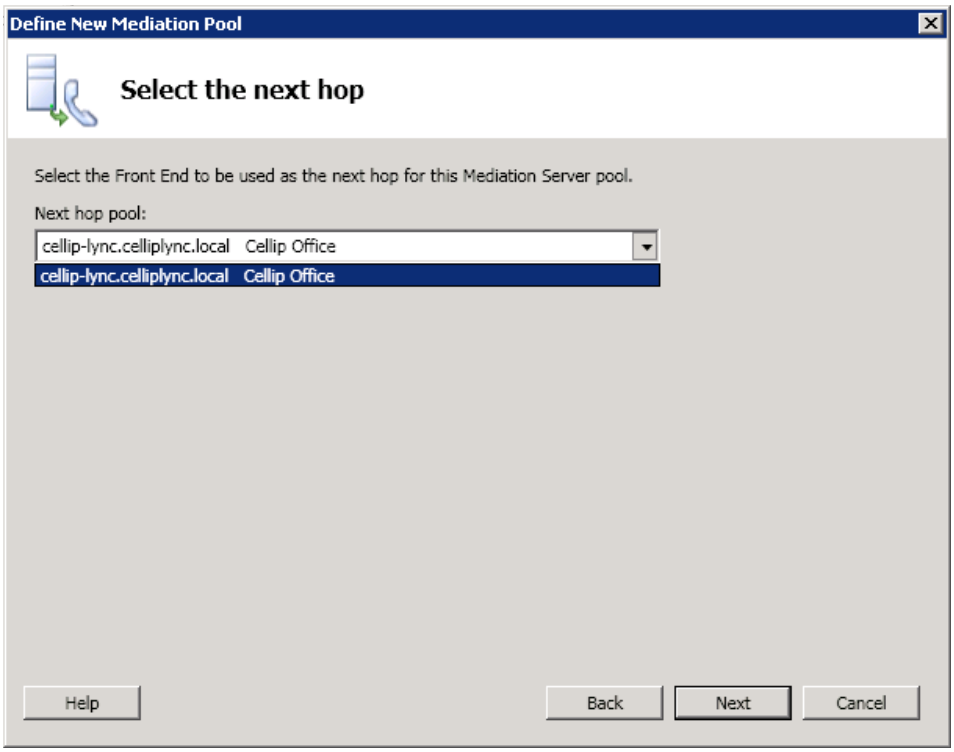

Figure 3

- Select the front end from the drop down list
- Click **Next**

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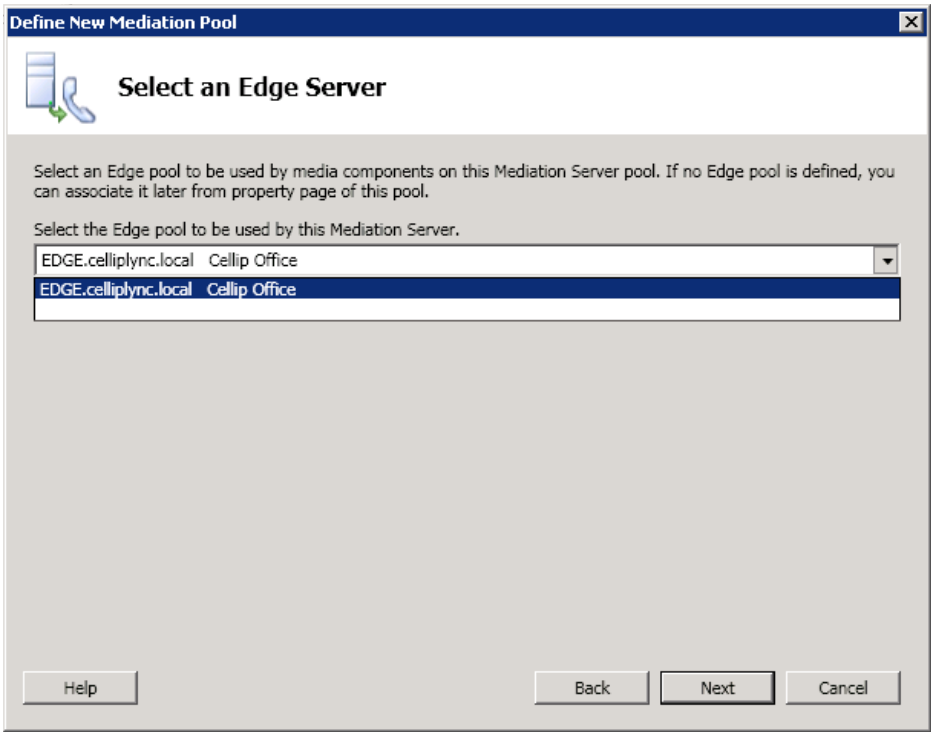

