



OpenScape Xpert V5

Sales Information

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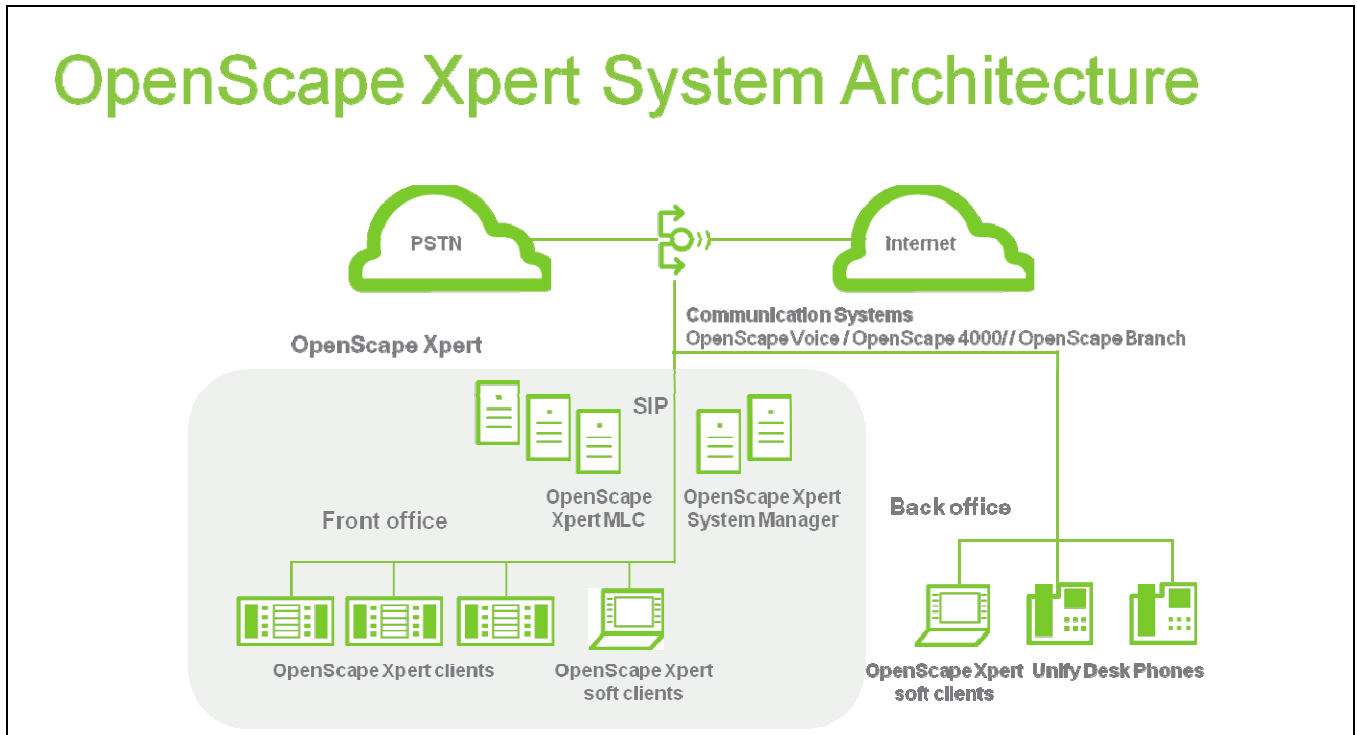
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Version table:

Version	Date	Author	Changes
1.0	06/02/2014	Degenkolb	First creation of document
1.1	07/28/2014	Degenkolb	Release of OpenScape Voice V8, new department description,
1.2	11/07/2014	Degenkolb	Support of OpenScape Branch standalone with limitations, new promotions
1.3	11/21/2014	Degenkolb	Support of OpenScape 4000 V7R1
1.4.	07/30/2015	Degenkolb	Additional new Version OpenScape Xpert V5R1, new department, new company address
1.5	02/01/2016	Degenkolb	New company name and address
1.6	05/09/2016	Degenkolb	Sales release of OpenScape Voice and OpenScape Enterprise Express, new USB handset / headset information, release of additional countries
1.7	09/19/2016	Degenkolb	New department name, microphone/ loudspeaker module not available any longer
1.8	10/04/2016	Degenkolb	Expansion of OpenScape Xpert V5 promotions until the OpenScape Xpert V6 will be available.

1 Product Description

1.1 Overview



1.1.1 Brief Product Overview

Rapid information exchange is an indispensable prerequisite for decision-making processes that drive day-to-day business in the securities, portfolio management, and commodities industries. Efficient, reliable communication technology is thus a pivotal success factor.

