



# Service Guideline

Product: HiPath Xpressions Compact

Product version: V1.0

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## History of changes

| Issue | Date     | Changes   |
|-------|----------|---|
| V0.1  | 23.08.01 | Creation of the Service Guideline HiPath Xpressions Compact Service Guideline V1.1  |
| V0.2  | 06.12.01 | Adaptation of the service-guideline because the commercial exploitation structures has changed                            |
| V1.0  | 11.02.02 | Adaptation of the service-guideline chapter 3.10 service times because the commercial exploitation structures has changed |
| V1.0  | 26.02.02 | Corrections (red marked)  |

## Release

| Dept./Function | Name          | Date     | Signature |
|----------------|---------------|----------|-----------|
| ICN EN HO PM 4 | Günter Kreißl | 12.12.01 | G. Kreißl |

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# 1 Introduction

## 1.1 General

This service guideline describes product-specific features regarding installation, set-up and maintenance of HiPath Xpressions Compact V1.0.

This document does not contain descriptions of the global processes and structures of the individual service organisations.

We assume that the users at whom this document is aimed have a sound working knowledge of the general service procedures.

This document is subject to the requirements of DIN ISO 9001 and in this respect is a controlled document. For certification in accordance with DIN ISO 9001 it is necessary to inform all organisational units concerned without exception. This document is subject to the CIP (Continuous Improvement Process).

## 1.2 Country specifics

Country specifics will be dealt with in the individual sections if necessary.

## 1.3 Target Group

RAC-T/ITSC managers

Managers of the service organisations/delivery units

Realisation management/engineering/project planning and technical processing managers

Product support

Communication partners

## 2 Product information

### 2.1 Product description

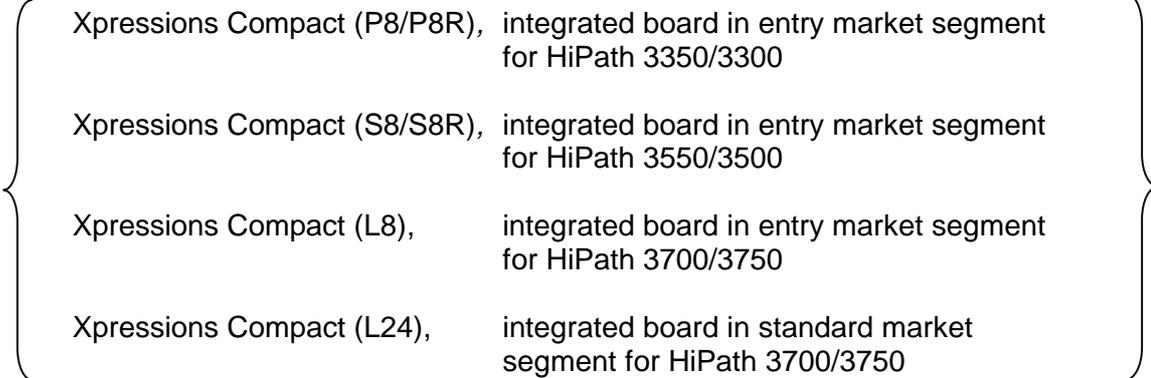
**Important hint:**

**The HiPath Expressions Compact-boards of IVMP8 and IVMP8R are available in January / February 2002 !**

HiPath Xpressions Compact V1.0 is the new integrated system family for messaging in HiPath 3000 Version 1.2 and later (for Germany Hicom 150H V1.2 SMR F).

#### Product Structure

Xpressions Compact boards are available for HiPath 3350, HiPath 3550 and 3750 systems for both the wall mounting cabinet and the 19" HiPath 3300/3500/3700 housing.

|                    |   |   |  |
|--------------------|---|---|--|
| Xpressions Compact | = |  | Xpressions Compact (P8/P8R), integrated board in entry market segment for HiPath 3350/3300 |
|                    |   |   | Xpressions Compact (S8/S8R), integrated board in entry market segment for HiPath 3550/3500 |
|                    |   |   | Xpressions Compact (L8), integrated board in entry market segment for HiPath 3700/3750     |
|                    |   |   | Xpressions Compact (L24), integrated board in standard market segment for HiPath 3700/3750 |

