



NEC

IPK



DIGITAL VOICEMAIL USER GUIDE



Digital Voicemail User Guide

Name _____

Extension Number _____

Personal ID _____

To reach Xen Mail:

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

Table of Contents

General Information **Pages 2 - 3**

Getting Started **Pages 4 - 5**

Call Forward Settings
Calling Your Voice Mailbox **Pages 6 - 7**

Checking Messages
Leaving Messages **Pages 8 - 9**

Reviewing Messages **Pages 11**

Changing Your Setup Options **Pages 13 - 15**

Quick Transfer to Voicemail
Transferring a Call Directly to a
Voice Mailbox Live Record **Pages 16 - 17**

Programming Live Record
Function Keys **Page 18**

Live Monitoring **Page 19 - 20**

Xen Mail Softkeys & Definitions **Pages 21 - 25**

Xen Mail Access Codes **Page 26**

General Information

Introduction

Welcome to the NEC Xen Mail and Xen Mail Lite digital voicemail! As both the Xen Mail and Xen Mail Lite have common features, this guide will only make reference to the Xen Mail. This guide describes the system's features and details the steps you need to take to make Xen Mail 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.

Typical system operation is presented here. Be sure to consult with your Xen Mail 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 can connect the caller to your Voice Mailbox automatically.

Voicemail Access

The Xen Mail 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 from any phone but your own.

The Conversation

The NEC Xen Mail 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.

Voicemail 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 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 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 Voicemail

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

Quick Transfer Feature

The NEC Xen Mail 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.

Live Monitoring Feature

Live Monitoring allows you to hear a message through the speaker of your phone as the message is being left by an outside caller.

Caller ID

The Caller ID feature lets you hear or view the phone number of an external caller when you retrieve your messages.

Caller ID Call Return Feature

The Caller ID Call Return feature allows the Voicemail system to use Caller ID information captured with the message to call and connect you to the person that left the message.

Softkeys

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

Additional Information

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

Getting Started

When you call the Xen Mail 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

- Press **Message**
- **OR**
- Lift handset and
- Dial Xen Mail.
- 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 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 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 voicemail 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 **43**.
- Dial Xen Mail.
- Replace handset.

Cancel

- Lift handset: hear ICM dial tone.
- Dial the Call Forward Busy/No Answer cancel code **44**.
- 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 **Feature** (Do not lift the handset).
- Dial the Call Forward All set code **60**.
- Dial Xen Mail.
- Press **Feature**.

Cancel

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

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, or press the Softkeys as shown in the section entitled **Xen Mail Softkeys & Definitions**.

■ Press **Message**

OR

■ Lift handset and

■ Dial Xen Mail, wait for answer.

When calling from your telephone:

■ Dial your security code, if prompted.

Note: When not using a Dterm Series i telephone, the Xen Mail 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 voicemail message indication. Alternatively, you can press the Softkeys as shown in the section titled **Xen Mail Softkeys & Definitions**.

- 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 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 users directly from your voice mailbox. Alternatively, you can press the Softkeys as shown in the section titled **Xen Mail Softkeys & Definitions**.

- 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 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 users a message from within your own voice mailbox. When they listen to your message Xen Mail will automatically prompt them to send you a reply. This saves time and almost always guarantees a response.
- The Xen Mail 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 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 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. Alternatively, you can press the Softkeys as shown in the section titled **Xen Mail Softkeys & Definitions**.

- 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 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 0) 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 Voicemail

When transferring a call to a user who is away from their phone, busy or declines a voice announcement, the Quick Transfer to Voicemail feature simplifies and speeds message taking. You can easily redirect the call to the Xen Mail 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 **Transfer**.
- 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 **Feature** 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 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 **Transfer**.
- Dial Xen Mail, 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 dialed 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 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.

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 **Feature**.
- Press **Redial**.
- Press **Feature Access Key** to be programmed.
- Dial **2**.
- Dial **Function Code** (see below).
- Press **Feature**.

One Touch Keys

- Press **Feature**.
- Press **Redial**.
- Press **One Touch Key** to be programmed.
- Dial **2**.
- Dial **Function Code** (see below).
- Press **Feature**.

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

Function Codes

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

Live Monitoring

Live monitoring allows you to listen to voicemail messages as the outside caller is being recorded by the Xen Mail

To Enable Live Monitoring

- Press the feature access key assigned as Live Monitoring.
- Live Monitoring key flashes red while feature is being set.
- Dial the password (same as Station Outgoing Lockout password; default is 0000000000).
- Live Monitoring is continuously lit red.

Note: Activating the Live Monitoring feature will reset Call Forward All settings. You will need to set Call Forward All settings again.

