

Information

HiPath OpenOffice ME

IP communication for small and medium-sized companies

HiPath OpenOffice ME is the first unified communications solution for growing businesses.

HiPath OpenOffice ME. Open up your office to a new way of working.

Communication for the open minded

Siemens Enterprise Communications
www.siemens.com/open

SIEMENS

Unified Communications

Information technology has revolutionized the way businesses share information and ideas. The trouble is, all the emails, messages, voice mails and phone calls you're bombarded with have an impact on productivity. So despite spending most of the day playing phone tag, you still miss those important calls. But now there's a way to get back in control of the vital communications services that drive your business forward and ensure its future success. With HiPath OpenOffice ME from Siemens Enterprise Communications.

Sorted

Are we really wasting that much time?

In short, yes. The average small to medium-sized enterprise uses 6.4 types of communication device and 4.8 communications applications*. Juggling them is almost impossible, especially when your people could be anywhere within your building, on the road, or even on the other side of the world. The end result is inefficient communications with unpredictable costs that can easily get out of control.

But the figures get worse. 52% of employees use multiple methods to contact someone, somewhere on a daily basis*. Yet despite all these attempts they fail to get connected 36% of the time. And that means 22% of deadlines are missed* as well as valuable revenue opportunities. That doesn't just give your competitors a distinct business advantage; it also has an impact on the bigger business issues that you need to address.

* Unified Communications Application: Uses and Benefits, January 2006, Sage Research

Communication is vital. Let's make it simple.

HiPath OpenOffice ME joins everything together, creating a seamless communications system with the programs and applications that your staff use every day. It lets you combine your phone calls, voicemail boxes, conferencing, fax, and messaging into a single, unified solution that works harder for you. And that means your staff can do the same.

Now you're talking

HiPath OpenOffice ME makes dramatic improvements in workflow and productivity, right from the word go. Empower your employees to prioritize who they're available to, when and on which device. See and know immediately the best way to reach team members the first time, every time. Get the answers your employees need to make the decisions that keep your business moving forward.

The simple and easy communications solution for SMEs

HiPath OpenOffice ME is a unified communications solution that incorporates the latest in internet voice technology. It's designed and priced specifically for small and medium enterprises and because it uses genuine open standards, it integrates seamlessly into your existing IT environment. There's no need to rip and replace; HiPath OpenOffice ME is easy to install, use, administer and maintain. What's more, it can be scaled smoothly from 20 up to 150 users. So at the same time as allowing you to punch above your weight, it can also accommodate any growth you see as a result of your increased productivity and profitability.

Chill Out

HiPath OpenOffice ME is part of the award-winning portfolio of Open Communications solutions from Siemens. Through seamless integration, it makes the frustrating physical and technological barriers to efficient communication a thing of the past. So your business defines your processes, not vice versa.

Let's take a closer look at what you can expect as a HiPath OpenOffice ME customer:

More efficient and productive staff

HiPath OpenOffice ME brings your communications together through single mailbox management. Plus, everyone can have access to productivity-enhancing features such as conferencing, favorite lists and presence status that make communication and collaboration simple.

Improved workflow to seize revenue opportunities as they come in

Your staff can respond to critical calls immediately, redirect calls to an available team member, or record live calls that are already in session. No more back logs and bottlenecks, just efficient and productive ways of working.

Happier staff and customers

Because your staff can set their system preferences to how they work best, calls can be managed more easily and inquiries prioritized and dealt with accordingly. That means no more missed calls or faxes, no more phone tags, as well as no more guessing games as to who exactly is on the other end of the line. So there's less stress in your workplace and staff can meet more project deadlines.

Here are just a few examples of what HiPath OpenOffice ME can do for you on a typical working day:

09.05am: You need to speak with someone right away but they're already on the phone. With HiPath OpenOffice ME you can check their presence status and send them an Instant Message.

10.30am: An offsite meeting overran and you'll be late getting back to the office. Update your presence status from your mobile phone instead of relying on a colleague to send a message. Your voicemail greeting will change dynamically too, depending on your presence status.

