OpenScape Business

OpenScape Business is the modern and future-proof all-in-one solution for Unified Communication & Collaboration, specially tailored to the requirements of small and medium-sized enterprises with one or more locations.

OpenScape Business offers small and medium-sized enterprises everything they need for their individual and diverse communication requirements, unified in a single flexible and scalable solution. The OpenScape Business architecture allows use independently of the existing telephony infrastructure – regardless of whether this is classic telephony, IP or DECT. From powerful telephony to a feature-rich set Unified Communication (UC) solution, OpenScape Business always provides enterprises with up to 1500 subscribers, or 2000 subscribers in one network, with the right solution.

With Circuit, the Unify cloud-based WebRTC solution connected to OpenScape Business, customers experience how the collaboration in teams can easily be considerably improved. Learn more at www.yourcircuit.com.

All-in-one solution for small and medium-sized enterprises

OpenScape Business is the all-in-one solution for small and medium-sized enterprises and offers:

- Integrated voice services, presence management (presence state), Drag&Drop conference, visual Voicemail (voiceboxes), AutoAttendant, Multimedia Contact Center, IM (Instant Messaging), mobility, directory access with database connection, fax, integration in business processes and much more
- UC clients individually matched to the work station and work processes
- Interface integration of OpenScape Web Collaboration
- Solutions for customers with one site or network-wide solutions with multiple sites

Uniform solution architecture

OpenScape Business provides a uniform solution architecture.

OpenScape Business models

Various OpenScape Business models are available for different existing infrastructure sizes: X1, X3, X5, X8.

In addition, it is possible to operate the OpenScape Business software on a standard server (softswitch), of course also in fully virtualized environments.

Supported subscribers

Total number of IP, analog and digital subscribers

- X1: up to 30 subscribers
- X3, X5, X8: up to 500 subscribers
- OpenScape Business S: For up to 1500 IP subscribers

The New Way to Work

OpenScape Business Voice & Unified Communication

Unites presence, chat, conference, mobility, voicemail, fax, collaboration, video and contact center in a single solution architecture.

Optimized hardware concept

VoIP and data components are already integrated on the mainboard.

UC

UC is already provided on the mainboard with UC Smart:

- For up to 150 subscribers on the UC Booster Card
- For up to 250 subscribers on the UC Booster Server
- For up to 250 subscribers for OpenScape Business S

UC Suite enables more UC subscribers and advanced UC functionality for X3, X5, X8, and Business S:

- For up to 150 subscribers on the UC Booster Card
- For up to 500 subscribers on the UC Booster Server
- For up to 1500 subscribers to OpenScape Business S

Your sales partner will assist you with selection of the appropriate UC solution.

UC software and hardware

UC software and hardware incl. Drag&Drop conference and Multimedia Contact Center (except X1)

Communication interfaces

All communication interfaces required for diverse and heterogeneous requirements are available.

- IP
- Digital
- Analog
- DECT
- All common trunk interfaces for voice communication
- Support for new SIP/IP-based CO lines now integrated

Connectivity to Circuit

Circuit is a Unify WebRTC-based cloud service for team communication and collaboration in enterprises. OpenScape Business provides, for example, the perfect basis for Circuit. Learn more at www.yourcircuit.com.

Unified Communication & Collaboration

Unified Communication (UC) is a technology for enhancement of communication in enterprises and integrates various communication media into a standardized application environment. OpenScape Business simplifies business processes in enterprises, for instance, through continuous presence management, e. g. automatically forward calls to your cell phone when you are out of the office. But the provision of dial-in conferences, personal Voicemail (voice box), personal fax message box, Instant Messaging (IM), use of the cell phone as a telephone system extension, Contact Center, Video and Web Collaboration are also combined in this standardized solution. UC optimizes business processes, work time is saved, employees are more satisfied, and enterprises become more profitable.

Presence

Keep up-to-date on the availability and reachability of your team, even when they are at different sites!

Use automatically generated presence state announcements to inform external callers of your status, e. g. "In a meeting until 12 o'clock". This also facilitates making work more effective, because your customers can decide what they would like to do: Leave a message or contact a colleague. Change your presence status using the UC client or telephone. By linking to the Outlook calendar and the calendar for Mac (Ical), the presence state is set automatically when certain keywords are entered in the appointment.

Drag&Drop conferences

Save travel costs, exchange information fast and effectively: Use the conference capabilities in OpenScape Business for this!

No manual setup of conferences on the telephone: Setup conferences very easily with a few clicks in your UC client, or extend a 2-party call from the popup to a conference. Select whether, as the conference manager, you would like to start a spontaneous or a planned telephone conference – with or without Web Collaboration.

Favorites list

Save the phone numbers of your most important business partners and fellow workers in your personal favorites list!

This allows you to establish contact quickly without wasting time searching for the phone number.

Directories

Automatically search all linked phone books (directories in the system, Exchange; linked via LDAP or the OpenDirectory Service) with one query! This guarantees minimum effort when searching for a contact.

Dialing by mouse click

You find the phone number of a customer in an e-mail or in the internet and would like to make contact. No problem: Highlight the phone number and then dial it automatically! You don't lose any time due to having to key in the phone number on the telephone.

Call journal

Who has called and whom did I not reach? The call journal informs you at all times and allows to make contact with a click.

Status-based call forwarding

Do you redirect your telephone, for instance, to your cell phone, when you are out of the office? You forget to do this sometimes? Then automatic call forwarding will help you. For instance, when you set your presence state to "Out of Office", your calls are automatically forwarded to your cell phone. Of course, the mobile client also allows you to do this comfortably when you are on the road.

CallMe!

You are in a hotel, still have to make some business call, and are reluctant to take on additional costs? No problem, "CallMe!" helps.

When "CallMe!" is enabled, you can dial your contact in the UC client. OpenScape Business then calls you in your hotel room and connects you with your business partner. Your company pays for the costs of the call, and you save time.

Personal AutoAttendant

Give callers options in order to increase your reachability: "Press 1 to reach me on my cell phone. With 2, you can leave a message."

Screen pop-ups

Incoming calls are immediately displayed on the PC in a pop-up. You decide what you do: Accept the call or transfer directly – and all of this by a click of the mouse! After you have accepted a call, the displayed options switch automatically: You can, for instance, start Web Collaboration or forward a call tag by e-mail.

Voice box and fax box

Use your personal voice box with greater effectiveness, have your incoming voice messages sent to you by e-mail, use the UC client for quick access to important messages.

Save long walks to the fax machine. Your personal fax box allows faxes to be received and sent directly by your PC.