To operate Manual Live Monitoring while the caller is leaving a voicemail message

- To listen to the caller, press the **START** soft key while the outside caller is leaving a message.
- Live Monitoring key is continuously lit green.

To stop Live Monitoring while the caller is leaving a voicemail message

- Press the **CANCEL** soft key
or
- Press the green Live Monitoring feature access key.

To retrieve the call during the Live Monitoring feature

Manual Live Monitoring

- Press the **START** soft key while the outside caller is leaving a message.
- Pick up the handset
or
- press **SPEAKER**

Automatic Live Monitoring

- Pick up the handset
or
- press **SPEAKER**

Note: The call will be recorded up to this point.

To cancel the Live Monitoring feature when not in use

- Press the Live Monitoring feature access key.

Caller ID with Call Return

The Caller ID feature lets you hear or view the phone number of an external caller when you retrieve your messages. The Caller ID Call Return feature allows the voicemail system to use Caller ID information captured with the message to call and connect you to the person that left the message.

Using a Non-Display Multiline Telephone or Single Line Telephone

- Press **Message**, or dial the Xen Mail extension number.
- After message playback, Xen Mail prompts you to hear the Caller ID number.
or
- Dial **0** during the message to stop playback and hear the Caller ID number.
- After the Caller ID number is played, the system prompts you with an option to return the call.
or
- To return the call during message playback, dial **# 0**
- To end a Return Call, dial **# 0 *** to return to the mailbox and disconnect the outside call.

Using a Display Multiline Telephone with Softkeys

- Press **Message**, or dial the Xen Mail extension number.
- During message playback, Xen Mail displays the Caller ID name and/or Number. To change display between Name and Number, press the **MORE** Softkey twice then press the **CID** Softkey.
or
- Dial **0** during message to stop playback and hear the Caller ID number only.
- During message playback, press the **MORE** Softkey three times then press the **CALL** Softkey to return the call.
- To end a Return Call, press the **END** Softkey to return to the mailbox and disconnect the outside call.

Note 1: To repeat the Caller ID number during its playback, dial **#**. To skip to the end of the Caller ID number dial **★**.

Note 2: Caller ID Call Return must be enabled by the system manager. Caller ID name and/or number display must be enabled in system programming.

Xen Mail Softkeys & Definitions

Softkeys	Definitions
LM	Live Monitoring options
AUTO	Live Monitoring set to AUTOMATIC mode
MAN	Live Monitoring set to MANUAL mode
>	Indicates the current setting
OFF	Turns Off the setting
REW	Repeat the previous 4 seconds of a message
PAUSE	Pause while playing or recording a message
FFWD	Advance 4 seconds while playing a message
DEL	Delete a played/playing message
ARCH	Save a message for the ARCHIVE duration in a voice mailbox
NEXT	Skip a playing message and save as NEW
REDIR	Redirect a message to another voice mailbox owner
REPLY	Reply to a message
GREET	Setup greetings
SWTCH	Switch between STD. and ALT. Greetings
STD	Edit standard greeting
ALT.	Edit alternate greeting
INT.	Edit internal greeting
CODE	Change security code
SPELL	Change spelled name
DIR	Change directory listing status
RCNAME	Change recorded name
PERS	Setup personal options
TRF	Setup transfer options
DELIV	Setup delivery options
GRPS	Setup group options
CHG#	Change telephone number for call transfer
SCRN	Setup screening options
HLDNG	Setup call holding options
WORK	Change delivery to work phone
HOME	Change delivery to home phone
PAGER	Change delivery to pager phone
SPARE	Change delivery to spare phone
CREAT	Create a group
EDIT	Edit a group
LIST	List all groups
DEL	Delete a group
OLD	Check old messages

