

Upgrading your DX

What does DX mean?

Unprecedented success, through flexibility, scalability and continual investment whilst ensuring investment protection for our customers.

In recent years, business processes and interactions have altered radically, making clear communication ever more paramount to business success. This has never been more prevalent, than with the advent of home working and virtual enterprise organisations. These new methods of working are coupled with expectations of comprehensive support infrastructures that deliver consistently and reliably, time and again through different networks (IP, voice or both).

To navigate successfully through these changing times, scalable and flexible communication infrastructures are needed to generate the opportunity for success. Your decision to invest in a DX (HiPath DX, HiPath DXR, iSDX or Realitis DX) was both wise and prudent. The DX has been engineered to be scalable and flexible so as to meet the changing requirements of your business, be it either through growth, different methods of conducting business, or changing interaction within your business environment.

With over six million lines and over 17,000 systems installed, the success of the DX is apt testimony to the adaptability of the system design. To remain abreast of modern technology and customer requirements, the DX is continually enhanced through software upgrades, which inevitably provide greater functionality and business efficiency. Developments such as voicemail, ISDN, automatic call distribution, cordless telephony, and intelligent call routing, increase contactability and therefore customer service. This coupled with the ability to support voice, data, text and video over existing telephone lines, makes the DX a total communication solution for any dynamic, demanding business communications environment.

Upgrading is a cost effective, simple process that will allow you to capitalise upon recent developments in telecommunications, whilst utilising your existing infrastructure, therefore minimising disruption and costs in providing the solution you require in today's competitive business environment. Even associated costs such as training and re-skill times are contained with upgrade investments, as the core product remains similar. Continuing commitment and investment from Siemens will ensure that

the DX remains at the forefront of telecommunications solutions, whilst offering a total communications solution for now and the future, through innovative technological design and implementation. To this end all subsequent software releases are – as previous, common across both HiPath DX, HiPath DXR, upgraded iSDX and Realitis systems.

This booklet is the most recent in an ongoing series, and explains how you can upgrade your existing DX system. It further describes the cost, service, flexibility and productivity benefits of both new and existing features.

Evolution not revolution

Technological advances have prompted vigorous change in methods of communications.

The communications industry has been revolutionised by a series of significant developments, driven by the arrival of powerful convergence technologies. These developments, enabled by Voice over Internet Protocol (VoIP), have presented customers with a series of new, innovative approaches to all aspects of communications delivery.

At the same time, convergence technologies have stirred a certain level of confusion in the market – should customer's write-off investments in tried and tested technologies in favour of soft switch converged solutions, or should they maintain investments in older technology that holds the risk of obsolescence?

Why maintain investment in established technology?

Circuit switch technology is the leading platform in terms of Quality of Service (QoS), with reliability and functionality being unsurpassed. Whilst 'New World' convergence technologies purport advancements in technological process, they sometimes lack the robustness and feature richness provided by circuit switched technology. In reality, obsolescence will only become an issue for circuit switched technology when it is no longer able to adapt to the prevailing market conditions.



HiPath DX

SIEMENS

Global network of innovation



- Support for new application packs
- An expansive, versatile smart configuration
- A powerful new system card
- Support for the new optiPoint 500 family
- An enhanced new intercom facility
- Network wide hot-desking
- Network wide home working
- Network ACD operation
- Network wide key system operation
- IP network connectivity
- IP to the desktop

Revision 8 applications packs

Introduction

As always, your past investment is being protected by the opportunity to upgrade your existing HiPath DX, HiPath DXR, Realitis DX, or iSDX to the very latest standard, to take advantage of the new solutions and applications offered with each new release.

Application packs are the new style of HiPath DX, HiPath DXR, Realitis DX and iSDX upgrades, which can be easily and readily, added to your Revision 8 software. As with all application packs, this provides the option of selecting the individual features you require, rather than having to pay for all the features offered in an upgrade.

Application pack 1

Name/alpha tagging

Name/alpha tagging ensures that important callers in to your organisation receive professional, individualised service from start to finish of the call encounter. Name delivery incorporates a user definable database residing within the DX that maps the PSTN number of an incoming caller to a customer or caller name. This name is then delivered to the desktop display phone, rather than the caller's number.

