

# Information

## OpenScape Business

OpenScape Business is the modern and future-proof all-in-one solution for Unified Communication & Collaboration, specially tailored to the requirements of small and medium-sized enterprises with one or more locations.

# Flexible, scalable and powerful

OpenScape Business offers small and medium-sized enterprises everything they need for their individual and diverse communication requirements, unified in a single flexible and scalable solution. The OpenScape Business architecture allows use independently of the existing telephony infrastructure – regardless of whether this is classic telephony, IP or DECT. From powerful telephony to a feature-rich set Unified Communication (UC) solution, OpenScape Business always provides enterprises with up to 500 subscribers, or 1000 subscribers in one network, with the right solution.

## OpenScape Business Voice & Unified Communication



OpenScape Business is the all-in-one solution for small and medium-sized enterprises and offers:

- Integrated voice services, presence management (presence state), Drag&Drop Conference, visual Voice-mail (voiceboxes), AutoAttendant, Multimedia Contact Center, IM (Instant messaging), mobility, directory access with database connection, fax, integration in business processes and much more
- UC clients individually matched to the work station and work processes
- Interface integration of OpenScape Web Collaboration
- Solutions for customers with one site or network-wide solutions with multiple sites

OpenScape Business provides a uniform solution architecture:

- Various OpenScape Business models are available for different existing infrastructure sizes (X3/X5/X8). Alternatively, it is possible to operate the OpenScape Business software on a standard server (softswitch), of course also in fully virtualized environments.
- Regardless of the model, 500 subscribers are always supported (sum of IP, analog, and digital subscribers).
- Optimized hardware concept: VoIP and data components are already integrated on the mainboard. UC also has provision on the mainboard for up to 50 users (UC Smart). For multiple UC users and further UC functionality (UC Suite) there are extensions by a UC Booster Card (for up to 150 users) or a UC Booster Server (for up to 500 users).

Your sales partner will assist you with selection of the appropriate UC solution.

# Unified Communication & Collaboration

Unified Communication (UC) is a technology for enhancement of communication in enterprises and integrates various communication media into a standardized application environment. OpenScape Business simplifies business processes in enterprises, for instance through continuous presence management, e.g. automatically forward calls to your cell phone when you are out of the office. But the provision of dial-in conferences, personal Voicemail (voice box), personal Fax Message Box, Instant Messaging (IM), use of the cell phone as a telephone system extension, Contact Center, Video and Web Collaboration are also combined in this standardized solution. UC optimizes business processes, work time is saved, employees are more satisfied, and enterprises become more profitable.

## Presence

Keep up-to-date on the availability and reachability of your team, even when they are at different sites!

Use automatically generated presence state announcements to inform external callers of your status, e.g. "In a meeting until 12 o'clock". This also facilitates making work more effective, because your customers can decide what they would like to do: Leave a message or contact a colleague. Change your presence status using the UC client or telephone. By linking to the Outlook Calendar and the calendar for Mac (iCal), the presence state is set automatically when certain keywords are entered in the appointment.

## Drag&Drop Conferences

Save travel costs, exchange information fast and effectively: Use the conference capabilities in OpenScape Business for this!

No manual setup of conferences on the telephone: Setup conferences very easily with a few clicks in your UC client. Select whether, as the conference manager, you would like to start a spontaneous or a planned telephone conference – with or without Web Collaboration.

## Favorites List

Save the phone numbers of your most important business partners and fellow workers in your personal favorites list!

This allows you to establish contact quickly without wasting time searching for the phone number.

## Directories

Automatically search all linked phone books (directories in the system, Exchange; linked via LDAP or the OpenDirectory Service) with one query! This guarantees minimum effort when searching for a contact.

## Dialing by Mouse Click

You find the phone number of a customer in an e-mail or in the internet and would like to make contact. No problem: Highlight the phone number and then dial it automatically! You don't lose any time due to having to key in the phone number on the telephone.

## Call Journal

Who has called and who have I not reached? The Call Journal informs you of this at all times and lets you make contact with a click.

## Status-Based Call Forwarding

Do you redirect your telephone, to your cell phone for instance, when you are out of the office? You forget to do this sometimes? Then automatic call forward will help you. When you set your presence state to "Out of Office" for instance, your calls are automatically forwarded to your cell phone. Of course the mobile client also allows you to do this comfortably when you are on the road.

