



OpenScape Desk Phone IP 35G Eco

Sales Information

Unify PH HQ PM 1

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1 Description of Product/Solution/Service

1.1 Overview



Figure 1 OpenScape Desk Phone IP 35G Eco with text on the keys



Figure 2 OpenScape Desk Phone IP 35G Eco with icons on the keys

1.1.1 Brief Overview

The OpenScape Desk Phone IP 35G Eco delivers an intuitive, user-friendly communications experience in a cost-effective endpoint. Complimented by improved energy efficiency and crystal clear HD audio the OpenScape Desk Phone IP 35G Eco is best in class for value in desktop communication. Complete with a full-duplex speaker-telephone and a 2 line display, the OpenScape Desk Phone IP 35G Eco provides the right foundation for vibrant conversations at the desktop.

The OpenScape Desk Phone IP 35G Eco is the successor of the OpenScape Desk Phone IP 35G using the same housing and feature set. Due to hardware improvements the phone provides additional power saving capabilities. The Power over Ethernet (PoE) class is changed from two to one. The support of Energy Efficient Ethernet (EEE) reduces the idle power consumption additionally. See 1.2.3 for further information.

The OpenStage Desk Phone IP 35G Eco is delivered with a pre installed SIP software. It is highly recommended to exchange the software with the latest version available on the software delivery server.

The available models are:

- OpenScape Desk Phone IP 35G Eco with **text** on the keys, available in **carbon black**
- OpenScape Desk Phone IP 35G Eco with **icons** on the keys, available in **carbon black**

The SIP SW version for the release is V3R3

Highlights / Overview:

- Modern, space efficient and ergonomic design in carbon black color
- Built-in stand with 4 different angles
- Small footprint
- Built-in Gbit/s Ethernet LAN Switch
- Headset functionality
- English language labels with terms or icons and a "Back" button for easy navigation
- Dedicated keys for the most commonly used features including "Conference", "Transfer" and "Hold"
- 3 programmable keys (pre-programmed by default)
- Rich SIP feature set (with US related default settings out-of-the-box)
- Long handset cord (4 meter)
- Wall mountable without extra kit

Differences to the predecessor OpenScape Desk Phone IP 35G:

- No white color available
- PoE class 1 – A reduced energy consumption of up to approximately 20%* is possible
- EEE - Energy Efficient Ethernet (EEE, 802.3az). Thus the European CoC is adhered to. Energy saving of up to approximately 40 % ** is possible.

* Measured acc. load cycle defined by "Blauer Engel"

** Precondition: Phone is connected to an EEE capable access switch

Target groups:

The target group for OpenScape Desk Phone IP 35G Eco includes all new and existing corporate customers deploying Unify SIP system or SIP standard compliant third party solutions. OpenScape Desk Phone IP is a global branch-neutral product.

In practice (and not limited to):

- Standard telephone user - single-line and multi-line - (w/ or w/o UC)
- Contact Center agent

1.1.2 Connectivity and Compatible Products

- OpenScape Voice V8
- OpenScape Voice V7R1
- OpenScape Voice V6
- OpenScape Business V1 (since V1 R3.3.0). The supported features can be found on: https://intranet.unify.com/wiki/Features_and_Configuration_of_SIP_Devices
- Asterisk open source PBX*
- Technically, OpenScape Desk Phone IP 35G Eco phones may be used with other SIP (RFC) compliant systems, but then there is only a limited feature set available plus there will be no product support (for error fixing) by the global vendor support (GVS).

The detailed and up-to-date information on compatible products can be found in the product and solution release notes.

*Attention: The OpenScape Desk Phone IP 35G Eco for use with Asterisk-driven soft PBX systems needs a project-specific approval for direct sales - please contact OSIRIS.

Indirect sales: The OpenScape Desk Phone IP 35G Eco can be operated on Asterisk based communication solutions. The delivered feature set needs to be tested and released by the solution provider.

Remark: The OpenScape Desk Phone 35G Eco ships with a preinstalled SIP software only. An HFA software is planned mid 2015. Loading the correct software version is in the responsibility of the service.

1.1.3 Available languages

The following languages are available on the local user interface and the user WBM (the admin WBM is available in English only). For M3 release, the following languages are available on the user interface:

- Brazilian Portuguese
- Bulgarian (Cyrillic)
- Catalan
- Chinese
- Croatian
- Czech
- Danish
- Dutch
- English (UK)
- English (US)
- Estonian
- Finnish
- French
- German
- Greek
- Hungarian
- Indonesian
- Italian
- Japanese
- Korean
- Latvian
- Lithuanian
- Macedonian (Cyrillic)
- Malay
- Norwegian
- Polish
- Portuguese
- Romanian
- Russian (Cyrillic)
- Serbian (Cyrillic)
- Slovak
- Slovenian
- Spanish
- Swedish
- Turkish
- Welsh.

Notes:

Generally the web admin pages are in English, whereas the web user pages are translated.

The input character set for the following languages is English:

- Chinese
- Korean
- Japanese

1.1.4 Country Settings

The following country settings (country specific parameters, e.g. tones) are available:

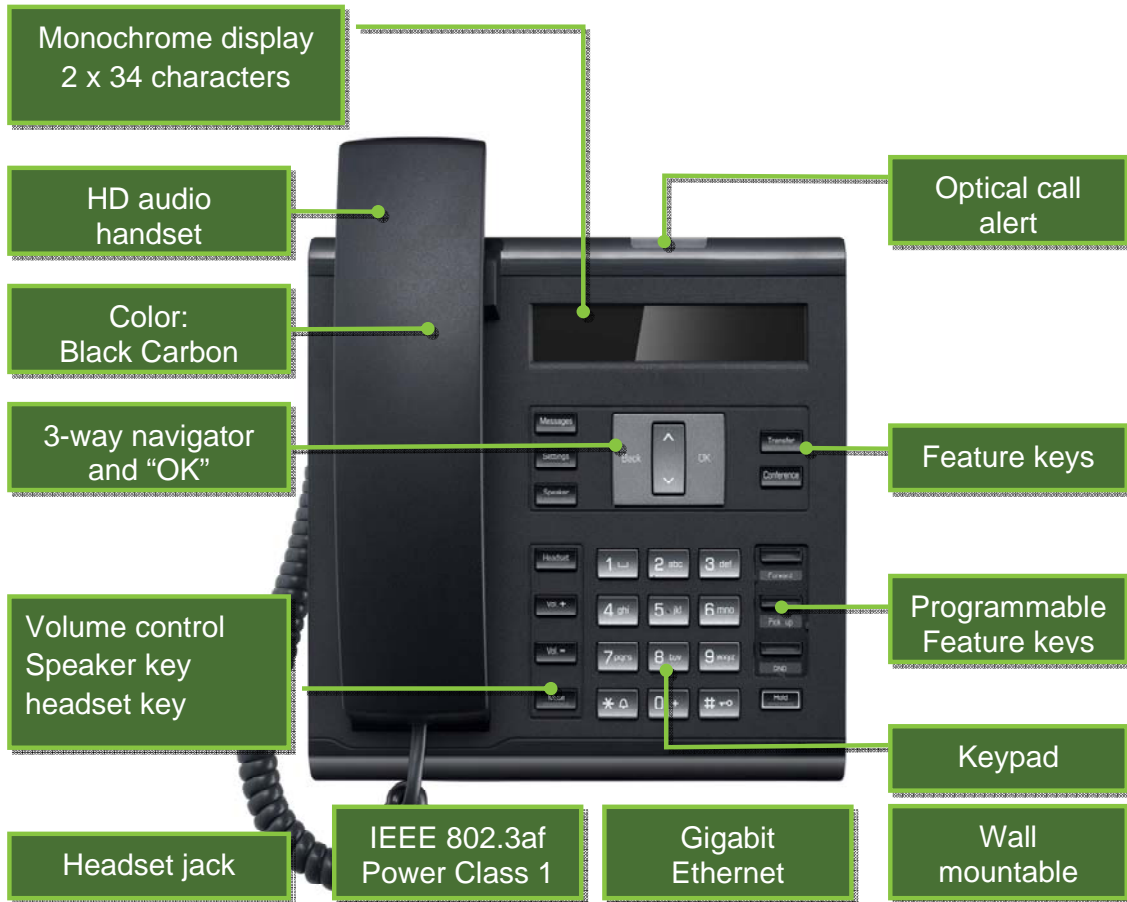
- Argentina
- Australia
- Austria
- Belgium
- Brazil
- Canada
- Chile
- China
- Croatia
- Czech Republic
- Denmark
- Finland
- France
- Germany
- Hungary
- India
- Ireland
- Italy
- Japan
- Korean
- Luxembourg
- Mexico
- Netherlands
- New Zealand
- Norway
- Poland
- Portugal
- Russian Federation
- Singapore
- Slovakia
- Spain
- South Africa
- Sweden
- Switzerland
- Thailand
- Turkey
- United Kingdom
- United States
- Vietnam