Figure 4

- If applicable, select the Edge Server
- Click **Next**

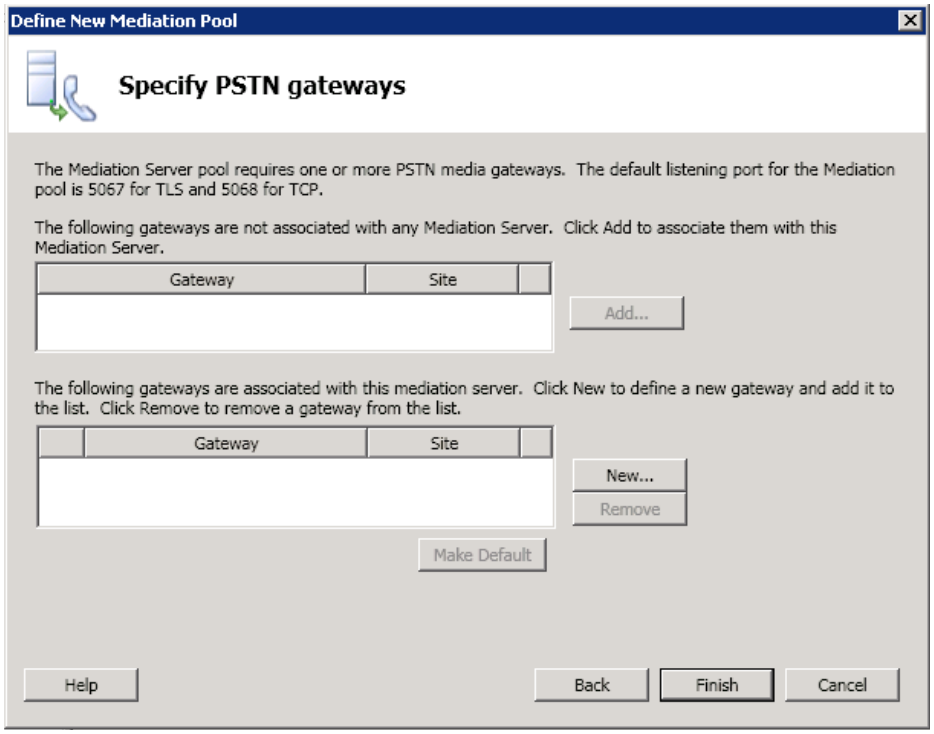

Figure 5

- You now need to enter in the details of your given Cellip session border controller
- Click **New**

