

# Voicemail User Guide

## NEC XEN TOPAZ



## Quick Reference Guide for Voice Mail

### Recording Your Voicemail Greetings

#### Greeting 1

##### To Record the Greeting

1. Press Voice Mail Access key
2. Dial code **32#**
3. Record your message after the beep
4. Dial **9#** to end recording
5. Hang up

##### To Listen to the Greeting Message

1. Press Voice Mail Access Key
2. Dial **31#**
3. Listen to the message and hang up

##### To Erase a Greeting Message

1. Dial **37#** to Erase Message

### Accessing your Voice Mail

#### To listen to your messages:

1. Press **Voice Mail** button
2. Messages are **automatically played** advising date and time
3. To **Replay** Message press **1 #**  
To **Erase** Message press **7 #**  
To **Save** Message press **9 #**  
To **Redirect** Message press **2 #**, Type **Extension Number #**, Press **0 #**

#### From a Cordless or Analogue phone:

1. Press **SPK** key or lift handset
2. Dial **884** (default)
3. Enter your **extension number**
4. Dial service code **1#**
5. Listen to messages

### **Retrieving Messages Off-site by dialling into direct indial number:**

1. Dial your **indial number** to access or dial **main number** and ask to be transferred to your extension
2. After your greeting has ended, two short beeps will be heard
3. Enter your password (if one has been set)
4. Dial, \* #
5. You now have access to the service code options for your mail box (Eg. Dial 1# to listen to your messages)

### **Recording an Internal Message to Send to a Mailbox**

1. Press **SPK** key or lift handset
2. Dial **884** (default)
3. Dial \*
4. Dial **mailbox number** you wish to send a message to
5. Dial #
6. **Record message**
7. **Hang up**

### **Conversation Recording**

A button needs to be programmed in order to be able to switch this function on and off.

#### **To start recording:**

1. Press the conversation recording key at any time during the conversation

#### **To store the recorded message:**

1. If prompted at the end of the call, enter the mailbox number of where you wish to store the conversation. OR
2. If call back mode is set, wait for the Voice Mail system to ring back after the call has ended and then enter the mailbox number where you wish to store the conversation and then dial #.

#### **Listening to a Recorded Conversation:**

1. Press Voice Mail Button
2. Messages are automatically played back

### **Mailbox Password**

#### **Setting your password:**

1. Press the Voicemail button
2. Dial 65#
3. Type in four digit password, then #
4. The password will be spoken back to you
5. Dial 0# to confirm (or 1# to cancel)
6. Hang Up

#### **Deleting your Password:**

1. Press the Voicemail button
2. Dial 65#
3. Dial 9999, then #
4. Dial 0# to confirm
5. Hang Up

## VoiceMail Service and Option Codes

Function	Service Code	Optional Function	Option Code
Help	0#		
Play Message	1#	Replay Message	1#
		Pause/Restart the Playback	4#
		Erase Message & Play Next Msg	7#
		Save Message & Play Next Msg	9#
		Copy the Message	2# ext No # 0 #
		Skip Playback Forward 8 Sec	3#
		Skip Playback Backward 8 Sec	6#
		Broadcast the Message	28#
		Exit	* #
Erase Message	7#		
Greeting Message	Play 31# Record 32# Erase 37#		

## Operator Busy Message and Night Message (Company Greetings)

### To Record the Operator Busy & Night Messages

1. Press **Spk**
2. Dial **716**
3. Press **7** to **Record**  
Press **5** to **Listen**  
Press **3** to **Erase**
4. Type in **Message Number** – **01** for **Operator Busy**  
– **02** for **Night**
5. **Lift Handset**
6. Start **recording** after the beep
7. Press **#** when finished recording
8. Will **automatically play back** recorded message