#### Configuration Parameters

| Product                     | Memory capacity | Ports for messaging |
|-----------------------------|-----------------|---------------------|
| Xpressions Compact (P8/P8R) | 100 h           | 8                   |
| Xpressions Compact (S8/S8R) | 100 h           | 8                   |
| Xpressions Compact (L8)     | 100 h           | 8                   |
| Xpressions Compact (L24)    | 100 h           | 24                  |

## 2.2 Limitations/dependencies

The possible number of mailboxes is not limited by the license key but is tied to the type of system:

|                   |               |
|-------------------|---------------|
| HiPath 3300/3350: | 500 mailboxes |
| HiPath 3500/3550: | 500 mailboxes |
| HiPath 3700/3750: | 500 mailboxes |

Furthermore, there are limitations for the following types of mailboxes:

|                          |  |
|--------------------------|--|
| AutoAttendant mailboxes: | 100 (50 for HiPath 3300/3350) from the 500 mailboxes |
| Information mailboxes:   | 100 (50 for HiPath 3300/3350) from the 500 mailboxes |

Affects all HiPath Xpressions Compact boards:

The HiPath Xpressions Compact data is not in the KDS backup.

### Configuration information

- in the max. 1 Xpressions Compact board per system
- allowed slots for Xpressions Compact
  - in the HiPath 3300: slot 4 or 5
  - in the HiPath 3350: slot 5
  - in the HiPath 3500: slot 4, 5, 6, 7, 8 or 9
  - in the HiPath 3550: slot 5, 7 and 9
  - in the HiPath 3700/3750 basic box: only slot 7; Extended Line Size (ELS)-box: only slot 8

In addition – as far as the HiPath 3700/3750 is concerned – a ferrit (order-no. C39022-Z7000-C7) has to be applied in the basic box to the lead off cable of the board in slot 6 resp. in the ELS-box to the lead off cable of the board in slot 7. In the case, slot 6 resp. slot 7 is not occupied by a board, then the ferrit has to be allocated to the lead off cable of the next board that is plugged in - left to the Xpressions Compact board (At the current status of the project, the information to the last bullet are to be seen as provisional.)

- The Xpressions Compact-board of the type L24 and a SLMO24 should not be joint owners of the same PCM-bus. In the master/slave mode of the SLMO24, the complete accessibility is not guaranteed.
- The Xpressions Compact-board of the type L8 and L24 are allowed to be applied and to be withdrawn from a “running” HiPath-system. (hot-plugable)

## 2.3 Product introduction

### 2.3.1 Client Information, Product introduction

As a client of Siemens AG, you can obtain further information about this from your country-specific Siemens organisation.

### 2.3.2 Siemens Information, Product introduction

The market launch dates can be found in the [Sales Information](#).

## 2.4 Delivery

### 2.4.1 Scope

#### Marketing items in direct sales, Germany

#### HiPath Xpressions Compact integrated voice mail system as an option for Hicom 150 H V1.2 or HiPath 3000

|   |                                   |             |
|---|-----------------------------------|-------------|
| <b>HiPath Xpressions Compact V1.0<br/>integrated voice mail system<br/>with 8 ports to HiPath 3300/3350</b><br>consisting of: | <b>L30250-U600-A141<br/>CU141</b> | <b>1)3)</b> |
|---|-----------------------------------|-------------|

for HiPath 3350 (wall model)  
1 x IVMP8 board  
S30122-Q7379-X100

for HiPath 3300 (rack model)  
1 x IVMP8R board  
S30122-K7379-Z100

|   |                                   |             |
|---|-----------------------------------|-------------|
| <b>HiPath Xpressions Compact V1.0<br/>integrated voice mail system<br/>with 8 ports to HiPath 3500/3550</b><br>consisting of: | <b>L30250-U600-A131<br/>CU131</b> | <b>1)3)</b> |
|---|-----------------------------------|-------------|

for HiPath 3550 (wall model)  
1 x IVMS8 board  
S30122-Q7379-X

for HiPath 3500 (rack model)  
1 x IVMS8R board  
S30122-K7379-Z

|   |                                   |             |
|---|-----------------------------------|-------------|
| <b>HiPath Xpressions Compact V1.0<br/>integrated voice mail system<br/>with 8 ports to HiPath 3700/3750</b><br>consisting of: | <b>L30250-U600-A133<br/>CU133</b> | <b>1)3)</b> |
|---|-----------------------------------|-------------|

