HiPath 3000

Real Time IP System - IP telephony simplified

**High-Performance Modular Communications
Platform for Small and Medium-Sized Enterprises**

SIEMENS

Global network of innovation

The HiPath 3000 IP Convergence System offers medium-sized enterprises of 10 to 1000 stations the most reliable voice communication with high-grade terminal devices that are very simple to use.

If HiPath 3000 is used as a standalone system, it can be operated with up to 500 workpoints.

Up to 32 HiPath 3000 systems can be networked and managed as a single system with up to 1000 users by a HiPath 5000 Realtime Services Manager (refer to the HiPath 5000 Realtime IP System datasheet).

HiPath 3000 comes in three variants optimized for different sized locations: HiPath 33x0, HiPath 35x0 and HiPath 3800. HiPath 3800 is the new high-end hardware platform with improved performance. A professional and homogeneous set of features is provided across all systems through HiPath ComScendo, which can be utilized independently of the workpoint clients used.

System Family

HiPath 3000 is available for various installation scenarios

- Standalone system: HiPath 3800

- Wall-mounted: HiPath 3550/3350

- 19" rack-mounted: HiPath 3800/3500/ 3300

HiPath 3800

HiPath 3500

HiPath 3550

HiPath 3300

HiPath 3350

HiPath ComScendo

Features

Caller list. Unanswered internal and external calls are listed by system telephones with display if external numbers include a directory number (ISDN) (caller identification). Internal calls show the name of the caller. The calls are listed with date and time, and the number of attempted calls are recorded. A callback can also be initiated via this list.

Do Not Disturb/On-hook. Users can reject incoming calls. When Do Not Disturb is activated, callers hear the busy tone. Authorized users (e.g. the operator) can override this function. Acoustic signalling can be deactivated in system telephones so that calls only appear on the display (not available for optiset E/optiPoint 500 entry).

Call pickup. Users can pick up calls within a call pickup group or selectively for individual colleagues in a node or outside nodes on their own telephones.

Intrude. Authorized stations can intrude on other users' calls in progress.

Call Barring.
Various classes of service can be allocated to each station user.

Paging (Internal Announcement) to system telephones or over external loudspeakers.

Call Details for each terminal or each trunk can be displayed on a system phone, e.g. call duration. (Call Accounting requires the purchase of external equipment.)

Group call for a total of 800/150/20 (model dependent) groups with max. 20 users per group. Individual stations can leave the group temporarily.

Trunk leys (MULAP)
The following flexible setups are possible with trunk keys:
- teams,
- executive/secretary functions,
- feature handset (Gigaset) in parallel with a system telephone on a single call number (only in conjunction with HiPath Cordless).

LDAP interface for access to enterprise-internal telephone directories with direct dial option via the telephone.

Internal telephone directory. All extensions are stored with their associated names in the system's internal telephone directory. They can be searched and dialed directly via the display on system telephones.

Speed dial for individual station/system. All systems enable up to 10 destinations to be stored individually on each telephone and up to 1000 centrally in the system. System numbers are accessible via the internal telephone directory.

Toggling between two existing connections.

Text messages. Users can send predefined (e.g. "visitor waiting") or individually composed short messages to other users with display phones.

Internal text messages can also be sent to Gigaset's cordless handsets.

Advisory messages can be left on your telephone (e.g. back at:.....).

Project code. Telephone costs can be assigned to a specific procedure or project by entering the project code (max. 11 digits). This can also be done while a call is in progress.

Call number suppression. Callers with ISDN connections can prevent their call number being sent to the terminal of the station called.

Call ring tones can be differentiated for internal calls, external calls, recalls and callback.

Multi-telephone ringing. Call ringing simultaneously at several telephones.

Switches (actuators/sensors) (optional) It is possible to use a control relay module to connect up to four free relays, which can be selected via codes (optional).

Door interface.
For entrance telephone and door opener functions. Calls from an entrance telephone can be transferred to external destinations via external call forwarding.

Automatic redial (expanded) for the last three external call numbers dialled.

