



HiPath Xpressions PhoneMail

User Manual

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Content

1 The Voicemail System PhoneMail

This manual supports you in operating your mailbox via telephone. It tells you:

- which settings you should make on your telephone/PABX (see Section 1.2, “User-specific Data”, on page 1-4).
- how to administrate your mailbox
 - via an arbitrary telephone: see Section 1.3, “Operating your Mailbox with PhoneMail”, on page 1-8.
- how to process incoming messages
 - via your individual telephone: see Section 1.3, “Operating your Mailbox with PhoneMail”, on page 1-8 and Section 1.3.8, “Using the Mailbox with the Mailbox Key (Callback Access)”, on page 1-37.
 - via an arbitrary telephone: see Section 1.3, “Operating your Mailbox with PhoneMail”, on page 1-8.

1.1 Mailbox Editing on the Telephone and Voicemail Service (PhoneMail)

PhoneMail and/or VMS allows you to operate and manage your mailbox using the telephone. Both system can be used in parallel in HiPath Xpressions.

PhoneMail and VMS allow you to retrieve and manage different types of messages (voice messages, fax messages, e-mails). You can also record voice messages for other users and subsequently send these messages. In addition, you have the option of directly addressing 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 direct connection to the originator of an incoming message are also included in the scope of functions. VMS also allows you to record and edit dictations and to broadcast messages.

All *HiPath Xpressions* users have their own mailbox on the *HiPath Xpressions* server. The mailbox can be accessed with PhoneMail or VMS using any telephone (a telephone that is connected to the telephone system in your organization) or an external telephone (a telephone that sets up the connection to the telephone system in your organization via a CO code).

The following sections describe the entire range of functions. The range of functions has been restricted on your system if you are unable to access all services.

- You find information on operating your mailbox with **PhoneMail** in Section 1.3; a short reference to the menus and key commands is found in Section 1.3.10.

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User-specific Data

- You find information on operating your mailbox with **VMS** in the *HiPath Xpressions VMS* manual.

1.2 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.

1.2.1 Telephone System Data

Number for call forwarding, voice service
= service access number for forward access

Number for call forwarding, fax service

1.2.2 Data for Telephone Access via PhoneMail

Dial own mailbox
= service access number for direct access

Dial external mailbox
= service access number for guest access

Service access number for callback access

Service access number for universal access

You can change your password for telephone access to the mailbox. You should not write down this password in the interests of security.

1.2.3 Preparations on your Telephone and PABX

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 PABX 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.

1.2.4 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 the star key, 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 further user prompts if required!
-  Follow the user prompts!
-  Push the "Next" or "Back" dialog keys.

1.2.5 Distribution Lists

You normally enter the recipient's telephone number when you are sending messages. Alternatively, you can enter a distribution list number that you have created, or you can use a public distribution list that has been created by the system administrator. A distribution list contains users or more distribution lists. You can administer your distribution lists via telephone and also via the Web-based configuration interface (see the *HiPath Xpressions Client Assistant/WebClient* manual) and assign a distribution list number to them. Otherwise, the distribution lists are set up for you by the system administrator.

1.2.6 Referral Extension

You can define a referral extension. Callers who are forwarded to your mailbox can connect to this PhoneMail referral extension directly 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-based configuration interface is installed, you can administer your referral extension yourself (see the *HiPath Xpressions Client Assistant/WebClient* manual). This feature only applies to the voice service.

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User-specific Data

1.2.7 Default Printer

Your system administrator can configure any network printer for use in *HiPath Xpressions*. You can define one of the printers in the list of printers available in *HiPath Xpressions* as the default printer. You can access this printer through the telephone. You can perform this assignment yourself via the Web-based configuration interface (see the *HiPath Xpressions Client Assistant/WebClient* manual) or have it done by your system administration.

1.2.8 Default Fax Device

You can define any fax address as your default fax device. This will make it easier to output e-mail and faxes when you access your mailbox through the telephone. You can perform this definition yourself via the Web-based configuration interface (see the *HiPath Xpressions Client Assistant/WebClient* manual) or have it done by your system administration.

1.2.9 Memory Restrictions

If the memory in use is being monitored, you will be informed when accessing your mailbox if the limit has been reached. If the memory 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 in 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 which are no longer needed or contact the system administrator. Regardless of the memory required by your mailbox, other callers can always leave messages for you.

1.2.10 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 are using a telephone from the optiset series with an alphanumeric display in conjunction with a PABX of the Hicom 300 or HiPath 4000 type, the user prompts will also be output visually on this display.

As an alternative to entering telephone numbers, the system generally allows you to enter names by selecting the letters that are assigned to the number keys on the telephone. This functions in a similar way to the entry of short messages using the keypad on your cell phone.

These announcements prompt you, for example, to enter certain digit keys to select a function or to enter a number or a password.

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

1.2.10.1 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 played a second time, you will automatically be advised on how to find Help information (on using PhoneMail).

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

1.2.10.2 Requesting Help

You can call up 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 password or if the 0 key is assigned a different meaning.

1.2.10.3 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. The call is disconnected after a certain number of incorrect entries. The number of incorrect entries allowed before the call is disconnected depends on the system settings and can be changed by the system administrator.

1.2.10.4 Terminating the Connection

- PhoneMail

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

 Replace the handset.

or



Push the star key, 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).

The messages are sent when the connection is terminated if you have recorded new messages (Section 1.3.3.4, "Recording and Sending Messages").

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1.2.11 Differences in Functionality and Operation between PhoneMail and VMS

The table below summarizes the differences in functionality and operation between PhoneMail and VMS. It should aid you in deciding which voice mail system to use for which purpose. In addition, it highlights the differences in operation.