1 x IVML8 board  
S30122-H7380-X100

|  |                                   |             |
|--|-----------------------------------|-------------|
| <b>HiPath Xpressions Compact V1.0<br/>integrated voice mail system<br/>with 24 ports to HiPath 3700/3750</b><br>consisting of: | <b>L30250-U600-A134<br/>CU134</b> | <b>1)3)</b> |
|--|-----------------------------------|-------------|

1 x IVML24 board  
S30122-H7380-X

**Optional expansion items for HiPath Xpressions Compact**

|   |                                   |           |
|---|-----------------------------------|-----------|
| <b>Feature configuration<br/>Automatic attendant console<br/>for HiPath Xpressions Compact</b>  | <b>L30250-U613-A142<br/>CU142</b> |           |
| <b>Addition-expenditure for installation with<br/>parameters differently from default-values<br/>for HiPath Xpressions Compact after<br/>expenditure per hour</b> | <b>L30250-U613-A138<br/>CU138</b> | <b>4)</b> |

**Legend:**

- 1) Possible max. 1x in Hicom 150 H V1.2 (Point, Com and Pro) or HiPath 3000.  
System upgrade possibly required.  
The IVMS8 or IVMS8R or IVML8 or IVML24 board each occupy one slot in the switch.
- 2) To be ordered max. 1 time as an option for Xpressions Compact, type IVMS8/IVMS8R, IVML8 or IVML24.
- 3) The documentation for HiPath Xpressions Compact (operating documentation) is included with the switch documentation on the CD-ROM.  
It may be necessary to re-order the current system documentation on CD-ROM under P31003-H1012-C100-\*-6Z19 from LFZ-Fürth if older version switches are upgraded with HiPath Xpressions Compact.
- 4) In principle, the tidings-specific parameters can (differently from default-parameters), through the customer himself determines and is pretended with help of the system-planner to the System configuration.  
On tidings-wish, the retrieval as well as the reception can take place into the system-planner through the service-technician.  
In both cases, the tidings-specific system-configuration of the service-technician must be enforced after expenditure.

**Marketing items for distributors in Germany and for IM****HiPath Xpressions Compact integrated voice mail system  
as an option for Hicom 150 H V1.2 or HiPath 3000**

|  |                                   |             |
|--|-----------------------------------|-------------|
| <b>HiPath Xpressions Compact V1.0<br/>integrated voice mail system<br/>for 8 ports with IVMP8 module to<br/>Hicom 150 H OfficePoint V 1.2 or HiPath 3350<br/>(wall model)<br/>consisting of:</b> | <b>L30251-C600-A279<br/>DU279</b> | <b>1)3)</b> |
|--|-----------------------------------|-------------|

1 x IVMP8 board  
S30122-Q7379-X100

|   |                                   |             |
|---|-----------------------------------|-------------|
| <b>HiPath Xpressions Compact V1.0<br/>integrated voice mail system<br/>for 8 ports with IVMP8R module to<br/>Hicom 150 H OfficePoint V 1.2 or HiPath 3350<br/>(19" rack model)<br/>consisting of:</b> | <b>L30251-C600-A280<br/>DU280</b> | <b>1)3)</b> |
|---|-----------------------------------|-------------|

1 x IVMP8R board  
S30122-K7379-Z100

|  |                                   |             |
|--|-----------------------------------|-------------|
| <b>HiPath Xpressions Compact V1.0<br/>integrated voice mail system<br/>for 8 ports with IVMS8 module to<br/>Hicom 150 H OfficeCom V 1.2 or HiPath 3550<br/>(wall model)<br/>consisting of:</b> | <b>L30251-C600-A281<br/>DU281</b> | <b>1)3)</b> |
|--|-----------------------------------|-------------|

1 x IVMS8 board  
S30122-Q7379-X

|   |                                   |             |
|---|-----------------------------------|-------------|
| <b>HiPath Xpressions Compact V1.0<br/>integrated voice mail system<br/>for 8 ports with IVMS8R module to<br/>Hicom 150 H OfficeCom V 1.2 or HiPath 3500<br/>(19" rack model)<br/>consisting of:</b> | <b>L30251-C600-A282<br/>DU282</b> | <b>1)3)</b> |
|---|-----------------------------------|-------------|

