Lucent Technologies
Bell Labs Innovations

PARTNER MAIL VS®

Voice Messaging System
Release 5

Installation and Programming

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Comcode 108355173
Issue 1
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CAUTION:

DO NOT block or cover the ventilation slots and openings. They prevent the product from overheating. DO NOT place the product in a separate enclosure unless proper ventilation is provided.

SAVE THESE INSTRUCTIONS

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About This Document

Purpose

This guide provides instructions for installing, upgrading, programming, and managing the PARTNER MAIL VS® Voice Messaging System on the PARTNER® Plus, PARTNER II, PARTNER Endeavor, or PARTNER Advanced Communications System (ACS). It is intended for the *technician* who installs the hardware and programs the initial system settings and for the *System Manager,* the person who is responsible for managing the system on an on-going basis.

Terminology

This guide uses the following terms:

- *Voice messaging system (VMS):* The PARTNER MAIL VS Voice Messaging System.
- *Subscribers:* Users who have a mailbox on the voice messaging system.
- *Communications system (CS):* in most countries, Release 3.1 or later of the PARTNER Plus and PARTNER II systems, Release 1.0 of the PARTNER Endeavor, and Release 1.0 or later of the PARTNER Advanced Communications Systems. In the U.K., Release 2.0 or later of the PARTNER Plus system. (Some VMS features are not available on all communications systems.)
- *System phones:* the telephones specifically designed to work with the communications system, including (where available) the PARTNER-34D, PARTNER-18D, PARTNER-18, PARTNER 6, PARTNER Endeavor-34D, PARTNER Endeavor-18D, PARTNER Endeavor-18, PARTNER Endeavor-6, MLS-34D, MLS-18D, MLS-12D, MLS-12, MLS-6, MDC 9000, and MDW 9000LC-6, MDC 9000, MDW 9000, MDW 9010, and MDW 9030P.

How to Use This Guide

If you are the *technician,* refer to the appropriate chapters to help you:

- **Install the voice messaging system hardware.** Chapter 2 provides instructions for installing and upgrading the voice messaging system module in the communication system's control unit.
- **Refresh your memory about programming.** Chapter 3 offers general programming information for both the communications system and the voice messaging system.
- **Perform initial programming.** Chapter 4 provides step-by-step programming instructions for integrating the voice messaging system with the communications system. It also provides test procedures that you should use after installation to ensure that the system is working properly.
- **Solve problems.** Chapter 6 provides information to help you identify and correct problems you may have with the voice messaging system.

If you are the *System Manager,* refer to the appropriate chapters to help you:

- **Learn about the voice messaging system.** Chapter 1 describes the voice messaging system's features and services.
- **Learn about programming.** Chapter 3 offers general programming information for both the communications system and the voice messaging system.
- **Manage the voice messaging system.** Chapter 5 provides instructions for changing system settings to accommodate the changing needs of the business. It also offers guidelines for setting up and using the receptionist's extension.
- **Solve problems.** Chapter 6 provides information to help you identify and correct problems you may have with the voice messaging system.

After you are experienced with the system, refer to the Menu Map and System Programming Reference pages at the back of this book to confirm or change system settings.

This guide contains some information about communications system features as well as voice messaging system features. For detailed information about a specific communications system feature, refer to the *Programming and Use* guide for the communications system.

Product Safety Statements

Product safety statements are identified in this guide by a

⚠ CAUTION:

Indicates the presence of a hazard that will or can cause minor personal injury or property damage if the hazard is not avoided.

⚠ DANGER:

Indicates the presence of a hazard that can cause severe or fatal personal injury if the hazard is not avoided.

How to Comment on This Guide

A feedback form is located at the end of this guide, after the appendixes. If the form is missing, send your comments and recommendations for changes to Publications Manager, Lucent Technologies, 211 Mount Airy Road (Room 2W-226), Basking Ridge, NJ 07920 (FAX 1 908 953-6912).

Reference Materials

In addition to this guide, the following materials are available (the order numbers are in parentheses) for the voice messaging system:

- *Using the PARTNER MAIL VS Voice Messaging System* (585-322-531) provides instructions for using the voice messaging system features (including how to listen to voice mail messages, record a personal greeting, program a personal operator, create group lists, and program Outcalling numbers and schedule).
- *PARTNER MAIL VS Voice Messaging System Planning Forms* (585-322-533) contains the forms that the System Manager must complete before programming the voice messaging system.

To order these materials, call the Lucent Technologies' BCS Publications Fulfillment Center at 1 800 457-1235 in the continental U.S. or at 1 317 361-5353.

Some of these materials also are available in other languages. For more information about these materials or about communications system materials, contact the BCS Publications Fulfillment Center, your Lucent Technologies' Representative or local Authorized Dealer.

Identifying Your Communications System

Not all voice messaging system features are available on all PARTNER communications systems. To determine which PARTNER Advanced Communications System you are using, press Feature 5 9 at a display phone. The system displays the communications system and its release number.

Overview

1

The PARTNER MAIL VS Voice Messaging System is designed to work with the communications system to automate the call handling needs of the business.

The voice messaging system:

- Expands easily from a 2-port to a 4-port configuration to accommodate growth and ensure optimal performance. Both configurations include a maximum of 48 mailboxes.
- Handles up to two calls (in the 2-port configuration) or four calls (in the 4-port configuration) simultaneously and provides service for a predetermined number of subscribers.

You can program your voice messaging system to answer outside calls, play a customized message prompting the caller to press digits for the party with whom the caller wants to speak, and efficiently route the call to the appropriate party—all without the aid of a receptionist.

PARTNER MAIL VS provides four Automated Attendants, each of which answers different lines. You can create up to two Automated Attendant Announcements (in each language selected for the system) for each Automated Attendant. For example, you can offer callers a choice of a standard business hours/location announcement or a frequently updated announcement featuring special offers for your sales department and two other announcement choices for your service department.

When a called party does not answer or is busy on another call, the voice messaging system allows callers to leave a private message or to transfer to another system extension or the receptionist's extension for assistance.

Subscribers (that is, your employees who have been assigned voice mailboxes) can use the voice messaging system to retrieve messages from any touch-tone phone on the premises or from a remote location, to create a Personal Greeting for their mailbox, to forward messages with comment to one or more mailboxes on the system, to create and send a message to other mailboxes on the system.

In addition, you can assign subscribers permission to have the system “outcall” a list of up to five telephone and pager numbers according to a predefined schedule whenever a new message is received. If you have a PARTNER Advanced Communications System Release 3.0 or later, subscribers can listen while a caller is leaving a message in their mailbox. You can also assign these subscribers permission to record a conversation while they are active on a call at an internal telephone.

The voice messaging system also offers a built-in Tutor feature, which is discussed in the next section.

Tutor Feature

Tutor is an "on-line help" feature that allows users to easily access and listen to information about commonly-used communications system features. Any user can access the Tutor—users do not have to be voice messaging system subscribers.

Tutor provides information about the following subjects:

- System phone features such as ringing patterns, volume control, speakerphone, display, buttons, and lights.
- Various types of internal calls including group paging calls, voice interrupt on busy calls, and hands-free answer on intercom calls.
- System features such as Conference, Transfer, Auto Dialing, Personal Speed Dialing, Last Number Redial, and Save Number Redial.

To access the Tutor menu, users simply make a call to the voice messaging system. The system plays:

```
Welcome to PARTNER MAIL VS. Please enter extension
and #. Otherwise, to access PARTNER Tutor, press * 4.
```

When users dial ⊛④, they hear instructions for using Tutor, followed by a list of topics and subtopics. The user can then enter the topic and subtopic numbers of their choice. Refer to "Using the Tutor Feature" in Chapter 5 for a list of topic and subtopic numbers.

Instruction labels, which are designed for placement in the handset cradle on the base of the system phone, are shipped with the voice messaging system hardware.

Languages

The voice messaging system supports multiple languages. You can choose to have outside callers hear all voice prompts and customized messages in one of the supported languages *(Monolingual Mode)* or you can let outside callers choose between two available languages preselected for the system by the System Manager *(Bilingual Mode).*

When the system operates in Monolingual Mode, the language you choose for voice prompts is referred to as the *System Language.* When the system operates in Bilingual Mode, the language you choose for voice prompts when calls are first answered is referred to as the *Primary Language.* Outside callers then have the option of switching to the *Secondary Language* for the remainder of the call.

Voice Messaging Services

The voice messaging system provides three types of service:

- **Automated Attendant Service.** Answers outside calls and transfers them to the destination selected by the caller or plays an Announcement selected by the caller.
- **Call Answer Service.** Allows the caller to leave a message or to transfer to another extension if the called party is busy or does not answer.
- **Voice Mail Service.** Allows subscribers to listen to messages and manage their own mailbox.

Figure 1-1 provides an overview of the features associated with each service.

