HiPath Xpressions Compact V2.0 Integrated Voice Mail for HiPath 3000/5000 RSM

HiPath[TM] Xpressions Compact V2.0 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.

Voice mail is a standard function in today's PABX systems.

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HiPath Xpressions Compact

HiPath Xpressions Compact is the leading integrated voice mail solution for HiPath 3000/5000 RSM. The scope of features offered by HiPath Xpressions Compact is optimized for HiPath 3000/5000 RSM.

The following voicebox types and services are implemented:

- Personal mailboxes
- Group mailboxes
- Information mailboxes
- Routing mailboxes
  – Automatic attendant
  – Automatic information service
  – Name selection

Mailbox Features

Personal Mailbox

Whether you're conducting a call or in a meeting, your personal mailbox makes sure that no important calls are lost by accepting them on your behalf.
The personal mailbox lets you welcome your callers with a personalized greeting and invite them to leave a short message. For example:

> "Welcome to the mailbox of John Doe. I am not at my desk right now, but if you would like to leave a message after the tone, I will contact you as soon as possible."

Up to four different greetings are available. The greeting used can be selected manually, on the basis of day/night mode, the call type or it can be calendar-driven. You can thus optimize your mailbox to suit your personal schedule.

Group Mailboxes

All sales staff are busy on calls? No problem, the next caller is routed to the HiPath Xpressions Compact group mailbox and is invited to leave a message.
HiPath Xpressions Compact ensures that your customer's query is dealt with promptly because the first free staff member can check and process the new message immediately.

A group mailbox can include up to 20 subscribers. Incoming messages are simultaneously signaled at the extensions of all group mailbox subscribers. Once the last new message has been taken care of, message signaling is terminated at all group mailbox subscribers.

All group mailbox subscribers can continue to operate a personal mailbox, allowing for the ideal separation of group and personal tasks.

Information Mailboxes

How about telling callers about your current offers, your product range or important new features? All of this is possible thanks to the HiPath Xpressions Compact information mailbox.

With information mailboxes, you can record announcements of up to 20 minutes in length and provide options for scrolling forward and backward within the announcement or temporarily pausing playback.

AutoAttendant Mailboxes

In addition to inviting your callers to leave a message, the AutoAttendant mailbox gives callers an opportunity to reach you or your colleague directly.

> "Welcome to the mailbox of John Doe. I am not at my desk right now, but if you would like to leave a message, please speak after the tone or press "1" to call my mobile phone. Press "2" for assistance from my colleague ..."

The AutoAttendant mailbox features options for recording messages in addition to automated attendant features.

Besides using the AutoAttendant mailbox as a personal mailbox, it can also be used as an ...

... Automatic Attendant

Use the AutoAttendant mailbox as an automatic attendant. 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.

... Automatic Information Service

General information is automatically available via information services.

It is also possible to generate extensive applications with the help of attendant mailboxes. To do this, you can connect a number of AutoAttendant mailboxes in sequence and thus allow the caller to navigate to the required information. Naturally, the caller can redirect to a contact person at any time.

Example:

> "For information on our current product range, please dial "1"; if you have questions regarding your order, please dial "2"; if you wish to contact our hotline directly, please select ..."

Name Selection

AutoAttendant mailboxes support name selection. During the greeting announcement, you can start the name selection function and enter the first three letters of the mailbox user's name via DTMF dialing. If the input is unique, the caller is immediately routed to the subscriber. If a number of names start with the letters entered, a list of matching subscribers is displayed and the caller is guided through the selection of his or her contact person by a series of menus.

General Features

Besides the mailbox-specific features listed, Xpressions Compact offers a whole range of other features, such as:

- Call Forwarding to Mailboxes,

- Distribution Lists for Voice Messages,

- Message Broadcasting,

- Message Waiting Indicator,

- Notification Call (incl. SMS and pager),

- Caller Callback,

- Fax Call Forwarding,

- Greetings,

- Personal Deputy,

- User Prompts,

- Individual User Languages (Prompts),

- Statistics and Reports,

- Central Voice Mail in Networked HiPath 3000/5000 RSM,

- Access Protection.

Call Forwarding to Mailboxes

The route taken by an incoming call to reach HiPath Xpressions Compact is set in HiPath 3000/5000 RSM.
The following options are available:

- Redirection of all incoming calls to mailbox, i.e. no calls at extension.

- Call forwarding to mailbox:
  – after a certain number of rings
  – if the "station is busy".

As soon as a call arrives in the HiPath Xpressions Compact mailbox, the caller hears the mailbox greeting announcement.

Distribution Lists for Voice Messages

Up to 20 system-wide distribution lists help you in the distribution of voice messages. Whether you forward messages or record specific voice messages, you can use the distribution list to reach your team quickly and effectively.

Every list can include up to 20 destination mailboxes and all authorized mailboxes can send voice messages to distribution lists.

Message Broadcasting

Provide information on current topics by broadcasting voice messages.

