Unify OpenScape Xpert

Atos Unify OpenScape Xpert V7

OpenScape Xpert is a reliable, secure, multi-line communications solution designed for supporting time-critical communication needs of financial, energy, and commodity trading as well as dispatchers such as control centers or public safety communication operations. With its customizable user interface and powerful multi-line capabilities it helps increase worker efficiency and productivity, while reducing operational costs and complexity.

Multi-line communication

Traders and dispatchers can be responsible for handling hundreds of critical calls a day. Whether a multi-million dollar trade, vital cargo delivery, or human lives, these organizations depend on fast and reliable communications. OpenScape Xpert makes it easy – delivering unparalleled usability and flexibility to the dispatcher or trader to maximize effectiveness and efficiency.

Overview

This dramatically scalable communication solution optionally includes the OpenStage Xpert 6010p terminal, helping to support more than 600 lines to communicate, collaborate, and escalate. Since it is IP-based and supports SIP, it is easy to integrate with existing enterprise telephony solutions. Moreover, it makes it easy to support high ROI communication technologies such

as Voice over IP (VoIP), IPTV, Unified Communications (UC) and Fixed Mobile Convergence (FMC).

Because it is designed around open standards, the solution is future-proof.

The OpenScape Xpert balances innovative features and unparalleled flexibility against the security and reliability required of such a mission-critical system.

The large touch screen of the OpenStage Xpert 6010p turret allows users to select up to 200 customizable pages of user interface, enabling up to 12,000 user-definable soft buttons.

Additional components include; Push-to-Talk handsets, gooseneck microphone, and an external speaker module, especially designed for voice monitoring. Dispatchers or traders can setup the device exactly the way they want with all configuration and customization information stored centrally, facilitating global free seating and disaster recovery.

To reduce the number of moving parts and increase mean time between failures/replacement, the OpenStage Xpert device uses a compact flash card and is fanless. In addition, all of the components in the solution are compatible with VMware and can be doubled-up for redundancy and high availability.

OpenScape Xpert 6010p V1 terminal

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The main features of OpenStage Xpert V7R1

Usability

Traders and dispatchers can use many communication channels simultaneously, and initialize/finish dozens of calls each minute. OpenStage Xpert 6010p's crisp 10.4" touchscreen optimizes the handling of many calls per day.

Prioritized call queue

Fast, 1-button access from any screen to incoming or parked calls.

Customizable user interface

Up to 200 pages, 12,000 user-definable buttons. Each trader or dispatcher can optimize the terminal for their own needs.

Integration options

Thrift API and TAPI interfaces plus a powerful macro language support integration with other programs.

Soft client option

Unify also offers a full featured OpenScape Xpert soft client for use on Linux and Windows devices including laptops, touchscreens and desktops.

Flexibility

Different businesses and services require different connection types, special inputs and outputs, and optimized user interfaces. OpenStage Xpert 6010p is configurable to each user's specific needs.

Numerous input/output options

Each device can include up to 4 handsets, headsets, or a gooseneck microphone, two additional speaker modules (analog and USB) plus mouse and keyboard.

Secure, global free seating

Device setup, configuration, contact list and call memory stored centrally with no user information stored
locally, for secure use of any terminal.

Multi-language support

Several languages are available for the user interface (English, German, French, Czech, Slovak, Polish, Russian, Italian, Portuguese, Spanish, Hungarian, Chinese-simplified (Mandarin)).

Broad telephony support

Easy provisioning, whatever type and mix of connection is required:

- Standard telecommunication lines (IP & TDM)
- Direct lines (ARD's & MRD's)
- Intercom & Broadcast (Hoots & Hollers)
- Radio and IPTV.

Reliability

When human lives or millions of dollars are on the line, communication is mission-critical. OpenStage Xpert 6010p is designed from the ground up to be fail-safe and reliable.

Redundant I/O

Dual LAN ports and 6 USB ports for reliable connectivity.

Redundant server architecture

Increases the availability of the whole multi-site system and provides all features to all sites.
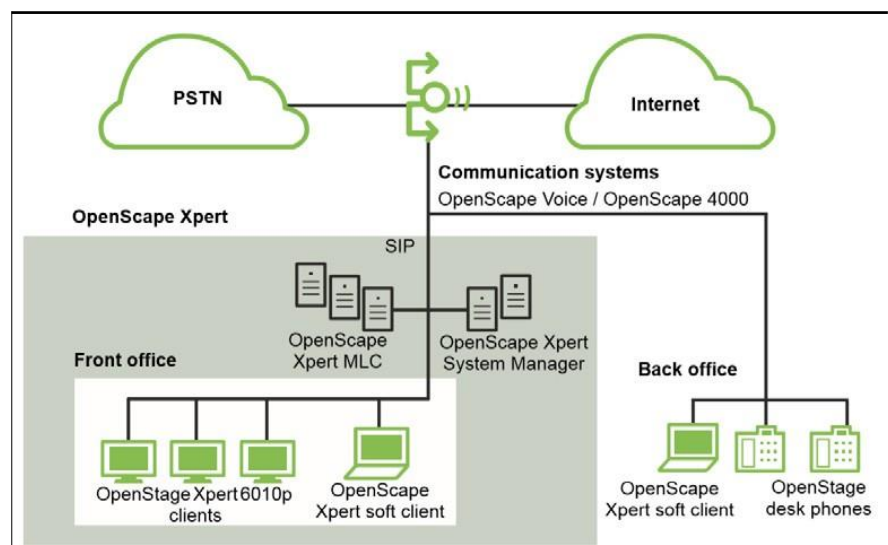
VMware support

VMware vSphere support provides:

- High Availability (HA) – Automatic restart of virtual machines on another vSphere host when the server or the operating system fails.
- Fault Tolerance (FT) – Automatically triggers stateless failover when the protected virtual machine fails.

