Documentation

OpenScape Xpressions
Web Assistant

User Guide

A31003-S2360-U101-11-7619

Communication for the open minded

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Reference No.: A31003-S2360-U101-11-7619

Contents

History of Changes

Date	Changes	Reason
2009-04-08	New note: When selecting a greeting in the file selection dialog, **All Files (*.*)** is default set. See Section 3.3.8.1, “uploading an existing greeting file”, on page 121.	BR090312152418
2009-04-08	New feature: Multi-tentant support for the Xpression server. See Section 4.2.10, “Tenants”, on page 197.	CR 527
2009-04-08	Note for multi-tenant support: the public address book displays only entries of the individual tenant group. See Section 3.1, “Menu Address book”, on page 36.	CR 519
2009-04-08	Note for multi-tenant support: when setting the mailbox deputy, only subscriber entries of the individual tenant group are displayed. See Section 3.3.1.4, “Redirecting the Mailbox”, on page 72.	CR 520
2009-06-18	User privileges for the service account corrected. See Appendix A.2, “User Group Privileges”.	BR090616184127
2009-06-18	New feature: Installation of clients and extensions. See Section 4.3.2, “Installing Clients and Extensions”, on page 209.	Change Request
2009-07-23	Revision of the text that describes the time profiles with regard to the clarity of the enhanced and simplified settings. See Section 3.3.7, “Time Profiles for Welcome Greetings”, on page 104.	BR090615120911
2009-09-28	Missing description of the **Time (in seconds) until locked users are granted access again** option added for the Voicemail Profiles > Security. See Section 4.3.9.2, “The Security tab”, on page 240.	BR090924101327
2009-11-30	Description of the voice-only user upgrade revised. See Section 4.2.1.23, “Upgrading Voice-only Users”, on page 162.	BR091106071435
2009-11-30	Added: Description of how to restore a site in case of system networking. See Section 5.2.2.5, “Restoring a Network Node”, on page 272.	BR090928111413
2010-04-21	The “Source” filter function for displaying MS Exchange and Lotus Notes users in the user list is no longer available. See Section 4.2.1.2, “Filter Features in the User Administration”, on page 131.	BR100305120249
2010-04-21	New note for restoring the *XPR* server when using *OpenScape Xpressions Web Client*. See Section 4.2.5.2, “Restoring”, on page 185.	BR100203191346
2010-05-31	Another feature of the extended time profile: You can now specify a second business hours time range for considering a break between the first and second one. See Section 3.3.7, “Time Profiles for Welcome Greetings”, on page 104 and Section 4.2.7, “Default User-Time-Profile”, on page 187.	RQ00029983
2010-09-09	Presentation sequence of messages retrieved via TUI explained. See Section 3.3.2, “Voicemail System”, on page 74.	BR100728140957
2010-09-15	Added: Description of various versions to log on from the Web Assistant to the *XPR* server. See Section 2.3.1, “Logging on”, on page 20.	Review
2011-04-20	New feature configurable by the administrator: Reduced time profile settings in a multi-tenant solution with Ergo.	CQ00149318
2011-06-10	New option to log on to the *Web Assistant*: via the Windows account without domain specification. See Section 2.3.1, “Logging on”, on page 20.	RQ00032637
2011-09-16	Note for using global research revised. See Section 4.3.8, “Global Enquiry”, on page 231.	CQ00180673
2011-09-16	New feature for upgrading Xpressions V6 to V7: Extended backup & restore with function *TOV7* to back up the *XPR* data (32-bit) in the format for the *XPR* server version 7 (64-bit).	

1 Introduction

The *Web Assistant* is a convenient, browser-based application via which the *XPR* system can be used, administered and configured.

By means of clearly structured HTML pages, all users of the *XPR* system can generate and administer messages of different types (e-mail, fax, SMS messages and voicemails).

Furthermore, users can access the personal parameters of the message services provided by the *XPR* system and customize them according to their personal requirements.

IMPORTANT: The *Web Assistant* provides the *XPR* system administrator with comprehensive options for system administration and configuration.

1.1 Who should read this Manual?

This manual is intended for the user as well as for the *XPR* system administrator.

- **User**

  The user can refer to information about how to operate the *Web Assistant* for convenient mailbox usage and how to configure his/her personal *XPR* settings. To understand the user functions and procedures described in this manual, general computer knowledge is sufficient.

- **Administrator**

  The system administrator will find descriptions of functions required for administering and configuring an *XPR* system with the *Web Assistant*. He/she should have the following special knowledge to understand the administrative functions and procedures:

  - Network technology
  - Installation and configuration of the *XPR* server. This knowledge can be obtained by participating in a Siemens Enterprise Communications GmbH & Co. KG seminar.

1.2 Required Tools

We recommend the system administrator to keep the *Server Administration* manual in electronic or printed format additionally at hand, since this manual is referred to in some of the following passages.

1.3 General Notes on this Manual

1.3.1 Manual Structure

The manual is divided into the following sections:

- Introductory chapter with general notes on the product and on how to use the manual (current chapter).
- Instruction for working with the *Web Assistant* in general (starting from Chapter 2).
- Description of the user mode features (starting from Chapter 3).
- Description of the admin mode features (starting from Chapter 4).
- Description of the network administrator mode features (starting from Chapter 5).

1.3.2 Special Formatting

Passages in the text conveying important information are indicated by striking symbols.

IMPORTANT: Text formatted like this section points to settings and operational steps that are to be performed with special care.

NOTE: Text formatted like this section points to a passage that contains an additional note or a supplementing example.

1.3.3 Acronym Directory

The following table lists the acronyms used in alphabetic sequence.

Acronyms	Description
APL	**A**ccess **P**rotocol **L**ayer
CTI	**C**omputer **T**elephony **I**ntegration
HKLM	**HK**EY_**L**OCAL_**M**ACHINE
XPR	OpenScape Xpressions

Table 1 Acronyms Used

1.4 System Requirements

1.4.1 Messaging Server

With the *Web Assistant* you configure and use the features of your *XPR* system. Therefore, the *XPR* server must have been installed and started.

1.4.2 Browser

The *Web Assistant* can be accessed with every common web browser. A current list of the supported web browsers can be found in the Release Notes

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NOTE: JavaScript must be activated in your browser. Configure your browser accordingly.

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2 Working with the *Web Assistant*

2.1 The Interface

The Web Assistant interface features three sections:

2.1.1 Navigation

This is the section on the left hand side that contains the menus. You use menu options to invoke the Web Assistant features.

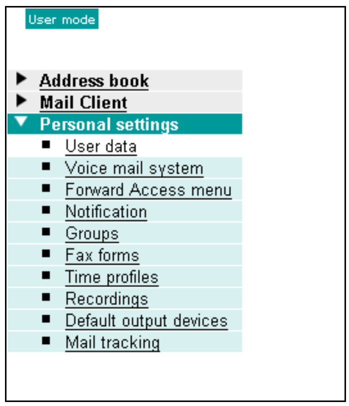

Figure 1 Navigation

2.1.2 Header

This is the top right section. It displays the name of the user currently logged in. Furthermore, you find links to log off and to open the online help.

Figure 2 Header

2.1.3 Workspace

On the workspace the page associated to the menu option selected in the menu bar opens. For example, the **Personal settings** page:

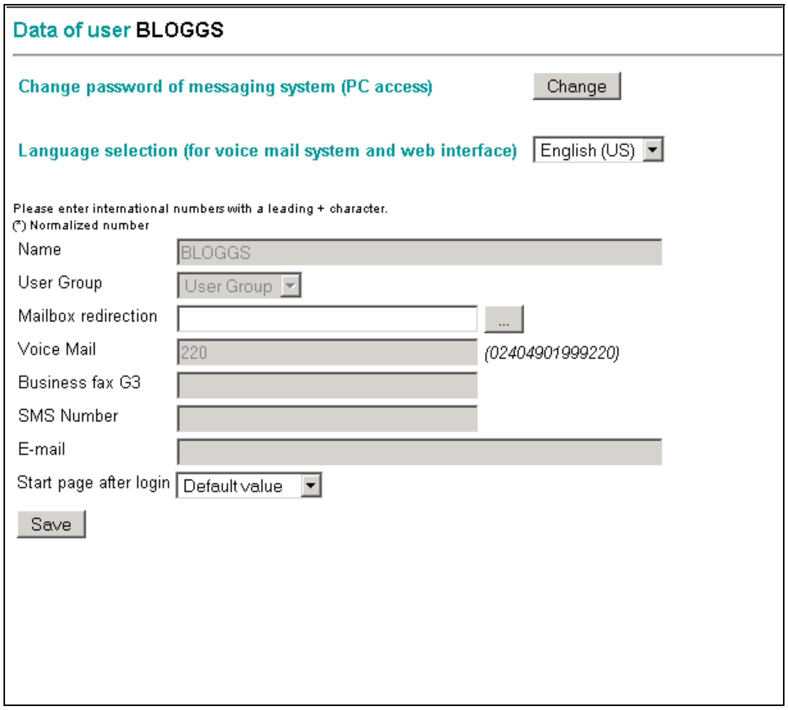

Figure 3 Workspace

2.2 Operating Modes

The *Web Assistant* is an application for users and administrators of an *XPR* system. To meet the different requirements of these user types, the assistant is operated in different modes, which depend on the privileges of the logged-in user.

The following modes are available:

- User mode (cf. Section 2.2.1, “User Mode”, on page 18 and Chapter 3)
- System administrator mode (cf. Section 2.2.2, “System Administrator Mode”, on page 18 and Chapter 4)
- Network administrator mode (cf. Section 2.2.3, “Operating Mode Network Administrator Mode”, on page 19 and Chapter 5)

The mode currently used is displayed on top of the menu bar.

2.2.1 *User Mode*

This operating mode is performed when a user's access privileges are employed. The following features are available in this mode:

- Creating and managing messages of different types (e-mail, fax, SMS messages and voicemails).
- Viewing and managing personal settings for the available features.

NOTE: The features available in the user mode are described in Chapter 3.

2.2.2 *System Administrator Mode*

This operating mode is performed when administrative privileges are used. The following features are available in this mode:

- All features of the *user mode*. These then refer to the personal messages and settings of the system administrator.
- Option to perform global system settings among the personal settings for **Recordings** and **Groups**.
- Extended features for the *XPR* system administration and configuration.

NOTE: The features available in the system administrator mode are described in Chapter 4.

2.2.3 Operating Mode *Network Administrator Mode*

This operating mode is performed when you log in at the system with the network administrator user data. The following features are available in this mode:

- Access to the configuration of voicemail networks and groups.
- Administration and configuration of system networks.

NOTE: You find a description of the network administrator mode features in Chapter 5.

2.3 Login and Logoff

2.3.1 Logging on

In most cases you have an icon on your desktop for starting the Web Assistant. Doubleclick this icon. Your default browser opens and the **Login** page is displayed in the browser window.

If this shortcut is not available to you, proceed as follows:

1. Start your Web Browser.

   If required, enlarge the browser window to improve the view of the Web Assistant pages.

2. Enter the *Web Assistant* start address in the browser's **address field** as follows:

   `http://<IP address or server name>/`

   or

   `https://<IP address or server name>/`

NOTE: The IP address or the server name of the *Web Assistant* depend on the configuration of your network. Please consult your system administrator about this matter.

Whether the HTTP or the HTTPS protocol is used depends on the *XPR* server configuration. If you are unsure about this matter, please consult your system administrator. If the HTTPS protocol is used, the *XPR* server delivers a certificate that you need to accept. Please refer to Section 2.4, “Log-in via SSL (Secure Sockets Layer)”, on page 28.

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3. Push the **return key**. The **Login** page is displayed in the browser window.

NOTE: If logging in via the HTTPS protocol is activated in the system, you need to confirm the *XPR* server certificate.

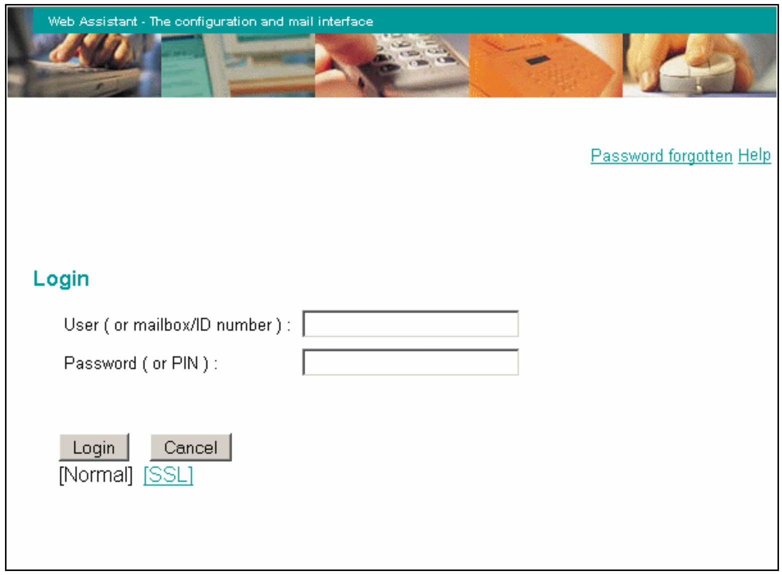

Figure 4 Logon Page

4. Enter your user name in the **User (or mailbox/ID number)** field.
   The following versions for specifying a user name may be configured on the *XPR* server for logging on. See also Section 4.2.2, “XPR Authentication”, on page 167.

   – You can log on **only** by specifying your Windows login name with domain name. This is the user name you enter when logging on to your workstation. You need to make this entry in the format **<*domain\user name*>**.

   – You can log on **only** by specifying your Windows login name without domain name. This is the user name you enter when logging on to your workstation. You need to make this entry in the format **<*user name*>**.

   – You can log on by specifying your Windows login name or your *XPR* user name if you have been assigned a separate user name for logging on to the *XPR* server.

– You can log on by specifying your Windows login name or the mailbox number you have been assigned via telephone for accessing your mailbox.

NOTE: If you do not know your login data or the login format, please ask your system administrator.

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5. Enter your password in the **Password (or PIN)** field.
   Use the password that associates the corresponding user name:

   – When logging on with the Windows login name, your password for logging on to the workstation.

   – When logging on with the *XPR* user name, your *XPR* password.

   – When logging on with your mailbox number, the PIN for accessing your mailbox by phone.

   NOTE: When entering your password please heed case sensitivity.

NOTE: If you log in with the default password or default PIN for the first time, you are prompted to change your password or PIN during the login process. This procedure is necessary for security reasons to enable a successful logon later.

Please read Section 2.3.1.1, “Changing the Default Password/Default PIN”, on page 24 for changing the default password/default PIN.

6. Click **Login**. If the registration was successful, the **User data** page will open. If the registration failed, a message to this effect appears.

NOTE: If configured by an administrator, automatic login is applied by cookie usage. A check box then appears when a user logs on. If the user enables this check box and logs on, a cookie is created. If he/she does not explicitly log off by using the **Logoff** link, he/she will be automatically authenticated with the same browser on the same computer when opening the Web Assistant next time.
The *Web Assistant* can be so configured by an administrator that the user is not automatically logged off after a specific period.
The corresponding configuration options for the administrator are described in Section 4.2.3, “Web Access Security”, on page 171.

2.3.1.1 Changing the Default Password/Default PIN

If no individual values have been defined for your password or your PIN during the creation of your user account, the system uses the default values. To ensure that these default values are not used anymore, you will be prompted to specify a new password respectively a new PIN immediately after your first login. If default values are used for the password as well as for the PIN, the system displays two modification pages in succession.

If the system administrator resets your password or your PIN to the default value, the password or PIN modification page appears after you have logged in. You need to change both before you can work with the Web Assistant.

Creating a new password

How to create a new password:

1. Enter a new password in the **New password** field of the **Change default password** dialog. When you select a new password, please heed the existing guidelines (cf. Section 2.3.1.3, “Guidelines for passwords”, on page 26). Please consult your system administrator if you are not familiar with these guidelines.
2. Re-enter the new password in the **Confirm new password** field. This will rule out typing errors.
3. Click the **Change Password** button. You reach the Web Assistant start page.

Creating a new PIN

How to create a new PIN:

1. Enter the new PIN in the **New PIN** field of the **Change default PIN** dialog. When you select a new PIN please heed the existing guidelines (cf. Section 2.3.1.4, “PIN Guidelines”, on page 26). Please consult your system administrator if you are not familiar with these guidelines.
2. Re-enter the new PIN in the **Confirm new PIN** field. This will rule out typing errors.
3. Click the **Change PIN** button. You reach the Web Assistant start page.

2.3.1.2 Password forgotten

NOTE: This feature is only available, if an integration in Microsoft Outlook or Lotus Notes exists.

This feature sends e-mails that contain a new *XPR* password. Such e-mails are sent to your Microsoft Outlook or Lotus Notes mailbox.

In case you have forgotten your password, proceed as follows:

1. Start the Web Assistant.
2. On the logon page click on the **Password forgotten** link.

   The following page opens in a new window:

   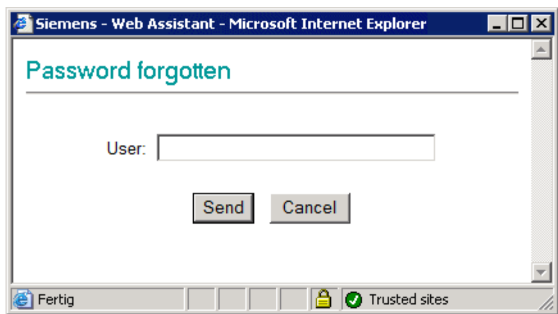

   Figure 5 Dialog Password forgotten

3. Enter your user ID in the **User** field and click on **Send**.

   The system sends an e-mail with the following subject to your Outlook or Lotus Notes inbox:

   New password - Confirmation message

4. Open this e-mail in Microsoft Outlook or Lotus Notes and click the link contained in the e-mail.

   As soon as the system receives your reply, it generates a new password and sends it to you in another e-mail.

   New password

NOTE: You must answer this e-mail within 24 hours. After expiration of this period the link will become invalid and the process must be repeated.

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5. Log on with the new password.

   With the **Change default password** page the system prompts you to modify the just generated and delivered password.

6. Enter a new password in the **New password** field and confirm it in the **Confirm new password** field. Then click the **Change password** button. The **Cancel** button terminates the process and the delivered password remains unchanged.

NOTE: You must change the delivered password to regain access to the Web Assistant.

When you select a new password, please follow the new password guidelines described in the following.

2.3.1.3 Guidelines for passwords

If you would like to change your password or if the system prompts you to, please follow the subsequent guidelines for the selection of a new password:

- Minimum password length 8 characters.
- The password must contain letters as well as special characters.
- The password is different from the default password.

If the new password does not follow these guidelines, the system will not accept it.

NOTE: The password guidelines may be adapted to the conditions in your company. If you are unsure about this matter, please consult your system administrator.

2.3.1.4 PIN Guidelines

If you want to change your PIN or the system prompts you to do so, please keep in mind that the minimum length of the PIN is defaulted by the administrator.

If the new PIN does not comply with this guideline the system will not accept it.

2.3.2 Logging Off

2.3.2.1 Manual Logoff

Security reasons dictate that you should log out of the *Web Assistant* when you have finished working with the tool.

1. Click the **Logout** link at the top of the window. You will be logged off and the **Login** page will reappear.

Figure 6 Logout Link

2. You can then close the browser.

2.3.2.2 Automatic Logoff

If you do not work with the *Web Assistant* for a longer period, you will be automatically logged off at the system for security reasons. If this happens, you must log back on to continue working.

NOTE: The period until automatic logoff is 600 seconds (10 minutes) by default. This setting can be modified by the system administrator. If you are unsure about this matter, please consult your system administrator.

The browser status bar indicates the remaining time till the automatic log-off in seconds.

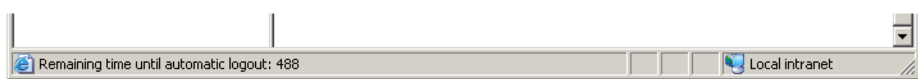

Figure 7 Time until Logout

Displaying the status bar in the Internet Explorer

To display the status bar in the Internet Explorer select from the **View** browser menu the **Status Bar** option.

Changing the default settings of the Mozilla Firefox browser

The default settings of the Mozilla Firefox browser prevent the time until the automatic logoff from being indicated. How to change the corresponding setting:

1. In the Mozilla Firefox open the menu option **Tools** > **Options**.

2. Open the **Content** tab and click on **Advanced...** in the upper section. Another dialog opens.
3. Select the **Change status bar text** checkbox and click on **OK**.
4. Click on **OK** to close the **Options** dialog.

2.4 Log-in via SSL (Secure Sockets Layer)

You can encrypt your logging in via SSL. Your browser must support the 128-bit SSL encryption for this purpose. Information on this can be found in your browser's online help. If the currently installed version of your browser does not support this encryption level, you need to install a more recent version of your browser.

The procedure for using Microsoft Internet Explorer and Mozilla Firefox is described below.

2.4.1 SSL with Internet Explorer

1. Click the **[SSL]** link under the **Login/Cancel** button. A dialog opens.
2. Click the **View Certificate** button. Another window opens.
3. Select **Install Certificate** > **Next** > **Automatic** > **Finish** > **OK** > **OK**. The security certificate is thus recognized.
4. Finally, click **Yes** to accept the certificate. The window closes and you can log on as described in section Section 2.3.1, “Logging on”, on page 20

2.4.2 SSL with Mozilla Firefox

1. Click the **[SSL]** link under the **Login/Cancel** button. A dialog opens.
2. Select the **Accept this certificate permanently** option and click on the **OK** button.

   The security certificate is thus recognized. The window closes and you can log on as described in section Section 2.3.1, “Logging on”, on page 20

2.5 Setting the Interface Language

At the initial start, the interface appears in the *XPR* server default language. If further language packets have been installed in the system, you can have the interface displayed in one of the languages installed. Proceed as follows:

1. Start the Web Assistant and log on.
2. Click the **User data** link on the left hand side of the window under **Personal settings**.
3. Select the interface language from the **Language selection** list box and click **Save** at the bottom of the page.

   The interface is updated and displayed in a new language.

2.6 Setting the Start Page

During the first start of the *Web Assistant* the **Personal settings** page opens as start page. How to specify another page as start page:

1. Start the Web Assistant and log on.
2. Click the **User data** link on the left hand side of the window under **Personal settings**.
3. From the **Start page after login** list field select the desired option and click **Save** at the bottom of the page.

NOTE: If the personal settings are to be displayed as start page again, select the **Personal settings** option and save the modification as described in step 3.

2.7 Online Help

The *Web Assistant* has an online help, which you can open in a new window anytime. In the online help you find the same information as in this manual. The online help is context-sensitive, which means that the online help always displays the information that matches the currently open Web Assistant page.

How to open the online help:

1. Click the **Help** link in the header bar.

Figure 8 Link to the Online Help

   A new window opens with the online help.

2. You can invoke the following features via the icons placed on the gray online help navigation bar:

   - **Show Navigation**
     Use this icon to display an overview of the topics in a tree structure on the window's left margin and to subsequently open further topics.
   - **Previous**
     A click on this icon displays the previous topic.
   - **Next**
     A click on this icon displays the next topic.
   - **Print**
     Is used to print the currently open topic. A print dialog of the operating system opens, in which you can select a printer.

2.8 General Proceedings

2.8.1 Navigation

To navigate between the single pages you can use the navigation area at the left window margin. You may leave some *XPR* web sites by clicking the **Back** button on the respective site.

1. Click a **menu** at the left window margin to display the corresponding **menu options**.
2. When you click a **menu option**, the associating page is displayed in the working area.
3. You may click the **Back** button to leave a subordinate page and return to the previous one.

Depending on the access privilege (see also Section 2.2, "Operating Modes", on page 17), different menu and menu options are displayed in the navigation area.

2.8.2 Changing Settings

In general, you can change current settings by simply entering new data (text or numbers) in the relevant input fields. In some cases, you can only select the required option from a list or activate one or more options by checkmarking them. The procedure for performing the relevant steps is the same as in other Windows programs.

You can undo incorrect inputs at any time and overwrite them.

2.8.3 Saving Changes

Changes to the settings only take effect after they have been saved. The **Save** button is provided for this at the bottom of every page. On some pages, you can save single parameters separately by clicking on the **Set** button.

If you quit a page without clicking **Save**, the original settings are restored. You then have to return to the relevant page and re-enter the required changes.

Before saving your entries, make sure all your inputs are as required and correct.

IMPORTANT: When changing passwords or PINs, please note that the original identifications become invalid as soon as you press the **Save** button.

2.8.4 Browsing in Lists

On many pages, lists are used to represent information, like in the inbox or address book, for example. If the list entries to be displayed do not match a single page anymore, which might be the case with an inbox packed with mails, further pages are generated, which can be reached via a browsing function. For browsing, the following buttons or links are available:

- **Top**: Skips to the first page of the list
- **Prev**: Skips to the previous page of the list
- **Next**: Skips to the next page of the list
- **Bottom**: Skips to the last page of the list

2.8.5 Creating a Bookmark

You can furnish some Web Assistant pages with a bookmark in your browser's favorites folder. As soon as you use such a bookmark, you immediately reach the corresponding page after logging in. The following pages can be furnished with a bookmark:

Mail client

- Inbox
- CTI journal
- Sent items
- User data

Personal settings

- User data

How to add a bookmark to one of these pages:

1. Click the **Bookmark this page** link. The corresponding browser dialog opens.

> ***NOTE:*** The steps required now depend on the browser used. Please read the browser documentation to obtain precise information about such steps.

2. The title of the corresponding menu option is used as default for the bookmark name.
3. If required, select a special folder for the new bookmark.

3 The User Mode

In the following paragraph you find a description of the features available with the Web Assistant user mode.

NOTE: The current operating mode is displayed at the top margin of the navigation bar.

3.1 Menu *Address book*

The address book contains a **Public** and a **Private** section.

In the **Public** section each user can access the global contact data stored in the system. He/she may then send a message to the respective contact or view details of the contact's data. A search function to look for contact entries is also provided.

NOTE: In multi-tenant mode the public address book only displays entries of the individual tenant group.

All contacts in the public section are created and maintained by a member of the administrator group.

Each user has his/her own **Private** section, too, in which he/she can create and administer his/her own contacts. This section also includes a search function, which here enables looking for contact entries in your private address book.

Private contacts are only available for the user who has created them. Every user can access the public contacts, e.g. to send a message to the contact or view its details.

Contact groups are defined via the menu option **Personal settings** > **Groups**.

Existing contacts and contact groups are displayed in a table in the contact list.

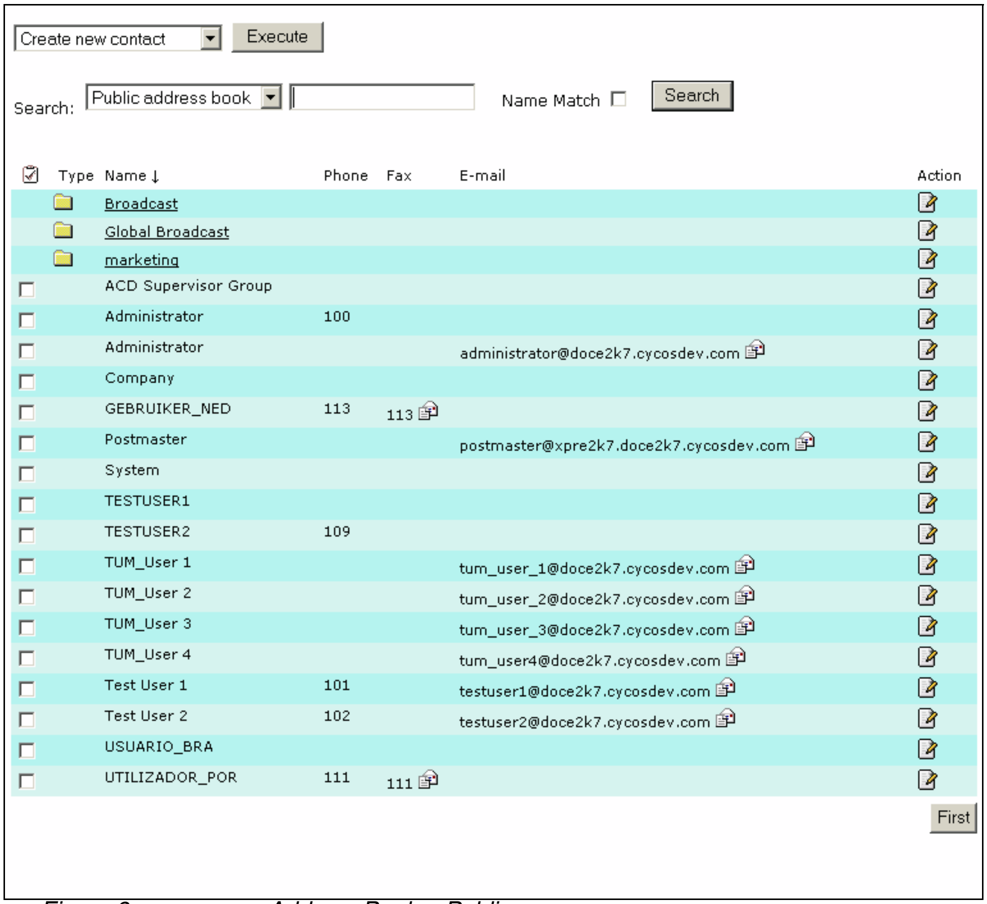

Figure 9 Address Book > Public

The contact list contains the following columns :

- **Type**: This column contains one of the two possible contact types. Contacts of type *Group* are symbolized by a folder icon in this column. For all other contacts this column is empty.
- **Name**: This column contains the name of the contact
- **Telefon**: This column displays the contact's phone number, if it has been maintained in the system.
- **Fax**: This column displays the contact's fax number, if it has been maintained in the system.
- **E-Mail**: This column displays the contact's e-mail number, if it has been maintained in the system.
- **Action**: If you click on the icon displayed in this column, you can edit the respective contact. If this contact is a public contact, the contact details will be displayed. Only members of the administrator group can modify public contacts.

3.1.1 Creating a new Contact

If you want one of your private contacts to be publicly available, please ask an administrator.

How to create a new contact:

1. Open the menu item **Address book** > **Private**.

2. From the topmost drop-down menu select the entry **Create new contact** and click the **Execute** button.

   The following page opens:

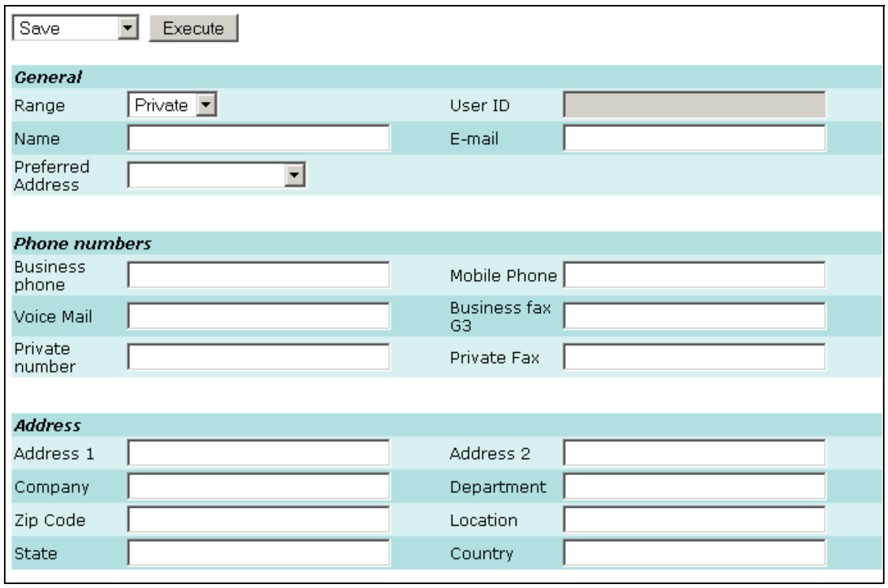

Figure 10 Address Book > Private

3. Enter a name for the contact in the **Name** field. This name will be displayed in the **Name** column of the contact list. This name is used when you look for a contact.

4. In the **Preferred Address** field select the address that will be preferred when sending messages to this contact. The list contains all addresses possible for this contact.

   If no preferred address is assigned to a contact, he/she will not receive messages that are sent to a distribution list he/she belongs to.

5. Enter the respective information in the other fields.

   If you enter an e-mail address or a fax number, it is possible to send a corresponding message to the contact via the contact list (see Section 3.1.5, “Sending a Message to a Contact”, on page 41).

6. In the feature selection choose the **Save** option and click on the **Execute** button.

You have now finished creating a new contact.

3.1.2 Searching for Contacts

You can search for contacts either in the public or in the private address book. Proceed as follows:

1. Next to **Search:** you find a drop-down menu in which you select either the private or public address book.
2. Then enter the search item in the field to the right of the drop-down menu.

> ***NOTE:*** A search item need not be a complete name; the first three letters, for example, may already be sufficient.
> **Example:** Let's assume there are two contacts: one named Green and the other one named Graves. The search entry *Gr* would deliver both contacts, whereas the entry *Gre* would only find contact *Green*.

3. Set the **Name Match** option if you want to narrow down the search to a contact whose name you exactly know. This will accelerate the search.
4. Click on the **Search** button next to the entry field.

All contacts that correspond to the entered name or name portion are displayed in a list.

The following functions are available in this list:

- send a message to one of the found contacts,
- view the details of a contact, or edit a contact if you have looked him/her up in the private address book
- delete a contact

3.1.3 Changing the Contact / Viewing Details

You can only change a contact if he/she is in your private address book. You can only view the details of a public contact. Proceed as follows:

1. Open the address book the contact is in.
2. Click the following icon in the **Action** column in the contact list:

   The page will be displayed that you already know from creating a contact. Existing information on the contact will be entered in the respective fields. If the contact is in your private address book, you can edit the fields. The fields cannot be edited for public contacts.
3. If necessary, modify existing contact information or add new information.
4. In the feature list select the **Save** option and click on the **Execute** button.

You have now changed a contact.

3.1.4 Deleting Contacts

Contacts can be deleted from the contact list or from the detail view of a contact. How to remove contacts from the contact list:

1. With the help of the respective checkbox, select the contacts in the contact list you would like to delete.

2. From the topmost drop-down menu select the **Delete selected entries** option and click on the **Execute** button.

3. Confirm the security check by clicking the **OK** button. The **Cancel** button cancels the action without deleting the selected contacts.

In the detail view of a contact you can only delete this contact. How to delete a contact from the detail view or after or during editing:

1. Open the contact to be deleted in the detail view (see Section 3.1.3, “Changing the Contact / Viewing Details”, on page 40).

2. In the feature selection choose the **Delete selected entries** option and click on the **Execute** button.

3. Confirm the security check by clicking the **OK** button. The **Cancel** button cancels the action without deleting the contact.

3.1.5 Sending a Message to a Contact

You can send a message to a private as well as to a public contact from the address book. Proceed as follows:

1. Open the section of the address book that contains the contact you would like to send a message to or use the search function to find the contact.

2. Click the  icon in the column of the service you would like to use for your message (**fax** or **e-mail**) in the contact list.

   The page for creating a message opens. The contact address data has already been entered.

3. Create and send this message as usual. For further information on creating and sending messages please refer to Section 3.2.4, “Creating a Message”, on page 62.

3.1.6 Editing Group Settings

You can open the groups contained in the address books with a click on the group name (the group name appears as link). This also refers to public groups, but only the system administrators are enabled to edit them. You can edit your private groups anytime.

After you have opened a group you see all the members you have integrated in this group.

The following functions are available in this list:

- Search for contacts in this group.
- Send a message to one of the displayed contacts,
- View the details of a contact or edit a contact,
- Edit the group settings.

The **Edit group settings** feature opens the page in which you can change the name of the group, add or remove members and record a group name. Please read Section 3.3.5.2, “Editing a private Group”, on page 99 from step 3 on this.

3.2 *Mail Client* Menu

The features in the **Mail Client** menu enable you to access your *XPR* inbox. Here it is possible to create, send, receive and administer messages of all types (e-mail, fax, SMS messages, and voicemails) provided by the *XPR* system.

NOTE: If you are logged in to the Web Assistant as voice-only user you can exclusively deploy the message type **voicemail**.

3.2.1 Inbox

The **Inbox** page provides an overview of all messages contained in your inbox.

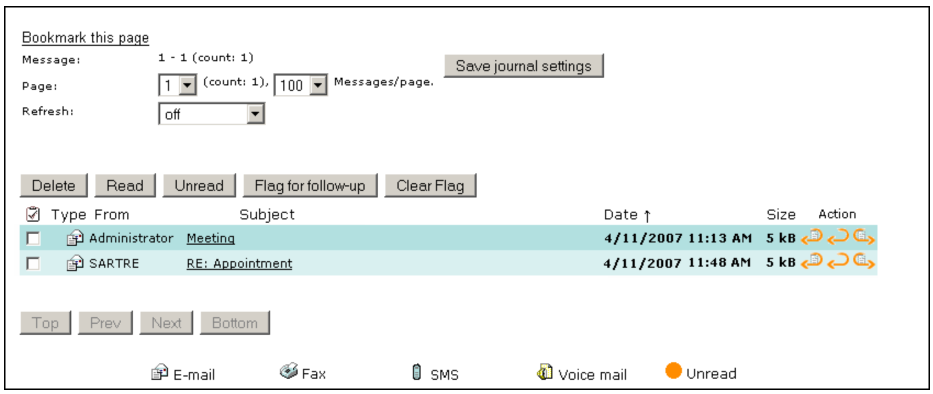

Figure 11 Mail Client > Inbox

Unread messages are represented in bold lettering. As soon as you open a message for reading, the corresponding entry appears in normal lettering.

If an incoming message is represented in the inbox journal with a grayed out selection field, this message has been sent within a company. This send mode is only available to privileged users via PhoneMail. Messages delivered with this send option cannot be opened in the Web Assistant ,Äì they can be played via PhoneMail only.

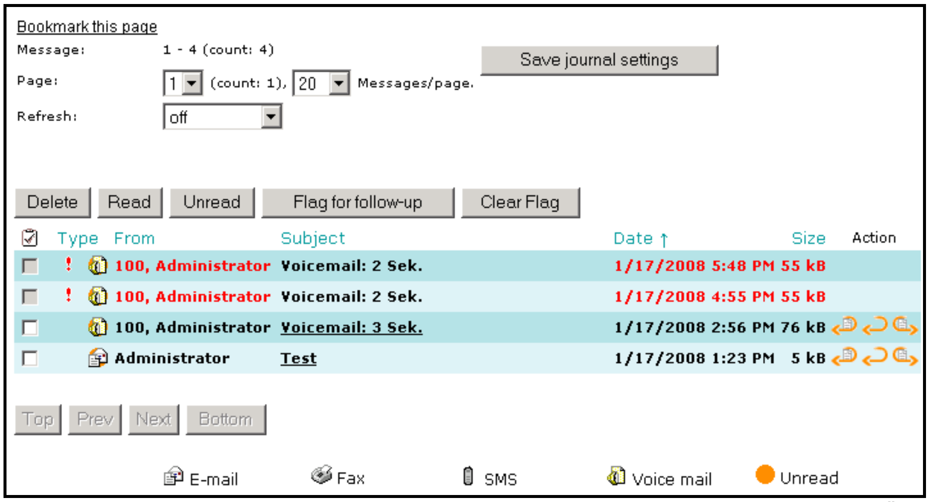

Figure 12 *Representation of company-internal Messages sent with the ‚Ä úimportant‚Äù Attribute, in the Inbox*

In the upper portion of the inbox page you can perform the following settings for page display:

Option	Meaning
Page	If the message list stretches across several inbox pages, you can select here the inbox page to be displayed.
Messages/page	Here you can define the number of messages to be displayed on one inbox page (min. 5, max. 100).
Refresh	Using this option you can set the automatic-update intervals for the inbox page (min. 5 seconds, max. 5 minutes). The **off** option deactivates the update. ***Important:*** If you set the automatic update to a value smaller than the server setting for the automatic logoff after x seconds without user activity, the automatic logoff is deactivated. This may enable other persons who have access to your PC to open your mailbox if you do not actively log off. The time until the automatic logoff is displayed in the status bar at the bottom of the browser window. For further information about this topic and about displaying the status bar see Section 2.3.2.2, “Automatic Logoff”, on page 27.
Save journal settings	With the help of this button the current inbox page settings are maintained as default settings for later visits of this page.

Table 2 *Settings for the Page Representation*

The display of each received message features a check box by which you can select the message.

NOTE: To select all messages, click the **Invert selection** icon above the check box column. If individual messages have already been selected, the selection can be reversed by clicking this icon.

In the **menu bar**, which is available above and underneath the message list, you can use the appropriate links to execute functions for the messages selected in the list:

- **Delete**

  Deletes selected messages from your inbox.

  IMPORTANT: Messages are permanently deleted without any additional security prompts. Therefore, select the messages to be deleted carefully.

- **Read**

  Selected unread messages are set to status **Read**.
  The orange circle which forms the background of the associated message icon in the **Type** column is removed.

- **Unread**
  Selected read messages are set to status **Unread**.
  The associated message icon in the **Type** column receives an orange circle as background.

- **Flag for follow-up**
  Selected messages are marked with a red flag, which is displayed in the **Type** column.

- **Clear Flag**
  For selected messages an existing red flag is removed.

You can browse your messages with the **Top**, **Prev**, **Next** and **Bottom** navigation options.

The message list is divided into columns, containing the following information about the received messages:

Column	Meaning
	Selects or deselects all messages in the message list.
Type	Message type (e-mail, fax, SMS or voice mail)
From	Message recipient
Subject	Subject of message
Date	Sending date
Size	Message size in kilobytes
Action	Reply and forwarding actions (see Section 3.2.1.6, “Forwarding Messages”, on page 54 and Section 3.2.1.7, “Replying to Messages”, on page 55)

Table 3 Columns in the Message List

An explanation of the symbols used in the **Type** column can be found below the **message list**.

NOTE: If you are logged in to the Web Assistant as voice-only user you can exclusively deploy the message type **voicemail**. The message icons for the **Type** journal column listed at the bottom margin then miss the icons for e-mail, fax and SMS.

3.2.1.1 Reading Messages

E-mails or SMS messages sent to your mailbox are converted into normal text. You can read all messages as follows:

1. Click on the message's **Subject** in the message list. The message is displayed on a new page.

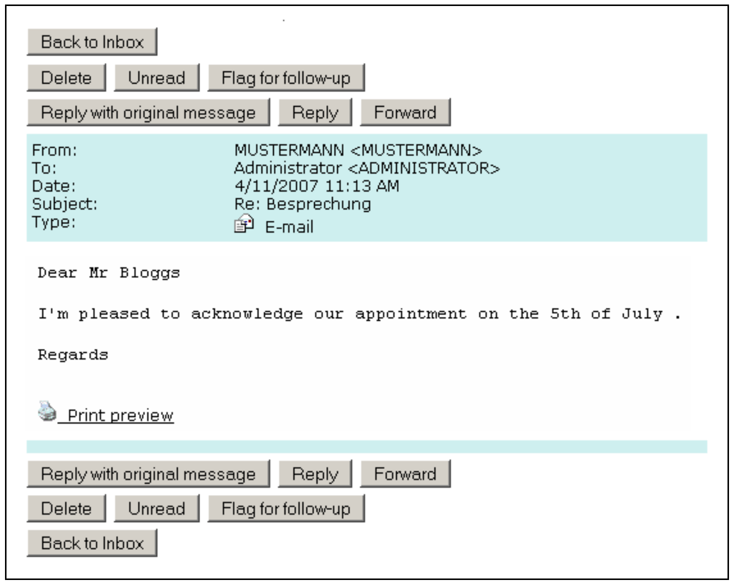

Figure 13 Reading a Message

On this page you can make use of the following features to edit opened messages:

- Reply with/without original message
- Forward message
- Mark message as unread
- Flag for follow-up
- Print message via the feature link **Print preview**
- Delete message
- Back to inbox

The buttons to invoke these features are available at the top margin, and for long messages also at the bottom margin of the page. Further features are provided when you open, for example, a fax or a voicemail.

2. Via the **Print preview** feature link you can open a new window in which only the message text is displayed in a printer-friendly format. Subsequently, the operating system's print dialog opens automatically and you can select a printer to start printing.
3. Click on the **Back to Inbox** button to return to the inbox page.

3.2.1.2 Reading Fax Messages

The fax messages sent to your inbox are converted into image files page by page, so that each received page is stored as single image. The fax message **subject** field displays the number of pages (= images) in the fax message.

1. Click the **subject** of the fax message. One or more pages are displayed as images.

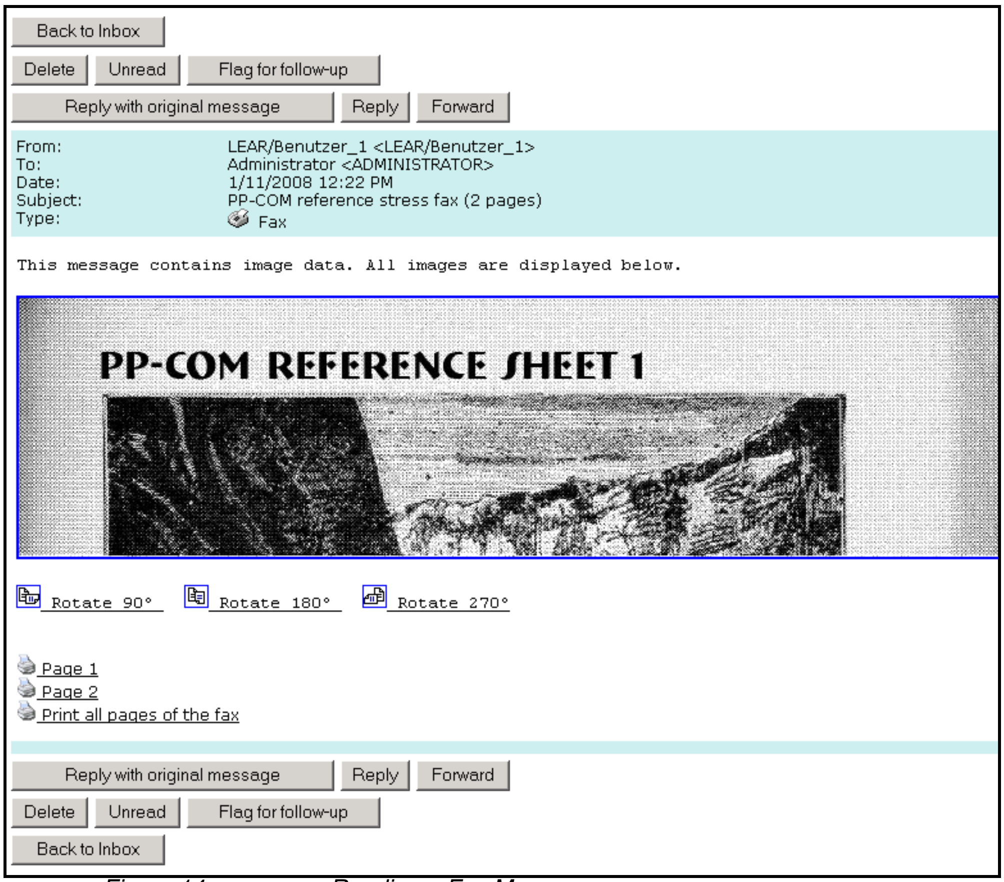

Figure 14 Reading a Fax Message

NOTE: Click on an image to zoom into the page. A new page opens and the fax page is displayed in full size.

On this page you can make use of the following features to edit opened fax messages:

- Reply with/without original fax message
- Forward message
- Delete message
- Mark message as unread

- Flag for follow-up
- Rotate page
- Print message
- Back to inbox

The buttons to invoke these features are available at the top margin, and for long messages also at the bottom margin of the page. Right under the fax page(s) you find feature links to rotate and print the fax message.

2. Using the feature links **Rotate 90¬×**, **Rotate 180¬×** respectively **Rotate 270¬×** you can turn an incoming side-inverted fax message to make it legible.

NOTE: This feature is only available if the administrator has configured it for the system.

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3. Via the feature link **Page 1**, **Page 2 ...** or **Print all pages of the fax** the fax message is opened in a new window according to your selection. Subsequently, the operating system's print dialog opens automatically and you can select a printer to start printing.
4. After the message has been printed, you may close the window with the print preview again.
5. Click on the **Back to Inbox** button to return to the inbox page.

3.2.1.3 Playing Voicemails

When someone calls your mailbox,Äôs phone number, the mailbox reacts similarly to an answering machine and the caller can leave a message. The message recorded is converted into a sound file (WAV format), which you can open and play.

1. Click on the **subject** of a voicemail. A new page opens with the voicemail data.

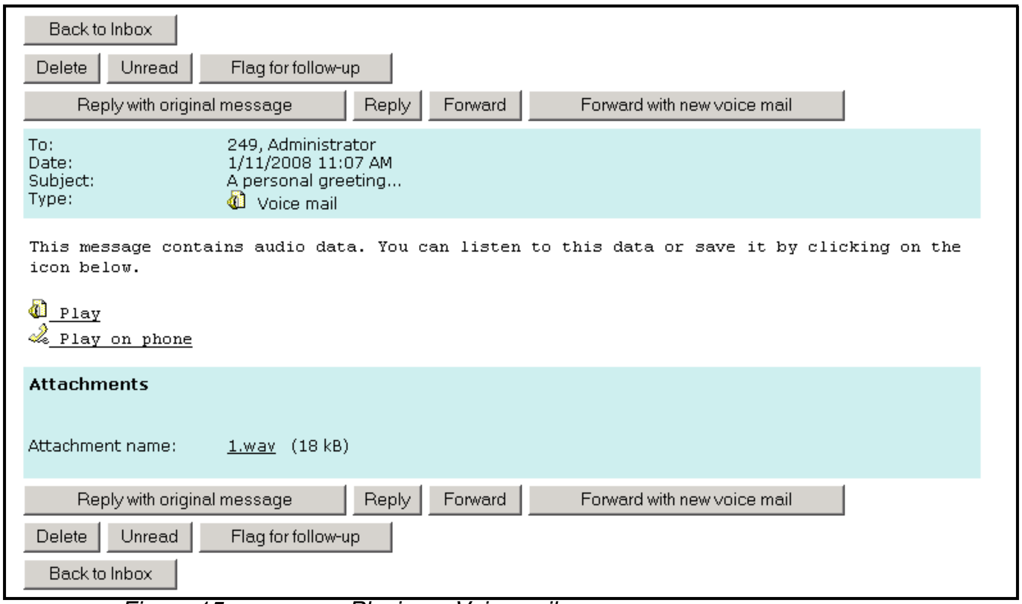


Figure 15 Playing a Voicemail

On this page you can make use of the following features to edit the opened voicemail:

- Reply with/without original voicemail
- Forward message (with or without new voicemail)
- Delete message
- Mark message as unread
- Flag for follow-up
- Play voicemail via soundcard
- Play voicemail via telephone
- Back to inbox

2. Click on the **Play** feature link next to the **voicemail** icon to play the voicemail by soundcard. The voicemail is retrieved by the *XPR* server and stored on your computer. The application installed for the file format (e.g. Windows Media Player) starts automatically and the voicemail will be played.

