Information

HiPath OpenOffice EE
IP-Communication for small businesses

HiPath OpenOffice Entry Edition. A complete Open Communications package for your growing business, to save time, lower overheads, and enhance your customer service.
Open up your office to a new way of working.

Communication for the open minded

SIEMENS

Simplify Communications

Information technology has revolutionized the way businesses share information and ideas. Today we have more ways to communicate than ever before, and we're more mobile than ever before. The challenge for businesses is how to manage those communications, facilitate greater mobility and enhance productivity.

So, what's the problem? With phones, fax, email, voicemails and instant messaging at our disposal we can end up spending more time checking messages, chasing contacts and logging calls than actually doing business. Now, there 's a way to easily manage your communications, save money, improve employee satisfaction and your customer 's opinion of you. With HiPath OpenOffice EE from Siemens Enterprise Communications.

Slick

Communication systems are there to make life easier for your staff, and for your customers. Yet with everyone using different contact points, office phones and cell phones at any one time, trying to get the right message through to the right person can be frustrating.

And with increased mobility in the workforce, more time than ever is wasted trying to access communications remotely: in fact, a recent end-user survey conducted by Insignia Research and commissioned by Siemens found that respondents lost on average 7.8 hours a month because they couldn't access the features and functions they have in the office, when working off site.

Let's put it right

HiPath OpenOffice Entry Edition is a complete Open Communications solution, designed especially for small businesses, that can reduce overheads, increase productivity and improve customer service.

Using the latest internet widget technology, HiPath OpenOffice Entry Edition makes managing your communications easy. Now tasks that were once time consuming, such as checking voicemail and logging calls, can be done from your desktop at the click of a mouse.

With built-in LAN and WAN functionality, HiPath OpenOffice Entry Edition gives you everything you need to get going - and it comes with all the traditional telephony features you'd expect from Siemens, as well as access to internet telephony and cell phone integration.

Now you're talking

Now available for the first time on small business systems , HiPath OpenOffice Entry Edition offers "dual-mode" mobile operation.

When in the office your dual mode handset will connect directly to your HiPath system over a wireless network. And should you move out of your coverage area, HiPath OpenOffice Entry Edition will automatically direct calls via your cellular network.

Big ideas

The more successful you become, the more flexibility and space you'll need to expand your operations. With this in mind, HiPath OpenOffice Entry Edition scales to thirty users and offers the best networking available. So whether you need to support home workers or staff in satellite offices, you can rely on HiPath OpenOffice Entry Edition to offer safe and secure feature-rich communications.

Getting down to business

The newest member of the HiPath OpenOffice family, Entry Edition offers you the best traditional telephony features, with all the flexibility of VoIP communications.

By bringing together all your communications facilities and integrating your voice services with your IT infrastructure, you can run everything from your PC desktop, instead of managing multiple systems.

Happy Staff

HiPath OpenOffice Entry Edition's graphical interface makes controlling your communications so much easier. And easy things are a pleasure to use, which means your staff are more likely to utilise the features and facilities throughout the day.

Converged communications mean that people can operate effectively from any location. So now time spent in hotels, cars, and airports can become productive time.

Happy Customers

Valued customers can be sure to get through to you first time on one number – a number you can direct to your preferred device/location. Other customer calls can be routed efficiently to the people best able to deal with their requests. And after office hours, the inbuilt auto attendant and voicemail facility can capture important calls that would otherwise have been lost.

Happy Business

HiPath OpenOffice Entry Edition gives small businesses access to the latest cost saving, productivity-enhancing technology previously only available to large organisations. It speeds up and simplifies daily communication tasks, and lets you get on with running your business. HiPath OpenOffice Entry Edition brings together the functionality previously found in different network devices, making it easier to buy, easier to install and easier to manage.

Secure networking over the internet, and access to new internet telephony services means that your businesses can consolidate their network services – and that means you can significantly reduce your communications costs. Meanwhile, dual-mode mobility cuts out all those expensive cell phone calls made in the office.

