



Service Guideline

Product: optiClient 130

Product version: V2.0

Print-outs from the Intranet/Internet as well as copied files are not subject to the updating.

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1 Introduction

1.1 General

We assume that the users at whom this document is aimed have a sound working knowledge of the general service procedures.

This document is subject to the requirements of DIN ISO 9001 and in this respect is a controlled document. For certification in accordance with DIN ISO 9001 it is necessary to inform all organizational units concerned without exception. This document is subject to the CIP (Continuous Improvement Process).

1.2 Country specifics

Country specifics will be dealt with in the individual sections if necessary.

2 Product information

2.1 Product description

optiClient 130 V2.0 is a member of the HiPath family, a series of highly innovative products from Siemens, which allow for voice/data communication over IP-based enterprise networks. It offers customers two different interfaces: a "Phone"-interface which simulates the entire functionality of an Optiset terminal, and a "Office"-interface with a user interface virtually identical to that of the previous optiClient 130 V1.

Phone interface

Optiset users will appreciate the graphical emulation of an Optiset terminal, which provides an on-screen representation of the telephony environment with which they are already familiar. Controls can be operated in almost exactly the same way as a conventional Optiset interface.

As well as the standard Optiset functionality, the following additional functions are provided:

- a telephone directory button for personal listings as well as an LDAP directory
- a call list button for opening a dialog box listing all calls made, received, and triggered automatically
- a pop-up menu opened by clicking the right mouse button

Office interface

A functional client is also provided, with a user interface virtually identical to that of the previous optiClient 130 V1.



Integration in Outlook

Using the TAPI interface, it is possible to connect to SimplyPhone for Outlook™ Version 3.0, a product ideally suited for customers who use Microsoft Outlook™ as a universal communication and organizational tool.

2.1.1 System architecture

- **Interfaces to other ICN products**
Hicom 150 H with HG 1500 (see SRI HG 1500)
- **Interfaces to partner products**
Includes a TAPI driver which can be used as an open interface to standard CTI software.

2.2 Limitations/dependencies

optiClient 130 V2.0 will be marketed in conjunction with Hicom 150H with HG 1500 on the German and international markets.

2.2.1 Minimum PC hardware requirements

- At least Pentium II 233 MHz
- At least 64 MB for W98/ME operating systems
- At least 128 MB for NT4 and W2000 operating systems
- From HG1500 Version 1.2, HiPath 3500 V1.0
- Hard disk with at least 50 MB free space
- Fast Ethernet 10/100 Mbit/s switched LAN
- CD-ROM, FDD (optional)
- At least 8 MB graphics card with 65536 colors
- VGA monitor (1024x768, 65536 colors)
- Full-duplex sound card (Turtle Beach Montego PCI recommended) only when using a Fujitsu-Siemens Multimedia keyboard, not applicable when using a optiPoint hand-set

2.2.2 Minimum software requirements

- Windows 98/SE
- Windows NT 4.0 Service Pack 4 or later and Internet Explorer (IE) 4.01 SP2 (IE5.5 is included on CD)
- Windows Millennium
- Windows 2000 Professional

2.3 Delivery

2.3.1 Scope

optiClient 130 V2.0 Voice over IP-Client
package for 1 Client

L30250-F600-A696 for BRD
L30252-U600-A700 for Export

existing from:

1 Client-package 130 V2.0 P50038-P1530-A1

in it contain:

1 CD with SW, Booklet, stickers for License key

SW-Upgrade optiClient 130 Voice over IP-Client
from V1.0 on V2.0 per Client

L30250-F600-A697 for BRD
L30252-U600-A701 for Export

existing from:

1 Client-package 130 V2.0 P50038-P1531-A1

in it contain:

1 CD with SW, Booklet

Only for Export:

optiClient 130 V2.0, package für 4 Clients

L30252-U600-A704 for Export only

existing from:

4 x P50038-P1530-A1

Client-package

4 x F31035-L1400-A

License settlement

3 Installation/start-up/maintenance

3.1 Requirements placed on service personnel/skills

No special skills are required here. However, personnel must have completed a basic course in HiPath HG 1500 V2.0 (previously known as Hicom Xpress @LAN).

The following skills will also be required for the start-up process:

Knowledge of LAN technology

Basic knowledge of Windows 95/98 and Windows NT 4.0

General PC and server knowledge (architectures, hardware)

Knowledge of network topologies and network components

Knowledge of network protocols

Basic knowledge of network administration

Basic knowledge of e-mail systems (SMTP, POP3, ...)

3.2 Installation and start-up

Installation/start-up

The steps involved in the installation/start-up process are described in the MS HTML help documentation provided on the installation CD.

- Power supply to the client PCs
The client PCs will require 2 x 220V power connections for the monitor and PC.
They are connected to HiPath HG 1500 over the LAN.

Customer training/customer data sheet

Customers will be given a brief overview of how to open and close voice connections, create an entry in the telephone directory, and generally use the client SW application. Those who require more in-depth training should refer to their network administrator.

3.3 Maintenance process

3.3.1 SW corrections

SW corrections can be installed via Teleservice or from CD ROM.

This can be carried out either by customers themselves or by the service organization at actual cost.

3.3.2 HW corrections

Not relevant

3.4 On-site system access

On-site access to optiClient 130 V1.0 takes place via the standard Windows tools.

3.5 Remote system access

Remote access to optiClient 130 V2.0 can take place via the customer LAN (modem).