Trunk route announcement

With trunk announcement installed, callers from your organisation can be provided with information about the call route they are about to use. The nature of the information is totally definable by the customer, but may include an alert if they have been routed across a more expensive route (across the PSTN as opposed to internal connections, for example), or whether they are using a secure line.

Application pack 2

The HiPath mobility server

The HiPath Mobility Server (HMS) completes a powerful mobility offering for Revision 8 customers. The HMS works in conjunction with the networked home working feature introduced with 7.1 New World software (included as standard with your Revision 8 upgrade).

With HMS installed, your workforce will always have access to company telecommunications, irrespective of the time of day or their current working location. Using HMS, your staff can work on the road, from an airport or hotel, from a customer's premises or from home – whilst still making and receiving calls as if they were sat in the office. This ability combined with conventional 'dial-up' connections for remote workers means that your business can provide a totally mobile business offer, in a highly cost effective manner.

Application pack 3

CLI based call routing (calls incoming to the DX)

This feature controls the delivery of individual calls or groups of calls, e.g. regional, mobile or organisations and selects the most appropriate destinations for calls to individual DDI numbers and non DDI numbers. The delivery of calls from key customers can be tailored to reach the destination they require and provide the service they expect.

The feature may be enabled at any node in a network to enhance existing digit translation and will match the full 20 digit CLI, a partial CLI or no CLI on externally originated Q931 and DASS calls only.

User selectable CLI (calls outgoing from the DX)

This feature provides call by call selection of the CLI number presented to the called destination. It enhances the original feature, introduced in Revision 7.1 by allowing the user to choose, by entering a feature code, the CLI presented to the customer for individual calls. Meaningful values may be assigned to allow easy selection of the required CLI. For example, the feature code followed by '0800' could be used to ensure the return call is to the company's free phone number.

Supported by HiPath architecture, the DX is well positioned to manage the demands of the future. The industry leading developments of HiPath DX Xpress IP desktop and HiPath DX Xpress IP trunking bring IP connectivity for the desktop and the network in to the realm of the DX. These innovations give customers the ability to build on and protect existing investments, whilst providing an evolutionary pathway to the world of convergence at a pace and time that is right for them.

Benefiting from a rolling cycle of product and software development, the DX can now boast more applications and features than ever before. It can deliver a unified messaging solution through Xpressions (a Siemens application), and also has the ability to operate on an IP network. Couple these functions with the benefits of the 'best of breed' in circuit technology know how, and we have an extremely powerful communications server that can offer the best of both technological realms.

This adaptability has been possible with the DX because the original values of scalability and flexibility are at the core of the system design. Couple these principles with renowned success and value for money and you have a future secured real time IP converged communications server. Some of the benefits to be enjoyed with Revision 8 *Universality* are:

HiPath mobility server – message waiting

This feature is an enhancement to the HiPath mobility server that enables homeworkers to receive a customised audible message waiting notification on activation of the service and at every subsequent access. This improves the service to homeworkers by providing voice mail notification over the public network to telephones that have no means of indicating message waiting.

Join-in conference and join-in monitor

These features are designed for keyssystem group working and allow users to 'join' or 'monitor' a conference rather than being invited. Up to four 'join-in' users can become part of join-in conference and monitor call. The principal party controls the call and a warning tone can be given when joining a conference. The join in monitor feature can only be used on a two party call.

Second message waiting lamp

This feature allows a second lamp indication to be given for messages from separate messaging systems. The feature is available for optiset, optiPoint, Xpress client and IP phones but is not supported on Uni Client.

Increased system abbreviated numbers for voice and/or data

More entries have been provided to control outbound dialling, prevent unauthorised personal calls, and improve cost control. The standard maxima are now 2000 for voice and data entries and the tailored configuration maxima have been increased to 5950 for voice and data.

Application pack 4

Restoration of user features

The loss of personal features, such as 'divert' and 'do not disturb', following the upgrade process has been a source of discontent to some customers. This new feature contained in the core software of application pack 4 remedies the problem for most customers. Prior to upgrading the installer can now record the personal settings of all users and restore them once the upgrade is complete.

System administrator control of personal user features

The system administrator is now able to set and clear features that were previously only under the control of the user with direct access to the telephone and set using the telephone menu system or star and hash codes.

