HiPath 3000
HiPath Xpressions Compact
Version 2.0

User Manual

SIEMENS

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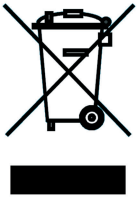
This device has been manufactured in accordance with our certified environmental management system (ISO 14001). This process ensures that energy consumption and the use of primary raw materials are kept to a minimum, thus reducing waste production.



All electrical and electronic products should be disposed of separately from the municipal waste stream via designated collection facilities appointed by the government or the local authorities.

The correct disposal and separate collection of your old appliance will help prevent potential negative consequences for the environment and human health. It is a precondition for reuse and recycling of used electrical and electronic equipment.

For more detailed information about disposal of your old appliance, please contact your city office, waste disposal service, the shop where you purchased the product or your sales representative.

The statements quoted above are only fully valid for equipment which is installed and sold in the countries of the European Union and is covered by the directive 2002/96/EC. Countries outside the European Union may have other regulations regarding the disposal of electrical and electronic equipment

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1 Introduction

1.1 Target Group

This manual is intended for users and system administrators of HiPath Xpressions Compact.

1.2 Functions Description/Overview

HiPath Xpressions Compact HiPath Xpressions Compact is a is a system for operating voice mailboxes with various feature sets, including the AutoAttendant function (menu-prompted call transfer). The system is designed for use as an add-on module in Hicom 200-150 / HiPath 3000 communication systems. System management is performed via HiPath 3000 Manager C or HiPath 3000 Manager E.

HiPath Xpressions Compact offers the following functions:

- Depending on the system type and product variant, HiPath Xpressions Compact offers up to 8 or 24 ports, which allows for up to 8 or 24 parallel attendant and call answering processes.
- 100 hours of voice recording capacity.
- Two user interfaces (telephone user interface), the standard interface is the same interface used in Version 1.0. The Xpressions interface has been added; it allows keys to be adapted for Xpressions V3.0 (same key for the same function).
- ???Supports HiPath 3000 multiple customer functionality (in innovation centers with common telephone systems, for example).
- Maximum message/greeting length per voice mailbox:
  - 3 minutes for standard/preferred/exclusive mailboxes
  - 20 minutes for information mailboxes
  - 8 minutes for AutoAttendant mailboxes
  - 20 minutes for MOH/announcement mailboxes
- Timed notification call when a voice message is received either as a phone call, pager message* or Short Message Service* (SMS).
- Messages, answers and comments classified as private, urgent or normal.
- Date and time specified for each message.
- Messages distributed to all mailboxes (broadcast) or to distribution lists.
- Option to call back callers who have left messages (this requires the CLIP service).

- Old voice messages deleted automatically according to age.
- Alternative greetings according to time of day, type of call or calendar entry.
- AutoAttendant (automatic call acceptance, greeting and switching, day and night modes). This includes the option of using name-controlled speed dialing to forward calls.
- Automatic fax tone recognition and forwarding of faxes to a mailbox-specific fax destination.
- Context-sensitive mailbox administration performed by the user via telephone.
- Playback of professionally recorded greetings using HiPath 3000 Manager.
- MOH with endless loop**.
- Playback of individual announcements (for internal uniform call distribution (UCD), for instance)**.
- Group mailboxes for up to 20 subscribers.
- Information mailboxes with 20-minute announcement facility. Continuous playback and navigation in announcement text possible.
- Recording of phone calls.

* Only with DTMF (touch-tone)
** HiPath 3000 Version 4.5 or later (a corresponding license is required for operation)

1.3 User Interfaces from HiPath Xpressions Compact

HiPath Xpressions Compact offers the user a choice of two user interfaces:

- The default Xpressions Compact interface as used in Version 1.0
- An interface adapted for Xpressions V3.0.

The active interface is enabled by system support and applies throughout the system to all mailboxes. The user interfaces feature different key assignments; the voice announcements for user prompts are as similar as possible in both interfaces.

In this documentation, all references to the standard interface are marked with "(STD)" and all references to the Xpressions V3.0 interface with "(XP)". No information is entered in parenthesis if key input applies to both interfaces.

Note:
A system telephone (such as optiPoint) or analog telephone with DTMF dialing is required for HiPath Xpressions Compact.

???The "Record" feature is started and stopped via the programmed recording button (see the HiPath 3000 service manual) on a system telephone (such as optiPoint) or via a feature procedure on a non-system telephone.

1.4 Signaling Incoming Messages

1.4.1 Visual or Acoustic Signaling

When a new message arrives, the message LED (**M**essage **W**aiting **I**ndication)* automatically illuminates on the assigned HiPath 3000 station. A special dial tone* is used on devices that do not have an MWI LED.

With software version HE200V.03.202 and HiPath system software V5.0 (SMR5) or later, the number of new messages is shown on the system telephone display.

Signaling starts when the first message arrives and is automatically stopped after the last message has been retrieved.

If a notification call is set up and activated for a particular mailbox, this is performed in addition to the message being signaled on the phone.

* Depends on HiPath 3000 configuration

1.4.2 E-mail Signaling

With software version HE200V.03.202 and HiPath system software V5.0 (SMR5) or later, new messages on a mailbox can also be signaled via e-mail. Up to three e-mail addresses can be entered with an optional WAV file attachment for each address.

There are three methods of deleting voicemail:

- Manually:
  Voicemail can only be deleted manually via the TUI.
- Automatically once notified:
  Voicemail is automatically deleted once a notification has been sent.
- Automatically after set time:
  ???Voicemail is deleted once a set time period has elapsed (see "Automatic deletion of messages after a set time"). Only voicemail that has already been retrieved is deleted.

This feature can only be configured using HiPath 3000 Manager.

2 General Information on Mailboxes

2.1 Mailbox Classes

Features and functions of the individual mailboxes can be configured. Depending on the mailbox class, the number of features varies, as does the corresponding mailbox administration menu.

HiPath Xpressions Compact offers 16 defined mailbox classes. In addition to assigning a defined mailbox class, the feature scope of each mailbox can be individually configured.

