**SIEMENS**

Global network of innovation

HiPath 3000 - the professional communications system for medium-sized enterprises.

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Quality of customer care is key to the success of your business. You want to be constantly available for your customers, and the phone is your core means of communication. Therefore you need an economical solution with sufficient flexibility to grow with your business. With HiPath 3000, Siemens offers you a range of high performance communications systems that fit perfectly to your communications requirements.
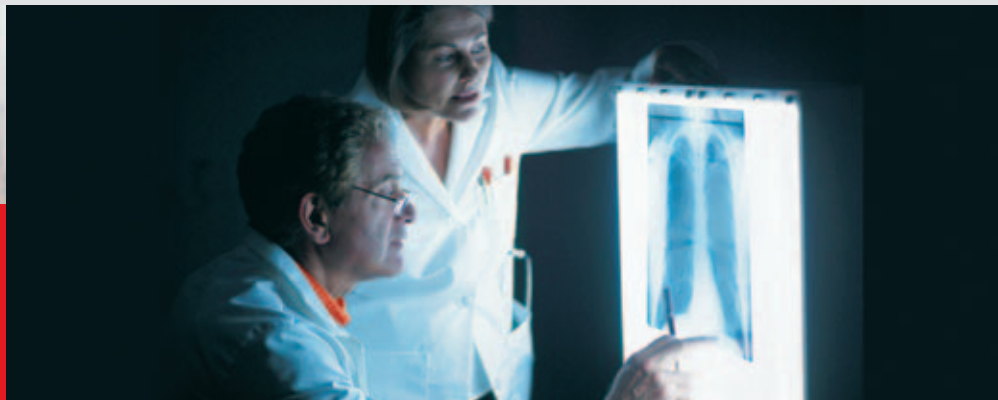
The perfect telephone system for

A whole host of convenient features supports all phone-based communications processes - at every workstation and in every working environment. HiPath 3000 systems enable the full performance spectrum of ISDN to be put to use - regardless of company size. Integrated call distribution is already prepared for statistical evaluation. Should an individual extension be temporarily unoccupied, both the team function and the integrated voicemail, with up to 24 mail boxes, ensure that no call is lost. And on the switchboard or in the secretarial office, where many communications processes run simultaneously, HiPath 3000 ensures trouble-free call management. All of which serves to make telephony not only more convenient, but also more efficient.

A huge array of solutions means that the full performance range of the HiPath 3000 communications systems can be individually tailored to suit your specific communications needs. The relevant applications must be installed only once in order to be available at every workstation throughout the entire company. In addition HiPath 3000 series telephone systems offer interfaces for the full usage spectrum, be it phone or telematic services or data connection. Branch offices, teleworkers and field operatives can also be easily connected to the communications system.

What's more, as HiPath 3000 communication systems already meet all the pre-conditions for IP-supported communications, you can be sure that you are best equipped for the future, should your company grow or your communications demands change. This means that telephony no longer requires its own network, but instead shares the IP-based data network infrastructure. Voice is integrated seamlessly into other communications processes, turning your PC into a phone. And PDAs, laptops, mobiles and IP phones are connected to business applications such as unified messaging or portal software - completely free of media breaks.

The best way to achieve the maximum performance potential from a HiPath 3000 communications system is to use the innovative range of optiPoint phones and terminals, packed with a wide range of convenient features. With plug & call functionality you shorten installation time and reduce repair and maintenance costs. Consider optiPoint 410, with its outstanding voice quality thanks to G.722 broadband codec technology, or optiPoint 420 with automatic transfer of key presets. With cordless Gigasets or WLAN phones, your people are free to roam throughout the company – and still be contactable. And with optiPocket and optiClient, Siemens offers high performance software solutions for telephony via PC and PDA.

Range of solutions.

A wide choice of optional applications for equipping HiPath 3000 systems.

HiPath Cordless is an integrated solution for cordless (Dect) phones. Your employees can be reached directly at any time and anywhere within your company - no call is lost, and queries can be handled more quickly. Customer satisfaction grows and the need for costly return calls is eliminated. HiPath Cordless ensures maximum mobility through an uninterrupted radio connection between distributed base stations.

HiPath Xpressions Compact is the integrated voicemail system for calling up and distributing messages from user-specific voice mailboxes, each with individualized user announcement. Saved messages can be called up at any time and from any location, and "message waiting" alerts can be signaled externally using user-outcall. Features include an automatic switchboard, which offers a wide range of call forwarding options, a direct call back function and the potential for automatic information services.