3. Click on the feature link **Play on phone** to play the voicemail via telephone. A dialog opens in which you can select the telephone for playing the voicemail.

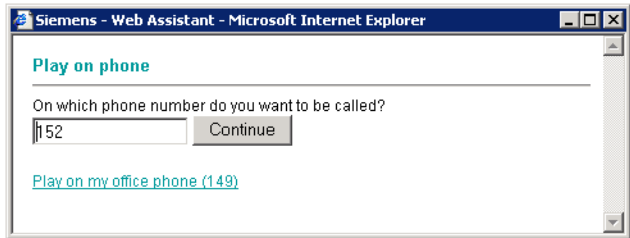


Figure 16 Entry Dialog for Telephone Selection

Click on the feature link **Play on my office phone** to listen to the voicemail on this telephone or enter the number of the telephone on which you want to play the voicemail and click on **Next**. You hear the ringing tone on the selected telephone. After you have picked up the receiver the following dialog opens:

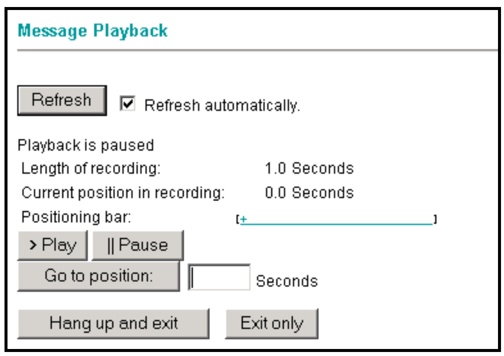


Figure 17 Operating Dialog for Playing a Voicemail

Click on the **> Play** button to start the playback. After the playback you can click on the **Hang up and exit** button to terminate this process. You return to the page that displays the voicemail data.

If you want to play further voicemails available in your inbox, click on the **Exit only** button. In this way the telephone connection to the server is maintained while you return to the dialog that displays the data of the played voicemail. Here you can click on the **Back to inbox** button to select the next voicemail for playback and listen to it without having to hang up the receiver.

Further operating options in this dialog are:

- **Refresh** respectively **Refresh automatically**
  Via these options you can determine whether the data transmitted by the server are updated permanently (**Refresh automatically**) or manually, by clicking the **Refresh** button. Updating improves the representation of the dynamic processes in this dialog.

- **Pause**
  Stops the voicemail playback. Playing the voicemail can be resumed with the **> Play** button.

- **Go to position: *xx* Seconds**
  Via this option you can start the playback from an estimated position in the voicemail. Use the **Length of recording** specifications to facilitate positioning. Enter the temporal position in the entry field and click on the **Go to position** button. The progress bar then displays the position in the voicemail from which the playback is started. Click on the **> Play** button to start the playback from this position.

4. To return to the inbox from the voicemail data page, click on the **Back to inbox** button.

3.2.1.4 Opening Message Attachments

Messages sent to your mailbox can contain various attachments. In the case of fax messages, these are e.g. the pages displayed as images, and in voicemails they are sound files containing the actual message. The *Web Assistant* displays the fax message automatically, and you can open and play the sound file.

In addition to these files, you can receive a variety of other message attachments. These are files of different formats. Your PC,Äôs configuration and the programs installed determine whether and how you can open, view or edit these files. You can open and view some image file formats (for example, GIF or JPEG) using the browser.

Please contact your system administrator if problems should arise with message attachments.

3.2.1.5 Changing the Sorting

When the **Inbox** page is opened for the first time, messages are sorted and displayed by the send date. The messages can be sorted into columns for a better overview.

1. Click on the **column header** by which you want your messages sorted. The messages are now displayed in descending order.
2. Click the **column header** again to reverse the order.

3.2.1.6 Forwarding Messages

Incoming messages can be forwarded as often as desired. The same options and limitations for sending messages apply to forwarding messages.

1. Click the **Forward selected message** icon in the **Action** column. The message selected is displayed on the **Forward a message** page.
2. Specify the recipient‚Äôs e-mail address, phone or fax number in the **To:** field.
3. If necessary, change the selection in the **Phone number type:** list field. Note the limitations for the respective message type.
4. If necessary, change the message priority in the **Priority** list field.
5. If necessary, declare the message **private**. When you flag a message as confidential, it cannot be forwarded by the recipient.
6. Click **Send**. You will be notified if the message transfer to the *XPR* server was successful.

3.2.1.7 Replying to Messages

You can reply to incoming messages. In doing so you can decide whether or not the reply should contain the original message.

Reply with original message

1. Click on the **Compose reply message** icon in the **Action** column. The original message opens on the **Reply to a message** page. **To** and **Subject** are already filled in, and you can specify further recipients of the copy.
   You can also answer a message on the page on which you have opened it for reading. Use the **Reply with original message** button there.
2. If necessary, change the selection in the **Phone number type:** list field. Note the limitations for the respective message type.
3. If required, change the message priority in the **Priority** list field.
4. If necessary, declare the message **private**. When you flag a message as confidential, it cannot be forwarded by the recipient.
5. Enter your reply text in the **Message** field.
6. Click **Send**. A message is displayed confirming the message was successfully sent.

Reply without original message

1. Click on the **Reply w/o original message text** icon in the **Action** column. The **Reply to a message** page opens. **To** and **Subject** are already filled in, and you can specify further recipients of the copy.

   You can also answer a message on the page on which you have opened it for reading. Use there the **Reply w/o original message** button.
2. If necessary, change the selection in the **Phone number type:** list field. Note the limitations for the respective message type.
3. If required, change the message priority in the **Priority** list field.
4. If necessary, declare the message **private**. When you flag a message as confidential, it cannot be forwarded by the recipient.
5. Enter your reply text in the **Message** field.
6. Click **Send** to send the reply. You will be notified if the message transfer to the *XPR* server was successful.

3.2.2 CTI Journal

NOTE: This menu can only be used if the *XPR* server is equipped with the CTI functionality, which must have been enabled in your user profile. If you are unsure about this matter, please consult your system administrator.

The **CTI Journal** page contains a list of your local-telephone activities. The following telephone activities are logged as journal entry in the list:

- Successful outgoing calls
- Unsuccessful outgoing calls
- Successful incoming calls
- Unsuccessful incoming calls

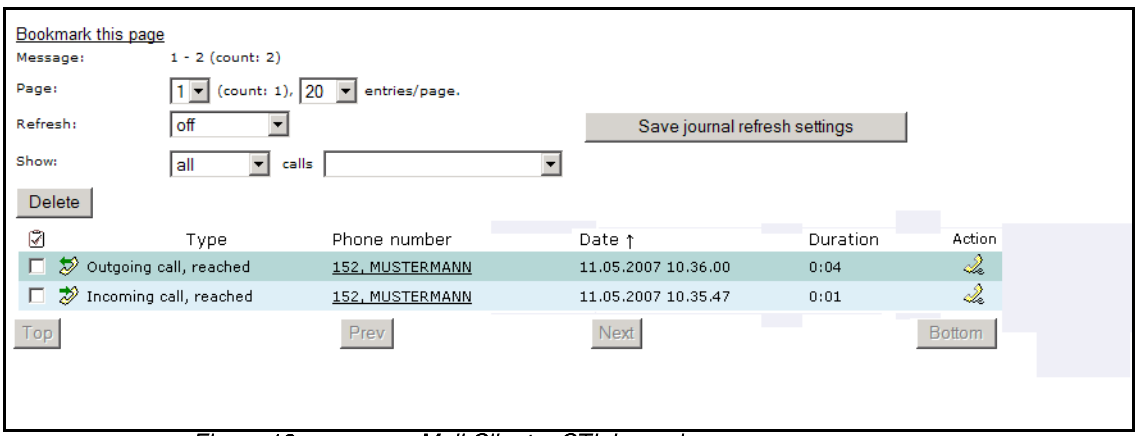


Figure 18 Mail Client > CTI Journal

In the upper section of the **CTI Journal** page you can perform the following settings for page display:

Option	Meaning
Page	If CTI journal entries spread over several pages, you can select one page here.
entries/page	Here you can define the number of journal entries to be displayed on one page (minimum 5 entries, maximum 100 entries).

Table 4 Settings in the CTI Journal

Option	Meaning
Show ... calls	With this function you can filter the journal entries according to the following criteria: – all Calls – all Calls that have been reached – all Calls that have not been reached – Incoming: Calls that have been reached/have not been reached – Outgoing: Calls that have been reached/have not been reached

Table 4 Settings in the CTI Journal

Before each journal entry you will find a field for selecting an entry.

NOTE: To select all journal entries, click the (**invert the selection**) icon above the check box column. If individual entries have already been selected, the selection can be reversed by clicking this icon.

In the **menu bar**, available above the journal list, you can use the **Delete** button to remove journal entries from the list.

IMPORTANT: Journal entries are permanently deleted and no further prompt is displayed.

You can browse your journal list with the **Top**, **Prev**, **Next** and **Bottom** navigation options.

The journal list is divided into columns, containing the following information about the received journals:

Column	Meaning
	Selects or deselects all journal entries in the list.
Type	Call type (**incoming reached/not reached** or **outgoing reached/not reached**).
Phone number	Telephone number that was dialed and/or the calling number of an incoming call. A mouseclick on this phone number calls this number.
Date	Call date.
Menu Timeout (seconds)	Call duration.
Action	A click on the icon of this column initiates a call to the associated calling number.

Table 5 CTI Journal Columns

3.2.2.1 Access to the CTI Journal via a Shortcut

To simplify access to your CTI journal you can create a shortcut to the CTI journal. You can deposit such a shortcut, for example, on your desktop.

If cookie-based authentication is permitted, logon is omitted then.

NOTE: If you are not sure whether cookie-based logon is accepted, please consult your system administration.

How to access your CTI journal from your desktop via a shortcut:

1. Click with your right mousebutton on a free spot on your desktop and select in the context menu the option **New** > **Shortcut**.

   The wizard for setting a shortcut starts.

2. Enter the following line in the entry field:

   `http://<Server>/cgi_bin/webassistant/start?page=CTI_journal`

   Replace the wildcard `Server` with the actual *XPR* server address.

   Then click on **Next**.

3. Enter a name for the new shortcut, for example: *CTI Journal*. Finally, click **Finish**.

   Your desktop displays a new shortcut.

4. Doubleclick the new shortcut. A browser window opens in which you need to log on to the Web Assistant. If cookie-based authentication is permitted, this step is omitted and the CTI journal is immediately displayed.

3.2.3 Sent Items

The **Sent items** page provides an overview of all sent messages in a message list.

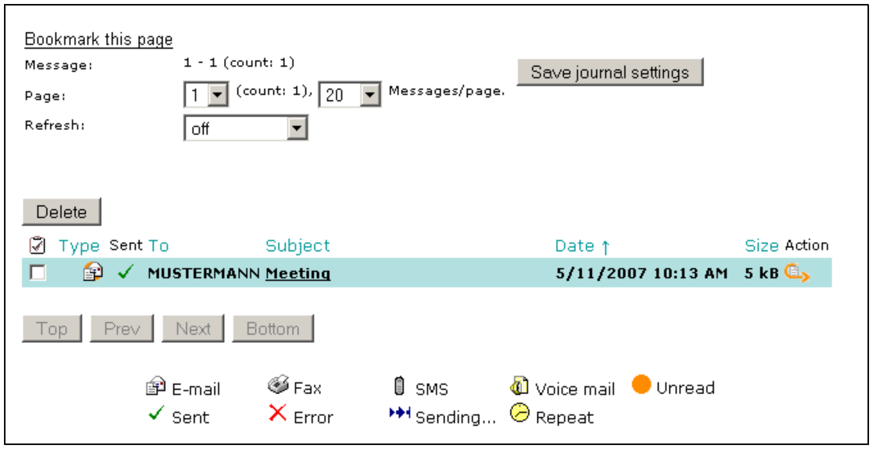


Figure 19 Mail Client > Sent Items

In the upper section of the page you can perform the following settings for page display:

Option	Meaning
Page	If sent messages spread over several pages, you can select one page here for display.
Messages/page	Here you can define the number of messages to be displayed on one page (minimum 5 messages, maximum 100 messages).
Refresh	Using this option you can set the automatic-update intervals for the **Inbox** page (minimum 5 seconds, maximum 5 minutes). The **off** option deactivates the update.
Save journal settings	A click on this button saves all page settings performed.
Delete	With this button you can delete the entries selected in the list.

Table 6 Representation for Sent Objects

The display of each received message features a check box by which you can select the message.

NOTE: To select all messages, click the **Invert selection** icon above the check box column. If individual messages have already been selected, the selection can be reversed by clicking this icon.

In the **menu bar**, available above the message list, the **Delete** feature can be applied to one or several selected messages.

IMPORTANT: Messages are permanently deleted and no further prompt is displayed. Therefore, select the messages to be deleted carefully.

You can browse your messages with the **Top**, **Prev**, **Next** and **Bottom** navigation options.

The message list is divided into columns, containing the following information about the sent messages:

Column	Meaning
	Selects or deselects all sent messages in the message list.
Type	Message type (e-mail, fax, SMS or voice mail)
Sent	Displays the message **Send status** (see Section 3.2.3.1, “Send Status”, on page 61).
To	Recipient of the message
Subject	Subject of message
Date	Sending date
Size	Message size in kilobytes
Action	Forwarding action (see Section 3.2.1.6, “Forwarding Messages”, on page 54)

Table 7 Columns in the Message List

An explanation of the symbols used in the **Type** column can be found below the **message list**.

3.2.3.1 Send Status

The send status of a message is displayed in the **Sent** column. In the following table you find all possible icons and their significance:

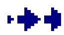
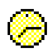
Icon	Meaning
	The message was successfully sent.
	An error occurred when sending the message. The file was not sent.
	The message is currently being sent. The send procedure has not yet been completed.
	The message cannot be sent. The send procedure will be repeated at a later date.

Table 8 Send Status Symbols

The message could not be sent because, for example, the fax number specified was busy. The send procedure will be repeated at a later date. If the message was then successfully sent, this is displayed as the send status.

If the message could not be sent during the maximum number of repetitions permitted, the send status changes to **Error**. The time interval between send procedures and the maximum number of repetitions are set by the server. Additional information on the send status is displayed in the **message header**.

A click on the **subject** opens the respective message on a new page for viewing (see Section 3.2.1.1, “Reading Messages”, on page 47 to Section 3.2.1.4, “Opening Message Attachments”, on page 53).

3.2.4 Creating a Message

You can compose different types of messages on the **Compose message** page. You can also attach files to messages and send the messages.

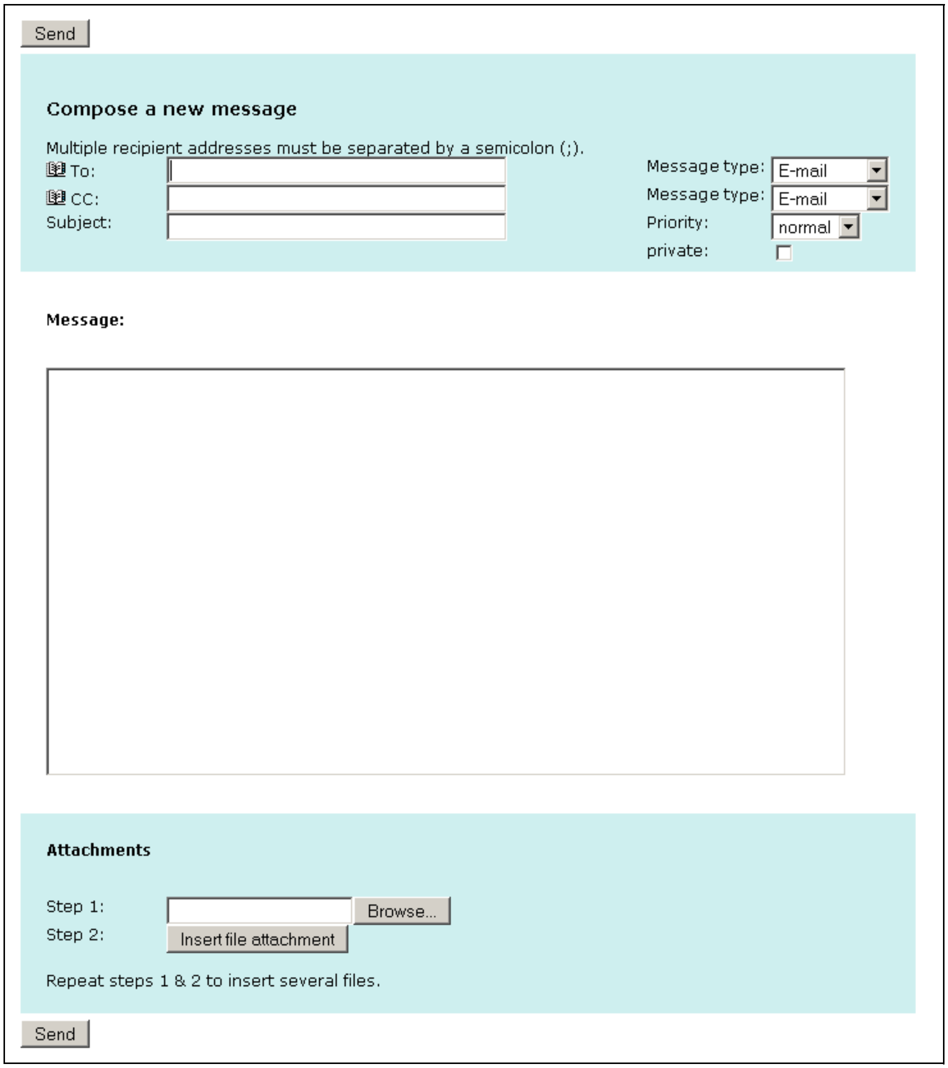


Figure 20 Mail Client > Creating a Message

The procedure for composing messages is always the same irrespective of the message type. The *XPR* system automatically converts the text that you enter into a format suitable to the message type. The following message types are available:

- **E-Mail**

  E-mails are not subject to any limitations and are sent as normal, unformatted text.

- **Fax**

  Fax messages are converted by the *XPR* system into fax format and then sent.

- **Fax-on-demand**

  Fax messages can be retrieved from a fax polling service (**F**ax-**o**n-**D**emand). When retrieving fax messages, **no subject** and **no message text** need to be entered.

- **SMS**

  An SMS message can contain up to 160 characters. Any additional characters will be deleted during dispatch. The current character number is displayed in the **SMS Length** field.

NOTE: If a piece of text has been defined in the server configuration that is entered in front (prefix) or behind (suffix) your SMS message text, respectively fewer characters are available for your SMS message text. In case of doubt please contact your system administrator.

- **Voicemail**

  Voicemails can also be entered as text. When a recipient accesses such a message using his/her telephone, the *XPR* system converts the text into an audio file and plays it.

NOTE: The address specified in the **To:** field must always match the message type selected in the **Phone number type:** combo box. An error occurs if an incorrect combination is used (for example, e-mail to a telephone number or voicemails to a fax connection) and the message is not sent.

When composing messages, make their **subject** as meaningful as possible The subject is displayed on the **Sent items** page and enables you to quickly recognize the message there. With e-mail transmission the **subject** is sent along with the message.

Always use the appropriate **country and area code** when entering the recipient‚Äôs fax or phone number.

- **PHONE**

  With the help of this message type you can send a voicemail to any telephone. The text that has been entered will be converted on the server with the help of Text-to-Speech software and then be transferred as a voicemail to the phone number that has been entered.

- *XPR*

  This is the *XPR*-proprietary message format. The address for a message of this type must read as follows:

  `NVS:<service>/<address>`

  As `<service>` enter the service (`FAXG3`, `VOICE`, `MAIL`, etc.) via which the message is to be sent. As `<address>` you may enter an e-mail address, a telephone or fax number or a UserID. Correct addresses could be for example:

  `NVS:FAXG3/+492402901252`

  `NVS:SMTP/user@domain.com`

How to create a message:

1. Specify the e-mail address, fax or phone number of the recipient or an address in the `NVS:` format in the **To:** field.

   NOTE: If you want to send a message to a private group, you need to use the following address format:
   `PGRP:<group name>`
   Replace `<group name>` with the name of the private group to which you want to send the message.

   To address a public group enter the group's name in the **To:** field. You find a list of all public groups under the **Personal settings** > **Groups** menu option.

   For addressing a private or public contact please read Section 3.1.5, “Sending a Message to a Contact”, on page 41.

2. Enter a meaningful text in the **Subject:** field.
3. Select the required message type in the **Phone number type:** list field.
4. If necessary, change the message priority in the **Priority** list field.
5. If necessary, declare the message **private**. When you flag a message as confidential, it cannot be forwarded by the recipient.
6. Enter the message body in the **Message:** field.
7. You can optionally **attach a file to the message** (see Section 3.2.4.1, “Attach Files”, on page 65).
8. Click **Send** to start the message transmission. You will be notified if the transfer to the *XPR* server was successful.

3.2.4.1 Attach Files

The *Web Assistant* enables you to attach files to all messages. The format of the files that can be attached depends on the message type selected:

- **E-Mail**

  There are no limitations. You can attach all file formats.

- **Fax**

  You can attach various image and text file formats. The *XPR* system automatically converts these into fax format. The following file formats are currently supported:

  - *.bmp (Microsoft Windows Bitmap)
  - *.doc (Microsoft Word)
  - *.epi (Encapsulated Postscript Including Preview)
  - *.eps (Encapsulated Postscript)
  - *.gif (Graphics Interchange Format)
  - *.htm (Hypertext Markup Language)
  - *.jpg (Joint Photographers Expert Group)
  - *.png (Portable Network Graphics)
  - *.ppt (Microsoft Powerpoint)
  - *.ps (Postscript)
  - *.tga (Targa File Format)
  - *.tif (Tagged Image File Format)
  - *.txt (ASCII text format)
  - *.xls (Microsoft Excel)

- **SMS**

  You can only attach ASCII text files to SMS messages, e.g. files extended with .txt. Note that the SMS and text file together must not exceed 160 characters. Any additional characters will be deleted during dispatch.

- **Voicemail**

  You can either attach text files or voice files to voicemails. It is not possible to attach both file types to a message. The following file formats are currently supported:

  - *.wav (Microsoft Windows voice file)
  - *.doc (Microsoft Word)
  - *.txt (ASCII text format) (requires text-to-speech software on the server)

Select attachment

1. In the **Step 1:** text field, enter the name and path of the file you wish to attach. Use the **Browse...** button to search your file system for a file.
2. Click **Insert file attachment** and the file will be attached. The attachment‚Äôs name, path and size are displayed.
3. If required, attach further files in the same way.

Delete attachments

1. Highlight the **check box** of the attachments you wish to delete.
2. Click on **Delete**. Only the selected files are removed from the list immediately.

3.2.5 Query

NOTE: Only messages that have been sent or received via the *XPR* server are found. Messages that have been sent or received via the backends Lotus Notes or Exchange are not part of the enquiry.

The **Enquiry** page offers various options to search for sent or received messages. The **Search** button starts the search function.

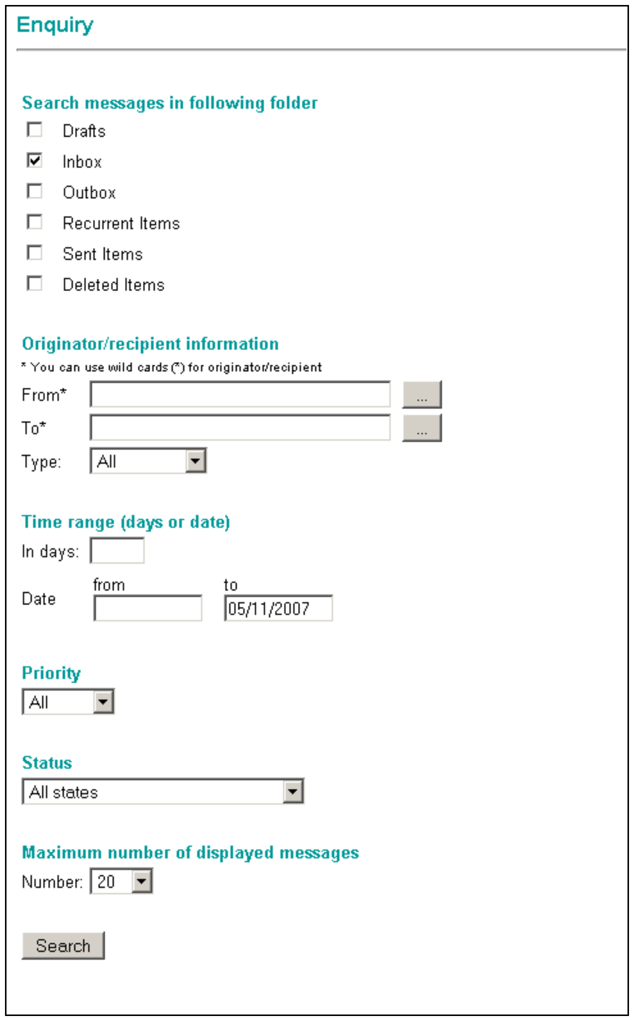


Figure 21 Mail Client > Enquiry

Search option	Meaning
Search messages in following folder	Here you can define whether received messages (**Inbox**) or sent messages (**Outbox**) are to be searched for. With a connection to Microsoft Exchange or Lotus Notes the **Inbox** option can be used to search the mailboxes of these systems as well.

Table 9 Search Options for the Enquiry

3.2.5.1 Examples of the Message Search

A mailbox includes messages that have been sent to John Miller and John Ziller.

A search request in the form *J** or **iller* will find the messages for both recipients.

A search request in the form *M*, *ill** or *Mill** will only find the messages to John Miller.

3.3 *Personal settings* Menu

3.3.1 User Data

On the **User data** page you can see various information about your user account.

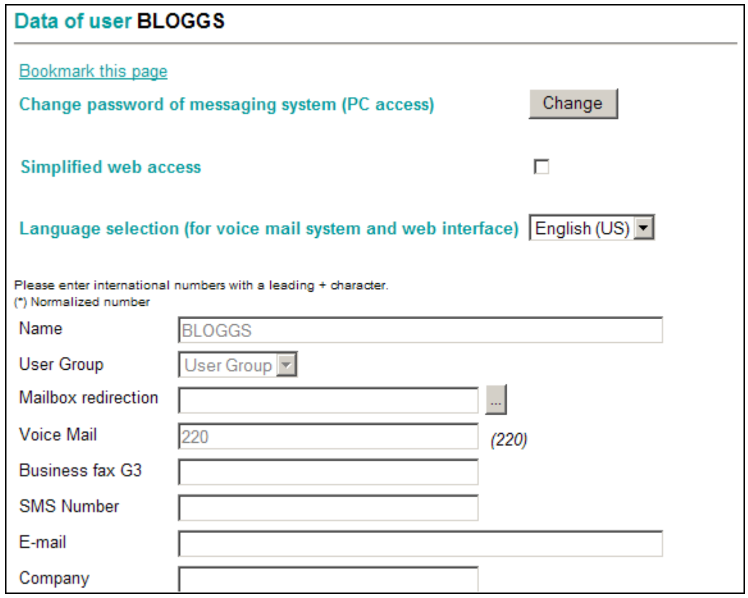


Figure 22 Personal Settings > User Data

You can modify some of the settings, depending on the configuration of the *Web Assistant*.

NOTE: Enter local phone numbers with the area code in the fields where you enter phone numbers yourself (e.g. private number).

3.3.1.1 Change Messaging System Password (PC Access)

You can change your password for the messaging system if required.

1. Click the **Change** button. A second window opens.
2. Enter your current password once and the new one twice.
3. Click the **Save** button. The window will be closed and your new password is at once valid. Keep in mind to use your new password at your next login.

NOTE: Please make sure that the new password follows the guidelines. Please refer to Section 2.3.1.3, “Guidelines for passwords”, on page 26.

3.3.1.2 Simplified Web Access

NOTE: You can only use this feature after the system administrator has activated it for the entire system. The corresponding selection field is inactive when this feature is not available. If you are unsure about this matter, please consult your system administrator.

Activate this option when you need to access fax, voice or SMS messages via e-mails that contain links to such messages. You need not log on to the Web Assistant if you want to open such a message via the link.

When you click on the link contained in the e-mail, the Web Assistant opens in the Web Access mode. When you forward an e-mail with a link, you enable the respective recipients to read fax, voice or SMS messages via the link.

If the configuration of your e-mail client does not allow opening links in e-mails, you need to copy the link to the clipboard and insert it in your browser's address line to read the message. In doing so pay attention to the link probably having been wrapped so that it does not appear in one line. If the link is wrapped, you need to copy all elements in the address line in succession.

NOTE: As soon as your password changes, you need to log on again once when opening such a message.

The information concerning simplified Web logon is stored encoded in a browser cookie. If you log on with another browser or from another computer, you initially need to enter your user name and password again.

The lifespan of these cookies can be set by the system administrator. If no activity takes place within the cookie's lifespan, you need to log on again. Please contact your system administrator about the cookie's lifespan.

To activate the simplified Web access, click on the selection field.

3.3.1.3 Language Selection (for Voicemail System and Web Interface)

You may change the language set in the user data. The selected language applies to all language-relevant features (e.g. the *Web Assistant* user interface and the standard greetings on your mailbox). The list of available languages depends on the *XPR* system configuration, which cannot be changed here.

1. Click the **Language selection** pull-down menu. The list opens.
2. Click on the desired language. The language will not be changed until you click the **Save** button.

3.3.1.4 Redirecting the Mailbox

If you are absent for a longer period (vacation, business trip, illness, ...), you can redirect your mailbox to another user (deputy feature).

NOTE: Messages that have been delivered to your deputy do **not** appear in you mailbox.

Proceed as follows:

1. Start the Web Assistant and open the menu item **Personal settings** > **User data**.
2. Click on the dotted button next to the **Mailbox redirection** field. Another window with a list of all users opens.

   NOTE: In multi-tenant mode only the subscribers that belong to your own tenant group are displayed.

3. In this window select your deputy by clicking the corresponding user name. The window closes and the selected name will be entered in the **Mailbox redirection** field.

   If you know the deputy's user name, you can enter it directly in the **Mailbox redirection** field.
4. Click the **Save** button.

Remove the name from the **Mailbox redirection** field to deactivate the mailbox routing.

3.3.1.5 Start page after logging in

At the initial *Web Assistant* start, the **Personal settings** > **User data** page opens. How to specify another page as start page:

1. Start the Web Assistant and open the menu item **Personal settings** > **User data**.
2. Select the desired entry from the **Start page after login** list.
3. Click the **Save** button. You receive a confirmation.
4. Click on the **Back** button.

NOTE: If the personal settings are to be displayed as start page, select the **Personal settings** option and save your modification.

3.3.1.6 Configuring the Time Zone

NOTE: Setting the time zone is only possible if time zones are supported by the *XPR* server. If you are unsure about this matter, please consult your system administrator.

If your company's employees are in different time zones, the *XPR* server must know this, so that messages of an employee are signed with a respective time stamp.

This setting is configured by the system administrator during the user configuration. If your user account belongs to a user group it is possible for you to inherit this setting from your group.

How to set the time zone:

1. Open the page **Personal settings** > **User data**.
2. Select the appropriate time zone in the **Time zone** list.
3. Confirm the setting by clicking the **Save** button.

3.3.2 Voicemail System

On this page you can make different settings for your personal voice mailbox. Please note that modifications will not become active until you click the **Save** button at the end of the page.

NOTE: The settings you can perform on this page depend on the voicemail system used (**PhoneMail**, **VMS**or **Ergo**) and on the features released by the administrator.

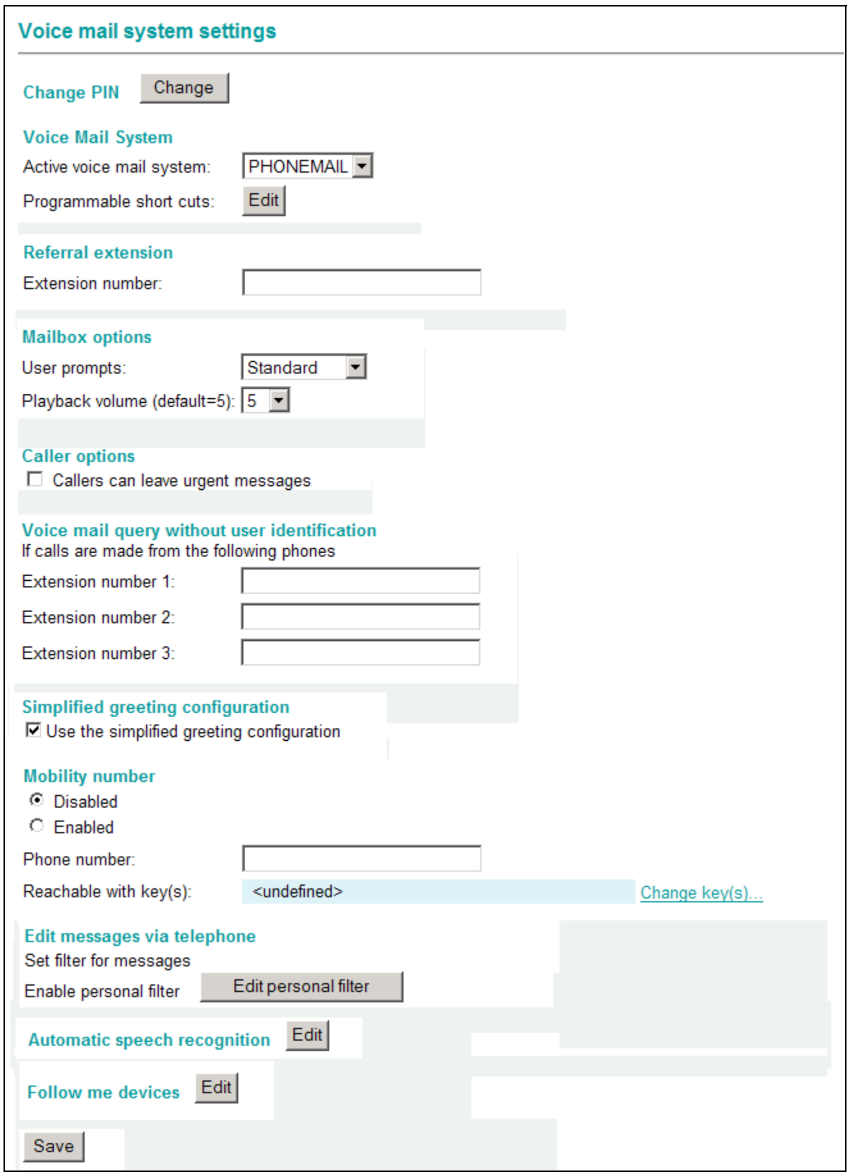


Figure 23 Personal Settings > Voice Mail System

3.3.2.1 PIN Modification

You can change your PIN for access to your voice mailbox. All digits from 0 to 9 can be used. The PIN itself must have at least one digit, unless your configuration differs from the standard one. The PIN cannot contain more than twenty-three characters. The PIN is checked for:

- Length (too short or too long)
- Invalid characters (letters or special characters),
- String of a constant number, such as 444444
- Ascending or descending number string, such as 12345 or 654321
- Contains own telephone or voice mailbox number
- Contains a vanity number
- PIN was already used at an earlier time
- PIN is the same as the default PIN

Changing the PIN

1. Click the **Change** button.

   A second window opens.

2. Enter a new PIN in the **New PIN** field and repeat the entry in the **Confirm new PIN** field.
3. In the **User password** field enter your current password with which you log on to the Web Assistant.
4. Click the **Save** button.

   The window closes and the new PIN is immediately valid.

3.3.2.2 Selecting the Voicemail System

If two voicemail systems are available in your *XPR* system, you can select the voicemail system you would like to use via the drop down field **Active Voice Mail System**.

- Select the corresponding voicemail system.
- If you use **PhoneMail** or **Ergo** and you have the corresponding privilege, you can use the **Edit** button to create shortcuts for **PhoneMail** or **Ergo** menu functions. Read the following paragraph **Section 3.3.2.2, "Short cut configuration", on page 76**.

Short cut configuration

IMPORTANT: The shortcut keys described here are not shortcut keys for telephone numbers but shortcut keys for **PhoneMail** or **Ergo** menu options. It is **NOT** possible to configure speed dialing numbers here.

If you use the voicemail system **PhoneMail or Ergo** you can program shortcut keys. Click the **Edit** button for this purpose.

The system administrator can configure such short cut keys as default for the available user groups. If such defaults exist, they are displayed in an additional column titled **Default** next to the entry fields. As soon as you create individual short cut keys and save them, the system will use these settings. When you delete one of your short cut keys, the group's short cut keys will be used again.

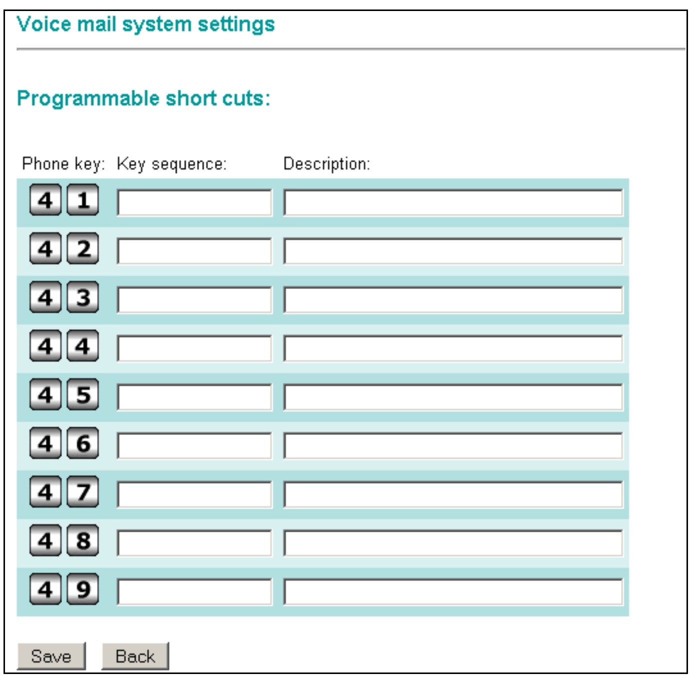


Figure 24 Voice Mail System Settings > Progr. Short Keys

In this dialog you can configure up to nine shortcut keys for features of the **PhoneMail** or **Ergo** systems of used. This simplifies using frequently required functions. You need no longer proceed through the **PhoneMail** or **Ergo** menus for accessing the desired feature.

NOTE: You reach the programmed key allocations from the **PhoneMail** main menu via key ‚Äú4‚Äù and from the **Ergo** main menu via key ‚Äú6‚Äú. Afterwards you may use the assigned shortcuts via the keys ‚Äú1‚Äú to ‚Äú9‚Äú.

Click on **Save** to copy the settings.

Example of a short cut key in Ergo:

NOTE: This example assumes that the Ergo extended mode is activated. For further information please refer to the user manual *Ergo Voice Mail System*.

Supposed, you use the Ergo menu item *Activate other welcome greeting* rather often and would like to make it reachable via a short cut key. Without short cut key you would have to take the following steps:

1. Call your voice box
2. Enter the PIN
3. Dial successively the keys 9, 2, 2

If the key sequence (922) is defined as short cut key, you only need to call your mailbox, enter the PIN, dial 6 and afterwards the respective short cut number.

How to configure a short cut for activating another welcome greeting:

1. Open the menu item **Voice mail system** in the **Personal settings** menu of the Web Assistant.

   The **Voice mail system settings** page opens.

2. On this page click the **Edit** button under **Voice Mail System**.

   The **Programmable short cuts** page opens and existing short cuts are displayed.

3. Enter the string 922 in an empty field in the **Key sequence** column. Remember the telephone keys belonging to this field, which are on the left hand side of this field.
4. Add a description for the short cut at the right hand side of this field in the **Description** column, for example: *Select another greeting*.
5. Click the **Save** button below the short cut list.

Now you can modify the welcome greeting via key 6 and the key you have remembered in step 3, after you have called your voice box and entered your PIN code.

Example of a short cut key in PhoneMail

NOTE: This example assumes that your alternate greeting has already been activated. If not, activate the alternate greeting first before configuring a short cut key.

Let's assume you use the PhoneMail menu item **Record alternate greeting** rather often and would like to make it reachable via a shortcut. Without short cut key you would have to take the following steps:

1. Call your voice box
2. Enter your PIN
3. Dial successively the keys 8, 1, 1, 1, 1

If this series of numbers (81111) is defined as short cut key, you only need to call your mailbox, enter the PIN, dial 4 and afterwards the respective short cut number.

How to configure a short cut key for modifying the alternative greeting:

1. Open the menu item **Voice mail system** in the **Personal settings** menu of the Web Assistant.

   The **Voice mail system settings** page opens.

2. On this page click the **Edit** button under **Voice Mail System**.

   The **Programmable short cuts** page opens and existing short cut keys are displayed.

3. Enter the string 81111 in an empty field in the **Key sequence** column. Remember the telephone keys belonging to this field, which are on the left hand side of this field.
4. Add a description for the short cut at the right hand side of this field in the **Description** column, for example: *Change alternative greeting*.
5. Click the **Save** button below the short cut key list.

Now you can modify your alternate greeting via key 4 and the key you have remembered in step 3, after you have called your voice box and entered your PIN code.

3.3.2.3 Defining a Referral Extension

You can enter a direct dialing number to which your calls will be deflected if necessary. The number entered here is used when activating the call forwarding to the referral extension (see Section 3.3.2.9, “Forwarding incoming Calls”, on page 84).

Your deputy can be an *XPR* server subscriber, a subscriber to your PBX or an external subscriber (when you enter an external number as referral extension, you need to specify an external prefix). If the deputy is an internal user, you can enter the number in short form (that is, as an extension number) or in long form (for example 32323 or +49 89 722 32323). Otherwise, enter the number in international format. The phone number may not contain more than twenty-two digits.

PhoneMail:

- Enter the number of the desired extension without the CO exit code and prefix 0, but include the country code.

NOTE: Use a personal greeting to notify any callers that they can use the key combination `[0]` > `[7]` to connect to the configured referral extension.

VMS:

The VMS voicemail system offers three telephone deputy options:

- **Deactivate referral extension:**
  The telephone deputy function is not used.
- **Refer to postmaster:**
  All incoming calls are routed to the *XPR* server postmaster account.
- **Refer to following number:**
  All incoming calls are routed to the number you enter in the **Phone number**. Enter the number of the desired extension without the CO exit code and prefix 0, but include the country code.

3.3.2.4 Mailbox Options

PhoneMail:

You can choose a detailed or a short greeting (only if you use PhoneMail) as well as the relative playback volume for your voice mailbox user prompts.

- Example of a standard greeting: ‚ÄúSelect the star button to correct your entry‚Äù.
- Example of a short greeting: ‚ÄúCorrect entry with star‚Äù.

Selecting user prompts

1. Click in the **list field** and select whether detailed or short user prompts are to be used.
2. Set the playback volume. The default setting is level 5.
3. Save your modifications via the **Save** button at the bottom margin of the page.

VMS:

With VMS you can set the relative playback volume. Select a value from the opposite list field.

3.3.2.5 Caller Options (PhoneMail only)

It is possible to enable callers to mark the message they leave as **urgent**. If you activate this option, the caller receives another menu after recording his/her message, in which he/she may select the respective option via the telephone.

Proceed as follows:

1. Open the menu item **Personal settings** > **Voice mail system**.
2. In the section **Caller options** mark the option **Callers can leave urgent messages**.
3. Save your modifications via the **Save** button at the bottom margin of the page.

3.3.2.6 Simplified Greeting Configuration

You can use two configuration dialogs to specify time profiles for your welcome greetings.

NOTE: When you invoke the *Web Assistant* for the first time, the **Simplified greeting configuration** option is set by default.

- The time profile simplified settings
  In the simplified greeting configuration you can globally specify the settings for the greetings to be used only once. These settings then apply for all weekdays for which you have released the greetings.
- The time profile advanced settings
  You can perform settings for each weekday separately.

If you select the **Simplified greeting configuration** option, a dialog with fewer setting options than offered by the default settings opens when you invoke the **Personal settings** > **Time Profiles** dialog.

How to activate the extended greeting configuration:

1. Remove the tick from the **Simplified greeting configuration** option.
2. Save your modifications via the **Save** button at the bottom margin of the page.

You find the description of the time profile setting options in Section 3.3.7, “Time Profiles for Welcome Greetings”, on page 104.

How to activate the simplified greeting configuration:

1. Select the **Simplified greeting configuration** option.
2. Save your modifications via the **Save** button at the bottom margin of the page.

You find the description of the time profile setting options in Section 3.3.7, “Time Profiles for Welcome Greetings”, on page 104.

3.3.2.7 Voicemail Retrieval without User Identification (only for PhoneMail)

If the administrator has released this feature, you can configure a maximum of three so-called trusted numbers. From the devices that can be reached under these numbers you can then retrieve messages from your mailbox without previously specifying a PIN.

IMPORTANT: If you choose this method, anyone can access your voice box from one of the three determined telephone stations because the authentication of the caller by means of the PIN is omitted. This means that someone could enter your mailbox via redialing from one of the telephones indicated here. Keep this in mind when choosing the telephone numbers.

NOTE: Please also keep in mind that the caller number has to be transmitted to the voicemail system for authentication. This is only possible if the PBX transmits this number. Please contact your PBX administrator if this is not the case.

The numbers defined here must be **unique** per user. Several users **cannot** configure the same number(s) as trusted number(s).

When you use PhoneMail, you need to activate this feature via the corresponding check box in the Telematic APL. For further information please refer to the *Server Administration* manual.

Enter the desired numbers completely with country code but without the leading 0 of the area code and without external line prefix (e.g. +49 2404 123456).

3.3.2.8 Mobility Number (with PhoneMail only)

This feature enables you to specify forwardings that the caller can trigger by telephone key entry. Forwarding can be used for both internal and external destinations or to trigger an action, such as switching to another mailbox or granting callers callback access (access to their mailbox).

Forwarding can be set up with different variants (actions) with each call forwarded being assigned its own phone key ranging from 0 to 9 as well as * and #. Your voicemail should inform the caller of the appropriate phone key. This must be recorded as a special greeting. If the caller presses the predefined phone key after listening to your greeting, the call is forwarded using the specified action. You can also define various actions for multiple forwarding and make them available to the caller.

Configured forwarding options and their destination numbers are displayed in the **Phone Number** field. The corresponding phone key is displayed under **Reachable with key(s):**. You can quickly enable or disable existing forwardings via the options **Enabled** or **disabled**.

The **Forward Access menu** page provides a definition of forwarding.

Configuring a forwarding

- Click **Change key(s)...**

  Proceed as described in Section 3.3.3, “Configuring a Forwarding”, on page 90.

3.3.2.9 Forwarding incoming Calls

NOTE: This option depends on the integration into the PBX and is not displayed if this feature is not available.

Independent from your voice mail system settings, you can also forward incoming calls **directly** to another telephone, to your own extension or directly to your personal greeting. The call is immediately forwarded without user intervention.

1. Select the required option or enter the destination number to which callers are to be forwarded under **Forward to this number**.
2. Then click the **Save** button.

3.3.2.10 Editing Messages via Telephone

When you access your inbox by phone (TUI), the server determines the message playback sequence according to the following priority scheme:

1. The number of messages to be played according to the voicemail protocol default is considered first.
2. Subsequently, the set filter criteria are evaluated.

Setting personal filters for messages

You can set a message playback filter on the telephone so that only specific messages are played upon their retrieval. Messages contained in the *XPR* server inbox folder are accessed by default.

NOTE: These filters are not applied to read notifications. Read notifications are still issued since they have been explicitly demanded.

Fax or voicemails delivery reports are stored in your PhoneMail box as e-mail by default. These reports will always be announced, irrespective of the settings for e-mail announcements. This behavior can be changed in the PhoneMail system, so that the settings made there for e-mails also apply for delivery reports. If you are unsure about this matter, please consult your system administrator.

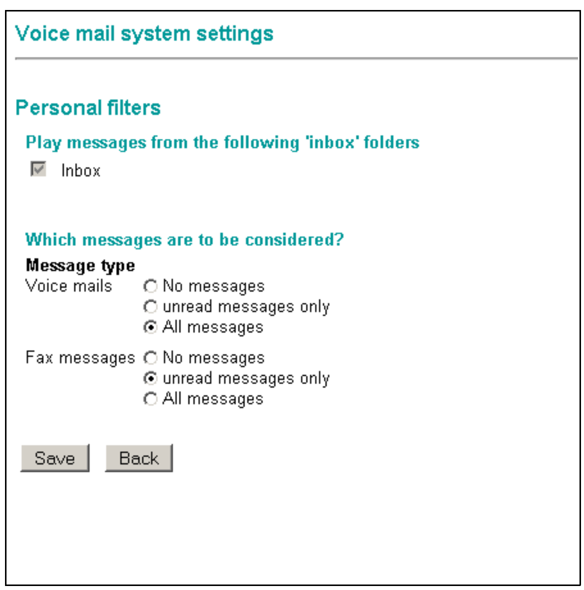


Figure 25 Voice Mail System Settings > Personal Filters

If the **Xpressions (available in "PhoneMail" only)** check box is enabled, the system will also consider messages saved in the **Xpressions** folder or in the inbox window of the same name with a connection to Microsoft Exchange or Lotus Notes.

