

Information

OpenScape Office

Unified Communications for medium-sized enterprises

OpenScape Office is a unified communications application suite which provides easy-to-use functions such as presence, messaging including voicemail and fax box, mobility and contact center for organizations up to 384 users.

We invite you to open up your office to a new way of communicating. By providing built-in unified communications functions, it is able to support you in meeting all your business requirements and extending the value of a call. Inefficiency in communication is drastically reduced with OpenScape Office.

Communication for the open minded

Siemens Enterprise Communications
www.siemens.com/open

SIEMENS

OpenScape Office

OpenScape Office is a total solution package that comes with a whole host of cool features. These features are used in the OpenScapeOffice applications:

- myPortal
- myPortal for Outlook
- myAttendant

Just think how convenient OpenScape Office could be for your business.

The features of the contact center with the myAgent and myReports applications can be found in the datasheet for the OpenScape Office Contact Center.

Presence

It allows everyone to indicate their presence with the applications. You can then tell if someone is in a meeting, conducting a call, when they will be again available and how best to reach them. If you're out of the office, you can update your availability via your phone.

CallMe

Permanently office based staff may find it necessary to work from home sometimes. CallMe 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 the office.

Directories

Forget multiple directories and personal phone lists. With OpenScape Office you have ONE directory that brings ALL your contacts together.

Favorites list

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

Personal 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.

Voicemail box

Route all your mobile and desk phone messages to your OpenScape Office voicemail box. The information available is always up-to-date and easy to manage. Assign the messages priorities from your PC without having to listen to them.

Fax Message Box

OpenScape Office includes a Personal Fax Message 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 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 call, email or text you based on your presence status, so you can prioritize each message in a glance and respond accordingly.

Popups

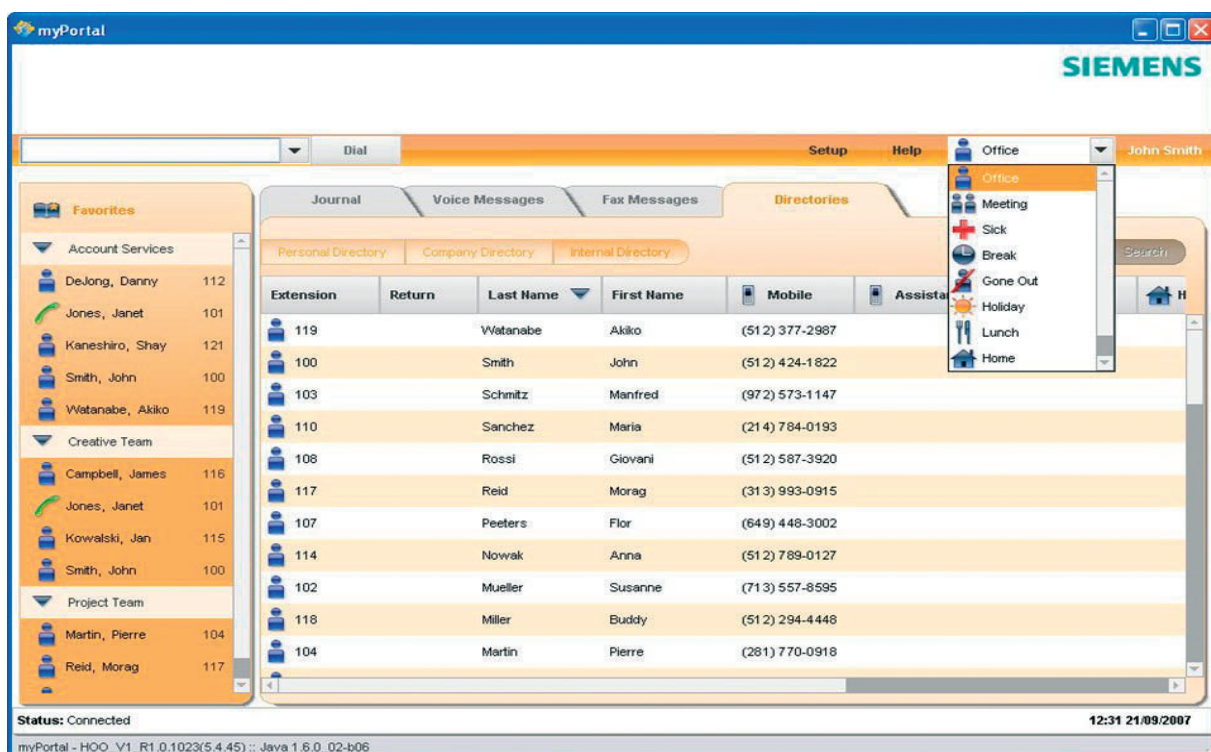
Know which calls need your attention now and which ones can wait. With Popups, a small pop-up in the bottom corner of the screen notifies you each time a phone call comes in. See the name and number of the caller and handle each incoming call appropriately. Redirect it, answer it, or record it in a single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

Live call recording

Record important calls if the caller agrees so you can listen to them again later. You are then free to give your entire attention to the caller.



Instant Messaging

Send a message to a contact if that contact is currently making a call or is occupied in another way.

myPortal for Outlook

Because OpenScape Office integrates seamlessly into Microsoft Outlook, each worker needs only one application to access all means of communication. Emails, voice messages as well as fax and instant messages can be viewed and heard, managed and answered from the application they're most familiar with and that they use every day. What's more, presence status and voice message box 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 applications, so it's not surprising that productivity is increased. Or that the office suddenly seems more chilled out.