12.22pm: An important customer is on the phone and wants a conference call NOW. With HiPath OpenOffice ME you can see who's available instantly. Drag and drop available team members into your application to call them at once. If someone is already on another call, send an Instant Message and ask them to join in as soon as they can.

13.20pm: At lunch you're reviewing a document in an application on your laptop and need to call a contact number listed in the file. HiPath OpenOffice ME lets you click and dial to call them directly from your laptop.

14.59pm: You're on a critical call and have to divide your attention between listening, speaking and furiously writing notes, HiPath OpenOffice ME lets you record the conversation for a detailed meeting report or to review later. Simple.

17.23pm: You've been in meetings all day, returning and answering phone calls in between, but you can't remember who you've called back and who's called you. HiPath OpenOffice ME lets you prioritize and view voicemail messages in your call journal without having to listen to each one.

18.15pm: You switch between email, voicemail systems and the fax machine. Integrate these devices seamlessly into one application with a Microsoft Office outlook plug-in.

Don't worry, everything is built-in. Installation and support is a breeze.

At the core of HiPath OpenOffice ME is the OpenScape Office application suite. Here are just some of the built-in features included in the solution: presence management, conference management, mobility capabilities, personal voicemail and fax boxes, personal auto-attendants and notifications.

So what's the bottom line?

HiPath OpenOffice ME from Siemens puts an end to inefficient and inadequate communications. It enables you to achieve new levels of productivity by freeing up bottlenecks, reducing wasted time and speeding up decision making. So you can increase customer and employee satisfaction and improve revenue opportunities – all at a reduced operational cost. Wow!

The Nuts And Bolts

Your at-a-glance guide to the features and functionality of HiPath OpenOffice ME.

Presence

Lets everyone set their availability so you'll know if someone is in a meeting, on a phone call, when they'll become available and the best way to contact them. If you're out of the office you can even update your availability via your phone.

Conference Management

HiPath OpenOffice ME makes it easy to set up conference calls using the "Conference Management" feature. Schedule your conference calls, create a dial-in or ad-hoc call on the fly by simply dragging and dropping participants from your directory. Remember, there are no conference call charges. It's all handled through HiPath OpenOffice ME, so costs are reduced and productivity is improved because everyone can get together to make the decisions required to move forward.

Microsoft Office Outlook plug-in

Because HiPath OpenOffice ME integrates seamlessly with Microsoft Outlook, everyone can access all their communications via a single screen. Email, voicemail, fax and instant messages can be viewed, managed and answered from the application they're most familiar with – the Outlook screen they use everyday. What's more, presence status and voicemail greetings will change dynamically based on events in the Outlook calendar, so callers will always get the latest information about staff availability. There's no need to switch between systems or screens, so it's not surprising that productivity is increased. Or that the office suddenly seems more chilled out.

A feature rich system that makes working a pleasure

HiPath OpenOffice ME is a total solution package that comes with a whole host of cool features. Just think how convenient they could be for your business:

Directories

Forget multiple directories and personal phone lists. With HiPath OpenOffice ME you have ONE directory that brings ALL your contacts together.

Favorites List

Group all your key contacts in one place. Drag and drop new favorites in as your work teams or projects change.

Voice Message Box

Route all your mobile and desk phone messages to your HiPath OpenOffice ME voicemail box to give you current, manageable information. Prioritize messages from your computer without even having to listen to them.

Fax Message Box

HiPath OpenOffice ME includes a Personal Fax Box that lets you receive and respond to faxes as easily as an email, with the ability to read it, print it, send it and store it. No more searching for paper copies of that vital fax with new instructions from your customer.

Personal Call Journal

Displays your call history and tracks and prioritizes which customers, vendors and other contacts you need to get in touch with. Just click to call them back.

Call Me

Even permanently office based staff may find it necessary to work from home sometimes. Call Me lets anyone in your company turn any phone, anywhere, into their work phone for as long as they want – and you pay the same call rates as you would if they were working in your office.

