

Information

HiPath 3000/5000 V9

The innovative communications solution for medium-sized enterprises

HiPath 3000 - open for increased efficiency in enterprises

HiPath 3000 is a powerful, reliable communication platform for every sector of industry. It offers you the variety of services of classic telephony, combined with state-of-the-art solutions for Unified Communications. And all in one single, flexible and cost-saving configuration.

As a modular communication platform, HiPath 3000 is able to satisfy the requirements of companies with stringent demands. It is a flexible and scalable solution that can be combined with an incredibly broad range of applications and features and coordinated with the individual requirements of your company.

HiPath 3000 is an innovative and flexible convergence platform that perfectly adapts communications to the company structure medium-sized businesses. Whether your aim is to enhance growth or seamlessly integrate branch offices or mobile staff, the three expansion stages of the HiPath 3000 are the perfect solution for optimizing costs and business processes.

HiPath 5000 Real Time Services Manager supports optimized HiPath network administration for up to 32 nodes and 1,000 stations. It also provides real time services and features on a network-wide and cross-system basis.

HiPath 3000 is a secure, reliable communications system with high failure tolerance. The system is ideal for both packet-switched (LAN/WAN) and line-switched (ISDN) environments, or a mixture of the two. This guarantees gradual migration on both the network side and user side.

The flexibility of HiPath 3000 is especially obvious in mixed infrastructures where Voice over IP is installed but traditional analog and digital telephones, fax machines, and modems are still in use. HiPath 3000 supports any combination of IP, analog, and digital telephones, as well as PC clients and cordless phones.

Enhanced features of traditional telephony combined with applications such as CTI (Computer Telephony Integration), UCD (Uniform Call Distribution), and Unified Messaging support all communications processes at the workplace and in all work environments. If an extension is left unattended, the Team function or integrated voicemail ensures that no call is missed.

And HiPath 3000's user-friendly executive-secretary function ensures the smooth flow of communication at attendant or secretary stations in the reception area where multiple communications processes converge. Integrated call distribution ensures reachability and guarantees fast customer contact. All these factors combine to make telephony not only easier to use, but also more efficient.

Internet telephony

Nowadays, there are more network providers offering telephony services than ever before. As the de-facto standard for Internet telephony, induces Internet telephony service providers (ITSP) to provide attractive applications and business models.

With its SIP interfaces, HiPath 3000 helps to converge network services and to drastically cut communication costs.

HiPath 3000 already supports new SIP options, including SIP phones or user and system connections for Internet telephony.

With Virtual Private Networks (VPN) and authentication applications, you can shape your company securely for the future with HiPath 3000, without any compromises in terms of security.

Secure company connection

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

Lower costs

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

Flexible configuration

The "One wire to the desk" concept allows additional telephones to be connected via an existing LAN cable. Integrated mini-switches are used for connecting the PC. Power over Ethernet switches supply power to IP telephones without the need for additional PSUs. Convergent platforms allow DSL and ISDN connections to be combined. ISDN connections can be configured as backups in case a fault occurs in the IP

connection to the provider. They can also be configured as additional channels, for example, for fax machines or modems.

HiPath ComScendo

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

Selected features:

- Advisory messages
- Intercept position/attendant console
- Camp-on/call waiting tone
- Missed calls list
- Do Not Disturb/"ringer cutoff"
- Call pickup
- Call forwarding from extensions
- Call source and call destination display
- Call intrusion on call forwarding and call pickup
- Classes of service
- Executive/secretary function
- Display languages (can be specified individually)
- Paging (internal announcement)
- Call charge recording
- Group call
- Internal texts for feature handset
- Internal telephone directory
- Conference (internal/external)
- Speed dialing (individual/central)
- Automatic line seizure
- Trunk keys
- Call toggling
- Text messages
- Music-on-hold with system-driven announcements
- External music source (optional)
- One Number Service
- Night service/day service
- Park
- Account code
- Relay (actuators/sensors)
- Consultation
- Callback on busy and no answer (automatic)
- Call number suppression
- Call signaling
- Call forwarding after timeout on RNA, immediately on busy
- Group ringing

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

Always available: Integrated voicemail

If an individual extension is left unattended, integrated voicemail ensures that no call is missed. The voicemail systems EVM (HiPath 33x0/35x0) and Xpressions Compact allow voice messages to be accessed and distributed in a user-specific voicemail box with individual announcements. Stored calls can therefore be accessed at any time, from any location.

