

Information

HiPath 3000 – the innovative communications solution for Internet telephony in small and medium enterprises



HiPath 3000

www.siemens.com/enterprise

SIEMENS

Quality

in customer support is crucial to the success of your business. As a consequence, your customers' ability to reach you is vital. And your telephone is your main communications tool. You are looking for an efficient solution that is sufficiently flexible to grow with your company.

HiPath 3000 is an innovative and flexible convergence platform that perfectly adapts communications to the company structure in small and medium-sized businesses.

Whether your aim is to enhance growth or seamlessly integrate branch offices or mobile staff, the three expansion stages of the HiPath 3000 family (for up to 1,000 users distributed across up to 32 locations) are the perfect solution for optimizing costs and business processes.

HiPath 3000 is a secure, reliable communications system with high failure tolerance. The system is ideal for both packet-switched (LAN/WAN) and line-switched (ISDN) environments, or a mixture of the two. This guarantees gradual migration on both the network side and user side. The flexibility of HiPath 3000 is especially obvious in mixed infrastructures where Voice over IP is installed but traditional analog and digital telephones, fax machines, and modems are still in use. HiPath 3000 supports any combination of IP, analog, and digital telephones, as well as PC clients and cordless phones.

Enhanced features of traditional telephony combined with applications, such as, CTI (Computer Telephony Integration), UCD (Uniform Call Distribution), and Unified Messaging, support all communications processes at the workplace and in all work environments. If an extension is left unattended, the Team function or integrated voicemail* ensures that no call is missed. And HiPath 3000's user-friendly executive-secretary function ensures the smooth flow of communication at attendant or secretary stations where multiple communications processes converge. Integrated call distribution ensures reachability and guarantees fast customer contact. All these factors combine to make telephony not only easier to use, but also more efficient.

SIP – the basis of Internet telephony

As a public standardized protocol, SIP (Session Initiation Protocol) fulfills the requirements for interoperability between systems and devices from different manufacturers. SIP makes communications solutions more flexible, accelerates business processes, and improves teamwork. A number of real-time and multimedia services are already available to give an overview of user availability – who can be reached when and via which device – including such services as voice, video, instant messaging or presence services. As the "de facto" standard for Internet telephony, SIP enables Internet telephony service providers (ITSP) to provide attractive applications and business models. HiPath 3000 is ideally prepared for handling new carrier services and already supports the new SIP options, including SIP phones or telephony and system connections for Internet telephony.

Secure company connection

HiPath 3000 offers modern security mechanisms for optimal connection to the company network to better serve the needs of increasing staff mobility and new working methods (teleworking, for instance). The system's integrated VPN (Virtual Private Network) function lets staff access confidential information at any time, from any location in the world over a low-cost, secure Internet connection. Another major advantage is that mobile staff can be reached via their company phone number, regardless of their location. This service is both cost-effective and secure.

Reduced costs

Consolidating voice and data communication in an IP-based network not only enables the deployment of applications that lower company call charges and hardware costs, it may also increase productivity. A separate voice network no longer needs to be installed and maintained, resulting in decreased outlay for administration and maintenance for systems and applications, as these tasks are now centralized. In addition, existing Internet connections can be optimized for calls to the public telephone network, thereby reducing the costs for separate ISDN lines.

Flexible configuration

The concept "one wire to the desk" allows additional telephones to be connected via an existing LAN cable. Integrated mini-switches provided on most optiPoint telephones are used for connecting the PC. Power over Ethernet switches supply power to IP telephones without the need for additional PSUs. Convergent platforms allow DSL and ISDN connections to be combined. ISDN connections can be configured as backups in case a fault occurs in the IP connection to the provider. They can also be configured as additional channels, for example, for fax machines or modems.

HiPath ComScendo

As a software suite, HiPath ComScendo provides both the realtime IP system, HiPath 3000, as well as the telephones, with the most comprehensive array of voice communication services. And all of this regardless of whether it is used via IP, TDM telephones or PC clients.