HiPath ProCenter Compact is the professional, economical call center software solution for up to 32 agents. It helps you to optimize the management of your customer service - from contract acceptance all the way to complaints management. Alongside integrated call distribution (UCD), HiPath ProCenter Compact also offers a supervisor function with real-time reporting and extensive statistical functions. On top of that, it can all be run on one standard PC with Microsoft Windows NT4 Workstation, 2000 Professional or XP.

your company.

HiPath Attendant is a flexible switchboard solution in two variants: the optiPoint 500 phone, expanded with the line-busy LED unit, facilitates a convenient status overview of all current calls. If an extension is busy, or a staff member absent, all calls can be diverted to the switchboard. And with the optiClient Attendant software package, a convenient switchboard can be created on the PC, enabling all functions to be carried out in comfort via keyboard and mouse.

HiPath TAPI 120/170 enables the link between PC and digital telephony and allows TAPI-conforming applications to be integrated via CTI (Computer Telephone Integration). It helps all call traffic to be managed more professionally through e.g. call registration, call ID and the creation of action lists. And, by connecting a database, customer queries can be answered more competently.

Teledata Office handles the costs of all communications services (phone, fax, internet) and enables analysis by extension, line or department. Communications data can be transferred directly to a central server for analysis via a LAN interface. An extensive range of server-based applications for call centers and unified messaging are also available, as is a high performance LAN interface.

HiPath ComScendo –

Communication convenience for
Real Time IP Systems.

HiPath ComScendo is the software suite that
facilitates comprehensive communications
features not only for telephones, but also for
the HiPath 3000 Real Time IP System, whether
you use IP, TDM phones or PC clients. HiPath
ComScendo can be adapted to best suit the
varying communications needs throughout
your company, equipping you, of course,
with the appropriate software components
for each situation. HiPath ComScendo's wide-
ranging resilience functions ensure secure
and robust communication, meaning that
business processes involving data and voice
transmission always maintain top levels of
availability.

Selected system features:
- Absentee text messages
- Announcement/message facility
- Automatic redial (expanded)
- Authorization classes
- Call cost logging
- Call destination & call source display in the event of call diversion and call pick up.
- Call forwarding – no answer after timeout; immediately if busy
- Call forwarding from the extension
- Call intercept
- Call number suppression
- Call pickup
- Call signaling
- Call transfer (internal/external)
- Callback facility from public network provider
- Callback on busy and no answer (automatic)
- Caller list
- Camp-on/call waiting tone
- Conference (internal/external)
- Consultation
- Display languages (can be specified individually)
- Do-not-disturb/"silent call"
- Door intercom and lock function
- External music source (optional)
- Group call
- Hunt group (linear/cyclic)
- Integrated voicemail
- Intercept position/switchboard tannoy
- Internal texts to feature handset
- Line keys
- Line seizure (automatic)
- Lock telephone (individual code)
- Music on hold with system announcement
- Night service/ Day service
- Parking
- Project Code
- Recall
- Speed dialing (individual/central)
- Switches (actuators/sensors)
- Telephone book, central
- Telephone book, internal
- Text messages
- Toggling

optiPoint –
terminals to suit all needs.

optiPoint 500 entry.
These digital system phones offer a wide range of convenient functions and features, as well as a modern, ergonomic design. The optiPoint 500 entry is precisely the right springboard into digital telephony.
Further models:
optiPoint 500 economy
optiPoint 500 basic
optiPoint 500 standard
optiPoint 500 advance

optiPoint 410 standard.
An especially flexible IP phone with maximum adaptability, and exceptionally high voice quality thanks to G.722 broadband codec technology. Features can be updated simply via software downloads.
Further models:
optiPoint 410 entry
optiPoint 410 economy
optiPoint 410 economy plus
optiPoint 410 advance

optiPoint 420 advance.
Ideal for desk sharing and flexible office environments. Thanks to new, innovative technology for automatic transfer of key presets and labeling, users can access their own key presets from every optiPoint 420.
Further models:
optiPoint 420 economy
optiPoint 420 economy plus
optiPoint 420 standard

Gigaset SL1 professional.
The Gigaset SL1 professional combines performance and high voice quality within a lightweight package.
Further models:
Gigaset S2 professional
Gigaset M1 professional

optiPoint WL1 professional.
Mobile communication in both office and industrial environments. Can also be integrated into existing WLAN infrastructures.
Further models:
optiPoint W1 professional

optiPocket.
optiPocket offers optiClient functionality for PDAs, as well as access to all HiPath features, such as dialing from MS Outlook contact files or corporate directories.