Availability is enhanced by many user-friendly features:

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

The "Auto Attendant" function redirects callers to another station, for instance, if a line is busy - simply and conveniently.

More detailed information on the features of HiPath Xpressions Compact can be found in the corresponding datasheet.

optiClient Attendant

The optiClient Attendant software package is an optional application for HiPath 3000 and simulates an enhanced attendant console on a PC's screen. All functions can be activated and executed via the PC keyboard and mouse.

optiClient Attendant and optiClient BLF are network-enabled.

Connection of PC and telephony

TAPI-compliant applications can be integrated with CTI (Computer Telephony Integration) through the integration of voice and data.

All of the telephone traffic can be managed more professionally by means of call registration, call identification, and entry in action lists. Database connections allow customer queries to be answered competently.

Cost transparency and IP Accounting

As well as evaluating the costs of all communications services (phone, fax, Internet), costs can be analyzed according to station, trunk or department.

Communications data is directly transmitted via a LAN interface to a central server.

Scenario overview

HiPath 3000 offers a number of communication options for small and medium-sized businesses.

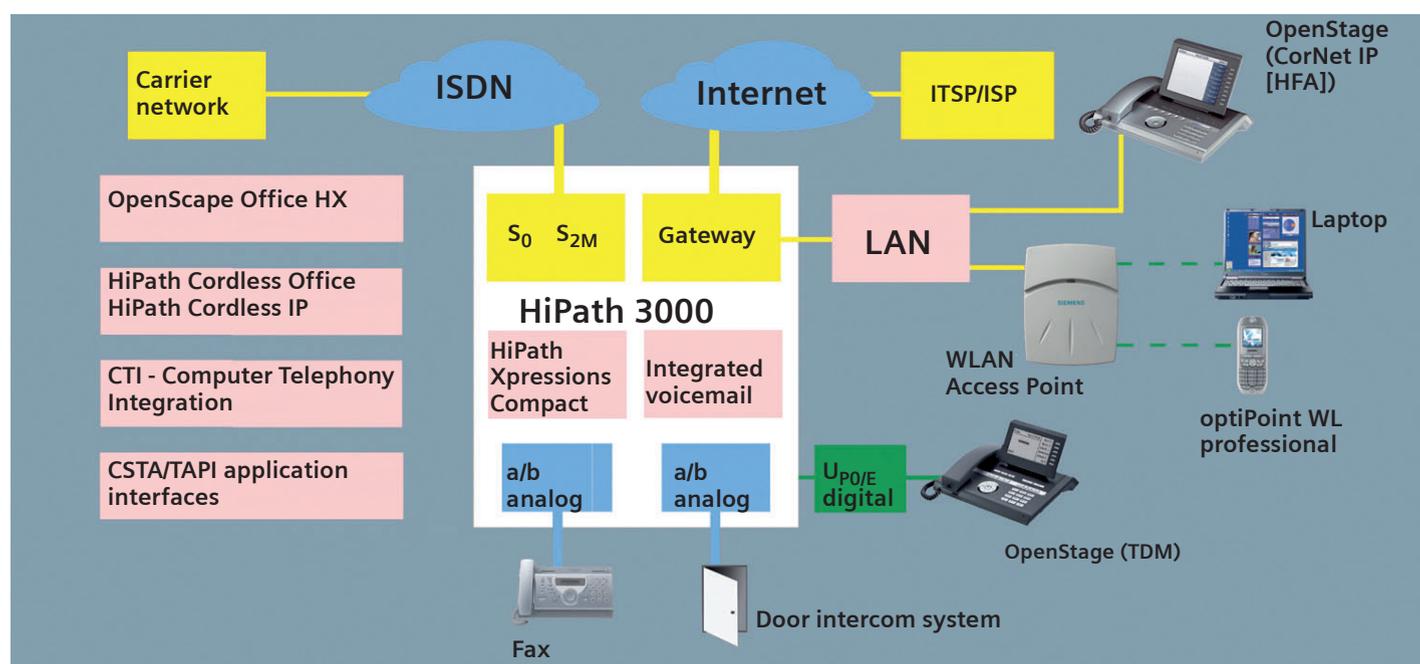
Access to the public network takes place via analog or ISDN network operators or via Internet telephony connections to Internet (telephony) service providers (ISP/ITSP).

