



**To: All partners**

*Dear partner,*

*Please find below in brief some info vs the following issues :*

- 1) Product availability / roadmap / product portfolio
  - a. *Communication platform*
    - i. *Hipath 3000*
    - ii. *Eurosetline : ESLxxi (mea / be) ~ future branding Hipath 1100*
    - iii. *Hipath 500 / Hipath 12220*
  - b. *Workpoints*
  - c. *Applications*
- 2) Sales support
- 3) Partner-Extranet
- 4) Miscellaneous
- 5) Training : see attach (ref training session Hipath Hotel Advanced)
- 6) Annex's

## **1. product availability / roadmap / product portfolio**

### **a. Platforms :**

#### **i. Hipath 3000 v4.0**

-A technical dossier containing system description has been forwarded to the Business Units (see already info on former info-note)

-On the Hipath 3000 v4.0 a multi-media show is available and can be downloaded from the Hipath Partner Net (33Mbyte!)

-the Hipath 3000 brochure has been adapted : in attach the pdf format (full availability = hard copies can be ordered ~ brochure ordering via RM & BD )

-an updated akabam Hipath 3000 v4.0 has been forwarded to BD

-Hipath 3000 v4.0 is a pure software release; in addition some new hardware components will be made available in the same "wave".

-on these "new hardware components" a market introduction price proposal was communicated towards the distribution channels. Please note that this offer is only valid for a limited time frame !!  
**Please consult with your BD asap !!**

**-the market intro of the Hipath 3000 v4.0 has to be completed before end 2003 !**

(in case of any questions related to the market intro please feel free to contact PLM :  
[plm\\_ho\\_mea.be@siemens.com](mailto:plm_ho_mea.be@siemens.com))

as of 01/01/2004 only Hipath 3000 v4.0 systems will be delivered as newly ordered equipment.

#### **ii. Euroset 822 (key-telephone on ESLxxi series) : promotion ~ price reduction**

**Please note that a promotion campaign is been initiated ....! (20%) price reduction can be applied as of 15/10/2003 (when ordering Eurosets 822 sets in minimum quantities of 40 pcs).**

**Given promotion campaign is only valid till december 15<sup>th</sup> , 2003 !**

#### **iii. ESL8i kit :**

**The ESL8i can as of today also be delivered as "non-assembled" ~ref number = F31505-E1-A2 (e.g. to overcome high import duties vs "assembled" systems)**

#### **iv. Hipath 500 (Hipath 520/540/580)**

-data sheet / brochure has been made available in english / french / dutch

-due to the fixed configuration and "only ISDN interfaces towards the PSTN" for the time being only marketed in Be & France (ref Siemens area countries)

-(in case of any questions related to the market intro vs MEA region please feel free to contact PLM : [plm\\_ho\\_mea.be@siemens.com](mailto:plm_ho_mea.be@siemens.com))

#### **v. Hipath 1100 ~ ESLxxi systems**

For the new version of the EurosetLine (v5.0) we will apply a new branding : Hipath 1100 series.

Market intro actions are scheduled for (M2) Q4-2003....(M3) jan..feb 2004

In annex we are adding a product presentation on the Hipath 1100.

With the introduction of the HiPath 1100 family V5.x, we intend to significantly increase our market share in the "SOHO" segment. Therefore, **we will offer this premium product to you at very competitive system transfer prices** which are valid worldwide.

With this offer we are confident to give you a great opportunity to expand your business and to win additional indirect sales channels.

The HiPath 1100 family offers every feature necessary to successfully compete in the "SOHO" micro business segment together with a high product quality, for example:

- CLIP analog
- ISDN trunk board option
- DSL connection (° : country specific)
- CE, ANATEL and CCC conformity
- New Euroset 3030 system telephone

This offer is valid for every country addressed here, provided that an eventually necessary country adaptation is economically justified by sufficient quantities, committed by the LC.

*Since we are preparing the market intro, feedback is required from the distribution channels (**feedback is required before oct. 19<sup>th</sup> !!**) ~ see annex : **Hipath 1100-DC-mea feedback***

*vi. Hipath 1220 (from Hipath 500 derived system variant)*

*Update on targetted M3 date (ref IM market) : M3 target date has been changed and is now set for Jan. 2004. The basis for a market intro of this Hipath 1220 will be the feedback / sales volumes on Hipath 500.*

## b. Workpoints

*i. Design maintenance on optiPoint 400 / check your sales tools / only the new types to be included*

OptiPoint 400	"old" ref. number	Applicable platforms	"New" ref. number
optiPoint 400 standard V3.0 (HFA)	L28155-H5200-A120	HiPath 3000 V3.0 HiPath 3000 V4.0 HiPath 4000 V1.0	L28155-H5200-A130* and L28155-H5200-A140*

L28155-H5200-A130: optiPoint 400 standard V3.0 (arctic ; H.450 and HFA)

L28155-H5200-A140: optiPoint 400 standard V3.0 (manganese; H.450 and HFA)

- ii. *OptiClient 130 v4.0 : released ! Sales tools to be adapted (only use ref. Numbers as applicable versus optiClient 130 v4.0 as listed in the recent to your BD forwarded akabam)*

optiClient 130 V4.0 is released for sale with immediate effect. This release applies to all sales regions and channels in which HiPath 3000 V3.0 or V4.0 has been released with HiPath HG 1500 V2.0 or later.

