



Voice is Secured



ISG Series
Application Guide



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Editorial

Dear Resellers,

Reliable and secure voice communication solutions are essential to the success of small offices and businesses such as medical practices and doctors, attorneys, travel agents and business owners; as a small business owner, you need communication applications to help you increasing productivity and minimizing the time wasted. There are many VoIP solutions out there, but many miss an important factor – the security features you need to cope with today's IT environment. This is where ZyXEL comes in with the new Integrated Service Gateways, the ISG50 Series, that deliver not only excellent VoIP communication features, but also the absolutely necessary security measures like Firewall and VPN you need to protect the crucial elements of your network.

What SMBs Really Need

Small- and mid-sized companies do not have the time or money to spend on complicated and costly technology implementations; they need easy-to-use, easy-to-deploy, cost effective and complete solutions – an all-in-one box that delivers all these benefits and more. The right device will be easy to install, maintain and service, and it should be simple to use and deliver security features reliable enough to relieve companies from security threats out there, and it has to be extremely cost effective as well. Today, VoIP and unified communications are no longer just buzzwords; smaller enterprises should look into the new opportunities

to improve their communication effectiveness to get prepared for these situations:

- Moving business to a new location;
- The traditional phone system is no longer supported by the vendor;
- Your company is growing and you'd like to improve your IT infrastructure accordingly;
- You lost good sales deals too often as opportunities didn't reach the right person fast enough;
- You see the need to enhance your customer service capabilities;
- You have more and more mobile workers on the street and you need to reach them anytime – securely and cost effectively.

Competitiveness through Secure Efficiency

"Time is money" – this is truer than ever in today's business world. Unified communication is no longer for large enterprises only; it can – and probably must – help SMBs of every size to leverage Unified Communication (UC) for increased productivity, improved response time and enhanced customer care while cutting communication costs. For companies with 5 to 50 users, it is especially essential to have a simple solution that delivers everything right out of the box. Key employees, such as the general manager and other executives, are pivotal to the health



of the organization, but they are usually occupied by daily tasks; they need a tool to prioritize their communication needs. To address this, ZyXEL's ISG50 Series amalgamates an ideal feature set to meet the needs: excellent high-quality communication features, easy and secure deployment with Firewall and VPN as well as UC and Collaboration.

The Full Solution

You know that ZyXEL is a vendor having a full network portfolio to offer. With the new ISG service gateways, we are now opening the way leading to an even more complete solution set. And we'd like to make it easy especially for small businesses we talked about before. This is why we have created this application guide – a complex solution requires excellent guidance throughout the set up process. We are sure that this guide will give you a comprehensive overview of our solution, which is also the opportunity to the success of yours, and your customers' of course.

Best regards,



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The Consultant Company

David is an entrepreneur starting a consulting company to help small- and medium-sized businesses managing situation changes, business process reengineering and strategic planning. He plans to recruit twelve employees and setup two branch offices with three more employees each in the future. The company faces a range of challenges we probably can solve with this guide.

Challenge:

I'd like to set up a whole-new company, but I concern about building an efficient voice- and data-ready infrastructure that starts operation quickly with the company.

Solution:

The ISG50 Series, an all-in-one, multi-function service gateway allows your company to enable voice and data communications quickly.

[See more on page 8](#)

Challenge:

Office phone extensions are changed, added or deleted from time to time. How can businesses make managing extensions easier?

Solution:

Auto provisioning allows you to configure VoIP-related settings on SIP clients from a central location. It's easy to add or change extensions on existing sites, or to setup phone service on new sites quickly.

[See more on page 9](#)

Challenge:

How can a business survive without voice service? Interrupted service causes my company to suffer from serious loss. We really need non-stop voice service!

Solution:

The dual-WAN design on the ISG50 keeps your company online. With redundant Internet connections or PSTN/ISDN, you will not suffer from interrupted data and voice service again.

[See more on page 10](#)

Challenge:

Our company is growing and planning to setup branch offices. How do I expand the current networking infrastructure to fulfill the requirements from multiple sites?

Solution:

You may use the ISG50 as a single- or multiple-role device to work with the ZyWALL Unified Security Gateway (USG) products for multi-site requirements. The ISG50 is highly flexible and suitable for several deployment scenarios from an all-in-one box to branch office VoIP connectivity.