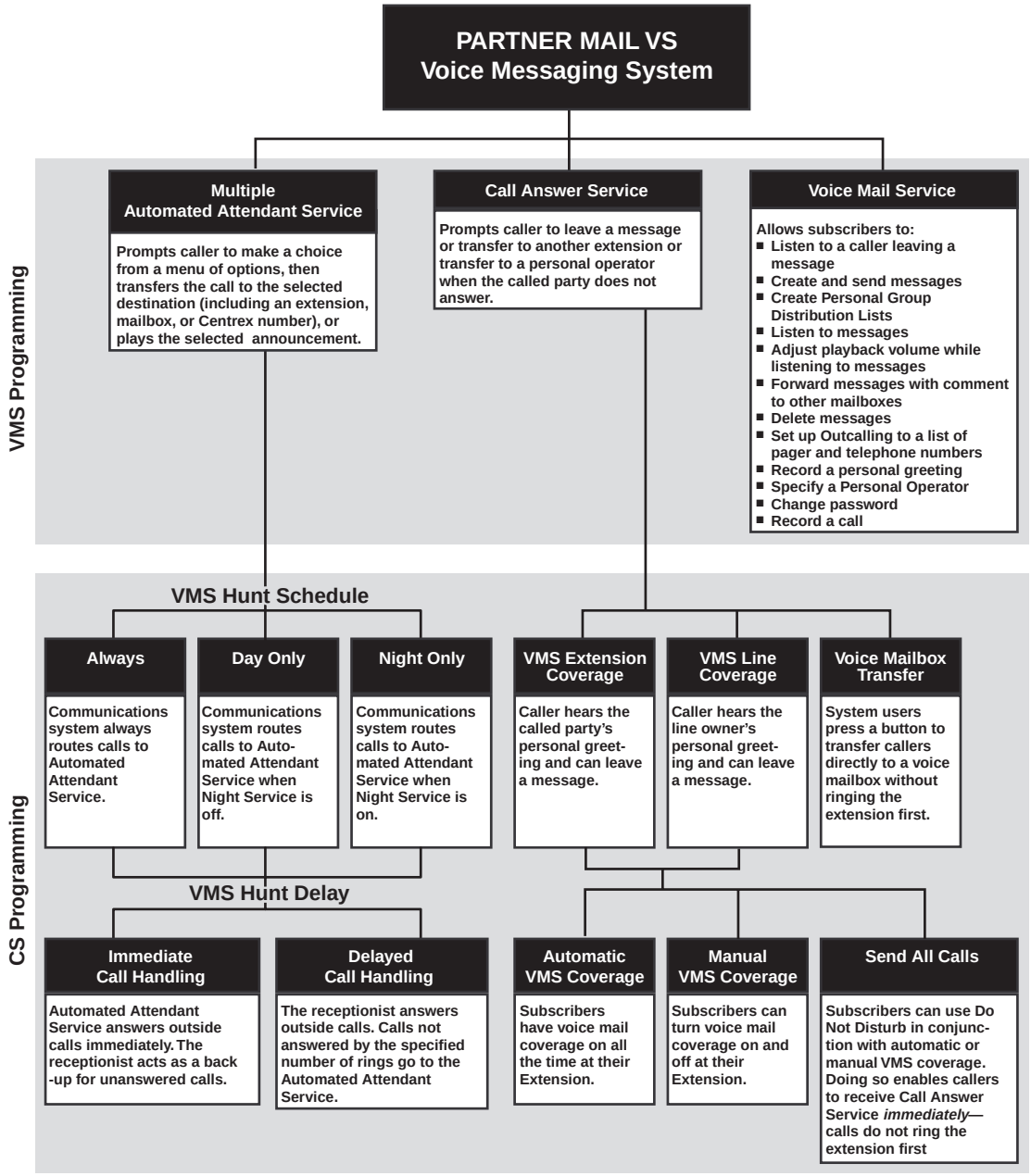


Figure 1-1. Voice Messaging Service

Automated Attendant Service

The Automated Attendant Service can answer and route outside calls *without* assistance from a receptionist. Release 5.0 offers four Automated Attendants, allowing the incoming lines that are directed to the voice messaging system to be answered by separate Automated Attendants. The System Manager is responsible for assigning lines to the appropriate Automated Attendant. By programming multiple Automated Attendants, you can customize how calls are answered for separate areas of your business that use different sets of lines.

After an outside call is answered, the Automated Attendant Service plays a customized message (called the *menu prompt).* Typically the message welcomes callers—to let them know they have reached the correct number—then offers callers a menu of options for transferring to the desired party or listening to an Announcement. (It is recommended that the menu offer not more than five options to avoid confusing callers.) A call can be transferred to an extension number (including the receptionist's), preprogrammed mailbox number, or to a preprogrammed Centrex number.

With the Multiple Automated Attendant feature, you can record up to two Announcements for each Automated Attendant. Note that each of these Automated Attendants operates in the same language (or language combinations, if the system is configured for Bilingual Mode). Announcements are often used to answer frequently asked questions, such as business hours and location, emergency service, special offers, etc. Each Announcement can be up to four minutes in length. Callers can choose to listen to these Announcements, so your staff has more time to answer other calls and perform other tasks.

For each Automated Attendant, you can customize the menu prompt for use during normal business hours (called the *Day Menu Prompt*) and for use after normal business hours (called the *Night Menu Prompt*). For example, you can set up Automated Attendant Service so that callers hear the following prompt during the day if the system is set for Monolingual Mode and the System Language is U.S. English:

> Thank you for calling the ANY Travel Agency. We're open Monday through Saturday from 9 to 5. If you know the extension you want, dial it now. For getaway package information, press 3. For airline or hotel reservations, press 4. For other assistance, press 0 or remain on the line. To replay this message, press * 4.

Note that callers who want general information regarding the current discount travel package or agency location can choose to listen to an Announcement. For example, when callers press (3) they hear the following Announcement:

> Are you tired of battling the ice, snow, and after-Christmas sale crowds? Take advantage of our January sunny escape package-3 days and 2 nights in San Juan,

```
Puerto Rico for $439 per person, including hotel and
airfare.  To speak to an agent about this package or other
winter getaways, press * 8 and extension 13.
```

For after-hours callers, you can set up Automated Attendant Service to play this prompt:

```
You have reached the ANY Travel Agency.  Our hours are 8
to 5, Monday through Friday.  Please press 9 to leave a
message and we will return your call when the office opens.
```

For a system set for Bilingual Mode, the Day Menu Prompt should let callers know that they can switch from the Primary Language to the Secondary Language. Note that callers can also press ⓧ⓵ while listening to an Automated Attendant Announcement to switch between the Primary and Secondary Languages. In the following example, the Primary Language is Latin American Spanish and the Secondary Language is U.S. English:

```
Gracias por llamar a Software México. For English,
press * 1.  Si usted tiene teléfono de tonos y conoce
el número de extensión, marquelo ahora. De lo contrario,
espere a ser atendido por nuestra operadora.
```

For after-hours callers, you can set up Automated Attendant Service to play this prompt:

```
Gracias por llamar a Software México. For English, press *
1.  Nuestro horario de oficina es de 9 a 14:30 horas y de
16 a 18 horas.  Si usted tiene teléfono de tonos y conoce
el número de la extensión a la que desea llamar, marquelo
ahora. De lo contrario, espere y deje un mensaje con la
operadora.
```

NOTE:
When the system is installed initially, Automated Attendant Service has this factory-set Day Menu Prompt:

```
Hello, welcome to PARTNER MAIL VS.  Please enter the
extension number of the person you wish to reach or press
0 to reach the receptionist.
```

Note that if a caller chooses to dial “0” to reach an operator (or if the caller fails to make any selection), the call can be routed automatically to extension 10 (default). If you wish, you may program a *Selector Code* to transfer a caller directly to another specified mailbox. The Selector Code is the first digit dialed by the caller in response to the menu prompts. A corresponding *Selector Code Action* can be assigned to each of the Selector Codes allowing callers to transfer to another extension or group, a preprogrammed mailbox or Centrex number, or to an Announcement.

In addition, Automated Attendant Service has this factory-set Night Menu Prompt:

```
Good Evening.  Welcome to PARTNER MAIL VS.  Please enter
the extension number of the person you wish to reach, or
press 9 to leave a message with the receptionist.
```

Automated Attendant Service is useful for many businesses, such as car dealerships, insurance agencies, and stores. For example, a car dealership can use Automated Attendant Service to allow its customers to reach the customer service department directly (even if that department is located elsewhere and is connected to the business by Centrex service). This frees sales people to handle customer transactions while the Automated Attendant Service transfers service calls to the appropriate department. In this case, the Automated Attendant Service can be programmed to prompt the caller to enter a single digit to reach any available customer service representative.

Communications System Features Affecting Automated Attendant Service

When planning Automated Attendant Service for each Automated Attendant, you must choose settings for the following communications system features:

- **Group Call Distribution.** Specifies the outside lines that are to be answered by each Automated Attendant Service.
- **VMS Hunt Delay.** Specifies whether the Automated Attendant Service is to provide immediate or delayed call handling.
- **VMS Hunt Schedule.** Specifies when the communications system is to route calls to the Automated Attendant Service.
- **Transfer Return Extension.** Specifies where unanswered calls are transferred by the voice mail system.

Each of these features is explained briefly below. For more information about these communications system features, see the *Programming and Use* guide for your communications system.

Group Call Distribution

This feature lets you specify the outside lines for which you want Automated Attendant Service coverage. You can specify some or all of your company's outside lines.

VMS Hunt Delay

This option specifies after how many rings the communications system will route calls to the Automated Attendant Service. The setting you choose for this feature depends on whether the Automated Attendant Service or your receptionist acts as the primary call handler. Refer to “Automated Attendant Service Scenarios,” later in this chapter.

On PARTNER ACS Release 3.0 or later, you can specify the VMS Hunt Delay by the number of rings (from 0 to 6) after which the Automated Attendant Service answers calls. You can specify this on a per-line basis. The greater the number of rings, the greater the delay—giving the receptionist more time to answer a call before it is routed to the Automated Attendant Service. Note that the number of rings you specify for this option will depend on whether you subscribe to Caller ID service from your local telephone company. (See Chapter 4 for more information.) You can also specify different settings for day and night operation.

