

## HiPath Xpressions Compact

### Integrated Voice Mail

HiPath™ Xpressions Compact allows your company to carry out daily telecommunication in a flexible and speedy manner. It ensures that you can be contacted by telephone round the clock.

Nowadays voice mail is a standard PABX system function.

#### Voice Mail Solutions

- **Standard Solution:**

- with 8 ports, integrated in
  - HiPath 33x0,
  - HiPath 35x0 and
  - HiPath 37x0.

(normal and 19"-cabinets)

- **24-Port Solution:**

- with 24 ports, integrated in
  - HiPath 37x0 (normal and 19"-cabinets)

HiPath Xpressions Compact is installed and administered via Assistant E/C (same "look and feel" for installation, administration and maintenance tasks for the system and for HiPath Xpressions Compact via Assistant E/C).

HiPath 3000 standard interfaces are used.

The TCP/IP interface on the HiPath Xpressions Compact module facilitates the storing and restoring of HiPath Xpressions Compact data and messages (data volume in GB) within the framework of a short-term connection for service.



# Features

## Automatic Attendant

Automatic attendant is the company's telephone-based calling card. The basic function of the automatic attendant is called "announcement before answering". Announcement before answering begins with a company greeting. For example:

*"Welcome to XY. Our attendant consoles are busy right now. Please hold the line."*

Instead of listening to the above message informing callers that the attendant consoles are busy and asking them to hold the line, the caller can set up a connection after the greeting, via a caller-controlled forwarding function using menu options. This function is the fully equipped automatic attendant.

Alternatively, incoming calls can be redirected via the automatic attendant to:

- an arbitrary extension,
- a user or guest mailbox,
- an information mailbox,
- a random user-specified destination, including external destinations,
- or to the operator.

## Call Processing/Audiotext Applications

- Caller menu (options for selection)
- Information services only and
- Information services and recording

These three functions can be combined in any sequence.

## Automatic Information Service

General information is automatically available via information services.

It is also possible to generate extensive applications from the automatic information services with the help of attendant mailboxes. For example, a caller who has just listened to an information service can redirect to a valid extension.

Example:

*"If you wish to contact our hotline directly, please select..."*

## Call Forwarding (Caller to Mailbox)

- Active call forwarding on no reply to the personal mailbox after a certain number of rings or if the "station is busy". Playback of the greeting currently active.
- The possibility of leaving the attendant mailbox as a caller and connecting to the automatic attendant, the operator or any extension, e.g:
  - personal deputy or operator number ("must-answer-line"),
  - another extension.
- Call redirection to mailbox, i.e. no calls at extension.

Before recording a message, the caller has the opportunity to redirect to another extension or to the operator.

If the extension, to which the call is redirected, has activated call forwarding to its own mailbox, then the mailbox will receive the message from the extension that was first selected.

## Caller Callback

If the ISDN CLIP number (Calling Line Identification Presentation – transfer of station A's call number to station B) is transmitted by the telephone company and is received by HiPath 3000, the mailbox owner is notified of this call number.

A direct connection setup without redial facilitates convenient callback to the message sender, both internally and externally.

## Message Waiting Indicator

When new messages are received in your mailbox, a message waiting indicator (MWI) is displayed.

New messages are signalled by:

- an illuminated LED,
- text message in telephone display of the optiset E telephone,
- the MWI key on the optiClient 130,
- a special dial tone on optiset and non-optiset terminals (adjustable: on/off) or
- a notification call.  
Sales representatives/managers who are away from the office can receive a notification call upon receipt of a new message (see next section). For guest mailboxes, a notification call is redirected to the guest's mobile phone.

## Telephone Notification Service (User outcall)

A notification call can be received on any telephone (incl. mobile phones or private phones). The voice mail system takes the currently valid destination number from a list of up to five call numbers for the notification call.

When a notification call is received, the message can be listened to immediately and the mailbox can be controlled as soon as the code number has been entered.

Notification call remains active until specifically deactivated.

# Greetings

# Technical functions

## Company Greetings

Separate company greetings are available for the day/night mode.

