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

[www.hipath.com](http://www.hipath.com)

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 professional telephone system

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. The team function means that no call is lost, even in the event that an individual extension is temporarily unoccupied. 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.

HiPath 3000 communication systems offer reliable voice communication via high quality, easy-to-use terminals. The optiPoint family of digital system phones boasts a clear and interactive user interface. Cordless Gigaset phones enable your staff to move freely throughout the company premises, while remaining continuously contactable.

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 entire usage spectrum, be it phone or tele-matic services or data connection. Branch offices, teleworkers and field operatives can also be connected to the communications system.

And, should your company grow or your communications demands alter, you can be sure that, with HiPath 3000 communications systems, you are best equipped for the future. Not only can they be simply and cost-effectively expanded, they also meet all the pre-conditions for IP-supported communications, meaning 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, mobile and IP phones are connected to business applications such as unified messaging or portal software - completely free of media breaks.



## Range of solutions.

A wide choice of applications for getting the best out of 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 voice mail system for calling up and distributing messages from user-specific voice mailboxes, each with individualized user announcement. Saved calls can be called up at any time and from any location, and "message waiting" alerts can even be signaled externally. Features include an automatic switchboard, which offers a wide range of call forwarding possibilities, 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 64 agents. It helps you to optimize the development 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.

# for your business.

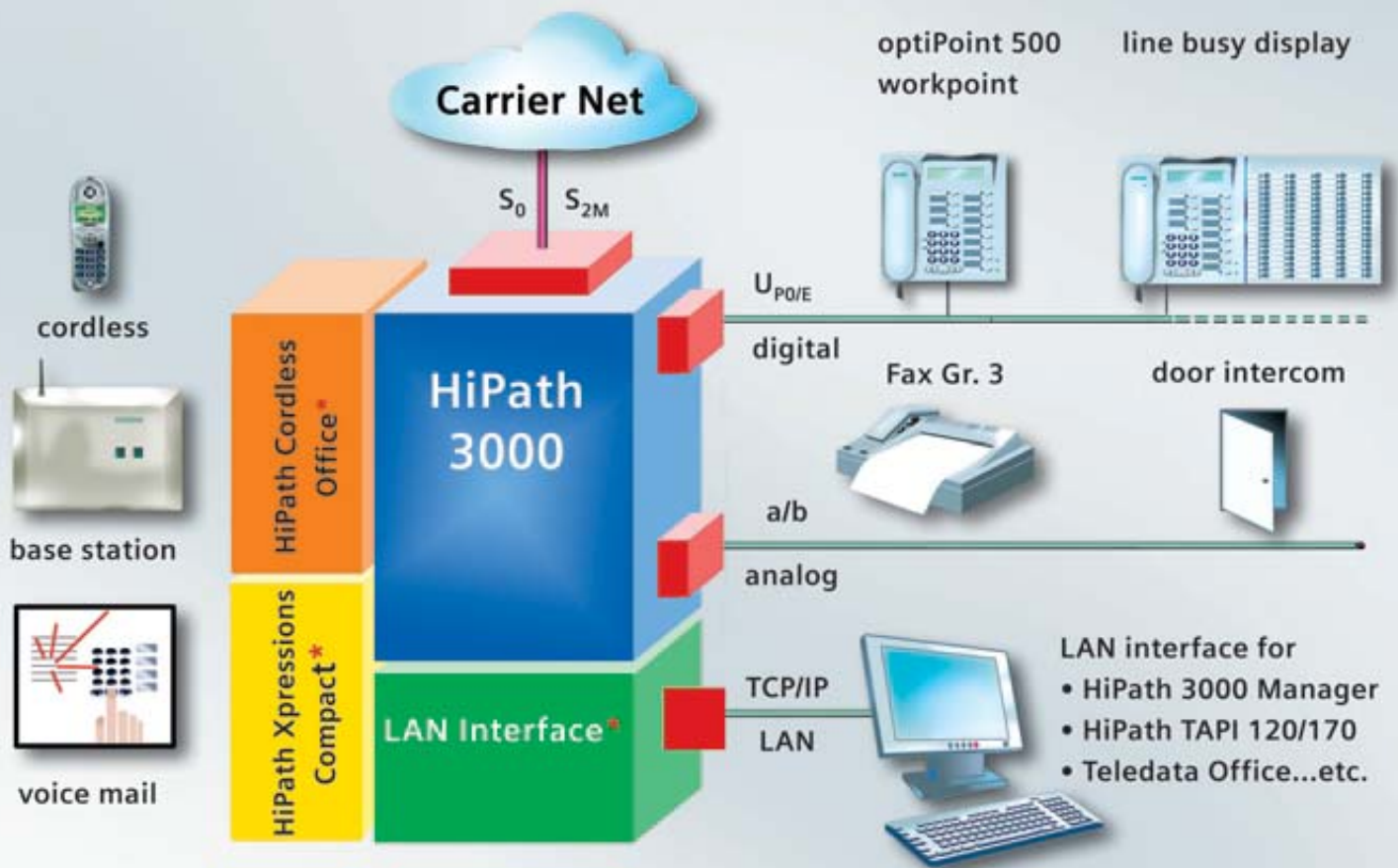
**HiPath Attendant** is a flexible switchboard solution in two variants: the optiPoint 500 phone, expanded with the line-busy LED unit, facilitates a convenient status overview of all current calls. If an extension is busy, or a staff member absent, all calls can be diverted to the switchboard. And with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





