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Westlake Communications Ltd

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# Siemens Systems 2007



**SIEMENS**

# Contents

## Why Choose Siemens?

Only Siemens has the comprehensive know how to develop real end-to-end solutions that offer a cost effective route to IP communication, as well as providing a future proof architecture with a wide range of options.

### HiPath Communication Solutions from Siemens

Siemens is the world's leading supplier of real-time communications solutions. With one million customers in over 80 countries and 70% of the world's Fortune 500 companies already rely on Siemens. Together with over 88 million workpoints and nearly three million communications systems in place.

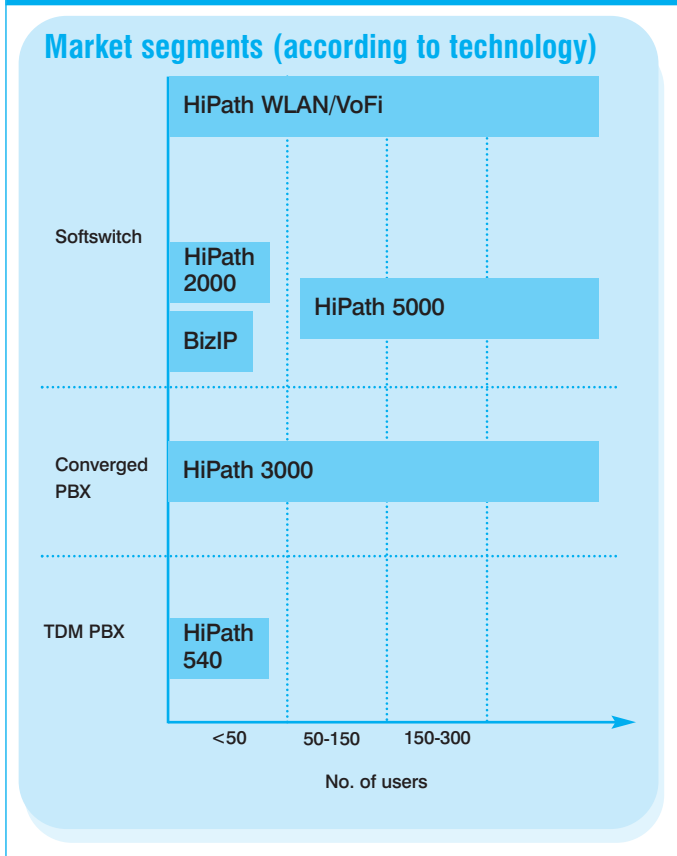
### HiPath – Total Business Communications

HiPath's modular portfolio makes it possible to set up a real-time communications network and, among other things, ensures that employees are always accessible and that internal resources can be accessed from any location. It also allows innovative business communication applications to be used to boost productivity and offers the potential for huge savings. Whatever their structure or size, enterprises operating in any sector will be more efficient and secure once they install HiPath.

### Siemens systems

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## The Siemens range



## Customer requirements

System	Analogue - extns./lines	Digital - extns./lines	IP	SIP	Mobility	Applications
BizIP	●		●	●	DECT	VM,CTI
HiPath 2000	●		●	●	Hotdesk Wifi DECT Home-working	UM,CTI, CRM
HiPath 540	●	●			DECT	VM,CTI,
HiPath 3300/3350	●	●	●	●	Hotdesk Wifi DECT Home-working	UM,CTI, CRM
HiPath 3500/3550	●	●	●	●	Hotdesk Wifi DECT Home-working	UM,CTI, CRM
HiPath 3800	●	●	●	●	Hotdesk Wifi DECT Home-working	UM,CTI, CRM
HiPath 5000			●	●	Hotdesk Wifi DECT Home-working	UM,CTI, CRM

UM - unified messaging

VM- voicemail

CTI - computer telephony integration

CRM - customer relationship management

## How to use this guide

Think of the HiPath range as one system, sharing the same software, handsets, features etc. The only difference being how large you need the system to be. The most important thing in configuring telephone systems is to know your customers requirements:

- 1 How many outside lines are required and what type of line – choose from Analogue, Basic Rate ISDN2, Primary Rate ISDN30, or SIP Trunk.
- 2 How many devices need connection and what type – choose from Analogue, Digital, IP or ISDN extensions.
- 3 Is multi-site connectivity or data access required?
- 4 Are there any business application needs such as auto attendant, contact centre management, database interaction etc?

# HiPath 2000

Until now, you probably thought that IP telephony systems were either too expensive, too complicated or both!

Think again. With the introduction of HiPath 2000 from Siemens, IP is open to all. Combining IP router functionality with the full range of voice communication features in one system, it really is simplicity itself. For small and medium sized companies with up to 30 users, which represents around 80% of the UK's customer base, HiPath 2000 provides an efficient and economical IP solution.

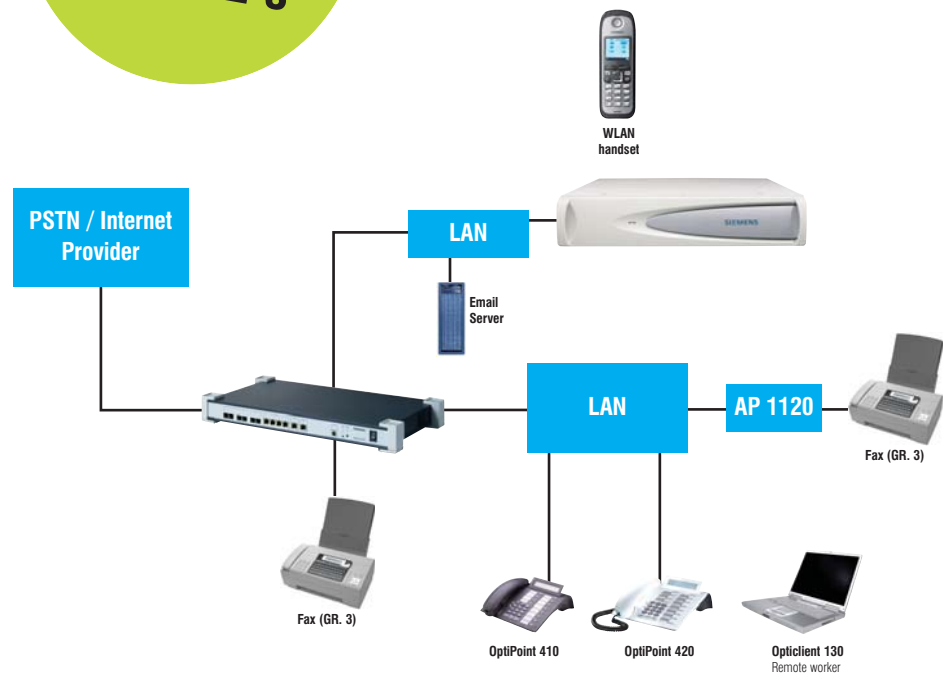
## Key benefits

- A simple way of connecting office & mobile workers
- Integrated Wireless LAN for voice and data applications
- Computer Telephony Integration (CTI)
- Integrated Voice Mail
- Router, gateway and firewall
- Secure access using Virtual Private Networks (VPN)
- Failsafe characteristics and the latest methods for ensuring voice quality
- SIP ready to provide your customers with genuine cost savings
- 10 free IP client licences
- Will network to HiPath 3000 v6.0 and above