IP telephones with integrated mini-switches can be smoothly integrated into an existing LAN infrastructure via the "One wire to the desk" concept. Cordless communication for both voice and data applications is also possible using WLAN base stations.

Digital system telephones (U_{PO/E}) can be combined with IP telephones and updated or replaced. Traditional analog phones, fax machines, and entrance telephones or cordless phones based on a DECT solution can also continue to be operated.

In smaller systems (not HiPath 3800), voicemail is already integrated. For requirements on a larger scale, the integrated (optional) solution of HiPath Xpressions Compact offers voice mailboxes with a number of feature ranges and with a menu-guided AutoAttendant function.

The CSTA (Computer Supported Telecommunications Applications) interface is available for all HiPath 3000 models for decentralized (1st-party) and central, server-based (3rd-party) CTI solutions.



HiPath Scenario

OpenScape Office HX

OpenScape Office HX is the presence-based Unified Communications Solution Suite for HiPath 3000 and includes the myPortal, myPortal for Outlook, myPortal web and myAttendant applications as well as the OpenScape Office Contact Center with the myAgent and myReports applications. The applications can be installed and enabled for up to 384 subscribers depending on customer requirements. The LAN Gateway HG 1500 is used to make the connection to the HiPath 3000. The web-based OpenScape Office Assistant administration is available to the administrator for administering the OpenScape Office HX.

More detailed information on the features of OpenScape Office can be found in the corresponding data sheet.

UC networking

At UC networking, up to 8 systems HiPath 3000, OpenScape Office MX, LX, HX and up to 1000 subscriber are supported.

The UC networking provides, e.g., the network-wide view of the presence status of each subscriber, the network-wide chat function, network-wide favorites lists, and a picture for each subscriber.

Availability/Presence

Allows employees to show their availability in order to provide colleagues and team members with information on their own status and accessibility. For example, colleagues can see whether someone is in a meeting, making a call or out of the building and when the person will be available again. The personal status can be set and updated online via the OpenScape Office HX Clients or over the telephone.

Features of the applications

The applications of OpenScape Office HX provide the features listed in the following. A detailed description of these features can be found in the OpenScape Office HX Description of Features.

The usable functional scope depends on the type of licenses used. Displaying a fax is only possible under Windows operating systems

myPortal for Desktop and myPortal for Outlook

myPortal for Desktop is the user portal for accessing Unified Communications functions. In addition to convenient dial aids using directories and favorites as well as information on the presence status of other subscribers, the subscriber also has access to voice and fax messages, for example.

myPortal for Outlook is the user portal integrated in Microsoft Outlook for accessing the Unified Communication functions of OpenScape Office HX in the same way as myPortal for Desktop. With the support of Ribbon plugin for Microsoft Office 2010, the integration has been further optimized and a more user-friendly operation is provided.

myPortal for Desktop and myPortal for Outlook provide the following features:

- Presence
- Multi-User-Chat
- Favorites list
- Call Journal
- Status-based AutoAttendant
- Status-based call forwarding
- Voice messages
- Fax messages
- Directories
- Notification service
- Popup window
- Dial from any Desktop Application

myPortal for Mobile/Tablet

myPortal for Mobile/Tablet is a web-based solution with CTI functionality. It enables mobile staff to stay in touch with the office-based staff in the enterprise without having to miss out on the comfortable and effective UCC functionality.

The myPortal for Mobile/Tablet application requires a HiPath 3000 Mobility Entry license for each user.

myAttendant

myAttendant is a Unified Communications application for call attendant functions. In addition to convenient call attendant functions, dial aids using directories and information on the presence status of subscribers, the subscriber also has access to voice and fax messages, for example. Instant Messaging supports communications with internal subscribers.

myAttendant provides the following features:

- Directories
- Favorites List
- Call Journal
- Popup window
- Presence
- Recording of calls
- Message Center
- Voice messages
- Fax messages
- Instant Messaging
- Team functions

