

# The telephony choice for small business

# Xen Topaz



No matter how good your products or services are, your success is ultimately determined by how well you look after your customers. Xen Topaz gives you the features you need to present an efficient, polished service to your customers. You can start small and build your system up to 24 extensions with nine PSTN and/or eight ISDN lines.

## Easy expansion

The Xen Topaz system can meet the ever-changing communication demands of businesses. As your needs expand, the system can grow with you through simple upgrades

## Faster, streamlined customer service

Xen Topaz incorporates many clever functions that speed up the call handling process. Department calling distributes calls evenly to assigned staff using either priority or circular routing to staff. Calling name display can identify a caller's name or distinctive ringing indicating whether the call is either internal or external, so that you can answer with an appropriate greeting. If lines get too busy, automated attendant can answer calls with a tailored message and press-button options to guide the caller to the most appropriate staff member. Xen Topaz's eight port integrated digital voicemail offers either 3.5 or 7.5 hours of storage capacity and a host of call handling options including "Park and Page," which lets a caller page you before leaving a message. You can also record conversations, for training purposes. You can save on call costs with Automatic Route Selection (ARS) and track costs with the Call Accounting feature.

## Terminal options



16 button non display



22 button non display



16 button display



22 button display

## Easy maintenance

The Xen Topaz's compact hardware takes up minimal space and is designed to minimise communications downtime during maintenance and/or expansion. With user-friendly PC-based programming utilities, customers can easily perform their own moves, adds and changes.

## Terminals features

### Easy to read

Large liquid crystal display with contrast control shows time, date, number called and extension number

### Speaker

When in handsfree mode

### Last number dialed

View the last 10 numbers dialed

### Do Not Disturb/ Conference

Volume adjustment

Handsfree microphone

### 360 visual indicator

Flashing red light allows you to see your telephone ringing

### 'Your call' colour lights

Your calls are green, others are red, so you only pick up the calls you meant to

### Programmable function keys

Shortcuts to your most important functions

### Intercom/Paging

### Transfer

### Hold

### Microphone



## System features

- ISDN Basic rate trunks - upto 16 trunks
- PSTN/Analogue - upto 9 trunks
- Automated attendant - can answer up to 16 calls simultaneously without the need for a receptionist to handle the call
- Direct extension - offer calls an employee extension list directly off the main business number
- Direct Department - assign multiple inbound phone numbers to business areas such as sales or service
- Distinctive ringtones - distinguish between internal and external calls quickly
- Personalised greetings - callers name displayed
- Calling line identification
- Speed dialing
- Call queuing with message on hold - Automated Attendant can que upto 32 calls if the primary answering point is busy
- Notification of call waiting - two beeps in the handset
- Call Pick-up Park and Page - pick up calls ringing on another extension
- Integrated digital voicemail - can be customised to receive up to eight simultaneous voice messages and store up to 7.5 hours of message time for up to 300 mailboxes
- Call back - notification when a busy extension is free
- Conferencing
- Notepad - jot down a telephone number to call back later, quickly using the Xen Topaz display handset to store the number for easy redialling when you are ready
- Hot desking
- Call activity reporting
- Automatic Route Selection - save on call costs as the Xen Topaz can take advantage of competitive call rates from different service providers
- Web Pro and PC Pro - user friendly intuitive web based programming tools that allows local or remote maintenance

For more information, visit [www.nec.com.au](http://www.nec.com.au), email [contactus@nec.com.au](mailto:contactus@nec.com.au) or call 131 632

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