The following mailbox classes are differentiated:

- Class 1 mailbox (basic/information mailbox)
- Class 2 mailbox (standard mailbox)
- Class 3 mailbox (preferred mailbox)
- Class 4 mailbox (exclusive mailbox)
- Class 5 mailbox (standard auto-attendant mailbox)
- Class 6 mailbox (preferred auto-attendant mailbox)
- Mailbox Class 7 (group mailbox)
- Mailbox Class 8 (standard mailbox with greeting control)
- Mailbox Class 9 (preferred mailbox with greeting control and distribution lists)
- Mailbox Class 10 (exclusive mailbox with greeting control and distribution lists)
- Mailbox Class 11 (standard mailbox with 4 greetings, greeting control and distribution lists, without the possibility of an external line)
- Mailbox Class 12 (standard mailbox like COS 11, plus Broadcast without the possibility of an external line)
- Mailbox Class 13 (premium mailbox)
- Mailbox Class 14 (auto-attendant mailbox with distribution lists)
- Mailbox Class 15 (preferred auto-attendant mailbox with distribution lists and broadcast)
- Mailbox Class 16 (preferred group mailbox)
- Mailbox class 17 (MOH/announcement mailbox)
- Individual configuration of mailbox features (set up only with HiPath 3000 Manager)

Note:
You can determine which options are included by accessing your mailbox. All available functions are announced via internal system messages.

Mailbox Class	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**11**	**12**	**13**	**14**	**15**	**16**	**17**
Record / retrieve messages	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-
Save messages	-	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-
Record and send messages	-	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-
Message forwarding	-	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-
Call back caller	-	-	X	X	X	X	X	X	X	X	-	-	X	X	X	X	-
Number of possible greetings	1	3	3	3	3	4	3	3	3	3	4	4	4	4	4	4	4
Greeting control	-	-	-	-	-	X	-	X	X	X	X	X	X	X	X	X	-
Information mailbox	X	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Private message	-	-	X	X	X	X	-	-	-	X	X	X	X	-	-	-	-
Record user name	-	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-
Notification call	-	-	X	X	X	X	-	-	X	X	-	-	X	-	X	X	-
Substitute function	-	-	-	X	X	X	-	-	-	X	-	-	X	X	X	-	-
Language selection	-	-	-	X	X	X	X	X	X	X	X	X	X	X	X	X	4
Speed dialing / AutoAttendant	-	-	-	-	X	X	-	-	-	-	-	-	-	X	X	-	-
Group mailbox	-	-	-	-	-	-	X	-	-	-	-	-	-	-	-	X	-
Distribution list	-	-	-	-	-	-	-	-	X	X	X	X	X	X	X	X	-
Broadcast	-	-	-	-	-	-	-	-	-	-	-	X	X	-	X	-	-
Fax intercept target	-	-	-	-	X	X	X	X	X	X	X	X	X	X	X	X	-
Speed dial destinations for four periods of a day	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
“Deactivation of direct dialing”	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mailbox AutoAttendant	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
E-mail notification	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Note:
The amount of features for the individual mailbox class is configured separately for each mailbox.

2.2 Functions Available to Callers

The Voicemail system provides callers with the following functions:

- **The classic dialing of a mailbox**

  Most callers reach the mailbox when the person being called is away from his or her desk (rerouting for "overflow") or because the person being called is already on the phone (rerouting when "busy"). In both cases, the caller hears the current mailbox greeting. Usually, the caller can leave a message afterwards (the message recording function must be activated).

- **Direct dialing of a mailbox in order to leave a message**

  By calling the Xpressions HiPath Compact number and then dialing [#] and the mailbox number, the caller reaches the desired mailbox directly. If a caller transfers a call to this mailbox, the greeting text of the box is repeated.

  Example:
  The switchboard receives a call for a user who is not in the building. The caller would like to leave this user a mailbox message. In this case, the operator can dial the mailbox of the user directly. The caller immediately hears the greeting text and can leave a message afterwards.

  Important! --> The message recording function must be activated.

- **Interrupting the greeting**

  The caller can interrupt the greeting announcement in the mailbox anytime by pressing [#] (STD) / [*] (XP). If the message recording function is activated, he or she can begin speaking a message directly after the tone.

- **Call transfer to a substitute**

  If the caller confirms wishing to speak to a substitute during the announcement by pressing [0] , the system will immediately switch the call to the substitute.

  Note:
  For normal mailboxes, the substitute function must be activated by the mailbox owner and the message recording function must be switched on.

- **Ending a message**

  The caller can end a message in one of three ways:

  1. By hanging up. The recorded message will be assigned the priority "normal."
  2. By pressing the [#] key. Afterwards, the caller can post process the message, i.e., change the priority.

3. By pressing [0] . The caller will then be transferred to a previously selected substitute. The recording will be saved, if it is long enough and the message recording function of the mailbox has been switched on.

- **Auto-attendant mailboxes**

  Auto-attendant mailboxes offer, in addition to the standard mailbox, the possibility for callers to transfer their own calls with the help of speed-dialing / abbreviated numbers (digits 0 to 9). Also possible is name selection and the direct dialing of a system extension by dialing the extension number during the greeting. See a detailed description in Section 3.4.10, “Setting Up Auto-Attendant Speed-Dialing Destination Numbers”.

- **Direct dialing of an Xpressions Compact Mailbox via auto-attendant**

  By pressing the key [*] twice and entering the desired mailbox number right after that, the greeting of the mailbox will be played after a short announcement that the call is being transferred. The caller can begin speaking the message after the signal tone.

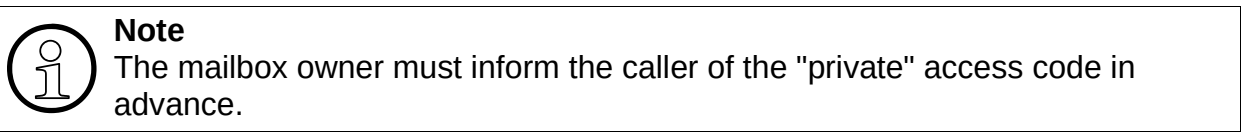
  Important! --> The message recording function must be activated.

- **Switching to the administration mode**

  During the greeting text, the caller can switch to the mailbox administration mode. To do this, the caller enters [*], followed by his or her personal mailbox code.

- **Listening to a private message**

  If the caller activates the [*] key during the greeting message and then immediately enters an agreed upon numeric code, the private message is played back.



2.3 Information Mailboxes

All class 1 mailboxes can be configured to have a 20 minute greeting announcement (e.g., a movie program). Callers can "navigate" within the announcement (see Table 2-1).

Messages can also be recorded for information mailboxes. However, the message recording function should be deactivated if the mailbox is used purely for informative announcement services.