1. Click on the **Edit personal filter** button to specify details for the playback filter. A new page opens.
2. Select an **inbox folder** if necessary.
3. Select a filter option under **Message type**. The **No messages** option locks this message type so that it is not considered for playback.

NOTE: Only message types that exist in the system can be selected. The message type *Voicemail* is always available.

3.3.2.11 Automatic Speech Recognition

If the voice-controlled *Evo* voicemail system is installed on your workstation, the page **Voice mail system settings** offers the **Automatic speech recoginition** option. On this page you can set the voice recognition sensitivity of the *Evo* voicemail system. Normally, the default values are sufficient.

Using cell phones the sensitivity may have to be upgraded since cell phone connections are sometimes not free from volume fluctuations.

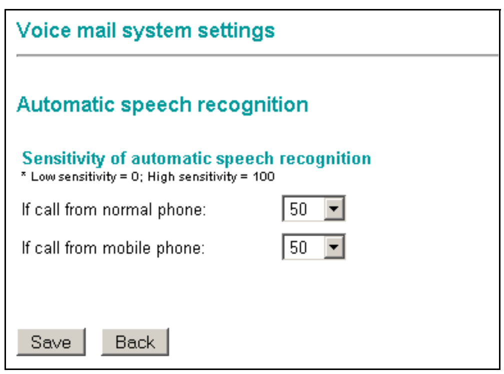


Figure 26 Pers. Sett. > Voice Mail System > Autom. Speech Recognition

NOTE: Further information about the voice-controlled *Evo* voicemail system is provided in the product's user manual.

3.3.2.12 Further Options

In this section you can activate further options for editing retrieved messages. Select the desired options with the corresponding **checkbox**. Options already active feature a check mark.

- **Delete messages without confirmation**
  When you activate this option, no security prompt will come up while you delete a message via the voicemail system. The deletion of messages cannot be undone.

- **Mark messages as read after they have been played completely**
  When you select this option, all messages that you have played completely are automatically marked as read. This will help you gain a better overview of your stored messages, and you can additionally use personal filters to find messages indicated in this way (cf. Section 3.3.2.10, “Editing Messages via Telephone”, on page 85).

- **Enable message wizard also when mailbox is called directly (Forward Access)**
  This option activates the message wizard menu, which is reached when a mailbox is directly called. You may choose between **5 - Record message** and **7 - Call subscriber**.

- **Play new messages immediately when entering the mailbox**
  When you activate this option, new messages are played as soon as they arrive in the mailbox.

- **Play editing instructions for messages**
  When you activate this option, the hint *Edit message with 8* is played after the message playback.

3.3.2.13 Configuring the Caller Guide

NOTE: This feature is only available if the respective product feature has been installed on the *XPR* server. If you are unsure about this matter, please consult your system administrator.

With the help of the Caller Guide you can define a series of phone numbers the caller is referred to if the call is not accepted by the originally called telephone.

There are five possibilities that can be executed successively until the caller can be connected. The following actions are possible:

Voice Mail Number
If you select this action, the caller will be forwarded to your voice mailbox and can leave a message there. It is not possible to enter a phone number during this action.

Dial phone number
During this action the Caller Guide dials the phone number entered in the adjoining **Phone number** field and tries to connect the caller to this number.

[not assigned]
This selection deactivates the respective action.

How to configure the Caller Guide:

1. Open the menu option **Personal settings > Voice mail system** and click the **Caller Guide** button. The following page opens:

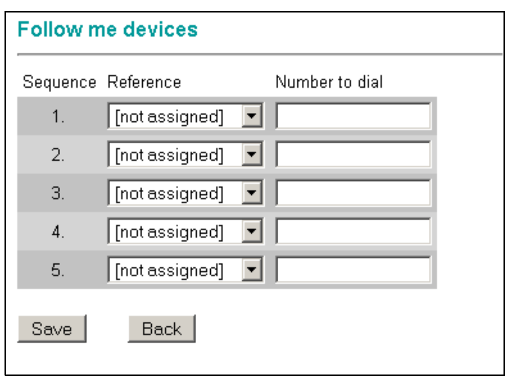


Figure 27 Voice Mail System > Caller Guide.

2. In the first line of the **Reference** drop-down menu, select the action the Caller Guide is to perform.

3. If required, also enter a phone number in the corresponding **Number to dial** field.

4. If you would like to configure more than one action, select the respective actions in the additional lines. If required, enter the phone number in the **Number to dial** field.

5. Click the **Save** button to save your entries.

   You can leave this page via the **Back** button without saving your modifications.

The Caller Guide configuration is now finished and your settings are immediately activated.

3.3.3 Configuring a Forwarding

Specify the different variants (actions) and phone keys for forwarding on the **Forward Access menu** page. First of all, you can decide which call type you wish to forward, for example, **Internal calls**, **External calls** or **After-hours greeting**. If you select **Alternate greeting**, all incoming calls will be forwarded. Now determine the forwarding action and the phone key to be pushed by the caller.

NOTE: Call forwarding is only possible using **PhoneMail**. The **Default menu** button resets the menu to its original appearance. Modifications performed are deleted then.

This menu can **always** be reached via the Telephone User Interface (TUI), but no options are named by the system. In order to inform the caller about the possible options you need to configure a personal announcement.

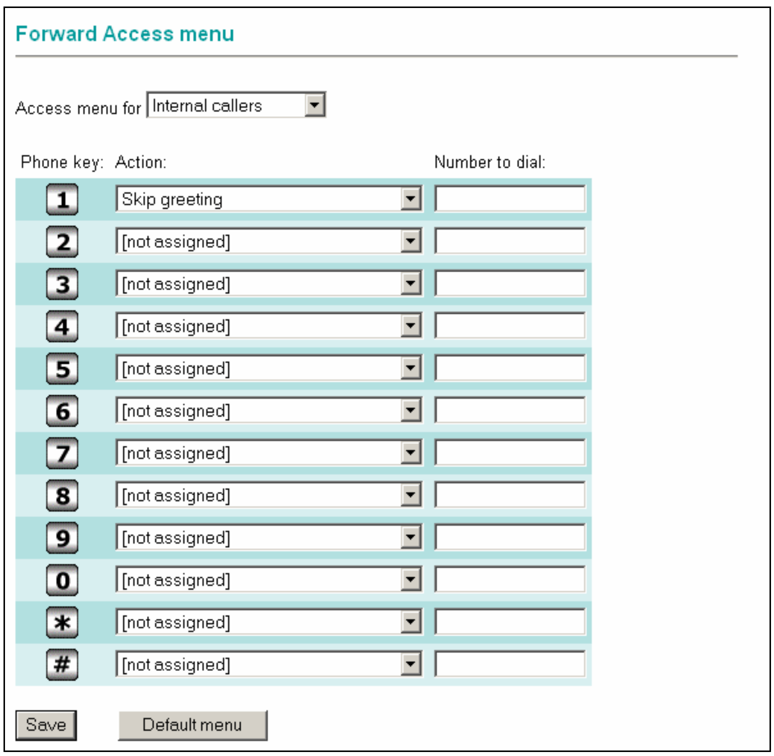


Figure 28 Personal Settings > Forward Access Mode

The table below describes the available actions:

Action	Description
Hang up	Disconnects the call if the caller presses the relevant phone key.
Callback access (callback mode)	Allows the caller to access your mailbox (analog to the ,Äúmailbox LED,Äù on your terminal device).

Table 10 Actions for the Forward Access Mode

Action	Description
Direct access (answering machine mode)	Activates the answering machine mode so that a message can be recorded.
Guest access (control mode)	Allows leaving a message. The caller has to enter the required mailbox number.
Mobility number	Forwards calls to a pre-defined mobility number.
Operator	The operator's phone number is configured in the user group, but it may also be configured in the voicemail profile.
Page the user	The caller pages you by pressing the relevant phone key.
Referral extension	Performs a forwarding to the referral extension you have defined.
Skip greeting	Allows the caller to skip the greeting.
Dial phone number	Allows the forwarding of calls to any telephone number. If the caller pushes the corresponding phone key, the call is immediately connected to the telephone number specified here.
Enter phone number, starting with key	Enables the caller to call any extension. Please note that the digit you dial to invoke a specific feature is already the first digit of the dialable extension. Complete the phone number entry with the # key.

Table 10 Actions for the Forward Access Mode

Forwarding configuration (general procedure)

1. In the **Access menu for** list field, select the cases for which forwarding should apply.

2. Select the appropriate action in the list fields. The corresponding phone key is assigned at the same time.

> ***NOTE:*** Be sure to inform callers of these individual phone key(s) with appropriate greetings.

3. Click **Save** to save your settings.

   You can see the key numbers and the target number on the **Voice mail system settings** page under **Mobility number**.

3.3.4 Notification

You can activate automatic notification for new incoming messages. You can select the message type and the method of notification. The system will then inform you of new incoming messages in the desired manner.

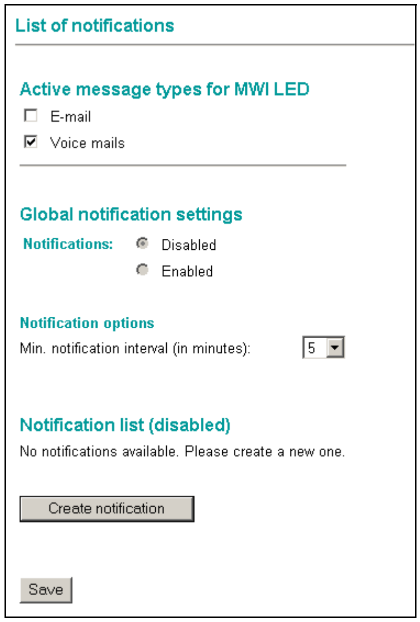


Figure 29 Personal Settings > Notification

3.3.4.1 Active Message Types for MWI/CIT LED

With the **Active message types for MWI LED** option, you can select the types of incoming messages (e-mails, fax messages, voicemails) that should illuminate the mailbox LED on your telephone.

NOTE: The setting you make here does not depend on whether the notification function is enabled or disabled.

Only message types that exist in the system can be selected. The message type *Voicemail* is always available.

3.3.4.2 Uniform Settings for all Notifications

First, always use the global settings to define whether you want to use the notification function and at which time intervals the notification should be made.

Proceed as follows:

1. Enable the notification function by selecting the **Enabled** option. As a default, the notification message is **Disabled**.

NOTE: You will not be able to activate the notification function if there are no entries in the notification list.

---

2. Under **Notification options**, select the maximum notification interval.

Example: notification options

If, for example, you have selected 30 minutes in the *Min. notification interval (in minutes)* list field, the system will search your mailbox for new messages every 30 minutes. If, for example, five new messages have arrived during the time interval of 30 minutes, you will receive a notification at the end of this time interval; this message will inform you of the number of messages that have arrived in the last 30 minutes (in this case, five).

3. Create a new notification (see below Section 3.3.4.3, “Creating a new Notification”, on page 94).
4. Click the **Save** button.

3.3.4.3 Creating a new Notification

The first time that you open the **Notification** page, there are no existing notifications. How to create new notifications:

1. Click the **Create notification** button. A new page opens where you can select the options and criteria for the new notification.

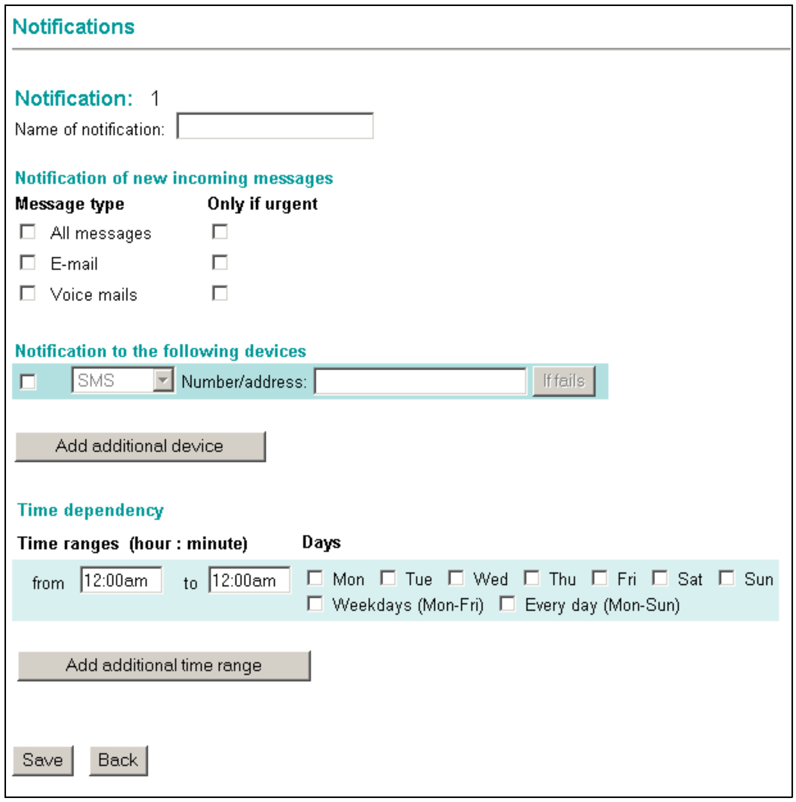


Figure 30 New Notification

2. In the **Notification of new incoming messages** area, you can select the message type for which you want to receive notification. The following options are available:

   - All (e-mail, fax or voicemail)
   - E-mail (notification of new "e-mail" messages only)
   - Fax (notification of new "fax" messages only)
   - Voicemails (notification of new "voicemails" only)

   For the message type that you have selected, you can also define whether you only want to be notified of new messages that are marked "urgent" (**Only if urgent** option).

3. In the **Notification to the following devices** area, enable the device selection by clicking the **check box** on the left side. The adjacent list field is now enabled.

4. In the list field, select the device to which the notification should be sent. The following options are available:

   - MWI/CTI LED (the mailbox LED on your telephone will light)
   - E-mail (notification via e-mail)
   - Outcall (notification via the voice mail system by calling your telephone)

   If your user database already contains a number or address for a selected device, this number or address is automatically entered in the **Number/ address:** entry field. If no database entry is available, you must enter the number or address manually.

5. If you would like to send a notification to another device, click the **Add additional device** button and repeat step 3.

6. When you have defined several notifications you can activate or deactivate them with a click in the corresponding check box. If the check box is activated, the corresponding notification is enabled.

7. In case there is an error in sending a notification to the selected device, you can define up to two alternative notification devices using the **If fails** button. In this case, a window opens in which you can select the notification devices in exactly the same way as described in step 3. Once you have configured the alternative devices, click the **Add** button to close the window. This opens a window in which you can save your settings by clicking **OK**.

Figure 31 Settings if Notification fails

8. In the **Time dependency** area, you can now define a time range in which the notification should take place. Click in the **from:** or **to:** entry field and specify the time range in the syntax **hour:minute** (e.g. 08:00 for 8a.m., 18:00 for 6p.m.). In the **Days** area, you can activate the **check boxes** corresponding to the days on which you want to use the notification function.

You can define additional time ranges via the **Add additional time range** button.

The time ranges are processed sequentially. If you want to delete a defined time range, you must select it and then click **Delete time range**.

9. Once you have entered all the information for the notification function, confirm these entries by clicking **Save**.

10. The **Back** button takes you back to the notification function **start page**. The notification that you have created is now shown there in the **List of notifications**.

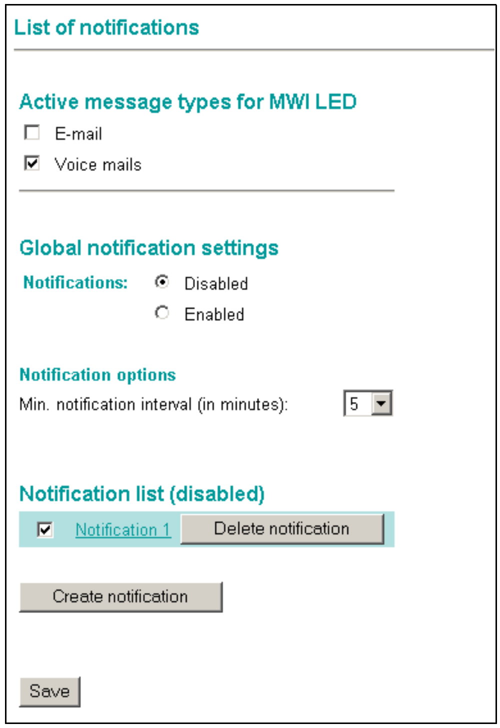


Figure 32 List of Notifications

NOTE: Selecting the **option field** next to each list entry, you can activate or deactivate the notification function for the corresponding notification. You can use the **Delete notification** button to delete a selected notification.

---

11. If the notification you have just created is the first notification, you need to activate the notification feature first. For this, tick the **Enabled** check box in the **Global notification settings** section.

3.3.5 Groups

Using the *Web Assistant* you can conveniently create and administer groups. A maximum of 10 groups can be defined. You can select the groups created here also in the address book as distribution lists.

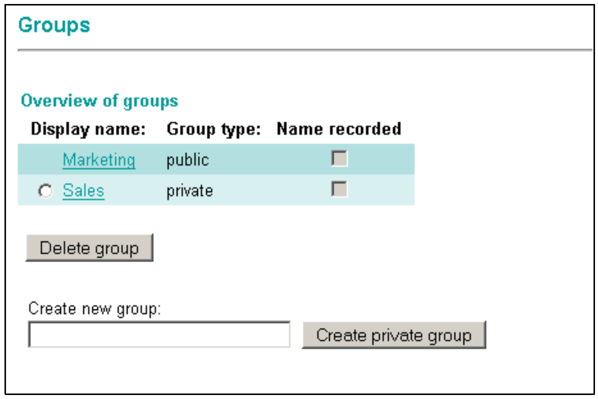


Figure 33 Personal Settings > Groups

If a name has been recorded for the group, the **Name recorded** column features a tick in the corresponding box.

3.3.5.1 Creating a new private Group

How to create a new private group:

1. Enter the desired group name in the **Create new group** field.
2. Click the **Create private group** button.

   The new group will be created and displayed.

The newly created private group is still empty. You may now create further groups or edit the new group, i.e. add members and define further details.

3.3.5.2 Editing a private Group

How to edit a private group:

1. Open the list of groups via the **Personal settings** > **Groups** menu option.
2. Click on the name of the group that you want to edit. A new page opens.

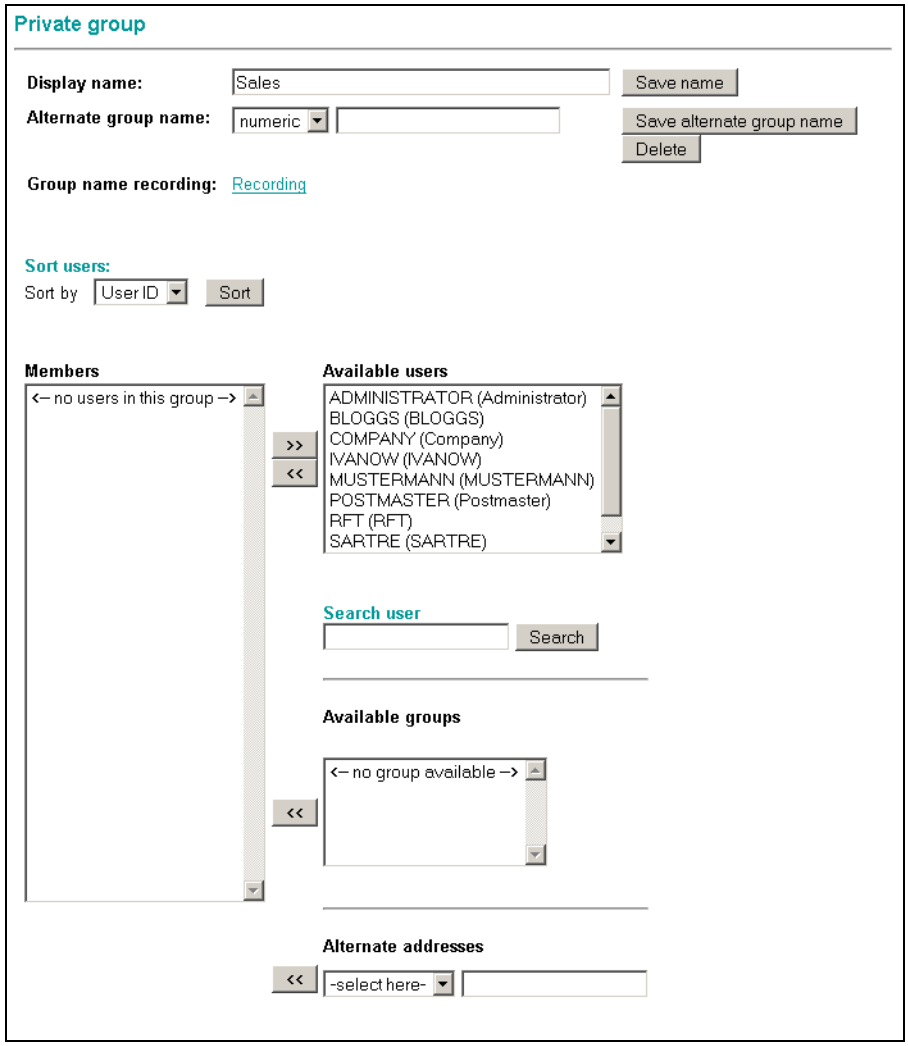


Figure 34 Editing a private Group

NOTE: If you have no privilege to edit this group, only the current settings are displayed, however, you may not carry out modifications. The **Save...** buttons and the group of the available users and groups are hidden.

---

3. If required, change the group name in the **Display name:** field. You can also use blanks and special characters here. To conclude this operation, click the **Save name** button.

4. If required, select for **Alternate group name:** a message type from the **combo box** and enter a group address.

   Here you may enter a number via which your private group can be reached.

5. Select a message type from the **list field** under **Alternate group name** and enter a group address. Here you may decide if you would like to use an Internet mail address (e.g. dispatcher@company.com) or a so-called NVS address (e.g. NVS:VOICE/12345) as address for the group. If you would like to have messages to the group also displayed via the Telephone User Interface (TUI), you need to enter the following string: `NVS:VOICE/<phone number>`. Click **Save alternate group name**.

6. Features also available on this page:

   - Admitting users to a group
   - Removing users from a group
   - Recording a group name

   These features will be described in the following sections.

Admitting users to a group

The **Available users** list shows all users registered in the system. The **Available groups** list shows all groups already created.

You can select single users or existing groups as members of your group. In the list only 50 entries at a time are offered for selection. Proceed as follows:

1. Select **Sort by** in the list box or another mode for sorting lists and click the **Sort** button to refresh the sorted list.
2. Click the **Show next users** button to display additional entries in the list.
3. Click the **Back to beginning** button to reload the first 50 entries.
4. If you are looking for a particular name, enter the name in the **Search user** field and click **Search**.
5. To select a user for joining the group, click on this user in the **Available users** list.
6. Click **<<** to insert the marked user in the group.
7. Apply the same procedure for inserting more users or groups.
8. Click an entry in the **Members** list followed by the **>>** button to remove the entry from the list.
9. If required, select other external addresses for the group (e.g. e-mail addresses) under **Alternate addresses** and click the **<<** button to add these to the group.
10. Then click the **Back** button to return to the **Groups** page.

Removing users from the group

You can remove users from a group any time.

1. Click an entry in the **Members** list.
2. Keep the **[Ctrl]** key pressed to select several entries if required.
3. Click the **>>** button to remove the selected entries from the list.

Recording a group name

How to record a group name:

1. Click on the **Group name recording** link. A dialog opens.
2. Enter the number of the telephone from which you want to record the group name. Afterwards, click on **OK**.
3. Click on **Recording** and record the desired name.
4. Click on **Exit** to end the recording.
5. Click on **Save** to save the recorded group name.

   As soon as you have recorded the group name the **Group name recording** link will not be displayed any more.

> ***NOTE:*** The group name recording procedure is identical with the recording procedure (cf. Section 3.3.8, “Recorddings”, on page 117).

3.3.5.3 Deleting a Group

You can always delete a private group if you can edit this group. Private groups can only be deleted by users who have created this group.

Public groups can only be deleted by a user with the *Global Distribution List Editor* privilege or by the administrator.

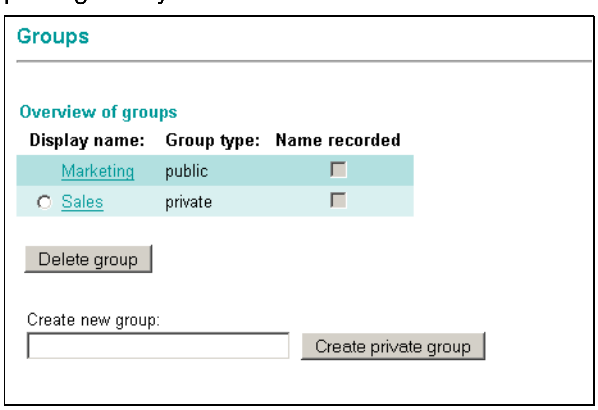


Figure 35 Group Overview

1. Click the **radio button** associated to the desired group to select the group.
2. Click the **Delete group** button. A security check will appear.
3. Confirm the security check. The selected group is deleted.

3.3.6 Fax Forms

You can choose which fax forms you want to use for your fax messages. You may choose from the fax forms created with your messaging system (e.g. Communications). You can see the available fax forms in the preview but you cannot create new fax forms.

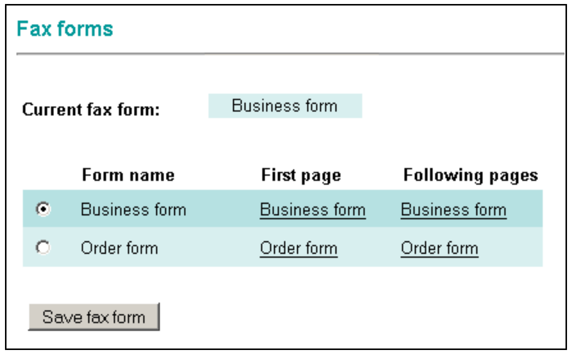


Figure 36 Personal Settings > Fax Forms

1. Click the fax form in the **list** (First page or Following pages). A new window opens and you can see the image of a fax form.
2. Click the **radio button** of the desired fax form and then select the **Save fax form** button to choose the selected fax form for future faxes.
3. Click **Do not use a fax form** if you do not want to use any of the fax forms listed.

The fax form currently selected will be displayed in the upper part of the window as **Current fax form**.

3.3.7 Time Profiles for Welcome Greetings

Using time profiles you can determine when and with which greetings your mailbox shall react to incoming calls.

NOTE: The greetings that can be integrated in the time profile of this dialog must first be created via the **Recordings** feature (see Section 3.3.8, “Recorddings”, on page 117).

3.3.7.1 Time Profiles

You can create either a simplified greeting configuration or an enhanced one.

NOTE: When you invoke the *Web Assistant* for the first time, the **Simplified greeting configuration** option is set by default.

To switch from the simplified greeting configuration to the enhanced one, access the **Voice mail system** dialog and remove the tick for the **Simplified greeting configuration** option.

We differentiate the two time profiles as follows:

- **The simplified settings for time profiles**
  In the simplified greeting configuration you can perform the greeting settings only globally and once. These settings then apply for all weekdays for which you have released the greetings.

- **The enhanced settings for the time profiles**
  In the enhanced greeting configuration you can perform detailed settings separately for each weekday.

3.3.7.2 Time Profile for the simplified Greeting Configuration

In the simplified greeting configuration you can globally specify the greetings to be used only once. These settings then apply for all weekdays for which you have released the greetings.

The following dialog will then be opened for the greeting configuration:

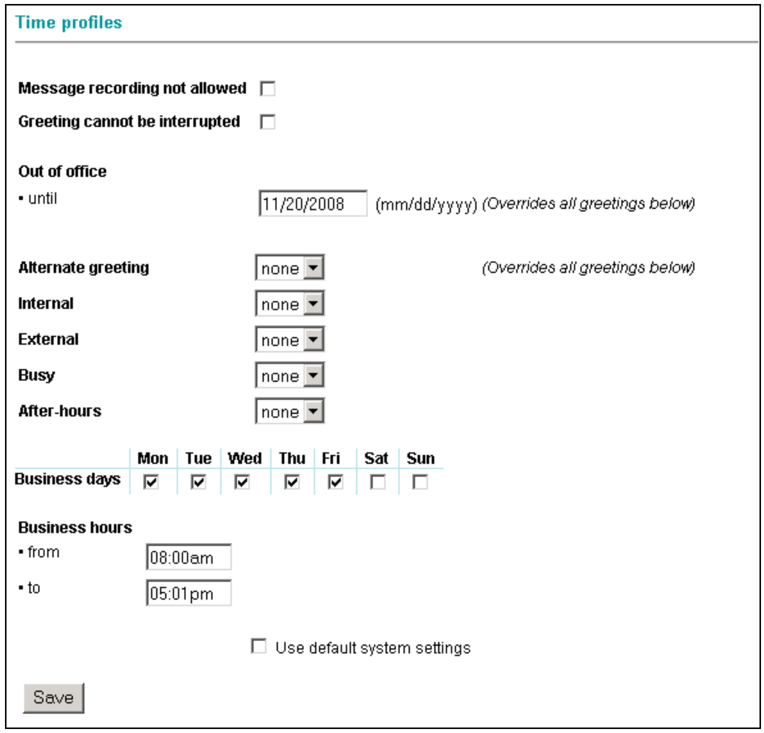


Figure 37 Time profile for the simplified greeting configuration

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NOTE: If the system is configured as multi-tenant solution, the administrator can configure a simplified tenant time profile for this tenant group. The following further requirements apply:
- You, the user, are assigned to a tenant group
- You use **Ergo**
as active voicemail system - You have selected the **Use default system settings** option.
The deviations from the default time profile settings resulting from this are specially highlighted in the text.

Time profiles (optional)

NOTE: The combo box is only available if the administrator has configured the reduced tenant time profile for a multi-tenant solution.

This combo box lets you access the reduced tenant time profiles as user in a multi-tenant environment if the above conditions have been fulfilled.

The combo box provides the options **Enhanced** for invoking the advanced configuration of the reduced time profile and **Standard** for invoking the simplified configuration of the reduced time profile.

Message recording not allowed

When this option is active, a greeting text is merely played for a caller. He/she cannot leave a message in your mailbox.

Greeting cannot be interrupted

After activating this option it is impossible to interrupt a greeting by pressing a telephone key. You cannot use the telephone keys until the system has played the entire greeting.

The only exception is the configured confirmation key (`*` or `#` key), which can be used at all times. If the configured confirmation key was ignored, it would not be possible to connect to your own voice mailbox.

Out of office greeting

NOTE: This feature is only available if the administrator has configured it in the system.

If you have recorded and activated an out of office greeting, the date entered here determines how long this greeting will be valid.

NOTE: You can also make this setting via the *PhoneMail* menu.

The date must be entered in the following syntax:

<*TT/MM/JJJJ*>

Example: The entry **08/02/2008** means that the activated out-of-office greeting is valid until 8 February 2008 00:00 hours.

Greetings

For each call type, for an alternative greeting, for outside business hours and for each weekday you can choose one of the following options:

- No greeting
- Personal greetings
  Personal greetings are indicated in the selection list merely with a number but do not feature a name or star. You can only select the personal greetings that you have previously recorded in the **Personal settings > Recordings** menu.

A number without star in the selection list corresponds to the number of a personal greeting in the list of the recorded greetings in the **Personal settings > Recordings** menu.

- Standard user greetings
  Standard user greetings are indicated in the selection list with a number and a star but do not feature a name. Only those standard user greetings are available that a user with administrator privileges has previously recorded in the **Personal settings > Recordings** menu as standard user greeting. A number with star in the selection list corresponds to the number of a standard user greeting in the list of recorded greetings in the **Personal settings > Recordings** menu.

NOTE: Please note that in the **Personal settings > Time profiles** menu a number entry without star in the selection list corresponds to a personal greeting, whereas in the **Server settings > Standard user profile** menu a number entry without star in the selection list corresponds to a standard user greeting.

In the **Greetings** section you can enter personal greetings for different call types:

- *Alternate greeting*
  An alternate greeting is played irrespectively of the call type (internal, external, busy). As soon as you record and activate this greeting, all incoming calls will be answered with it. This setting disables any other greetings you may have set for internal calls, external calls, calls with engaged line or outside business hours.

- *Internal*
  Select the greetings that should be played if the received call is an internal one (e.g. within a company).

  NOTE: This option is hidden if the administrator has configured the reduced tenant time profile for a multi-tenant solution.

- *External*
  Select the greetings that should be played if the received call is an external one (e.g. a call from another country).

  NOTE: This option is hidden if the administrator has configured the reduced tenant time profile for a multi-tenant solution.

- *Busy*
  Select the greeting that should be played if your telephone is busy when a call is received.

  > **NOTE:** This option is hidden if the administrator has configured the reduced tenant time profile for a multi-tenant solution.

- *After-hours greeting*
  Select the greeting that should be played if a call is received outside the set business hours.

Business days

By activating the appropriate **Business days** checkbox you determine for which weekdays the selected greetings are to be played.

Business hours

You can enter a time range for business hours in the **from** and **to** input fields. Enter the times in hours and minutes (syntax: HH:MM).

Outside the period specified here the greeting you have set under **After-hours** or a default greeting of the system is used.

Via the **Use default system settings** option you can copy the settings that the administrator has globally made for the system as standard user profile. When you select this option, all other selections and settings in the **Time profiles** dialog are disabled.

Click **Save** to save your settings.

3.3.7.3 Creating a Time Profile for the simplified Greeting Configuration

How to create a time profile for the simplified greeting configuration:

1. Open the **Voice mail system settings** dialog via the navigation menu **Personal settings** > **Voice mail system**.
2. Select in the **Voice mail system settings** dialog the **Simplified greeting configuration** option.
3. Click the **Save** button at the bottom of the **Voice mail system settings** dialog.
4. Then open the dialog **Personal settings** > **Time profiles**.

NOTE: If the settings page has not changed yet, log on to the system with the *Web Assistant* anew. The **Time profiles** settings page will then change to the desired format.

---

5. Set whether a message recording should be allowed. Activate or deactivate the option **Message recording not allowed**.
6. Set whether the caller may interrupt the greeting. Activate or deactivate the option **Greeting cannot be interrupted**.
7. If you have recorded and activated an out of office greeting, the date entered here determines how long this greeting will be valid.
8. Set the greetings for the single call types. In the corresponding pull-down menu select a greeting for each call type. If you do not select a greeting for a call type, the default greeting is used for this call type.
9. Select the working days.
10. Set the business hours.
11. Via the **Use default system settings** checkbox you can copy the system default settings.

NOTE: If you select this option, all other selection and setting options on this page become inactive.

---

12. Click the **Save** button.

Defining a time profile is complete.

3.3.7.4 Time Profile for the enhanced Greeting Configuration

The advanced time-profile allows making individual settings for each weekday.

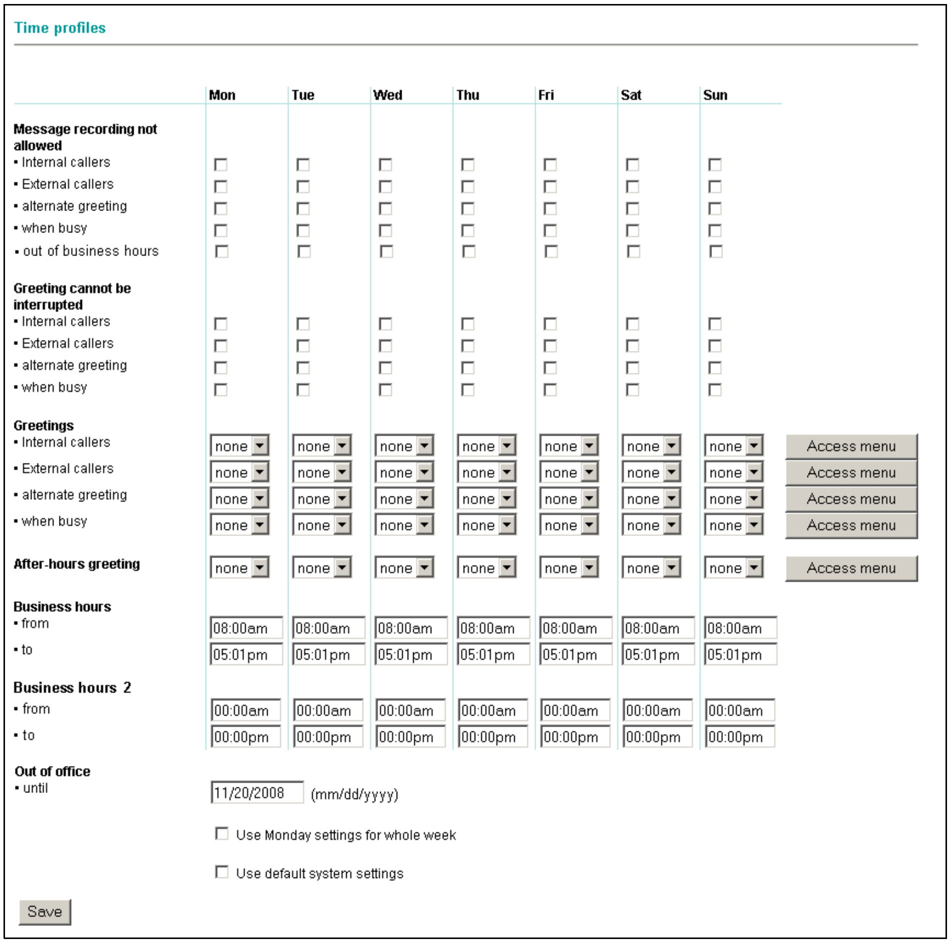


Figure 38 Personal Settings > Time Profiles

NOTE: If the system is configured as multi-tenant solution, the administrator can configure a simplified tenant time profile for this tenant group. The following further requirements apply:
- You, the user, are assigned to a tenant group
- You use **Ergo**
 as active voicemail system - You have selected the **Use default system settings** option.
The deviations from the default time profile settings resulting from this are specially highlighted in the text.

Time profiles (optional)

> ***NOTE:*** The combo box is only available if the administrator has configured the reduced tenant time profile for a multi-tenant solution.

This combo box lets you access the reduced tenant time profiles as user in a multi-tenant environment if the above conditions have been fulfilled.

The combo box provides the options **Enhanced** for invoking the advanced configuration of the reduced time profile and **Standard** for invoking the simplified configuration of the reduced time profile.

You can create an individual time profile for each weekday by assigning the settings to the corresponding greetings in a column each, respectively by selecting the corresponding greeting options.

You can select the following options and greeting settings:

Message recording not allowed

When this option is active, a greeting text is merely played for a caller. He/she cannot leave a message in your mailbox.

This option is available for the following call types:

- *Internal callers*

  > ***NOTE:*** This option is hidden if the administrator has configured the reduced tenant time profile for a multi-tenant solution.

- *External callers*

  > ***NOTE:*** This option is hidden if the administrator has configured the reduced tenant time profile for a multi-tenant solution.

- *Alternate greeting*
- *when busy*

  > ***NOTE:*** This option is hidden if the administrator has configured the reduced tenant time profile for a multi-tenant solution.

- *out of business hours*

Greeting cannot be interrupted

After activating this option it is impossible to interrupt a greeting by pressing a telephone key. You cannot use the telephone keys until the system has played the entire greeting.

The only exception is the configured confirmation key (`*` or `#` key), which can be used at all times. If the configured confirmation key was ignored, it would not be possible to connect to your own voice mailbox.

This option is available for the following call types:

- *Internal callers*

> **NOTE:** This option is hidden if the administrator has configured the reduced tenant time profile for a multi-tenant solution.

- *External callers*

> **NOTE:** This option is hidden if the administrator has configured the reduced tenant time profile for a multi-tenant solution.

- *alternate greeting*
- *when busy*

> **NOTE:** This option is hidden if the administrator has configured the reduced tenant time profile for a multi-tenant solution.

Greetings

For each call type, for an alternative greeting, for calls outside business hours and for each weekday you can choose one of the following options:

- No greeting
- Personal greetings
  Personal greetings are indicated in the selection list merely with a number but do not feature a name or star. You can only select the personal greetings that you have previously recorded in the **Personal settings > Recordings** menu. A number without star in the selection list corresponds to the number of a personal greeting in the list of the recorded greetings in the **Personal settings > Recordings** menu.
- Standard user greetings
  Standard user greetings are indicated in the selection list with a number and a star but do not feature a name. Only those standard user greetings are available that a user with administrator privileges has previously recorded in

the **Personal settings > Recordings** menu as standard user greeting. A number with star in the selection list corresponds to the number of a standard user greeting in the list of recorded greetings in the **Personal settings > Recordings** menu.

NOTE: Please note that in the **Personal settings > Time profiles** menu a number entry without star in the selection list corresponds to a personal greeting, whereas in the **Server settings > Standard user profile** menu a number entry without star in the selection list corresponds to a standard user greeting.

In the **Greetings** section you can enter personal greetings for different call types:

- *Internal callers*
  Select the greetings that should be played if the received call is an internal one (e.g. within a company).

  NOTE: This option is hidden if the administrator has configured the reduced tenant time profile for a multi-tenant solution.

- *External callers*
  Select the greetings that should be played if the received call is an external one (e.g. a call from another country).

  NOTE: This option is hidden if the administrator has configured the reduced tenant time profile for a multi-tenant solution.

- *alternate greeting*
  An alternate greeting is played irrespectively of the call type (internal, external, busy). As soon as you record and activate this greeting, all incoming calls will be answered with it. This setting disables any other greetings you may have set for internal calls, external calls, calls with engaged line or outside business hours.
- *when busy*
  Select the greeting that should be played if your telephone is busy when a call is received.

  NOTE: This option is hidden if the administrator has configured the reduced tenant time profile for a multi-tenant solution.

Via the **Access menu** button you can, according to the desired call type, directly branch to the dialog of the forwarding mode to perform the desired forwarding settings there. You find more information about the forwarding mode in Section

3.3.3, “Configuring a Forwarding”, on page 90

After-hours greeting

Select here the greeting that should be played if a call is received outside the business hours set.

The Access menu button

You can configure a separate forwarding mode for the call types **Internal callers**, **External callers** as well as for the greeting types **alternate greeting**, **when busy** and **After-hours greeting**. Via the **Access menu** button you directly reach the dialog for setting the forwarding mode. You find more information about the forwarding mode in Section 3.3.3, “Configuring a Forwarding”, on page 90

Business hours

You can enter a time range for business hours in the **from** and **to** input fields. Enter the times in hours and minutes (syntax: HH:MM).

Outside the period specified here the greeting you have set under **After-hours greeting** or a default greeting of the system is used.

You can use this setting to configure a greeting for the time in which you company is closed, for example.

Business hours 2

Using this setting you can define additional business hours analog to the above procedure.

In combination with the first business hours this setting can be used to also consider breaks within the business hours.

For example: Define under **Business hours** the time from the start of work to the lunch break and under **Business hours 2** the time from the end of the lunch break to the end of work.

Further settings

Via the **Use Monday settings for whole week** option you can copy the settings made for Monday to all weekdays and thus simplify the configuration.

Via the **Use default system settings** option you can copy the settings that the administrator has globally made for the system as standard user profile. When you select this option, all other selections and settings in the **Time profiles** dialog are disabled.

Click **Save** to save your settings.

Out of office greeting

NOTE: This feature is only available if the administrator has configured it in the system.

If you have recorded and activated an out-of-office greeting, the date entered here determines how long this greeting will be valid.

NOTE: You can also make this setting via the PhoneMail menu.

The date must be entered in the following syntax:

<*TT/MM/JJJJ*>

Example: The entry **08/02/2008** means that the activated out-of-office greeting is valid until 8 February 2008 00:00 hours.

3.3.7.5 Creating a Time Profile for the enhanced Greeting Configuration

How to create an advanced time-profile:

1. Open the **Voice mail system settings** dialog via the navigation menu **Personal settings** > **Voice mail system**.
2. Select in the **Voice mail system settings** dialog the **Simplified greeting configuration** option.
3. Click the **Save** button at the bottom of the **Voice mail system settings** dialog.
4. Open the menu item **Personal settings** > **Time profiles**.
5. Set whether a message recording should be allowed. Activate or deactivate the option **Message recording not allowed**.
6. Set whether the caller may interrupt the greeting. Activate or deactivate the option **Greeting cannot be interrupted**.
7. Set the greetings for the single call types. In the corresponding pull-down menu select a greeting for each call type. If you do not select a greeting for a call type, the default greeting is used for this call type.
8. Set the business hours.
9. If required, enter the period of validity of the out of office greeting.
10. Via the **Use Monday settings for whole week** checkbox you can transfer the Monday settings to all other days. If you do not select this option, you need to perform the steps 5 to 8 for each weekday.
11. Via the **Use default system settings** checkbox you can copy the system default settings.

    NOTE: If you select this option, all other selection and setting options on this page become inactive.

12. Click the **Save** button.

Creating an advanced time-profile is complete.

3.3.8 Recorddings

Personal settings > Recordings shows the recordings available to the user. Different user types are provided with different recording types:

- Standard user
  - Welcome greeting

    Recordings of this type are only displayed if they have been created by an administrator or company.
  - Standard user greeting

    Recordings of this type are only displayed if they have been created by an administrator or company.
  - Public group

    Recordings of this type are only displayed if they have been created by an administrator. An administrator can only create greetings of this type if a public group has been previously generated (see Section 4.2.4, “Groups”, on page 175).
  - Private group

    Recordings of this type are only displayed if they have been created by the user. Greetings of this type can only be created if a private group has been previously generated (see Section 3.3.5, “Groups”, on page 98).
  - Personal name recording

    Recordings of this type are only displayed if they have been created by the user.
  - Personal greeting

    Recordings of this type are only displayed if they have been created by the user.
  - Out of office greeting

    This is a temporal greeting that you can create via the Web Assistant or PhoneMail. The subscribers who send a fax or voicemail to you in your absence receive the out of office greeting automatically as voicemail. The feature is active until you manually disable it or until it reaches the expiration date you have set.

- Company
  - Welcome greeting

    Recordings of this type are only displayed if they have been created by an administrator or company.
- System
  - Standard user greeting

    Recordings of this type are only displayed if they have been created by an administrator or company.
  - No recording of type ,ÄúPrivate group,Äù is displayed, even if the user has made such a recording.
- Administrator
  - An administrator may use advanced recording options. You find further information in Section 4.2.11, “Recordings”, on page 198.

You can use any terminal device for your recording.

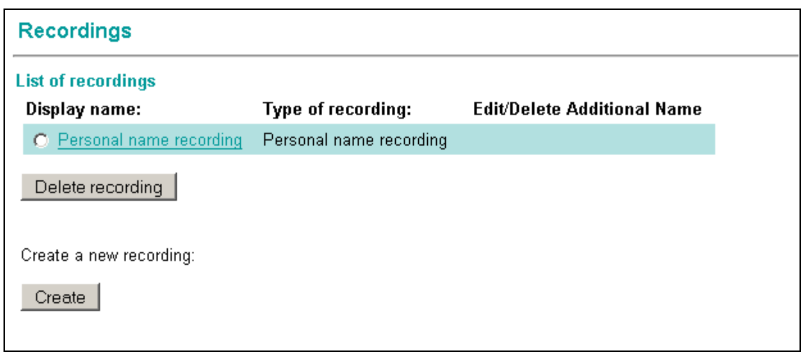


Figure 39 Personal Settings > Recordings

The recordings you have created may be used as greetings in the **Time profiles** dialog.

NOTE: If your administrator has created and configured global greetings (company greetings), they will be replaced by your personal greeting.

3.3.8.1 Recording and editing Greetings

You can save 9 private greetings and one name recording. The recording type **Private group** is only visible when you have created a private group (see Section 3.3.5, “Groups”, on page 98).

1. On the **Recordings** page click on **Create**. The following page opens:

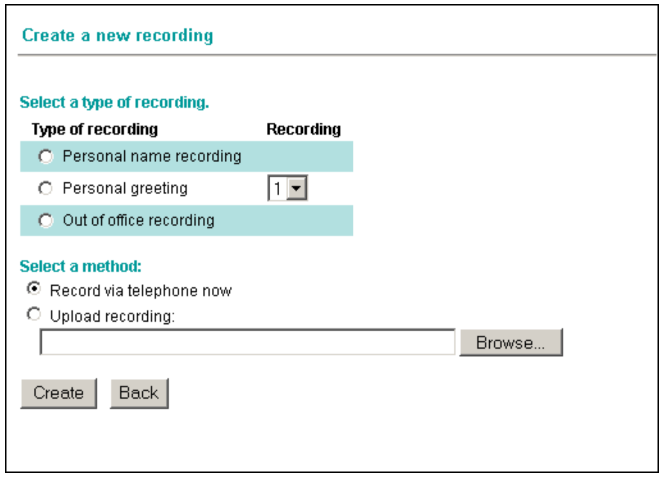


Figure 40 Creating a new Recording

2. In the **Type of recording** section select the desired recording type via the corresponding radio button.

3. In the **Recording** column select the details. In case of a standard user greeting or a personal greeting this is a digit. In case of a private or public group this is the group name. Based on this digit respectively name a recording may be selected, for example, in a time profile.

NOTE: If PhoneMail is installed as telephone user interface and under **Personal settings** > **Voice mail system** the **Simplified greeting configuration** option is ticked off, the recordings for the standard user greetings and personal greetings are not furnished with numbers but with the descriptions **Alternate greeting**, **Internal**, **External**, **Busy** and **After-hours**.