Task	VMS	PhoneMail
Station authentication for direct access/mailbox playback	code number (=Hicom PIN) and password	extension and password / password
Password optional	X	-
Termination of digit sequences	* (star)	# (pound)
Return to main menu from all branches	0*	-
Name dialing	-	X
Dictation (privilege required)	X	-
Access to sent objects	X	-
Job processing	job-oriented	session-oriented
Help function	-	X
Quick reference	-	X
Using generic greetings	X	-
Sequence when sending messages	address message - record message	Record message - address message
Broadcast (privilege required)	X	-
Variable forward access	-	X

1.3 Operating your Mailbox with PhoneMail

1.3.1 Access Options

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 log onto the server by entering your telephone number and 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.

Please refer to Section 1.3.2, “Using your own Mailbox (Direct Access)” for more information about direct access mode.

- 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.

Please refer to Section 1.3.6, “Dialing an External Mailbox (Guest Access or Universal Access)” for more information about guest access mode. 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**)

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. Please refer to Section 1.3.7, “Call Forwarding (Forward Access)” for more information about forward access mode. This access option is not available if the voice service is deactivated.

- You can transfer callers to your mailbox (**transfer access**)

If you would like to give the caller the option of leaving a message for someone else or if the caller is unable to enter a user’s extension number or if this extension number is to remain hidden from the caller, you can connect the caller directly to the mailbox by dialing the transfer access number. This option is of particular interest if you are responsible for switching calls.

- You can access your mailbox using the mailbox key on the telephone (**Callback access**) if your mailbox contains new messages.

The same functions that are provided with the Direct access option are available here. Please refer to Section 1.3.8, “Using the Mailbox with the Mailbox Key (Callback Access)” for more information about Callback access mode.

- A call from your mailbox automatically informs you when new messages appear in your mailbox (**Outcall Access**).

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The same functions that are provided with the Callback access option are available here. Please refer to Section 1.3.8, "Using the Mailbox with the Mailbox Key (Callback Access)" for more information about Callback access mode.

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 1.2.10, "User Prompts" for the principles of user prompts. You will find a graphic overview of all menu functions in Section 1.3.10, "A Quick Reference Guide to the Menus and Key Sequences".

1.3.2 Using your own Mailbox (Direct Access)

You can dial your own mailbox using the service access number for the direct access option. Enter your phone number and your password. You now have unlimited access to your mailbox. You can:

- retrieve new or old messages from your Inbox and from your "Xpressions" folder or by scrolling up or down saved messages,
- retrieve Outbox messages,
- save or delete messages,
- fast forward or rewind message playback,
- repeat message playback and receive detailed information about the message
- output fax messages to your default printer or to any fax device (optional),
- output e-mails to your default printer or to any fax device (optional),
- output e-mails as voice messages (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:
 - your personal password for telephone access,
 - 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 deputy,
 - the type of prompts (detailed or short greetings),
 - whether a notification should be output for incoming messages (as an SMS or 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,
 - the private distribution lists,
 - the user prompt language (only if several languages are installed on the server) - optional,
 - the types of messages that are to be processed using the telephone (you can specify, for example, that only voice messages and fax messages are to be processed and that no e-mails are to be processed);
- set up a connection to another user or to the switch.

1.3.2.1 Dialing your own Mailbox

You will require a service access number, your telephone number and your password to access your mailbox. When you use your mailbox for the first time you are prompted to assign a password for security reasons (see Section 1.3.4.2, “Changing Mailbox Options” or consult the *Hi-Path Xpressions Client Assistant/WebClient* manual under *Change telephone password*.) You can dial your own mailbox from your own telephone and from any other telephone of your choice.

Dialing your own mailbox from your own extension:



Enter the service access number for the direct access option.



Push the pound key.



Enter your personal password. Conclude the entry by pushing the pound key.

Dialing your own mailbox from any extension:



Enter the service access number for the direct access option.



Enter your own telephone number. Conclude the entry by pushing the pound key

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or



Enter your own name by selecting the letters that are assigned to the number keys. Conclude the entry by pushing the pound key.



Enter your personal password. Conclude the entry by pushing the pound key.

1.3.3 Options in the Main Menu

The main menu is selected when you dial your own mailbox:

-  To **put out/retrieve** messages: Push 3.
Further user prompts in this case: see Section 1.3.3.1, "Listening to/Retrieving Messages".
-  To **record/send** messages: Push 1.
Further user prompts in this case: see Section 1.3.3.4, "Recording and Sending Messages".
-  To modify **reply options**: Push 8.
Further user prompts in this case: see Section 1.3.4.1, "Changing Answering Options".
-  To modify **mailbox options**: Push 9. Further user prompts in this case: see Section 1.3.4.2, "Changing Mailbox Options".
-  To **connect**: Push 7.
Further user prompts in this case: see Section 1.3.5, "Connection".

1.3.3.1 Listening to/Retrieving Messages

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

- Voice messages (optional):
You can listen to messages of this type directly.
- Fax messages (optional):
You can output messages of this type to your default printer or to a fax device.
- E-mail (optional):
You can output messages of this type to your default printer or to a fax device. You can also listen to e-mails if the *Text-To-Speech* add-on software is installed.

You can retrieve these types of messages with your telephone from different folders in your mailbox:

- "Xpressions" folder:

Messages are placed in this folder as a result of actions that you have performed (through the initiation of rules or shift operations on the e-mail client/server).