The innovative architecture, outstanding graphical user interface and the distinctive system features provide banks, stock exchanges, and brokerages as well as control centers, emergency call centers and dispatchers with a decisive competitive advantage by offering an outstanding communication performance.

When developing OpenScape Xpert, it was decided that the HiPath Trading V3 features that had been subject to continued refinement should be migrated to a purely software or IP-based solution, so that users would not notice differences in functionality. The functionality of the HiPath Trading V3 hardware components (SLMY, MUXY, OCTI, TRIMY) is mapped to the real-time IP Softswitch, the MLC (Multi-Line Control server). The database that contains all information concerning the system configuration (device user interfaces, line management, etc.) is mapped to the System Manager. The System Manager also serves as a convenient administration tool.

OpenScape Xpert V5 offers customers the possibility of implementing two different device variants. Customers can use softclients, which are installed on any PCs that meet system requirements, and the OpenStage Xpert 6010p device. The device OpenStage Xpert 6010p is released separately.

1.1.2 Connectivity and Compatible Products

OpenScape Xpert V5 is released for connection to OpenScape 4000 V6R1 / V7 and OpenScape Voice V6 / V7R1 V8 and OpenScape Enterprise Express.

Additionally the OpenScape Xpert can be connected to an OpenScape Branch V7R1 or V8 server as the SIP registrar without the need of an OpenScape Voice server. This setup is suitable for smaller offices.

However there are some limitations of using the Xpert system with an OpenScape Branch V7R1 or V8 only as opposed to an OpenScape Voice server:

- No 3PCC – 3rd party call control (UC, OpenScape Contact Center etc.)
- No MLA – multi-line appearance: no back office integration through shared lines with OpenStage phones
- No MWI – message waiting indication and voicemail

The 1st-party and 3rd-party CTI interfaces introduced with HiPath Trading V2.1 remain supported **only with OpenScape Voice**. Please keep in mind that the 3rd-party CTI interfaces are in relation with HiPath 4000 are not supported.

In order to connect any external business application with the integrated API of the OpenScape Xpert V5 an application in OSIRIS must be made for a project specific release.

Note: If an USB handset e.g Plathosys CT-220 or an USB headset in combination with the OpenScape Xpert softclient solution is used the following information has to be considered:

- **Any USB handset/ headset which is supported by the respective operation system of the client can be used together with the OpenScape Xpert softclient.**
- **There might be some limitations depending of the different types of handset / headset for example:**
 - **No ring Indication**
 - **No indication of incoming calls**
 - **No Push-to-talk / Push-to mute support**
 - **Limited quantity of parallel working handsets / headsets**
 - **Not sufficient acoustic quality**
- **It needs to be checked locally whether the USB handset e.g. CT220 from Plathosys or headset meets the country specific compliance regulations.**

Information on this product is available via the following URL:

www.plathosys.com

Additional accessories as USB-loudspeaker for the OpenStage Xpert 6010p for example are provided in the OpenScape Xpert compatibility matrix.

[Compatibility matrix](#)

Only the ASC telecom MARATHON EVOLUTION EVOip and ASC neo V4 voice recording system is released for OpenScape Xpert V5. For the use of the Nice voice recording system NTR (NICE Trading Recording) a PSR is required. This product is only project specific released.

Regarding server manufacturers, we recommend products from Fujitsu Computers. You should ensure that the manufacturer guarantees a minimum operating life of 50,000 hours. Information is available from:

www.fujitsu.de

For touch screen monitors only products from ELO are released (see compatibility matrix). You should ensure that the manufacturer guarantees a minimum operating life of 50,000 hours.

As a customer of Unify Software and Solutions GmbH & Co. KG, you can obtain a list of all technology partners from your country-specific Unify organisation.

1.1.3 Planned Languages

The OpenScape Xpert V5 user interface is available in the following language versions:

Czech, German, English, Hungarian, Italian, French, Polish, Portuguese, Russian, Slovakian, Spanish
Mandarin will be released as part of the OpenScape Xpert V5R1 separately.

1.2 Description of Features

1.2.1 OpenScape Xpert V5

The new version OpenScape Xpert V5 offers as highlight the following customer benefits compared with OpenScape Xpert V4 R6:

Customer benefits compared with OpenScape Xpert V4R6:

- The opportunity to allow more than one person to administer the OS Xpert System Manager at one closes the bottleneck that only one person get access to the OS Xpert System Manager and improves the efficiency of the administration tool.
- Improvement of users efficiency due to new features e.g. "Simplifying Conferencing" or "Private Hold".
- The support of MS Windows 2012 Server as operation system for the OS Xpert System manager optimizes IT efforts.
- Enable IEEE 802.1x authentication for the OS Xpert 6010p (N4) devices closes a security gap.