For all other communications systems, you can choose one of the following settings, which will be used for both day and night operation:

- **Immediate** (factory setting). The Automated Attendant Service answers outside calls on the second ring (default) and plays the Day or Night Menu Prompt. The receptionist can act as backup. Callers using rotary phones or callers requesting assistance can be transferred to the receptionist's extension.
- **Delayed.** The Automated Attendant Service answers outside calls after the fourth ring. This delay gives the receptionist time to answer the call.

VMS Hunt Schedule

This feature determines when the communications system is to route calls to the Automated Attendant Service. On the PARTNER ACS Release 3.0 or later, this feature allows you to specify this information for each line. For all other communications systems, the information you specify applies to all lines receiving Automated Attendant Service. VMS Hunt Schedule works in conjunction with the communication system's Night Service feature so that the voice messaging system can play the appropriate menu prompt. In other words, the menu prompt the caller hears depends on the VMS Hunt Schedule setting you select and the status of the Night Service button at the receptionist's extension.

You can choose one of the following VMS Hunt Schedule settings:

- **Always** (factory setting). Routes outside calls to Automated Attendant Service for call handling all the time. When Night Service is off, the Day Menu Prompt plays; when Night Service is on, the Night Menu Prompt plays.
- **Day Only.** Routes outside calls to Automated Attendant Service only when Night Service is off. The Day Menu Prompt plays.
- **Night Only.** Routes outside calls to Automated Attendant Service only when Night Service is on. The Night Menu Prompt plays.

Transfer Return Extension

For extensions associated with the mail system unit, this option specifies where unanswered calls that are transferred by the voice mail system return. If the mail system transfers a call to an extension and the call is not answered, the communications system transfers the call to the Transfer Return Extension that

you have programmed. The call rings at this extension until it is answered. For extensions that do not have Voice Mail coverage, this option can be programmed to ensure that unanswered calls transferred by the mail system return to the designated extension, where they ring until answered.

Automated Attendant Service Scenarios

The following sample scenarios illustrate typical ways in which Automated Attendant Service for an individual Automated Attendant is set up with the communications system features:

- Case 1: The receptionist is the primary call handler both day and night. Automated Attendant Service handles overflow.
    1. Use Group Call Distribution (#206) Setting 1 to identify the lines to be answered by Automated Attendant Service.
    2. Set VMS Hunt Schedule (#507) to Always.
    3. Set VMS Hunt Delay (#506) to Delayed.
- Case 2: Automated Attendant Service is the primary call handler.
    1. Use Group Call Distribution (#206) Setting 1 to identify the lines to be answered by Automated Attendant Service.
    2. Set VMS Hunt Schedule (#507) to Always.
    3. Set VMS Hunt Delay (#506) to Immediate.
- Case 3: The receptionist answers calls during the day; Automated Attendant Service answers calls at night.
    1. Use Group Call Distribution (#206) Setting 1 to identify the lines to be answered by Automated Attendant Service.
    2. Set VMS Hunt Schedule (#507) to Night Only.
    3. Set VMS Hunt Delay (#506) to Immediate.

Music On Hold

If you use Automated Attendant Service, you also may want to use the communications system's Music On Hold feature. When Music On Hold is Active and an audio source is connected to the system, callers waiting to be transferred hear music or recorded material. If Music On Hold is Not Active, callers hear tones, ringing, or silence (depending on how the communications system is set up) while they are being transferred.

For more information, see Music On Hold and Ring on Transfer in the *Programming and Use* guide for the communications system.

Call Answer Service

This service offers callers the following options when they reach an extension that is unable to answer their call:

- If the system is in Bilingual Mode, press ⊛1 while listening to the personal greeting to switch between the Primary and Secondary Languages.
- Leave a detailed, confidential message in the called party's mailbox.
- Press 0 to transfer to the receptionist's extension for assistance or to the extension (or Guest Mailbox) administered as the Personal Operator.
- Press ⊛8 to transfer to another system extension.

Callers can press 0 or ⊛8 before, during, or after leaving a message.

NOTE:
Until subscribers record a personal greeting for their mailbox, outside callers hear this factory-set message in either the System Language (Monolingual Mode) or the Primary Language (Bilingual Mode):

```
Extension XX is not available.  To leave a message,
wait for the tone.  After recording hang up or press 1 for
more options.
```

Communications System Features Affecting Call Answer Service

Call Answer Service works with the following communications system features:

- VMS Extension Coverage
- Do Not Disturb
- VMS Line Coverage Extension
- Voice Mailbox Transfer

Each of these features is explained further in this section. For more information on these communications system features, see the *Programming and Use* guide for your communications system.

VMS Extension Coverage

VMS Extension Coverage may be either automatic or manual.

- **Automatic VMS Coverage:** When the communications system's Automatic VMS Cover feature (#310) is Assigned for an extension, intercom and transferred callers can leave messages or transfer to another extension when the called person does not answer by the fourth ring (or by the number of rings specified with the communications system's VMS Cover Rings feature (#321 on PARTNER ACS Release 3.0 or later, #117 on all other communications systems)[1]. The system greets the caller with the subscriber's personal greeting (or with the system greeting if a personal greeting is not recorded). If the system is in Bilingual Mode and the subscriber recorded a personal greeting in two languages, the caller can switch between the two languages by pressing ✱1.
- **Manual VMS Coverage:** Regardless of the Automatic VMS Cover setting, the communications system allows subscribers to press a programmed button to turn voice mail coverage on and off at their extension. To make this possible, the VMS Cover feature (F15) must be programmed on a button with lights on the subscriber's system phone.

Do Not Disturb

The Do Not Disturb button can be used to prevent calls for the extensions from audibly alerting (lights still flash). Subscribers (with PARTNER II Communications System 4.0 or any PARTNER ACS release) who have VMS Extension Coverage—either automatic or manual—can use this communications system feature when they want calls sent to their mailboxes immediately.

Line Coverage Extension

Line Coverage Extension (#208) identifies an extension as the line owner of a specific outside line so unanswered calls on that line will be sent to the owner's voice mailbox when either Automatic VMS Cover (#310) or VMS Cover (see "Manual VMS Coverage" above) is on at the owner's extension. Typically, line coverage is assigned to lines, such as personal lines, that are not assigned Automated Attendant Service coverage. You can use VMS Cover Rings (#321 on PARTNER ACS Release 3.0 or later, #117 on all other communications systems) to specify the number of times calls ring before they are sent to the line owner's mailbox.

VMS Line Cover

As an alternative to Line Coverage Extension, you can program VMS Line Cover (#206, Option 3). Calls are routed directly to the voice mailbox of a specific user after four rings, when you program VMS Line Cover for the lines assigned to Hunt Group 7 and assign a line owner in the voice messaging system.

1. VMS Cover Rings (#117) is not available on all systems. Check the *Programming and Use* guide for the communications system.

Voice Mailbox Transfer

A Voice Mailbox Transfer (F14) button can be programmed on a user's phone to transfer callers directly to a subscriber's mailbox *without* ringing the extension first. This feature is useful when a user is handling calls for a subscriber who is not at his or her desk or when transferring calls to a guest mailbox.

Voice Mail Service

This service allows subscribers to manage their *own* mailboxes. With it, a subscriber can:

- Create and send messages to other system mailboxes.
- Listen to messages, then save or delete them.
- Forward messages with comment to another subscriber's mailbox.
- Record a personal greeting (in Bilingual Mode, the user may record his or her personal greeting in both the Primary and Secondary Languages).
- Create and maintain Personal Group Lists.
- Change the default password for his or her mailbox to ensure that messages are kept confidential.
- Listen to a caller leaving a message in the subscriber's mailbox. (Note that this feature is available only to subscribers using a PARTNER ACS Release 3.0 or later.)
- Specify a Personal Operator for their mailbox.
- Have the system outcall a list of specified telephone and pager numbers according to a predefined schedule whenever a new message is received.
- Transfer to another extension or to the receptionist's extension.
- Listen to and forward recorded conversations at your extension. (Note that this feature is available only to subscribers using a PARTNER ACS Release 3.0 or later with a 4-port PARTNER MAIL VS R5.0 configuration for whom the System Manager has administered the feature.)
- Adjust the playback volume while listening to messages. To increase the volume of messages being played back, press (4), or press (7) to decrease the volume.

A subscriber's extension number and mailbox number are the same. When a caller leaves a message, the voice messaging system places the message in the subscriber's mailbox, and turns on the message light (if available) at the subscriber's phone when a new message is received. If the subscriber has Outcalling privileges, the system will call the list of telephone and pager numbers specified by the subscriber if the message is received during the hours specified in the subscriber's Outcalling schedule and Outcalling is turned on. The

subscriber can also define the time interval between outcall attempts and the number of times the list of Outcalling numbers is dialed for each attempt.

Subscribers can retrieve messages at their convenience from any touch-tone phone either while on-site or from an off-site location. The system informs subscribers of the number of new and old (saved) messages in their mailboxes, and plays new messages first. Subscribers can refer to their *Using PARTNER MAIL VS®* booklet for instructions on recording a personal greeting, changing a password, forwarding a message, specifying an outcall list and schedule for Outcalling, and performing other Voice Mail Service procedures.

Voice Mail Service also allows the System Manager to program the voice messaging system. See "Voice Messaging System Programming" in Chapter 3 for more information.

When subscribers call into the Voice Mail Service, they hear this factory-set prompt in either the System Language (Monolingual Mode) or the Primary *and* Secondary Language (Bilingual Mode):

```
Welcome to PARTNER MAIL VS.  Please enter extension
and #.  Otherwise, to access PARTNER Tutor, press * 4.
```

The System Manager can change, on a per mailbox basis, the language subscribers hear after they access their mailboxes. The mailbox language can be different from the System Language selected in Monolingual Mode or the Primary and Secondary Languages selected in Bilingual Mode.