Selected

HiPath ComScendo features:

- Advisory messages
- Intercept position/attendant console
- Camp-on/call waiting tone
- Missed calls list
- Do Not Disturb/"ringer cutoff"
- Call pickup
- Call forwarding from extensions
- Call source and call destination display
- Call intrusion on call forwarding and call pickup
- Classes of service
- Executive/secretary function
- Display languages (can be specified individually)
- Paging (internal announcement)

- Call charge recording
- Group call
- Internal texts for feature handset
- Internal telephone directory
- Conference (internal/external)
- Speed dialing (individual/central)
- Automatic line seizure
- Trunk keys
- Toggle
- Text messages
- Music-on-hold with system-driven announcements
- External music source (optional)
- Night service/day service
- Park
- Account code
- Relay (actuators/sensors)
- Consultation
- Callback on busy and no answer (automatic)
- Call number suppression
- Call signaling
- Call forwarding after timeout on RNA, immediately on busy
- Group ringing
- Hunt group (linear/cyclic)

- Changeover on (individual code lock)
- Telephone book, central
- Entrance telephone and door opener functions
- Transferring a call (internal/external)
- Number redial (enhanced)
- Automatic recall from public network carrier

Always available: integrated voicemail*

If an individual extension is left unattended, integrated voicemail* ensures that no call is missed. Availability is enhanced by many user-friendly features:

- up to 24 individual mailboxes
- up to two hours recording capacity
- adjustable recording length
- a choice of two personal greetings

The "Auto Attendant" function automatically redirects callers to another station, if a line is busy for example. Simple and convenient.

* Not available in HiPath 3800

HiPath 3000 V6.0 – Technical Data



Configuration	HiPath 3300 (19" rack)	HiPath 3350 (wall-mounted)	HiPath 3500 (19" rack)	HiPath 3550 (wall-mounted)	HiPath 3800 (standard system/19" rack)
Max. analog subscribers (T/R)	20	36	44	96	384
Max. digital subscribers (U _{PO/E})	24	24	48	72	384
IP users	96	96	192	192	500
Max. HiPath Cordless Office subscribers	16	16	32	64	250
Max. number of HiPath Cordless Office base stations	3	3	7	16	64
optiClient Attendant (PC attendant console)	3	3	7	16	64
optiPoint key modules	30	30	30	100	100
Integrated voicemail (max. number of boxes)	24	24	24	24	–
Dimensions (H x W x D in mm)	89 x 440 x 380 (2 U)	450 x 460 x 130	155 x 440 x 380 (3.5 U)	450 x 460 x 200	490 x 440 x 430
Weight	approx. 6 kg	approx. 6 kg	approx. 8 kg	approx. 8 kg	approx. 34 kg (fully fitted)
Case color	blue-green basic	warm gray	blue-green basic	warm gray	steel blue/arctic gray

optiPoint

The idea choice for any requirement profile, with expansion modules, adapters, and accessories (such as a headset), and the flexibility to meet the needs of each employee.



optiPoint 420 family

IP telephones with self-labeling display keys, ideal for desk sharing. As key labeling is automatically transferred, a user's own key layout is displayed when he or she logs on to the phone.

- optiPoint 420 economy
- optiPoint 420 economy plus
- optiPoint 420 standard
- optiPoint 420 advance (shown)



optiPoint 410 family

Flexible IP telephones with greater voice quality and unique user interface for convenient access to features.

- optiPoint 410 entry
- optiPoint 410 economy
- optiPoint 410 economy plus
- optiPoint 410 standard (shown)
- optiPoint 410 advance



optiPoint 500 family

Digital system telephones with enhanced functionality, menu guidance via the display and simple feature activation using dialog keys.

- optiPoint 500 entry
- optiPoint 500 economy
- optiPoint 500 basic
- optiPoint 500 standard
- optiPoint 500 advance (shown)



Cordless DECT-based telephony

- Gigaset S2 professional
- Gigaset SL2 professional (shown)
- Gigaset M2 professional



Communication via Wireless LAN Access Points

- optiPoint WL 2 professional (shown)
- optiClient laptop installation

Other optiPoint terminals for enhanced functionality

- optiPoint application module
- optiPoint adapter

HiPath ComScendo on a Button suite

The HiPath ComScendo on a Button suite is a new serial feature package that runs on optiPoint display phones, HiPath cordless phones or optiClient. It provides new functions for increasing productivity at the workplace. These functions may be configured on a device via separate keys or using a menu, accessible using a single application key.

