

NEC

Xen



Xen Mail Lite
digital voice mail
user guide

axis
master



Digital Voicemail User Guide

Name: _____

Extension Number: _____

To reach Xen Mail Lite

From inside, dial: _____

From outside, dial: _____

System Manager: _____

Extension Number: _____

To simplify recording, write down your greeting here:

Sample: "Hi, this is _____. I'm away from my phone now, but I will check my mailbox regularly. Leave me a message, and I'll return your call as soon as possible, thanks".

Remember, dial 1 for YES, 2 for NO

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General Information

Introduction

Welcome to Xen Mail Lite digital voice mail! This guide describes the system's features and details the steps you need to take to make Xen Mail Lite a working partner in your day-to-day business. Throughout this guide, you will find numerous tips and shortcuts designed to help you get the most from Xen Mail Lite.

Typical system operation is presented here. Be sure to consult with your Xen Mail Lite System Manager for any special features or functions that may apply to your particular application.

Automated Attendant

The Automated Attendant serves as a receptionist, answering and routing incoming calls automatically. Callers hear an opening greeting for your company that gives them instructions and options. If a caller does not know the extension number, the Automatic Directory can route the call by the person's name. When your extension is busy or you are not available to answer the call, Xen Mail Lite can connect the caller to your voice mailbox automatically.

Voice Mail Access

The Xen Mail Lite system can be accessed 24 hours a day from any touchtone telephone in or out of your office. Your System Manager has assigned a Personal ID number to you. You will need this number when calling the Xen Mail Lite from any phone but your own.

The Conversation

The NEC Xen Mail Lite system is based upon a conversation about your voice mailbox. Each time you enter your voice mailbox, you will be asked a series of questions relating to these topics:

- Checking messages
- Leaving messages
- Reviewing/redirecting messages
- Changing setup options

Answer questions with a simple reply by dialling **1** for **YES** or **2** for **NO**. In addition, by dialling Quick Key numbers, you may advance directly to a specific topic.

Setup Options

Once your mailbox has been opened, you may change various options, such as your Greetings, Message Groups, Transfer and Message Delivery Options and Personal Options.

Voice Mail Message Indication

Whenever there are new messages in your voice mailbox, an indication will be provided at your telephone:

Digital Display Telephone:	Display= Xen Mail Lite extension number and number of new messages
Digital Telephone:	Large LED= Slow flashing red
Single Line Telephone:	MW Lamp= Steady red

You may also instruct Xen Mail Lite to call you at your home, mobile phone or pager.

Advance Dialling

At any time, you can "dial ahead" by entering a series of responses, even before hearing the entire question, to advance directly to the desired section of your voice mailbox quickly.

Disconnecting From Voice Mail

When you have completed your voice mail session, dial *** to immediately disconnect the Xen Mail Lite system. As an alternative, you will be given the option to return to your mailbox, access Setup Options or exit voice mail and dial an extension, if desired, after accessing various Xen Mail Lite operations.

Quick Transfer Feature

The NEC Xen Mail Lite system simplifies message taking by allowing you to transfer a call directly to a user's voice mailbox where they will hear the personal greeting and be prompted to leave a message.

Live Record Feature

The Live Record feature is used to record a conversation in progress and then direct it to your own or another user's mailbox.

Additional Information

Refer to your Xen Features and Specifications manual or Xen Digital Telephone User Guide and consult your Xen Mail Lite System Manager for additional information on telephone and voice mail operation.

Softkeys

Softkeys provide an intuitive means of accessing the Xen Mail Lite's menu and options. Simply dial into the Xen Mail Lite and select the menu item you wish to access. The Xen Mail Lite will also offer various options from time to time.

Getting Started

When you call the Xen Mail Lite 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

- Lift handset.
- Dial Xen Mail Lite.
- Dial your personal ID, if necessary (typically 9 + your extension number).
- Follow prompts to accomplish the following steps.
- Dial 1 for **YES** or 2 for **NO** to confirm each entry.

Record Your Name

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

Spell Your Name

If requested, spell the first 3 letters of your last name by dialling the corresponding numbers on your telephone dialpad.

Choose Your Directory Listing Status

- Dial 1 for **YES** or 2 for **NO** to choose whether or not you wish to be listed in the Xen Mail Lite directory. It is recommended that you choose to be listed, as the directory lets outside callers reach you by your last name if they do not know your extension number.