Enhanced command security

This feature allows the system administrator to rapidly change the level of access individual users have to DX MMI commands that control the functionality of the switch. MMI commands can be allocated or removed from users according to their skill or security level. A typical example for this type of operation would be to set up a master level from which commands were allocated to subservient levels.

Home working enhancements

The enhancement allows individual users to select different methods to identify incoming calls when using the home working capability of the DX. For some users it will be important to know that a call has been directed to them via the office and allow them to answer the call with the appropriate company greeting. Others will prefer to see the caller's CLI. On a mobile, this would allow CLI identification to take place using a personal directory.

A smart, flexible DX for changing times

Revision 8 *Universality* is the latest and most ambitious software release to date for the DX.

At the heart of Revision 8 is the desire to deliver a platform that can offer the flexibility and functionality demanded by today's competitive markets, whilst reaffirming to new and existing customers Siemens' commitment to the future of the DX.

It is difficult to over estimate the pace of change in the current business environment. The rate of technological innovation, shortening product lifecycles, shifting working patterns and the effects of globalisation in every industry is accelerating and intensifying competition to an unprecedented degree.

In the face of these shifting, complex conditions, it is ever more critical that organisations have the very best people, processes, and infrastructure to be able to manoeuvre effectively and maximise on opportunities as and when they are identified.

The previous software release for the DX, 7.1 New World, provided you with a portfolio of mobility features. These features were developed in recognition of the changing working patterns that exist in modern business.

Each feature was developed with an emphasis on availability, cost minimisation, and above all else, the integration of communication infrastructures.

Revision 8 *Universality* prepares the DX for the future. Reflecting the needs of a continually changing market, Revision 8 brings to the DX a unique flexibility that is unparalleled in any previous release.

The backbone of Revision 8 is a new operating standard, incorporating a totally unique smart configuration, and powerful new system card. These elements supply the DX with the essential components that unlock the potential of the product for a revolutionary new way of managing your communications server.

These cost effective, easily installed upgrades reflect the new data centric ethos that underpins the DX. Moreover, the new, more responsive product development cycle will allow Revision 8 customers to capitalise on developing market opportunities with greater speed and efficiency than ever before.

Most importantly, Revision 8 is a statement of intent regarding the future of the DX. Primarily, application packs will ensure that the product retains its position at the forefront of market developments. More broadly, Revision 8 delivers new versatility to the DX that solidifies feature inter-working within the Siemens HiPath range, ensuring that the DX will continue to benefit from global product development, and retain its position at the forefront of the HiPath family.

New features

Responsive, cost effective application packs

A key benefit delivered by Revision 8 is the support of application packs.

Application packs herald a new era for DX upgrades. Specifically intended to meet the demands of a turbulent business environment, application packs will provide the DX with the functionality your business needs to succeed both now and in the future.



In certain instances, it may be possible to download and activate features remotely, thus minimising any possible customer inconvenience.

Expansive, versatile smart configuration

The smart configuration enabled by Revision 8 provides a system with flexibility and capacity that has previously been unparalleled.

Underpinning the smart configuration is a desire to deliver a platform that is sufficiently dynamic to satisfy the current and future needs of our customers, whilst simultaneously minimising the need for future reconfiguration or expensive customised system packages.

The smart configuration enables all commonly used software tables and groups to be set at their maximum size. Therefore, Revision 8 provides a standard platform that is sufficient for the vast majority of customer requirements. In addition, the smart configuration allows modifications to be made within defined groups and tables, without incurring the need for a reconfiguration.

Historically, reconfigurations have been necessary to alter the values of various system parameters. After a thorough review, it is now possible to change a wide selection of parameters whilst the system is in operation, therefore minimising the need for a re-configuration.

Additionally, activated slots may now be opened up remotely, reducing the cost incurred for increasing system capacity, and further remove the need for a system reconfiguration.

System shelves can now be configured for mixed single and dual slot working. The resulting system design possibilities provide significant benefits in terms of system flexibility and physical capacity gains. It also eliminates the need to replace old dual port cards, whilst upgrading your DX.

A powerful new system card

All Revision 8 systems are equipped with a new, highly integrated system card. The card incorporates the features of up to four separate cards into one, thus freeing up capacity in the communications server and delivering a more efficiently designed unit. The processing power of the new system card provides superior performance for high traffic switches, together with a 10/100 MHz ethernet interface for external applications and maintenance activities.

