



## Mail Lite

Mail Lite provides a voicemail system for the XN120 giving the user the ability to forward calls to their personal mailbox with the option to upgrade recording to 15 hours. As well as accessing a mailbox, the user is able to record up to three of their own personal greetings and record conversations.

### The Mail Lite card comes automatically preconfigured with:

- ✦ 8 Channel Voice Mail
- ✦ 1 Hour Storage Time
- ✦ 300 Mail Boxes
- ✦ 16 Channel Queue Announcement
- ✦ 48 User Recorded Messages
- ✦ Queue announcement for incoming callers waiting at a ring group or department group
- ✦ Pre-Recorded announcements for various system features
- ✦ Call Forward with greeting
- ✦ Park and Page

### Conversation Recording

Mail Lite gives the user the ability to record incoming call conversations. This is a requirement in some instances; for example Insurance Companies, Doctors, Dentists and Veterinary Surgeries are just some of the customers that have a need for recording conversations.

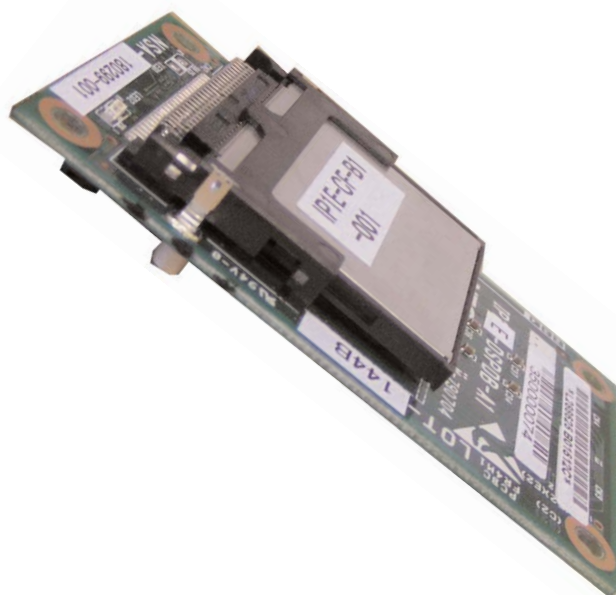
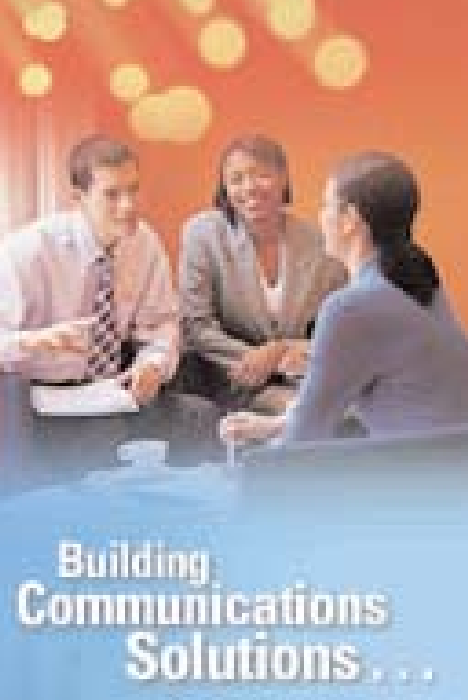
Recordings may be required for reference later or used for training purposes. Even the unwanted malicious phone calls can be recorded and played back as evidence.

The user must have a programmable function key to be able to record a conversation, but once set up is easy for anyone to use. To record any conversation during a call all the user has to do is press the key to begin recording. The conversation is then saved as a new message in their mailbox. The recording will stop when the call has been cleared down or the user presses the key for a second time. As well as being able to manually record telephone conversations, it can be set up so that every call is automatically recorded when the call is answered.

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### **Personal Greeting**

The user can set a call forward so that the caller hears a personal greeting before the call is automatically forwarded, so that throughout the telephone call, the caller will know what is happening rather than 'just being on hold'. For example, the personal greeting could be used to inform the caller that the person they have called is not available and the call is being diverted.

The Mail Lite also comes with some pre-recorded announcements that can be used such as "the number you have dialled is not in service" or "your calls have been forwarded".

### **Park and Page**

Park and Page allows a user to be alerted that a call has arrived for them by having the system make a page call via either an internal or external page zone. The user is able to record a personal greeting to ask the caller to wait while the user is paged eg. "Thanks for calling, I am currently away from my desk." "Please wait while I'm paged."

This can be useful when working in a situation such as a large warehouse or shop where the user is not going to be sat at a desk with the phone in front of them at all times.

### **Queue Messages and Queue Announcements**

Using either one of the pre-recorded messages on the Mail Lite card or a personal message recorded by the user, you are able to play an announcement to the incoming caller that is waiting to be answered, giving the impression that the call has been answered sooner than it actually has. These can be different for each DDI number, or depending on what level of service you are in; for example day or night service etc.

Regular follow on messages and music on hold can let the customer know that you will soon be with them and may prevent the loss of potential prospects.

The call continues to ring at all the available telephones while the announcement is being played.

# **NEC**

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