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.
- 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

Set your Security Code

- Dial 1 for **YES** if you wish to enter a Security Code to safeguard your mailbox from unauthorised access, otherwise dial 2.
Enter a Security Code of 3 to 10 digits via your telephone dialpad.
- Dial * to complete code entry.
- Re-enter your security code, as prompted, for confirmation.
- Dial * to complete code entry.

Opening Your Mailbox

■ Dial **1** to confirm your personalised settings and open your mailbox for use, otherwise dial **2**.

Note: Your personalised settings can be changed at any time through Setup Options.

Set Up Tips

- **Keep your greetings 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 callers and internal callers.** See "Changing your Setup Options" to record an alternate outside greeting to use on special occasions, for example, when you will be out of the office.
- **Remember, Xen Mail Lite 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. When applicable, your greeting should include an alternate extension that may be dialled by someone needing immediate assistance.
- **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.
- **Your security code protects your privacy.** Pick a security code that is easy for you to remember and hard for a stranger to guess. Shorter security codes are easier to enter, longer codes offer more protection. You can change or delete your security code from any touchtone telephone. If you forget your security code, ask your System Manager to delete your code and then immediately enter a new one.

Call Forward Setting

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 telephone:

Set

- Lift handset: hear ICM dial tone.
- Dial the Call Forward Busy/No Answer set code **7***.
- Dial Xen Mail Lite.
- Replace handset.

Cancel

- Lift handset: hear ICM dial tone.
- Dial the Call Forward Busy/No Answer cancel code **7#**.
- Replace handset.

Note: A **CF B/NA** key may be assigned in system programming to set/cancel this feature. When setting Call Forward Busy/No Answer, a destination station must be entered. A lit LED indicates that CF B/NA is set.

Call Forward All Calls (CFA)

When you plan on being away from your phone for an extended period of time, you can have all of your calls routed directly to your voice mailbox. To forward your telephone:

Set

- Press **FNC** (Do not lift the handset).
- Dial the Call Forward All set code **60**.
- Dial Xen Mail Lite.
- Press **FNC**.

Cancel

- Press **FNC** (Do not lift the handset).
- Dial the Call Forward All cancel code **69**.
- Press **FNC**.

Note: A **CFA/DND** key may be assigned in system programming to set/cancel this feature. When setting Call Forward All, a destination station must be entered. A lit LED indicates that Call Forward All/Do Not Disturb is set.

Calling Your Voice Mailbox

Use this simple procedure every time you wish to access your voice mailbox.

- Lift handset **OR** press **SPKR**.
- Dial Xen Mail Lite, wait for answer.

When calling from your telephone:

- Dial your security code, if prompted.

Note: The Xen Mail Lite extension number may be assigned to a one touch key or feature access key.

When calling from another telephone:

- Dial ***2#** to start the main greeting.
- Dial your personal ID (typically 9 + your extension number).
- Dial your security code, if prompted.

When calling from outside:

- Dial your personal ID (typically 9 + your extension number).
- Dial your security code, if prompted.

Respond to each question by dialling **1** for **YES** or **2** for **NO** **OR** use **Quick Keys** to step ahead to a specific topic.

Quick Keys

Save time by advancing directly to a specific topic:

DIAL

- | | |
|----------|------------------------------|
| 4 | to check new messages |
| 5 | to leave messages |
| 6 | to review messages |
| 7 | to change your setup options |

Checking Messages

Quick Key 4

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

- Dial **1** for **YES** when asked, “**You have ____ new messages. Would you like to hear them?**”
- Messages marked “Urgent” are played first.
- Messages from outside callers are played in the order received.
- Messages from other Xen Mail Lite users are sorted by sender. At the tone you may record a reply, otherwise dial **2**.
- The day and time recorded is announced at the end of each message.

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 (save) the message.
- 5** To change playback volume.
- 7** To repeat the previous 3 seconds of the message.
- 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.

Leaving Messages

Quick Key 5

Send messages to other Xen Mail Lite users directly from your voice mailbox.

- Dial **1** for **YES** when asked, "Would you like to leave any messages?"
- Dial the first 3 letters of the last name of the person or the group you want to send a message to OR dial **##** and the voice mailbox number.
- Dial **1** to confirm, otherwise dial **2**.
- Record your message at the beep.
- Dial ***** to end recording, otherwise dial **#** to re-record.
- Dial **1** for YES for Special Delivery options, otherwise dial **2**.

Note: Dial **##** to switch between choosing by mailbox number or by name.

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.



