Xen IPK II

NEC

Xen IPK II
DIGITAL VOICEMAIL
User Guide

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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

General Information

Introduction

Welcome to the NEC Xen Mail digital voicemail! 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 II Features and Specifications manual or Xen IPK II 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 extension number.
- Enter your Personal Security Code.

  Note: The first time you enrol, enter the default security code **0327**.
- 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

- 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.

Setup 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 intheir 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 Settings

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:

- Lift handset: hear ICM dial tone.
- Dial **744**.
- Dial **1** for set or **0** for cancel.
- Dial Xen Mail extension number.
- 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 flashing 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:

- Lift handset: hear ICM dial tone.
- Dial **741**.
- Dial **1** for set or **0** for cancel.
- Dial Xen Mail extension number.
- Replace handset.

Note: A CFA key may be assigned to set/cancel this feature. When setting Call Forward All, a destination station must be entered. A flashing LED indicates that Call Forward All 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 sections titled **Xen Mail Softkeys & Softkey Definitions**.

- Press **Message**

  -OR-

- Lift handset and dial Xen Mail extension number

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 sections titled **Xen Mail Softkeys & Softkey 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.
- Dial **#0** or use the softkeys while listening to a message to return a call using the caller ID information.
- Dial **#0✱** to end the call and return to your message box.

Note 1: Softkeys must be enabled to receive caller ID information in the display.

Note 2: If a message received is from another user’s box, caller information is played at the beginning of the message and can only be used to reply to the caller, the call return function does not take place.

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.

0 To hear the telephone or extension number of the caller.

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 press **0** for caller ID information or 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.

Note 3: While listening to a message, the **CID** softkey toggles the LCD between the caller’s name and number if both are provided.

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 sections titled **Xen Mail Softkeys & Softkey 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.

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.

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?"
- 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.

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 sections titled **Xen Mail Softkeys & Softkey 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.

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 **8** to transfer call to the called party's mailbox.
- Replace handset immediately.

During ICM Ringing, Call Waiting or Busy Tone:

- Dial **8** to transfer to the called party's mailbox.
- Leave message.

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 extension number, 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 the **Voice Mail Record** key (Code 78).

  Note: Both parties hear a beep and your record key flashes. The beep repeats periodically to remind you that you are recording. Display telephones indicate live record options on the Softkeys.

  -OR-

  Place the call on hold by pressing the **Hold** key and dial **654**.

  Note: The system automatically reconnects you to your call.
- Dial the mailbox number to which the recording should be addressed.
- To stop recording, press the **Voice Mail Record** key again, press the **End** Softkey or hang up. To pause recording, press the **Pause** Softkey. You can pause and restart recording as required.

  Note: The recording will be sent to the appropriate mailbox.

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

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

Note 3: To send a Live Recording to multiple mailboxes, first send the recording to your own mailbox and then redirect it accordingly.

Note 4: 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 softkeys are provided once Live Record is activated:

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 mailbox number.
Erase	To erase the live recording without interrupting your conversation. Press **RECORD** and dial a 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 mailbox number, a "✱" in the display will indicate that the page message delivery option is currently on.

Note: Once you listen to an old or archived message, you must archive it again to keep it from being deleted immediately.

Live Monitoring

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

To Setup Live Monitoring

- Press **Message**
- Press **SETUP**, **PERS**, **MORE** and **LM** softkeys.
- Press the required option softkey:

  OFF - Disable
  ON - Enable
  AUTO - Automatic
  MAN - Manual

To Activate Live Monitoring

- Press the **Live Monitor** key (code 91) to toggle setting on and off.
- Enter password if prompted (optional).

When Live Monitor Broadcasts your Caller's Message, you can:

With voice mail set to Automatic Live Monitor:

Your telephone must be idle (not on a call). After voice mail provides record beep to caller the phone will start playing audio on speaker. The phone display softkeys change to offer Cancel selection.

