



# HiPath 3000

## The IP-Convergence Server

**SIEMENS**

Global network of innovation



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With HiPath 3000, enterprises get down to business.

If you want to make your company more competitive you'll need high performance communications networks, capable of handling voice and data in one universal infrastructure.

HiPath™, the Siemens Enterprise Convergence Architecture, is the perfect choice, because Siemens knows the best route to take you into IP-based communication. You improve flexibility, achieve competitive advantage and embark upon a strategy that lays out a practical and smooth evolution path to network convergence.

With the HiPath portfolio, Siemens offers IP convergence platforms, systems, applications and solutions that span the entire infrastructure. This means that multimedia communication is possible in real time across disparate network environments. Companies that build their networks in this fashion have a vast range of options available to them, and can add value to their business by deploying future applications as and when required.

### **HiPath 3000 offers a flexible and logical migration to the IP world**

Until recently the information traffic in the business world was neatly divided into two sides: on the one hand the classical telecommunication servers and networks for telephone traffic, and on the other hand the computer networks for the data traffic. The gap between both sides is being bridged fast now, especially triggered by the Internet, and leads to the complete integration of both worlds around IP, i.e. the Internet Protocol. HiPath 3000 offers a unique convergence architecture for business communication enabling a flexible, logical and affordable migration to the IP world.

The integrated H.323 gateway allows HiPath 3000 to offer "Voice-over-IP" telephony, IP networking between different locations and universal access to all centralized applications. Also, integrated data services allow for efficient Internet access and homeworking via "**remote LAN access**".

At the same time it allows you to keep pace with all new developments triggered by tomorrow's information and communication technologies. You can implement universal communication on a consistent medium that is accessible always and everywhere and thus prepare your organization for e-business. HiPath 3000 paves the road for the affordable implementation of new solutions and applications and reduces operating and maintenance costs.

We want to familiarize you with the advantages of this IP convergence platform for medium sized companies.

It combines the advantages of telephony with those of business over IP. We want to show you how HiPath 3000 may help you to manage your expenses, to improve your customer and supplier contacts and to optimize the efficiency of your staff through better communication.

## HiPath: The new convergence architecture

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### **Choice**

With HiPath 3000 you embark on a flexible route towards the conversion of your company network to IP-based communication, in accordance with your specific requirements. You use existing terminals together with new ones - HiPath workpoints. And new applications make your business more flexible and mobile.

### **Evolution**

In the future, with HiPath 3000, business will need to use only one infrastructure for data and voice, while retaining the familiar range of telephone features. Future applications will be realized on an IP basis, making them available from any location.

This will enable you to connect several locations or branch offices to one universal network solution and to use centrally managed applications to communicate via multimedia.

### **Value**

Because you use existing data network and application investments, your staff works more efficiently and you achieve higher added value. You can strengthen relationships with customers and business partners, and achieve more value from investments in your communications infrastructure. You reduce communication costs because, in the future, you have to maintain only one universal infrastructure.

### **Perfect service**

Professional services for HiPath perform a range of comprehensive tasks throughout the project lifecycle:

- From assessment and analysis of your requirements to solution design
- From implementation to training
- From in-service support to outsourcing

You can count on made-to-measure support in every project phase.



# HiPath 3000



## **Welcome by phone**

Stop losing potential customers! While your secretary's on the phone, your Automatic Attendant will answer the other calls and invite callers to please hold for a moment. Then you have to define what you want to do: transfer to another idle set, apply music on hold or already provide useful information? You can even use a forwarding system to automatically and directly forward the call to the right person.

Result: calls are processed faster and answered before the phone rings three times and your customers and yourself will gain valuable time. Please do not forget that the initial contact with potential customers is often made on the phone - and that the way they are welcomed and helped is the first image they have of your company.

## **Attendant Console**

Does your operator or secretary have to handle and transfer a great number of calls? Then please do not make her work on a conventional phone. We have developed a PC-based attendant console for her, offering many advantages and allowing her to work efficiently and comfortably: calling line identification presentation (CLIP), camp on, transfer, parking, electronic telephone book, conference function and so on. The optional headphone allows for handsfree calling to make working more efficient and more comfortable still. Thanks to our LCD/TFT flat screens such attendant console takes very little space.