- **Inbox:**
Incoming messages are automatically placed in this default folder.
- **"Saved Messages" folder:**
This folder contains saved messages.
- **Outbox messages:**
This category includes messages that you recorded during the current connection session (see Section 1.3.3.4, "Recording and Sending Messages"). These messages are sent when you terminate the connection to the mailbox.

Messages that are stored in your mailbox belong to one of the following categories:

- **Urgent messages:**
These are messages that were marked as urgent when they were sent.
- **Send and read receipts:**
These are 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 sent message.

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

- **Unread messages:**
This category includes messages that have not been retrieved and saved/deleted.
- **Read messages:**
This category includes messages that you have already retrieved/listened to and saved but not deleted yet.

To retrieve/listen to messages:

Dial your own mailbox (see Section 1.3.2.1, "Dialing your own Mailbox").

- ☐ 3 Push 3 in the main menu (see Section 1.3.3, "Options in the Main Menu") to retrieve or listen to messages.

or

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Automatic retrieval of messages if new messages are stored in your mailbox and Callback access mode is activated (see Section 1.3.8, "Using the Mailbox with the Mailbox Key (Callback Access)") or through the automatic notification of *Xpressions*

1.3.3.2 Playing back Messages

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

1. Received messages. The contents of the "Xpressions" folder or the Inbox are played back in the following order:
 - a) Messages that are 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 order applies:
 - Unread messages first,
 - then read messages
2. Saved messages
3. Outbox messages: The messages are played back in chronological order.

You receive an announcement that informs you what categories of messages you have. You also receive information on how many messages are saved in your mailbox, according to unread, read, and waiting to be sent, and how many of each type there are (voice mail, fax, e-mail). If you activated the inclusion of the "Xpressions" folder, the announcement will start with the name of the currently processed folder. If you have configured your mailbox setting to filter out certain message types (for example, e-mails), these messages will not be signaled on the telephone. To retrieve messages of this type, you must change your mailbox settings (Section 1.3.4.2, "Changing Mailbox Options" or) or access your mailbox via your PC.

Message header

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

Options available when listening to the message header

The following options are available when listening to the message header:

- 3 Skip message header and go **directly to message**:
push 3
- 2 Skip message header and put out **next message header**: push 2.

- 7 2 Jump back to **previous message header**:
push 7 and then push 2.
- 1 Fax message or e-mail – optional –
output on default printer:
push 1 or push one of the following options if your administrator has
configured these options
- 1 # Fax message or e-mail – optional –
output on default printer:
push 1 and then push the pound key.
- 1 1 Fax message or e-mail – optional –
output at default fax device:
push 1 and then push 1 again.
- 1 2 Fax message or e-mail – optional –
output at arbitrary fax device:
push 1 and then push 2. Your system will now prompt you to enter the
number of the required fax device.

You can also output the fax message or e-mail to an external fax device, provided your system administrator has enabled this option. To do this, dial the trunk seizure code (normally 0) in front of the telephone number.

Options available when listening to a message

You can use the following options to pause the playback of stored messages texts:

- * **Pause** playback:
push the star key.
- 3 **Resume** paused playback:
push 3.
- * 2 Skip message and play **next message**:
push the star key, then push 2.
- * 4 **Save** message:
push the star key, then push 4.
- * 6 **Delete** message:
push the star key, then push 6.

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- * 7 1 **Play back** message details:
push the star key, 7 and 1 in succession.
- * 7 3 **Repeat** message playback:
push the star key, 7 and 3 in succession.
- * 7 7 **Repeat associated message header:**
push the star key, 7 and 7 in succession.
- * 7 8 **Repeat** eight seconds of the message (or three lines in e-mails):
push the star key, 7 and 8 in succession.
- * 9 1 **Jump ahead to next message category:**
push the star key, 9 and 1 in succession.
- * 9 3 **Jump ahead to the end of the message:**
push the star key, 9 and 3 in succession.
- * 9 8 **Skip** eight seconds (or three lines in e-mails) of the message:
push the star key, 9 and 8 in succession.
- * 7 # **Return to the main menu:**
push the star key, 7 and the pound key in succession.

Options available after messages have been heard

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

- 7 3 **Repeat message output:** Push 7, then 3.
- 4 **Save** message: push 4.
- 6 **Delete** message: push 6.

The following options are available after you have saved (option 4) or deleted (option 6) a message:

- # **Skip to next message:** Push pound key.
The next saved message is now played.
- 1 **Reply to** message: push 1.
You can subsequently record a reply message. See Section 1.3.3.4, "Recording and Sending Messages" for information about recording messages.
You can only use this option for messages that were sent by another mailbox user.

-  **Forward** message: push 9.
Your system will now prompt you to enter the extension number of the user to whom you would like to forward the message. You also have the option of recording an additional remark that will be forwarded with the message.

-   **Calling the originator:** Push 7, then 0.

The following options are available if you call the originator (option 7 and 0).

-  Dial **stored** telephone number of the message originator
-   Enter the message originator's number. Conclude the entry by pushing the pound key.
-    Enter the name of the originator by selecting the letters that are assigned to the number keys and conclude the entry by pushing the pound key.

You can also dial external originators, provided your system administrator has enabled this option. To do this, dial the trunk seizure code (normally 0) in front of the telephone number.

Options available when listening to Outbox messages

The following options are available when you are listening to messages that you have recorded for a subsequent send action (see Section 1.3.3.4, "Recording and Sending Messages"):

-  Message to be sent is O.K. **continue:** Push pound key.
-  **Re-record** message to be sent: Push 1.
See Section 1.3.3.4, "Recording and Sending Messages" for information about recording messages.
-  **Modify** recipient: Push 2.
-  **Modify** send options: Push 3.
To change the send options, please refer to Section 1.3.3.4, "Recording and Sending Messages".
-  **Delete** message to be sent: Push 6.