[See more on page 11](#)

Challenge:

Our company wants to setup two branch offices. I would like to secure the communication within our company network.

Solution:

The IPSec VPN enables you to establish secure tunnels for data and voice communications; this allows your staff in the branch offices to access the company network as secure as anyone working in the headquarters. Other security features such as Firewall and brute-force protection also protect data as well as voice communications from the evolving threats.

[See more on page 12](#)

Challenge:

It is always a concern that we have many office and cell phone numbers to remember, however it is still easy to miss incoming calls. To solve this problem, our company is building a "mobile office" so our staff can be reached easily when they're out of the office or on business trips.

Solution:

ZyXEL Reach, ZyXEL's Mobile Smartphone Application for ISG, turns each smart phone into a mobile SIP extension. The system saves phone bill by routing international calls to the IP network, and it ensures that employees can be reached even they're on business trips.

[See more on page 13](#)

Challenge:

When my staff and I are having conference calls with vendors and suppliers, we need an automatic call operator to assign each inbound call to the corresponding contact groups. And we'd also like to have customer service hotlines for our customers. How can I have an efficient call distribution system built for customer service hotlines?

Solution:

Use Auto-attendant/Hunt Group/Meet-Me Conference features that allow businesses to boost efficiency and productivity.

[See more on page 14](#)

Challenge:

Our company has many communication tools like phones, e-mails and instant messengers in use. How can we integrate these tools to improve business productivity?

Solution:

The computer telephony integration (CTI) enables computer applications to take advantage of telephone services such as dialing, answering as well as displaying the presence status.

[See more on page 15](#)

Challenge:

Our company would like to use monitoring and recordings functions for staff training, market evaluations and customer experience improvement.

Solution:

Use Call Recording to record all the calls to USB storage; this allows the auditors to monitor certain calls for auditing.

[See more on page 16](#)

Challenge:

Our company wants auditing and reporting of communication to evaluate whether our call usage is effective and efficient.

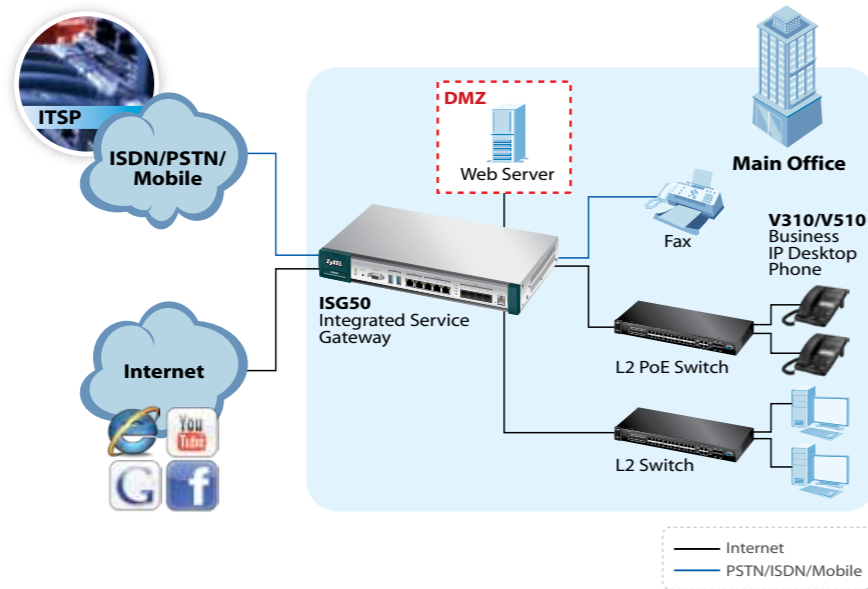
Solution:

Call Detail Records (CDRs) help businesses to audit call usage via the call detail records database. It's useful for finding abnormal activities for improved efficiency.

[See more on page 17](#)



How to Quickly Prepare a Communication Infrastructure in a New Small Business?



Solution

With integrated routers, IP telephony, Firewall and VPN services, the new ZyXEL ISG50 Series is a multi-function all-in-one service gateway designed to meet the needs of small- or medium-sized businesses to do more with less.