Overview additional OpenScape Xpert V5 features:

- 802.1x support for OpenStage Xpert 6010p
- Windows Server 2012 support for OpenScape Xpert System Manager
- Simultaneous Administration at the OpenScape Xpert System Manager
- Reduced login times of OpenScape Xpert clients
- OpenScape Xpert GUI colour changes
- Support of US time and date format
- Better indication when new client profiles are available and own changes can't be stored with the OpenScape Xpert System Manager
- Simplifying Conferencing feature
- Private Hold
- Calling Name Display (with OpenScape Voice V8)
- Spanish GUI for OpenStage Xpert Speaker Module
- Screensaver enhancements
- Multi line appearance enhancements
- Support of any USB Speakers

Description of additional OpenScape Xpert V5 features:

Operation systems:

- **Windows server 2012 R2 support for System Manager**
 - The OpenScape Xpert System Manager server can be installed on Windows Server 2012

System architecture of OpenScape Xpert V5 system:

- Simultaneous Administration at the OpenScape Xpert System Manager
 - Multiple OpenScape Xpert system manager admin. This improvement allows more than one person to administer the Xpert system manager at one time. When there are a lot of changes required in a short period of time the current restriction of one person accessing the system at a time is an unacceptable bottleneck.
- Multi line appearance enhancements
 - OpenScape Xpert V4R6 provided the opportunity to use OpenScape Voice „Key Lines“, to optimize the collaboration between front- and back-office. With OpenScape Xpert V5 it is not necessary anymore to use different MLC servers for the "Key Lines" and "Direct Lines".
- Reduced Login Times of OpenScape Xpert clients

Additional GUI languages:

- Spanish GUI for OpenStage Xpert Speaker Module

User features / Usability:

- Support of US time and date format
 - The client will support the US time and date format, the setting is done at the OpenScape Xpert system manager.
- OpenScape Xpert GUI colour changes
 - Color of different keys will be changed / updated (e.g. connect, disconnect key, busy indication).
- Simplifying Conferencing feature
 - Until now the user had to park a active conference call and select a new line manually to enhance the conference call with new partners. Now it is possible to enhance the conference call by pushing a DKA or DKM without moving the conference call in the hold status.
- Saving OpenScape Xpert user changes
 - This feature offers a better indication if local changes made to the configuration. The current notification on the status bar is not really eye-catching, so there is a chance the user won't notice it and makes further changes to the configuration. These changes then will be dismissed by subsequent configuration reload.
- Private Hold
 - Currently the hold function is common to all users with the same lines, so if one hold setting is configured (common or private), the other one cannot be used for that line. **The new function key** gives the OpenScape Xpert client user the ability for private (exclusive) hold over shared lines regardless of its preset hold behavior and privacy settings.
- Calling name display
 - A pool of lines can be provided to the users for external calls. Any number in the pool may be used by any of the turrets. Identification of the call is done by the OpenScape Xpert client user by selecting one of their personal numbers for the call.
This feature is only supported with the OpenScape Voice V8.
- Screensaver enhancements
 - OpenScape Xpert V4R6 offered the user to set the time of his screensaver by himself. With OpenScape Xpert V5 it is also possible to set the luminance of the backlight. Two new menu buttons are available to change the settings.

Serviceability:

- Start configuration on page 1 of the OpenScape Xpert GUI
 - When you add a new configuration is added in the Xpert system manager the configuration always starts out on page 2. This causes a lot of frustration because the system administrator almost always makes a lot of changes before they realize that they're on page 2 instead of page 1. This issue will be solved with the new version.
- Support of any USB Speakers
 - OpenScape Xpert V5 offers the connection with any USB loudspeaker which supports 8 kHz or 48 kHz sampling rate.
 - Important hint: Unify will not check the product quality of the used USB loudspeakers.

Security / Reliability improvements:

- Support of 802.1x for the turret authentication on the network switch
 - Enable IEEE 802.1X authentication for the 6010pN4 devices and closes therefore a security gap. The 802.1x authentication feature itself is provided by the host platform of the devices: windows XP Embedded.
 - To use the feature 802.1X authentication it must be ensured that the wired switches in the customer system support IEEE 802.1X authentication!

1.2.2 OpenScape Xpert V5R1

The new version OpenScape Xpert V5R1 offers the following customer benefits compared with OpenScape Xpert V5.