Notifications

Incoming voice and fax messages can be automatically signaled by e-mail, test message, or by a phone call (e.g. to the cell phone).

Instant messaging

Communicate with a fellow worker by chat in real time, for example when their phone is busy but you have an important customer on the phone.

Live call recording

Easily record a call or a conference. So you will not lose any details.

Web Collaboration

Web Collaboration allows multiple subscribers to work on one document in parallel regardless of their site. They only need a computer with internet access.

The solution provides secure, multimedia web conferences, and is seamlessly integrated on the OpenScape Business interface.

OpenScape Web Collaboration improves cooperation within your enterprise and with your business partners. Integrated functions such as desktop/file sharing, whiteboard and video conferences enable you to conduct project and sales meetings, training sessions and product presentations without costly business trips.

Access protection

Priority is placed on security! A 6-character password secures access to the client and voice box. Of course, the default codes must be changed at the first access.

OpenScape Business UC clients

Depending on the selected UC solution (UC Smart or UC Suite), different UC clients with different functions and integration options are available to you. Select the OpenScape Business UC Client that is best suited to your working style.

myPortal Smart

myPortal Smart provides easiest access to all UC smart functions such as presence display with favorites, quick search for contacts, phone book, Instant Messaging, voicemail, and call journals. Users can be informed by e-mail about available voice messages. Users can start dial-in conferences, also with guest access, for up to 16 subscribers directly and simply from myPortal Smart. The UC client configures itself to your desktop and is installable on all usual operating systems (Windows and Mac).
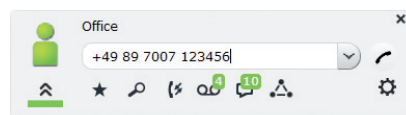
myPortal to go

myPortal to go is a native app with the option of an integrated VoIP client for mobile workers with Android, iOS smartphones, or tablets. It thus gives mobile employees access to UC functions such as presence, voice messages, or dialing from local contact on the smartphone, regardless of where and when they are on the road. The mobile device is therefore fully integrated into the enterprise communications system.

Various user adjustable dialing methods in the mobile GSM network (callback, call-through) or in the WiFi network can reduce voice call costs on the cell phone.

myPortal to go is also available for other operating systems such as Windows Phone/Blackberry smartphones and tablets as a purely web-based variant "myPortal to go Web Edition".


Device@Home

With Device@Home, the user can use an OpenScape Business system telephone, such as OpenStage, OpenScape DeskPhone or myPortal to go, via WiFi in the home office and be fully integrated in the corporate communications network.
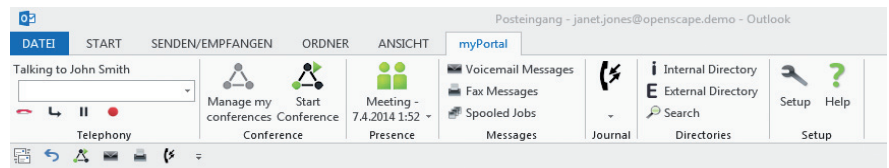
myPortal for Desktop

myPortal for Desktop provides access to all UC Suite functions of OpenScape Business. In comparison with myPortal Smart, further functions are available such as Drag&Drop conferences, personal fax message box, dialing by mouse click, and "CallMe!".

Different versions of myPortal for Desktop are available.
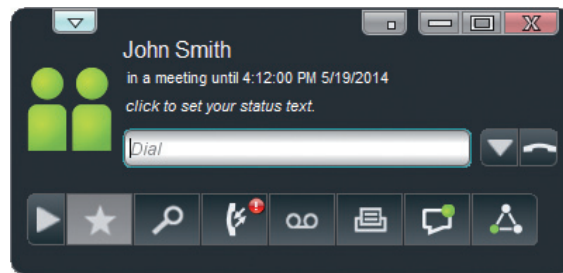
myPortal for Outlook

myPortal for Outlook seamlessly integrates all UC Suite functions of myPortal for Desktop in Microsoft Office Outlook. Therefore, for instance, every user has direct access to their personal voice and fax messages, can dial directly from their Outlook contacts, or use these contacts for planning telephone conferences.

UC client performance features

Features	UC Smart		UC Suite		
	myPortal Smart	myPortal to go	myPortal for Desktop	myPortal for Outlook	myPortal to go
Presence	x	x	x	x	x
Conferences planned/ad hoc	x/x	-/x	x/x	x/x	-/x
Favorites List	x	x	x	x	x
Directories	x	x[1]	x	x	x[1]
Dialing by mouse click/hotkey	-/x	-/-	x/x	x/x	-/-
Call Journal	x	x	x	x	x
Status-Based Call Forwarding	x	x	x	x	x
CallMe!	–	-	x	x	x
Personal AutoAttendant	–	-	x	x	-
Call control integrated / by popup	x/-	x/-	-/x	-/x	x/-
Voice Box	x	x	x	x	x
Fax Box	–	-	x	x	-
Notifications	-	-	x	x	-
Instant Messaging	x	-	x	x	-
Live Call Recording	–	-	x	x	-
Web Collaboration	x	-	x	x	-

1   myPortal to go gives access to local smartphone contacts.

UC Smart clients and UC Suite clients can not be operated in parallel. UC Smart migration to UC Suite is possible.

Multimedia Contact Center – increase reachability and customer service

Intelligent call distribution

The integrated OpenScape Business Multimedia Contact Center allows you to improve customer service and therefore the satisfaction of your customers.

Thanks to intelligent distribution of calls, your customers are quickly and competently served, and always connected to the suitable employee.

In addition to call distribution, you can also offer customers e-mail or fax as methods for making contact. Just like voice calls, inquiries over these media are always automatically forwarded to the right employee. If all employees are busy, callers can also leave voice messages so that your employees can call back. This means no order is lost.

Flexible queue options

For the case when all of your employees (agents) are talking on the phone, individual queue options can offer various options to customers, e.g. individual announcement or forwarding to other service groups.

Customers can also shorten their waiting times by leaving a message. Your employees then call back when there are less incoming new calls.

Agent in multiple groups

The competence of your employees can be utilized optimally by also enabling them in multiple Contact Center groups. An employee (agent) will then always first receive the calls from the group you have assigned to that person as the highest competence level: e.g. 100% in "Sales", but only 80% in the "Service" group. The employee will receive calls for "Sales" as a preference.

Wallboard

To keep your employees always up-to-date on Contact Center utilization, for instance, on how many callers are currently in the queuing mechanism, details can be displayed in real time on a large screen monitor or by a projector.