## CallMe!

You are in a hotel, still have to make some business call, and are reluctant to take on additional costs? No problem, "CallMe!" helps.

When "CallMe!" is enabled you can dial your contact in the UC client. OpenScape Business then calls you in your hotel room and connects you with your business partner. Your company pays for the costs of the call, and you save time.

## Personal AutoAttendant

Give callers options in order to increase your reachability: "Press 1 to reach me on my cell phone. With 2 you can leave me a message."

## Popup Window

Incoming calls are immediately displayed on the PC in a Popup. You decide what you do: Accept the call or transfer directly – and all of this by a click of the mouse! After you have accepted a call switch automatically to the displayed options: You can, for instance, start Web Collaboration (see below).

## Voice- and Faxbox

Use your personal voice box with greater effectiveness, have your incoming voice messages sent to you by e-mail, use the UC client for quick access to important messages.

Save long walks to the fax machine. Your personal Fax Message Box allows faxes to be received and sent directly by your PC.

## Notifications

Incoming voice and fax messages can be automatically signaled by e-mail, SMS or by a phone call (e.g. to the cell phone).

## Instant Messaging

Communicate with a fellow worker by chat in real time, when his phone is busy for instance, because you have an important customer on the phone.

Of course, you can also chat with multiple subscribers, ideal for coordination in parallel to a telephone conference.

## Live Call Recording

Easily record a call or a conference. So you will not lose any details.

## Web Collaboration

Web Collaboration allows multiple subscribers to work on one document in parallel regardless of their site. They only need a computer with internet access.

The solution provides secure, multimedia web conferences, and is seamlessly integrated on the OpenScape Business interface.

OpenScape Web Collaboration improves cooperation within your enterprise and with your business partners. Integrated functions such as desktop/file sharing, whiteboard and video conferences enable you to conduct project and sales meetings, training sessions and product presentations without costly business trips.

## Access Protection

Priority is placed on security! A 6-character password secures access to the client and voice box. Of course, the default codes must be changed at the first access. This takes a little time, but increases security.

# OpenScape Business UC Clients

Depending on the selected UC solution (UC Smart or UC Suite), different UC clients with different functions and integration options are available to you. Choose the OpenScape Business UC client optimum for your way of working to make your daily communication easier and to improve customer service.

## myPortal Smart



myPortal Smart gives easiest access to all UC smart functions such as presence display with favorites, quick search for contacts, phone book, instant messaging, voicemail, and call journals. The UC client configures itself to your desktop and is installable on all usual operating systems (Windows and Mac). It is possible to signal voice messages by e-mail.

## myPortal for Mobile/Tablet



myPortal for Mobile/Tablet is the web-based user interface for mobile employees with smartphones and tablet PCs. It thus gives mobile employees access to UC func-

tions such as presence or voice messages, regardless of where and when they are on the road. The mobile device is therefore fully integrated into the enterprise communications system.

Various user adjustable dialing methods (Callback, GSM or call-through) can reduce voice call costs on the cell phone.

## myPortal for Desktop



myPortal for Desktop give access to all UC Suite functions of OpenScape Business. In comparison with myPortal Smart, further functions are available such as Drag&Drop-conferences, personal Fax Message Box, dialing by mouse click, and "CallMe!".

Different versions of myPortal for Desktop are available.

## myPortal for Outlook



myPortal for Outlook seamlessly integrates all UC Suite functions of myPortal for Desktop in Microsoft Office Outlook. Therefore, for instance, every user has direct access to their personal voice and fax messages, can dial directly from their Outlook contacts, or use these contacts for planning telephone conferences.

## myPortal for OpenStage

With myPortal for OpenStage users can access the OpenStage 60/80 telephones for voicemail and presence functions.



