



NEC

XEN IPK

Voice Mail User Guide

Phone: 07 5478 2000 Fax: 07 5478 2611
172 Brisbane Road, Mooloolaba, Qld 4557

GETTING STARTED – FIRST TIME VOICEMAIL SETUP

When you call the Xen Mail Lite system for the first time, you will be able to personalise your mailbox. Doing this will open your mailbox and make it ready to use. The first time setup is voice prompted.

Entering Your Mailbox

Lift handset and **Dial 200 OR** Press **Message Key**

Follow voice prompts

Remember (**Dial 1** for Yes or **2** for No)

1. Now Record Your Name

- ✓ Record your first and last name.
- ✓ **Dial *** to end recording.
- ✓ **Dial 1** to re-record, otherwise **dial 2**.

2. Next type in the first three letters of your last name (for identifying your v/mail box)

- ✓ You only need to press the key once no matter what letter you are after
- ✓ For example, if your last name is Smith, press 7, 6, & 4

3. You will be asked if you wish to be in the Directory Listing

- ✓ **Press 2** (for no) as you will not be using this feature

4. Now Record your Outside and Internal Greetings

- ✓ **Dial 1** for Yes if you want to record different greetings for outside and internal callers, otherwise **dial 2**. It is recommended that you chose two greetings as the external greeting will be polite and lengthy however the internal message can be short and to the point.
- ✓ At the prompt, record an appropriate greeting to callers who reach your mailbox. Use the handset to record your name and a brief, descriptive message.
- ✓ **Dial *** to end recording and review your greeting.
- ✓ **Dial 1** to re-record, otherwise **dial 2**.

5. Say NO to setting a Security Code

Please note that we **do not** advise that you **put a security code** on your voicemail box because if someone forgets their pin number, the voicemail box has to be reset.

6. Wait until v/mail advises your setup is complete and press 1 to confirm your settings

Please note, if you do not press 1 at the end it will not save what you have just done and you will have to do it again.

SET UP TIPS

Keep your greetings current: Change them as often as necessary. If your greetings are current, callers are more likely to leave a message.

Personalise your greeting: Record your own greeting, include your first and last name, and if appropriate, your department. Callers hearing your voice will feel more confident that you will receive their message.

Remember that Xen Mail tells you the day and time each message was left: There's no need to ask callers to include this information in their message.

Encourage effective messaging: Ask callers to leave relevant information so that your return call will be productive.

Record a clear and audible greeting: Initially, it may be helpful to write down your greeting. When recording, remember to speak in a normal voice directly into the handset.

TRANSFERRING CALLS TO VOICE MAIL

When an outside call is in progress:

- ✓ Press **Hold**
- ✓ Dial **extension** number
- ✓ Dial **7 OR Press Message Key**
- ✓ Press **Transfer**
- ✓ Replace handset immediately

LEAVING AN INTERNAL MESSAGE ON SOMEONE ELSE'S VOICEMAIL

- ✓ Lift Handset
- ✓ Dial **Extension** Number
- ✓ Press **7 OR Press Message Key**
- ✓ Record message when prompted

DIVERTING ALL CALLS TO YOUR VOICEMAIL

Call Forward Busy/No Answer (CF B/NA)

The most frequent method of utilising voice mail is to have calls forwarded to your voice mailbox when you are busy on another call, or are away from your phone. To forward your phone:

- ✓ Press the **FWD B/NA** Button
- ✓ **Dial 200**
- ✓ Press **Speaker** or hang up

RETRIEVING MESSAGES

WHEN IN OFFICE:

Call your voice mailbox for new messages when you have received a voice mail message indication.

- ✓ Lift Handset and **Dial 200 OR**
- ✓ Press **Message Key** without lifting the handset
- ✓ Press the button for **New** or dial 1
- ✓ Press **delete** or Follow voice mail prompts
- ✓ Hang up

While listening to a message, you can:

Dial:

- * To skip the message and save it as new.
- # To repeat the entire message.
- 1 To advance to the end of the message.
- 2 To redirect and/or archive the message.
- 5 To change playback volume.
- 7 To repeat the previous
- 8 To pause message playback (dial 8 again to resume message playback).
- 9 To advance 3 seconds within the message.

NOTE 1: **NEW** messages are those you haven't yet heard. A **NEW** message will not be deleted until you've had the opportunity to listen to it.

NOTE 2: Messages are **OLD** once you hear them through to the recorded day and time. **OLD** messages are typically deleted at midnight of the day received unless they have been archived.

