



# HiPath Xpressions PhoneMail

User Manual

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## History of Changes

Date	Modifications	Reason
2007-01-19	Feature # (answering after message playback) added. See Section 2.2.3.5, "Options available when listening to a Voice Mail", on page 2-29 and Section 2.2.3.6, "Options available after Message Playback", on page 2-32.	BR061128101938
2007-01-19	Notification feature adjustment. Key 2 for notification on text pager, key 3 for notification on SMS device. See Section 2.2.7.5, "Setting Notifications (Privilege)", on page 2-63.	BR061208141403
2007-01-19	Chapter about the different operation in simple / extended mode added. See Section 1.2.1.5, "Simple/extended Mode for Greetings", on page 1-10.	Internal check
2007-01-30	New function in Guest Access. Skipping the welcome greeting by enabling the pound key. See Section 2.3, "Dialing an external Mailbox (Guest Access or Universal Access)", on page 2-71.	XPR 5.0R1
2007-01-30	New feature. After resetting the PIN to default value, enforced PIN modification for new login. See Section 1.2.1.4, "Logging on to the System after Resetting the PIN", on page 1-9.	XPR 5.0R1

## History of Changes

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# Content

# 1 The *HiPath Xpressions PhoneMail* Voice Mail System

## 1.1 Introduction

The *HiPath Xpressions PhoneMail* voice mail system enables you to access messages in your *HiPath Xpressions* mailbox by telephone.

You can operate the system as individual voice mail system or use it to access your mailbox in a Unified Messaging environment. In this way it is possible to manage all messages delivered to the *HiPath Xpressions* mailbox almost exclusively by telephone (TUI) instead of via a client application (*Web Assistant, Microsoft Outlook, Lotus Notes, Communications* etc.).

You can:

- record and send voice mails
- edit messages of different types that have been delivered to your own mailbox. For example, play voice mails, print out fax messages and have e-mails read out, or answer such messages and forward them.
- edit your personal mailbox settings

### 1.1.1 Mailbox Management via Telephone

With *HiPath Xpressions PhoneMail* you manage your mailbox via telephone.

*HiPath Xpressions PhoneMail* allows you to retrieve and manage different types of messages (voice mails, fax messages, e-mails). You can also record voice mails for other users and subsequently send these messages. In addition, you can directly address the mailbox of another subscriber to leave a message for this subscriber. You can forward calls received at your extension to your mailbox. The callers will hear a personal greeting or can leave a message in your mailbox. Various special functions, such as directly connecting the originator of an incoming message, are also included in the scope of features.

All *HiPath Xpressions* users have their own mailbox on the *HiPath Xpressions* server. With *HiPath Xpressions PhoneMail* you can access a mailbox via any telephone. This means that you can use an internal telephone connected to your organization's PBX as well as an external telephone, connected to your organization's PBX via a trunk code, to access your *HiPath Xpressions* mailbox.

The following sections describe the entire range of functions. If you do not have all services mentioned, the active features are correspondingly restricted.

# The HiPath Xpressions PhoneMail Voice Mail System

## About this Manual

You find information on operating your mailbox with *HiPath Xpressions PhoneMail* in Chapter 2, “Operating your Mailbox with HiPath Xpressions PhoneMail”; a short reference to the menus and key commands is found in Chapter 3, “A quick Reference Guide to the Menus and Key Sequences”.

## 1.2 About this Manual

This manual supports you in operating *HiPath Xpressions PhoneMail*. This voice mail script allows you to access your mailbox as well as to edit your messages via telephone.



The functions described in the manual reflect the *HiPath Xpressions PhoneMail* standard behavior. Depending on the system's parameterization by the administrator, the functions may deviate from the described ones. In the manual we will point to a possibly altered behavior in the respective passages. Please consult your administrator to learn which functions have been changed or additionally configured in your system.

This manual describes:

- which settings you need to make on your telephone or on your PBX for using *HiPath Xpressions PhoneMail* (see Section 1.2.1.1, “User-specific Data”, on page 1-7).
- how to administer your mailbox
  - via an arbitrary telephone: see Chapter 2, “Operating your Mailbox with HiPath Xpressions PhoneMail”.
- how to process incoming messages
  - via an arbitrary telephone: see Chapter 2, “Operating your Mailbox with HiPath Xpressions PhoneMail”.
  - via your individual telephone: see Chapter 2, “Operating your Mailbox with HiPath Xpressions PhoneMail” and Section 2.5, “Using Fast Access and Access with the Mailbox Key (Callback Access)”, on page 2-74.



For information on the additional *HiPath Xpressions PhoneMail* configuration please refer to the *Web Assistant* manual.

## 1.2.1 General *HiPath Xpressions PhoneMail* Operation Notes

### 1.2.1.1 User-specific Data

This section provides you with an overview of all important user-specific or system-specific data. You will always have an overview of all important settings at hand if you note down all of the relevant data here. Your system administrator will give you the information you need.

#### PBX data

Number for call forwarding, voice service  
= service access number for forward access  
Description in the manual in Section 2.4, "Call Forwarding (Forward Access)", on page 2-72.

Number for call forwarding, fax service.

#### Data for the Telephone Access via *HiPath Xpressions PhoneMail*

Dial own mailbox  
= service access number for direct access  
Description in the manual in Section 2.2, "Using your own Mailbox (Direct Access)", on page 2-21.

Dial external mailbox  
= service access number for guest access  
Description in the manual in Section 2.3, "Dialing an external Mailbox (Guest Access or Universal Access)", on page 2-71.

Service access number for callback access  
Description in the manual in Section 2.5, "Using Fast Access and Access with the Mailbox Key (Callback Access)", on page 2-74.

Service access number for universal access  
Description in the manual in Section 2.3, "Dialing an external Mailbox (Guest Access or Universal Access)", on page 2-71.

Furthermore, you need your telephone password (PIN) to log on. For your own interest, do not note it down anywhere. The administrator will tell you the telephone password for your first logon at the system. When you are logged in, change it immediately for security reasons. See Section 2.2.7.4, "Change Telephone Password (PIN) (Privilege)", on page 2-62.

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Mailbox access without PIN is also possible: you may specify three phone numbers (trusted numbers) via the *Web Assistant* for this purpose.

### 1.2.1.2 Preparations on your Telephone and PBX

To make optimum use of your mailbox, set the call forwarding or call forwarding no reply feature for forwarding calls from your extension to your *HiPath Xpressions* mailbox. Please refer to the operating instructions for your telephone or PBX for information on how to set up this feature. Your system administrator will tell you which numbers you must set as the call forwarding destination.



If you are not authorized to establish a connection via the voice mail system for your phone (Call Transfer Not Allowed), the *HiPath Xpressions PhoneMail* menu function “**connect to other users**” is not available.

### 1.2.1.3 Initial Login at the System

To enable your initial log-in at the system, the system administrator will provide you with the access service numbers and a telephone password (PIN). Using this information you can log in at the system for the first time. After the initial log-in, the system will enforce an immediate telephone password (PIN) alteration and recording a name greeting. Access to the system is not possible until these two steps have been executed.



How to log on to the system:



**Enter the service access number for direct access.**








**If you call from your own telephone:** push pound.

If you call from a foreign telephone:



**Enter your own mailbox number:** complete your entry with the pound key.

or

-    Enter your **own name** via the letter number assignment: push star key, enter name and complete your entry with the pound key.
-   **Enter telephone password (PIN) for the initial log-in:** complete your entry with the pound key.








Subsequently you hear the greeting: “*Please change your password. Your new password must be at least <xyz> digits but no longer than 24 digits.*”

-   **Enter new password:** complete your entry with the pound key.

Thereafter the new password is played for you to check.

You will then be prompted to record your name by the greeting: “*Record your name after the tone*”.

After recording, you can make the following key entries:

-  **Pause recording:** push star.
-   **Play recorded name:** push 7, then 3.
-  **Continue recording:** push 1.
-  **Delete recording:** push 6.  
Subsequently you can rerecord your name via key 1.
-  **Rerecord the name after its deletion:** push 1
-  **Save and activate recording:** push pound.

You are now logged in to the system and the main menu functions are available to you.

#### 1.2.1.4 Logging on to the System after Resetting the PIN

In the event that you cannot remember the PIN to access the system, the administrator will reset the PIN to a default value. When you then log on to the system anew using this default PIN, the system will enforce an immediate PIN alteration. Except for the name recording, you need to perform the same steps as described in Section 1.2.1.3, “Initial Login at the System”, on page 1-8 for this purpose.

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### 1.2.1.5 Simple/extended Mode for Greetings

*PhoneMail* provides two operation modes for configuring greetings and the answering mode (answering machine service or information service):

- The simple mode
- The extended mode



If you do not record your own greetings for the alternative and regular greetings, system greetings will be played for the respective operation modes.

#### The simple mode

In simple mode you can use the greeting types “today's greeting”, “alternative greeting” and “regular greetings”. The term “regular greetings” encloses greetings for “busy line”, “internal callers”, “external callers”, and “calls outside business hours”. You can record a greeting for each greeting type.

In case of the regular greetings and the alternative greeting for the answering options (answering machine service or infobox service), the simple mode merely allows a global setting. That means, if you set the infobox service, this answering option will apply for all aforementioned greetings.

- “Today's greeting”  
This greeting type serves for recording a greeting quickly and easily. It can be directly configured via the **Answering Options** menu. This type is merely valid for a limited period, which expires at 00:00 o'clock of the respective configuration day. Subsequently, the greetings will be played again as previously configured. Activating this greeting type means that for all operating states this greeting will be played. All other greeting types are then overridden.
- “Alternative greeting”  
You can use this greeting type to preconfigure a greeting that you wish to play more frequently to provide special information. When you activate the alternative greeting, all other greetings except for the greeting for calls outside business hours are replaced with the alternative greeting by default.



Your administrator can configure the system to also enable replacement of the greeting for calls outside business hours with the alternative greeting. In case of doubt please contact your system administrator.

- “Regular greetings”  
The regular greetings you record are the ones that are automatically used at specific operating states. You can define one greeting each for the categories busy line, internal caller, external caller and calls arriving outside business hours.


You find details about greeting configuration in simple mode in Section 2.2.6.2, “Personal Greetings in simple Mode”, on page 2-48

### The extended mode

The extended mode provides the same greeting features as the simple mode. In addition, the extended mode allows recording up to nine different greetings for the alternative greeting respectively the regular greetings.

Furthermore, you can select the answering options (answering machine service or infobox service) per greeting.

The recording procedure and activating the greetings differ from the methods used in simple mode.

You toggle the simple and extended mode from the **Answering Options** menu, where you push key .

You find details about greeting configuration in simple mode in Section 2.2.6.2, “Personal Greetings in extended Mode”, on page 2-51



Since the greetings are not used for both modes, you may need to record missing ones when switching to the respectively other mode.

### 1.2.1.6 Usable Features

The administrator can withdraw privileges to restrict the scope of available *HiPath Xpressions PhoneMail* features. Entire menu branches or menu portions can be excluded from usage. The manual at hand describes all the features that you can use after a standard installation. After a standard installation you can use all features described in the manual. If, nonetheless, functions are not available to you, please ask your administrator for the features that you can use.

The functions that are subject to restricted usage are indicated in the manual by **(Privilege)**.

### 1.2.1.7 Distribution Lists

You normally enter the recipient’s telephone number when you are sending messages. But you can also enter the number or, with name dialing, the name of a distribution list. The distribution list can be one defined by yourself or a public distribution list created by the system administration. A distribution list may either contain users or additional distribution lists. You can administer your distribution lists via telephone and also via the Web-based configuration interface *Web Assistant*, (see the *HiPath Xpressions Web Assistant* manual) and assign them a distribution list number. Otherwise, the system administrator will set up distribution lists for you.

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#### 1.2.1.8 Referral extension

You can define a referral extension. Callers who are forwarded to your mailbox can connect to this *HiPath Xpressions PhoneMail* referral extension or can be automatically re-directed to this referral extension. This depends on how you have set the answering options in your mailbox. If the *Web Assistant* is installed, you can administer your referral extension yourself (see the *HiPath Xpressions Web Assistant* manual).



This feature is available for the voice service only.

#### 1.2.1.9 Callback with busy Line

If you directly call an internal subscriber from *HiPath Xpressions PhoneMail* whose phone is engaged, your call can be routed to the mailbox of the unavailable subscriber and you can leave a message. Some PBXs also offer the option to request a direct return call from the called subscriber by signaling. If this feature is available to you, a greeting will point this out.

#### 1.2.1.10 Default Printer and Default Fax-Output-Device

With telephone operation, fax messages and e-mails are printed out on default output devices. The commands that you can give in *HiPath Xpressions PhoneMail* refer to the defaults that you have set in the *Web Assistant* under **Personal settings > Default output devices** (see the *HiPath Xpressions Web Assistant* manual). On this page you can select one of the network printers offered in the *HiPath Xpressions* system or any fax output device internally connected to your PBX. You can default-set printers for the following purposes:

- For the automatic output of fax messages  
Activation occurs automatically when you select a printer for this type of output.
- For the output on a default printer via the *HiPath Xpressions PhoneMail* menu  
This printer is addressed, when you put out a fax message or e-mail on your default printer via the telephone user interface.
- For the output on a default fax output device (internal only) via the *HiPath Xpressions PhoneMail* menu  
This fax device is addressed, when put out a fax message or e-mail on your default fax device via the telephone user interface.



You can also directly address an arbitrary fax output device via the *HiPath Xpressions PhoneMail* menu. See Section 2.2.3.7, "Selection Options for playing Fax Messages and e-mails", on page 2-34 in this manual.

### 1.2.1.11 Storage Restrictions

A maximum storage that your mailbox data may occupy may be defined in the system. If this is the case, a storage control ensures that you are automatically informed about the decreasing storage capacity after reaching a certain threshold. If the storage used by your mailbox has exceeded 100% of the value set by the system administrator, it is no longer possible to send (forward or answer) messages from your own mailbox. If you are registered to Hicom, this also applies to other voice mail service access options.

In this situation, you should delete messages that are no longer needed or contact the system administrator. Regardless of the storage required by your mailbox, other callers can always leave messages for you.

### 1.2.1.12 Name dialing

Instead of call numbers you can also enter names by selecting the letters assigned to the number keys on the telephone. This is similar to entering short messages using the keypad on your cell phone. To inform the system that you want to use the name dialing function, push the star key before you enter the recipient. In this way you can address single users as well as distribution lists.

While you make your entries, the system constantly checks the database for users or distribution lists that match the character combination keyed in. If matches are found, the system issues up to nine addressing suggestions. The suggestions are announced and shown on the telephone display. If your desired recipient is among the matches, you can directly select him/her by pushing the keys 1 to 9.

If the system realizes that only one recipient matches the entry you are making, he/she is immediately offered for addressing.

If no recipient matches your entry, the system immediately informs you accordingly by announcement.

### 1.2.1.13 Message not sent

Messages are automatically moved to the “messages to be sent” draft folder, when you have recorded a message and shut down *HiPath Xpressions PhoneMail* without entering a recipient address.



After you have entered a phone number, voice mails will be automatically sent when you log off from *HiPath Xpressions PhoneMail*.

When you log on to the system again, the messages will be moved to the outbox folder. You can then access these messages, further process and send them, or send them directly.

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#### 1.2.1.14 Configuration Settings via the Web Assistant

Some *HiPath Xpressions PhoneMail* settings can exclusively be made via the *Web Assistant* or can be accessed additionally and in parallel to the *HiPath Xpressions PhoneMail* menu via the *Web Assistant*.

Settings that you can **exclusively** perform via the *Web Assistant*:

- Selecting the voice mail system.

