Operation

HiPath 3000
HiPath Xpressions Compact V3.0

Short Reference Guide
Standard User Interface

A31003-S2530-U101-1-7619

www.siemens.com/enterprise

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The device conforms to the EU guideline 1999/5/EG, as attested by the CE mark

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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Introduction

Before using your mailbox, make sure you read and understand these instructions.

HiPath Xpressions Compact offers a wide range of functions to simplify your daily interactions with customers, business partners, and colleagues:

- Callers can leave messages for you if you are away from your desk, for example, or busy on another call.
- You receive immediate information about inbound messages.
- You can add a personal comment to inbound messages and forward them to other colleagues.
- You have an appropriate greeting ready for every situation.
  You can configure the system to select announcements on the basis of the call situation (external call, internal call, busy or free).
- Family members and friends can record a special private message for you.
- When absent, you can divert callers to a competent agent who will take care of your business and answer your calls.
- You can send internal messages to other coworkers.
- The Mobility function integrates your external telephones (cell phones, home office phones, etc.) – like extension phones – in the PABX.

This and other HiPath Xpressions Compact functions help you continuously improve internal and external communication in your company.

Mailbox performance is defined by the mailbox class or the Mobility functionality. The class is set by the service technician in the course of mailbox configuration. For an overview of mailbox classes or the Mobility function, refer to the User Manual.

HiPath Xpressions Compact is like your own personal assistant - and you'll be amazed at how easy interaction is with your new partner!

All functions can be controlled over Web-Based Management (WBM). Access is described in the Operating Manual; for details refer to the WBM online help.
Alternatively, you can control functions via the keys on your own optiPoint phone or any other touch-tone telephone, while the system's audio voice prompts guide you through all operations.

First Steps

How to Access My Mailbox for the First Time

To access your mailbox, call the HiPath Xpressions Compact number assigned to you by your system administrator. The mailbox responds and prompts you to enter your code.

1 2 3 4 Enter your mailbox code number.

When calling your mailbox for the first time, use the code number supplied by your system administrator, usually '1234'.

If you enter the code correctly, your mailbox announces the current mailbox status. Your mailbox is now activated and permits navigation.

Make sure to change your code number. For information on how exactly to do this, refer to the chapter "How to Change My Code Number".

You can now access your mailbox and navigate through it.

1. To record your name, press

   3 repeatedly until you hear a system announcement that indicates that there is no user name recorded.

2. Now press

   0 and record your name after the tone as prompted. Finish the recording by pressing

   #

How to Navigate the Mailbox

To navigate the mailbox press

3 (scroll forward) or

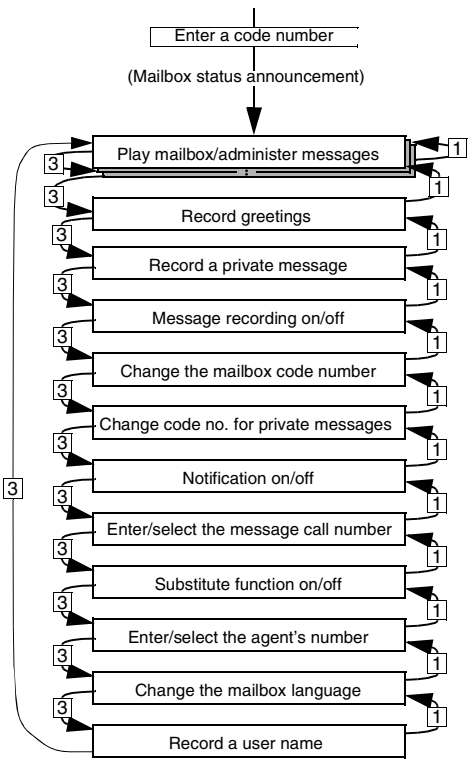
1 (scroll back) once or, where applicable, several times in succession.

All options available are signaled by announcements.