Standard Functions
- **Intercept position e.g. route to the operator**
- **Camp-on/call waiting tone**
- **Display languages** (can be specified individually)
- **Conference** (internal/external)
- **Line seizure** (automatic)
- **Line seizure** (automatic)
- **Music on hold**
- **External music source** (optional)
- **Night service/day service**
- **Park**
- **Consultation**
- **Call back** for busy line (when free) and unanswered call (when next used)
- **Call forwarding/Divert** - no answer, no reply
- **Hunt group** (linear/cyclic)
- **Pick up Groups**
- **Group calls**
- **Telephone block** (individual code block)
- **Telephone book, central**
- **Transferring a call** (internal/external)
- **Silent monitor**
- **Alpha tagging**
- **Caller list**
- **Preview dialling**
- **Call reject**
- **Relocate**

Attendant Consoles

optiPoint Attendant

An optiPoint system telephone can be used as an attendant console. This can be organized as an information, intercept, or night service station.

The attendant console can be accessed internally via a second directory number.

If the number of users on hold reaches a preset level, calls will be forwarded to a specified destination. This will also take place when the length of time a call is queued exceeds a specified limit.

optiClient Attendant

This software package simulates an enhanced attendant console on a PC's screen. All features can be activated and executed via the PC keyboard and mouse.

The PC Attendant can be connected via V.24, USB or via IP.

optiPoint BLF

The busy lamp field (BLF) is an additional module principally for optiPoint Attendant. BLF has over 90 freely programmable function keys which show a station's call status via LED (free, busy, called).

Braille console

Optical displays are translated into Braille by an add-on device connected to the PC. This enables visually impaired employees to perform all call processing tasks. (Not available in all countries.)

Executive/Secretary Features

These features ensure rapid communication between executives and secretaries.

- Camp-on at an executive's phone by the secretary's phone

- Secretarial function transfer

- Call transfer to the secretary's phone

- DSS keys for executive/secretary

- Conference corner telephone with parallel call signaling to the executive's phone

- A private line can be set up for either the executive or secretary

System Administration

System administration by the customer can be carried out either using the telephone or with HiPath 3000/5000 Manager C (additional information available in the HiPath 3000/5000 Manager C datasheet).

HiPath 3000/5000 Manager C is a customer tool that runs under Microsoft® Windows and is connected to the system via a V.24, S_0 or TCP/IP- based LAN interface.

The feature Assistant TC allows customers to perform administration tasks on any system telephone with a display. The optiPoint 600 telephone is recommended, as this has an optional alphanumeric keypad (e.g for entering station names, etc.).

Hotdesking/Mobility (IP Telephones)

These features enable several users to share a workstation or to work as teleworkers from home keeping their extension numbers. The telephone retrieves personal settings when the user logs on. Extension numbers, station features and key labeling* remain unchanged (*for optiPoint 420 with self-labeling keys).

Data Protection/Data Security

To protect the communication system and customer data from unauthorized access, the Service menu can only be entered by means of individual user IDs.

User Solutions

HiPath Cordless

is an integrated solution based on the DECT standard for full-coverage availability throughout the company premises using cordless phones. (Not available in all countries.)

HiPath Xpressions Compact

is an integrated voice messaging system for deferred and location-independent storage, retrieval, and distribution of voice messages in users' individual voice mailboxes. HiPath Xpressions Compact provides an automatic switching function.

HiPath Xpressions

is a complex unified messaging solution. The communication central supports the user in everyday voice, fax and e-mail, and SMS information exchange. This enables delivery of customized solutions for every requirement from small entry-level options to networked communication solutions.

HiPath ProCenter Compact

is the professional, cost-effective call center software solution for up to 32 agents. This allows optimum telephone-based customer service transactions - from order placement to complaints management.

HiPath ProCenter Agile

Agile is a call center application for call processing that is enhanced with presence functions; it uses the knowledge and experience of an entire company in order to increase productivity and improve customer satisfaction.