	UC Smart*		UC Suite*		
	myPortal Smart	myPortal for Mobile/Tablet	myPortal for Desktop	myPortal for Outlook	myPortal for Mobile/Tablet
Presence	X	X	X	X	X
Drag&Drop Conferences	-	-	X	X	-
Favorites List	X	X	X	X	X
Directories	X	-	X	X	X
Dialing by Mouse Click	-	-	X	X	-
Call Journal	X	X	X	X	X
Status-Based Call Forwarding	X	X	X	X	-
CallMe!	-	-	X	X	-
Personal AutoAttendant	-	-	X	X	-
Popup Window	X	-	X	X	X
Voicebox	X	X	X	X	X
Fax Message Box	-	-	X	X	-
Notifications	X	-	X	X	-
Instant Messaging	X	-	X	X	-
Live Call Recording	-	-	X	X	-
Web Collaboration	-	-	X	X	-

\* UC Smart clients and UC Suite clients can not be operated in parallel. UC Smart migration to UC Suite is possible.

# Multimedia Contact Center – Increase Reachability and Customer Service

## Intelligent Call Distribution

The integrated OpenScape Business Multimedia Contact Center allows you to improve customer service and therefore the satisfaction of your customers.

Thanks to intelligent distribution of calls, your customers are quickly and competently served, and always connected to the suitable employee.

In addition to call distribution, you can also offer customers e-mail or fax as methods for making contact. Just like voice calls, inquiries over these media are always automatically forwarded to the right employee. If all employees are busy, callers can also leave voice messages so that your employees can call back. This means no order is lost.

## Flexible Queue Options

For the case when all of your employees (agents) are talking on the phone, individual queue options can offer various options to customers, e.g. individual announcement or forwarding to other service groups.

Customers can also shorten their waiting times by leaving a message. Your employees then call back when there are less incoming new calls.

## Agent in Multiple Groups

The competence of your employees can be utilized optimally by also enabling them in multiple Contact Center groups. An employee (agent) will then always firstly receive the calls from the group you have assigned him as the highest competence level: e.g. 100% in "Sales", but only 80% in the "Service" group. The employee therefore receives calls for Sales as a preference.

## Wallboard

To keep your employees always up-to-date on Contact Center utilization, for instance on how many callers are currently in the queuing mechanism, details can be displayed in real time on a large screen monitor or by a projector.

## Caller List

Detailed information on all calls, faxes, and e-mails made until now can be found in the caller list of the Contact Center. Search and sorting functions support fast retrieval of specific details.

## Preferred Agent

To improve personal support, the Contact Center can be configured so that a particular customer is always automatically transferred to his contact person.

## VIP Support

VIP customers can be transferred directly to free agents without having to wait a long time in a queuing mechanism. This ensures that your VIP customers are always served quickly and no important order is lost.

## Call Number-Dependent Voice Guidance

OpenScape Business can play individual announcements in response to the phone number of the caller. If you have international customers, for instance, the caller can always be addressed in his national language making him feel he has the best possible support.

## Wrap-Up

OpenScape Business gives your employees time to take care of wrapping up their customer calls. The wrap-up time is individually configurable. Extended options can be recorded and subsequently evaluated, for instance what the caller wanted: Order, information, complaint, etc..

## Authorization Level

Various authorizations can be assigned for the role of an agent (employee), supervisor (team leader) or administrator depending on the structure of your Contact Center.

## Administration of the Contact Center

Depending on the assigned role (authorization level), the user has the capability of customizing various options individually and easily:

- Queuing mechanisms
- Schedules
- Breaks
- Wrap-up codes
- Announcements
- External directory

