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Telecom Tactics Insider

Your Source for News and Analysis on Enterprise Telephony

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What's New in TelecomTactics?

Switchvox Tailors the Asterisk Open Source Software

Switchvox, a PBX and VoIP phone system provider headquartered in San Diego, CA, has tailored the **Asterisk** telecommunications open source software to develop two IP PBX solutions specifically for SOHO or SMB environments. Both Switchvox SOHO and Switchvox SMB are sold as a turnkey solution with server hardware and pre-installed Switchvox software (based on Linux and supporting the SIP or Inter-Asterisk eXchange (IAX) protocols). The basic hardware platform is a tower PC with a 2.4 GHz processor, 80GB hard drive and 256MB RAM (appropriate for up to 24 simultaneous calls). Alternate hardware options are available by special order that provide higher simultaneous call capacity, redundancy and rack-mount form factors. While there is no real limit on the number of endpoints supported, and hardware and software can both handle more than a thousand handsets connected, Switchvox recommends considering the number concurrent calls desired when choosing the appropriate hardware configuration. As processors speeds improve, Switchvox capacity will also increase.



Customers can utilize standard analog telephones, as well as SIP-compatible hard and soft phones. Switchvox recommends the **Polycom** SoundPoint line of IP phones which are used in most Switchvox deployments (Polycom SoundPoint IP 601 pictured). Without any additional hardware, Switchvox enables telephone calling using nearly any VoIP service. In addition, Switchvox systems can connect to analog and T1 trunk lines using **Digium** telephony interface cards, enabling users to make and receive calls over regular analog or PRI lines.



Switchvox systems support a CallEvent Notification Application Programming Interface (API) that enables integration of contact directories, other business databases or practically any piece of software.

Switchvox SMB offers some features and equipment not available for the Switchvox SOHO platform, including the Switchboard Web-based call control panel, Meet-Me conferencing, multiple internal paging groups, detailed reporting and more advanced IVR. The company's Switchboard application works with a telephone to enable additional functionality such as call recording, drag and drop transfer, views of the status of other extensions and/or database records of callers and Microsoft Outlook integration. Switchvox SOHO customers who want the additional features can migrate from a SOHO to an SMB platform with a simple software upgrade that can be purchased online.

See the snapshot of Switchvox SOHO and SMB below for feature differences and visit www.telecomtactics.com for full details on features and functionality.

Switchvox recently joined the Digium Partner Program, allowing the company to take advantage of Digium sales channels and participate in joint marketing campaigns. Digium Inc. is the primary developer of Asterisk open source PBX software that works with Digium PCI telephony interface cards to provide a cost-effective TDM or VoIP platform. In addition to Switchvox, Digium solution partners include **Aheeva** (Contact Center), **Fonality** (PBX and Contact Center), **Vonik** (Virtual PBX), **Indosoft** (Call Center and Conferencing), **The VoIP Connection** (PBX), **Soft Telecom Ltd** (IP PBX) and others.

Snapshot from TelecomTactics August 2006
For full details, visit www.telecomtactics.com

| | | |
|------------------------------------|---|---|
| VENDOR: | Switchvox | Switchvox |
| MODEL: | Switchvox SMB | Switchvox SOHO |
| APPLICATION: | IP-PBX | IP-PBX |
| MANUFACTURED IN: | USA | USA |
| REGIONS WHERE SOLD: | North America, EMEA, CALA, APAC | North America, EMEA, CALA, APAC |
| INTRODUCTION: | 2006 | 2005 |
| RELEASE/REV. LEVEL: | 6212 | 6212 |
| SYSTEM CAPACITY: | | |
| Ports | No Limit | No Limit |
| Trunks | No Limit | No Limit |
| Stations | No Limit | No Limit |
| Simultaneous Conversations: | 24 calls (basic hardware); 70 calls (custom hardware) | 24 calls (basic hardware); 70 calls (custom hardware) |