Menu Tree

The functions offered by your mailbox depend on the mailbox class set.

Call to the HiPath Xpressions Compact number from the owner's extension.



How to Familiarize Myself with My Mailbox

Call HiPath Xpressions Compact. The system prompts you to enter your code number. Once you have entered the code number, you hear a message indicating the mailbox status and, where applicable, how many inbound messages are in your mailbox.

Use the key

1 or the key

3 on your phone to scroll back and forth between your mailbox messages and functions. Use the key to

0
- delete messages,
- change settings,
- restart the ongoing recording.

How to Change a Greeting

Now that you can scroll through your mailbox messages and functions, you should change your greeting. Up to now, the system has only used the default announcement. To record your personal greeting, scroll through your mailbox with the key

3 or the key

1 until you hear a system text for the first greeting. You can now delete the default announcement and replace it with your personal greeting by pressing the

0 key. Terminate recording by pressing

Use the key

8 to record additional greetings. Proceed as for the first greeting.

From now on, your mailbox replies with your personal greeting.

To check your own announcement, call your extension from another telephone. You will hear how your mailbox sounds to callers.

HiPath Xpressions Compact can only answer your calls if call forwarding to the mailbox "after timeout" and/or "on busy" is configured for your extension. Consult your system administrator if calls for your extension are not forwarded to HiPath Xpressions Compact.

How to Change My Code Number

You should change your code number regularly to prevent unauthorized access to your personal mailbox. It is particularly important to change the code number the first time you use your mailbox.

Proceed as follows to change the code number:

1. Call HiPath Xpressions Compact and enter your existing code number.
2. Scroll through your mailbox with

   3

   until you hear the status announcement that specifies the code number for remote access. After you press the key

   0

   you can enter your individual code number.

   You are then prompted to reenter the new code number for security.

Make sure to memorize your code number well because you cannot access your mailbox without it.

How to Send Internal Messages

HiPath Xpressions Compact lets you send messages to colleagues without calling them directly. Once you have called HiPath Xpressions Compact and entered the code number, press

7

HiPath Xpressions Compact prompts you now to record a message. Terminate recording by pressing the key

#

You can enter

7 to flag the message as urgent or

8 to flag it as private or

9 to flag it as normal or

2 to play it back.

When prompted by the system, enter the recipient's mailbox number or the number of a distribution list (optional).

Enter

7 to send your message to the recipient.

How to Forward an Inbound Message

HiPath Xpressions Compact lets you add comments to inbound messages and forward them to a colleague.

To do this, press

9 while a message is playing back. HiPath Xpressions Compact prompts you to record a comment.

Terminate recording by pressing the key

#

You can enter

7 to flag the commented message as urgent or

8 to flag it as private or

9 to flag it as normal or

2 to play back the recorded message.

When prompted by the system, enter the recipient's mailbox number or the number of a distribution list (optional).

Enter

9 to send your commented message to the recipient.

How to Activate the Message Call Function

HiPath Xpressions Compact can call you if you receive a message in your mailbox. All you have to do is specify the number of the phone (cell phone, private number, etc.) that HiPath Xpressions Compact should call. To do this, call HiPath Xpressions Compact and enter your code number. Use the key

3 or the key

1 to browse your mailbox until you hear the system text that informs you that there is no message call number set. Press the key

0 to enter the number of your choice.

If you want the notification call to be sent to an external number (cell phone, private number, etc.), enter the digit for trunk access before the number. Follow your mailbox's instructions for this.

You must now inform your mailbox that you would like to receive notifications. To do so, press the key

1 to scroll back to the system text that indicates that the message call is now deactivated. Press the key

0 once to activate the message call.

How to Activate the Substitute Function

You can activate the Substitute function for periods of absence, for instance, when on vacation. Depending on your message recording status, callers are then connected to an agent (colleague, for instance) after they hear your greeting. For this to work, however, you must provide HiPath Xpressions Compact with the number (extension) of your agent.