Caller list

Detailed information on all calls, faxes, and e-mails made until now can be found in the caller list of the Contact Center. Search and sorting functions support fast retrieval of specific details.

Preferred agent

To improve personal support, the Contact Center can be configured so that a particular customer is always automatically transferred to his contact person.

VIP support

VIP customers can be transferred directly to free agents without having to wait for a long time in a queuing mechanism. This ensures that your VIP customers are always served quickly and no important order is lost.

Call number-dependent voice guidance

OpenScape Business can play individual announcements in response to the phone number of the caller. If you have international customers, for instance, the caller can always be addressed in his national language making him feel he has the best possible support.

Wrap-up

OpenScape Business gives your employees time to take care of wrapping up their customer calls. The wrap-up time is individually configurable. Extended options can be recorded and subsequently evaluated, for instance, what the caller wanted: Order, information, complaint, etc.

Authorization level

Various authorizations can be assigned for the role of an agent (employee), supervisor (team leader) or administrator depending on the structure of your Contact Center.

Administration of the Contact Center

Depending on the assigned role (authorization level), the user has the capability of customizing various options individually and easily:

- Queuing mechanisms
- Schedules
- Breaks
- Wrap-up codes
- Announcements
- External directory

Contact Center clients

myAgent

The myAgent client is the interface with which employees (agents) accept customer calls according to qualifications. Thanks to the integrated presence display, agents can quickly consult further experts because the agent can immediately see which expert is free at the moment and can therefore support him.

myAgent ensures that your agents always identify how many callers are still in the queuing mechanism, and they can then react appropriately.

Depending on the assigned roles (authorization level), more than 20 predefined reports can be produced, for instance, to see how many calls each agent has accepted.
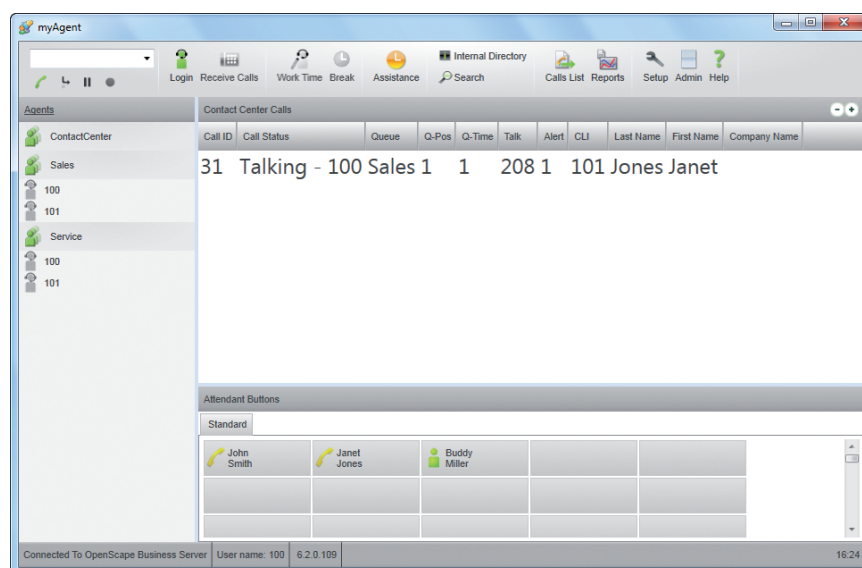
myReports

myReports enables production of statistics on the utilization of your Contact Center, sorted according to different criteria, and provides more than 100 other report templates.
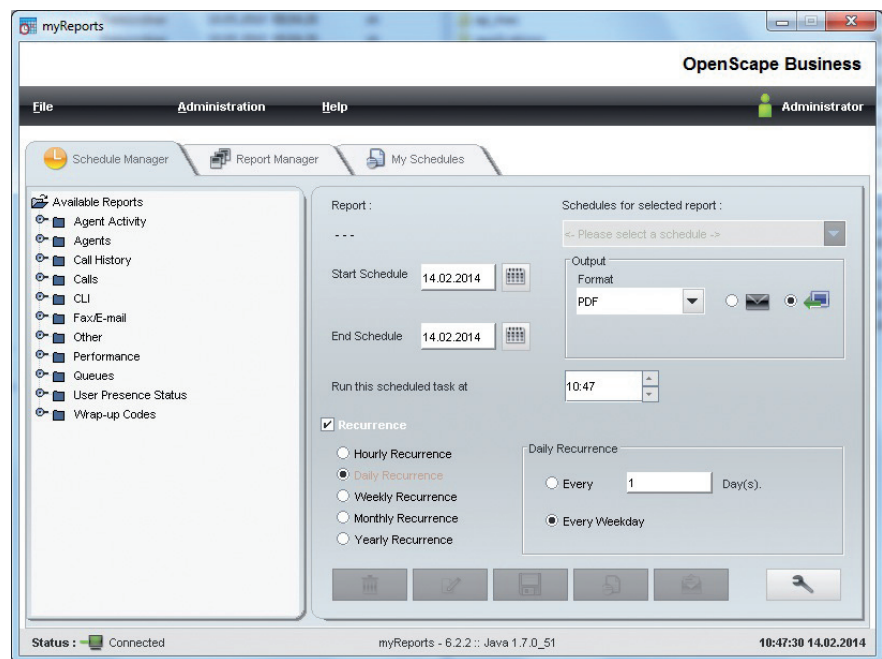

Attendants and Company AutoAttendant

Depending on the selected UC solution (UC Smart or UC Suite), different attendant clients are available to you (as an attendant console). Business Attendant is the attendant client for UC Smart. The client recommended for UC Suite is myAttendant. Business Attendant can also be used for this as an option.