1 x IVMS8R board  
S30122-K7379-Z

|  |                                   |              |
|--|-----------------------------------|--------------|
| <b>HiPath Xpressions Compact V1.0<br/>integrated voice mail system<br/>for 8 ports with IVML8 module to<br/>Hicom 150 H Office Pro V 1.2 or HiPath 3700/3750<br/>(Wall and 19" rack models)<br/>consisting of:</b> | <b>L30251-U600-A283<br/>DU283</b> | <b>1) 3)</b> |
|--|-----------------------------------|--------------|

1 x IVML8 board  
S30122-H7380-X100

**HiPath Xpressions Compact V1.0  
integrated voice mail system  
for 24 ports with IVML24 module to  
Hicom 150 H Office Pro V 1.2 or HiPath 3700/3750**  
(Wall and 19" rack models)  
consisting of:  
1 x IVML24 board  
S30122-H7380-X

**L30251-U600-A284  
DU284**

**1)3)**

**Legend:**

- 1) Possible max. 1x in Hicom 150 H V1.2 (Point, Com and Pro) or HiPath 3000.  
System upgrade possibly required.  
The IVMS8 or IVMS8R or IVML8 or IVML24 board each occupy one slot in the switch.
- 2) To be ordered max. 1 time as an option for Xpressions Compact, type IVMS8/IVMS8R, IVML8 or IVML24.
- 3) The documentation for HiPath Xpressions Compact (operating documentation) is included with the switch documentation on the CD-ROM.  
It may be necessary to re-order the current system documentation on CD-ROM under P31003-H1012-C100-\*-6Z19 from LFZ-Fürth if older version switches are upgraded with HiPath Xpressions Compact.

**Note:**

VOGT electronic Witten GmbH includes HiPath Xpressions Compact as a board with the delivery of the PBX. Approximately 90% of all HiPath Xpressions Compacts are expected to be delivered with the PBX. A separate delivery/start-up is also planned as a part of the after-sales. Complaints concerning the delivery should be sent to the hotline at Vogt Electronic Witten GmbH, using the complaint form included with the delivery.

**2.4.2 Delivery procedure, Damage during transport, and Unpacking quality**

For information on the delivery procedure, damage during transport, and unpacking quality, see [Service Guideline General](#)

## 2.5 Warranty

The warranty period for the end customer in Germany is 12 months from the time of the handover of the operational system to the customer.

In the international market, the warranty periods may be also shorter or longer depending on statutory regulations.

## 2.6 Reporting

### 2.6.1 SIS data

SIS is the management and information system for trouble reports.

|                |                     |
|----------------|---------------------|
| Product family | Applications        |
| Product group  | Voice/Mail Solution |
| Product type   | Xpressions Compact  |
| Code number    | Version 1.0         |

Product identification data

Appropriate [forms](#) must be used for the service code and TAS key.

|                      |                  |
|----------------------|------------------|
| Product category     | A                |
| Product group        | 071 Sales region |
| Market segment (GBK) | N021             |
| Sales channel        | 071              |

## 3 Installation/start-up/maintenance

### 3.1 Requirements placed on service personnel/skills

No particular skills are required.

Knowledge of the HiPath 3000 V1.2 system is required.

### 3.2 Installation and start-up

The steps necessary for the installation and start-up can be found in the HiPath Xpressions Compact Installation and Administration Manual.

Service personnel can access this edition at

- the following Intranet link: [http://cmweb01.mch.pn.siemens.de/e\\_doku/en/index.htm](http://cmweb01.mch.pn.siemens.de/e_doku/en/index.htm)

## **Installation**

The HiPath Xpressions Compact boards are handled like other HiPath 3000 boards. HiPath Xpressions Compact (P8/P8R and S8/S8R) boards may not be inserted or removed while the system is running; the HiPath Xpressions Compact (L8) and (L24) boards may be removed while the system is running.

### **Attention: packing protection covering:**

Before starting up the board, the packing protection covering on the HiPath Xpressions Compact board must be removed. When the board is returned or sent in (transport) for repair, this packing protection covering (cardboard block) must be attached again.