\* Optional features



## 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, S0 or TCP/IP-based LAN interface.



The following optiPoint 500 (two channel interface UPO/E) digital system phones are available to satisfy a wide variety of workstation demands:



**optiPoint 500 entry**  
The cost effective digital entry model.



**optiPoint 500 economy**  
The cost effective digital entry model with display.



**optiPoint 500 basic**  
The system phone with integrated USB interface, display, loudspeaker and 1 adapter port.



**optiPoint 500 advance**  
The telephone for professionals with:

- illuminated display
- 2 adapter ports
- 19 function keys with LED
- integrated interface for headset



**optiPoint key module**  
Accessory module for optiPoint 500 phones, (not for entry and economy) with a further 16 double function LED keys.



**optiPoint 600 office**  
The top-of-the-range model with illuminated touch screen display and electronic notebook for 320 personal numbers. Can be used either as a conventional digital phone or for data access to the IP network. Supports several web protocols.



**optiPoint 500 standard**  
The system phone with display and full duplex handsfree function.

## Always reachable - cordless DECT phones.



**Gigaset active M**  
The tough DECT phone - acoustically optimized for industrial environments, spray and splash resistant (IP64), with an extremely sturdy and durable casing.



**Gigaset S1 professional**  
Highly functional and extremely convenient. With voice-activation and handsfree functionality, phone book for 200 entries and 5 line, illuminated display.



**Gigaset 4000 micro**  
A full range of features in a particularly small package. With up to 17 hours talk time and 250 hours stand-by time, phone book for 200 entries and 5 line, illuminated display.



## Adapters.

A large number of optiPoint adapters are available to enable the flexible modification of workstations to suit their respective requirements.

**optiPoint phone adapter** for the connection of a further U<sub>PO/E</sub> phone to an optiPoint 500.

**optiPoint ISDN** adapter for the connection of ISDN equipment with S<sub>0</sub> interfaces requiring no power feed (e.g. PC with S<sub>0</sub> card or video equipment).

**optiPoint analog adapter** for the connection of analog equipment such as a group 3 fax machine, phone or modem.

**optiPoint acoustic adapter** for the connection of an external loudspeaker and microphone

- 1 interface for headset
- 2 chargeless contacts 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 for the CallBridge TU**  
USB interface Software solution for CTI support of optiPoint 500 via USB interface.

**CallBridge for data Software solution**  
for data communication via optiPoint 500 USB interface.

## System features.

Selected system features:

- Advisory messages
- Intercept position/ attendant console
- Camp-on/ call waiting tone
- Caller list
- Do-not-disturb/"silent call"
- Call pickup
- Call forwarding from the extension
- Override
- Classes-of-services
- Display languages (can be specified individually)
- Broadcast intercom call
- Call cost logging
- Group call
- Internal texts to the feature handset
- Internal telephone book
- Conference (internal/external)
- Speed dialing individual/system
- Line seizure (automatic)
- Line keys (MULAP)
- Manager/secretary function
- Toggling
- Text messages
- Music on hold
- External music source (optional)
- Night service/ Day service
- Parking
- Project Code
- Consultation
- Callback on busy and no answer
- Call number suppression
- Distinctive call signaling
- Call forwarding – no answer after timeout
- Ad-on ringing
- Hunt group (linear/cyclic)
- Switches (actuators / sensors)
- Lock telephone (individual code)
- Telephone book, central
- Door interface
- Door lock connection
- Transferring a call (internal/ external)
- Automatic redial (expanded)
- Recall
- Callback facility from public network provider