Business Attendant

Business Attendant is the classic attendant console and is ideally integrated on a PC: waiting calls, active, held, and parked calls are always in view. Additionally, it provides information on the busy state of extensions as well as the presence state of subscribers. The status of subscribers can be changed in Business Attendant. All functions can be performed using either the PC keyboard or mouse buttons. The busy fields for subscribers can be individually customized for optimization of workflows.
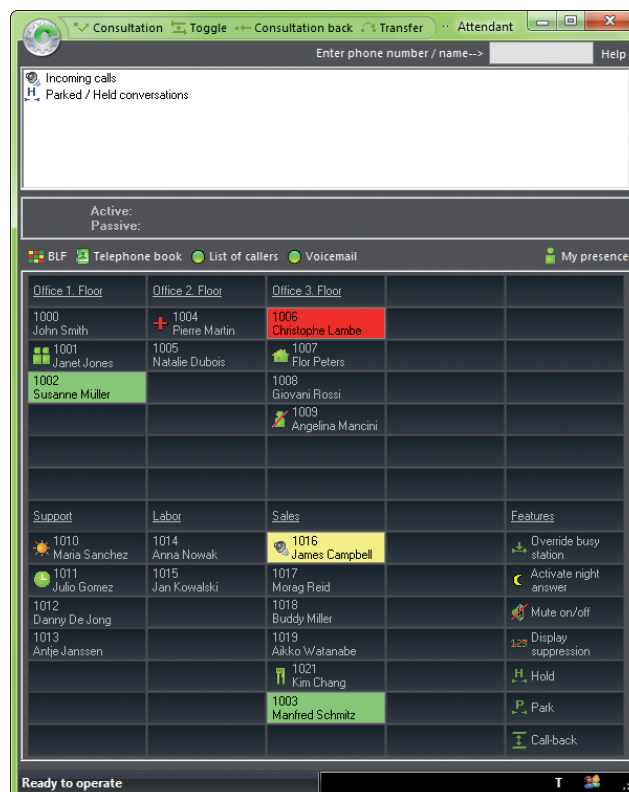
myAttendant

myAttendant is a user-friendly attendant console and optimally combines telephone functions with OpenScape Business UC functions. In addition to the classic call handling functions, an additional focus is on the management of UC Suite. The presence state of subscribers is displayed and can be managed.

All UC functions are united in the Message Center and round off centralized accesses to voice, fax, and immediate messages (of course only with approval of the individual subscriber).
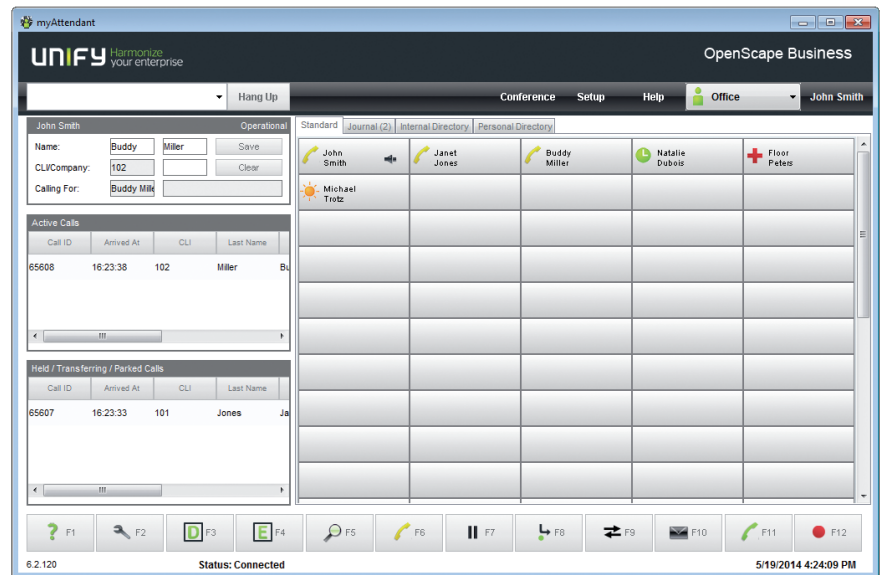

Company AutoAttendant

Automatically transfer incoming calls that arrive at the central enterprise number. Utilize the capabilities of information announcements combined with automatic call handling after key input by the caller.

AutoAttendant enables individual customization to the workflow in your enterprise, whether an advertising announcement or individual announcement tree (Press 1 for Sales or 2 for Service...). The available schedules extend the deployment options, since workflows can be automatically switched over depending on the weekday and time, for instance, incoming calls can be automatically forwarded to the night position.

An announcement can be played that is customized for the incoming phone number, for instance, in the language of the caller.

Of course, existing announcement texts or professionally recorded announcements in WAV format can be imported.
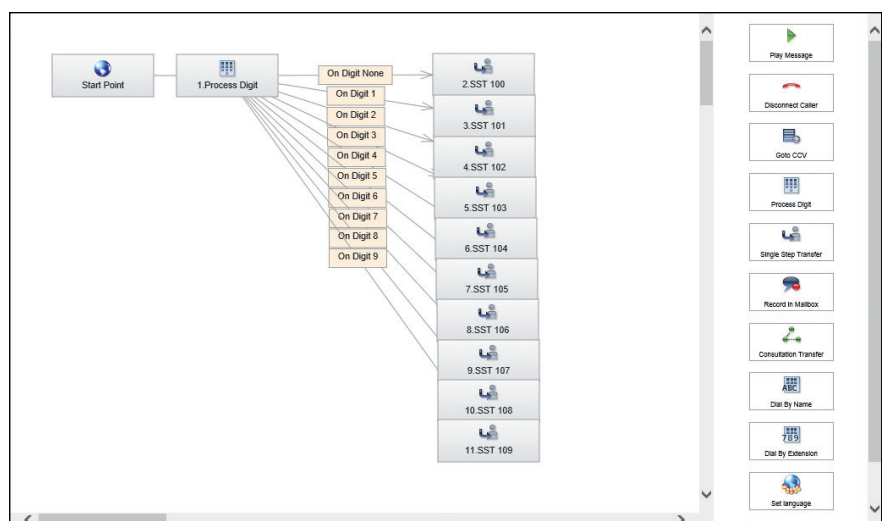
Client requirements

Supported Windows operating systems for myPortal Smart, myPortal for Desktop, Business Attendant, myAttendant, myAgent, myReports

- Microsoft Windows 10 Pro and Enterprise (32/64-bit)
- Microsoft Windows 8.1 Basic, Pro and Enterprise (32/64-bit)
- Microsoft Windows 7 SP1 (32/64-bit)

Supported Apple operating systems for myPortal Smart, myPortal for Desktop

- Apple Mac OS X (El Capitan/10.11)
- Apple Mac OS X (Yosemite/10.10)
- Apple Mac OS X (Mavericks/10.9)

Microsoft Outlook for myPortal for Outlook

- Microsoft Office 365
- Microsoft Outlook 2016 (32/64-bit)
- Microsoft Outlook 2013 SP1 (32/64-bit)
- Microsoft Outlook 2010 SP2 (32/64-bit)
- Microsoft Outlook 2007 SP3 (32-bit)

Exchange server environments

- Microsoft Office 365
- Microsoft Exchange 2013
- Microsoft Exchange 2010 SP2

Additional software

- Java 1.8 (32-bit), or later
- Microsoft .NET Framework 3.5 for Outlook 2007, or later and higher
- Microsoft .NET Framework 4.0 for Outlook 2010/2013 and myAgent, or later and higher