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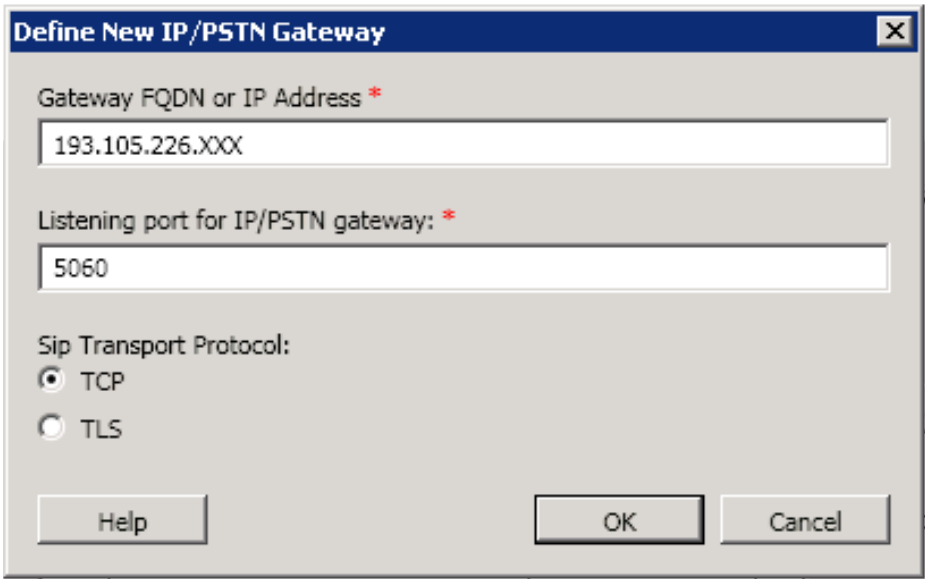

Figure 6

- Enter in the IP address given to you by Cellip
- Change the listening port to **5060**
- Select the transport protocol **TCP**
- Click **OK**