Messaging Tips

- If you are unsure of the spelling of the first 3 letters of the person's last name, use a "Wildcard Key", typically **1** or **0**, in place of one or more letters. This "Wildcard" matches any letter.
- While recording a message, dial **#** to erase your message and begin again.
- Always try to leave a concise and structured message. Include the purpose of your call, the information required, or any information needed to get an answer - not just a return phone call.
- Leave fellow Xen Mail Lite users a message from within your own voice mailbox. When they listen to your message Xen Mail Lite will automatically prompt them to send you a reply. This saves time and almost always guarantees a response.
- The Xen Mail Lite sorts messages in a message stack. It plays all urgent messages first, then all regular messages. It also sorts your messages by sender. Use Special Delivery Options when appropriate.
- To cancel a message that has not yet been received, begin to send the person or group another message. The Xen Mail Lite system will tell you that your last message hasn't been heard, and offers you the option to cancel it.
- If you often send messages to the same group of people, see "Changing your Setup Options" to create your own message groups.

Reviewing Messages

Quick Key 6

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.

Review

- Dial **1** for **YES** when prompted "**You have ____ messages to review, would you like to check them?**"
- Dial **1** for **YES** or **2** for **NO** to review messages.
- Listen to old messages followed by day and time recorded.

Redirect (Copy to another mailbox)

- Dial **2** while listening to a new or old message.
- Dial **1** for **YES** to **Redirect** the message being reviewed.
- Dial the voice mailbox or group to receive the redirected message (For more details, see **Leaving Messages**).
- Dial **1** 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.

Keeping Your Voice Mailbox Current

Review and revise your setup options on a regular basis.

Greetings

- You can review the greetings you have recorded for the internal and outside callers. Greetings can be re-recorded at any time.
- An alternative greeting can be recorded and selected to accommodate special situations such as when you are out of the office.

Message Groups

- You can create your own message groups. When you send a message to a group, the message is sent to all members of that group.
- A group can be private or open, allowing only you or all users to send messages to the group.
- Use group maintenance features to list groups and members, add or delete members and delete established groups.

Transfer and Delivery Options

Callers may be transferred and messages may be delivered to you in a variety of ways. Discuss available options with your system manager.

- Call transfer enables callers to be automatically directed to your extension or another programmed telephone number.
- When Call Screening is on, Xen Mail Lite will ask the callers' name, ring your extension, tell you the caller's name, and ask if you want to take the call or direct the caller to your voice mailbox.
- When your line is busy and the Call Hold option is on, callers will be advised of the number of calls holding and be given the option to hold or leave a message in your mailbox.
- When a new message has arrived in your mailbox, you will receive an indication at your telephone. Depending on your schedule, you may also program the system to alert you at additional numbers (home phone, mobile phone or pager).

Personal Options

- Access Personal Options to review or change your Security Code, Recorded Name, Spelled Name and Directory Listing Status.

Changing Your Setup Options

Quick Key 7

You may personalise your voice mailbox to accommodate your current schedule or plans by changing your setup options.

- Dial **1** for **YES**, when asked **“Would you like to access Setup Options?”**
- Follow prompts to change the desired setup options.

“Would you like to change your Greetings?”

- Dial **1** for **YES** to change your **Greetings**.
- Listen to the playback of your current outside greeting.
- Dial **1** for **YES** to switch between standard and alternate greetings, otherwise dial **2**.
- Dial **1** for **YES** to record a new greeting, otherwise dial **2**.
- Using the handset, begin recording at the beep.
- Dial ***** to end recording and review greeting.
- Dial **1** to re-record, otherwise dial **2**.
- Repeat for internal greeting.

“Would you like to change your Groups?”

- Dial **1** for **YES** to change your **Groups**.
- Dial **1** for **YES** when asked to create a new group, otherwise dial **2** to access group edit, list and delete options.
- Dial the first 3 letters or digits of the group’s name or number.
- Dial **1** to change group name or number, otherwise dial **2**.
- Using the handset, record a group name.
- Dial ***** to end recording.
- Dial **1** to change group name, otherwise dial **2**.
- Dial **1** to create an open group or dial **2** for a private group.
- Add members to the group by dialling name or extension number.
- Dial **1** to confirm and add member to group.
- Dial ***** after all members are added.
- Dial **1** to record a message for this group now, otherwise dial **2** to continue with group maintenance options.



“Would you like to change your Transfer and Delivery Options?”

- Dial **1** for **YES** to change your **Transfer or Delivery Options**.