Use in terminal server environments

- Microsoft Windows 2012 Server as Microsoft Terminal Server
- Microsoft Windows 2008 R2 Server SP1 (64-bit) with Citrix XenApp 6.5 Server
- Microsoft Windows 2008 R2 Server SP1 (64-bit) as Microsoft Terminal Server

Mobility clients

For myPortal to go and myPortal to go Web Edition a smartphone/tablet PC must meet the following requirements:

- Touch screen for comfortable operation
- Native app / web browser
- Simultaneous use of voice and data connections is provider-dependent.
- A 3G data connection (for example, EDGE, UMTS, HSPDA) is recommended for connection to OpenScape Business. GPRS data connections can lead to lengthy load times of screen pages for myPortal to go Web Edition.
- Depending on use, a data volume of several 100 MB per month can accumulate for myPortal to go. For this reason, a data flat rate is recommended.

Operating systems and reference devices can be found at:

http://wiki.unify.com

Mobility solutions

The business world along with the work processes of enterprises and their employees have fundamentally changed. In addition to being at their office workstation, employees are often on the road from where they must also have access to your enterprise communications. OpenScape Business gives your enterprise flexible integrated mobility choices suitable for mobile communication at all sites. These include, for instance, integration of smartphones and tablet PCs, use of cordless/DECT and WLAN telephones right up to full integration of home office employees with continuous access to your business communications.

Mobility on the road

Field service employees must increasingly be reachable for your customers and have access to your business communications.

With myPortal to go Web Edition your field staff is always reachable from one number, the office telephone number (One Number Service) for customers. So they only have to memorize one number.

Extensive UC functions on the smartphone, such as presence, favorite display, access to the voice box, call journals, and much more, fully integrate your field service employees in your enterprise communications.

Mobility in the office

Suitable cordfree solutions are available to give full telephone reachability on the enterprise site. DECT and WLAN phones or myPortal to go with integrated VoIP (system client) on the Smartphone let you adapt mobile communication to your enterprise requirements. Your employees in the office, in the production hall, or on the site of the enterprise are always reachable for customers and colleagues.

OpenScape Business Desk Sharing gives the capability of multiple employees sharing one phone to save costs and for employees who are only occasionally in the office. Every employee logs on to the phone with a PIN code when he works in the office, and then has access to his personal phone settings.

Mobility at home

OpenScape Business provides various options for integration of home office employees (home workers). With "CallMe!" the employee is always reachable via the business number, e.g. on the home phone, and company calls are automatically forwarded.

Whenever an employee wants to make an enterprise call, he simply dials the required contact in his UC client and OpenScape Business then calls him on his home phone and establishes the link to the destination caller when the employee accepts the call. The advantages are that the business number is displayed (One Number Service) to the called party, and the call costs are billed to the enterprise.

Thanks to OpenScape Business, your employees have full access to business communications from home as if they were working in the office.

Networking of OpenScape Business

OpenScape Business gives extensive options for improving collaboration between teams and employees at different enterprise sites. A maximum of 2000 employees can be networked and work in the same way as if they were linked to a large communications system. Existing IP network links can be used simultaneously for telephony and data traffic. Network-wide UC services are available in addition to telephony. Due to the presence display, your employees can see whether colleagues at another site are currently making a phone call or are in a conference. This information improves reachability and saves valuable work time, because unnecessary calls can be eliminated.

Planned dial-in conferences let you easily and effectively organize multi-site conferences. Employees dial directly in the dial-in conference, similarly to meeting in a conference room. OpenScape Web Collaboration shows every displayed slide on every screen.

Voice messages received in the entire network can be simply forwarded to the suitable employee. And even more, it is still very much more possible to support collaboration in the teams.

Network-wide voice and UC features

- System-wide telephone directory with presence display ("In the office", "Meeting", "Vacation", "Ill" etc.)
- Network-wide call status (employee is busy or is being called)
- Network-wide call acceptance, i.e. calls from another site can be accepted in a team
- Exchange of instant messages (Instant Messaging), also with groups
- Spontaneous or scheduled Drag&Drop conferences in the network
- Network-wide collaboration (Web Collaboration), e.g. desktop sharing to exchange information, as well as video transmission
- myAttendant attendant console: Network-wide view over the presence state of networked employees, i.e. who is reachable, who not
- Integrate external telephone directories, for instance, to use databases as a central phone book
- Integration in the Microsoft Exchange calendar and in public directories
- Forwarding of voice messages through the entire OpenScape Business network
- Social network integration of business partners (via XMPP) to exchange presence and chat information
- Network-wide UC features are available with X1, X3, X5, X8, and Business S.

OpenScape Business model versions

OpenScape Business offers various model versions featuring seamless integration into an existing telephony or IP infrastructure. Regardless of whether it is hardware- or software-based, virtualized or installed on its own server. OpenScape Business satisfies all of these requirements with its standardized solution architecture.

OpenScape Business X1, X3, X5, X8 hardware models

The X3, X5, and X8 models support up to 500 subscribers. Model X1 supports up to 30 subscribers. OpenScape Business S supports up to 1500 subscribers.

The following subscriber interfaces are available: IP, digital (U_{P0E}), ISDN (BRI), analog (a/b) and cordless (DECT/ WLAN).

Connectivity to the public network is by ITSP (SIP protocol), ISDN (S_0/BRI and S_{2M}/ PRI), analog or, in selected countries, CAS connections.

The hardware models are:

- OpenScape Business X1 (for wall installation)
- OpenScape Business X3 (for wall/rack mounting)
- OpenScape Business X5 (for wall/rack mounting)
- OpenScape Business X8 (for stand/rack mounting)

The integrated UC Smart functions can be used in all models: For X1 for up to 30 subscribers, for X3, X5, and X8 for up to 250 subscribers (integrated up to 50, for BoosterCard/Server/Business S up to 250 subscribers).

Alternatively, the UC Suite can be used for X3, X5, X8 and Business S:

- Max. 150 subscribers with UC Booster module
- Max. 500 subscribers with UC Booster Server, also virtualized with VMware vSphere (connected Linux server)
- Max. 1500 UC subscribers with OpenScape Business S, virtualized with VMware vSphere / MS Hyper V

OpenScape Business S Software Model

OpenScape Business S is a software solution for max. 1500 IP subscribers and with UC Smart / UC Suite functionality for subscribers. Connectivity to the public network is by ITSP (SIP protocol). The OpenScape Business S Software is operated on a Linux server, also virtualized with VMware vSphere / MS Hyper V.