| | | |
|-----------------------------|---|---|
| | The software does not limit the capacity and is not licensed by number of handsets or trunks, and is instead licensed on a per server basis. Switchvox recommends considering the number concurrent calls desired when choosing the appropriate hardware configuration. | The software does not limit the capacity and is not licensed by number of handsets or trunks, and is instead licensed on a per server basis. Switchvox recommends considering the number concurrent calls desired when choosing the appropriate hardware configuration. |
| IP TELEPHONY: | | |
| LAN/WAN Interface | S (single onboard NIC for LAN/WAN) | S (single onboard NIC for LAN/WAN) |
| | Switchvox can be deployed to use only VoIP, or use VoIP internally (over the office LAN for internal calls) and POTS/T1/PRI lines for inbound and outbound calls, or a combination. | Switchvox can be deployed to use only VoIP, or use VoIP internally (over the office LAN for internal calls) and POTS/T1/PRI lines for inbound and outbound calls, or a combination. |
| HARDWARE : | | |
| Number of Cabinets: | 1+ (customer supplied server) | 1+ (customer supplied server) |
| Processor: | Minimum 2.4 GHz Celeron, 256 MB RAM, 80 GB HD, CD-ROM, 1 Ethernet port (this most basic configuration is suitable for up to 24 simultaneous calls) | Minimum 2.4 GHz Celeron, 256 MB RAM, 80 GB HD, CD-ROM, 1 Ethernet port (this most basic configuration is suitable for up to 24 simultaneous calls) |
| Redundancy: | O (upgraded server) | O (upgraded server) |
| FEATURE DIFFERENCES: | | |
| Account Codes | S (No limit) | NA |
| Call Center | S (more advanced call center features and reporting) | S |
| Conference | S | S (1 conference room) |
| Meet-Me Conferencing | S | NA |
| Paging (Internal) | S (no limit) | S (1) |
| Attendant Position: | The Switchboard is a Web-based call control panel that can be used by any user on the system, but can be customized for the attendant to see the status of all phones on the system. The attendant can also drag and drop calls to transfer from the Switchboard, park and unpark calls and more. | The Polycom IP 601 with optional attendant module is recommended for the attendant in a SOHO environment. |
| Cost | Starts at \$2,495 | Starts at \$995 |

Excerpt from www.telecomtactics.com 08-15-06 S=standard O=Optional NA=Not Available

Visit www.telecomtactics.com to compare Switchvox SMB and SOHO to other IP PBX systems on the market. Also new in TelecomTactics this month are **Samsung** OfficeServ 100/500 V2.63 (formerly iDCS 100/500), **Samsung** OfficeServ 7400 V3.13, **Samsung** OfficeServ Wireless, **Samsung** ITP 5100 Series Telephones, **Inter-Tel** 5000 R2.0, **Digium** Asterisk Business Edition B-1.1, **Panasonic** KX-TAW848 and KX-TDA50 V3.0, **AVST** CallXpress 7.80 and much more!

Enterprise Telephony News

IP Telephony Systems

Mitel and Proximiti Deliver Hosted VoIP

Mitel announces that VoIP Service Provider **Proximiti Communications** has selected the Mitel 3600 Hosted Communications System to offer nationwide IP telephone service to small businesses with five to 50 employees (throughout the U.S. and Canada). With a "sweet spot" of about 20 users, the 3600 promises key system functionality plus additional features designed specifically for small business, and as a hosted solution, customers will not have the expense of purchasing a premises-based phone system or need an IT department, but will enjoy business quality voice service over a broadband data connection for one monthly charge.

In addition to typical telephony features such as call forward, hold, transfer and do not disturb, the service delivers auto attendant functionality, bridged station appearance, extension dialing among multiple locations, paging, conference calling with Web collaboration, Broadband Internet access and much more. User profiles can be configured with permissions for different staff members, and limitations can be set on long distance charges per user. Customers manage their own moves, adds and changes using a Web-based administration tool.

While additional IP Phone models will be offered in the future, the current available telephone is the Mitel 5224 IP Phone, ideal for enterprise power users, including ACD agents and supervisors and teleworkers. This multi-line display speakerphone is dual mode (SIP and MiNET protocols), has a dual port and supports add-on units for easy addition of quick access function keys. Optionally, a Mitel Line Interface Module plugs into the back of the 5224 IP Phone for analog line connectivity, failover support and emergency dialing, and the Mitel IP Conference Module can be added for quality voice conferencing in offices and meeting rooms. Recently, Mitel introduced a Wireless LAN Stand and a Gigabit Ethernet Stand with which the phone can become "GiGE capable" or operate over the Wireless LAN. The Mitel 5224 IP Phone is also compatible with Mitel's 3300 ICP IP PBX system (Release 6.1 and higher), SX-200 ICP (Release 3.0 and higher) and Teleworker Solution (Release 3.2 and higher).