---

4. In the **Select a method** section you decide whether you want to make your recordings via telephone or use an already existing WAV file from your file system. Proceed as follows:

Recording a greeting via telephone:

1. Activate the option **Record via telephone now** and click on the **Create** button.
2. In the next dialog enter the number of the telephone you want to use for recording the greeting and confirm the entry with **OK**.

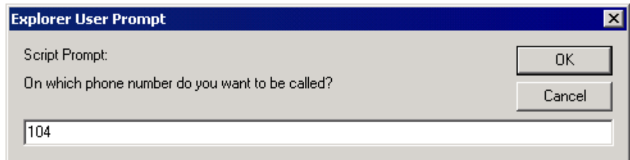


Figure 41 Phone Number Input Prompt

3. Your phone rings and you can start your recording. Click on the **Record** button to start the recording. You control the **record** and **play** features with the **buttons** that are now displayed in the browser window. You can record greetings, listen to them and delete them.

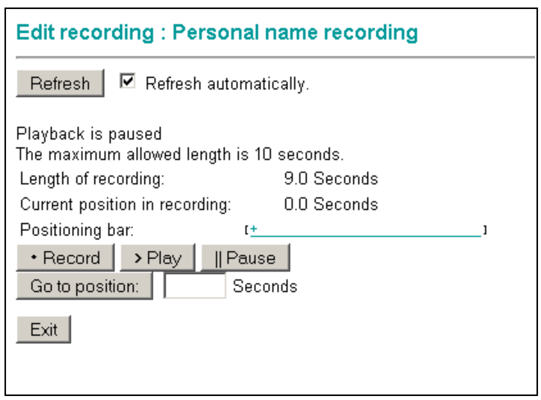


Figure 42 Editing a Recording

4. Click the **Pause** button to interrupt the recording. The current length of recording will be displayed.
5. Click the **left end of the positioning bar** to rewind to the start of the recording.
6. Click the **Play** button to play back the recording and listen to your recording via the telephone handset.
7. If you are satisfied with your recording, click the **Exit** button. The recording is saved and the **Recordings** page reappears.

8. If you would like to repeat the recording, click the **left end of the positioning bar** to rewind to the start of the recording and then click the **Recordings** button to restart the recording.

NOTE: If you have selected the **Refresh automatically** option, the cursor will always be set to the beginning of the input field by repeatedly downloading the page. This complicates the input. Disable this option before using the text field as described in step 9.

---

9. Enter a number in the **text field** beneath the buttons and click the **Go to position:** button to move to a specific position in the recording. The current position is displayed in seconds via the buttons and on the positioning bar.

uploading an existing greeting file

1. Activate the **Upload recording** radio button. Enter the path and file name of the prepared WAV file in the text field or find the desired file in the file system via the **Browse...** button.
2. Use the file selection dialog to navigate to the directory of the desired file.

NOTE: Verify that **All Files (*.*)** is default set as file type in the file selection dialog.

---

3. Select the desired WAV file.
4. Click the **Open** button in the file selection dialog.
   The path and the selected file are copied to the entry line.
5. Click **Create**.

3.3.8.2 Deleting Greetings

NOTE: A greeting used in a time profile cannot be deleted. Before you delete a greeting, check whether this greeting is used in a **time profile** (see Section 3.3.7, “Time Profiles for Welcome Greetings”, on page 104).

---

1. In the **List of recordings** select the greeting you want to delete.
2. Click **Delete recording**. You are prompted to confirm the deletion.
3. Click on **OK**. The selected greeting is deleted and you see the **Recordings** page again.

3.3.9 Default Output Devices

The **Default output devices** page allows you to change the name of the printer for automatic output of incoming faxes and to define the default output devices.

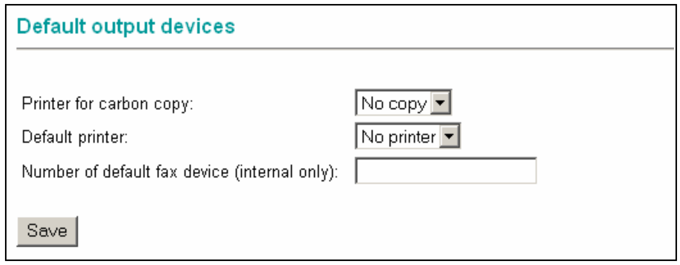


Figure 43 Personal Settings > Default Output Device

Option	Description
Printer for carbon copy	The network printers that have been configured in the *XPR* are listed here. If incoming faxes are not to be automatically output to a printer, select **No copy** from the list box. To activate the automatic output option, select a printer from the list box.
Default printer	Select the network printer on which your incoming fax messages are to be printed. This printer will be activated if you output a fax or e-mail message to your default printer via the telephone user interface.
Number of default fax device (internal only)	Enter the call number of the fax device that was configured on your PBX as your default fax device. This fax device is activated if you put out a fax to your default fax device via the telephone user interface.

Table 11

3.3.10 Mail Tracking

With the **mail tracking** feature you can specify how to handle a read receipt for a received e-mail.

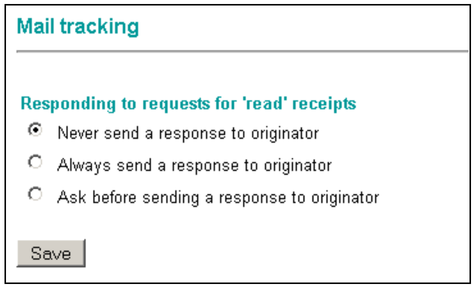


Figure 44 Personal Settings > Mail Tracking

1. Select the desired option here
   - **Never send a response to originator**
   - **Always send a response to originator**
   - **Ask before sending a response to originator** (you will be prompted whether a read receipt shall be sent for the current message)
2. Confirm the setting by clicking the **Save** button.

3.3.11 Guest Mailbox

NOTE: This feature is only available if it has been configured in the system by the administrator and the user is privileged to deploy this feature.

PhoneMail provides the option to address up to ten guest mailboxes per user. Any guests are thus enabled to access an individual mailbox in the system. A guest can log on to the system via the direct access number and access the mailbox after the legitimation by PIN entry.

Via the PhoneMail Direct Access, guests may then use the following features:

- Sending messages
  Via a guest mailbox messages may be sent to the following persons only:
  - To the PhoneMail user who has configured the relevant guest mailbox.
  - To all other guest mailboxes that have been created by the same PhoneMail user.
- Receiving messages
  In a guest mailbox, messages can only be received by the following persons:
  - By the PhoneMail user who has configured the relevant guest mailbox.
  - By all other guest mailboxes that have been created by the same PhoneMail user.

Guest mailboxes can only be created via the Web Assistant.

Creating a guest mailbox

How to create guest mailboxes:

1. Invoke in the Web Assistant via **Personal settings** > **Guest mailbox** the guest mailbox configuration dialog.

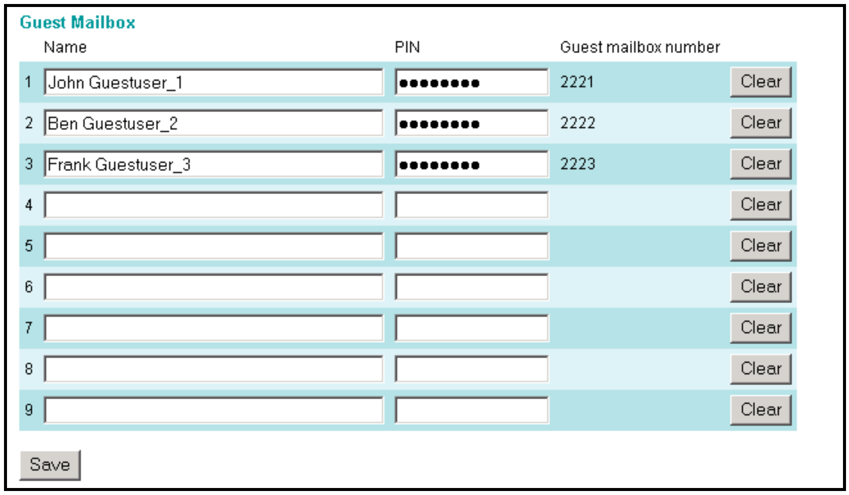


Figure 45 Configuration of the Guest Mailboxes

2. Enter under **Name** the name of the mailbox user.

3. Assign a PIN to the guest mailbox user.
   With this PIN a user authorizes himself/herself to use the guest mailbox feature after entering the PhoneMail direct access number.

4. Click on the **Save** button. In the **Guest mailbox number** column the mailbox number assigned by the system is displayed.

The guest mailbox creation is thus complete. A guest may now access this mailbox with the corresponding access data and via the TUI with PhoneMail.

Removing the guest mailbox

Via the **Clear** button you can delete entire guest user entries and thus remove a guest mailbox from the system.

4 The System Administrator Mode

The following is a description of the features available with the *Web Assistant* if you operate it in the system administrator mode.

NOTE: You need administrator access rights to arrive at the system administrator mode. The upper margin of the navigation bar displays in which mode the *Web Assistant* is currently running.

4.1 *Address book* Menu

As an administrator, you are also able to maintain the public address book in addition to a private address book. In the public address book, you can create and maintain contacts and contact groups.

The public address book features are identical to those in the private address book. You find a description of these features in Section 3.1, "Menu Address book", on page 36. Creating and maintaining public groups is described in Section 3.3.5, "Groups", on page 98.

4.2 *Server settings* Menu

4.2.1 User Administration

You can use the functions in this area to administer user and user group data of an *XPR* system. The following features are available for users and user groups:

- Defining, editing and deleting users
- Defining, editing and deleting user groups
- Activating and deactivating users
- Locking and unlocking users
- Resetting the MWI status, PIN, password, notification settings and voicemail settings
- Moving messages to another mailbox
- Upgrading voice-only users
- Acting on behalf of a user

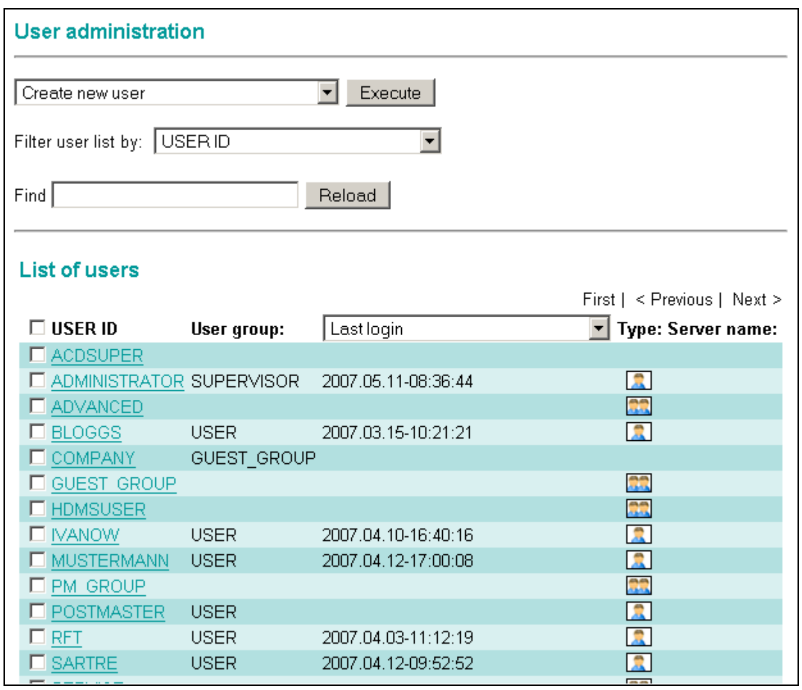


Figure 46 Server Settings > User Administration

The user administration shows all users available in the *XPR* system in a **List of users**. On top of the list you find a drop-down menu in which you can select a feature that is then applied to the accounts selected in the list of users.

Furthermore, the user administration offers a comprehensive filter feature to restrict the number of displayed user accounts according to the various filters and filter criteria applied.

Using a drop-down menu in the list of users you can display further information and properties of a user.

4.2.1.1 Functions on the *User administration* Page

In the upper section of the **user administration** page you can select the feature to be performed in a **selection field** and **Execute** it with the opposite button. The following features are available:

- Creating a new user (see Section 4.2.1.5, “Creating a new User”, on page 136)
- Creating new users by means of a template (see Section 4.2.1.7, “Creating new Users by Template”, on page 142)
- Importing user data (see Section 4.2.1.8, “Importing User Data”, on page 146)
- Creating a new user group (see Section 4.2.1.9, “Creating a new User Group”, on page 147)
- Deleting users/groups (see Section 4.2.1.10, “Deleting Users/Groups”, on page 151)
- Activating users (see Section 4.2.1.11, “Activating Users”, on page 152)
- Deactivating users (see Section 4.2.1.12, “Deactivating Users”, on page 152)
- Blocking users (see Section 4.2.1.13, “Locking Users”, on page 153)
- Unblocking a user (see Section 4.2.1.14, “Unlocking a User”, on page 153)
- Deleting the MWI status (see Section 4.2.1.15, “Deleting the MWI Status”, on page 154)
- Updating the MWI status (see Section 4.2.1.16, “Updating the MWI Status”, on page 155)
- Resetting the PIN (see Section 4.2.1.17, “Resetting the PIN”, on page 155)
- Resetting the password (see Section 4.2.1.18, “Resetting the Password”, on page 156)
- Resetting the notification settings (see Section 4.2.1.19, “Resetting the Notification Settings”, on page 157)
- Resetting the voicemail settings (see Section 4.2.1.20, “Resetting Voicemail Settings”, on page 158)
- Renaming users (see Section 4.2.1.21, “Renaming a User”, on page 159)

- Shifting messages to another mailbox (see Section 4.2.1.22, “Moving Messages to another Mailbox”, on page 161)
- Upgrading voice-only users (see Section 4.2.1.23, “Upgrading Voice-only Users”, on page 162)
- Acting on behalf of another user (see Section 4.2.1.24, “Acting on Behalf of another User”, on page 166)

4.2.1.2 Filter Features in the User Administration

You can restrict the list of users with filters and filter criteria. Each filter is handled via appropriate filter criteria. For example, you can filter the user list based on a phone number range. A phone number range must then be specified as filter criterion.

Depending on the filters you select, different columns appear in the user list.

The following filters are available:

User ID

Considers a user's USER ID. With the USER ID a user logs on to the system.

Last login

Considers the time of the last login. A range is specified as filter criterion.

Locked status

Filters the user list according to whether or not users are locked (cf. Section 4.2.1.13, “Locking Users”, on page 153 or Section 4.2.1.14, “Unlocking a User”, on page 153). You can specify status **Locked** as well as status **Unlocked** as filter criterion.

Activated-Deactivated

Filters the user list according to whether users are activated or deactivated (cf. Section 4.2.1.11, “Activating Users”, on page 152 or Section 4.2.1.12, “Deactivating Users”, on page 152). You can specify status **Activated** as well as status **Deactivated** as filter criterion.

Name

Filters the user list according to a user's name. This is not the USER ID. You can enter the name you look for or a substring of it as filter criterion. A substring finds all users whose name begins with the entered substring.

Voice mailbox number

Filters the user list according to the number of a user's voice mailbox. You can enter the voice mailbox number you look for or a substring of it as filter criterion. A substring finds all users whose voice mailbox number begins with the entered substring.

Range of voice mailbox numbers

Filters the user list according to the range of voice mailbox numbers. You can enter a number range or a substring of the number range you look for. A substring finds all users whose voice mailbox number begins with the entered substring.

Telephone Number

Filters the user list according to a user's phone number. You can enter the phone number you look for or a substring of it as filter criterion. A substring finds all users whose phone number begins with the entered substring.

Range of phone numbers

Filters the user list according to the range of phone numbers. You can enter a number range or a substring of the number range you look for. A substring finds all users whose phone number begins with the entered substring.

User group

Filters the user list according to the user's membership in a user group. You can select one of the user groups available in the system as filter criterion. All users who are members of this group are then displayed in the user list.

Is group?

Filters the user list according to whether an entry represents a group or a normal user. You can set whether groups or users are to be displayed as filter criterion.

TENANT

Filters the user list according to the users' membership of a specific tenant. All users who are members of this tenant are then displayed in the user list.

4.2.1.3 Search Feature in the User Administration

You can use the **search feature** to search the user database for items (e. g. user names, phone numbers, user IDs, etc.). The results are displayed in the user list. The left column displays the search criterion in alphabetic, or, in case of numbers, in numeric sequence.

The search feature searches the entries in the left column of the user list depending on the set filter and on whether searching the filtered display is useful. You will receive results if the complete search term corresponds to a complete list entry or part of a string starting from the first character on the left hand side of the list entry. Consequently, it is not possible to search for a part of a string in the middle of an entry. Using wildcards (*) is **not** possible either.

Example: Searching for a user

1. Filter the user list, so that the desired search item appears in the left column of the user list.
2. Enter the desired search string in the entry field next to **Find**.
3. Press the **Reload** button. The user list is restructured with the found hits.

   Supposed, you look for the listed name entry "Public, John". The search string "pub" provides a result, since it complies completely with the beginning of the list entry.

   Search strings such as "lic" or "John" do not provide a result since they only comply with part of a string from the middle or end of the list entry.

4.2.1.4 Setting the Display of detailed User Information

The list of users displays all users and group accounts available in the *XPR* system.

In the table caption of the list you find a **selection field** that you can use to display further information on the list entries. The time of the last login is displayed by default. You can select the following information:

- **Last login**:
  Displays the time of the last login
- **Locked status**:
  Displays the locking time.
- **Activated-Deactivated**:
  Flags deactivated users with an `X`. Activated users are not specially indicated.
- **Name**:
  Displays the entry names
- **Voice mailbox number**:
  Displays the voice mailbox numbers assigned to the entries
- **Range of voice mailbox numbers**:
  Displays the voice mailbox number ranges inclusive country code, area code and subscriber code
- **Telephone Number**:
  Displays the phone numbers assigned to the entries
- **Range of phone numbers**:
  Displays the phone number ranges inclusive country code, area code and subscriber code
- **User Group**:
  Displays the user group an entry belongs to
- **Is group?**
  Indicates entries that represent a group with `YES`
- **TENANT**:
  Displays the tenants assigned to the entries.

Further columns display information on the **group membership** of a user data record, **Type** of a data record (user  or user group ) and about the **server name** on which this data record is stored.

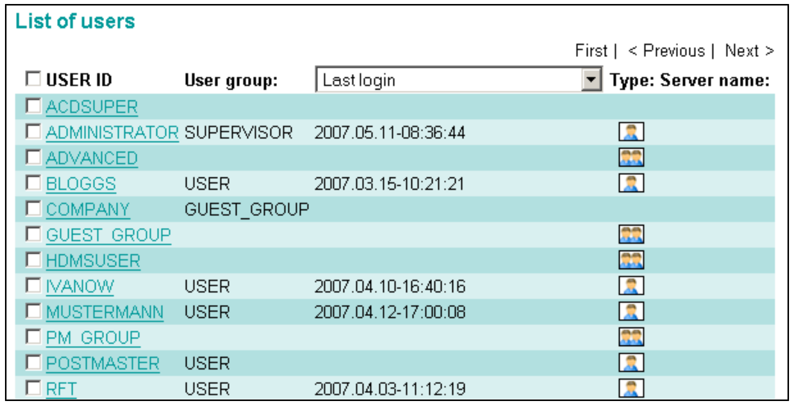


Figure 47 List of Users

Each data record is preceded with a box in which you can place a checkmark to select the entry for which a feature from the **feature selection** is to apply.

Some features may be simultaneously applied to several entries (for example, Delete user/group), other features can only be applied to one entry (for example, Rename users). If you nonetheless attempt to apply a feature to several entries though it is only applicable to one, an error message comes up.

The user ID of each data record appears colored and underlined. When you click on the user ID, the corresponding data record opens for viewing respectively editing.

4.2.1.5 Creating a new User

A user who has not been newly created with the help of a template adopts the settings of user *System*. Modifications to such settings (for example, which message types can be played via the TUI) must be performed by the system administrator or by the new user himself/herself.

How to create a new user record:

1. In the feature selection pick the **Create new user** option.
2. Press the **Execute** button. A new input window opens.

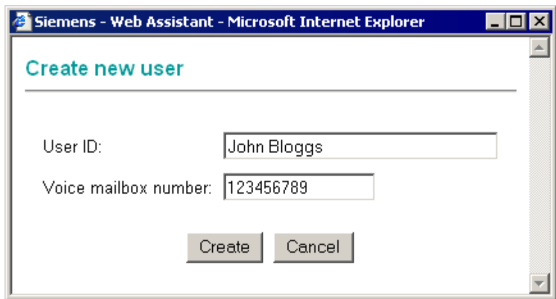


Figure 48 Creating a new User

3. In the **User ID** field enter the desired USER ID.

> ***IMPORTANT:*** The user ID **must not contain special characters and punctuation marks**. Entered blanks are automatically replaced with under-scores.

4. If a voicemail system is available (for example PhoneMail or VMS), you can assign a voicemail number in the **Voice mailbox number** field.
5. Click **Create**.

   The new user is created and the data record of this user opens, so that you can make further specifications:

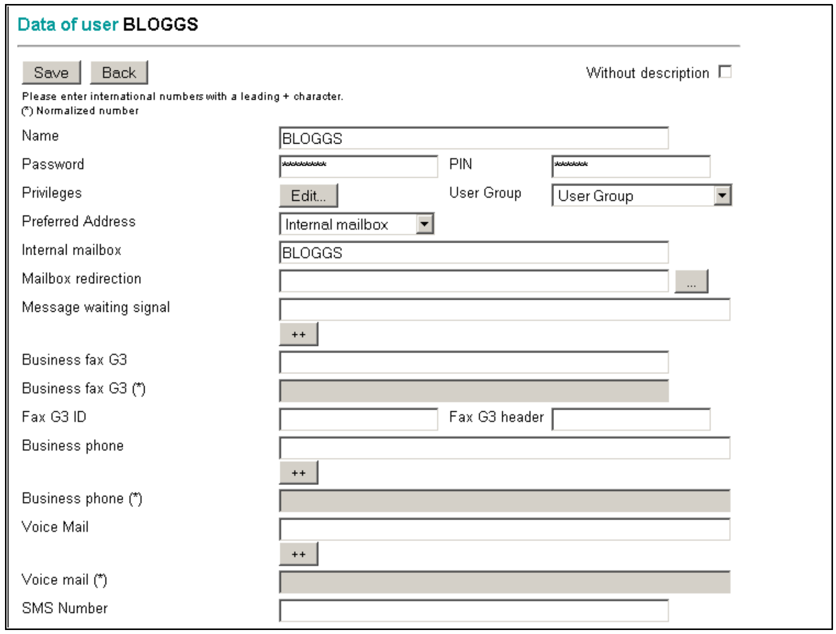


Figure 49 Server Settings > User Administration

Information already available is entered in the corresponding fields. For example, the USER ID specified in step 3 on page 136 can already be seen in the **Name** field. Every new user is first assigned to the **User group**.

6. Enter a password for the new user in the **Password** field. During the creation of a new user, the system assigns a default password. If you do not change this password, it must be modified by the user at his/her first login. Please also see the note in step 7 on page 137.

7. Allocate a **Pin** with which the user can log in to the voice mail system via telephone.

NOTE: If you do not save the entries for password or PIN here, the default values will be copied. The default password is configured in the `param.xml` file by the `UserInit_Password` parameter. The default PIN is configured in the voicemail profile, **Security** tab, or in the extended settings of the ISDNAPL respectively IPAPL, **Security Settings** tab of a voicemail profile's properties.
If the default values are used, the user is automatically prompted to change his/her password and PIN when he/she logs on for the first time.

---

8. If necessary, attribute the user to another **User Group**. Please also refer to Section A.2, "User Group Privileges", on page 283.

9. If necessary, change the **access privileges**. Click the **Edit** button for this purpose. In the following dialog you can add respectively remove privileges. Please refer to Section 4.2.1.6, "Granting or withdrawing Privileges", on page 140.

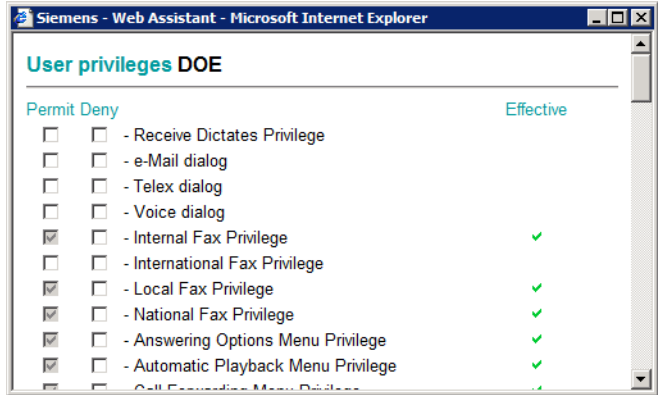


Figure 50 User Privileges

NOTE: Privileges assigned to a new user via his/her group membership are grayed out. They cannot be modified.

If the new user is to use VPIM, the **AMIS/VPIM Privilege** must be selected.

---

10. You may enter further parameters in the user data record.

NOTE: Detailed information on privileges and all database fields of a user data record is found in the *Server Administration* manual.

The content of some fields must be unique (e.g. phone number). If you enter a value that is already in use, an error message will tell you which value is not unique when you save the user data record.

If time zone support is activated on the *XPR* server, the TIMZONE field is displayed at the lower end of the page. With the help of this field you can configure a time zone for the user. The user can change this setting in his/her personal settings. For further information on time zone support please refer to the *Server Administration* manual. Time zones are only supported by *XPR* clients of version 5.0 or higher, but not by VFS scripts.

---

11. After you have accomplished editing the user data record, save the settings with the **Save** button. An **indication dialog** appears to confirm the storing.
12. Click on **Continue**. The new user data record is displayed in the **List of users**.
13. The **Back** button brings you to the start page of the user administration.

Configuring a hearing impaired user

You can configure a hearing impaired user as follows: The prerequisite is that the user disposes of a TDD/TTY:

1. Configure the language **English (US)** for this user. This feature is not supported for other languages at the moment.
2. Enter the parameter ***S*** in the ***User options for voice mail system*** field.

   If you play back the messages in your own box or enter a foreign box, the messages and greetings will be displayed on the TDD/TTY.

4.2.1.6 Granting or withdrawing Privileges

Specific system features are not available to a user until he/she has been granted the corresponding privilege. Each user receives at first all privileges that were also assigned to his/her user group. Such group privileges can also be withdrawn again via the privilege settings of the user's own account.

Furthermore, a privilege can be additionally assigned to a user, even if his/her group does not have this privilege.

When a privilege has explicitly been withdrawn from a group, in cannot be assigned to a member of this group anymore.

Consequently, a user receives the following privileges:

- all group privileges that are **not** explicitly withdrawn from him/her
- all privileges that are assigned to him/her in addition to the group privileges

---

NOTE: You find detailed information about the meaning of the individual privileges in the *OpenScape Xpressions Server Administration* manual.

How to grant or withdraw privileges:

1. Open the data of the user whose privileges you want to customize. To do this, click on the underlined USER ID in the user list.

   The user's data are displayed in an editing view.

2. Click the **Edit** button in the **Privileges** line.

   The following page opens in another window:

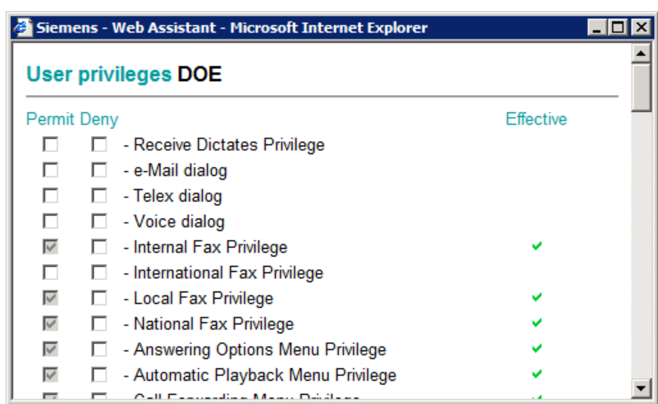


Figure 51 Granting or withdrawing Privileges

   This page lists all available privileges.

   The **Permit** column displays a gray checkbox with a tick for the privileges that a user has received based on his/her group membership. Privileges not indicated in this column can be additionally assigned to the user.

In the **Deny** column you can select privileges that the user is not to receive. You can also deny privileges that the user has received via his/her group membership. And it is also possible to deny privileges that the user not has, so that he/she does not receive them even if his/her group should be granted these privileges. Privileges displayed with a gray checkbox were withdrawn from the group and cannot be granted to the user.

In the **Effective** column those privileges are indicated with a green tick that the user actually has. A privilege is only valid if you explicitly select it in the **Permit** column, or if it is selected in the **Permit** column but not simultaneously in the **Deny** column.

3. In the **Permit** column select the privileges the user is to receive.
4. In the **Deny** column select the privileges the user is not to receive.
5. Click on the **Apply** button at the bottom of the dialog to save your settings. You can close the dialog via the **Cancel** button and dismiss possible modifications to the user's privileges.

4.2.1.7 Creating new Users by Template

Via this option you can create several users whose properties and settings are mostly identical at the same time. Therefore, an already created user is used as template.

NOTE: Modifications of the template do **NOT** affect the users that have been created via this template.

The following properties are not taken from a template and must be indicated manually for each created user.

- Name
- Mailbox number
- Fax number
- SMS number
- Private phone number
- Private fax number
- Private mobile phone number
- Recordings

Each user created on the basis of a template copies the following settings from the template:

User settings

- User Group (GROUP)
- Organization (COMPANY)
- Department (DIVISION)
- Address 1 (ADDR1)
- Address 2 (ADDR2)
- Zip Code (ZIP)
- Location (CITY)
- State (STATE)
- Country (COUNTRY)
- Home page after login (WEB_STARTPAGE)

Voicemail settings

- Active Voice mail system
- all attributes of the programmable quick dialings
- User prompts
- Playback volume
- Callers can leave urgent messages
- Referral extension
- Forward access mode settings

Personal filters

- all attributes

Notifications

- Active message types for MWI
- all attributes of the consistent settings for notifications

Groups

- all attributes

Fax forms

- all attributes

Time profiles

- all attributes

Mail tracking

- all attributes

How to create new users on the basis of a template:

1. Create a user to serve as template. Proceed as described in Section 4.2.1.5, "Creating a new User", on page 136.

   The thus created user will be displayed in the user list. It is useful to select the name of this user template in a way that underlines the aim of this user entry, e.g.`user_template`.

2. Select the template you have created under 1 in the user list.

3. Select the entry **Create new users by template** in the pull-down menu on top and then click the **Execute** button.

   The following page will be displayed:

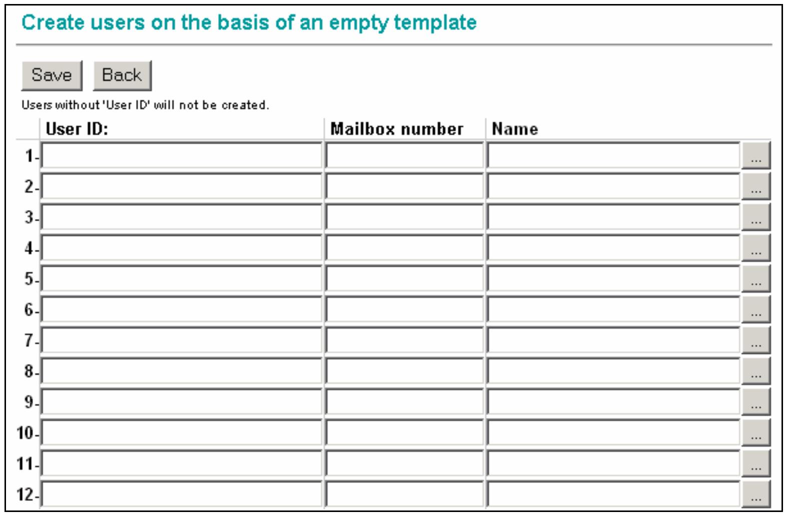


Figure 52 Creating new Users by Template

4. Enter for each user in an individual line the user ID, the mailbox and his/her name.

5. If you want to enter required data in addition, click the dot icon next to the entry that you currently edit. This step is optional.

   The following window opens:

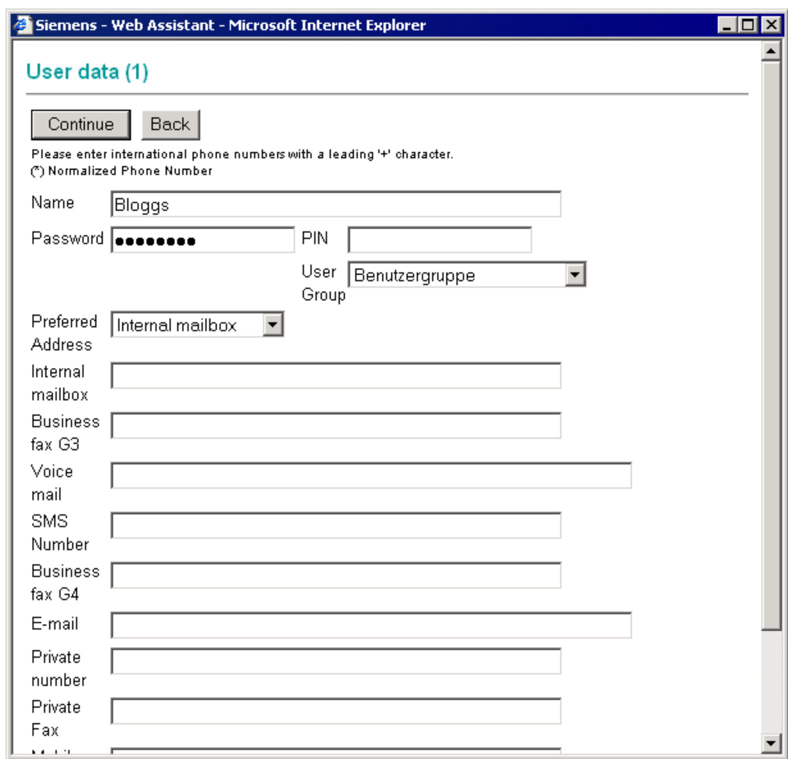


Figure 53 Data of a User

6. Enter the required information in the respective fields. If a name has already been entered, it will be displayed here.

7. Click the **Next** button in this window after you have entered all information.
8. Perform step 4 to step 7 for every user you would like to create with the current template.
9. Then click the **Save** button.

   A confirmation page will be displayed.
10. Click the **Next** button to close the confirmation page. You will arrive at the user administration.

    Besides the number of newly created users the confirmation page also displays possible errors.

Creating new users on the basis of a template is now complete.

4.2.1.8 Importing User Data

This feature enables the creation of new users from a so-called CSV file (CSV = Comma Separated Values).

The CSV file may be structured as follows:

- Permanent format, header
  `NAME,USER_ID,VOICE,FAX,GROUP,PASSWORD,PIN`
- Variable format, header
  `Field Names:,<Field1,Field2,Field3,...,FieldN>`

The NAME and USER_ID fields are mandatory for both formats. If the header misses these two fields, the import will be rejected with an error message. All other fields need not be filled in. For each line in the CSV file a new user is created with the corresponding data.

Example of a CSV file with permanent format:

```
Mustermann,MUSTERMANN,200,300,USER,password,321890
Mayer,MAYER,201,301,USER,mayer,
Schmitz,SCHMITZ,,,USER,,
```

Example of a CSV file with variable format:

```
Field Names:,NAME,USER_ID,GROUP,PASSWORD,VOICE,FAX
Mustermann,MUSTERMANN,USER,password,321890,200,300
Mayer,MAYER,USER,mayer,201,301
Schmitz,SCHMITZ,USER,,,,
```

How to import new users:

1. Create a CSV file according to the above examples.
2. Log on to the Web Assistant as administrator and open the menu option **Server settings** > **User administration**.
3. Select a user whose data is to be used as template for the empty data fields. The empty data fields will be filled with the data of the selected user during the import.
4. In the drop-down menu select the **Import user data** option. Another window opens.
5. In this dialog use the **Browse...** button to find the CSV file and click on the **Import users** button.

   The additional window is closed and the number of imported users displayed.

4.2.1.9 Creating a new User Group

How to define a new user group:

1. In the feature selection pick **Create new user group**.

2. Press the **Execute** button. A new input window opens.

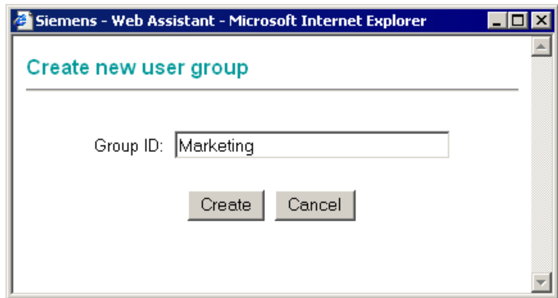


Figure 54 Creating a new User Group

3. Enter the desired group name in the **Group ID** text field.

IMPORTANT: The group name **must not contain special characters and punctuation marks**. Blanks are automatically replaced with underscores.

---

4. Click **Create**. The entry form for the new user group opens:

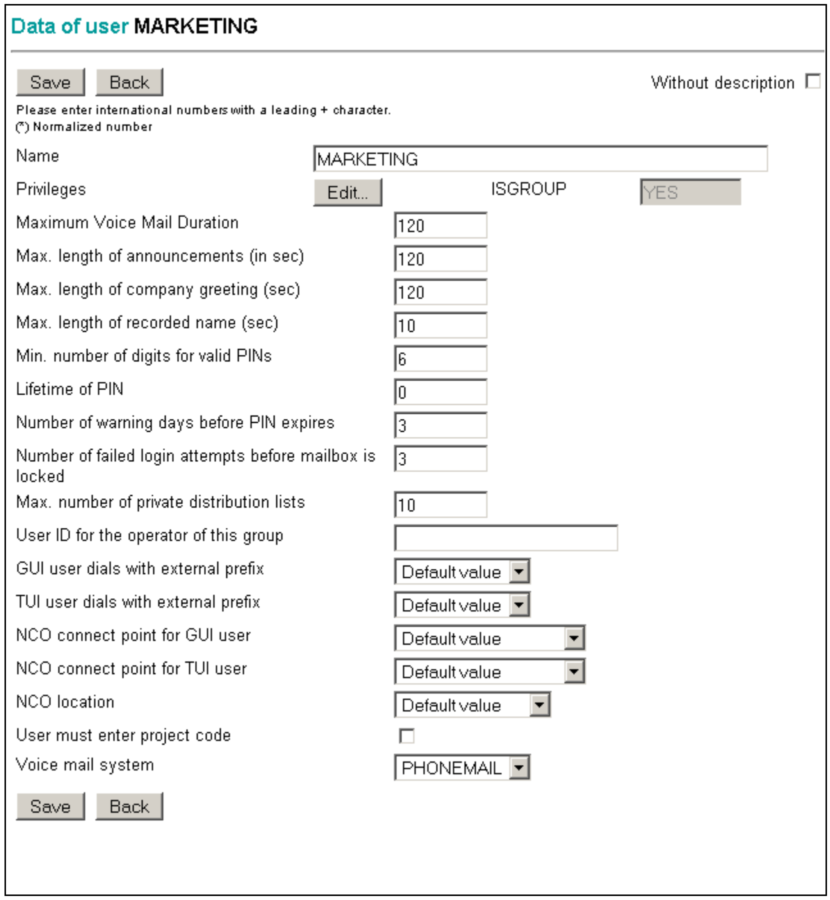


Figure 55 Entry Form for User Groups

The group name allocated in step 3 is already entered in the **Name** field.

5. Define the access privileges for the new user group. Click the **Edit** button for this purpose. In the following dialog you can add or remove privileges by activating or deactivating the corresponding checkboxes.

NOTE: Detailed information on the single privileges of a user group can be found in the *Server Administration* manual.

---

6. Edit the user group voicemail settings as you please. The following parameters can be set or modified:

NOTE: You find a description of all parameters in Section A.1, “Database Fields in the Group/User Administration”, on page 277 and in the Server Administration manual.

- **Maximum Voice Mail Duration**

  The time in seconds available to callers to record their message. Shortly before the set time expires, the caller receives a warning.

- **Max. length of announcements (in sec)**

  Time in seconds that a group member has for recording his/her individual greetings.

- **Max. length of company greeting (sec):**

  Time in seconds available to record the company greeting. Remark: This setting is only considered useful for the group that contains the “Company“ user account via which a company greeting is activated.

- **Max. length of recorded name (sec)**

  Time in seconds that a group member has for recording his/her individual name.

- **Min. number of digits for valid PINs**

  The value entered here determines of how many digits a new group member PIN must at least consist. Longer PINs increase security.

- **Lifetime of PIN:**

  The number of days after which the PIN is considered invalid for group members and the user is prompted to enter a new PIN. An entry of 0 deactivates this feature.

- **Number of warning days before PIN expires**

  The number of days a warning should be output before the telephone password expires is set here for the users of the selected group. The warning then always occurs with user login. Example: If the PIN is to be valid for 30 days and the number of warning days has been set to three, the first note of the PIN expiring is issued to the user after 27 days.

- **Number of failed login attempts before mailbox is locked**

  The value entered here is used to specify for the group members how often they may enter an incorrect PIN until the mailbox is locked. This applies exclusively for the mailbox access login via the *Web Assistant*. The number of failed mailbox access attempts made via the *Web Assistant* are stored in the E_LOGIN_STAT database field.

  NOTE: The number of failed access attempts until the mailbox is locked in case of mailbox access via the telephone user interface (TUI) is set in the voicemail profile (advanced ISDNAPL respectively IPAPL settings, **Security Settings** tab of a voicemail profile's properties). The number of failed attempts in case of access via the TUI is stored in the VM_LOGIN_FAILED and VM_LOCK_SET database fields.

  A locked mailbox must be unlocked by the administrator before a user can access it again. The user will in this case be assigned a new PIN in the **PIN** field of the user data entry mask. This procedure applies for both cases; locking after too many failed mailbox access attempts via the *Web Assistant* or via the TUI. The database fields will thereby be reset.

- **Max. number of private distribution lists:**

  Number of distribution lists that a group member may generate.

- **User ID for the operator of this group**

  A call destined for a member of this user group is diverted to the subscriber whose ID is entered here upon request.

- **User must enter project code**:

  If this feature is activated, a user wishing to be connected from the voicemail system to an external connection has to enter a code number that is used for accounting purposes. The PBX records how many costs arise for a code number.
  A scenario for such an application is e.g. a law firm recording phone calls with clients for invoicing this way. On the basis of the list created by the PBX the client can be charged for the call and consultation.
  Principally, dialing a code is always possible. Selecting this option forces the members of the new group **always** to dial a code.

- **Voice mail system**:

  In the opposite selection field you can choose the voicemail system to be used by the group (**PhoneMail** or **VMS**).

- **TIMEZONE**:

  Here you set the time zone for the group. The TIMEZONE field is only available if time zone support is activated on the *XPR* server. The setting here is adopted for all user accounts belonging to the configured group.

Users can change this setting. For further information on time zone support please refer to the *Server Administration* manual. Time zones are only supported by *XPR* clients of version 6.0 or higher, but not by VFS scripts.

7. After you have accomplished editing the user group, save the settings with the **Save** button. An indication dialog appears to confirm the storing.
8. Click **Continue** to return to the **User administration** page.
9. The new user group is displayed in the **List of users**.

You have now finished creating a new group.

4.2.1.10 Deleting Users/Groups

You can delete single user or group accounts anytime.

IMPORTANT: If you delete a user group, you must assign the members of this group to another group so that they still have the defined privileges.

---

1. Select the user or user group you want to delete.
2. In the feature selection pick **Delete user/group**.
3. Click **Execute**.
4. Confirm the **security check**. The data is deleted.
5. Click the **Next** button.

The group or the user is deleted and the name of the deleted group or the deleted user will no longer be displayed in the list.

4.2.1.11 Activating Users

By means of this feature you can activate deactivated users, so that they can log on to the system again. How to activate users:

1. Select the **Activated-Deactivated** property from the drop-down menu on top of the user list.

   All deactivated users are indicated with an `X`.

2. Select the users in the user list that you want to activate.
3. Select the **Activate** feature in the features drop-down menu.
4. Click **Execute**.
5. Confirm the security prompt with **OK**.

   The selected users become active.

6. Click on **Continue**.

   The user activation is complete.

4.2.1.12 Deactivating Users

Deactivated users cannot log on to the system anymore. This ensures, for example, that retired co-workers have no longer access to the system.

At their initial login attempt deactivated users receive the error message **This account has been disabled**.

How to deactivate users:

1. Select the users in the user list that you want to deactivate.
2. Select the **Deactivate** feature in the features drop-down menu.
3. Click **Execute**.
4. Confirm the security prompt with **OK**.

   The selected users are deactivated.

5. Click on **Continue**.

   The user deactivation is complete.

4.2.1.13 Locking Users

The system automatically locks users who too often attempt to log on with an incorrect password. You can also execute this locking feature manually via the user list.

At their initial login attempt, locked users receive the error message **Too many incorrect login attempts**.

How to lock users:

1. Select the users in the user list that you want to lock.
2. Select the **Lock** feature in the features drop-down menu.
3. Click **Execute**.
4. Confirm the security prompt with **OK**.

   The selected users are locked.
5. Click on **Continue**.

   The user locking is complete.

4.2.1.14 Unlocking a User

Via this feature you can enable users who have been automatically locked by the system on grounds of e.g. too many incorrect login attempts to access the system again. For this process it is irrelevant whether the password or the PIN was entered incorrectly too many times.

The system will automatically unlock locked users after a specific period anyway (cf. also Section 4.2.3, “Time until locked users are granted access again”, on page 172), but sometimes it may be necessary to lift such a lock earlier.

How to unlock users:

1. Select the **Locked status** property from the drop-down menu on top of the user list.

   For all locked users the time when their locking became effective is displayed.
2. Select the users that you want to unlock.
3. Select the **Unlock** feature in the features drop-down menu.
4. Click **Execute**.

5. Confirm the security prompt with **OK**.

   The selected users become active.

6. Click on **Continue**.

   The user activation is complete. These users can now deploy their old PIN to log on to the system again.

NOTE: If the mailbox was locked on grounds of too many incorrect PIN entries, the user is likely to have forgotten his/her PIN. He/she must then be assigned a new PIN. After the assignment of a new PIN the mailbox will be automatically unlocked. If the mailbox was locked because the user entered his/her password incorrectly several times, he/she must be assigned a new password. The password can also be reset to the default password. After the user has logged in with the default password, he/she is immediately prompted to change the password.

4.2.1.15 Deleting the MWI Status

With this feature you can delete the MWI status of selected users. MWI signals that cannot be updated anymore are reset to a specified value so that subsequently the MWI status can be updated. Proceed as follows:

1. Select the users in the user list whose MWI status you want to delete.
2. Select the **Clear MWI status** feature in the features drop-down menu.
3. Click **Execute**.
4. Confirm the security prompt with **OK**.

   The MWI status of the selected users is deleted and you receive a success message.

5. Click on **Continue**.

   Deleting the MWI status for the selected users is complete.

4.2.1.16 Updating the MWI Status

With this feature you can update the MWI status of the selected users. Proceed as follows:

1. Select the users in the user list whose MWI status you want to update.
2. Select the **Update MWI status** feature in the features drop-down menu.
3. Click **Execute**.
4. Confirm the security prompt with **OK**.

   The MWI status of the selected users is updated and you receive a success message.
5. Click on **Continue**.

   Updating the MWI status for the selected users is complete.

4.2.1.17 Resetting the PIN

With this feature you can reset the PIN of one or several users. The PINs are reset to the default value. Each user whose PIN has been reset must change the PIN after the next login.

How to reset the PIN:

1. Select the users in the user list whose PIN you want to reset.
2. Select the **Reset PIN** feature in the features drop-down menu.
3. Click **Execute**.
4. Confirm the security prompt with **OK**.

   The PINs of the selected users are reset and you receive a success message.

5. Click on **Continue**.

   Resetting the PIN is complete.

NOTE: If you do not want to assign a user the default PIN but a new one, you can specify it in the PIN field of the user data entry mask. This will unlock the mailbox. See Section 4.2.1.9, “Number of failed login attempts before mailbox is locked”, on page 150.

4.2.1.18 Resetting the Password

With this feature you can reset the password of one or several users to the default value (cf. password and PIN entry in Section 4.2.1.5, “Creating a new User”, on page 136). This may be required if users have forgotten their password or the mailbox was locked on grounds of two many incorrect login attempts.

How to reset passwords to the default password:

1. Select the users in the user list whose passwords you want to reset.
2. Select the **Reset password** feature in the features drop-down menu.
3. Click **Execute**.
4. Confirm the security prompt with **OK**.

   The passwords of the selected users are reset and you receive a success message.
5. Click on **Continue**.

   Resetting the passwords is complete.

This will unlock the mailbox access and the user may log on to the system again, then using the default password. After he/she has logged in, he/she will be immediately prompted to create a new password.

NOTE: If you do not want to assign a user the default password but a new one, you can specify it in the password field of the user data entry mask. This will also unlock the mailbox.

4.2.1.19 Resetting the Notification Settings

With this feature you can reset the notification settings of several users. In doing so, you can copy the notification settings of another user or use the default values.

How to reset notification options:

1. Select the users in the user list whose notification settings you want to reset.
2. Select the **Reset Notification settings** feature in the features drop-down menu.
3. Click **Execute**.

   The following page opens in a new window:

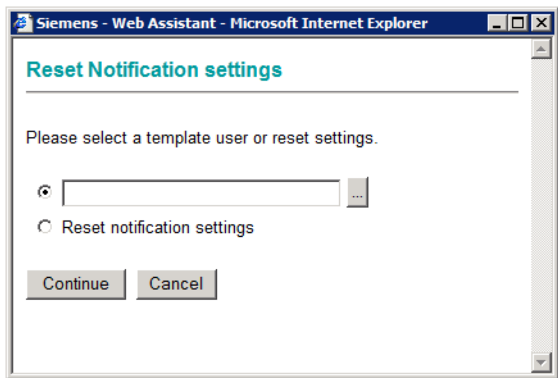
   

   Figure 56 Resetting the Notification Settings

4. To copy the notification settings of another user, click on the dotted button. Another window opens, in which you can select a user from the list whose notification settings you want to copy. To do this, click on the underlined USER ID of the desired user.