Voicemail

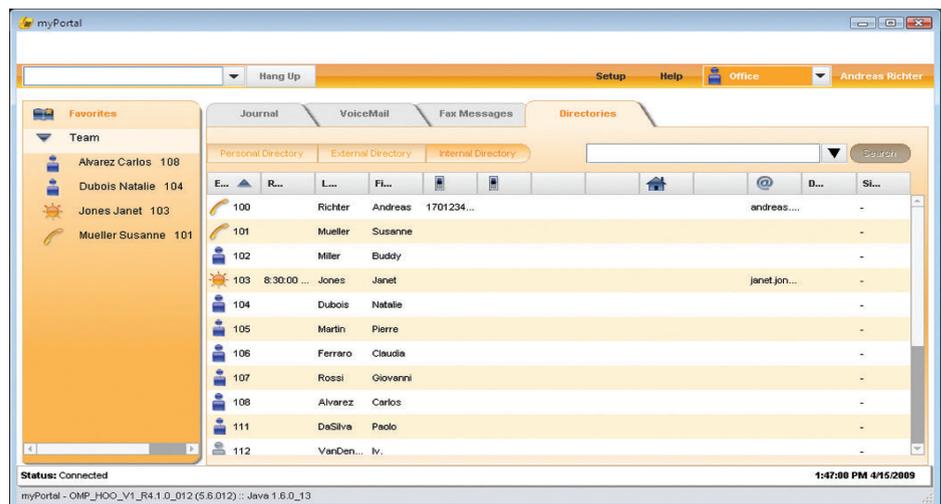
Route all your mobile and desk phone messages to your OpenScape Office voicemail box. The information available is always up-to-date and easy to manage. Assign the messages priorities from your PC without having to listen to them. Record important calls to review afterwards. You are then free to give your entire attention to the caller.

OpenScape Office Fax Printer

OpenScape Office Fax Printer is an application for sending fax messages from Windows applications such as Microsoft Word with individually created cover sheets.

OpenScape Office Fax Printer comprises the following components:

- OpenScape Office Cover Page Editor
- OpenScape Office Fax Printer Driver



myPortal for Desktop

Contact Center

The multimedia OpenScope Office HX Contact Center is a powerful solution for optimum assignment and processing of calls including e-mails and faxes. The intelligent, skill-based routing ensures that customers are always connected to the best qualified clerk. The application contains 25 predefined standard reports. The historical reports are available as charts or table views.

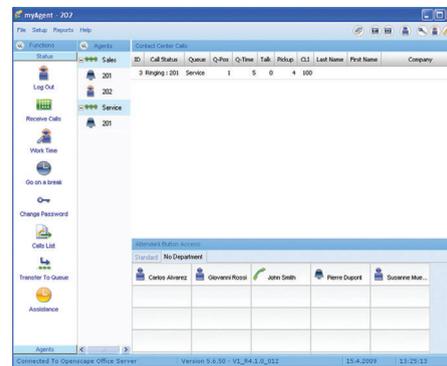
The OpenScope Office HX Contact Center is only enabled on the HiPath 3800. Connection to the smaller HiPath 33x0/35x0 models is not enabled.

Capacity limits:

- Agents & Supervisor: 64
- Groups: 50
- Calls in Queue: 50

myAgent

Call Center solution for intelligent call management. User rights can be restricted or extended by creating agent, supervisor, and administrator profiles.



myAgent

Contact Center Fax

Used for the distribution of incoming faxes.

Contact Center E-Mail

Used for the distribution of incoming e-mails.

myReports

Used for generating reports on calls, calls in queue, agents, performance, service level and follow-up codes of the OpenScope Office Contact Center. Up to 80 predefined reports are available with myReports.

Fixed Mobile Convenience Cordless – Seamless – Boundless

In today's business world, different types of networks – fixed line networks, mobile networks and corporate networks – ensure that employees can always be reached via telephone and have the information they need to make decisions even when they are on the move. However, each of these networks has its own characteristics and the interfaces between networks hinder efficient, cost-effective communication. Fixed Mobile Convenience (FMC) provides a solution to these problems by integrating field employees' mobile phones and other external phones (home office phones, for example) in a company's HiPath communication system.

Just like a single network

Fixed Mobile Convenience (FMC) consolidates all of an employee's phones (including office, mobile or home office phones) to create a single unit. This makes FMC the ideal solution for companies looking to increase flexibility and improve integration of mobile employees.