- Standard greeting  
The standard company greeting for the day/night mode is automatically activated when the day/night mode is activated in the switching system.
- Alternative greeting  
The alternative company greeting is manually activated and is independent of the day/night mode.

## Personalized Greetings

- The standard greeting for callers can be user-defined.
- An alternative personalized greeting is also possible.
- The user can activate the system greeting, instead of the alternative personalized greeting.

The system automatically recognizes which greeting responds in normal mode.

The user manually selects whether the standard or alternative greeting should be used in answer mode, which in turn is independent of the day/night mode.

## Local and Remote Administration/Maintenance

Both installation and cross-system local and remote administration/maintenance are carried out via Assistant E.

HiPath 3000 system interfaces facilitate access from Assistant E to the integrated voice mail system.

In serious cases i.e. if data could be lost or if system security/integrity or data protection is at risk, the system displays a warning message on the Assistant E screen (e.g. "Are you sure you want to...?").

## Assistant C

With Assistant C, you can administer the voice mail system from the system administration in the local or remote network management system via a HiPath 3000 system interface.

## Mailbox Classes

HiPath Xpressions Compact features over 6 mailbox classes. These differ in terms of the functions that are available to the respective owner:

- Mailbox class 1  
(simple or information mailbox)
- Mailbox class 2  
(standard user mailbox)
- Mailbox class 3  
(preferred user mailbox)
- Mailbox class 4  
(exclusive user mailbox)
- Mailbox class 5  
(standard attendant mailbox)
- Mailbox class 6  
(preferred attendant mailbox)

## Backup and Restore the Voice Mail Database

The database can be either partially or fully backed up.

The data can be saved to an external data medium for further use by the customer on site for a partial or full restoration.

## System Warning

A system warning is triggered in a configurable mailbox (usually assigned to the system administrator) when 80 % system capacity utilization is reached. This system warning is simultaneously output at the SNMP interface.

## SNMP Error Messages via the HiPath 3000 System Interface

Error messages from the integrated voice mail system are received in the case of customer-based error management via the existing HiPath 3000 SNMP interface. (These SNMP error messages provide the customer with the opportunity to take the necessary measures to correct the voice mail errors on-site.)

## Single-Level Voice Prompts

Context-specific help prompts are output if a keying error is made.

Up to 2 parallel voice prompt sets can be used in each HiPath Xpressions Compact system.

# Technical Functions

## Centralized Server Functions

The integrated solution offers centralized server functions.

This means that the messaging functions are not only available to users that are connected to an integrated voice mail server at the PBX-master system, but also to users who have their phone in other PBX-systems which are connected via CorNet-N. It does not matter whether this is at a local or remote location.

The MWI function is a cross-network function.

## Installing Mailboxes with Assistant E/C

No additional software tools are needed to install the mailboxes.

## Statistics and Reports

Detailed reports for administration and user-specific statistics.

- Current recording time used (a % of the total)
- Memory capacity allocation for
  - greetings and
  - messages
- Mailbox statistics

The system can print three mailbox lists each containing 25 entries sorted according to the following criteria:

- total recording time for messages
- number of messages
- date of the oldest message

### Channel seizure

The system provides a printout of the time periods over the last 30 days during which all access channels were seized (signalling the need for additional channels).

## User Password

Messages are saved in private mailboxes. User passwords must contain 3 to 8 digits.

## Code/PIN for Administration and Maintenance Functions

Number of characters = 8

## Information Mailbox Startup

The following steps are necessary for setting up information mailboxes:

- Call HiPath Xpressions Compact
- Enter the code number
- Record the information message

## Standard Solution

- With 8 ports
- At least 100 h memory capacity
- System administration via Assistant E/C (local and remote)
- Applications for multistage call processing: Automatic Attendant (AA)
- Automatic information services
- Database protection including protection for the complete customer-specific database with messages and greetings
- Backup and restore of messages, greetings and other data from the voice mail database
- Service-PC/laptop connection via HiPath 3000 system standard interfaces
- Remote access for software updates
- Statistic reports concerning voice mail utilization
- Trace options for maintenance and service

## 24-Port Solution

Same as the Standard Solution except with:

- 24 ports

## System Connectivity

The integrated voice mail system can be connected to:

- HiPath 33x0,
- HiPath 35x0 and
- HiPath 37x0

(Version 1.2 and higher versions, hardware and software).

