

NEC DSX Sample Voice Mail Script

NEC DSX Call Forward Off Premise Emergency Service Night message

If you want the incoming calls to ring the phones first

Then if not picked up in 4-5 rings overflow to a Day greeting

Then set a schedule for your night and weekends greeting

Also be able to press a key to make the system ring directly to voice mail and play the greeting based on that schedule

When it plays the night greeting and the caller presses 1, they goto say x301 ring and then get the Service Tech mailbox greeting to leave a message

If the caller presses 9, they are put on hold and transferred off premise to the Service Tech's cell phone.

If the Service Tech does not answer then his cell phone voice mailbox will answer the call and take the message

Day Greeting Script: (routing mailbox 801)

Welcome, and thank you for calling (Company Name) .

We apologize all our representatives are working with other customers/clients

If you know your partly direct extension number please enter it now

Otherwise Press 0 or remain on the line:

- To be transferred to the receptionist or operator
- For the next available representative

Thank you

Night Greeting Script: (routing mailbox 802)

Welcome, and thank you for calling (your company) .

We are currently closed

Our hours are M-F am to pm

If you know your partly direct extension number please enter it now

To leave a message for our Service Tech Press 1

If this is an emergency and you need to speak to a Service Tech ASAP Press 9

Otherwise Press 0 or remain on the line:

- To leave a message for our receptionist or operator
- To leave a message in our general delivery mailbox

Thank you

NOTE: once the phone system transfers a caller Off Premise it can not bring the call back into your office Intramail voice mail. It must terminate at the off premise phone.

NOTE:

The night system key toggles ringing not greetings. So if you press the night system key at 4pm instead of say 7pm it will be playing your day greeting until the Answer Table schedule changes to the night greeting. Again the night system key controls ringing not greetings.

How to record this greeting in Instruction Mailbox 801 and 802

- From (default extension 300) press Vmail key on phone
- Wait for it to answer
- Dial SA (72) to reach the System Administrator options
- Dial I (4) to select the Instruction Menu option
- When prompted, enter 801 for the Mailbox Instruction Menu number
- L (5) Listen to the current Instruction Menu (if any)
- R (7) Record a new Instruction Menu
- Record message
- Now L (5) Listen to what you just recorded
- If it sounds good hang-up
- If not press R (7) Record again

Program parameters

- Lines 1 thru ???
- Answer Table 1
- Routing Mailbox 801(day) and 802 (night)
- Dial Action Table 1
- System speed dial xxxx

See your System Administrator for programming.