**Affordable IP softswitch for SME's**

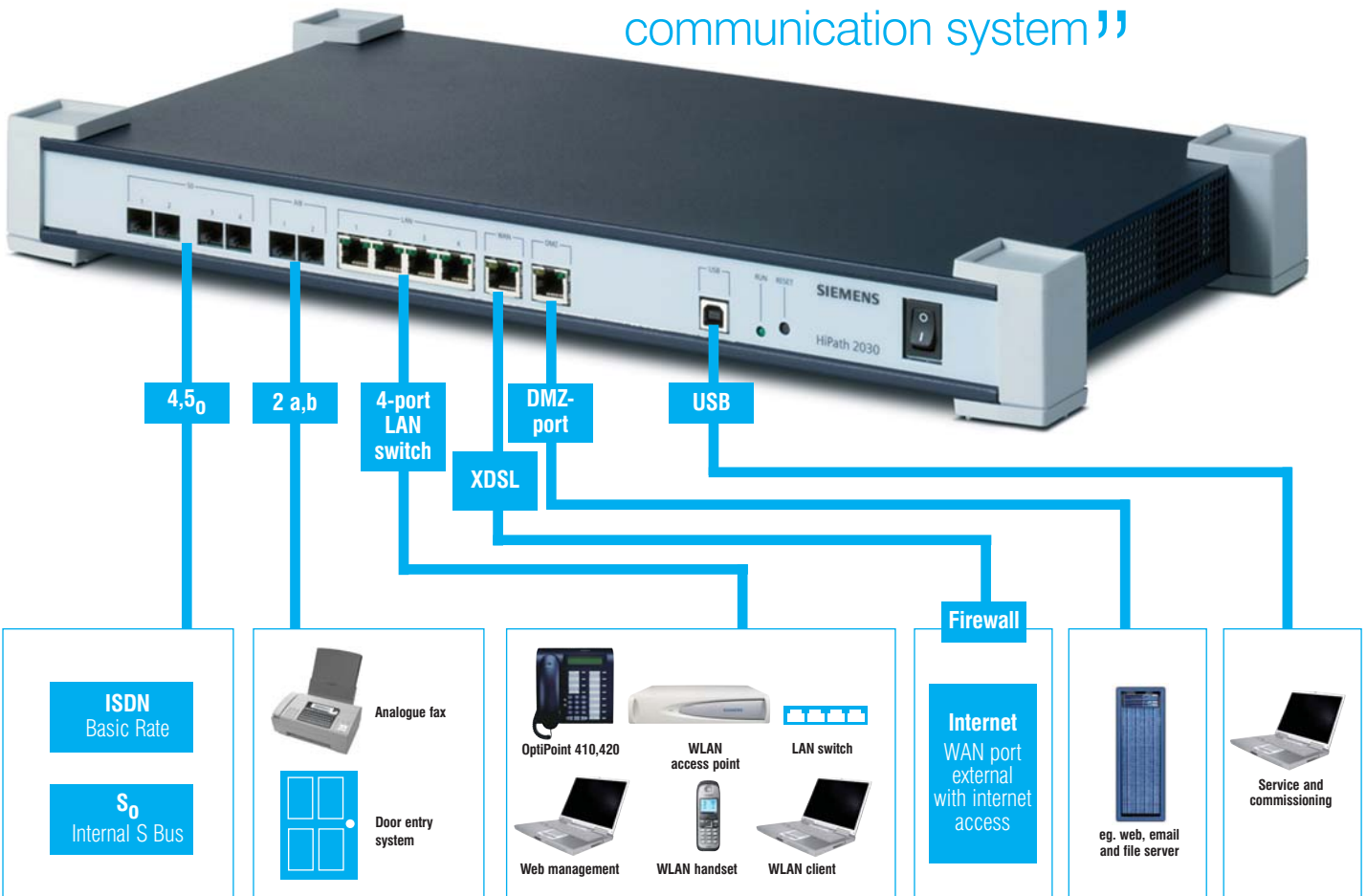
HiPath 2000	HiPath 2030
ISDN B-channels	8*
IP workpoints	30
Analogue extension ports	2
Integrated Voice Mail	2 port 24 mailbox
4-port LAN switch, 1xDMZ 1xWAN 1xUSB	yes
Web based management	remote access via LAN
WiFi Access Points	5

\*ISDN or S bus



Code	Description	SSP ex VAT
30624	HiPath 2030 Basic (includes 10 IP user licences)	<b>£1700.00</b>
31885	HiPath 2000 IP user licence	<b>£55.00</b>

“Simplicity itself - bundling telephony, internet access and network in one communication system”



## Why buy HiPath 2000?

- Low cost – all in one, purpose designed, IP communication solution
- An impressive list of telephony features – the well known and comprehensive HiPath functionality
- Easy access to integrated voice and data communication
- Standard based
- Supports standard protocols for workpoints and clients
- Supports SIP protocols for integrated voice/data solutions
- Large range of IP workpoint options including WiFi

## Greater mobility and flexibility

- A simple way of securely connecting branches and mobile workers (central applications can be accessed from outside)
- Wireless LAN for telephony and access to data across all business applications
- Computer Telephony Integration (CTI)
- Integrated Voice Mail with individual recorded announcements and automatic switching function

## Increased security

- Router, gateway and firewall are integrated
- Secure access to company data for mobile workers as well, using Virtual Private Networks (VPN)
- Good failsafe characteristics and the latest methods for ensuring voice quality

## Every convenience

- Compatible with numerous IP devices and versatile IT / telecoms applications
- Conventional telephony features such as: conference mode, music-on-hold, call forwarding, calling number display, voice mail
- Easier to set up and administer. PIN identification gives your customers their own personal telephone with all the functions that have been programmed irrespective of the desk from which they access their personal set-up.
- Ability to network to HiPath 3000 and provide additional resilience

## Today and in the future

By using future orientated software technologies, or by supporting future SIP-based carrier voice services, HiPath 2000 is already well prepared for the communication requirements of tomorrow.

# HiPath BizIP

Self configuring through the handset

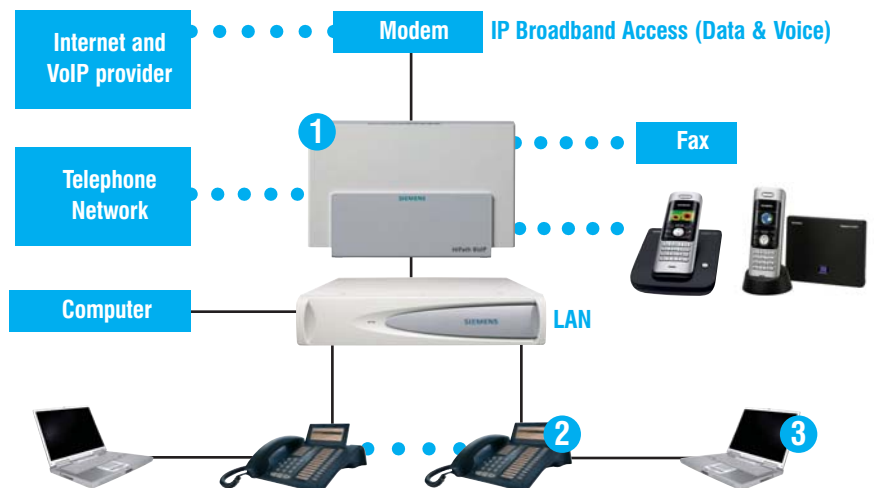
HiPath BizIP is the perfect low-cost solution for up to 16 users. It is an innovative communications system combining professional telephony features with everything necessary for modern internet communication.

Would you like to find a solution that handles telephone and internet conveniently but doesn't tie you down with technical detail? Should it be future-proof and capable of internet telephony? Then HiPath BizIP is the perfect low-cost solution.

It is an innovative communications system combining professional telephony features with everything necessary for modern internet communication.

HiPath BizIP and the powerful BizIP phones are self-configuring, offer personal voice mail for every user and manage your customer's voice and data traffic over your existing network infrastructure. Depending on preference, outgoing calls can be routed either as inexpensive IP telephony via your service provider, or the traditional way over your ISDN line. Enjoy the immediate benefits of this solution:

- Plug & Phone - instant integration into the existing company LAN (Local Area Network) with self-configuring end devices
- Built-in DSL router and secure firewall
- Personal voice mail for every user
- High resilience and superb voice quality
- User-friendly system and phones operation
- Low telephony charges and low infrastructural costs
- Flexible system expansion
- Ready for future business applications via the SIP standard (Session Initiation Protocol)



## 1 Connect BizIP AD20 to:

- DSL modem
- ISDN line
- LAN switch
- Power supply



## Low ownership cost

- No installation costs "Plug and Play"
- No moves adds or changes costs
- Easy web based management
- Uses existing LAN cabling

## BizIP features

- Caller ID
- Call forwarding
- Hold, transfer, Consult
- Speed dial, System directory
- Music on Hold
- 3 Party Conference
- Voicemail
- System and Personal Greetings

## 2 Connect BizIP 410 phones to:

- LAN switch (PC connection may be used)
- Power supply - if no power over ethernet
- Enter username

## 3 Enter access data:

- Open browser at any PC on LAN
- Enter internet and ISDN access data, assign call numbers to internal users

Code	Description	SSP ex VAT
31264	BizIP AD20	£299.90
31265	BizIP OptiPoint 410A (Arctic)	£330.00
31266	BizIP OptiPoint 410A (Manganese)	£330.00
31267	BizIP OptiPoint 410E (Arctic)	£190.00
31268	BizIP OptiPoint 410E (Manganese)	£190.00
31269	Analogue conversion cable	£15.00
31270	BizIP PSU for 410/410E	£12.00
30596	Siemens C460IP DECT phone	£68.08
32015	Siemens 150IP SIP phone	£69.99

Supports  
up to 4  
standard SIP  
devices

e.g. Siemens C460IP  
DECT phone  
-see page 23



## HiPath 3000 v6.0

Siemens Enterprise Communications is pleased to announce support for the latest software release, HiPath 3000 v6.0. The new version brings added benefits to the already popular v5.0.

### Reduced costs

- The LAN Interface Module (LIM) is provided free of charge with all HiPath 33x0/35x0 systems – this means the option to administer the system or to collect call logging data via an IP connection
- Pop or dial from contacts in an Outlook or Lotus Notes database. The interface to Outlook and Lotus Notes is provided for up to 6 clients with Simplyphone CTI solution - this is included with HiPath 33x0/35x0 at no extra cost.

- SIP availability in version 6.0 ensures HiPath 3000 is ready for the new carriers who are offering significant call savings – the interface to SIP carriers is supported in a later maintenance release.

### Improved efficiencies

- Whisper Announcement - useful for call centres the feature enables a user on the system to talk to another user on the system without a third party external caller hearing what is said.
- Internal VIP calls - the ringing cadence can be changed depending on the source of the call. This might be set for a door phone to indicate an arrival, used to indicate calls from security or simply to highlight the call is from the boss!
- Time based COS switching - calls for a department or group can be routed to different numbers depending on the

time of day, so calls for a help desk could be routed to another number during the lunch breaks.