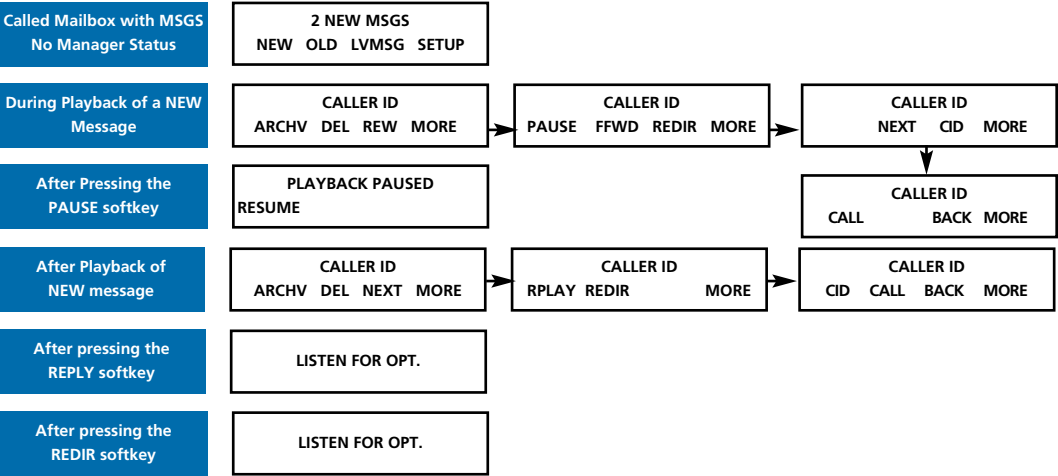
Softkeys	Definitions
NEW	Check new messages
SETUP	Change setup options
LVMMSG	Leave a message for another voice mailbox owner
MGR	Edit system manager options†
END	End a live recording
REREC	Stop current live record and begin again
ERASE	Erase current live record and end recording
PH.#	Change phone number for delivery options
SCHED	Change schedule range for delivery options
URG	Enable urgent message delivery
CHBX	Add or delete a voice mailbox†
GREET	Edit the opening greeting box†
SCHED	Change system schedule†
INFO	Hear system information (including HDD serial# and system ID#)†
OPER	Change operator voice mailbox†
ACCEPT	To accept a call using call screening
REJECT	To reject a call using call screening
RESUME	Resume playing a message after pausing
RPLAY	Replay an entire message
BACK	Back up one menu level
CURR.	Current voicemail message
SWITCH	Switch between STD and ALT. greeting
QUIT	Quit softkey mode
MAIN	Back to Main Menu
CALL	Caller ID Call Return
CID	Change Caller ID Display between Name and Number