## **System Requirements**

The following requirements must be met for the installation of the HiPath Xpressions Compact:

- an available slot (L24) in HiPath 3700/3750 systems for one HiPath Xpressions Compact not together with an SLMO24 on the same PCM bus, in HiPath 3350/3550 wall systems only the lower slots
- one HiPath Xpressions Compact board per system:
 

|                                  |                   |
|----------------------------------|-------------------|
| HiPath Xpressions Compact (P8):  | S30122-Q7379-X100 |
| HiPath Xpressions Compact (P8R): | S30122-Q7379-Z100 |
| HiPath Xpressions Compact (S8):  | S30122-Q7379-X    |
| HiPath Xpressions Compact (S8R): | S30122-K7379-Z    |
| HiPath Xpressions Compact (L8):  | S30122-Q7380-X100 |
| HiPath Xpressions Compact (L24): | S30122-Q7380-X    |
- a ferrite bead: only in HiPath 3700/3750 systems. Part number: C39022-Z7000-C7

HiPath Xpressions Compact software: HE100V.01.1xx and later (P50038-P0100-A1-\*)

- PBX hardware: HiPath 3000 V1.2 with control unit (CBCPR, CBCC, CBCP, CBRC, CBRP)
- PBX software:
 

|                   |  |
|-------------------|--|
| HiPath 3700/3750: | HE550S.53.7xx and later (P30370-P855-A610-*) |
| HiPath 3500/3550: | HE550U.53.7xx and later (P30370-P856-A610-*) |
| HiPath 3300/3350: | HE550T.53.7xx and later (P30370-P857-A610-*) |

HiPath 3000 ManagerE: HA550B.53.xxx and later (P50038-P1510-A1-\*)

## **Commissioning/start-up**

Software and languages (voice prompts/system announcements) have already been installed on the HiPath Xpressions Compact board. After the boards have been inserted, the start-up to standby mode occurs (default start-up).

The proper system start-up can be monitored with the diagnostic LEDs.

Then the administration can be performed with the HiPath 3000 Manager E.

Customer Orientation:

The customer is given a brief introduction (basic training, 0.5 hour).

### 3.3 Maintenance process

#### 3.3.1 SW corrections

Through the mailbox, the ICN EN HO SE 6 development provides level 2 support for troubleshooting a service release.

The installation of SW updates takes place over the HiPath 3000 Manager E. If there is a HiPath Xpressions Compact online in this HiPath system, the "IVM" tab is shown in the maintenance dialog.

The SW update can be imported both locally and remotely over the TCP/IP interface, IMOD or via ISDN.

Mailboxes that were set up with the old software retain the greeting texts, messages and system configuration.

If the message memory must be read out because of a board replacement, this is usually done locally over the TCP/IP interface because of the large amount of data.

#### 3.3.2 HW corrections

The repair is done by replacing the appropriate HiPath Xpressions Compact board.

#### 3.3.3 New SW versions

ICN EN HO mailbox (analog and ISDN access):

Telephone: 02302/667 - 3172

Telephone: 02302/278130

**Note:**

The product support mailbox is only available to support level 2.

The mailbox can be reached with both analog and digital ISDN access.

### 3.4 On-site system access

- Via V.24 system interface using the HiPath 3000 Manager E/C service tool
  - Access only possible with user identification and password
- Via integrated digital modem (ISDN B channel access) using HiPath 3000 Manager E/C service tool
  - Access only possible with user identification and password
- Via integrated analog modem (IMOD, max. transfer rate 9600 baud) using HiPath 3000 Manager E/C service tool
  - Access only possible with user identification and password
- Via IP protocol
  - Access only possible with user identification and password

Affects all HiPath Xpressions Compact boards:

A direct connection between the TCP/IP stack and a local service PC over a cross-link cable or between the TCP/IP stack and the customer LAN is only allowed for service purposes in the framework of a short-term connection.

The connection must be removed after the completion of the service routine.

Note:

The customer can also make customised changes himself/herself using a PC and the HiPath 3000 Manager C service tool.

### 3.5 Remote system access

- Via integrated digital modem (ISDN B channel access) using HiPath 3000 Manager E service tool
  - Access only possible with user identification and password
- Via integrated analog modem (IMOD, max. transfer rate 9600 baud) using HiPath 3000 Manager E service tool
  - Access only possible with user identification and password
- Via IP protocol
  - Access only possible with user identification and password

Note:

The Assistant E must work together with the certified Hicom Teleservice tool (HTS tool) program.

## 3.6 Data backup

### 3.6.1 Protection of the Data in the User Mailboxes

It is vital that user mailboxes be protected by password.

The users obtain access to their mailbox

- on their own telephone by dialling the direct access number of the integrated voicemail system and entering a password (or alternatively by pressing a function key (instead of the direct access number) and entering a password)
- from another internal telephone by dialling the direct access number, their own telephone number and entering a password
- from an external telephone by dialling the direct access number of the integrated voicemail system and entering a password

The password may have 3 – 8 characters.