- Speed dialling enhancements - now provides an import and export function.
- SRTP encryption (system-wide) for secure access to home workers.



## HiPath 540 - wall mounted (supplied 4 x 8)

### System description

A sophisticated yet low cost solution for small businesses, the HiPath 540 is based on Euro-ISDN technology for digital network and system interfaces.

Configuring the 540 is simple, the system has a fixed configuration with no expansion boards. Expansion to 12 extensions is achieved by use of an optiPoint adaptor (phone, analogue or ISDN). These adaptors fit to the bottom of the optiPoint 500 Basic, Standard and Advance.

The interactive user prompting via display, and dialogue keys on optiPoint handsets provide for quick and easy use of features.

### Initial configuration

CCU includes

- 2 ISDN2e circuits (4 channels)
- 4 digital extensions
- 4 analogue extensions
- Up to 4 additional extensions using optiPoint adaptors

The system boasts the following additions:

- EVM (Entry voicemail) module - same module as used on the HiPath 33xx & HiPath 35xx v6.0
- Analogue Clip (ANIS) - supports the BT caller display function on analogue phones via ISDN trunks - displays the caller's name on incoming calls (if it is stored on the speed dial list)

### Other features

- ISDN2e only (no analogue trunks)
- CTI Tapi interface
- Remote maintenance (via a built-in ISDN modem)
- Admin via TCP/IP (via built in LIM)
- optiPoint digital handsets
- DECT Lite compatibility (max 3 base stations, 8 handsets)
- Wall mountable

### Entry Voicemail

The EVM sub-board for the HiPath 3000 v6.0 provides the system with an integrated voicemail application.

### Key features

- 24 voicemail boxes
- Auto Attendant functions
- Maximum 2 hours message capacity
- Call stamp & caller ID of saved messages
- Choice of 2 programmable caller greetings
- Automatic call forwarding
- Automatic fax routing to a fax machine



Code	Description	SSP ex VAT
29460	HiPath 540 v6.0	£699.00
28590	Call Bridge for Data & Manager C v6.0	£160.00

# HiPath 3300

Rack mounted (supplied 4 x 12)

## System description

A versatile rack mounted system, ideal for a multitude of small to medium sized businesses. The HiPath 3300 is a real-time IP system that also supports all necessary digital and analogue interfaces. This makes it suitable for every customer's requirements. Interactive user prompting via display and dialogue keys on optiPoint handsets provides for quick and easy activation of features. The universal software concept offers a professional range of features normally only available on larger systems.

## Key features

- ISDN2e & analogue lines
- OptiClient Attendant (PC operator's console)
- CSTA interface (supported telephony applications for access to Callview, etc)
- CTI Tapi interface
- Remote maintenance (via built-in ISDN modem or optional analogue modem)
- Admin via TCP/IP (optional module)
- External or internal music-on-hold modules (optional)
- Digital & analogue voicemail interfaces
- IP networking
- IP handsets & clients
- OptiPoint digital handsets
- DECT Lite compatibility (maximum 3 base stations, 16 handsets)

## Initial configuration

CCU includes:

- 2 ISDN2e circuits (4 channels)
- 8 digital extensions
- 4 analogue extensions
- 2 spare slots (see price table for extension modules)

## HiPath 3300 configuration guide

Out of the box the 3300 is configured for 2cccts (4ch) ISDN2e, 8 digital (optiPoint) extensions, 4 analogue extensions. There are 2 available slots for expansion. You can choose any 2 of the expansion modules listed in any combination.

NB - remember to order covers for unused slots

HiPath 3300 also includes:

- EVM (entry voice mail)
- LIM (LAN Interface Module)
- Simplyphone CTI for 6 clients



Code	Description	SSP ex VAT
21588	HiPath 3300	£1149.00
21557	4cct ISDN2e module (8ch)	£470.00
22129	4cct analogue trunk module	£250.00
21497	8cct analogue extension module	£380.00
21496	8cct digital ext module (optipoint)	£247.00
21289	Analogue modem	£139.00
21514	External MOH module	£120.00
21513	Internal MOH module	£134.00
21515	4cct relay/sensor module	£184.00
21516	Cover for spare slots	£10.00
21517	Battery box + batteries for UPS	£627.00
28590	Call Bridge for data and Manager C	£160.00

## HiPath 3350

Ideal for 8 - 28 users

## System description

Siemens most popular and versatile wall mounted system is ideal for a multitude of small to medium sized businesses. The HiPath 3350 is a Real-Time IP system that also supports all necessary digital and analogue interfaces.

## Initial configuration

CCU includes

- 2 ISDN2e circuits (4 channels)
- 8 digital extensions
- 4 analogue extensions
- Up to 4 additional extensions using optiPoint adaptors

HiPath 3350 also includes:

- EVM (Entry Voice Mail)
- LIM (LAN Interface Module)
- Simplyphone CTI for 6 clients

Plus: - 2 spare slots for expansion (cards listed below)"

Code	Description	SSP ex VAT
21310	HiPath 3350	£1149.00
20249	4cct ISDN2e Board (8ch)	£440.00
20250	2cct ISDN2e Board (4ch)	£225.00
16989	8cct analogue trunk board	£499.00
20251	4cct analogue trunk board	£225.00
20252	2cct analogue trunk board	£110.00
13108	16cct analogue extension board	£999.00
13129	8cct analogue extension board	£360.00
13122	4cct analogue extension board	£180.00
20248	8cct digital extension board (optiPoint)	£360.00
19572	4cct power fail module	£68.00
22864	4cct relay/sensor module	£170.00
20145	External MOH module	£54.00
21513	Internal MOH module	£134.00
21289	Analogue modeme	£139.00
21980	2nd v24 interface & cable	£139.00
15408	4cct meter pulse detection module	£90.00
13093	Box and batteries for use with UPS	£140.00
28590	Call Bridge for data and Manager C	£160.00



# HiPath 3500

Rack mounted (supplied 4 x 12)

# SIEMENS

## System description

A flexible rack mounted system offering solutions to suit many different applications, from basic systems to advanced and complex solutions.

Interactive user prompting via display and dialogue keys on optiPoint handsets provides for easy and quick activation of features. The HiPath 3000's universal software concept offers a professional range of features normally only available on larger systems.

## Key features

- Rack mountable
- ISDN2e, ISDN30e & analogue lines
- OptiClient attendant (PC operators console)
- CSTA interface (computer supported telephony applications)
- CTI Tapi interface
- Remote maintenance (via built-in ISDN modem or optional analogue modem)
- Admin via TCP/IP (optional module)
- External or internal music-on-hold modules (optional)
- Digital & analogue voicemail interfaces
- IP networking
- IP handsets & clients
- OptiPoint digital handsets
- DECT Lite compatibility (max 7 base stations, 32 handsets)

## Initial configuration

CCU includes:

- 2 ISDN2e circuits (4 channels)
- 8 digital extensions
- 4 analogue extensions
- 6 spare slots

## HiPath 3500 configuration guide

Out of the box the 3500 is configured for 2cccts (4ch) ISDN2e, 8 digital (optiPoint) extensions, 4 analogue extensions. There are 6 available slots for expansion. You can choose any 6 of the expansion boards listed in any combination, apart from the ISDN30e board (1 per system).

HiPath 3500 also includes:

- EVM (Entry Voice Mail)
- LIM (LAN Interface Module)
- Simplyphone CTI for 6 clients
- (The above is also included on the 3550 as standard)

Code	Description	SSP ex VAT
21559	HiPath 3500	£1799.00
29428	ISDN30e 8 channel pack	£1095.00
29349	ISDN30e B channels	£30.00
21557	4cct ISDN2e module (8ch)	£470.00
22129	4cct analogue trunk module	£250.00
21497	8cct analogue extension module	£380.00
21496	8cct digital ext module (optiPoint)	£380.00
21289	Analogue modem	£139.00
21514	External MOH module	£120.00
21513	Internal MOH module	£134.00
21515	4cct relay/sensor module	£184.00
21516	Cover for spare slots	£10.00
21517	Battery box+batteries for UPS	£627.00
28590	Call Bridge for data and Manager C	£160.00

Ideal for  
20 - 50  
users



## HiPath 3550

Ideal for  
20 - 72  
users

## System description

A flexible wall mounted system offering solutions to suit different applications from basic systems to advanced, and complex solutions. The HiPath 3550 is a Real-Time IP system that also supports all necessary digital and analogue interfaces. Interactive user prompting via display and dialogue keys on optiPoint handsets provides for easy and quick activation of features.