If several voice mail systems are installed on your *HiPath Xpressions* server, you can select the desired one in the *Web Assistant* on the **Voice mail system** settings page. Make your selection via the **Active voice mail system** list field.

- Programming shortcuts, with which you can quickly invoke menu functions in *HiPath Xpressions PhoneMail*.



**The shortcuts defined here are no shortcuts for telephone numbers but shortcuts for *HiPath Xpressions PhoneMail* menu functions. It is NOT possible to configure speed dialing numbers here.**

You can program the shortcut keys in the *Web Assistant* on the **Voice mail system** settings page. Click the **Edit** button next to the **Programmable short cuts** line for this purpose. A new dialog opens in which you can specify the key sequence to be executed for the keys 1 to 9, and a descriptive text for the desired menu invocation.

The execution of menu shortcut functions is described in this manual under Section 2.2.5, “Self-defined Key Sequences”, on page 2-43.

- Allowing the originator to flag voice mails as urgent via the **Caller options**. You find this option in the **Voice mail system** settings page of the *Web Assistant*.
- Retrieving voice mails without user identification (trusted numbers).



- Please also keep in mind that the caller number has to be transmitted to the voice mail system for authentication. This is only possible for digital switching centers and may have to be released. Therefore, check the corresponding numbers.
- The numbers defined here must be **unique** per user. Several users **cannot** configure the same number(s) as trusted number(s).
- When you use *HiPath Xpressions PhoneMail*, you need to activate this feature via the corresponding checkbox in the Telematic APL. For further information please refer to the *Server Administration* manual.

In the **Voice mail system** settings page of the *Web Assistant* you can specify a maximum of three phone connections from which you can directly access your mailbox without entering the telephone password (PIN).



If you choose this method, anyone can access your mailbox from one of the three specified telephone connections, because the authentication of the caller by means of the PIN is omitted. So anybody who can use your “trustworthy” telephone may gain (unauthorized) access to your mailbox. A cell phone connection defined as “trustworthy” can also be easily used for unauthorized mailbox access via the repeat dialing function. Please keep this in mind when choosing the telephone numbers.

For internal phones it is sufficient to enter the extension number in the corresponding field in the *Web Assistant*.

For external phones enter the desired numbers completely with country code but without the leading 0 of the area code and without external line prefix (e.g. +49 2404 123456).

When you call from a connection that you have defined as “trustworthy”, you need not enter the telephone password (PIN) regardless the access mode.



Defining a trusted number is particularly useful for retrieving messages from your mailbox via the Callback Access while being on the road. All new messages are then continuously put out without any user action.

- Configuring the forwarding mode with programmable actions that can then be triggered by the caller via the telephone keypad. You find this option in the **Voice mail system** settings page of the *Web Assistant*. To configure a forwarding, click the **Change key(s)...** link. The **Forward Access menu** page opens.  
On this page you specify the form (action) and key number of the forwarding. First of all, you can decide which call type you wish to forward, for example, **Internal calls**, **External calls** or **After-hours greeting**. If you select **Alternate greeting**, all incoming calls will be forwarded. Now determine the forwarding action and the phone key to be pushed by the caller.
- Creating time profiles. Via time profiles you can define the playback of specific greetings to the minute.
- Selecting the default printer or default fax-output-device.  
You can specify which default printer or default fax-output-device should be offered in the *HiPath Xpressions PhoneMail* menu in the *Web Assistant* under **Personal settings > Default output devices**.

Settings you can **alternatively** perform via the *Web Assistant*:

- Changing the telephone password (PIN). See Section 2.2.7.4, “Change Telephone Password (PIN) (Privilege)”, on page 2-62 in this manual.
- Configuring a referral extension. See Section 2.2.6.4, “Specifying the HiPath Xpressions PhoneMail Referral Extension (Privilege)”, on page 2-53 in this manual.

## The HiPath Xpressions PhoneMail Voice Mail System

### About this Manual

- Setting the user prompts to detailed or short prompts. See Section 2.2.7.3, “Changing the User Prompt Setting (Privilege)”, on page 2-62 in this manual.
- Customizing the playback volume. See Section 2.2.7.6, “Playback Options (Privilege)”, on page 2-66 in this manual.
- Defining the mobility number. See Section 2.2.6.6, “Specifying the Mobility Number for Call Forwarding (Privilege)”, on page 2-54 in this manual.
- Configuring the direct forwarding. Independent of your voice mail system settings, you can also forward incoming calls **directly** to another telephone, to your own extension or directly to your personal recorded greeting. The call is immediately forwarded without caller intervention. See Section 2.2.6.8, “Specifying the direct Call Rerouting for your Telephone (Privilege)”, on page 2-56
- Configuring filters for editing messages on the phone. Separated according to the message services e-mail, voice mail and fax message you can specify whether to edit the respective message type on the phone and whether all or only the unread messages should be offered for editing. See Section 2.2.7.9, “Changing the Message Type (Privilege)”, on page 2-68 in this manual.
- Recording name and welcome greetings. See Section 2.2.6.2, “Greetings and Answering Mode”, on page 2-48 in this manual.
- Changing/creating private distribution lists. See Section 2.2.7.2, “Private Distribution List (Privilege)”, on page 2-60 in this manual.



You find detailed information on the *HiPath Xpressions PhoneMail* setting options available via the *Web Assistant* in the *Web Assistant* manual.

### 1.2.2 User Prompts

The prompts in the mailbox are issued in the form of spoken greetings. You can listen to these announcements on your telephone. If you use a telephone from the *optiset* series with an alphanumeric display in conjunction with a PBX of the type HiPath 4000, the user prompts will also be issued visually via this display.

These announcements prompt you, for example, to enter certain digit keys to select a function or to enter a phone number or a telephone password (PIN).

All inputs for mailbox utilization can be performed using the dialing keypad, in other words, with the digit keys **0** to **9**, the \* (star) key and the # (pound) key.

### 1.2.2.1 Repeating System Greetings

The announcement is repeated after a few seconds if you do not push any key when prompted to do so. To hear a prompt again, simply wait until it is repeated. This is useful, for example, if you did not hear the announcement properly. If an announcement is issued for the second time, you will automatically receive a notice how to request help.

If you fail to push any key after the announcement has been played for the second time and the prompt has been repeated, the system will cancel the function after five seconds.

### 1.2.2.2 Requesting Help

You can invoke help information by **pushing the 0 key** when you are prompted to select a menu item. Additional help announcements describe the current selection options in the menu.

Help is unavailable if you are prompted to enter a telephone number or a telephone password (PIN), or if a different meaning has been assigned to the 0 key.

### 1.2.2.3 Incorrect Entries




The system plays the relevant announcement if you enter an invalid digit, for example, when you are selecting a menu item. You are subsequently prompted to repeat the entry.

### 1.2.2.4 Terminating the Connection

You can terminate the connection to the mailbox at any time:

 Replace the handset.

or


   Push star, 7 and 6 in succession.  
This can be used while messages, greetings and the user's own name are being recorded (for forward access and guest access).

Messages that you have newly recorded are sent when the connection is terminated (Section 2.2.4, "Sending Voice Mails (Privilege)", on page 2-38).

# The HiPath Xpressions PhoneMail Voice Mail System


## About this Manual

### 1.2.2.5 Explanation of the Symbols




 Lift up the handset.

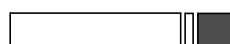
 Speak.

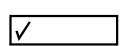
 Replace the handset.



 Enter a digit sequence.

 Enter a name using a sequence of digits

   Push star, 7 and 6 in succession.  
This also applies for all other keys.

 Push the illuminated function key.

 Follow the user prompts!  
Push the "Yes" dialog key. Follow the user prompts if required!

 Follow the user prompts!  
 Push the "Next" or "Back" dialog keys.

## 2 Operating your Mailbox with *HiPath Xpressions PhoneMail*

### 2.1 Access Options



The default configuration of the system only allows one mailbox access via one user interface. For example, if you are currently logged in via the *Web Assistant*, you cannot log on to *HiPath Xpressions PhoneMail* to simultaneously access your inbox. The system administrator can change this behavior. If you are unsure about this matter, please consult your system administrator.



Also keep in mind that you cannot log on to *HiPath Xpressions PhoneMail*, if you have not correctly logged off from the *Web Assistant* (for example by closing the *Web Assistant* window). Not until you have been inactive in the *Web Assistant* for a specific period, 10 minutes by default, you will be automatically logged off for security reasons.

*HiPath Xpressions* users have the following access options:

- You can dial your own mailbox (**Direct Access**)

Dial the service access number for direct access and enter your phone number and a telephone password (PIN) to log on to the server.



**Note:** If your telephone configuration allows polling messages without user identification, you need not enter a telephone password.

You now have access to all messages stored in your mailbox and to your mailbox settings. You can record messages for other users and subsequently send these messages.

For details on Direct Access operation please refer to Section 2.2, “Using your own Mailbox (Direct Access)”, on page 2-21.

- You can dial an external mailbox (**Guest Access**)

Dial the service access number for guest access and dial the extension number of the required user. You can leave a message in the user’s mailbox or be transferred to a referral extension. This depends on how the user has set his/her answering options.

For details on Guest Access operation please refer to Section 2.3, “Dialing an external Mailbox (Guest Access or Universal Access)”, on page 2-71. This access option is not available if the voice service is deactivated.

- You can dial an external mailbox **and** access your own mailbox (**Universal Access**)

## Operating your Mailbox with HiPath Xpressions PhoneMail

### Access Options

This is the same as guest access with the additional option of being able to access your own mailbox.

- You can re-direct callers who dial your extension to your mailbox (**Forward Access**)

Calls received at your extension are then forwarded to your mailbox. Callers can leave a message for you in your mailbox. In this way you can use the mailbox as an answering machine. For details on Forward Access operation please refer to Section 2.4, “Call Forwarding (Forward Access)”, on page 2-72. This access option is not available if the voice service is deactivated.

- You can transfer callers to your mailbox (**Transfer Access**)

You can specifically connect a caller to a mailbox. This option is of particular interest if you are responsible for switching calls. You can configure this option for the following situations:

- It should be possible for a caller to record a message for another subscriber.
- It is not possible for a caller to enter a subscriber's extension (e.g. for pulse dialing with dial).
- This extension is to be hidden from the caller

- You can quickly access your mailbox via the **Callback access**. You can also query your mailbox with the mailbox key on your telephone, if new messages have arrived.

Access with this number corresponds to Direct Access, with the exception that the user need not enter his/her phone number, as the terminal device's phone number is used. It also means that this access type can only be used from a user's own telephone or after identification vis-à-vis the PBX.



**Note:** This feature requires corresponding skills in the applied terminal devices and the applied PBX.

For details on Callback Access operation please refer to Section 2.5, “Using Fast Access and Access with the Mailbox Key (Callback Access)”, on page 2-74.

- A call automatically informs you when new messages have arrived in your mailbox (**Outcall Access**)

The same functions that are provided with the Callback Access option are available here. For details on Callback Access operation please refer to Section 2.5, “Using Fast Access and Access with the Mailbox Key (Callback Access)”, on page 2-74.

System announcements guide the user through menus and dialogs when the user opens his/her own mailbox or an external mailbox. These announcements prompt the user to make an entry or confirm an entry.

Please see Section 1.2.2, “User Prompts”, on page 1-16 for the principles of user prompts. You will find a graphic overview of all menu functions in Section , “A quick Reference Guide to the Menus and Key Sequences”, on page 3-79.

## 2.2 Using your own Mailbox (Direct Access)

You can dial your own mailbox using the service access number for the direct access option. You then also specify your phone number and your telephone password (PIN) to gain access.



**Note:** If your telephone configuration allows polling messages without user identification, you need not enter a telephone password.

You now have unlimited access to your mailbox. You can:

- retrieve new or old messages as well as browse through saved ones. This is possible in your inbox and also in your “Xpressions” folder that you use under *Microsoft Outlook* or *Lotus Notes*.
- retrieve outbox messages
- save or delete messages
- fast forward or rewind message playback
- repeat message playback and receive detailed information about the message
- issue fax messages to your default printer or to any fax device (optional)
- issue e-mails to your default printer or to any fax device (optional)
- issue e-mails as voice mails (only if the *Text-To-Speech* add-on software is installed) (optional)
- forward messages with or without comments (voice annotation)
- set up a direct connection to the sender of a message
- reply to and send messages and, consequently, make use of the various send options
- change your personal settings, which includes:
  - the telephone password (PIN) to access your telephone,
  - the personal greetings (up to nine different greetings for different situations) as well as a name greeting
  - the answering mode (accept messages mode or info greeting only)
  - the private referral extension number or the number of the mailbox agent

## **Operating your Mailbox with HiPath Xpressions PhoneMail**

### *Using your own Mailbox (Direct Access)*

- the type of prompts (detailed or short greetings)
  - whether a notification is to be issued for incoming messages. The notification can be sent via any telephone, via SMS to a cell phone, via setting the message waiting signal (MWI) or to a pager.
  - whether the Xpressions folder should also be included when listening to messages (this allows you to set up your e-mail client to place important messages in this folder and to play these messages first)
  - activation of automatic fax tone detection (for forward access) - optional
  - Private Distribution Lists
  - the user prompt language (only if several languages are installed on the server) - optional
  - the types of messages to be processed using the telephone (you can specify, for example, that only voice mails and fax messages are put out but no e-mails).
- set up a connection to another user or to the operator

## 2.2.1 Dialing your own Mailbox

To access your mailbox you need a service access number, your phone number and your telephone password (PIN). When you use your mailbox for the first time you will be prompted to assign yourself a new telephone password (PIN) and to record your name greeting (see Section 1.2.1.3, "Initial Login at the System", on page 1-8).



**Note:** If your *HiPath Xpressions PhoneMail* configuration allows polling messages without user identification, you need not enter a telephone password.

You can dial your own mailbox from your own telephone and from any other telephone of your choice.

### 2.2.1.1 Dialing your own Mailbox from your own Extension:



**Enter the service access number for direct access.**



**If you call from your own telephone:** push pound.

If you call from a foreign telephone:



**Enter your own phone number:** complete your entry with the pound key.  
Or:



**Enter your own name** via the letter number assignment: push star, enter name and complete your entry with the pound key.



**Enter telephone password (PIN):** complete your entry with the pound key.

**Note:** If your calling-telephone configuration allows polling messages without user identification, you need not enter a telephone password.

## Operating your Mailbox with HiPath Xpressions PhoneMail

### Using your own Mailbox (Direct Access)

#### 2.2.1.2 Dialing your own Mailbox from any Extension:



**Enter the service access number for direct access.**



**Enter your own phone number:** complete your entry with the pound key.



**Enter telephone password (PIN):** complete your entry with the pound key.

**Note:** If your calling-telephone configuration allows polling messages without user identification, you need not enter a telephone password. Or with name dialing:



**Enter the service access number for direct access.**



Enter your **own name** via the letter number assignment: push star, enter name and complete your entry with the pound key.



**Enter telephone password (PIN):** complete your entry with the pound key.

**Note:** If your calling-telephone configuration allows polling messages without user identification, you need not enter a telephone password.

#### 2.2.2 Selection Options in the Main Menu (Overview)

After dialing your own mailbox, the main menu functions will be announced to you. For invoking the desired functions, the main menu offers the following entry options:

①

**To record/send messages (privilege):** push 1.

Further user prompts in this case: see Section 2.2.4, "Sending Voice Mails (Privilege)", on page 2-38.

③

**To listen to/retrieve messages:** push 3.

Further user prompts in this case: see Section 2.2.3, "Editing incoming/outgoing Messages", on page 2-25.