## Country Availability

The HiPath Xpressions Compact voice mail system is currently available in Austria, England and Germany.

## User, Guest or Information Mailboxes

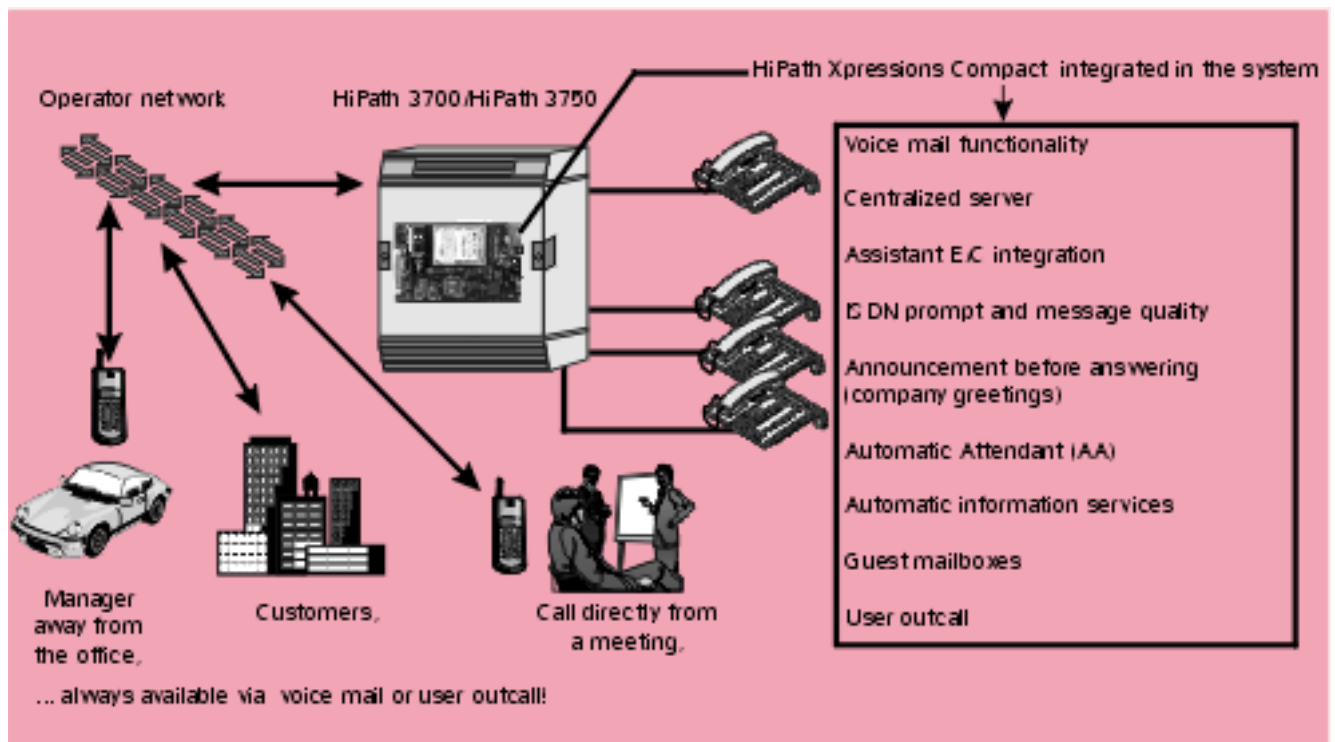
- Max. values = HiPath 33x0/35x0/37x0= 50/200/500 (each in total)
- Max. length/duration of a voice message = 20 min., default value = 2 min.
- Max. capacity of an information mailbox = 20 min.
- Message and voice prompt recording in ISDN quality (no data compression)
- Max. greeting length = 8 min.
- Max. connection duration = 10 min.

## Prompts

The following languages are available: German and English.

At first up to 2 languages are possible per HiPath Xpressions Compact system.

# System configuration



**System configuration: example showing HiPath 3700/HiPath 3750 with HiPath Xpressions Compact**