Deployment options

OpenScape Xpert can easily be deployed in almost any telecommunication environment, TDM or IP, centralized or distributed architecture. Since it is open standards-based and supports SIP, integration with third party IP telephony solutions, voice recording or call logging solutions is easy. However, OpenScape Xpert is optimized to work with enterprise telephony solutions providing advanced VoIP and Unified Communications (UC) features.

The OpenScape Xpert Multi-Line Control servers (MLC) make it possible for every OpenStage Xpert 6010p to support up to 600 lines, any combination of standard telecommunication lines (TDM or IP), direct lines, hoots & hollers. Replacing expensive direct lines with IP lines can significantly reduce telecommunication costs. OpenScape Xpert System Manager makes it easy for the IT department to set-up and configure each OpenStage 6010p Xpert terminal or soft client. Each customized user interface is stored in a secure System Manager profile.

OpenScape Xpert system architecture

Enterprise telephony solutions

We offer a comprehensive, mature ecosystem of enterprise telecommunications products and solutions including:

- OpenScape Voice is a carrier-grade, native SIP-based soft switch, providing comprehensive voice features across the IP network and is ideal for large-scale enterprise networks and service providers. OpenScape Voice includes standard IT virtualization and management options.

- OpenScape UC brings rich federated presence, mobility, audio, web, and desktop video conferencing capabilities to teams, for better teamwork, lower costs, and less travel.

- Circuit is everything your teams need to communicate in a single app. Delivered as a SaaS, it's voice, video, screen share, chat, and file sharing – it's collaboration made simple.

For more information about our enterprise telephony solutions, please visit our website at:
http://www.unify.com

OpenStage Xpert 6010p options

OpenStage Xpert 6010p is expandable and configurable to the unique requirements of each customer:

Item	Description	SKU n2020 umber
OpenStage Xpert 6010p V1R1	The OpenStage Xpert 6010p V1R1 terminal provides 20 free customizable cabinet buttons. The user interface provides up to 200 pages allowing 12,000 user-definable soft buttons.	L30258-W600-D277
OpenStage Xpert Speaker Module	The OpenStage Xpert Speaker Module supports eight (8) additional speaker channels with high-quality speakers and separate volume control. Each OpenStage Xpert terminal supports up to two (2) Speaker Modules.	L30258-W600-D246
OpenStage Push-to-Talk/Mute handset	The standard OpenStage Xpert handsets are equipped with a talk button that can be used as a Push-to-Talk or Push-to-Mute button. A fixing key switches the handset on permanently.	L30258-W600-D236
OpenScape Handset with volume control	The OpenStage Xpert handset is equipped with a talk button that can be used as a Push-to-Talk or Push-to-Mute button and includes integrated volume control.	L30258-W600-D248
OpenStage Universal handset cradle	The OpenStage Xpert cradle is usable for all types of handsets. When configured, placing the handset in the cradle automatically disconnects the call. Lifting the handset from the cradle automatically activates an incoming call on the handset.	L30258-W600-D247
Gooseneck microphone	An optional gooseneck microphone plugs into the OpenStage Xpert terminal and operates in handsfree or Push-to-Talk mode.	L30258-W600-D245

OpenStage Xpert 6010p technical data

Power Supply	External power supply	
Primary side	Rated voltage	230 V AC
	Voltage range	100 - 240 V AC, 50 - 60 Hz, 1.5 A
	Max. power consumption	65 W
	Power consumption without USB	25 W
	Bridging of power failures	10 ms
Secondary side	Output voltage	12 VDC
	Max. output current	5 A
	Fuse protection	5 A surge-proof

Input/Output	
Ethernet	2 x 10/100/1000
USB	6 x V2.0, 480 Mbps, max. 500 mA DC
Audio	1 x Output Mono 2 x Output Stereo 3 x Handset 1 x DHSG (Headset) 1 x built-in microphone with LED
Serial (COM)	None
Parallel (LPT)	None
Visual	1 x LED to signal message (ringing of lines) and the user status (busy)

Processor module	Module, CPU, RAM, GPU, hard disk	
	CPU	1.97 GHz quad core
	Cache	512 kByte
	Chipset	ICH8M
	Main memory	2 GByte
	Mass memory	CompactFlash 8 GByte
	GPU	3D video controller, Intel® Extreme Graphics®
	Cooling	Passive

Mechanical properties	
Width x depth x height	338 x 60 x 193 mm (13.5" x 7.5" x 2.3")
Mounting	Stand alone, Inclination of angle adjustable, 75mm VESA support
Weight	Approx. 2.6 kg

Environmental conditions	
Storage temperature	-25 ... +55 °C (-13 ... +131 °F)
Transport temperature	-25 ... +70 °C (-13 ... +158 °F)
Operating temperature	+5 ... +40 °C (+41 ... +104 °F
Vibration	Not required
Shock	Not required
Front protection	IP40
Rear protection	IP20

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