Dial from any desktop application

Click and dial a contact number immediately from a customer database file, email signature or CRM package. OpenScape Office can dial from any application with a listed number.

myAttendant

A great function for your telephone switchboard, office administrators or team leaders – a single window shows incoming calls, calls on hold, and the presence status of all workers in your organization. You call up the voice message box of a co-worker or change a user's status with their permission.

Technical data

Supported communications systems

- HiPath 3000 V8

Note: OpenScape Office is only enabled for connecting to stand-alone HiPath 3000 systems.

Capacity limits OpenScape Office

Up to 384 stations.

If every station uses the faxbox, the number of users is reduced to 250 because a maximum of 500 numbers can be configured.

OpenScape Office Server minimum requirements

Hardware requirements

- At least 1 GB RAM
- At least 300 GB free hard disk space
- 2400 MHz Pentium processor or comparable
- Network interface (LAN \geq 100Mbit/s)
- DVD drive
- Broadband internet access for software upgrades

Software requirements

- Standard openSUSE Linux 10.3 with KDE interface, 32-bit installation

The installation of openSUSE Linux 10.3 has been certified on the following servers:

- Fujitsu Primergy TX150 S6
- Fujitsu Celsius W370 (onboard network card is not recognized)
- Dell Poweredge T105 (AMD Opteron 2.1 GHz, 1 GB RAM, 250 GB hard disk, DVD drive). Linux must be installed as a 32-bit variant
- HP Proliant ML110 G5 (Xeon Dualcore 2.13 GHz, 1 GB RAM, 250 GB hard disk, DVD drive). Linux must be installed as a 32-bit variant

OpenScape Office applications

Minimum requirements

- Operating system:
 - Microsoft Windows XP SP3 (32-bit)
 - Microsoft Windows Server 2003 SP2 (32-bit)
 - Microsoft Windows Vista SP1 (32-bit)
- Web browser (to program the phone's function keys):
 - Microsoft Internet Explorer version 6 (Windows XP and Windows 2003)
 - Microsoft Internet Explorer version 7 (Windows XP, Windows 2003 and Windows Vista)

- Mozilla Firefox version 3 (Windows XP, Windows 2003 and Windows Vista)

- Outlook
 - Microsoft Outlook 2003 SP3 or
 - Microsoft Outlook 2007 SP1
- Additional software
 - Java 1.6
- Hardware
 - 2 GHz CPU
 - 512 MB RAM for Microsoft Windows XP SP3 (32-bit)
- 1 GB RAM for Microsoft Windows Server 2003 SP2 (32-bit) and Microsoft Windows Vista SP1 (32-bit)
- 100 Mbit/s LAN
- SVGA (800x600) screen resolution

Terminal server operation, Citrix server operation

myPortal, myPortal for Outlook and myAttendant can be used under the following conditions in terminal server/Citrix server environments. Project-specific approvals are also possible.

Note: The customer is responsible for terminal server/Citrix server environments including hosted services and virtual environments.

Software requirements

- Microsoft Windows Server 2003 SP2 as Terminal server + Office 2003 SP3 or
- Microsoft Windows Server 2003 SP2 as Terminal server + Office 2007 SP1 or
- Microsoft Windows Server 2003 SP2 as Citrix Presentation Server 4.5 Platinum Edition + Office 2003 SP3 or
- Microsoft Windows Server 2003 SP2 as Citrix Presentation Server 4.5 Platinum Edition + Office 2007 SP1

Hardware requirements

The number of applications that can be installed depends on the server performance and the amount of memory available. If further applications are used on the server, their RAM requirements must be taken into account.

Operation of myPortal requires the following additional RAM memory.

- Approx. 67,000 KB for the first instance
- Approx. 53,000 KB for each additional instance

Operation of myPortal for Outlook requires the following additional RAM memory.

- Approx. 625 kB for the first instance
- Approx. 625 kB for each additional instance

For operation of myAttendant the following additional RAM requirement must be taken into account.

- Approx. 5.750 kB for one instance

These memory requirements are basic values that have been determined under the following boundary conditions:

- Apart from myPortal, no other applications are running. Additional contact folders, LDAP databases or connections such as the Outlook calendar integration have not been taken into account.

INFORMATION for Citrix server operation: The Windows taskbar on the Citrix server client should only be used in one height unit so that myPortal popups remain visible and accessible.

Languages

| | de | en | da | fr | it | nl | pt | sv | es | tr | pl | no | fi |
|---|----|----|----|----|----|----|----|----|----|----|----|----|----|
| OpenScape Office applications: • myPortal • myPortal for Outlook • myAttendant | X | X | X | X | X | X | X | X | X | en | X | X | X |
| TUI (Telephone User Interface) | X | X | X | X | X | X | X | X | X | en | X | X | X |
| OpenScape Office Assistant | X | X | en | X | X | en | X | X | X | en | en | en | en |

Supported telephones

| Telephones | myPortal | myPortal for Outlook | myAttendant |
|--|----------|----------------------|-------------|
| OpenStage T | yes | yes | yes |
| OpenStage HFA | yes | yes | yes |
| optiPoint 500 | yes | yes | yes |
| optiPoint 410/420 HFA | yes | yes | yes |
| OpenStage SIP | no | no | no |
| optiPoint 410/420 SIP | no | no | no |
| Cordless DECT telephones (CMI) | yes | yes | yes |
| Analog telephones (T/R) | yes | yes | yes |
| ISDN telephones and cordless DECT telephones (S ₀) | no | no | no |
| OpenStage Personal Edition | yes | yes | yes |
| optiPoint 150 S | no | no | no |
| optiPoint WL2 professional | yes | yes | yes |

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Hofmannstr. 51, D-80200 München, 12/2009

Reference No.: A31002-P1000-D100-3-7629

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