

**UVAXPR5USER**

**HiPath Xpressions End User Training  
Course Content**

**Module 5: PhoneMail and HiPath Xpressions End User Differences**



## **Module 5. PhoneMail and HiPath Xpressions End User Differences**

### **Lesson 1. PhoneMail and HiPath Xpressions Telephony User Interface (TUI) Differences**

#### **Objectives**

In this lesson, you will learn:

- TUI similarities between PhoneMail and HiPath Xpressions
- HiPath Xpressions listening options enhancements
- When messages are deleted in HiPath Xpressions
- HiPath Xpressions answering options enhancements
- HiPath Xpressions mailbox options enhancements
- PhoneMail and HiPath Xpressions transfer options differences
- TUI short cut options

## Introduction

HiPath Xpressions builds on the award winning PhoneMail TUI. Therefore, if you are a former PhoneMail user, you will notice similarities between the two products.


For example, you hear the same familiar voice when using the Xpressions TUI. Also, unless the system administrator has made modifications, the home state menu options are the same.

### HiPath Xpressions Home State Menu


- 3** Listen
- 1** Record
- 8** Answering Options
- 9** Mailbox Options
- 7 0** Transfer
- 7 6** Disconnect



## PhoneMail and HiPath Xpressions Similarities



As you use the TUI, you will notice other familiar options such as:

To delete a message, push  .

To save a message, push  .

To forward a message, push  .

To indicate you have finished recording, push  and then  .

To change your greetings, push  and then  .

These are just a few examples of the many PhoneMail TUI prompts that are the same in HiPath Xpressions.



## New TUI Options

Due to product enhancements and changes in mailbox configuration, you will hear new options. Therefore, as a new Xpressions user, it is important to listen closely to the Xpressions TUI prompts before pressing any telephone keys.

This lesson addresses the product differences in the following main menu TUI options:

- Listening options



- Answering options



- Mailbox options



- Transfer



## Listening Options Enhancements

The listening option prompts you hear in HiPath Xpressions are dependant on several mailbox configuration factors.

These include:

- One-button access configuration
- Abbreviated verses standard prompts

Details regarding these mailbox options are in Module 1, Lesson 1, and Module 2, Lesson 2.

Your system administrator will provide you with details regarding your Xpressions mailbox configuration.



## Deleted Messages

Each message you receive in your mailbox takes up hard disk space in the HiPath Xpressions server. Your Xpressions system administrator determines how long messages are retained on the server.



## Answering Options Enhancements

PhoneMail and HiPath Xpressions share these four answering options:

- Personal Greetings
- Answering Mode
- Referral Extension
- Name

HiPath Xpressions has four additional answering options:

They include:

- Today's Greeting
- Mailbox Agent
- Simple/Enhanced Mode

### 8 Answering Options

#### 8 Today's Greeting

1 Personal Greetings

2 Answering Mode

3 Referral Extension

4 Name

6 Mailbox Agent

9 Simple / Enhanced Mode

# Home State

## Today's Greeting

The today's greeting is a temporary daily greeting. It is ideal for users who need to provide a daily update to callers transferred to their Xpressions mailboxes. This greeting overrides all other greetings and expires each day at midnight.

Details regarding how to record the today's greeting are located in Module 2, Lesson 2.



## **Mailbox Agent**

When you configure and turn on the mailbox agent feature, messages in your Xpressions mailbox are transferred to the predefined mailbox agent. The mailbox agent receives your messages, and you do not receive copies.

TUI prompting for this feature is only available to voicemail-only users.

For mailbox agent configuration details, refer to Module 2, Lesson 5.



## Simple/Enhanced Mode

Simple mode allows you to record one greeting for each personal greeting type. Simple mode is the Xpressions mailbox default.

In the enhanced mode, you can record as many as nine greetings and assign them to any of the five personal greeting types.

The TUI answering options allow you to change from the simple mode to the enhanced mode.

Refer to Module 2, Lesson 5, for additional TUI configuration details. Web Assistant configuration details are in Module 3, Lesson 2.



## Mailbox Options Enhancements

The PhoneMail mailbox options were enhanced with HiPath Xpressions. Options 1 through 5 are the same. Option 4, outcalling schedules in PhoneMail, is called message notification devices in HiPath Xpressions.

There is one new mailbox option with HiPath Xpressions. It is *Specify Type of Message*.

### 9 Mailbox Options

- 1 Private Lists
- 2 Prompt Level
- 3 Password
- 4 Message Notification Devices
- 5 Playback Options
- 8 Specify Type of Message
- # Home State

## **Specify Type of Message**

This option allows you to specify the types of messages you want to access over the phone. You can specify whether you would like to access both new and read messages or only new voice messages.

For additional TUI configuration information, refer to Module 2, Lesson 6. For Web Assistant configuration details, refer to Module 3, Lesson 2.



