

Call Forward Telephone to Voicemail

Call Forward All

(All calls forward to Voicemail)

Set:

- ◆ Press **Fwd All**
- ◆ Dial _____ (Voicemail extn no.)
- ◆ Press **Speaker**

or

- ◆ Press **Speaker**
- ◆ Dial **41**
- ◆ Dial _____ (Voicemail extn no.)
- ◆ Press **Speaker**

Cancel:

- ◆ Press **Fwd All**
- ◆ Press **Speaker**

or

- ◆ Press **Speaker**
- ◆ Dial **42**
- ◆ Press **Speaker**

Call Forward No Answer/Busy

(Calls forward to voicemail if No Answer after '5' rings or your extension is busy)

Set:

- ◆ Press **Fwd NA/Bsy**
- ◆ Dial _____ (Voicemail extn no.)
- ◆ Press **Speaker**

or

- ◆ Press **Speaker**
- ◆ Dial **43**
- ◆ Dial _____ (Voicemail extn no.)
- ◆ Press **Speaker**

Cancel:

- ◆ Press **Fwd NA/Bsy**
- ◆ Press **Speaker**

or

- ◆ Press **Speaker**
- ◆ Dial **44**
- ◆ Press **Speaker**

Forward Main No. to Voicemail

Set:

- ◆ Press **Speaker**
- ◆ Dial **47**
- ◆ Dial _____ (Call arrival key no.)
- ◆ Dial _____ (Voicemail extn no.)
- ◆ Press **Speaker**

Cancel:

- ◆ Press **Speaker**
- ◆ Dial **48**
- ◆ Dial _____ (Call arrival key no.)
- ◆ Press **Speaker**

NEC



Getting Started

When you dial the XenMail system for the first time, you will be asked to personalise your mailbox. Doing this will open your mailbox and make it ready to use.

Entering your mailbox

- ◆ Dial _____, wait for answer
- ◆ If requested, enter your Personal ID - **9 + Extn. No.**
- ◆ Follow prompts to accomplish the following steps
- ◆ Press **1** for **Yes** and **2** for **No** to confirm each entry

Record your name

- ◆ Record your first and last name
- ◆ Press \uparrow to end recording and review recording
- ◆ Press **1** to re-record, otherwise press **2**

Record your greetings

- ◆ Press **1** for Yes if you want to record different greetings for outside and internal callers, otherwise press **2**
- ◆ At the prompt, record an appropriate greeting
- ◆ Press \uparrow to end recording and review your greeting
- ◆ Press **1** to re-record, otherwise press **2**

XenMail

VOICEMAIL USER GUIDE

www.talkingpoint.com.au

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Set your security code

- ◆ Press **1** for **Yes** if you wish to enter a Security Code otherwise press **2**
- ◆ Enter a Code of 3 to 10 digits
- ◆ Press \uparrow to complete code entry
- ◆ Re-enter code as prompted
- ◆ Press \uparrow to complete code entry

Calling your voice mailbox

Use this simple procedure every time you wish to access your Voice Mailbox.

- ◆ Dial _____, wait for answer

When calling from your telephone

- ◆ Enter your security code, if prompted

When calling from another internal station

- ◆ Press _____ to start the main greeting
- ◆ Enter your Personal ID - **9 + Extn. No.**
- ◆ Enter your security code, if prompted

When calling from outside the phone system

- ◆ Enter Main Number to Voicemail - _____
- ◆ Enter your Personal ID - **9 + Extn. No.**
- ◆ Enter your security code, if prompted

Checking messages

Dial Voicemail as per instructions.

When checking your messages respond to each question by pressing

1 for **Yes** and **2** for **No**

or you can dial a shortcut key as per below:

- ◆ Press **4** to check new messages
- ◆ Press **5** to leave a message
- ◆ Press **6** to review old messages

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. Old messages are typically deleted at midnight of the day heard unless they have been archived (saved).

Setup tips

- ◆ Keep your greeting current. Change them as often as necessary. If your greetings are accurate, 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 feel more confident that you will receive their message.
- ◆ You can have different greetings for outside and internal callers. See "Changing your Setup Options" to record an alternate outside greeting to use on special occasions, for example, out of the office or annual leave.
- ◆ Remember, Xen Mail tells you the day and time each message was left. There's no need to ask callers to leave this information in their message.

Options during playback

While listening to a message, you can press the following keys:

- Skip message and save as new
- Repeat the entire message
- Advance to the end of the message
- Redirect or archive the message
- Skip message and save as old
- Slow down playback speed
- Change playback volume
- Speed up playback
- Repeat previous 3 secs of message
- Pause message (press **8** again to resume)
- Advance 3 secs within message

To Delete a Message

During playback of the message

- ◆ Press **222**

Message is now erased.

(This is not a voice prompted option)

Soft Key - Quick Option Menus

DURING Message playback

ARCHV (Save)	DEL (Delete)	REW (Back 3 secs)	MORE (Next page)
PAUSE (Pause)	FFWD (Fwd 3 secs)	REDIR (Redirect)	MORE (Next page)

AFTER Message playback

ARCHV (Save)	DEL (Delete)	NEXT (Next Msg)	MORE (Next page)
RPLAY (Replay)	REDIR (Redirect)	REPLY (Reply)	MORE (Next page)

Main Menu

- NEW or To check new messages
- LVMSG or To leave a message
- OLD or To review old messages
- SETUP or To change setup options

Disconnect from Voicemail

Press:

This is particularly useful if whilst on a call, you press transfer to ring another extension, and you enter their Voice Mail. If you wish to return to caller, YOU MUST press before

pressing key to return to caller.

Keypad shortcuts (Set Up Options)

SETUP	GREET	CURR	Review current greeting (Standard & Alternate)	
SETUP	GREET	SWITCH	Switch personal greeting	
SETUP	GREET	STD	Edit standard greeting	
SETUP	GREET	MORE	ALT	Edit alternate greeting
SETUP	GREET	MORE	INT	Edit internal greeting
SETUP	PERS	CODE	Change security code	
SETUP	PERS	MORE	RCNAME	Change recorded name

Transfer Caller to Voice Mailbox

Ask Caller to Hold

Press: **Transfer**

Dial: **XXX** (Voicemail extn - wait for an

Dial: **Extn No.** (or press extn button)

Dial: **2**

Hang Up

Message Example

Standard greeting:

Hi, you've called (name). I'm not available to take your call, I'm either on the phone or not at my desk. If you wish to speak to an operator, press '**0**' now, or please leave a message after the tone.

Alternate greeting:

Hi, you've called (name). I'm currently on Annual Leave until __/__/__. If you wish to speak to an operator, press '**0**' now, or leave a message after the tone and I will return your call when I return from leave.