Much more than an  
IP communication server



**Call Center**

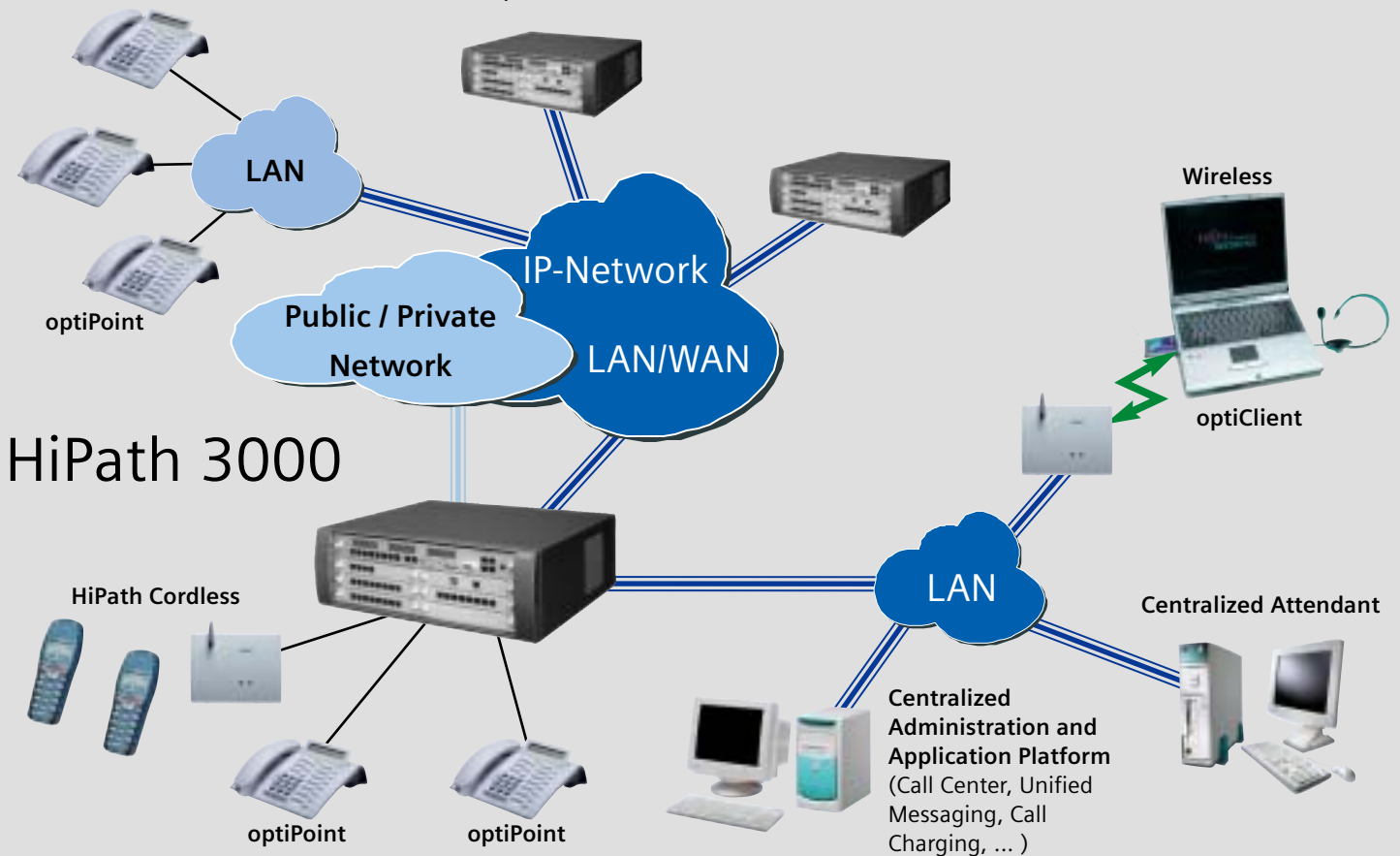
Do some of your staff have to answer many calls from customers, technicians, sales people or other contacts every day? Our Automatic Call Distribution solutions (ACD) make sure that all calls are efficiently distributed among your people and that calls are answered or camped on, and that priority calls and congestion are managed such that the many calls entering your company stay under control. Our objective is a simple one: supply the means to meet your quality and servicing criteria (e.g. answering the phone before the third ring, and not keep customers waiting for more than one minute). Also, you can display online the number of calls processed, the number camped on, the number being lost and what you can do to guarantee a constant and optimal servicing level.

**Computer Telephony Integration (CTI)**

You will dramatically improve your staff's productivity when telephone and PC go hand in hand. An example: your computer will certainly have a data base including your customers, suppliers or potential customers. The CTI solution makes that you just have to click on the contact of your choice to set up the connection and your optiPoint phone will automatically switch to handsfree mode. With CTI applications, your customer's data card will automatically be displayed on your PC screen when he calls .... even before you answer! The TAPI protocol allowed to develop the HiPath such that it is perfectly integrated into your computer environment.