The new optiPoint 500

In addition to supporting all existing DX terminals, Revision 8 will also operate the latest range of Siemens terminals, the optiPoint 500 family. The optiPoint 500 range includes entry, economy, basic, standard, and advance models.

The features and benefits of the optiPoint 500 include:

- Feature packed high quality digital terminals
- Enhanced, user-friendly design incorporating a smaller footprint and optical hook switch
- A re-engineered menu structure to allow easier navigation through subsections and faster access to required options
- Enhanced voice quality (full duplex) on all phones with hands-free operation
- USB (Universal Serial Bus) interface for ease of connection to external devices
- Headset port as standard on advance models

A new intercom facility

Included with Revision 8 is an enhanced intercom facility. Users will be able to establish a call connection without the called party having to actively accept the inbound call. The called party will receive a tone notification of the inbound call. The calling party will then be able to make their address.

7.1 new world features and benefits

Network-wide hot-desking

At Release 7.1 New World, a full hot-desking implementation has been added to the core software of the switch. All the characteristics of personal numbers are given to the employees: class of service, trunk access class, voice mail, and diversion setting etc, this is then made available to them anywhere in the network through an interface mechanism.

Hot-desking

- Enables individual and detailed cost control. As the cost for these users is collected at their office node, strict monitoring and value for money is assured
- Allows the introduction of remote employees, i.e. ACD agents who can reside anywhere in the network. For call monitoring and control the employee is no different to those locally connected

Data centric in design and implementation, application packs are smaller scale upgrades, containing between one and three new features, with new packs being released at an estimated three times per year.

Focused, responsive feature development mean that the latest innovations can be delivered to your DX with unprecedented speed, enabling your business to capitalise on new and emerging opportunities as and when they arise.

A further advantage provided by Revision 8, is that customers will be able to specify the individual features they wish to purchase from application packs. The resulting flexibility not only reduces the overall cost of an upgrade; it also minimises the time taken to achieve return on investment (ROI), and lowers the total cost of ownership (TCO).

Revision 8 customers also benefit from cost and time reductions in application pack installation. In contrast to previous upgrades, application packs can be installed with a single site visit from an engineer. Moreover, the process can now be completed within a matter of hours, with no predicted downtime incurred on customer systems.

The system has been designed so that the user does not even require a permanent desk number but can simply use any fixed phone when in the office and have the personal number directed to a voice mail system when out and about. If voice mail is added to this feature it instantly becomes a mobility solution.

Security

- System administrators can control allocation, length, and validation periods of passwords
- Automatic de-activation prevents the phone being permanently left in hotdesking state
- Phone reverts to logged off state

Network-wide home working

The primary component of 7.1 New World is networked PSTN phones or network-wide home working. Essentially this allows hot-desking from any MF4 phone – be it mobile or a landline. This form of hot-desking retains all of the 'callers', class of service and DX features through the public network, thus enabling the user the ability of teleconferencing etc.

Another key benefit is that of least cost routing – even though the user is dialling from a public telephone, the network treats the call as private branch exchange extension therefore applying all the parameters that office based calls enjoy. There is no difference for call monitoring and control in comparison to a locally logged on user.

Security

- System administrators can control allocation, length and validation periods of passwords
- For fixed locations, provision of OLI (OnLine Identity) forms a part of the registration
- Special CIL messages indicate long calls and the ability to terminate sessions
- Customer only lock level with randomised password for those commands which could be used to gain fraudulent access to the network are provided. This gives access to those commands that control the passwords and entry to the network when using a networked PSTN telephone

Network ACD operation

If the same principle as network-wide home working is applied to an ACD environment, agents can reside anywhere in the public network and be brought on line when needed. This reinforces the new

generation of CRM call centres, where individual contact account call handling, allows you to develop your customer relationships and ensure maximisation of their lifetime value. Networked ACD is possible because all monitoring, control and call logging takes place at the office node. The home agent can be provided with additional information through enhanced CLI display to their phone.

Networked keyssystem (with network-wide manager/secretary)

The HiPath DX and its predecessors have long been recognised as the best networking switches in the UK. New World adds to this reputation by bringing keyssystem working in to the networking environment.