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

Adding recipient numbers

-  push 1.
The system now prompts you to enter the required recipient number.

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Enter the recipient's number. This can also be a distribution list number (see Section 1.2.5, "Distribution Lists"). Conclude the entry by pushing the pound key.

You can now add an additional recipient number or:



Enter the name of the recipient by selecting the letters that are assigned to the number keys. Conclude the entry by pushing the pound key.

You can now add an additional recipient name or:



Cancel the function and continue.

Deleting recipient numbers



push 6.

The system now prompts you to enter the extension number or distribution list number to be deleted.



Enter the recipient's number. Conclude the entry by pushing the pound key.

You can now delete an additional recipient number or:



Enter the name of the recipient by selecting the letters that are assigned to the number keys. Conclude the entry by pushing the pound key.

You can now delete an additional recipient name or:



Cancel the function and continue.

1.3.3.3 Checking Recipient Numbers



push 9.

The recipient numbers are now announced.



Cancel the function and continue.

1.3.3.4 Recording and Sending Messages

You can record voice messages and send them to other users.

To record messages:

Dial your own mailbox (see Section 1.3.2.1, "Dialing your own Mailbox").



Push 1 in the main menu (see Section 1.3.3, "Options in the Main Menu") to record messages.

A recorded announcement prompts you to start recording the message after you hear the beep. Push 1 a 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 1.3.3.4, "During the recording process").

You will hear a beep 10 seconds before the recording process is concluded.

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

-   After message recording: wait or push star key, then pound key.
 -   Enter the extension number of the recipient and conclude the entry with the pound key or
 -    Enter the name of the recipient by selecting the letters that are assigned to the number keys and conclude the entry by pushing the pound key.
 -  **Release** message for sending without special send options (outbox): push pound key again.
The message is sent when you terminate the connection to the mailbox.
- or**
-  **Select** send options and release message for transmission: Push 3.
The message is sent when you terminate the connection to the mailbox.
- or**
-  **Cancel and delete** recorded message: 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 1.3.3.1, "Listening to/Retrieving Messages"). Correction options are available when you are playing Outbox messages (see Section 1.3.3.2, "Options available when listening to Outbox messages").

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.

-  **Pause** recording process:
push the star key.

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- 1** **Resume** paused recording process:
push 1.
- 1** **Pause, delete and repeat** recording process:
push the star key, 6 and 1 in succession.
- #** **Pause, delete and cancel** recording process:
push the star key, 6 and the pound key in succession.
- 3** **Pause recording and check recorded message:**
push the star key, 7 and 3 in succession.
- 8** **Pause recording and listen to last eight seconds:**
push the star key, 7 and 8 in succession.

1.3.4 Selecting the Send Options

Once the message has been addressed to every recipient, you can send the message using special options. The following options are available.

- 3** After entering the recipient: Push 3 to select send options.

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

- 1** Request **receipt or read confirmation** : Push 1
Note: Sending of a confirmation from the recipient side is always active by default. However, the recipient may have locally deactivated this behavior via the client assistant.
or
- 2** Indicate message as **confidential**: Push 2 or
- 3** Indicate message as **urgent**: Push 3 or
- 4** Indicate message for **future transmission**: Push 4 or
- #** **confirm** the send options and release the outbox message.

Selecting the send options for future delivery

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

- 1** Request **single future transmission**: Push 1 or
- 2** Request **multiple future transmission**: Push 2 or
You now have the following options:
 - 1** Weekly repetition of transmission: Push 1 or

  Monthly repetition of transmission: Push 2 or

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



enter the month or day(s) of the week and the time and confirm your entries by pushing the pound key;



Entry of the **current** month, day or time: Push pound key.



Confirm the entered date or time: Push pound key.

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



Re-enters **send options for future transmission**: Push 1. or



Play set send options: Push 9 or



confirm the send options for future delivery and release the outbox message.

1.3.4.1 Changing Answering Options

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

The answering options include:

- **Greetings and Reply Mode**

Callers routed to your mailbox hear a greeting (a system greeting is set as default). You can select the following types of greetings from a maximum of nine greetings that you have recorded (sorted according to priority):

- Alternative greeting:

You can define an alternative greeting. All callers will hear this greeting.

- After-hours greeting:

Callers who dial an extension outside of business hours will hear this greeting. 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 Client Assistant/WebClient* manual) under “Time Profiles”)

- Greeting when extension is busy:

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Callers will always hear this greeting when your extension is busy. For example, you can set a greeting to inform the caller that the extension is currently busy.

- Personal greeting for external and internal callers:

You can define one of your personal greetings for internal calls and one for external calls. You may want to have a more formal greeting for external callers. You can inform internal callers of your current whereabouts, for example.

You can specify for each of these greetings whether callers who are re-directed to your mailbox are permitted to leave a message or not. Preventing callers from leaving messages is practical, for example, if you are non-contactable for a long period of time. In this situation, you should provide a message to alert callers to this fact.

- **Call Forwarding to the private PhoneMail Referral Extension**

You can set your private PhoneMail referral extension number.

If you have set *Greeting only* as the 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. This number is also used for the settings in the programmable caller menu of the forward access service.

- **Name**

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.

- **Mobility**

You can enter a number here to allow the caller to reach your cell phone. Like the PhoneMail referral extension number, this setting can also be used in the forward access menu.