④

Call **speed dialing menu:** push 4.

Further user prompts in this case: see Section 2.2.5, "Self-defined Key Sequences", on page 2-43.

**Note:** This feature is not announced.

⑤

**Emit messages continuously:** push 5.

Messages are put out without interrupting greetings. **Note:** This feature is in the main menu not announced .

- 7 **To connect (privilege):** push 7.  
Further user prompts in this case: see Section 2.2.8, “Connecting (Privilege)”, on page 2-70.
- 8 **To change answering options (privilege):** push 8.  
Further user prompts in this case: see Section 2.2.6, “Answering Options (Privilege)”, on page 2-43.
- 9 **To change mailbox options (privilege):** push 9. Further user prompts in this case: see Section 2.2.7, “Mailbox Options (Privilege)”, on page 2-58.

### 2.2.3 Editing incoming/outgoing Messages

You can use your telephone to retrieve the following types of messages:

- **Message transmission status reports:**  
These status reports (failed-delivery message(s), read and send confirmations) are created upon request or automatically by the system and delivered to the originator's mailbox.
- **Voice mails – optional:**  
You can directly play such messages.
- **Fax messages – optional:**  
You can put out messages of this type on your default printer or on a fax device.
- **E-mail (optional):**  
You can issue messages of this type to your default printer or to a fax device.



You can also play e-mails if the *Text-To-Speech* (TTS) add-on software is installed. In this case you have the same operating options as for voice mail playback.

You can retrieve the above message types from different folders of your mailbox (message groups) via your telephone:

- **"Xpressions" folder:**  
Messages arrive in this folder by actions you have performed (by delivery rules or drag&drop operations at the e-mail client/server).
- **Inbox:**  
Incoming messages are automatically placed in this default folder.
- **"Saved Messages" folder:**  
This folder contains saved messages.

## Operating your Mailbox with HiPath Xpressions PhoneMail

### *Using your own Mailbox (Direct Access)*

- Outbox messages:

This category includes messages that you recorded during the current connection session (see Section 2.2.4, "Sending Voice Mails (Privilege)", on page 2-38). These can be:

- Messages that are to be sent delayed.
- Messages that you have recorded but not addressed.

All messages stored in your mailbox belong to one of the following categories:

- Normal messages

These are all messages coming in without a special attribute (urgent or confidential). These are messages of the type voice mail, fax message, or e-mail.

- Urgent or confidential messages:

These are messages that were marked as urgent or confidential when they were sent.

- Read and write confirmations:

These are system-generated messages that you receive upon request when you send a message and when the recipient of the message receives or reads the message.

- Notifications of non-receipt:

These are automatic messages that you receive if the system was unable to deliver the message you have sent.

Messages stored in your mailbox have one of the following states:

- Unread messages:

This category includes messages that have not been retrieved and saved/deleted yet.

- Read messages:

This category includes messages that you have already retrieved/listened to and saved but not deleted yet.

### 2.2.3.1 Message Editing

To retrieve/listen to messages:

**Dial your own mailbox** (see Section 2.2.1, “Dialing your own Mailbox”, on page 2-23).

- ③ Push 3 in the main menu to retrieve/play messages (see Section 2.2.2, “Selection Options in the Main Menu (Overview)”, on page 2-24).

**Note:** If your mailbox does not contain any messages, an announcement will immediately inform you about this after you have pushed 3.

Or:

Automatic retrieval of messages if new messages are stored in your mailbox and callback access mode is activated (see Section 2.5, “Using Fast Access and Access with the Mailbox Key (Callback Access)”, on page 2-74), or through the automatic notification of *Xpressions*.

After you have invoked the “play/edit messages” menu you will first be informed whether status reports (failed-delivery message(s), read and write confirmations) have been delivered to your mailbox. These status reports contain information on the messages you sent. They are imbedded in a kind of message header as you know it from other message types.

How to play status report announcements:

- ③ **Put out status reports:** push 3.



If no status reports are available, the system starts directly with the message information output.

If messages are in your mailbox, the following message information is put out after the status reports:

- how many messages are stored in your mailbox that are unread, read or need to be sent
- how many of these belong to which type (voice message, fax, e-mail).





If you have activated the “Xpressions” folder support, the name of the folder the messages of which are currently put out is announced before the message information.

If you have configured your mailbox to allow filtering specific messages (for example e-mails or read messages), such messages will not be indicated by announcement when you edit your mailbox by telephone. To retrieve messages of this type, you must change your mailbox settings (see Section 2.2.7, “Mailbox Options (Privilege)”, on page 2-58), or access your mailbox via a PC client program.

## Operating your Mailbox with HiPath Xpressions PhoneMail

### Using your own Mailbox (Direct Access)

Depending on the incoming messages and the system configuration you can call the following features here:

-  **Play voice mails:** push 3.  
For further operating steps please refer to Section 2.2.3.2, “Playing back Messages”, on page 2-28.
-  **Play fax messages:** push 2.  
For further operating steps please refer to Section 2.2.3.7, “Selection Options for playing Fax Messages and e-mails”, on page 2-34.
-  **Play e-mails:** push 1.  
For further operating steps please refer to Section 2.2.3.7, “Selection Options for playing Fax Messages and e-mails”, on page 2-34.
-  **Change message group:** push pound. Pushing the pound key switches to the next message group.  
For further operating steps please refer to Section 2.2.3.8, “Selection Options with playing “outgoing Messages””, on page 2-35.



The following message groups (folders) are available: inbox, Xpressions (if configured), saved messages and messages to be sent.

### 2.2.3.2 Playing back Messages

Messages stored in your mailbox are retrieved in the following order:

1. Received messages. Within the “Xpressions” folder or the inbox, the following sequence applies:
  - a) Messages marked as urgent are played first.
  - b) This is followed by send and read receipts as well as undeliverable mail messages.
  - c) This is followed by all other messages. The following sequence applies:
    - unread messages first
    - then read messages
2. Saved messages
3. Outbox messages: the messages are played back in chronological order.

### 2.2.3.3 Message Header

The date and time of message reception are announced at the beginning of each message. The name and extension number of the caller are also issued for incoming messages, provided that the caller is an internal subscriber. For external calls, the call number is issued if it was transferred with the message. The originator of an e-mail is announced, provided TTS is installed and activated.



The system settings determine whether the complete message header is put out or only specific originator information. Message header output may also be entirely suppressed.

The user can push the key sequence **[7] [4]** or **[7] [7]** to put out the complete message header after listening to the message.

### 2.2.3.4 Options available when listening to the Message Header

After having pushed 3 to play voice mails, the following selection possibilities are available during the playback of the message header:

- [3]**                    **Skip message header and directly to message:** push 3.
- [2]**                    **Skip message and play next message header:** push 2.
- [7] [2]**                **Back to previous message header:** push 7, then 2.
- [\*]**                    **Skip message header and stop message playback:** push star.
- [#]**                    **Skip message header and go to end of message:** push pound.

### 2.2.3.5 Options available when listening to a Voice Mail

You have the following operation options while saved message texts are played:

- [7]**                    **Play message more slowly:** push 7.  
By pushing the 7 key several times, you can reach a reduction in the playback rate in four steps.
- [9]**                    **Play message faster:** push 9.  
By pushing the 9 key several times, you can reach an increase in the playback rate in four steps.

## Operating your Mailbox with HiPath Xpressions PhoneMail

### Using your own Mailbox (Direct Access)

The key functions [1] to [6] described in the following allow a shortened function selection. They are only available during the message output if the administrator has configured this. In case of doubt please contact your system administrator.

**Note:** The functions are also offered after pushing star or after playing a message.

- [1]           **Answer message directly:** push 1.  
The message will then contain the “unread” state.
- [2]           **Skip message:** push 2.  
Then the next message will be issued immediately.
- [3]           **Back to the beginning of message and start playback:** push 3.
- [4]           **Save message directly:** push 4.
- [5]           **Forward message directly:** push 5.  
The message will then contain the “unread” state.
- [6]           **Delete message directly:** push 6.
- [\*]           **Stop message playback:** push star.

After pushing the star key you have the following options:

- [3]           **Continue stopped playback:** push 3.
- [2]           **Play next message:** push 2.  
Output is continued with the message header of the next message.
- [#]           **Answer message:** push pound.  
Afterwards you will automatically come to the menu branch “Record/  
send messages”.
- [4]           **Save message:** push 4.  
You now have the following options:
  - [#]           **Go to next message:** push pound.
  - [1]           **Answer message:** push 1.  
Afterwards you will automatically come to the menu branch “Record/  
send messages”.
  - [9]           **Forward message:** push 9.

## Operating your Mailbox with HiPath Xpressions PhoneMail

*Using your own Mailbox (Direct Access)*

- 7 0 **Call sender:** push 7 and 0 successively.
- 6 **Delete message:** push 6.  
You now have the following options:
  - # **Go to next message:** push pound.
  - 1 **Answer message:** push 1.  
Afterwards you will automatically come to the menu branch “Record/send messages”.
  - 9 **Forward message:** push 9.
- 7 0 **Call sender:** push 7 and 0 successively.
- 7 **Repeat message playback:** push 7.
  - 1 **Put out message details:** push 1.
  - 2 **Change to previous message:** push 2.
  - 3 **Repeat message output:** push 3.
  - 7 **Repeat respective message header:** push 7.
  - 8 **Repeat 8 seconds of the message** (or 3 sentences in e-mails): push 8.
  - # **Back to main menu:** push pound.
- 8 **To modify file attachments:** push 8.
  - 1 **Print e-mail/fax:** push 1.  
**Note:** The feature to edit file attachments is only provided if an attachment belongs to the message that is actually played back.
  - 3 **Issue voice mail:** push 3.
  - 4 **To modify previous attachment:** push 4.

## Operating your Mailbox with HiPath Xpressions PhoneMail

### Using your own Mailbox (Direct Access)

- 5 To modify the same attachment: push 5.
- 6 To modify next attachment: push 6.
- # Change to the menu branch “After listening to the message”: push pound.
- 9 Use additional options: push 9.
- 1 Jump forward to the next message category: push 1.
- 2 Jump back to the previous message category: push 2.
- 3 Jump forward to the end of message: push 3.
- 8 Skip 8 seconds of the message (or 3 sentences in e-mails): push 8.
- # Back to main menu: push pound.

### 2.2.3.6 Options available after Message Playback

You can decide how a message is to be processed once it has been played. The following options are provided:

- # **Answer message:** push pound.  
Afterwards you will automatically come to the menu branch “Record/send messages”.
- 2 **Play next message:** push 2.  
Output is continued with the message header of the next message.
- 4 **Save message:** push 4.
- # **Go to next message:** push pound.
- 1 **Answer message:** push 1.  
Afterwards you will automatically come to the menu branch “Record/send messages”.
- 9 **Forward message:** push 9.

## Operating your Mailbox with HiPath Xpressions PhoneMail

*Using your own Mailbox (Direct Access)*

- 7 0** **Call sender:** push 7 and 0 successively.
- 6** **Delete message:** push 6.
- #** **Go to next message:** push pound.
- 1** **Answer message:** push 1.  
Afterwards you will automatically come to the menu branch “Record/send messages”.
- 9** **Forward message:** push 9.
- 7 0** **Call sender:** push 7 and 0 successively.
- 7** **Repeat message playback:** push 7.
- 1** **Put out message details:** push 1.
- 2** **Change to previous message:** push 2.
- 3** **Play message again:** push 3.
- 7** **Repeat respective message header:** push 7.
- 8** **Repeat 8 seconds of the message** (or 3 sentences in e-mails): push 8.
- #** **Back to main menu:** push pound.

If message attachments exist, they can be edited.

**Note:** Message attachments sent in a format not supported cannot be edited via this feature. The user is in this case only informed by announcement that the message has an attachment.

- 8** **To modify file attachments:** push 8.
- 1** **Print e-mail/fax:** push 1.
- 3** **Issue voice mail:** push 3.

## Operating your Mailbox with HiPath Xpressions PhoneMail

### Using your own Mailbox (Direct Access)

- 4 To modify previous attachment: push 4.
- 5 To modify the same attachment: push 5.
- 6 To modify next attachment: push 6.
- # Change to the menu branch “After listening to the message”: push pound.

#### 2.2.3.7 Selection Options for playing Fax Messages and e-mails



The default printer and the default fax output device must be previously specified via the *Web Assistant*.

After having pushed 2 to play fax messages or key 1 to play e-mails, the following selection options are available during the playback of the message header:




- 1 # **Put out fax message or e-mail - optional - on default printer:** push 1, then pound.
- 1 1 **Put out fax message or e-mail - optional- on default fax output device** (internal only): push 1 twice in succession.
- 1 2 **Put out fax message or e-mail - optional - on any fax output device:** push 1, then 2.  
Subsequently you need to enter the calling number of the fax output device.
- 3 **Play e-mails** (The feature is only available if additional software *Text-To-Speech* is installed: push 3.  
The same operation options are available for e-mail playback as for voice mail playback.
- # **Back to main menu:** push pound.








You can also issue the fax message or e-mail to an external fax device, provided that your system administrator has enabled this option. To do this, dial the external prefix (normally 0 or 9) before the telephone number.

### 2.2.3.8 Selection Options with playing “outgoing Messages”

Pushing the pound key takes you to the “outgoing messages” message group. The following functions are available there:

-  **Change message group:** push pound.
-  **Play message header, then message:** push 3.
-  **Back to the main menu:** Push pound.

#### During message playback







-  **Stop message playback:** push star.
-  **Browse the messages** that are in the folder for messages to be sent: push 2.
-  **Continue stopped playback:** push 3.
-  **Cancel playback:** push 6.
-  **Repeat message playback:** push 7.

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#### After message playback





The following options are available after listening to messages that you have recorded for a subsequent send action (see Section 2.2.4, “Sending Voice Mails (Privilege)”, on page 2-38):

-  **Message to be sent is okay, continue:** push pound.
-  **Re-record message to be sent:** push 1.  
See Section 2.2.4, “Sending Voice Mails (Privilege)”, on page 2-38 for information about recording messages.
-  **Change recipient:** push 2. To change the recipient number see Section 2.2.3.9, “Changing the Recipient Number(s)”, on page 2-36.
-  **Modify send options:** push 3.  
To change the send options, please refer to Section 2.2.4.3, “Selecting the Send Options”, on page 2-41.
-  **Send message:** push 4.
-  **Delete message to be sent:** push 6.

#### 2.2.3.9 Changing the Recipient Number(s)




The following options are subsequently available if you change the recipient (option 2).

##### Add recipient number











-  **To add recipient number(s):** push 1.  
The system now prompts you to enter the required recipient number.
-  **Enter recipient number:** This can also be a distribution list number (see Section 1.2.1.7, “Distribution Lists”, on page 1-11). Complete your entry by pushing the pound key.  
Subsequently you can add another recipient number.  
Or:  
 Enter the **recipient name** via the letter number assignment: push star, enter name and complete your entry with the pound key.  
Subsequently you can add further recipient names.  
Or:  
 **Complete and continue:** push pound. The recipient number you have entered is announced by the system for checking.

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-  **Correct entry:** push star.
-  **Confirm entry:** push pound.  
Now you can add further recipient numbers.
-  **Finish entry of recipient numbers:** push pound.

### Deleting Recipient Numbers

-  **Delete recipient numbers:** push 6.  
The system now prompts you to enter the extension number or distribution list number to be deleted.
-   **Enter recipient number:** complete your entry with the pound key.  
Subsequently you can delete another recipient number.  
Or:
-    Enter the **recipient name** via the letter number assignment: push star, enter name and complete your entry with the pound key.  
Subsequently you can add further recipient names.  
Or:
-  **Complete and continue:** push pound. The recipient number you have entered is announced by the system for checking.
-  **Correct entry:** push star.
-  **Confirm entry:** push pound.  
Now you can add further recipient numbers.
-  **Finish entry of recipient numbers:** push pound.