Networked keysystems could be used for distributed and temporary project teams. As the workforce becomes increasingly mobile, businesses need to pull together small teams and working parties from many different areas of business and geographical locations. Although they may now be geographically separate, there is still a need to maintain their close working relationships and provide a resource, that appears to the rest of the company, as a homogenous group. Networked keyssystem provides this capability by setting up a temporary networked keyssystem group to aid these teams.

Essentially all the features of the existing keyssystem working are now provided over the DPNSS network. Another example is the increase of shared secretarial support amongst a group of managers. Network keyssystem allows the managers and secretaries to be geographically apart and function as a team. Networked keyssystem working groups no longer need to be on the same switch. Two users sitting next to each other may now be on different switches but in the same keyssystem group, therefore eliminating the potential problem of single switch over-capacity.

Enhanced CLI presentation number

In addition to the number withheld or a geographic DDI presentation number, the DX can now provide the options for non-geographic presentation number and network provider choices, on a per extension basis. This now offers the user an expanded range of options to manage all areas of their business.

This feature also provides the perfect solution to overcome potential problems with a new service available within the public network called ACR (Anonymous Call Rejection).

ACR enables subscribers to have the public network automatically reject calls where; CLI has been withheld, or if the CLI has been specifically requested to be rejected. Essentially this service could prevent you from communicating with existing customers if your CLI is inappropriate and they have invoked ACR.

Extension account codes

It is now also possible to allocate an account code to individual extensions. Every time the extension makes a call, an account code is sent to the call-logging device, enabling individual or departmental call billing. This will allow you to monitor the call traffic and expense closely, which could input to your network development strategy – do you invest in more lines, or try VoIP as a cost effective solution for your satellite offices?

Infrastructure – digital connection for external application equipment

Enforcing Siemens' commitment to the HiPath architecture and open standards (CSTA, etc), 7.1 New World allows digital connection to external equipment such as IVR. All developments of external application technology are always via digital connectivity, because of the improved QoS and speed benefits. This poses a challenge if your primary mode of connection is an analogue port, as the availability of parts and selectivity of external applications will become a scarcity. To increase your portfolio of choice and to enable the DX to become a total communications solution, this feature is essential for the complex network. Couple this with a growing dependence on technology to enable the virtual enterprise and digital connectivity becomes an essential requirement of any communications server.

Platform network card

A new network card has been developed that will enable simultaneous multiprotocol signalling. The new card supports two digital connections to either the public or private network, each being 30 trunks, which can be configured independently. This is extremely useful if a system is nearing capacity as the new card will effectively empty a slot, and therefore provide potential cost savings. A single card can provide both DPNSS and DASS/Q931, as each trunk group is independent of the other.



levels. Therefore, you will be able to use the new features introduced with Revision 8 *Universality* as well as capitalising upon all of the benefits of the older software versions.

How much will the upgrade cost?

The cost depends on the age of the system you are currently using, and the hardware and software levels that need replacing. To find out more, please contact your Siemens account manager, or Siemens online: 0800 512412.

Can iSDX systems be upgraded to Revision 8 *Universality*?

Yes. As with previous upgrades, Revision 8 can be supported by an iSDX.

Application packs

Once at Revision 8, future upgrades to the DX will take place via application packs. These packs will be released with greater frequency to the market and will cost less than previous upgrades. They will also be fast to install and minimise any inconvenience incurred through system downtime.

CTI improves customer service, increases the efficiency of call handling and supports a highly personalised service. It maximises staff productivity and supports location independent working.

ACD queues

(Revised at 6.3)
Incoming calls are distributed among a group of specialised telephone users who all receive similar types of call. The system automatically distributes an incoming call to the agent. If all agents are busy, the call is queued and connected to the agent who has been free for the longest time. At 6.3 the maximum number of ACD queues was increased to 255 for additional flexibility, with queue allocation for specific types of call.

Divert to anywhere

(Introduced at 6.2)
With staff becoming increasingly mobile, they may need to work from a variety of different locations; it therefore becomes more and more important for them to be available anywhere. This feature allows the user to divert their HiPath DX extension to the public telephone network, to ensure that they can always answer their calls wherever they are located.