Performance Features

- ISG works as an IP-PBX + Firewall + Data/VoIP routing gateway
- Secure data and voice communications (Firewall, IPSec VPN and VoIP Security)
- Comprehensive features with simple deployment on a single device
- Quality of Service (QoS) ensures good voice quality for high-priority VoIP traffics
- Web GUI configuration simplifying installation efforts
- Fax over IP (T.38)

As most SMBs have limited IT resources on hand, the ISG50 Series provides one platform management, consistent GUI for installation, configuration and management to achieve better operating simplicity.

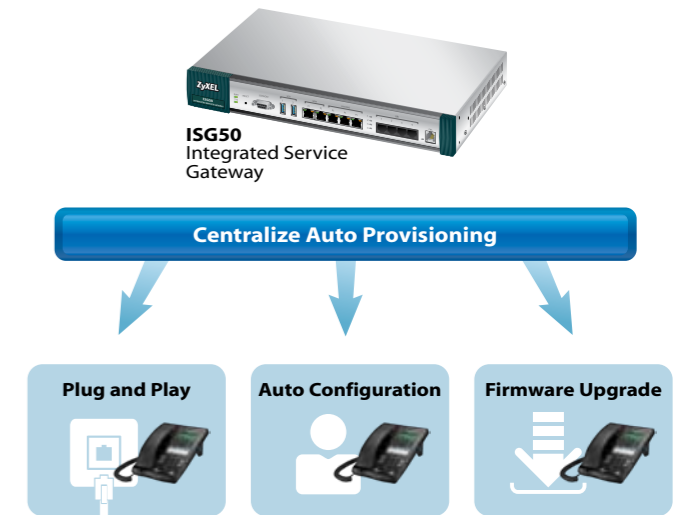
Application Benefits

- Converged data and voice networks
- Reduced cost for investment and human resource
- Advanced mechanisms that avoid security breaches such as brute-force attack protection
- Excellent voice quality for great user experience
- Secured data and voice transmission to deter illegal activities

How to Manage Extensions as Business Needs Grow?

Solution

The ZyXEL ISG50 Series provides a flexible license mechanism to expand SIP extensions. Businesses can easily extend SIP extensions based on the current requirement and future plan. To manage a large number of extensions, auto provisioning allows IT administrators to configure VoIP-related settings on SIP clients from a central location. With auto provisioning, it's easy to expand or change extensions on the existing sites, or set up phone service on new sites quickly. The IT administrator can also set up and maintain a configuration file associated with a SIP extension on the ISG50. Besides, auto provisioning allows the VoIP devices to periodically download the up-to-date configuration file or firmware from the ISG50 automatically whenever an update is available.



Performance Features

- Centralize Auto Provisioning
 - Phone book (Local/LDAP)
 - SIP Server/SIP account/Password
 - Feature Key
 - Firmware Upgrade
 - QoS setting
- Supported Phones
 - ZyXEL V310/V510 IP Phone
 - snom 370, 820 and 821 IP Phones

Application Benefits

- Easy-to-use, plug-and-play design
- Lower operating cost
- Simplified management effort
- Accuracy with unified configuration for deployment of many IP phones

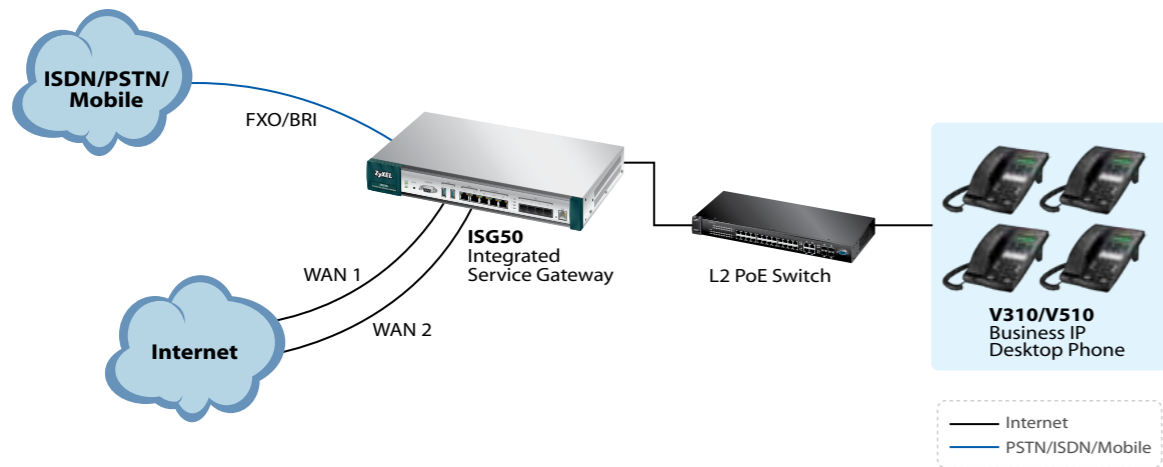


How to Develop a Non-stop Voice Service?