WHEN OUT OF OFFICE:

If you have a direct indial number:

- ✓ Make sure your **FWD/BNA** is activated on your handset (diverted to voicemail – 200) prior to leaving the office
- ✓ From a mobile or land line phone, dial your direct indial number
- ✓ When you hear your recorded message dial 9 and then your extension number
- ✓ You are now in your mail box , press 1 to listen to new messages
- ✓ When finished listening to new messages hang up – you are unable to delete the messages externally
- ✓ When back in office, there will be no light flashing on your handset and no new messages however if you go into your mail box there will be messages stored under 'OLD' which you can replay or delete

If you do not have a direct indial number:

- ✓ From a mobile or land line phone, dial the main office number (going through reception)
- ✓ Ask them to transfer you through to your voicemail (extension, 7, transfer)
- ✓ When you hear your recorded message dial 9 and then your extension number
- ✓ You are now in your mail box , press 1 to listen to new messages
- ✓ When finished listening to new messages hang up – you are unable to delete the messages externally
- ✓ When back in office, there will be no light flashing on your handset and no new messages however if you go into your mail box there will be messages stored under 'OLD' which you can replay or delete

REDIRECTING MESSAGES

Messages you've already listened to (old messages) can be reviewed for a short while (typically until midnight), be redirected to another voice mailbox or archived for a longer time.

REDIRECT (Copy To Another Mailbox)

- ✓ After you have listened to the message press the menu option for **More**
- ✓ Press the button for **REDIR**
- ✓ Type in the **extension number** when prompted
- ✓ Dial **1** for **YES** to confirm your entry
- ✓ Dial **1** for **YES** if you want to record an introduction, otherwise dial **2**.
- ✓ Record your introduction when prompted.
- ✓ Dial ***** to end recording.
- ✓ Dial **1** for **YES** to set special delivery options, otherwise dial **2**.
- ✓ Dial **1** for **YES** to redirect the message to an additional voice mailbox, otherwise dial **2**.

ARCHIVE (Save)

- ✓ Dial **1** for **YES** to Archive the new or old message being reviewed.

Note 1: You can redirect the same message as many times as you wish.

Note 2: Once you listen to an old or archived message, you must archive it again to keep it from being deleted immediately.

ACCESSING VOICEMAIL MESSAGES FROM ANOTHER EXTENSION

- ✓ From another handset, **Dial your extension number**
- ✓ Dial **7**
- ✓ Dial **9**
- ✓ Dial **your Extension Number again**
- ✓ Your new messages will be played

CHANGING YOUR GREETINGS

- ✓ Lift handset and **Dial 200** OR
- ✓ Press the **Message Key** without lifting handset
- ✓ Press the button for **Setup**
- ✓ Press the button for **Greet**
- ✓ Press the button for **Curr**
- ✓ Voicemail will play your **external greeting**. Press **2** for **NO** to **switch** to alternate greeting
- ✓ Press **1** for **YES** if you wish to **re-record** your external greeting. Press ***** when finished
- ✓ Voicemail will then play your **internal greeting**. Press **1** for **YES** if you wish to re-record. Press ***** when finished.
- ✓ Hang up handset when finished or Press Speaker Key if you are on hands free

CHANGING YOUR RECORDED NAME

- ✓ Lift handset and **Dial 200** OR
- ✓ Press the **Message Key** without lifting the handset
- ✓ Press the button for **Setup**
- ✓ Press the button for **Personal**
- ✓ Press the button for **More**
- ✓ Press the button for **RCNAM**
- ✓ Re-record name when prompted

REQUESTING VOICEMAIL TO RING YOU AND LET YOU KNOW YOU HAVE MESSAGES WHEN YOU ARE OUT OF THE OFFICE:

- ✓ Dial **200** or press **voicemail key**
- ✓ Press the button for **SETUP**
- ✓ Press the button for **MORE**
- ✓ Press the button for **DELIVERY**
- ✓ Press the button for **PAGER** (which is also your mobile phone)
- ✓ Press the button for **ON/OFF**
- ✓ It will advise you if the message delivery is on or off. Press **1 for yes** to turn it on, or **1 for yes** to leave it on
- ✓ Press the button for **PH.#** (phone number)
- ✓ It will then advise the number it is delivering the calls to
- ✓ Press **1** to enter the number or **1 for yes** to change the number
- ✓ **Enter your mobile** or other appropriate number and then the **star key**, it will then confirm the number, press **2 for no** to change it
- ✓ Hang up

SPECIAL DELIVERY OPTIONS

When you leave a message, you can mark it for special delivery. There are four special delivery options available:

Urgent	Heard first before regular messages.
Private	Cannot be redirected
Return Receipt	Xen Mail Lite tells you when the person has heard the message.
Future Delivery	The message is sent at the time and day you specify.