When the end of the announcement has been reached, the information mailbox can automatically end the call (configuration via HiPath 3000 Manager).

Functions available to the caller (DTMF dialing required!)	Key (STD)	Key (XP)
Repeat the announcement	2	73
Rewind the announcement by 5 seconds	4	48
Pause	5	*
Fast-forward the announcement by 5 seconds	6	98

Table 2-1 Caller Control Options for Announcement Playback

Note:
The caller should be informed of control options available for information mailboxes at the start of the announcement.

2.4 Switchboard / Auto-Attendant Mailbox

All switchboard / auto-attendant mailboxes additionally offer the following features:

- **A greeting length of eight minutes**

  If the caller does not react, the greeting message will be repeated automatically (configurable via HiPath 3000 Manager and corresponds to the number of repetitions for help announcements).

  Note:
  The caller should be informed of all control options available for the auto-attendant mailbox at the start of the announcement.

- **Call transfer by speed-dialing / abbreviated dialing (digits 0 to 9)**

  If a single digit has been assigned a target number, a caller can transfer his or her own call by pressing the appropriate number key. Setting up the speed-dialing is described in Section 3.4.10, “Setting Up Auto-Attendant Speed-Dialing Destination Numbers”.

  Speed-dialing targets can be internal / external phone numbers or mailboxes (also auto-attendant boxes). Complex customer demands can be realized by selection of further auto-attendant mailboxes.

  Note:
  If the caller is transferred to a further mailbox, he or she hears the new mailbox greeting.

- **Transferring calls to internal extensions**

  If the caller dials a known extension number during the mailbox greeting, he or she will be transferred directly to the extension.

  Note:
  There can only be a maximum of 1.5 seconds between digits while entering the extension number.

- **Name selection**

  By entering the keys * # followed by up to three letters of the name of the mailbox (listing via HiPath Manager C/E), the caller can reach an internal user. Callers enter the number using the keys of the telephone. If the entry is clear, the call is immediately transferred to the user, otherwise a list of users that the entry could apply to is read aloud. The selection is supported with context-sensitive system help messages.

  Note:
  The mailbox owner must record his or her mailbox name to enable call transfer according to name selection.

2.5 Group Mailbox

Group mailboxes can have up to 20 equally entitled members. All group mailbox members can hear messages and take over the administration of the group mailbox. Parallel accessing of several group members is not possible. Members of a group mailbox can also have a personal mailbox.

Note:
If a group member has a personal mailbox, the access code numbers for the personal mailbox and the group mailbox should be different. If both codes are identical, the mailbox number must be entered as well as the mailbox code.

Incoming messages are shown to all group members simultaneously, the message waiting lamp (MWI) is deleted when the last group mailbox message has been heard.

Users for a group mailbox are set up and maintained by system administration.

2.6 Distribution of Voice Messages According to Distribution Lists

Entitled mailbox users can send voice messages to other mailboxes in distribution lists. Up to 20 such lists can be set up system-wide via HiPath 3000 Manager. Each list may include up to 20 entries.

The entitled mailbox user is automatically offered the use of a distribution list as an option when sending a voice message. The list is selected by entering a list number.

2.7 Distribution of Messages to All Mailbox Users

Entitled mailbox owners can send voice message to all mailbox owners ("Broadcast").

The entitled mailbox user is automatically offered the use of broadcast distribution as an option when sending a voice message.

Note:
The incoming message is signalized to the recipients at intervals of one second.

2.8 Order of Message Inquiry

Saving new voice messages can be according to the **F**irst-**I**n-**F**irst-**O**ut (standard) principle, or the **L**ast-**I**n-**F**irst-**O**ut principle. Whichever method has been activated is valid for all mailboxes.

- **FIFO principle (the oldest message first):**

  Even if the mailbox queue is configured according to the FIFO principle, the most recent unheard message is played first. Once it has been heard, however, the message is sent to the back of the queue and sorted according to the FIFO principle (the oldest message at the front of the queue).

- **LIFO principle (the newest message first)**

  If the LIFO method has been chosen, the new messages are played first in the opposite order in which they came into the mailbox (the newest first). Afterwards, heard, but not yet deleted, old messages are played.

  To prevent an "overflow" of the mailbox, old messages can be automatically deleted. The time frame (1 to 90 days) is configured by system administration via HiPath 3000 Manager E and is valid for the entire system.

  Note:
  Stored messages are not deleted (see Section 3.4.1 "Querying Mailbox Messages").

3 Mailbox Use and Operation

3.1 HiPath Xpressions Compact User Interfaces

HiPath Xpressions Compact offers users two different user interfaces:

- the standard Xpressions Compact interface which was available in Version 1.0, and
- new in Version 2.0, an interface which has been adapted to Xpressions V3.0.

The active interface is activated by system administration and is valid system-wide for all mailboxes. The user interfaces are different with regard to key use, however, the system voice prompts are largely identical.

In this documentation, references to the standard interface are marked "(STD)", key commands referring to Xpressions V3.0 are marked "(XP)". There is no indication if the key command in question is valid for both interfaces.

3.2 Accessing the Mailbox System / Code Numbers

Each mailbox is assigned to a specific extension within the telephone system.

A mailbox owner accesses his or her own mailbox by calling the HiPath Xpressions Compact number. A distinction is made between

- internal calls from the mailbox owner's extension and
- external calls, or calls from other internal extensions.

If an internal call is placed from the mailbox owner's extension, the system asks the caller to enter his or her code number. The mailbox can be accessed after the valid code number has been entered.

If an external call, or an internal call from another extension is placed, the system also asks the caller to enter his code number. However, after the code number has been entered, the system asks the caller to enter the mailbox number. If the code number and the mailbox number match, the mailbox can be accessed.

Mailbox access is also possible while the caller is listening to his or her own mailbox greeting after being switched to the mailbox. The caller must first press the  key, and then enter the code number for the mailbox. If the valid mailbox code is entered, the mailbox can be accessed. Otherwise, the system asks the caller to enter a mailbox number. If this mailbox number matches the entered code number, the corresponding mailbox can be accessed.

If the code number and the mailbox number do not match, a corresponding announcement indicating this is made by the system.

Note:
Immediately after setting up the mailbox, the default code number is usually “1234”. If you cannot gain access with this default code number, contact your system administration.
Change the code number when you access your mailbox for the first time!