**optiClient 130 V4.0** is the PC client for the Real Time IP System **HiPath 3000 V4.0** and **HiPath 3000 V3.0**, connected via the gateway **HiPath HG 1500 V2.0** or **HG1500 v3.0**.

The optiClient 130 V4.0 PC client belongs to the Siemens Workpoint Client family. It connects the advantages of comfort telephony with those of convergence to IP-based infrastructures.

CorNet IP and support of the H.323 standard brings the key features of voice communications directly to PCs running under Windows 98SE, Windows 2000 and Windows XP.

## c. Applications

### 1. HG1500 v3.0 / AP1120

*Together with the Hipath 3000 v4.0 it is scheduled to introduce a new hardware version of the HG1500 (HG1500 v3.0) . The HG1500 v3.0 (phase 1 ~ ref Hipath 33x0 & 35x0) is available today !!*

HiPath HG 1500 V3.0 highlights include:

- Simplified administration via voice and data functionality with one control board variant
- Both LAN interfaces can now be configured with 10/100 Mbit to increase flexibility when connecting to customer networks. Interface is xDSL compatible
- Quick and easy administration via Web-based management
- IP networking of HiPath 3000 systems extended to include G.729A/AB codec, thus providing improved voice quality with low bandwidth requirements
- Cost-effective extension possibilities and reduction in the number of slots required thanks to PDM 1 module for eight additional B channels. Up to 16 B channels in HiPath 33xx/35xx systems (incl. PDM 1) for each HiPath 1500 V3.0
- Investment protection: mixed mode possible with HiPath HG 1500 V2.0 and V3.0

*The IP/analog adapter "AP1120" (2 ports unit) will also be introduced allowing the interconnection of analog devices (e.g. fax) towards the HG1500-LAN.*

*HiPath HG 1500 V3.0 is the successor of the HiPath HG 1500 V2.0 and is based on a new hardware concept. The gateway is an integral part of the HiPath 3000/5000 system family. The corresponding operation modes guarantees downward compatibility down to HiPath 3000 V3.0 integrating the features range of the preceding version HG 1500 V2.0. Mixed operation between HiPath HG 1500 V2.0 and HiPath HG 1500 V3.0 gateways within a system or a network is possible.*

*The modern Web-Based Management replaces the Assistant I software. Another innovation is the PDM1 module. This PDM1 expands the HiPath HG 1500 V3.0 used in HiPath 33x0/35x0 up to 16 B-Channels.*

*In order to set up the necessary Know How we recommend the service personnel to take part in the offered market introduction courses.*

*Marketing structure & part-numbers are listed in the Hipath 3000 v4.0 akabam*

*Further info will be communicated via separate mailing.*

## **2. Hipath Hotel Standard Lite**

*The Hipath Hotel standard lite is a "protocol gateway" that allows a direct linking of the Hipath 3000 with a PMS system. The Hipath Hotel Lite application software will be loaded on the same server as used to run the PMS application. On mid term this "Standard Lite" will phase-out the current "Standard = Caracas Inn" application software.*

*Currently an (extra) fieldtrial is running in Germany linking the Hipath 3000 over the Hipath Hotel Standard Lite with a (small) Fidelio PMS.*

*The release of the "Standard Lite" (and all related sales support documents) is scheduled for mid november...december 2003*

*An evaluation kit will be made available to allow PMS software suppliers to match / check the protocol compatibility with the "Standard Lite"*

***-(in case of any questions relate to this "Standard Lite" as well as the evaluation kit please feel free to contact PLM : [plm\\_ho\\_mea.be@siemens.com](mailto:plm_ho_mea.be@siemens.com))***

## **3. Hipath Hotel Advanced : change in ordering procedures vs server-platform**

*The HiPath Hotel Advanced Server PC (PCI) and HiPath Hotel Advanced Server PC (ISA) hardware packages will be removed from the "Witten" ordering procedure (planned as of 11.08.2003).*

*The PCs must be ordered & delivered by Siemens Atea or sourced on the local market (no longer delivered by Siemens Witten!).*