One Number Service

Employees only need a single phone number – their office number. They can also be reached on their mobile or home office phones via this number. When an employee makes an outgoing call from a mobile or home office phone, his or her office number is displayed as the origin on the called party's terminal. The network must be able to transfer external phone numbers as CLIP. A real One Number Service.

With selected Nokia E models, the SIP client integrated in the GSM phone can be included in the customer communication infrastructure. Calls inside the customer's WLAN range are conducted via the SIP Client. Outside this range, calls are conducted over GSM.

Only one mailbox required

Users no longer need to check and update several mailboxes, as a single mailbox can assume the answering machine function for all phones. This makes it easier to provide callers with up-to-date information and ensures that their messages are more reliably received.

Busy display for mobile calls

The busy status for internal subscribers is shown (depending on the solution variant) for as long as the mobile subscriber is conducting a call.

Office phone to go

A wide range of tasks can be performed immediately while on the move. FMC allows users to quickly transfer calls to colleagues, the secretary, or representatives from a mobile or home office phone as easily as in the office (depending on the solution variant). Callbacks are no longer necessary and calls can always be answered.

Changing phones during a call

Users are no longer tied to their desks for even the most important calls. A call that has been accepted on a cell phone can be continued, without interruption, on a fixed line phone (depending on the solution variant), giving users more freedom and room to work.

Conferencing from your cell phone

Conferences enable several participants to reach agreements fast without making multiple calls. FMC lets users participate in conferences while on the move.

Cost control

The HiPath system reduces costs for mobile calls by automatically calling back the GSM phone and by setting up the call via the fixed line network. This can save a lot of money on international calls in particular.

Protecting privacy

Employees can configure where and when they are reachable when they are not in the office, easily separating working hours and private time.

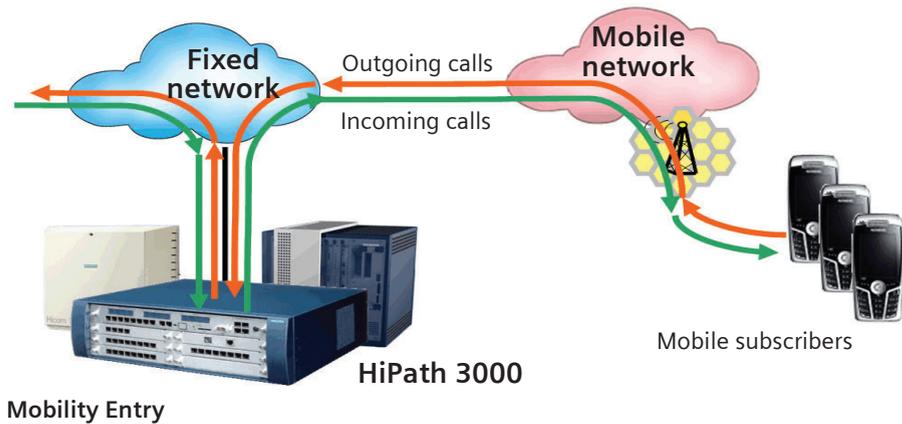
Choosing the right stand-in

Calls must be forwarded to different stand-ins depending on the situation. These destinations are easy to change and redirect while on the move. This ensures that callers are always connected to the right phone of the most suitable contact.

Mobility

HiPath 3000 provides an integrated mobility solution (Mobility Entry) and a mobility solution based on Xpressions Compact (HiPath Xpressions Compact Mobility).

Through Mobility Entry, mobile stations (GSM telephones, home offices) are integrated in the HiPath 3000 system and hence treated as internal extensions. Mobile subscribers can conduct outgoing call over the system. Incoming calls are signaled in parallel on the system and at the mobile station.



myPortal entry Web Services

myPortal entry Web Services is the optimum Unified Communications entry solution that provides two user interfaces perfectly matched to the respective work environment. Mobile workers access Unified Communications services via myPortal web, a mobile client which offers an optimized display for smartphones. Office contacts benefit from the myPortal entry desktop client based on the latest Widget technology.

More detailed information on the features of myPortal entry Web Services can be found in the corresponding datasheet.

OpenStage Gate View

The OpenStage Gate View solution enables the transmission of video data from a monitoring camera to the display of OpenStage 60/80 HFA phones. In this way, a perfect video monitoring solution is provided for many situations, e.g., for monitoring of doors or parking areas.