3.3 Navigating through the Mailbox

After gaining access to the mailbox, the first function which is always made available after announcement of the system status (see above) is the message querying function. The other mailbox functions cannot be accessed until all current messages have been played back or skipped (see Figure 3-1).

An active mailbox connection can be ended at any time by hanging up.

Navigation through the mailbox is controlled via the keypad on your telephone.

The most important functions include “scroll forward” 3 (STD); 2 (XP) and “scroll back” 1 (STD); 7 2 (XP).

Each mailbox function begins with a system help announcement which informs users about the valid keys and their meaning. The user can implement the current function or skip to the next / previous function.

The available functions are different depending on the selected mailbox class.

Details on the individual functions are presented in the following chapters.

Note:
Only one user at a time can access a mailbox, either for querying messages or for administrative functions.
New messages can be recorded during querying / administration.

A call is placed to the *HiPath Xpressions Compact* number from the mailbox owner's extension.

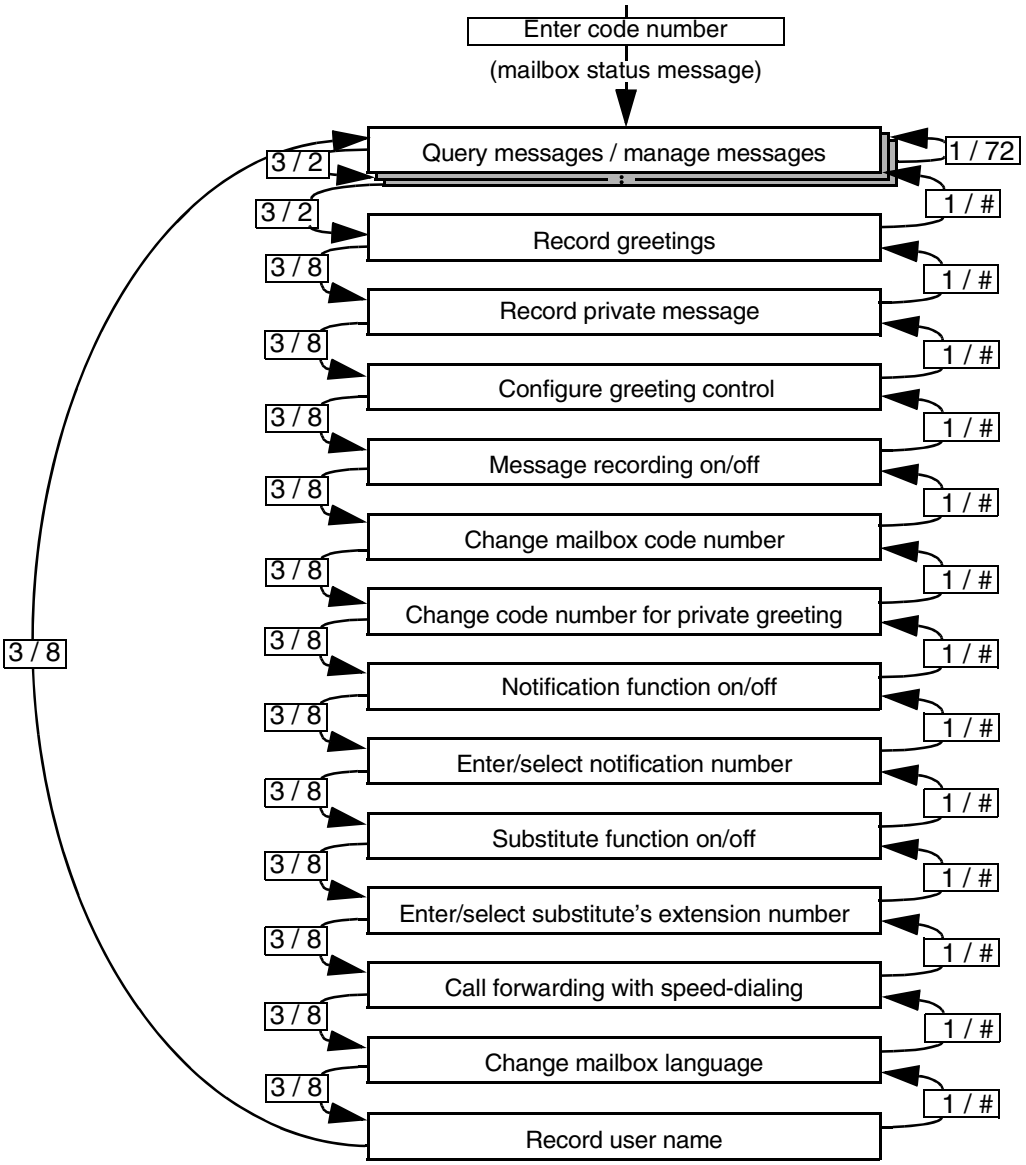


Figure 3-1 Mailbox Functions

Note:
The size of the menu offered depends on the assigned mailbox authorizations.

3.4 Individual Mailbox Functions

3.4.1 Querying Mailbox Messages

Each mailbox is equipped with an area allocated for messages received (input area) and an area for stored messages (storage area). Exception: The basic/information mailbox only includes an input area and is incapable of storing messages.

All messages in the storage area are maintained in chronological order. Whether the newest message is positioned at the beginning or end is configured in the HiPath Xpressions Compact. Whichever order has been chosen is valid for all mailboxes (see Section 2.8, “Order of Message Inquiry”).Characteristics of the input area:

The messages in the input area can be classified as urgent, standard, or private. Messages in the storage area, which stores messages which have already been heard, are classified as either normal or private.

Characteristics of the input area:

- Unlimited number of messages until memory capacity is fully occupied
- Each message is classified as either urgent, private or standard (classification can only be assigned by the sender/caller).
- Urgent messages are played back first in chronological order when the mailbox is queried (see Figure 3-2). Standard and private messages are then played back (ungrouped), also in chronological order.
- Messages classified as "urgent" are reclassified as "normal" after they have been heard in their entirety. The priority change does not occur until after the messages have been heard.
- Each message is provided with a date and time-stamp, which is announced at the end of the message. The caller's number can also be played back, provided it was transmitted with the call (this feature must be switched on during set up).
- Messages in the input area that are identified as private cannot be forwarded.
- All normal and private messages can be moved from the input area to the storage are (saved), and vice versa. Urgent messages cannot be moved until they have received the priority "normal" after being played entirely.
- New messages are always placed in the input area.