HiPath ProCenter Office, HiPath ProCenter Entry, Standard and Advance

are additional products for complex contact center solutions. They allow optimum deployment of resources for customer interaction across all channels.

HiPath TAPI 120/170 and HiPath CAP

The driver software was developed as a supplement for connecting a PC to digital system telephones on HiPath. CTI applications conforming to TAPI are therefore integrated. Supported CTI applications are: HiPath Simply Phone for Outlook and Lotus Notes, and HiPath ComAssistant.

Teledata Office/HiPath Accounting Management

Calculates the costs of all communication services (telephone, fax, internet) and enables analysis according to extension, trunk or department. The communication data can be transmitted directly via a LAN interface to a central server for analysis. An extensive range of server-based applications for call centres and unified massaging are also available, as well as a high performance LAN interface.

HiPath Fault Management

Supports maintenance staff in permanent operational monitoring of the communication technology, following up even the slightest indication of developing faults and finding an immediate remedy.

HG 1500

HG 1500 is an integrated component of the HiPath 3000 system family and extends communication system functionality for data traffic. The HG 1500 module is the **networking** basis for max. 32 HiPath systems via the customer's IP network.

VoIP: HG 1500 converts voice signals into IP data packets, which can then transmitted be via the data network.

Application interfaces: HG 1500 provides the foundation for the web-based use of third-party applications (Accounting: HiPath 120/170 etc.) in multiple locations.

No external routers or additional servers are required for LAN PCs because the router functionality, firewall functions, and security options are already integrated components of HG 1500.

Call Charge Management

A variety of PC programs and available for recording and assigning incoming and out-going call charges, permitting evaluation by extension, trunk, department etc.

The call charge data can be transmitted directly to a central server via the LAN interface.

Networking

Permanent Digital Connections

Corporate communication networks can be implemented using permanently connected digital trunks between several HiPath systems with the CorNet NQ protocol and between HiPath and non-Siemens systems with the QSig protocol.

IP Networking

With HiPath 3000 it is possible to network multiple locations (nodes) via TCP/IP -based data lines.

HiPath 3000/4000/5000 networking is based on the CorNet IP protocol.

Virtual Network

A virtual network of HiPath systems via digital dial-up lines is economically advisable in situations where permanent connections are not viable due to low traffic levels or where the full range of services offered by a permanent connection is not required.

Least Cost Routing

HiPath 3000 uses this function to automatically control the path used for an outgoing call. Connections can be routed via various carriers or a private network. The routing tables are used to find the most favorable connection path for external calls.

Since individual network providers often offer different tariffs for certain connections and conditions, Least Cost Routing enables the most economical connection for each outgoing telephone call to be selected automatically depending on the time of day and route.

Telephones

optiGuide provides interactive user prompting via display and dialog keys and allows features to be activated via digital system telephones and IP telephones.

The following telephones can be connected to HiPath 3000 to meet the most varied workstation requirements:

optiPoint 400

Entry-level IP telephony:
- optiPoint 400 economy
- optiPoint 400 standard

optiPoint 410

These IP telephones offer optimum voice quality:
- optiPoint 410 entry
- optiPoint 410 economy
- optiPoint 410 economy plus
- optiPoint 410 standard
- optiPoint 410 advance

optiPoint 420

Top-class IP telephone with self-labeling keys:
- optiPoint 420 economy
- optiPoint 420 economy plus
- optiPoint 420 standard
- optiPoint 420 advance

optiPoint 500

Each of these digital system telephones is a top class product in its own way:
- optiPoint 500 entry
- optiPoint 500 economy
- optiPoint 500 basic
- optiPoint 500 standard
- optiPoint 500 standard SL (USA only)
- optiPoint 500 advance

optiPoint 600 office

The top model with illuminated touch-screen display. This can be used as a digital telephone or as a data access device to the IP network.

Gigaset

Cordless DECT telephones
- Gigaset SL1/S1 professional
- Gigaset S2 professional
- Gigaset M1 professional

System telephone optiset E

The optiset E system telephones are supported.