Depending on further demand, the settings for further countries may be implemented. The request to introduce additional country settings needs to be originated by the regions via change requests. Please note ring signals are country-specific and need to be determined by the approval authorities.

1.2 Description of Features

The OpenScape Desk Phone IP 35G Eco is a full-featured speaker-phone with display and lighted feature keys for use of up to 3 line appearances. An enterprise graded business feature set & options for mobile users are provided.

With its intuitive and interactive user interface it is a universal solution for efficient and professional telephony. It is targeted both for users with moderate call volume (w/ or w/o UC) and for contact center agents since the phone provides a headset interface.



Note: All of the feature & audio & the programmable keys have LEDs (except for the Transfer, Conference & Volume keys)

Figure 4: Text variant (labeled keys)



Figure 6: Icon variant in “carbon black”

1.2.1 General feature overview

Feature	OpenScape Desk Phone IP 35G Eco
Display	
Graphical monochrome display	2 lines (2x34 characters; 205 x 41 pixel; monochrome)
Optical call alert	Yes (red LED)
Keys	
Key pad	12 keys (0-9, *, #)
Audible Key Click	Yes (configurable)
Application (mode) keys	<ul style="list-style-type: none"> ▪ Messages (incl. call log) (w/ red LED) ▪ Settings (w/ red LED)
Fixed function keys	Transfer, Conference, Hold (w/ red LED)
Free programmable keys	3 (pre-programmed by default) with red LED
Audio	<ul style="list-style-type: none"> ▪ Loudspeaker w/ red LED ▪ Headset w/ red LED ▪ Mute w/ red LED ▪ Volume adjustment with Plus/Minus keys
Navigation	3-way navigation and 'OK' button
Physical Interfaces	
LAN access	10/100/1000 MBit/s Ethernet autosensing, half-duplex, full-duplex (configurable)
EEE	yes
PC port	Yes (Integrated LAN switch, configurable)
LAN activity check	Yes (via the local menu)

Feature	OpenScape Desk Phone IP 35G Eco																				
DECT Headsets	Yes (wired connection to DECT base station)																				
Headset jack for corded (121 TR9-5) and cordless headsets (121 TR9-5*), 8-pole connectors recommended	Yes																				
Applications																					
Telephony	Yes																				
Access to (corporate) directories via LDAP (anonymous or with login and password)	Yes																				
Personal Phonebook for up to 100 entries	Yes, but not supported by OpenStage Manager PC application																				
Call Log	Yes (possible to deactivate) 30 entries for each category (dialed, received, missed, forwarded calls)																				
Server Feature Key (FPK)	Yes																				
Send URL key (FPK)	Yes																				
Daylight saving time	Yes																				
Technical data																					
Operating system	Linux																				
Dimensions (Bracket with 4 different angles possible)	<table border="1"> <thead> <tr> <th>Angle</th> <th>Depth [mm]</th> <th>Width [mm]</th> <th>Height [mm]</th> </tr> </thead> <tbody> <tr> <td>41°</td> <td>200</td> <td>185</td> <td>176</td> </tr> <tr> <td>45°</td> <td>190</td> <td>185</td> <td>184</td> </tr> <tr> <td>50°</td> <td>178</td> <td>185</td> <td>193</td> </tr> <tr> <td>54°</td> <td>170</td> <td>185</td> <td>199</td> </tr> </tbody> </table>	Angle	Depth [mm]	Width [mm]	Height [mm]	41°	200	185	176	45°	190	185	184	50°	178	185	193	54°	170	185	199
Angle	Depth [mm]	Width [mm]	Height [mm]																		
41°	200	185	176																		
45°	190	185	184																		
50°	178	185	193																		
54°	170	185	199																		
Weight incl. Handset und handset cord	0,750 kg																				
Wall mountable	Yes – without extra kit																				
Storage conditions	40 °C to +70 °C IEC 60721-3-1 IEC 60721-3-2)																				
Operational conditions	+5 °C to +40 °C (IEC 60721-3-3)																				
Power Supply (EU-, US- or UK-plug)	Yes (optional)																				

Feature	OpenScape Desk Phone IP 35G Eco
	<p>Important: The power unit is a device of safety class 1. The protection concept of the power installation needs to achieve the requirements of earth conductor (e.g. Schuko plug type F, country specific).</p> <p>If this does not fit, appropriate country specific plugs and cords with grounding conductor have to be supplied locally.</p> <p>Only the power supplies mentioned in this sales information document (chapter 3.2) are released for usage with OpenScape Desk Phone IP (and OpenStage) phones.</p> <p>A deployment of the old „AULT-power supply is neither released nor allowed.</p> <p>Only one phone per power supply is supported.</p> <p>External Power Supply (EU-, US- or UK-plug) from optiPoint can also be used.</p>
Power over Ethernet (PoE): IEEE 802.3af	Yes
Power over Ethernet, Cisco proprietary mode	No
IEEE 802.3af Power class	Class 1

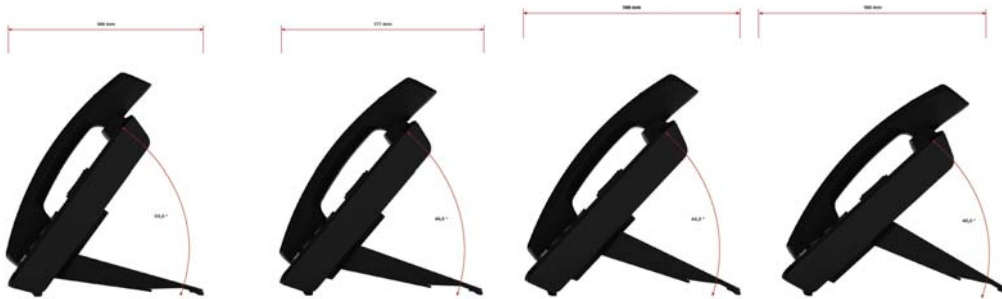
1.2.1.1 Desk Mounting positions

The OpenScape Desk Phone IP 35G Eco can either be mounted on the desk or on the wall without having to order a separate wall mount kit (Note: For wall mounting a special short CAT6 cable needs to be ordered extra)

The angles for desk-mounting can easily be adjusted with the bracket for the following viewing angles:

- 53,5°
- 59,5°
- 44,5°
- 40,5°

Desk-mounted



Wall-mounted



1.2.2 Hardware & Features General feature overview

Feature	OpenStage 15 OpenStage 15 G	OpenStage Desk Phone IP 35G Eco	OpenStage 40/40 US OpenStage 40 G/ 40 US G	OpenStage 60 OpenStage 60 G
Color	Lava, Arctic	Carbon black	Lava, Arctic	Lava, Arctic
Adjustment	Non-tilt able display	Integrated stand, 4 positions	Tilt able display	Tilt able display
Display				
Graphical display	Monochrome Graphical display, 205 x41pixels allowing max. 2x34 characters monochrome	Monochrome Graphical display, 205 x41pixels allowing max. 2x34 characters monochrome	Monochrome display 6 lines, 240*128 pixel, 5,1 inch	Color display 320*240 pixel (QVGA), 5,7 inch / 14,5cm TFT, 16 Bit color depth, 65k colors
Backlit	No	No	Yes	Yes
LED	Red color	Red color	Red color	Blue color
Optical call alert	No	Yes (red LED)	Yes (red LED)	Yes (blue LED)
Keys / LEDs				
Keypad	12 keys (0-9, *, #)	12 keys (0-9, *, #)	12 keys (0-9, *, #)	12 keys (0-9, *, #)
Key click	Yes (configurable)	Yes (configurable)	Yes (configurable)	Yes (configurable)
Fixed feature keys (pushbuttons)	3 : Speaker Messages Menu (red LED)	8 Keys w/ 6 red LEDs (no LED for „ Transfer/Conferen ce”)	8 Keys w/ 6 red LEDs <ul style="list-style-type: none"> • disconnect /conference • redial /transfer • forwarding/hold 	6 Keys w/ 5 blue LEDs (no LED for „Disconnect”) <ul style="list-style-type: none"> • disconnect • forwarding • voice dialing- not supported

Feature	OpenStage 15 OpenStage 15 G	OpenStage Desk Phone IP 35G Eco	OpenStage 40/40 US OpenStage 40 G/ 40 US G	OpenStage 60 OpenStage 60 G
Application keys	2 w/ LED <ul style="list-style-type: none"> • Messages/Call Log • Settings 	2 w/ LED <ul style="list-style-type: none"> • Messages/Call Log • Settings 	2 w/ LED <ul style="list-style-type: none"> • Messages/Call Log • Settings 	6 w/ LED <ul style="list-style-type: none"> • Telephony • Phonebook • Call Log • Messages • Settings / XML-Applications • Help
Programmable fixed feature keys (Admin reprogrammable only)	N/A	<ul style="list-style-type: none"> ▪ Transfer ▪ Conference ▪ Hold (w/ LED) 	<ul style="list-style-type: none"> ▪ "Disconnect" -key ▪ "Redial"-key ▪ "Call forward"-key (w/ LED) US version: <ul style="list-style-type: none"> ▪ "Conference" -key ▪ "Transfer"-key ▪ "Hold"-key (w/ LED) 	<ul style="list-style-type: none"> ▪ "Disconnect" -key ▪ "Call forward"-key (w/ LED) ▪ "Voice Dial"-key (w/ LED)
Free programmable touch- / sensor-keys (same functionality / principle as with optiPoint)	8 (Keys with paper labels; (thereof one can be a shift key -> 2 levels → 14 functions); 8 red LEDs)	3 keys (pre-programmed by default) (thereof one can be a shift key -> 2 levels → 4 functions);	6 (thereof one can be a shift key -> 2 levels → 10 functions); 6 red LEDs Plus 12 keys per each Key Module 40 Plus 15 keys on a Key Module 15	8 (thereof one can be a shift key -> 2 levels → 14 functions); 8 blue LEDs Plus 12 keys per each Key Module 60
Audio keys	<ul style="list-style-type: none"> ▪ Loudspeaker w/ LED ▪ Volume adjustment w/ Plus/Minus keys 	<ul style="list-style-type: none"> ▪ Loudspeaker w/ LED ▪ Headset w/ LED ▪ Mute with LED ▪ Volume adjustment w/ Plus/Minus keys 	<ul style="list-style-type: none"> ▪ Loudspeaker w/ LED ▪ Headset w/ LED ▪ Mute with LED ▪ Volume adjustment w/ Plus/Minus keys 	<ul style="list-style-type: none"> ▪ Loudspeaker w/ LED ▪ Headset w/ LED ▪ Mute w/ LED ▪ Volume adjustment w/ TouchSlider™
Navigation	via 3 keys	3-way navigation plus 'OK'	4-way navigator plus 'OK' navigator	TouchGuide

Feature	OpenStage 15 OpenStage 15 G	OpenScape Desk Phone IP 35G Eco	OpenStage 40/40 US OpenStage 40 G/ 40 US G	OpenStage 60 OpenStage 60 G
Physical Interfaces				
LAN access	OpenStage 15: 10/100 MBit/s Ethernet autosensing, half-duplex, full-duplex (Configurable) OpenStage 15 G: 10/100/1000 MBit/s Ethernet autosensing, half-duplex, full-duplex (Configurable)	10/100/1000 MBit/s Ethernet autosensing, half-duplex, full-duplex (Configurable); EEE	OpenStage 40: 10/100 MBit/s Ethernet autosensing, half-duplex, full-duplex (Configurable) OpenStage 40 G: 10/100/1000 MBit/s Ethernet autosensing, half-duplex, full-duplex (Configurable)	OpenStage 60: 10/100 MBit/s Ethernet autosensing, half-duplex, full-duplex (Configurable) OpenStage 60 G: 10/100/1000 MBit/s Ethernet autosensing, half-duplex, full-duplex (Configurable)
PC port	Yes (Integrated LAN switch, configurable)	Yes (Integrated LAN switch, configurable)	Yes (Integrated LAN switch, configurable)	Yes (Integrated LAN switch, configurable)
LAN activity check	Yes (local menu)	Yes (local menu)	Yes (local menu)	Yes (local menu)
DECT Headsets configurable (see also chapter "Headsets")	No	Yes	Yes	Yes
Headset jack for corded (121 TR9-5) and cordless headsets (121 TR9-5*), it's recommended to use 8-pole connectors	No	Yes	Yes	Yes
Bluetooth 2.0 interface	No	No	No	Yes OPP (send/receive vcard) HFP (headset)
USB Master	No	No	No	Yes

Feature	OpenStage 15 OpenStage 15 G	OpenStage Desk Phone IP 35G Eco	OpenStage 40/40 US OpenStage 40 G/ 40 US G	OpenStage 60 OpenStage 60 G
Ability to connect expansion units, like Key Module	Yes *)	No	Yes max. two Key Modules OpenStage 40 or one key module OpenStage 15	Yes max. two Key Modules OpenStage 60
Applications				
Telephony	Yes	Yes	Yes	Yes
Personal Phonebook	Yes (Max:100 entries)	Yes (Max:100 entries)	Yes Max: 100 entries	Yes Max: 1000 entries Supported by OpenStage Manager PC application
Picture Clip (add pictures to personal phonebook)	No	No	No	Yes
Access to (corporate) directories via LDAP/ LDAPS (anonymous or with login and password)	Yes	Yes	Yes	Yes
Call Log	Yes Possible to deactivate 30 entries for each category (dialed, received, missed, forwarded calls)	Yes Possible to deactivate 30 entries for each category (dialed, received, missed, forwarded calls)	Yes Possible to deactivate 30 entries for each category (dialed, received, missed, forwarded calls)	Yes Possible to deactivate 30 entries for each category (dialed, received, missed, forwarded calls)
Help Function	No	No	No	Yes
Themes / Skins	No (black/white)	No (black/white)	No (black/white)	Yes: 2 (silver/blue and anthracite/orange)
Customer specific Logo on display	No	No	Yes	Yes
XML application framework as a platform for application development	No	No	No	Yes

