NEC Xen Topaz Voice Mail and VRS - Quick User Guide

PROGRAMMING A MAILBOX KEY:

To program a mailbox key on your Topaz handset:
- Press SPK key.
- Dial **851.**
- Press the key you wish to program.
- Dial **67** then **mailbox number**
- Press SPK key.

NB: For other Voice mail Functions press the key you wish to program and dial:
- **68 + 0** = skip message forward and replay
- **68 + 1** = skip message backwards and replay
- **69 + 0** = Conversation record - start/stop recording
- **69 + 1** = Conversation record – delete conversation and re-record
- **69 + 2** = Conversation record – cancel record and delete.
- **71 + mailbox number** – select one of three greetings.

TO RECORD YOUR OUTGOING GREETING:

- Lift handset.
- Press mailbox key on handset (see above for programming mailbox key)
- Dial one of the following:
- Greeting message <u>number 1</u>: To Play message dial **31#.**
  To Record message dial **32#.** Dial **9#** to end recording.
  To Erase message dial **37#**
- Greeting message <u>number 2</u>: To Play message dial **35#**
  To Record message dial **33#.** Dial **9#** to end recording.
  To Erase message dial **38#**
- Greeting message <u>number 3</u>: To Play message dial **36#**
  To Record message dial **34#.** Dial **9#** to end recording.
  To Erase message dial **39#**

TO FORWARD CALLS TO YOUR MAILBOX:

- Press SPK key
- Dial **888**
- Dial **2** for CFW busy, **4** for CFW immediate, **6** for CFW no answer, or **0** to cancel
- Dial **101**
- Dial call forward type: **2** for all calls, **3** for incoming trunk calls, **4** for intercom calls
- Press SPK key

NB: Your system may be programmed for call intercept where calls will automatically go to your mailbox after a pre-determined amount of rings. If this is the case then there is no need to forward calls to your mailbox. To check if you have call intercept programmed, call your direct in dial number or transfer a call to your extension and see if it goes to your mailbox.

LISTENING TO MESSAGES:

- Press mailbox key on handset (see above for programming mailbox key).
- Messages are automatically played back.
- Options <u>whilst listening</u> to messages: To replay a message - dial **1#**
  Pause/restart a message - dial **4#**
  Erase message and play next - dial **7#**
  Save message and play next – dial **9#**
  Copy the message – dial **2#**
  Skip forward 8 seconds – dial **3#**
  Skip back 8 seconds – dial **6#**
  Broadcast the message – dial **28#**
- To erase all messages: dial **7#**. To confirm erase – dial **0#**.
- For help dial **0#**.

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RECORDING VRS (AUTO ATTENDANT) MESSAGES:
- Lift handset.
- Dial **716**
- Dial **7**
- Dial the message number (**01 to 48**).
- Speak after the tone and press # to finish (can't exceed 2 minutes)

LISTENING TO VRS (AUTO ATTENDANT) MESSAGES:
- Lift handset.
- Dial **716**
- Dial **5**
- Dial the message number (**01 to 48**).
- Listen to message. If you hear a beep then no message has been recorded.
- Press # to listen to message again

ERASING VRS (AUTO ATTENDANT) MESSAGES:
- Lift handset.
- Dial **716**
- Dial **3**
- Dial the message number (**01 to 48**).
- Hang up to erase the message or press **HOLD** key to cancel the erase procedure.