### Checking Recipient Numbers

-  **Check recipient numbers:** push 9.  
The recipient numbers are now announced.
-  **Complete and continue:** push the pound key.

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Using your own Mailbox (Direct Access)


### 2.2.4 Sending Voice Mails (Privilege)

Via *HiPath Xpressions PhoneMail* you can create voice mails and send them to other subscribers.

#### 2.2.4.1 Recording and sending Messages

How to record and send messages:

**Dial your own mailbox** (see Section 2.2.1, “Dialing your own Mailbox”, on page 2-23).

-  Push 1 in the main menu (see Section 2.2.2, “Selection Options in the Main Menu (Overview)”, on page 2-24) to record messages. A recorded announcement prompts you to start recording the message after you hear the beep. Push 1 for the second time if you want to skip the announcement and hear the beep for recording the message.

#### **Record the Message.**

Control and correction options are available during the recording of the message (see Section 2.2.4.2, “During the Recording Process”, on page 2-39).

You will hear a beep 15 seconds before the recording process is completed.

Any pauses at the start or end of the recorded voice message are detected by the system and removed.

The following features are available for further operation:



**Pause/stop recording:** push star. Recording will be interrupted or completed.



**Complete recording:** push pound.

Afterwards you will be prompted to enter the recipient number.



**Enter the extension number of the recipient** and complete your entry with the pound key

Or:



Enter the **recipient name** via the letter-number assignment: push star, enter name and complete your entry with the pound key.



**Release message for sending without special send options** (outbox): push pound again.

The message is sent when you terminate the connection to the mailbox.

Or:

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- 3 **Select send options** and release message for transmission: push 3. You find more details about the send options in Section 2.2.4.3, “Selecting the Send Options”, on page 2-41. The message is sent when you terminate the connection to the mailbox. Or:
- 6 **Cancel, and store the recorded message in the inbox directory:** Push 6.

After you have sent a message to the outbox, you can listen to this message again, re-record this message if required, add, delete and check recipient numbers and change the send options again before you disconnect the mailbox connection.

To do this, retrieve the messages stored in your mailbox (see Section 2.2.3, “Editing incoming/outgoing Messages”, on page 2-25). Correction options are available when you are playing outbox messages (see Section 2.2.3.8, “Selection Options with playing “outgoing Messages””, on page 2-35).



















### 2.2.4.2 During the Recording Process

You can control and correct the recorded message during the actual recording process. The following options are available while the message is being recorded.

- # **Establish phone connection to one's referral extension:** push pound.
- 0 **Cancel recording and establish another telephone connection (the recording will be dismissed):** push 0.  
**Note:** This function might be deactivated by a system setting. subsequently you can trigger the following functions:
  - 0 # **Directly connect to the operator:** push pound  
Or:
  - # **Establish connection to a subscriber by phone number entry:** Enter phone number and complete entry with pound key.
  - \* # **Establish connection to a subscriber by name selection:** Push star key, enter name and complete entry with pound key.
  - # **Setting up a connection**
- \* **Stop, Pause recording:** push star.
- 1 **Continue stopped recording:** push 1.

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-  **Delete recording:** push 6.
-  **Re-record message:** push 1.
-  **Complete process:** push pound.
-  **Listen to recording for checking:** push 7.
-  **Listen to the complete recording:** push 3.
-  **Listen to the last eight seconds of the recording:** push 8.
-  **Finish process and close the connection to HiPath Xpressions:**  
Push 6
-  **Finish process and back to the main menu:** push pound.
-  **Send message:** push pound.  
Afterwards you will be prompted to enter the recipient number.
-  **Store message as draft in the “outgoing messages” folder:** Push pound.  
Later you can retrieve, address and send this message from the "outgoing messages" folder via the **play/retrieve messages** menu.
-   **Enter recipient number:** This can also be a distribution list number (see Section 1.2.1.7, “Distribution Lists”, on page 1-11). Complete your entry by pushing the pound key.  
Subsequently you can add another recipient number.  
Or:
-    Enter the **recipient name** via the letter number assignment: push star, enter name and complete your entry with the pound key.  
Subsequently you can add further recipient names.  
Or:
-  **Complete and continue:** push pound. The recipient number you have entered is announced by the system for checking.
-  **Correct entry:** push star.
-  **Confirm entry:** push pound.  
Now you can add further recipient numbers.

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- Finish entry of recipient numbers:** push pound.
- Cancel process and delete message:** push 6.  
The message will first be moved to the “outgoing messages” folder and deleted when the connection to *HiPath Xpressions PhoneMail* is closed.
- Send message:** push pound.
- Select send options:** push 3.  
See Section 2.2.4.3, “Selecting the Send Options”, on page 2-41.

### 2.2.4.3 Selecting the Send Options

After you have addressed the message to all recipients, you can link several functions to the message transmission. You can configure:

- whether you would like to receive a receipt report or read report
- whether the message is to be provided with the attributes “**private**” and/or “**urgent**”.
- a future send time.




- Select send options:** push 3.

The following options are available (multiple selection possible) if you set the send options:

- Request receipt or read confirmation:** push 1  
**Note:** Even if the recipient has deactivated sending a confirmation (via the *Web Assistant* or the Communications client), this feature is automatically activated with logging on to *HiPath Xpressions PhoneMail*.
- Mark messages as private:** push 2
- Flag message as urgent:** push 3.  
The message is only delivered as **urgent**, if the recipient expressly allows this via his/her caller options (*Web Assistant*).
- Mark message for future transmission:** push 4.
- Correct entry:** push star.  
Then you will arrive at the menu for selecting send options.





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-  **Confirm the send options:** push pound. You find the additional operating processes in Section 2.2.4.3, “Selecting the send options for future delivery”, on page 2-42.
-  **Select regular send mode :** push pound.
-  **Complete process:** push pound.

### Selecting the send options for future delivery



The following additional options are available if you have marked a message for future delivery:


-  Request **single future transmission:** push 1.  
Then enter the data for the send date.
-  Request **multiple future transmission:** push 2 or  
You now have the following options:
  -  **Weekly repetition** of transmission: push 1. Then enter the data for the send date.
  -  **Monthly repetition** of transmission: push 2. Then enter the data for the send date.

You will be prompted to enter the month or the day of the week and the time if you have selected one of these three options (once, weekly or monthly delivery):

-   **Enter month or weekday(s) and time.** Complete each entry with the pound key.
  - Entry for month: 1, 2, 3...12 (1 = January, etc.)
  - Entry for day: 1, 2, 3...31
  - Time in 12-hours format
-  **To select the current month or weekday:** push pound.
-  **Confirm the date you have entered** or the time: push pound.

The following options are available once you have completed the time entries:

-  Re-enter **Send options for future transmissions:** push 1  
Or:
-  **Play set send options:** push 9  
Or:

-  **Confirm** the send options for future delivery and release the outbox message: push pound.

## 2.2.5 Self-defined Key Sequences

With the help of self-defined key sequences you can program up to nine entry sequences and retrieve them via the keys 1 to 9. This way you can quickly invoke menu functions often used. The keys are allocated with the key sequences in the *Web Assistant*. In the *Web Assistant* select the configuration dialog **Personal settings > Voicemail**. Then push **Edit** under **Programmable short cuts** to reach the key sequence settings dialog.

An example: You would like to reach the check-up of your notification settings directly via key 1. Normally you would have to push the keys , ,  successively in the main menu.

On the *Web Assistant's Programmable short cuts* page, enter the following in the lines next to :

Key sequence: **949**

Description: **Check notifications**

### 2.2.5.1 Use self-defined Key Sequences

The self-defined key sequences are used in *HiPath Xpressions PhoneMail* as follows.

**Dial your own mailbox** (see Section 2.2.1, "Dialing your own Mailbox", on page 2-23).

-  Invoke **Use key sequence feature**: push 4 in the main menu.

For selecting the menu function:



**Select key sequence**: push one of the keys 1 to 9 for the desired key sequence.

Or:



**Back to the main menu**: push pound.

## 2.2.6 Answering Options (Privilege)

You use the answering options to define how calls that are forwarded to your mailbox are handled. Calls are forwarded to your mailbox if your extension is busy or if you do not answer the call (your system administrator must have configured this option) or if you have

## Operating your Mailbox with HiPath Xpressions PhoneMail

### Using your own Mailbox (Direct Access)

programmed call forwarding to your mailbox. If you can access your private settings via the web-based configuration interface (see *HiPath Xpressions Client WebAssistant* manual under “**Time Profiles**”), you can modify the answering options there as well.

The answering options include:

- **Greetings**

See Section 2.2.6.2, “Greetings and Answering Mode”, on page 2-48.

Callers directed to your mailbox are received with a welcome greeting. A system greeting is set as default first. To configure the system for your requirements you can record individual greetings and activate them according to their purpose.



Greetings can be configured in two operation modes:

- **Simple Mode**

In simple mode you can record and activate exactly one greeting for each greeting type.

- **Extended Mode**

Here you can record nine greetings. From these nine greetings you then assign the desired greetings to the single greeting types.

The following greeting types are available, sorted according to priority:

- Today greeting:

This greeting type is intended for quickly recording and activating a temporary greeting. The validity of this greeting expires at 00:00 o'clock of the same day.

Subsequently, the greetings will be played again as previously configured. Activating this type of greeting disables all other greeting types.

- Alternate greeting:

You can define an alternate greeting. This means that you can configure a greeting to be used for a medium-term period (several days). If this greeting is set, it will be used exclusively for an incoming call. This setting disables any other greetings set for internal calls, external calls, or calls with busy line. All callers trying to reach you during the business hours will receive this greeting. Only outside these business hours the greeting you have defined for “outside business hours” will be played .



It is possible to configure the system via a configuration setting to also play the alternate greeting for calls coming in outside business hours. In case of doubt please ask your administrator.

- Personal greeting for external and internal callers:

One private greeting can be set for external callers and another for internal callers. You may want to have a more formal greeting for external callers. You can inform internal callers of your current whereabouts, for example.

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- Greeting when extension is busy:  
The callers always receive this announcement when the telephone is busy. Thus it is possible to configure a greeting to inform the caller that someone speaks on the line and give the deputy's number.
- After hours greeting:  
This greeting is played back to callers who dial an extension outside of business hours. You can use this greeting to notify callers of your office's business hours. Business hours are programmed via the web-based configuration interface (see *HiPath Xpressions WebAssistant* manual) under "Time Profiles".

- **Toggling Answering Machine Mode/Infobox Mode**

In simple mode this switch is performed from the answering options menu and is globally valid for all greetings.

Preventing callers from leaving messages is useful, for example, if you cannot be contacted for a long period of time. In this situation, you should provide a message to alert callers to this fact.



In extended mode you can individually set for each greeting type whether or not a caller may leave a message.

- **Call Forwarding to the *HiPath Xpressions PhoneMail* Referral Extension (Privilege)**  
See Section 2.2.6.4, "Specifying the HiPath Xpressions PhoneMail Referral Extension (Privilege)", on page 2-53.

You can set your private *HiPath Xpressions PhoneMail* referral extension.

If you have set *Greeting only* as answering mode, the caller will be re-directed to your referral extension either automatically or by pushing a key, provided that the caller remains on the line after the greeting has been played.



You can also use this number to define the programmable caller menu for the Forward Access.

- **Recording names**

See Section 2.2.6.5, "Recording Names", on page 2-54.

You can record your name in the same way as a greeting. Other users will hear your name when they send messages to you or receive messages from you.

## Operating your Mailbox with HiPath Xpressions PhoneMail

### Using your own Mailbox (Direct Access)

- **Specifying the Call Forwarding Target Phone Number (Privilege)**

See Section 2.2.6.6, “Specifying the Mobility Number for Call Forwarding (Privilege)”, on page 2-54.

You can enter the desired phone number here so that callers can reach you at an arbitrary number (for example a cell phone). As with the *HiPath Xpressions PhoneMail* referral extension number, this setting can also be used in the forward access menu.

- **Specifying the Mailbox Referral Extension (Privilege)**

See Section 2.2.6.7, “Specifying a Mailbox Referral Extension (Privilege)”, on page 2-55.

For the case of your absence you can define an *Xpressions* subscriber here who will receive all messages that had been originally addressed to you.

- **Specifying the Call Forwarding for your Telephone (Privilege)**

See Section 2.2.6.8, “Specifying the direct Call Rerouting for your Telephone (Privilege)”, on page 2-56.

You can use any telephone to control the forwarding of calls to your extension, provided the system administrator has enabled this feature. You can also configure call forwarding to your mailbox in a number of simple steps.

- **Recording and activating the “Today Greeting”**

You can record a special greeting that is valid until 00:00 o'clock only. Subsequently, the greetings will be played again as previously configured. Activating this type of greeting disables all other greeting types.

- **Toggling simple/extended Mode**

Greetings can be configured in two operation modes:

- Simple Mode

In simple mode you can record and activate exactly one greeting for each greeting type. See also Section 2.2.6.2, “Personal Greetings in simple Mode”, on page 2-48.

- Extended Mode

Here you can record up to nine greetings. From these nine greetings you then assign the desired greetings to the single greeting types. See also Section 2.2.6.2, “Personal Greetings in extended Mode”, on page 2-51.

Notes for using the two operation modes: depending on the installation scenario the following should be heeded by the user:

In case of a reinstallation

In this case the simple mode is configured by default. When you start using *HiPath Xpressions PhoneMail*, you need to record the greetings first. Therefore you should at this stage decide which mode you want to use. In this way you can save recording greetings for the mode you do not need. If you want to use both operation modes in parallel, you need to record the greetings for both modes.

## Operating your Mailbox with HiPath Xpressions PhoneMail

### *Using your own Mailbox (Direct Access)*

In case of an update installation

Since in the foregoing system only the extended mode existed, you only need to rerecord all greetings for the simple mode after switching to this mode. The extended mode greetings of the foregoing system are retained.

#### 2.2.6.1 Changing Answering Options (Privilege)

The following answering option features are available (overview):

- ① **Setting a greeting.** See Section 2.2.6.2, “Greetings and Answering Mode”, on page 2-48.  
Or:
- ② **Setting the answering mode** (answering machine or infobox mode):  
Note: this function only takes effect in simple mode for configuring the greetings.  
See also Section 2.2.6.3, “Specifying the Answering Mode (for Simple Mode only)”, on page 2-53.  
Or:
- ③ **Defining the *PhoneMail* referral extension (privilege).** See Section 2.2.6.4, “Specifying the HiPath Xpressions PhoneMail Referral Extension (Privilege)”, on page 2-53.  
Or:
- ④ **Recording the individual name.** See also Section 2.2.6.5, “Recording Names”, on page 2-54.  
Or:
- ⑤ **Defining the Mobility Target Number (Privilege).** See Section 2.2.6.6, “Specifying the Mobility Number for Call Forwarding (Privilege)”, on page 2-54.  
Or:
- ⑥ **Defining the mailbox referral extension (Privilege).** See also Section 2.2.6.7, “Specifying a Mailbox Referral Extension (Privilege)”, on page 2-55.  
Or:
- ⑦ **Configuring call forwarding (Privilege).** See also Section 2.2.6.8, “Specifying the direct Call Rerouting for your Telephone (Privilege)”, on page 2-56.  
Or:
- ⑧ **Record/activate “today greeting”:** push 8. See also Section 2.2.6.9, “Recording and activating the “Today Greeting” Greeting Type”, on page 2-56.  
Or:
- ⑨ **Toggle simple/extended mode** for configuring the greetings: push 9. See also Section 2.2.6.10, “Toggling simple/extended Mode”, on page 2-57.  
Or:

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How to set the answer options:

**Dial your own mailbox** (see Section 2.2.1, “Dialing your own Mailbox”, on page 2-23).

- 8 Push 8 in the main menu (see Section 2.2.2, “Selection Options in the Main Menu (Overview)”, on page 2-24). The menu for changing the answering options is played.