Solution

The ZyXEL ISG50 Series has a dual-WAN feature that enables users to connect up to two ISPs or networks via Ethernet or PPPoE connections to avoid VoIP service breakdown. Besides, the ISG50 can offer voice service through PSTN/ISDN if the connection from Internet or ITSP is lost. So regardless of the connection type, the ISG50 ensures voice service to work continuously.



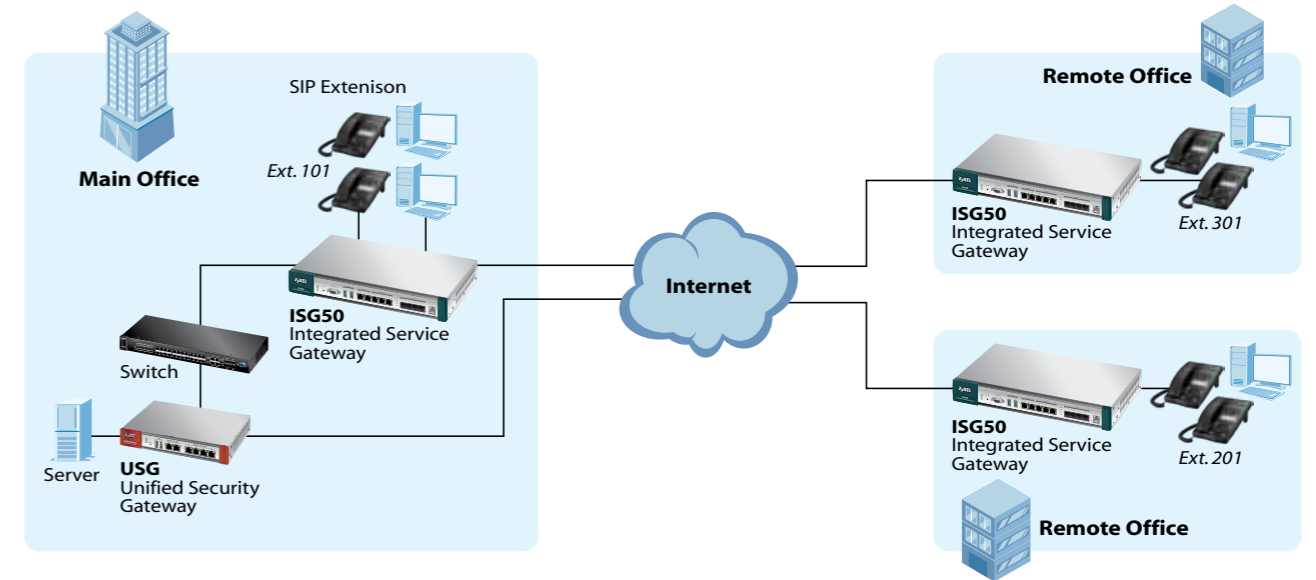
Performance Features

- WAN failover: Connect to the same or different ISPs to prevent VoIP service breakdown in case of a single link failure
- Dynamic DNS (DDNS) failover: Automatic update of the SIP Server address to "Backup Binding Address" when the Primary Link fails, and vice versa
- Call route failover: Auto selection of the next available trunk, and attempts to establish a session for the new destination
- VoIP survivability: Ensuring voice service availability through PSTN/ISDN if the connection from Internet or ITSP is lost

Application Benefits

- Non-stop communication service that protects business opportunities
- High availability for data and voice communications

How to Expand the Current Networking Infrastructure to Fulfill Multi-site Requirements?



Solution

The ZyXEL ISG50 Series can adapt itself to different network environments by playing either single or multiple roles. The new ISG50 is highly flexible and suitable for several deployment scenarios from an all-in-one box to branch office VoIP connectivity or legacy PBX extension. In addition, the ISG50 can work with the ZyWALL USG products to offer robust protection such as Intrusion Detection/Prevention (IDP) and Anti-Virus measures. This allows users to address different needs depending on the situation.