## Contact center clients

### myAgent

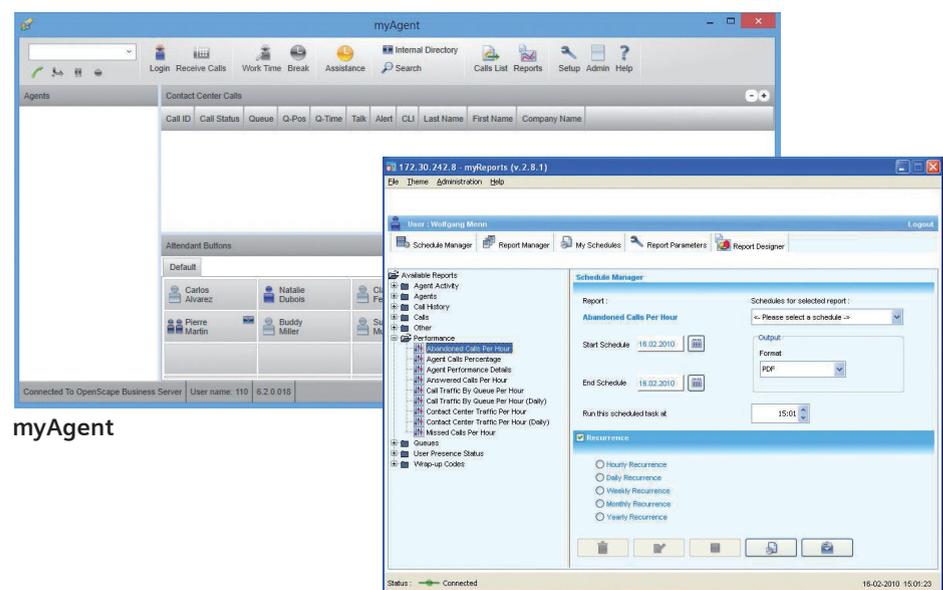
myAgent Client is the interface with which employees (agents) accept customer calls according to qualifications. Thanks to the integrated presence display, agents can quickly consult further experts because the agent can immediately see which expert is free at the moment and can therefore give him support.

myAgent ensures that your agents always identify how many callers are still in the queuing mechanism, and they can then react appropriately.

Depending on the assigned roles (authorization level), over 20 predefined reports can be produced, for instance to see how many calls each agent accepted.

### Reporting with myReports

myReports enables production of statistics on the utilization of your Contact Center, sorted according to different criteria, and provides more than 100 other report templates. Of course, reports can also be individually produced and customized.



myAgent

myReports

# Attendants and Company AutoAttendant

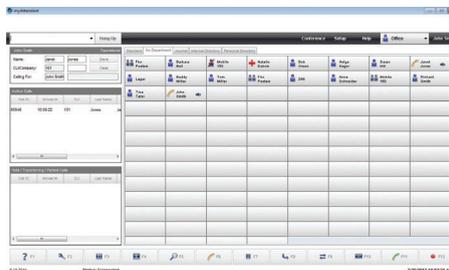
Depending on the selected UC solution (UC Smart or UC Suite), different Attendant clients are available to you (as an attendant console). Business Attendant is the attendant client for UC Smart. The client recommended for UC Suite is myAttendant. Business Attendant can also be used for this as an option.

## Business Attendant



Business Attendant is the classic attendant console and is ideally integrated on a PC: waiting calls, active, held, and parked calls are always in view. Additionally, it provides information on the busy state of extensions as well as the presence state of subscribers. The status of subscribers can be changed in Business Attendant. All functions can be performed using either the PC keyboard or mouse buttons. The busy fields for subscribers can be individually customized for optimization of workflows.

## myAttendant



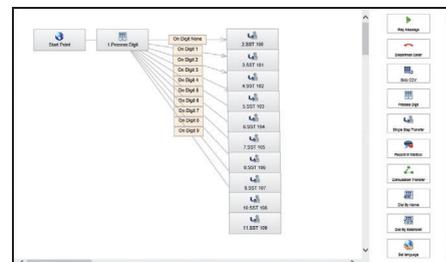
myAttendant is a user-friendly attendant console and optimally combines telephone functions with OpenScape Business UC functions. In addition to the classic call handling functions, an additional focus is on the management of UC Suite. The presence state of subscribers is displayed and can be managed.

All UC functions are united in the Message Center and round off centralized accesses to voice, fax, and immediate messages (of course only with approval of the individual subscriber).

## Company AutoAttendant

Automatically transfer incoming calls that arrive at the central enterprise number. Utilize the capabilities of information announcements combined with automatic call handling after key input by the caller.

AutoAttendant enables individual customization to the workflow in your enterprise, whether an advertising announcement or individual announcement tree (Press 1 for Sales or 2 for Service...). The available schedules extend the deployment options as workflows can be automatically switched over depending on the weekday and time, e.g. incoming calls can be automatically forwarded to the night position.



An announcement can be played that is customized for the incoming phone number, for instance in the language of the caller.

Existing announcement texts or professionally recorded announcements in WAV format can of course be imported.