The hosted turnkey bundle includes the voice and broadband service on a single phone bill starting at \$29.95 per month for unlimited local and long distance calling. The Mitel IP Phone can be purchased (\$369) or leased over 36 or 48 months for \$12.75 or \$10.25 per month. Options are available, including voice mail (\$1.95), add-on local numbers (\$9.95), remote virtual numbers (\$4.95), toll-free numbers (\$4.95), conference bridges (one free per account, including 1,000 on-net minutes), add-on conference bridges (\$9.95) and add-on extension licenses (\$120).

NEC Unified Solutions Announces DSX Enhanced Key Telephone Systems

NEC Unified Solutions announces the DSX-80 and DSX-160, new systems that provide an upgrade path for the company's DS Series for small to medium-sized businesses. The DSX scales to 80 ports (four slots for 48 CO line ports and 32 digital station ports) or 160 ports (eight slots) and supports T1 and ISDN PRI interfaces, as well as flash-based voice mail. Notable features and improvements over the earlier DS Series include PC programming via an IP connection, built-in auto attendant, high density 16-port analog trunk and station cards, ISDN PRI support and new compact telephones with built-in speakerphone, wall mounting and large backlit display and backlit keypad. All telephone models include 10 one-touch speed dial keys, dual-color LEDs and a built-in headset jack.

Though the DSX is a new system (new KSU, CPU, station and trunk cards and new telephones), current DS Series customers can upgrade economically since the power supply, DS Series telephones and DS Series



cards (analog and digital trunk cards and station cards) can be used with the DSX. However, the DSX station card does not support DS telephones, nor does the DS digital station card work with the new DSX telephones. Also, the DS Series system will require a new KSU and CPU. NEC's integrated flash-memory-based IntraMail voice mail system is compatible with both DS and DSX systems and is available in 4- port/8-hour or 8-port/16-hour configurations.



The new NEC DSX is currently available in the U.S. only. Earlier DS Series systems (DS1000 and DS2000) are available in North America, Caribbean and Latin America (CALA) and Asia Pacific (APAC).

Nortel and Microsoft Form Strategic Alliance

Nortel and **Microsoft** announce a four-year strategic alliance called the Innovative Communications Alliance, aimed at transforming business communications (voice, video and data) into a single Unified Communications platform. Unlike other companies forming partnerships with Microsoft over the past year to integrate Microsoft's Live Communication Server (LCS) platform with their communications systems using the Session Initiation Protocol (SIP), Nortel and Microsoft go a step further with a deeper alliance involving development cooperation, patent cross licensing, and a joint-go-to-market approach for sales and marketing, according to Nortel.

Both companies are investing significantly in sales training and marketing and are in the process of developing joint accounting and channel planning. Nortel will establish an architectural team in Microsoft's Redmond facility for technology collaboration and product definition. The companies seek to leverage Microsoft Unified Communications and software with Nortel's telephony and networking expertise for a "software-centric approach" or all-software environment that transitions business telephone systems into software. Whether or not a Microsoft team will be located in a Nortel facility is "still being defined" by the companies.

In the long term, Nortel and Microsoft will develop the Advanced Unified Communications solution available in 2007 that is based on the Microsoft Office Communication Server 2007 (presence and SIP session routing) complemented by Nortel applications (conferencing, IVR, contact center), business telephony and mobility. Nortel will become a Microsoft Integration Services supplier, and the Nortel-Microsoft partnership will be a lead offering from both companies, according to Nortel.

Toshiba Launches Strata CIX40 IP Voice System for Small Business

Toshiba America Information Systems Inc. Telecommunication Systems Division (TAIS TSD) will introduce the Strata CIX40 IP business communications system at VoiceCon Fall 2006 August 21 –24, 2006 in San Francisco, California. Designed specifically for small businesses, the new platform supports 16 station ports and eight IP channels and rounds out the Toshiba's Strata CIX product line that includes the Strata CIX100 (112 ports), Strata CIX200 (192 ports) and Strata CIX670 (672 ports). Toshiba is one of the first of traditional telephony manufacturers to offer a complete "all IP" product family that addresses very small offices, mid-size enterprises or larger businesses with multiple sites.