### 2.2.6.2 Greetings and Answering Mode

*PhoneMail* provides two operation modes for configuring greetings and the answering mode (answering machine service or information service):

- The simple mode
- The extended mode

You find a description of the features of both modes in Section 1.2.1.5, “Simple/extended Mode for Greetings”, on page 1-10



Since the greetings are not used for both modes, you may need to record missing ones when switching to the respectively other mode.

### Personal Greetings in simple Mode

In simple mode you can record one greeting per greeting type and globally define for these greetings whether you desire the answering machine service or the information service.



WebAssistant

You can also record personal greetings via the *Web Assistant* (**Recordings** page).



In simple mode the greetings for “busy line”, “internal callers”, “external callers”, and “calls outside business hours” are compiled under the term “regular greetings”.



In the menu for **editing the answering options**: push 1.  
You now have the following options:



**Modify alternative greeting**: push 1.  
For further operation see Section 2.2.6.2, “Editing the alternative greeting”, on page 2-49.

#### **Note for the alternative greeting functionality:**

When you activate the alternative greeting in simple mode, all other greetings will be replaced by the alternative greeting.

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### *Using your own Mailbox (Direct Access)*

- 2 **Modify regular greetings:** push 2.  
For further operation see Section 2.2.6.2, “Editing the regular greeting”, on page 2-50.
- 3 **Toggle between alternative greeting and regular greetings:** push 3.  
**Note:** In simple mode, selecting a greeting type (regular or alternative greeting) deactivates an active “today greeting”.

### Editing the alternative greeting

After selecting 1 to modify the alternative greeting, the following functions are available:






- 1 **Re-record alternative greeting:** push 1.  
The recording procedure starts. You will be prompted to record the new greeting after the beep.  
**Record greeting:** record your greeting after the beep. The same control options and key sequences available when you are recording messages are available here (see Section 2.2.4.2, “During the Recording Process”, on page 2-39).
- \* **Stop recording:** push star.
- # **Activate greeting:** push pound. Subsequently you return to the **modify personal greeting** menu branch.
- 4 **Maintain or activate alternative greeting:** push 4.
- 6 **Set system greeting for this greeting type:** push 6.

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### Using your own Mailbox (Direct Access)

#### Editing the regular greeting

After selecting  to modify the regular greeting, the following functions are available:

-  **Modify greeting for busy line:** push 2.  
Or:
-  **Modify greeting for internal callers:** push 3.  
Or:
-  **Modify greeting for external callers:** push 4.  
Or:
-  **Modify greeting for outside business hours:** push 5.
-  **Cancel process and back to the main menu:** push pound.

After you have selected one of the regular greetings for editing, the following editing options are available for the single greetings:

-  **Re-record selected regular greeting:** push 1.  
The recording procedure starts. You will be prompted to record the new greeting after the beep.  
**Record greeting:** record your greeting after the beep. The same control options and key sequences available when you are recording messages are available here (see Section 2.2.4.2, “During the Recording Process”, on page 2-39).
-  **Stop recording:** push star.
-  **Activate greeting:** push pound. Subsequently you return to the **modify personal greeting** menu branch.
-  **Maintain or activate selected regular greeting:** push 4.
-  **Set system greeting for this greeting type:** push 6.

## Operating your Mailbox with HiPath Xpressions PhoneMail

Using your own Mailbox (Direct Access)

### Personal Greetings in extended Mode



WebAssistant

You can also record personal greetings via the *Web Assistant* (**Recordings** page).

1

In the menu for **editing the answering options**: push 1.  
You now have the following options:

1

**Modify alternative greeting**: push 1.  
Or:

#### **Note for the alternative greeting functionality:**

When you activate the alternative greeting, all other greetings except for the greeting for calls outside business hours are replaced with the alternative greeting by default. Your administrator can configure the system to enable the replacement of the greeting for calls outside business hours with the alternative greeting as well. In case of doubt please contact your system administrator.

2

**Modify greeting for busy line**: push 2.  
Or:

3

**Modify greeting for internal callers**: push 3.  
Or:

4

**Modify greeting for external callers**: push 4.  
Or:

5

**Modify greeting for outside business hours**: push 5.



The “today greeting” is configured in a special menu, which can be directly reached from the **answering options** menu.

When you have selected one of the five available greeting types, the greeting already recorded for this type will first be played.

Thereafter the following options are available:

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### Editing private greeting



The next operation steps refer to the respectively selected greeting.



**Modify private greeting:** push 1.

The system prompts you to enter the greeting number after you have pushed 1.



**Enter the number of the personal greeting.**

You now have the following options:



**Re-record personal greeting:** push 1.

The recording procedure starts. You will be prompted to record the new greeting after the beep.

**Record greeting:** record your greeting after the beep. The same control options and key sequences available when you are recording messages are available here (see Section 2.2.4.2, “During the Recording Process”, on page 2-39).



**Stop recording:** push star.



**Activate greeting:** push pound. Subsequently you return to the **modify personal greeting** menu branch.



**Maintain or activate personal greeting:** push 4.



**Set system greeting for this greeting type:** push 6.



**Allow leaving of messages for this greeting type** (answering machine mode): push 4.

Or:



**Prevent leaving of messages for this greeting type** (infobox mode): push 6.

Note: It is not possible to stop delivering messages via broadcast, distribution lists or via system networking by activating the option “Prevent leaving of messages”.



**Deactivate selected greeting:** push 3.

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**Cancel process and back to the main menu:** push pound.



If you prevent users from leaving messages, make sure that the greeting text corresponds to the answering mode. The caller should be aware of the fact that he or she cannot leave a message. In this case also check the *HiPath Xpressions PhoneMail* referral extension.

### 2.2.6.3 Specifying the Answering Mode (for Simple Mode only)



**Allow leaving of messages** (answering machine mode): push 4.  
Or:



**Prevent leaving of messages** (infobox machine mode): push 6.



**Cancel process and back to the main menu:** push pound.

### 2.2.6.4 Specifying the *HiPath Xpressions PhoneMail* Referral Extension (Privilege)



You can also enter the *PhoneMail* referral extension via the *Web Assistant (Voice mail system)* page.



In the menu for **editing the answering options**: push 3.  
You now have the following options:



**Modify referral extension**: push 1.  
Or:



**Cancel, maintain referral extension**: push 4.

The system prompts you to enter the referral extension number after you have pushed 1. Your deputy may be a user on the *HiPath Xpressions* server, on your PBX, or an external user (you need exchange access to enter an external number for a deputy). If the deputy is an internal user, you may enter the phone number in short form (i.e. as extension number). For external subscribers use the type of number that you know from making normal external calls (thus with outside line prefix and, if required, with area code zero). The phone number may not contain more than twenty-two digits.



**Enter referral extension** and finish with the pound key.  
Or:

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Enter the **name of the referral extension** via the letter-number assignment: push star, enter name and complete your entry with the pound key.

#### 2.2.6.5 Recording Names



WebAssistant

You can also record name greetings via the *Web Assistant* (**Recordings** page).



In the menu for **editing the answering options**: push 4.  
You now have the following options:



**Re-record name**: push 1.

Or:



**Cancel**, maintain current recording: push 4.

The system prompts you to enter your name after the beep if you have pushed 1.

#### Record name

The same control options and key sequences available when you are recording messages are available here (see Section 2.2.4.2, “During the Recording Process”, on page 2-39).



**Finish recording**: push the star key.



**Activate recording**: push the pound key.

#### 2.2.6.6 Specifying the Mobility Number for Call Forwarding (Privilege)

You can use the mobility number specified here as target phone number in the programmable forwarding mode.



WebAssistant

You can also enter the mobility number via the *Web Assistant* (**Voice mail system** page). You can program the forwarding mode via the *Web Assistant* only.



In the menu for **editing the answering options**: push 5.  
You now have the following options:



**Change mobility number**: push 1.

Or:



**Activate function**: push 2.

Or:



## Operating your Mailbox with HiPath Xpressions PhoneMail

### Using your own Mailbox (Direct Access)

 **Deactivate function:** push 3.  
Or:

 **Cancel,** maintain telephone number and status: push pound.

If you have pushed 1 the system prompts you to enter the mobility number.

  **Enter mobility number** followed by the pound key.  
Enter the number exactly as you would from your office phone. Do not forget to prefix the number with the code for the outside line (normally 0 or 9).



You can only specify an external mobility number if your telephone connection allows making external calls.

#### 2.2.6.7 Specifying a Mailbox Referral Extension (Privilege)

 In the menu for **editing the answering options:** push 6.  
You now have the following options:

 **Modify mailbox deputy:** push 1.  
Or:




 **Activate mailbox deputy:** push 2.  
Or:

 **Deactivate mailbox deputy:** push 3.

 **Cancel,** maintain deputy number: push pound.

The system prompts you to enter the mailbox deputy number if you have pushed 1.

  **Enter the mailbox referral extension** and finish with the pound key  
Or:

   Enter the **name of the referral extension** via the letter-number assignment: push star, enter name and complete your entry with the pound key.

## Operating your Mailbox with HiPath Xpressions PhoneMail

Using your own Mailbox (Direct Access)

### 2.2.6.8 Specifying the direct Call Rerouting for your Telephone (Privilege)



You can also configure direct call forwarding via the *Web Assistant* (**Voice mail system** page).

7

In the menu for **editing the answering options**: push 7.  
You now have the following options:

1

**Modify rerouting destination**: push 1.  
Or:

4

**Activate rerouting to Xpressions** : push 4.  
Or:

6

**Deactivate rerouting**: push 6.  
Or:

#

**Cancel**, maintain possible call rerouting: push pound.

The system prompts you to enter the call forwarding destination if you have pushed 1.



#

**Enter the call forwarding destination and** complete your entry by pushing the pound key:

Enter the number exactly as you would from your office phone. Do not forget to prefix the number with the code for the outside line (normally 0 or 9).



You can only configure an external call forwarding if your telephone connection has full access.

### 2.2.6.9 Recording and activating the “Today Greeting” Greeting Type

The “today greeting” greeting type can be quickly configured via the **answering options** menu. This type is merely valid for a limited period, which expires at 00:00 o'clock of the respective configuration day. Subsequently, the greetings will be played again as previously configured. Activating this type of greeting disables all other greeting types.

How to configure this greeting type:

8

Switch to the **Modify and activate “today greeting”** menu. Push 8.  
The recording procedure starts. You will be prompted to record the new greeting after the beep.

## Operating your Mailbox with HiPath Xpressions PhoneMail

### *Using your own Mailbox (Direct Access)*

**Record greeting:** record your greeting after the beep. The same control options and key sequences available when you are recording messages are available here (see Section 2.2.4.2, “During the Recording Process”, on page 2-39).



**Stop recording:** push star.



**Activate greeting:** push pound. Subsequently you return to the main menu.

### Deactivating the “Today Greeting” Greeting Type

In **simple mode**, selecting the greeting type “regular greeting” or “alternative greeting” disables an active “today greeting”.

In **extended mode**, this deactivation occurs by selecting any other greeting type.

#### 2.2.6.10 Toggling simple/extended Mode

To configure your personal greetings you can, depending on the desired mode, switch from the simple to the extended mode and vice versa any time.



When you switch to an operation mode that you never used before, you need to newly record all greetings for this operation mode.



**Toggle between the simple and extended mode:** push 9.

## Operating your Mailbox with HiPath Xpressions PhoneMail

*Using your own Mailbox (Direct Access)*

### 2.2.7 Mailbox Options (Privilege)

You can customize your mailbox. If you can access your private settings via the web-based configuration interface (see *HiPath Xpressions WebAssistant* manual), you can modify the mailbox options there as well.

These settings include:

- **Specifying personal Distribution Lists (Privilege)**

See Section 2.2.7.2, "Private Distribution List (Privilege)", on page 2-60.

You can create, modify, check and delete distribution lists for recurring send requests to certain users.

- **Modifying User Prompts (Privilege)**

See Section 2.2.7.3, "Changing the User Prompt Setting (Privilege)", on page 2-62.

You can choose between short and more detailed user prompts. After an installation the more detailed user prompts are active by default. After you have switched to short user prompts, menu greetings are partly given shortened. Experienced users can use this to faster navigate in the menu.

- **Modifying the Telephone Password (PIN) (Privilege)**

See Section 2.2.7.4, "Change Telephone Password (PIN) (Privilege)", on page 2-62.

You can change the password required for telephone access to your mailbox any time.

- **Setting Notifications (Privilege)**

See Section 2.2.7.5, "Setting Notifications (Privilege)", on page 2-63.

You can set the system to send a short text message (SMS message) to your cell phone when a new mail arrives in your mailbox. You can also set *Xpressions* to try to reach you at a number of telephones or to reach you via a pager if you are using one.

- **Playback Options (Privilege)**

See Section 2.2.7.6, "Playback Options (Privilege)", on page 2-66.

If you work in an integrated Lotus Notes or MS Exchange environment or if the *HiPath Xpressions* server is also configured as an e-mail system (please consult your system administrator in this regard), you can specify whether messages stored in your "Xpressions" folder can be processed on the telephone prior to inbox messages. If this folder does not already exist, it is automatically created when you activate the system.

You can also define the order in which the messages in your inbox should be announced.

Furthermore, you can set the volume of telephone message playback in several steps.

You can choose to have the messages in your inbox played back without any user intervention. However, you can interrupt the message playback at any time by pushing a key.

## Operating your Mailbox with HiPath Xpressions PhoneMail

### *Using your own Mailbox (Direct Access)*

- **Activating or deactivating Fax Tone Recognition (Privilege)**

See Section 2.2.7.7, “Activating/deactivating Fax Tone Recognition (Privilege)”, on page 2-67.

You can activate or deactivate fax tone detection in forward access mode, provided this has been enabled in the system. This enables callers to send faxes as well as voice mails to your mailbox if a fax access number is not available or cannot be used for your system, and provided that voice mails and faxes are to be rerouted to the same routing destination. You must have configured the relevant forwarding settings or you must provide your fax partners with an appropriate direct address.

- **Modifying the Language (Privilege)**

See Section 2.2.7.8, “Changing the Language (Privilege)”, on page 2-68.

You can select another language for the user prompts. This also applies to all other access options if you make calls from your extension or any other extension, as soon as you have dialed your own mailbox.

- **Modifying the Message Types (Privilege)**

See Section 2.2.7.9, “Changing the Message Type (Privilege)”, on page 2-68.

You can set which message types (voice mails, fax messages, e-mails) should be played and whether older messages of these types can also be processed on the telephone.

#### **2.2.7.1 Modifying Mailbox Options (Privilege)**

How to adapt the mailbox options:

**Dial your own mailbox** (see Section 2.2.1, “Dialing your own Mailbox”, on page 2-23).

- ⑨ Push 9 in the main menu (see Section 2.2.2, “Selection Options in the Main Menu (Overview)”, on page 2-24). The menu for changing the mailbox options is played.

## Operating your Mailbox with HiPath Xpressions PhoneMail

### Using your own Mailbox (Direct Access)


#### 2.2.7.2 Private Distribution List (Privilege)



Private distribution lists are address lists that you can compile yourself to simultaneously address several users.