Performance Features

- Work with ZyWALL USG products
 - DMZ Installation
 - Parallel to a USG appliance
- Advanced security protection – IDP, Anti-Virus and Content Filter
- The consistent Web GUI configuration style simplifies installation efforts

Application Benefits

- Easy to deploy – flexible adaptation to various SMB networks
- Grow your network along with your business



How to Secure the Communication?



Solution

Emerging telephone attacks such as tapping, faking and illegal call attempts could reveal confidential messages and cause severe business loss. The ZyXEL ISG50 Series incorporates Firewall, IPSec VPN and brute-force protection to protect data as well as voice communications from the evolving threats. With the robust security feature of ISG50, the customers can stop worrying about emerging attacks and be guaranteed a safe communication infrastructure for their businesses without sacrificing networking performance and voice quality.

- Internet Protocol Security (IPSec) is a standard-based VPN that offers flexible solutions for secure data transmission across public networks such as the Internet
- With flexible access control and powerful stateful Firewall services, the ISG50 can help businesses to enforce network security policies and to protect their networks from attacks

- Brute-force attacks automatically send an enormous amount of messages to SIP server in a relatively short time. Through analyzing server responses, the attacker can access private information and reveal user privilege settings. To protect against brute-force or password-guessing attacks, the ISG50 blocks access from a certain account for 60 minutes after 3 consecutive, failed login attempts



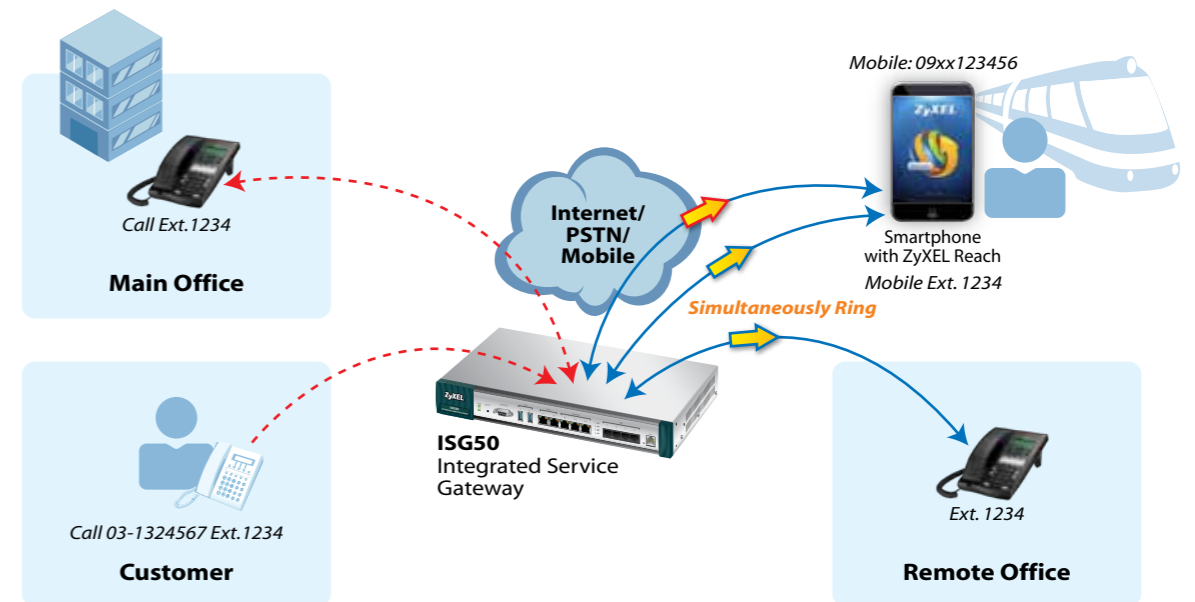
Performance Features

- ICSA Firewall and IPSec VPN certification
- Firewall and VPN protection for both data and voice

Application Benefits

- Secure VoIP connection to prevent illegal calling activities
- Ensuring secure, reliable access to people and information resources

How to Establish a Seamless Mobile Office?



Solution

ZyXEL Reach, the Mobile Smartphone Application for ISG, turns every smart phone into a mobile SIP client. ZyXEL Reach saves phone bills by routing long distance or international calls to the IP network instead of mobile network. Furthermore, it ensures that all employees are reachable even they are on business trips.