Characteristics of the storage area:

- Only a limited number of messages can be saved (the capacity is set by the system administration). Messages in the storage area are played back as a never-ending loop (see Figure 3-2). An advance announcement informs you that you have entered the storage area.
- All messages are arranged in chronological order. Depending on the configuration by the system administrator, the oldest messages-or the newest will be played first (see also Section 2.8, “Order of Message Inquiry”).
- Private messages are indicated by a corresponding announcement.
- Messages in the storage area cannot be forwarded, nor can the caller be called back.
- Messages can be moved back to the input area or deleted. Messages that are moved back to the input area are arranged in chronological order.

The following diagram illustrates how messages are arranged in the input and storage areas:

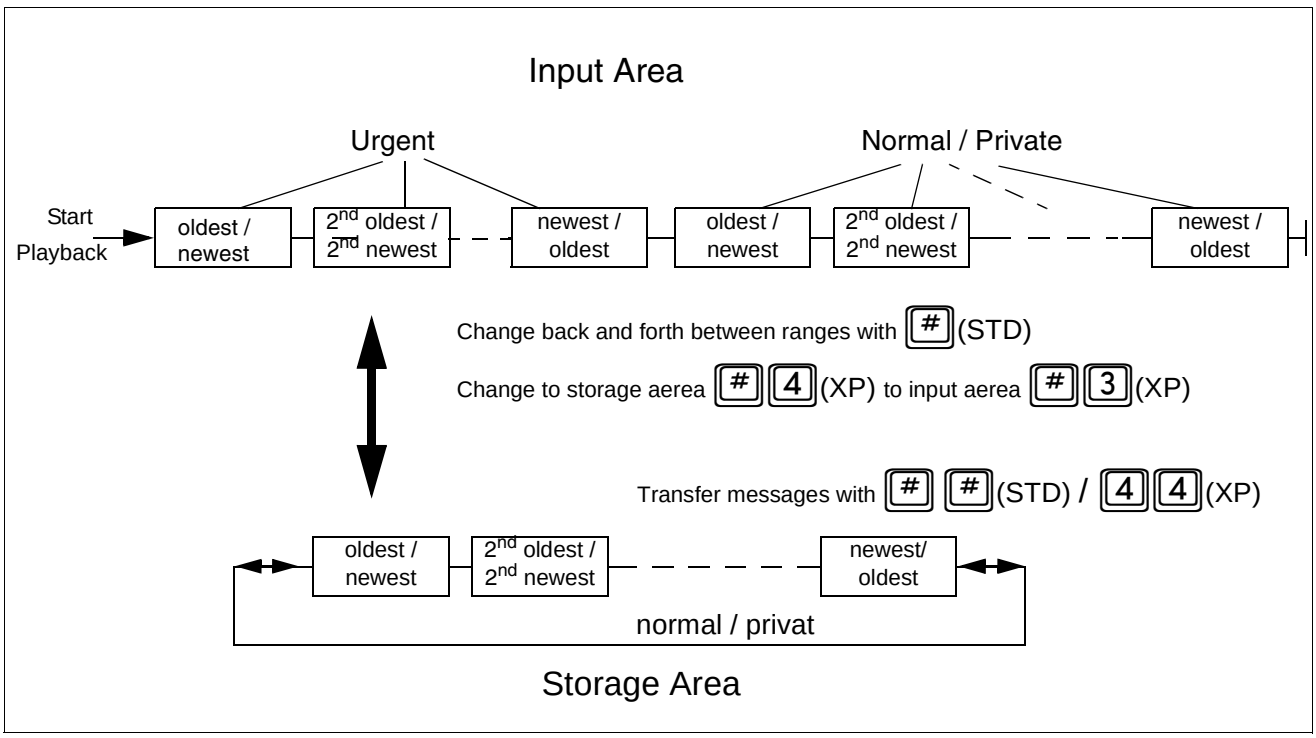


Figure 3-2 Arrangement of Messages in the Input and Storage Areas

Function	Key (STD)	Key (XP)	Possible in Storage Area
Next message: After all the messages in the input area have been played back, the next function is made available. In the storage area, you always skip to the next message (never-ending loop).	3	2	X
Previous message: If the first message at the beginning of the input area is already selected, it is played back immediately. In the storage area, you always skip to the previous message (never-ending loop).	1	72	X
Repeat the message which was last played back.	2	73	X
Interrupt playback for a maximum of 5 seconds (pause), resume playback with any key - the last 5 seconds of the message before the point at which interruption took place are played back as well.	5	*	X
Rewind 5 seconds within the currently playing message.	4	78	X
Fast forward 5 seconds within the currently playing message.	6	98	X
Delete message	00	6	X
Save message / move to the other area (input or storage area)	##	41 44	X
Skip all messages.	*	79	
Respond to a message (record a message in the caller's mailbox); only possible with internal users who have a mailbox!	8	31	
Forward message	9	9	
Return call; connection is established automatically.	*8	70	
Record and send a new message	7	1	
Access another mailbox: enter code number, enter extension number. If access is not possible, the previously accessed mailbox remains active.	* #	#0	
Switch back and forth between the input area and the storage area.	#	#3 #4	X

Table 3-1 Possible Mailbox Functions (depending on mailbox class)

3.4.2 Recording and Selecting Greetings

The owner of a mailbox can use his or her telephone to record all available greetings. Depending on the mailbox class, up to 4 greetings are available:

Greeting	Mailbox Class 1	Mailbox Classes 2 - 5 and Classes 7 - 10	Mailbox Class 6 manual selection
1st Greeting	X	X	X
2nd Greeting	-	X	X
3rd Greeting	-	X	X
4th Greeting	-	-	X

Table 3-2 Greetings Overview

There are different mechanisms available for selection of each greeting (see also Section 3.4.4, “Setting Control Parameters for Greetings”).

Depending on the mailbox classes, the following mechanisms are available:

- Manual
- Day / night* dependant
- Dependant on the type of call
- Calendar controlled

* The day / night control is configured with HiPath 3000.

In addition to recording greetings with the telephone handset, HiPath Xpressions Compact also supports the use of professionally recorded greetings.

Professionally recorded greetings are especially recommendable for company greetings.

Note:
The input of professionally recorded greetings occurs via HiPath 3000 Manager CE. Please see your system administration about this.