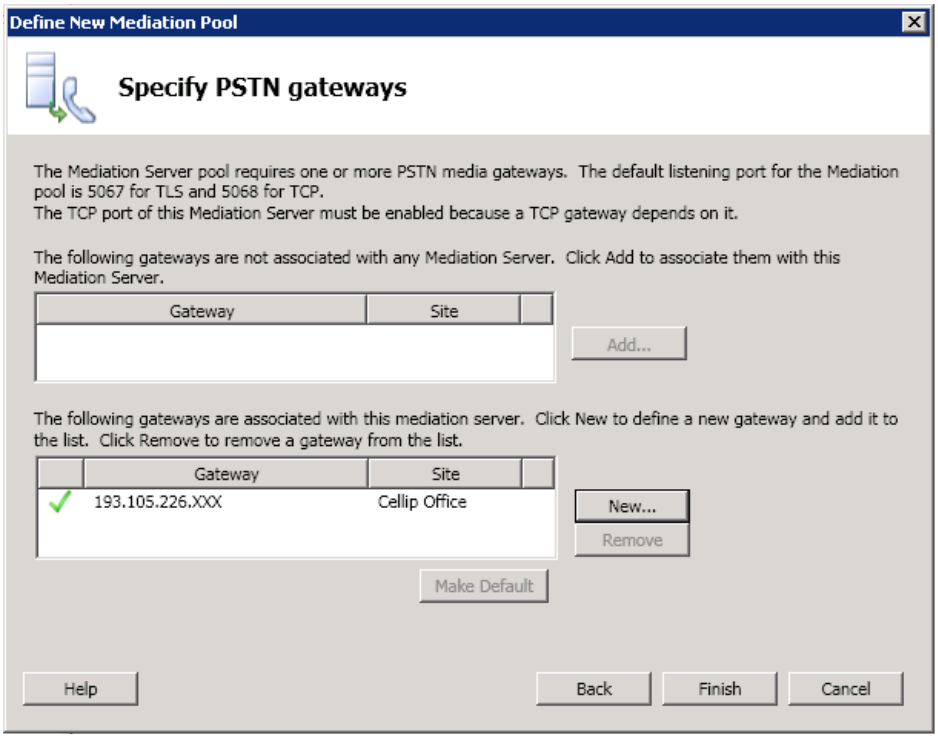

Figure 7

Click **Finish**

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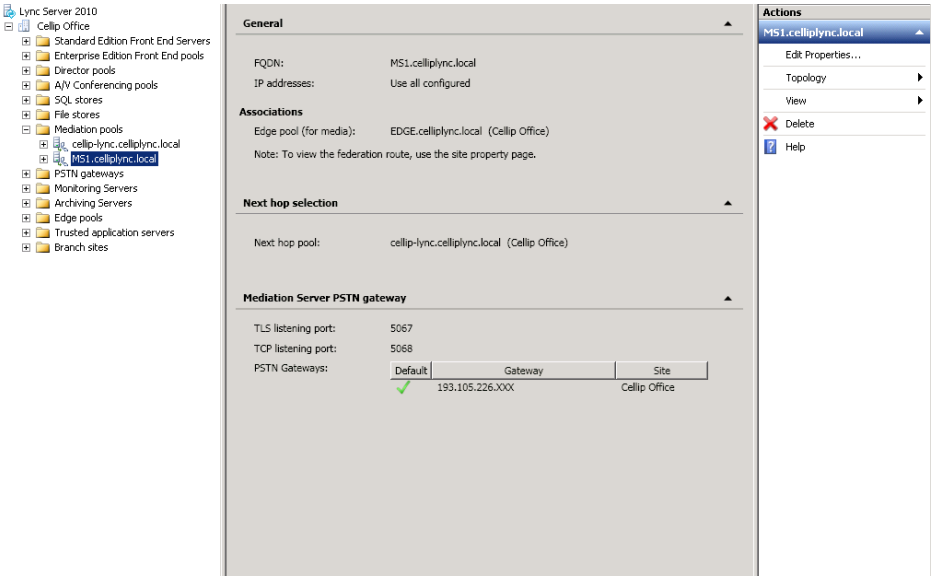

Figure 8

The mediation server is now configured in the topology, including the details of Cellip's session border controller (gateway), which can be applied with the standard method using the deployment wizard.

Enterprise Voice

The Lync server control panel is used to configure and check topology of the Lync server components.

Route

Route under **Voice Recording** is where you configure your outbound routing. The example below uses a matching pattern of '.*', which means that all calls are routed to the one mediation server.

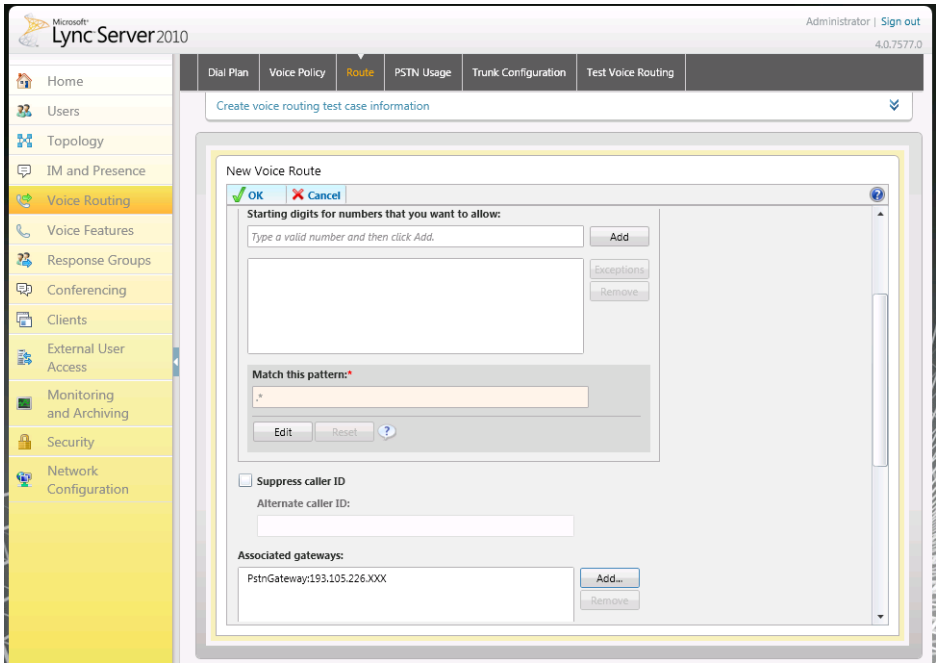

Figure 9

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Users

Each user has to have Enterprise Voice enabled, which is easily configured on the Lync server control panel.