Mailboxes

The voice messaging system provides 48 mailboxes, which are assigned to extensions 10 through 57.

NOTE:
To protect system security, the System Manager should delete any unused mailboxes.

Guest Mailboxes

The System Manager can use any of the 48 mailboxes that come with the voice messaging system as *guest mailboxes* for users who do not have their own phone, but still require mailboxes. If this is the case, either the Automated Attendant Service or system users can transfer a caller directly to the guest mailbox where the caller can leave a message. Guests can call the voice messaging system from any touch-tone phone to retrieve their messages. For more information on guest mailboxes, see "Guest Mailboxes" in Chapter 5.

Security

The System Manager is responsible for the security of the system. It is important that you fully understand and appropriately administer this product to reduce your risk of incurring charges that result from unauthorized use of the system. Under the law, you, the customer are responsible for paying part or all of those unauthorized calls.

Be aware that criminals called *hackers* may attempt to gain unauthorized access to your communications system and your voice mail system. Hackers often try to trick a company's employees into providing them with access to an outside line or an outside operator. They may also concentrate their activities in two areas related to the mail system:

- They try to dial into a mailbox, then execute a transfer by dialing ⓝ⑧. Then they dial an access code, followed by a digit string to either direct dial or access a network operator to complete the call.
- They try to locate unused or unprotected mailboxes and use them as drop-off points for their own messages.

System Security Guidelines

To reduce the risk of unauthorized use of your communications and voice mail systems, you should

- require that the System Manager's Password be changed from the factory setting. Use a hard-to-guess value.
- delete any unused mailboxes immediately.
- require all employees who have voice mailboxes to use passwords to protect their mailboxes.
- permit no Outcalling or permit this privilege only for those with legitimate business need.
- advise subscribers to change their passwords (a 4-digit password is recommended) when they log into the Voice Mail Service for the first time and frequently thereafter. Subscribers can refer to the instructions for changing their passwords in *Using the PARTNER MAIL VS®*.
- familiarize yourself with the impact of the Outcalling feature on system performance and security. If Outcalling is not permitted on the system, Outgoing Call Restriction should be set to Inside Only for the voice mail system extensions. It is strongly recommended that you use the communications system Call Restriction features (that is, Outgoing Call Restriction used with Allowed and Disallowed Lists) to restrict Outcalling numbers. See "Outgoing Call Restriction" in Chapter 4 for details.
- monitor your call reporting system records of outgoing calls to identify possible system abuse.

You should also

- provide effective physical security for the room containing your telecommunications equipment and the room with administrative tools, records, and System Administration information. These areas should be locked when unattended.
- provide a secure trash disposal for all sensitive information, including your company's telephone directories, call accounting records, or anything that may supply information about your communications system. This trash should be shredded.

Security Policy and User Education

As part of your responsibility for protecting system security, you should establish and communicate security policies for all system users. You should let users know what measures they should take to protect system security and explain how hackers may try to gain access to the system. In particular, you should provide users with the following information:

- All reports of trouble, requests to move extensions, or any other administrative details associated with the communications system or the voice mail system should be handled by one person (the System Manager) or within one department. Anyone claiming to be a telephone company representative should be referred to this person or department.
- If a caller claims to be an authorized telephone company representative, verify his or her identity before permitting that person *any access* to the system.
- Establish well-controlled policies for passwords:
  - — Establish a specific date for changing passwords (for example, the first of each month) and help users remember to do it.
  - — Advise subscribers to use a 4-digit password.
  - — Tell users that passwords should not be recycled. They should be hard to guess and should not contain:
    - all the same numbers (for example, 4444)
    - sequential characters (for example, 1234)
    - personal information that can be associated with them (such as their name, birthdate, telephone number, or social security number)
  - — Discourage the practice of writing down passwords. If a password needs to be written down, keep it in a secure place and never discard it while it is still active.
  - — Tell users never to program passwords onto Auto Dial buttons. Display phones reveal the programmed numbers.

- Educate employees that hackers may try to trick them into providing them with dial tone or dialing a number for them.
- Ask users to tell you if any of the following suspicious activity occurs:
  - inability to log into Voice Mail
  - lost mail messages or altered greetings
  - inability to get an outside line
  - series of calls where there is silence on the other end or the caller hangs up
  - sudden increase in wrong numbers
  - caller complaints that your lines are busy
  - callers claiming to represent the “phone” company. Ask for a callback number.
  - callers trying to obtain sensitive information or asking for assistance in placing outside or long-distance calls. Ask for a callback number.
  - increases in internal requests for assistance in making outside calls (particularly international calls or requests for dial tone).
- Make users with Outcalling privileges aware of the potential risks and their responsibilities.
- Never distribute the office telephone directory to anyone outside the company.
- Collect old office telephone directories and shred them.
- Never discuss your telephone system’s numbering plan with anyone outside your company.
- Any time a call appears to be suspicious, call the Technical Service Center at 1 800 628-2888 (in the U.S.).

System Manager Activities Checklist

For each new PARTNER MAIL VS system, perform the following activities:

- Complete the communications system and voice messaging system planning forms (see Chapter 3).
- Install the voice messaging system (see Chapter 2).
- Change the factory-set password for the System Manager's login (99) in the voice messaging system (see Chapter 5).
- Change the System Administration Programming Language, if necessary (see Chapter 4).
- Complete the appropriate communications system and voice messaging system programming (see the "Initial Programming Checklist" in Chapter 4).
- Verify system operation (see Chapter 4).
- Generate a System Configuration Report (see Chapter 4).
- Perform a system backup (see Chapter 4).

Installation

2

This chapter provides instructions for installing the voice messaging system's hardware in the communications system's control unit. It also includes instructions for connecting a printer to the system to allow you to print the System Configuration Report.

Before You Start

Refer to Appendix A to verify that you have the appropriate voice messaging system and communications system hardware. Then

- Make sure the communications system control unit, processor module(s), and line/extension modules have been installed.
- Make sure this installation meets the environmental and electrical requirements listed in Appendix A of this guide.

Installing the PARTNER MAIL VS Module

To install the voice messaging system module in the communications system's control unit:

1. Turn off power to the communications system's control unit: either pull out the main circuit breaker on the upper right rear corner of the control unit or move the on/off switch to the “off” position, or remove the power cord from the AC outlet.

   CAUTION:
   Failure to turn off power may damage the control unit and/or the voice messaging system.

2. Install the voice messaging system module in the first available slot to the right of the last installed communications system module (in a 5-slot configuration). Keep in mind the following guidelines:

   — The voice messaging system module should always be installed after the communications system modules to ensure consecutive extension numbering.

   — On the PARTNER Endeavor or Advanced Communications System, you must install the voice messaging system module in the slot to the right of the PARTNER ACS module in the 2-slot carrier (see Figure D- 4 in Appendix D).

   — If your system has a 5-slot carrier, you may install the voice messaging system module in any slot *except* the center slot (see Figure 2-1, as well as Figures D-1, D-2, D-3 in Appendix D).

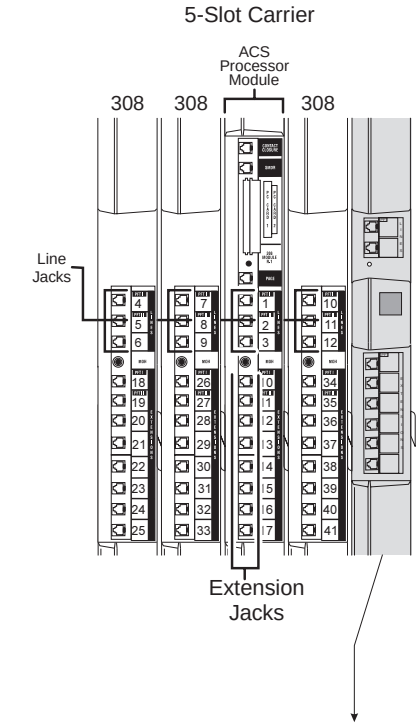
   — If the control unit is upgraded with more communications system modules, the voice messaging system module should be removed, the new modules should be installed, and the voice messaging system module should be installed in the first available slot after the communication system modules. The VMS Hunt Group Extensions and Transfer Return Extensions must then be reprogrammed (see Chapter 4).

   — *Do not* install the voice messaging system module in the *first* slot of the PARTNER Plus system control unit or the PARTNER II system primary carrier (see Figure D-5).

   NOTE:
   Push slowly but firmly in the center of the module until the module locks into place, and is attached to the rear of the backplane. (A “click” indicates that the connectors are attached to the rear of the backplane.) Use the carrier shelf as a reference, and do not tilt, slant, or force the module. If it does not insert easily, remove the module, clear any obstruction, and reinsert it.

3. Refer to Figure 2-1 or to the figures in Appendix D, which illustrate the most common configurations and dial plans, to determine the dial plan for your system. Then record the extensions associated with the PARTNER MAIL VS module on Form B1 of the *System Planner* for the communications system.

   Note that the communications system recognizes the voice messaging system module as a 6-extension module (such as a 200, 206, or 400 module). Therefore, Figure 2-1 depicts the voice messaging system module as a (shaded) 6-extension module, which is how it appears to the communications system, even though the voice messaging system module has no physical line jacks.