It is also possible to use remote administration to change the mailbox parameters.

### 3.6.2 Password Protection for Administration and Maintenance

Password protection similar to that for the Hicom HiPath 3000 Manager E/C E/C tools has been defined for the service technicians and the customer.

The access to system data is possible regardless of the selected access only after the entry of a user identification (identification) and the accompanying password (authentication).

### 3.6.3 Data Backup

The HiPath 3000 (3350/3550/3750) systems place an automatic backup of the customer data (authorisation, individual settings, etc.) daily (11:59 pm) on the flashcard that also contains the system programs. This procedure can also be initiated manually.

The customer data for the HiPath Xpressions Compact is **not** included here; this is stored on the HiPath Xpressions Compact board.

The data-protection of Xpressions Compact takes place on the integrated Harddisk, consequently the current customer data get lost after one restart. A protection of the equipment-parameters takes place, in agreement with the customer, through the technician on customers own protection-media. The emerging expenditures are settled over the position CU138 (only in the FRG) after expenditure.

## 3.7 Service information

Service information (software and hardware releases/modifications) will be filed in the [SIS](#) info databases.

## 3.8 Upgrades

Software for providing new features is marketed through the sales channels.

## 3.9 Tools/test equipment

### 3.9.1 Installation, generation, and administration systems

No special tools are needed for the installation and start-up of the HiPath Xpressions Compact. No separate inspection, measuring and test equipment is available for checking the HiPath Xpressions Compact.

The HiPath Xpressions Compact board has 2 LEDs for local trouble-shooting.

They signal the following function states:

| Description   | Green LED | Yellow LED   |
|---|-----------|--|
| Boot procedure  | Off       | Off  |
| LED test (cold-start option)                                  | On        | On   |
| Reset of the Xpressions Compact board and deletion of the CDB | Blinking  | Blinking   |
| Display of the lockout switch status                          | Off       | On: switch is in board locked out position<br>Off: switch is in board enabled position |
| Hard disk test and start of the application                   | Off       | Blinking   |
| Standby mode after successful start-up                        | On        | Off  |
| Board error or switch is in locked out position               | Off       | On   |

A switch can be used to block or release the board or to reset it. Existing connections are not released because of the lock out, but a renewed seizure is prevented.

For more information, refer to Chapter 3.2 Start-up in the HiPath Xpressions Compact installation and administration manual

### 3.9.2 Tools/test equipment

The tools and equipment for testing measuring and inspection are described in the [Service Guideline General](#).

### 3.10 Service times

The service times refer to the product models specified below, but not to the terminals or the line network. They illustrate the average expenditure in the first year after product introduction (M3).

The installation times are applied as **options** to HiPath 3000 and assume the basic expenditure of SBE 11 (1.5h) for HiPath 3000 3350/3550 or SB 362 (2.5h) for HiPath 3750.

**Product model: HiPath Xpressions Compact, basic configuration with 2 ports to HiPath 3300/3350 and HiPath 3500/3550**

**Initial installation**

| Activity                   | Time in hours | Category |
|----------------------------|---------------|----------|
| Make-ready time*           | 0.120         | C        |
| Installation               | 0.040         | B        |
| Start-up**                 | 1.040         | C        |
| Basic training             | 0.500         | C        |
| Additional training        |               |          |
| Connection of applications |               |          |
| Integration in networks    |               |          |
| Total:                     | 1.700         | C        |

**Extensions**

| Activity  | Time in hours | Category |
|-----------|---------------|----------|
| Minor MAC | 0.12          | C        |
| Major MAC |               |          |

**Maintenance**

| Activity               | Time in hours | Category |
|------------------------|---------------|----------|
| Make-ready time*       | 0.3           | C        |
| Corrective maintenance | 0.9           | C        |

\* The make-ready time includes, for example: the journey to the customer (0.5 h), the time to log on to the remote service, paperwork, talking with the customer and handing over the product to the customer

\*\* The start-up includes, for example: customer queries, configuration, data backup and function test.

