

optiClient 350 V3.0

Innovative PC Client from the HiPath 5000 Product Family

New communication media like e-mail and the Internet have made their way into the office via the PC. Now is the time to integrate your internal and external voice communication into the PC network as well.

The optiClient 350 - part of the Siemens HiPath 5000 family - is the state-of-the-art tool to manage voice communication in a user friendly and professional way.

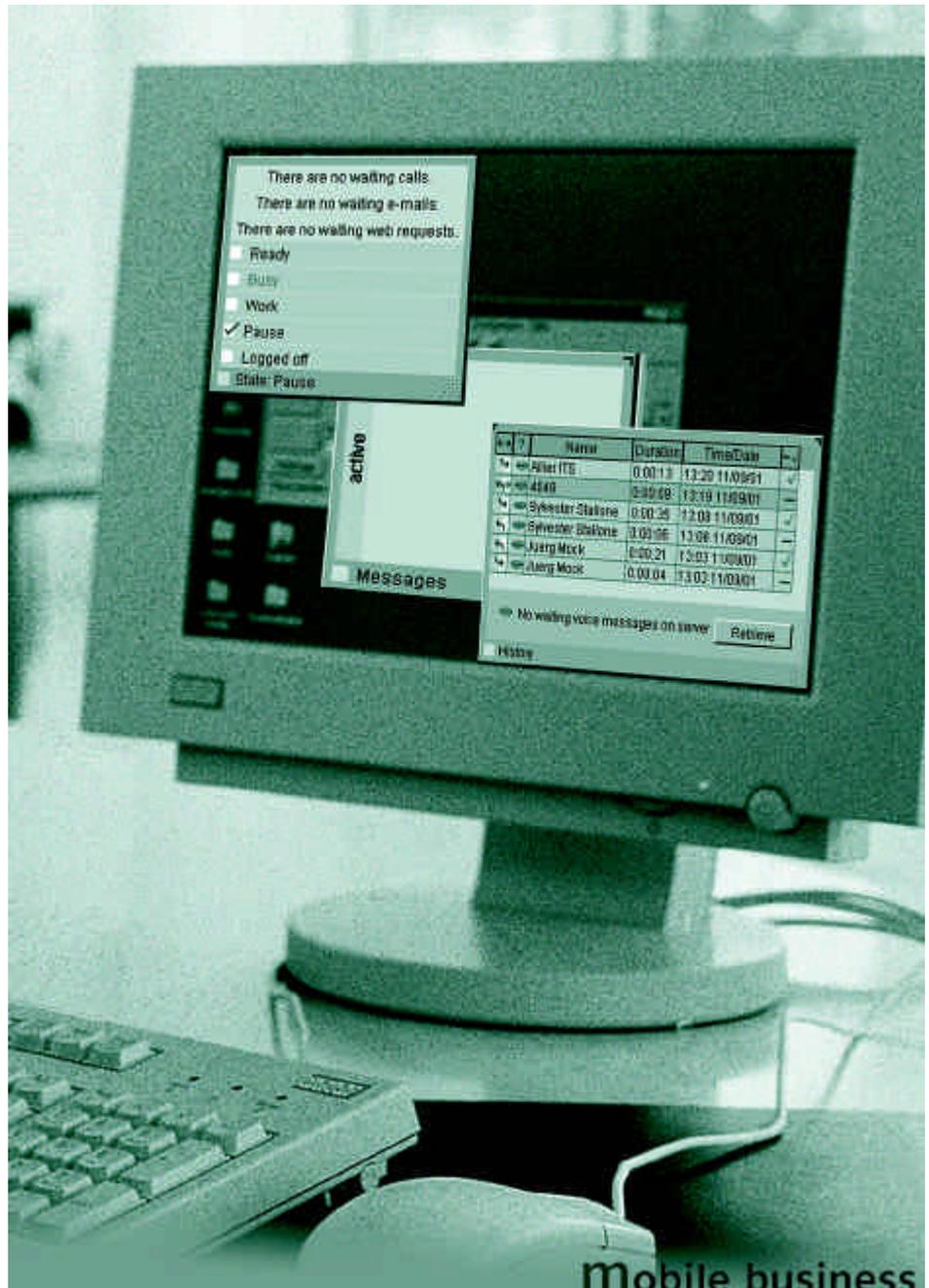
Integration of information and communications

One of the most valuable assets of organizations is their know-how.

Know-how about their customers, suppliers, products, services and processes. Most of this information is consolidated in databases and Intranets: IT systems contain modern organization's information assets. But information is only valuable if people can easily access and use it in their daily communications. The conclusion is that the right combination of IT and communication applications helps organizations to make better use of their assets.