OpenScape Business X1, X3, X5, and X8 is used as the gateway for connectivity of digital and analog trunk lines.

The UC Booster Card, Booster Server, or OpenScape Business S can be used for OpenStage Gate View and OpenDirectory Service (for connectivity of external databases) as well as for connectivity of 3rd-party applications via CSTA.

Marketable expansion stages

The deployment model you opt for depends, for example, on the expansion stages.

OpenScape Business	X1	X3		X5		X8	Server (S)
	Wall	Rack	Wall	Rack	Wall		
Connection to service provider							
ITSP channels (SIP provider)	30 Max. 8 SIP providers	60 Max. 8 SIP providers	60 Max. 8 SIP providers	60 Max. 8 SIP providers	60 Max. 8 SIP providers	60 Max. 8 SIP providers	180 Max. 8 SIP providers
ISDN S_0 (BRI)	4	20	20	52	52	128	–
ISDN S_{2M} (PRI)	–	–	–	30	30	180	–
Max. number of line channels	250	250	250	250	250	250	250
Subscribers							
Analog subscribers	4	20	20	52	68	384	–
Digital subscribers	8	24	24	56	56	384	–
IP subscribers	20[1]	500	500	500	500	500	1500
Cordless/DECT (CMI)	16	32	32	32	32/64	250	–
Max. number of subscribers	30[1]	500	500	500	500	500	1500
Unified Communication (UC Smart)							
Smart VoiceMail[2]	30	320	320	320	320	320	1500
Max. number of UC clients	50	250/150/50[3]	250/150/50[3]	250/150/50[3]	250/150/50[3]	250/150/50[3]	250
myPortal Smart	30	250/150/50[3]	250/150/50[3]	250/150/50[3]	250/150/50[3]	250/150/50[3]	250
Number of Mobility Entry users	30	150	150	150	150	150	250
myPortal to go	30	250/150/50[3]	250/150/50[3]	250/150/50[3]	250/150/50[3]	250/150/50[3]	250
Max. number of mobile subscribers	30	250/150/50[3]	250/150/50[3]	250/150/50[3]	250/150/50[3]	250/150/50[3]	250
OpenScape Business Attendant	8	8	8	8	8	8	8
OpenScape Business BLF	30 Max. 350 BLF fields	250/150/50[3] Max. 350 BLF fields	250/150/50[3] Max. 350 BLF fields	250/150/50[3] Max. 350 BLF fields	250/150/50[3] Max. 350 BLF fields	250/150/50[3] Max. 350 BLF fields	250 Max. 350 BLF fields
Max. number of channels for UC conferences[3]	30	30	30	30	30	30	60
Unified Communication (UC Suite)							
Voicemail[2]	–	500[4]	500[4]	500[4]	500[4]	500[4]	1500
Max. number of simultaneously active UC Suite clients (Total from myPortal Desktop, myPortal for Outlook, myAttendant, myAgent, …)	–	500[5]/150	500[5]/150	500[5]/150	500[5]/150	500[5]/150	1500
		Up to 150 UC Suite users in combination with the UC Booster Card; the UC Booster Server is required beyond 150 UC Suite users					
myPortal for Desktop	–	500[5]/150	500[5]/150	500[5]/150	500[5]/150	500[5]/150	1500
myPortal for Outlook	–	500[5]/150	500[5]/150	500[5]/150	500[5]/150	500[5]/150	1500
Number of Mobility Entry users	–	150	150	150	150	150	250
myPortal to go	–	250[5]/150	250[5]/150	250[5]/150	250[5]/150	250[5]/150	250
Max. number of mobile subscribers	–	250[5]/150	250[5]/150	250[5]/150	250[5]/150	250[5]/150	250

OpenScape Business	X1	X3		X5		X8	Server (S)
myAgent	–	192 can be set up/64 active in parallel	192 can be set up/64 active in parallel	192 can be set up/64 active in parallel	192 can be set up/64 active in parallel	192 can be set up/64 active in parallel	192 can be set up/64 active in parallel
myReports	–	1	1	1	1	1	1
myAttendant	–	20	20	20	20	20	20
Max. number of fax channels	–	up to 8	up to 8	up to 8	up to 8	up to 8	up to 8
Max. number of fax subscribers	–	500^5/150	500^5/150	500^5/150	500^5/150	500^5/150	1500
Max. number of channels for conferences[6]	–	20	20	20	20	20	60
Unified Communication (CRM, Database Connection)							
Application Launcher users	30	150^7/50	150^7/50	150^7/50	150^7/50	150^7/50	250
TAPI 120/170 users (over CSTA, UC Booster Server/ Card required)	–	500^5/150	500^5/150	500^5/150	500^5/150	500^5/150	1500
TAPI 120 users (in UC WSI mode via Mainboard without CSTA)	30	30	30	30	30	30	30
Directory Service connectors (UC Booster Server/Card required)	–	4	4	4	4	4	4
OpenStage Gate View							
Cameras	–	8^5/2	8^5/2	8^5/2	8^5/2	8^5/2	8

1   Max. total of IP subscribers and users with desk share features: 20 (limitation by configuration). Max. total of IP subscribers, users with desk share feature, analog and digital subscribers: 30 (limitation by licenses).

2   Smart Voicemail: Recording length per call: 2 minutes, total recording length per communication system: 32 hours, messages per voice box: 100, maximum number of simultaneous calls (inbound and outbound): 10. Depending on UC Suite Client: Limitation to max. 320 voicemail boxes for systems with Mainboard/Booster Card/Booster Server, limitation to max. 1500 voicemail boxes for OpenScape Business S.
Voicemail UC Suite: 30 voicemail ports are available for simultaneous voicemails. The total recording length for voice announcements, voice messages, voice recordings, and faxes is dependent on the hard disk in the communication system. There is no limitation for individual subscribers.

3   Maximum expansion with UC Booster Server
Example: $250/150/50^3$ (max. 250 via Booster Server / max. 150 via Booster Card / max. 50 via Mainboard)

4   The Booster Card (OCAB) supports a maximum of 500 voicemail boxes, independent of the limitation of the UC Suite client to 150 subscribers.

5   Maximum expansion with UC Booster Server.
Example: 500^5/150 (max. 500 via Booster Server / max. 150 via Booster Card).