†Indicates Manager Options

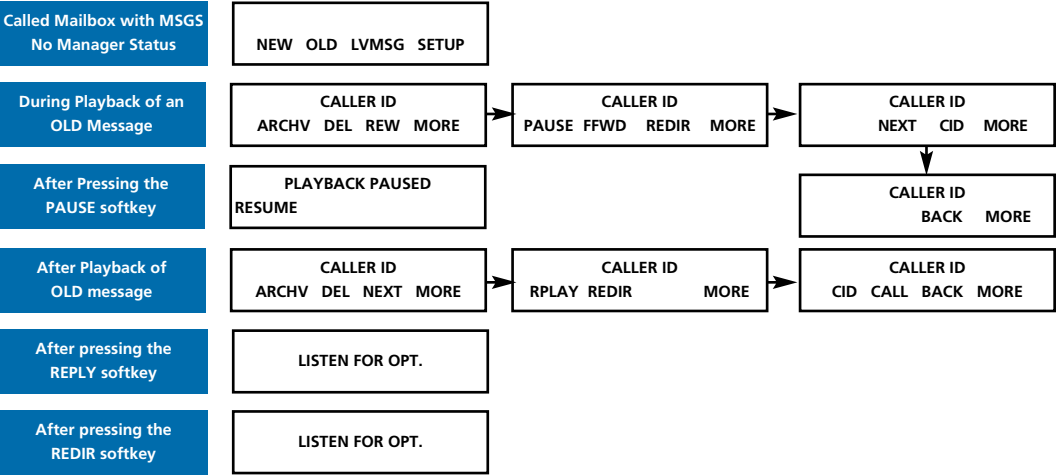
Xen Mail Softkeys

Status	Softkeys
--------	----------

Checking New Messages



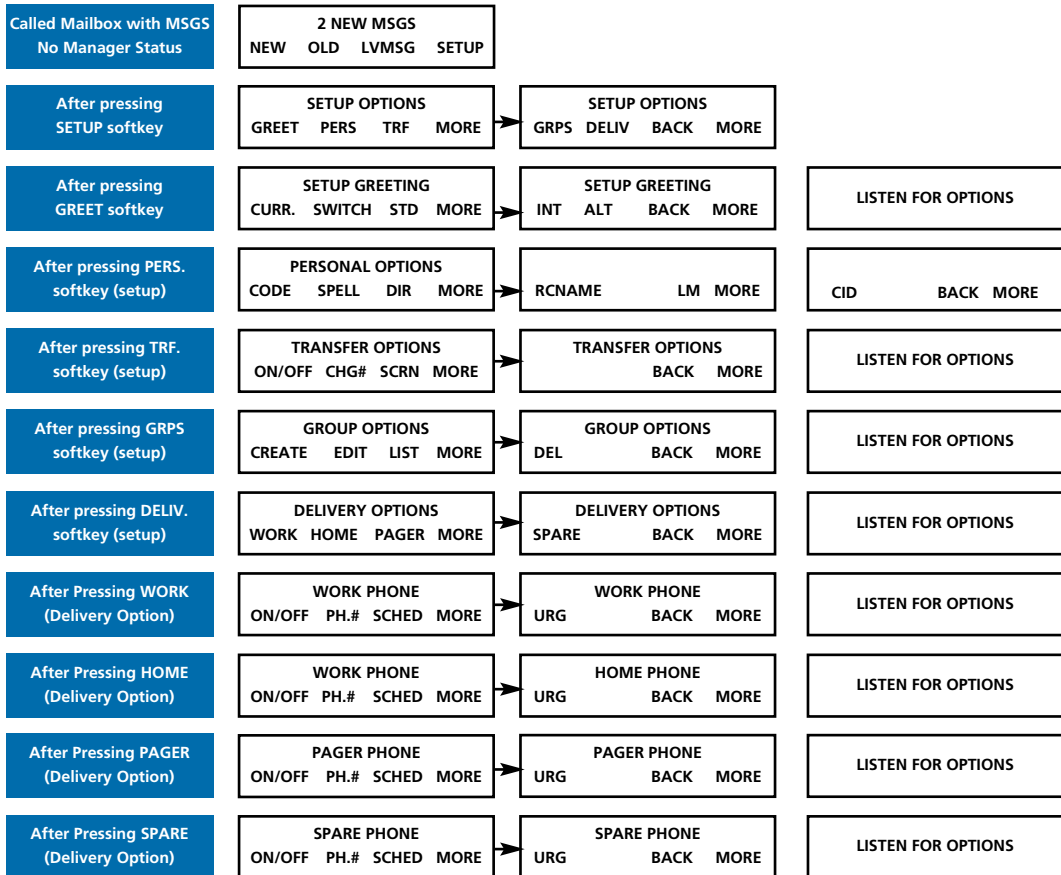
Checking Old Messages



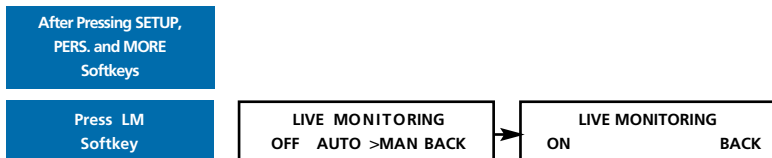
Status

Softkeys

Set Up Options



Live Monitoring Options



Live Record Options

After pressing RECORD
Feature key

PAUSE END REREC MORE

ERASE URGPG MORE

After pressing PAUSE
during Live Record

RESUME

Other Options

Called Mailbox with NO
MSGs Manager Status

NO NEW MSGS
OLD LVMSG SETUP

NO NEW MSGS
SETUP MGR MORE

Called Mailbox with NO
MSGs No Manager Status

NO NEW MSGS
OLD LVMSG SETUP

After the handset is lifted
During Call Screening

CALL SCREENING
ACCEPT REJECT

After pressing the EXIT
softkey

MENU OPTIONS
QUIT MAIN BACK

Manager Items

Called Mailbox with MSGs
Manager Status

2 NEW MSGS
NEW OLD LVMSG SETUP

2 NEW MSGS
SETUP MGR MORE

After pressing
MGR softkey

MANAGER OPTIONS
CHBX GREET SCHED MORE

MANAGER OPTIONS
INFO OPER BACK MORE

LISTEN FOR OPTIONS

Xen Mail Access Codes

Main Menu

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

Setup Options

Greetings	4
Groups	5
Transfer & delivery	6
Personal options	7

Greetings

Hear current greeting	4
Switch greetings	5
Edit standard greeting	6
Edit alternate greeting	7

Groups

Create a group	4
Edit your group	5
List your groups	6
Delete a group	7

Transfer & Delivery

Change call transfer	4
Message delivery	5

Personal Options

Change security code	4
Re-record name	5
Re-spell name	6
Directory listing on/off	7

Edit Groups

Add members	4
Delete members	5
List members	6
Change group name	7

Change Transfer

Change phone numbers	4
Call screening on/off	5
Call holding on/off	6

Message Delivery

Work phone on/off	4
Home phone on/off	5
Mobile phone on/off	6
Pager Phone on/off	7

Change Deliver

Change phone numbers	4
Change schedule	5
Urgent only on/off	6

- 3 = Current menu
- * = Return to main menu
- # = Step back to previous menu

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

Notes

[illegible]

The background of the page is a blue-tinted photograph of a person wearing a white lab coat, holding a large computer monitor. The image is overlaid with a fine grid pattern.

NEC

The material contained herein is subject to change without prior notice at the sole discretion of NEC Business Solutions Ltd.

Stock# 8502588
Version 1
DPA. June 2003

Copyright ©2003 NEC Business Solutions Ltd
Document No. NEC-8056