optiPoint display module.
The large touch screen enables convenient access to a range of telephone applications. Voice-activated dialing, speed dialing and WAP access offer a new dimension in IP telephony. Through the ability to search for numbers in personal or central directories, users can fulfill their work faster and more effectively – even via the internet, should you wish.

optiClient 130.
Telephony via PC offers exceptionally high performance, as well as being simple and convenient.
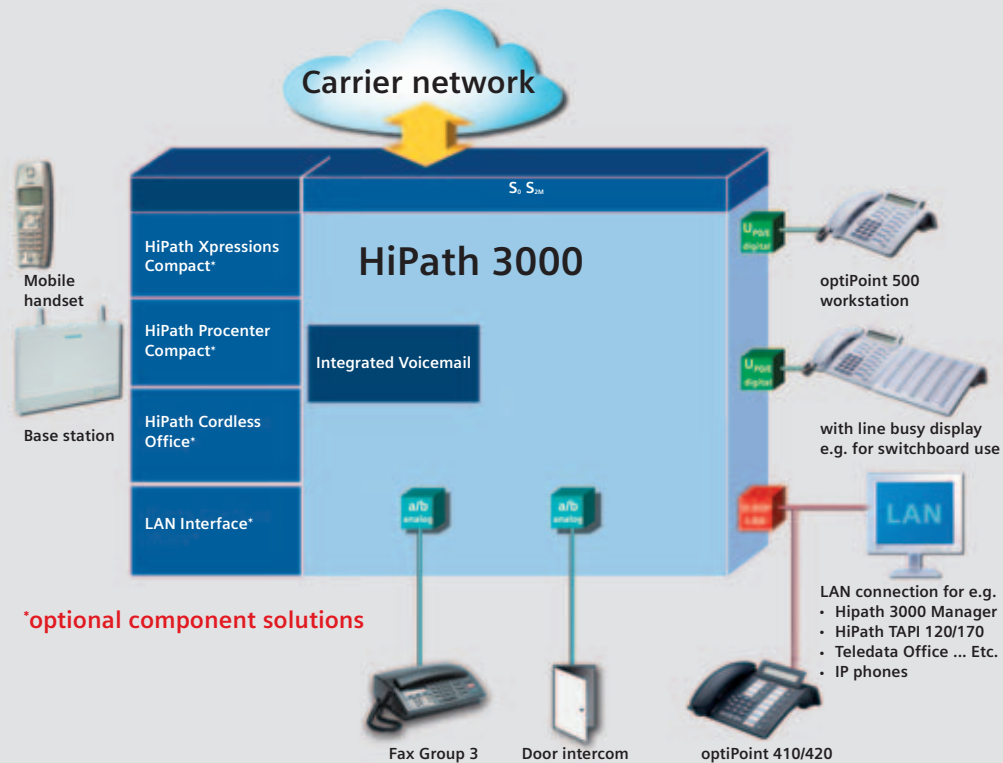
HiPath 3000 – capability overview.

optiPoint 600 office.
The convergent phone for use within voice-based systems, or for accessing information within data networks. Incorporates a large graphical display with touch screen functionality.

Carrier network

Mobile handset

Base station

HiPath Xpressions Compact*

HiPath Procenter Compact*

HiPath Cordless Office*

LAN Interface*

$S_0 S_{2M}$

HiPath 3000

Integrated Voicemail

$U_{PO/E}$ digital

optiPoint 500 workstation

$U_{PO/E}$ digital

with line busy display e.g. for switchboard use

a/b analog

a/b analog

Fax Group 3

Door intercom

optiPoint 410/420

LAN connection for e.g.
- Hipath 3000 Manager
- HiPath TAPI 120/170
- Teledata Office ... Etc.
- IP phones

***optional component solutions**

optiPoint adapters – more flexibility for optiPoint phones.

optiPoint phone adapter
for the connection of a further $U_{PO/E}$ phone to an optiPoint phone.

optiPoint ISDN adapter
for the connection of ISDN equipment with S_0 interfaces.

optiPoint analog adapter
for the connection of analog equipment such as a fax machine, phone or modem.

optiPoint acoustic adapter
for the connection of an external loud-speaker and microphone, and for running external equipment such as a "busy" display or a secondary alarm clock.

optiPoint recorder adapter
for connecting a recorder interface for a second receiver.