And of course, happy colleagues and happy customers means greater productivity, and profitability.

Making life easy

myPortal Entry

myPortal Entry is a new on-screen interface that lets you control your voice communications at the click of a button - making your life easier and your business communications more efficient.

Call Journal

When you're busy it's all too easy to lose track of what calls you've made. But with myPortal Entry Call Journal all your calls are logged automatically – and you can check them at a glance. You can even set timed reminders to call people back; where a pop-up prompts you with one click to set up the call.

Team Function

Team Function helps you to connect the right calls to the right people, by enabling you to forward calls and send text messages to your team's phones.

Voicemail Control [1]

Checking through all your voice messages can be time consuming. But with Voicemail Control you can access an integrated voice-mail system from your screen. This means you can see all your messages at once, and choose which are the important ones - without having to listen through them all.

[1] Voicemail Control is available from 03/2009

Status-based Call Diversion

A missed call can be a missed opportunity. With Call Diversion you can easily re-route your calls when you're busy or going away. A status icon is there to remind you when it's set.

Call Control

Unwanted calls can waste valuable time. With the Call Control, all your calls appear on your PC screen. Then you can choose which to take or which to deflect to voice-mail.

Softkeys

Can't remember how to invoke a feature on your phone, or tired of dialling a string of numbers to reach contacts over and over again? Well now you can set them up on a soft-key - one click to dial, what could be easier?

Directories

Searching around for numbers is frustrating - especially when you're in hurry. By importing them into myPortal Entry, you'll only need to look in one place, and click to dial.

Listen-up
Know which messages to listen to first

Fast-track
Have quick access to those people and features you dial most

Congregate
Get all your contacts together in one place

Take control
Drive your phone without leaving your mouse and PC

In-the-know
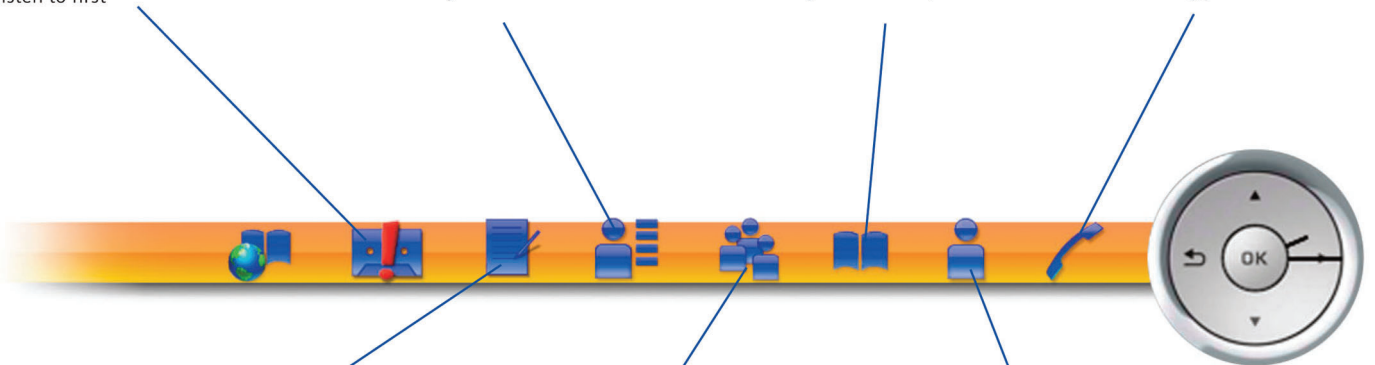Keep tabs on whom you've called, and who's called you

Share
Divert calls and send messages between your colleagues

Delegate
Easily choose where to route your calls, depending on your status

HiPath OpenOffice EE user interface

Goodies

HiPath Wireless

Campus mobility for voice and data devices. It ensures the highest performance VoW-LAN solutions without compromising network security. With OptiPoint wireless devices or laptop PCs with OptiClient software, it promises the simplest deployment and most efficient management of a converged mobility infrastructure.