Personal Notifications

Missing time-sensitive messages can really slow you down. To stay current, you need to be able to see them coming. Personalized Notification gives you full visibility, alerting you to incoming messages in real time. Personalized Notification will email, call or text you based on your presence status, so you can prioritize each message in a glance and respond accordingly.

Info Status Pops

Know which calls need your attention now and which ones can wait. With Info Status Pops, a small pop-up in the bottom corner of the screen notifies you each time a phone call comes through. See the name and number of the caller and handle each incoming call appropriately. Redirect it, answer it, or record it in a single click.

Personal AutoAttendant

Provides multiple options to callers if you're busy. Allows callers to leave a message or be transferred to someone else who may be able to help at that moment.

Attendant Console

Great for company operators, office administrators or team leaders – a single screen shows incoming calls, calls on hold, and the presence status of everyone in your organization. Check a colleague's voicemail or change their status for them – with the permission of the user, of course.

Dial from any Desktop Application

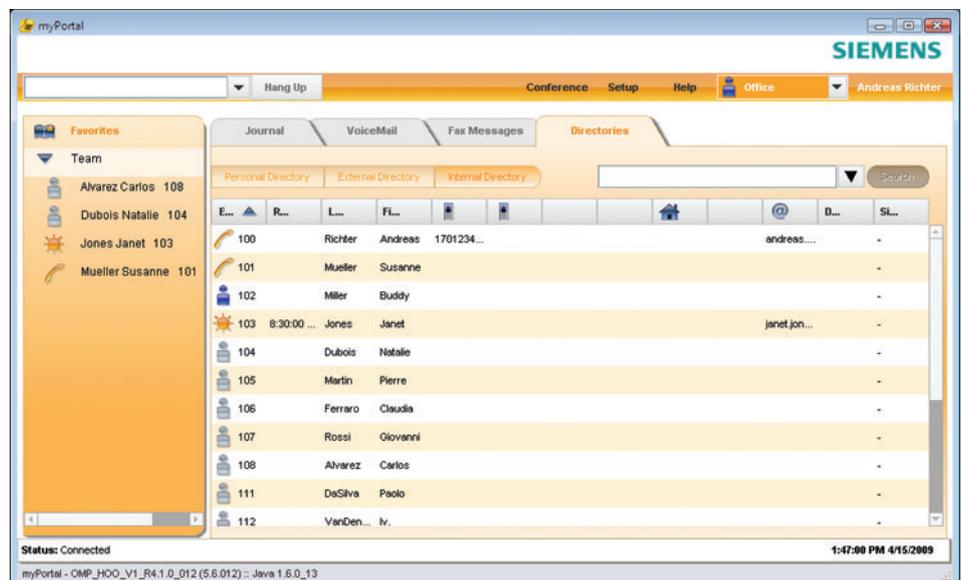
Click and dial a contact number immediately from a customer database file, email signature or CRM package. HiPath OpenOffice ME can do it from any application with a listed number.

Live Call Recording

Record important calls to review afterwards, so you can give the caller your full attention.

Instant Messaging

Send a message to a contact on another call to notify them if another call is waiting, or if their attention is needed for another matter.



Mobility Options

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

Why put up with the limitations of your existing communications system? Open up your office to a new way of working with HiPath OpenOffice ME. You'll be able to do more by making decisions faster, know more about where your colleagues are and how to contact them, and be a more responsive organization than you ever thought possible.

Mobile Options that move with you

- **Onsite Mobility**
 - **WLAN:** Ideal for employees that can't be tied to their desks. Works for data and voice.
 - WLAN / DECT over IP
 - Hot desking
- **Mobile Working**
 - **Cell Phone Integration:** Take advantage of HiPath OpenOffice feature rich functionality (EX: Transfer calls, toggle between two calls, or set-up an internal conference call from your mobile phone)
 - One mailbox – not two
 - Remote control for status access via TUI
- **Home Working**

One number services for your mobile phone. Give out only one number to all your contacts. Eliminate contacts having to remember multiple numbers to reach you.
- **Dual Mode Telephony**

dual mode mobile phones support on the one hand GSM/UMTS networks and on the other WLAN networks.