At the moment the two most widely used communication systems are telephone and e-mail.

E-mail is fully integrated in the IT systems, but traditionally the telephone infrastructure is an "island", isolated from the IT systems.



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Integrating information and voice communication is in most cases still a manual process, and manual processes, as we have known since the industrial revolution, are expensive, erratic and slow.

The LAN as the single communication infrastructure

The Internet boom was also a technological boost. We now can bring information and communication together by their roots.

Modern LAN infrastructures transporting data at high data rates can bring both information and real time communication to the user's desk. A multimedia PC can additionally perform the function of a telephone, even offering a more advanced graphical user interface.

And as the LAN can easily be extended, embedding branch offices and even individual teleworkers is quickly realizable.

Corporate communication is not limited to a single site, but can now be made available at any location with LAN access; a PBX or PBX cabling is not necessary anymore.

Using the LAN as its communication network, the optiClient 350 automatically takes advantage of these LAN benefits.

optiClient 350 features

The optiClient 350 has a small and flexible user interface. It enables its user to operate several phone calls simultaneously with mouse and keyboard.

In addition it leaves place on the desktop for further applications.

For example CTI screen pop-ups triggered by one of the interfaces supported by the optiClient 350.

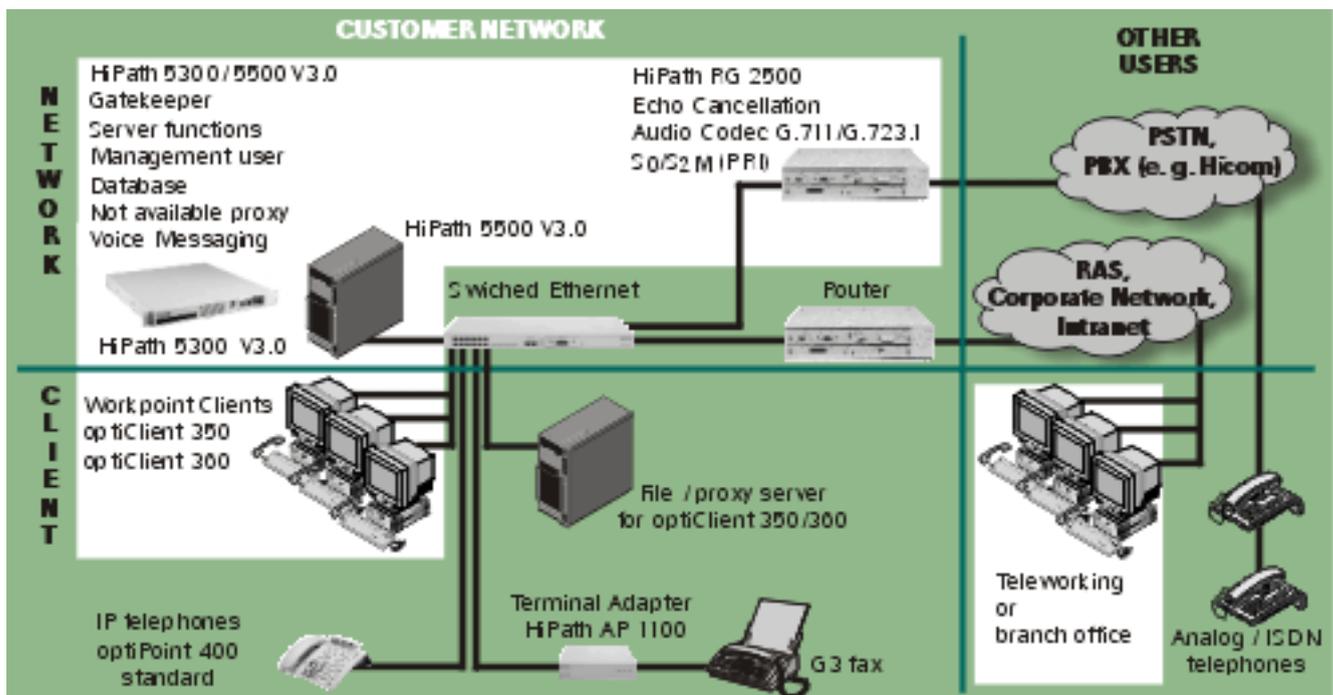
Having a modern multimedia-capable communication system does not mean you have to give up your well-known PBX features.