HiPath Cordless Office

HiPath Cordless Office is the integrated solution for cordless telephony.

The base stations form a network of wireless cells and manage communications with the handsets. Connection to the system is made via radio switch or direct connection via the U_{PO/E} interfaces. The control and subscriber data management is carried out by the system software.

The handsets of the HiPath Cordless Office allow calls to be conducted throughout the entire radio-covered range.

Detailed information on the features of HiPath Cordless Office can be found in the corresponding data sheet.

HiPath Cordless IP

HiPath Cordless IP updates IP communications systems by a campus-wide mobility solution.

The base stations form a network of wireless cells and manage communications with the handsets. The multi-cell technology enables subscribers to move between the wireless cells with their handsets during a call.

The software of the base station contains complete DECT and IP functionality. The software does not need to be configured and administered locally for each base station but instead can be conveniently operated centrally via the HiPath cordless IP server software.

The handsets of HiPath Cordless IP allow calls to be conducted throughout the entire radio-covered range.

Detailed information on the features of HiPath Cordless IP can be found in the corresponding data sheet.

Telephones and clients

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.

It is intuitive in functionality and interface, interoperability is guaranteed and the devices are multimodal to allow access to various services and applications. The OpenStage product family is extremely user-friendly and supports the simple implementation of features. The models are:

- OpenStage 80 T, HFA (silver blue metallic)
- OpenStage 60 T, HFA (ice blue or lava)
- OpenStage 40 T, HFA (ice blue or lava)
- OpenStage 30 T (ice blue or lava)
- OpenStage 20 T, HFA (ice blue or lava)
- OpenStage 15 T, HFA (ice blue or lava)
- OpenStage 10 T (ice blue or lava)

OpenStage expansions:

- OpenStage 40 BLF (Busy Lamp Field)
- OpenStage Key Modules 40, 60, 80

OpenStage 80T, 80/80G, 60/60G



OpenStage 80



OpenStage 60

HighEnd terminals with premium features, materials and components. 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 PDAs and mobile phones are specially designed with the needs of the top level manager and executive in mind.

OpenStage 40T, 40/40G



OpenStage 40

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

OpenStage 30 T



OpenStage 30

Flexible model for various workplace environments such as the office or call center. Equipped with eight preprogrammed function keys and eight programmable function keys. Especially convenient through full duplex hands-free speaker phone and headset connection.

OpenStage 20T, 20/20E/20G OpenStage 15T, 15, 10T



OpenStage 20



OpenStage 15



OpenStage 10

Starter models with intuitive and interactive user interfaces for a wide range of applications.

optiPoint

The telephones in the optiPoint 500 and optiPoint 410/420 family continue to be supported by HiPath 3000.

OpenScope Personal Edition



By adding a headset or handset, your PC is transformed into a communication center for voice, data, e-mail and Internet. A soft client installed on the desktop PC or notebook offers all telephone functions over an IP network and provides a standardized interface regardless of location. Point-to-Point video connections and video conferences with up to 3 subscribers can be conducted within the HiPath 3000 of the HiPath 3000 network with the OpenScope Personal Edition SIP.

Communications via Wireless LAN Access Points

optiPoint WL2 professional



optiPoint WL2 professional

WLAN telephone with menu guidance and a complete range of voice functions, an extensive phone book and access to LDAP directories. Up to 4 hours of speaking time and 80 hours of standby time.

Cordless telephony based on DECT



OpenStage SL4 professional

- Gigaset S4 professional
- OpenStage SL4 professional
- Gigaset M2 professional

HiPath 5000 Real Time Services Manager

HiPath 5000 Real Time Services Manager supports optimized HiPath network administration for up to 32 nodes and 1,000 stations. It also provides real time services and features on a network-wide and cross-system basis.

The Presence Manager provides cross-node monitoring of the call/busy status of terminals with direct dialing keys. HiPath Manager E/C can be used to manage all connected communications systems in a shared database - even remotely if required. This means that multi-gateway systems can be administered centrally and without difficulty. In the same way, applications can be installed at a location and used throughout the network via the central application interfaces.

