

FAQs

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XEN Axis/Master, XEN Alpha, XEN IPK Systems

How do I set up or change a speed dial number?

The system has capability for setting up speed dial numbers as a one touch key or as abbreviated dialling and setting them up depends on what you require.

For a one touch key:

1. Press the FEATURE button
2. Press the REDIAL button
3. Press the key you wish to programme
4. Dial 0
5. Dial 0 for an outside line (not required if programming an internal extension number)
6. Enter in the full telephone number (include area code if applicable); can be a maximum of 16 digits
7. Press the FEATURE button.

For Abbreviated dialling:

These can be set up for either an individual user on their handset or for all office personnel to use. If the numbers are for all personnel, they must be set up at the main programming phone and with the handset down:

1. Press the FEATURE button
2. Press the REDIAL button
3. Dial Speed dial memory location (00-79 for system wide use or 80-99 for individual use)
4. Dial 0
5. Dial telephone number to be stored (maximum of 24 digits)
6. Press the HOLD key if entering a name
7. Enter name using keypad to a maximum of 13 digits
8. Press the FEATURE key.

(If the name is not required, press the FEATURE key immediately after having entered the telephone number.)

In order to use this number:

1. Lift handset
2. Press the REDIAL button
3. Dial the speed dial memory location

Xen Topaz system

How do I set up or change a speed dial number?

The system has capability for setting up speed dial numbers as a one touch key or as abbreviated dialling and setting them up depends on what you require.

For a one touch key

1. Press the CALL button
2. Dial 851
3. Press the key you wish to programme
4. Dial 0 for an outside line (not required if programming an internal extension number)
5. Enter in the full telephone number (include area code if applicable)
6. Press the HOLD button
7. Press the SPK key to hang up

For Abbreviated Dialling

These can be set up for either an individual user on their handset or for all office personnel to use. If the numbers are for all personnel, they must be set up at the main programming phone and with the handset down:

1. Press the SPK button
2. Dial 853
3. Dial abbreviated dialling bin memory location (000-899 for system wide use or 900-919 for individual use)
4. Dial 0
5. Dial telephone number to be stored (maximum of 24 digits)
6. Press the HOLD key.
7. Enter name using keypad to a maximum of 13 digits
8. Press the HOLD key.
9. Press the SPK button to hang up.

(If the name is not required, press the SPK key immediately after having entered the telephone number and pressed HOLD.)

In order to use this number:

1. Lift handset
2. Press *
3. Dial the speed dial memory location

How do I change the Night switch message?

A. When the system is on night switch, if the caller can leave you a message, then you need to change the message via the voicemail system. Refer to the voicemail guide.

If the caller cannot leave a message, you need to change it via the Voice Response System. In order to change it, you must first identify what message number is playing.

Message number identification

1. Lift handset
2. Dial 716
3. Dial 5 (to listen)
4. Dial the message number (start at 01 you can continue to message 48)
5. If this is not the current message, press 5 again
6. Dial the next message number and continue until message number is identified.
7. Hang up

Message number erase

1. Lift handset
2. Dial 716
3. Dial 3 (to erase)
4. Dial in the message number as identified in a)
5. Hang up to erase the message

Message recording

1. Lift handset
2. Dial 716
3. Dial 7 (to record)
4. Dial in the message number as identified in a)
5. Record your message after the beep. (Normally your message cannot exceed 2 minutes)
6. Press # to end the recording
7. Hang up.

1. Xen IPKII system:

Xen IPK II system

How do I set up or change a speed dial number?

The system has capability for setting up speed dial numbers as a one touch key or as abbreviated dialling and setting them up depends on what you require.

For a one touch key

1. Press the CALL button
2. Dial 751
3. Press the key you wish to programme
4. Dial 0 for an outside line (not required if programming an internal extension number)
5. Enter in the full telephone number (include area code if applicable)
6. Press the HOLD button
7. Press the SPK key to hang up

For Abbreviated dialling

These can be set up for either an individual user on their handset or for all office personnel to use. If the numbers are for all personnel, they must be set up at the main programming phone and with the handset down:

1. Press the SPK button
2. Dial 753
3. Dial abbreviated dialling bin memory location (000-899 for system wide use or 900-919 for individual use)
4. Dial 0
5. Dial telephone number to be stored (maximum of 24 digits)
6. Press the HOLD key.
7. Enter name using keypad to a maximum of 13 digits
8. Press the HOLD key.
9. Press the SPK button to hang up.

(If the name is not required, press the SPK key immediately after having entered the telephone number and pressed HOLD.)

In order to use this number:

1. Lift handset
2. Press *
3. Dial the speed dial memory location

How do I change the Night switch message?

When the system is on night switch, if the caller can leave you a message, then you need to change the message via the voicemail system. Refer to the voicemail guide.

If the caller cannot leave a message, you need to change it via the Voice Response System. In order to change it, you must first identify what message number is playing.

Message number identification

1. Lift handset
2. Dial 616
3. Dial 5 (to listen)
4. Dial the message number (start at 01 you can continue to message 48)
5. If this is not the current message, press 5 again
6. Dial the next message number and continue until message number is identified.
7. Hang up

Message number erase

1. Lift handset
2. Dial 616
3. Dial 3 (to erase)
4. Dial in the message number as identified in a)
5. Hang up to erase the message

Message recording

1. Lift handset
2. Dial 616
3. Dial 7 (to record)
4. Dial in the message number as identified in a)
5. Record your message after the beep. (Normally your message cannot exceed 2 minutes)
6. Press # to end the recording
7. Hang up.