As an authorized user, sending information to all of your colleagues in one fell swoop could not be easier - all you need to do is record a message or forward a received message to all mailboxes.

Message Waiting Indicator

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

Depending on the device type and the HiPath 3000/5000 RSM configuration, the messages are signaled by:

- an illuminated LED,

- text message in the telephone display of the optiPoint telephone,

- the MWI key on the optiClient,

- 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.

Notification Call

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 five call numbers for the notification call.

The notification call can be automatically activated/deactivated (e.g. no notification at night).

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

SMS and Pager Notification

Besides the classic notification call to a voice terminal, DTMF-driven SMS (Short Message Service) and pager services are also supported. After receiving this notification, the mailbox owner can play back the new message remotely.

Caller Callback

If the ISDN CLIP number (Calling Line Identification Presentation – transfer of station A's call number to station B) is received by HiPath 3000/5000 RSM, the mailbox owner can initiate a callback to the caller after playing back the message.

The callback can be conveniently initiated via direct connection setup without redial, both to internal and external subscribers.

Fax Call Forwarding

Your personal mailbox can recognize fax calls and forward them to a pre-defined individual fax destination.

Greetings

Greet your customers with a personalized announcement. You can record a personalized greeting via the telephone for all mailboxes. Alternatively, you can use professionally recorded greetings.

Depending on the authorizations assigned, you can set up to four greetings. The active greeting can be selected manually or via automatic selection.

Automatic greeting selection is performed:

● on the basis of day/night mode in HiPath 3000/5000 RSM

● on the basis of the call type
A distinction can be made here between the following criteria:
– Internal call/external call
– Free and busy

● in accordance with the calendar

Personal Deputy

The caller can reach your personal deputy at any time once connected to your mailbox.

The deputy destination of your personal mailbox can be set up in a flexible and speedy manner in your mailbox's operating menu.

User Prompts

All mailbox functions include context-sensitive help announcements as support for the user. These announcements provide information on the options available for the current menu option. All help announcements are made in the personal user language (see next section).

Individual User Languages (Prompts)

The following languages are available: German, English, US English, French, Canadian French, Italian, Spanish, Portuguese, Brazilian Portuguese, Flemish, Greek, Dutch, Czech, Chinese.

Three languages are selected when HiPath Xpressions Compact is installed and are set as active system languages.

Every mailbox owner can select the language to be used for his/her mailbox's control/help announcements from the three active languages.

Statistics and Reports

Detailed reports are available on 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

## Central Voice Mail in Networked HiPath 3000/5000 RSM Systems

The integrated HiPath Xpressions Compact system offers a central voice mail functionality in a HiPath 3000/5000 RSM network with a closed call numbering plan. All subscribers can use the central voice mail server.

The central voice mail functionality does not depend on the HiPath 3000/5000 RSM network type and is available for networking both via a classic CorNet-N connection and via IP.

The operation of HiPath Xpressions Compact in centrally administered HiPath 5000 networks is possible with Version 4.0 or later.

Access Protection

All mailboxes are protected against unauthorized access by a 3- or 8-digit password. Messages can only be played back or mailboxes can only be administered after authentication.
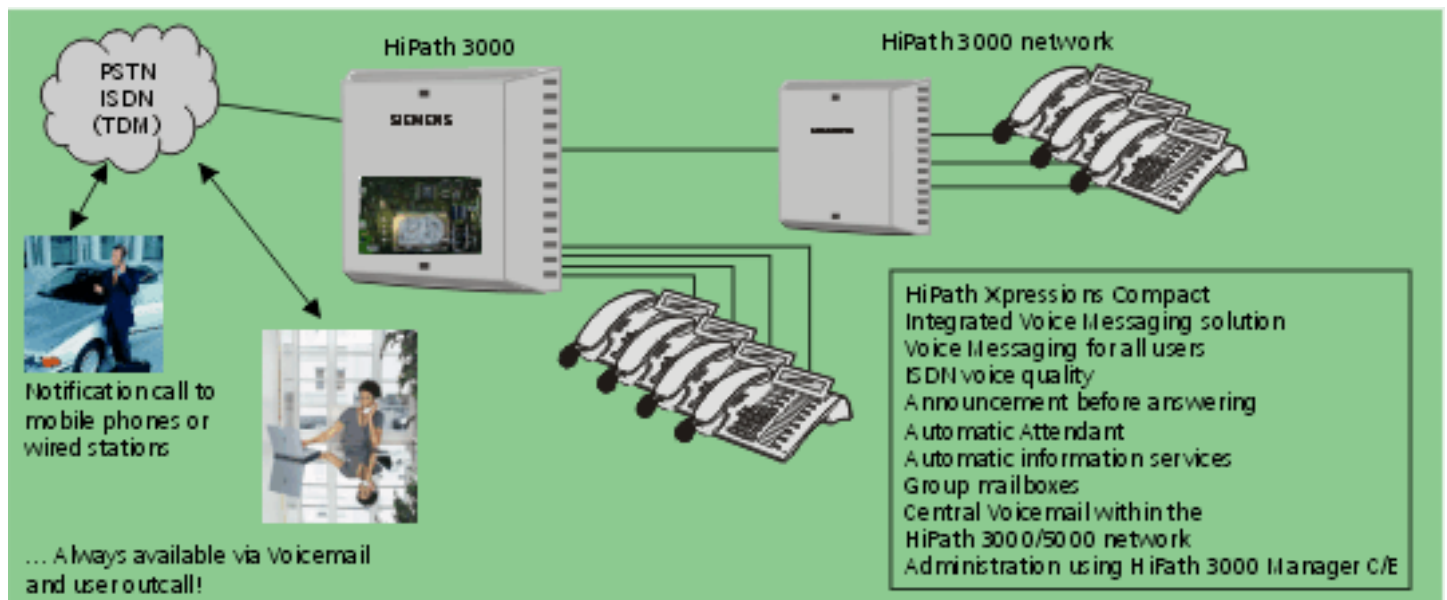
Technical Functions