Always available, integrated voicemail

Thanks to the integrated voicemail, if someone happens to be away from their extension, no calls are lost. Your staff have a secure mailbox that can easily be operated via user friendly menus on our phones. Just look at these great features:

- Up to 24 individual mailboxes
- Up to 2 hours of recording capacity
- Select from 2 personal greetings

Plus, the "Auto Attendant" function means callers can be directed to the right department without the need for a dedicated operator.

optiClient Attendant

The PC-based attendant console with new graphics gives a clearly structured interface with easy access to specialised features. Based on Windows, it integrates with other business applications and directories and can easily be customised for each operator.

Always ready to answer, integrated call distribution

With Universal Call Distribution, incoming calls are only presented to staff that are logged into the system and ready to take calls. For customers, that means no more long waits to get answered. For staff, that means a fair distribution of calls, and only calls when they're ready to take them.

- Up to 150 agents can be defined in the system
- Up to 10 groups
- Login on any phone
- Hold calls in queues with music and announcements
- Set priority for certain calls
- Distribute calls on longest wait time basis

Improved satisfaction all round!

Web-Based Management (WBM)

All standard administration and maintenance functions have been integrated into the HiPath OpenOffice EE system, and require no expert knowledge. They can be accessed via Web-Based Management (standard browser).

Inter-site Networking

Join up satellite offices so everyone work together as one unit. HiPath OpenOffice EE can be integrated in all HiPath 3000 and HiPath 4000 networks, as well to other vendors equipment with Open protocols , like QSIG.

Call Accounting

HiPath OpenOffice EE has an built in log of call data records that can be exported for analysis.

Mobility Options

Our mobility options are ideal if you need onsite mobility, have staff that travel often and can't be tied to an office, or have staff that work from home 100% of the time. And with negotiated call rates and call packages they could save you money too.

Mobile Options that move with you

- **Onsite Mobility**
  - **WLAN**
    a wireless LAN is ideal for staff that are regularly away from their desks. OptiPoint WL2 gives them all the features of their deskphone in a compact, mobile device. Works for data and voice.
  - **Hot desking**
    allows users to log in to any phone and transfer their personal preferences. Teamed up with a WiFi network that allows wire-free PC connectiveity and you have the best on-site mobility solution_

- **Mobile Working**
  - **Cell Phone Integration**: Take advantage of HiPath OpenOffice feature rich functionality (EX: Transfer calls, toggle between two calls, or set-up an internal conference call from your mobile phone)
  - One mailbox – not two
  - Remote control for status access via TUI

- **Dual Mode Mobile Operation**

  - Intelligent switching of calls between WiFi and Cellular keeps your mobile bills down
- **Home Working**
  - **One Number Services** for your mobile phone. Give out only one number to all your contacts. Eliminate contacts having to remember multiple numbers to reach you.

Voice

The following voice features can be used with HiPath OpenOffice EE:

- Professional HiPath ComScendo Voice Feature Set where voice quality is clear and crisp
- SIP for end-user devices and internet telephony
- Easy to operate
- Team work
- Call distribution (UCD)

Data

Network security

- Statefull Inspection Firewall with selective port release, NAT, STUN
- VPN-IPSec, functionality for VPN teleworker support

LAN

- Codecs (G.711, G.729, G.723)
- Virtual LAN support (VLAN)
- DHCP
- 802.1p L2 QoS

WAN

- Fax over IP (T.38)
- Embedded router
- Demilitarized Zone (DMZ), secure integration of mail and web servers in a customer network.

Open Interfaces

HiPath OpenOffice EE has a number of open interfaces that allow interworking with other applications and systems.

For more informations on these interfaces please visit the wiki pages at: http://wiki.siemens-enterprise.com/index.php/HiPath_OpenOffice_EE_open_interfaces

Session Initiation Protocol (SIP)

The standard protocol for internet telephony based on the architecture of popular internet applications. This allows you to connect to a new breed of Internet Telephony Service Provider (ITSP).