- Listen to the message as it is being recorded.

  -OR-

  To stop audio press the **Cancel** softkey.

  Note: The message continues to be recorded in your mailbox.
- (Optional) Lift the handset to take the call

  Note: You connect to the caller. The system records the first part of the message in your mailbox.

With voice mail set to Manual Live Monitor:

Your telephone must be idle (not on a call). After voice mail provides record beep to the caller, the telephone display softkeys will change offering Start and Cancel selections.

- To listen to the message as it is being recorded, press the **Start** softkey.

  Note: You do not connect to the call and the audio is heard on the speaker. The message is still being recorded in your mailbox.

  -OR-

  To decline Live Monitor session press the **Cancel** softkey.

  Note: You do not connect to the call and the message is automatically recorded in your mailbox.
- (Optional) While listening to caller leave message, lift the handset to take the call.

  Note: You connect to the caller. The system records the first part of the message in your mailbox.

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.

Softkey Definitions

If you have a Multiline Display Telephone set with softkeys, you can use your telephone's LCD display and the corresponding softkeys to listen to messages, manage live record sessions, screen your calls and change your setup options. Respond to system questions by dialling **1** for **YES** or **2** for **NO**.

Softkeys	Definitions
After you have logged in to the voice messaging system, you can use:	
NEW	Check new messages.
OLD	Check old messages.
LVMSG	Leave a message for another subscriber.
MORE	See additional options (if applicable).
SETUP	Access your setup options.
QUIT	Exit softkey mode.
While listening to a new message, you can use:	
CID	Toggle between the caller's name and number.
CALL	Return the call.
END	End the returned call and go back to your message box.
ARCH	Archive the message.
DEL	Delete the message.
REW	Repeat the previous 4 seconds of the message.
MORE	See additional options (if applicable).
PAUSE	Pause message playback. Press again to resume playback.
FFWD	Advance the message 4 seconds and resume playing.
REDIR	Stop message playback and prompt to redirect the message to another subscriber.
REPLY	Stop message playback and reply to the sending subscriber.
NEXT	Stop message playback and save message as a new message. Play the next message if one exists, or return to the Main Menu.
BACK	Return to the Main Menu.
While reviewing an old message, you can use:	
CID	Toggle between the caller's name and number.
CALL	Return the call.
END	End the returned call and go back to your message box.
ARCH	Archive the message.
DEL	Delete the message.
REW	Repeat the previous 4 seconds of the message.
MORE	See additional options (if applicable).
PAUSE	Pause message playback. Press again to resume playback.
FFWD	Advance the message 4 seconds and resume playing.
REDIR	Stop message playback and prompt to redirect the message to another subscriber.
REPLY	Stop message playback and reply to the sending subscriber.
NEXT	Stop message playback and save message as a new message. Play the next message if one exists, or return to the Main Menu.
BACK	Return to the Main Menu.

When accessing your setup options, you can use:

CID	Change the Caller ID display to either name or number.
GREET	Create or change personal greetings.
PERS	Set or change personal options.
TRF	Set or change transfer options.
MORE	See additional options (if applicable).
GRPS	Create or change personal groups.
DELIV	Set or change message delivery options.
LM	Set live monitor options.
BACK	Return to the previous menu level.
CURR	Create or change the current greeting
SWITCH	Switch from the standard greeting to the alternate greeting, or from the alternate greeting to the standard greeting.
STD	Change your standard greeting.
INT	Change your internal greeting.
ALT	Change your alternate greeting.
CODE	Change your security code.
SPELL	Change the spelling of your name for the directory.
DIR	Turn your directory status on or off.
RCNAME	Change your recorded name.
ON/OFF	Turn call transfer or call delivery on or off.
CHG#	Change your transfer phone number.
SCRN	Turn call screening on or off.
HLDING	Turn call holding on or off.
CREATE	Create a message group.
EDIT	Change a message group.
LIST	List a message group.
DEL	Delete a message group.
WORK	Change message delivery to your work phone.
HOME	Change message delivery to your home phone.
PAGER	Change message delivery to your pager.
SPARE	Change message delivery to your spare phone.
PH#	Change the phone number for message delivery.
SCHD	Change your message delivery schedule.
URG	Change urgent message delivery.