If the the dual mode mobile phone is in the WLAN range, it is automatically called as an Internet telephony station (SIP features). Outside of the WLAN range the dual mode mobile phone is called via GSM/UMTS (Mobility client provides a scope of features).

Voice

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

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

Data

Network security

- Statefull Inspection Firewall with selective port release, URL blocker, web blocker and Intrusion Detection System (IDS), NAT, STUN
- VPN-IPSec, functionality for VPN teleworker support

LAN

- Gigabit Uplink Port
- Virtual LAN support (VLAN)
- Layer 3 Routing
- 802.1p L2 QoS

WAN

- Internet access with up to 50 Mbit/s
- Embedded router
- Demilitarized Zone (DMZ), secure integration of mail and web servers in a customer network.

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

Telephones, Devices and Infrastructure Components

<p>IP telephones</p> <ul style="list-style-type: none"> ● System telephones (HFA): OpenStage 20, OpenStage 40, OpenStage 60, OpenStage 80 Additionally supported are the following system telephones: optiPoint 410 entry, optiPoint 410 economy, optiPoint 410 economy plus, optiPoint 410 standard, optiPoint 410 advanced und optiPoint 420 economy, optiPoint 420 economy plus, optiPoint 420 standard, optiPoint 420 advanced ● Optional add-on devices: OpenStage key module, OpenStage BLF, optiPointkeymodule, optiPoint BLF, optiPointself labeling key module, optiPointapplication module. 	
<p>WLAN telephone</p> <p>optiPoint WL2 professional can only be connected via Access Point AP 2630 (cordless with internal antenna) or AP 2640 (cordless with external antenna). Per Access Point (AP) it is possible to connect six WL2 professional; a maximum of 10 Access Points can be operated.</p>	
<p>DECT telephones</p> <p>With the HiPath cordless IP solution, the established DECT standard is also available in Voice over IP infrastructure. The connection is set up via SIP. DECT cells can complete SIP-enabled Voice over IP systems as the basis for mobile communication solutions. The Gigaset handsets SL3, S3 und M2 professional are ideally suited for wireless accessibility.</p>	
<p>SIP telephone</p> <p>optiPoint 150 S</p>	
<p>PC client (optiClient 130)</p> <p>The PC with headset or handset becomes the communications center for voice, data, e-mail and Internet. A soft client installed on the desktop computer or notebook provides all telephone functions via WLAN – and offers the same familiar interface at the office and on the move.</p>	
<p>Analog telephones and fax devices, ISDN telephones and fax machines as well as add-on devices such as door openers via TFE-S adapter are also supported.</p>	

Technical Data

	HiPath OpenOffice ME
Telephones	<ul style="list-style-type: none"> ● Up to 150 telephones
Installing options	<ul style="list-style-type: none"> ● Desktop and 19" models, space required in 19" rack = 1,5 height unit ● Stand-alone solution with max. 3 system boxes <ul style="list-style-type: none"> – Up to 50 telephones per system box – incl. motherboard per box mit powerful AMD Sempron CPU and 1 GB RAM – 3 slots per system box for gateway modules ● Standard interfaces (motherboard): <ul style="list-style-type: none"> – 4x LAN – 1x DMZ – 1x WAN – 1x USB control – 1x USB server ● Optional gateway modules: <ul style="list-style-type: none"> – GMS (not for USA, Canada) = gateway module with four S₀ interfaces for ISDN trunk or ISDN subscriber lines – GMSA (not for USA, Canada) = gateway module with four S₀ interfaces for ISDN trunk or ISDN subscriber lines and four a/b interfaces for analog subscriber lines – GME (not for USA, Canada) = gateway module with one S_{2M} interface for ISDN primary multiplexer – GMT (only for USA, Canada) = gateway module with one T1 interface for ISDN primary multiplexer – GMAA (not for New Zealand) = gateway module with four a/b interfaces for the analog trunk and two a/b interfaces for analog subscriber lines – GMAL = gateway module with eight a/b interfaces for analog subscriber lines
Dimensions	<ul style="list-style-type: none"> ● Width = 440 mm ● Height = 66,5 mm ● Depth = 350 mm
Power supply	<p>The communication system, by default, is designed for mains operation.</p> <ul style="list-style-type: none"> ● Rated input voltage (AC): 99 to 384 V ● Rated frequency: 50/60 Hz
Power consumption	<ul style="list-style-type: none"> ● 80 to a max. of 250 W per HiPath OpenOffice ME system box
Environmental/operating conditions	<ul style="list-style-type: none"> ● Ambient temperature: + 5 to + 40 °C (41 to 104 °F) ● Relative humidity: 5 to 85 %
Color	<ul style="list-style-type: none"> ● Steel blue / front silver