## Transfer Option Differences

Transfer options are available to you when you are in your mailbox. The transfer prompts you hear in PhoneMail are different from those you hear in Xpressions. However, the telephone keys pushed are the same.

When you are logged in to your PhoneMail or Xpressions mailbox, to transfer you push 7 then 0.

In PhoneMail you hear:

*To reach an operator, push #.*

*To transfer to another extension, dial that extension and then push #.*

In Xpressions you hear:

*To reach someone taking calls for this extension push # now.*

*To transfer to an extension, dial that extension number and then push #.*

If you push # in Xpressions, you are transferred to the referral extension configured in your mailbox.

Note: Xpressions prompts may vary based on system configuration.



## Outcalling Schedule Differences

In mailbox options, the PhoneMail term *outcalling schedules* was changed to *message notification devices*. The telephone keys you push and the prompts you hear in Xpressions are also different from what you hear in PhoneMail. Also, there are additional outcalling destination options with HiPath Xpressions. Therefore, it is important to listen closely to the TUI prompts in Xpressions or use the Web Assistant to create or modify message notification devices.

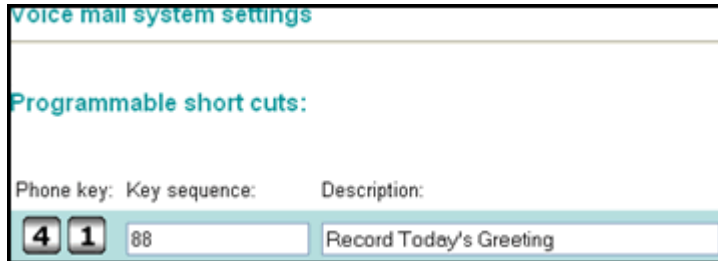


For message notification devices configuration from the TUI, refer to Module 2, Lesson 6. For Web Assistant configuration, refer to Module 3, Lesson 3.

## Programmable Short Cut Paths

In the Web Assistant, you can program up to nine short cuts to jump to the functions you perform most frequently. For example, if you regularly record your today's greeting, you can program a short cut path for this function in the Web Assistant.

While in the TUI home state menu, you activate a short cut by pushing 4 on your key pad followed by the number of the short cut.



Phone key:	Key sequence:	Description:
4 1	88	Record Today's Greeting

For Web Assistant configuration information, refer to Module 3, Lesson 2. For additional TUI information, refer to Module 2, Lesson 1.



## Lesson 2. Message Queue and Message Presentation Differences

### Objectives

In this lesson, you will learn:

- The differences between PhoneMail and HiPath Xpressions message queues
- HiPath Xpressions message queue prompts
- How Fast Message Access (FMA) impacts HiPath Xpressions message queue prompts
- Direct and callback access message queue prompts for voicemail-only users
- Message presentation order differences between PhoneMail and HiPath Xpressions

## PhoneMail Message Queue

PhoneMail announces your messages in the following message queue order:

1. Unaddressed messages
2. Return receipts
3. Urgent messages
4. Regular messages

The total unaddressed messages and return receipts are announced together. For example, if you have one return receipt and one message you recorded but did not address, you hear:

*You have one returned receipt and one returned message.*

The remaining message queues are urgent and regular messages. PhoneMail announces the total number of messages (urgent and regular) in your mailbox.

For example, if you have one urgent message and two regular messages, you hear:

*You have three new messages, one is urgent.*

The urgent message is played before the regular messages.



## HiPath Xpressions Message Queue

Due to the many product enhancements, HiPath Xpressions message queues are different than PhoneMail's. HiPath Xpressions messages are announced in the following message queue order:

1. Return receipts announced as confirmation receipt
2. Urgent messages sorted by media type (voice)
3. New messages sorted by media type
4. Read messages sorted by media type
5. Unaddressed messages announced as outgoing messages



## HiPath Xpressions Message Queue Prompts

HiPath Xpressions message queue prompts are similar to the PhoneMail prompts. However, there are some differences depending on where you are in the TUI menu.

The message queue prompts are also different in Xpressions based on several factors including:

- Whether you are a voicemail-only user
- Whether your mailbox is configured for Fast Message Access (FMA)
- Which access number is dialed to listen to your messages



## HiPath Xpressions Message Queue Prompts

If you have an urgent voice message, you hear:

*Inbox. You have one, new urgent message. It is voice. To listen to your urgent voice message, push 3. To continue to the next queue, push #.*



## Xpressions Message Queue Prompts With FMA

The Fast Message Access (FMA) feature simplifies the prompts you hear when presented with voice messages. It works like the PhoneMail message queue prompts.

For example, let's say you have one new urgent voice message, your mailbox is configured for FMA, and you call the callback access number to open your mailbox. You hear:

*You have one, new urgent message.*

Xpressions then plays the urgent message. You do not need to push 3 again to listen to the message. This is how PhoneMail works.