With the mobile extension, an ISG50 rings an office extension and the corresponding smart phone simultaneously with a single number. This avoids missing any call when the employee is away or out of the office.

Performance Features

- Make long distance/international calls on mobile phones at local rates
- Simultaneous ringing: an incoming call will ring on all the associated phones at the same time
- ZyXEL Reach supports iPhones and Android phones

Application Benefits

- Reduced phone bill
- Improved business efficiency and productivity anytime, anywhere
- Only single business number - always connected to business opportunities
- Convenient, intuitive way to use iPhones and Android phones

How to Leverage Enterprise-class Calling Features to Increase Business Productivity?

- Auto-attendant/Hunt Group/Meet-Me Conference

Solution

Auto-attendant (AA)

The Auto-attendant is a software acting as an automatic switchboard operator. It helps routing the incoming calls to a flexible inbound call flow control system. An auto-attendant contains several menus to guide incoming calls to a specific extension or a group of extensions or advise the caller to leave a voicemail message.

Hunt Group

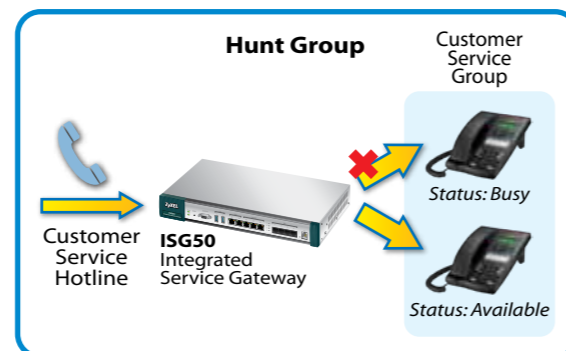
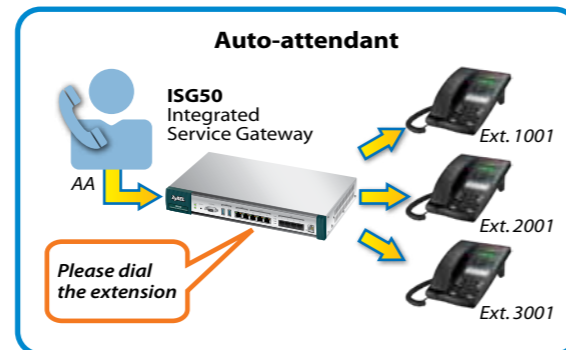
Hunt Group allows a caller to simply dial a number to reach a group of extensions. This is especially useful for Customer Service Hotlines. The ringing method can be set as needed; for example, all extensions can ring at the same time until the call is picked up, or one random extension in the group will ring until it's picked up.

Meet-Me Conference

Meet-Me Conference enables participants to engage in a multi-point audio conference call. The ISG50 Series allows IT administrators to set up specific extension numbers that callers can dial to join a conference call. This type of extension is referred to as a conference room number. The IT administrators can restrict the number of callers joining the conference call, or specify a Personal Identification Number (PIN) for authentication.

Performance Features

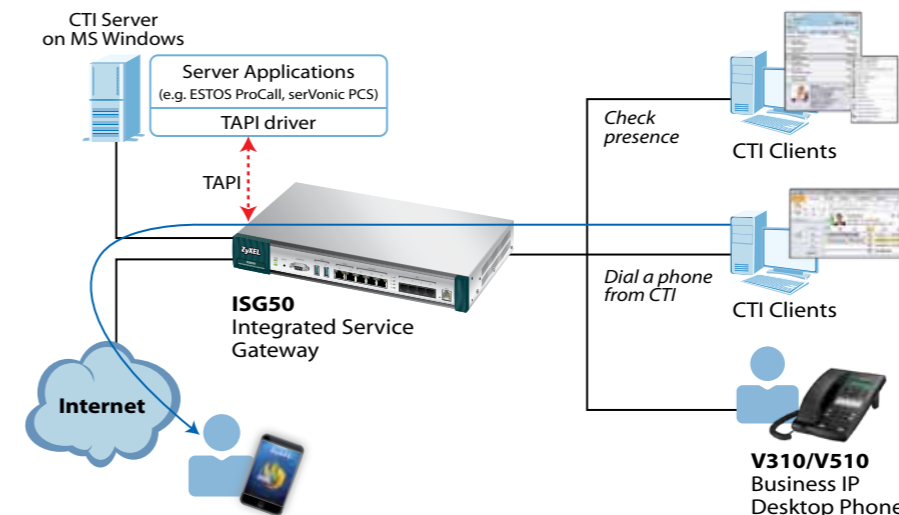
- Customized AA: Welcome message recording from any extension
- Hunt Group: supporting 50 hunt groups
- Meet-Me Conference
 - Call from PSTN/ISDN, home offices, branch offices or mobile phones
 - Supports conference calls from different endpoints (e.g. smart phones and desktop phones)