**Product model: HiPath Xpressions Compact, basic configuration with 4 ports to HiPath 3700/3750**  
**Initial installation**

| Activity                   | Time in hours | Category |
|----------------------------|---------------|----------|
| Make-ready time*           | 0.120         | C        |
| Installation               | 0.040         | B        |
| Start-up**                 | 2.640         | C        |
| Basic training             | 0.500         | C        |
| Additional training        |               |          |
| Connection of applications |               |          |
| Integration in networks    |               |          |
| Total:                     | 3.300         | C        |

**Extensions**

| Activity  | Time in hours | Category |
|-----------|---------------|----------|
| Minor MAC | 0.12          | C        |
| Major MAC |               |          |

**Maintenance**

| Activity               | Time in hours | Category |
|------------------------|---------------|----------|
| Make-ready time*       | 0.4           | C        |
| Corrective maintenance | 1.3           | C        |

\* The make-ready time includes, for example: the journey to the customer (0.5 h), the time to log on to the remote service, paperwork, talking with the customer and handing over the product to the customer

\*\*The start-up includes, for example : customer queries, configuration, data backup and function test.

Note:

If possible, access the administration software using the digital B channel access to attain short transfer times. At the site, digital access over an ISDN adapter on the Optiset E telephone is recommended.

**3.10.1 Configuration/maintenance costs**

Configuration and maintenance costs are listed in the ICN Price List for Direct Sales.

### 3.11 Escalation process

The escalation process is described in the Service Guideline General.

**Deviation from standard procedure:**

The Speech Design Company provides service “level 3”.

The ICN EN HO clearing office is the interface between SIEMENS service “level 2” and Speech Design service “level 3”. Escalations to the Speech Design product support must be made over the ICN EN HO clearing office.

**Note:**

The clearing office is only for level 2 support contacts!

#### 3.11.1 Mailbox of ICN EN HO SE 6

ICN EN HO SE 6 mailbox (analog and ISDN access):      Telephone: 02302/667 - 3172  
   Telephone: 02302/278130

**Note:**

The product support mailbox is only available to support level 2 (ITSC/RAC-T).

## 4 Training

### 4.1 Client Information on the Training Offer

As a client of Siemens AG, you can obtain further information about this from your country-specific Siemens organisation.

### 4.2 Siemens Information on the Training Offer

Information on course modules for this product can be obtained from the Training Institute.

[Training Institute - - course modules](#)

## 5 Documentation

### 5.1 Service documentation

| Title   | Language  | Medium                   | Order number   |
|---|---|--------------------------|--|
| Installation and Administration Manual<br>HiPath Xpressions Compact | English<br>French<br>German<br>Italian<br>Portuguese<br>Spanish | e-docu in<br>Intranet    | <a href="http://cmweb01.mch.pn.siemens.de/e_doku/en/index.htm">http://cmweb01.mch.pn.siemens.de/e_doku/en/index.htm</a>                                      |
|   |   | CD-ROM<br>(HTML and PDF) | Hicom 150 H V1.2 Service CD<br>P31003-H1012-S403*-6Z20   |
|   | German<br>English<br>Italian<br>Spanish<br>Portuguese<br>French | PDF (paper)              | A31003-S2510-A400*-A9<br>A31003-S2510-A400*-76A9<br>A31003-S2510-A400*-72A9<br>A31003-S2510-A400*-78A9<br>A31003-S2510-A400*-79A9<br>A31003-S2510-A400*-77A9 |
| Supplements to Hicom 150H<br>V1.2 Service Manual                    | English<br>French<br>German<br>Italian<br>Portuguese<br>Spanish | CD-ROM<br>(HTML and PDF) | Hicom 150 H V1.2 Service CD<br>P31003-H1012-S403*-6Z20   |
|   |   | e-docu in<br>Intranet    | <a href="http://intranet.icn.siemens.de/vz_dc_2/tndocvz/index.htm">http://intranet.icn.siemens.de/vz_dc_2/tndocvz/index.htm</a>                              |
| Installation and Administration Manual<br>HiPath Xpressions Compact | Greek   |                          | is currently being translated  |
| Supplements to Hicom 150H<br>V1.2 Service Manual                    | Greek   |                          | is currently being translated  |

#### Electronic documentation for the TAP

The technician's TAPs are supplied over the electronic service documentation over the SMS interface in the regional office.

The HiPath 3000 V1.2 service manual also contains the description of the new HiPath Xpressions Compact boards (L8/L24) and (S8/S8R). It also lists the changes to the Assistant E administration tool.

#### Service manual in electronic version

A browser is needed to work with the electronic service manual in HTML format. Netscape browsers are available for the Siemens AG area without a license.