   To copy the system's default settings, select the **Reset notification settings** option.

5. Click the **Continue** button.

> ***NOTE:*** If the selected user does not have notification settings, you receive an error message and may select another user.

6. Confirm the security prompt with **Yes**.

   The notification settings of the selected users are reset or overridden and you receive a success message.

7. Click on **Continue**.

   Resetting the notification settings is complete.

4.2.1.20 Resetting Voicemail Settings

With this feature you can reset the voicemail settings of several users. In doing so, you can copy the voicemail settings of another user or use the default values.

How to reset voicemail settings:

1. Select the users in the user list whose voicemail settings you want to reset.
2. Select the **Reset Voice mail settings** feature in the features drop-down menu.
3. Click **Execute**.

   The following page opens in a new window:

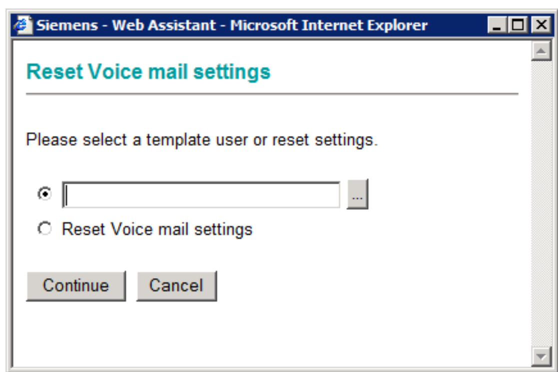


Figure 57 Resetting Voicemail Settings

4. To copy the voicemail settings of another user, click on the dotted button. Another window opens, in which you can select a user from the list whose voicemail settings you want to copy. To do this, click on the underlined USER ID of the desired user. To copy the system's default settings, select the **Reset Voice mail settings** option.
5. Click the **Continue** button.

NOTE: If the selected user does not have voicemail settings, you receive an error message and may select another user.

---

6. Confirm the security prompt with **Yes**.
   The voicemail settings of the selected users are reset or overridden and you receive a success message.

7. Click on **Continue**.
   Resetting the voicemail settings is complete.

4.2.1.21 Renaming a User

IMPORTANT: When you rename a user, the corresponding entries in **private groups** made by users will not be updated. Therefore, please inform the users about your renaming a user so that they can update their private groups.

After renaming, assign a new password to the user, as he/she can otherwise not log on to the system.

You cannot rename several users at the same time. When a user receives a new name, all his/her settings and messages are maintained.

A renamed user can only log on with a new user ID and a new password. How to rename a user:

1. Select the user in the user list who you want to rename.

2. Select the **Rename users** feature in the features drop-down menu.

3. Click **Execute**.

   The following window opens:

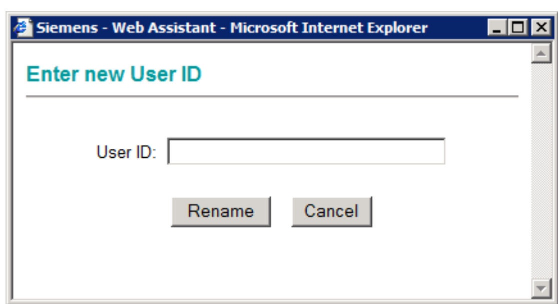


Figure 58 Renaming a User

4. Enter the user's new ID in the **User ID** field. Then click the **Rename** button.

   You are prompted to give the renamed user a new password.

5. Click the **Next** button.

6. Then select the renamed entry in the user list. The page showing the user's properties opens.

7. Enter a new password in the **Password** field and click on **Save**.

   You receive a confirmation.

8. In this confirmation click the **Continue** button. You return to the user's properties page.

9. Click on the **Back** button. You return to the user list.

   Renaming a user is complete.

4.2.1.22 Moving Messages to another Mailbox

With this feature you can move messages that are currently available in a mailbox to another mailbox. The moved messages have then disappeared from the original mailbox. In this way you can e.g. provide the mailbox contents of a retired co-worker for his/her successor.

NOTE: When moving messages from one mailbox into another, only the received messages will be shifted. The sent ones will not be considered.

How to move messages to another mailbox:

1. Select the user in the user list whose messages you want to move.
2. Select the **Move messages to other mailbox** feature in the features drop-down menu.
3. Click **Execute**.

   The **Move messages** dialog opens.

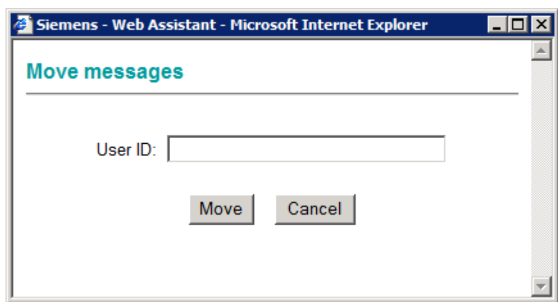


Figure 59 Moving Messages

4. In the **User-ID** field enter the ID of the user to whose mailbox the messages are to be moved. Then click the **Move** button.

   You receive a success message.
5. In the success message click on **Continue**.

   Moving a user's messages is complete.

4.2.1.23 Upgrading Voice-only Users

NOTE: You can use this feature only in combination with a Microsoft Exchange gateway.

Please heed the following restrictions and notes:

- If user accounts are upgraded to Integrated Messaging (IM) usage, only the messages from the *XPR* **inbox** are copied to the Exchange mailbox.

  NOTE: Integrated Messaging (IM) is not supported with Exchange Server 2007.

- If user accounts are upgraded to True Unified Messaging (TUM) usage, the contents of the **entire** *XPR* **mailbox** is copied to the Exchange mailbox. In this process, the folder structure of the *XPR* mailbox is retained.

  IMPORTANT: After the upgrade to TUM has been completed, all messages of the corresponding user are deleted in the *XPR* mailbox.

If your *XPR* system is to be upgraded from a voice-only system to a TUM or IM system, you need to upgrade the user accounts that should use the TUM or IM functionality as well. You do this in the following steps:

- Activating the functionality
- Selecting the users in the Active Directory and specifying the messaging version
- Replicating via the LDAP APL and selecting the user records in the *XPR* database
- Transferring the messages from the voice-only system to the Exchange mailbox of the selected users

Activating the functionality in the Windows registry

You need to activate the functionality in the Windows registry of the computer on which the *XPR* server runs. Proceed as follows:

1. Open the Windows registry. For this purpose, click on **Start** > **Run** and enter `regedt32` in the dialog now open.
2. In the `HKLM/Software/PP-COM/MRS/LdapAPl/` path create the following key of type `DWORD`:

   `UpgradeViaUserID`
3. Set the new key to value “1”.

   This will extend the data set of the user account in the Active Directory by the **USERID** field on the **MRS Settings** tab in the **MRS User data** section. In the next step, enter in this field the *XPR* USERID of the corresponding voice-only user for each user to be upgraded.

Selecting the users in the Active Directory and specifying the messaging version

Here, the user accounts to be upgraded to IM or UM are selected in the Active Directory. This is done on the **MRS Settings** tab in the Active Directory. Proceed as follows:

1. Open the Active Directory administration interface.
2. Open the directory that contains the relevant user.
3. Doubleclick the user entry to open the user's property dialog.
4. Switch to the **MRS Settings** tab.
5. Check whether the **Unified Messaging and Telephony features** checkbox has been ticked off, if the user is to apply TUM. Select the **Replication of users inbox** checkbox in addition, if the user is to apply IM.
6. In the **USERID** field of the **MRS User data** section enter the *XPR* UserID of the voice-only user to be upgraded.
7. Click on the **Apply** button.
8. If this user does not have an MRS proxy address yet, he/she must be assigned one manually. Proceed as follows:
   – Switch to the **E-mail Addresses** tab in the user's property dialog.
   – If the MRS proxy address is missing (type **MRS**), click on **New**. The **New E-mail Address** dialog opens.
   – Select **Custom Address** as e-mail type.
   – Press the **OK** button. The **Other Address Properties** dialog opens.

- In the **E-mail address** field enter the Exchange/AD USERID + @MRS (MRS in capital letters).
  Example: user_1@MRS
- In the **E-mail type** field enter the address type **MRS** (MRS in capital letters).
- Click **OK**. The **Other Address Properties** and **New E-mail Address** dialogs close.

9. Save the modifications via the **OK** button in the user's properties dialog.
10. Perform the steps 3 to 9 for each user who you want to upgrade.

Replicating via the LDAP APL and selecting the user records in the *XPR* database

---

IMPORTANT: Replication creates a high server load. Therefore only run it when you do not expect other server loads, for example at night.

If only individual users are to be selected for LDAP replication, execute the following configuration steps in the LDAP APL. Only the Exchange/AD data of these users will then be linked to the users' *XPR* mailboxes.

1. Open the *XPR* monitor.
2. Open the LDAP APL configuration dialog.
3. Open the LADP APL properties dialog.
4. Switch to the **Search** tab.
5. In the user containers check the boxes that precede the users to be integrated in the LDAP replication.
6. In the **Search** properties dialog click on **OK** to save your settings.
7. In the LDAP APL configuration dialog click on **OK** to complete the LDAP configuration.

The LdapApl will add the new subscribers to the next polling.

You can wait for the next scheduled replication between the Active Directory and the *XPR* database or start a replication via the LDAP APL configuration dialog (**Search** tab -> **Replicate now** button).

During the replication the LDAP APL checks for each user selected for replication in the Active Directory whether the USERID field is filled. If the field is filled, the corresponding *XPR* user is checked for being a voice-only user. In this case the `UPGRADE` field is added to the user's data record in the *XPR* database with the value of `X` written into this field. Furthermore, the LDAP APL checks whether the user was configured for using IM or UM and stores the necessary data in the corresponding *XPR* database fields.

Transferring the messages from the voice-only system to the Exchange mailbox of the selected users

Messages are transferred to the Exchange mailbox of a selected user by means of the Web Assistant. During this process the *XPR* database is searched for users whose data record features the `UPGRADE` field, containing value `X`. If such a user is found, a check is performed as to whether this user is to be upgraded to IM or TUM, and the ExchAPL (for an upgrade to IM) or the ExchUmAPL (for an upgrade to TUM) is addressed. The ExchAPL or the ExchUmAPL will then transfer the messages from the *XPR* mailbox to the Exchange mailbox.

Proceed as follows:

1. Log on to the Web Assistant as administrator and open the user management via the menu option **Server settings** -> **User administration**.
2. Select the **Upgrade voice-only users** feature from the functions list. Then select the user accounts to be upgraded from the user list by checking the box in front of the respective user entry.
3. Click on the **Execute** button next to the feature drop-down list.

   The *XPR* database is being searched for user accounts that contain value `X` in the `UPGRADE` field. Each user account found is checked for being an upgrade to IM or UM, and the E2kapl (for IM) or the ExchUMAPL (for UM) transfers the messages of the corresponding user to his/her Exchange mailbox. The `UPGRADE` is subsequently removed from the *XPR* database.

4.2.1.24 Acting on Behalf of another User

NOTE: This feature can be applied for user data records only.

As *XPR* system administrator you can modify the data of each user but not those he/she has specified themselves. With this feature you can operate the *Web Assistant* with the interface of a selected user and thus access the settings privately made.

This feature is useful, if wrong entries or wrong user settings must be corrected. Proceed as follows:

1. Mark the user in the name of whom you would like to act on behalf of in the user administration in the user list with the help of the **option field**.
2. In the feature selection choose **Act on behalf of**.
3. Click **Execute**.

Figure 60 Acting on Behalf of a User

4. The user interface changes to the view of the selected user. The heading line displays in whose name you act (e.g **Administrator acts on behalf of BLOGGS**).
5. You can now access the address book and the personal settings of the selected user to view or edit them.
6. With a click on the **act on your own behalf** link you return to the administrator user interface.

4.2.2 *XPR* Authentication

On this page you set the method for users to authenticate at the Web Assistant. Furthermore, the guidelines a password must comply with for being recognized by the system are defaulted. For the guidelines topic please refer to Section 4.2.2.2, “Defining the Password Guidelines”, on page 169.

There are two *XPR* authentication methods:

- *XPR* & Windows
- Windows

The ***XPR* & Windows** authentication method allows users to log on using a Windows user account as well as an *XPR* account. So that a user may use his/ her Windows account, the **Windows Account** field must be maintained in the user data (cf. Section 4.2.2.1, “Assigning a Windows User Account to another XPR User”, on page 169).

When applying the **Windows** authentication method, each user must be assigned a Windows account in the **Windows Account** field of the Web Assistant (cf. Section 4.2.2.1, “Assigning a Windows User Account to another XPR User”, on page 169). Users may then log on to the Web Assistant with their Windows logon data. The system administrator can create the ADMINISTRATOR and POSTMASTER account during the account installation, though, and allow authentication via the *XPR* method. This is useful for enabling such accounts to log on to clients that do not support the Windows authentication (for example *XPR* monitor).

How to change the authentication method:

1. Log on to the Web Assistant as administrator and open the menu option **Server settings** > ***XPR* Authentication**.

   The following page will be displayed:

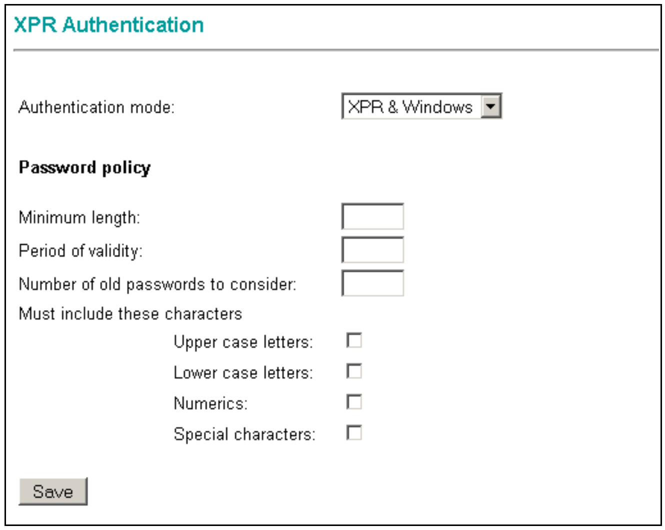


Figure 61 Server Settings > XPR Authentication

2. Click on the pull-down menu **Authentication mode** and select the desired entry from the list.

3. Click the **Save** button.

   A confirmation page will be displayed.

4. Click on the **Back** button to return to the ***XPR* Authentication** page.

Changing the authentication method is thus complete.

4.2.2.1 Assigning a Windows User Account to another *XPR* User

How to assign a Windows user account to another *XPR* user:

1. Open the Web Assistant user administration and click in the user list on the name of the user whom you want to assign a Windows user account.

   The user's data are displayed.

2. Browse to the **Windows Account** field (approximately half way down the page).

3. Enter the Windows account as follows:

   `Domain\Windows account`

   Example: `COMPANYDOM\Mustermann`

4. Click the **Save** button.

Assigning a Windows user account to an *XPR* user is thus complete.

4.2.2.2 Defining the Password Guidelines

You find the default password policies in Section 2.3.1.3, “Guidelines for passwords”, on page 26. You can adjust these policies to your company policies.

IMPORTANT: **Define the password guidelines before you create users.**

Already existing passwords cannot be checked as to whether they comply with guidelines set at a later date, since the encryption algorithm does not allow the recovery of a password.

How to change the password guidelines:

1. In the Web Assistant open the menu option **Server settings** > ***XPR* Authentication**.

2. Set the desired guideline parameters in the fields. The significance of the parameters is in detail:

   - **Minimum length**
     Enter here the minimum length a password must have.

   - **Period of validity**
     State here the number of days a password is valid until a user must define a new one.

- **Number of old passwords to consider**
  Specify here how many old passwords are to be considered to stop users from using few passwords in turn.
- **Must include these characters**
  Select the desired character categories that must be contained in a valid password. The following character categories are available:
  - Upper case letters
  - Lower case letters
  - Digits
  - Special characters

3. Click on **Save**.

4.2.3 Web Access Security

To access the *Web Assistant* (login) via the Internet or Intranet you need to enter a user name and a password.

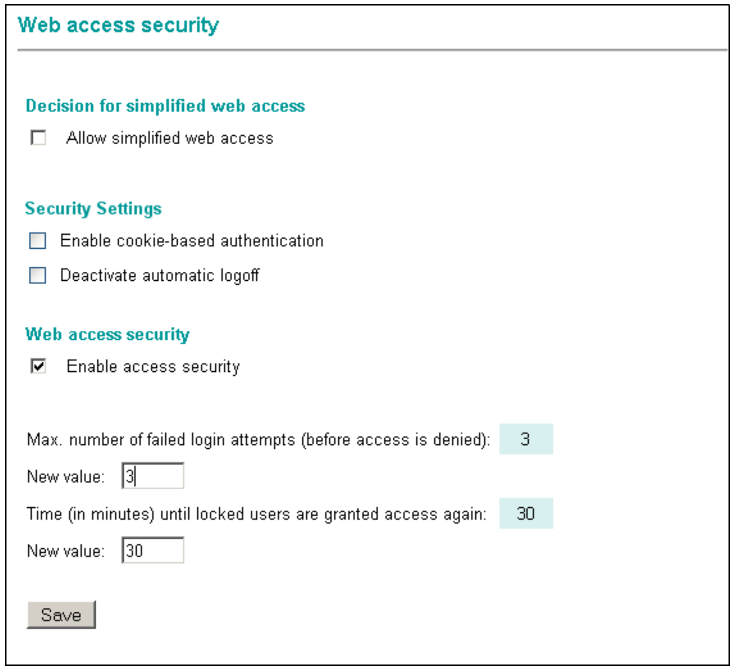


Figure 62 Server Settings > Web Access Security

This page provides the following features and settings:

- **Decision for simplified Web Access**

> ***IMPORTANT:*** This option is only available if the **Web Message Access** option on the **Internal Settings** tab of the NotAPL configuration dialog has been activated.

If this decision is permitted, all users are enabled to use the **Web Message Access** feature. Please refer to Section 4.2.3.1, “Decision for simplified Web Access”, on page 172.

- **Security Settings**

With the options available here you can modify system security settings.

If the **Enable cookie-based authentication** check box is ticked off, a check box appears upon the logon of a user. If the user enables this check box and logs on, a cookie is created. If he/she does not explicitly log off by using the **Logoff** link, he/she will be automatically authenticated when opening the Web Assistant next time.

If the **Deactivate automatic logoff** check box is enabled, the user will not be automatically logged off after a specific period.

- **Web access security**

  Via this option you can activate or deactivate the web access security.

- **Max. number of failed login attempts**

  Here you can specify the number of failed login attempts permitted before access is denied. If a user exceeds this number, he/she will be locked (cf. Section 4.2.1.13, “Locking Users”, on page 153).

- **Time until locked users are granted access again**

  Here you can set the time until a locked user access is automatically unlocked again (cf. Section 4.2.1.14, “Unlocking a User”, on page 153).

4.2.3.1 Decision for simplified Web Access

The simplified web access is provided by the **Web Message Access** feature. URL Message Access allows using the most important Unified Messaging features with groupware systems, though there is no connector in the *XPR* server for the groupware system used. Messages that arrive at the *XPR* server are accessed via the Web Assistant.

As soon as the *XPR* server receives a new message (fax, voice, SMS, ...), the Notification APL (NotAPL) sends an e-mail to the external groupware mailbox of the recipient via SMTP. This e-mail contains a link via which the received message can be reached. Each user who has the link, for example, because the SMTP e-mail was forwarded to him/her, may access the original message using the link and read or play it. If CTI is available in the system, the originator may also be called back.

For editing the message, the accessing user must be identified. This is done via the normal login for the Web Assistant. To facilitate this login, the administrator can allow the simplified web login within the entire system.

The user must activate this feature in addition (cf. Section 3.3.1.2, “Simplified Web Access”, on page 70). Then, he/she need not log in again after successfully logging in once and invoking the Web Assistant from the same computer and with the same browser.

The information required for simplified web login is stored encoded in a cookie of the user's browser and, if required, transferred to the *XPR* server encoded. Consequently, despite activated option, users must specify user name and password once under the following conditions:

- the user uses another browser
- the user uses another computer

- the user has logged in at his/her computer using another account

---

NOTE: you can set the lifespan of this cookie via the `cookie_lifetimedays` parameter in the following file:

`<Serverinstallation>\res\WebApl\WebAdminparam.xml`

The default value is 6 days.

Simplified web login is released for the entire system, so that all users defined in the system may use this option.

How to allow using simplified web login:

1. Select the **Allow simplified web access** option.

   The **Simplified web access** option is available to the single users on the **Personal settings** > **User data** page and can be activated.

   To disallow using the simplified web access in the entire system, deactivate the option that permits this feature. Subsequently, the simplified web access option is no longer available to the users or deactivated once it was activated.

4.2.3.2 Max. Number of failed Login Attempts (before Access is denied)

A login attempt is considered failed when a user enters an incorrect password or user name.

You can restrict the number of such failed attempts. When a user has reached this number, the corresponding user account is locked and logging in, even with the correct password, is not possible anymore. Login is still possible with another user name and the relevant password.

To set the maximum number of failed login attempts, enter the corresponding value in the **New value** field.

4.2.3.3 Automatic Unlocking

When a user exceeds the maximum number of permitted failed login attempts, his/her access is locked.

You can set the time after which this lock should be automatically lifted. When the specified time has elapsed, the relevant user name is automatically granted access again. Enter the desired value (in minutes) in the **New value** field.

NOTE: To unlock a locked user access manually, you can also use the **Unlock** feature in user administration.

4.2.4 Groups

Using the *Web Assistant* you can create and administer public and private groups. Public groups are available to all *XPR* system users.

NOTE: You can create and edit private and public groups in the Admin mode.

In the following you find a general description of group handling.

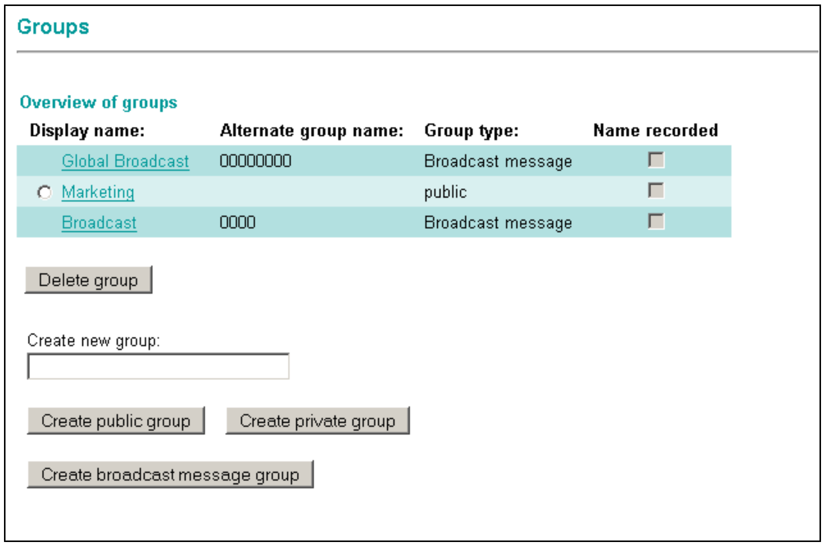


Figure 63 Personal Settings > Groups (System Administrator)

4.2.4.1 Creating a Group

1. Enter the desired group name in the **Create new group** field.
2. Click the **Create private group** button.

   or

   Create broadcast message group (VMS only). The new private group is created and entered in the list. The group type (private) is displayed in the **Group type** column.

   or

   Click on the **Create public group** button to create a global group. The **Create public group** dialog opens. You can perform the following settings in this dialog:

   Display name
   This input field lets you edit the displayed group name.

Tenant
In case of a tenant solution, this input field lets you assign the created group to a specific tenant. Only the users of this tenant can see the group then.

Click on the Create button to complete the process. The group type (public) is displayed in the **Group type** column.

NOTE: A **broadcast message group** enables leaving messages in the voice mailboxes of users who belong to this group.

---

3. The newly created group is still empty. You may now create additional, not further defined groups or edit the new group, i.e. define the group members and additional details.

4.2.4.2 Configuring a Broadcast Call (VMS only)

A broadcast call is a voicemail distributed by a direct call to the users. This is a public group to be specially configured.

1. The group name must have the format `BC_xxx`, where xxx is the number used to address the broadcast call from within VMS.
2. Broadcast addresses can now be assigned to this group. The address `NVS:<SERVERNAME>/BCU:VOICE` would be useful for calling all *OpenScape Xpressions* server users on their own telephones. Please note the capital letters in the syntax and the colon at the end.

4.2.4.3 Creating a Broadcast Message

A broadcast message is a voicemail stored in the mailbox of the recipients. This is a public group to be specially configured.

1. The group name must have the format `BM_xxx`, where xxx is the number used to address the broadcast message from within VMS.
2. Users, broadcast addresses and other groups can now be assigned to this groups. The address `NVS:<SERVERNAME>/BCU:` would be useful for leaving a message for all *OpenScape Xpressions* server users. Please note the capital letters in the syntax and the colon at the end.

4.2.4.4 Editing a Group

1. Click on the **Display name** of the group the definition of which you want to edit. A new page opens.

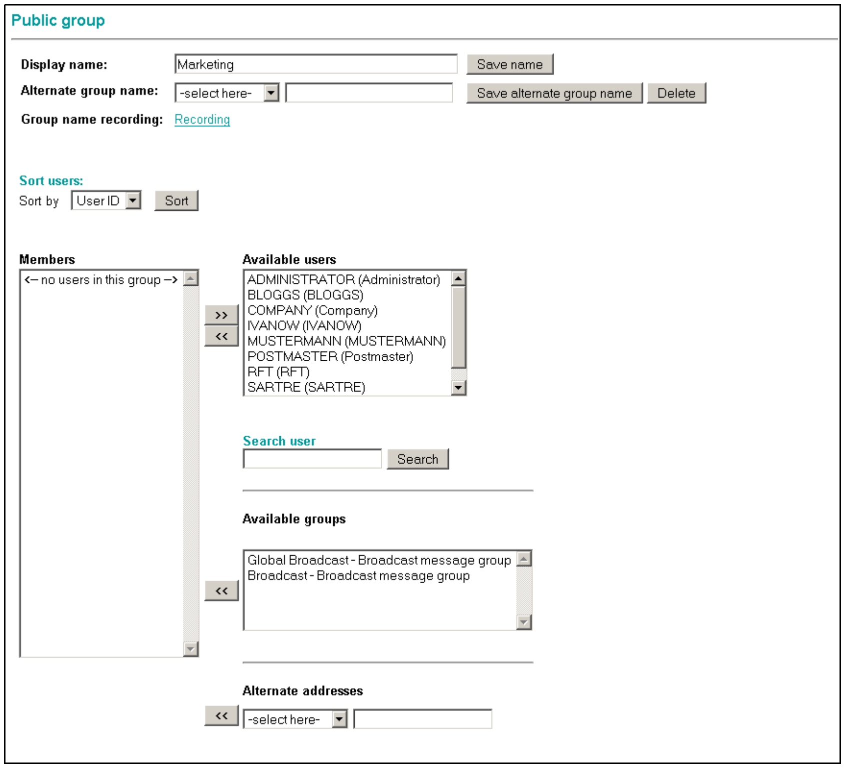


Figure 64 Editing a public Group

2. Where applicable, enter a name for the group in the **Display name** field. You can use blanks and special characters here. To conclude this operation, click the **Save name** button.

3. If required, select for **Alternate group address** a message type from the **selection field** and enter a group address.

   Here you may decide if you would like to use an Internet mail address (e.g. dispatcher@company.com) or a so-called NVS address (e.g. `NVS:VOICE/12345`) as **group address**. An NVS address is always composed of the prefix *NVS:* followed by the service to be used (VOICE, FAXG3, etc.) and a phone number or address. For example, if you want the group to receive messages via the telephone user interface (TUI), you need to enter the address `NVS:VOICE/<phone number>` at this point. Finally, click the **Save address** button.

4. With **Recording** you can record a voice prompt for the selected group (e.g. a name greeting, see Section 4.2.11, “Recordings”, on page 198).

Admitting users to the group

The **Available users** list shows all users registered in the system. The **Available groups** list shows all groups already created.

You can select single persons or existing groups as members of a group. A person whose name thus appears several times in the members list will still only receive a message once.

In the list only 50 entries at a time are offered for selection.

1. Select **Sort by** in the list box or another mode for sorting lists and click the **Sort** button to refresh the sorted list.

   NOTE: The sorting criterion you set (**User ID** or **Name**) influences the user search in step 4. If you set **User ID** as sorting criterion here but look for a user name in step 4, no entries will be found.

   ---

2. Click the **Show next users** button to display additional entries in the list.
3. Click the **Back to beginning** button to reload the first 50 entries.
4. If you are looking for a User ID or a user name, enter it in the **Search user** field and click the **Search** button. Please note the sorting criterion set in step 1.

   NOTE: The search for user names is case-sensitive.

   ---

5. To mark a user desired for the group, simply click this user in the **Available users** list.
6. Click the **<<** button to insert the marked user in the group.
7. Apply the same procedure for inserting more users or groups.
8. If required, select other external addresses for the group (e. g. e-mail addresses) under **Alternate addresses** and click the **<<** button to add these to the group.
9. Then click the **Back** button to return to the **Groups** page.

Removing users from the group

You can remove users from a group any time.

1. Click an entry in the **Members** list.
2. Keep the **[Ctrl]** key pressed to select several entries if required.
3. Click the **>>** button to remove the selected entries from the list.

4.2.4.5 Deleting a Group

You can delete a group at any time.

1. Click on the **radio button** that precedes the desired group to select it.
2. Click the **Delete group** button. A security check will appear.
3. Confirm the **security check**. The selected group is deleted.

4.2.5 Smart Backup and Restore

IMPORTANT: If you wish to back up data from an *XPR* server V6 for import in an *XPR* server V7, you definitely need to select the “TOV7” option because of porting version *XPR* V6 to *XPR* V7 from 32-bit to 64-bit. This ensures that data is available for the *XPR* server V7 in suitable format.

After hardware failures (hard disk breakdown etc.) or in case of a hardware replacement you want the *XPR* server to be restored as fast as possible. One requirement for a speedy recovery is a regular backup of the *XPR* server data and the storage of this backup data on a secured medium.

NOTE: You find further information about this topic in the *Server Administration* manual in chapter *Message Transfer Agent (MTA)*.

Using the **Smart Backup and Restore** feature you can prepare the *XPR* data (server database, message store and configuration settings) for a regular, user-defined backup. This enables the integration of such data in a local backup process of the installation organization. This feature also allows the reimport of the secured data for quickly recovering the *XPR* server.*XPR*

The **Backup and Restore** feature is a special backup script executed by the *XPR* server MTA. You perform the backup script settings via the *Web Assistant*.

IMPORTANT: For this feature to work, the installing user must be the one assigned to the services during the installation.
The `Temp` folder of this user is deployed as drop directory for the data to be backed up. Make sure there is sufficient memory available on the drive of the `Temp` folder. The best option is to place the `Temp` folder on the drive with the most available memory.
After backing up the data, move the created backup file to another location in the network for security reasons. The memory occupied by the `Temp` folder becomes then available again.

In the **Smart Backup and Restore** dialog, the *Web Assistant* provides the following features for configuring the MTA script:

- **Smart backup**,
  for backing up regularly and automatically.
- **Restore**,
  for restoring backed up data when needed.

4.2.5.1 Smart Backup

1. Open the associated configuration page with a click on the **Smart backup and restore** link under **Server settings**. The **Smart Backup and Restore** dialog opens.

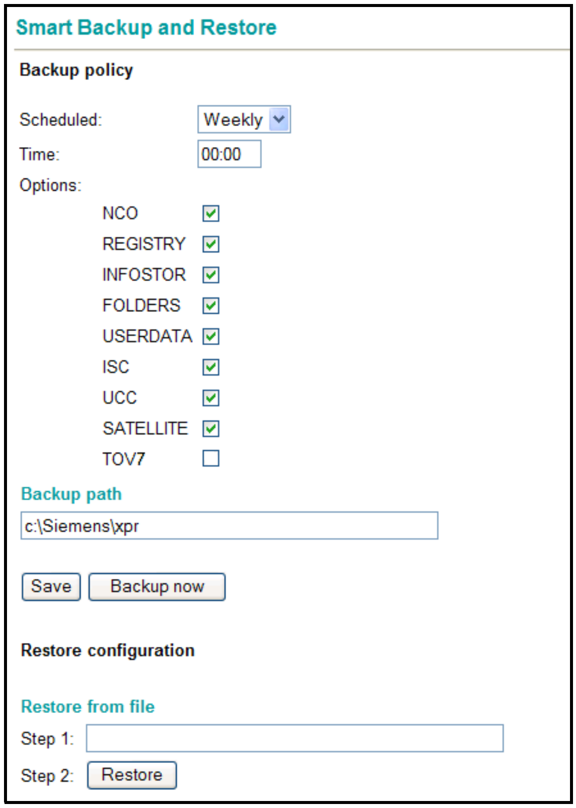


Figure 65 Server settings > Smart backup

2. Specify the following backup parameters under **Backup policy**:

   - **Scheduled**
     Select the interval in which the backup shall occur. Available are: **Daily**, **Weekly**, **Monthly** and **Never**.

     NOTE: If you select **Never** and save this backup policy, the backup feature is disabled.

   - **Time**
     Specify the point in time when the backup shall start. The time format used is *HH:MM*. **Example:** To start a backup at midnight, enter 00:00.

   - **Options**
     Tick the corresponding checkboxes to select the data to be backed up. The following options are available:

– **NCO** backs up the configuration settings of the Number Conversion Object. The NCO configuration files `NcoMainTree.xml` and `VariableProposals.xml` are backed up. All other data available in the *<XPR Install>*`\NCO` directory are dynamically created at runtime.

– **REGISTRY**, backs up the *XPR* server registry entries. The registry section `HKLM\Software\PP-COM\MRS` of the kernel computer is backed up in the `regexp_serverconf.reg` file.

– **INFOSTOR**, backs up the data of the *XPR* server database. The user and system data (Correlation Database) and the database with the message headers (journal database) are completely exported to the `fullexp.exp` file.

– **FOLDERS**, backs up the message store data. The directories are completely copied under the `MrsFolders$` share. This includes all messages on the system.

– **USERDATA**, backs up the configurations created by the users. The directories are completely copied under the `MrsUserData$` share. This includes, for example, the users' personal greetings.

– **ISC**, backs up the configuration settings for a possibly created *System Networking*. A complete copy of the directories is created under *<XPR Install>*`\ISC`. Here the *System Networking* configuration data is stored.

– **UCC**, backs up the data of the *PostgreSQL* database. The *PostgreSQL* database **mrsdb** is written in the `dump.sql` file. Furthermore, the following files from the *<XPR Install>*`/UCC/application_host/` directory are backed up:
`applets/conference/ConferencingApplication.xml`
`binders/terminal/bindings/conference.xml`
`providers/sip-connectivity/sip-connectivity.xml`
`providers/streaming-mps/streaming-mps.xml`
From the *<XPR Install>*`/UCC/common/conf` directory the `instance_8dff7acb-6780-4b7d-9089-e2684fc8b326-localhost.xml` file is backed up.
And in addition the following files:
`C:\Program Files\webconferenceserver\settings.ini`
<XPR Install>`/cyPHONEWeb/config/*.*`
<XPR Install>`/cyPHONEWeb/.keystore`

– **SATELLITE**, backs up the configuration files of a satellite installation. The registry section `HKLM\Software\PP-COM\MRS` of the satellite computers is backed up in the *<satellite name>*`.reg` files.

– **TOV7** backs up the selected data records from an 32-bit *XPR* server of version *XPR* 6 for import in a 64-bit *XPR* server of version *XPR* 7.

NOTE: If the **TOV7** option is unavailable in the installed *XPR* server version, you need to install the two hotfixes WebApl-803-14511 and WebAssistant-803-14511 first.

- **Backup path**
  Here you can enter the backup path (default set is path `c:\Siemens\xpr`) adjusted to your system environment.
- **Save**
  With a click on the **Save** button you save at first the configuration of your backup policy. The data is stored in the `backup.scr` file in path *<XPR Install>*`/res\maint`. Backup then starts at the set time automatically.
- **Backup now**
  Via the **Backup now** button you start the backup process manually and immediately.

In case of an automatically or manually triggered backup the data to be secured is written in a packet file (`.zip`) labeled with the date and time of its creation (**Example:** 081111_1718.zip, created on 11 November 2008 at 5:18p.m.). This file is stored in the path specified under Backup path.

When you update the browser window or invoke the **Smart Backup and Restore** dialog again, the **Files to restore** drop-down field appears. The drop-down list displays the path of the backup file created first.

4.2.5.2 Restoring

Restoring by installing a backup copy is triggered via a corresponding *Web Assistant* transaction. The restoration occurs in the background as maintenance job. During this time no other maintenance jobs may be executed.

NOTE: If data of the *OpenScape Web Client* are involved in the backup and restore process, the *OpenScape Web* service must be stopped before the restoration. The files used by the *OpenScape Web Client* can otherwise not be updated.

How to reinstall the backed up data on an *XPR* server:

1. Open the associated configuration page with a click on the **Smart backup and restore** link under **Server settings**. The **Smart Backup and Restore** dialog opens.

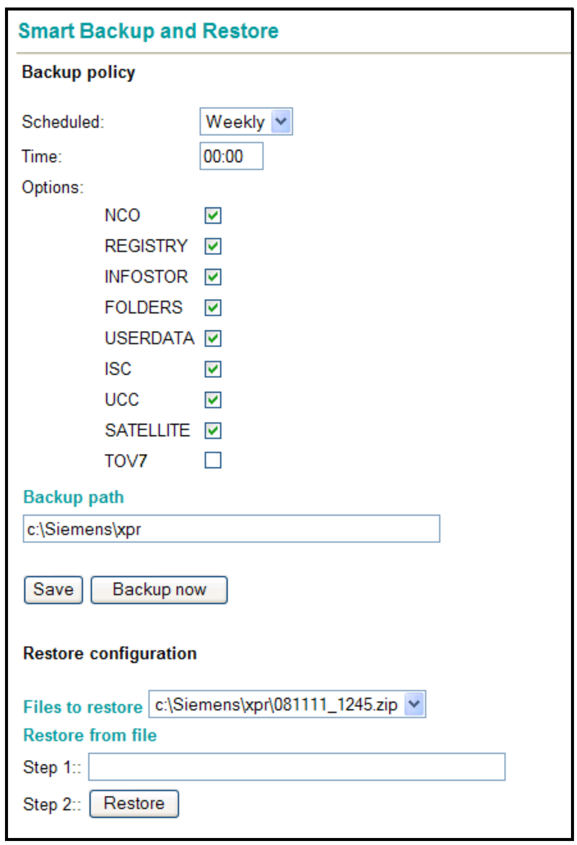


Figure 66 Server settings > Restore

2. Use the **Files to restore** drop-down list to select the backup version you want to install on the system. The file is displayed in the **Step 1:** entry line.

3. Click on the **Restore** button to start the installation process.

4.2.6 SMTP Mail Size

If necessary, you can limit the size of incoming and outgoing SMTP messages (e-mails and their attachments).

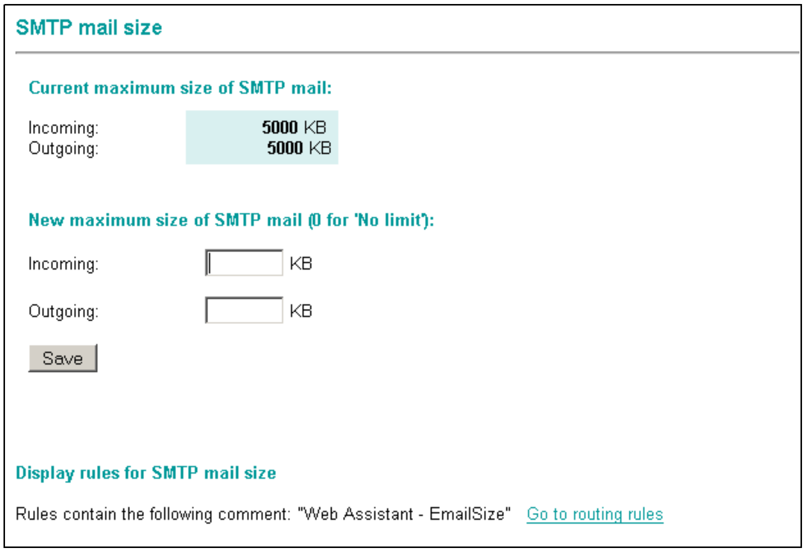


Figure 67 Server Settings > SMTP Message Size

These parameters are dependent on the parameters of a network and the requirements of its subscribers. In order to avoid delays in corporate data transfer, you can prevent, for example, large graphics files from being transmitted by a correspondingly small value (e.g. 500 kB) for **Outgoing**.

Enter the desired values in both text fields and click **Save**. The entry *0* disables the respective size limitation.

The values set here are stored in the *XPR* system as routing rules. You can view or modify the created routing rules via the **Go to routing rules** link.

NOTE: The **Routing rules** dialog features are described in Section 4.3.6, “Routing Rules”, on page 222.

4.2.7 Default User-Time-Profile

You can use default user-time-profiles to define for the entire system when and with which greetings the user's mailbox should respond to inbound calls.

A user can copy these system-wide settings to his/her personal time-profile dialog by setting the **Use default system settings** option under **Personal settings > Time Profiles**.

You reach this dialog via the navigation menu **Server settings > Standard user profile**.

After you have invoked the **Standard user profile** dialog you can select whether to perform settings for the enhanced or simplified greeting configuration.

Select the **enhanced** link for the advanced or the **standard** link for the simplified settings.

4.2.7.1 Standard User Profile for the enhanced Greeting Configuration

The enhanced user-time-profile allows making individual settings for each weekday.

The following dialog will then be opened for the greeting configuration:

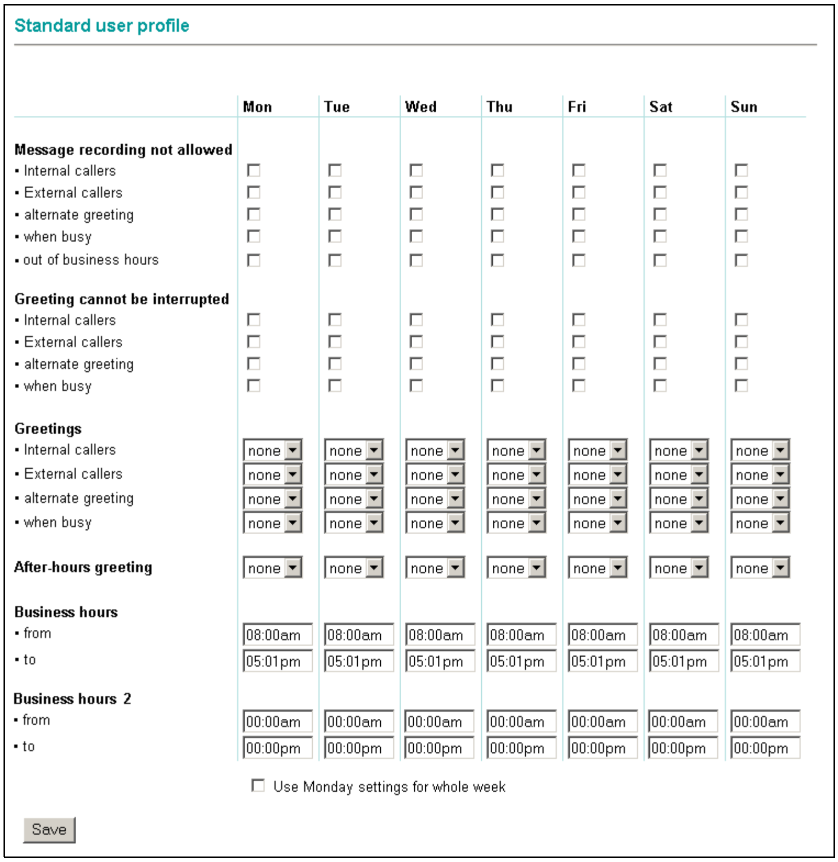


Figure 68 Server Settings > Default User-Time-Profile (enhanced Settings)

IMPORTANT: The voicemails integrated in the time profile of this dialog must first be created in the **Recordings** menu (see Section 4.2.11, “Recordings”, on page 198).

If PhoneMail is installed as telephone user interface the following applies:

If you have opened the dialog via **enhanced** , you can only select the recordings that were created in the enhanced mode. I. e., at the time the recordings were created, the **Use the simplified greeting configuration** option on the **Personal settings** > **Voice mail system** page must not have been set.

If you have opened the dialog via **standard**, you can only select the recordings that were created in the simplified mode. I. e., at the time the recordings were created, the **Use the simplified greeting configuration** option on the **Personal settings** > **Voice mail system** page must have been set.

You can create an individual time profile for each weekday by assigning the appropriate greetings to the weekdays or defaulting the greeting options.

If you want to use a standard time profile for the whole week, simply create a time profile for **Monday** and select the **Use Monday settings for whole week** option.

You can select the following options and greeting settings:

Message recording not allowed

When this option is active (indicated by a check mark in the **option field**), only one greeting is played to a caller. The caller is not able to leave a message in the user mailbox.

This option is available for the following call types:

- *Internal callers*
- *External callers*
- *Alternate greeting*
- *when busy*
- *out of business hours*

Greeting cannot be interrupted

After activating this option it is impossible to interrupt a greeting by pressing a telephone key. You cannot use the telephone keys until the system has played the entire greeting.

The only exception is the configured confirmation key (`*` or `#` key), which can be used at all times. If the configured confirmation key was ignored, it would not be possible to connect to your own voice mailbox.

This option is available for the following call types:

- *Internal callers*
- *External callers*
- *Alternate greeting*
- *when busy*

Greetings

For each call type, for an alternative greeting, for calls outside business hours and for each weekday you can choose one of the following options:

- No greeting
- Standard user greeting

  Standard user greetings are indicated in the selection list with a number but do not feature a name and star. Only those standard user greetings are available that a user with administrator privileges has previously recorded in the **Personal settings** > **Recordings** menu as standard user greeting. A number in the selection list corresponds to the number of a recorded standard user greeting in the list of recorded greetings in the **Personal settings > Recordings** menu.

NOTE: Please note that in the **Server settings > Standard user profile** menu a number entry without star in the selection list corresponds to a standard user greeting, whereas in the **Personal settings > Time profiles** menu a number entry without star in the selection list corresponds to a personal greeting.

In the **Greetings** section you can define systemwide greetings for different call types:

- *Internal callers*
  Select the greeting that shall be played if the received call is an internal one (e.g. within a company).
- *External callers*
  Select the greeting that shall be played if the received call is an external one (e.g. a call from another country).
- *alternate greeting*
  An alternate greeting is played irrespectively of the call type (internal, external, busy). As soon as you record and activate this greeting, all incoming calls will be answered with it. This setting disables any other greetings you may have set for internal calls, external calls, calls with engaged line or outside business hours.
- *when busy*
  Select the greeting that should be played if your telephone is busy when a call is received.

After-hours greeting

Select here the greeting that should be played if a call is received outside the business hours set.

Business hours

You can enter a time range for business hours in the **from** and **to** input fields. Enter the times in hours and minutes (syntax: HH:MM).

Outside the period specified here the greeting you have set under **After-hours greeting** or a default greeting of the system is used.

You can use this setting to configure a greeting for the time in which you company is closed, for example.

Business hours 2

Using this setting you can define additional business hours analog to the above procedure.

In combination with the first business hours this setting can be used to also consider breaks within the business hours.

For example: Define under **Business hours** the time from the start of work to the lunch break and under **Business hours 2** the time from the end of the lunch break to the end of work.

NOTE: You find a step-by-step guide to configure the time profile for the enhanced greeting configuration in Section 3.3.7.5, “Creating a Time Profile for the enhanced Greeting Configuration”, on page 116.

4.2.7.2 Standard User-Time-Profile for the simplified Greeting Configuration

In the simplified greeting configuration you can specify the greeting settings only once globally. These settings then apply for all weekdays for which you release the greetings.

The following dialog will then be opened for the greeting configuration:

Figure 69

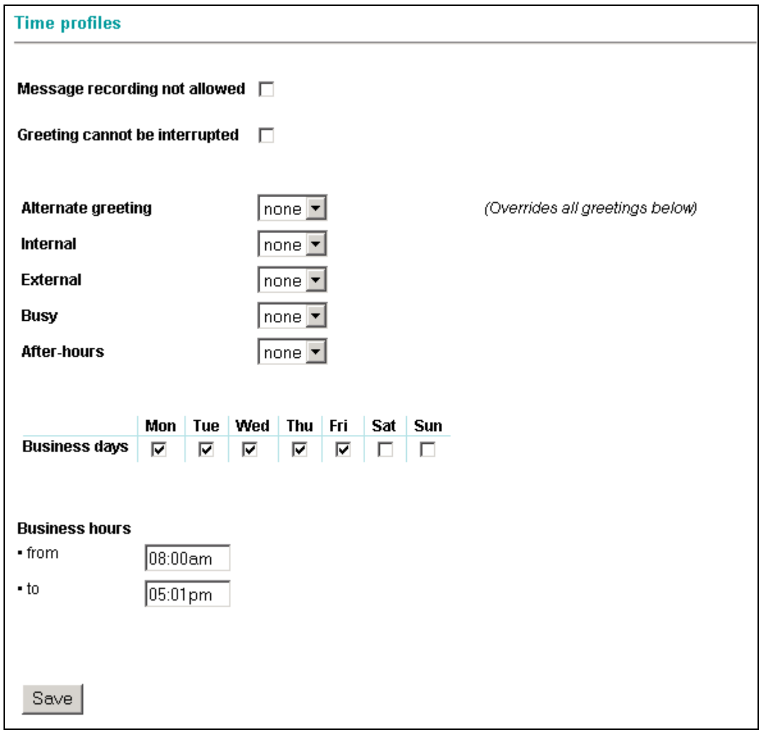


Figure 70 Server Settings > Default User-Time-Profile (simplified Settings)

Message recording not allowed

When this option is active, a greeting text is merely played for a caller. He/she cannot leave a message in your mailbox.