Features

- **Central feature server:** Presence Manager for up to 1,000 workpoint clients
- **Central administration:** HiPath 3000 Manager E/C can be used to manage all connected communications systems in a shared database.
- **Software Manager:** consisting of
 - Inventory Manager for displaying all components
 - Backup Manager for backing up all components centrally
 - Software Update Manager for updating all software components centrally
- **Central entry of call charge data**
- **Connection of application servers to central interfaces via:**
 - TAPI 120/TAPI 170
 - CSP (CSTA Phase III)
- **Central fault management**

HiPath 5000 Server PC - minimum requirements

- Pentium IV 3 GHz
- 1 GB RAM
- 300 GB hard disk
- 3.5" drive
- CD/DVD-ROM drive
- Color monitor
- Ethernet-LAN connection with 10/100/1000 Mbps (TCP/IP protocol)
- Windows 2000/2003 Server (32 Bit)
- Windows 2008 Server (32/64 Bit)
- Internet Explorer

HiPath 3000 ports

On the network side

Euro ISDN

- S_0 basic rate interface with DSS1 protocol
 - System connection
 - Point-to-multipoint connection
- S_{2M} primary rate interface with DSS1 protocol

US-ISDN

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

Analog trunks

- Analog trunk connection without direct inward dialing (DDI/DID) with CLIP support

ITSP (Internet Telephony Service Provider) support via SIP

- System connection
- User connection

HG 1500

- 2 x 10/100BaseT interface or 10/100 Mbps LAN/WAN gateway

On the user side

IP

- CorNet IP or SIP for integration of IP terminals

Analog

- a/b for connecting analog terminals, such as fax, telephones, modem.

Digital

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

Euro ISDN

- S_0 user bus for up to eight independently powered terminal devices (e.g. Group 4 fax, ISDN-PC card)

HG 1500

- 2 x 10/100 BaseT interface/10/100 Mbit/s LAN/WAN gateway for connecting IP terminals

DECT

- Siemens Gigaset professional
 - GAP-enabled DECT terminals

Networking

- Support of SIP-Q V2 to:
 - HiPath 3000 from V7
 - HiPath 5000 RSM V9
 - HiPath 4000 from V5
 - OpenScape Voice
- Support for digital fixed connections S_0 , S_{2M} with CorNet-N and CorNet-NQ or QSig protocol
- Support of CorNet-NQ (TDM networking) to:
 - HiPath 3000 from V7
 - HiPath 4000 from V5

Other interfaces

V.24

- For connecting service PCs, call charge computers, call charge printers
- To connect external applications with the CSTA protocol

E&M interface (HiPath 3800 only)

LAN interface

- 10 Mbit for system administration via TCP/IP

Technical data

Power supply

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

- **Rated input voltage (AC)**
100 to 240 V
- **Rated frequency** 50/60 Hz
- **Battery supply (DC)** -48 V

Environmental/operating conditions

- **Temperature:** +5 to +40 °C
- **Relative humidity:** 5 to 85%

Range

Up to approx. 1000 m between HiPath 3000 and system telephone with plug-in power supply unit if necessary, depending on the line network.

Between networked HiPath systems on premises belonging to the company:

- S₀ permanent connection approx. 1,000 m
- S_{2M} permanent connection 350 m max., depending on line network.

Installation of network adapters is necessary for increasing range.

HiPath 3000 V8 Technical Data					
Model	HiPath 3300 19" rack	HiPath 3350 Wall system	HiPath 3500 19" rack	HiPath 3550 Wall system	HiPath 3800 Standard system/ (19" rack)
Max. analog subscribers (t/r)	20	36	44	96	384
Max. digital subscribers (U _{PO/E})	24	24	48	72	384
IP users	96	96	96	96	500
Max. HiPath Cordless Office subscribers	16	16	32	64	250
Max. number of base stations HiPath Cordless Office/ HiPath Cordless IP	3	3	7	16	64
optiClient Attendant (PC attendant console)	4	4	4	4	6
Key modules	30	30	30	96	250
Integrated voicemail (max. number of boxes)	24	24	24	24	–
Dimensions (H x W x D in mm)	89 x 440 x 380 (2 U)	450 x 460 x 130	155 x 440 x 380 (3.5 U)	450 x 460 x 200	490 x 440 x 430
Weight	approx. 6 kg	approx. 6 kg	approx. 8 kg	approx. 8 kg	approx. 34 kg (fully equipped)
Case color	blue-green basic	warm gray	blue-green basic	warm gray	steel blue/ arctic gray

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