## Technical data

### Network interfaces Euro-ISDN

- S<sub>0</sub> basic rate access with DSS1 protocol
  - system connection
  - point-to-multipoint connection

### Other interfaces V.24

- for connecting service PC, call charge computer, call charge printer

### V.24 with CSTA Protocol

- for connecting Call Centre, Hotel and care sector applications



### SOFV, S2MFV with CorNetN and QSig protocols

- Digital nailed connection

### TMOM module (option HiPath 3700/3750)

- Enhanced paging equipment

### LAN Interface Module (LIM)

- 10 MBit for system administration via TCP/IP
- CTI functions
- Call cost capture and analysis (accounting)

### Power supply

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

**Rated input voltage (AC)** 88 - 264 V

**Rated frequency** 50/60 Hz

**Battery supply (DC)** -48 V

### Environment/ Operating Conditions

**Temperature** +5 °C to +40 °C

**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 3750/ HiPath 3700 (Floor standing system/ 19" rack-mounted system)
Max. users analog (a/b)	20	20	52	52	256
Max. users digital (U <sub>PO/E</sub> )	24	24	56	56	384
users IP	96	96	192	192	250
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
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 410 x 390
Weight	App. 6 kg	App. 6 kg	App. 8 kg	App. 8 kg	App. 22 kg (full loaded)
Color	Bluegreen basic	Warm grey	Bluegreen basic	Warm grey	Ergo grey
Software version	V 4.0				

# Our strengths – your gain.

HiPath 3000 is the Siemens range of high performance communications systems for small and medium-sized enterprises. The wide array of convenient features, large choice of solutions and digital

system phones from the optiPoint family enable the best possible fit between your phone system and your communication requirements.

[www.hipath.com](http://www.hipath.com)

Siemens Information and Communication Networks is a leading supplier of networks and real-time applications for enterprises, network operators and service providers. We serve over one million enterprises and 350 carriers in more than 160 countries. Seventy percent of the U.S. Fortune 500 companies put their trust in our solutions. Our global footprint and our expertise in voice and IP communication enable us to deliver turnkey networks solutions of any scale and complexity throughout the world.

## Next Generation Networks

Next Generation Networks must seamlessly deliver voice, data and video to meet any needs of network operators, enterprises or end users. Network operators can now increase profitability by generating new revenue streams at a lower cost. Enterprises will be able to raise productivity by integrating our communication solutions into their business processes. End users may enjoy the benefits of new voice/data applications.

We focus on the most important Next Generation Networking market segments: IP Convergence, Broadband Access and Optical Networking. We supply the following essential building blocks that guarantee our customers a safe and profitable migration from their existing networks to the Next Generation Network:

## Real Time Communications

We extend corporate data networks with voice communication of proven quality and functionality, thus allowing seamless integration into business applications, simplified business processes and increased productivity.

## Next Generation Switching

Our Next Generation Switching portfolio provides a complete range of carrier-grade, customized Voice over IP network solutions – complemented by converged voice-data applications.

## Next Generation Access

Our Next Generation Access solutions give carriers the flexibility to deploy, replace or expand all voice, data and video services in any network environment – today and tomorrow.

## Next Generation Optics

Our optical solutions deliver the capacity required in metro and core networks to transport all kinds of services with the highest efficiency. They are characterized by scalability and seamless integration into existing infrastructure, thus protecting previous investments.

## Comprehensive Services

We offer our customers comprehensive services for the whole value chain. Our worldwide presence also allows us to address customers' needs at the local level.

## Your Partner for Profitable Networks

We are the one company with unmatched expertise in both carrier and enterprise networks. We exploit this expertise to further realize our vision of a seamless network extending from the global carrier down to the individual customer. As your partner, we offer innovative solutions that deliver fast return on investment, boost productivity, and help you explore new business opportunities.

Your continuing success is our priority.  
[www.siemens.com/networks](http://www.siemens.com/networks)

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