## Initial configuration

CCU includes:

- 2 ISDN2e circuits (4 channels)
- 8 digital extensions
- 4 analogue extensions
- 6 spare slots (normal boards)
- 1 large spare slot (see price table for extension modules)

Code	Description	SSP ex VAT
21311	HiPath 3550	£1799.00
29347	ISDN30e 8 channel pack	£999.00
29348	ISDN30e 30 channel pack	£1499.00
29349	ISDN30e B channels	£30.00
20249	4cct ISDN2e Board (8ch)	£440.00
20250	2cct ISDN2e Board (4ch)	£225.00
16989	8cct analogue trunk boards	£499.00
20251	4cct analogue trunk boards	£225.00
20252	2cct analogue trunk boards	£110.00
13108	16cct analogue extension board	£999.00
13129	8cct analogue extension board	£360.00
13122	4cct analogue extension board	£180.00
20248	8cct digital extension board (optiPoint)	£360.00
14700	8cct analogue extension board (large)*	£750.00
14707	16cct analogue ext board (large)*	£1325.00
14712	24cct analogue ext board (large)*	£1995.00
16466	24cct digital extension board (large)*	£1995.00
19572	4cct power fail module	£68.00
22864	4cct relay/sensor module	£170.00
20145	External MOH module	£54.00
21513	Internal MOH module	£134.00
21289	Analogue modem	£139.00
21980	2nd v24 interface & cable	£116.00
15408	4cct meter pulse detection module	£90.00
13093	Box and batteries for use with UPS	£140.00
20028	Cable & strip 16	£35.00
16469	Cable & strip 24	£45.00
28590	Call Bridge for data and Manager C	£160.00

# HiPath 3800 System

19" rack mounted (supplied 0 x 0)

Ideal for  
up to 500  
users

## System description

HiPath 3800 Real-Time IP System is the newest addition to the HiPath 3000 family. Ideal for growing businesses, it supports up to 500 users and allows your customers to take full advantage of all the latest IP technologies. With its fully integrated IP communications, multi-site networking capabilities and SNMP based administration, the HiPath 3800 delivers intelligence in communications.

## Investment protection

The HiPath 3800 makes it easy to add applications to suit the business. Native IP connectivity allows users to share their applications and resources within a single location or throughout a multi-site network. In short it provides investment protection for current infrastructure and a smooth, affordable IP strategy.

## Key features

- ISDN2e, ISDN30e & analogue lines
- OptiClient attendant (PC operators console)
- CSTA interface (computer supported telephony applications)
- CTI Tapi interface
- Remote maintenance (via built-in ISDN modem or optional analogue modem)
- Digital & analogue voicemail interfaces
- IP networking
- IP handsets & clients
- OptiPoint digital handsets
- DECT CMI compatibility (maximum 4 boards, 64 DECT base stations, 250 handsets) - see page 17 for further details
- Redundant power option

## Initial configuration

Modular configuration - As a single basic cabinet (BC) system or as a 2-tier system with the basic and expansion cabinet (EC).

Main cabinet - 9 spare slots (11u)

Expansion cabinet -13 spare slots (11u)

A fixed slot has CBSAP central control (slot 6 only in the BC). If necessary, the LUNA2 power supply can be used up to 3 times in the BC and up to 4 times in the EC.

The maximum capacities are as follows:

Description	Maximum
Cabinets	2
TDM corded extensions	384
TDM cordless extensions	250
IP extensions	500
Extensions in total	500
TDM trunks (Exchange/Tie/50)	180
Data services (Data/ISDN/adaptors)	50

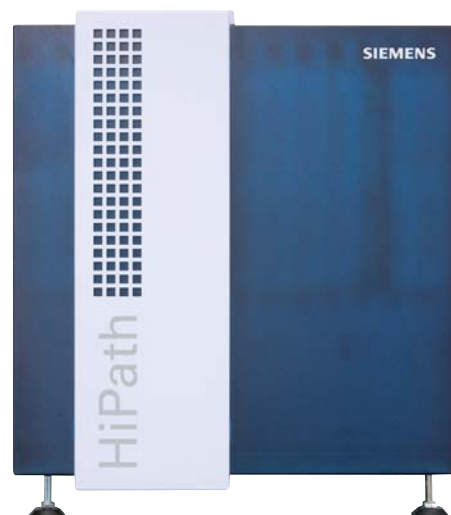
System can be free-standing, floor-mounted or installed in a 19" cabinet rack.

Code	Description	SSP ex VAT
28633	HiPath 3800	£1930.00
28634	Expansion cabinet	£1320.00
28635	8cct analogue trunk card	£799.00
28636	8cct basic rate digital trunk card (16 channel)	£1250.00
28637	2 primary rate digital trunk card (8 channel)	£1195.00
28638	2 primary rate digital trunk card (30 channel)	£1599.00
28639	ISDN PRI B channel license	£30.00
28640	8cct analogue extension card	£750.00
28641	24cct analogue extension card	£1295.00
28642	24cct digital extension card	£1295.00
28643	8cct digital extension card	£750.00
28645	MDF cable for 3800 (15 metres)	£58.00
28650	Internal patch panel (24 x RJ45)	£142.00
28651	Internal patch panel 8 x RJ45 (4 wire)	£99.00
28652	ISDN (1421)/CorNet cable 10m	£40.00
28659	Additional power unit	£430.00
28660	Battery box with 4 batteries	£1100.00
28661	Cable for battery box	£10.00
28662	Battery pack (4 batteries)	£300.00
28664	HiPath design kit for floor standing - Siemens logo	£95.00
28666	HiPath 3800 unused front cover slot	£6.00
28667	HiPath 3800 unused rear cover slot	£8.00
28671	Analogue modem	£139.00
28673	Internal tones on-hold module	£115.00
28675	LIM with Manager C	£499.00
28677	Callbridge for data with Manager C and USB cable	£160.00



	No. of peripheral boards per cabinet	STMI2, SLMA and/or SLCN available*	No. of Power units required per cabinet
Cabinet	< 5	no	1
	< 5	yes	2
	≥ 5	no	2
	≥ 5	yes	3
	≥ 10	no	3
	≥ 10	yes	3

\* STMI2 - HG1500 V3.0 for the HiPath 3800, SLMA - 24cct Analogue Extension blade, SLCN - Cordless Blade for connecting Base Stations to the HiPath 3800



# HiPath 5000

# SIEMENS

## System 19" rack mounted (supplied 0 x 0)

As well as providing a lower cost alternative to system specific terminals, analogue terminals can still deliver a high degree of functionality.

The IP distributed architecture allows teleworkers, external teams in branch offices or remote mobile employees to be integrated into the communications infrastructure. This new system delivers a cost effective IP solutions for businesses with benefits that include a single point of administration for multi-gateway systems, central application interfaces and network wide telephony features.

The system consists of two components:

- HiPath 5000 Real-Time Service Manager (RSM)
- HiPath 5000 ComScendo (CS)

**Pure IP switch now available to channel**

### 5000 system configuration guide

- Intercept / attendant console
- Call waiting / call display
- Call forwarding from the extension
- Display languages
- Conferencing (internal / external)
- Line assignment (automatic)
- Music on hold
- External music source (optional)
- Night service / day service
- Park
- Consultation holding
- Callback feature
- Call forwarding - after no answering
- Hunt group (linear / cyclical)
- Telephone lock (individually defined lock code)
- Transferring a call (internal / external)
- Recall - via public network operator
- Silent monitor
- Alpha tagging
- Caller list
- Preview dialling
- Call reject
- Relocate



Contact your account manager for further details.

Code	Description	SSP ex VAT
32009	HiPath 5000 software only	£2,200.00
32010	Support charge (not discountable)	£220.00

**Ideal for up to 1000 users across 32 sites**

## HiPath 5000 RSM

The HiPath 5000 Real-Time Services Manager provides services for up to 32 nodes and up to 1000 users on a networkwide and cross-system basis. All connected communications systems in a shared database can be managed centrally. It allows multi-gateway systems to be administered centrally. Applications can also be installed at a remote location and used throughout the network via the central application interfaces.

### Key features

- Central Feature Server
- Presence Manager for up to 1000 workpoint clients
- Personal Call Manager
  - Individual configuration of calls for all users via web browsers
- A central point of administration
- Software Manager, consisting of:
  - **Inventory Manager** for displaying components
  - **Backup Manager** for backing components centrally
  - **Software Update Manager** for updating all software components
- Central entry of call charge data
- Connection of application servers using central interfaces via
  - TAPI 120 & TAPI 170
  - HiPath CAP
  - CSP (CSTA Phase III)
- Central Fault Management



# IP Communication

Offering customers the most practical path to convergence

HiPath Real Time IP Systems open up a new quality in communication handling voice, data and video worldwide across all types of networks and forms the basis for seamless integration into business processes.

Businesses can make the most of their existing networks and develop towards IP communication solutions in when it suits them and realize the cost benefits of IP technology, thanks to unified network management and lower connection costs.

## SIP

SIP is now available with the latest versions of software on our range of HiPath systems. SIP is an extension of IP enabling converged voice and multimedia services such as voice enriched eCommerce, web page click-to-dial, instant messaging with buddy lists, and much more.

SIP session management is the key to enabling IP-based natural communications between people, not devices. By using SIP, users may locate and contact one another regardless of media content or number of participants using disparate computers, phones, televisions, and hand-held devices.

## HiPath HG1500 Integrated VoIP Card - Integrated IP Gateway

### HiPath HG 1500 Integrated IP Gateway

The HG1500 card allows customers to have a blend of IP, digital and analogue connections, both trunk and extension options. If your customer requires a pure IP solution, HiPath and HG1500 can provide this. Alternatively HiPath and HG1500 can provide a mixed environment of both IP and traditional devices.