# Client Requirements

**Supported Windows operating systems for myPortal Smart, myPortal for Desktop, Business Attendant, myAttendant, myAgent, myReports**

- Microsoft Windows 8 Basic, Pro and Enterprise (32/64-bit)
- Microsoft Windows 7 SP1 (32/64-bit)
- Microsoft Windows Vista SP2 (32/64-bit)
- Microsoft Windows XP SP3 (32/64-bit)

**Supported Apple operating systems for myPortal Smart, myPortal for Desktop**

- Apple Mac OS X (Lion/10.7)
- Apple Mac OS X (Mountain Lion/10.8)

**Microsoft Outlook for myPortal for Outlook**

- Microsoft Office 365
- Microsoft Outlook 2013 (32/64-bit)
- Microsoft Outlook 2010 SP1 (32/64-bit)
- Microsoft Outlook 2007 SP2 (32-bit)

**Exchange Server Environments**

- Microsoft Office 365
- Microsoft Exchange 2013
- Microsoft Exchange 2010 SP2

**Additional Software**

- Java 1.6 (32-bit), or later
- Microsoft .NET Framework 3.5 for Outlook 2007 or later
- Microsoft .NET Framework 4.0 for Outlook 2010/2013 and myAgent, or later

**Use in Terminal Server Environments**

- Microsoft Windows 2012 Server as Microsoft Terminal Server
- Microsoft Windows 2008 R2 Server SP1 (64-bit) with Citrix XenApp 6.0 Server
- Microsoft Windows 2008 R2 Server SP1 (64-bit) as Microsoft Terminal Server

**Mobility Clients**

For myPortal for Mobile/Tablet, a Smartphone/tablet PC must meet the following requirements:

- Touch screen for comfortable operation
- Web browser
- Simultaneous use of voice and data connections is provider-dependent but must be possible.
- A 3G data connection (for example, EDGE, UMTS, HSPDA) is recommended for connection to OpenScape Business. GPRS data connections can lead to lengthy load times of myPortal for Mobile/Tablet screen pages.
- Depending on user behavior, a data volume of more than 100 MB per month can accrue for myPortal for Mobile/Tablet. For this reason, a data flat rate is recommended.

Operating systems and reference devices can be found at:

<http://wiki.siemens-enterprise.com>

## Mobility Solutions

The business world along with the work processes of enterprises and their employees have fundamentally changed. In addition to being at their office workstation, employees are often on the road from where they must also have access to your enterprise communications. OpenScape Business gives your enterprise flexible integrated mobility choices suitable for mobile communication at all sites. These include, for instance, integration of smartphones and tablet PCs, use of cordless/DECT and WLAN telephones right up to full integration of home office employees with continuous access to your business communications.

### Mobility on the Road

Field service employees must increasingly be reachable for your customers and have access to your business communications.

With myPortal for Mobile/Tablet your field staff is always reachable from one number, the office telephone number (One Number Service) for customers. So they only have to memorize one number.

Extensive UC functions on the smartphone, such as presence, favorite display, access to the voice box, call journals, and much more, fully integrate your field service employees in your enterprise communications.

The web-based approach means nearly every smartphone can be integrated by browser.

### Mobility in the Office

Suitable cordfree solutions are available to give full telephone reachability on the enterprise site. DECT and WLAN phones let you adapt mobile communication to your enterprise requirements. Your employees in the office, in the production hall, or on the site of the enterprise are always reachable for customers and colleagues.

OpenScape Business Desk Sharing gives the capability of multiple employees sharing one phone to save costs and for employees who are only occasionally in the office. Every employee logs on to the phone with a PIN code when he works in the office, and then has access to his personal phone settings.

### Mobility at Home

OpenScape Business gives various options for integration of home office employees (home workers). With "CallMe!" the employee is always reachable with his business number, e.g. at his home phone, and company calls are automatically forwarded. Whenever an employee wants to make an enterprise call, he simply dials the required contact in his UC client and OpenScape Business then calls him on his home phone and establishes the link to the destination caller when the employee accepts the call. The advantages are that the business number is displayed (One Number Service) to the called party, and the call costs are billed to the enterprise.

Thanks to OpenScape Business your employees have full access to business communications from their own home as if they were working in the office.