6   The following conference channels are available for UC Suite/UC Smart conferences and system conferences (conference established by phone):
OpenScape Business X1:
- 30 channels for UC Smart conferences. A total of 5 conferences can be held at once. Maximum number of subscribers per UC Smart conference: 16.
  +32 channels for system conferences (conference established by phone). A total of 5 conferences can be held at once. Maximum number of subscribers per system conference: 8.
OpenScape Business X3/X5/X8:
- *Systems with UC Suite (Booster Card / Booster Server):*
20 channels for UC Suite meet-me conferences or UC Suite ad hoc conferences, +32 channels for system conferences. Each IP/TDM transition requires one 1 DSP, e.g. each IP telephone that is a subscriber of a conference requires a DSP. An OCCB has to be additionally marketed if conferencing is being used. In total, 5 UC conferences and 10 system conferences can be held at once, taking into account the limit values specified above. Maximum number of subscribers per system conference: 8, maximum number of subscribers per UC conference: 16.
- *Systems with UC Smart (Mainboard / Booster Card / Booster Server):*
30 channels for UC Smart conferences, +32 channels for system conferences. In total, 5 UC conferences and 10 system conferences can be held at once. Maximum number of subscribers per UC conference: 16, maximum number per system conference: 8.
OpenScape Business S:
- *Systems with UC Suite:*
60 channels for UC Suite meet-me-conferences or for UC Suite ad hoc conferences, +20 channels for system conferences. In total, 10 UC conferences and 6 system conferences can be held at once, taking into account the limit values specified above. Maximum number of subscribers per UC conference: 16, maximum number of subscribers per system conference: 8.
- *Systems with UC Smart:*
60 channels for UC Smart conferences, +20 channels for system conferences. In total, 10 UC conferences and 6 system conferences can be held at once, taking into account the limit values specified above. Maximum number of subscribers per UC conference: 16, maximum number of subscribers per system conference: 8.

7   Maximum expansion with UC Booster Server
Example: 250^7/50 (max. 250 via Booster Server / max. 50 via Mainboard/Booster Card)

The following table shows the hardware required for each application. For example, an additional CSTA connection is required for UC Smart; the Booster Card therefore needs to be used:

	Mainboard	With Booster Card	With Booster Server	Server (S)
UC Smart	x	x[1]	x[1]	x[1]
UC Suite	–	x[1]	x	x
Combinable with:				
OpenScape Business TAPI[2]	x	x	x	x
CSTA for the connection of external applications	–	x	x	x
Directory Service Connector ODS	–	x	x	x
OpenStage Gate View	–	x	x	x
Application Launcher	x	x	x	x

1   Either UC Smart or UC Suite with adapted functions can be used with the UC Booster Card.

2   TAPI 120 connections for max. 30 subscribers are supported via the mainboard.

Telephones and clients

OpenStage telephones (U$_{P0E}$, IP) • OpenStage 15, 40 and 60 (HFA or SIP) • OpenScape Desk Phone IP 35G / 55G (HFA or SIP) • OpenStage 10 T, 15 T, 30 T, 40 T and 60 T • Add-on devices: OpenStage key module only for OpenStage 15, 30, 40 and 60 / IP55G	
WLAN telephone • OpenStage WL3 (SIP)	
myPortal to go VoIP Client • VoIP Client (HFA) for WLAN	
Cordless/DECT telephones • OpenStage S5, SL5, M3 • Existing Gigaset S4, SL4, M2 are supported.	
SIP telephones/ a/b adapter The myPortal for Desktop, myPortal for Outlook and myAttendant OpenScape Business clients can be used with SIP telephones that support RFC 3725. Full functionality of the features depends on the SIP telephone being used and cannot be ensured. Mediatrix 4102S: for the connection of two analog telephones or fax machines.	
PC clients • OpenScape Personal Edition (HFA) and OpenScape Personal Edition SIP The PC with headset or handset becomes the communications center for voice, data, e-mail and Internet. A soft client installed on the desktop computer or note-book provides all telephone functions via WLAN – and offers the same familiar user interface at the office and on the road. Video connections can be used with OpenScape Personal Edition SIP.	
OpenScape Business **additionally supports** analog telephones and fax machines, ISDN telephones, and add-on devices such as door/gate intercoms via TFE-S adapters.	

Interfaces for integration in business applications

Numerous interfaces and applications are available for integration with OpenScape Business in existing IT infrastructures and business applications (depending on the selected model):

- Application Launcher for an active interaction with CRM/ERP applications
- Accounting software for charge evaluation. The system stores up to 20,000 datasets.
- Directory Services for information on callers, delivered from internal and external directories/databases (except for X1)
- Connection of internal presence management and IM (Instant Messaging) with business partners or social networks via XMPP (except X1)

CTI middleware

- First- and third-party TAPI service provider for call control from CTI or CRM/ERP applications (except X1)

Interfaces and protocols

- CSTA for monitoring and control of telephones by a wide range of applications
- SIP for connection to voice-based applications
- LDAP for connection to external directories or of external LDAP clients for delivery of information on callers or quick dialing of contacts
- HTTP and HTTPS for external application access to OpenScape Business UC functions
- TCP/IP as the basic protocol for all Ethernet connections
- ODBC interface for connectivity of external customer databases with existing ODBC drivers, e.g. mySQL, Maria DB, Oracle, Windows-based databases with Windows-compatible V3.5 drivers, e.g. Microsoft Excel or Microsoft Access

- SQL connector for connecting to SQL databases to search for contact details:
  Microsoft SQL Server,
  PostgreSQL,
  Sybase SQL Server
- LDAP connectors for external LDAP servers such as Active Directory

OpenStage Gate View

OpenStage Gate View brings video imagery from cameras onto the display of an OpenStage telephone, e.g. from door intercoms or other surveillance cameras on the enterprise site.

OpenStage Gate View functionality is fully integrated in OpenScape Business. Only IP-based cameras and an OpenStage 60 IP/HFA or an OpenScape DeskPhone IP 55 are required.

You can find information on cameras tested for OpenStage Gate View at:
http://wiki.unify.com

Maintenance and administration

Web-based management with numerous intuitively operated wizards are available for administration of OpenScape Business. For the X1, X3, X5, and X8 models, there is also the option of administration via Manager E.

Web-based management lets the administrator centrally administer the detailed settings for user UC clients. Definable subscriber profiles make it easier to set up standardized UC profiles (same settings in the UC clients), e.g. for visibility of phone numbers, call forwarding, or the personal Auto-Attendant for groups or all users.

The system includes integrated services management. Self-running test and diagnostic programs monitor the different system components and enter occurring events and system messages in log files. Evaluation can be carried out locally or over a secured remote service access. This can be complemented by also reporting important events to a remote service center.