Siemens is able to offer the most comprehensive IP communications and applications portfolio in the industry. With HiPath, customers get the best of both worlds - traditional PBX reliability, features and applications, with IP networking, IP phones and soft clients. The result is the most extensive evolution strategy available, delivering the best investment protection possible.

Your customers will have the opportunity to experience the benefits as they move in to the convergence world.

Integrated IP Gateway solution for:

- HiPath 3300 / 3350
- HiPath 3500 / 3550
- HiPath 3800

- Enables CorNet IP Networking. The HG1500 gateway is the basis for networking up to 64 HiPath systems over a customer's IP network

- Easy access to centralised applications with HiPath features
- Supports remote teleworker access to voice & data over IP
- Bandwidth on-demand for LAN / WAN access
- Intelligent call handling via 1st & 3rd party TAPI and CSTA
- Peer to peer switching as standard with HG1500 v3.0
- Licensing clients required

Code	Description	SSP ex VAT
28736	3300/3500 2 channel pack	£995.00
29056	3300/3500 8 channel pack	£1795.00
29558	3300/3500 16 channel pack	£2795.00
29559	3350 2 channel pack	£995.00
29560	3350 8 channel pack	£1795.00
29561	3350 16 channel pack	£2795.00
29562	3550 2 channel pack	£995.00
29055	3550 8 channel pack	£1795.00
29283	3550 16 channel pack	£2795.00
29563	3800 2 channel pack	£995.00
29564	3800 8 channel pack	£1795.00
28934	3800 16 channel pack	£2795.00
29565	3800 24 channel pack	£3795.00
29566	3800 32 channel pack	£4795.00
29536	Single B channel license	£145.00
28527	IP user license*	£55.00

\*larger discounts available if purchased with an optiPoint 410 or 420

## HiPath IP Homeworker Solution

HiPath 3000 / 5000 can be used as an IP Gateway to open up the core network services to remote workers.

Homeworkers can be equipped with an IP phone / softphone and a networked PC. A secure router will provide both Head Office LAN connection and Head Office PABX functionality (transparently) via a public network data connection.

### Benefits

- Transfer call
- Initiate conference
- Pick-up group
- Provision of both PC & phone services over the same connection
- Readily available broadband access - no need for separate analogue or ISDN voice services
- Reduce mobile phone costs
- Combined voice / data security preventing breaches & call listening
- Reduced cost & lead-time for relocation of remote offices
- Improve effectiveness of remote staff, by giving them direct access to central services

NB: Siemens cannot guarantee the speech quality of calls routed over the internet. However, when the underlying network is performing well, the voice quality from the optiClient 130 is at least acceptable and usually very good.



# IP Workpoints

# SIEMENS

Open hardware and software architecture makes these phones extremely versatile and user friendly



### OptiPoint 410 Entry

- Very low cost
- No display
- 8 fixed function keys
- Open listening



### OptiPoint 410 Economy

- 2 line backlit LCD display
- Open listening
- 12 programmable function keys with LEDs
- G.711, G.723 & G.729



### OptiPoint 410 Economy Plus

- Features as the Optipoint 410 economy plus:*
- 1 headset connection
  - 10/100MB mini-switch
  - Ideally equipped for offices or call centres



### OptiPoint 410 Standard

- 3 port switch
- Headset port
- 2 option bays & 2 sidecars
- Full hands-free
- 12 function keys with LEDs



### OptiPoint 410 Advance

- 4 line LCD display
- 19 function keys with LEDs
- Full hands-free
- 1 adaptor slot
- 1 headset connection
- 10/100MB mini-switch

### OptiPoint 420 Economy

- 2 line LCD display
- 12 self-labelling function keys with LEDs
- OptiGuide dialogue keys
- G.711, G.723 & G.729
- PoE on unused / used pairs

### OptiPoint 420 Economy Plus

*As the Optipoint 420 economy, plus:*

- 10/100 base T network interface
- Headset port

### OptiPoint 420 Standard

*As the Optipoint 420 EconomyPlus, plus:*

- 2 line backlit LCD display
- Fully duplex handsfree
- Optipoint adaptor/module

### OptiPoint 420 Advance

*As the Optipoint 420 Standard, plus:*

- 18 function keys with LEDs
- 4 polyphonic ringtones
- USB interface



## OptiClient 130 v5.0

Siemens has developed the integrated HiPath HG1500 board and the IP Client - optiClient 130 - for SMEs wanting to take advantage of a softClient on PC.

- 3 user interfaces
- Call list for displaying all outgoing / incoming & personal calls
- Ability to add 4 key modules for busy lamp appearance
- TAPI interface for Outlook dialling
- Pop-up menu activated by mouse button
- QoS support



Code	Description	SSP ex VAT
25840	OptiPoint 410 Entry - Arctic	£76.00
25841	OptiPoint 410 Entry - Manganese	£76.00
25842	OptiPoint 410 Economy - Arctic	£119.00
25843	OptiPoint 410 Economy - Manganese	£119.00
28966	OptiPoint 410 Economy Plus - Arctic	£160.00
31050	OptiPoint 410 Economy Plus - Manganese	£160.00
25844	OptiPoint 410 Standard - Arctic	£191.00
25844	OptiPoint 410 Standard - Manganese	£191.00
28432	OptiPoint 420 Economy - Arctic	£157.00
28434	OptiPoint 420 Economy - Manganese	£157.00
28436	OptiPoint 420 Economy Plus - Arctic	£191.00
28438	OptiPoint 420 Economy Plus - Manganese	£191.00
28440	OptiPoint 420 Standard - Arctic	£237.00
28445	OptiPoint 420 Standard - Manganese	£237.00
28446	OptiPoint 420 Advance - Arctic	£305.00
28447	OptiPoint 420 Advance - Manganese	£305.00

Code	Description	SSP ex VAT
28526	Opticlient 130 v5.0 licence	£135.00
29422	Opticlient 130 software CD	£10.95

# OptiPoint Handsets & Add-ons

Digital TDM phones for HiPath Systems



## OptiPoint 500 Entry

The compact low cost entry model

- 8 function keys
- Loudspeaker

## OptiPoint 500 Economy

The inexpensive model with display

- 12 function keys
- Loudspeaker
- Display
- OptiGuide navigation keys

## OptiPoint 500 Basic

Like optiPoint 500 Economy, but additionally with adaptor port & integrated USB port

- 12 function keys
- Loudspeaker
- Display
- OptiGuide navigation keys
- Connection port for add-on equipment / adaptor
- Optional key modules
- USB interface

## OptiPoint 500 Standard

Like optiPoint 500 Basic, but additionally with full-duplex hands-free talking

- 12 function keys
- Hands free - fully duplex with echo suppression
- Display
- OptiGuide navigation keys
- Connection port for add-on equipment / adaptor
- USB interface

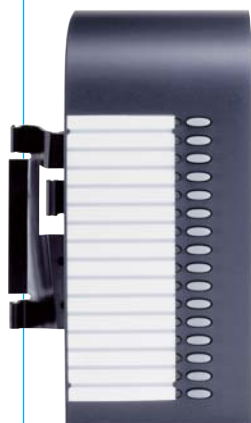
## OptiPoint 500 Advance

The top line model with 19 function keys, 2 adaptor ports, integrated USB port, built-in headset connector, full-duplex hands-free talking

- 19 function keys
- Hands free - fully duplex with echo suppression
- Display
- OptiGuide navigation keys
- 2 x connection port for add-on equipment adaptor
- Headset port
- Optional key modules
- USB interface

BT/RJ11 Code	RJ45 Code	Description	SSP ex VAT
21773	31898	OptiPoint 500 Entry - White	£45.00
21774	31899	OptiPoint 500 Entry - Charcoal	£45.00
21780	32158	OptiPoint 500 Economy - White	£95.00
21781	31781	OptiPoint 500 Economy - Charcoal	£95.00
21775	31900	OptiPoint 500 Basic - White	£140.00
21779	31901	OptiPoint 500 Basic - Charcoal	£140.00
21782	31764	OptiPoint 500 Standard - White	£165.00
21783	31773	OptiPoint 500 Standard - Charcoal	£165.00
21784	31782	OptiPoint 500 Advance - White	£225.00
21785	31809	OptiPoint 500 Advance - Charcoal	£225.00

## OptiPoint Key Modules

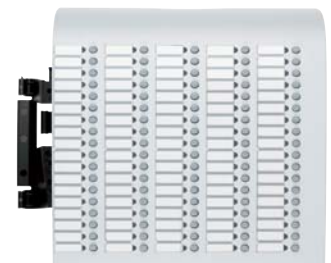


### OptiPoint key module

This module with 16 additional function keys, LEDs and labelling options, as well as a design that matches the optiPoint phones. The shift key gives you access to 30 function or name keys. Up to 2 such expansion terminals can be connected to the right side of compatible system phone.

### Busy lamp field module

The BLF module is similar in structure to the key module but has 90 LEDs and feature keys, and is for use as an attendant console.