## Networking of OpenScape Business

OpenScape Business gives extensive options for improving collaboration between teams and employees at different enterprise sites. A maximum of 1000 employees can be networked and work in the same way as if they were linked to a large communications system. Existing IP network links can be used simultaneously for telephony and data traffic. Network-wide UC services are available in addition to telephony. Due to the presence display, your employees can see whether colleagues at another site are currently making a phone call or are in a conference. This information improves reachability and saves valuable work time, because unnecessary calls can be eliminated.

Planned dial-in conferences let you easily and effectively organize multi-site conferences. Employees dial directly in the dial-in conference, similarly to meeting in a conference room. OpenScape Web Collaboration shows every displayed slide on every screen.

Voice messages received in the entire network can be simply forwarded to the suitable employee. And even more, it is still very much more possible to support collaboration in the teams.

### Network-Wide Voice and UC Features

- System-wide telephone directory with presence display ("In the office", "Meeting", "Vacation", "Ill" etc.)
- Network-wide call status (employee is busy or is being called)
- Network-wide call acceptance, i.e. calls from another site can be accepted in a team
- Exchange of instant messages (Instant Messaging), also with groups
- Spontaneous or scheduled Drag&Drop conferences in the network
- Network-wide collaboration (Web Collaboration), e.g. desktop sharing to exchange information, as well as video transmission
- myAttendant attendant console: Network-wide view over the presence state of networked employees, i.e. who is reachable, who not
- Integrate external telephone directories, for instance to use databases as a central phone book
- Integration in the Microsoft Exchange calendar and in the public directory
- Forwarding of voice messages through the entire OpenScape Business network
- Social network integration of business partners (via XMPP) to exchange presence and chat information

## OpenScape Business Model Versions

OpenScape Business offers various model versions featuring seamless integration into an existing telephony or IP infrastructure. Regardless of whether it is hardware- or software-based, virtualized or installed on its own server. OpenScape Business satisfies all of these requirements with its standardized solution architecture.

### OpenScape Business X3/X5/X8 Hardware Models

All models support a maximum of 500 subscribers. The following subscriber interfaces are available: IP, digital (U<sub>P0E</sub>), ISDN (BRI), analog (a/b) and cordless (DECT/WLAN).

Connectivity to the public network is by ITSP (SIP protocol), ISDN (S<sub>0</sub>/BRI and S<sub>2M</sub>/PRI), analog or, in selected countries, CAS connections.

The hardware models are:

- OpenScape Business X3 (for wall/rack mounting)
- OpenScape Business X5 (for wall/rack mounting)
- OpenScape Business X8 (for stand/rack mounting)

The integrated UC Smart functions are usable for a maximum of 50 subscribers in all models.

Alternatively UC Suite can be used:

- Max. 150 subscribers with UC Booster Card (not for X3/X5 wall model)
- Max. 500 subscribers with UC Booster Server, also virtualized with VMware vSphere (connected Linux server)

### OpenScape Business S Software Model

OpenScape Business S is a software solution for max. 500 IP subscribers and with UC Suite functionality for all subscribers. Connectivity to the public network is by ITSP (SIP protocol). The OpenScape Business S Software is operated on a Linux server, also virtualized with VMware vSphere.

OpenScape Business X3/X5/X8 is used as the gateway for connectivity of digital and analog trunk lines.

The UC Booster Card, Booster Server or OpenScape Business S can be used for OpenStage Gate View and OpenDirectory Service (for connectivity of external databases) as well as for connectivity of 3rd-party applications via CSTA.

## Marketable Expansion Stages

OpenScape Business*	X3		X5		X8	S (Server)
	Rack	Wall	Rack	Wall		
<b>Connection to service provider</b>						
ITSP channels (SIP provider)	60	60	60	60	60	128
ISDN S <sub>0</sub> (BRI)	20	20	52	52	128	–
ISDN S <sub>2M</sub> (PRI)	-	-	30	30	180	–
Max. number of line channels	250	250	250	250	250	250
<b>Subscribers</b>						
Analog	20	20	52	68	384	–
Digital	24	24	56	56	384	–
IP subscribers	500	500	500	500	500	500
Cordless/DECT	32	32	32	64	250	–
Max. number of subscribers	500	500	500	500	500	500
<b>Unified Communication (UC Smart)</b>						
myPortal Smart	50					–
Smart VoiceMail	320					–
myPortal for Mobile	50 can be set up / 30 active in parallel					–
Business Attendant	8					8

\* Expansion is dependent on, for instance, the number of slots and the cards used.