EasyLookup

Easy access to the corporate directory (LDAP) via search parameters; results are displayed on the screen; direct selection of displayed phone numbers.

EasySee

Information from the corporate directory provided as a PhoneCard on the PC.

EasyMail

Opens an e-mail window on the PC with the e-mail addresses of all your contacts.

EasyShare

Starts Microsoft Netmeeting on the PCs of all contacts recognized by the directory.

HiPath applications

A selection of the many applications that may be optionally installed on HiPath 3000 systems.

Do you want more mobility for your staff?

The integrated solution for cordless DECT telephones means that your employees can be reached directly at any time, anywhere on your premises. No calls will be missed and queries can be dealt with more quickly. Uninterrupted radio contact via distributed base stations ensures maximum mobility due to increased coverage at consistent transfer quality. The IP infrastructure can also be extended via WLAN base stations to cover wireless voice and data communication.

Do you want to improve CRM?

A professional and cost-effective call center software for up to 32 agents improves telephone-based customer service, from order acceptance to complaint handling. As well as integrated UCD, a supervisor station enables realtime reporting and comprehensive statistical functions.

Do you want to increase reachability?

An integrated voice storage system in individual versions of HiPath 3000 allows voice messages to be accessed and distributed in

a user-specific voicemail box with individual announcements.

Stored calls can therefore be accessed at any time, from any location. HiPath Xpressions also offers enhanced functions, such as, Unified Messaging.

Do you want to integrate PCs and telephony?

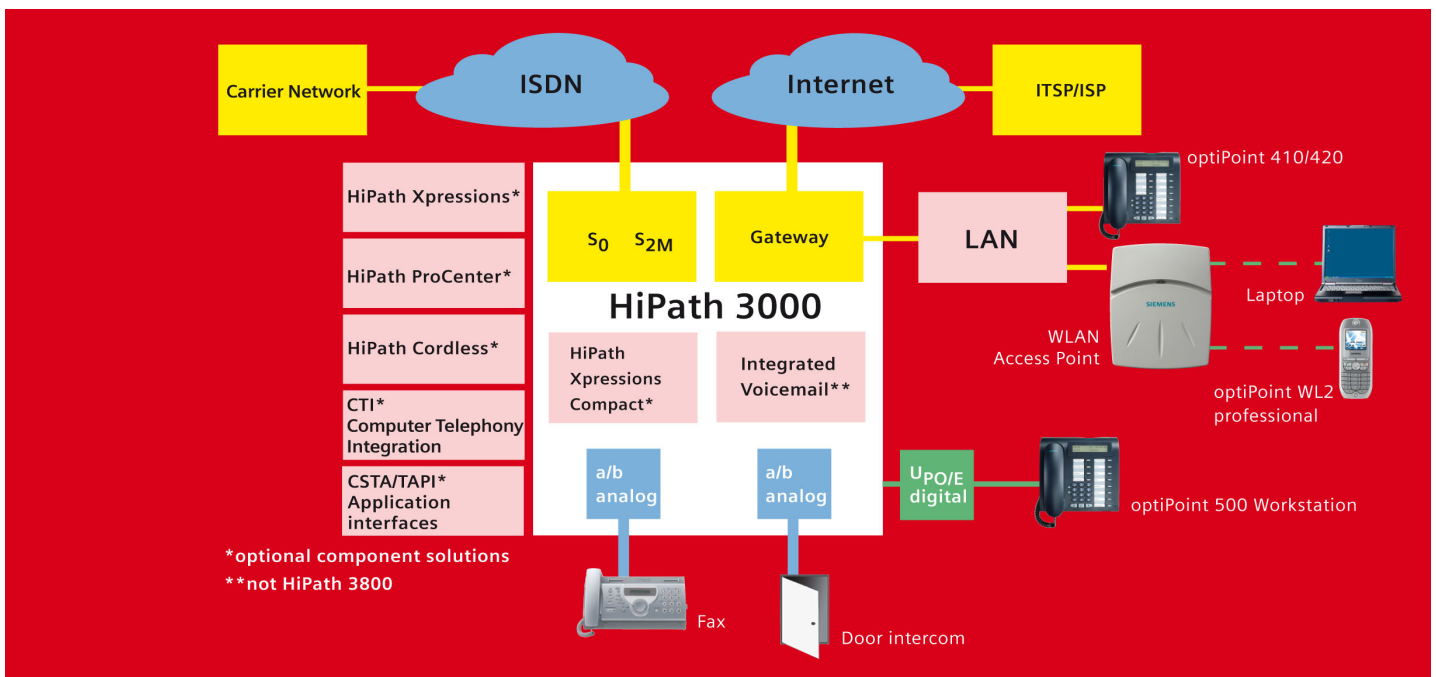
Connecting PCs to digital system telephony enables TAPI applications to be integrated via CTI. All of the telephone traffic can be managed more professionally by means of call registration, call identification, and entry in action lists. Database connections allow customer queries to be answered competently.