After accessing the function, the mailbox owner has the following options:

Function	Key (STD)	Key (XP)
Select the next greeting (only if more than one greeting exists and the manual greeting control is being used)	8	4
Repeat the selected greeting.	2	3
Delete personal greeting and replace with system greeting.	0	6
Disable system greeting and replace with a personal greeting (new recording). Users have the following options after pressing the [0] key twice:	0	1
Begin the recording anew (only during recording)	0	(no key)
End recording. When the recording is finished, it is played back immediately.	#	*

Table 3-3 Setting Up and Recording Greetings

If no personal greeting is recorded, the caller hears the system greeting.

3.4.3 Recording a Private Message

A private message can be recorded for authorized mailboxes.

Function	Key (STD)	Key (XP)
Play back private message	2	3
Delete a private message	0	6
Record a private message	0	1
End recording	#	*
While recording, begin recording again	0	-

Table 3-4 Recording a Private Message

Note:
A caller hears a private message after entering an agreed upon numeric code (code number for private messages). The caller enters the code number during the greeting, preceded by a [*].

3.4.4 Setting Control Parameters for Greetings

After accessing this function, the status is announced.

Mailbox greetings are controlled by pressing the 8 key (STD) or the 1 key (XP). The following options are available:

- **Manual greeting control:**
  One of the 3 or 4 greetings (depending on the mailbox class) is selected manually and used.
- **Automatic greeting control:**
  The type of greeting control must be selected accordingly.
  The following control types are available:

  1. Day / night control dependent on the current setting of the HiPath 3000
     (Greeting 1 = day greeting, greeting 2 = night greeting)
  2. Greeting selection depending on the type of call
     Forwarded calls internal line free --> Greeting 1
     Forwarded calls internal busy --> Greeting 2
     Forwarded calls external line free --> Greeting 3
     Forwarded calls external busy --> Greeting 4
  3. Calendar-controlled greeting control
     Day greeting --> Greeting 1
     Night greeting --> Greeting 2
     Lunch greeting --> Greeting 3
     Special greeting --> Greeting 4

     Important: The calendar is administrated via the HiPath 3000 Manager!

Function	**Key (STD)**	**Key (XP)**
Announce current status	2	3
Select and simultaneously change status	8	1

Table 3-5 Setting Control Parameters for Greetings

3.4.5 Activating and Deactivating Message Recording

The mailbox owner decides whether or not callers can leave messages.

Function	Key (STD)	Key (XP)
Announce status	2	3
Change status (activate/deactivate message recording)	0	1

Table 3-6 Activating and Deactivating Message Recording

Note:
A newly set up mailbox is not activated and is unable to record caller messages until the owner has accessed the mailbox for the first time (see also Section 3.2, “Accessing the Mailbox System / Code Numbers”).

3.4.6 Changing the Mailbox Code Number

Each mailbox is protected against unauthorized access with its own code number. If the "change mailbox code number" function is accessed, the current mailbox number is announced and can be changed after that.

Function	Key (STD)	Key (XP)
Announce current mailbox code number	2	3
Change the mailbox code number. For security reasons, a new mailbox code number must be entered a second time after prompting.	0	1

Table 3-7 Changing the Mailbox Code Number

3.4.7 Changing the Code Number for Private Message

The caller must enter a special code number in order to listen to a private message. The mailbox owner creates this code number.

Function	Key (STD)	Key (XP)
Announce current code number for private message	2	3
Change the code number for private message	0	1

Table 3-8 Changing the Code Number for Private Message

3.4.8 Notification Call

HiPath Xpressions Compact informs users of incoming messages via out-bound call, **S**hort **M**essage **S**ervice (SMS), or pager message.

* Only DTMF based services are supported.

3.4.8.1 Activating and Deactivating the Notification Call

In order to receive a notification of messages received at your mailbox on any other desired telephone (cell phone, home phone, etc.), the notification call function can be activated.

When the mailbox owner accesses the function, the current status is announced first (notification call on/off). Afterwards, the notification call function can be activated / deactivated.

The notification call function can be set according to time (weekday and time). The time control is configured by system administration via HiPath 3000 Manager.

Upon receiving a notification call, the user enters his or her code number and can listen to the new message immediately.

With HiPath 3000 Manager, the notification call function can be set to notify users of every incoming message, or only messages which have been classified as urgent.

Note:
Before the notification call can be activated, a destination telephone number for the notification call must be entered.

Function	Key (STD)	Key (XP)
Announce current status	2	3
Activate or deactivate the notification call	0	1

Table 3-9 Activating and Deactivating the Notification Call

3.4.8.2 Entering and Selecting Notification Call Number

A notification call number must be entered before the notification function can be activated. Up to five notification call numbers can be entered in a list. The currently announced notification call number is used. New notification call number are activated by scrolling forward.

If the notification call should be sent in the form of an SMS to a mobile phone or a pager message, system administration must configure the function with HiPath 3000 Manager.

Note:
There is no confirmation of receipt for notification via pager* or SMS*. It thus cannot be determined if such a notification has reached its recipient.
*Only DTMF-based services are supported.

Function	Key (STD)	Key (XP)
Announce current status of notification call number	2	3
Change the notification call number	0	1
Scroll through the list of notification call numbers to select a number.	8	2

Table 3-10 Entering and Selecting Notification Call Number

Note:
Changing the destination telephone number for the notification call has no effect on the status (active/inactive) of the notification call function.
However, if the currently selected notification call number is deleted without selecting a new number, the notification call function is deactivated.

3.4.9 Substitute Function

Users of an entitled mailbox can forward calls to a substitute. To do this, they must enter the phone number of the substitute and activate the function.

3.4.9.1 Activating / Deactivating the Substitute Function

To forward calls to a substitute's number, this function must be activated.

How the mailbox responds to calls depends upon whether or not the message recording function is activated or deactivated (see Section 3.4.5, “Activating and Deactivating Message Recording”).

If message recording is activated, the system begins with the message recording function. If silence persists for the first 5 seconds of recording, or if the caller presses [0] , recording is stopped, and the system forwards the call to the substitute.

If message recording is deactivated, the call is switched to the substitute immediately after the greeting. Message recording is not possible in this case.

After reaching this function, the current status of the substitute function is announced. Afterwards, the substitute function can be activated/deactivated.

Note:
The substitute's telephone number must be entered and possibly selected before call forwarding can be activated.