Customer benefits compared with OpenScape Xpert V5:

- Improvement of users efficiency due to new features e.g. "OpenScape Xpert unique Call Forward on and off" and the new GUI
- The support of Mandarin language will open new markets for our OpenScape Xpert solution (will be released separately).
- The support of Debian Linux as operation system for the OpenStage Xpert 6010p device optimizes IT efforts and solves the problem with the end of support of Windows XP embedded in 01/2016.
- The new feature Central Image Distribution increases significantly the Serviceability

Overview highlights of new OpenScape Xpert V5R1 features:

- Facelift of the OpenScape Xpert GUI
- New Debian Linux Client for OpenStage Xpert 6010p device
- Debian Linux V8 jessie as operation system for the OpenScape Xpert MLC
- OpenScape Xpert unique Call Forward on and off
- Improved scalability of the system up to 3.500 clients per system
- Central Image Distribution

Description of OpenScape Xpert V5R1 features:

Operation systems:

- Debian Linux operation system for the OpenStage Xpert 6010p device
- Upgrade scenario for existing OpenStage Xpert 6010p(-x9 and X-18) types from Microsoft Windows XP embedded SP3 to Debian Linux. Any use of V5R1 with Windows XP embedded shall be completed and removed prior to January 12th 2016.
- **Important note:** It is necessary to inform the customer that the OpenStage Xpert 6010p device is delivered without an operating system. For set-up, the operating system must be downloaded from an external server and be installed on the device. The customer may do this by himself, or he may commission Unify or a Unify partner with this. In this case, he shall empower Unify or the Unify partner to download and install the operating system on his behalf, and to carry out a functional check of the device.
- Debian Linux V8 jessie as operation system for the OpenScape Xpert MLC

Additional GUI languages:

- Mandarin GUI for OpenStage Xpert Client (will be released separately)

User features:

- Face lift of OpenScape Xpert V5 GUI
 - To support Chinese characters the GUI font size of some key labels changes.
 - **Important note:** With V5R1 just one GUI style will be supported.
- OpenScape Xpert unique Call Forward on and off
 - In a shared line system, line call forward can be initiated from multiple users for the same line at the same time. Currently, call forward function key works in toggling mode, so if the user doesn't see the line is already forwarded, he can accidentally clear call forward state for the specific line.

The solution is to provide new function keys specifically for “Call forward ON” and “Call forward OFF”. These function keys can be used in macros and separately as well. Current call forward function key will function the same as of today.

Serviceability:

- OpenScape Xpert Central Image Distribution

The Central Image Distribution feature enables service technicians to change the images of the OpenStage Xpert 6010p devices fast and easily. The feature improves the serviceability in particular for customer installations with a large volume of OpenStage Xpert devices which can be switched remotely from Microsoft Windows XP embedded to the Debian Linux operation system..

New features:

- Ability of creating backup images from the OpenStage Xpert devices
 - Ability of restoring backed up images to the OpenStage Xpert devices
 - Ability to write a new image to the OpenStage Xpert devices
- OpenScape Xpert - Standard virtualization for the SM and the MLC
 - Standardized installation package of VMware ESXi on the OpenScape Xpert MLC- and OpenScape Xpert System Manager servers (Fujitsu and IBM server) which includes already the required VMware licenses, but not the liable to pay costs (HA and FT).

Scalability enhancements:

- OpenScape Xpert V5R1 will support the following limits:
 - Up to 2000 OpenScape Xpert Client connected to one OS Xpert System Manager.
 - Up to 3500 OpenScape Xpert Client in one NDSA system.
 - Up to 7 SMs in one NDSA system.

Performance improvements:

- Distribution of MLC mixer load on several CPU stores (will be released separately)
 - Currently the MLC mixer process is capable to run only on 1 CPU core. So even if a machine has more CPU cores it will not significantly improve the MLC performance. The bottleneck is usually the high number of the audio streams which have to be calculated by the mixer. The goal is to change the MLC mixer to be able to run on several cores.

A complete overview of all available features is provided on the OpenScape Xpert V5 Homepage.

Please note the following limitations compared with the OpenScape Xpert V5 features (all missing features will be released separately):

- Password support for integrated telephone book ETD and call journal.
- DKA and DKM automatic page change (page change has to be done manually)
- Web browser does not support inbound keyboard, external keyboard is supported.
- Support of ASC search and playback via the Web browser.
- Support of OpenScape Xpert softclient mouse GUI
- Support of online help (Microsoft Windows and Linux clients)

- Support of local USB Contact Interface, central contact interface is supported
- Support of set page properties at the client. The set page property is only possible with the OpenScape Xpert System Manager.