Branches with resp. without HiPath 3000 communication server



# HiPath 3000

## Mobility

"Professional, practical and simple wireless solutions may now increase the business performance of SME's or larger companies also internally. Today mobility is no longer a luxury, but a tool serving your competitive strength.

Do your customers sometimes find it difficult to reach you? Even though you are at work, you are not necessarily in your office ....? You urgently need specific information but this very colleague is not at his desk ....? Your company's wireless telephony solution allows you to better manage costs and to increase the quality of your servicing. Highly resistant light and compact terminals (even suitable in an industrial and sensitive environment) just as convenient as a mobile phone. Also, a wireless phone has the same features as a fixed phone and the audio quality too is optimal (digital solution, with standard **DECT-GAP**).

The advantages are many: availability, comfort, productivity, simple installation and expansion capability, flexibility, saving on cabling costs, etc.

The services within your company are reorganized and the computer network cabling must be reconsidered. More connection opportunities for new or portable PC's. Your company has decided to relocate, but there are no cables in the new building.... And you are not allowed to pull cables through the walls and ceilings of this building ....

HiPath has a solution in store for you here as well: "**wireless LAN**" meaning that a local, non-cabled network is connected to antennas in your building by means of a small switch. Each antenna is connected to a substantial number of desktops or portable PC's provided with transmit and receive equipment, enabling them to communicate with each other, with a network server or with the Internet at very high data rates (up to 11 Mbps)

Some of the many advantages are a flexible organization, fast installation and adaptation, support for PC and portable computers, and your investment that is not lost upon relocation.



# mobile communication: always and everywhere

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## VoiceMail & Unified Messaging

Our voicemail system now allows everybody to access their own digital "voicemail-box", round the clock. A personal voicemailbox that will inform you of new messages being left on your office phone, even at a distance! The voicemail allows you to create "information" boxes with direct numbers or to assign voicemailboxes to company staff not having fixed phones. This voicemail turns into a "unified messaging" system as it enables you to listen to your messages via an MS Outlook or Lotus Notes interface. Your voice, fax and e-mails can then be centralized in one single box which can then be retrieved via different media, such as PC, fixed telephone, GSM and the Internet.

## Homeworking

Optimal use of your time (no more queues), a flexible organization, cost saving (less office space and tools), etc. Just a few reasons that make homeworking useful or even necessary. The HiPath 3000 allows for "Remote LAN Access", making it fit for teleworking (sporadically) or homeworking (permanently). Users may then connect to the same facilities (e-mail, data, etc.) from their PC's or from elsewhere, as though it were directly from a workstation on the LAN. Homeworker may also have a PC-based version of the optiPoint 500 phone. So, when logged in; they have access to all the telephone features being offered by the HiPath to conventional optiPoint sets within the company.



## And further on ...

Many other solutions have been developed to meet your expectations better still. Would you like to have an accurate idea of your communication costs (Call Accounting)? Or do you just want to have some attractive music on hold? Or include an emergency supply or headset into your equipment? Whatever you want, please contact us. We have a wide range of applications and versatile specialists to help you build an **information and communication solution** tailored to your company.

Hipath 3000 also allows offering made to measure solutions to public bodies, miscellaneous institutions and service companies. This way *accountant or law firms* may register their communication costs per client without any danger for errors. *Hotels, hospitals and retirement homes* may be equipped considering the comfort of everybody, thus providing guests, visitors, residents and patients with comfortable means for internal and external communication. The administration, servicing and personnel become more flexible and enjoy more efficient working conditions.

# The right choice for every Workstation

Today, those who deal with customers or work in a team are faced with many issues requiring clarification. As direct contact is still the fastest way to get things done, the spoken word has an important role to play. But only if it is used properly and with all the technical benefits of new telephones, which enable you to do more than just make phone calls.

The vast Hipath optiPoint portfolio (with both IP and system sets) offers market-leading coverage across a broad spectrum of demands, and supports businesses in the migration of data and voice. The optiPoint family represents the breadth of telephone functionality for every communications infrastructure.

#### **OptiGuide: a user-friendly and interactive tool**

optiPoint phones come complete with optiGuide. This easy-to-use, interactive guide takes you through all functions via the display and three navigation keys. With "yes", "next" or "back" you find the shortest route to your goal. Consult, call conferencing, call forwarding to a colleague - no problem.

One glance at the display and optiGuide shows you automatically the most sensible options, under the current circumstances, from which you can make your selection. If you don't agree, press the "next" or "back" key and you immediately receive alternative suggestions. The display offers several language options.

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## **optiClient: Multimedia PC as communication tool**

HiPath 3000 now allows the integration of voice and data in your company too, and so your staff will be able to use IP phones (which can easily be 'connected' to your network anywhere) as well as soft phones and multimedia software on PC's.