*The server PC requirements are specified on the Sales Information.*

## **4. Xpressions Compact (XPC)**

*Demo units have been offered for evaluation/ demo and market intro support.*

*Country related, given application has already been released & fully commercial available !!*

## **5. Opti-VM : low end (low cost) voice mail & auto-attendant**

*2 types of units available in the portfolio (mainly for application in combination with Hipath 500 and the smaller Hipath 3000 configs):*

*-2 analog ports /max 36 mailbox's / voice storage / ordering number =*

*-4 analog ports /max 36 mailbox's / voice storage / ordering number =*

*in annex we added a description/ installation manual*

*MEA distribution channels interested in getting an evaluation/demo unit (max 1 per distr. Channel) should contact PLM : [plm\\_ho\\_mea.be@siemens.com](mailto:plm_ho_mea.be@siemens.com)*

## 6. PC-based voice server application : SBL & TBL (mea)

The S-Butler v2.0 (SBL) allows you to configure PC-based voice servers up to 64 simultaneous calls (interface ports) and is only to be seen as an alternative for the XPC v2.0 on large voice server configurations

The Tele-Butler allows for configurations up to 128 ports and call handling flows are fully configurable. With the release of the S-Butler v2.0 the Tele-Butler, due to its higher complexity has to be handled on a project specific basis especially towards these countries having only a very small number of TBL's in service.

Please note that as of 01/10/2003 a complete new pricing has to be taken in account. Related info has already been communicated towards the BD

## 7. Siemens Call center solutions : newsletter in annex

## 2. Sales support

### a) Product info binder "PIB"

A product info binder on Hipath 3000 v4.0 and all its application and add-on equipment has been created/ made available. The target group for this "PIB" is mainly the sales support group.

In case you would like to receive a copy of this PIB please contact your BD.

### b) New data sheets

See list of available data sheets (list added in annex)

### c) Success stories

For your info : Link to success stories in Germany(VD) :

<http://vdweb.icn.siemens.de/icnvd/success/referenzen/referenzen.html>

### d) temporary "mobility - hotline service" via email on : [apps24@mch.siemens.de](mailto:apps24@mch.siemens.de)

supporting :

- HiPath DAKS
- HiPath Cordless office

### 3. Hipath Partner-(Extra)net

-The Hipath Partner net v2.0 is in operation .. we would like to receive your comments on :

°) operation & user interface

°) content

**Please communicate your comments on the new HPPN asap towards your BD ....**

Below an overview on items recently added/updated items on the Partner-Extranet (be-indirect) :

<b>topic</b>	<b>Description</b>
<u>Hipath 500 v2.0 (be)</u>	-product marketing : data sheet (en/fr) -product sales info : short description (en/fr) sales release (en) product sales info(en)
<u>Gigaset S1 professional</u>	-product sales info : short description (en) data sheet (en)
<u>Xpressions Compact v2.0</u>	-product marketing : data sheet (en / fr) -product sales info : product presentation (en / fr) short description sales info D&A : description and advantages (en)
<u>HG1500 v3.0</u>	-Product marketing info : product presentation (en) : innovations & sales slides
<u>HPCC v1.0</u>	Product marketing info : Description (D&A) Short description -product sales info : sales info
<u>OptiClient 130 4.0</u>	-product sales info : sales info
<u>SBLv2.0 (mea)</u>	-Product marketing info : product presentation (en)
<u>Hipath 3000 v4.0</u>	Product marketing info : Short description -product sales info : sales info Service info : service guidelines

#### 4. Miscellaneous

##### a) configuration aspects (reference numbers)

- i. **Hipath 3000 v4.0 ~ updated akabam** (check with your BD for latest issue)
- ii. **Hipath 3000 v4.0 updated packaging "mea"** ~ a proposal on the Hipath 3000 v4.0 package(s) content has been added in annex (feedback to be forwarded asap)
- iii. **Hipath 3000 configurator** : a Hipath 3000 configurator tool is ready to be released (M2) ~ for details contact: [plm\\_hc\\_mea.be@siemens.com](mailto:plm_hc_mea.be@siemens.com)
- iv. **Delivery requirements** : please complete the in annex included table in case specific delivery aspects are to be taken in account. Feedback required before 15/10/2003

##### b) Product portfolio & roadmap / market feedback / phase-outs

###### Portfolio :

**a) ANI-Clip module (mea)** : will be released on a country specific basis. Both Saudi-Arabia and Kuwait already did some positive field trials and will get the official release shortly. Other countries interested in having this solution as well have to contact PLM : [plm\\_ho\\_mea.be@siemens.com](mailto:plm_ho_mea.be@siemens.com)

**b) Hipath AM versus Hipath 500** : please note that the Hipath AM application has also been certified in combination with the Hipath 500 systems

**c) Opti-VM (mea)** : low end voice mail and auto-attendant ~ max 4 analog interface ports

Distribution channels interested in having this solution in their portfolio have to contact PLM : [plm\\_ho\\_mea.be@siemens.com](mailto:plm_ho_mea.be@siemens.com)

Market feedback (mea) : Feedback has to be forwarded before 15/10/2003 towards product management & business development.