Telephones and Applications

OpenStage

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

The OpenStage family represents the next generation of communication devices. It is intuitive in functionality and interface, integrated through interoperability with other devices, and multimodal to allow access to various services and applications. The OpenStage family consists of 4 models and is designed to be extremely user friendly and simplified feature implementation.

- OpenStage 20 (ice blue or lava)
- OpenStage 40 (ice blue or lava)
- OpenStage 60 (ice blue or lava)
- OpenStage 80 (silver-blue metallic)

OpenStage enhancements:

- OpenStage 40 BLF
- OpenStage key module

OpenStage 80

Premium features, materials and components turn this device into an extraordinary user experience.The best in class LCD display and an open platform for productivity enhancing applications unlock the full business potential of the phone. Open interfaces for easy synchronization with other devices, like PDA and mobile phone are specially designed with the needs of the top level manager and executive in mind.

OpenStage 60

Offers top-notch functionality and innovations, combining a maximum of usability with a clear, intuitive and sleek design. An open application platform and personalization options make this phone the first choice for boss-secretary environments and people interacting with lots of other devices.
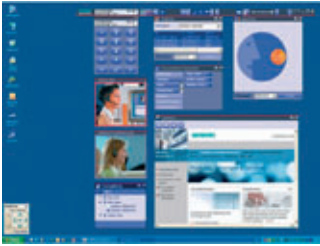

OpenStage 40

Customizable for various workplace environments OpenStage 40 is recommended for use as an office phone, e.g. for desk sharing, people working in teams or call center staff.

	OpenStage 20, 20E This full-featured speakerphone with it's intuitive and interactive user interface is a universal solution for efficient and professional telephony.
	optiClient 130 A PC with headset or handset becomes the communications center for voice, data, e-mail and Internet. A soft client installed on the desktop computer or notebook provides all telephone functions via an IP network– and offers the same familiar interface at the office and on the move.
	Communication via Wireless LAN Access Points **optiPoint WL2 professional** WLAN phone with menu guidance and a complete range of voice functions, an extensive phone book and access to LDAP directories – up to 4 hours talk time and 80 hours stand-by time.

Technical Data

HiPath OpenOffice EE is part of Siemens portfolio of solutions for small businesses. A secure and reliable LINUX-based communication system for voice and data, it's available in two formats depending on your trunk connections:

- HiPath OpenOffice EE ISDN
  Up to 4 S_0 interfaces
- HiPath OpenOffice EE analog
  Up to 6 FXO trunk interfaces
- Up to 30 IP workpoints (SIP or H.323)
- Up to 4 analog extension ports
- 4-port LAN switch
- DMZ access

All the IP networking functions you need in a single system

- **Quality of Service (QoS)**
  IEEE802.1p, ToS prioritization and DiffServ are all implemented to prioritise your voice communication to ensure it arrives without delay and with no loss in quality.

- **Gatekeeper**
  All devices are registered to protect against unauthorized access.

- **DSL Router**
  Allows multiple users to share access to the Internet (DHCP, NAT/NAPT).

- **Gateway**
  Allows break out from your LAN to the traditional TDM-based carrier networks via either Analog or Digital trunk connections.

- **Firewall**
  Permits access for specific users to protect your company's voice and data network against unauthorised external access.

- **Virtual Private Network (VPN)**
  IPSec encryption and authentication secures a network that covers multiple locations. Remote access to the LAN allows external telephones to connect to the system giving them full access to voice features. Business data exchanged via the Internet remains confidential.

- **Codecs**
  G.711/723/729 standards are used to compress voice traffic to make the most efficient use of your network

- **LAN Switch**
  4 port Ethernet switch to provide backbone connectivity for your LAN.