Smaller businesses will benefit from all the functionality of traditional Toshiba digital business telephone systems, while also taking advantage of peer-to-peer IP communications and IP networking and use of SIP-based IP telephones if desired. Toshiba finds that teleworking and mobility are the most compelling reasons for moving to an IP-based system, and the ease of connecting remote workers via an IP network has become a necessity for many businesses both big and small.

"Mobility and remote workers are clearly the two key drivers for acceptance of VoIP at SMB enterprises," said Jon Nelson, Product Marketing Manager at TAIS TSD. "In many cases, management drives the move to VoIP by using a softphone on their laptops or IP desk telephones at home. Once they see the ease of remotely connecting to the communications system, they generally expand it to other workers, such as call center agents, salespeople, and others who can easily work remotely or are on the road a significant part of their workdays. Today, 11% of all Toshiba IP endpoints sold are softphones."

A single, compact cabinet system, the CIX40 uses a high-speed 32-bit RISC processor with DRAM working memory and lithium battery back-up; an optional in-skin voice mail board includes four ports, 40 hours of voice processing and support for 374 mailboxes. Strata CIX40 is priced affordably like the earlier Strata CTX28 digital telephone system (between \$300 and \$500 per station, depending on configuration and options). Further, all telephone devices can be retained for a significant cost savings when migrating from a CIX40 to a larger Strata CIX system. Toshiba's optional 7-year extended warranty is another advantage and unique to the industry.

Users will enjoy the same telephony features whether they are using Toshiba analog, digital or IP wired or wireless devices, including Toshiba SoftIPT softphones on notebook and tablet PCs. In addition to the wide variety of telephone options available, Toshiba recently unveiled two new wireless handset solutions for Strata CIX, **SpectraLink's** Link 6020 Wireless Telephone and **Symbol Technologies'** MC50 Enterprise Digital Assistant (EDA).

Strata CIX40 customers can take advantage of unique Toshiba applications, including "My Phone Manager," a personal administration tool that lets users program speed dial and feature buttons using a PC Web browser, "eManager" for programming both Strata CIX and Stratagy ES Voice Processing systems and "FeatureFlex" that enables feature customization to meet company, department or individual user needs. The Strata Media Application Server (Strata MAS) runs multiple applications on the same server to simplify configuration and lower costs (Voice Mail, Auto Attendant, Unified Messaging, ACD and reporting, Automated Speech Recognition, Text-to-speech, IVR, Video Conferencing and Collaboration, FeatureFlex applications, etc.).

Vertical Introduces TeleVantage 7.5

Vertical Communications announces TeleVantage 7.5, the latest release of the company's software-based IP-PBX and contact center solution for small- to mid-sized businesses. Version 7.5 adds significant enhancements that improve employee productivity and enhance customer service, and new multi-site capabilities increase scalability.

Mergers and acquisitions in the recent past have made Vertical Communications a significant competitor in the IP-PBX market. In September 2005, Vertical announced the acquisition of **Comdial Corporation**, a well-established and leading manufacturer of digital and IP PBX phone systems since 1982. In September 2004, **Artisoft, Inc.** acquired IP PBX provider **Vertical Networks, Inc.** based in Sunnyvale, CA, changing its company name to Vertical Communications, Inc. and company website to www.vertical.com. The new features and functionality available for TeleVantage seek to blend product strengths from the three companies that are now Vertical Communications.

Among the new functionality are enhancements to the TeleVantage Enterprise Manager TeleVantage, an optional software application that allows distributed, multi-site locations to act as a single system with personal status, contacts and distribution lists replicated across servers. TeleVantage Enterprise Manager simplifies administration since TeleVantage servers can be automatically configured and an Active Directory Synchronization Service automatically imports and updates users and user properties. Adds, moves and changes are automatically replicated across all servers. Up to 15 servers and 1,500 users can be connected over the PSTN, a SIP network or via H.323. In addition, TeleVantage 7.5 integrates with Vertical's MP5000 platform (formerly of Comdial), providing MP5000 customers with a call center solution.

Vertical has certified the 480i CT SIP multiple line telephone (from **Aastra**) to work with the company's InstantOffice and TeleVantage IP PBXs. This IP telephone includes a base station and support for four



cordless handsets, providing VoIP cordless mobility within a location (2.4 GHz Frequency Hopped Spread Spectrum (FHSS); coverage up to 300,000 square feet depending on the environment). In addition, the phone has a 200-entry personal directory, callers log, 100-number redial list and speakerphone, nine line appearances, large 8-line backlit display with six softkeys, and built in dual 10/100 switched Ethernet ports for connection to a computer.