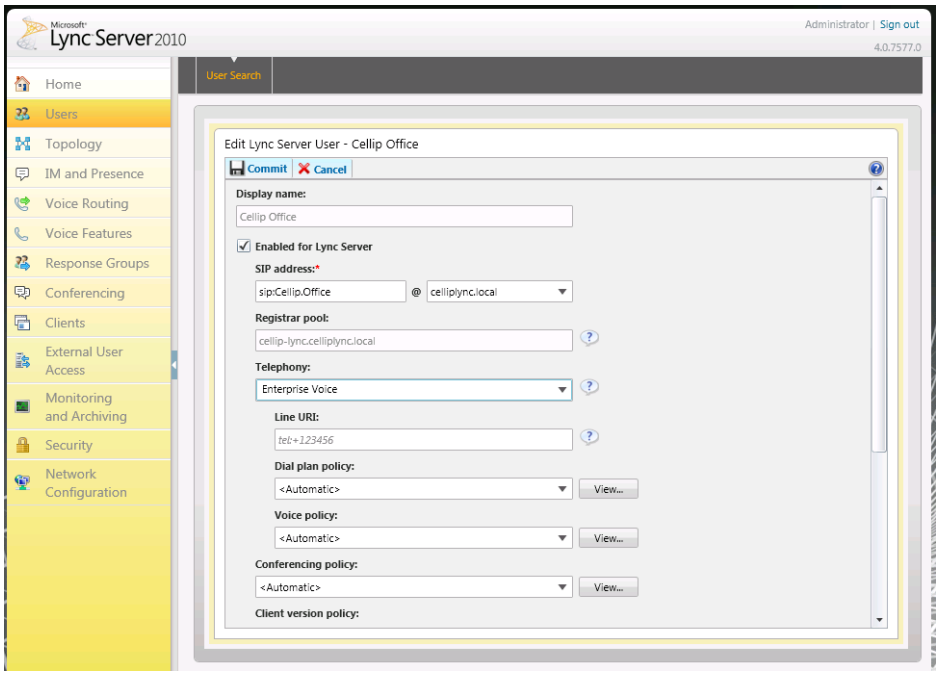

Figure 10

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FAQ

What do I need to enable me to connect to Cellip Lync-trunk's Microsoft Unified Communications service?

You need to have a functional Lync platform comprising of at least a front end server and a mediation server. The requirements for the servers are that they are running server 2008 64-bit (64-bit hardware). Microsoft recommends a minimum of a 2.0Ghz machines with 2x 72GB hard disks.
There is a Lync deployment planning tool on the Microsoft web site, along with a getting started guide.

I'm only getting one way transmission on calls:

Check that the audio device is plugged in correctly and that you can make calls to other users in your domain/company. If this works, then check your firewall settings as this most likely the cause of the issue. If your problem persists, contact support@cellip.com

I tried to dial a local number, but can't get through:

Please ensure that the full international number is dialled, i.e. 46XXXXXXXX.

I tried to dial a international number, but can't get through:

Please ensure that the full international number is dialled, i.e. 0044XXXXXXXX.

I get silence on the line until I speak:

Often, in order to get voice calls through a corporate firewall, the mediation server needs to send a packet out, to enable a secure tunnel to be setup, through to our platform. This can be something as simple as background noise, or the slight sound of your breathing.

How do I find server name:

Open **Server Manager** and look for **Full Computer Name** under **Computer Information**