Greeting cannot be interrupted

After activating this option it is impossible to interrupt a greeting by pressing a telephone key. You cannot use the telephone keys until the system has played the entire greeting.

The only exception is the configured confirmation key (* or # key), which can be used at all times. If the configured confirmation key was ignored, it would not be possible to connect to your own voice mailbox.

Out of office greeting

NOTE: This feature is only available if the administrator has configured it in the system.

If you have recorded and activated an out-of-office greeting, the date entered here determines how long this greeting will be valid.

NOTE: You can also make this setting via the *PhoneMail* menu.

The date must be entered in the following syntax:

<*TT/MM/JJJJ*>

Example: The entry **08/02/2008** means that the activated out-of-office greeting is valid until 8 February 2008 00:00 hours.

Greetings

For each call type, for an alternative greeting, for outside business hours and for each weekday you can choose one of the following options:

- No greeting
- Personal greetings
  Personal greetings are indicated in the selection list merely with a number but do not feature a name or star. You can only select the personal greetings that you have previously recorded in the **Personal settings > Recordings** menu. A number without star in the selection list corresponds to the number of a personal greeting in the list of the recorded greetings in the **Personal settings > Recordings** menu.
- Standard user greetings
  Standard user greetings are indicated in the selection list with a number and a star but do not feature a name. Only those standard user greetings are available that a user with administrator privileges has previously recorded in the **Personal settings > Recordings** menu as standard user greeting. A number with star in the selection list corresponds to the number of a standard user greeting in the list of recorded greetings in the **Personal settings > Recordings** menu.

NOTE: Please note that in the **Personal settings > Time profiles** menu a number entry without star in the selection list corresponds to a personal greeting, whereas in the **Server settings > Standard user profile** menu a number entry without star in the selection list corresponds to a standard user greeting.

In the **Greetings** section you can enter personal greetings for different call types:

- *Alternate greeting*
  An alternate greeting is played irrespectively of the call type (internal, external, busy). As soon as you record and activate this greeting, all incoming calls will be answered with it. This setting disables any other greetings you may have set for internal calls, external calls, calls with engaged line or outside business hours.
- *Internal*
  Select the greetings that should be played if the received call is an internal one (e.g. within a company).
- *External*
  Select the greetings that should be played if the received call is an external one (e.g. a call from another country).
- *Busy*
  Select the greeting that should be played if your telephone is busy when a call is received.
- *After-hours greeting*
  Select the greeting that should be played if a call is received outside the set business hours.

Business days

By activating the appropriate **Business days** checkbox you determine for which weekdays the selected greetings are to be played.

Business hours

You can enter a time range for business hours in the **from** and **to** input fields. Enter the times in hours and minutes (syntax: HH:MM).

Outside the period specified here the greeting you have set under **After-hours** or a default greeting of the system is used.

Click **Save** to save your settings.

NOTE: You find a step-by-step guide to configure the time profile for the simplified greeting configuration in Section 3.3.7.3, “Creating a Time Profile for the simplified Greeting Configuration”, on page 109.

4.2.8 Welcome Time Profile

You can use welcome time profiles to define when and with which greeting messages the voicemail system should respond to inbound calls. The welcome profiles configured here are used throughout the system as greeting messages. The configuration is performed analog to the description in Section 4.2.7, “Default User-Time-Profile”, on page 187.

IMPORTANT: The voicemails integrated in the time profile of this dialog must first be created in the **Recordings** menu (see Section 4.2.11, “Recordings”, on page 198).

If PhoneMail is installed as telephone user interface the following applies:

If you have opened the dialog via **enhanced** , you can only select the recordings that were created in the enhanced mode. I. e., at the time the recordings were created, the **Use the simplified greeting configuration** option on the **Personal settings** > **Voice mail system** page must not have been set.

If you have opened the dialog via **standard**, you can only select the recordings that were created in the simplified mode. I. e., at the time the recordings were created, the **Use the simplified greeting configuration** option on the **Personal settings** > **Voice mail system** page must have been set.

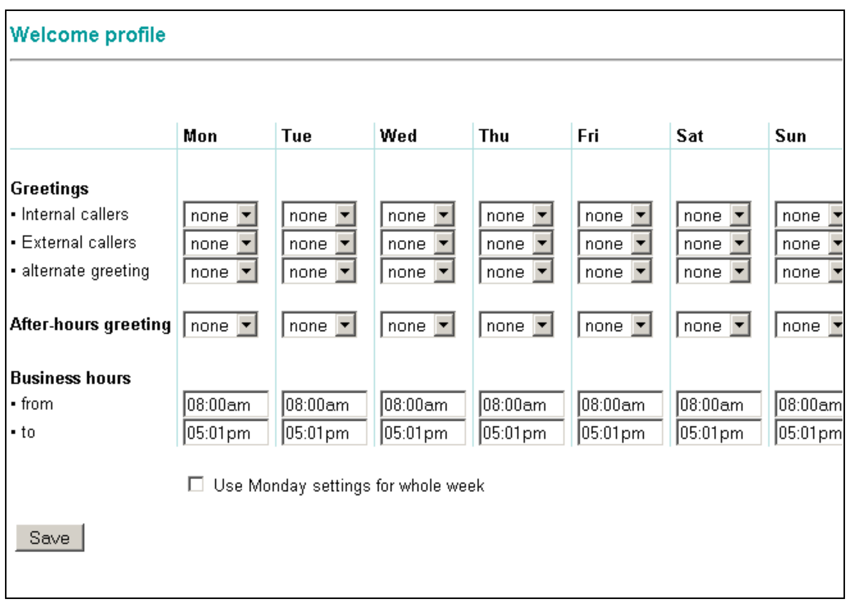


Figure 71 Server Settings > Welcome Profile

4.2.9 Mail Tracking

With the *Mail tracking* feature you can globally define how requests to read receipts are to be handled.

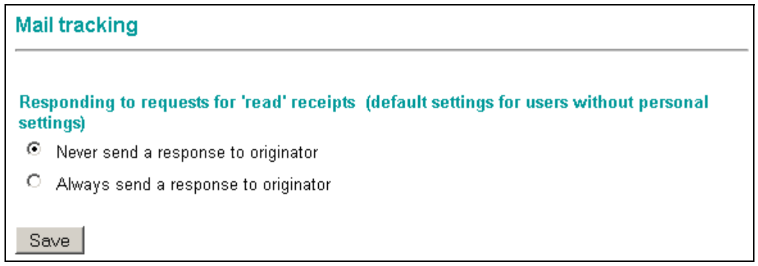


Figure 72 Server Settings > Mail Tracking

1. Select the desired option here
   - **Never send a response to originator**
   - **Always send a response to originator**
2. Confirm the setting by clicking the **Save** button.

The setting entered here is only implemented for users who have not configured personal mail tracking.

4.2.10 Tenants

Dialog to specify tenants for the multi-tenant solution.

A multi-tenant solution based on an *XPR* server provides users of different tenants with *XPR* services. The specialty about this is that the user groups created in this way operate without influencing each other, though they all use altogether only one *XPR* server. Example: If a user of tenant A deploys an *XPR* server service, he/she will not know that the users of tenant B deploy services of the same *XPR* server at the same time.

The possible environment scenarios and the configurations of the respective solutions are outlined for your planning in the *OpenScape Xpressions Multi Tenancy* manual.

4.2.11 Recordings

Personal settings > **Recordings** shows the recordings available to the user. Different user types are provided with different recording types.

The administrator is provided with the recording types described in Section 3.3.8, “Recorddings”, on page 117 and beyond that with the recording type broadcast message group. Recordings of this type are only displayed if they have been created by an administrator.

Global greetings apply to all subscriber extensions administered by the server. With the **Standard User Greeting** recording type you may create up to 9 recordings, which can be used as global company greetings.

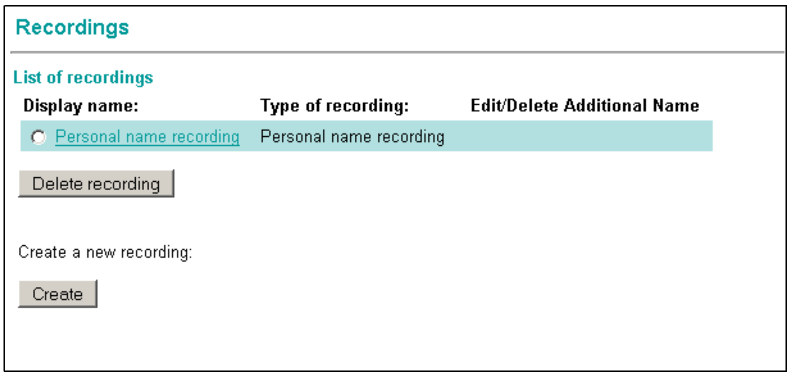


Figure 73 Personal Settings > Recordings (System Administrator)

NOTE: The global greetings can be supplemented by individual greetings specific to each subscriber. All subscribers can choose between global and private greetings for their time profile.

You can use every telephone or PBX for the recording; as well as cell phones.

4.2.11.1 Setting up Greetings for several Companies (PhoneMail / VMS)

Several companies can share a single *XPR* server, regardless of the number of existing trunk lines. Individual users or user groups defined on the *XPR* server can be assigned to these companies. Whether a user or a user group belongs to a particular company is determined exclusively through assignment via the correlation database. This means that a user is assigned to the correct company through identification of his or her extension number. This enables playing the greeting appropriate to that company. With the company definition a user account is created via which the properties (company announcement and time profile) can be administered. Administration can be performed via the *Web Assistant* or the telephone user interface (TUI).

The use of individual greetings for several different companies requires a configuration as follows:

1. Definition of the companies sharing the *XPR* server and assignment of users to the respective company
2. Alternatively: assignment of user groups to companies
3. Creation of individual greetings for each of the various companies

Company definition and user assignment

For definition of the various companies and assignment of individual users to the respective companies, an additional USER field for each company and for each user must be imported into the correlation database. Proceed as follows:

1. Create an Excel file:

NOTE: It is good practice to work with an Excel file for this purpose, as it enables the database fields to be imported very clearly with the aid of the rec=USER switch. Import must be performed via `rec=user` so that the values for PIN and PASSWORD will be entered in the database in encrypted form.

---

a) Create an Excel table according to the following scheme:

	A	B	C	D	E	F	G	H	I
1	USER	NAME	PASSWORD	ISCOMPANY	GROUP	VM_COMPANY	PIN	PREFERRED	VOICE
2	SIEMENS	Siemens AG	^password	YES	<GROUP>		^111111	MAILBOX	<voicemail number>
3	<Company1>	abcd	^password	YES	<GROUP>				
4	<Company2>	wxyz	^password	YES	<GROUP>				
5	<CompanyN>								
6									
7	<UserID>					<Company2>			
8	<UserID>					etc.			
9	etc.								
10									

Figure 74 Company definition and user assignment

The first line is used for defining the fields. The columns G to I (yellow section) are optional and only necessary if an administration via the TUI is to be realized. Enter the customer-specific data in the following lines. Supplement the Excel table (red area) by creating associations between individual users and companies.

IMPORTANT: Note the ^ character preceding the PIN and PASSWORD values. This marking ensures that the two values are written to the database in encrypted form when imported.

Explanation: A pseudo-user with the user ID SIEMENS and the display name Siemens Enterprise Communications GmbH & Co. KG. This user is defined as a company via **ISCOMPANY YES**. The user is given a password and assigned to a group. The definition of a password and group is absolutely essential for the administration of this pseudo-user (recording greetings, selecting greetings and defining a time profile) via the *Web Assistant*. Under **GROUP**, the user <Company> is assigned to any existing user group.

b) Select **Save As…** and save the Excel table in the `<XPR Root\SDKTools` directory as **Text (Tab delimited)**. This creates a text file (.TXT) which is already in the correct import format for the database.

2. Import this Excel file into the correlation database

   a) Open the DOS prompt.

   b) Switch to the *XPR* directory <*XPR* Root>\SDKTools.

   c) Start the **InfoTool** program with the **IMPORT** command and the switches:
   `rec=user`
   Import in the Correlation database
   `file=<file name>.txt`
   File name of the saved text file

   Example: `infotool import rec=user file=Companys.txt`

   This completes the definition of companies with user assignment on the *XPR* server.

Associations between user groups and specific companies

Alternatively, you can associate user groups with specific companies. In other words, all members of this group are then associated with these companies.

NOTE: The association with a group is only effective for those group members for whom no individual company association has been configured.

Any desired user groups can be associated with specific companies by means of a group attribute. In order for this attribute to be inserted in the correlation database, the correlation database must first be exported.

1. Open the DOS prompt.
2. Switch to the *OpenScape Xpressions* directory <*XPR* Root>\SDKTools.
3. Start the `InfoTool` program with the Export parameter and the statement `rec=correl File=<file name>.txt`. The `filename.txt` entry determines the name by which this text file will be stored. Example of this invocation:
   `InfoTool EXPORT rec=correl file=correl.txt`

   Remark: The text file is stored in the `<XPR Root>\SDKTools` directory after the export.
4. Open this text file with a text editor such as WordPad and insert the following lines anywhere in the text:

DOMAIN	CLASSNAME	CLASS	KEYNAME	KEY
< server name>	GROUPATTR	<GROUP>	VM_COMPANY	SIEMENS

Table 12 Binding User Groups

NOTE: Under `<GROUP>`, enter the group whose members are to be assigned to the company.

5. Save the change in the text file.
6. Now import this text file with the help of the InfoTool:

   `InfoTool IMPORT rec=correl file=<Filename>.txt`

   This completes the assignment of a user group to a company.

Configuring company-specific greetings

Depending on which database fields you have added to the correlation database, you can set up company-specific greetings and the time profile in the Client Assistant *Web Assistant* or via the telephone user interface (TUI).

NOTE: The language settings for user "Company“ cannot be modified via the *Web Assistant*. Please use the telephone user interface (TUI).

- *Web Assistant*

In this case you must log on to the *Web Assistant* with the user account `<Company>` and the valid password. In the *Web Assistant* you can now record greetings, choose from existing greetings (if any), and define the time profile. The association of the greeting with the pseudo-user `<Company>` is performed Internally.

- Telephone User Interface (TUI)

  When performing configurations via the TUI you must log in with the company account voicemail number and the PIN. You then have the option of recording greetings or selecting existing ones (if any) by means of keypad inputs on the telephone. Time profiles cannot be configured via the TUI.

NOTE: Operation steps in **PhoneMail**:
Key 8 - Answering option
Key 1 - Changing the personal greeting

Operation steps in **VMS**:
Key 7 - Call forwarding settings

A maximum of nine greetings per company can be stored on the server and made available for selection. The recorded greetings or a greeting selected from another directory are stored in the path
<*XPR Install*>`\userdata\vmdata`.

If the greetings are to be created in a recording studio, the desired text must be recorded in a WAV file with 8000 Hz, 8 Bit, mono, a-law for Europe (for the US µ-law). This can be done with conventional sound editors.

4.2.11.2 Recording and editing Greetings

1. Open the **Personal settings** > **Recordings** menu option and click on the **Create** button. The **Create a new recording** page opens:

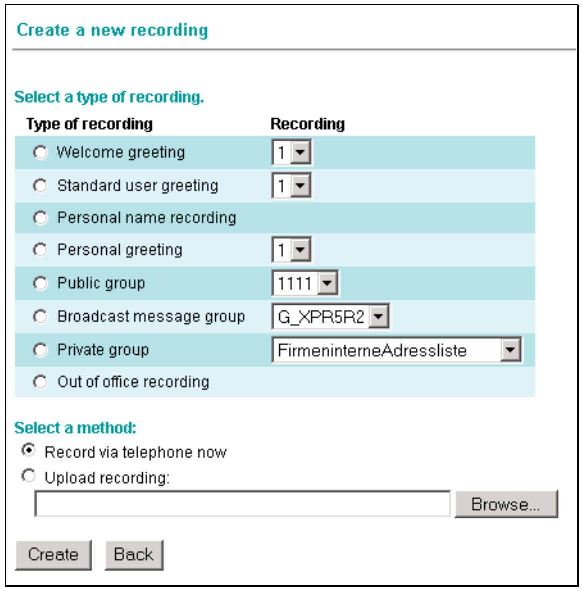


Figure 75 Recording and editing Greetings (System Administrator)

2. In the **Type of recording** column select the recording type by marking the corresponding **radio button**.

NOTE: Only the recording types are displayed for which no recording has been created yet.

---

3. In the **Recording** column select the details. In case of a welcome greeting, a default user greeting or a personal greeting this is a digit. In case of a private group, a public group or a broadcast message group this is the group name. Based on this digit respectively name a recording may be selected, for example, in a time profile or in the welcome time profile.

NOTE: If PhoneMail is installed as telephone user interface and under **Personal settings** > **Voice mail system** the **Use the simplified greeting configuration** option is ticked off, the recordings for the welcome greetings, default user greetings and personal greetings are not furnished with numbers but with the descriptions **Alternate greeting**, **Internal**, **External**, **Busy** and **After-hours**.

---

4. You can record greetings via a telephone or upload an already existing file. Proceed as follows:

Recording a greeting via telephone:

1. Activate the option **Record via telephone now** and click on **Create**.
2. In the following dialog, enter the number of the telephone you want to use for recording the greeting and click on **OK**.
   Figure 76

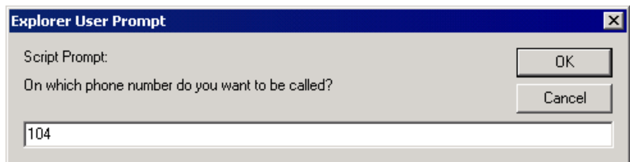


Figure 77 Entry Prompt for Telephone Number

3. Your phone rings and you can start your recording. The recording and playback features can be controlled by means of the **buttons displayed** in the browser window. You can record and delete texts as well as listen to them.

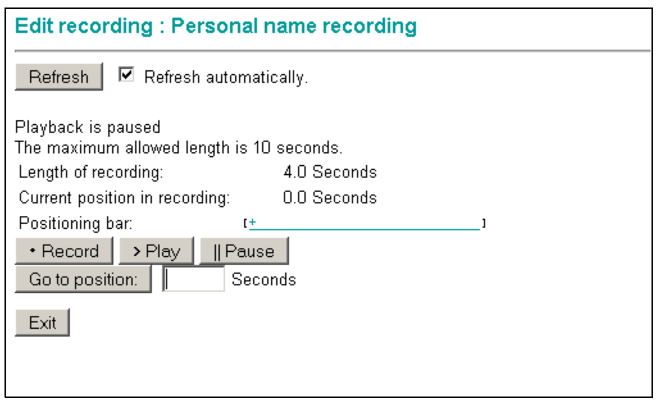


Figure 78 Editing the Recording (System Administrator)

4. Click the **Pause** button to interrupt the recording. The current length of the announcement is displayed for your information.
5. Click the **left end of the position bar** to rewind to the start of the recording.
6. Click the **Play** button to play back the recording and listen to your recording via the telephone handset.
7. If you are satisfied with your recording, click the **Exit** button. The recording is saved and the **Recordings** page reappears.
8. If you want to repeat the recording, click the **left end of the position bar** to rewind to the start. Click the **Record** button to start recording again.

NOTE: If you have selected the **Auto refresh** option, the cursor will always be set to the beginning of the input field by repeatedly downloading the page. This complicates the input. Disable this option before using the text field as described in step 9.

---

9. Enter a number in the **text field** beneath the buttons and click the **Go to position:** button to move to a specific position in the recording. The current position is displayed in seconds on top of the buttons and on the **position bar**.

Uploading an existing file

1. Activate the **Upload recording** radio button. Enter the path and file name of the prepared file in the text field or find the desired file via the **Browse...** button.
2. Click **Create**.

4.2.11.3 Deleting Greetings

IMPORTANT: Verify that an announcement that you want to delete is not used in a time profile.

---

1. In the **List of recordings** select the announcement you want to delete.
2. Click on **Delete**. A security prompt is displayed.
3. Confirm the security prompt with **OK**. The selected announcement is deleted and the **Recordings** page reappears.

4.2.12 Time Zones

The *XPR* server uses the local time settings of the server operating system and thus the local time of the server site for messages sent or received from the *XPR* server. If messages from users in other time zones are edited, it makes sense to administer their messages with the local time of the user. This feature must be explicitly activated in the *XPR* server.

For this, the tool `TimeZoneSupport.exe` is provided, with the help of which support for different time zones can be activated. For detailed information on this tool, please refer to the *Server Administration* manual.

4.3 *Special server settings* Menu

4.3.1 APL (Application Protocol Layer)

You can check the APL status and if necessary, start and stop individual APLs.

IMPORTANT: No information about APLs started on a satellite system is displayed here.

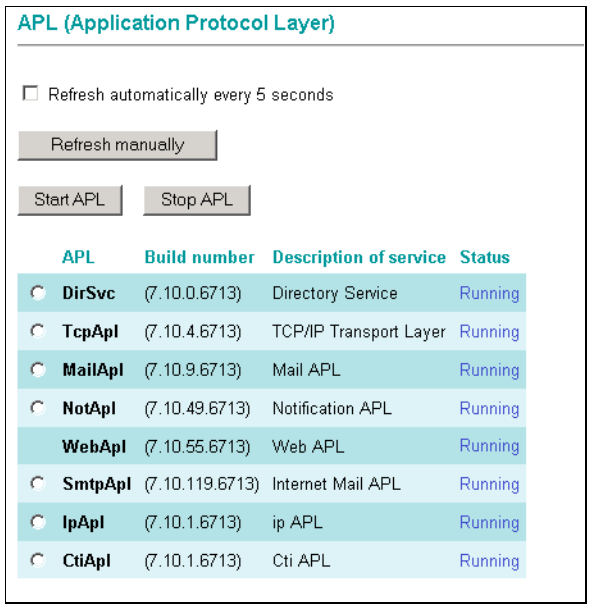


Figure 79 Special Server Settings > APL

NOTE: Detailed information on the APLs and services can be found in the *Server Administration* manual.

4.3.1.1 Updating Information

1. Click the **Refresh manually** button to manually update the information displayed in the tab.
2. Enable the **Refresh automatically every 5 seconds** button to activate the automatic information update.

4.3.1.2 Starting/stopping APLs

In the event of problems, you can start and stop individual APLs manually.

NOTE: You cannot start or stop the Web APL from within the Web Assistant.

---

1. Click the **option field** that precedes the desired APL for selection.
2. Click either the **Start APL** or **Stop APL** button. The action is executed immediately.

4.3.2 Installing Clients and Extensions

If you are an administrator, you can use the **Clients and extensions installation** feature for update installations. The following update scenarios are possible in this context:

- Local update of a client or an extension directly at the relevant workstation.
- Update of a client or extension by locally storing the setup files on the administrator workstation.

Local update on any workstation

In case of a local update, the administrator logs on to a workstation with his/her user data and performs the setup there.

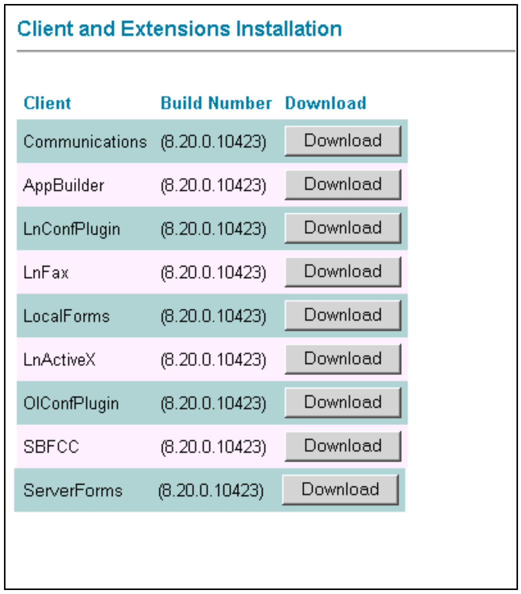
Update by locally storing the setup files on the administrator workstation

In case of this update version, the setup files of the client or extension are first locally stored on the administrator workstation. The administrator can then use appropriate applications to distribute the setup file among the relevant workstations and has it then updated there by an automatic update installation.

Procedure

The proceedings in these two cases only differ in the place from which the setup is performed. The actual process is identical. How to install a client or an extension:

1. Switch to the navigation menu and select under **Special server settings** the **Clients and extensions installation** feature. The following page opens:



Client and Extensions Installation

Client	Build Number	Download
Communications	(8.20.0.10423)	Download
AppBuilder	(8.20.0.10423)	Download
LnConfPlugin	(8.20.0.10423)	Download
LnFax	(8.20.0.10423)	Download
LocalForms	(8.20.0.10423)	Download
LnActiveX	(8.20.0.10423)	Download
OlConfPlugin	(8.20.0.10423)	Download
SBFCC	(8.20.0.10423)	Download
ServerForms	(8.20.0.10423)	Download

2. Click on the **Download** button of the client that you want to install or save. If you want to install an extension, select the corresponding button next to the extension. The **File Download Security Warning** dialog opens.

3. Click on:

   – **Execute** to directly install the client or extension. The file download is executed. After the download has been completed you can click on **Execute** to start the installation.

   – **Save** to locally store the setup file of the client or extension. The file selection dialog.
   Store the setup file in an arbitrary directory.

4.3.3 Log Files

With the *Web Assistant* you can view the *XPR* server log file. You can access other saved log files in addition to the current log file.

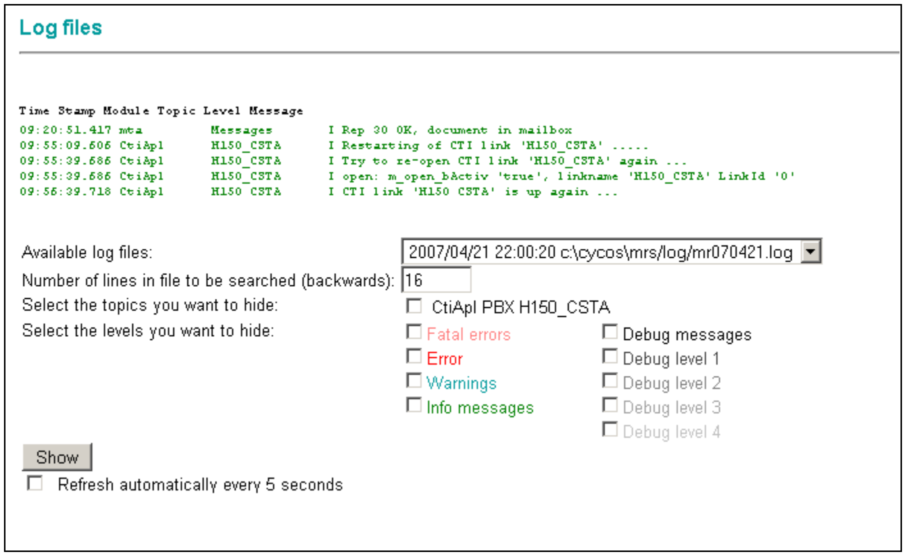


Figure 80 Special Server Settings > Protocol Files

The file’s logged data that you selected in the **Available log files** list box appear in the upper part of the window. The time stamp, the relevant module, the level of the message and an info message are put out.

1. Enter the number of lines for the log information you want to display in the **Number of lines in file to be searched (backwards)** line.

   The range of topics available for selection that can be hidden or displayed changes depending on the selected log file. The different levels for messages, e.g. error messages or debug messages, can also be hidden or displayed. If you do not activate any check boxes, all topics and levels are logged and displayed.

2. It is possible to show or hide topics or levels by enabling or disabling the respective check box.

3. Hide the level you do not want to display by clicking the check box of the corresponding level.

4. To automatically refresh the representation, activate the check box **Refresh automatically every 5 seconds**.

4.3.3.1 Display of Log Files in a distributed *XPR* System (Distributed Server)

If the WebApl is installed within a distributed *XPR* system on a satellite server, some modifications must be made in order to display the log files. Proceed as follows:

1. Configure a share on the kernel server for the directory `<XPR Root>\Log`. The share must at least possess the right “Read”. The share name should be a unique description (e.g. *XPR*Log).
2. Switch to the satellite server and open the `param.xml` file with the help of a text editor (e.g. Notepad) in the `<XPR Root>\res\WebApl\WebAdmin` directory.
3. Define the **LogFilePath01** parameter in the `param.xml` file and enter the path to the log folder you have shared on the kernel server (e.g. `\\<XPR server name>\Log\*.log`).
4. Save the `param.xml` file and restart the WebApl on the satellite server. The restart ensures the activation of the modifications you have made.
5. Afterwards please check if the log files are displayed in the *Web Assistant*.

4.3.4 Harddisk Capacity

You can display the current memory capacity usage. Information on the hard disk space relates to the hard disk on which the documents and the database are stored.

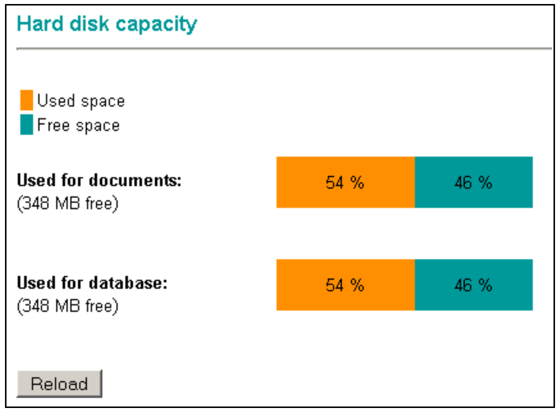


Figure 81 Special Server Settings > Hard Disk Capacity

Documents are all message files (wave sound files for voicemail, e-mails and fax documents).

The database contains all user data, information about inbound and outbound messages, and additional system information.

Click, where applicable, the **Reload** button to manually update the information displayed on the page.

4.3.5 Voicemail Networking

In this dialog you may perform settings for the networking of voicemail systems of different producers. For networking the protocols, **AMIS** (**A**udio **M**essaging **I**nterchange **S**pecification) and **VPIM** (**V**oice **P**rofile **I**nternet **M**ail) are available.

AMIS

The AMIS protocol has been developed by the Electronic Messaging Association (EMA) to exchange voicemails between voicemail systems of different manufacturers. It has been defined for analog as well as digital communication and works according to the transport telephone net (PSTN) - oriented.

VPIM

The VPIM protocol has been developed by the Internet Engineering Task Force (IETF) to exchange voicemails between voicemail systems of different manufacturers. As it is digital and SMTP- oriented, it offers a high-quality possibility to exchange voicemails and is one of the successors to AMIS.

Hardware-based PhoneMail systems

If a PhoneMail user records a voicemail and sends it to an *XPR* user, the message is first received by the connect server via a PhoneMail networking protocol. The connect server converts the PhoneMail voice format into a .wav file and sends this file to *XPR* in an SMTP message (e-mail). The *XPR* system receives the message with the “*.wav file” via the SMTP APL and can deliver the message to a *OpenScape Xpressions* user.

Conversely, if an *XPR* user records a voicemail and sends it to a PhoneMail user, the connect server receives an SMTP message containing a “*.wav file”. The connect server encrypts the “*.wav file” and converts it into PhoneMail voice format. The PhoneMail message is then delivered and the PhoneMail user can play back the voicemail.

NOTE: Detailed information on voicemail networking can be found in the *Server Administration* manual.

4.3.5.1 Configuring a Voicemail Network

How to create a voicemail network:

1. Enter the prefix to be used for your local *XPR* server in the **Network prefix** field.

2. Via the check box **Support for ConnectServer 2.5** a compatibility mode for the older ConnectServer version 2.5 is activated.

> ***NOTE:*** If this option is activated, newer ConnectServer versions are no longer supported.

3. With the help of the **Save global settings** button all settings in the **Global Site Settings** section are stored.

4. In the **Site list** section you now need to configure the sites your local *XPR* server is to connect to.

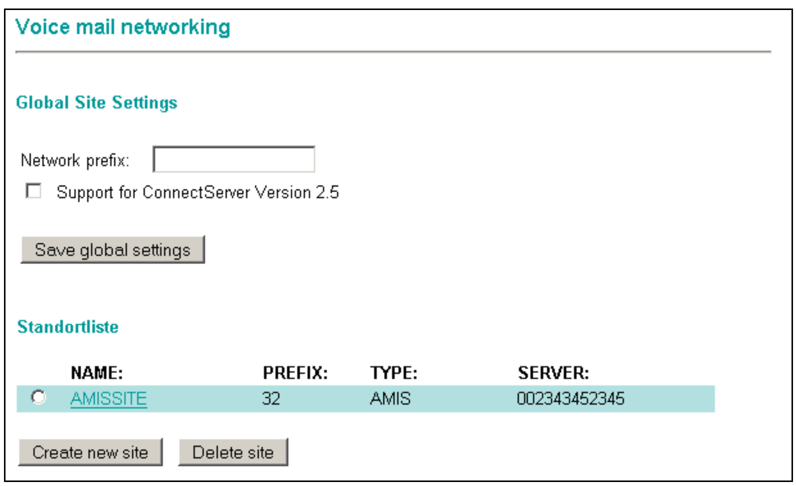


Figure 82 Special Server Settings > Voice Mail Networking

5. Click the **Create new site** button. The following window appears.

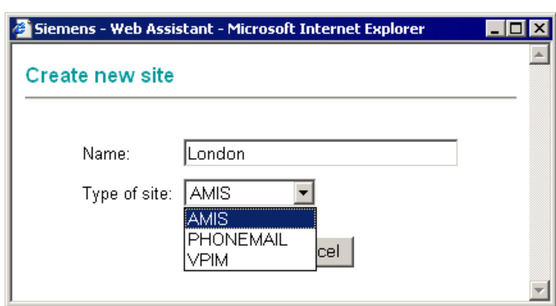


Figure 83 Creating a new Site

6. Enter an expressive name for the site and select the **Type of site**, i.e. the protocol to be used for networking (AMIS, PhoneMail or VPIM).

7. Click **Create**. The **Editing the site** dialog appears.

8. Depending on the protocol used you will notice different configuration possibilities in this dialog.

AMIS

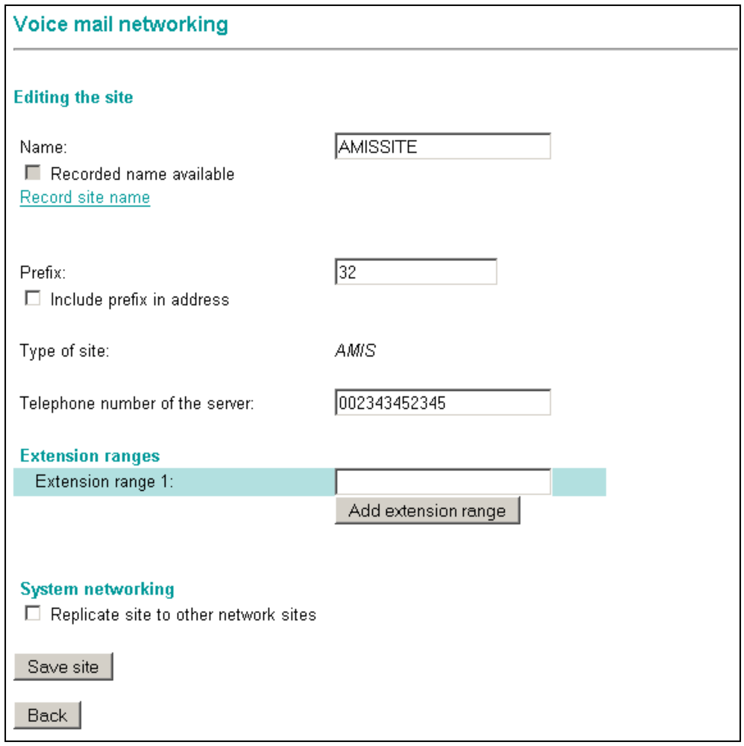


Figure 84 Creating an AMIS site

- The **Recorded name available** check box is enabled if the name of the site was already recorded, i.e. as a wave sound file. If this check box is disabled, you can record a site name via the link **Record site name** (see Section 4.2.11, "Recordings", on page 198).

- Enter a unique prefix for the site a connection is to be established to in the **Prefix** entry field.

NOTE: The prefix determined here **must** be put before the number of the voice mailbox if a voice mailbox on the target server is addressed. If the prefix is e.g. **477** and the voice mailbox number on the target server is **123** , **477123** must be dialed.

- Enter the phone number of the target server in the **Telephone number of the server** field. The phone number must be entered in normalized form.

  Example: Phone number of a target server in normalized form

The global telephone number of the target server is 089-901-12345 and the extension 700 has been set in the Telematic APL for the AMIS protocol. The phone number must then be entered according to the syntax <Country code><Area code><System number>< AMIS extension>. In this case you would have to enter +498990112345700.

- You need to enter the **Extension range** in the corresponding entry field that has been assigned on the target server for the voicemail system (e.g. 200-299). If necessary, you may define additional extension ranges via the **Add extension range** button.
- If you want to delete extension ranges, select the relevant ranges and click the **Delete extension range** button.
- If you want to **Replicate the configured AMIS site profile to other network sites**, activate the corresponding option (see also the network configuration description in Chapter 5).
- Then click the **Save site** button followed by **Back**.

NOTE: Please note that all user accounts on the *XPR* server must have the **"AMIS Privilege"**.

VPIM

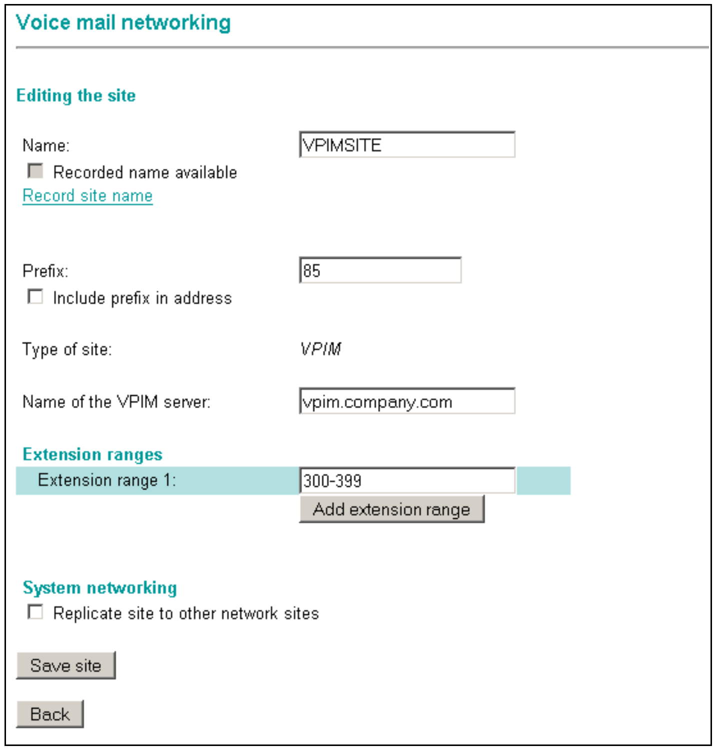


Figure 85 Creating a VPIM Site

- The **Recorded name available** check box is enabled if the name of the site was already recorded, i.e. as a wave sound file. If this check box is disabled, you can record a site name via the link **Record site name** (see Section 4.2.11, “Recordings”, on page 198).
- Enter a unique prefix for the site a connection is to be established to in the **Prefix** entry field.

NOTE: The prefix determined here **must** be put before the number of the voice mailbox if a voice mailbox on the target server is addressed. If the prefix is e.g. **477** and the voice mailbox number on the target server is **123** , **477123** must be dialed.

***IMPORTANT:* The prefix must not be identical with prefixes allocated with the system networks configuration! See Section 5.2.2.1, “Creating a local Site Profile”, on page 261.**

- Enter the **Name of the VPIM server** in the form of an IP address or an SMTP address.

- You need to enter the **Extension range** in the corresponding entry field that has been determined on the target server for the voicemail system (e.g. 200-299 or 2xx). If necessary, you may define additional extension ranges via the **Add extension range** button.

NOTE: The calling number of the extension range must not exceed the length of six digits!

- If you want to delete extension ranges, select the relevant ranges and click the **Delete extension range** button.
- If you wanto to **Replicate the created VPIM site profile to other network sites**, activate the corresponding option (see also the network configuration description in Chapter 5).
- Then click the **Save site** button followed by **Back**.

PhoneMail

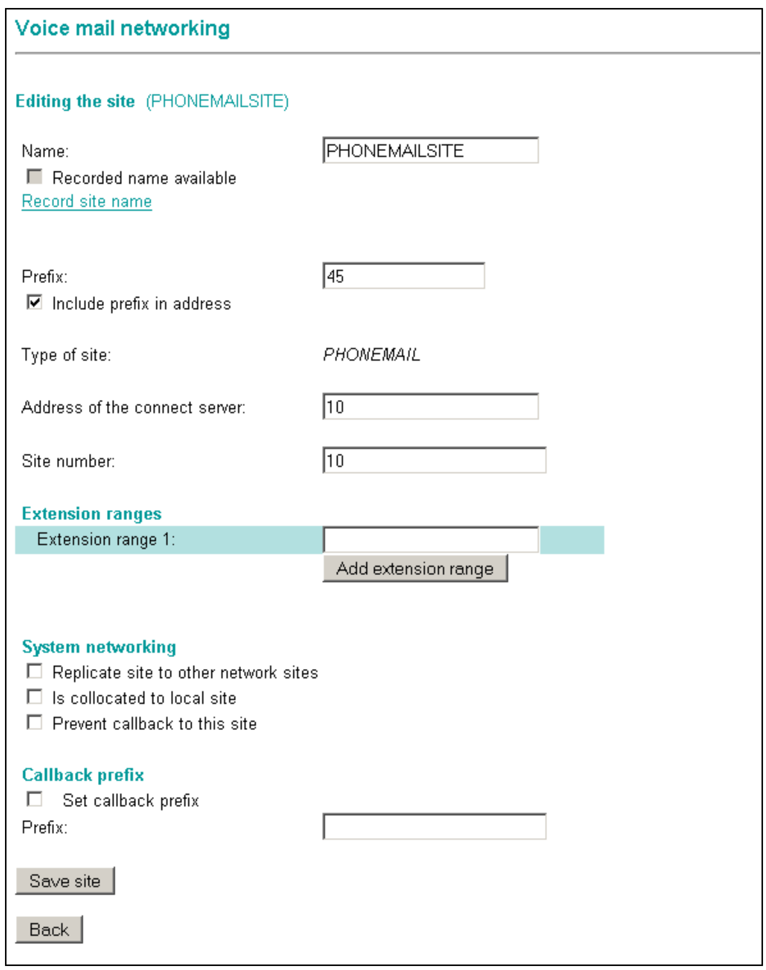


Figure 86 Creating a PhoneMail Site

- Enter a unique prefix for the site a connection is to be established to in the **Prefix** entry field.

NOTE: The prefix determined here **must** be put before the number of the voice mailbox if a voice mailbox on the target server is addressed. If the prefix is e.g. **479** and the voice mailbox number on the target server is **123** , **479123** must be dialed.

IMPORTANT: **The prefix must not be identical with prefixes allocated with the system networks configuration! See** **Section 5.2.2.1, "Creating a local Site Profile", on page 261****.**

- The prefix can be included in the address for PhoneMail. To do this, activate the relevant check box. **Include prefix in address** is disabled by default.
- Enter the **Address of the connect server** in the form of an IP address or an SMTP address.
- Enter a **Site number** on the basis of which a PhoneMail system can identify this site.
- In the **Set callback prefix** field you can enter a prefix to be used if a user's telephone number cannot be reached from outside. This is the case if in the PHONE field of a user data record a private/internal calling number has been assigned.
- You need to enter the **Extension range** in the corresponding entry field that has been determined on the target server for the voicemail system (e.g. 200-299). If necessary, you may define additional extension ranges via the **Add extension range** button.

NOTE: The calling number of the extension range must not exceed the length of six digits!

- If you want to delete extension ranges, select the relevant ranges and click the **Delete extension range** button.
- In the **System networking** section you can set optional system networking parameters.
- Then click the **Save site** button followed by **Back**.

9. After you have performed all configuration steps, the sites will be displayed in the list on the entrance page.

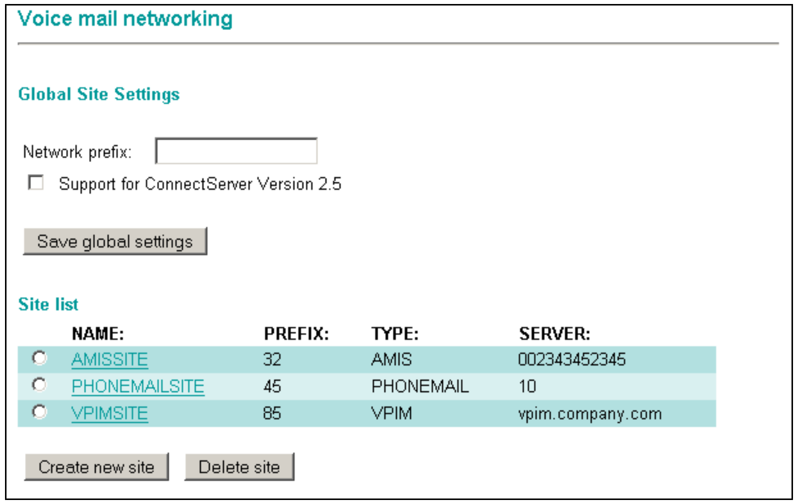


Figure 87 Voice Mail Networking > Global Site Settings

10. If you select a site in the **site list** and click the **Delete site** button, the corresponding site entry will be deleted.

4.3.6 Routing Rules

Routing rules enable you to automate incoming message handling. In the window **Routing rules** the following features can be performed:

- viewing and editing all existing rules,
- deleting rules,
- creating new rules with the help of the wizard.

NOTE: Detailed information on syntax, features and parameters of routing rules can be found in the *Server Administration* manual.

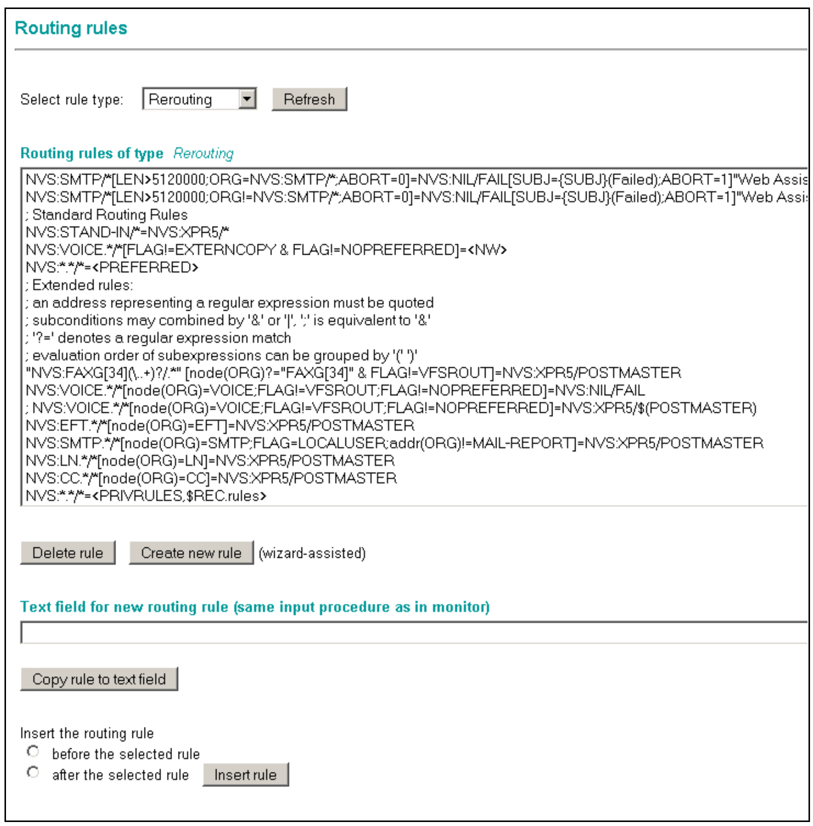


Figure 88 Special Server Settings > Routing Rules

4.3.6.1 Editing Routing Rules

Showing and editing rules

For a better overview, the routing rules displayed are arranged according to the type.

1. Choose the required group from the **rule type** list box.
2. Click the **Refresh** button. All defined rules of the selected type are displayed.
3. In the list select the rule that you want to edit.
4. Click the **Copy rule to text field** button. The selected rule is copied to the text field for the new routing rule.
5. Edit the rule in the text field.
6. Under **Insert the routing rule** select one of the options before the selected rule or after the selected rule and click the **Insert rule** button. The modified rule is inserted into the relevant position.

> ***NOTE:*** After insertion of the modified rule you need to delete the original one since it is not automatically replaced.

Deleting rules

1. To select the rule you want to delete, simply click it.
2. Click the **Delete rule** button. The selected rule is immediately deleted from the list.

Saving rules

Rules editing (creation, modification and deletion) must be accomplished by **Save**. The new or modified rule only takes effect after it has been saved.

After editing a rule, click the **Save** button. If you quit the page without saving it first, the original settings are restored.

Creating a new rule

When creating new rules, the wizard will help you through the necessary steps. In the **Special server settings** column select the **Routing rules** option.

In the following paragraph a rule will be created as an example, with the help of which all messages marked as urgent are forwarded to the user *Administrator* as SMS to a cell phone.