Technical Requirements

Supported operating systems for OpenScape Office installation

Client installation:

- Microsoft Windows XP (32 bit)
- Microsoft Windows Server 2003 (32 bit)
- Microsoft Windows Vista (32 bit)
- Outlook 2003 / 2007

Server installation:

- Microsoft Windows Server 2003 Terminal server + Office 2003 / 2007
- Microsoft Windows Server 2003 + Citrix Presentation Server 4.5 Platinum Edition + Office 2003 / 2007

Supported Standards

Ethernet

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

IP / Routing

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

NAT

- RFC 2663 NAT

IPSec

- RFC 2401 Security Architecture for IP
- RFC 2402 AH - IP Authentication Header
- RFC 2403 IPsec Authentication - MD5
- RFC 2404 IPsec Authentication - SHA-1
- RFC 2405 IPsec Encryption - DES

- RFC 2406 ESP - IPsec encryption
- RFC 2407 IPsec DOI
- RFC 2408 ISAKMP
- RFC 2409 IKE
- RFC 2410 IPsec encryption - NULL
- RFC 2411 IP Security Document Roadmap
- RFC 2412 OAKLEY

SNMP

- RFC 1213 MIB-II

QoS

- IEEE 802.1p Priority Tagging
- RFC 1349 Type of Service in the IP Suite
- RFC 2475 An Architecture for Differentiated Services
- RFC 2597 Assured Forwarding PHB Group
- RFC 3246 An Expedited Forwarding PHB (Per-Hop Behavior)

Codecs

- G.711; G.729

VoIP über SIP

- RFC 2198 RTP Payload for Redundant Audio Data
- RFC 2327 SDP Session Description Protocol
- RFC 2617 HTTP Authentication: Basic and Digest Access Authentication
- RFC 2782 DNS RR for specifying the location of services (DNS SRV)
- RFC 2833 RTP Payload for DTMF Digits, Telephony Tones and Telephony Signals
- RFC 3261 SIP Session Initiation Protocol
- RFC 3262 Provisional Response Acknowledgement (PRACK) Early Media
- RFC 3263 SIP Locating Servers
- RFC 3264 An Offer/Answer Model with the Session Description Protocol

- RFC 3310 HTTP Digest Authentication
- RFC 3311 Session Initiation Protocol (SIP)UPDATE Method
- RFC 3323 A Privacy Mechanism for the Session Initiation Protocol (SIP)
- RFC 3325 Private Extensions to the Session Initiation Protocol (SIP) for Asserted Identity within Trusted Networks
- RFC 3326 The Reason Header Field for the Session Initiation Protocol (SIP)
- RFC 3489 STUN - Simple Traversal of User Datagram Protocol (UDP) Through Network Address Translators (NATs)
- RFC 3515 The Session Initiation Protocol (SIP) Refer Method
- RFC 3550 RTP: Transport Protocol for Real-Time Applications
- RFC 3551 RTP Profile for Audio and Video Conferences with Minimal Control
- RFC 3581 An Extension to the Session Initiation Protocol (SIP) for Symmetric Response Routing
- RFC 3891 The Session Initiation Protocol (SIP) Replaces Header

Other

- RFC 959 FTP
- RFC 1305 NTPv3
- RFC 1951 DEFLAT

G server

HTTP interface for web-based applications, further information is available under <http://www.gebecom.de/sdk/>

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