- 9 In the main menu: push 9 for **mailbox options**.
  
- 1 **Modify/create distribution lists**: push 1.  
You now have the following options:
  - 1 **Create new private distribution list** (see Section 2.2.7.2, “Creating or changing private distribution lists”, on page 2-60): push 1.  
Or:
  - 3 **Modify private distribution list** (see Section 2.2.7.2, “Creating or changing private distribution lists”, on page 2-60): push 3.  
Or:
  - 6 **Delete private distribution list**: push 6.  
Or:
  - 9 **Check private distribution list stepwise**: push 9.  
Or:
  - # **Cancel the function** and continue.

#### Creating or changing private distribution lists

- 1 **Create new private distribution list**: push 1.  
Or:
- 3 **Modify new private distribution list**: push 3.
  
-  # **Enter the distribution list number** and finish with the pound key.

The following options are available after you have entered the distribution list number:




- 1 **Change name of the private distribution list**: push 1.  
Or:

The system prompts you to record your distribution list name after the beep after you have pushed 1.

## Operating your Mailbox with HiPath Xpressions PhoneMail

### *Using your own Mailbox (Direct Access)*

Record the distribution list name.

The same control options and key sequences available when you are recording messages are available here (see Section 2.2.4.2, "During the Recording Process", on page 2-39). The  key sequence for playing back the last eight seconds of the recorded messages is not permitted.

-  **Add numbers or names to private distribution list:** push 2.  
Or:

The system will prompt you to enter additional numbers or names to be added or deleted after you have pushed 2 or 6.



Add or delete numbers or names.

The same control options and key sequences available when you are recording messages are available here (see Section 2.2.3.9, "Changing the Recipient Number(s)", on page 2-36).

-  **Check numbers in private distribution list:** push 3.  
Or:

-  **Delete numbers from distribution list:** push 6.  
Or:

-  **Cancel the function** and continue.

-   **Finish recording:** push star, then push pound.

### Deleting private Distribution Lists

-  **Delete private distribution list:** push 6.  
Or:

-   **Enter number of private distribution list** and complete with the pound key.

The following options are available after you have entered the distribution list number:

-  **Cancel deletion process:** push 4.  
Or:

-  **Delete private distribution list and continue:** push pound.

## Operating your Mailbox with HiPath Xpressions PhoneMail

### Using your own Mailbox (Direct Access)

#### 2.2.7.3 Changing the User Prompt Setting (Privilege)



You can also switch the user prompt settings via the *Web Assistant* (**Voice mail system** page).



In the main menu: push 9 for **mailbox options**.



**To modify the user prompts:** push 2.  
You now have the following options:



Switch to **short user prompts:** push 2.  
Or:



Switch to **detailed user prompts:** push 1.  
Or:



**Keep the current user prompts and** return to the main menu.

#### 2.2.7.4 Change Telephone Password (PIN) (Privilege)



You can also change the telephone password via the *Web Assistant* (**Voice mail system** page).



In the main menu: push 9 for **mailbox options**.



**Change telephone password:** push 3.  
You are now prompted to enter a new telephone password.




**Enter a new telephone password** and complete your entry with the pound key.

The PIN can comprise any digit sequence. It must have a minimum of six digits and must not exceed 24 digits.

After you have specified the new PIN, you need to re-enter it for the final verification.

### 2.2.7.5 Setting Notifications (Privilege)

 In the main menu: push 9 for **mailbox options**.

 **To modify the notifications:** push 4.  
You now have the following options:

 **Activate notifications globally:** push 1.

Or:

 **Deactivate notifications globally:** push 2.

Or:

 **Configure notifications:** push 3.

Or:

 **Check notifications:** push 9.

Or:

 **Cancel process and back:** push pound.

If you select option 3 (configure notification), you can choose the terminal device for the notification as follows:

 **Select telephone for the notification:** push 1.

 **Select text pager:** push 2.


 **Select cell phone for an SMS notification:** push 3.

 **Select telephone for message waiting indication (MWI):** push 4.

 **Back to notification menu:** push pound.

After you have selected a terminal device for the notification, you will be prompted to enter the corresponding destination call number:













 Enter **destination number** or **callback number** and confirm your entries by pushing the pound key.

In the next step define the day for which the notification is to be configured. You have the following options:

 **Select Monday for the notification:** push 1.


## Operating your Mailbox with HiPath Xpressions PhoneMail

### Using your own Mailbox (Direct Access)


-  **Select Tuesday for the notification:** push 2.
-  **Select Wednesday for the notification:** push 3.
-  **Select Thursday for the notification:** push 4.
-  **Select Friday for the notification:** push 5.
-  **Select Saturday for the notification:** push 6.
-  **Select Sunday for the notification:** push 7.
-  **Select all working days for the notification:** push 8.
-  **Select all weekends for the notification:** push 9.
-  **Delete entry** and enter new day for the notification: push star.
-  **Confirm and save entry:** push pound.

Subsequently determine the incoming message time slot in which notifications are to be sent:





-  **Enter time slot start time** and accomplish with the pound key. The time is entered in 24-hour format (e.g.: 0830 for 8:30 a.m. or 0000 for midnight).



-  **Enter time slot end time** and accomplish with the pound key. The time is entered in 24-hour format (e.g.: 1830 for 6:30 p.m. or 0000 for midnight).

Finally you need to determine the message for which you want to receive notifications:

-  Send **notifications for received voice mails only:** push 1.
-  Send **notifications for received fax messages only :** push 2.

## Operating your Mailbox with HiPath Xpressions PhoneMail

*Using your own Mailbox (Direct Access)*

- 3 Send **notifications for received e-mails only**: push 3.
- 4 Send **notifications for voice mails flagged as urgent only**: push 4.
- 5 Send **notifications for fax messages flagged as urgent only**: push 5.
- 6 Send **notifications for e-mails flagged as urgent only**: push 6.
- 7 Send **notifications for all messages**: push 7.
- 8 Send **notifications for all messages flagged as urgent**: push 8.
- \* **Delete entry and enter new message type for notifications**: push star.
- # **Confirm and save entry**: push pound.  
Subsequently you return to the **configure notification** menu branch where you can check your settings.

Checking/modifying the notification settings:

- 9 Call the **check notification settings** menu: push 9. An announcement informs you about the settings you have made for each configured terminal device.

You have the following options:

- 4 **Announce settings for the previous terminal device**: push 4.
- 5 **Repeat settings for the currently announced terminal device**: push 5.
- 6 **Announce settings for the next terminal device**: push 6.
- 1 **Activate currently announced notification setting**: push 1.
- 2 **Deactivate currently announced notification setting**: push 2.
- 3 **Edit settings of the currently announced notification**: push 3.

## Operating your Mailbox with HiPath Xpressions PhoneMail

### Using your own Mailbox (Direct Access)

- ☐\* **Delete currently announced notification:** push star.
- ☐# **Cancel** and back to the **configure notification** branch.

If you have selected option 3 (edit notification setting), you have the following options:

- ☐7 **Delete destination number for the currently announced notification:** push 7. You can then enter a new destination number.
- ☐8 **Delete time setting for the currently announced notification:** push 8. You can then perform a new time setting.
- ☐9 **Delete message type for the currently announced notification:** push 9. You can then specify a new message type.
- ☐# **Cancel process** and back to the check notification menu.

#### 2.2.7.6 Playback Options (Privilege)

- ☐9 In the main menu: push 9 for **mailbox options**.
- ☐5 In the menu for **changing the playback options:** push 5.
  - ☐1 **Administer "Xpressions" folder:** push 1.
    - ☐1 Activate "**Xpressions**" folder: push 1.  
Or:
    - ☐2 Deactivate "**Xpressions**" folder: push 2.  
Or:
    - ☐# **Cancel process and keep old settings** and back: push pound.
  - ☐3 **Determine order of presentation for message output:** push 3.
    - ☐1 **Latest messages first:** push 1.  
Or:
    - ☐2 **Older messages first:** push 2.  
Or:

## Operating your Mailbox with HiPath Xpressions PhoneMail

### Using your own Mailbox (Direct Access)

**#** **Cancel process and keep old settings** and back: push pound.

**5** **Modify volume:** push 5.



You can also customize the playback volume via the *Web Assistant (Voice mail system page)*.

**5** **Increase volume:** push 5

Or:

**8** **Decrease volume:** push 8

Or:

**#** **Keep volume** and back: push the pound key.

**7** **Configure automatic message playback:** push 7.

This function has been especially designed for the user who only wants to listen to messages without further editing them (e.g. during a drive). If you use this function, all messages keep the “unread” state by default. Thus it is possible to access these messages in future.

**Note:** The system can be configured by the administrator so that messages that have been played back completely automatically receive the “read” state.

**1** **Activate automatic message playback:** push 1.

Or:

**2** **Deactivate automatic message playback:** push 2.

Or:

**#** **Keep the current playback option and back:** push pound.

#### 2.2.7.7 Activating/deactivating Fax Tone Recognition (Privilege)

**9** In the main menu: push 9 for **mailbox options**.

**6** **Modify fax tone recognition:** push 6.

You now have the following options:

**4** **Activate fax tone recognition:** push 4.

Or:

**6** **Deactivate fax tone recognition:** push 6.

## Operating your Mailbox with HiPath Xpressions PhoneMail

Using your own Mailbox (Direct Access)

### 2.2.7.8 Changing the Language (Privilege)

**9**

In the main menu: push 9 for **mailbox options**.

**7**

**Change language:** push 7.

You now have the following options:



**Enter the code number for the desired language.**

**#**

**Confirm entry and back:** push pound.

### 2.2.7.9 Changing the Message Type (Privilege)



You can also set the message filtering for editing messages on the telephone via the *Web Assistant* (**Voice mail system** page).

**9**

In the main menu: push 9 for **mailbox options**.

**8**

Switch to the menu for the **message types that can be edited on the phone:** push 8.

You now have the following options:

**1**

**Set which message types (voice mails, fax messages or e-mails) should be processed:** push 1.

Or:

**2**

**Set whether only new or new and old messages** should be processed with retrieving messages via telephone: push 2.

Or:

**#**

**Finish process and back:** push pound.

When setting which message types (media types) are to be processed on the telephone (option 1), you are offered the following options (multiple selection possible):

**1**

**Edit voice mails** (yes/no): push 1.

**2**

**Edit fax messages – optionally –** (yes/no): push 2.

## Operating your Mailbox with HiPath Xpressions PhoneMail

### Using your own Mailbox (Direct Access)

**3** **Edit e-mails – optionally** – (yes/no): push 3.

**Note:** If a *PhoneMail* user sends a fax or voice message, the HiPath Xpressions server generates an associated delivery report in e-mail format. Such an e-mail report describes whether the message could be delivered and it is stored in the *PhoneMail* box of the message originator. When a user listens to his/her *PhoneMail* box, the e-mail reports are announced by default. It is irrelevant here whether or not the user has enabled the edit e-mail function.

Via the system configuration the administrator can define that e-mail reports are only announced to a user when the edit e-mail function is active.

Push the keys for the desired options in succession, thus for example 1 and 3. When you push one or several of the above keys, a greeting informs you whether the selected message type is activated or deactivated.

**#** **Confirm** and back: push pound.

Or:

**\*** **Cancel** and back: push star.

While you are configuring whether old and new or only new messages are to be edited via telephone (option 2), you will be offered the following options (multiple selection possible).

**1** **Edit also old voice mails** (yes/no): push 1,

**2** **Edit also old fax messages** (yes/no), push 2,

**3** **Edit also old e-mails** (yes/no): push 3.

Push the keys for the desired options in succession, thus for example 1 and 3. If you push one or several of the above keys, a greeting informs you whether the selected message type is activated or deactivated.

**#** **Confirm** and back: push pound.

Or:

**\*** **Cancel** and back: push star.

## Operating your Mailbox with HiPath Xpressions PhoneMail


Using your own Mailbox (Direct Access)

### 2.2.8 Connecting (Privilege)




You can call the operator or another user while you are connected to a mailbox. You have to be in the main menu of your mailbox to call a subscriber while you are using your mailbox:

How to establish a connection:









**Dial your own mailbox** (see Section 2.2.1, “Dialing your own Mailbox”, on page 2-23).

-  In the main menu (see Section 2.2.2, “Selection Options in the Main Menu (Overview)”, on page 2-24) push 7 for **Connect**.

You now have the following options:

-  **Call subscriber:** push 0  
Or:
-  **Cancel and back:** push pound.  
Or:
-  **Terminate mailbox connection:** push 6.  
(see also Section 1.2.2.4, “Terminating the Connection”, on page 1-17).

After you have pushed 0, the following options are available:

-  **Call operator:** push pound.  
Or:
-   **Enter the required user number** and complete your entry with the pound key.
-    Enter the **name of the selected user** by selecting the letters assigned to the number keys and complete your entry with the pound key.
-  **Correct recipient phone number:** push star.
-  **Confirm phone number and initiate dialing:** push pound.



You can only define an external subscriber if your system administration has enabled you to do so.

Enter the number exactly as you would from your office phone. Do not forget to prefix the number with the code for the outside line (normally 0 or 9).

## Operating your Mailbox with HiPath Xpressions PhoneMail

### Dialing an external Mailbox (Guest Access or Universal Access)









After listening to a new or old message, you can enter **70** to connect directly to the originator of the message (see Section 2.2.3.6, “Options available after Message Playback”, on page 2-32).

## 2.3 Dialing an external Mailbox (Guest Access or Universal Access)


You can dial the mailbox of another user directly, regardless of whether the user is currently contactable. You can leave a voice message for the user in the external mailbox, provided the user has enabled the option to leave messages.

If the user prompts are not issued in the language of your choice, a language selection will be offered after a short waiting time (see Section 2.2.7.8, “Changing the Language (Privilege)”, on page 2-68). After you have selected the language, you can return to dialing the user mailbox.

To dial the mailbox of another user:

-  **Enter the service access number for the guest access option.**  
Please consult your system administrator if you do not know the access number for the guest access option.
-   **Enter the extension of the relevant user** and complete your entry with the pound key.
-    Enter the **name of the selected subscriber** via the letter number assignment: push star, enter name and complete your entry with the pound key.
-  Skip welcome greeting. Push 1.  
You hear a tone, which marks the recording start. Record your message after the tone.  
**Note:** If the user settings do not allow leaving a message, you do not hear a tone but a greeting that informs you about the unavailability of the recording option.  
**Is active in Guest Access only:**
-  Skip welcome greeting. Push the pound key.  
You hear a tone, which marks the recording start. Record your message after the tone.  
**Note:** If the user settings do not allow leaving a message, you do not hear a tone but a greeting that informs you about the unavailability of the recording option.

To dial your own mailbox (**only** available in Universal Access):

-  **Dial the individual mailbox:** push pound.  
(see Section 2.2, “Using your own Mailbox (Direct Access)”, on page 2-21).

## Operating your Mailbox with HiPath Xpressions PhoneMail

### Call Forwarding (Forward Access)

#### 2.3.1 Leaving a Message for Mailbox Owners

You can leave a message after the beep if the user whose mailbox you have dialed via guest access has enabled the option to leave a message.

Control and correction options are available during the recording of the message (see Section 2.2.4.2, “During the Recording Process”, on page 2-39). You will hear a beep 15 seconds before the recording process is completed. Any pauses at the start or end of the recorded voice message are detected by the system and removed.

The following additional options are available during the recording process:

- Stop recording, control functions during the recording process:**  
See Section 2.2.4.2, “During the Recording Process”, on page 2-39.
- Dial a mailbox via guest access again** to leave a message: push pound three times.
- Connect to a user number or the operator:**  
push pound twice and then push 0.