2-port Systems	If PARTNER MAIL VS Is Installed In Slot:	5
	Then Assign These Exts. To Hunt Group 7:	46, 47
4-port Systems	If PARTNER MAIL VS Is Installed In Slot:	5
	Then Assign These Exts. To Hunt Group 7:	44, 45, 46, 47

Figure 2-1. Voice Messaging System Extensions for PARTNER Advanced Communications System Release 2.0 or later with 308 and PARTNER MAIL Voice Messaging System Modules

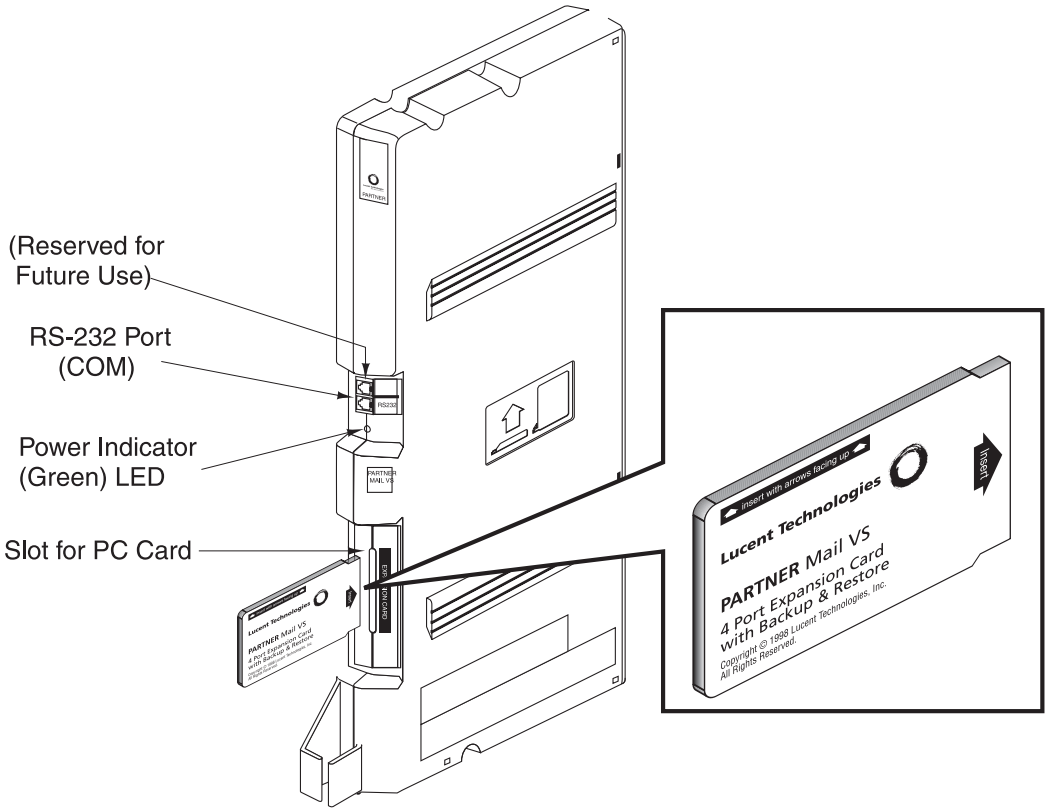


Figure 2-2. Installing the PC Card

4. To install the PC Card (that is, a 2-Port Card with Backup and Restore or 4-Port Expansion Card with Backup and Restore), insert the card in the vertical slot on the lower front of the voice messaging system module (see the area labeled “Slot for PC Card” in Figure 2-2). Make sure the arrows on the card label face up and in. Also make sure the card is pushed in all the way.

   NOTE:
   After you have administered the voice messaging system for the first time, it is recommended that you perform a system backup. See Chapter 4 for details.

5. Turn on power to the control unit. The Power LED should light—if it does, skip to Step 6. If the Power LED does not light, power down the control unit, reseat the voice messaging system module, then power up the control unit again. If the Power LED still does not light, call for support as indicated on the inside front cover of this guide.

6. After the voice messaging system module is powered up, it performs some self-diagnostic tests. When these tests are complete the LED on the voice messaging system module works as follows:

LED Color and Pattern	State
Steady Green	ON
Steady Red	Test Failed

   If the LED lights steady red (that is, the test failed), do the following:

   — Power down the voice messaging system.

   — Re-install the PC Card.

   — Power up the control unit again.

   If the LED lights steady red again, contact your local Authorized Dealer or the Lucent Technologies' Technical Service Center at 1 800 628-2888.

7. At this point, do one of the following:

   - To determine which voice messaging system and communications system planning forms must be completed *before you begin programming*, see Chapter 3.
   - To review system programming guidelines, see Chapter 3.
   - To review the programming required for your PARTNER Voice Messaging System, refer to the "Initial Programming Checklist" in Chapter 4, and complete the appropriate procedures included in that chapter.
   - To update PARTNER Voice Messaging System programming, refer to Chapter 5 or to the System Programming Reference pages at the end of this guide.

Connecting a PC to the PARTNER MAIL VS

You can generate a Configuration Report in the PARTNER MAIL VS system and send it to your PC, where it is saved in a text file that you can open and print. See the instructions for generating a Configuration Report in chapters 4 and 5.

To connect a PC to the PARTNER MAIL VS, you need the following equipment:

- a PC with an available serial (COM) port and running Windows 95, Windows NT 4.0 or later, or Windows 98
- a D8W-87 cable
- an AT&T 355A connector (or equivalent)
- a 25-pin female-to-female connector
- a 25-pin to 25-pin serial cable
- a 9-pin to 25-pin adapter (if your PC has a 9-pin serial (COM) port)

To connect your PC to the PARTNER MAIL VS:

1. Turn off your PC.
2. Connect the D8W-87 cable to the PMVS serial port (see the area labeled “COM” in Figure 2-2).
3. Connect the other end of the D8W-87 cable to the AT&T 355A connector.
4. Connect the 25-pin female-to-female connector to the AT&T 355A connector.
5. Connect the 25-pin to 25-pin serial cable to the 25-pin female-to-female connector.
6. Perform one of the following steps:
   - — If your PC has a 25-pin serial (COM) port, connect the other end of the 25-pin to 25-pin serial cable to the serial (COM) port on your PC.
   - — If your PC has a 9-pin serial (COM) port, connect the 9-pin to 25-pin adapter to the other end of the 25-pin to 25-pin serial cable, and then connect the 9-pin connector into the serial (COM) port on your PC.
7. Turn on your PC.

Understanding Programming

3

This chapter provides general programming information for the communications system and the voice messaging system. Both systems must be programmed so they can work together as an integrated unit. Before you begin any programming, you must ensure that all required communications system and voice messaging system planning forms described in this chapter are completed. You will refer to these forms during programming.

Communications System Programming

When the communications system is installed, it uses factory settings that reflect the most common usage of the equipment. You can change these settings as required to customize them for the business.

You can program the communications system from extension 10. Some systems also allow programming from extension 11. Check the *Programming and Use* guide for the communications system for more information. If your system supports programming from both extensions, you may find it more convenient to program from extension 11. This capability allows the receptionist to continue handling calls at extension 10 while you program.

System Programming changes settings for the system as a whole, or for individual lines or extensions. (Refer to the *Programming and Use* guide for the communications system for more information about System Programming options.)

On some communications systems, a password may be required to enter System Programming mode. Check the *Programming and Use* guide for the communications system for more information.

Planning Forms

Refer to the communications system's *System Planner* when you are changing system settings, and be sure to record any changes you make. The following forms from the *System Planner* contain information about the voice messaging system:

- **Form A: System Configuration.** Contains basic information about the system including the line number and type of voice messaging service required for each line.
- **Form B1: System Extensions.** Contains basic information about each extension. This includes the type of phone or auxiliary equipment at the extension, and the name of the user or a description of how the extension is used.
- **Form B2: Customized Extension Settings.** Contains feature settings, such as Automatic VMS Cover and Automatic Extension Privacy, and group assignments for each extension.
- **Form C: Button Assignments.** Specifies which features are programmed on buttons for each extension. This includes VMS Cover, Do Not Disturb, Voice Mailbox Transfer, and Voice Mail Messages buttons.

Using the Forms

The following table shows what procedures should be used and to which communications systems forms they correspond in planning for voice mail system installation and programming:

To	Use Feature/Procedure	Complete CS Form
Assign the extensions associated with the VMS hardware to Hunt Group 7.	Hunt Group Extensions (#505)	B2
Assign lines to Hunt Group 7 so calls can ring directly to the VMS and receive Automated Attendant Service.	Group Call Distribution (#206, Option 1)	B1
Assign lines to Hunt Group 7 so calls can ring directly to the VMS and receive Call Answer Service.	Group Call Distribution (#206, Option 3)	B1
Identify an extension as an owner of an outside line so calls on that line can ring directly to the owner's voice mailbox when Automatic VMS Cover or VMS Cover is on at owner's ext.	Line Coverage Extension (#208)	A, B2
Determine how quickly outside calls should be answered by the Automated Attendant Service of the VMS (i.e., by the number of rings on PARTNER ACS Release 3.0 or later; immediate or delayed call handling on all other systems). On PARTNER ACS Release 3.0 or later, this feature can be administered on a per-line basis and differently for day and night.	VMS Hunt Delay (#506)	A
Determine when outside calls should ring the VMS Hunt Group (always, day only, or night only) depending on the status of the Night Service Button at ext. 10. On PARTNER ACS Release 3.0 or later, this feature can be administered on a per-line basis.	VMS Hunt Schedule (#507)	A
Determine whether an extension's unanswered intercom and transferred calls and outside calls on lines assigned ownership (#208) are automatically covered by the VMS.	Automatic VMS Cover (#310)	B2
Specify the number of times intercom and transferred calls or outside calls on lines assigned ownership ring at extensions before they are sent to the VMS.	VMS Cover Rings (#117; on PARTNER ACS Release 3.0 or later #321)	A
Identify the extension to which a call transferred by the VMS should be routed if the destination extension does not answer and does not have voice mail coverage active. (The transfer return extension for the VMS is typically ext. 10).	Transfer Return Extension (#306)	B1

Using System Programming

System Programming requires a system display phone at extension 10 (or 11 if available), with a programming overlay placed over the phone's dialpad. System Programming procedures are identified by # and a 3-digit code (for example, the procedure code for System Date is #101).