The remote service platform provided by Unify permits secured remote access over the internet. New system software versions can be loaded automatically over the internet. This minimizes service times and increases solution availability at the customer.

OpenScape Business EMC classes

- Class B (EN 55022) for the international market
- Class A (EN 55022) for USA and Canada

OpenScape Business demonstration

If you would like to know more, visit our website or ask your channel partner for a demonstration of OpenScape Business today.

Supported standards

Ethernet

- RFC 894 Ethernet II Encapsulation
- IEEE 802.1Q Virtual LANs
- IEEE 802.2 Logical Link Control
- IEEE 802.3u 100BASE-T
- IEEE 802.3ab Gigabit Ethernet
- IEEE 802.3X Full Duplex Operation

IP/routing

- RFC 768 UDP
- RFC 791 IP
- RFC 792 ICMP
- RFC 793 TCP
- RFC 2822 Internet Message Format
- RFC 826 ARP
- RFC 2131 DHCP
- RFC 1918 IP Addressing
- RFC 1332 The PPP Internet Protocol Control Protocol (IPCP)
- RFC 1334 PPP Authentication Protocols
- RFC 1618 PPP over ISDN
- RFC 1661 The Point-to-Point Protocol (PPP)
- RFC 1877 PPP Internet Protocol Control Protocol
- RFC 1990 The PPP Multilink Protocol (MP)
- RFC 1994 PPP Challenge Handshake Authentication Protocol (CHAP)
- RFC 2516 A Method for Transmitting PPP Over Ethernet (PPPoE)
- RFC 3544 IP Header Compression over PPP

NAT

- RFC 2663 NAT

IPSec

- RFC 2403 IPsec Authentication - MD5
- RFC 2404 IPsec Authentication - SHA-1
- RFC 2404 IPsec Authentication - SHA-2
- RFC 2405 IPsec Encryption 3DES
- RFC 2407 IPsec DOI
- RFC 2408 ISAKMP
- RFC 2409 IKE
- RFC 2410 IPsec encryption - NULL
- RFC 2411 IP Security Document Roadmap
- RFC 2412 OAKLEY

- RFC 3602 IPSec encryption with AES
- RFC 4301 Security Architecture for the IP
- RFC 4303 IP Encapsulating Security Payload (ESP)

SNMP

- RFC 1213 MIB-II

QoS

- IEEE 802.1p Priority Tagging
- RFC 1349 Type of Service in the IP Suite
- RFC 2475 An Architecture for Differentiated Services
- RFC 2597 Assured Forwarding PHB Group
- RFC 3246 An Expedited Forwarding PHB (Per-Hop Behavior)

Services

- RFC 2597 Assured Forwarding PHB Group
- RFC 3246 An Expedited Forwarding PHB (Per-Hop Behavior)

Codecs

- G.711; G.729

CTI

- CSTA Phase III
- TAPI Service Provider for TAPI 2.1

VoIP over SIP

- RFC 2198 RTP Payload for Redundant Audio Data
- RFC 2327 SDP Session Description Protocol
- RFC 2617 HTTP Authentication: Basic and Digest Access Authentication
- RFC 2782 DNS RR for specifying the location of services (DNS SRV)
- RFC 2833 RTP Payload for DTMF Digits, Telephony Tones and Telephony Signals
- RFC 3261 SIP Session Initiation Protocol
- RFC 3262 Provisional Response Acknowledgement (PRACK) Early Media
- RFC 3263 SIP Locating Servers
- RFC 3264 An Offer/Answer Model with the Session Description Protocol
- RFC 3310 HTTP Digest Authentication
- RFC 3311 Session Initiation Protocol (SIP)UPDATE Method

- RFC 3323 A Privacy Mechanism for the Session Initiation Protocol (SIP)
- RFC 3325 Private Extensions to the Session Initiation Protocol (SIP) for Asserted Identity within Trusted Networks
- RFC 3326 The Reason Header Field for the Session Initiation Protocol (SIP)
- RFC 3489 STUN - Simple Traversal of User Datagram Protocol (UDP) Through Network Address Translators (NATs)
- RFC 3515 The Session Initiation Protocol (SIP) Refer Method
- RFC 3550 RTP: Transport Protocol for Real-Time Applications
- RFC 3551 RTP Profile for Audio and Video Conferences with Minimal Control
- RFC 3581 An Extension to the Session Initiation Protocol (SIP) for Symmetric Response Routing
- RFC 3725 Best Current Practices for Third Party Call Control (3pcc) in the Session Initiation Protocol (SIP)
- RFC 3842 A Message Summary and Message Waiting Indication Event Package for the Session Initiation Protocol (SIP)
- RFC 3891 The Session Initiation Protocol (SIP) Replaces Header
- RFC 4040 RTP Payload Format for a 64 kbit/s Transparent Call

VoIP security

- RFC 2246 TLS V1.0
- RFC 2459 X.509 PKI Certificate and CRL Profile
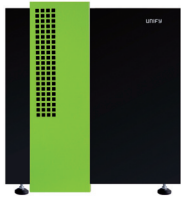- RFC 3711 SRTP
- RFC 3830 MIKEY

XMPP

- RFC 3920 Extensible Messaging and Presence Protocol (XMPP): Core
- RFC 3921 Extensible Messaging and Presence Protocol (XMPP): Instant Messaging and Presence

Others

- RFC 959 FTP
- RFC 1305 NTPv3
- RFC 1951 DEFLATE

Setup and environmental conditions

	X1	X3R	X3W	X5R	X5W	X8
Setup	Wall system	Rack	Wall system	Rack	Wall system	Standard system (also for installing in rack)
Dimensions (H x W x D in mm)	470 x 370 x 80	89 x 440 x 380 (2 U)	450 x 460 x 130	155 x 440 x 380 (3.5 U)	450 x 460 x 200	490 x 440 x 430
Weight	approx. 2.76 kg	approx. 6 kg	approx. 6 kg	approx. 8 kg	approx. 8 kg	approx. 34 kg (fully equipped)
Power supply	The models, by default, are designed for mains operation. For X3, X5 and X8, power failures may be bridged by an uninterruptible power supply (UPS) (optional). • Rated input voltage (AC): 100 to 240 V • Rated frequency: 50–60 Hz • Battery supply (DC): 48 V					
Power consumption	Depends on hardware platform and expansion stage					
Environmental conditions	• Operating conditions: +5 to +40 °C (+41 to +104 °F) • Humidity: 5 to 85%					
Housing color	Ice-blue	Gray/Green	Ice-blue	Gray/Green	Ice-blue	Gray/Green

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