Proceed as follows:

1. Click the **Create new rule** button. A second window opens.

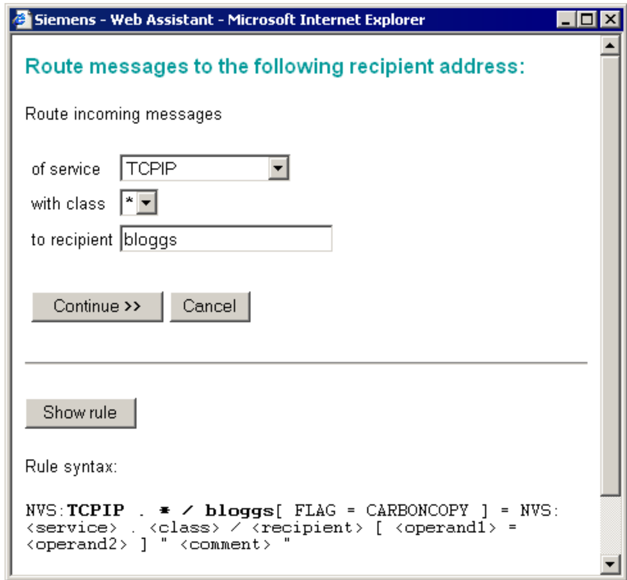


Figure 89 Creating a new Rule, Step 1

2. Select the required options from the **of service** and **with class** list boxes (in our example, **TCPIP** is the service and ***** is the class). The rule is displayed in the bottom section of the window.

3. Enter the recipient's address in the **to recipient** text field. Enter the user name *Administrator*.

4. Click **Continue >>**. The following dialog appears.

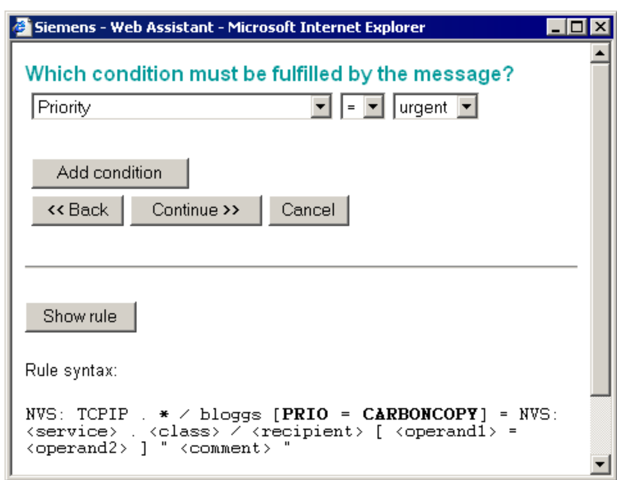


Figure 90 Creating a new Rule, Step 2

5. You can select the conditions to be fulfilled by a message in this dialog (in our example, Priority = urgent). You can insert conditions by selecting the relevant options in the list box in the **upper right corner**.

6. To add another condition, click **Add condition**. If more than one condition exists, the button **Delete condition** is displayed.

7. Click **Continue >>** to reach the following dialog.

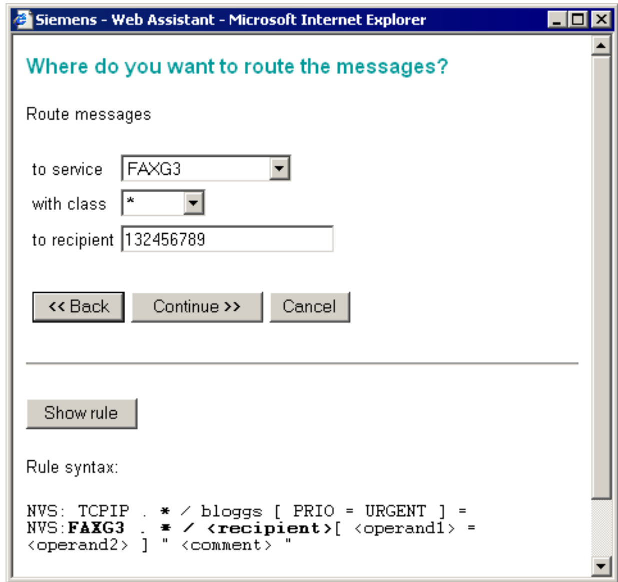


Figure 91 Creating a new Rule, Step 3

8. Here you can define who the message is to be forwarded to through selection of the corresponding options.

9. Select the service *SMS* with the class * and enter the phone number of the mobile phone as the recipient.

10. Press **Continue >>** to proceed with the assistant.

11. In the next dialog, you can specify that the subject of the incoming e-mail is entered in the SMS message's subject field. To do this, select the option **Subject field** and use the assignment **{SUBJ}**.

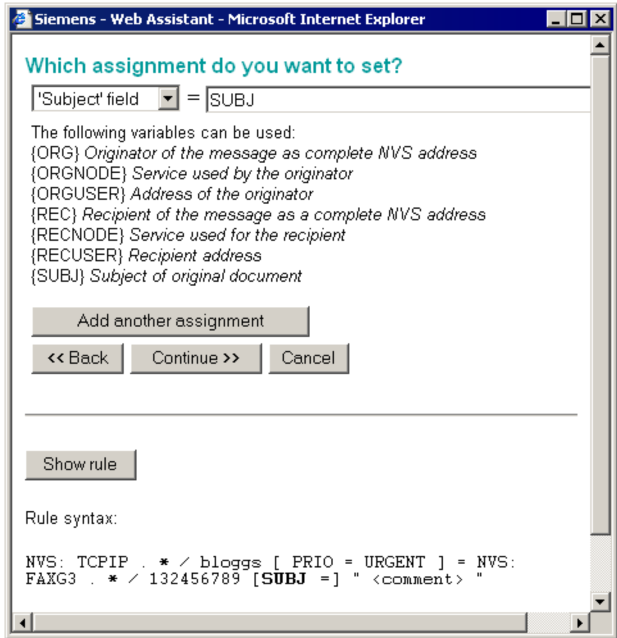


Figure 92 Creating a new Rule, Step 4

12. Press the **Continue >>** button to reach the next dialog.

13. You can enter a comment for the routing rule created here. Entering a comment makes it easier for you to locate the routing rule at a later date. In addition you can immediately see for which purpose the rule has been created.

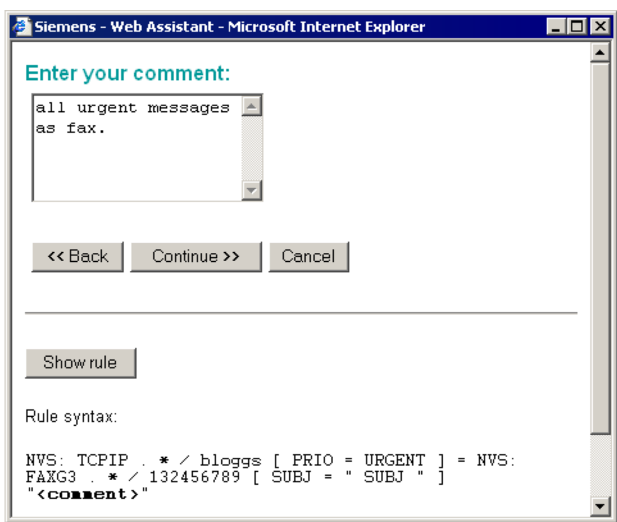


Figure 93 Creating a new Rule, Step 5

14. Press **Continue >>** to proceed with the assistant.

15. In the following dialog, you must decide where you want to insert the routing rule in the rule list.

Figure 94 Creating a new Rule, Step 6

16. Mark the position in the rule list with a mouse click and then select the appropriate option under **Insert the routing rule** (before the selected rule or after the selected rule).

17. Then press the **Insert rule** button to insert the routing rule in the rule list.

18. Press the **Save** button to save the routing rule created.

19. The assistant closes once you have saved the routing rule and you are returned to the **Routing rules** window.

4.3.7 Mask Editor

In the **Mask editor** window, you can edit database masks as desired.

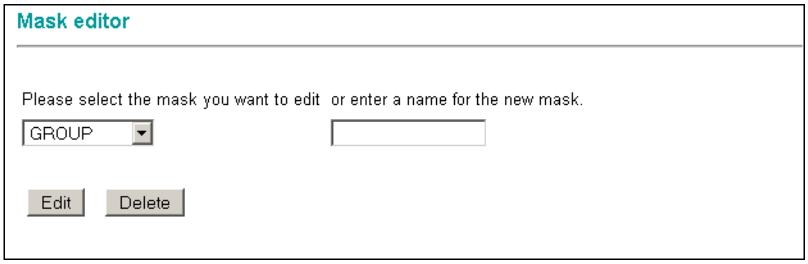


Figure 95 Special Server Settings > Mask Editor

1. Select a mask from the **list box** for masks or enter the name of the required mask in the **text input field** beside the list box.

2. Click **Edit**. You see the mask description with the database fields of the selected mask.

3. The mask description appears in the upper part of the window. In the chosen example, the *GROUP* mask has been selected.

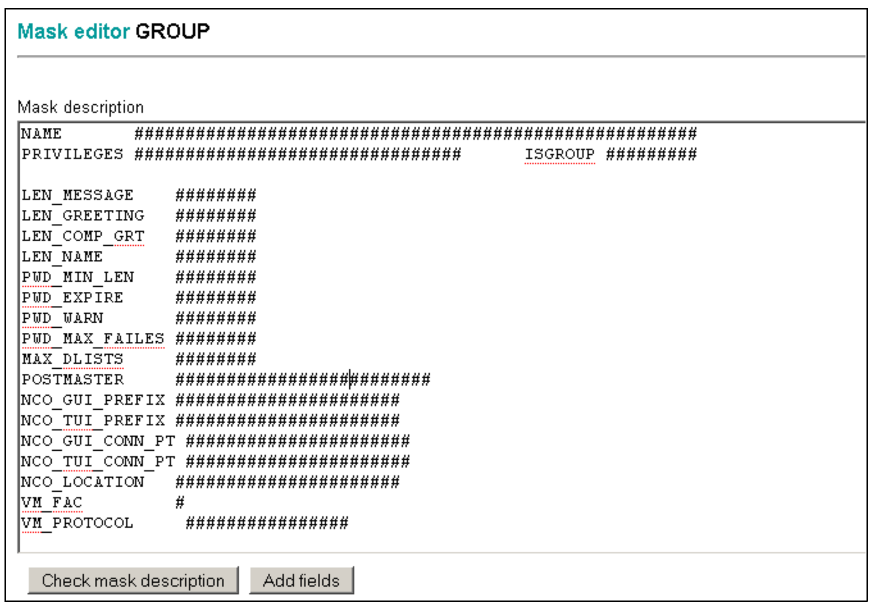


Figure 96 Mask Editor > Mask GROUP

4. The mask parameters for the database mask appear in the lower part of the window.

Field attributes

Field name	Upper/lower case	Dial number	Privilege	Hide	Encrypt	U
ISGROUP			PSUPER			
LEN_COMP_GRT			PSUPER	HIDE		
LEN_GREETING			PSUPER	HIDE		
LEN_MESSAGE			PSUPER	HIDE		
LEN_NAME			PSUPER	HIDE		
MAX_DLISTS			PSUPER	HIDE		
NAME			PSUPER			
NCO_GUI_CONN_PT			PSUPER	HIDE		
NCO_GUI_PREFIX			PSUPER	HIDE		
NCO_LOCATION			PSUPER	HIDE		
NCO_TUI_CONN_PT			PSUPER	HIDE		
NCO_TUI_PREFIX			PSUPER	HIDE		
POSTMASTER	UPPER		PSUPER	HIDE		
PRIVILEGES	UPPER		PSUPER	HIDE		
PWD_EXPIRE			PSUPER	HIDE		
PWD_MAX_FAILES			PSUPER	HIDE		
PWD_MIN_LEN			PSUPER	HIDE		
PWD_WARN			PSUPER	HIDE		
VM_FAC			PSUPER	HIDE		
VM_PROTOCOL						

Figure 97 Mask Editor > List Fields of a Mask (Extract)

5. Select the desired mask attributes from the **list boxes** in the lower part of the dialog and confirm your entries by the **Save** button.

   A list of all available list fields can be found in the *Server Administration* manual.

6. You can test whether the entries are correct via the **Check mask description** button.

7. You can record a random number of database fields in your database mask via the **Add fields** button.

8. Select the required mask, from which you want to add database fields or check if the correct masks appear. In the example this is the *GROUP* mask.

9. Select the fields you want to add from the **list box**. Select one or more entries and click the **Add fields** button.

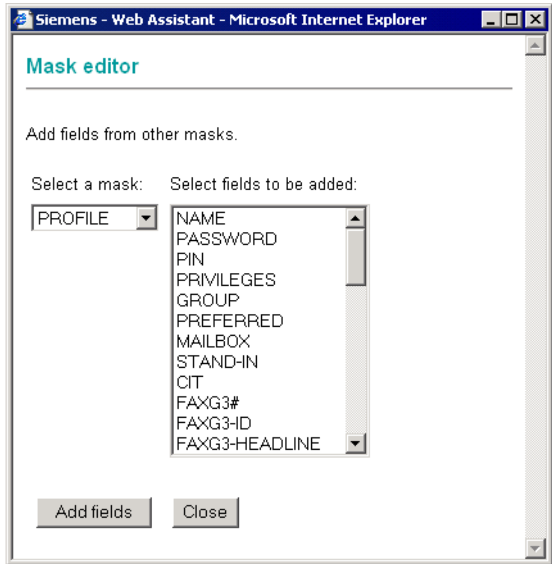


Figure 98 Adding Fields to a Mask

10. The **mask editor window** associated with the selected mask reappears and you can see the inserted database fields in the mask description.

11. Click **Save** to save your settings.

NOTE: When you do not edit a database with the mask editor of the *Web Assistant* but with the programs **InfoTool** or **DbTool**, you need to restart the WebAdmin script (*webadmin.vo*), so that the modifications are displayed in the *Web Assistant* mask editor.

The WebAdmin script is restarted in the ***XPR* monitor** via the WebApl configuration dialog (see the *Server Administration* manual).

4.3.8 Global Enquiry

NOTE: If you use Lotus Notes or Exchange Server as backend, the global research for Unified Messaging users does not provide any results. Global research delivers only data about Voice Only users then.

NOTE: Like all other features described in this chapter, global enquiry is only available to users in the administrator mode.

The **Global Enquiry** page offers various options to search for sent or received messages. The global enquiry involves the entire *XPR* system, so that all user mailboxes are searched according to the criteria entered here.

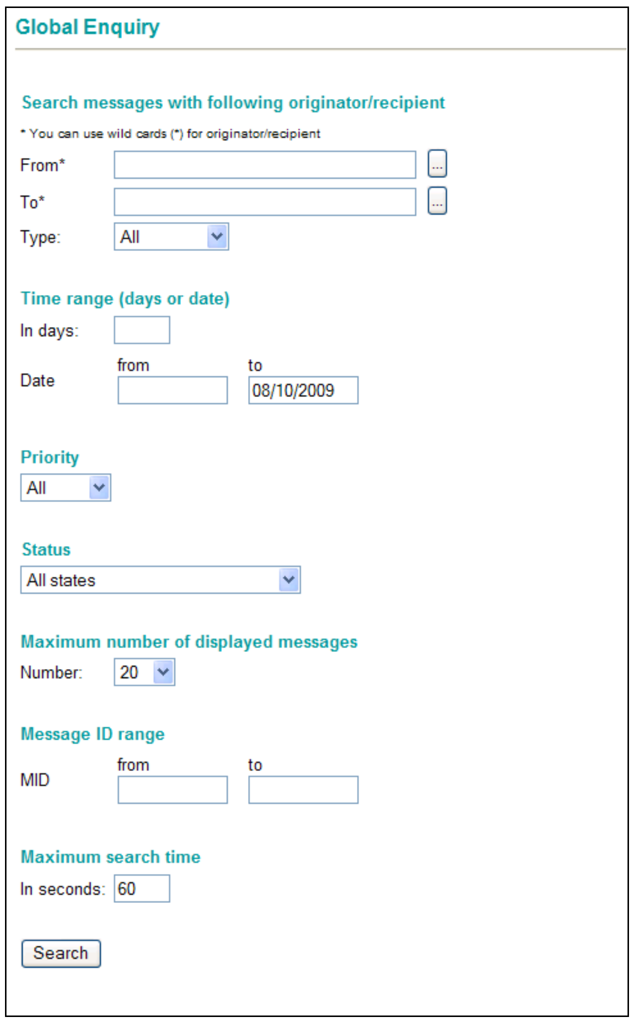


Figure 99 Special Server Settings > Global Enquiry

The **Search** button starts the global search feature. The following search criteria can be configured (see the following table):

Search option	Meaning
Search messages with following originator/ recipient	**From/To:** Here you can limit the message search to an originator or recipient address. The address can be manually entered in the **text field** and a wildcard (*) used to fill the address. **Example:** You want to look for all received messages the originator address of which begins with letter E. In this case enter *E** in the text field.

Table 13 Search Options

4.3.9 Voicemail Profiles

Newer voicemail systems such as PhoneMail or VMS support a shared database layout for globally used features, which means that this configuration data can be globally configured for all these systems. **Configuration profiles** with these global settings can be configured and assigned to the respective protocols for simplification.

During the installation of the *XPR* server the default profile *$DEFAULT* is configured. The default settings in the DEFAULT profile cannot be modified so that you can always return to them.

IMPORTANT: Not all voicemail systems support all provided setting options. If a feature is provided in a system, it is set according to the configuration. Settings for unsupported features are ignored by the respective system.

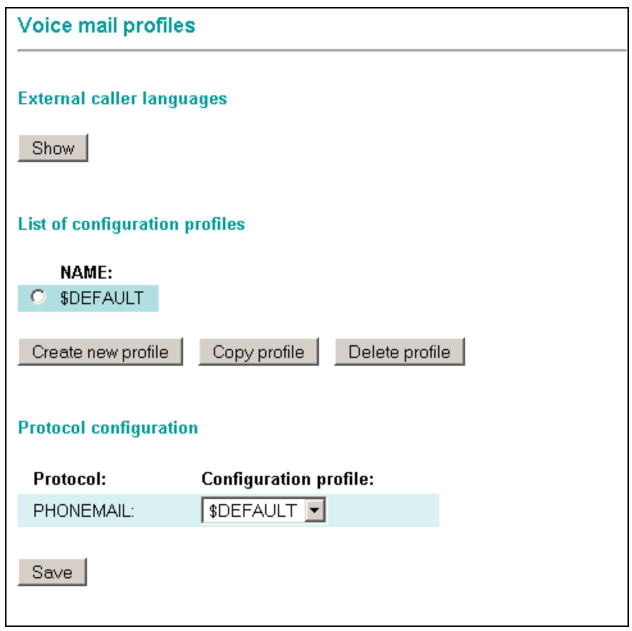


Figure 100 Special Server Settings > Voicemail Profiles

In the **External caller languages** section you can

- push the **Show** button to set the greeting languages to be used by the system for external callers. Such languages conform with configurable prefixes. Please refer to Section 4.3.9.1, “Languages for external Callers”, on page 234.

In the **List of configuration profiles** portion you can

- create a new configuration profile via the **Create new profile** button.
- select and modify an existing profile and save it under a new name or create a new configuration profile with the default settings of the ***$DEFAULT*** default profile via the ***Copy profile*** button.
- remove a selected configuration profile via the **Delete profile** button.

The **Protocol configuration** portion lists all installed voicemail protocols. Next to each voicemail protocol you will find a **selection field**, with which you can assign a configuration profile to a protocol. The settings are copied via the **Save** button.

4.3.9.1 Languages for external Callers

Depending on a prefix the voice mail system greetings can be played to the user in a specific language. This is possible based on the country code delivered by the caller, but requires the installation of the corresponding language packet on the *XPR* server.

How to configure the languages for external callers:

1. Open the page **Special server settings** > **Voice mail profiles**.
2. Click in the **External caller languages** section on **Show**.

   The following page opens:

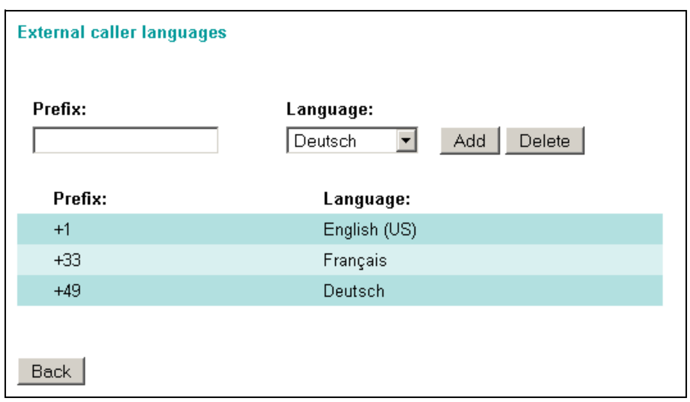


Figure 101 Voicemail Profiles > Languages for ext. Callers

3. In the **Prefix** field specify the prefix according to which the system is to determine the language to be used. This may be a country code, but any other digit combination, such as the extension of a branch in another country without the subscriber codes used there, is also possible.
4. In the **Language** pull-down menu select the language desired for the entered prefix and click on **Add**.

5. Repeat the steps 3 and 4 for all further prefixes that you wish to add.

   You can set several prefixes per language but not several languages per prefix.

Deleting a prefix

How to delete a prefix:

1. Enter the prefix to be deleted in the **Prefix** field.
2. In the **Language** pull-down menu select the language already set for the prefix to be deleted.
3. Click on **Delete**.

   The prefix will be removed from the list.

Changing the language for a prefix

How to change the language for an already configured prefix:

1. In the **Prefix** field enter the prefix the language of which you want to change.
2. In the **Language** pull-down menu select the language to be used for the existing prefix.
3. Click on **Add**.

   The corresponding entry will be changed in the list.

4.3.9.2 Creating a new Configuration Profile

1. Push the **Create** button.

NOTE: If you want to create a profile that is to contain the settings of an already existing one, select the profile to be copied and press the **Copy profile** button.

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2. In the following dialog enter a name for the new profile. Then push **Create**.

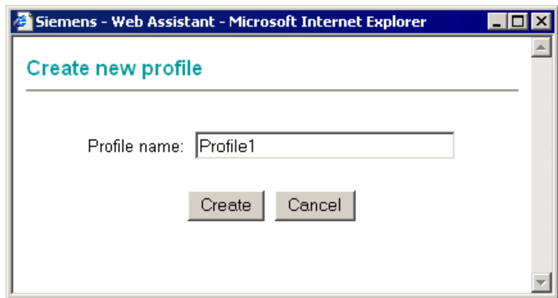


Figure 102 Creating a new Configuration Profile

3. The next dialog features the **General**, **Messaging**, **Recording**, **Security**, **Call Transfer**, and **Prompt** tab where you can perform the following settings.

NOTE: After accomplishing your settings, push the **Save profile** button to copy them.

The General tab

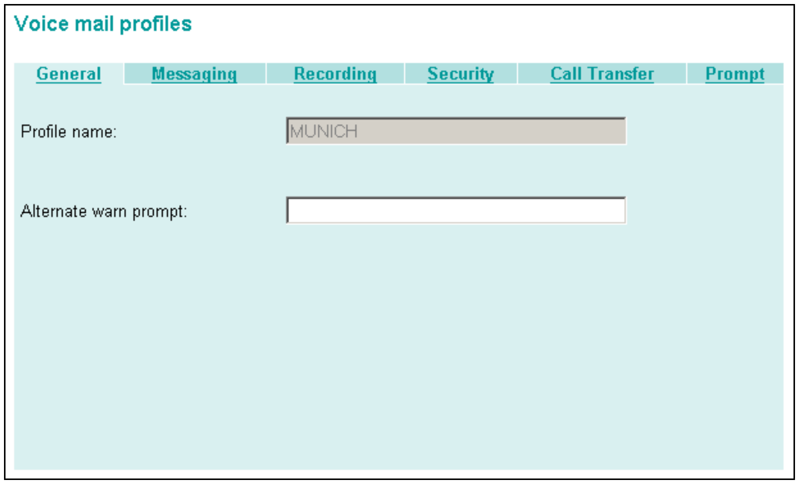


Figure 103 Voicemail Profiles > General Tab

Parameter	Meaning
Profile name	The **Profile name** field defines the name with the help of which this configuration profile can be assigned to a protocol later.
Alternative warn prompt	The audio warning that sounds a few seconds before the end of a recording can be replaced by entering a greeting in the **Alternative warn prompt** field.

Table 14 Options of the General Tab

The Messaging tab

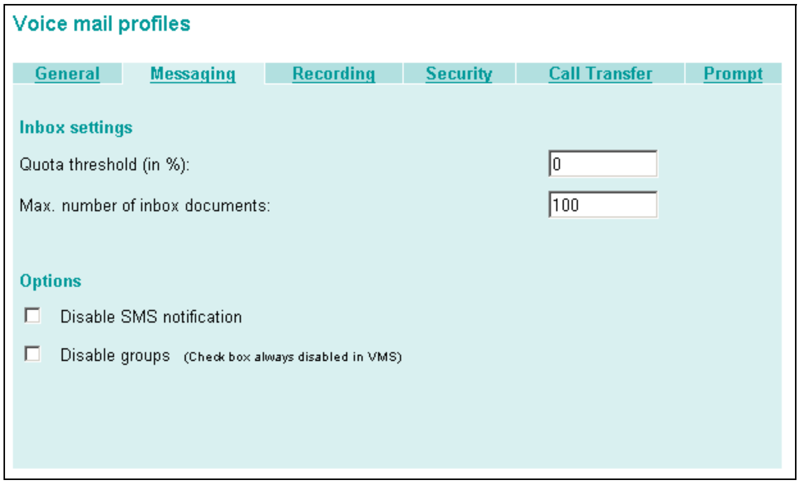


Figure 104 Voicemail Profiles > Messaging Tab

Parameter	Meaning
Quota threshold (in %)	Enter here a percent value from which the user is warned via the TUI that his/her quota is nearly up. ***Note:*** The quota threshold is only active when the MTA for quotas is configured. This option is not useful if you apply a True Unified Messaging solution. Here, the message store is used by Microsoft Exchange or Lotus Notes, which is not monitored by the MTA quota feature.
Max. inbox documents	Enter here the number of messages offered via the TUI. By TUI the user then only receives the first *n* messages with the sorting set in the *Web Assistant*. The number *n* corresponds to the value set here.

Table 15 Options of the Messaging Tab

With the options in the bottom section of the tab the specified features **SMS notification** and **distribution lists** are activated or deactivated.

The Recording tab

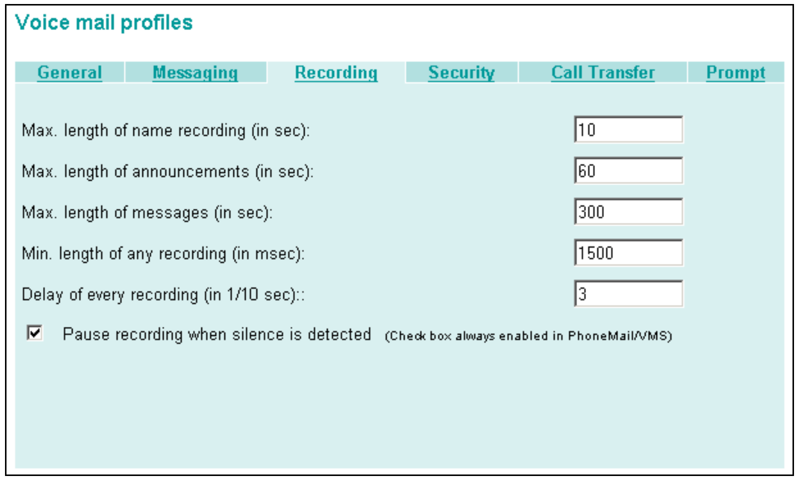


Figure 105 Voicemail Profiles > Recording Tab

Parameter	Meaning
Max. length of name recording	Enter here in seconds the maximum name recording length. A name can be recorded by mailbox owners in order to inform the caller about the name of the mailbox owner.
Max. length of announcements	Enter here in seconds the maximum length of user-individual announcements that can be played via the TUI.
Max. length of messages	Enter here in seconds the maximum length of messages that a user may leave. Shortly before this limit is reached, the user receives a warning.
Min. length of any recording	Enter here in seconds the minimum length that a recorded message, a name recording or an announcement must have to be saved. This prevents a recording from being saved in the event that a caller hangs up without leaving a message.
Delay of every recording	Enter here in 1/10 seconds a recording delay. This, for example, ensures that parts of the announcement played last are not recorded at the beginning of the new announcement.
Pause recording when silence is detected	Set here whether the system is to automatically stop the recording after detecting a recording pause. The user is then automatically taken to the menu where he/she can play the recording or, after pressing a button, continue it.

Table 16 Options of the Recording Tab

The Security tab

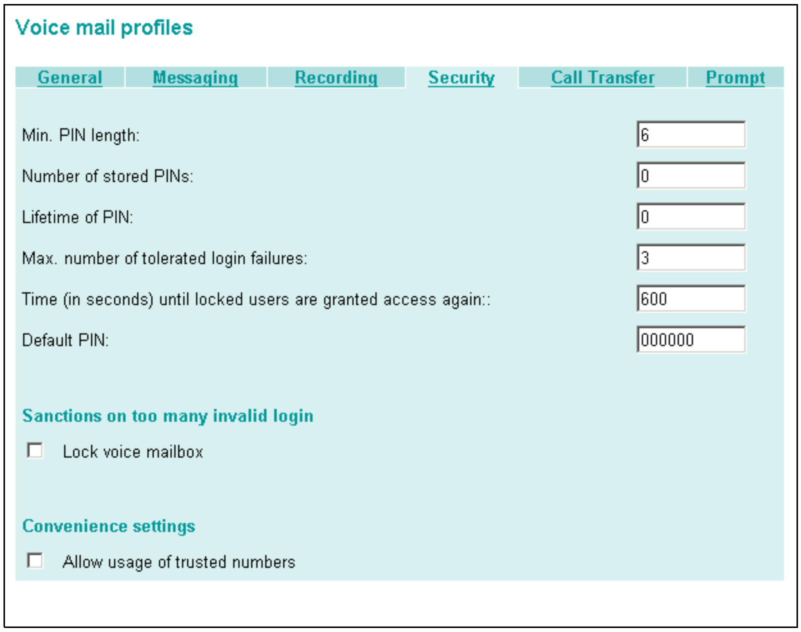


Figure 106 Voicemail Profiles > Security Tab

Parameter	Meaning
Min. PIN Length:	Enter here the minimum length of a PIN. A PIN's security increases with its length. On the other hand, users can often remember passwords that are much to long only with the help of undesired notes. An entry in this field is thus always a compromise of security requirements and usability.
Number of stored PINs	Enter here how many of the PINs used last are to be saved. If a user changes his/her PIN, a check is performed as to whether the new PIN is found under the saved entries. In such a case the system rejects the new PIN as invalid and prompts the user to re-enter the PIN. So users really need to enter a new PIN and cannot toggle between two old PINs. Entering `0` deactivates this feature.
Lifetime of PIN	Enter here a number of days after which a PIN becomes invalid and the system prompts the user to enter a new one. Entering `0` deactivates this feature.

Table 17 Options of the Security Tab

Parameter	Meaning
Max. number of tolerated login failures	Enter here the number of permitted failed-login attempts after which the measures selected in the **Sanctions on too many...** section become active. When the value entered here is reached, the system terminates the corresponding call so that a new connection to the voicemail system may have to be established. If the **Lock voice mailbox** is activated as sanction, a new attempt to log in is not possible. You cannot log in again until the default under **Time (in seconds) until locked users are granted access again** allows you to. ***Note:*** The voice mailbox can also be unlocked by the administrator. He/she sets the user field **VM_LOGIN_FAILED** in the *XPR* database to 0. On this occasion he/she can also reset the PIN in case the user has forgotten it.
Time (in seconds) until locked users are granted access again	Specify here how long the voice mailbox shall be locked after the above defined maximum number of failed login attempts has been reached. This requires the setting of the **Lock voice mailbox** option. The values you can specify range from 0 (mailbox unlocked) to 9999 seconds (mailbox locked for 166,65 minutes). The default entry is 600 seconds.
Default PIN	Define here a default PIN that each user may use for his/her first login at the system. This PIN is used if the user has been configured via the Web Assistant but no individual PIN has been assigned to him. ***Note:*** Users for whom no individual PIN has been defined must change the PIN at the initial login.
Lock voice mailbox	Locks the voice mailbox after the user has reached the maximum number of allowed incorrect login attempts. You cannot log in again until the default under **Time (in seconds) until locked users are granted access again** allows you to.
Allow usage of trusted numbers	This parameter allows users to use trusted numbers (cf. Section 3.3.2.5, “Caller Options (PhoneMail only)”, on page 80). ***Note:*** This feature is not supported by VMS.

Table 17 Options of the Security Tab

The Call Transfer tab

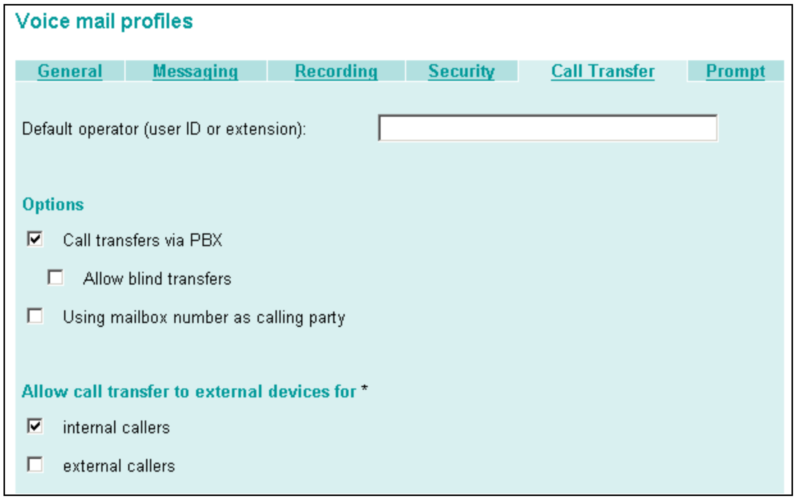


Figure 107 Voicemail Profiles > Call Transfer Tab

Parameter	Meaning
Default operator	Enter here the user ID or the extension of the default operator. A user may be connected from a voice box to here upon request. When you enter a user ID, the *XPR* server determines the associated phone number via the *XPR* user data.
Call transfers via PBX	Activate this option if a call is to be forwarded in the PBX (*Path Replacement*). However, this is not always possible and depends on the scope of services of the applied PBX. If this option has not been activated, a caller to be routed externally by the *XPR* server is routed via a second parallel channel back to the PBX and from here to the public telephone network. ***Note:*** If the PBX used does not support the *Path Replacement* feature, this option **must not** be active.
Allow blind transfers	This option activates this type of forwarding. For a blind transfer the availability of the destination is not checked at the time of the transfer. Thus a caller might receive a busy signal or even be rerouted to the original voice mailbox. ***Note:*** The “Blind Transfer” feature is only available via the PBX protocols *Cornet N* and *Cornet NQ*.
Using mailbox number as calling party	With a forwarded call the callee's mailbox number is used as recipient ID.
Allow call transfer to external devices for ...internal callers or **...external callers**	Activate this option if a caller is to be connected to external devices. In this way, a mailbox owner can offer the caller alternatives to leaving a message. For example, the caller can be connected to an external telephone, a deputy or the operator. ***Note:*** The option **Allow call transfer to external devices for ...internal callers** or **...external callers** is not available in VMS.

Table 18 Options of the Call Transfer Tab

The Prompt tab

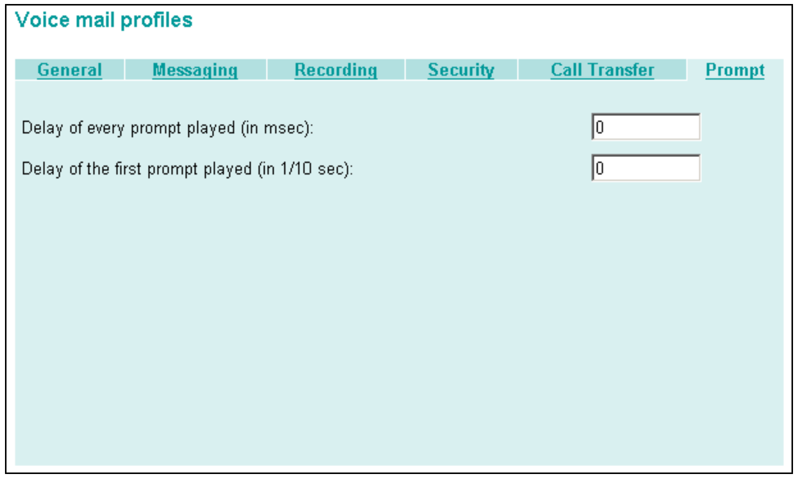


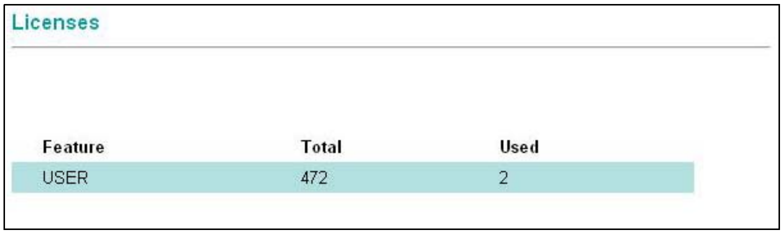
Figure 108 Voicemail Profiles > Prompt Tab

Parameter	Meaning
Delay of every prompt played	Enter here in milliseconds a delay for each prompt. In certain PBX system types, prompts which directly follow a keypad entry may be slightly truncated at the beginning when replayed. If this behavior occurs with your PBX it can be leveled out by defaulting a suitable delay period. The delay can be set from 0 to 9999 milliseconds. Default set is 0 milliseconds, thus no delay.
Delay of the first prompt played	Defines another delay for the first voicemail system greeting each that is put out after the establishment of a new connection. The background of this option is that different PBX in a voicemail system signalize by establishing the D-channel that the first system announcement can be started. The B-channel required for the transmission is only established with delay, so that the first announcement is played back respectively truncated for the caller.

Table 19 Options of the Prompt Tab

4.3.10 Licenses

This page shows the available user licenses and how many of them are being used. You open it via the menu option **Special server settings** > **Licenses**.



4.3.11 NCO (Number Conversion Objects)

By clicking the respective **link** in this section you can download the **NCO administration tool** and the currently saved **NCO configuration files** (*NCOMainTree.xml* and *VariableProposals.xml*) from the *XPR* server, so that your are able to edit the NCO configuration.

1. Click the **NCO Admin tool** link **NCO configuration files** to download the corresponding files from the *XPR* server.
2. In the following dialog select the **Save** option and specify a storage location for the downloaded files.

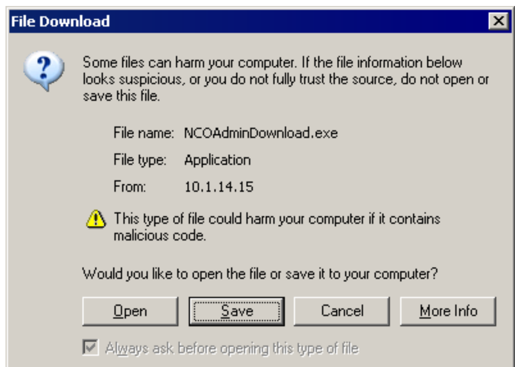


Figure 109 Saving the COAdminDownload.exe

NOTE: You find information on the NCO configuration and on handling the NCO administration tool in the *OpenScape Xpressions Server Administration* manual.

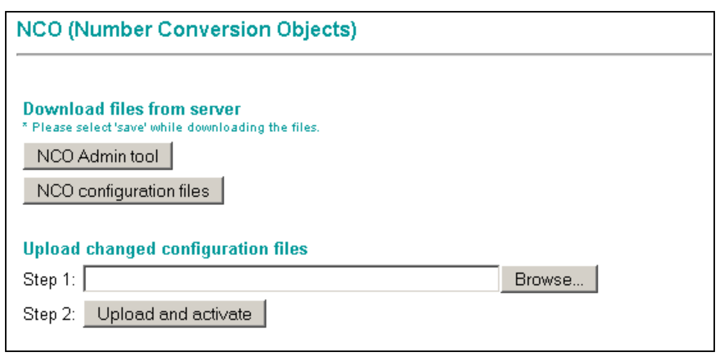


Figure 110 Special Server Settings > NCO

3. After editing an NCO configuration file with the administration tool, you can **upload and activate** it on the *XPR* server.

4.3.12 System Type

A global parameter can be set on this page that determines the system behavior with regard to send receipts, if a user logs on via VMS/PhoneMail.

This behavior depends on whether the system is a Unified Messaging server or a voice-only server.

IMPORTANT: Modifications to these settings require an *XPR* server reboot.

The available selections have the following effects:

Unified Messaging Server (UMS)

With this selection, notices of receipt are sent according to the settings the user has made in the Web Assistant or in Communications (see Section 3.3.10, "Mail Tracking", on page 124). You must select this setting if the *XPR* server is connected to Microsoft Exchange or Lotus Notes.

Voice-only server

With this selection the settings a user has made in the Web Assistant or in Communications for notices of receipt are ignored. Notices of receipt are always sent.

NOTE: If you use the **SMTPAPL**, select the *Unified messaging server (UMS)* option, since the *Voice-only server* option deactivates the settings for notifications and personal filters **for e-mails**.

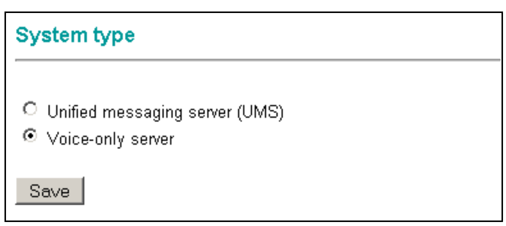


Figure 111 Special Server Settings > System Type

In the Windows registry the setting is saved in the following key:

`HKLM/Software/PP-Com/MRS/MRSGlobals/SystemType`

4.3.13 Session Monitoring

This feature offers access to the log file kept by the web server that runs the Web Assistant. The following information can be displayed:

- User ID of logged in users
- Browser client used
- Platform
- IP address

You open the **Session Monitoring** page via the menu option **Special server settings** > **Session monitoring**.

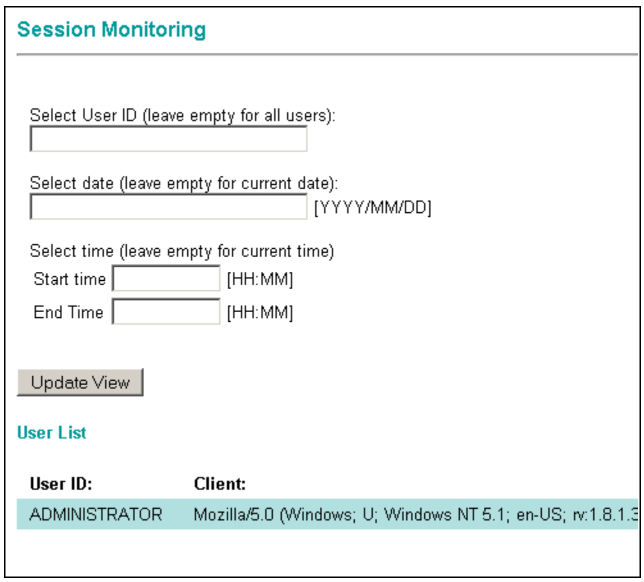


Figure 112 Special Server Settings > Session Monitoring

The display of information contained in the log file can be restricted as follows:

- to single or all users
- to a specific date
- to a specific period

By combining these restrictions, the following display options are available:

Displaying all currently active sessions of all users

1. Click the **Update View** button without making any further specifications.

   You receive a list of all currently active sessions with the above information. The note **No registers found** informs you that there are currently no active sessions.

Displaying the sessions of all users at a specific date

1. Enter the desired date in the **Select date** field.

   Please heed the required date format `YYYY/MM/DD`, for example `2006/06/04` for 04 June 2006.

2. Click the **Update view** button.

3. You receive a list of all sessions of all users at this date. The note **No registers found** informs you that there are no sessions at this date.

Displaying the sessions of all users within a specific period

1. In the **Select time** section specify the beginning and the end of the desired period in the **Start Time** and **End Time** fields.

   Please heed the required format `HH:MM`, for example `13:30`.

2. Click the **Update view** button.

   You receive a list of all sessions of all users at this date. The note **No registers found** informs you that there are no sessions within this period.

Displaying the sessions of all users within a specific period at a specific date

1. Enter the desired date in the **Select date** field.

   Please heed the required date format `YYYY/MM/DD`, for example `2006/06/04` for 04 June 2006.

2. In the **Select time** section specify the beginning and the end of the desired period in the **Start Time** and **End Time** fields.

   Please heed the required format `HH:MM`, for example `13:30`.

3. Click the **Update view** button.

   You receive a list of all sessions of all users within this period at this date. The note **No registers found** informs you that there are no sessions within this period.

Displaying the currently active sessions of a user

1. Enter the user ID of the desired user in the **Select User ID** field.

2. Click the **Update view** button.

   The active session of the user is listed. The note **No registers found** informs you that the user does not have a currently active session.

Displaying sessions of a user at a specific date

1. Enter the user ID of the desired user in the **Select User ID** field.
2. Enter the desired date in the **Select date** field.

   Please heed the required date format `YYYY/MM/DD`, for example `2006/06/04` for 04 June 2006.
3. Click the **Update view** button.

   All sessions of the user at this date are listed. The note **No registers found** informs you that the user does not have a currently active session.

Displaying sessions of a specific user within a specific period

1. Enter the user ID of the desired user in the **Select User ID** field.
1. In the **Select time** section specify the beginning and the end of the desired period in the **Start Time** and **End Time** fields.

   Please heed the required format `HH:MM`, for example `13:30`.
2. Click the **Update view** button.

   The active session of the user is listed. The note **No registers found** informs you that the user does not have a currently active session.

Displaying the sessions of a user within a specific period at a specific date

1. Enter the user ID of the desired user in the **Select User ID** field.
2. Enter the desired date in the **Select date** field.

   Please heed the required date format `YYYY/MM/DD`, for example `2006/06/04` for 04 June 2006.
3. In the **Select time** section specify the beginning and the end of the desired period in the **Start Time** and **End Time** fields.

   Please heed the required format `HH:MM`, for example `13:30`.
4. Click the **Update view** button.

   You receive a list of all sessions of this user within this period at this date. The note **No registers found** informs you that there are no sessions within this period.

4.3.14 Group Short Cuts

IMPORTANT: The short cut keys described here are not short cut keys for telephone numbers but short cut keys for PhoneMail or Ergo menu functions. It is NOT possible to configure speed dialing numbers here.

This page enables the creation of short cut keys for **PhoneMail** or Ergo features and providing them for specific user groups.

The short cut keys set here apply for all users of the corresponding groups. As soon as a user creates his/her own short cut keys via the corresponding feature in the **Personal settings** > **Voice mail system** menu, the short cut keys of the group will be overwritten. They become active again, when a user deletes one of his/her own short cut keys.

Proceed as follows:

1. Open the menu option **Special server settings** > **Group short cuts**. The following page opens:

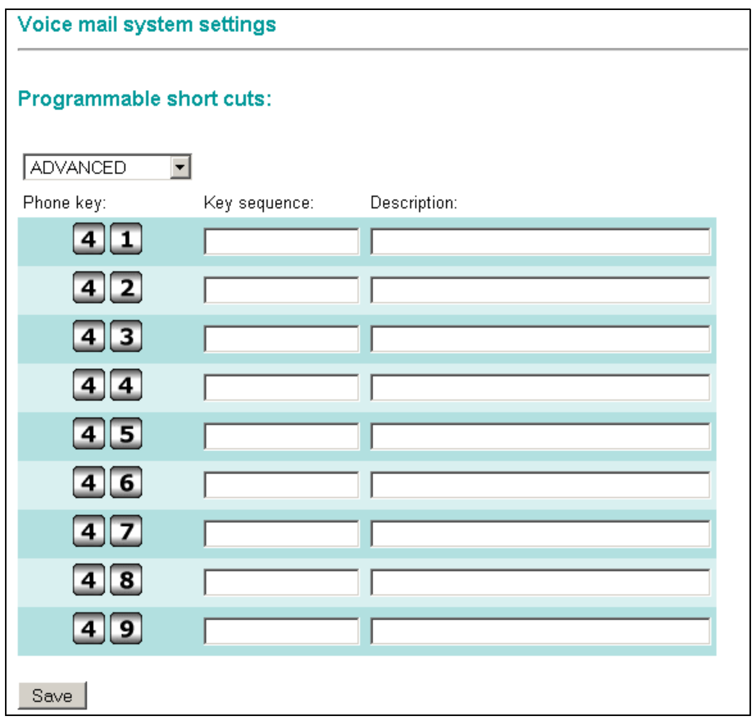


Figure 113 Special Server Settings > Group Short Cuts

   Each table row on this page defines a short cut key. Group short cuts always begin with digit 4 and another digit for each of the possible 9 short cut keys.

2. In the pull-down menu select the group for whom you want to create short cut keys.

3. In the **Key sequence** column enter the key sequence to be dialed by the short cut key.

   Please also note the examples in Section 3.3.2.2, “Selecting the Voicemail System”, on page 76.

4. Click on **Save** as soon as all short cut keys are created.

4.4 *System networking* Menu

In the **System networking** menu you can establish network connections between *XPR* servers and administer them. This requires a network administrator user account for which a password needs to be assigned with the first invocation of the **System networking** option.

The user account exists independently from all other *XPR* server user accounts. It is stored on each network node platform in encoded format and not as part of the *XPR* correlation database. A private/public pair of keys is used for the encoding.

As network administrator and *XPR* administrator user accounts are strictly differentiated, the configuration of the actual network and all other *XPR* server settings is a clearly administratively separated procedure.

NOTE: In the administrator mode you cannot establish or edit network connections. The dialogs displayed serve information purposes only. To establish and edit networks you need to operate the *Web Assistant* in the network administrator mode.