When you call from the direct access number, you get the home state options and must push 3 to hear the message. Once you push 3, you hear:

*You have one, new urgent message.*

Xpressions then plays the urgent message.



## Direct Access Message Queue Prompts – Voicemail-Only User

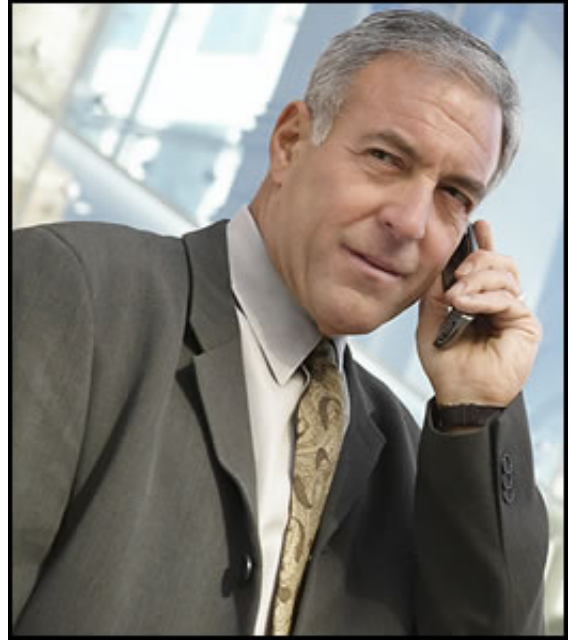
The Xpressions message queue options are different depending on how you access Xpressions.

As a voicemail-only user with abbreviated prompts and FMA configured, when you dial the direct access number and log on to your Xpressions mailbox, Xpressions announces the total number of messages in your mailbox. When you push 3 to listen, your messages play in the message queue order.

For example, if you have one urgent message, one confirmation (return) receipt, and one regular message, you hear:

*You have three new messages.*

Once you push 3 to listen, you hear the confirmation receipt first, the urgent message next, and then the regular message.



**Note:** The prompts you hear will be different if your mailbox is configured for standard prompts.

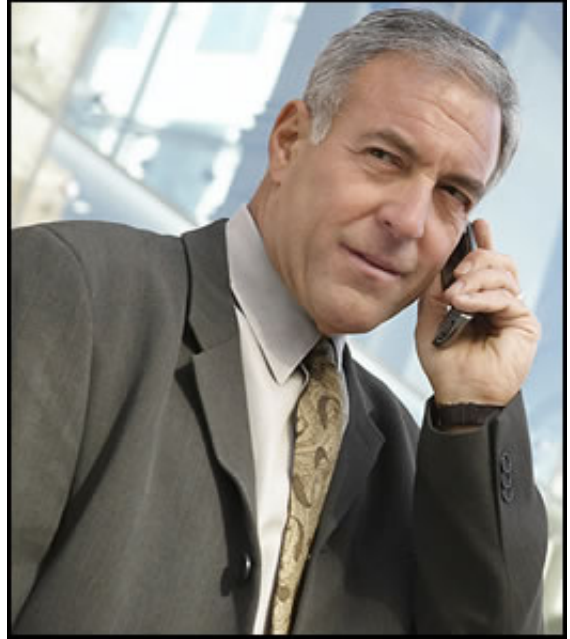
## Callback Access Message Queue Prompts – Voicemail-Only User

If you dial the callback access number to open your mailbox, Xpressions announces the messages in your mailbox differently than if you were calling from direct access.

For example, if you have one urgent message, one confirmation (return) receipt, and one regular message, you hear:

*You have one confirmation receipt. You have one, new urgent message.*

Xpressions plays the urgent message first and then the regular message.



### PhoneMail Message Presentation Order

As you recall, PhoneMail announces your messages in the following message queue order:

1. Unaddressed messages
2. Return receipts
3. Urgent messages
4. Regular messages

These messages are presented to you in first in/first out (FIFO) order.



### HiPath Xpressions Message Presentation Order

The default message presentation order for HiPath Xpressions is last in/first out order (LIFO). If you prefer the FIFO message presentation order, like PhoneMail, you can change it from the TUI mailbox options by following this prompt order.



## Lesson 3. HiPath Xpressions Greeting Enhancements

### Objectives

In this lesson, you will learn:

- HiPath Xpressions greeting enhancements which include:
  - Today's greeting
  - After-hours greeting
  - Simple and enhanced greetings

### Greeting Enhancements

Personal greeting options were enhanced with HiPath Xpressions. In addition to the PhoneMail greeting options, you now have several other greetings you can record. They include:

- Today's greeting
- After-hours greeting
- Up to nine personal greetings when your mailbox is configured in the enhanced greeting mode



## Today's Greeting

As you recall, the today's greeting is a temporary greeting that overrides all other greetings and expires each day at midnight. You record the today's greeting from the TUI answering options.