Feature	OpenStage 15 OpenStage 15 G	OpenStage Desk Phone IP 35G Eco	OpenStage 40/40 US OpenStage 40 G/ 40 US G	OpenStage 60 OpenStage 60 G
Start XML applications via FPK	No	No	No	Yes
Local mode key can be replaced by an XML application	No	No	No	Yes <ul style="list-style-type: none"> • Call logging • Voice Mail • Phone Book/LDAP • Help
Server Feature Key	Yes, both via FPK and FFK	Yes, both via FPK and FFK	Yes, both via FPK and FFK	Yes, both via FPK and FFK
Send URL key	Yes, via FPK	Yes, both via FPK and FFK	Yes, both via FPK and FFK	Yes, both via FPK and FFK
Personal Screensaver (Slide Show)	No	No	No	Yes
Daylight saving time	Yes	Yes	Yes	Yes
Technical data				
Operating system	Linux	Linux	Linux	Linux
Dimensions (height x width x length [mm])	70 x 240 x 221	Depth Width Height 41° 200 185 176 45° 190 185 184 50° 178 185 193 54° 170 185 199	70 x 270 x 221	70 x 300 x 269
Weight [kg]	0,783	0,750	1,068	1,245
Wall mountable	Yes	Yes	Yes	No
Storage conditions	-40 °C to +70 °C IEC 60721-3-1 IEC 60721-3-2)			
Operational conditions	+5 °C to +40 °C (IEC 60721-3-3)			

<p>OpenScape Desk Phone IP 35G Eco With EEE, no data from PC port</p>	<p>1,8</p>	<p>2,5</p>	<p>1,8</p>	<p>2,5</p>	<p>1,9</p>	<p>2,6</p>	<p>2,2</p>	<p>2,9</p>
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Technical Background: Energy Efficient Ethernet (EEE)

Energy-Efficient Ethernet is a set of enhancements to the twisted-pair and backplane Ethernet family of computer networking standards that allow for less power consumption during periods of low data activity. A pure VoIP phone can leverage the benefits of EEE greatly, because it inherently produces a very low network load. The values in blue show the power consumption of the OpenScape Desk Phone IP 35G Eco under optimal circumstances, where there is no device connected to the PC port, respectively the connected device is not sending data during the measurement period.

General Notes:

- all values was measured with the Precision Power Analyzer - PPA5530 from N4L; average measuring precision = +/- 0,1W
- all values are average values; integration interval = 1 minute
- the value "power from PoE-LAN switch" is without power loss on cable and LAN switch AC/DC converter >>> the power value contains the phone and accessories only; DC-In on PoE-LAN port = 48V
- the value "power with external PSU" is measured with the PSU from supplier SALOM >>> the power value contains the phone, accessories and external PSU; AC-In on PSU input approx. 230V / DC-out on PSU output approx. 37,7V
- both LAN ports used with maximum speed (GbE full duplex)
- display backlight brightness set to 100%
- Active Call via handsfree used approx. 0,2W more power as Active Call via handset

1.2.4 Network & protocols

Feature	OpenStage 15 OpenStage 15 G	OpenScape Desk Phone IP 35G Eco	OpenStage 40 OpenStage 40 G	OpenStage 60 OpenStage 60 G
IP V4	Yes	Yes	Yes	Yes
IPv6 Dual IP/Dual stack support	Project specific release only	Project specific release only	Project specific release only	Project specific release only
DHCP (IP address, subnet mask, DLS address, Time offset, Router, Domain Name Server, domain name, Network time protocol server, SIP server, VLAN ID)	Yes (configurable)	Yes (configurable)	Yes (configurable)	Yes (configurable)
DHCP IP address reuse	Yes (configurable)	Yes (configurable)	Yes (configurable)	Yes (configurable)
IEEE802.1ab (LLDP-MED)	Yes	Yes	Yes	Yes
DNS (host-) names for phones (via DHCP, configurable)	Yes	Yes	Yes	Yes
IEEE802.1p/q (VLAN Tagging & Prioritization) VLAN ID configuration options: <ul style="list-style-type: none"> • Manual/ DLS • DHCP Option 43 • LLDP-MED 	Yes	Yes	Yes	Yes
QoS (DiffServ and IEEE 802.1Q)	Yes	Yes	Yes	Yes

Forward SNMP traps according to MIB II and (private) QDC-MIB and OPENSTAGEPHONE-MIB; SIPPHONE-MIB	Yes	Yes	Yes	Yes
Support of QDC	Yes	Yes	Yes	Yes
NAT	Via SBC			

*QDC is an abbreviation of the HiPath QoS Data Collection Server.

1.2.5 Acoustics & audio

Feature	OpenStage 15 OpenStage 15 G	OpenStage Desk Phone IP 35G Eco	OpenStage 40 OpenStage 40 G	OpenStage 60 OpenStage 60 G
G.711 (64 kbit/s a/μ law)	Yes	Yes	Yes	Yes
G.722 (64 kbit/s), wide band codec	Yes	Yes	Yes	Yes
G.729 A/B (8 kbit/s)	Yes	Yes	Yes	Yes
G.723.1 (6,3 kbit/s)	No	No	No	No
On-hook dialing	Yes	Yes	Yes	Yes
Open listening	Yes	Yes	Yes	Yes
Full duplex hands-free speaker phone	Yes	Yes	Yes	Yes
G.711, G.729A/B Silence suppression (VAD)	Yes	Yes	Yes	Yes
8 Ringer Melodies; 3 Ringer tone sequences	Built-in pattern ringer: (8 melodies, 3 sequences) Polyphonic ringers (file based: WAV, MIDI)	Built-in pattern ringer: (8 melodies, 3 sequences) Polyphonic ringers (file based: WAV, MIDI)	Built-in pattern ringer: (8 melodies, 3 sequences) Polyphonic ringers (file based: WAV, MIDI)	Built-in pattern ringer: (8 melodies, 3 sequences) Polyphonic ringers (file based: WAV, MIDI and MP3)
Ringer off/on	Yes	Yes	Yes	Yes
Echo canceling for local echo (AEC) full duplex	Yes	Yes	Yes	Yes
Adaptive Jitter Buffer	Yes	Yes	Yes	Yes
Room Character configuration	Yes	Yes	Yes	Yes

Feature	OpenStage 15 OpenStage 15 G	OpenScape Desk Phone IP 35G Eco	OpenStage 40 OpenStage 40 G	OpenStage 60 OpenStage 60 G
Selectable ***) Packet Size (10 ms / 20 ms / 30ms/ auto)	Yes	Yes	Yes	Yes
DTMF (in-band)	Yes	Yes	Yes	Yes
DTMF (RFC2833/RFC4733) configurable playback of out-band DTMF	Yes	Yes	Yes	Yes
DTMF info method	No	No	No	No

***) Codec dependent

1.2.6 Administration and configuration

Feature	OpenStage 15 OpenStage 15 G	OpenStage Desk Phone IP 35 G	OpenStage 40 OpenStage 40 G	OpenStage 60 OpenStage 60 G
Remote administration via DLS (NAT environment requires DLS DCMP to be configured)	Yes	Yes	Yes	Yes
Administration via local phone menu (password-protected)	Yes	Yes	Yes	Yes
Remote administration via Web pages (Separate areas for administrator and user, each protected via password. Web pages disable option)	Yes	Yes	Yes	Yes
Factory reset via hooded claw (password) : This is configurable (active/ disabled)	Yes	Yes	Yes	Yes
Restart via hooded claw (password)	Yes	Yes	Yes	Yes
Software download via FTP and HTTPS	Yes	Yes	Yes	Yes
Installation with Plug&Play using DLS	Yes	Yes	Yes	Yes
Trace and debug capabilities Access via admin WBM or DLS Various trace options Predefined trace profiles	Yes	Yes	Yes	Yes
Plug &Play Method using DLS	Yes	Yes	Yes	Yes
	<ul style="list-style-type: none"> • Requires DLS or DLS-WPI • MAC address based • E.164 number based • Secure PIN mode supported 			