Add-On Devices

optiPoint key module

16 additional dual-programmable function keys with LED.

optiPoint display module

Easy access to information in databases or online services.

optiPoint slk module

13 self-labeling keys with LED and display

optiPoint BLF

Add-on device for optiPoint 500 telephones with 90 function keys and LEDs.

Adapters

The adapters available for optiPoint telephones enable you to connect a wide variety of add-on devices directly to the system telephones. Individual workstations can therefore keep pace with constantly changing requirements.

A wide range of adapters are available offering a high level of flexibility when it comes to meeting the requirements of individual workstations.

These include:

optiPoint phone adapter

For connecting another optiPoint 500 telephone.

optiPoint ISDN adapter

For connecting ISDN terminals with S_0 interfaces that do not require a power supply.

optiPoint analogue adapter

For connecting an analogue terminal device.

optiPoint acoustic adapter

For connecting active loudspeaker box and headset. Two contacts for busy display and door opener.

optiPoint recorder adapter

For connecting a recorder or a second headset.

Soft Client

optiClinet 130

optiClient 130 turns your PC into a telephone, making it the hub of communication by voice, data, e-mail and internet.

Software Solutions for the USB Interface

CallBridge Collection

The comprises CallBride TA, CallBridge TU and CallBridge IP. This centralization of TAPI service providers allows you to telephone using your PC via the optiPoint 500 telephone's USB interface.

System Interface

On the trunk side
Euro ISDN
- ISDN2 basic rate interface
  – System connection
  – Point-to-multipoint connection

- ISDN30 (primary rate interface)

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

Analogue Trunks
- Analogue trunks connection with direct dialing (DDI/DID)

On the user side
Analogue
- For connecting analogue terminals such as fax, telephones, modem.

Digital
- For connecting digital two-channel system telephones

- For connecting DECT base stations

Euro ISDN
- S_0 user bus for up to 8 independently powered terminal devices (e.g. Group 4 fax, ISDN-PC card)

HG 1500
- 10/100 Mbit/10 BaseT Integration in LANs

Technical Data

Other Interfaces

V.24
- For connecting service PCs, call charge computers, call charge printers

V.24 with CSTA protocol
- For connecting hotel applications, care sector applications

E&M interface
(HiPath 3700/3750/3800 only)

S_{0FV}, S_{2MFV} or PRI with CorNet N and Cornet NQ or QSig protocol
- Permanent digital connection

LAN interface
- 10 Mbit for system administration via TCP/IP

Power Supply

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

Rated Input Voltage (AC) 88 - 264V
Rated Frequency 50/60 Hz
Battery Supply (DC) - 48 V

Environmental/Operating Conditions

Temperature +5°C to + 400°C
Relative Humidity 5 - 85%

Range

Between HiPath 3000 and system telephone: 500 m max. Up to approx. 1000 m with plug-in power supply unit, depending on line network

Between networked HiPath systems on premises belonging to the company:

S_0 permanent connection approx. 1000 m

S_{2M} permanent connection 250 m max., depending on line network.

Installation of network adapters is necessary for increasing range.

Configuration	HiPath 3800/ (basic system/ 19" rack)	HiPath 3550 (wall-mounted system	HiPath 3500 (19" rack)	HiPath 3350 (wall-mounted system)	HiPath 3300 (19" rack)
Analog users (a/b) max.	384	96	44	36	20
Digital users ($U_{PO/E}$) max.	384	72	48	24	24
IP users	500	192	192	96	96
HiPath Cordless users max.	250	64	32	16	16
Number of HiPath Cordless Office base stations max.	64	16	7	3	3
V.24 interfaces	2	2	1	2	1
optiClinet Attendant (PC attendant console)	6	4	4	4	4
optiPoint key modules	100	100	100	30	30
OptiPoint BLFs	12	6	6	–	–
optiPoint ISDN adapters	128	48	48	8	8
IP network nodes in LAN	64	64	64	64	64
Number of HiPath HG 1500 boards	8	3	3	2	2
Dimensions (H x W x D) in mm	490 x 410 x 390	450 x 460 x 200	155 x 440 x 380 (3.5 U)	450 x 460 x 130	89 x 440 x 380 (2U)
Weight	approx. 22 kg (fully equipped)	approx. 8 kg	approx. 8 kg	approx. 6 kg	approx. 6 kg
Case color	ergo gray	warm gray	blue-green basic	warm gray	blue-green basic
Software version	V5.0				
Capacity limits and applications may vary depending on the customer scenario and country release.					

