SIEMENS

HiPath 3000
HiPath Xpressions Compact
Version 1.0
Quick Reference Guide

Introduction

Please read these instructions carefully before using your mailbox.

HiPath Xpressions Compact places innumerable functions at your disposal which facilitate your daily work with customers, business partners and colleagues:

- Callers can leave messages if, for example, you are away from your desk or on the phone.
- You are informed immediately of incoming messages.
- You can add your own personal comments to received messages, and forward them to your colleagues.
- An appropriate greeting message for every possible situation is always available for your callers.
- A special private message can be recorded for family members and friends.
- You can refer your callers to a competent colleague when you are away from the office, who takes care of your concerns and receives your calls.
- Internal messages can be sent to other company employees.

With the help of these functions and more, HiPath Xpressions Compact improves both internal and external communications for your company over the long term.

The mailboxes have been subdivided into 6 classes in order to provide each user with an optimized scope of functionality. Standard, class 1 through 4 mailboxes are described in the following pages. Please refer to the user manual for descriptions of classes 5 and 6, which include additional features such as the Auto-Attendant function.

Use HiPath Xpressions Compact as your own personal assistant. You'll be amazed at how easy it is to work with your new partner.

All functions are controlled with the keys of your own, or any other touch-tone telephone. Continuous user support is provided in the form of recorded voice messages.

Getting Started

Accessing the Mailbox

In order to access your mailbox, call the HiPath Xpressions Compact number which has been assigned to you by the system administrator. The mailbox responds, and asks you to enter your code number.

Enter your mailbox code number.

When you call your mailbox for the first time, use the code number provided to you by the system administrator.

On entering the correct code number, the mailbox informs you of its current status. Usually the code number '1234' is used.

Following successful access, you can navigate through the various mailbox functions.

1. To record your name (as of class 2 mailboxes), press

   repeatedly until you hear a system message which indicates that no user name is available.

2. Now press

   and say your name after you have been requested to do so, and after the following beep tone. End your recording by pressing

   .

> As long as you have not recorded your name, you will always hear a system message which indicates that no user name is available. Your user name is especially important if other mailbox users forward messages to you, or send internal messages.

Navigating through the Mailbox

Navigate through the mailbox functions by pressing the
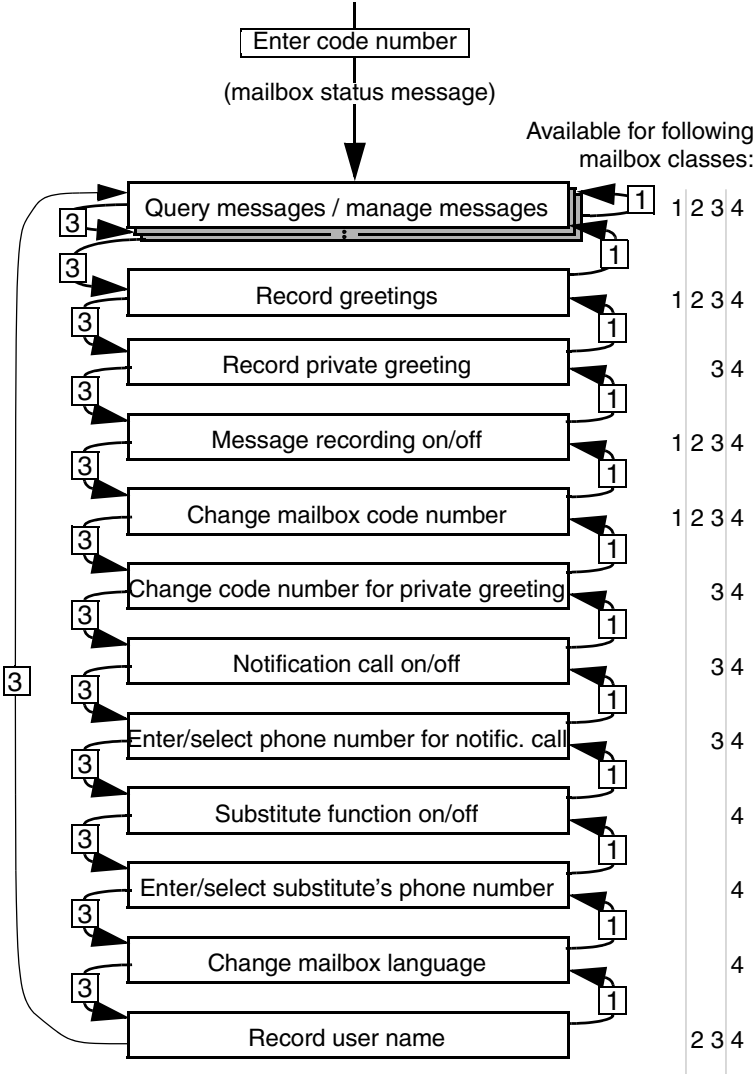
   (scroll forward) or the

   (scroll back) key, multiple times if necessary.