You can program the system in one of two ways:

- **Direct Method.** You access a programming procedure directly by dialing the code for that procedure. This method works best when you are using only a few procedures during the programming session, and you know the codes. For example, press #101 to change the system date.
- **Cycle Method.** You cycle through a sequence of procedures in numerical order by pressing Next Procedure or Prev Procedure. You should use this method when programming the communications system for the first time, or when you are changing a series of related settings. However, procedures #399, #609, and #728 are skipped when you cycle through procedures.

NOTE:
You can talk on the telephone while you program. This is useful if you need to call for support while programming. However, you must place the call before you enter programming mode, and you must use the handset (not the speakerphone) to talk.

The Programming Overlays

During System Programming, the normal functions of several buttons on the phone at extension 10 (or 11 if available) change. For example, left Intercom becomes System Program, which is the button used to enter programming mode. To identify these buttons while programming, place the appropriate programming overlay provided with the system over the dialpad of the phone at extension 10 or 11.

Use the following special buttons while programming:

- Next Procedure and Prev Procedure cycle forward and backward through the programming procedures.
- Next Item and Prev Item cycle forward and backward through a procedure's parameters. A parameter is typically an outside line, an extension, or a telephone list entry.
- Next Data and Prev Data cycle forward and backward through the valid list entries. These buttons work only for fixed data, such as a line or extension number. They do not work for variable data such as date, time, password, telephone numbers, or doorphone assignments.
- Remove returns the current setting to the factory setting.

- (Enter) ends an entry of variable length, such as a telephone number in an Allowed Phone Number List.
- (System Program) starts the System Programming process.
- (Central Tel Program) starts the Centralized Telephone Programming process (that is, customizing individual telephones from extension 10, or 11 if available).
- (Feature), when followed by (0)(0), enters or exits programming mode.

Programming Mode

To enter programming mode:

1. At extension 10 (or 11 if available), make sure the programming overlay is in place over the system phone's dialpad.
2. Press (Feature)(0)(0).
3. Press (System Program)(System Program).
4. Enter the System Password, if required.
5. Enter the specific programming procedure codes.

Voice Messaging System Programming

Before you program the voice messaging system, obtain completed copies of planning forms for the communications system *and* the voice messaging system. These forms provide the names, extensions, mailboxes and other information required to program the voice messaging system.

Planning Forms

You need the following forms for the voice messaging system:

- **Form 1: Language.** Shows the Language Mode, Monolingual or Bilingual. Also specifies the System Language for Monolingual Mode or the Primary and Secondary Language for Bilingual Mode. It also shows the System Administration Prompt Language, in which programming prompts are played.
- **Form 2: Mailbox Assignments.** Shows factory-set mailbox assignments. Allows you to delete mailbox assignments, to indicate whether Outcalling capability and Record-a-Call permission are assigned, and to identify the language used for each mailbox.
- **Form 3: Menu Definition.** Shows the lines assigned to an Automated Attendant, the Dial 0/Timeout Extension, and transfer options for Automated Attendant Service. Allows you to specify the action to be taken for each selector code. (A separate copy of this form should be made for each Automated Attendant.)
- **Form 3A: Automated Attendant Announcement—System Language or Primary Language.** Shows the announcement number(s) and the script(s) used to record the associated announcement(s) in the System Language for Monolingual Mode or the Primary Language for Bilingual Mode. You can record up to two announcements. (A separate copy of this form should be made for each Automated Attendant.)
- **Form 3B: Automated Attendant Announcement—Secondary Language.** Used only if the system is set for Bilingual Mode. Shows the announcement number(s) and the script(s) used to record the associated announcement(s) in the Secondary Language for Bilingual Mode. You can record up to two announcements. (A separate copy of this form should be made for each Automated Attendant.)
- **Form 4: Day Menu Prompt—System Language or Primary Language.** Shows the script used to record the Day Menu Prompt in the System Language for Monolingual Mode or the Primary Language for Bilingual Mode. (A separate copy of this form should be made for each Automated Attendant.)
- **Form 4A: Day Menu Prompt—Secondary Language.** Used only if the system is set for Bilingual Mode. Shows the script used to record the Day Menu Prompt in the Secondary Language. (A separate copy of this form should be made for each Automated Attendant.)

- **Form 5: Night Menu Prompt: System Language or Primary Language.** Shows the script used to record the Night Menu Prompt in the System Language for Monolingual Mode or the Primary Language for Bilingual Mode. (A separate copy of this form should be made for each Automated Attendant.)
- **Form 5A: Night Menu Prompt: Secondary Language.** Used only if the system is set for Bilingual Mode. Shows the script used to record the Night Menu Prompt in the Secondary Language. (A separate copy of this form should be made for each Automated Attendant.)
- **Form 6: Line Ownership.** Identifies the lines assigned VMS Line Coverage. Also shows for each owned line, the associated telephone number, the name of the subscriber who owns the line, and the owner's mailbox number.

Using the Forms

The following table shows which voice mail system forms should be completed according to your voice mail system feature selection:

To	Use VMS Form	From Programming Main Menu, press
Select Language Mode, System Administration Prompt Language, System Language, Primary and Secondary Language	1	1
Assign Mailboxes to subscribers, identify Mailbox Language and Outcalling and Record-a-Call privileges, administer Mailbox Message Length and Size	2	4
Identify lines assigned to an Automated Attendant, Dial 0/Timeout Extension, Menu Definition (i.e., Direct Extension Transfer, Selector Code Transfer, Centrex Transfer, Mailbox Transfer, and Announcements), Ext. # or Group # for Selector Code Transfer, or Annc. #. **Required for Automated Attendant Service.**	3	3
Script Automated Attendant Announcements (in System or Primary Language). **Required if Annc. # is assigned to a Selector Code.**	3A	3
Script Automated Attendant Announcements (in Secondary Language). **Required for Bilingual Mode if Annc. # is assigned to a Selector Code.**	3B	3
Script the Day Menu Prompt (in System or Primary Language). **Required if VMS Hunt Schedule is set to Day Only or Always.**	4	3
Script the Day Menu Prompt (in Secondary Language). **Required for Bilingual Mode if VMS Hunt Schedule is set to Day Only or Always.**	4A	3
Script the Night Menu Prompt (in System or Primary Language). **Required if VMS Hunt Schedule is set to Night Only or Always.**	5	3
Script the Night Menu Prompt (in Secondary Language). **Required for Bilingual Mode if VMS Hunt Schedule is set to Night Only or Always.**	5A	3
Assign Line Ownership (cannot be assigned to lines assigned Automated Attendant coverage). **Required if VMS Line Coverage exists for one or more lines.**	6	6

Using System Programming

A special login number is required to program the voice messaging system. The following information applies to this login:

- The login number is 99.
- By default, the language associated with this login is either the System Language chosen for Monolingual Mode or the Primary Language chosen for Bilingual Mode. If you wish, you can specify another choice by programming the System Administration Prompt Language.
- This login's factory-set Password is 1234. If you are the System Manager, refer to “Changing Your Password” in Chapter 5 to change the password before you begin to program the system.

To begin programming the voice messaging system, you make a call to the Voice Mail Service, enter the login and password, and select option 9 (you are not prompted for this option). This takes you to the Programming Main Menu (shown in Figure 3-1).

The Programming Main Menu

The Programming Main Menu allows you to access the Language Mode and the language(s) associated with that mode, the Automated Attendant Service Menu, mailbox assignments, line ownership assignments, and reports and backup and restore features.

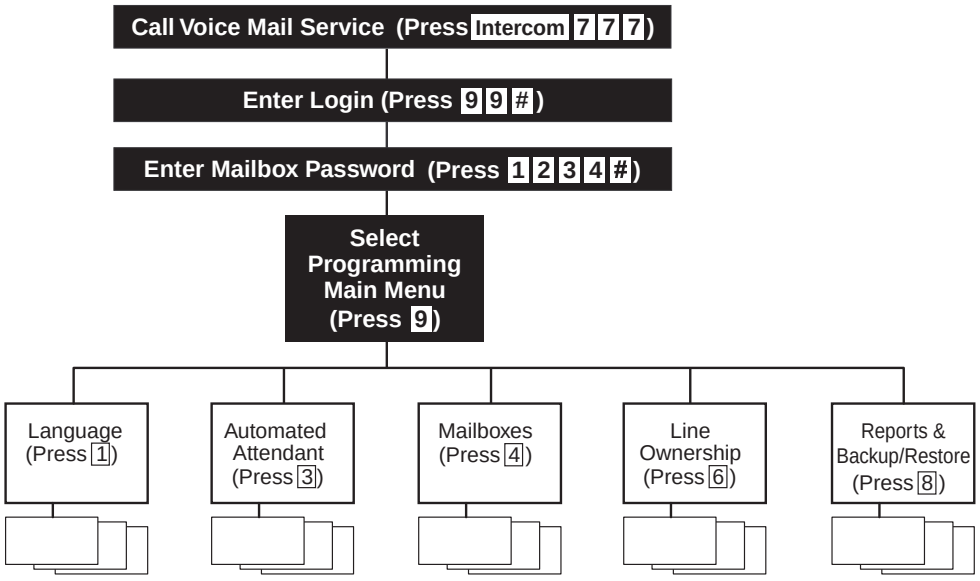


Figure 3-1. Programming Menus

Accessing the Programming Main Menu

To access the Programming Main Menu:

1. Press (Intercom)(7)(7)(7) or a programmed Voice Mail Auto Dial button.

   The system plays:

   ```
   Welcome to PARTNER MAIL VS.  Please enter extension
   and #.  Otherwise, to access PARTNER Tutor, press * 4.
   ```

2. Press (9)(9)(#).

   The system plays:

   ```
   Enter password and #.
   ```

3. Enter the Password and press #. (The factory-set Password is 1234.)

   The system plays:

   ```
   System Manager.  PARTNER MAIL VS Release 5.
   ```

   The system plays the available programming options. It does not play option 9 (the Programming Main Menu), which only the System Manager can access.