To screen your calls, you can use:

ACCEPT	Accept the incoming call.
REJECT	Transfer the call to your voice mail box.

To record a conversation, you can use:

PAUSE	Pause recording. Press again to resume recording.
END	Stop recording and save the file.
REREC	Stop the recording, delete the file and begin a new recording.
MORE	See additional options (if applicable).
ERASE	Stop the recording and delete the file.
URGPG	Turn pager message delivery on or off.

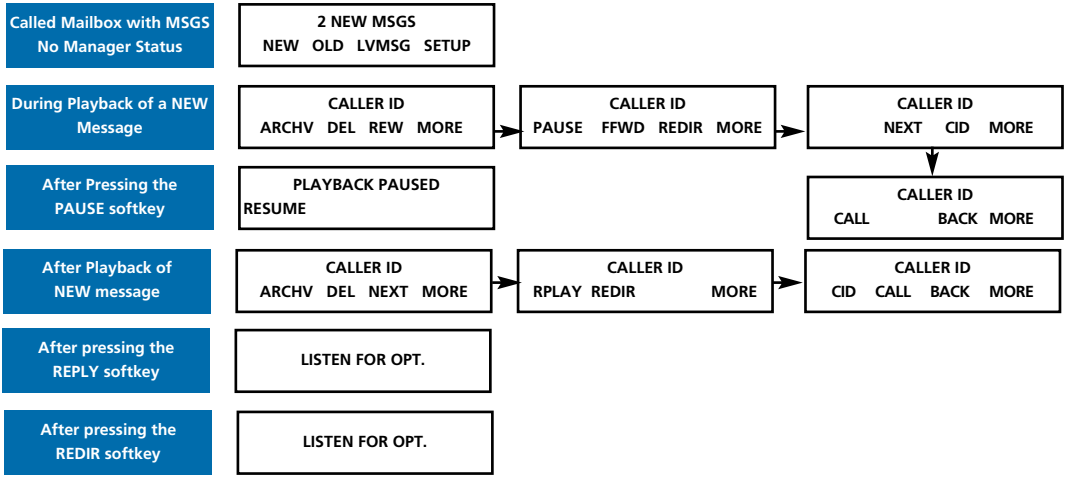
To manage a live monitoring session, you can use:

START	Begin live monitoring.
CANCEL	Stop live monitoring and continue to record the message
OFF	Disable live monitoring.
ON	Enable live monitoring.
AUTO	Set enabled live monitoring to automatic mode.
MAN	Set enabled live monitoring to manual mode.