Mailbox Features

HiPath Xpressions Compact V2.0 features over 16 mailbox classes. These differ in terms of the functions that are available to the respective owner.

Mailbox functions can be both permanently and freely assigned. The scope of each mailbox can thus be optimized and customer requirements can be individually satisfied.

Local and Remote Administration/Maintenance

Both installation and cross-system local and remote administration/maintenance are carried out via HiPath 3000 Manager C/E.

HiPath 3000/5000 RSM system interfaces facilitate access from HiPath 3000 Manager C/E to the integrated voice mail system.

Administration via HiPath 3000 Manager

HiPath Xpressions Compact V2.0 is installed and administered via HiPath Manager 3000 E. The procedure is the same for installation, administration and maintenance for the system and HiPath Xpressions Compact. The standard interfaces in HiPath 3000/5000 RSM are used.

Customer Administration

Administer your voice mail system quickly and conveniently via the Windows-based HiPath 3000 Manger C application. You can access the mailbox configuration parameters, update distribution lists and load professionally recorded greetings.

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 belonging to the customer and used for partial or full restoration.

On account of the data volume, the voice mail database should be backed up/restored via HiPath Xpressions Compact's broadband LAN access.

LAN Integration

The TCP/IP interface on the HiPath Xpressions Compact board facilitates the integration of the board in the customer's LAN.

Via LAN access, HiPath 3000 Manager C supports the fast and convenient administration of all mailboxes. The restoration of professionally recorded greetings via the broadband LAN access saves time and ensures a high level of flexibility, e.g. when customizing corporate greetings in call centers or in the case of a caller hotline.

Monitoring using HiPath 3000/5000 RSM Interface

The HiPath 3000 SNMP interface monitors important events of the integrated voice mail system and transmits them to the SNMP application.

In the unlikely event of a failure or interruption, related info is saved directly in the HiPath 3000/5000 RSM error memory and then read out using the HiPath 3000 Manager (the service interface for the entire system).

Detailed LOG and trace functions facilitate the diagnosis.

Technical Data

- The memory capacity is 100 hours

- 500 mailboxes (in all variants)
  - including up to 100 AutoAttendant mailboxes
  - up to 100 group mailboxes
  - up to 100 information mailboxes

- ISDN-quality greetings and recorded voice messages (no data compression)

- Max. recording length of a voice message = 20 min., standard value = 2 min.

- Max. capacity of an information mailbox = 20 min.

- 8 access channels (ports)
  - for HiPath 33x0
  - for HiPath 35x0
  - for HiPath 37x0

- 24 access channels (ports) for HiPath 37x0 (board variant for large configurations)

Length of Mailbox Greetings
- Personal mailboxes and group mailboxes Max. length = 3 min.

- AutoAttendant mailboxes Max. length = 8 min.

- Information mailboxes Max. greeting length = 20 min.

HiPath 3000/5000 RSM System Requirements

HiPath Xpressions Compact V2.0 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 V2.0 voice mail system is available in the following countries:
Argentina, Australia, Belgium, Bolivia, Brazil, Chile, China, Costa Rica, Germany, Ecuador, El Salvador, France, Greece, Great Britain, Honduras, India, Ireland, Italy, Canada, Colombia, Luxembourg, Mexico, New Zealand, Nicaragua, Netherlands, Austria, Panama, Paraguay, Peru, Philippines, Portugal, Switzerland, Spain, South Africa, Thailand, Czech Rep., Uruguay, USA, Venezuela.

Our strengths - Your advantages

Siemens is known worldwide as a trailblazer in the advancement of information and communication technologies. No other company offers such a comprehensive and innovative product portfolio.

With Siemens' unique HiPath Convergence Architecture, customers can migrate securely and flexibly into the world of innovative IP convergence solutions.

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