Application Benefits

- Reduced cost for business communications and operations
- Increased productivity and operating efficiency
- A built-in conference bridge at no additional charge delivers more value for less money while adding an indispensable business tool

How to Integrate Communication Tools to Improve Business Productivity?



Solution

ZyXEL's ISG50 Series supports the Telephony Application Programming Interface (TAPI) to provide computer telephony integration (CTI) for PCs to take advantage of telephone services such as dialing, answering as well as displaying the presence status. The CTI feature enables computer applications to perform telephony functions such as automatic setup, pickup and hang up of calls, as well as the callback and forwarding functions to connect callers. CTI also provides the presence status of all wired or mobile telephone devices for the dynamic information on the availability of system users. The ZyXEL ISG50 Series can work with CTI to effectively deliver information to the staff and ensure users to concentrate on their business tasks, which simplifies the overall management process of administrators.

Performance Features

- Provides a future-ready platform for provisioning the unified communication (UC) services
- Controls PBX features of ISG with PC and provides information in IT environments
- ISG provides the interoperability to work with CTI software and flexibly supports the TAPI standard
- Verified CTI software
 - ESTOS ProCall
 - Servonic IXI PCS

Application Benefits

- Increased employee productivity and satisfaction with reduced overloads on e-mails, phone calls and instant messaging
- Improved service levels from better collaboration capabilities and immediate service delivery
- Enhanced service quality through better, faster responses to the customers

How to Record a Call?

Solution

The ZyXEL ISG 50 Series has the call recording feature to record all the conversations going to or from specific extensions or trunks, and it allows the users to record calls into USB storage. It helps auditors to monitor not only calls of certain individuals for auditing, but also records conference calls for meeting minutes. The ISG50 provides two recording types: full-time and on-demand recording, so the auditors can leverage the flexibility as needed.

Performance Features

- Two recording types:
 - Full-time recording records all calls to or from the specified trunks and peers
 - On-demand recording allows users of internal extensions to dial a number for the ISG50 to record the current call proceeding on the extension being used
- Capacity: Limited by USB storage space. 500 KB/min.
- Automatic alert if the remaining recording time goes below the setting value (e.g. once the remaining USB storage space is less than 30%)
- The call-recording service requires a valid license to activate (ISG50-CR)
- Direct instant search and playback of recorded calls (maximum 4 concurrent calls).