4. Press 9 to access the Programming Main Menu.

   The system plays:

   ```
   To program the System Language, press 1; for Automated
   Attendants, press 3; for mailboxes, press 4; for line
   ownership, press 6; for Reports and System Backup and
   Restore, press 8.  If finished press * #.
   ```

Programming Guidelines

Once you are familiar with the voice messaging system, use these shortcuts to save time while programming:

- You do not have to wait for a prompt to play before entering digits for the next step.
- Press *# to return to the previous menu.
- Press *4 to repeat the current menu options.
- Press *7 at any point during programming to restart at the Programming Main Menu.
- Use the handset rather than the speakerphone to record prompts and greetings to avoid background noise in your recordings.
- To ensure that you hear voice prompts, turn off your microphone when programming the system using the speakerphone.
- Hang up to exit programming.

Initial Programming

4

Overview

This chapter identifies the 2- and 4-port voice messaging system configurations. It tells you how to perform initial programming of the voice messaging and communications systems. The first two procedures allow you to access and program the voice messaging system—you must perform these procedures first for every installation. The next set of procedures covers voice messaging system programming. The last section covers how to program the communications system.

The order of the procedures in this chapter enables you to assign lines to multiple Automated Attendants, to program the Menu Definition, and to record the Day and/or Night Prompts and Automated Attendant Announcements for each Automated Attendant *before* the voice messaging system begins to handle calls—this order is recommended for voice messaging systems that are being added to existing communications systems. If this is a new installation, however, you can program the communications system first, then the voice messaging system if you prefer.

When you have completed programming the voice messaging system, it is recommended that you generate a Configuration Report, according to the instructions provided in this chapter, to keep a record of all current voice messaging system settings.

NOTE:
When you have completed programming the voice messaging system for the first time, it is recommended that you perform a system backup (see “Performing a System Backup,” later in this chapter) and remove the PC Card (see Chapter 2).

You can either follow the step-by-step instructions or use the Programming Quick Reference at the end of this manual as a quick guide. If you use the step-by-step instructions, note that Step 1 of each procedure for the voice messaging system is logging in. However, if you are already logged in, you can skip Step 1.

Finally, some features and procedures in this chapter may not be available on your communications system. If you are not sure, check the *Programming and Use* guide for that system.

Voice Mail System Configurations

The PARTNER Mail VS supports the following configurations:

- 2 voice channels (ports), 48 mailboxes
- 4 ports, 48 mailboxes

Figure 2-1 (in Chapter 2) and the figures in Appendix D show the possible extension numbers for the most common configurations.

Upgrading Your Voice Mail System from a 2-Port to a 4-Port Configuration

If you are upgrading your voice mail system to a 4-port configuration, when you return power to the system the previously existing programming (including existing mailbox assignment information, personal greetings, and passwords) is saved.

You do not need to reprogram the system; however, you should add two extensions to the VMS Hunt Group (Extension Hunt Group 7). These additional extensions correspond to the middle two extensions on the module. For example, if you are upgrading from two to four ports and you had already assigned extensions 20 and 21 to the VMS Hunt Group, you would now add extensions 18 and 19 to the VMS Hunt Group. You must perform this task to ensure that the system functions properly. See “Initial System Setup,” earlier in this chapter, for specific instructions on how to assign the additional VMS Hunt Group Extensions.

Initial Programming Checklist

Communications System Programming Checklist

You must perform the following for every installation:

- VMS Hunt Group Extensions (#505)

  You must program this feature first before programming any other feature. Assign the PARTNER MAIL VS system's extensions to the PARTNER communications system Hunt Group 7 (#505). Refer to Figure 2-1 and to the figures in Appendix D to determine which voice messaging system extensions should be assigned to Hunt Group 7.

- Transfer Return Extension (#306)

  For each of the voice messaging system extensions, assign an extension as the destination for Transfer Return calls. If the voice messaging system transfers a call to an extension that has no voice mail coverage and the call is not answered, the communications system transfers the call to the Transfer Return Extension. If you want calls returned to the receptionist's extension, for example, assign that extension as the Transfer Return Extension. The call will ring at this extension until it is answered.

- Outgoing Call Restriction (#401)

  This feature, which is strongly recommended when Outcalling privileges are assigned to subscribers, restricts all extensions associated with the mail system unit from making outside calls. In addition, be sure to create and assign Allowed and Disallowed Phone Lists as needed for Outcalling numbers.

You may also need to program the following:

- Automated Attendant Service
  - — Group Call Distribution (#206 - Option 1)
  - — VMS Hunt Delay (#506)
  - — Automatic Extension Privacy (#304)
  - — VMS Hunt Schedule (#507)
  - — Night Service (#503)
  - — Music On Hold (#602)
  - — Disallowed Phone Numbers (#404/#405) (if Outcalling is permitted)
  - — Allowed Phone Numbers (#407/#408) (if Outcalling is permitted)
- Call Answer Service
  - — Line Coverage Extension (#208)
  - — Automatic VMS Cover (#310)

  - VMS Cover Rings (#117) (#321 on PARTNER ACS Release 3.0 or later)

- Telephone Button Programming - Manual VMS Cover (F15), Do Not Disturb (F01), Voice Mailbox Transfer (F14), Voice Mail Auto Dial, Station Lock (F21), Record-A-Call (F24), Call Screening (F25)

Voice Messaging System Programming Checklist

Perform the following procedures before you begin programming the voice messaging system. At the System Manager's login (99):

- Change the System Manager's factory-set password (Option 5).

  Before you begin programming the voice messaging system, change the System Manager's password to prevent unauthorized programming of the system.

- Change the System Administration Prompt Language (Option 1).

  The default System Administration Prompt Language, which you can change, is the System Language (Monolingual Mode) or the Primary Language (Bilingual Mode).

From the Programming Main Menu, you may also program:

- Language

  By default, the voice messaging system operates in Monolingual Mode with the System Language set to English. By selecting Language Mode, you can set the system to operate in Bilingual Mode and choose a Primary and Secondary Language.

- Automated Attendant Service

  By default, all lines are assigned to Automated Attendant Service. If you are using multiple Automated Attendant Service, you should add lines to each of the Automated Attendants.

  In addition, you can program a Day Menu for each Automated Attendant, including any Dial 0/Timeout Extension and Selector Code Actions (by default all Selector Codes are set to Direct Extension Transfer). You can also record a Night Menu Prompt to correspond to the Day Menu.

- Voice Mail Service

  You can use the Mailboxes option of the Programming Main Menu to delete unused mailboxes, modify a mailbox's language, modify a mailbox's message length or size, assign Outcalling privileges, and administer Record-a- Call.

- Line Ownership

When you have completed programming, it is strongly recommended that you perform the following activities (for which corresponding procedures are included in this chapter):

- Verify system operation.
- Generate a System Configuration Report.

  This report can be directed to a PC running a terminal emulation program. Instructions for connecting a PC to your PARTNER MAIL VS system are included in Chapter 2.
- Perform a system backup.

  Instructions for installing the PC Card that came with your PARTNER MAIL VS system are included in Chapter 2. Instructions for performing a system backup are provided later in this chapter.

Initial Communications System Setup

You must perform the first two procedures for every installation. The procedure for Outgoing Call Restriction is strongly recommended to ensure system security. For the following procedures, you need to know the extension numbers associated with the PARTNER MAIL VS system module. Figure 2-1 (in Chapter 2) and the figures in Appendix D show the possible extension numbers for the most common configurations. For the extension numbers appropriate to this installation, locate Form B1 of the *System Planner* for the communications system.

VMS Hunt Group Extensions

You must use this procedure to assign the extensions associated with the voice messaging system module to Hunt Group 7. This Hunt Group, which is called the VMS Hunt Group, is used exclusively for the voice messaging system.

To assign the PARTNER MAIL VS extensions specified on Form B1 to Hunt Group 7:

1. At extension 10[1], press (Feature) (0) (0) (System Program) (System Program).
2. Enter the System Password, if required.
3. Press (#) (5) (0) (5).
4. At the `Group:` prompt, press (7).
5. At the `Extension:` prompt, enter the first PARTNER MAIL VS extension number specified on Form B1.
6. Press (Next Data) until the display reads `1 Assigned`.
7. Press (Next Item) or (Prev Item) until the next PARTNER MAIL VS extension number specified on Form B1 displays.
8. Press (Next Data) until the display reads `1 Assigned`.
9. If additional PARTNER MAIL VS extensions are shown on Form B1, repeat Steps 7 and 8 for each one.
10. Continue with “Transfer Return Extensions” on the next page.

