



## HiPath 3000 HiPath Xpressions Compact Version 2.0

Short reference guide  
Standard user interface

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Global network of innovation



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

## Introduction

Please read these instructions carefully before using your mailbox.

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

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

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

The features of a mailbox are determined by the mailbox class. This is configured by the Service Technician when setting up each mailbox. You find an overview of the features of the different mailbox classes in the User Manual.

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

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

## Getting Started

### Accessing the Mailbox



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



Enter your mailbox code number.

When you call your mailbox for the first time, use the code number provided to you by the system administrator. This is usually the code number '1234'.

On entering the correct code number, the mailbox informs you of its current status. Your mailbox has now been activated and you can begin navigation.

Please be sure to change your code number. The Chapter 'Changing the Code Number' will tell you how this is done.

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

1. To record your name, press



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

2. Now press



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



### Navigating through the Mailbox

Navigate through the mailbox functions by pressing the



(scroll forward) or



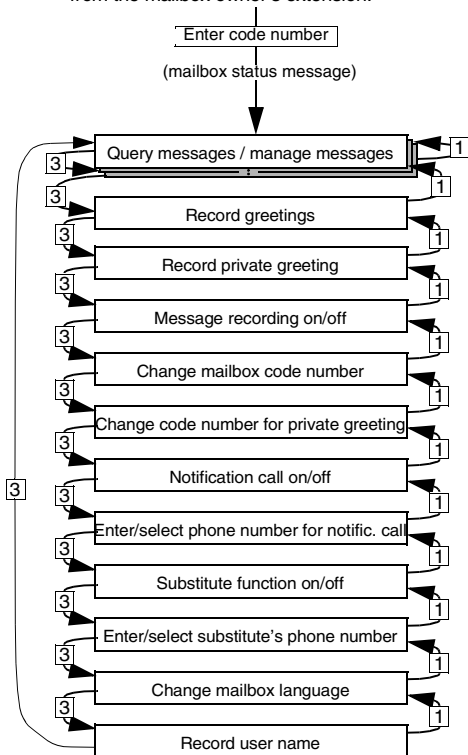
(scroll back) multiple times if necessary.

All further options are announced via recorded voice messages.

## The Menu Structure

The features your mailbox offers depends on the configured mailbox class.

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



# Getting Acquainted with Your Mailbox

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

Use the

**1**

key respectively the

**3**

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

**0**

key you can:

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

## Changing the Greeting Text

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

**3** key respectively the

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

**0** key. End your recording by pressing

**#**

Additional greetings can be recorded by pressing the

**8** key. Proceed as described for first greeting text.

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

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



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In order for HiPath Xpressions Compact to respond to incoming calls, call forwarding "after a given period of time" and/or when "busy" must be set up by the system administrator. If HiPath Xpressions Compact does not respond to calls, please ask your system administrator for assistance.

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### Changing the Code Number

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

To change the code number proceed as follows:

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

3

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

0

key, you can enter your individual private code number.

Afterwards, you will be asked to enter the new code number again for security reasons.



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

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## Sending Internal Messages

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

**7** key. HiPath Xpressions Compact now asks you to record a spoken message. Finish the recording by pressing

**#**

You can mark the message by pressing

**7**

key to mark as urgent, by pressing

**8**

key to mark as private or by pressing

**9**

key to mark as a normal message. Press

**2**

to play the message again

Enter the mailbox number of the recipient recipient or the number of a distribution list (optional) after the system request.

By pressing

**7**

key your message will be sent to the recipient.

### Forwarding a received message

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

To do this, press the

**9**

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

End your recording by pressing

**#**

You can mark the commented message by pressing

**7**

key to mark as urgent, by pressing

**8**

key to mark as private, by pressing

**9**

key to mark as a normal message. Press

**2**

to play the message again

Enter the mailbox number of the recipient or the number of a distribution list (optional) after the system request.

By pressing

**9**

key your commented message will be sent to the recipient.

## Notification of Incoming Messages

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

**3**

key respectively

**1**

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

**0**

key, the desired number can be entered.

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

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

**1**

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

**0**

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

### Setting Up a Substitute

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

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

**3**

key respectively

**1**

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

**0**

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

**#**

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

**1**

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

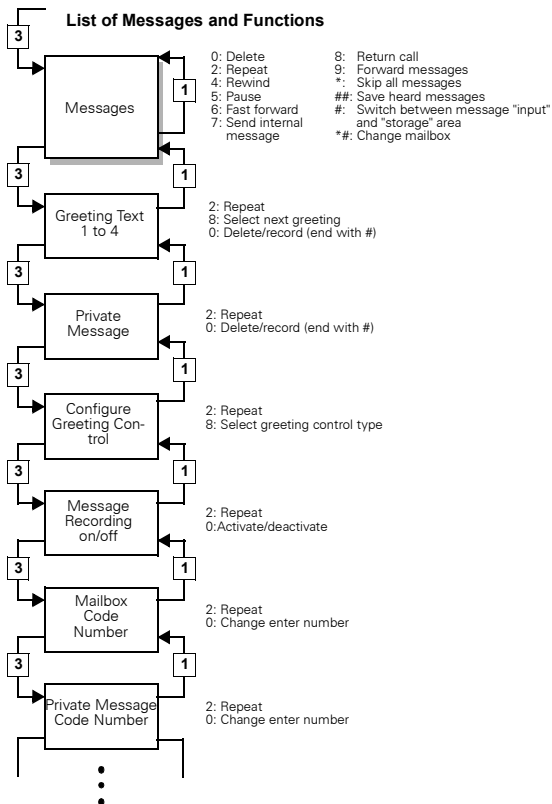
**0**

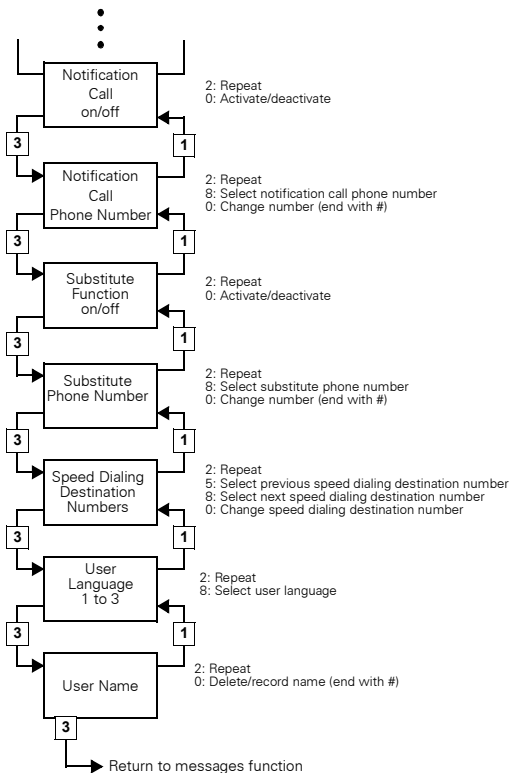
key once to turn on the substitute function.

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

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

## Menu and Key Control of the the Xpressions Compact Standard User Interface







[www.hipath.com](http://www.hipath.com)



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