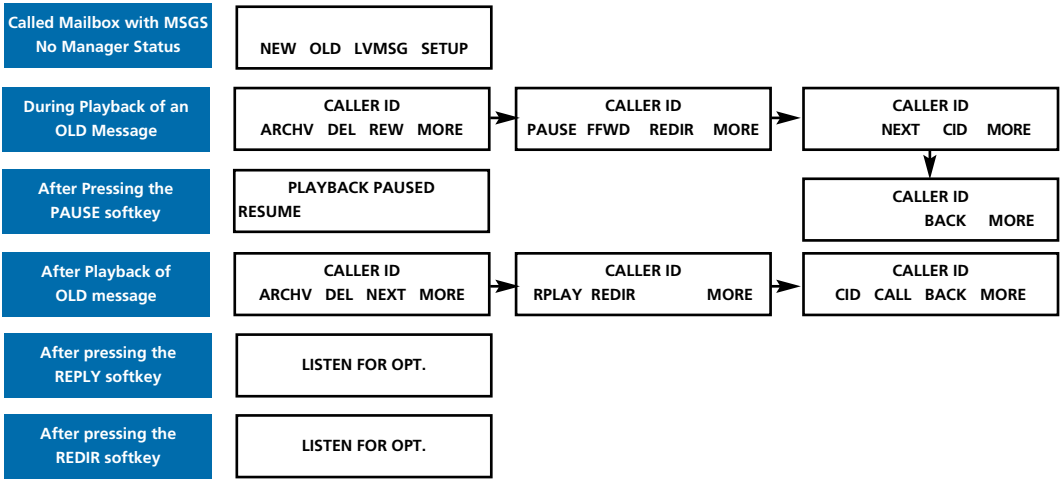
Xen Mail Softkeys

Status	Softkeys

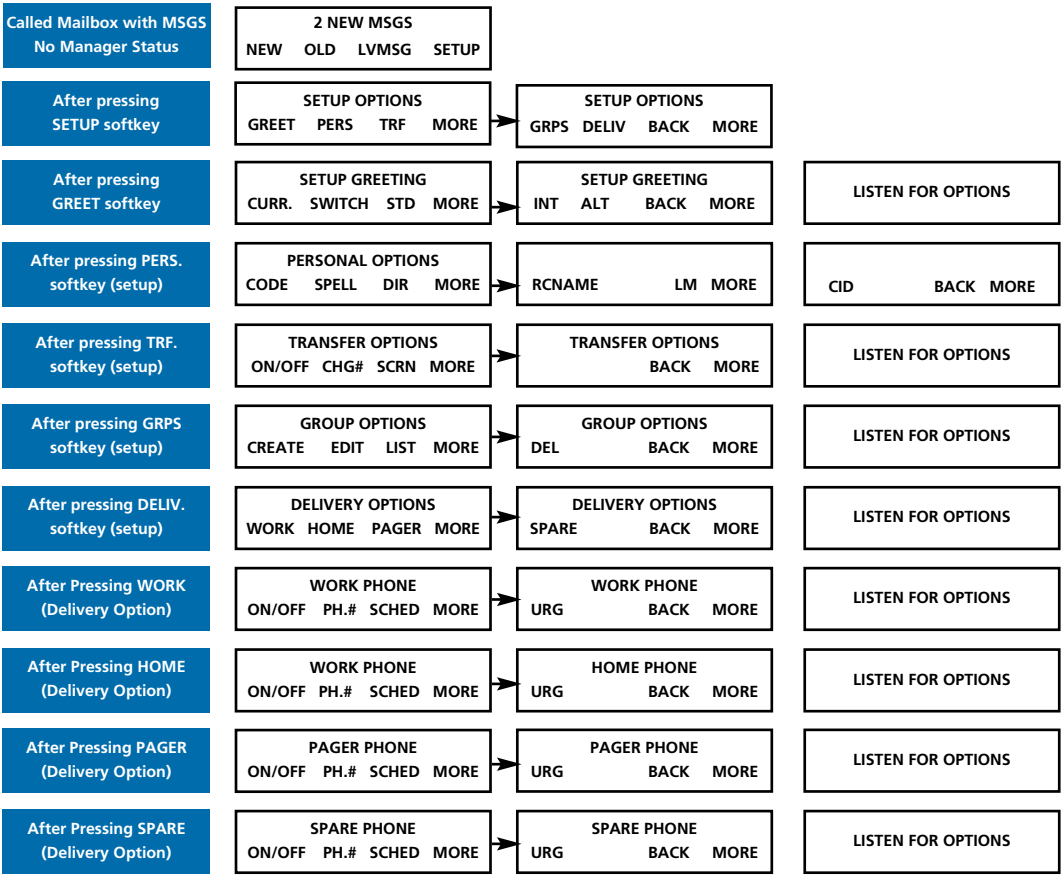
Checking New Messages



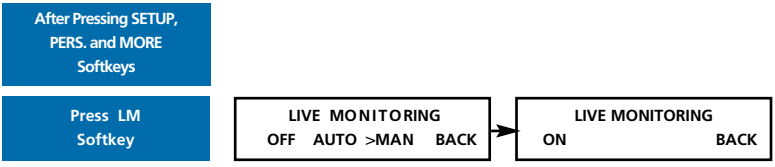
Checking Old Messages



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	