1.2.7 Security Features

Feature	OpenStage 15 OpenStage 15 G	OpenScape Desk Phone IP 35 G Eco	OpenStage 40 OpenStage 40 G	OpenStage 60 OpenStage 60 G
SIP signaling via TLS encryption	Yes	Yes	Yes	Yes
Payload encryption via SRTP	Yes <ul style="list-style-type: none"> • Mikey-0 • SDES 	Yes <ul style="list-style-type: none"> • Mikey-0 • SDES 	Yes <ul style="list-style-type: none"> • Mikey-0 • SDES 	Yes <ul style="list-style-type: none"> • Mikey-0 • SDES
Display indication for secure and unsecure call	Yes	Yes	Yes	Yes
Secure protocols for administration and management				
HTTPS <ul style="list-style-type: none"> • DLS Interface – with secure PIN mode for boot strapping • Web pages • File download 	Yes	Yes	Yes	Yes
Default Phone Certificate (“Self-Certificate”) for https access to OpenStage WBM; preinstalled in the phone	Yes	Yes	Yes	Yes
Certificate download (X.509 V3)	Via secure DLS connection	Via secure DLS connection	Via secure DLS connection	Via secure DLS connection
Certificate verification (configurable level per interface)	Yes	Yes	Yes	Yes

Feature	OpenStage 15 OpenStage 15 G	OpenScape Desk Phone IP 35 G Eco	OpenStage 40 OpenStage 40 G	OpenStage 60 OpenStage 60 G
Mutual authentication of the TLS interface to the DLS ("secure mode with PIN")	Yes	Yes	Yes	Yes
TLS-Certificate download via DLS	Yes	Yes	Yes	Yes
IEEE 802.1x supplicant support, with TLS EAPOL Log off	Yes (EAP-TLS and PEAP)	Yes (EAP-TLS and PEAP)	Yes (EAP-TLS and PEAP)	Yes (EAP-TLS and PEAP)
Configurable password policy (via DLS)	Yes	Yes	Yes	Yes
Security Logging (via DLS)	Yes	Yes	Yes	Yes

1.2.8 Telephony and SIP features

Feature	OpenStage 15 OpenStage 15 G	OpenStage Desk Phone IP 35G Eco	OpenStage 40 OpenStage 40 G	OpenStage 60 OpenStage 60 G
Call Hold (configurable reminder and recall)	Yes	Yes	Yes	Yes
Consultation hold	Yes	Yes	Yes	Yes
Alternate/Toggle	Yes	Yes	Yes	Yes
Call Deflection	Yes	Yes	Yes	Yes
Call Waiting	Yes	Yes	Yes	Yes
Call Decline / Refuse	Yes (disabled by default)	Yes (disabled by default)	Yes (disabled by default)	Yes (disabled by default)
Call Forward (Switch based or phone based)	Yes <ul style="list-style-type: none"> • Unconditional / all calls • No reply • Busy 	Yes <ul style="list-style-type: none"> • Unconditional / all calls • No reply • Busy 	Yes <ul style="list-style-type: none"> • Unconditional / all calls • No reply • Busy 	Yes <ul style="list-style-type: none"> • Unconditional / all calls • No reply • Busy
Call Transfer	Yes <ul style="list-style-type: none"> • Attended • Semi-attended (in ringing state) • Blind 	Yes <ul style="list-style-type: none"> • Attended • Semi-attended (in ringing state) • Blind 	Yes <ul style="list-style-type: none"> • Attended • Semi-attended (in ringing state) • Blind 	Yes <ul style="list-style-type: none"> • Attended • Semi-attended (in ringing state) • Blind
Local 3-way conference	Yes	Yes	Yes	Yes
Server based conference	Yes	Yes	Yes	Yes
Mute	Yes	Yes	Yes	Yes

Feature	OpenStage 15 OpenStage 15 G	OpenStage Desk Phone IP 35G Eco	OpenStage 40 OpenStage 40 G	OpenStage 60 OpenStage 60 G
Call Recording	Yes (device based requires additional Call recording equipment)	Yes (device based requires additional Call recording equipment)	Yes (device based requires additional Call recording equipment)	Yes (device based requires additional Call recording equipment)
Music on hold (endpoint generated music; files in wave and midi format)	Yes • Endpoint generated (files in WAV and MIDI format) • Server based	Yes • Endpoint generated (files in WAV and MIDI format) • Server based	Yes • Endpoint generated (files in WAV and MIDI format) • Server based	Yes • Endpoint generated (files in mp3, WAV and MIDI format) • Server based
DND (do not disturb) switch based and phone based possible	Yes	Yes	Yes	Yes
Selected dialing/ Speed dial	Yes	Yes	Yes	Yes
Repertory Dialing	Yes	Yes	Yes	Yes
Name-/URL-Dialing	No	No	No	No
Emergency Calling (also in "phone locked" state)	Yes	Yes	Yes	Yes
Direct Mode / IP Dialing	No	No	No	No
Distinctive ringing (including individual ringer configuration)	Yes	Yes	Yes	Yes
Hotline / Warm line (phone based), DFT and keyset	Yes	Yes	Yes	Yes
Message Waiting Indication	Yes (configurable options)	Yes (configurable options)	Yes (configurable options)	Yes (configurable options)

Feature	OpenStage 15 OpenStage 15 G	OpenStage Desk Phone IP 35G Eco	OpenStage 40 OpenStage 40 G	OpenStage 60 OpenStage 60 G
Phone Lock (user or admin password to unlock)	Yes	Yes	Yes	Yes
AICS ZIP Tone	No	Yes	Yes	Yes
Auto-answer (3PCC or uaCSTA, configurable)	Yes	Yes	Yes	Yes
Auto Dialing (default after 6 seconds, but configurable)	Yes	Yes	Yes	Yes
Hot Keypad Dialing (dial as soon as number matched by dial plan), activates local dial plan for on-hook dialing	Yes	Yes	Yes	Yes
Local dial plan	Yes <ul style="list-style-type: none"> • Auto dial • Emergency / phone lock by pass 	Yes <ul style="list-style-type: none"> • Auto dial • Emergency / phone lock by pass 	Yes <ul style="list-style-type: none"> • Auto dial • Emergency / phone lock by pass 	Yes <ul style="list-style-type: none"> • Auto dial • Emergency / phone lock by pass
Multiline / Keypad support	Yes	Yes	Yes	Yes
Max. number of lines (without key modules)	8	3	6	8
Max. number of lines with two Key Modules plugged in	18	N/A	18	30

Feature	OpenStage 15 OpenStage 15 G	OpenScape Desk Phone IP 35G Eco	OpenStage 40 OpenStage 40 G	OpenStage 60 OpenStage 60 G
Line Reservation	Yes	Yes	Yes	Yes
Configurable Ringing on Rollover Lines	Yes	Yes	Yes	Yes
Configurable ringer per line	Yes	Yes	Yes	Yes
Outgoing Line Preferences	Yes	Yes	Yes	Yes
Terminating Line Preferences	Yes	Yes	Yes	Yes
Line Key Action Mode Hold or Release	Yes	Yes	Yes	Yes
Direct Station Selection(DSS)	Yes	Yes	Yes	Yes
Call Back Feature (via FAC), CCBS, CCNR	Yes	Yes	Yes	Yes
Call Back Feature (functional), CCBS, CCNR	Yes	Yes	Yes	Yes
Group Call Pickup (OpenScape Voice)	Yes	Yes	Yes	Yes
Directed Call Pickup (OpenScape Voice)	Yes	Yes	Yes	Yes

Feature	OpenStage 15 OpenStage 15 G	OpenScape Desk Phone IP 35G Eco	OpenStage 40 OpenStage 40 G	OpenStage 60 OpenStage 60 G
Feature Key Toggle OpenScape Voice features, like Hunt Group "Make Busy" and "Stop Hunt" can be (de-) activated via feature key	Yes	Yes	Yes	Yes
3PCC (Third-Party Call Control)	Yes	Yes	Yes	Yes
uaCSTA (OpenScape Voice) <ul style="list-style-type: none"> ▪ Forwarding ▪ Auto-answer ▪ DND 	Yes	Yes	Yes	Yes
DLS User Mobility	Yes	Yes	Yes	Yes
Registration with backup proxy	Yes	Yes	Yes	Yes
DNS SRV	Yes	Yes	Yes	Yes
Further features for OpenScape Voice:	e.g. Call Bridging, Intercom calling, name and number presentation settings, hunt group log-in A number of features are supported in the OpenScape Voice Solution – pls. refer to the Feature Description Guide for more details.			