You can mark a message for more than one special delivery option. You can also change or add to the special delivery settings of a message you've already sent.

To leave a message using special delivery options you must do the following:

- **From your handset** Dial **200** (or press **voicemail key**)
- Press button for **LVMSG**
- Enter **extension number** you want to leave message on
- Press **1** for yes to confirm extension number
- Press **1** for yes for special delivery
- Press **1** for yes for whichever special delivery option you want and press **2** for no for all the others
- Voicemail will confirm the message will be sent immediately. Press **1** for yes to send it.
- Press **2** for no for sending another message or hang up (press speaker key)

LIVE RECORD

Live record allows you to record a conversation with an outside caller and direct it to your own or another user's mailbox.

With an outside call in progress:

- ✓ Press **RECORD** to begin recording the conversation
- ✓ A tone burst may be provided and the **RECORD** key will light red to indicate that recording is in progress. Display telephones will indicate recording functions.
- ✓ Dial the voice mailbox number to which the recording should be addressed. If it is to go into your own mailbox you do not need to do this.
- ✓ Replace the handset to terminate the call. The recording will be sent to the appropriate voice mailbox.

LIVE RECORD OPTIONS

The following Live Record function keys may be programmed:

PRESS

Record	To start manual record.
Pause	To stop recording. Press PAUSE again to resume recording
Re-Record	To erase the live recording and automatically begin re-recording. Enter a new voice mailbox number.
Erase	To erase the live recording without interrupting your conversation. Press RECORD and dial a voice mailbox number to begin recording again.
End	To terminate the recording and continue the conversation.
Address	To delete, address or record an introduction prior to ending a live recording session.
Urgent Page	Toggles message deliver on/off. After entering a voice mailbox number, a "*" in the display will indicate that the page message delivery option is currently on.

PROGRAMMING LIVE RECORD FUNCTION KEYS

- ✓ Press **Feature**
- ✓ Press **Redial**
- ✓ Press **One Touch Key** to be programmed
- ✓ Dial **2**
- ✓ Dial **Function Code**
- ✓ Press **Feature**

FUNCTION CODES

00	Record
01	Pause
02	Re-record
03	Erase
04	End
05	Urgent Page
06	Address
07	Live Monitoring

LEGAL NOTES FOR AUSTRALIA

"All persons using this device for recording telephone conversation shall comply with Australia law. This requires that at least one party to the conversation is to be aware that it is being recorded. In addition, the Principles enumerated in the Privacy Act 1988 and any updates thereto, should be complied with in respect to the nature of the personal information collected, the purpose for its collection, how it is used and what is disclosed to any other party".

VOICE MAIL

SYSTEM MANAGER SETUP PROCEDURES

DAY ANSWERING MODE

- **Note: The following procedure must be performed from the station that has been allocated as the System Manager (usually reception phone)**
1. **Dial 200** or press the **Voice Mail one touch key**
 2. Using the keys at the top of the handset press the appropriate key for the **'More'** option
 3. Press Setup key for the **'MGR'** (manager) option
 4. Press the key for the **'Greet'** (Greetings) option
 5. The system will advise what mode it is currently in and will ask if you wish to **change to holiday mode**. Press **2 for No**
 6. The system will ask if you wish to **change the opening box**, press **1 for yes**
 7. The **current DAY MESSAGE will be played**, it will then ask you if you wish to **change it**, press **1 for yes** (if appropriate)
 8. The current **NIGHT MESSAGE** will be played, it will then ask you if you wish to **change it**, press **1 for yes** (if appropriate)
 9. **Record new greeting**, press ***** when finished
 10. **Hang up** when finished

VOICE MAIL

NIGHT AND HOLIDAY ANSWERING MODE

11. **Dial 200** or press the **Message Key**
12. When the announcement begins:
Press * 2 #
Press * 2 #
13. Dial **9300**
14. Follow the menu on the screen – remember 1 for Yes and 2 for No
Select **Setup**
Select **Greeting**
Select **Current**
15. Record your Greeting message Press * when finished
16. It will automatically play back your greeting
17. Hang up

Voice Mail Quick Reference Guide