3.5.1 Teleservice systems

Remote access to the administration PC can take place using the pcANYWHERE V9.2 program via an external modem or via the LAN/Intranet.

3.6 Data backup

Hicom 150 E/H Teleservice allows for secure file transfer. All access attempts are logged on the customer system.

Note: Data protection regulations must be observed.

Data on the client PC will be backed up by the customer (PC backup).

We recommend that clients only be used in private IP networks (Intranet). The current level of security provided in IP networks must be taken into consideration.

It is therefore critical that customers be advised of possible security risks, since when using IP telephony Siemens will not accept any liability for damages arising from unauthorized access to the data network from an external source through the use of this new technology.

Customers should also be informed that Siemens offers a project-specific security advice service.

3.7 Upgrades

HicomXpress C55Opti Clients V1.0 can be upgraded to optiClient 130 V2.0 by Teleservice or by means of an upgrade CD. The upgrade takes place over a setup program.

3.8 Tools/test equipment

At present, no special tools are required for optiClient 130 V2.0.

3.8.1 Installation, generation, and administration systems

optiClient 130 V2.0 comes with an setup which runs under Windows 98/NT4.0/2000.

Network configuration:

1. Switched net is necessary.
2. Qos must support all components in the network

When connecting several clients to a single LAN segment, the following H.323 clients can be used:

- IP client optiClient 130 V2.0
- Microsoft Netmeeting V2.1
- H.323 standard clients

optiClient 130 V2.0 configuration table:

HG 1500 modules per Hicom system	1	2	3
B-channels in Hicom	16	16	16
Active voice clients	8	8	16
Configurable voice clients	16	16	48
Data channels (routing)	16	16	16
vAPI clients	100	100	100
G3 fax split between	2 channels	2 channels	3 channels
V.34bis modem and			
V.110 bit rate adaption			

Note: The specified limits for clients and vAPI numbers apply for each HiPath HG 1500 module. When using several modules, it is possible to increase the number of clients accordingly within the context of numbers available on the system. Clients must be hard-coded on a particular module. It is not possible to log on automatically to another module.

3.9 Service times

The service times refer to the product models specified below, but not to the terminals or the line network.

In the case of optiClient 130, the service times specified (as part of a job or extension) do not include travel time or make-ready times.

Product model: Client Paket for 1 optiClient 130 V2.0

Initial installation

Activity	Time in hours
Make-ready time *	
Installation	
Start-up **	0.800
Basic training	
Additional training SB E8 (additional customer training in optiClient functions, per ½ hour)	0.500
Connection of applications	
Integration in networks	

Extensions

Activity	Time in hours
Minor MAC	
Major MAC	

Maintenance ***

Activity	Time in hours
Make-ready time *	0.1
Corrective maintenance	0.1

* Make-ready time includes, e.g. travel to the customer site (0.5 hrs.)/logon to remote service, data entry, customer meetings, handover to customer.

** Start-up time includes, e.g. customer data queries, configuration, data backup, function testing.

*** Maintenance refers only to the application (optiClient V2.0), and does not cover PCs, the customer LAN, or switches.

4 Training

As a client of Siemens AG, you can obtain further information about this from your country specific Siemens organisation.

5 Documentation

5.1 Service documentation

Title	Language	Medium	Order number
Not relevant			

The optiClient 130 V2.0 installation CD includes a help-file in German and English.

6 Spare parts/logistics

The care with spare parts is fixed in framework-contract with the partners.

6.1 Spare parts

Name	Part number	Repair code
Modem CPV Pico TI 14.4 BRD	S30122-X5655-X	NR

Repair codes: RP = repairable, NR = non-repairable

6.2 Crash parts – initial spare parts

Name	Part number	Repair code
None		

Crash part = part the failure of which has serious repercussions, including system shutdown

7 Data protection and information security

The respective Country-specific regulations to keep to the data-protection must be observed.

8 Abbreviations

CD-ROM	Compact Disk Read Only Memory
CSC	Customer Support Center
CoC	Center of Competence
CTI	Computer Telephony Integration
G.711/ G.723.1/ G.728	Audio compression procedure
GSM	Global System for Mobile Communication
H.261/H.263	Video compression procedure
H.320	ITU-T standard for transferring audio, video, and data content over ISDN networks
H.323	ITU-T standard for transferring audio, video, and data content via IP-based systems
H.450	ITU-T standard for defining features in IP systems
Hicom	Siemens PBX
Hicom Xpress	Member of the Hicom product family
HLB2	Abbreviation for Hicom Xpress@LAN
HW	Hardware
ID	Identification
ISDN	Integrated Services Digital Network
LAN	Local Area Network
LDAP	Light Weight Directory Service
MB	Mega Byte
MCP	Multimedia Call Processing
NMW	New Materials Management
PABX	Private Automatic Branch Exchange
PC	Personal Computer
PCI	Programming Communication Interface
PS	Product Support
RAM	Random Access Memory
RCC	Remote Call Center
SCN	Siemens Corporate Network
SI	Sales Information
SIS	Service Information System
SMS	Short Message Service
SR	Sales Release
SW	Software
T.120	ITU-T standard for defining protocols for real-time data transfer
TAPI	Telephone Application Programming Interface
TAC	Technical Assistance Center
TAG	Tool Aided Generation
TCP/IP	Transmission Control Protocol/Internet Protocol
TI	Technical Information
TSP	Tapi Service Provider
VReg	Sales region
WAN	Wide Area Network