#### Service manual on paper

HiPath Xpressions Compact V1.0  
Issue 1.0 from 02/02

The service manual on paper can also be ordered from the Fürth distribution center using the Print-On-Demand procedure (POD) over the following link  
[http://intranet.icn.siemens.de/vz\\_dc\\_2/tndocvz/index.htm](http://intranet.icn.siemens.de/vz_dc_2/tndocvz/index.htm).

### 5.1.1 Ordering

- Ordering process for the Fürth Distribution Centre (German, English):  
Order slip recipient V78A6 (Fürth distribution center)
- Online information and ordering system *click4business-supplies* in the Intranet:  
<http://c4bs.spls.de/>

In exceptional cases, also by fax with project account number (PAN)  
 Fax: 0911/654-4 271

### 5.1.2 Address Siemens internal

| <u>Street address</u> | <u>Mailing address</u> |
|-----------------------|------------------------|
| Siemens AG            | Siemens AG             |
| LZF Fürth             | LZF Fürth              |
| Gründlacherstr. 260   | Postfach 23 52         |
| D-90765 Fürth-Bislohe | D-90713 Fürth          |

Telephone: 0911/654– 4257 (Ms. Frank)

## 5.2 Important links

|  |
|--|
| <b><a href="#">Link in the Intranet</a></b>                              |
| <a href="#">Service Guideline General</a>                                |
| <a href="#">Service Documentation</a>                                    |
| <a href="#">Sales Information</a>  |
| <a href="#">ICN Price List for Direct Sales</a>                          |
| <a href="#">Start page ICN VD RAC</a>                                    |
| <a href="#">Service Information System (SIS)</a>                         |
| <a href="#">ICN Technical information</a>                                |
| <a href="#">Training Institute (course modules)</a>                      |
| <a href="#">Online information and ordering system for documentation</a> |
| <a href="#">Data Protection &amp; Information Security</a>               |
| <a href="#">EN Spare Parts Shop</a>                                      |
| <a href="#">Forms</a>  |

## 6 Spare parts/logistics

### 6.1 Initial spare parts – crash parts

Crash part = part the failure of which has serious repercussions, including system shutdown

| Name         | Part number | Repair code |
|--------------|-------------|-------------|
| Not provided |             |             |

### 6.2 Spare parts

| Name                            | Part number       | Repair code |
|---------------------------------|-------------------|-------------|
| HiPath Xpressions Compact (P8)  | S30122-Q7379-X100 | RP          |
| HiPath Xpressions Compact (P8R) | S30122-Q7379-Z100 | RP          |
| HiPath Xpressions Compact (S8)  | S30122-Q7379-X    | RP          |
| HiPath Xpressions Compact (S8R) | S30122-K7379-Z    | RP          |
| HiPath Xpressions Compact (L8)  | S30122-Q7380-X100 | RP          |
| HiPath Xpressions Compact (L24) | S30122-X7380-X1   | RP          |

Repair codes: RP = repairable, NR = not repairable

### 6.3 Spare parts supply

NMW (New Materials Management) guidelines apply, see [Service Guideline General](#).

### 6.4 Ordering procedure

Standard ordering procedures apply, see [Service Guideline General](#).

## 7 Data protection and information security

Country-specific regulations must be observed.

### 7.1 Siemens regulations

Internal Siemens regulations must be observed, see [Service Guideline General](#)

The valid statutory data protection regulations shall apply.

For more information, refer to the [Corporate Information Security Guide](#) and the [Service Guideline General](#), section 11, Security Requirements.

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## 8 Abbreviations

|             |   |
|-------------|---|
| CD-ROM      | Compact Disc-Read Only Memory                   |
| HiPath 3000 | Siemens PBX                                     |
| HW          | Hardware  |
| ITSC        | International Technical Support Centre          |
| IVM         | Integrated Voice Mail                           |
| LAN         | Local Area Network                              |
| NMW         | New Materials Management                        |
| PBX         | Private Branch Exchange                         |
| PC          | Personal Computer                               |
| PCI         | Programming Communication Interface             |
| PKU         | Distributors                                    |
| PS          | Product support                                 |
| RAC         | Remote Access Center                            |
| RAM         | Random Access Memory                            |
| SIS         | Service Information System                      |
| SW          | Software  |
| TCP/IP      | Transmission Control Protocol/Internet Protocol |
| TI          | Technical Information                           |