1.2.9 Further product features and details

1.2.9.1 Programmable keys

The OpenScape Desk Phone IP 35 G has 3 freely programmable keys that are already pre-programmed by default. However, those keys can be programmed by the user or by the administrator – if desired the keys can be locked down against user changes. The keys have red color LED to provide status information for features or lines (depending on the programmed feature).

There are paper labels that can be inserted between the phone and a clear plastic cover foil.

1.2.9.2 Conference unit

The OpenScape Desk Phone IP 35G Eco provides a connection to a conference unit (external loudspeaker and microphone). As of today, the 3rd party product “Konftel 60W” is certified within the HiPath Ready program and released for OpenScape Desk Phone IP 35G Eco, however this product was discontinued recently and the successor product Konftel 55W is still going through the process of certification testing

The Konftel unit is connected to the headset jack of the phone and a cable is required (to be ordered at Konftel, Konftel Article Number 900103403).

Further information about the OpenStage Conference Unit: http://wiki.unify.com/wiki/Conference_Unit



Third party conference unit by Konftel

A second product has been qualified through our Technology Partner Program. This conference unit is provided by the company “Duophon”, please see <http://www.duophon.com> (currently available information is only available in German language).

Please note that the AW 901 OS has less functionality compared to the Konftel 55W.



Third party conference unit by “duophon”

1.2.9.3 Headsets

The OpenScape Desk Phone IP 35 G provides a headset connector. Both corded and cordless (i.e. DECT headset via base station wired with the phone) are available on the market. Usually corded headsets are

providing the best audio quality.

Note: There is **no** Bluetooth support in the phone.

Corded headsets are typically equipped with a 4-pin western plug. Cordless headsets, if they support the electronic hook switch functionality, do have an 8-pin western plug (to transport the signalling). The OpenScape Desk Phone IP socket supports both western plugs without any adapter. The socket is hardware coded preventing that a standard RJ45 (e.g. preventing LAN with PoE) is plugged in.

Answering a call is simply done via the headset key. Neither an amplifier nor headset lifter is needed.

Up-to-date information on recommended headsets can be found on:

<http://wiki.unify.com/wiki/Headsets>

Headsets should be sourced directly from the relevant vendor. The key criterion here is compliance with 121-TR9-5 (corded) or 121-TR9-5* (cordless). We recommend using 8-pole connectors.

1.2.9.4 Wall mount option

The OpenScape Desk Phone IP 35 G can be wall mounted without an extra kit by mounting the bracket onto the phone in the right way (see installation guide) and attaching it on a wall mount plate.

Please note: For wall mounting a 25 cm LAN cable (CAT6) needs to be ordered extra.

1.2.9.5 User mobility

The user mobility feature allows the user to log onto any of the phones connected to a system (OpenScape Voice / DLS) and receive all his personal settings and data (E.164 number, user settings, phone book data...), making this phone temporarily his/her personal device.

This requires the OpenScape Desk Phone IP 35 G to be configured as a "mobile user" device in DLS. When a user logs onto a device the DLS downloads all user specific data device and when logging off again all data (including changes in settings or data) will be saved back to the DLS.

DLS user mobility is supported between OpenScape Desk Phone IP and OpenStage models. However, some limitations do occur due to different feature set per model.

Mobility with optiPoint is not supported.

1.2.9.6 LLDP-Med

The OpenScape Desk Phone IP 35 G supports the network layer 2 protocol IEEE 802.1ab LLDP-MED.

It allows deploying some network related parameters directly from the network switches using a standardized protocol, replacing other vendor specific means required before.

Major parameters in the protocol:

- VLAN ID (no need to configure vendor specific DHCP option 43 / no need to run a DLS in default LAN)
- Quality of service parameters (QoS) for RTP (Media)
- Power consumption (power class) - more granular and accurate (configuration) power consumption than IEEE802.3af.

Note: LLDP-MED should only be used with LLDP enabled network access switches. Old network access switches that don't adhere to the 802.1D-1998 MAC bridging specification might appear to be propagating the LLDP multicasts through the subnet. In this case LLDP-MED should be deactivated on the phone prior to installation.

LLDP-MED is supported for the phone LAN port only and does not apply to the PC port.

1.2.9.7 IPv6 Support

The phone supports both the internet protocol versions IPv4 and IPv6 based on a dual stack implementation. The phone can be operated in pure IPv4, pure IPv6 or mixed IPv4/IPv6 networks. The ANAT mechanism is used for media negotiation in the SIP/SDP protocol.

Note that this is available for OpenScape Voice deployments only. Using IPv6 requires opening a PSR.

1.2.9.8 Asterisk open source PBX

Asterisk based solutions offer various server based features. The scope of features provided is depending on the Asterisk integrator who is responsible for the customer solution. Therefore it is not possible to provide a full feature description in this document.

The OpenScape Desk Phone IP phones offer plenty of options to integrate seamlessly into an Asterisk based unified communication solution. These features are far above the basic feature set provided by a pure Asterisk installation.

- Call Pickup
Call Pickup for monitored lines is supported.
- Server Key
A flexible configuration feature for FPKs allows the intuitive presentation of a multitude of enhanced Asterisk unified communication features.
- Distinctive ringing
The standard compliant implementation of distinctive ringing works for Asterisk without any change.
- Name-Number Display
OpenScape Desk Phone IP 35G Eco support display of name/number information
- Customizable Keys
Locally integrated telephony functions can be overlapped with solution specific features (Example: MWI, Call Forwarding, FPK).
- OpenWPI
OpenScape Desk Phone IP 35G Eco provides an open provisioning interface for real Plug & Play out of the box. This turnkey feature permits huge installations with very low service effort.
- Busy Line Function (BLF)
Similar to OpenScape Voice DSS function. The user can observe the line status of an other DN.

1.2.9.9 RFID

The devices are shipped with a passive RFID tag for storing the phone's MAC address and part number. It is possible to obtain the MAC address (=serial numbers) of all phones supplied upon delivery. This information can be used to prepare the installation at the customer facility (plug & play with DLS) or to create an inventory of all phones. Serial numbers for up to 50 devices are printed on the delivery note. For higher numbers these can be obtained via e-mail (CSV format), registration of the e-mail address can be done via customer-servicedesk@unify.com. Pls. note that this is available for shipment from the logistic center in Germany.