Call the HiPath Xpressions Compact number and scroll with the key

or the key

until you hear the system text that informs you that there is no agent number set. Press the key

to enter the number of the colleague you want to set as your agent. Terminate your input by pressing the key

You must now inform the mailbox that you want to be substituted. To do this, press the key

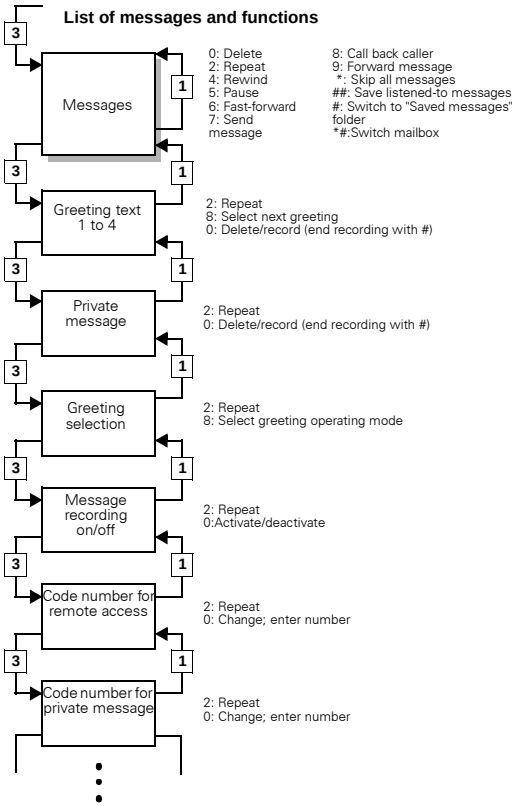
to scroll back to the system text that indicates that the Substitute function is deactivated. Press the key

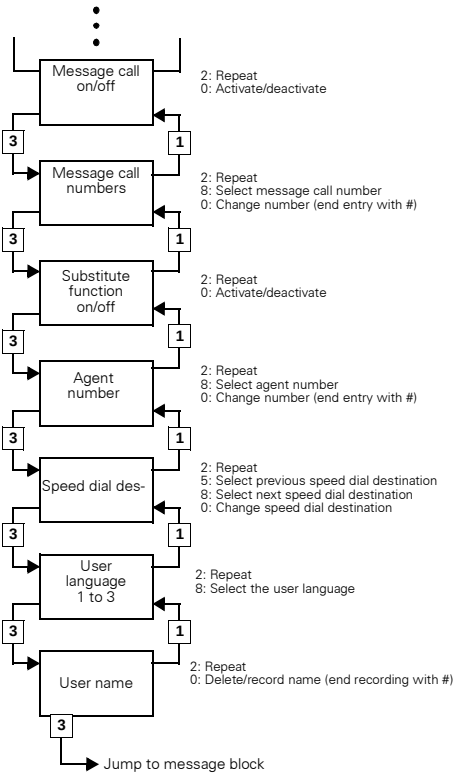
once to activate the Substitute function.

As a courtesy to callers, remember to mention your agent in your greeting.

Check if your agent has configured a mailbox and if so, if message recording is activated.

Menu and Key Assignment for Xpressions Compact Standard Key Operation




Message call on/off
2: Repeat
0: Activate/deactivate
3
1
Message call numbers
2: Repeat
8: Select message call number
0: Change number (end entry with #)
3
1
Substitute function on/off
2: Repeat
0: Activate/deactivate
3
1
Agent number
2: Repeat
8: Select agent number
0: Change number (end entry with #)
3
1
Speed dial des-
2: Repeat
5: Select previous speed dial destination
8: Select next speed dial destination
0: Change speed dial destination
3
1
User language 1 to 3
2: Repeat
8: Select the user language
3
1
User name
2: Repeat
0: Delete/record name (end recording with #)
3
Jump to message block

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Hofmannstr. 51, D-81359 München

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