1.3 Customer Benefits

General customer benefits:

- The OpenScape Xpert multiline solution is used to optimize the voice communication in time critical decision processes which minimize risk and save human lives, equipment or preserve capital.
- OpenScape Xpert V5 supports and consolidates a large numbers of diverse telecom line types (PRI, SIP, Radio lines).
- Specific team functions as like Quick Conference Call, unlimited Call Queue, Line Conferencing, Ring Transfer, Barge in etc. are a decisive advantage for users to have a efficient team-communication in time critical decision processes.
- Intuitive and flexible GUI specific tailored to traders and dispatchers requirements improves operational efficiency, reduces efforts for training and administration
- Redundant interfaces and communication servers (MLC) ensure high solution resiliency and reliability in an customer environment which needs a 24/7/365 available multi-line communication solution for their time critical decision processes
- NDSA (New Distributed Server Architecture) "Global Free Seating" offers the users to have access all the main functionalities across the whole system with their own account. This means that client-to-client features such as *Busy Indication* or *Ring Transfer* are available across the locations.

1.3.1 Unique Selling Proposition (USP)

OpenScape Xpert V5 offers the following unique selling propositions compared with competitor companies:

- **Open and flexible system architecture**
OpenScape Xpert V5 uses industry standard hardware components for the multi-line control server (Debian Linux operating system) and the Trading System Manager (MS Windows Server 2008 und MS Windows Server 2012 only 64 Bit Version). The open, data center-based IP architecture allows customers to install trading workstations with minimum effort and with centralized administration for the company's entire IT network (headquarters, branch offices, disaster recovery sites, offices, home office), thus supporting the mobility of trading workstations. The possible connection in the future to communication systems that support SIP facilitates maximum flexibility.
- **Highly flexible user interface**
OpenScape Xpert V5 offers users a highly flexible multimedia user interface that provides 199 freely programmable pages, each with 60 function keys. With OpenScape Xpert V5, users can customize their device flexibly to their own particular requirements, within the scope of the available features.
- **Intuitive user interface operation**
Intuitive user interface operation allows the user to work effectively, reducing the outlay for user training.
- **Flexible device selection**
With OpenScape Xpert V5, customers can use softclients, which are installed on any PCs that meet system requirements, and the OpenStage Xpert 6010p device. The sales release for the Trading device OpenStage Xpert 6010p device is declared in a separate Sales Circular.
- **Optimized total cost of ownership**
Thanks to the modular design and the new architecture of OpenScape Xpert V5 that only requires a limited number of different components, relocations, expansions and modifications can be managed centrally, thus considerably simplifying implementation and reducing implementation costs. OpenScape Xpert V5 optimizes the TCO by using industry standard hardware components for the server,

implementing Linux as the MLC operating system, reducing the required number of hardware components via a open system architecture, and by implementing a clear migration path for existing and future OpenScape Xpert versions.

- **Virtualization of main important OpenScape Xpert system components**

- **High Reliability**

Redundant interfaces and communication servers (MLC), in combination with the Fault Tolerance or High Availability VMware virtualization of the MLC ensure high solution resiliency and reliability. The NDSA (New Distributed Server Architecture) feature of the OpenScape Xpert System manager offers the opportunity to locate the System manager servers at geographically separated sites and to take over if one of the System Manager servers becomes unavailable for any reason.

- **Optimal Integration in OpenScape Voice**

OpenScape Xpert solution is optimal integrated in OpenScape Voice environment. Especially features like for example „Multi Line Appearance“ – which allows for multiple lines to share lines between OpenScape Xpert clients and OpenStage SIP phones and the basic UC integration were especially designed for the connection with OpenScape Voice.

- **One Stop Shop**

Unify is almost the only solution vendor who is able to offer and service a complete end-to-end communication eco-system including frictionless integration of IP- Trading Platforms, Voice, Data and Unified Communication.

1.4 Customer Requirements and Functional Boundary Conditions

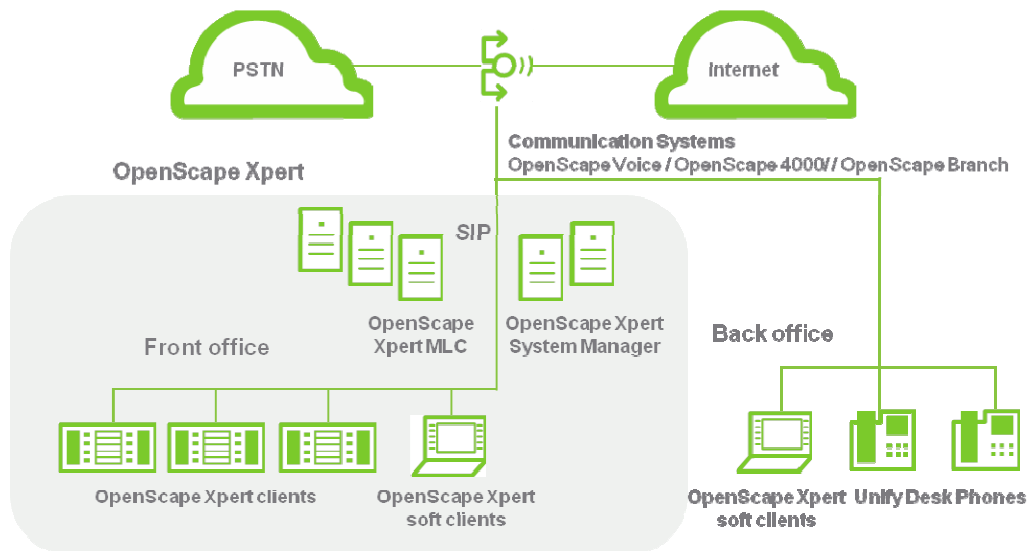
The fulfillment of the PC and LAN requirements specified in the document “OpenScape Xpert V5 – Project Guidelines” must be **confirmed in writing** by the customer. Alternatively, a network analysis must be performed.