All further options are announced via recorded voice messages.

The Menu Structure

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

Enter code number

(mailbox status message)

Available for following mailbox classes:

| | Query messages / manage messages | | 1 2 3 4 |

3

1

3

| Record greetings | | 1 2 3 4 |

3

1

| Record private greeting | | 3 4 |

3

1

| Message recording on/off | | 1 2 3 4 |

3

1

| Change mailbox code number | | 1 2 3 4 |

3

1

| Change code number for private greeting | | 3 4 |

3

1

| Notification call on/off | | 3 4 |

3

3

1

| Enter/select phone number for notific. call | | 3 4 |

3

1

| Substitute function on/off | | 4 |

3

1

| Enter/select substitute's phone number | | 4 |

3

1

| Change mailbox language | | 4 |

3

1

| Record user name | | 2 3 4 |

Getting Acquainted with Your Mailbox

If you hung up your phone, call HiPath Xpressions Compact again. The system asks you to enter your code number. After entering your code number, a recorded voice will inform you as to whether or not messages have been received in your mailbox, and if so how many.

Use the

1 and

3 keys on your telephone keypad to scroll back and forth between messages and mailbox functions. With the

0 key you can:

- Delete messages
- Change settings
- Restart a recording that is currently being played back

Changing the Greeting Text

Now that you are able to scroll back and forth between messages and mailbox functions, you should change your greeting text. Up until now, the standard greeting has been used. In order to record you own personalized greeting, scroll through your mailbox with the

3 key respectively the

1 key until you hear the system message indicating the first greeting message. You can now delete the standard message and replace it with your own personalized message by activating the

0 key. End your recording by pressing

.

Additional greetings can be recorded by pressing the

8 key. Proceed as described for first greeting text.

From now on, your mailbox will respond to calls with your personalized greeting!

In order to double-check your greeting, call your own extension from another telephone. This will allow you to hear what your mailbox sounds like to other callers.

> In order for HiPath Xpressions Compact to respond to incoming calls, call forwarding "after a given period of time" and/or when "busy" must be set up by the system administrator. If HiPath Xpressions Compact does not respond to calls, check the parameter settings with the help of the instructions included in the user manual, or ask your system administrator.

Changing Code Number

To avoid the unauthorized entry to your personal mailbox your code number should be changed in regular intervals. Especially important is the change of the code number when using the mailbox for thefirst time.

If you would like to change the code number proceed as follows:

1. Call HiPath Xpressions Compact and enter your code number.

2. Scroll through your mailbox with the

3 key until you hear the system message which indicates the code number for mailbox queries.

After pressing the

0 key, you can enter your individual private code number.

> Memorize your code number. Only this code number enables you to enter your mailbox.

Recording Private Messages

You can leave a personal message for family members and friends. Record-
ed personal messages can be heard from any telephone. Your family mem-
bers and friends will need to enter a special code number for private mes-
sages.

> Calls must be placed from a touch-tone telephone (with multi-fre-
> quency selection), or it must be possible to temporarily switch the
> phone to multi-frequency selection.

If you would like to record a private message, proceed as follows:

1. Call HiPath Xpressions Compact and enter your code number.

2. Scroll through your mailbox with the

3 key respectively

1 key until you hear the system message which indicates that no private
message is available.

3. After pressing the

0 key, a private spoken message can be recorded. End your recording by
pressing

.

Now you'll need to query and/or change the private message code num-
ber: Scroll through your mailbox with the

3 or the

1 key until you hear the system message which indicates your current
code number for private messages. Change the code number by press-
ing the

0 key. Follow the instructions provided by your mailbox in order to enter
the desired private message code number.

> Provide this number to everyone for whom your private message is
> intended!