Call transfer Setting

- Dial **1** to change your Call Transfer setting, otherwise dial **2** to advance to Message Delivery Options.
- Dial **1** to turn Call Transfer on and leave it on, otherwise dial **2** to advance to Message Delivery Options.
- Listen to the phone number your calls are currently being transferred to.
- Dial **1** and enter a new phone number (up to 9 digits), otherwise dial **2** to leave the current setting.

Note 1: If Call Transfer to your work phone is OFF, calls are sent directly to your voice mailbox. When Call Transfer to your work phone is ON, calls are first directed to your extension. Xen Mail Lite Call Forward settings will then apply.

Note 2: For Call Screening and Call Hold features to operate, Call Transfer must be turned on and these features must be assigned by the system manager.

Call Screening

- Dial **1** to turn on Call Screening, or dial **2** to turn it off

Note: When you answer your phone and Call Screening is turned on, you will hear a beep and announcement “**call from (caller’s name)**”.

- Dial **1** to take the call or **2** to transfer the caller to your mailbox.

Call Hold

- Dial **1** to turn on Call hold or dial **2** to turn it off.

Note: If call hold is turned on and your line is busy, a caller is prompted to hold or leave a message. The system will tell the caller how many calls are already holding.

Message Delivery Options

- Dial **1** for **YES** or **2** for **NO** to set message delivery to your work phone, home phone, mobile phone or pager.
- Enter and confirm the telephone number.
- Enter and confirm the message delivery schedule (time and days).

Work phone	___	from	___	to	___	On: S M T W T F S
Home phone	___	from	___	to	___	On: S M T W T F S
Mobile phone	___	from	___	to	___	On: S M T W T F S
Pager	___	from	___	to	___	On: S M T W T F S

Note 1: Message delivery schedules may overlap.

Note 2: It is not necessary to dial a line access code (i.e o) when entering an outside telephone number.

Note 3: When a pager number is programmed, the Live Record Urgent Page feature will override your pager message delivery schedule and turn delivery to your pager on or off.

“Would you like to change your Personal Options?”

- Dial **1** for **YES** to set your security code.
- Dial a new security code of 3 to 10 digits.
- Dial ***** to complete code entry.
- Re-enter your security code, as prompted, for confirmation.
- Dial ***** to complete code entry.
- Dial **1** for **YES** to change your name.
- Dial **1** for **YES** or **2** for **NO** to change your **Recorded Name, Spelled Name** or **Directory Listing Status**.
- Enter and confirm new information.

Quick Transfer to Voice Mail

When transferring a call to a user who is away from their phone, busy or declines a voice announcement, the Quick Transfer to Voice Mail feature simplifies and speeds message taking. You can easily redirect the call to the Xen Mail Lite user's voice mailbox, where they will hear the personal greeting and be prompted to leave a message.

With an outside call in progress:

- Press **TRF**.
- Dial station number or press programmed **DSS**.
- Determine called party is unavailable.
- Dial **7** to transfer call to the called party's mailbox.
- Replace handset immediately.

With a recall in progress:

- Press **Line Key**.
- Press **FNC** and dial **86**.
- Replace handset immediately.

Note: Your Quick Transfer Access Codes may differ from the above based on system programming.

Transferring a Call Directly to a Voice Mailbox

To simplify message taking, outside callers can be transferred directly into a Xen Mail Lite user's voice mailbox, where they will hear the personal greeting and be prompted to leave a message.

With an outside call in progress:

- Press **TRF**.
- Dial Xen Mail Lite, wait for answer.
- Dial the voice mailbox number of the user the call is to be transferred to.
- Dial **2**.
- Replace handset immediately.

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.
- Replace the handset to terminate the call. The recording will be sent to the appropriate voice mailbox.

Note 1: The voice mailbox number may be dialled at any time during the conversation before the recording party releases the call. If a voice mailbox number is not entered, the recording will be sent to your voice mailbox.

Note 2: If Automatic Recording is assigned, the recording begins immediately upon answering an outside call.

Note 3: If a voice mailbox number has not been entered, and if Automatic callback is assigned, Xen Mail Lite will call you back to ask you if you want to delete the call, address it, add an introduction or send it.

Note 4: To send a Live Recording to multiple voice mailboxes, first send the recording to your own voice mailbox and then redirect it accordingly.

Note 5: Some laws/regulations impose restrictions on persons making live telephone recordings. Users should seek their own advice in this regard. Refer to legal notes on page 19.

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 delivery on/off. After entering a voice mailbox number, a "*" in the display will indicate that the page message delivery option is currently on.

Note: Consult your system manager for additional information about using live record options.