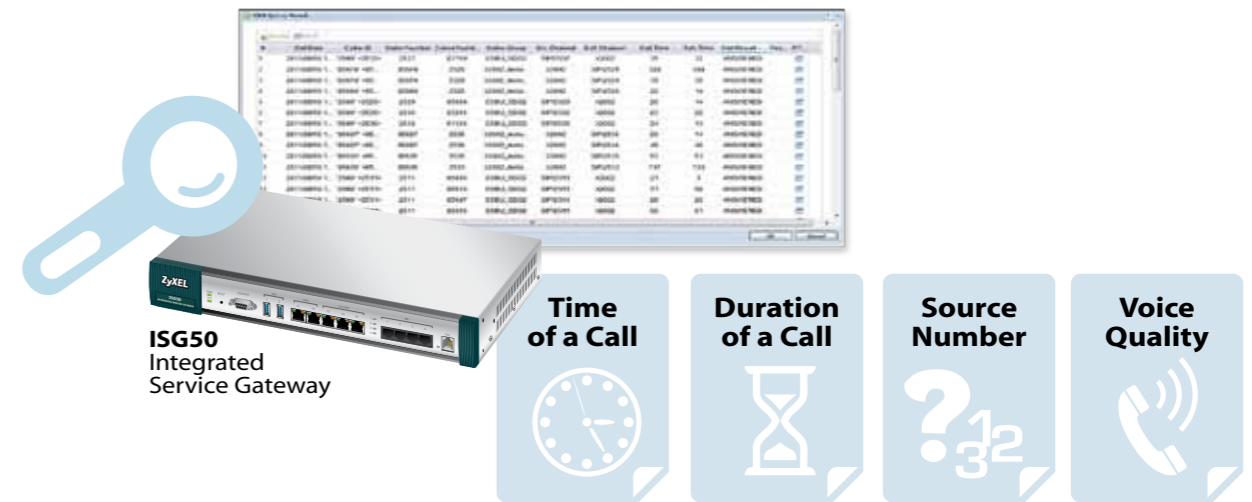


Application Benefits

- Easy access to recorded calls via a Web GUI
- Record voice interactions with customers and suppliers to help clarifying disputed matters
- Ensuring the incoming calls are being handled professionally and the agents are working efficiently
- Record "best practice" calls to improve communication skills, processes and procedures for employees



How to Audit Call Usage with Report and Analyzer to Improve Working Efficiency?



Solution

The ZyXEL ISG50 Series has a built-in Call Detail Records (CDRs) database that automatically stores calls made to or from its extensions. The CDRs contain telephone records with many details, so administrators can use the CDRs database to find details of the calls; this helps administrators to discover abnormal situations to improve working efficiency. In addition, the ISG50 supports external database to save CDRs into the extended storage space.

Performance Features

- Details in the records
 - Time of a call
 - Duration of a call
 - Source telephone number
 - Voice quality
- Automatically archive to email according to a preset threshold
- Export to an external database
- End-to-end visibility is delivered whenever, wherever, and however it's needed
- Common data transformation saves data into specific formats such as .csv quickly and easily

Application Benefits

- Scalable, flexible CDRs archiving dramatically shrinks the costs of managing call detail records
- Simple search, reporting and discovery features help your company to comply with regulations on call detail record retention and to respond to auditing activities quickly
- Identify and improve service quality rapidly and accurately



Products at a Glance



ISG50-ISDN
Integrated Service Gateway



ISG50-PSTN
Integrated Service Gateway

■ **ISG50 Series**

The ZyXEL ISG50 Series is a multi-function integrated service gateway designed to support small- and medium-sized businesses and even remote offices of enterprises with IP telephony, Firewall, VPN and routing services within one single appliance. With innovative integration of security and communications features, IT managers are relieved from worrying about configurations and interoperability among various devices.

** For IP phone support list, please refer to the latest ISG50 datasheet for more information.*

Key Features

- SMB gateway with integrated communication and security services
- Easy and secure deployments utilizing Ethernet
- Firewall and VPN protection on data as well as voice
- Rich, high-quality communication features with mobility assurance
- Flexible platform to value-added services and unified communications

■ **ISG50 Licenses**

Model Name	Description
ISG50-SX50	Total SIP Extension License 50 Nodes for ISG50
ISG-SP5	Mobile Softphone APP License 5 Nodes for ISG Series
ISG50-CR	Call Recording License for ISG50, maximum 4 calls
ISG50-CTI	Enables CTI functionality (TAPI links) on ISG50



V310
Business IP Desktop Phone



V510
Business IP Desktop Phone

■ **V310/V510**

ZyXEL V310/V510 Business IP Phone is a business-class phone supporting easy-to-use solution for SMB. With rich call features and HD voice, the users will have a smooth business communication with superior sound quality and excellent user experience. Working with ZyXEL ISG50, SMB will be effort-free for deployment, configuration and management.

Key Features

- 122 x 32/240 x 118 LCD with backlight, multi-lingual display (V310/V510)
- 8/16 BLF, conference and rich call features (V310/V510)
- IPv6, SIPv6, IPSec VPN and LLDP-MED
- Power over Ethernet
- Auto provisioning and auto firmware upgrade
- G.722 wideband voice

■ **ZyXEL Reach**

ZyXEL Reach is the best mobile SIP client capable to support mobile VoIP service. Rich and complete features provide the efficient and secure communication through smartphones while traveling.

Key Features

- SIP
- G.729 low bit rate and G.722 wideband voice
- SIPS/SRTP
- Smartphone contacts integration and contacts search function
- 3-ways conference and rich call features
- Supports iOS and Android



ZyXEL Reach
Mobile Softphone
Application for ISG

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