Supported Standards

Ethernet

- RFC 894 Ethernet II Encapsulation
- IEEE 802.1Q Virtual LANs
- IEEE 802.2 Logical Link Control
- IEEE 802.3u 100BASE-T
- IEEE 802.3X Full Duplex Operation

IP / Routing

- RFC 768 UDP
- RFC 791 IP
- RFC 792 ICMP
- RFC 793 TCP
- RFC 2822 Internet Message Format
- RFC 826 ARP
- RFC 2131 DHCP
- RFC 1918 IP Addressing
- RFC 1332 The PPP Internet Protocol Control Protocol (IPCP)
- RFC 1334 PPP Authentication Protocols
- RFC 1618 PPP over ISDN
- RFC 1661 The Point-to-Point Protocol (PPP)
- RFC 1877 PPP Internet Protocol Control Protocol
- RFC 1990 The PPP Multilink Protocol (MP)
- RFC 1994 PPP Challenge Handshake Authentication Protocol (CHAP)
- RFC 2516 A Method for Transmitting PPP Over Ethernet (PPPoE)
- RFC 3544 IP Header Compression over PPP

NAT

- RFC 2663 NAT

IPSec

- RFC 2401 Security Architecture for IP
- RFC 2402 AH - IP Authentication Header
- RFC 2403 IPsec Authentication - MD5
- RFC 2404 IPsec Authentication - SHA-1
- RFC 2405 IPsec Encryption - DES
- RFC 2406 ESP - IPsec encryption
- RFC 2407 IPsec DOI
- RFC 2408 ISAKMP
- RFC 2409 IKE
- RFC 2410 IPsec encryption - NULL
- RFC 2411 IP Security Document Roadmap
- RFC 2412 OAKLEY

SNMP

- RFC 1213 MIB-II

QOS

- IEEE 802.1p Priority Tagging
- RFC 1349 Type of Service in the IP Suite
- RFC 2475 An Architecture for Differentiated Services

- RFC 2597 Assured Forwarding PHB Group
- RFC 3246 An Expedited Forwarding PHB (Per-Hop Behavior)

Codecs

- G.711; G.729; G.723

VoIP with SIP

- RFC 2198 RTP Payload for Redundant Audio Data
- RFC 2327 SDP Session Description Protocol
- RFC 2617 HTTP Authentication: Basic and Digest Access Authentication
- RFC 2782 DNS RR for specifying the location of services (DNS SRV)
- RFC 2833 RTP Payload for DTMF Digits, Telephony Tones and Telephony Signals
- RFC 3204 An extension to the Session Initiation Protocol (SIP) for QSIG signaling
- RFC 3261 SIP Session Initiation Protocol
- RFC 3262 Provisional Response Acknowledgement (PRACK) Early Media
- RFC 3263 SIP Locating Servers
- RFC 3264 An Offer/Answer Model with the Session Description Protocol
- RFC 3310 HTTP Digest Authentication
- RFC 3311 Session Initiation Protocol (SIP)UPDATE Method
- RFC 3323 A Privacy Mechanism for the Session Initiation Protocol (SIP)
- RFC 3325 Private Extensions to the Session Initiation Protocol (SIP) for Asserted Identity within Trusted Networks
- RFC 3326 The Reason Header Field for the Session Initiation Protocol (SIP)
- RFC 3489 STUN - Simple Traversal of User Datagram Protocol (UDP) Through Network Address Translators (NATs)
- RFC 3515 The Session Initiation Protocol (SIP) Refer Method
- RFC 3550 RTP: Transport Protocol for Real-Time Applications
- RFC 3551 RTP Profile for Audio and Video Conferences with Minimal Control
- RFC 3581 An Extension to the Session Initiation Protocol (SIP) for Symmetric Response Routing
- RFC 3891 The Session Initiation Protocol (SIP) Replaces Header

Other

- RFC 959 FTP
- RFC 1305 NTPv3
- RFC 1951 DEFLAT
- T.38 Fax over IP

If you'd like to find out more visit
www.siemens.com/open,
or ask your Siemens Channel Partner for a demonstration today.

Communication for the open minded

Siemens Enterprise Communications
www.siemens.com/open