Details regarding how to record the today's greeting are located in Module 2, Lesson 2.



## After-Hours Greeting

Business hours are defined for each HiPath Xpressions user. You can record an after-hours greeting that callers hear when they are transferred to your mailbox during your non-working business hours. In this greeting, you can let callers know that they have reached your mailbox during your non-working time.

You define your personal business hours using the Web Assistant or simply use the default business hours defined by your Xpressions system administrator.

For information on how to record your after-hours greeting, refer to Module 2, Lesson 2. Details on how to configure your business hours from the Web Assistant are located in Module 3, Lesson 3.



## Simple and Enhanced Greeting Mode

Your HiPath Xpressions mailbox can be configured for simple or enhanced greeting mode. In simple mode, you can record personal greetings for after-hours, busy, internal, external, and alternate call types. This is the default mode.

However, you can switch to the enhanced greeting mode from the TUI answering options menu or the Web Assistant. The enhanced mode allows you to record up to nine greetings and assign them to the various call types.

For simple or enhanced greeting mode configuration using the TUI, refer to Module 2, Lessons 2 and 5.

Refer to Module 3, Lessons 2 and 3, for simple or enhanced greeting mode configuration from the Web Assistant.





## Lesson 4. Caller Differences

### Objectives

In this lesson, you will learn:

- Urgent message configuration requirements
- The differences between the PhoneMail and HiPath Xpressions mailbox system greetings

## Urgent Messages

After you record a message and address it to one or more extensions or distribution lists, you have a variety of delivery options available to you including marking the message urgent. PhoneMail allowed any caller to mark a message urgent.

Callers can mark a message urgent in your Xpressions mailbox only if **Callers can leave urgent messages** is enabled. You find this setting in the Web Assistant under Voice Mail System Settings. If unchecked, callers are not allowed to mark a message urgent. The default is unchecked.

If callers cannot mark a message urgent in your mailbox and you do not have access to the Web Assistant, ask your Xpressions administrator to enable this setting for you.

### Caller options

Callers can leave urgent messages

## System Greeting in PhoneMail and HiPath Xpressions

If a user does not record a personal greeting, callers hear the default system greeting. The HiPath Xpressions greeting is slightly different from the PhoneMail system greeting.

For example, PhoneMail subscriber Erica Chang does not have a personal greeting recorded. Callers transferred into her mailbox hear:

*Hello, this is the PhoneMail system. The party you have called, Erica Chang, at extension 55962 is not available. You may leave a message or transfer out of PhoneMail. To leave a message, begin speaking at the tone. To transfer out of PhoneMail, push 0.*

Callers transferred to a HiPath Xpressions user's mailbox hear a different system greeting. If a caller is transferred to Amy Bach's mailbox and she does not have a personal greeting recorded, the default system greeting they hear is:

*The party you have called, Amy Bach, at extension 6030 cannot be reached. You may leave a message, initiate callback to this extension, or transfer to another extension. To initiate callback, push \*. To leave a message, begin speaking at the tone. When you have finished, push \* then #.*





## Lesson 5. Module Summary

### Introduction

PhoneMail users migrating to HiPath Xpressions will recognize similarities in the TUI interfaces. HiPath Xpressions offers many end user enhancements. Your mailbox configuration impacts what you and callers hear and the options available. Therefore, PhoneMail users should listen closely to the HiPath Xpressions TUI prompts before pushing telephone keys.

When using the TUI, you will notice enhancements in the listening options, answering options, and mailbox options. You also need to manage your messages in HiPath Xpressions.



## Module Summary

### Message Queue and Message Queue Prompts

The message queue in Xpressions is urgent, new, and read messages. In addition, the message queue prompts are different based on which access number you dial to open your mailbox.

It is important to know how your mailbox is configured. Ask your Xpressions system administrator for specifics regarding your mailbox configuration.



## Module Summary

### Message Presentation Order

PhoneMail users hear messages in their mailbox presented in first in/first out order. HiPath Xpressions mailboxes are by default, set for last in/last out message order. Xpressions users can change the message presentation order to first in/first out order in the TUI mailbox options.



## Module Summary

### Greeting Enhancements

As a HiPath Xpressions user, you have new greetings you can record for your mailbox. They include:

- Today's greeting
- After-hours greeting
- Up to nine personal greetings when your mailbox is configured in the enhanced greeting mode

Greetings can be recorded from the TUI or from the Web Assistant.



## Module Summary

### Caller Differences

Callers transferred into your HiPath Xpressions mailbox might encounter different options or greetings unavailable with PhoneMail. These include the ability to leave an urgent message, different default system greetings, and additional transfer options from your mailbox.