- **Mailbox Deputy**

In the event of your absence, you can define an *Xpressions* user who will receive a copy of all messages that arrive in your mailbox and are addressed to you.

- **Call Forwarding of your Telephone**

You can use any telephone to control the call 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.

To set the answering options:

Dial your own mailbox (see Section 1.3.2.1, “Dialing your own Mailbox”).

- 8 Push 8 in the main menu (see Section 1.3.3, “Options in the Main Menu”). The menu for changing the answering options is played.

Changing the personal greeting

-  In the main menu: Push 8 for reply options.
-  In the menu for changing reply options: Press 1.
-  Modify **alternative greeting**: Push 1 or
-  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 or

The following options are available if you selected one of the five greeting categories provided:

Selecting a personal greeting or a system greeting as a personal greeting

-  Modify **private greeting**: Push 1 or

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-recording private greeting**: Push 1 or
-  **Keep or activate personal greeting**:
push 4 or
-  **Set system greeting as private greeting**: Push 6.

The system prompts you to record the new greeting after the beep if you have pushed 1.

Record the greeting. The same control options and key sequences available when you are recording messages are available here (see Section 1.3.3.4, “During the recording process”). These key sequences include *7# to pause recording/return to the main menu, *76 to pause recording/terminate the connection.

-   Stop recording and activate greeting: Push star key, then pound key.

Defining the answering mode

-  **Allow leaving of messages**: Push 4 or
-  **Prevent leaving of messages**: Push 6 or

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If you prevent users from leaving messages, ensure that the greeting text corresponds to the answering option. The caller should be aware of the fact that he or she cannot leave a message. Check the PhoneMail referral extension in this case.

Defining the PhoneMail referral extension number for call forwarding

-  In the main menu: Push 8 for reply options.
-  In the menu for changing reply options: Press 3.
You now have the following options:
-  **Modify deputy number:** Push 1 or
-  **Cancel**, maintain deputy number: Push 4.

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

-   Enter the referral extension number and confirm the entry with the pound key or
-    Enter the name of the referral extension by selecting the letters that are assigned to the number keys and confirm your entry by pushing the pound key.

You can also define external PhoneMail referral extension numbers, provided your system administrator has enabled this option. To do this, dial the trunk seizure code (normally 0) in front of the telephone number.

Record name

-  In the main menu: Push 8 for reply options.
-  In the menu for changing reply options: Press 4.
You now have the following options:
-  **Re-recording 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.

Say your name.

The same control options and key sequences available when you are recording messages are available here (see Section 1.3.3.4, “During the recording process”). Also permitted is: *7# to pause recording/return to the main menu, *76 to pause recording/terminate the connection. The *78 key sequence for playing back the last eight seconds of the recorded messages is not permitted.

  Accomplish recording: Push star key, then pound key.

Defining the PhoneMail referral extension number for call forwarding

-  In the main menu: Push 8 for reply options.
-  In the menu for changing the cell phone number: Press 5.
You now have the following options:
 -  **Modify cell phone number:** Push 1 or
 -  **Activate function:** Push 2 or
 -  **Deactivate function:** Push 3 or
 -  **Cancel,** maintain telephone number and status: Push pound key.

The system prompts you to enter the cell phone number if you pushed 1.

  Enter the cell phone number and confirm the entry with the pound key.

You can only define cell phone numbers if your system administrator has enabled this option. To do this, dial the trunk seizure code (normally 0) in front of the telephone number.

Defining mailbox deputy numbers

-  In the main menu: Push 8 for reply options.
-  In the menu for changing reply 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 key.

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

  Enter the mailbox deputy number and confirm your entry with the pound key or

   Enter the name of the referral extension by selecting the letters that are assigned to the number keys and confirm your entry by pushing the pound key.

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Defining the call forwarding settings

-  In the main menu: Push 8 for reply options.
-  In the menu for changing reply options: Push 7.
You now have the following options:
-  **Modify rerouting destination:** Push 1 or
-  **Activate** rerouting to *Xpressions*: Push 4 or
-  **Deactivate rerouting:** Push 6 or
-  **Cancel**, maintain possible call rerouting : Push pound key.

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

-   Enter the call forwarding destination and confirm your entry by pushing the pound key or

You can also define external call forwarding destinations if your system administrator has enabled this option. To do this, dial the trunk seizure code (normally 0) in front of the telephone number.

1.3.4.2 Changing Mailbox Options

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

These settings include:

- **Private Distribution Lists**

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

- **User Prompts**

You can choose between shorter and more detailed user prompts. Experienced users can set shorter system greeting texts if the short user prompt option is selected.

- **Password**

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

- **Setting Notifications**

You can set the system to send a short message (SMS message) to your cell phone when 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.

- **Settings**

If you are working in an integrated Lotus Notes or MS Exchange environment or if the *Hi-Path Xpressions* server is also configured as an e-mail system (please consult your system administrator in this regard), you can specify whether messages that are 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.

And you can set the volume of telephone message playback.

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.

- **Fax Tone Recognition**

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 messages 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 forwarded to the same forwarding destination. You must have configured the relevant forwarding settings or you must provide your fax partners with an appropriate direct address.

- **Language**

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.

- **Playback Options**

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

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To change your mailbox options:

Dial your own mailbox (see Section 1.3.2.1, “Dialing your own Mailbox”).

- 9 Push 9 in the main menu (see Section 1.3.3, “Options in the Main Menu”). The menu for changing the mailbox options is played.