---

1. Enter a **Network supervisor password** and key it in again in the field thereunder to make sure the first entry is correct.

   IMPORTANT: To be able to combine *XPR* servers to a network the passwords of the network administrator accounts of these *XPR* server must be identical.

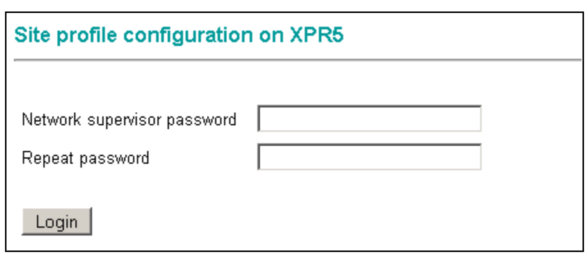
   

   Figure 114 System Networking > Creating a Password

2. Click **Login**.

3. You reach the *Web Assistant* log-in dialog. Log in with the **network administrator** user ID and the password you have previously specified for the network administrator.

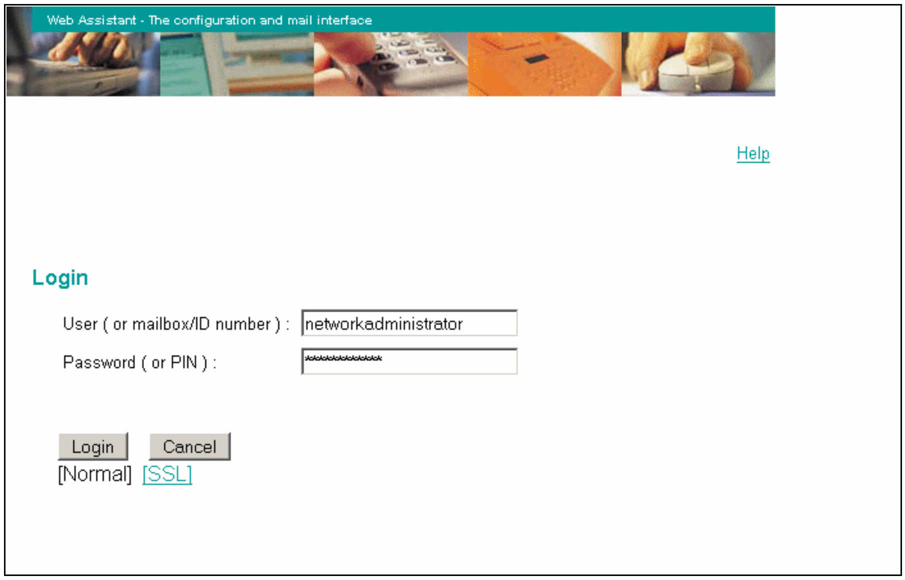


Figure 115 Logging in as Network Administrator

The *Web Assistant* is started in the **Network Admin mode**. The following chapter describes the establishment and administration of network connections in this mode.

5 The *Web Assistant* in Networkadministrator Mode

In the following you will find a description of the features available with the *Web Assistant* operated in networkadministrator mode.

NOTE: To access the network administrator mode, a networkadministrator user account must first be defined in Admin mode. Information on this is provided in Section 4.4, “System networking Menu”, on page 253.

5.1 *Special server settings* Menu

5.1.1 Voicemail Networking

In the **Voice mail networking** menu you can define for configured site profiles (see also Section 4.3.5, “Voicemail Networking”, on page 214), whether or not a **Replication to other network nodes** is to occur. All further parameters of a site profile can only be modified if the administrator of the local *XPR* system has created them. Site profiles that were replicated from another network node cannot be modified here.

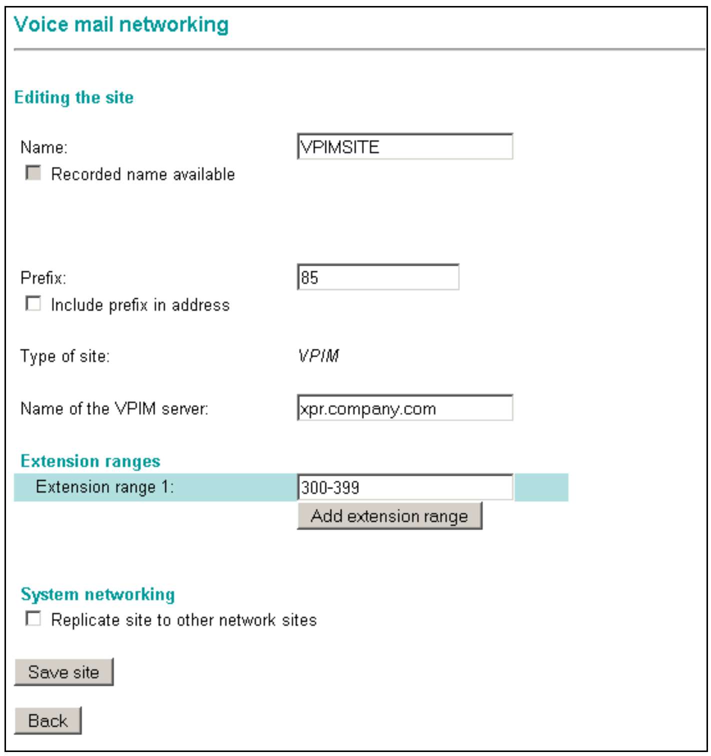


Figure 116 Spec. Server Settings > Voicemail Networking (Network Admin.)

5.1.2 Groups

In the **Groups** menu you can specify whether a configured public group (see also Section 4.2.4, “Groups”, on page 175) should be replicated to other network nodes. All further parameters of a public group can only be modified if the administrator of the local *XPR* system has created them. Public groups that were replicated from another network node cannot be modified.

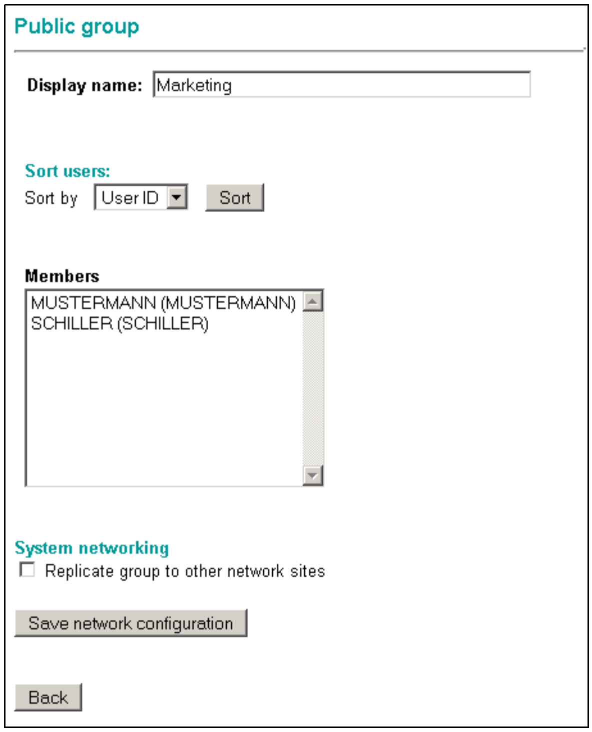


Figure 117 Spec. Server Settings > Groups (Network Admin.)

5.2 *System networking* Menu

The following sections describe how to create a network node for a network and integrate it in an existing network by means of the **System networking** menu. Further sections inform you about configuring and administering networks.

NOTE: Please read the corresponding chapter in the *OpenScape Xpressions Server Administration* manual before you start the network configuration.

5.2.1 Change Password

IMPORTANT: To combine several *XPR* servers to a network, the passwords of the network administrator accounts of these *XPR* servers must be identical.

In this dialog you can change the password for the **networkadministrator** user account. Proceed as follows:

1. Open the menu option **System networking** > **Change password**.

   The following page opens:

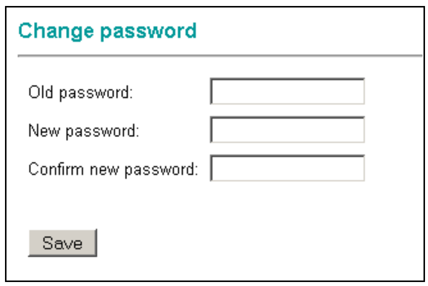


Figure 118 System Networking > Changing a Password

2. First enter the **Old password** in the corresponding field.
3. Then enter a **New password** and confirm it in the **Confirm new password** field to rule out typing errors.
4. Then click the **Save** button. A dialog pops up to confirm the successful password change.
5. In this dialog click the **Continue** button to reach the **Change password** dialog again.

Changing the password is complete.

5.2.2 Site Profiles

This dialog serves for administering the site profiles of the network nodes available in a network. When you open this dialog for the first time, a **local site profile** must be created, which describes the local network node properties.

NOTE: Site profiles are exchanged between the single network nodes. In this way each network node receives a precise image of any other network node.

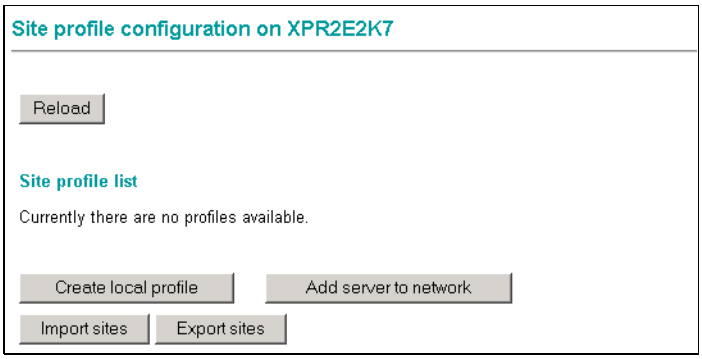


Figure 119 *System Networking > Site Profiles*

5.2.2.1 Creating a local Site Profile

1. Open the **Site profile configuration on *XPR server name*>** dialog via **System networking > Site profiles**.

2. In this dialog click on the **Create local profile** button. A dialog opens for configuring the properties of the new network node.

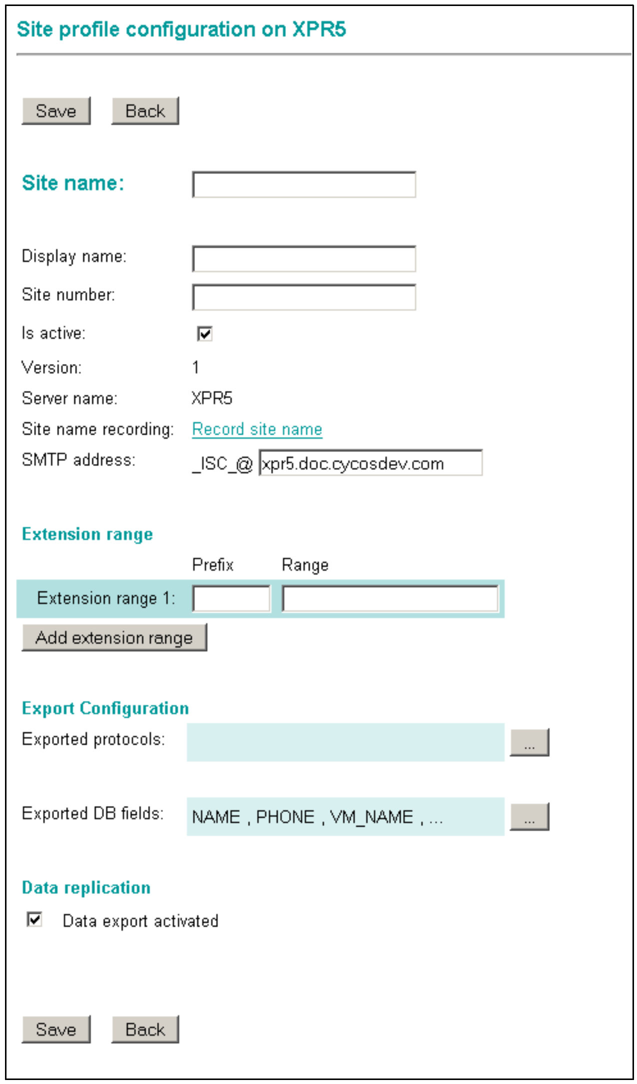


Figure 120 Creating a local Site Profile

3. Enter a unique site description for the network node in the **Site name** field. The node is identified in the entire network via the description assigned here.

4. In the **Display name** field assign a description under which the site profile is to be displayed.

5. If you operate PhoneMail nodes in a system network, you need to assign a unique number for the local network node in the **Site number** field, since PhoneMail cannot identify the sites by their names.

> ***NOTE:*** With pure system networks (without PhoneMail), the **Site name** field need not be filled in.

6. With the **Is active** option the node can be activated or deactivated. When configuring the node this option must **always be selected**.
7. The **Version** and **Server name** fields serve information purposes and cannot be edited.
8. In the **Site name recording** field you can **optionally** select a sound file the contents of which is put out on other nodes for the TUI greeting of the relevant node. The selected file can be adapted to individual requirements by importing nodes.

> ***NOTE:*** The **Play site name recording** function must be active in the connection relationship configuration (see Section 5.2.2.4, “Defining Connection Relationships between Network Nodes”, on page 269) so that a site name recording can be played in a TUI greeting.

9. In the **SMTP-Address** field enter an IP address or a qualified domain name for the node. The SMTP address is required for addressing nodes on the TCP/IP transport layer.
10. In the **Extension range** field you need to specify at least one **Prefix** (e.g. `4711`) **and** one **Extension range**, via which the node can be addressed. With the **Add extension range** button you can create further ranges.

> ***NOTE:*** Within the network the **Prefix** serves for addressing different nodes and is used for transmitting messages.
>
> For the definition of the **Extension range** two wildcard characters are available. A hyphen (**-**) defines coherent extensions as extension range (e.g. `200-299`). A **x** serves as wildcard character for any digit (e.g. `2xx` defines an extension range from the extensions `200` to `299`).

> ***IMPORTANT:*** **The prefix must not be identical with the prefixes that were assigned upon the configuration of voicemail networks (cf. Section 4.3.5, “Voicemail Networking”, on page 214) or allocated for other network nodes in the system network.**

> ***IMPORTANT:*** **Installations with more than 500 extension ranges require an individual project release.**

11. In the **Export** portion you can define the **protocols** and **database fields** from user data this node can export to other network nodes.

    To export database fields, the **User data export active** option must first be selected. A click on the **opposite button** opens a dialog for selecting the respective protocols and database fields.

    - **Exported protocols**
      Defines the *XPR* protocols exported to the associated node by a node that imports this default profile. For each of the protocols selected here a logical line is generated under the *SMTP-APL* on the associated node. This way protocols that are available on another node can be made accessible for other nodes that do not dispose of these protocols. Only protocols are available whose export is reasonable for other nodes. For further information please refer to Section A.3, “Protocol Export”, on page 285.

      Example:
      A network with 3 nodes that are linked with each other (N1, N2, N3). Only N1 disposes of lines for the FAXG3 protocol. In order for N2 and N3 to dispose of fax lines as well, the FAXG3 protocol is exported to N1. Thus N2 and N3 receive logical lines in the SMTPAPL and can send or receive fax messages.

    - **Exported database fields**
      Defines the database fields that are exported to the associated node by a node that imports this site profile.

12. When you have performed all settings, save the local site profile with the **Save** button. A successful storage process is indicated with an **information dialog**. Push **Continue** to return to the **Site profiles** page.

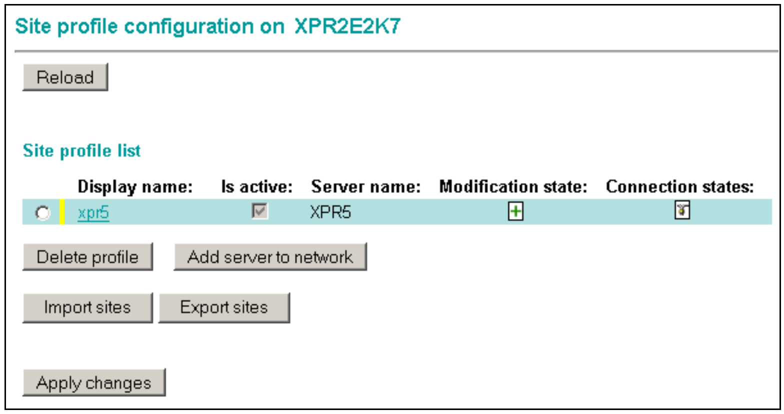


Figure 121 List of Site Profiles

The created profile is now present in the **Site Profile List**. In the **Modification state** column a green cross is displayed to indicate that this profile has been newly created. The **Connection states** column features a connection symbol crossed out to inform that the node is not yet connected to the system network.

13. Click the **Apply changes** button to save the profile data on the local *XPR* server. After the successful transmission of the profile data, the **Modification state** column does not display a symbol any more.

IMPORTANT: By means of the **Reload** button, site profiles stored on the *XPR* server can be loaded into the list.

Profile modifications not yet transmitted to the *XPR* server are overwritten in this process!

---

14. If you want to add the newly created node to an existing network, click **Add server to network**. Then proceed as described in the following paragraph.

NOTE: If the created node is the first one of a network, perform steps 2 to 13 on further *XPR* servers.

5.2.2.2 Exporting/importing Site Data

So that the site data entries made during an *XPR* server migration need not be manually repeated, site data can be exported and imported.

Exporting site data

During the export, site data can be stored in an arbitrary directory under the default **ldnsites.txt** or any other name.

How to export the site configuration:

1. In the **Site profile configuration** dialog click on the **Export sites** button. The **File Download** dialog opens.
2. In the **File Download** dialog click on the **Save** button. The **Save As** dialog opens.
3. Select the path in which you want to store the file with the site data and adjust the file name if required.
4. In the **Save As** dialog click on the **Save** button.

The site data export is thus complete.

Importing site data

How to import an existing site configuration:

1. In the **Site profile configuration** dialog click on the **Import sites** button. The **Site profile configuration** dialog is extended with the file selection feature.

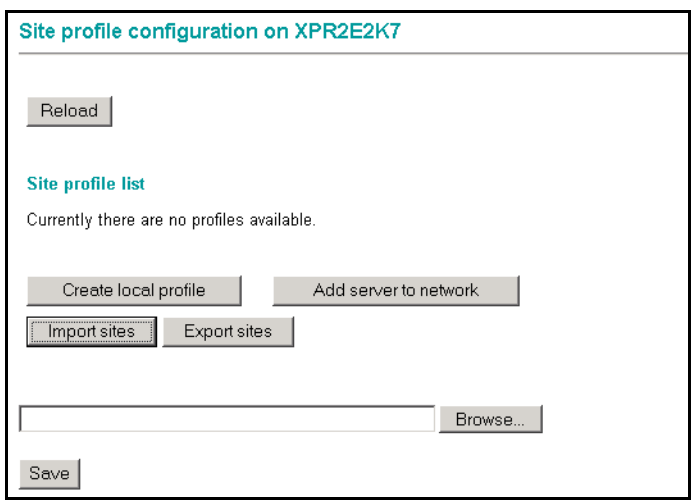


Figure 122 Importing site data

2. In the entry line now displayed enter the path and the file name of the configuration file to be imported.

NOTE: You can also click on the **Browse** button to select the import file.

3. After you have selected the import file, confirm your selection with the **Save** button.

   After the **Save** command the following warning will be displayed: “Warning! This will overwrite your current site configuration. Press **OK** to confirm”.

4. Confirm this warning with **OK**. In the **Site profile configuration** dialog the message: “The site profiles have been updated. Please restart the system so all modules can be notified”.

The import of site data is thus complete.

5. Restart the system for the imported configuration data to take effect.

5.2.2.3 Adding Network Nodes to a Network

To add a node to a network, the site profiles of the nodes to which a connection is to be established must be imported in the local node.

1. Click the **Add server to network** button.

2. In the following dialog specify the address of a node that already belongs to the network. You can use an IP address, an SMTP address or an FQDN address (**F**ull **Q**ualified **D**omain **N**ame, e.g. *siemens.company.com*). Subsequently push **Connect**.

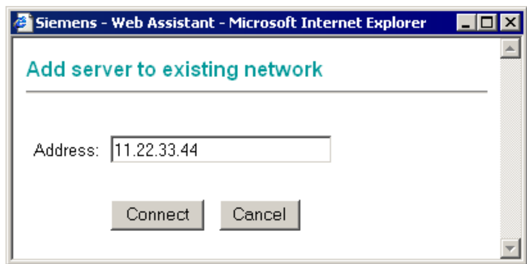


Figure 123 Adding a Server to the available Network > Step 1

3. The node now requests the public key of the destination node. Wait for a moment and click the **Refresh** button.

NOTE: In the **Refresh automatically** selection field you can set which intervals the display is to be updated.

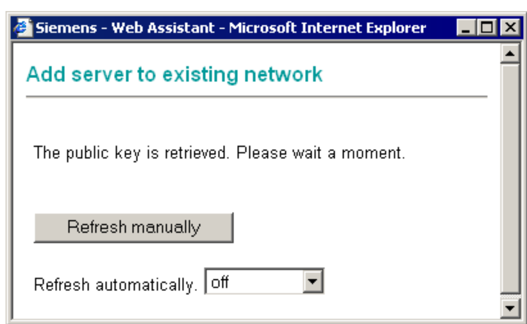


Figure 124 Adding a Server to the available Network > Step 2

4. After the public key of the destination node has been transmitted, its data are displayed in a new window.

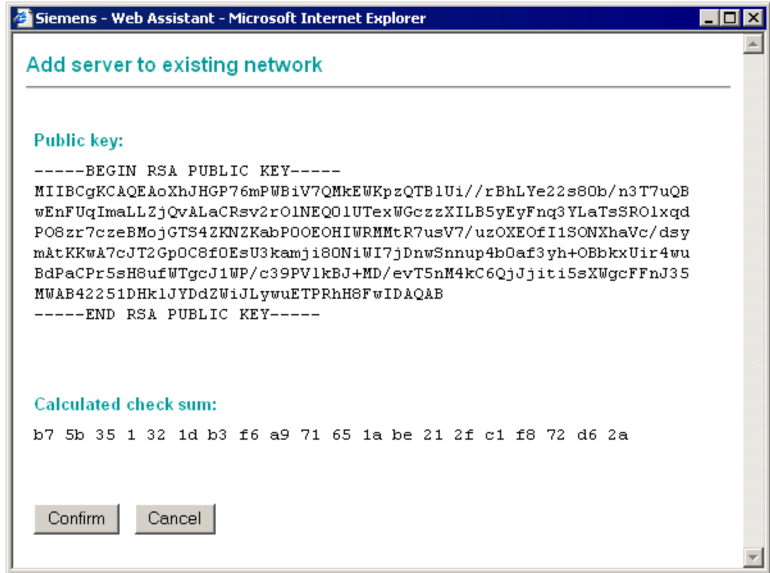


Figure 125 Adding a Server to the available Network > Step 3

5. Push the **Confirm** button to recognize the public key and for establishing the connection to the desired node.

6. After a successful establishment of the connection to the desired node, its site profile appears in the list. The **site profile of the destination server** is indicated with a **blue bar before the display name**.

NOTE: If the site profile does not immediately appear in the list, click the **Reload** button once.

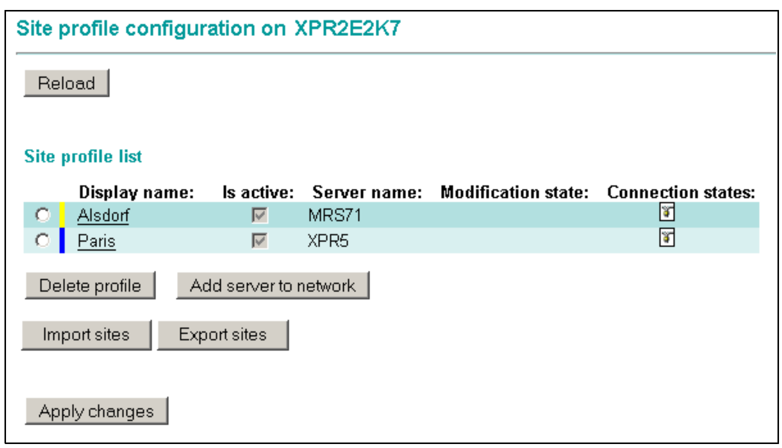


Figure 126 List of the Site Profiles with new Entries

7. The symbol in the **Connection states** column is no longer crossed out to show that both nodes are connected to the network and can be operated.

5.2.2.4 Defining Connection Relationships between Network Nodes

All nodes in a system network automatically share connection relationships. In the connection relationship configuration you can modify and/or refine the relationship of specific network nodes. Proceed as follows:

1. Open a node's **Site profile**.

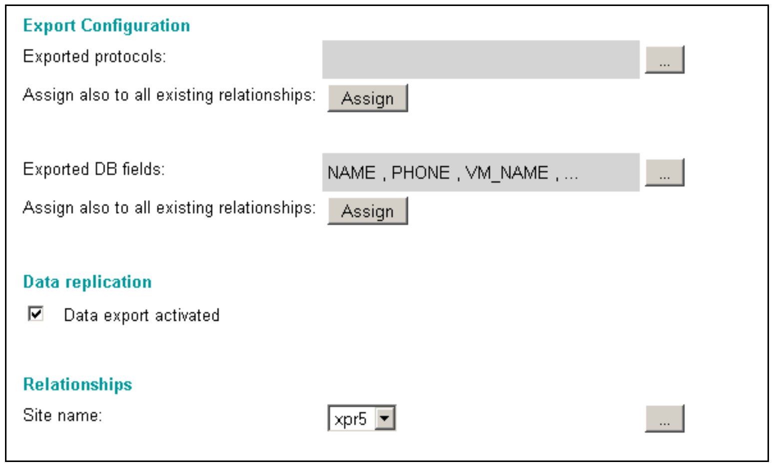


Figure 127 Site Profiles > Export Configuration

NOTE: In the **Export Configuration** section you can use the two **Assign** buttons to transfer all protocols and database fields released for export to the connection relationships that exist for this site.

---

2. In the **Relationships** section select a site to which a connection exists and click the **opposite button**. A dialog opens in which properties of this connection can be configured.

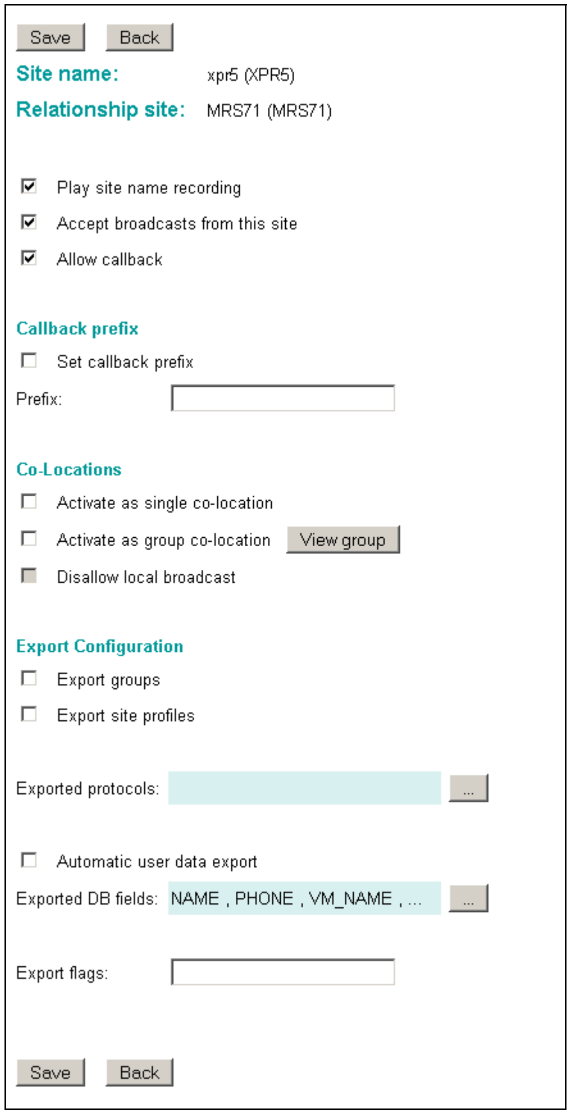


Figure 128 Configuration of the Site Profile

The header section of the configuration page displays the **Site name** of the node the site profile of which is opened for editing. **Relationship site** displays the name of the node to which the connection relationship is to be configured.

The following parameters can be adapted for the selected group:

Parameter	Description
Play site name recording	With activating this option a recorded site name (see Section 5.2.2, “Site Profiles”, on page 260) is integrated in the greeting of the voicemail system (PhoneMail, VMS).
Accept broadcasts from this site	Activating this option permits broadcast call and/or broadcast message receiving from the relevant network node.
Allow callback	PhoneMail offers the option to call back a user on a remote network node if he/she has left a message. This function can only be used if a return call is possible on the basis of the calling number configuration and the calling number plan. **If the call back function cannot be executed, this option must be deactivated.**
Set callback prefix	In this field you can enter a prefix to be used if a user's telephone number cannot be reached from outside. This is the case if in the PHONE field of a user data record a private/ internal calling number has been assigned.
Activate as single co-location	With activating this option, the node users are exclusively addressed via the extension range (without the associating site prefix). When using this function make sure to have **different extension ranges on the network nodes**.
Activate as group co-location	Adds the network node to a group of co-locations. When using this function make sure to have **different extension ranges on the network nodes**.
Disallow local broadcast	With this setting you can make a local broadcast integrate also co-locations. You can only select this option, when either the **Activate as single co-location** or the **Activate as group co-location** option is enabled. This option is not activated by default.
Export groups	Permits the export of group lists to the remote network node.
Export site profiles	Permits the export of site profiles to the remote network node.
Automatic user data export	Activates the automatic replication of user data to the remote network node. User data modifications are immediately replicated to the remote network node.

5.2.2.5 Restoring a Network Node

Besides creating the first and adding another network node we want to describe a third procedure: How to restore a network node the platform of which had to be replaced in its former configuration.

The system networking provides a special mechanism for this case. This mechanism optimizes the configuration of a node to be recovered by recreating the node's former location profile from the still existing network information. Requirement for this recovery is that the *XPR* node name used with the initial integration is maintained after the node platform recovery.

Using this node restoration, no new location profile is created on the node before its connection to the network. Instead, the connection to the network immediately starts in the *Web Assistant*. During this connection the entry point automatically sends all network location profiles to the new node. One of these profiles corresponds to the network configuration of the node to be added before the node's deactivation. This profile carries – as assumed – the same name as the associating *XPR* node. Based on this sameness the node recognizes its former profile and adopts it as individual current configuration.

How to restore an *XPR* node:

1. Start the *Web Assistant*.
2. Connect to another network node (remote site), since the information for restoring the *XPR* node is still available there. Enter the URL of this *XPR* node for this purpose.
3. Log on to the other network node (remote site) as **network administrator**.
4. In the navigation menu expand **System networking**.
5. Select the **Site profiles** link.
6. Open the local site profile.
7. From the **SMTP Address** field note down the address entry contained in the input field found behind the “@” character.
   Example: _ISC_@ **<server name>.example.com**
8. Click the **Back** button. You are then taken back to the **Site profiles** dialog.
9. Open the site profile that you want to restore.
10. Note down the site name from the **Site name** field.
11. Note down the site number from the **Site number** field.

12. Note down the values for **Prefix** and **Range** from the **Extension range** field.

NOTE: Instead of noting down data, you can also make screenshots of the relevant dialog pages. Another option is to copy the data to a text editor by copy and paste and save them as text file.You can transfer the data from this text file by copy and paste to the dialog page at a later date then.
As off Xpressions 5.0 you can use the export/import feature to transfer the site data.

---

13. Log off from this network node.
14. Switch to the local network node. Enter the URL of the local *XPR* node for this purpose.
15. Log on as administrator here.
16. In the navigation menu expand **System networking**. The logon dialog for the network administrator opens.
17. Enter the password for the network administrator under **Password**.

NOTE: Do not enter a new password here but use the one you have defined when configuring the network for the first time.

---

18. Click on the **Login** button.
19. In the navigation menu expand **System networking**.
20. Select the **Site profiles** link.
21. Click the **Add server to network** button. The **Add server to existing network** dialog opens.
22. In the **Address** input line enter the address you have noted down in step 7. Example **<server name>.example.com**

NOTE: The address must be the fully qualified domain name or the IP address of the server that is to be connected. Entering the server name is not sufficient for setting up the connection at this point.

---

23. Click on the **Connect** button. The node now requests the public key of the target node and the update dialog opens.

24. Wait for a moment and click the **Refresh manually** button. After the public key has been transmitted, another dialog displays the key with checksum.

NOTE: If the connection attempt fails, please check the fully qualified domain name for correction. If you cannot find any error here, try to set up the connection via the IP address.

---

25. Click on the **Confirm** button in this dialog. You are taken back to the **Site profile configuration on <server name>** dialog.
26. Click on the **Reload** button in this dialog.
27. Check whether all sites are available.
28. Open your local site settings with a click on the site name.
29. In the **Site number** input line enter the site number you have noted down in step **11**.
30. In the **Extension range** enter the prefix and the range you have noted down in step **12**.

NOTE: Check your entries and export the data if desired.

---

31. Click on the **Save** button. An information dialog opens.
32. Click on the **Next** button in this information dialog. You are taken back to the **Site profile configuration on <server name>** dialog.
33. In the **Site profile configuration on <server name>** dialog click on the **Apply changes** button to save the profile data on the local *XPR* server.

The site profile restoration is thus complete.

IMPORTANT: During the login of the node to be restored at the network, the node sends a corresponding SMTP message to the selected entry point. By default, an SMTP address based on the *XPR* node name is used as originator address.
If the entry point addresses the response to this message with the name-based SMTP address, problems might occur if no resolution of this name is possible in the transport network.
To handle this problem, the value `OrgAddress` exists under the registry key **HKLM\Software\PP-COM\MRS\MTA\ISC**. You must enter an originator address of the node to be restored into this value in case of the described failure, that can be resolved in the transport network – e.g. its IP address.

5.2.3 Network Profiles

The **Network profiles** menu is used to distribute user data records of the local node among other nodes of a network.

Figure 129 System Networking > Network Profiles

In the **Users to be pushed** portion you define in the **left selection field** the number of user data records to be displayed (minimum 10, maximum 5000). In the **right selection field** you can sort the user data records displayed according to the **Voice number** or the **User ID**. Using the **search function** you can look up specific voicemail numbers or user IDs in the list.

The **Destination sites** list contains all network nodes. Here you can select one of several destination nodes for the user data records to be distributed.

In the **Action** selection field you define the manner of user data record distribution. The action selected is performed with the **Execute** button. The **Push users** action is default set, so that the selected user data records are copied from the local node to a destination node.

With the **Move Users** action selected user data records are deleted on the local node and transmitted to the destination node.

5.2.4 Public Key

This menu displays the public key of the local node and the check sum calculated via the key for information.

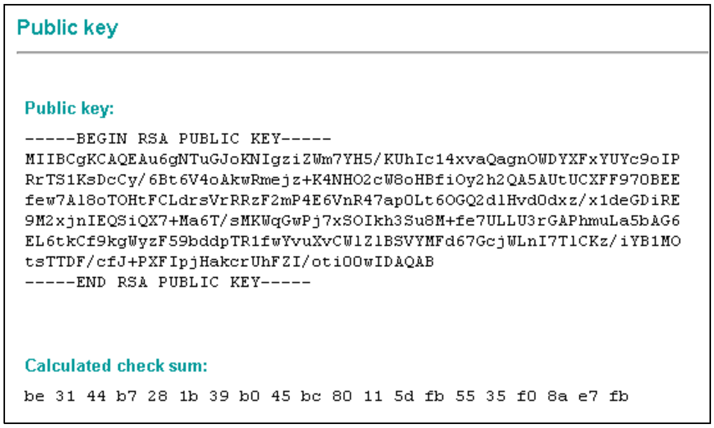


Figure 130 System Networking > Public Key

The information is required with using the local node as entry point for a new network node. Since the entry point public key is queried upon the connection establishment between a new node and an entry point (see also Section 5.2.2.3, "Adding Network Nodes to a Network", on page 267), it must be possible to check the key for correction (as security measure against so-called **Man in the middle attacks**).

5.2.5 Message Status

This portion displays the status of messages transmitted via the system network.

The transfer rate can be very high with transmissions by SMTP, therefore you can use this section for analyzing transmission problems and error scenarios.

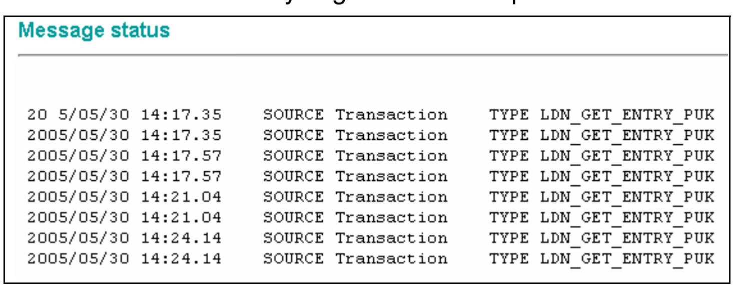


Figure 131 System Networking > Message Status

A Reference

A.1 Database Fields in the Group/User Administration

In this section you will find a description of all database fields significant for the user administration. A more detailed database field description is available in the *Server Administration* manual.

Database field	Description
Name (NAME)	Full name of the user.
Password (PASSWORD)	User password. Passwords are not displayed in plain text but represented by asterisks (*). They are protected in the database by one-way encoding, so that they cannot be read there.
Pin (PIN)	**P**ersonal **I**dentification **N**umber. This number is required for remote retrieval of the voice mailbox via a Telephone User Interface (TUI).
Privileges (PRIVILEGES)	This field is filled in via a privileges editor. The privileges assigned to a user via group membership cannot be withdrawn from him/her in the user administration.
User Group (GROUP)	User group that contains the user. A user can only be member of precisely one group.
Preferred Address (PREFERRED)	The user's preferred delivery method. The entry must be a reference to a database field that contains the actual address, for example `MAILBOX` or `EXCH`.
Mailbox redirection (STAND-IN)	The user's deputy to whom all incoming messages are routed in the event that the user is absent.
Message waiting signal (CIT)	Address to which a **M**essage **W**aiting **I**ndication (MWI) is to be sent. The protocol used must be made available by an APL.
Business fax G3 (FAXG3#)	User fax number for inbound fax G3 documents.
Business fax G3 (*) (FAXG3)	Contains the number from the `FAXG3#` database field normalized by the server applying NCO. Cannot be edited.
Fax G3 ID (FAXG3-ID)	User fax ID. Is entered in the headline of an outbound fax message. If no entry is made, the server enters the default ID of the APL used (e.g.:+49 2404 987654321).
FAX G3 header (FAXG3-HEADLINE)	Default Fax G3 user headline. Is entered in the headline of an outbound fax message. If no entry is made, the server enters the default ID of the APL used (e.g.: Sample AG/Germany).
Business phone (PHONE#)	Extension number of the user's workstation telephone.

Database field	Description
Business phone (*) (PHONE)	Contains the number from the `PHONE#` database field normalized by the server applying NCO. Cannot be edited.
Voice mail (VOICE#)	Displayed user mailbox number. Since the TUI has among other things an integrated fax tone recognition, the same number can be used for fax G3, fax G4 and voice.
Voice mail (*) (VOICE)	Contains the number from the `VOICE#` database field normalized by the server applying NCO. Cannot be edited.
SMS Number (SMS#)	Displayed GSM cell phone number of the user to which SMS messages can be sent.
SMS Number (*) (SMS)	Contains the number from the `SMS#` database field normalized by the server applying NCO. Cannot be edited.
Business fax G4 (FAXG4#)	Displayed Fax G4 user number for inbound Fax G4 documents.
Business fax G4 (*) (FAXG4)	Contains the number from the `FAXG4#` database field normalized by the server applying NCO. Cannot be edited.
Cost info (COSTINFO)	User information used for billing purposes by the PBX. This information can be integrated in the dialed number via special sequences so that the costs incurred can be assigned by the PBX to a user or cost center.
E-mail (SMTP)	User SMTP address (Internet e-mail standard). This entry must be present if the user is to receive messages through the Internet.
Microsoft Exchange (EXCH)	User Microsoft Exchange address.
Lotus Notes (LN)	User Lotus Notes address. Example: `Joe User/SAMPLE`
Zip Code (ZIP)	Address information. Can optionally be copied for fax stationery.
Location (CITY)	Address information. Can optionally be copied for fax stationery.
Country (COUNTRY)	Address information. Can optionally be copied for fax stationery.
State (STATE)	Information supplementing the `COUNTRY` field. Is especially desired in the US.
Organization (COMPANY)	Address information. Can optionally be copied for fax stationery.
Department (DIVISION)	Address information. Can optionally be copied for fax stationery.
Address 1 (ADDR1)	First line of the postal address. Can optionally be copied for fax stationery.

Database field	Description
Address 2 (ADDR2)	Second line of the postal address. Can optionally be copied for fax stationery.
Remark (REMARK)	Field for free use, which may contain e.g. information on the user.
Private number (PRIVTEL#)	Displayed private phone number of the user.
Private number (*) (PRIVTEL)	Contains the number from the `PRIVTEL#` database field normalized by the server applying NCO. Cannot be edited.
Home fax (PRIVFAX#)	Displayed private fax number of the user. This number is displayed by clients as possible contact fax number.
Home fax (*) (PRIVFAX)	Contains the number from the `PRIVFAX#` database field normalized by the server applying NCO. Cannot be edited.
Mobile Phone (GSM#)	Displayed cell phone number of the user. Can be offered as option if you want to call this user from a CTI client.
Mobile Phone (*) (GSM)	Contains the number from the `GSM#` database field normalized by the server applying NCO. Cannot be edited.
Keyword (KEYWORD)	Field for free use, in which a self-defined keyword can be entered.
TCP/IP address (TCPIP)	The TCP/IP address of the user computer. This address is either a name that can be resolved via DNS, or an IP address of the format 111.222.333.444.
Printer (PRINTER)	Print APL listed printer on which inbound fax documents for the user are automatically printed according to the corresponding routing rules.
Schedule for POP mail import (PMI-SCHEDULE)	Contains the name of a schedule for POP mail import. This schedule determines the time at which a connection to the POP3 server is established.
Server for POP mail import (PMI-HOSTNAME)	Host name of the POP3 server at which the e-mail is to be retrieved.
User name for POP mail import (PMI-USERNAME)	User name for which e-mails are retrieved from the POP3 server. If no entry is given, the *XPR* login name will be used.
Password for POP mail import (PMI-PASSWORD)	User login password for the POP3 server.
File for MWI (CITFILE)	Reference to an individual notification file.
Resources for HiPath User Management (HPMRES)	Assignment to the *HiPath User Management* mailboxes. **NEVER EVER MODIFY!**
GUI user dials with external prefix (NCO_GUI_PREFIX)	Defines whether the GUI user dials with external prefix. If this field is empty, the value from the corresponding field of the group is taken. If this field is empty as well, the system default is used.

Database field	Description
TUI user dials with external prefix (NCO_TUI_PREFIX)	Defines whether the TUI user dials with external prefix. If this field is empty, the value from the corresponding field of the group is taken. If this field is empty as well, the system default is used.
NCO Connect Point for GUI users (NCO_GUI_CONN_PT)	Defines the dialing rules for this GUI user. If this field is empty, the value from the corresponding field of the group is taken. If this field is empty as well, the system default is used. Dialing rules can be selected from the defined NCO dialing rules.
NCO Connect Point for TUI users (NCO_TUI_CONN_PT)	Defines the dialing rules for this TUI user. If this field is empty, the value from the corresponding field of the group is taken. If this field is empty as well, the system default is used. Dialing rules can be selected from the defined NCO dialing rules.
NCO location (NCO_LOCATION)	Location definition for this user. If this field is empty, the value from the corresponding field of the group is taken. If this field is empty as well, the system default is used. Locations can be selected from the defined NCO locations.
ISC Action (ISC_ACTION)	Internal field. **NEVER EVER MODIFY!**
Language ID (LANGUAGE_ID)	The language set by the user in the Web Assistant.
Quota (QUOTA)	Maximum memory made available to a user.
Quota used (QUOTAUSED)	Memory currently allocated for a user.
Windows User Account (LMACCOUNT)	Windows domain/account of the user. If the data are entered here, the MSP option **Use my Windows account** can be set for the user to log in at the *XPR* server, so that an automatic validation occurs via the user account logged in.
Pager number/address 1 to 4 (PAGER_01 to PAGER_04)	Numbers of the user pagers.
Used pager set for pager 1 to 4 (PAGERSET_01 to 04)	Pager set to be used.
VoicemailSystem (VM_PROTOCOL)	Voicemail system to be used.
Authorization codes (VM_AUTH_CODES)	Codes for privileges that cannot be set via the *XPR* server default privileges.
Number of external fax (VM_FAX_EXT)	Number of an external fax device that puts out fax messages received via the voicemail system. An NVS address is expected: NVS:FAXG3/49123456789
Number of internal default fax (VM_FAX_INT)	Number of an internal fax device that puts out fax messages received via the voicemail system. An NVS address is expected: NVS:FAXG3/49432156789

Database field	Description
Hicom display name (VM_HI_DSP_NAM)	This name is used alternatively to the **Name** field for representing a shortened name on the small Hicom telephone display.
Hicom PIN (VM_HI_PIN)	String filed uncoded for use with the voicemail system VMS.
Date of last login (VM_LAST_LOGIN)	Date of the user's last log-in to the voicemail server.
Number of failed logins (VM_LOGIN_FAILED)	Number of failed attempts during the last login via the TUI. This entry is used to block the voicemail server access when a maximum number of failed attempts has been reached. A locked mailbox must be unlocked by the administrator before a user can access it via the TUI again. The user will in this case be assigned a new PIN in the PIN field of the user data entry mask. The VM_LOGIN_FAILED database field is reset in this process.
Date of last PIN change (VM_PIN_UPDATED)	Contains the date of the last PIN alteration.
Name of default printer (VM_PRINTER)	Name of the printer that puts out e-mails received via the voicemail system.
Time profile (VM_TIMEPROFILE)	Name of the time profile used by the user.
User options for voicemail system (VM_USER_OPTIONS)	List of user-specific options, such as "activate short greetings“ or "do not play message subject“.
File name of name recording (VM_NAME)	Name of the file that contains the name recorded by the user themselves.
Greeting 1 - 9 (VM_ANNOUNCE_01 to 09)	Names of the files that contain user-specific recordings.
Deputy number 1 to 9 (VM_DN_00 - 08)	Numbers of the user deputies defined.
No replication to other sites (NO_REPLICATION)	Switch for preventing replication of the user to other sites in the scope of system networking.
Date of the last failed login (E_LOGIN_WEB)	Contains the total number of attempts to log on to the *Web Assistant* as well as the date of the last failed login. If a user fails to log on to the Web Assistant too often, access will be denied. A locked mailbox must be unlocked by the administrator before a user can access it again. The user will in this case be assigned a new PIN in the PIN field of the user data entry mask. The E_LOGIN_WEB database field is reset in this process.
Home page after login (WEB_STARTPAGE)	Determines the page displayed in the Web Assistant after the user has logged in.
CTI Journal (CTIJOURNAL)	Switch for activating CTI functionality for a user.

Database field	Description
TIMEZONE (TIMEZONE)	Contains the user's time zone. Prerequisite is the activation of the time zone support in the *XPR* server by the command line tool TimeZoneSupport.exe.
Out of office expiration date (VM_OUT_ANN_T)	Contains the validity date for the out-of-office greeting entered by the user.

A.2 User Group Privileges

The following table is an overview of the privileges assigned via membership in the service or administrator group.

The first part contains all significant privileges for operating the Web Assistant, in the second part you will find all significant privileges for operations that can be performed without the Web Assistant.

Administrative Functions in the Web Assistant	Service group	Administrator group	Network Administrator
Setting the individual telephone number (for CTI)	X	X	
Administering global or corporate greetings		X	
Recording the local site name	X	X	
Recording all site names	X	X	
Administering public lists			X
Viewing and administering broadcast call lists		X	X
Viewing the system networking configuration		X	X
Modifying the system networking configuration		X	X
Administering the IVR applications (AppGen/Vogue)			X
Administering all data of a user	X	X	
Administering a portion of the data of a user		X	
Administering user data fields carrying the PSUPER tag	X	X	
Administering user data fields carrying the PSERV tag		X	
Administering the NCO configuration	X	X	
Administering the global setting for message tracking	X	X	
Administering the global setting for the time profiles	X	X	
Administering the global routing rules	X	X	
Administering the SMTP message size	X	X	

Administrative Functions outside the Web Assistant	Service group	Administrator group	Network Administrator
XPR monitor access (without APL configuration)	X	X	
XPR monitor access (with restricted APL configuration)	X		
Starting and stopping the APL services	X	X	
Viewing and forwarding messages in the global journal		X	
Access to global log files		X	
Access to low-level database records	X	X	
Administering global layouts for Communications		X	
Administering internal access privileges		X	
Administering global contacts		X	
Administering privilege groups		X	
Viewing the license status		X	
Viewing and administering the APL status		X	
Administering the time zone support			
Administering the user database forms			

A.3 Protocol Export

Protocol export serves for centralizing services within the system network. Protocols the export of which is not considered useful are defined in a so-called black list and cannot be selected for the protocol export in the system default setting.

The black list excludes the following protocols or logical lines from export to other SN nodes:

Logical lines	Protocols	Furthermore
• of the E2k APL • of the EXCH APL • of the LN APL • of the MAIL APL • of the NOT APL • of the PRINT APL • of the SMTP APL • of the TCP APL • of the WEB APL • of the MTA • of Lear	• PhoneMail • VMS • ERGO • TNG • VOICE	• unavailable lines • transaction lines • imported lines

If entries of the above list are nonetheless to be exported, they can be added to a white list in the registry value `ExportProtocols` under the key `HKLM/Software/PP-COM/MRS/MTA/ISC`.

Index

E

H

I

J

K

L

M

T