All other boundary conditions for the OpenScape Xpert V5 solution are described in detail in the PC, Server and Network requirements, OpenScape Xpert V5 Project Guidelines, and in the Installation Manual.

1.5 Implementation and Networking Scenarios

1.5.1 Configuration Overview

OpenScape Xpert System Architecture



1.6 Licensing

1.6.1 OpenScape Xpert Licensing

As OpenScape Xpert V5 is purely a software-based solution (with the exception of the devices and server hardware), only software components (OpenScape Base licenses, OpenScape Xpert client licenses, OpenScape feature licenses and System Manager licenses) will be marketed.

The sales release of the OpenStage Xpert 6010p device is declared in a separate Sales Circular.

When performing system-side configuration for OpenScape 4000 V6R1 or V7 observe the requirements regarding HG3500 modules and the corresponding OpenScape 4000 Flex -licenses for connecting the MLC servers.

Items:

- Module HG3500 V4.0 (max. 60 channels):
- Module HG3500 V4.0 (max. 120 channels):
- HiPath 4000 V6 Flex-License:
- OpenScape 4000 V7 Flex-License

Unlike HiPath Trading V3, no additional S₀ port is required to connect each OpenScape Xpert System Manager server and the additional software licenses on the HiPath system side.

When performing system-side configuration for OpenScape Voice V6, V7R1, V8, OpenScape Enterprise Express or OpenScape Branch V7R1 or V8 observe the requirements regarding OpenScape Voice dynamic user licenses for connecting the MLC servers.

Items:

- OpenScape Voice V6 dynamic user license
- OpenScape Voice V7R1 dynamic user license

- OpenScape Voice V8 dynamic user license

The client PCs and server for administration (OpenScape Xpert System Manager) must be provided locally with the necessary Microsoft licenses.

Microsoft CAL (Client Access Licenses):

In addition to the license for the Microsoft server operating system itself, the Microsoft licensing model also requires Client Access Licenses (CALs). CALs are tied either to individual devices or individual users and an appropriate number of CALS for the planned configuration must be present.

These CALs are not included with the products supplied by Unify and have to be configured and hence also ordered additionally, or they must be provided by the customer.

Due to restrictions it is not possible to use the Microsoft embedded Telco licenses (For Embedded Systems Telecommunications Enterprise license).

It is necessary to provide in the contract that the required Microsoft CAL licenses are not part of the delivery of Unify or in the case that Unify should deliver the required Microsoft CAL licenses, the customer has to pay for this additional products.

As a customer of Unify Software and Solutions GmbH & Co. KG, you can obtain further information about this from your country-specific Unify organization.

1.6.2 OpenScape Xpert Software Support

With OpenScape Software Support Unify and the get current option Unify offers an attractive software-marketing model to existing and new customers that brings the possibility to upgrade Unify products like OpenScape Xpert to the newest available software-level.

Compatibility: In a dynamic and changing IT-environment it is very important to keep all components of a communication solution up to date and on a compatible status.

Newest Features: A customer who joins this OpenScape Software Support and get current program benefits from all future software versions. These can be improved security features or innovative functionalities. Continuous software upgrades guarantee long term software stability, up-to-date security features and improve the OpenScape Unified Communication interfaces towards other products and solutions.

Planning Stability: OpenScape Software Support is based on a recurring payment scheme.

Cost Savings: Compared to traditional version-upgrades customers can realize considerable cost savings with OpenScape Software Support and the get current option..

Software Support is also offered for OpenScape Xpert V5 with attractive prices.

1.7 Migration

OpenScape Xpert V5 is based on the previous version OpenScape Xpert V4.

Using the SIP protocol for connecting OpenScape Xpert V5 to OpenScape 4000, OpenScape Voice and OpenScape Branch offers the user several advantages, for example considerable system flexibility or reduced TCO. Details are provided in section 1.3.1 "Unique Selling Proposition (USP)". However, the SIP protocol does not include all the voice features that are available with the proprietary protocol CorNet in combination with HiPath Trading V3.