Besides basic call features the optiClient 350 offers a variety of features like conditional call forwarding, consultation hold, toggle, transfer and call back on no reply. Additionally it even supports group features like call pickup, group call park, conference and hunt groups.

Voice mail functionality is offered in cooperation with the normal e-mail server. This server also stores the optiClient 350 user's voice messages that can be processed, forwarded and archived like normal e-mail messages.

To ensure that no calls are missed, a proxy service takes over the forwarding and voice mail functionality in case the client application is switched off.

Different from a PBX phone, the optiClient 350 autonomously generates communication features and interfaces to other applications, instead of a central server. By distributing the intelligence of the system, single points of failure can be eliminated.



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Smooth migration

If you cannot start from scratch but have to integrate the optiClient 350 into an existing communication environment, the HiPath architecture offers a smooth migration path for a manageable step into the Voice over IP world.

The HiPath RG 2500 gateway is the perfect link between Hicom and the optiClient 350.

Important CorNet features like calling line identification (CLI), call back and path replacement guarantee a perfect interworking between Hicom and optiClient 350 users.

optiClient 350 benefits

The optiClient 350 offers you different types of advantages:

Higher Communication Quality

- PC as single communication tool
- Integration into existing IT infrastructure
- Improved and faster communication through CTI (Computer Telephony Integration)
- Seamless network offering seamless communication between head quarters, branch offices and teleworkers.
- Flexibility through free seating
- Simplified user interface

Saving on infrastructure costs

- Lower administration and maintenance costs due to one single network infrastructure
- No need for additional voice mail or CTI server
- No separate telephone cabling necessary (for new buildings only)

Future-proof

- IP is fast becoming the universal standard for voice, data and video communications High availability due to distributed architecture
- High availability via distributed architecture

To learn more about how HiPath products can take your IP network beyond data and enhance the way you do business, contact your local Siemens representative, or visit our web site at www.hipath.com.

optiClient 350 call features

- Basic call
- Call forwarding, all or specific calls, immediately or delayed
- Hold, consultation, toggle and transfer
- Callback on no reply
- Redial and redial list
- Call pick-up (centrally and locally administrated)
- Group calls
- Parking
- Conferencing (multiple conferences)
- Take back calls from voice mail
- Mute
- DTMF sending
- CTI
- Music on hold

optiClient 350 flexible user interface

- Multiple call handling
- Speed dial keys
- CLIP
- Journal of incoming and outgoing calls
- Directory service (company, department and personal)
- Different ringer tones
- Standard languages German and English (translations supported)



Technical data

Protocols

- H.323, H.450, H.225, H.245
- Voice encoding:
 - G.711 (64 kbit/s)
 - G.723.1 (5.3/6,3 kbit/s)
- SMTP for communication with e-mail server (for voice mail functionality)

Network requirements

- Ethernet 10/100 Mbit/s, switched Ethernet
- IP protocol
- Remote Access (RAS) for teleworkers

Interfaces

- TAPI 2.0 and Java RMI for first party CTI
- LDAP for directory services
- ODBC and JDBC for database access

System requirements clients

Hardware

- Pentium 450 MHz for Windows NT Workstation 4.0
- Pentium 600 MHz for Windows 2000
- 128 Mbyte RAM for Windows NT Workstation 4.0
- 256 Mbyte RAM for Windows 2000
- Network adapter Ethernet 10/100 Mbit/s
- 150 Mbyte free space on the hard disk (for local installation)
- CD ROM Drive (optional)
- The VGA card must have at least 256 colors and support 800 x 600 pixels (1024 x 768 pixels and 16-bit colors recommended)
- optiPoint handset V1.0 support (Windows 2000) or
- Full-duplex sound card with microphone and headset or multimedia keyboard
- Speaker and microphone (or a handset such as the ANC-200 by Andrea Electronics)

Software

- Supported operating systems Windows NT 4.0 Workstation (SP 5), Windows 2000 Professional (SP 2)
- Server HiPath 5300 / 5500 Version 3.0
- Web Browser Netscape Communicator 4.77, but not 6.x Microsoft Internet Explorer 5.5 (SPI) or later

System requirements Proxy and fileserver

Hardware

- Pentium 600 MHz
- 256 Mbyte RAM
- 150 Mbyte free space on the hard disk
- Network Fast Ethernet 10/100 Mbit/s
- Drive(s) CD-ROM
- Monitor (optional) VGA (1024 x 768, 256 colors)

Software

- Windows NT 4.0 Workstation (SP 5)

The information in this document contains general descriptions of the technical options available, which do not always have to be present in individual cases. The required features should therefore be specified in each individual cases at the time of closing the contract.