Additional enhancements include Automated Access for Mobile Professionals, a new means for mobile users to avoid dialing passcodes when using a mobile phone; administrators can identify the user via his/her caller ID, allowing the system to recognize the user as part of the internal phone system. TeleVantage 7.5 also addresses customer satisfaction in the contact center environment with Last Agent Routing that directs a caller back to the agent who assisted previously. SIP-based enhancements include multiple line appearances on SIP phones, conference button support on SIP phones and SIP-to-SIP calls that do not require Intel resources. Several enhancements are also available for ViewPoint, the company's desktop PC application, and Vertical has also tested TeleVantage 7.5 with Internet Telephony Service Provider **Broadwing**, giving TeleVantage customers another choice for an ITSP.

Applications

Aastra Intecom Launches CVCC for Education

Aastra Intecom announces CVCC for Education, a hosted contact center solution for colleges and universities. The company has tailored its Centergy Virtual Contact Center (CVCC), introduced in September 2005, to develop a solution specific to the needs of educational institutions where call volumes vary widely by department and throughout the year. Registration and special events are some of the factors that effect calling demand. Based on customer feedback, CVCC for Education includes the following key features: call handling by department, service performance measurements, easy tools for agent deployment and ad hoc scaling with temporary licenses.

Colleges and Universities have a need to provide better service to students, faculty, parents, administration and the community, but do not generally have an effective means of measuring their call volumes or the effectiveness of their call management, according to Aastra. CVCC real-time and historical reporting tools enable the monitoring of performance metrics such as Calls in Queue, Queue Time, Hold Time, Time with Agent and Abandoned Calls. Reports include both on-site and remote agents for a complete view of the contact center performance. With Web-based training, agents are trained and ready to begin in little time.

As a hosted service for companies of all sizes or carriers and service providers who wish to implement a hosting service, CVCC for Education is priced on an annual subscription basis, per seat. Customers can have four designated agents per seat to allow fluctuation of demand among departments and time-of-day. Additional temporary seats can be purchased on a monthly basis to support peak times of year.

Aastra Intecom is the name for the North American division of **Aastra Technologies Limited** that also owns Germany-based **DeTeWe Business**.

Esnatech Delivers Telephony Office-LinX 7.0

Esnatech announces Telephony Office-LinX Version 7.0 with new features that improve employee productivity through location-based routing, intelligent call filtering, embedded fax services and virtual assistant functionality. Key features include a CSTA and TAPI-enabled presence management solution that lets users view phone and network presence and status of others in the organization (on and off-site). Mobile workers will benefit from the ability to manage their



schedule through Microsoft Outlook, filter calls (by Caller ID or contact information in a Microsoft Outlook address book) and speech access to corporate directories and contact information. Mobile LINK software enables presence management from a PDA, while the new mobile gateway lets users login from a WAP-compliant device to manage messages and settings or send text messages. Microsoft LCS integration will be part of the next release, adding integration of Telephony Office-LinX (TOL) with Microsoft's Live Communication Server (LCS) for presence and collaboration functionality.



Also new is the SoftFax server module with embedded fax libraries – no need for fax hardware since fax traffic is digitally processed and managed over an IP network. An Agent Logging Service records and stores calls for designated users, and digital format allows recorded calls to be broadcast via email or transmitted in other ways. Telephony OfficeLinX is now compatible with Windows 2003 Server and Windows XP workstations.

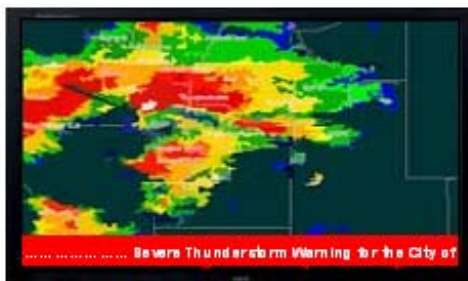
In addition, Release 7.0 doubles the port capacity of the Enterprise Edition from 144 to 288 ports and increases the number of users on both the Standard and Enterprise Editions from 5,000 or 10,000 users to 20,000 users. A distributed architecture for large deployments with redundancy and full distribution of services across dedicated CPUs and servers is also available, as well as new security features that add secure packet transmission and authentication between remote mail servers and the TOL server (voice verification will become available with Release 7.1).