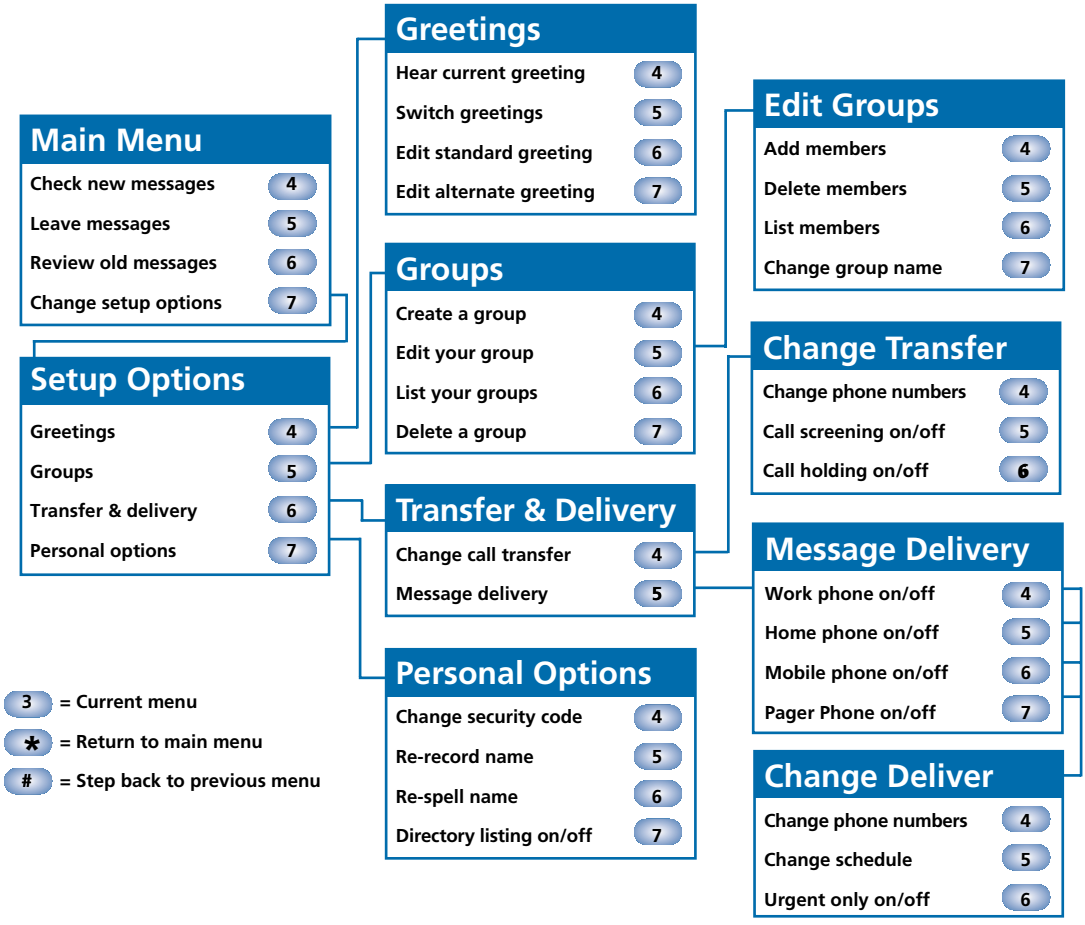
Other Options

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

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

NEC

Xen IPK II

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