Software solution CallBridge Suite
for CTI support of optiPoint phones via USB/IP interface.

Just one of many convenient features – the manager/secretary function.

With the manager-secretary function, HiPath 3000 phone systems offer particularly quick and easy communication with the front office. Diverted, but nonetheless important, calls can be signaled on the display of the manager's phone, or via an illuminated LED. This avoids interrupting meetings, while ensuring that important calls aren't missed. Direct call keys and a hands-free function simplify the connection between manager's and secretary's phones.

Administration.

System administration can be carried out by the customer via system phone or with HiPath 3000/5000 Manager C. Installation of new users, name changes, authorization for external calls or allocation of phone workstation keys are all completely straightforward. HiPath 3000/5000 Manager C is a customer tool that runs on Microsoft® Windows and is connected to the system via a V.24, S_0 or TCP/IP-based LAN interface.

Technical data HiPath 3000 V5.0.

Network interfaces Euro-ISDN
- S_0 base connection with DSS1 protocol
  - system connection
  - point-to-multipoint connection
- S_{2M} primary multiplex connection with DSS1-P

Analog network access (HKZ)

Other interfaces
- **V.24**
  - for connecting service PC, call charge computer, call charge printer

- **V.24 with CSTA Protocol**
  - for connecting hotel applications

S_0FV, S_{2M}FV with CorNetNQ and QSig protocols
- Digital nailed connection

TCP/IP-LAN
- **LAN-Interface Module (LIM/LIM S)**
  - Ethernet connection for administration via TCP/IP
  - CTI functions
  - Call cost capture and analysis (accounting)
- **HG 1500**
  - For connecting teleworkers
  - Ethernet connection for IP phones
  - Networking via IP
  - DSL access with VPN and IPSec

Power supply
Systems are designed for network operation as standard. In the event of a power outage, an uninterruptible power supply (UPS) offers optimum back-up.

Rated input voltage (AC) : 88–264 V
Rated frequency: 50/60 Hz
Battery supply (DC): -48 V

Environmental/operating conditions
Temperature: +5 ºC to +40 ºC
Relative humidity: 5–85 %

Range
Between HiPath 3000 and system telephone: 500 m max.

Extension	HiPath 3300 (19" rack-mounted system)	HiPath 3350 (Wall-mounted system)	HiPath 3500 (19" rack-mounted system)	HiPath 3550 (Wall-mounted system)	HiPath 3800 (Floor standing system/19" rack-mounted system)
Max. users analog (a/b)	20	36	44	96	384
Max. users digital ($U_{PO/E}$)	24	24	48	72	384
Users IP	96	96	192	192	500
Max. users HiPath Cordless Office	16	16	32	64	250
Max. number of base stations - HiPath Cordless Office	3	3	7	16	64
V.24 interfaces	1	2	1	2	2
optiClient Attendant (PC switchboard)	4	4	4	4	6
optiPoint key modules	30	30	100	100	100
Integrated Voicemail (max. number)	24	24	24	24	–
Dimensions (H x B x T) 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	App. 6 kg	App. 6 kg	App. 8 kg	App. 8 kg	App. 34 kg (fully loaded)
Color	Bluegreen basic	Warm grey	Bluegreen basic	Warm grey	Steel blue/Arctic grey
Software version	V 5.0				

Our strengths - your gain.

HiPath 3000 is the Siemens range of high performance communications systems for medium-sized enterprises. In keeping with the concept of Total Business Communications, its integrated solutions offer a host of convenient features and a comprehensive range of optiPoint digital system phones, thus enabling you to adapt your telephone system to best suite your communications requirements. And with Siemens, you have the support of a strong partner – from installation advice through to repair and maintenance.

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Siemens Communications is one of the world's largest players in the telecommunications industry, active in more than 160 countries. Unique in global comparison, Siemens Communications consolidates experience and competence in every key market segment – mobile or fixed-line telephones for consumers as well as complex network infrastructures, solution packages or applications for enterprises and network operators. In addition to its hardware and software portfolio, Siemens Communications offers comprehensive service along the entire value chain. For each and every customer, anytime, from A to Z.

On this basis Siemens Communications is developing solutions for tomorrow's communication. The road to the future has a name: "LifeWorks@Com", an innovative concept aiming at making communication easier and more effective. Both in business and private life, for every network and every device. To concentrate on what's important for our customers, that's what LifeWorks@Com and Siemens Communications stand for.

More information about
Siemens Communications at
www.siemens.com/communications