All models of Esnatech's messaging portfolio support the new 7.0 features, including TOL Small Business Edition, TOL Voice Mail Edition, TOL Standard Edition and the advanced TOL Enterprise Edition. Esnatech TOL messaging platforms are compatible with most traditional telephone systems from leading telecommunications manufacturers, as well as IP PBX systems from **Avaya, Mitel, 3Com, Iwatsu and Cisco** and SIP-based systems.

NEC Unified Solutions Announces Emergency Campus Notification

NEC Unified Solutions Inc. is partnering with **XTEND Communication Corp.** for the new Emergency Campus Notification solution, including XTEND's Flash Alert, a mass notification and campus safety solution for broadcasting messages to an entire campus population or subset of students, faculty or staff. Via a centralized command center, emergency messages are distributed immediately or according to a pre-defined schedule and sent to pagers, home or office phones, cell phones, as SMS text messages, e-mail or to PDAs.

Emergency Campus Notification with Flash Alert can be optionally integrated with NEC's Digital Signage Solution in which a BlueFire VC Digital Signage Controller receives the alert and broadcasts it to large prominently located liquid crystal displays or plasma display panels from NEC – this broadcasts to people who may not have a telephone or PDA handy. Displays are generally placed in common areas such as a campus building lobby, student center, campus bookstore, administration building or athletic facility where there is a high volume of people.



NEC is reselling the XTEND Flash Alert, along with the Digital Signage Solution, under the name Emergency Campus Notification.

Global News

Cisco Establishes Major Customer Center in Malaysia

Cisco Systems establishes an Inside Sales Customer Relationship Center in the Malaysian city Kuala Lumpur to serve Southeast Asia, including Indonesia, Malaysia, Philippines, Singapore and Vietnam. Malaysia was

selected because of its “highly educated multilingual and multicultural workforce” and the country’s expected competitive edge, according to Cisco. Roughly 26 specialized Cisco sales personnel and engineers, trained to develop “high touch” customer relationships, will serve Cisco customers in the region. Cisco finds that customers prefer to speak to a Cisco employee rather than a systems integrator or reseller.

Telephony manufacturers are making international expansion and worldwide distribution a priority for several reasons, including increased market presence and a globalization of business and the economy. Leading market research firm **InfoTech** projects that total global shipments of converged telephony systems (telephony systems that support both packet and circuit switching) will grow 38 percent over 2005 levels through 2010. According to InfoTech’s InfoTrack for Enterprise Communications 2005 global report, the Asia Pacific region will have the largest rate of growth, equaling that of North America.

Now open, the new office will sell and service all Cisco solutions, including IP switches, routers, and gateways; call processing platforms; Internet-based contact centers and unified messaging; and IP clients (IP telephones, video clients, and software-based phones).

NEC Philips Partners with Microsoft

NEC Philips Unified Solutions and **Microsoft** are partnering to integrate the NEC Philips IP and TDM portfolio with Microsoft’s Live Communication Server for a new portfolio of “Unified Communications” solutions that bring efficiency and productivity to an office environment. The combination of the two company’s expertise results in a new concept that works with customer front and back office environments to benefit operator, contact center, CRM and workflow applications, to name a few. The Microsoft LCS integration provides employees with secure, real-time telephony, presence and collaboration features on the Microsoft Office Communicator client, enabling them to view the “device presence” of a colleagues’ availability - voice, email, web chat, fax, instant messaging or video – regardless of location, making the set up of collaborative conversations easy and efficient.

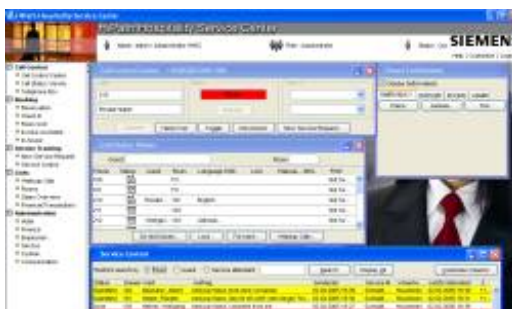
The NEC Philips SOPHO systems will integrate with Microsoft’s Live Communication Server (LCS) platform using the Session Initiation Protocol (SIP) and a specific Remote Call Controller (RCC) that enhances the integration. The NEC Philips’ Unified Communications solutions will also interoperate with other vendor’s IP and TDM telephony systems, according to NEC Philips.