Programming Live Record Function Keys

Feature Access Keys

- Press **FNC**.
- Press **LNR/SPD**.
- Dial speed dial memory location **90-99**.
- Press **Feature Access Key** to be programmed.
- Dial **2**.
- Dial **Function Code** (see below).
- Press **FNC**.

One Touch Keys

- Press **FNC**.
- Press **LNR/SPD**.
- Press **One Touch Key** to be programmed.
- Dial **2**.
- Dial **Function Code** (see below).
- Press **FNC**.

Note: Refer to the Xen digital telephone user guide for additional information on programming feature access key and one touch keys.

Function Codes	
00	Record
01	Pause
02	Re-Record
03	Erase
04	End
05	Urgent Page
06	Address

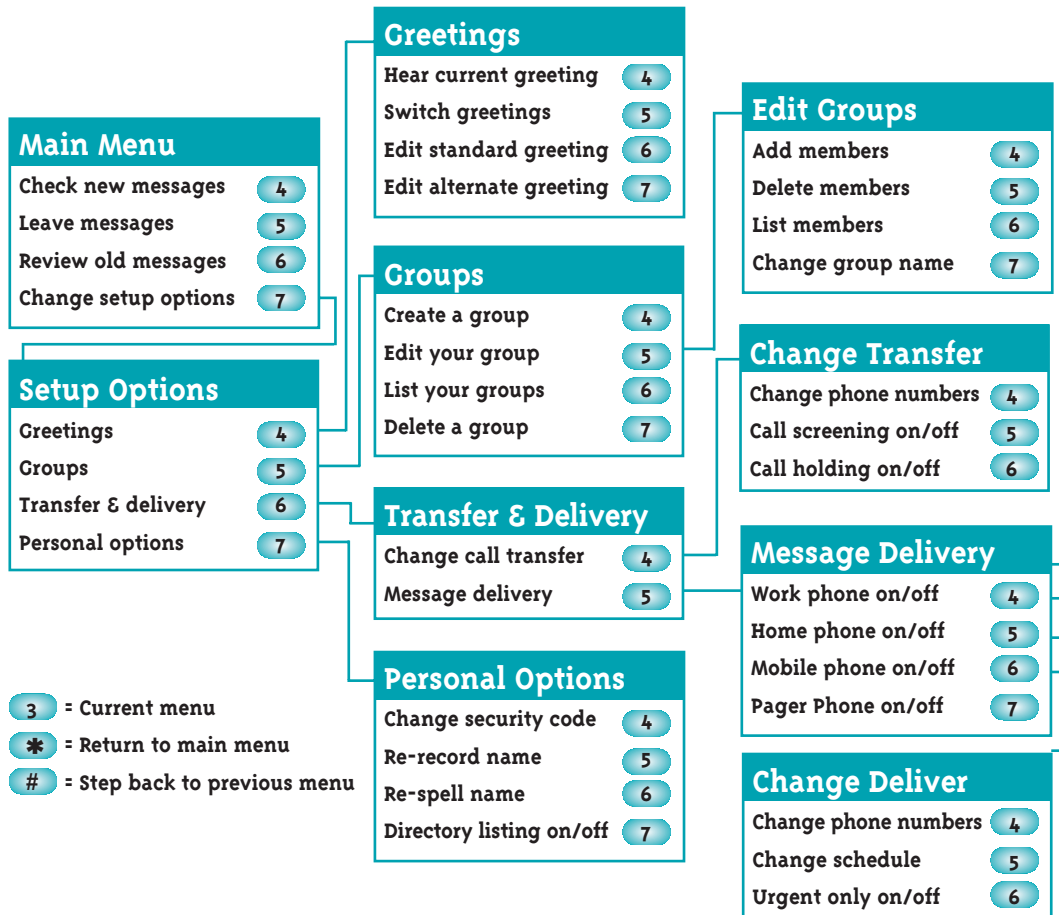
Legal Notes for Australia

"All persons using this device for recording telephone conversations shall comply with Australian 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".

Legal Notes for New Zealand

"All persons using this device for recording telephone conversations shall comply with New Zealand 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 1993 shall 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".

Xen Mail Lite Access Codes



Main Menu

Check new messages	4	Leave messages	5
Review old messages	6	Change setup options	7

Keypad Shortcuts

Switch personal greetings	745	Turn call screening options on/off	76415
Change your security code	774	Turn call holding on/off	76416
Change call transfer options	764	Add a message group	754
Turn call transfer off	7642	Edit a message group	755
Turn call transfer on	7641	List your message groups	756
Change phone number for call transfer	76414	Change your recorded name	775

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