An attractive migration package is available for switching from Hicom Trading 300 (Classic), HiPath Trading V1, V2, V2.1 and V3 to OpenScape Xpert V5.

The differences between the features of HiPath Trading V3 and OpenScape Xpert V5 are described in detail in the document "FAQ OS Xpert and HiPath Trading V3 feature comparison".

As a customer of Unify Software and Solutions GmbH & Co. KG, you can obtain further information about this from your country-specific Unify organization.

1.8 Services

Service offering

Unify Serviceability and Service Tools provides a service offering for OpenScape 4000, which is continuously enhanced and updated.

As a customer of Unify Software and Solutions GmbH & Co. KG, you can obtain further information about this from your country-specific Unify organization.

Network analysis

The problem free startup and functionality of IP features is only assured if a HiPath LAN Standard/VoIP network analysis is carried out prior to project planning.

Important: This analysis has to be performed for OpenScape 4000 IP solutions in the presales phase or the customer has to guarantee that the required IP network requirements have been met.

Important: If the analysis is not performed correctly, the result will be additional expenditure on services and/or additional equipment costs for the Local companies.

Remote Access

To ensure that service tasks can be performed economically, all systems going into operation must have remote access activated and thus a connection to the country specific RCC (Remote Clearing Center). Exceptions (on customer request) must be approved by the local EN Manager.

1.9 Positioning in Relation to Products in the Unify Product Range

When you need to handle large, high-intensity call volumes simultaneously, OpenScape Xpert is our innovative, easy-to-use solution. Specifically developed for high pressure communications scenarios, OpenScape Xpert is ideal for financial, energy, and commodity trading, as well as dispatching for public utilities, public safety, railway, or air traffic control. It's an industry-first, data center based solution designed to handle the pace and complexity of today's time sensitive scenarios.

OpenScape Xpert V5 is the only Unify product which offers a multiline call handling functionality which supports the voice communication of the users in time critical decision making processes.

OpenScape Xpert V5 is released for connection to OpenScape 4000 V6R1 / V7, OpenScape Voice V6 / V7R1 / V8, OpenScape Enterprise Express and OpenScape Branch V7R1 or V8 (with limitations).

In particular in combination with OScAR (OpenScape Alarm response) users' voice communication is optimally supported by OpenScape Xpert V5 in time critical decision making processes.

Consistent development of OpenScape Xpert V5 will continue in the future in line with market requirements. The time schedule and the planning for the next version of OpenScape Xpert V6 is not finished so far. We estimate that the OpenScape Xpert V6 will be released in the fourth quarter of the calendar year 2016. The highlights of the version V6 are for example a web based admin client, a Xpert Client Active Directory authentication and the displacement of the existing database which will offer more flexibility of the application and finally a Subscription Licensing opportunity.

Unify aims with additional marketing campaigns and the OpenScape Xpert sales push promotion, which offers attractive price conditions, and the promotion for the upgrade of existing Trading TDM installations a significant increase of the market share in multiline call handling solutions.

2 Sales Information

2.1 Area of Application, Commencement of Marketing and Delivery

2.1.1 Customer Information on Commencement of Marketing and Delivery

As a customer of Unify Software and Solutions GmbH & Co. KG, you can obtain further information about this from your country-specific Unify organization.

2.2 Sales Objectives and Target Groups

2.2.1 Target Group

Trader in Finance-, energy- and commodity trading industry as well as dispatchers in control centres.

Trading:

- **Finance Trading**
 - Investment banks, universal banks, federal state banks, state banks, brokers (trading with e.g. stocks, shares, listed certificates, equities, derivatives, bonds, currencies)
- **Energy Trading**
 - Energy supplier, municipal utilities, energy exchanges (trading with e.g. power, coal, natural gas, carbon dioxide certificates)
- **Commodity Trading**
 - Metalworking industries, commodity exchange (trading with, e.g. precious metals, wheat, cocoa, corn, seeds, cattle, fishes, vegetables, flowers)

Dispatching:

- Critical Infrastructure (oil, water, gas, power)
- Control center and plant security of large enterprises
- Municipal utilities
- Hospitals
- Ambulance and Rescue
- Airports, Harbors
- Transportation (e.g. Railways, Public Transport)
- Military Command Posts

2.3 Marketing Structure

As OpenScape Xpert V5 is purely a software-based solution (with the exception of the devices and server hardware), only software components (OpenScape Base licenses, OpenScape Xpert client licenses, OpenScape feature licenses and System Manager licenses) will be marketed.

The sales release for the OpenStage Xpert 6010p is declared in a separate Sales Circular.