Private distribution lists

- 9 In the main menu: Push 9 for mailbox options.
- 1 In the menu for changing mailbox options: Push 1.
You now have the following options:
- 1 **Create** new distribution list: Push 1 or
- 3 **Modify** distribution list: Push 3 or
- 6 **Delete** distribution list: Push 6 or
- 9 Check distribution list stepwise: Push 9 or
- # **Cancel the function** and continue.

Creating or changing distribution lists

-  In the main menu: Push 9 for mailbox options.
-  In the menu for changing mailbox options: Push 1.
You now have the following options:
-  **Create** new distribution list: Push 1 or
-  **Modify** new distribution list: Push 1.
-   Enter the distribution list number and confirm the entry with the pound key.

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

-  Modify distribution list name: Push 1 or
-  Add numbers to distribution list: Push 2 or
-  Check numbers in distribution list: Push 3 or
-  Delete numbers from the distribution list, push 6 or
-  **Cancel the function** and continue.

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

Record the distribution list name.

The same control options and key sequences available when you are recording messages are available here (see Section 1.3.3.4, “During the recording process”). The *78 key sequence for playing back the last eight seconds of the recorded messages is not permitted.

-   Accomplish recording: Push star key, then pound key.

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 1.3.3.2, “Adding recipient numbers”).

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Deleting a Distribution Group

-  In the main menu: Push 9 for mailbox options.
-  In the menu for changing mailbox options: Push 1.
You now have the following options:
-  Delete distribution list: Push 6
-   Enter the distribution list and confirm the entry with the pound key

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

-  Cancel deletion process: Push 4 or
-  Delete distribution list and continue: Push pound key.

Changing the user prompts

-  In the main menu: Push 9 for mailbox options.
-  In the menu for changing mailbox options: Push 2.
You now have the following options:
-  Switch to **short**: Push 2 or
-  Switch to **detailed**: Push 1 or
-  **Keep** the current user prompts and return to the main menu.

Change password

-  In the main menu: Push 9 for mailbox options.
-  In the menu for changing mailbox options: Push 3.
You are now prompted to enter a new password.
-   Enter a new password and confirm your entry with the pound key.
The password can comprise any digit sequence. It must have a minimum of six characters and may not be longer than 24 characters.
The new password is confirmed when it is entered.

Setting notifications

-  In the main menu: Push 9 for mailbox options.
-  In the menu for changing mailbox options: Push 4.
You now have the following options:
-  **Modify notifications:** Push 3 or
-  **Activate notifications:** Push 4 or
-  **Check notifications:** Push 9 or
-  **Cancel** and return to the main menu.

The following options are available after you have selected one of the options 3, 4 or 9:

-   **Select pager :** Push 1, then 1 again
-   **Select pager 2 :** Push 1, then 2
-   **Select text pager 1 :** Push 2, then 1
-  
Select text pager 2 : Push 2, then 2 again
-   **Select company phone :** Push 3, then 1
-   **Select home phone :** Push 3, then 2
-   **Select additional phone :** Push 3, then 3 again
-   **Select additional phone 2 :** Push 4, then 2
-   **Select additional phone 3 :** Push 4, then 3
-   **Select additional phone 4 :** Push 4, then 4 again
-   **Select additional phone 5 :** Push 4, then 5
-   **Select additional phone 6 :** Push 4, then 6
-   **Select SMS destination :** Push 5, then 1
-  **Cancel** and return to the main menu.

The following options are available after you have selected a device for the notification settings:

-  **Modify all settings:** Push 1 or
-  **Activate/deactivate terminal device:** Push 3 or
-  **Cancel** and return to the main menu or
-  **Modify destination number or call-back number:** Push 2
-   Enter **destination number** or **callback number** and confirm your entries by pushing the pound key.

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Changing Settings

-  In the main menu: Push 9 for mailbox options.
-  In the menu for changing mailbox options: Push 5.
-   **"Activate Xpressions" folder:** Push 1 or
-   **"Deactivate Xpressions" folder:** Push 2 or
-   **Keep** current folder setting and return to the main menu
-   **Latest messages first:** Push 1 or
-   **Older messages first:** Push 2 or
-   **Keep** current presentation sequence and return to the main menu
-   **Increase** volume: Push 5 or
-   **Decrease** volume: Push 8 or
-   **Keep** current volume and return to the main menu
-   Activate automatic message output: Push 1 or
-   Deactivate automatic message output: Push 2 or
-   **Keep** the current playback option and return to the main menu.

Activating/deactivating fax tone detection

-  In the main menu: Push 9 for mailbox options.
-  In the menu for changing mailbox options: Push 6.
You now have the following options:
-  **Activate** fax tone recognition: Push 4 or
-  **Deactivate** fax tone recognition: Push 6 or

Changing the language

-  In the main menu: Push 9 for mailbox options.
-  In the menu for changing mailbox options: Push 7.
You now have the following options:
-  Enter the number of the language or
-  **Confirm** and return to the main menu.

Changing the playback options

- 9 In the main menu: Push 9 for mailbox options.
- 8 In the menu for changing playback options: Push 8.
You now have the following options:
- 1 Set which **message types (media types)** should be processed: Push 1 or
- 2 Set whether or not **old messages** are to be played when messages are retrieved: Push 2
- # **Confirm** and return to the main menu.

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 Process **voice messages** (yes/no): Push 1,
- 2 Process **fax messages**— optional — (yes/no), push 2,
- 3 Process **e-mails** — optional — (yes/no): Push 3.

Press the keys for the desired options in succession, thus for example 1 and 3. When you press one or several of the above keys, you are informed by greeting whether the selected message type is activated or deactivated.

- # **Confirm** and return to the main menu, or
- * **Cancel** and return to the main menu.