Our strengths - Your advantages

Siemens is known worldwide as a trailblazer in the advancement of information and communication technologies. No other company offers such a comprehensive and innovative portfolio.

Regardless of which communication technology you are using today – or want to use tomorrow – Siemens offers you the right solution.

www.siemens.com/hipath

Also available - the euroset range of analogue phones.

euroset
802

- Pulse or tone dialing, temporary switch-over possible
- Recall key
- Last number redial
- Ringer volume adjustable in 3 steps
- Manual pause

euroset
2005

- 3 repertory keys
- 10 speed dialling numbers
- Pulse or tone dialling, temporary Switch-over possible
- Recall & Mute key
- Hearing aid compatibility conforming to CCITT P.37

euroset
2015

- Hands-free talking/Open listening
- 20-digit numerical display with pictograms
- 16 repertory keys (32 destinations on 2 levels)
- Hearing aid compatibility conforming to CCITT P.37
- Handset receiver volume control (3 steps)
- Call duration display

The best phone money can buy

Your Contact Partners

Head Office
Siemens Ltd.
Communications Enterprise Networks Division
130, Pandurang Budhkar Marg
Worli, Mumbai 400 018
☎ : +91-22-2498 7257
Fax : +91-22-2498 7303
Website : www.siemens.co.in

Sales Offices:

Ahmedabad : Shanti Chamber, Terapanth Marg,
Navrangpura, PO Box No. 4111,
Opp Dinesh Hall, Ahmedabad - 380 009.
☎ : +91-79-2754 6995 Fax: 2754 6711

Bangalore : 3rd Floor, Jyoti Mahal,
No. 49, St. Marks Road, Bangalore - 560 001.
☎ : +91-80-2204 2001 Fax: 5112 0435

Bhopal : 207, Harikripa Complex, M.P. Nagar, Zone-II,
Bhopal, Pin-462011(MP)
☎ : +91-755-2761846 Fax: 5237676

Chennai : Sathak Centre, No. 4 Mahatma Gandhi Road,
Near Gemini Flyover, PO Box No. 3323,
Nungambakkam, Chennai - 600 034.
☎ : +91-44-2833 4191 Fax: 2833 4198

Delhi : 4A, Ring Road, I.P. Estate,
Box No. 7036, New Delhi - 110 002.
☎ : +91-11-2345 5505 Fax: 2332 9844

Hyderabad : 5-9-19, Lakshmi Narasinh Estate,
4th Floors, Secretariat Road, Opp Secretariat,
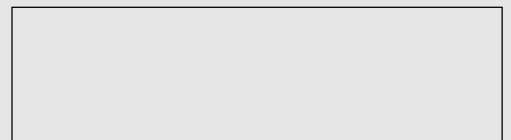Saifabad, Hyderabad - 500 004.
☎ : +91-40-2348 2557 Fax: 2348 2578

Kolkata : 43 Shanti Palli, Rashbihari Bypass Connector,
Kolkatta - 700 042.
☎ : +91-33-2444 9401 Fax: 2444 9010

Lucknow : 28/45 Ashok Marg, Lucknow - 226001
☎ : +91-522 2201559 Tele/Fax: 2280305

Mumbai : 2nd Floor, 130, Pandurang Budhkar Marg,
Worli, Mumbai - 400 018.
☎ : +91-22-2498 7257 Fax: 2498 7303

Pune : Vasant Vihar, Shivaji Nagar,
1205/2/6 Shirole Road, Pune - 411 004.
☎ : +91-20-2550 6050 Fax: 2550 6060

Authorised Distributor / Dealer