The OptiClient is a comprehensive communication software application on your multimedia PC allowing you to use all telephone features from your PC (e.g. name and number display, call forwarding, speed dialing, consultation, conference calls, busy indication, etc.)

The optiClient is an excellent application for office environments with intensive telephone traffic, including data processing, such as Call Centers, sales offices or help desks.

These VoIP solutions offer many advantages, not only in multi-site and homeworking environments, but with HiPath 3000 your company also invests in a future-oriented communication infrastructure that can grow along with the further evolution of voice-data convergence.

HP3000 thus offers a future-oriented solution for your business communication allowing an optimal "return on investment" and reduction of the operational costs thanks to the integration to one single network and the features of the new multimedia ICT (Information & Communication Technology).





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## Technical Data



|   |  |
|---|--|
| Maximum number of IP-telephones/softclients     | 500  |
| Digital users (UPO/E) max.                      | 384  |
| Analog users (a/b) max.                         | 384  |
| Maximum stations, HiPath cordless               | 250  |
| Total stations                                  | 500  |
| Maximum number of HiPath cordless base stations | 64   |
| Connections to operator network                 | max. 120 channels  |
|   | ISDN (S <sub>2</sub> , S <sub>0</sub> ), AN. TRUNKS, E&M |
| Dimensions (HxWxD in mm)                        | 490x410x390  |

**HiPath 3750**



|   |  |
|---|--|
| Maximum number of IP-telephones/softclients     | 500  |
| Digital users (UPO/E) max.                      | 384  |
| Analog users (a/b) max.                         | 384  |
| Maximum stations, HiPath cordless               | 250  |
| Total stations                                  | 500  |
| Maximum number of HiPath cordless base stations | 64   |
| Connections to operator network                 | max. 120 channels  |
|   | ISDN (S <sub>2</sub> , S <sub>0</sub> ), AN. TRUNKS, E&M |
| Dimensions (HxWxD in mm)                        | 490x410x390  |

**HiPath 3700 (19" rack)**



|   |   |
|---|---|
| Maximum number of IP-telephones/softclients     | 192   |
| Digital users (UPO/E) max.                      | 72  |
| Analog users (a/b) max.                         | 108   |
| Maximum stations, HiPath cordless               | 32 (64)   |
| Total stations                                  | 192   |
| Maximum number of HiPath cordless base stations | 7 (16)  |
| Connections to operator network                 | max. 60 channels                                    |
|   | ISDN (S <sub>2</sub> , S <sub>0</sub> ), AN. TRUNKS |
| Dimensions (HxWxD in mm)                        | 450x460x200   |

**HiPath 3550 (wall-mounted system)**



|   |   |
|---|---|
| Maximum number of IP-telephones/softclients     | 192   |
| Digital users (UPO/E) max.                      | 48  |
| Analog users (a/b) max.                         | 44  |
| Maximum stations, HiPath cordless               | 32  |
| Total stations                                  | 192   |
| Maximum number of HiPath cordless base stations | 7   |
| Connections to operator network                 | max. 60 channels<br>ISDN (S <sub>2</sub> , S <sub>0</sub> ), AN. TRUNKS |
| Dimensions (HxWxD in mm)                        | 155x440x380 (3,5V)  |

**HiPath 3500** (19" rack)



|   |  |
|---|--|
| Maximum number of IP-telephones/softclients     | 96   |
| Digital users (UPO/E) max.                      | 24   |
| Analog users (a/b) max.                         | 36   |
| Maximum stations, HiPath cordless               | 16   |
| Total stations                                  | 96   |
| Maximum number of HiPath cordless base stations | 3  |
| Connections to operator network                 | max. 16 channels<br>ISDN (S <sub>0</sub> ), AN. TRUNKS |
| Dimensions (HxWxD in mm)                        | 450x460x130  |

**HiPath 3350** (wall-mounted system)



|   |  |
|---|--|
| Maximum number of IP-telephones/softclients     | 96   |
| Digital users (UPO/E) max.                      | 24   |
| Analog users (a/b) max.                         | 20   |
| Maximum stations, HiPath cordless               | 16   |
| Total stations                                  | 96   |
| Maximum number of HiPath cordless base stations | 3  |
| Connections to operator network                 | max. 16 channels<br>ISDN (S <sub>0</sub> ), AN. TRUNKS |
| Dimensions (HxWxD in mm)                        | 89x440x380 (2V)  |

**HiPath 3300** (19" rack)



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

## HiPath 3000

### The IP-Convergence Server

your HiPath partner:

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Augustus 2002

Order No. A31003-Z3800-S010-1-7600

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Printed in Belgium.