Management information system

(Introduced at 6.3)
Combining with the HiPath DX ACD, the new management information system (MIS) from Callscan pRo 100 provides a solid platform on which to build your call centre. This complete Windows NT version ensures that you optimise the 6.3 call centre ACD features and maximise the benefit it can offer your business. Callscan pRo 100 has now been replaced by ProCenter Agile.

Integrated voice messaging

(Enhanced at 5.1)
Calls can be diverted to a message service if the extension is busy, and the caller receives a personal greeting, inviting them to leave a message. This aids improving internal and external communication, with the potential to increase productivity and reduce call handling costs.

How does upgrading work?

The five key stages to your upgrade

One of the key benefits delivered by Revision 8 is the support of application packs. As noted in previous sections, the advent of application packs will revolutionise the upgrading process for the DX. To upgrade to Revision 8 itself, customers must follow the five-stage process detailed below:

1. Discuss your requirements with a Siemens account manager or Siemens online: 0800 512412
2. Establish your hardware and software specification
3. Obtain a copy of your existing configuration from Siemens Customer Services
4. The customised HiPath software configuration will then be generated
5. Lastly, the upgrade will be installed

Which systems can be upgraded to Revision 8 *Universality*?

Any Realitis DX, DXR, DX150R, DX150E, iSDX and Phase 2 Micro can be upgraded. Firmware upgrades are required for DTU, DTI, ASSF, DML and UPI.

What new features will I be able to use?

When you upgrade to Revision 8 *Universality*, you automatically inherit all the features of the previous software

Applications and platform

Are you making the most of your DX system?

In this section you will find a detailed summary of the most significant features introduced between software releases 5.1 and 6.3. Each subsequent software release already includes those features available in previous releases. If you would like information on any of these applications or if you would like details of support and training available, you should contact your Siemens account manager or Siemens online: 0800 512412. The features listed are the main items added between DX 5.1 and 6.3, all subsequent software version features and benefits are detailed earlier in this booklet.

Applications and platform Computer Telephony Integration (CTI)

(Introduced at 5.1)
CTI allows telephones and computers to be linked together, to provide a range of integrated business applications. Caller identification can be used to bring information onto the screen as calls are presented. Calls and data screens are transferred simultaneously, and outgoing calls can be automatically generated, for example, call lists of prospects and debtors. Computer applications can also be used to route calls in unique ways, based on caller and destination information, facilitating 'hot-desking' or other flexible working practices.

Infrastructure

ProCenter applications

(Introduced at 6.3)
Offering products, process and services that deliver world class call centre solutions are ProCenter's forte. ProCenter is a business consultancy with an extensive portfolio of telephony enabled applications, designed to deliver your customer contact

strategy by taking advantage of modern day technological developments. Using comprehensive processes for call centre design, integration, implementation and support, our dedicated team of call centre specialists help you tailor applications to meet your specific business requirements, thus ensuring that you effectively achieve your business objectives.

Operator console call park

(Introduced at 6.2)

Once the call is parked the operator can release it from the console and handle further calls. One solution to the problem of transferring calls to users who frequently move around the office is for the operator to park a call on an extension number, then announce the call over a public address system. By using the reconnect or call pickup feature from another extension the call can be answered.

Priority take-over

(Introduced at 5.2)

If all lines are busy, a high priority caller can force a connection. This is an extremely important facility for the emergency services or the utilities. This feature works across a private DPNSS network and saves the cost of additional emergency lines.

ISDN

(Introduced at 5.1, enhanced at 5.2)

ISDN transfers voice, data, text, image or fax information at speeds far higher than on conventional lines. ISDN also supports two-way videoconferencing and is a cost effective alternative to expensive leased lines. The system supports Q931, the European standard for ISDN, which is supported by the UK and international service providers. Primary rate ISDN supports direct dial and calling line identity to enhance customer service.

Networked call information logging

(Introduced at 5.2)

This enables a single call management position to produce performance reports for an entire DX network, with greater control and allocation assignment to cost groups and departments.

Primary rate euro ISDN for customer equipment

(Introduced at 6.2)

Instead of needing a dedicated primary rate connection to the public network for interfaces, the DX offers a compatible euro ISDN interface for connection to such devices. The DX can then switch the calls onto the existing private network and public network connections as appropriate.