Listening to Private Messages

Your family members and friends can call your office number from any touch-tone telephone. They only need to press the

[*] key, and enter the private message code number via the telephone keypad during the ensuing mailbox message. They now hear the private message and can subsequently leave a message for you.

Sending Internal Messages

HiPath Xpressions Compact allows you to send messages to colleagues without calling them directly. After calling HiPath Xpressions Compact and entering the code number press the

[7] key. HiPath Xpressions Compact now asks you to record a spoken message.

Finish the recording by pressing

[#] .

You can mark the message by pressing

[7] key as urgent, by pressing

[8] key as private or by pressing

[9] key as a normal message.

Enter the mailbox number of the recipient after the system request.

By pressing

[7] key your message will be sent to the recipient.

Forwarding a received message

HiPath Xpressions Compact allows you to add a comment to the received message and send it to colleagues.

To do this, press the

9 key while the desired message is being played back. HiPath Xpressions Compact now asks you to record a spoken comment.

End your recording by pressing

.

You can mark the commented message by pressing

7 key as urgent, by pressing

8 key as private or by pressing

9 key as a normal message.

Enter the mailbox number of the recipient after the system request.

By pressing

9 key your commented message will be sent to the recipient.

Notification Calls

HiPath Xpressions Compact can call you after a message has been received in your mailbox. You only need to inform HiPath Xpressions Compact of the telephone number to be called (e.g. cell phone, home phone etc.). To do this, call HiPath Xpressions Compact and enter your code number. Scroll through your mailbox with the

3 key respectively

1 key until you hear the system message which indicates that no notification call number is available. After pressing the

0 key, the desired number can be entered.

If you would like notification calls to be routed to an external number (cell phone, home phone etc.), press the numeral for outside line before entering the telephone number. Follow the instructions provided by your mailbox.

Now inform your mailbox that you would like to be notified when messages are received: After scrolling back with the

1 key, you'll hear the system message which indicates that the notification call function is switched off. Press the

0 key once in order to switch the notification call function on.

Setting Up a Substitute

You can activate the substitute function whenever you are not in the office, for example when you are on vacation. After hearing your greeting, callers are connected with the substitute of your choice (e.g. a colleague), depending on the status of your message recording function. You only need to inform HiPath Xpressions Compact of your substitute's telephone number (extension number).

Call the HiPath Xpressions Compact number and scroll through your mailbox with the

`3` key respectively the

`1` key until you hear the system message which indicates that no substitute number is available. After pressing the

`0` key, you can enter the extension number of the desired substitute, i.e. of your colleague. End your entry by pressing

`#` .

Next, inform your mailbox that you wish to be represented by your substitute: After scrolling back with the

`1` key, you'll hear the system message which indicates that the substitute function is switched off. Press the

`0` key once to turn on the substitute function.

Don't forget to inform your callers that they will be connected with a substitute with your greeting message.

Check to see whether or not your substitute has set up his or her mailbox, and if so, make sure that message recording has been activated.

Available Functions

Different mailboxes are equipped with various ranges of functions, depending on the so-called mailbox class.

You can find out which class **your** mailbox has been assigned to by asking your system administration.

The system administrator manages the mailboxes, and assigns your mailbox to its respective class.

The following applies to all mailbox classes:
  – Mailboxes are protected against unauthorized access with a code number.
  – The mailbox owner can record greetings.
  – Receiving a message is signalized.
  – Messages can be played back and deleted.

The following also applies to mailbox classes 2 through 4:
  – Up to three greetings can be recorded and alternately used.
  – The mailbox owner can record a user name announcement.
  – Messages can be saved and forwarded to other users.
  – The owner can also record and send messages directly from the mailbox.

The following also applies to mailbox classes 3 through 4:
  – The "retrieve caller from playback loop" function is available, but only if the caller's number was transmitted with the call.
  – The mailbox owner can record a private message, which can only be queried and heard by persons in possession of the private message code number.
  – A notification call function can be activated to call a desired number whenever a message is received in the mailbox.

The following also applies to mailbox classes 4:
  – The mailbox provides its owner with a substitute function. This involves the forwarding of calls.
  – Various languages can be selected for system messages.

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The information in this document contains general descriptions of the technical options available, which do not always have to be present in individual cases.

The required features should therefore be specified in each individual case at the time of closing the contract.