# **Call Forward Telephone to Voicemail**

Call Forward All	
(All calls forward to Voicemail)	
Set:	Cancel:
Press Fwd All	<ul><li>Press Fwd All</li></ul>
◆ Dial (Voicemail extn no.)	<ul><li>Press Speaker</li></ul>
• Press Speaker	
or	or
• Press Speaker	<ul><li>Press Speaker</li></ul>
◆ Dial 41	◆ Dial <b>42</b>
◆ Dial (Voicemail extn no.)	<ul><li>Press Speaker</li></ul>
• Press <b>Speaker</b>	
Call Forward No Answer/Busy	
(Calls forward to voicemail if No Answer at	ter '5' rings or
your extension is busy)	
Set:	Cancel:
◆ Press Fwd NA/Bsy	<ul><li>Press Fwd NA/Bsy</li></ul>
◆ Dial (Voicemail extn no.)	<ul><li>Press Speaker</li></ul>
• Press <b>Speaker</b>	
or	or
• Press <b>Speaker</b>	<ul><li>Press Speaker</li></ul>
• Dial 43	◆ Dial <b>44</b>
◆ Dial (Voicemail extn no.)	<ul><li>Press Speaker</li></ul>
• Press <b>Speaker</b>	
Forward Main No. to Voicemail	
Set:	Cancel:
• Press Speaker	<ul><li>Press Speaker</li></ul>
• Dial 47	◆ Dial 48
◆ Dial (Call arrival key no.)	<ul> <li>Dial (Call arrival key no.)</li> </ul>
◆ Dial (Voicemail extn no.)	<ul><li>Press Speaker</li></ul>
• Press Speaker	







#### **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 vour name**

- Record your first and last name
- ◆ Press <sup>↑</sup> 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 <sup>↑</sup> to end recording and review your greeting
- Press 1 to re-record, otherwise press 2

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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
- Re-enter code as prompted

#### 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

١	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 messsages
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).

#### Options during playback

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

- Skip message and save as new
- # Repeat the entire message
- 1 Advance to the end of the message
- 2 Redirect or archive the message
- <sup>3</sup> Skip message and save as old
- 4 Slow down playback speed
- 5 Change playback volume
- 6 Speed up playback
- 7 Repeat previous 3 secs of message
- Pause message (press 8 again to resume)
- 9 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)

#### 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.

# **Quick Option Menus**

# Message playback



Go to start

# Main Menu

Skip (New)

4	To check new messages
5	To leave a message
6	To review old messages
7	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 争争 before pressing the 'Transfer' key.

#### **Keypad shortcuts**

7 4 4	Review current greeting
7 4 5	Switch personal greetings (Standard & Alternate)
7 4 6	Edit standard greeting
7 4 7	Edit alternate greeting
7 4 8	Edit internal greeting

Change security code

Change recorded name

# Message examples

7 4

7 7 5

#### 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.