Function	Key (STD)	Key (XP)
Announce substitute status	2	3
Change status (activate or deactivate)	0	1

Table 3-11 Activating/Deactivating the Substitute Function

3.4.9.2 Selecting and Entering the Substitute's Extension Number

The personal substitute function can only be activated after entering the substitute's phone number. Phone numbers for up to 5 substitutes can be entered in a list, allowing for the assignment of different substitutes if required. Any desired telephone numbers can be entered. The currently announced substitute number is used.

After activating this dialog, the current substitute number is announced. Afterwards, the number can be changed, or reselected.

Function	Key (STD)	Key (XP)
Announce phone number of currently selected substitute	2	3
Scroll though the entries in the list	8	4
Change an entry	0	1

Table 3-12 Creating and Making Selections from the Substitute List

Note:
Changing a substitute phone number has no effect on the current status (active/inactive) of the substitute function.
However, if the currently selected substitute number is deleted without selecting a new number, the substitute function is deactivated.

3.4.10 Setting Up Auto-Attendant Speed-Dialing Destination Numbers

If a caller selects a speed-dialing destination number which has not been set up, the call is handled as follows:

1. The call is forwarded to a mailbox-specific number
2. The call is forwarded to a mailbox-specific operator
3. The call is forwarded to a system-wide operator
4. The call is forwarded to a system mailbox

If none of the above mentioned destination numbers have been set up, the connection is interrupted.

All auto-attendant mailboxes can have speed-dial numbers. The caller can select another user (internal or external) or another mailbox during the announcement by pressing the appropriate number key on his or her telephone. The caller must be informed of the available options by the announcement.

On accessing the function to change speed-dial numbers, the last selected speed-dial number or the speed-dial list is announced. Speed-dial numbers are available within a range of 0 to 9, and can be linked to an internal or external destination number or a mailbox.

Function	**Key (STD)**	**Key (XP)**
Announce currently selected speed-dial number / speed-dial list	2	3
Scroll forward speed-dial list	8	9
Scroll backward speed-dial list	5	7
Delete or change the destination number	0	1

Table 3-13 Setting Up Auto-Attendant Speed-Dialing Destination Numbers

3.4.11 Selecting a Language for User Prompts

The language used for system messages can be changed if required.

After initializing the function by scrolling, the currently selected language is announced. Afterwards, one of three system languages can be selected.

Note:
The three languages are determined by system administration.

Function	Key (STD)	Key (XP)
Announce current language	2	3
Select any one of the available languages	8	1

Table 3-14 System Messages Language

3.4.12 Changing a User Name

The user name is used as a label for internal functions such as the transmission of messages. If no user name has been recorded, the corresponding mailbox number is announced instead.

After accessing the function, the current status of the user name is announced. Afterwards, the name can be changed / deleted.

Note:
Users are advised to record their names for this function, since this improves transparency and simplifies use of the HiPath Xpressions Compact system for all users.

Function	Key (STD)	Key (XP)
Announce current user name	2	3
Change user name	0	-
Record user name	-	1
Delete user name	-	6

Table 3-15 Recording and Changing the User Name

Note:
A user name must be recorded in order to select a user name.

4 Administering Mailboxes with the Super-User Function

This chapter is intended for the system administrator.

HiPath Xpressions Compact can be administered via a telephone (super-user function) or via HiPath 3000 Manager C/E.

Basic administration of HiPath Xpressions Compact is possible with the super-user function, the full administration of all mailbox parameters is only possible with the HiPath 3000 Manager! The online program offers a description of administration with HiPath 3000 Manager C/E.

Only the super-user administration is described in this manual.

4.1 Overview

IIn order to administer HiPath Xpressions Compact, the administrator must first access the super-user function and identify him or herself with a code number. After successfully logging on to the system, the following functions are made available to the administration:

- **Set up a mailbox** by entering the appropriate extension number and a mailbox class
- **Delete a mailbox** permanently
- **Query a mailbox status**

All of these functions are initiated via entries at the telephone keypad. The system includes a user interface consisting of corresponding voice announcements.

Note:
When using HiPath Xpressions Compact in a HiPath AllServe environment, the entire administration must occur via the HiPath 3000 Manager C/E. The "super-user function" is automatically deactivated in this case.

4.2 Accessing the Super-User Function

The super-user function allows basic administration of HiPath Xpressions Compact. Accessing the function is similar to accessing a mailbox:

After calling the HiPath Xpressions Compact group number, the prefix * # followed by the super-user code is entered (standard code "12345678").

Important! --> All super-user configurations are recorded in a log file with date and time.

After accessing the super-user function and entering the valid code number, the number of existing mailboxes and remaining memory capacity are announced (see Section 4.2.1, “Mailbox Administration”).