1.2.9.10 Add-pack

The add-pack of the black OpenScape Desk Phone IP 35G Eco **with text** contains:

- "First installation Guide" and Quick reference card (US English language)

The add-pack of the **icon versions** of the OpenScape Desk Phone IP 35G Eco (both black and white) contains:

- "Installation & Quick Reference Guide" (7 languages)

1.2.9.11 Order positions

There are various order positions for sales. These are:

1. The OpenScape Desk Phone IP 35G Eco (this is the black phone with text on keys)
2. OpenScape Desk Phone IP 35G Eco icon black
3. "Pre-cut labels for OpenScape Desk Phone IP 35G Eco black" which includes 10 sheets with black paper key labels (this order position for the pre-cut labels are mainly for administrators reconfiguring the three pre-programmed FPKs)
4. "Clear plastic covers for OpenScape Desk Phone IP 35G Eco black" which includes 5 blank plastic covers in black + 1 sheet black paper key labels + 1 Emergency Label
5. Unshielded 25 cm long CAT6 cable for wall mounting the phone

1.2.9.12 Certifications and approvals

The following certifications and approvals are available for the OpenScape Desk Phone IP 35G Eco:

- CE Mark
- UL-Listed Mark

The following certifications and approvals are planned for the OpenScape Desk Phone IP 35G Eco in a later step

- CCC – Standard „China Compulsory Certification“
- A-Tick
- Telepermit
- ANATEL

Safety

- IEC 60950-1
- EN 60950-1
- UL 60950-1
- CAN/CSA 22.2 No. 60950-1

EMC

- EN 55022 Class B
- EN 55024
- EN 61000-3-2
- EN 61000-4-11
- FCC Part 15 (CFR 47) Class B

Connection / Transmission

- TBR 8
(Telephony 3.1 kHz teleservices; attachment requirements for handset terminals)
- FCC Part 68/CS-03
(Technical Requirements for Connection of Terminal Equipment to the Telephone Network)
- TIA/EIA-810A
(Transmission Requirements for Narrowband VoIP and Voice over PCM Digital Wireline Telephones)
- TIA/EIA-504A (Hearing aid capability)
(Electronic industries association recommended standard RS-504 magnetic field intensity criteria for telephone compatibility with hearing aids)

Environmental

The advantages for the climate, environment and consequently our customers are:

- Low energy consumption
- Long-lasting, extensible, recyclable and of high quality,
- No use of polluting materials in the product and manufacturing process
- Long-term replacement service (up to 5 years after manufacturing stop) *

1.3 Customer Benefits

The OpenScape Desk Phone IP 35G Eco provides the user a **powerful and competitive set of SIP based business features** when leveraging the OpenScape Voice solution.

Designed for knowledge workers needing support in their workflows with fast and simple access to the features they need, the design allows for a small footprint on the desk, adjustable for personal preferences. For non-desktop users, the OpenScape Desk Phone IP 35G Eco is wall mountable without the need for a separate kit.

The Unify Deployment Service tool (DLS) supports a centralized and highly automated deployment and configuration process for OpenScape Desk Phone IP 35G Ecos. A secure Plug & Play installation is supported in enterprise installations.

Configuration and management of the phones are supported in 3 ways via local menus, remotely via web pages and centralized with the DLS tool. The DLS also includes a user mobility feature allowing them to “carry” their settings and preferences with them simply by logging on to any OpenScape Desk Phone IP device/ OpenStage SIP device configured for mobile users

A high level of security is maintained in all areas of the OpenScape Desk Phone IP 35G Eco: Access is protected by passwords for administration and users. The password policy comes with powerful configuration options. Data connections for management use secure protocols and both signaling and voice (media) connections can be secured by standard means.

Excellent acoustics in all operation modes (handset, headset, open listening and full duplex hands free) is provided by the design and selected component.

The OpenScape Desk Phone IP 35G Eco is already prepared for future IP network requirements. Thanks to its dual-stack concept it can be deployed in IPv4, IPv6 or combined IPv4/IPv6 networks.

PLEASE NOTE: IPv6 support can only be released on a project specific basis !

It also supports the LLDP-MED protocol to easily exchange information with network switches

The integrated Gbit/s LAN switch has a configurable port for connecting devices like PCs with “one wire to the desktop”.

Personalization is applied with numerous configuration settings and programmable keys.

User benefits:

- Easy-to-understand user interface (new keys w/ text instead of icons)
- Small footprint, headset and 3 programmable buttons for perfect CC fit
- Quick reference card include
- Web based video training (iTunes, YouTube & Unify Wiki)

Administrator benefits:

- Savings on service due to pre-configured keys (functions) & default settings suited for the US market
- Remote or local management for improved productivity

1.3.1 Unique Selling Proposition (USP)

- OpenScape Voice business feature set (Preconfigured with typical keys/functions & settings) and also supports Asterisk business features
- Advanced security features
- AudioPresence™ - High Quality Audio
- Green-IT, environmental responsibility
- Attractive market price - lowest price offering for a Gbit/s SIP phone in the market!
- Open deployment interfaces (supporting Cloud & Asterisk deployment)s
- Low power consumption (e.g. PoE class 1)

1.4 Customer Requirements and Functional Boundary Conditions

Compatible SIP system:

- OpenScape Voice V8
- OpenScape Voice V7R1
- OpenScape Voice V6
- OpenScape Business V1 (and higher). The supported features can be found on: http://wiki.unify.com/wiki/Features_and_Configuration_of_SIP_Devices
- OpenScape Office MX V3 R3 FR6 (and higher). The supported features can be found on: http://wiki.unify.com/wiki/SIP_devices_configuration_examples
- Asterisk open source PBX V1.6 and higher*

**Attention: The OpenScape Desk Phone IP 35G Eco for use with Asterisk-driven soft PBX systems needs a project-specific approval for direct sales - please contact OSIRIS.*

Indirect sales: The OpenScape Desk Phone IP 35G Eco may be released for Asterisk based communication solutions. The delivered feature set needs to be tested and released by the solution provider.

The OpenScape Desk Phone IP 35G Eco is designed for operation in IP networks that are suitable for VoIP communication. Compatibility regarding network should be tested, for example, with the Unify module "IPCI IP Network Assessment" within the "Professional Services Suite for IP Communications Infrastructure V1.0".

Additional requirements, such as DHCP, SNMP, LLDP-MED, FTP/HTTPS download server availability, should be tested for application and operation depending on the relevant functions.

In compliance with IEEE 802.3af, the phones can be operated with external power supplies units (PSU to be ordered separately) or via "Power over Ethernet" (PoE).

We recommend the Deployment Service (DLS) for installation (deployment) and configuration. DLS is a centralized application for software and parameter distribution and supports secure plug-and-play installation. Additionally the phones can be managed over local phone menus and the web administrator/user pages.

The following prerequisites must be satisfied to ensure compliance with installation schedules:

- A DHCP server is recommended for installations with over approximately 20 devices (available in the customer network or use SESAP-DHCP)
- DLS is installed locally and configured or accessible
- There is a power supply unit within easy reach at the locations where IP phones are installed (if Power over Ethernet is not in use)
- The correct LAN cable (type and length) is available
- Technicians can disconnect the PC connection's LAN cable without waiting and loop it over the integrated IP phone switch

If these preconditions are not met, the customer will be billed separately for any additional outlay incurred.

1.5 Implementation and Networking Scenarios

1.5.1 Configuration Overview



1.6 Licensing

The OpenScape Desk Phone IP 35 G does not require specific licenses on the devices side. Regarding user licenses please refer to the system documentation.

1.7 Migration

Migration from OpenStage is not mandatory at all. The OpenScape Desk Phone IP 35G Eco is enhancing the existing devices portfolio and not replacing anything. Therefore the OpenScape Desk Phone IP 35G Eco can be operated in parallel to OpenStage phones.

The migration to HFA can be done with a simple SW upgrade. HFA software is planned to be available at May 2015

1.8 Services

A whole range of different services from the areas "Lifecycle Services", "Managed Services", and "Professional Services" are available.

The OpenScape Desk Phone IP is designed for operation in IP networks that are suitable for VoIP communication. Suitability should be tested, for example, with the Unify Professional Services "Suite for IP Communications Infrastructure".

