

Revision 8 application pack 4 – features pack

For HiPath DX, HiPath DXR, iSDX and Realitis DX systems

Exclusively available to Revision 8 customers, application pack 4 will deliver powerful advantages to your business.

This is the first application pack to be introduced that supports the updating of Realitis DX to a fully fledged member of the HiPath family as HiPath DX. All systems, both new and upgrade, with application pack 4 will be identified as HiPath DX in the system header.

Application pack 4 is the fourth of the Revision 8 application packs. Application packs are the new name for DX upgrades, custom built to meet your requirements, faster. For the price of a single upgrade to the latest Revision 8, you will also receive all the features from previous DX software revisions up to and including Revision 7.1. This means that in one simple step, you could transform your existing platform, irrespective of its size or age into a leading edge, multimedia, real time IP converged communications server.

Application pack 4 core features

Restoration of user features

The loss of personal features, such as 'divert' and 'do not disturb', following the upgrade process has been addressed and the 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.

For users upgrading from software revisions 6.1.101 to 8.0.031 their personal configuration, chosen to aid their day to day use of the telephone, can now be preserved across system upgrades. Any diversions that were set prior to the upgrade will be restored, if do not disturb had been set it will be restored together with any local hot-desking or home working status. The restoration of the phone's lock status ensures that the security of phones with a high class of service is not compromised.

This feature is provided free of charge as part of the core software.

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. Typical uses would be to set a diversion to a secretary or operator when an employee is unexpectedly absent or to unlock a phone in a conference room to allow external access for the duration of a meeting.

This feature is provided free of charge as part of the core software.

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.

It is provided as a chargeable option that is either enabled or disabled.

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.

This feature is provided free of charge as part of the core software.

HiPath DX

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IP Trunking enhancement

As part of the ongoing program for the DX IP products some minor improvements have been made to DX IP Trunking to improve data bandwidth usage when used in conjunction with the DX remote agent and hot-desk capability.

This enhancement requires Xpress IP Trunking service pack 3 or later and is provided free of charge as part of the core software.

Integrated communications and control system

This is an enhancement to the DX that enables the 'call takers' on an ICCS to be full members of a HiPath ProCenter (HPPC) contact centre. The enhancement uses a superset of the DX 'home working feature', with the 'call takers' permanently configured through MMI as 'home workers' numbers on the host DX.

The ICCS desktop application must be enhanced to enable log-in, log-out, go ready, go not-ready, as agents on the HPPC system.

Currently this feature only interworks with the Vivista ICCS product.

It is provided as a chargeable option that is either enabled or disabled.

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

• Publication no. 1QHA 50630 AAA-CAA

• Issue 03

www.siemens.co.uk/hipathdx

Freephone 0800 512412



FS 261



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