



HiPath DX

# HiPath DXR

DXR – an evolutionary approach to the converged world of communications.

The HiPath DXR provides a cost effective and evolutionary migration for the DX and customers' businesses into the converged world of voice and data communications.

The HiPath DXR allows this technology migration to be managed in a controlled and secure manner.

## Core features:

The HiPath DXR adopts data industry standards and practices, which can be readily deployed alongside other data communication devices:

- Designed for installation in data industry standard 19-inch racking
- Modular construction: from one to four units. The DXR base unit occupies 4U (i.e 18cm), each additional unit occupies an additional 4U
- Utilises patch panel and RJ45 connection technology
- Also available in traditional freestanding form (max two units), and with T1F connectivity if preferred

## HiPath DXR - more options for your DX network

- Specifically designed for between 16 and 480 extensions
- Up to 20 primary rate digital connections to private and public networks
- Rich networking and feature functionality
- Enhanced service levels using specialist applications
- Clear advantages for regional offices
- Up to 24 operator consoles for call answering

HiPath DXR is a real time IP communication server for all but the largest requirements. With up to 20 primary rate digital connections, it can play a large part in the corporate communications network. Designed to provide flexibility and choice, the HiPath DXR utilises the latest IP technology and supports international standards to allow simple integration into existing networks.

## Applications

- IP telephony
- Integrated keysystem working
- Cordless telephony
- Automatic Call Distribution (ACD)
- Computer Telephony Integration (CTI)
- Integrated voice messaging
- Primary and basic rate ISDN
- Digital private networking
- Private network emulation

## Comprehensive business solutions with HiPath DXR

Customer focused companies can use the system to enhance service levels by introducing specialist applications for individual departments and work groups. The HiPath DXR retains the networking pedigree and rich feature set of the iSDX and Realitis DX communication servers.

## Team working

Integrated keysystem software and group working arrangements can be supported, whereby it is possible to monitor the status of other members of the group and set up multiple manager/secretary working. This enables your organisation to structure its operations around groups of common activity, thereby providing a better service to incoming callers and increasing efficiency through improved call handling.

## Automatic Call Distribution (ACD)

HiPath DX integrated ACD is a feature that enables and supports efficient communication with your customers, whilst also reducing cost and improving productivity. It offers an extensive range of call queuing, agent and supervisory features. Supporting up to 140 agents the HiPath DXR networked ACD, is a new DX application that allows agents to reside anywhere in the network, or even at home, enabling 24-hour availability. The remote agents can be kept informed via virtual wallboards. This provides greater flexibility for staff and provides the opportunity to set up a remote/home working culture.

## Networking

HiPath DXR supports a full range of digital and analogue interfaces. With DPNSS it provides a level of private networking sophistication which is unprecedented on other systems of similar size. Both DASS and EuroISDN can be used for public network connection.

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With up to 20 primary rate digital interfaces and the option of private network emulation, the DXR can offer full integration into the corporate telecommunications network.

### Computer Telephony Integration (CTI)

CTI integrates your HiPath DXR to your computing environment, and brings you the benefits of CTI working to all desktop users. The CTI link can provide services such as 'screen popping' where information relating to a call can be displayed on your PC the moment you answer. CTI trunk monitoring will provide cost benefits for the business. CTI has been introduced to support the trend of migration by manufacturers of voice processing cards and by voice processing organisations from analogue connections to primary rate interfaces, using EuroISDN and DPNSS protocols. CTI will provide direct support for the control of individual voice channels within primary rate interfaces and also allow call control for call centres, skills based routing and voice recording platforms.

### Cordless telephony

The DX Cordless Office DECT server offers up to 64 base stations and 250 cordless handsets. We also have solutions for larger DECT cordless requirements.

### System management

The system has an Ethernet port which can be used as a single point of access to

all management information over the local area network. Therefore the HiPath DXR can be managed in the same way as other servers in your IT network, simplifying operations, reducing your operating costs and improving service.

### Configuration

The flexibility of the HiPath DXR's configurations allows you to change out interface cards on site by simply re-allocating slots in the existing software.

### Compliance

- Safety:
  - Directive 73/23/EEC via EN60950 (including amendments 1,2,3,4 & 11) and EN41003
- Racking:
  - EN60297 - can be deployed in 19-inch racking conforming to this standard for mechanical structures for electronic equipment
- EMC:
  - Directive 1999/5/EC via EN55022:1998 - including amendment A1:2000, EN55024:1998 - including amendment A1:2001, EN61000-3.2:1995 - including amendment A14:2000 and EN61000-3.3:1995 (harmonics and flicker)
- Noise:
  - ISO7779 - acoustic noise less than 45dB(A) allowing deployment in the office environment

DXR capacities	Starter	2 units	3 units	4 units
Telephony slots	4	15	23	30
Extension ports	48	240	368	480
Primary rate digital connections	1	10	20	20
Operator consoles	0	24	24	24
ACD agents logged on	48	80	140	140

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Siemens Enterprise Communications Limited  
Brickhill Street, Willen Lake, Milton Keynes. MK15 0DJ  
Tel. 01908 855000 • Fax. 01908 855001

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[www.siemens.co.uk/hipathdx](http://www.siemens.co.uk/hipathdx)

Freephone 0800 512412



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