When setting whether old and new or only new messages are to be played (option 2) on retrieving messages, you will be offered the following options (multiple selection possible).

- 1 Process **old voice messages also** (yes/no): Push 1,
- 2 Process **old fax messages also** (yes/no), push 2,
- 3 Process **old e-mails also** (yes/no): Push 3.

Press the keys for the desired options in succession, thus for example 1 and 3. When you press one or several of the above keys, you are informed by greeting whether the selected message type is activated or deactivated.

- # **Confirm** and return to the main menu, or
- * **Cancel** and return to the main menu.

1.3.5 Connection

You can call the switch or another user while you are connected to a mailbox. To do this, you must select the main menu of the mailbox. To call a user while you are connected to the mailbox:

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 push 7 in the main menu (see Section 1.3.3, “Options in the Main Menu”).

You now have the following options:

 **Call subscriber:** Push 0 or

 **Cancel** and return to the main menu or

 **Clear mailbox connection**
(see also Section 1.2.10.4, “Terminating the Connection”).

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

 **Call switch:** Push pound key or



 Enter the required **user number** and conclude the entry with the pound key.



 Enter the name of the relevant **user** by selecting letters that are assigned to the number keys and conclude your entries by pushing the pound key.

You can also set up a connection to external users, provided your system administrator has enabled this option. To do this, dial the trunk seizure code (normally 0) in front of the telephone number.

After listening to a new or old message, you can enter 70 to connect directly to the originator of the message (see Section 1.3.3.2, “Options available after messages have been heard”).

1.3.6 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 do not appear in the language of your choice, a language selection will be offered after a short pause (see Section 1.3.4.2, “Changing the language”). After selecting 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 number of the relevant user and conclude the entry by pushing the pound key.
-    Enter the name of the relevant user by selecting letters that are assigned to the number keys and conclude your entries by pushing the pound key.

To dial your own mailbox (only available in the universal access mode):

-  Push the pound key.
(see Section 1.3.2, “Using your own Mailbox (Direct Access)”).

1.3.6.1 Leaving a Message for Mailbox Owners

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

Control and correction options are available during the recording of the message (see Section 1.3.3.4, “During the recording process”). You will hear a beep 10 seconds before the recording process is concluded. 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 1.3.3.4, “During the recording process” (during recording).
-    **Re-dial a mailbox with guest access again** to leave a message in this mailbox:
push the pound key three times in succession.
-    **Connect** to a user number or the switch:
push the pound key twice and then push 0.

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You can also just replace the handset after you have left the message. The message will always be sent.

1.3.7 Call Forwarding (Forward Access)

You can set your telephone to re-direct calls to your mailbox. Use the *call forwarding* feature for this purpose (a distinction is made in Hicom 300 between *variable* and *fixed call forwarding*) or set this in the answering options menu (see Section 1.3.4.1, “Defining the call forwarding settings”). The way in which you set up the call forwarding feature on the telephone depends on the telephone system and type of telephone that you are using. Please refer to the user manual and operating instructions for your PABX and telephone respectively for more detailed information.

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 re-routed to the mailbox. Callers can leave a message in your mailbox or can be transferred to your PhoneMail referral extension. This depends on how you have set your answering options (see Section 1.3.4.1, “Changing Answering Options”) or which actions you have defined in the Web-based configuration interface. You can also have fax calls received at your extension (see Section 1.3.4.2, “Changing Mailbox Options”). These messages are also saved in your mailbox.

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 1.3.3.4, “During the recording process”). You will hear a beep 10 seconds before the recording process is concluded.

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 1.3.3.4, “During the recording process”

You can also just replace the handset after you have left the message. The message will always be sent.



Tip:

If you have forwarded your own telephone to your mailbox, you can only access the main menu of your mailbox (see Section 1.3.3, “Options in the Main Menu”) after dialing your number (before recording a message) by entering "Pound" followed by your telephone password.

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



Dial the individual mailbox: Push pound key.

1.3.8 Using the Mailbox with the Mailbox Key (Callback Access)

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 and Hicom 150/150 E/150 H 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.



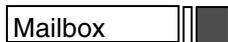
Enter the service access number for the Callback access option. Please consult your system administrator if you do not know the access number.



Enter your personal password. Conclude the entry by pushing the pound key.

or If the mailbox LED is illuminated:

for optiset:



Push the "Mailbox" key. The following appears in the display:
XPRESSIONS



Push "continue".

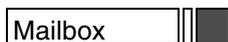


Select "play".



Enter your personal password. Conclude the entry by pushing the pound key.

for Set 400/500/700:



Push the "Mailbox" key. The following appears in the display:
XPRESSIONS



Push the "Play" key.



Enter your personal password. Conclude the entry by pushing the pound key.

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The "Listen to/retrieve" menu is now activated (see Section 1.3.3.1, "Listening to/Retrieving Messages"). All control options are available during and after the message playback.

1.3.9 Using your Mailbox for your Cell Phone

You can also use your mailbox as a 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.

1.3.9.1 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 mobile number will be re-routed to the mailbox. Callers can leave a message in your mailbox or can be transferred to your PhoneMail referral extension. This depends on how you have set your answering options (see Section 1.3.4.1, "Changing Answering Options").

1.3.9.2 Dialing your Mailbox

You can dial your own mailbox using the service access number for the direct access option (see also Section 1.3.2, “Using your own Mailbox (Direct Access)”).

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 telephone number. Conclude the entry by pushing the pound key.
Enter the number of the telephone at your workstation and not the num-
-    Enter your own name by selecting the letters that are assigned to the number keys. Conclude the entry by pushing the pound key.
-   Enter your personal password. Conclude the entry by pushing the pound key.