When performing system-side configuration for OpenScape 4000 V6R1 or V7 observe the requirements regarding HG3500 modules and the corresponding OpenScape 4000 Flex -licenses for connecting the MLC servers.

Items:

- Module HG3500 V4.0 (max. 60 channels):
- Module HG3500 V4.0 (max. 120 channels):
- HiPath 4000 V6 Flex-License:
- OpenScape 4000 V7 Flex-License

Unlike HiPath Trading V3, no additional S_O port is required to connect each OpenScape Xpert System Manager server and the additional software licenses on the HiPath system side.

When performing system-side configuration for OpenScape Voice V6, V7R1, V8, OpenScape Enterprise Express, and OpenScape Branch V7R1 or V8 observe the requirements regarding OpenScape Voice dynamic user licenses for connecting the MLC servers.

Items:

- OpenScape Voice V6 dynamic user license
- OpenScape Voice V7R1 dynamic user license
- OpenScape Voice V8 dynamic user license

The client PCs and server for administration (OpenScape Xpert System Manager) must be provided locally with the necessary Microsoft licenses.

Several components are required for successful implementation of customer projects in the trading and dispatch environment, for example connection of the voice recording system, integration of the solution in the LAN infrastructure, integration of applications such as CTI, user training or also corresponding customer-specific managed services. Unify can demonstrate considerable project experience in this environment, incorporating all the required components using proprietary solutions or with certified solution partners. These additional solutions and services are important elements in the project as a whole and make up a significant portion of the total project volume. The following illustration shows the various elements of a communication solution in the trading or dispatch environment.

2.4 Supporting Sales Information

2.4.1 Supporting Sales Information on the Internet

Documentation	Language	Media	Source of supply	Order number
Datasheet OS Xpert	German	PDF	http	A31002-X2040-D100-2-29
Datasheet OS Xpert	English	PDF	http	A31002-X2040-D100-2-7629 - US
Marketing Brochure Trading	German	PDF	http	
Marketing Brochure Trading	English	PDF	http	
Marketing Brochure Dispatching	German	PDF	http	
Marketing Brochure Dispatching	English	PDF	http	
Whitepaper: Anforderungen an IP-basierte Trading Systeme	German	PDF	http	A31002-P3010-D101-2-7629
Whitepaper: Making	English	PDF	http	A31002-P3010-D101-2-7629

the Grade in IP-based Turret systems				
Whitepaper: Ein Business Case für den Finanzhandel	German	PDF	http	A31002-P3010-D101-2-7629
Whitepaper: Making the Financial Business Case	English	PDF	http	A31002-P3010-D101-2-7629
Marketing Brochure OpenScape Xpert für Stadtwerke	German	PDF	http	
Marketing Brochure: When every second counts	English	PDF	http	A31002-P3010-D101-2-7629

The complete product documentation is available on the Unify Partner Portal:

<http://www.unify.com/us/partners/partner-portal.aspx>

For other language versions, please contact your country-specific Unify organisation.

3 Prices and Contract Processing

As a customer of Unify Software and Solutions GmbH & Co. KG, you can obtain further information about this from your country-specific Unify organization.

3.1 Export-Regulations

Certain products in our sales program are subject to the regulations governing export permits required under EU / German / US law [in accordance with the Export List (in German 'AL') and Export Administration Regulations (EAR)].

At the time of an offer/bid or order confirmation you can't be sure that

- the required export license will be granted in every case
- the validation of existing export licenses covers delivery times that can arise out of unexpected delays.

If, therefore, you are aware, or if you may assume, that what you are supplying to your customer is intended for export or re-export – including indirect export and transactions with dealers – you must ensure that the following reservation is included in your quotation, order confirmation, or contract, as the case may be:

„This offer (contract, order-confirmation) and fulfillment of contract are subject to the proviso that required export licenses have been granted and there are no other impediments arising from German or other export regulations.“

4 Data Protection and Information Security

4.1 Client Information on Data Protection and Information Security

The respective country-specific provisions regarding data protection must be complied with.

5 Training Concept

5.1 Client Information on the Training Offer

As a customer of Unify Software and Solutions GmbH & Co. KG, you can obtain further information about this from your country-specific Unify organization.

For the Federal Republic of Germany, you can obtain further information on our training offer at the following URL:

<https://academy.unify.com>

6 Appendix

Abbreviations and/or Terms	Explanation
Product	In this document, represents hardware/software services and solutions
MLC	Multi-Line-Control-Server
MUXY	Multiplexer for 10 Workplaces
OCTI	Opti-Client-Trading-Interface
SLMY	Subscriber Line Module
TRIMY	Interface Module for Central Digital Voice Recording
Turret	Term for a telephony device for Trading (stocks and currency trading, etc.)