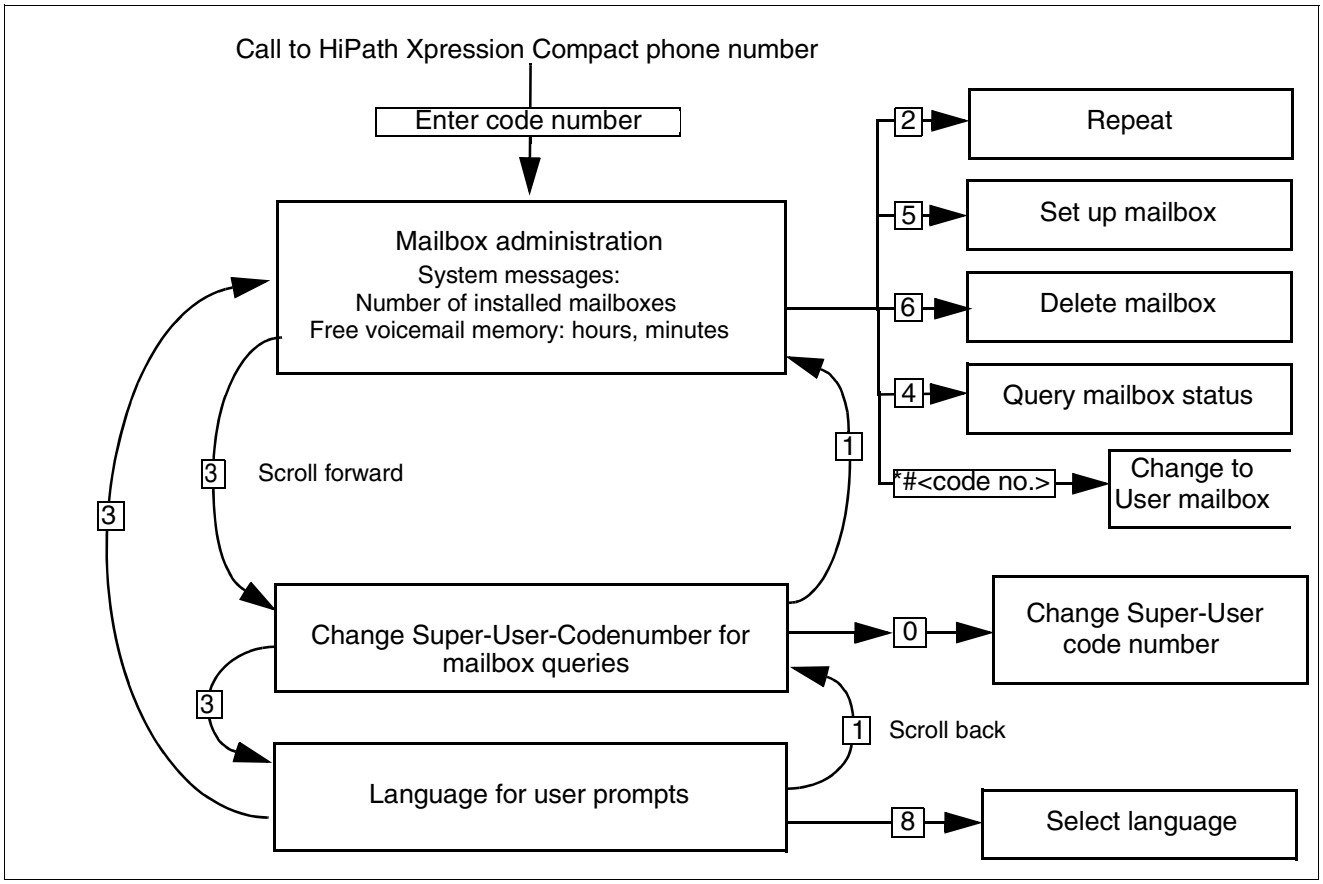


Figure 4-1 Super-User Functions

Access to the super-user function is ended by hanging up the telephone (i.e. by interrupting the connection).

4.2.1 Mailbox Administration

Mailbox administration is made available to the system administrator as soon as he or she has accessed the super-user function and entered the valid code number. The status announcement announces the number of existing mailboxes and the remaining memory capacity.

Note:
This announcement is repeated if the system administrator returns to the mailbox administration function by scrolling forward or back.

The following functions are available to the system administrator:

Function	Key
Set up a mailbox	5
Delete a mailbox	6
Query the status of a mailbox	4

Table 4-1 Accessing Mailbox Administration Functions (see also Figure 4-1)

Note:
The super-user can also access the administration mode of an individual mailbox by entering * # followed by the code number of the mailbox.

4.2.1.1 Setting up a Mailbox

After the system administrator has accessed the super-user function and entered the valid code number, he or she can set up a new mailbox by pressing 5 (see Figure 4-1). The administrator is guided through the corresponding procedure via appropriate system announcements.

To set up a new mailbox, a mailbox number must be entered. The system checks to make sure the entered number is valid or has been previously assigned. A system message will help guide the super-user if needed.

If the entered number is valid and has not been previously assigned, the system asks for a mailbox class for the new mailbox. After the class has been entered, the mailbox is installed automatically by the system.

Note:
The user can now access his or her newly set up mailbox by using the standard code. The mailbox does not become active and is unable to record messages until its owner has accessed the mailbox for the first time. The owner must therefore be informed this his or her mailbox has been set up.
The HiPath 3000 Manager enables the individual configuration of all features for a new mailbox.

4.2.1.2 Deleting a Mailbox

After the system administrator has accessed the super-user function and entered the valid code number, he or she can delete a mailbox permanently by pressing 6 (see Figure 4-1). The administrator is guided through the corresponding procedure via appropriate system announcements.

The system administrator enters the number of the mailbox to be deleted. The system checks to see whether or not the mailbox number is valid, if the mailbox is empty, and if it is currently being used. If all of the preconditions for deletion have been fulfilled, the mailbox is permanently deleted. If any of these preconditions have not been met, the super-user receives a corresponding system announcement.

4.2.1.3 Querying the Status of a Mailbox

After the system administrator has accessed the super-user function and entered the valid code number, he or she can query the status of any existing mailbox. However, the administrator cannot listen to the messages left in the mailbox. The user is supported by system messages.

After pressing 4 (see Figure 4-1), the system administrator must enter the mailbox number (extension number of the mailbox owner). The mailbox class, the number of received messages, the number of stored messages and the length of the messages, as well as other additional information, are then announced.

The system administrator now has the following options:

Function	**Key**
Repeat announcement	2
Select another mailbox	0
Abort query	#

Table 4-2 Querying Mailbox Status

4.2.2 Changing the Code Number for the Super-User Function

The super-user function is protected against unauthorized access by a code number.

After the system administrator has accessed the super-user function and entered the valid code number, the code number can be changed if necessary. On accessing this function (see Figure 4-1), the system administrator is guided through the corresponding procedure via appropriate system announcements.

Note:
The * and # characters are not part of the code number, but a control prefix required by the system.

Function	Key
Announce current code number	2
Change the code number. New code numbers must be entered twice for security reasons.	0

Table 4-3 Changing the Code Number

4.2.3 Changing the Language for System Announcements

After the system administrator has accessed the super-user function and entered the valid code number, the language for super-user system announcements can be changed if required. On accessing this function (see Figure 4-1), the super-user is guided through the corresponding procedure via appropriate system announcements.

Function	Key
Announce current language	2
Scroll through available languages and select one	8

Table 4-4 Changing the Language for System Announcements

5 Recording

During a telephone call the record function can be activated by pressing the programmed record key or with a key sequence. Deactivation results either when the programmed record key is pressed again or when the conversation is ended. The current status is displayed in the system telephone display. The recording is delivered as a normal message and is stored in the input area. It is not specifically identified as a recording.

This feature is only configurable with the HiPath 3000 Manager. According to the configuration (and independent of legal requirements), one of the following audio information messages is played back:

- Notification that the conversation is being recorded.
- A short notification tone.
- No acoustic notification.

The end of recording is not signaled acoustically.

Recording may be automatically stopped or not started in the following situations:

- the maximum storage capacity has been reached
- message recording is deactivated

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