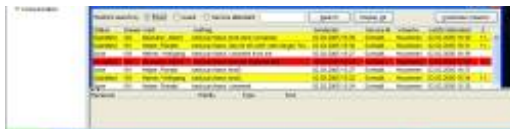
Microsoft has recently entered into the Unified Communications arena and several leading vendors, including **Alcatel, Avaya, Cisco, Mitel, NEC, Nortel** and **Siemens**, are announcing integration of Microsoft’s Live Communication Server (LCS) platform with their communications systems using the Session Initiation Protocol (SIP).

Siemens Delivers Version 2.0 of HiPath Hospitality Service Center

Siemens announces Version 2.0 of the HiPath Hospitality Service Center (HHSC), a client/server application and “guest-oriented” console for hotel attendants at the reception desk or front office. HHSC V2.0 is available in three versions – Compact (small hotels), Business (small and mid-sized hotels) and Professional (hotel chains) configurations are available for hotels of all sizes. Depending on the configuration, the application provides a Web-based call control center for reception functions (reservation, check-in/check-out, invoicing, etc.), as well as recording and monitoring of service requests (such as wake-up call information) and connection of IVR, voice mail systems, call detail recording systems and facility monitoring (security doors, safety valves, alarm signals, and elevators for example).

HHSC “Compact” is designed for the small to medium-sized hotel segment with 50 rooms (connected via the LAN to Siemens HiPath 3000 using the LIM module or HG 1500).





HHSC "Business" is designed for hotels with up to 600 rooms and offers optional service tracking and reporting functions (compatible with Siemens HiPath 3000 (only via HG 1500) or HiPath 4000 via a LAN connection).

HHSC "Professional" further optimizes service and provides interfaces to external property management systems, call data recording/messaging systems and content management systems (HiPath 3000 compatibility via the HG1500 or HiPath 4000 via a LAN). HHSC Professional also enables "one number service" for guests and a centralized guest service center for individual hotels or groups of hotels.

Key features include call management and control (display the call status of guests, activate a new service request, enter wakeup calls, and lock or unlock telephones), reservation booking (check in and out, relocate guests and generate invoices), service tracking (to enter service requests and forward to service attendant; service requests can be tracked centrally), optional facility monitoring, and an MIS system tracks actions centrally and reports about personnel workload busy times. Also new is the Profiset 3005 Hotel telephone for guest rooms with hotel specific features such as single button access for submitting service requests and an integrated analog data port for Internet access.

HHSC is available in the following countries: Australia, Austria, Belgium, Chile, China, Costa Rica, Croatia, France, Germany, Greece, Hong Kong, Honduras, India, Ireland, Italy, Mexico, Poland, Russian Federation, Romania, Serbia and Montenegro, Singapore, Slovakia, South Africa, South Korea, Spain, Switzerland, Thailand, United Arabian Emirates and Vietnam. German and US English languages are available for the server software and client software, while optional local languages can be loaded for the Web-based user interface using a text file.

snom Opens US Office

German telephony provider **snom technology AG** announces a wholly owned U.S. subsidiary called **snom technology Inc.** The new office, located in North Andover, Massachusetts, will support snom VoIP phones, providing a higher level of service to American customers, including **Digium Inc.** that recently announced the interoperability of the snom 360 and 320 SIP telephones with Digium's **Asterisk** Business Edition open source PBX. Additionally, snom partners with **Broadsoft**, **Sylantro**, **Epygi**, **Pandora Networks** and **Pingtel** among others.

In addition to addressing the high interest in snom SIP-based VoIP phones by American vendors, snom technology AG also plans to further technological and commercial partnerships in the U.S. and continue to build market presence worldwide. Snom also has a joint venture in India (**snom India**).



Founded in 1996, snom provides SIP-based VoIP products for small and medium-sized enterprises, home offices, and for Internet Service Providers, carriers, and OEM customers. The SIP standard ensures compatibility with other manufacturer SIP-based solutions. Several SIP telephones are available, including the snom 300, a basic model for small offices, call centers, lobbies, recreation areas or the home, the snom 320 full duplex speakerphone designed for general office workers, and the snom 360 (pictured) that maximizes productivity with dedicated keys for audio and call control and context-sensitive menus.

For questions, feedback and product information, contact sgustavsen@accessintel.com.