The table below illustrates some of the other features released from version 6.1 to 6.3

fig.1:

Version	Feature	Benefit
6.1	Slot Flexibility	Self reconfiguration on site with Linecards - reduced reconfiguration costs
	Ethernet Interface & Centralised Mgmt	LAN access to the DX for application support of CTI, call information logging, etc.
	Pull Diversion	Enablement of call pulling to the nearest phone - essentially reducing lost calls
	Virtual Numbers	Non-dedicated phone numbers to enable hotdesking, and location independent working
	Malicious Call Trace	Uses Euro ISDN standards to call trace nuisance callers - a record of the callers number can be kept
	Enhanced Keysystem Features	Allows multiple lines per telephone, therefore promoting improved manager / secretary working and multiple lines of receiving and dialling calls
	Extended Name Text	Simplifies feature access to external systems such as auto attendant
	Operator Queue Recorded Announcements	A series of messages can now be recorded to be delivered to callers during peak times
6.2	Qsig European Network Standard	Qsig standards have been introduced providing basic call and data support along with CLI
	Optiset E range of telephones	Comprehensive range of two wire digital telephones offering much functionality through a multitude of adapters
	Flexible Operator Answering	Allows one operator group to overflow to another when a pre-set number of calls are reached. Call flow management is thus ensured
6.3	Multi Tenancy	Allows a number of businesses / divisions to occupy the same switch but have independent numbering plans
	ACD Agent Groups	Agent group numbers have increased to 255, for increased flexibility and customer service
	Recorded Announcement Devices (RAD)	Maximum number of recorded announcement devices increased to five, improving the flow of information
	Computer Telephony Integration	Combining the power and flexibility of DX with your IT system helps your business to provide new services, increase productivity and enhance cost efficiency
	CallBridge DX 6.3 and Applications Programming Interfaces (API)	CallBridge DX 6.3 enables the Realitis DX to inter-work with your back office computer system. Supporting the ProCenter delivered applications, CallBridge DX 6.3 can also be used to develop tailor-made applications for specific requirements

CallBridge DX

(Introduced to 6.3)

The new CallBridge DX interfaces not only support the ProCenter delivered applications, but can also be used to develop tailor-made applications for specific requirements.

Other core features available with version 6.3 on the DX are:

- Multiple queue supervision will continue to aid with the supervision and monitoring of multiple queues, whilst providing greater flexibility to the supervisor, making process management more efficient and productive
- Single feature codes can be used to close all queues in an emergency
- Maximum agent write-up time can be several hours, with the option to have unlimited write-up time
- Redirection of a queue can be configured to take place either:
 - 1 When all agents have logged out of its primary agent group or
 - 2 Only when all agents have logged out of its alternative agent group as well, ensuring that calls are routed to the correct location.

Summary

The reputation of the DX as the market leader for professional business communications is well deserved. For over a decade, the DX has set the pace for others to follow in terms of quality of service, reliability, innovation, and flexibility.

The demands of the modern business world set a requirement for the processes and infrastructure of all organisations to be as fluid and responsive. Making regular and purposeful upgrades to your DX will ensure that your business has the right communications infrastructure to meet the challenges of the future.

Upgrading your DX is a wise and prudent decision. Opting to evolve your communications network will incur significant cost savings in terms of capital costs, installation and re-training. Furthermore, the on-going cycle of product and software development will ensure that your business continues to benefit from the market leading features and applications delivered by the industry's premiere communications system.

Revision 8 is an important development for the DX. In addition to adding valuable new functionality to your DX, Revision 8 ensures that your business is equipped to manage the competitive pressures that lie ahead. Most importantly, Revision 8 solidifies feature inter-working within the Siemens HiPath range, ensuring that the DX will continue to benefit from global product development, and retain its position at the forefront of the HiPath family.



About Siemens Enterprise Communications Limited:
Siemens Enterprise Communications is one of the world's leading vendors of Open Communications solutions for enterprises of all sizes, enabling business processes to be more productive, faster and more secure – with any device, network or information technology infrastructure. The company is a wholly owned subsidiary of Siemens AG with 17,000 employees globally and headquarters in Munich.

Visit the website at www.siemens.com/enterprise or for UK specific information at www.siemens.co.uk/enterprise

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