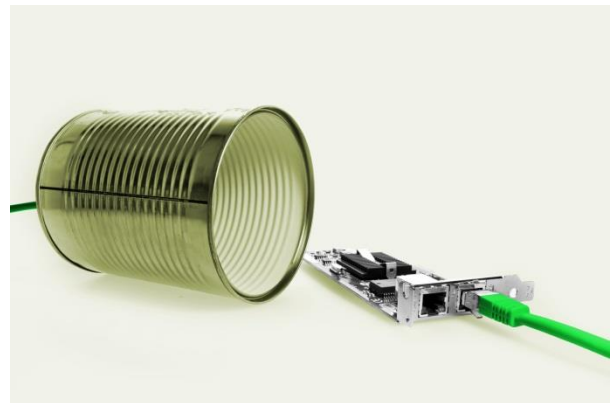




Siemens HiPath DX

End of Support Notice

If you are using a Siemens HighPath DX phone system you should be aware that support has ended for most models and annual software support for the latest models will end in 2016.



Why Migrate?

In 2010 Siemens announced its HiPath DX end of life plan. This plan relates to hardware availability, software development and support for HiPath DX. If you are using a Siemens HighPath DX you should be aware that you may currently or at a near point in the future experience operational and cost issues due to a lack hardware availability and/or software support.

How does this affect me personally?

- 1) **Hardware failure that cannot be resolved due to a lack of spare parts**
- 2) **As the number of Samsung DX systems in use declines, there may be fewer Siemens engineers available to maintain and repair these products.**
- 3) **Inability to keep phones up to date and secure with regular software upgrades.**

Model Type	End of support
Siemens HiPath DX Rev v8 or earlier	Provision of HiPath DX new systems, Pre-Rev v8 upgrades and expansion hardware ceased as of 30th April 2013.
Siemens HiPath DX Rev v9/v10	Annual software updates for HiPath DX will continue until 2016.
Siemens HiPath DX Rev v11/v12	The cessation of all support activities on the HiPath DX will be 30th April 2017.

What does this mean for my business?

Model Type	Implications
Siemens HiPath DX Rev v8 or earlier	These models (including expansion packs and spare parts) are no longer in production. This means that if your system breaks down, your maintainer will be relying on spare parts from decommissioned models to repair your system. Over time these will become harder to acquire. There are currently no planned software upgrades for this model.
Siemens HiPath DX Rev v9/v10	Annual software updates for these HiPath DX versions will



	continue until 2016.
Siemens HiPath DX Rev v11/v12	The cessation of all support activities on these HiPath DX versions will be 30th April 2017.

Make the right migration choice

Avaya IP Office - Up to 3000 Employees

Whether you have 5 or 3000 employees spread across a single site or up to 150 locations, the award winning Avaya IP Office communication solution is perfect for you. This solution brings your telephony, messaging, conferencing, contact centre, video communications on to a single easy to use platform that enables your workforce to work from any location or on the move across a range of mobile devices.

We are currently running a trade in offer for customers looking to upgrade to Avaya IP Office. [Learn More.](#)

Siemens Trade-In Scheme

West Pier Telecom are currently offering businesses discounted pricing on the award winning Avaya IP Office 500 when they trade-in their existing Siemens telephone system.

Customers will receive a £50 discount for every Siemens extension on their current legacy phone system that they upgrade. For example, a business that has 100 phone extensions is entitled to save £5,000 off a new phone system.



If you would like to discuss upgrading your legacy phone system or any other telecommunications and networking options available to you then call us on 0844 264 5522 or email Matthew van Til (matthew.vt@westpiertele.com). Visit our [website](#) or learn about our [Customer Excellence Award](#)

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