OpenScape Business*	X3		X5		X8	S (Server)
	Rack	Wall	Rack	Wall		
<b>Unified Communication (UC Suite)</b>						
Max. number of simultaneously active UC Suite clients	500 Up to 150 UC Suite users in combination with UC Booster Card UC Booster Server required beyond 150 UC Suite users					500
myPortal for Desktop/Outlook	500					500
Voicemail	500					500
myPortal for Mobile	100 can be set up / 30 active in parallel					200/30
myAgent	64					64
myReports	1					1
myAttendant	20					20
<b>Unified Communication (CRM, Database Connection)</b>						
Application Launcher User	500 can be set up / 50 active in parallel					500/30
TAPI User	500					500
Open Directory Service Connectors	4					4
<b>Gate View</b>						
Cameras	8*/2					8

\* Expansion is dependent on, for instance, the number of slots and the cards used.

## Telephones

<p><b>OpenStage Telephones (U<sub>P0E</sub>, IP)</b></p> <ul style="list-style-type: none"> <li>OpenStage 5, 15, 20, 20 E, 20 G, 40, 40 G, 60, 60 G, 80, 80 G (HFA or SIP)</li> <li>OpenScape Desk Phone IP 35G / 55G (SIP)</li> <li>OpenStage 10 T, 15 T, 20 T, 30 T, 40 T, 60 T, 80 T</li> </ul> <p>Existing optiPoint 410/420/500 are supported.</p> <ul style="list-style-type: none"> <li>Add-on devices: OpenStage key module only for OpenStage 15, 40, 60 and 80</li> </ul>	
<p><b>WLAN telephone</b></p> <ul style="list-style-type: none"> <li>OpenStage WL3</li> </ul> <p>Existing WL2 devices (SIP) are supported.</p>	
<p><b>Cordless/DECT telephones</b></p> <ul style="list-style-type: none"> <li>OpenStage S4, SL4, M3</li> </ul> <p>Existing Gigaset S3, SL3, M2 are supported.</p>	

<p><b>SIP telephones/ a/b adapter</b></p> <p>The myPortal for Desktop, myPortal for Outlook and myAttendant OpenScape Business clients can be used with SIP telephones that support RFC 3725.</p> <p>Full functionality of the features depends on the SIP telephone being used and cannot be ensured.</p> <p>Mediatrix 4102S: for the connection of two analog telephones or fax machines.</p>	
<p><b>PC clients</b></p> <ul style="list-style-type: none"> <li>• OpenScape Personal Edition (HFA) and OpenScape Personal Edition SIP</li> </ul> <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 user interface at the office and on the road. Video connections can be used with OpenScape Personal Edition SIP.</p>	
<p><b>Additionally supported:</b> OpenScape Business analog telephones and fax machines, ISDN telephones and fax machines, and add-on devices such as door/gate intercoms via TFE-S adapters.</p>	

## Interfaces for Integration in Business Applications

Numerous interfaces and applications are available for integration with OpenScape Business in existing IT infrastructures and business applications:

- Application Launcher for an active interaction with CRM/ERP applications
- Accounting software for charge evaluation. The system stores up to 20,000 datasets.
- Directory Services for information on callers, delivered from internal and external directories/databases
- Connection of internal presence management and IM (Instant Messaging) with business partners or social networks via XMPP

## CTI Middleware

- First- and third-party TAPI Service Provider for call control from CTI or CRM/ERP applications

## Interfaces and Protocols

- CSTA for monitoring and control of telephones by a wide range of applications
- SIP for connection to voice-based applications
- LDAP for connection to external directories or of external LDAP clients for delivery of information on callers or quick dialing of contacts
- HTTP and HTTPS for external application access to OpenScape Business UC functions
- TCP/IP as the basic protocol for all Ethernet connections
- SQL connector for connecting to SQL databases to search for contact details:
  - Microsoft SQL server
  - MySQL
  - PostgreSQL
  - Sybase SQL server
- LDAP connectors for external LDAP servers such as Active Directory

## OpenStage Gate View

OpenStage Gate View brings the video image from a camera on to the display of an OpenStage telephone, e.g. from door intercoms or other surveillance cameras on the enterprise site.