Code	Description	SSP ex VAT
21786	OptiPoint Key Module - White	£90.00
21787	OptiPoint Key Module - Charcoal	£90.00
22020	Busy Lamp Field Module - White	£299.00
22021	Busy Lamp Field Module - Charcoal	£299.00



Improve the capabilities of the Hipath telephone system. We have the latest Siemens specific add-ons and accessories, guaranteed to maximise productivity, comfort and communications efficiency.

Not only will this featured selection of Siemens compatible add-ons prove just the business for your customers - they'll be margin rich for you too!

A versatile range of optiPoint adaptors and accessories designed to give you maximum flexibility.

#### OptiPoint phone adaptor

Interface for connecting an additional optiPoint phone.

#### OptiPoint analogue adaptor

Interface for connecting a further analogue phone or another piece of analogue equipment such as fax, modem or a simple DECT cordless phone.

#### OptiPoint ISDN adaptor

Interface for connecting ISDN terminals such as G4 fax, PC ISDN cards or video conference equipment.

#### OptiPoint acoustic adaptor

Interface for connecting an external loudspeaker and microphone, headset or an additional transmitter.



## Siemens OptiPocket

The optiPocket gives users IP telephony on the move - it really is like having an office in your pocket. All that is required to access the HiPath features in an IP user license. Users can enjoy convenient online access to their data and Microsoft Outlook, or can dial a number from the Corporate Directory (LDAP).

- Mobility & flexibility - simultaneous access to voice and data with a PDA in a mobile WLAN environment
- Reduced costs - lower local communication costs – an extra mobile phone is no longer necessary
- Security - automatic password & secure data storage



Code	Description	SSP ex VAT
31886	Siemens OptiPocket	£95.00

#### OptiPoint recorder adaptor

Interface for connecting external recording equipment or a second receiver (in view of planned data protection regulations).

#### Loudspeaker & microphone

The loudspeaker and microphone improve hands-free quality even more, assuming you have an acoustic adaptor. This option offers greater flexibility for meetings or for phone calls in small conference rooms.

## Configuration Guide

OptiPoint adaptors can be used on the Basic, Standard & Advance phones. They fall into two categories, extra extensions or extra functionality. With the correct adaptor you can have an extra optiPoint, analogue or ISDN extension with its own extension number. Extra functionality adaptors provide connections for headsets, recording devices, etc.

Code	Description	SSP ex VAT
21788	OptiPoint phone adaptor	£99.00
22024	OptiPoint analogue adaptor	£139.00
21790	OptiPoint ISDN adaptor	£185.00
21791	OptiPoint acoustic adaptor	£45.00
21792	OptiPoint recorder adaptor	£59.00
21793	OptiPoint 500 PC connection USB cable	£16.80
13441	Speaker (for use with acoustic adaptor)	£185.00
20149	Microphone (for use with acoustic adaptor)	£70.00
23370	Y Cable for connecting speaker/microphone	£14.00
16472	Spare RJ45 line cord	£11.00

# Xpressions Compact

## Voicemail

The voicemail capabilities of Xpressions Compact allows a company to carry out daily communications in a flexible and speedy manner, and ensures the company can be contacted by telephone around the clock.

Xpressions Compact is more than just a voice mail system – a single blade provides voice mail, auto attendant, call recording, music-on-hold, announcements and now voice to email notification. It enhances the platform product offering, providing perfect system integration cost effectively and is perfect for supporting the UCD functionality. Informal call centres become affordable and easily achievable.

### Key features

- 4 or 8 ports with HiPath 33XX & 35XX
- 8 or 24 ports with HiPath 3800
- Connectivity via the backplane of the system

- Installation / local & remote administration via Manager E/C
- TCP/IP interface facilitates the storing / restoring of data & messages
- User specific statistics & reports
- Integrated queue announcements (from version 5.0)

### Voicemail features

- Email integration
- 100 hours storage
- Automatic attendant, personalised greetings
- Call forwarding (caller to mailbox), caller callback - via stored CLI
- Message waiting indication by illuminated LED, text message in telephone display, key on optiClient 130, dial tone, notification call

Code	Description	SSP ex VAT
31887	Xpressions Compact for HiPath 3300/3500 (4/30/4)	£1365.00
31888	Xpressions Compact for HiPath 3350/3550 (4/30/4)	£1365.00
21544	Xpressions Compact for HiPath 3350 (8/50/100)	£2350.00
21545	Xpressions Compact for HiPath 3300 (8/50/100)	£2350.00
21546	Xpressions Compact for HiPath 3550 (8/200/100)	£2350.00
21547	Xpressions Compact for HiPath 3500 (8/200/100)	£2350.00
28425	Xpressions Compact for HiPath 3800 (8/500/100)	£3000.00
28426	Xpressions Compact for HiPath 3800 (24/500/100)	£6500.00

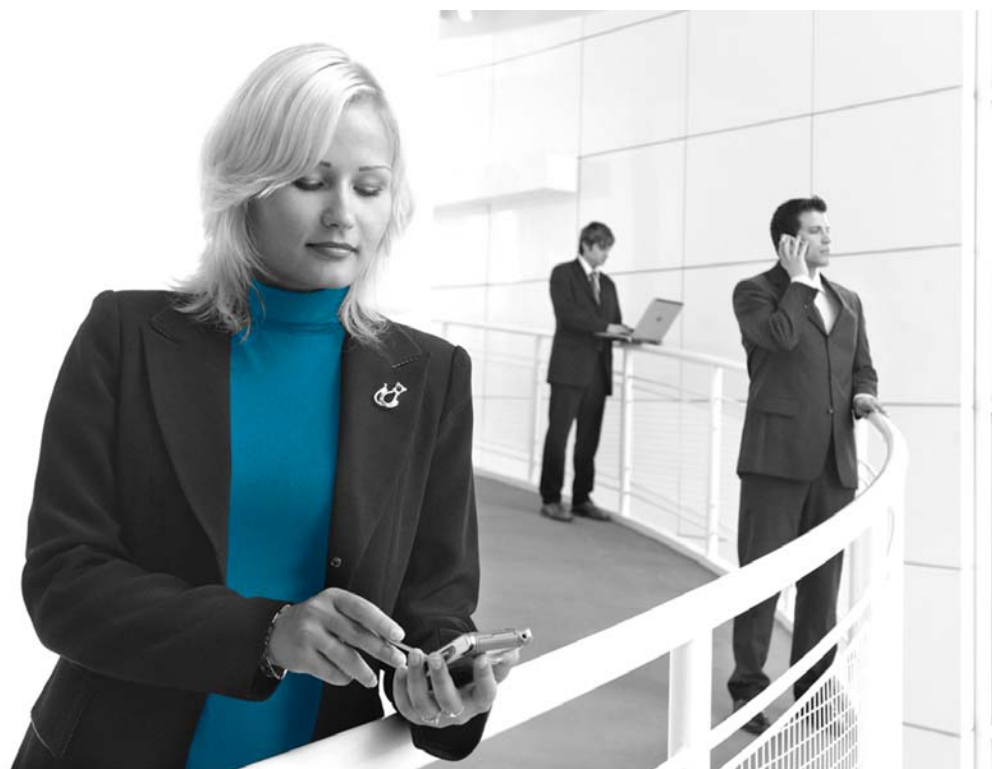
## Xpressions Unified

Xpressions Unified is a flexible and modular voice messaging platform.

Xpressions Unified combines voice, fax, email, SMS onto a Windows XP or Windows 2003 server to create a unified messaging environment. It includes a speech recognition command module and other mobility features designed with the message-management challenges of remote and on-the-go workers in mind.

### Key features

- Voice messaging
- Voice processing
- Integrated fax services
- Mobile functionality
- Email integration
- SMS messaging



# Cordless Solutions DECT

# SIEMENS

## Gigaset SL2 Pro

The Gigaset SL2 professional combines performance with exclusive design. It weighs 110 grams and has everything that makes telephony simple and convenient.

### Features

- HPS (HiPath Positioning System)
- Illuminated graphical display
- Media pool: screensaver, clipart images and sounds
- Mobile handset lockout with 4-digit PIN
- Up to 12 hours talking time
- Up to 170 hours standby time
- Telephone directory administration via PC
- Connection for wire-based and Bluetooth headsets
- Vibration alarm



## Gigaset S2 Pro

With all the standard Gigaset features of the S1 Professional, the S2 has the additional unique feature of a DECT positioning system, allowing tracking of employees throughout the premises for Health & Safety purposes.

- PIN protection (4 character)
- Up to 13 hours talk time
- Up to 170 hours standby-time
- 6-line, backlit Colour display
- Duplex hands-free talking
- Headset connection
- Menu-guided operation in 19 display languages
- PC interface



## Gigaset M2 Pro

Suitable even for rough environments, thanks to its built-in protection against sprayed and splashed water, and a dustproof, shatterproof casing. The essential features that set the Gigaset M2 professional apart from the SL2 pro are:

- Direct station selection in case of alarm
- Acoustically optimised for industrial environments
- Protection against sprayed and splashed water, dustproof (IP65)
- Impact-resistant, shatterproof casing
- Silicon-free casing surface
- Enhanced interference suppression
- Sturdy carrying clip
- Variant available with explosion protection in accordance with ATEX 94/9/EG



Employees are constantly on the move. With Siemens Gigaset cordless solution you can make the most of your HiPath communication platform allowing telephone calls to be made or received from any location within a DECT server radio network.