You can also simply replace the handset after having left your message. The message will always be sent.

#### 2.4 Call Forwarding (Forward Access)

You can set your telephone to re-direct calls to your mailbox. Use the *call forwarding* feature on your telephone for this purpose.

**Note:** the Hicom 300 differentiates between *variable* and *fixed call forwarding*. The way in which you set up the call forwarding feature on the telephone depends on the telephone system and the type of telephone that you are using. Please refer to the user manual and operating instructions for your PBX and telephone to obtain more detailed information.

You can also configure the forwarding via the *HiPath Xpressions PhoneMail* “call forwarding for your telephone” menu. See also Section 2.2.6.8, “Specifying the direct Call Rerouting for your Telephone (Privilege)”, on page 2-56.

You must use the service access number of the mailbox for forward access as the call forwarding destination number. Callers who dial your extension number will be rerouted to the mailbox. Depending on the answering options you have set (see Section 2.2.6, “Answering Options (Privilege)”, on page 2-43), or which actions you have configured in the *Web Assistant* for the forwarding mode, callers may, for example, leave messages on your mailbox or trigger an action from the menu you have configured (for example getting connected to your *HiPath Xpressions PhoneMail* referral extension etc.). You can also have fax calls received at your extension (see Section 2.2.7, “Mailbox Options (Privilege)”, on page 2-58). These messages are also saved in your mailbox.

## Operating your Mailbox with HiPath Xpressions PhoneMail

### Call Forwarding (Forward Access)



Please make sure that the menu configuration for the forwarding mode is only offered when you have recorded and activated a private greeting. Otherwise the default system greeting will be played, which only offers the default functions.

You have the same options as those available with guest access if you dial an extension number and the user has configured call forwarding on his/her telephone. If the user allows you to leave messages, you can do so after the beep.

Control and correction options are available during the recording of the message (see Section 2.2.4.2, "During the Recording Process", on page 2-39). You will hear a beep 10 seconds before the recording process will terminate.

Any pauses at the start or end of the recorded voice message are detected by the system and removed. The following additional options are available during the recording process:



**Pause recording control functions during the recording process:**  
see Section 2.2.4.2, "During the Recording Process", on page 2-39.

You can also simply replace the handset after having left your message. The message will always be sent.



#### Tip:

If you have rerouted your own telephone to your mailbox, you can access the main menu of your mailbox (see Section 2.2.2, "Selection Options in the Main Menu (Overview)", on page 2-24) after dialing your number (before recording a message) by entering "Pound" followed by your telephone password (PIN).

Before recording a message on your own mailbox, you have the following options:



**Dial the individual mailbox:** push pound.

## Operating your Mailbox with HiPath Xpressions PhoneMail

Using Fast Access and Access with the Mailbox Key (Callback Access)

### 2.5 Using Fast Access and Access with the Mailbox Key (Callback Access)

You can quickly access your mailbox via the **Callback Access**. You can also query your mailbox with the mailbox key on your telephone, if new messages have arrived.

#### 2.5.1 Fast Access to the individual Mailbox

The Callback Access corresponds to Direct Access, with the exception that the user need not enter his/her phone number, as the terminal device's phone number is used. It also means that this access type can only be used from a user's own telephone or after identification vis-à-vis the PBX. The Callback Access is particularly useful for retrieving messages with the cell phone while being on the road. In this case it is also advisable to specify the cell phone number as trusted number. You would not need to identify yourself by PIN entry then.



This feature requires corresponding skills in the applied devices and the applied PBX.

Callback Access from an internal telephone to the *HiPath Xpressions* mailbox:



**Enter the service access number for callback access.**

Please consult your system administrator if you do not know the access number.



**Enter telephone password (PIN).** Complete your entry by pushing the pound key.

**Note:** If your extension configuration allows polling voice mails without user identification, you need not enter a telephone password.

Callback Access from any external telephone to the *HiPath Xpressions* mailbox:



**Enter the service access number for the direct access option including the CO number of your company.**

Please consult your system administrator if you do not know the access number.



**Enter telephone password (PIN).** Complete your entry by pushing the pound key.

**Note:** If your extension configuration allows polling voice mails without user identification, you need not enter a telephone password.

After you have accessed your mailbox, your new messages are continuously put out.



Continuous message output may be deactivated for all users by a system setting.

## 2.5.2 Using Callback Access with Message Waiting Indication

The following requirements must be fulfilled to allow you to use this service:

- Your PABX must support the mailbox function. The Hicom 300/300 E/300 H, Hicom 150/150 E/150 H and HiPath 3000/4000 systems currently support this function.
- Your telephone must be equipped with a mailbox key. Examples of Hicom telephones that are equipped with a mailbox key include Set 500, Set 700 or optiset E memory and optiset E advance.
- The mailbox function must be linked to the mailbox. Your system administrator must have configured this.
- At least one **new** message must be located in your mailbox.

You can only use the callback access service from your own extension or your own cell phone provided that the latter is known to the server.



### Enter the service access number for callback access.

Please consult your system administrator if you do not know the access number.

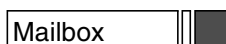


**Enter telephone password (PIN).** Complete your entry by pushing the pound key.

**Note:** If your extension configuration allows polling voice mails without user identification, you need not enter a telephone password.

Or, when the mailbox LED is illuminated:

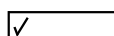
**for optiset:**



**Push the “mailbox” key.** The following appears in the display: XPRESSIONS.



**Push “next”.**



**Select “play”.**



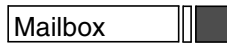
**Enter telephone password (PIN).** Complete your entry by pushing the pound key.

**Note:** If your extension configuration allows polling voice mails without user identification, you need not enter a telephone password.

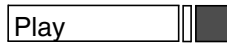
## Operating your Mailbox with HiPath Xpressions PhoneMail

### Using the Mailbox for Calls to your Cell Phone

for Set 400/500/700:



Push the “mailbox” key. The following appears in the display: XPRESSIONS.



Push the “play” key.



Enter telephone password (PIN). Complete your entry by pushing the pound key.

**Note:** If your extension configuration allows polling voice mails without user identification, you need not enter a telephone password.

The "play/retrieve message" menu is subsequently activated (see Section 2.2.3, “Editing incoming/outgoing Messages”, on page 2-25). All control options are available during and after the message playback.

## 2.6 Using the Mailbox for Calls to your Cell Phone

You can have your *HiPath Xpressions* mailbox additionally configured as mailbox for your cell phone. The advantage of this is that all messages are stored in one single mailbox, regardless of whether these messages were addressed to your telephone at your workstation or to your cell phone.

Please note the following differences in comparison to the conventional use of the mailbox.

### 2.6.1 Call Forwarding for Cell Phones

You can set your cell phone to re-direct calls to your mailbox. To do this, use the **call forwarding** function (you can normally choose between automatic call forwarding and conditional call forwarding on cell phones, for example, if your extension is busy or cannot be reached). Please consult your cell phone operating instructions for information on how to set up the call forwarding function.









You must use the CO number of the *HiPath Xpressions* server followed by the extension number of your telephone at your workstation as the call forwarding destination number. Please consult your system administrator if you do not know the CO number of the *HiPath Xpressions* server.

Callers who dial your cell phone number will be rerouted to the *HiPath Xpressions* mailbox. Callers can leave a message in your mailbox or be transferred to your *HiPath Xpressions PhoneMail* referral extension. This depends on how you have set your answering options (see Section 2.2.6, “Answering Options (Privilege)”, on page 2-43).

## 2.6.2 Dialing your Mailbox




You can dial your own mailbox using the service access number for the Direct Access option (see also Section 2.2, “Using your own Mailbox (Direct Access)”, on page 2-21).

**You can dial your own mailbox (Direct Access) from any (external) telephone:**

-  **Enter the service access number for the direct access option including the CO number of your company.**  
Please consult your system administrator if you do not know the access number.
-   **Enter your own phone number.** Complete your entry by pushing the pound key.  
Enter the number of the telephone at your workstation and not the
-    Enter your **own name** via the letter number assignment: push star, enter name and complete your entry with the pound key.
-   **Enter telephone password (PIN).** Complete your entry by pushing the pound key.

You can use the callback access service if you dial the mailbox from your cell telephone (see Section 2.5, “Using Fast Access and Access with the Mailbox Key (Callback Access)”, on page 2-74). The most practical option is to store the access number for the callback access service in your cell phone address book.

**Dialing your own mailbox from a cell phone (Callback Access):**

-  **Enter the service access number for the Callback Access including the CO number of your company.**  
Please consult your system administrator if you do not know the access number.
-   Enter **telephone password (PIN).** Complete your entry by pushing the pound key.  
**Note:** If your cell phone configuration allows polling voice mails without user identification, you need not enter a telephone password.



**Tip:**

Activate the notification function (see Section 2.2.7.5, “Setting Notifications (Privilege)”, on page 2-63). An SMS message will then be sent to your cell phone each time your mailbox receives a new message.

**Operating your Mailbox with HiPath Xpressions PhoneMail**  
*Using the Mailbox for Calls to your Cell Phone*

## **3 A quick Reference Guide to the Menus and Key Sequences**

The following overviews list the key sequences that you need to push to use the mailbox functions in the **Direct Access** mode. Please push the keys to trigger a function from left to right. The insertions of the key symbols represent the menu composition.

### **3.1 Playing/retrieving Messages**

#### **3.1.1 Retrieve/listen to received Messages**

##### **3.1.1.1 Message Selection**

<b>Key sequence</b>	<b>Function</b>
3	Call menu retrieve/listen to messages
1	Play e-mail
2	Fax message output
3	Play voice mails
#	Change message group

##### **3.1.1.2 During the Message Header Playback:**

<b>Key sequence</b>	<b>Function</b>
1 *	Output fax message/e-mail to the default printer
1 1	Output fax message/e-mail to the default fax device
1 2	Output fax message/e-mail to any fax device
3	Pause message playback, go directly to message
2	Jump to message header of next message
7 2	Jump to message header of previous message
#	Skip message header and go to end of message

## A quick Reference Guide to the Menus and Key Sequences

### Playing/retrieving Messages

#### 3.1.1.3 During the Message Playback:

Key sequence	Function
[7]	Issue message more slowly (setting in four steps)
[9]	Output message fast (gradation in four steps)
[1]	Optional, if configured by administrator: answer message directly.
[2]	Optional, if configured by administrator: jump directly to next message.
[3]	Optional, if configured by administrator: Back to beginning of message and start playback.
[4]	Optional, if configured by administrator: save message directly.
[5]	Optional, if configured by administrator: forward message directly.
[6]	Optional, if configured by administrator: delete message directly.
[*]	Pause message playback
[3]	Resume paused message playback
[*] [2]	Jump to message header of next message
[*] [#]	Respond to message
[*] [4]	Pause message playback, save message
[#]	Continue to next message
[1]	Answer message directly (continue in main menu "Record/send message")
[9]	Forward a message
[7] [0]	Phone Contact
[*] [6]	Pause message playback, delete message
[#]	Continue to next message
[1]	Answer message directly (continue in main menu "Record/send message")
[9]	Forward a message
[7] [0]	Phone Contact
[*] [7] [1]	Play back message details
[*] [7] [2]	Jump to message header of previous message
[*] [7] [3]	Pause message playback, repeat message playback
[*] [7] [7]	Play message header again
[*] [7] [8]	Skip back 8 seconds within the message
[*] [8] [1]	Print e-mail/fax file attachment

## A quick Reference Guide to the Menus and Key Sequences

*Playing/retrieving Messages*

<b>Key sequence</b>	<b>Function</b>
<input type="button" value="*"/> <input type="button" value="8"/> <input type="button" value="3"/>	Play voice file attachment
<input type="button" value="*"/> <input type="button" value="8"/> <input type="button" value="4"/>	Switch to the previous file attachment
<input type="button" value="*"/> <input type="button" value="8"/> <input type="button" value="5"/>	Continue editing current file attachment
<input type="button" value="*"/> <input type="button" value="8"/> <input type="button" value="6"/>	Switch to the next file attachment
<input type="button" value="*"/> <input type="button" value="9"/> <input type="button" value="1"/>	Jump to next message group
<input type="button" value="*"/> <input type="button" value="9"/> <input type="button" value="2"/>	Jump to previous message group
<input type="button" value="*"/> <input type="button" value="9"/> <input type="button" value="3"/>	Fast forward to the end of the message
<input type="button" value="*"/> <input type="button" value="9"/> <input type="button" value="8"/>	Jump forward 8 seconds in the message

### 3.1.1.4 Following the Playback of a Message:

<b>Key sequence</b>	<b>Function</b>
<input type="button" value="2"/>	Change to message header of next message
<input type="button" value="#"/>	Respond to message
<input type="button" value="4"/> <input type="button" value="#"/>	Save message you listened to and continue to next message
<input type="button" value="4"/> <input type="button" value="1"/>	Save played message and reply
<input type="button" value="4"/> <input type="button" value="9"/>	Save played message and forward
<input type="button" value="4"/> <input type="button" value="7"/> <input type="button" value="0"/>	Save played message and call message originator
<input type="button" value="6"/> <input type="button" value="#"/>	Delete message you listened to and continue to next message
<input type="button" value="6"/> <input type="button" value="1"/>	Delete played message and reply
<input type="button" value="6"/> <input type="button" value="9"/>	Delete played message and forward
<input type="button" value="6"/> <input type="button" value="7"/> <input type="button" value="0"/>	Delete played message and call message originator
<input type="button" value="7"/> <input type="button" value="3"/>	Pause message playback, repeat message playback
<input type="button" value="7"/> <input type="button" value="1"/>	Play back message details
<input type="button" value="7"/> <input type="button" value="2"/>	Jump to message header of previous message
<input type="button" value="7"/> <input type="button" value="7"/>	Pause message playback, repeat message header playback
<input type="button" value="7"/> <input type="button" value="8"/>	Skip back 8 seconds within the message
<input type="button" value="8"/> <input type="button" value="1"/>	Print e-mail/fax file attachment
<input type="button" value="8"/> <input type="button" value="2"/>	Play voice mail attachment
<input type="button" value="8"/> <input type="button" value="3"/>	Play voice file attachment
<input type="button" value="8"/> <input type="button" value="4"/>	Switch to the previous file attachment
<input type="button" value="8"/> <input type="button" value="7"/>	Continue editing current file attachment

## A quick Reference Guide to the Menus and Key Sequences

### *Playing/retrieving Messages*

Key sequence	Function
<input type="button" value="8"/> <input type="button" value="8"/>	Switch to the next file attachment

### 3.1.2 Retrieve/listen to outgoing Messages

#### 3.1.2.1 During Playback of the Message Header or the Message to be sent:

Key sequence	Function
<input type="button" value="#"/>	Change to the message group "Outgoing messages"
<input type="button" value="3"/>	Listen to message header, then message
<input type="button" value="*"/>	Interrupt playback
<input type="button" value="3"/>	Continue playback
<input type="button" value="2"/>	Browse through messages
<input type="button" value="6"/>	Cancel
<input type="button" value="7"/>	Listen to message again

#### 3.1.2.2 After Playback of Message to be sent:

Key sequence	Function
<input type="button" value="#"/>	Play next message
<input type="button" value="4"/>	Send message
<input type="button" value="1"/>	Record message again (continue in main menu "Record/send message")
<input type="button" value="2"/>	Change recipient
<input type="button" value="1"/>	Add recipient numbers. Then enter recipient's number or enter recipient name after pushing <input type="button" value="*"/>
<input type="button" value="#"/>	Confirm entry
<input type="button" value="*"/>	Correct entry
<input type="button" value="#"/>	Finish with phone number entry and possibly add further phone numbers
<input type="button" value="#"/>	Finish process
<input type="button" value="6"/>	Delete recipient numbers Then enter recipient's number or enter recipient name after pushing <input type="button" value="*"/>