OpenStage Gate View functionality is fully integrated in OpenScape Business. Only one IP based camera and one OpenStage 60 (IP/HFA) are required.



You can find information on cameras tested for OpenStage Gate View at: <http://wiki.siemens-enterprise.com>

## Maintenance and Administration

Web-based management with numerous intuitively operated wizards are available for administration of OpenScape Business. This is also complemented by the capability of administration with Manager E.

Web-based management lets the administrator centrally administer the detailed settings for user UC clients. Definable subscriber profiles make it easier to set up standardized UC profiles (same settings in the UC clients), e.g. for visibility of phone numbers, call forwarding, or the personal AutoAttendant for groups or all users.

The system includes integrated services management. Self-running test and diagnostic programs monitor the different system components and enter occurring events and system messages in log files. Evaluation can be carried out locally or over a secured remote service access. This can be complemented by also reporting important events to a remote service center.

The remote service platform provided by Siemens Enterprise Communications permits secured remote access over the internet. New system software versions can be loaded automatically over the internet. This minimizes service times and increases solution availability at the customer.

## OpenScape Business EMC Classes

- Class B (EN 55022) for the international market
- Class A (EN 55022) for USA and Canada

## OpenScape Business Demonstration

If you would like to know more, visit our website or ask your channel partner for a demonstration of OpenScape Business today.

## 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 802.3ab Gigabit Ethernet
- 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 2403 IPsec Authentication - MD5
- RFC 2404 IPsec Authentication - SHA-1
- RFC 2404 IPsec Authentication - SHA-2
- RFC 2405 IPsec Encryption 3DES
- RFC 2407 IPsec DOI
- RFC 2408 ISAKMP
- RFC 2409 IKE
- RFC 2410 IPsec encryption - NULL
- RFC 2411 IP Security Document Roadmap
- RFC 2412 OAKLEY
- RFC 3602 IPsec encryption with AES
- RFC 4301 Security Architecture for the IP
- RFC 4303 IP Encapsulating Security Payload (ESP)

### 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)

### Services

- RFC 2597 Assured Forwarding PHB Group
- RFC 3246 An Expedited Forwarding PHB (Per-Hop Behavior)

### Codecs

- G.711; G.729

### CTI

- CSTA Phase III
- TAPI Service Provider for TAPI 2.1

### VoIP over 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 3725 Best Current Practices for Third Party Call Control (3pcc) in the Session Initiation Protocol (SIP)
- RFC 3842 A Message Summary and Message Waiting Indication Event Package for the Session Initiation Protocol (SIP)
- RFC 3891 The Session Initiation Protocol (SIP) Replaces Header
- RFC 4040 RTP Payload Format for a 64 kbit/s Transparent Call

### VoIP Security

- RFC 2246 TLS V1.0
- RFC 2459 X.509 PKI Certificate and CRL Profile
- RFC 3711 SRTP
- RFC 3830 MIKEY

### XMPP

- RFC 3920 Extensible Messaging and Presence Protocol (XMPP): Core
- RFC 3921 Extensible Messaging and Presence Protocol (XMPP): Instant Messaging and Presence

### Others

- RFC 959 FTP
- RFC 1305 NTPv3
- RFC 1951 DEFLATE

## Setup and Environmental Conditions

	X3R	X3W	X5R	X5W	X8
					
Setup	Rack	Wall system	Rack	Wall system	Standard system (also for installing in rack)
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)
Power supply	The models, by default, are designed for mains operation. Possible power outages can be optionally bypassed with an uninterruptible power supply (UPS). <ul style="list-style-type: none"> <li>Rated input voltage (AC): 100 to 240 V</li> <li>Rated frequency: 50/60 Hz</li> <li>Battery supply (DC): 48 V</li> </ul>				
Power consumption	Depends on hardware platform and expansion stage				
Environmental conditions	<ul style="list-style-type: none"> <li>Operating conditions: +5 to +40 °C</li> <li>Humidity: 5 to 85%</li> </ul>				
Housing color	Gray/Green	White	Gray/Green	White	Gray/Green

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