The roaming and handover functionality expand mobility at the workplace providing the ability for users to be contacted directly on their own number at all times. With the Siemens Gigaset range you can improve your customer service levels and make cost savings by eliminating callbacks.

Code	Description	SSP ex VAT
21691	Integrated cordless card (SLC) 3550/3750/3700	<b>£1109.00</b>
28428	Integrated cordless card (SLC) 3800	<b>£1110.00</b>
28433	Base station BS4 (multi-cell) 2 channel (max 12ch)	<b>£455.00</b>
28430	Additional voice channels for BS4	<b>£105.00</b>
21860	EIC license code (1 required per site) all systems	<b>£10.00</b>
28593	Gigaset S2 Professional	<b>£85.00</b>
28494	Gigaset S2 Professional Charging Unit + PSU	<b>£20.00</b>
30371	Gigaset SL2 Professional	<b>£120.00</b>
30372	Gigaset SL2 charger	<b>£15.00</b>
31442	Gigaset M2 Professional	<b>£320.00</b>
31531	Gigaset M2 charger	<b>£20.00</b>
21689	Clock Module Small (2 channel)	<b>£126.00</b>
21690	Clock Module AD PCM (4 channel)	<b>£236.00</b>





# Wireless LAN

## HiPath Wireless V3.0

The HiPath Wireless solution provides a quick and easy way to provide a wireless local area network (LAN) with instant connectivity to your computer network anytime, anywhere. It is a highly scalable, cost effective solution that can integrate seamlessly into existing wired networks, or can be used to create an all-wireless network, enabling mobility and increasing productivity quickly and cost-effectively. Users enjoy uninterrupted access to the web and e-mail, even when moving between locations (if roaming enabled).

### HiPath Wireless Controller

The robust platform and intelligent software automatically manages your wireless network for easy deployment and provides centralised control. The Wireless Controller can be located anywhere in the network, providing superb versatility. The HiPath Wireless Convergence software running on the controller platform provides for easy software updates and smooth migration to new features and functionality.

**C10** – up to 75 simultaneous calls per controller

**C100** – up to 200 simultaneous calls per controller

**C1000** – up to 1000 simultaneous calls per controller possible. Your customers will have the opportunity to experience the benefits as they move in to the convergence world.

## Advantages of Wireless LAN

- Flexibility - radio waves go through the walls and floors so that your wireless computer can be anywhere within range of an access point
- Easy to use - just plug in a base station and equip your laptops with wireless LAN cards
- Robustness - if one access point goes down, users may be able to physically move their PCs to be in range of another
- Application transparency - applications which function in wired also function also in wireless networks

## HiPath Wireless Access Points

Provides coverage anywhere that wireless LAN service is required via the plug and play technology. Simply plug it into the network and it automatically discovers the appropriate HiPath Wireless Controller and is configured.

**AP2610** – internal, omni-directional antenna

**AP2620** – omni-directional antenna or directional antenna for additional coverage

### HiPath Wireless Standalone Access Points

The Standalone Access Points can be quick and easily integrated with any existing IP network through an intuitive browser base set up. It makes it very easy for small offices to deploy converged wireless networks that deliver voice and data services along the same infrastructure with the high performance, rich features, and robust security that today's businesses demand.

**AP2630** – internal, omni-directional antenna

**AP2640** – omni-directional antenna or directional antenna for additional coverage

### OptiPoint WL2 professional

The OptiPoint WL2 professional is noted for its attractive design. It can be easily connected to HiPath Real Time IP systems via an IP connection, which makes the extensive features of the HiPath communication systems available for VoWLAN.

## Features of Wireless LAN

- A graphic colour display
- Re-loadable polyphonic ring tones
- Vibrating alarm signal
- Display for answered/missed calls
- Full support of the 802.11g standard (54 Mbit/s)
- Extensive phone book
- Language selection
- Access to LDAP directory, e.g. for external phone books
- Intuitive menu guidance in multiple languages
- Headset connection

Also available for use with SIP protocol: optiPoint WL2 professional S.



Contact your account manager for further details.



Code	Description	SSP ex VAT
<b>Controller</b>		
32066	HiPath wireless C10 controller	£5,940.00
32067	HiPath wireless C100 controller	£8,867.00
32068	HiPath wireless C1000 controller	£18,626.00
<b>Access Points</b>		
32069	Wireless thin AP2610 (with internal antenna)	£257.00
32070	Wireless thin AP2620 (with external antenna)	£302.00
32071	Wireless standalone AP 2630 (with internal antenna)	£257.00
32072	Wireless standalone AP 2630 (with external antenna)	£302.00
<b>WLAN Handsets</b>		
31493	OptiPoint WL2 Pro (shown opposite)	£313.00
32065	OptiPoint WL2 Desktop Charger inc. OSU	£21.00

# Applications

## Networking

# SIEMENS

HiPath 3000 systems can be effectively networked, so customers can enjoy the many performance benefits of systems in separate locations, operating as a single entity.

This guarantees the same functionality for all users in a network of up to 64 HiPath 3000 systems via a unified user interface.

Networking of HiPath systems can be handled in various protocols (CorNet N, QSIG, CorNET IP) to create one

homogeneous network. The protocol defines the features that can be accessed throughout the network. IP networking of HiPath systems is realised via CorNet IP and the HiPath HG1500 IP Gateway.

### Key networking benefits

Systems networking can lead to cost savings due to better use of central applications across all nodes. In the case of IP networking, the customer's data network is used for voice communication. A central switchboard increases capacity of the existing resources.

### Key survivability benefits

In the event that individual nodes or network components fail, the survivability function kicks in. In network scenarios, HiPath is in a position to compensate for the failure of IP routes by automatically establishing alternative routes via ISDN. This ensures that all features remain available. Internal and external call traffic is not restricted in the event of an interruption in the LAN connection.

Contact your account manager for further details.

## Callista Hospitality

Callista Hospitality is an intelligent communication solution for controlling the most important operating tasks in small and medium sized hotels. The package has been designed to provide properties with effective, reliable, easy-to-use management of their guests, telephones, invoicing, debtors and management reporting.

Callista Hospitality provides advanced software designed to make the day-to-day management of a property more efficient and to allow for the provision of new levels of service to guests.

- Advanced telephone control
- Real time billing of telephone calls & accommodation
- Quick & easy guest check-in / out

- Integrated Guest Database
- Powerful reservation system
- Site-configurable set-up options
- Powerful reporting options
- Up to 25 rooms
- Larger configurations possible

- Call sales for details

NAME	H	L	R	ROOM TYPE	GUEST	COMPANY	BALANCE
01				Studio	Anon, Roger	The Callista Group	\$90.00
02				Studio			
03				Studio	Harding, May	FMC Pty Ltd	\$0.00
04				Double			
05				Studio			
06				Double	Drake, Ian	Barbuy Investments	\$1,200.00
07				Double			
08				Double	Finch, May	Greenlane Consulting	\$2,165.60
09				Double			
10				Double	Leicester, Sally		\$2,304.00
11				Twin			
12				Twin			
Blue Gum				Conference	Clarke, Wayne	Wildie Australia	\$250.00
Echidna				Suite			
Emu				Suite			
Kangaroo				Suite			
Koala				Suite			
Wombat				Suite	Treas, Pam	Wildie Australia	

## Smart Application

Oak Telecom presents the latest product in the SmartPhone CTI suite - SmartPhone Desktop. This product is available upon request with every Siemens HiPath 3000 series and above.

DeskTop is designed as a 3rd party 'try before you buy' solution. It has all the functionality of the other SmartPhone CTI products - Office, Contact and Enterprise, but importantly, it will not integrate with any databases or applications. Therefore DeskTop will offer the following functionality:

- On screen 'softphone'
- Call history
- Extensions status
- Address book

- call sales for details



# ProCenter Agile v7.0

Ground breaking contact centre software

Siemens HiPath ProCenter Agile v7.0 is a cost-effective, feature rich contact centre solution designed to meet the customer service needs of small-to-medium sized enterprises and 'informal' call centers up to 100 active agents.

HiPath ProCenter Agile has the flexibility to add features and functionality – whenever you are ready. A single application base ensures seamless upgrade options and allows for expansion from small to large, from simple to sophisticated and from TDM to IP while protecting your investment.

## Maximising First-Contact Resolution

HiPath ProCenter Agile's intelligent group-based routing ensures customers are connected with the best qualified agent on a contact-per-contact basis, regardless of contact medium. The multimedia blended Agent Desktop provides tools and information for handling interactions more efficiently, reducing the need for follow up calls or emails and enhancing customer service quality.

## Simplifying Contact Center Management

Reducing complexity in Contact Center management is key for deployments in small-and-medium sized enterprises. HiPath ProCenter Agile provides a unified Manager desktop, with a flexible interface and a familiar 'Outlook-style' screen layout. This means faster, easier design and configuration with one integrated tool for all management functions.

Manager desktop includes;

**Administration Centre** - users, groups, and resources are defined.

**Broadcast Centre** – messages and real-time statistics can be displayed on wallboards, client-connected plasma displays or streamed to agent desktops

**Design Centre** - intelligent group based routing flows and queue processing strategies for voice and email inter-actions

**Report Centre** - graphical real-time and historical monitoring and reporting with key information such as agent utilization, service levels, abandon rates and average handling time for voice and email interactions.