## A quick Reference Guide to the Menus and Key Sequences

*Recording and sending Messages*

Key sequence	Function
#	Confirm entry
*	Correct entry
#	Finish with phone number entry and possibly add further phone numbers
#	Finish process
9	Check recipient numbers
#	End process
3	Change send option
1	Request confirmation for message that is to be sent
2	Mark message that is to be sent as “confidential”
3	Mark message that is to be sent as “urgent”
4	Played Outbox message: prepare for future transmission
6	Delete message

### 3.2 Recording and sending Messages

#### 3.2.1 Record the Message.

Key sequence	Function
1	Record message
1	Jump directly to the beep indicating the start of the recording process

##### 3.2.1.1 During the recording of Messages or Greetings

Key sequence	Function
0	Cancel and dismiss recording, establish connection to another subscriber
#	Connect to the operator
☐☐☐☐	Enter phone number of an arbitrary subscriber
#	Complete phone number entry and establish connection
*	Pause recording
1	Resume paused recording process
* 6 1	Pause recording and re-record the message

## A quick Reference Guide to the Menus and Key Sequences

### Triggering a programmed Key Sequence

Key sequence	Function
* 6 #	Pause recording and delete the message
* 7 3	Pause recording and check the message
* 7 8	Pause recording, check the last eight seconds of the message
* 7 #	Pause recording, return to the main menu (only for direct access and callback access, not for message recording)
* 7 0	Pause recording, set up connection to user or switch (only for guest access and forwarding access)
* 7 6	Pause recording, terminate the connection (not for message recording in direct access or callback access)
* #	Stop recording and send message

### 3.3 Triggering a programmed Key Sequence

Key sequence	Function
4	Invoke menu for the programmed key sequences
1	Activate first key sequence
...	...
9	Activate ninth key sequence

### 3.4 Changing Answering Options

Simple mode:

<b>Key sequence</b>	<b>Function</b>
[8]	Invoke menu for reply options
[1] [1] [1]	Set alternative greeting: modify greeting
[1] [1] [4]	Set alternative greeting: maintain existing greeting
[1] [1] [6]	Set alternative greeting: select system greeting
[1] [2] [2] [1]	Set busy line greeting: modify greeting
[1] [2] [2] [4]	Set busy line greeting: retain greeting
[1] [2] [2] [6]	Set busy line greeting: select system greeting
[1] [2] [3] [1]	Set greeting for internal callers: modify greeting
[1] [2] [3] [4]	Set greeting for internal callers: retain greeting
[1] [2] [3] [6]	Set greeting for internal callers: select system greeting
[1] [2] [4] [1]	Set greeting for external callers: modify greeting
[1] [2] [4] [4]	Set greeting for external callers: retain greeting
[1] [2] [4] [6]	Set greeting for external callers: select system greeting
[1] [2] [5] [1]	Set outside business hours greeting: modify greeting
[1] [2] [5] [4]	Set outside business hours greeting: retain greeting
[1] [2] [5] [6]	Set outside business hours greeting: select system greeting
[1] [2] [#]	Cancel the process to return to the “answering options” menu
[1] [3]	Toggle between regular and alternative greeting
[1] [#]	Cancel the process to return to the “answering options” menu
[2] [4]	Set answering mode for all greetings to answering machine.
[2] [6]	Set answering mode for all greetings to infobox.
[2] [#]	Cancel the process to return to the “answering options” menu
[3] [1]	Forward call: modify <i>PhoneMail</i> referral extension
[3] [4]	Forward call: maintain <i>PhoneMail</i> referral extension
[4] [1]	Record name
[4] [4]	Retain name recording
[5] [1]	Forward call: modify mobility number
[5] [2]	Forward call: activate mobility number
[5] [3]	Forward from call: deactivate mobility number

## A quick Reference Guide to the Menus and Key Sequences

### Changing Answering Options

Key sequence	Function
5 #	Cancel the process to return to the “answering options” menu
6 1	Change mailbox deputy number
6 2	Activate mailbox deputy number
6 3	Deactivate mailbox deputy number
6 #	Cancel the process to return to the “answering options” menu
7 1	Set call forwarding number
7 4	Activate call forwarding on <i>Xpressions</i>
7 6	Deactivate call forwarding
8	Record and activate the “today greeting”
9	Toggle between simple and enhanced mode

Extended mode:

Key sequence	Function
8	Invoke menu for reply options
1 1 1	Set alternative greeting: modify greeting
1 1 4	Set alternative greeting: allow leaving of message
1 1 6	Set alternative greeting: disallow leaving of message
1 1 3	Deactivate alternative greeting
1 1 #	Cancel the process to return to the “answering options” menu
1 2 1	Set busy line greeting: modify greeting
1 2 4	Set busy line greeting: allow leaving of message
1 2 6	Set busy line greeting: disallow leaving of message
1 2 3	Deactivate greeting when line is busy
1 2 #	Cancel the process to return to the “answering options” menu
1 3 1	Set internal greeting: modify greeting
1 3 4	Set internal greeting: allow leaving of message
1 3 6	Set internal greeting: disallow leaving of message
1 3 3	Deactivate internal greeting
1 3 #	Cancel the process to return to the “answering options” menu
1 4 1	Set external greeting: modify greeting
1 4 4	Set external greeting: allow leaving of message
1 4 6	Set external greeting: disallow leaving of message














## A quick Reference Guide to the Menus and Key Sequences

### Changing Answering Options

Key sequence	Function
[1] [4] [3]	Deactivate external greeting
[1] [4] [#]	Cancel the process to return to the “answering options” menu
[1] [5] [1]	Set outside business hours greeting: modify greeting
[1] [5] [4]	Set outside business hours greeting: allow leaving of message
[1] [5] [6]	Set outside business hours greeting: disallow leaving of message
[1] [5] [3]	Deactivate after-hours greeting
[1] [5] [#]	Cancel the process to return to the “answering options” menu
[1] [#]	Cancel the process to return to the “answering options” menu
[3] [1]	Forward call: modify <i>PhoneMail</i> referral extension
[3] [4]	Forward call: maintain <i>PhoneMail</i> referral extension
[4] [1]	Record name
[4] [4]	Keep name
[5] [1]	Forward call: modify mobility number
[5] [2]	Forward call: activate mobility number
[5] [3]	Forward from call: deactivate mobility number
[5] [#]	Cancel the process to return to the “answering options” menu
[6] [1]	Change mailbox deputy number
[6] [2]	Activate mailbox deputy number
[6] [3]	Deactivate mailbox deputy number
[6] [#]	Cancel the process to return to the “answering options” menu
[7] [1]	Set call forwarding number
[7] [4]	Activate call forwarding on <i>Xpressions</i>
[7] [6]	Deactivate call forwarding
[8]	Record and activate the “today greeting”
[9]	Toggle between simple and enhanced mode

**A quick Reference Guide to the Menus and Key Sequences**  
*Changing Mailbox Options*

**3.5 Changing Mailbox Options**

Key sequence	Function
9	Changing mailbox options
1 1 	Create private distribution list:
1 3  1	Change distribution list name
1 3  2	Add phone number
1 3  3	Check phone number
1 3  6	Delete phone number
1 3  #	End process
1 6 	Deleting private Distribution Lists
1 6  4	Cancel
1 6  *	Confirm
1 9	Check private distribution list
2 2	Switch prompt level to short user prompts
2 1	Switch user prompts to detailed prompts
3	Change password
4 1	Notifications: globally activate notifications
4 2	Notifications: globally deactivate notifications
4 3	Notifications: set notification destinations
4 3 1	Select telephone as notification terminal device
4 3 1 	Enter telephone number
4 3 2	Select pager as notification terminal device
4 3 2 	Enter pager call number
4 3 3	Select cell phone as notification terminal device (for SMS)
4 3 3 	Enter number for the cell phone
4 3 4	Select message waiting indication for the notification
4 3 4 	Enter telephone number
4 9	Check notifications
4 9 4	Issue previous setting
4 9 5	Repeat current setting announcement
4 9 6	Issue next setting
4 9 1	Activate currently announced setting

## A quick Reference Guide to the Menus and Key Sequences

### *Connection*





Key sequence	Function
[4] [9] [2]	Deactivate currently announced setting
[4] [9] [3]	Edit currently announced setting
[4] [9] [3] [7]	Cancel destination phone number
[4] [9] [3] [8]	Cancel time settings
[4] [9] [3] [9]	Cancel message type
[4] [9] [*]	Delete currently announced setting
[5] [1] [1]	Activate "Xpressions" folder
[5] [1] [2]	Deactivate "Xpressions" folder
[5] [3] [1]	Play back new messages first
[5] [3] [2]	Play back old messages first
[5] [5] [5]	Increase playback volume
[5] [5] [8]	Reduce playback volume
[5] [7] [1]	Activate automatic message playback
[5] [7] [2]	Deactivate automatic message playback
[6] [4]	Activate fax tone detection
[6] [6]	Deactivate fax tone detection
[7] [grid]	Change user prompt language
[8] [1]	Playback options, message type
[8] [2]	Playback options, old messages

## 3.6 Connection

Key sequence	Function
[7]	Invoke "Connect" menu
[0]	calling a user
[#]	Connect to operator
[grid]	Enter recipient number
[#]	Confirm entry
[*]	Correct entry
[#]	Complete phone number entry and establish connection
[*]	Enter recipient name
[#]	Confirm entry

## A quick Reference Guide to the Menus and Key Sequences

### *Connection*

<b>Key sequence</b>	<b>Function</b>
	Correct entry
	Complete name entry and establish connection
	Terminate mailbox connection
	Cancel and return to the main menu

## A Glossary

Answering machine mode (Guest Access)	See Guest Access.
Automatic Number Identification (ANI)	Automatic calling number identification of the calling subscriber. The number of the calling subscriber is isolated per ANI upon its transmission. It can then be displayed or used for other purposes (for example to open a database section holding further information on the caller if these data are available).
Automatic Speech Recognition (ASR)	Automatic Speech Recognition enables generating operating commands via a voice entry. ASR is often used in connection with IVR systems to enable system operation by means of voice data entries instead of entering DTMF tones. Via ASR it is possible to e.g. control IVR systems.
Callback Access	Fast message output via a corresponding access number. After dialing in, the user is immediately taken to the output mode of his/her mailbox and can play the new messages via the workstation telephone, cell phone, or using the mailbox key.
Call forwarding (Forward Access)	See Forward Access.
Control mode (Direct Access)	See Direct Access.
Database (DB)	A database is a store for filing data according to special rules.
Dialed Number Identification Service (DNIS)	Transmission of the number originally dialed by the subscriber to trace the rout of incoming calls. This is important with regard to special phone numbers (for example a hotline with 0190 number), since the provider (for example German Telekom) transmits a call made via these special numbers also to the normal trunk lines of the individual PBX. With the DNIS it is now possible to distinguish whether the caller has dialed the normal PBX extension or a special phone number.
Direct Access (control mode)	Direct Access (control mode) allows the user to directly access his/her mailbox and all configuration settings (via a corresponding access number).

## Glossary

Dual Tone Multifrequency (DTMF)	Multifrequency dialing process or tone dialing. The terminal device sends a sequence of frequencies in the audible tone range for transmission of the calling number from the terminal device to the PBX or to the operator in the analog network. Each digit is represented as a frequency mixture of two tones, a high and a low one (for example, "One" is generated by transmission of 1209 Hz and 697 Hz). In contrast to this, defined loop interruptions, generated by the contacts of a mechanical dial (pulse dialing, ten interruptions corresponded to a dialed 0), were formerly used to transmit dial information. In digital networks (ISDN), dial information is digitally generated and transmitted. Transmission of DTMF signals, also supported by digital telephones, can be used to call additional functions via the telephone keypad.
Exchange access	Privilege that can be assigned to a phone connection. Allows users to make external calls.
Forward Access (forwarding mode)	The Forward Access is an answering machine function that allows leaving a message when incoming phone calls are rerouted to the mailbox. Assignment to the corresponding mailbox occurs via the redirected number.
Guest Access (answering machine mode)	Access to the answering machine function via a special access number that either allows leaving a message in the mailbox or merely initiates the playback of an information greeting.
Interactive Voice Response (IVR)	IVR is best imagined as "voice computer". Instead via keyboard, entries are made via telephone tone dialing keys. As output, prepared voice recordings or synthesized greetings are played by means of Text-to-Speech instead of graphical elements made visible on a monitor. Examples of IVR applications are voice mail systems or an automated attendant.
Mailbox	Mailbox is the term for the data directory in which all incoming messages, be it an e-mail, a fax or voice mail are stored for processing at a later date.
Message Store	Generic term for the part of a mail system that contains the user mailboxes.
Message Transfer Agent (MTA)	The MTA is a major XPR kernel component. It is responsible for managing the transmission paths of messages, dialogs and transactions.

Personal Identification Number (PIN)	Secret user identification number. Entering the PIN is mandatory for the access to the individual mailbox. Mailbox access without PIN is only possible via the maximum of three phone numbers that the user can specify for retrieving voice mails without identification.
Redirected Number (REDIR)	Redirected Number is a PBX feature. In a voice mail system, a number is configured for the answering machine mode. In case of absence, a mailbox owner can redirect his/her telephone to this number. If he/she is called, the caller is routed to this special voice mail system number. The phone number of the originally called telephone is transmitted as Redirected Number and used by the voice mail system to transfer the call to the desired mailbox.
SMS (Short Message Service)	Text transmission service by cell phone. You can send a text message of maximal 160 characters to a cell phone.
Telephone password	See Personal Identification Number (PIN)
Telephone User Interface (TUI)	Describes the telephone as interface for entering voice and other data. Here the telephone does not only serve to transmit voice messages but can also be used as entry device (via the 12 keys of the keypad) and, depending on whether this function is currently supported, as display.
Text-to-Speech (TTS)	Conversion of a text mail into a spoken message by means of special programs. In this way e-mails can be retrieved via a Telephone User Interface (TUI).
Tone dialing	See Dual Tone Multifrequency.
Universal Access	The Universal Access is an extension of the Guest Access with individual access number. Here you can directly access your individual mailbox by pushing the pound key.
User Interface (UI)	User Interface is the entry and output medium that allows access to arbitrary system resources. This can be a client program (e. g. <i>Microsoft Outlook</i> or <i>Communications</i> ), an administration program (e. g. <i>XPR Monitor</i> ) or the telephone with its display and keypad in a voice mail system such as <i>HiPath Xpressions Phonemail</i> .
Voice Mail (VM)	Transmission of voice recordings to a mailbox. Voice recordings can be for example incoming telephone calls that are forwarded to a mailbox via call rerouting (answering machine function). Recording or playback occurs either via telephone or a sound card implemented in the PC.

## Glossary

### *Web Assistant*



WebAssistant

The *Web Assistant* is a client (operating program with graphic user interface) that allows to perform user and administrative settings at the XPR system via an Internet browser. This implies that these configurations can also be executed via Internet.

### Welcome Greeting

A voice mail system first addresses the caller with a welcome greeting. This greeting may be a general welcome phrase by the system or a message individually recorded by the mailbox owner.

For example, the Ergo voice mail system allows the preparation of up to nine of such greetings. Further settings can then be made to select greetings appropriate for their usage (greeting for day/night operation, for internal/external callers).

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