You can use the callback access service if you dial the mailbox from your cell telephone (see Section 1.3.8, “Using the Mailbox with the Mailbox Key (Callback Access)”). 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 service including the CO number of your company.
Please consult your system administrator if you do not know the access number.
-   Enter your personal password. Conclude the entry by pushing the pound key.



Tip:

Activate the notification function (see Section 1.3.4.2, “Setting notifications”). An SMS message will then be sent to your cell phone each time your mailbox receives a new message.

1.3.10 A Quick Reference Guide to the Menus and Key Sequences

The following lists contain the key sequences that must be pushed to use mailbox functions.

Retrieve/listen to messages

Key sequence	Function
3	Retrieve/listen to messages, messages are played

During the playback of a message:

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
7 2	Jump to message header of previous message
2	Jump to message header of next message
*	Pause message playback
3	Resume paused message playback
* 2	Jump to message header of next message
* 4	Pause message playback, save message
* 6	Pause message playback, delete message
* 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	Pause message playback, repeat message header playback
* 7 8	Pause message playback, play back part of the message
* 9 1	Pause message playback, jump to next message category
* 9 3	Pause message playback, fast forward to the end of the message
* 9 8	Pause message playback, fast forward in the message

Following the playback of a message:

4	#	Save played message and continue	
4	1	Save played message and reply	
4	9	Save played message and forward	
4	7	0	Save played message and call message originator
6	#	Delete played message and continue	
6	1	Delete played message and reply	
6	9	Delete played message and forward	
6	7	0	Delete played message and call message originator
7	3	Repeat played message	
1	1	Re-record played Outbox message	
1	2	1	Played Outbox message: add recipient numbers
1	2	6	Played Outbox message: delete recipient numbers
1	2	9	Played Outbox message: check recipient numbers
1	3	1	Played Outbox message: request confirmation
1	3	2	Played Outbox message: indicate as private
1	3	3	Played Outbox message: indicate as urgent
1	3	4	Played Outbox message: prepare for future transmission
1	6	Delete played Outbox message	

Recording and Sending Messages

Key sequence

1

Function

Record message, message is placed in the Outbox

1 1

Jump directly to the beep indicating the start of the recording process

The Voicemail System PhoneMail

Operating your Mailbox with PhoneMail

During the recording of messages or greetings

*	Pause recording
1	Resume paused recording process
* 6 1	Pause recording and re-record the message
* 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)

Changing Answering Options

Key sequence	Function
8 1 1 1	Set alternative greeting: modify greeting
8 1 1 4	Set alternative greeting: allow leaving of message
8 1 1 6	Set alternative greeting: disallow leaving of message
8 1 2 1	Set busy line greeting: modify greeting
8 1 2 4	Set busy line greeting: allow leaving of message
8 1 2 6	Set busy line greeting: disallow leaving of message
8 1 3 1	Set internal greeting: modify greeting
8 1 3 4	Set internal greeting: allow leaving of message
8 1 3 6	Set internal greeting: disallow leaving of message
8 1 4 1	Set external greeting: modify greeting
8 1 4 4	Set external greeting: allow leaving of message
8 1 4 6	Set external greeting: disallow leaving of message
8 1 5 1	Set outside business hours greeting: modify greeting
8 1 5 4	Set outside business hours greeting: allow leaving of message
8 1 5 6	Set outside business hours greeting: disallow leaving of message
8 3 1	Forward call: modify PhoneMail deputy number
8 3 4	Forward call: maintain PhoneMail deputy number
8 4 1	Record name
8 4 4	Keep name

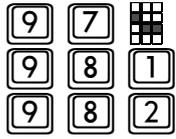
8	5	1	Forward call: modify cell phone number
8	5	2	Forward call: activate cell phone number
8	5	3	Forward call: deactivate cell phone number
8	6	1	Change mailbox deputy number
8	6	2	Activate mailbox deputy number
8	6	3	Deactivate mailbox deputy number
8	7	1	Set call forwarding number
8	7	4	Activating call forwarding on <i>Xpressions</i>
8	7	6	Deactivate call forwarding

Changing Mailbox Options

Key sequence	Function
9 1 1	Create private distribution list:
9 1 3	1 Modify private distribution list: record names
9 1 3	2 Modify private distribution list: add calling numbers
9 1 3	3 Modify private distribution list: check calling numbers
9 1 3	6 Modify private distribution list: delete calling numbers
9 1 6	4 Delete private distribution list:cancel
9 1 6	# Delete private distribution list:confirm
9 1 9	Check private distribution list
9 2 2	Switch prompt level to short user prompts
9 2 1	Switch user prompts to detailed prompts
9 3	Change password
9 4 3	Notifications: set notification destinations
9 4 4	Notifications: Activate or deactivate
9 4 9	Check notifications
9 5 1 1	Activate "Xpressions" folder
9 5 1 2	Deactivate "Xpressions" folder
9 5 3 1	Play back new messages first
9 5 3 2	Play back old messages first
9 5 5 5	Increase playback volume
9 5 5 8	Reduce playback volume
9 5 7 1	Activate automatic message playback
9 5 7 2	Deactivate automatic message playback
9 6 4	Activate fax tone detection
9 6 6	Deactivate fax tone detection

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Operating your Mailbox with PhoneMail



Change user prompt language

Playback options, message type

Playback options, old messages

Connection

Key sequence



Function

calling a user

Terminate mailbox connection

Cancel and return to the main menu

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An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract.