The Professional Services comprises:

- Consulting
- Solution Design
- Solution Architecture
- System Integration

- Project Management
- Training

1.9 Positioning within the Unify Portfolio

The OpenScape Desk Phone IP 35G Eco is an additional offering to the existing OpenStage SIP family. There is no replacement or phase-out of OpenStage related to the initial release of the OpenScape Desk Phone IP models. The OpenScape Desk Phone IP 35G Eco is positioned in between the OS 15 G and OS 40 G (more towards OS 40G) as it provides a headset jack.

2 Sales Information

2.1 Area of Application, Commencement of Marketing and Delivery

2.1.1 Customer Information on Commencement of Marketing and Delivery

Customers of Unify GmbH & Co. KG can obtain further information about this from the country-specific Unify organization.

2.2 Sales Objectives and Target Groups

The Desk Phone IP models are further expanding the Unify portfolio of SIP desktop phones.

Compared to the existing OpenStage family they are providing a new design approach at a very attractive price position.

2.2.1 Target Group

The OpenScape Desk Phone IP 35G Eco is designed for the standard user, including knowledge workers and contact center agents. The user-centric features including headset connectivity, multi-line options and a rich business feature set make it ideal for offices and call centers.

The target group for OpenScape Desk Phone IP 35G Eco takes in all corporate customers for new and existing customers deploying Unify SIP system or SIP standard compliant third party solutions. OpenScape Desk Phone IP is a global branch-neutral product.

2.3 Marketing Structure

Every OpenScape Desk Phone IP model has exactly one order number that precisely defines both the hardware/device type and the preinstalled software (in this case, SIP). The phone is ready for installation and operation out of the box.

An external power supply (to be ordered separately) is required if the customer's power supply is not LAN-based. Three different connector versions are available (EU, GB and US versions).

2.4 Supporting Sales Information

2.4.1 Supporting Sales Information on the Internet

For additional technical notes, current information about firmware updates, frequently asked questions, and much more, go to http://wiki.unify.com/wiki/OpenScape_Desk_Phone_IP_35G

Training videos for users you can find here:

http://wiki.unify.com/wiki/OpenScape_Desk_Phone_Training

Documentation	Language	Media	Source of supply	ID number
OpenScape Desk Phone IP 35G Eco, Datasheet	EN, GE	PDF, Paper	Internet	A31003-D3000-D100-*-xx29
OpenScape Desk Phone IP 35G Eco, First installation guide	EN	PDF, Paper	Internet	A31003-D3500-J104-*-7631

Documentation	Language	Media	Source of supply	ID number
OpenScape Desk Phone IP 35G Eco, Installation & Quick Reference Guide	7 languages: German, English, Dutch, Italian, French, Spanish, Portuguese	PDF	Internet	A31003-D3500-J105-*-6Z31
Desk Phone IP 35G Eco, Quick Reference Card	EN	PDF, Paper	Internet	A31003-D3500-U104-*-7619
Desk Phone IP 35G Eco, User Manual	EN, GE	PDF	Internet	A31003-D3500-U101-*-xx19
Desk Phone IP 35G Eco, Administration Manual	EN	PDF	Internet	A31003-D3000-M100-*-76A9
Desk Phone IP 35G Eco, Provisioning Interface, Developers Guide,	EN	PDF	Internet	A31003-S2000-R102-9-7620
IEEE 802.1x Configuration Management, Administrator Documentation	EN	PDF	Internet	A31003-J4200-M100-13-76A9
OpenStage, uaCSTA Interface, Programming Guide	EN	PDF	Internet	A31003-S2000-R103-*-7620

xx=00 is equivalent to language German
xx=54 is equivalent to language Dutch
xx=72 is equivalent to language Italian
xx=76 is equivalent to language English
xx=77 is equivalent to language French
xx=78 is equivalent to language Spanish
xx=79 is equivalent to language Portuguese

3 Prices and Contract Processing

As a customer of Unify GmbH & Co. KG, you can obtain further information about this from your country-specific Unify organisation.

3.1 Export-Regulation

Certain products in our sales program are subject to the regulations governing export permits required under EU / German / US law [in accordance with the Export List (in German 'AL') and Export Administration Regulations (EAR)].

At the time of an offer/bid or order confirmation you can't be sure that

- the required export license will be granted in every case
- the validation of existing export licenses covers delivery times that can arise out of unexpected delays.

If, therefore, you are aware, or if you may assume, that what you are supplying to your customer is intended for export or re-export – including indirect export and transactions with dealers – you must ensure that the following reservation is included in your quotation, order confirmation, or contract, as the case may be:

„This offer (contract, order-confirmation) and fulfillment of contract are subject to the proviso that required export licenses have been granted and there are no other impediments arising from German or other export regulations.“

4 Data Protection and Information Security

4.1 Client Information on Data Protection and Information Security

The respective country-specific provisions regarding data protection must be complied with.

5 Training Concept

For service and administration purposes, the OpenStage SIP trainings can be used as major features are common to both products.

For selected use cases, video trainings are available on the experts' wiki portal at

http://wiki.unify.com/wiki/OpenScape_Desk_Phone_Training

5.1 Client Information on the Training Offer

As a customer of Unify GmbH & Co. KG, you can obtain further information about this from your country-specific Unify organisation.

For the Federal Republic of Germany, you can obtain further information on our training offer at the following URL:

<https://academy.unify.com>

6 Appendix

Abbreviations and/or Terms	Explanation
AICS	Automatic Incoming Call Signalling
ALG	Application Layer Gateway
CDP	Cisco Discovery Protocol
CE	Commission Européenne
CFB	Call Forwarding Busy
CFNR	Call Forwarding No Reply
CFU	Call Forwarding Unconditional
DHCP	Dynamic Host Configuration Protocol
DLS	Deployment Service
DN	Directory Number
DNS	Domain Name Service
DoD	Department of Defense (USA)
DSS Key	Direct Station Select Key
DTMF	Dual Tone Multi-Frequency
EEE	Energy Efficient Ethernet
FCC	Federal Communications Commission
FTP	File Transfer Protocol
GVS	Global Vendor Support
HFA	HiPath Feature Access
HPT	Husim Phone Tester is a UI interface tool used to remote control phones
IEEE	Institute of Electrical and Electronic Engineers
IETF	Internet Engineering Task Force
IM	International Market
IP	Internet Protocol
ISP	Internet Service Provider
LAN	Local Area Network
LDAP	Lightweight Directory Access Protocol
LED	Light Emitting Diode
MIB	Management Information Base
MWI	Message Waiting Indication
NAT	Network Address Translation
OSM	OpenStage Manager
PBX	Private Branch Exchange
PC	Personal Computer
PDF	Portable Document Format
PoE	Power over Ethernet

Abbreviations and/or Terms	Explanation
PSTN	Public Switched Telephone Network
QDC	Quality Data Collection
QoS	Quality of Service
RFID	Radio Frequency Identification
RTP	Real Time Transport Protocol
SDK	Software Developer's Kit
SESAP	Secured Enterprise Service and Administration Platform
SIP	Session Initiating Protocol
SMR	Software Maintenance Release
SNTP	Simple Network Time Protocol
SRV	A DNS RR for specifying the location of services
STUN	Simple Traversal of User Datagram Protocol Through Network Address Translators
SW	Software
SWS	Software Supply Server
TDM	Time Division Multiplexing
TKZ	Technik-Kennziffer (technical ID)
UCR	Unified Capabilities Requirements
UI	User Interface
URL	Uniform Resource Locator
USB	Universal Serial Bus
VLAN	Virtual LAN
VoIP	Voice over Internet Protocol
WBM	Web Based Management
WML	Wireless Markup Language
XML	Extensible Markup Language
Zip Tone	ZIP tone is a short tone is played through the headset at the point the call is answered.