- a) **2Mbit-CAS signalling** : distribution channels are requested to give their feedback on the availability of given interface in their country and the need for such an interface on the Hipath 3000. (in annex also a description of the TMCAS module ~see also service manual for further details)
- b) Sales effect provided we would have **Arabic displays** on the OptiPoint 500
- c) Competitive info (**REMINDER**) : we are looking for (street) price infos of your main 3 or 4 competitors in the MEA-countries (Alcatel, Cisco, Avaya, Nortel, Tenovis, Ericsson, Mitel, Ascom...., competitors depend on country) for systems, phones (clients) and main applications. (please use doc in annex as reply message)
- d) Need for MOH device with build in CD-player, sourced locally ? see reply note in annex
- e) Need for multi-channel announcement unit (ref UCD/HPCC application), sourced locally ? see reply note in annex
- f) Hipath 3000 v4.0 : package content (see proposal in annex)



### Phase-outs :

-**Gigaset 4000 Comfort** : planned date of phase out Gigaset 4000 Comfort is at the end of October 2003  
( "Gigaset S1 professional" is the successor of the Gigaset 4000 Comfort)

-**TMOM** : no design maintenance actions (ref some components are no longer available) are started on the TMOM module S30810-Q2535-x for Hicom 150 / H3000 .  
It was decided to stop this module without replacement.  
The TMOM spare part supply goes on till end 2005

-**optiSet ISDN adapter** : planned date of phase out is at the end of September 2003;  
successor product = optiPoint 500 & ISDN adapter  
(Spare parts for the optiset ISDN adapter can be ordered until 30.06.06.)

-**Call Exporer** : as of 01/10/2003 the Hipath AM will be used as standard call accounting application on the Hipath platforms. As of today, Call explorer can no longer be used in new quotations and will no longer be supported from a service point of view after 01/01/2004.

-**IMODC** : will be replaced by IMODN ~ref design maintenance; change over as of end October 2003.  
For the IMODC is the replacement the IMODN S30807-Q6932-X100

-**STMD** : will be replaced -due to design maintenance- by STMD2 : S30810-Q2558-X400. Change over will take place as of October 2003

### ***c) functionality ... did you know ?***

#### ***you can set a special ringing cadance for a call from a door-intercom unit.***

If you go in the HP3000 Manager E into the settings for 'System Parameter'. In the folder 'Tones and ring types', if you select in the field 'Tones/ring types' the parameter 'Doorbell ring' you can change the rhythm.

This requires of course that you have marked the analog interface where the door interface is connected to. This has to be done in the settings for 'Auxiliary equipment' in the folder 'Ext. connection' in the field 'door relay', where you have to assign the station (the analog port of the door interface) and the destination where it should ring.

**d) Service notes** / info vs new software releases

subject	description
XPCv2.0	Release of IVM Version 2.0 (HE200V.02.103) / INF-03-000703
Hipath-AM	Adding a second administrator on the server.
Hipath 3000 v4.0	Preliminary software to SMR-10 / SMR-3 is released
Tapi 170 v2.0	new service info released / sw downloadable from the server (INF-03-000628 / INF-03-000718)
Tapi 120	Release of Version P30370-P270-A-04 Build 37
Hipath 500 v2.0	Software release(HE560T.10.423)for Hipath 3000 SMR-10
	HiPath 500 CD vs Hipath 500 V2.0 (INF-03-000618)
HG1500 v3.0	HiPath 3000 Manager-I CD vs HiPath HG1500 V3.0 (Manager I -SW for SMR-26 [INF-03-000737] / SMR-26, INF-03-000736)
	Release of APS (Binder HE210I.25.209)
	info vs upgrades (INF-03-000711)
Xpressions 450 v3.0	Connecting Exchange v5.5 server
	Installation & configuration McAfee antivirus software
Office Business	Deleting non-used programs from system memory
Call center solutions / Hipath 3000 v4.0	Overview of call center configurations and their capabilities.

*Contact your service partner within the organisation to get some more details on the tackled issues.*

## **5. Training**

***Please check with your BD on ongoing/scheduled training sessions.***

6. **Annex's**

- a) *Documentation overview*
- b) *S-Butler / TeleButler : functionality versus interface type*
- c) *Call center solutions : newsletter*
- d) *Delivery requirements update*
- e) *Reply note on competitors info / feature requests / ....*
- f) *Hipath 1100 product presentation*
- g) *TMCAS ~2Mbit Cas signalling module description / market requirements ?*