## General features

- Intelligent group-based routing for voice, email and callback contacts
- Routing, call and queue processing
- Integrated database
- Wallboard support
- CTI (CSTA) integration
- Multiple language support
- Supports IP, converged and TDM environments

## Call Director (optional)

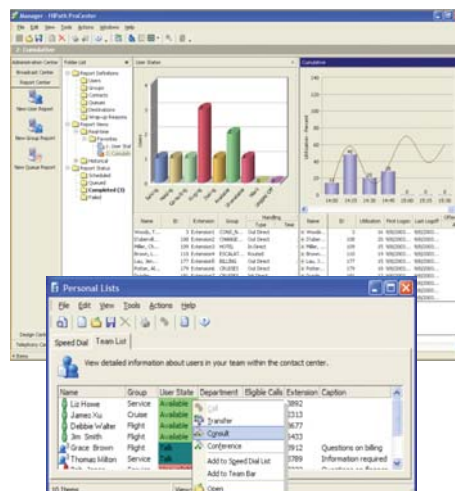
- Integrated IVR

## Agent Desktop (optional)

- Unique multimedia presence management and collaboration tools with blended multimedia desktop (incoming voice, email, callback)

## System Capacity

Defined Users per System:	500
Active Users per System:	100
Managers per System:	25
Maximum # of Groups:	50
Maximum # of Queues:	50



## New HiPath All-in-One

– the simple, complete contact centre solution

New HiPath All-in-One – the simple, complete contact centre solution.

The HiPath All-in-One solution is a sophisticated and reliable communication platform with proven voice processing and feature-rich business telephony applications over a single platform.

The single box solution of the HiPath 3800 has integrated contact center and voicemail applications, creating a robust business solution with a small physical footprint.

- Through the bundling of hardware and software, there is a reduction in the total cost of ownership through lower maintenance costs
- An informal contact center can be done quickly and easily, thus having a positive impact on their customer relationships
- Pre-built for streamlined deployment
- Saves time and money by replacing several standalone solutions
- Upgradeable as your business grows

The key components to the solution are:

**Communications Platform** - HiPath 3800 industry-leading TDM, IP or Converged voice communications for maximum flexibility to provide complete functionality

**Voicemail Solution** - HiPath Xpressions Compact is an integrated voicemail card for the HiPath 3000 offering improved efficiency and responsiveness through state-of-the-art voice messaging as well as Music on Hold and Auto attendant

**Contact Center Solution** - HiPath ProCenter Agile for intelligent group based routing and call handling

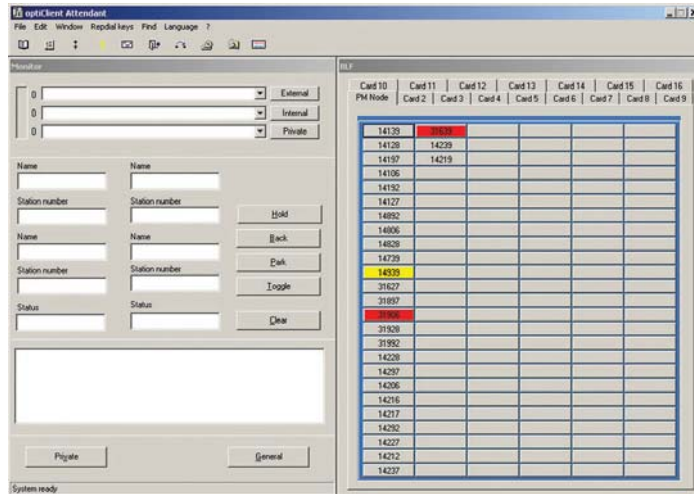


# Opticlient Attendant

The operator's console is often the first point of contact, so it's essential that it is efficient and user friendly. The optiClient fulfils all these requirements and more.

**Key features**

- Graphical user interface on PC monitor
  - Operations can be performed using keyboard or mouse buttons
  - 5 colour status display
  - Electronic telephone directory
  - Works with Win98/Win2000/XP
  - Connects via USB port of optiPoint 500 or via the LAN
  - Send text messages to optiPoint 500 display users on the network
- Call sales for further details



Code	Description	SSP ex VAT
24580	Opticlient Attendant software and USB cable	<b>£600.00</b>

## The PC-based attendant with graphical user interface



- Attendant with up to 3 busy lamp fields each supporting 240 extensions
- Multiple colour BLF status
- Very easy to use
- Can be operated in parallel with other Windows applications

# Peripherals

Cost effective productivity for your customers, high margins for you



## Wireless Headsets

### Plantronics CS60 Wireless Headset

Work, walk and talk without any wires! Calls can be taken away from the desk, up to 100 metres away from the compact base unit - simply at the press of a button. The CS60 is ideal for those working in noisier offices. The long boom arm includes a noise cancelling microphone, that reduces unwanted background noise.

- Up to 9 hours talk time
- DECT technology
- Fully convertible with choice of 4 headset wearing options
- Automatic remote call pick-up/end
- Answer / end call button

### Hookswitch Control

Enables users to make and receive calls without lifting the handset.

- Compatible with the standard Plantronics CS60



Code	Description	Trade ex VAT
27865	Plantronics CS60	£299.95
31512	Hookswitch control	£24.69

## Jabra GN9120 EHS

### Jabra GN9120 EHS

Check files or move from office to office whilst on a call. With a choice of three booms (micro, midi and flex), these stylish headsets are suitable for any environment. Less hassle equals more productivity.

- Compatible with Siemens HiPath
- Range up to 150m
- Talktime up to 12 hours
- Convertible wearing style (over-the-ear and over-the-head)
- No handset lifter required



Code	Description	Trade ex VAT
23193	GN9120 midi boom	£199.95
23191	GN9120 micro boom	£219.95
23190	GN9120 flex boom	£229.95
31381	GN9120 Duo binaural	£239.95

## Corded Headsets



### Jabra GN2000

Designed for comfort and built to last, the Jabra GN2000 is robust enough to cope with the heavy demands of daily use. The headset is available in both monaural & binaural style with or without a noise cancelling (NC) microphone.

- Sturdy, impact resistant construction
- Excellent voice & transmission clarity
- True wideband audio response (150 - 6800 Hz) with acoustic shock protection from high pitched noises
- 3 year warranty



Code	Description	Trade ex VAT
27670	Jabra GN2000 Monaural (NC)	£62.95
27671	Jabra GN2000 Binaural (NC)	£98.81

## DECT Phone - switch between VoIP & landline calls

### Siemens C460IP DECT Phone

The C460 IP DECT is easily used and installed. It simply plugs into a phone connection and router and in just a few quick steps you can be making cost effective calls via the internet.

This DECT has fantastic features, giving you the freedom to make calls without being connected to a PC. You can switch between VoIP and landline calls at the touch of a button. And if two or more handsets are purchased then you

can make landline calls and VoIP calls simultaneously, without the need for an extra phone line.

- Easy to install
- Connect up to 6 handsets
- Hybrid functionality - VoIP & PSTN
- Directory for up to 100 names & numbers
- Hands-free speaking
- Full colour backlit display



Code	Description	Trade ex VAT
30596	Siemens C460IP	£68.08

## Conference Units

### Konftel 200W

For companies with a DECT infrastructure, the Konftel 200W is ideal as it is designed to work seamlessly with most DECT systems for flexible and convenient conferencing.

- Connects to virtually any system phone
- Works with DECT & mobile phones
- Crystal clear sound - OmniSound™
- Fully duplex for natural bi-directional sound
- Headset compatible
- 2 year warranty



Code	Description	Trade ex VAT
26806	Polycom SoundStation 2	£399.95
27493	Konftel 200W	£349.95
22990	Konftel 50 Keyphone Conferencer	£199.95

### Polycom SoundStation2

The SoundStation2 works with PBX systems. It connects directly to a digital PBX line without the need for extra PBX adapters or for running a special analogue line into the conference room. It is expandable with optional extension microphones to increase the room coverage.

- Speak normally up to 3 metres away
- Ideal for up to 8 people
- High quality sound
- Noise & echo cancellation
- Backlit LCD
- Full duplex system allows natural two-way conversations
- 360° microphone room coverage
- 25 number phonebook / speed dial
- Worldwide caller ID\* capabilities
- Expandable with optional microphones

\*subject to network availability



## Call Recording Units

### Retell 175

- Uses both CD-R & CD-RW disks
- 300 hours capacity CD storage
- Built in answering machine
- Handsfree recording of all calls
- Storage of up to 500 names & numbers
- CD playback through phone or PC
- Calls can be attached to emails
- Works on standard telephone lines
- Simple plug and play setup
- Automatic recording of all telephone calls – even hands free conference calls
- Calls can be attached to e-mails from the CDs created



Code	Description	Trade ex VAT
24247	Retell 175	£899.00

**SIEMENS**

Call our dedicated  
Siemens team on

**0800 298 8011**

Or visit

**[www.westlake.co.uk](http://www.westlake.co.uk)**