Do you need cost transparency and IP accounting?

As well as evaluating the costs of all communications services (phone, fax, Internet), costs can be analyzed according to station, trunk or department. Communications data is directly transmitted via a LAN interface to a central server.

HiPath 3000 – scenario overview

HiPath 3000 offers a number of communication options for small and medium-sized businesses. Access to the public network takes place via analog or ISDN network operators or via Internet telephony connections to alternative Internet (telephony) service providers (ISP/ITSP). IP telephones with integrated mini-switches can be smoothly integrated into an existing LAN infrastructure via the "one wire to the desk" concept. Cordless communication for both voice and data applications is also possible using WLAN base stations. Digital system telephones (U_{PO/E}) can be combined with IP telephones and updated or replaced. Traditional analog phones, fax machines, and entrance telephones or cordless phones based on a DECT solution can also continue to be operated. Voicemail** is already integrated in smaller systems. For requirements on a larger scale, the integrated HiPath Xpressions Compact* solution offers voicemail boxes with a number of feature ranges and with a menu-guided AutoAttendant function. The CSTA (Computer Supported Telecommunications Applications) interface is available for all HiPath 3000 models for decentralized (1st-party) and central, server-based (3rd-party) CTI solutions. Additional server-based solutions for Unified Messaging and Contact Center solutions via standardized application interfaces serve to accelerate business processes and increase productivity.



System interfaces

On the network side

Euro ISDN

- S₀ basic rate interface with DSS1 protocol
 - System connection
 - Point-to-multipoint connection
- S_{2M} primary rate interface with DSS1 protocol

US-ISDN

- Basic rate interface (BRI) and primary rate interface (T1/PRI)

Analog trunks

- Analog trunk connection with direct dialing (DDI/DID)

Internet telephony support

- System connection
- User connection

On the user side

Analog

- For connecting analog terminals such as fax, telephones, modem.

Digital

- For connecting digital two-channel system telephones (U_{P0/E})
- For connecting DECT base stations

Euro ISDN

- S₀ user bus for up to 8 independently powered terminal devices (e.g. Group 4 fax, ISDN-PC card)

HG 1500

- 2x10/100 BaseT interface 10/100 Mbit/s Gateway for LAN integration Connection to external LANs and Internet respectively via ISDN and DSL interfaces

Other interfaces

V.24

- For connecting service PCs, call charge computers, call charge printers

V.24 with CSTA protocol

- For connecting hotel applications, care sector applications

E&M interface

(HiPath 3800)

S0FV, S2MFV or PRI with CorNet-N, CorNet-NQ and QSig protocols

- Permanent digital connection

LAN interface

- 10 Mbit for system administration via TCP/IP

Technical data

Power supply

Systems, by default, are designed for mains operation. Possible power outages can be optionally bypassed with an uninterruptible power supply (UPS).

Rated input voltage (AC) 88 - 264V

Rated frequency 50/60 Hz

Battery supply (DC) -48 V

Environmental/operating conditions

Temperature: +5 °C to +40°C

Relative humidity: 5 - 85%

Range

Between HiPath 3000 and system telephone: 500 m max. Up to approx. 1,000 m with plug-in power supply unit, depending on line network.

Between networked HiPath systems on premises belonging to the company:

S₀ permanent connection approx. 1,000 m

S_{2M} permanent connection 250 m max., depending on line network.

Installation of network adapters is necessary for increasing range.

The ranges in the Deutsche Telekom public network are unlimited.

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