1. Some systems also allow programming from extension 11. Check the *Programming and Use* guide for the communications system.

Transfer Return Extensions

For extensions associated with the voice mail system unit, use the following procedure. If the voice mail system transfers a call to an extension that does not answer, the communications system transfers the call to the designated Transfer Return Extension. The call rings at this extension until it is answered.

To assign extension 10 as the transfer return extension for the PARTNER MAIL VS extensions specified on Form B1:

1. Press #306[2].
2. At the `Extension:` prompt, enter the first PARTNER MAIL VS extension number specified on Form B1.
3. At the `Data:` prompt, press 10.
4. Press Next Item or Prev Item until the next PARTNER MAIL VS extension number specified on Form B1 displays.
5. At the `Data:` prompt, press 10.
6. If additional PARTNER MAIL VS extensions are specified on Form B1, repeat Steps 4 and 5 for each one.
7. Press Feature 00 to exit programming.
8. Continue with the next section for information about programming the voice messaging system.

Outgoing Call Restriction

Use this procedure to restrict all extensions associated with the voice mail system unit from making outside calls. Outgoing call restriction is strongly recommended, in particular, to protect system security when Outcalling privileges are assigned to subscribers on Form 2B.

NOTE:
If Outcalling is permitted, be sure to create and assign Allowed and Disallowed Phone Lists as needed for Outcalling numbers. See "Disallowed Phone Numbers" and "Allowed Phone Numbers," later in this chapter, for instructions.

1. Press #401.
2. At the `Extension:` prompt, enter the first PARTNER MAIL VS extension number specified on Form B1.
3. Press Next Data until the display reads `2 Inside Only`.
4. Press Next Item or Prev Item until the next PARTNER MAIL VS extension number specified on Form B1 displays.

2. In some countries, the procedure code for Transfer Return Extension is #309. Check the *Programming and Use* guide for the communications system.

5. Press (Next Data) until the appropriate value displays.
6. Repeat Steps 4 and 5 for each PARTNER MAIL VS extension.
7. Press (Feature)(0)(0) to exit programming.
8. Refer to the next section for information about programming the voice messaging system.

Voice Messaging System Programming

Language

Before you begin, locate Form 1 for the voice messaging system. Keep in mind that the Language settings apply to all Automated Attendants, the Call Answer Service, and the Voice Mail Service (unless a subscriber uses the Mailbox Language option to change this language). Check to see if any of the Language settings are changed from the factory defaults and implement the changes according to the following procedure.

NOTE:
In addition to administering the Language settings for the voice messaging system Announcements and prompts that callers and subscribers will hear, you can specify another language for the System Administration Prompt Language. See "Changing the System Administration Prompt Language" below.

Changing the System Administration Prompt Language

The System Administration Prompt Language is the language in which programming prompts are played. The default setting is the System Language for a system operating in Monolingual Mode or the Primary Language for a system operating in Bilingual Mode. You have the option to specify another language for the programming prompts. Even if the System Language changes, the language that you specify for the System Administration Prompt Language will remain the same.

To change the default System Administration Prompt Language:

1. Press (Intercom)(7)(7)(7) or the programmed Voice Mail Auto Dial button.
2. Press (9)(9)(#).
3. Enter the existing password (for example, 1234) and press (#).
4. Press (1) to change the System Administration Prompt Language.
5. Select the appropriate language.
6. Press (*)(7) to return to the Main Menu, or hang up to quit.

Changing the System Language

To change the System Language as specified on Form 1:

1. If necessary, access the Programming Main Menu. If you are already at the Programming Main Menu, skip to Step 2.
    a. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.
    b. Press 9 9 #.
    c. Enter the password and press #.
    d. Press 9.
2. Press 1 for Language.
3. Do one of the following:
    - For Monolingual Mode (default), go to Step 4.
    - For Bilingual Mode, press 1 to select Language Mode. Then, press 2 to specify Bilingual Mode.
4. Press 2 for System Language.
5. Do one of the following:
    - For Monolingual Mode (default), go to Step 6.
    - For Primary Language, press 1.
    - For Secondary Language, press 2.
6. Press 6 to modify System Language.
7. Enter the number corresponding to the System Language specified on Form 1.
8. Press 9 to confirm your selection.
9. To modify the other language, press * # and repeat Steps 5 through 8. Otherwise, skip this step.
10. Press * 7 to return to the Programming Main Menu.
11. Continue with the section, “Automated Attendant Service.”

Automated Attendant Service

Before you begin, locate the following voice messaging system forms: Forms 1, 2, 3, 3A, 4, and 5 (make a copy for each Automated Attendant). If the system is set for Bilingual Mode, also locate Forms 3B, 4A, and 5A. If Automated Attendant Service is not to be used, skip to "Voice Mail Service."

Assigning Lines

When the voice messaging system is first installed, all lines are assigned to Automated Attendant 1. You must identify the lines that will be assigned to other Automated Attendants, as specified on Form 3. Each line can be assigned to one Automated Attendant only. If you are using only one Automated Attendant, the system automatically assigns them to Automated Attendant 1; therefore, you may skip the following procedure.

NOTE:
If you plan to specify a Centrex number for Centrex Transfer in the Automated Attendant Menu Definition, all lines assigned to that Automated Attendant must be Centrex lines.

1. If necessary, access the Programming Main Menu. If you are already at the Programming Main Menu, skip to Step 2.
   a. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.
   b. Press 9 9 #.
   c. Enter the password and press #.
   d. Press 9.

   The system plays the system programming options.
2. Press 3 for Automated Attendant.

   The system prompts you to specify the Automated Attendant.
3. Enter the Automated Attendant number (from 1 to 4).
4. Press 6 for line assignment.
5. Press 2 to add lines.
6. Enter the line number and press #. Repeat this step until you have assigned all appropriate line numbers to this Automated Attendant.

   When you are assigning lines at Automated Attendant 2, 3, or 4, the system indicates that the line is assigned to Automated Attendant 1.

   The system prompts:

   ```
   Do you want to change the line assignment, press 9 to
   confirm or 6 to cancel.
   ```

7. Press (9) to confirm that you want to modify the line assignment from its default setting at Automated Attendant 1.

   The system plays the line number and its reassignment to the Automated Attendant you specified in Step 3.

8. Press (*)(7) to return to the Programming Main Menu.
9. Repeat Steps 2 through 8 for each additional Automated Attendant, or continue with "Menu Definition, Day Menu Prompt, and Announcements."

Menu Definition, Day Menu Prompt, and Announcements

Refer to Form 3 to define the Automated Attendant Service menu for Automated Attendant 1, to Form 4 (and Form 4A for systems operating in Bilingual Mode) to record the Day Menu Prompt, and to Form 3A (and Form 3B for systems operating in Bilingual Mode) to record the Automated Attendant Announcement(s). *Repeat this procedure for each additional Automated Attendant.*

You can use this procedure to do the following:

- Specify the Automated Attendant Menu Definition (including the selector codes and the Dial 0/Timeout Extension).
- Record an Automated Attendant Announcement.
- Record the Automated Attendant Menu Prompt.

It is important to understand that you must *approve* each element (that is, the Menu Definition, the Day Menu Prompt, and any Announcements), as well as *save* all of these entries (in Step 28). **If you exit at any point before saving your approved entries, your entries will be lost.** This procedure is designed to ensure that callers do not hear the incomplete menu while you are in the process of building/modifying it.

1. If necessary, access the Programming Main Menu. If you are already at the Programming Main Menu, skip to Step 2.
   a. Press (Intercom)(7)(7)(7) or the programmed Voice Mail Auto Dial button.
   b. Press (9)(9)(#).
   c. Enter the password and press (#).
   d. Press (9).

   The system plays the system programming options.

2. Press (3) for Automated Attendant.

   The system prompts you to specify the Automated Attendant.

3. Enter the Automated Attendant number (from 1 to 4).
4. Press (1) for Day Menu.

5. Press 6 to modify the Menu Definition and/or Day Menu Prompt.
6. Do one of the following:
   - — Press 0 to specify a Dial 0/Timeout Extension. Go to Step 7.
   - — Enter a Selector Code for which information is specified in Column C of Form 3, and go to Step 8. If Column C is empty, skip to Step 12.
7. To specify the Dial 0/Timeout Extension:
   a. Press 9 to make the modification.
   b. Enter the extension, Hunt Group, or Calling Group number specified in Column D of From 3. (The default extension is 10.)
   c. Go to Step 14.
8. Press 9 to confirm that you are modifying this Selector Code action.
   - — To specify Selector Code Transfer as the Selector Code Action, go to Step 9.
   - — To specify Announcement as the Selector Code Action, go to Step 10.
   - — To specify Direct Extension Transfer as the Selector Code Action (the factory setting for Selector Codes 1 through 8), go to Step 11.
   - — To specify Mailbox Transfer as the Selector Code Action, go to Step 12.
   - — To specify Centrex Transfer as the Selector Code Action, go to Step 13.
9. For Selector Code Transfer:
   a. Press 1.
   b. Enter the extension, Hunt Group, or Calling Group number specified in Column D of Form 3.
   c. Press #.
   d. Go to Step 14.
10. For Announcement:
    a. Press 3.
    b. Enter the Announcement number (1 or 2) specified in Column C of Form 3A.
    c. Go to Step 16.

11. For Direct Extension Transfer:
    a. Press 5.

       For direct extension transfer, the selector code represents a range of extensions. For example, selector code 1 allows outside callers to transfer directly to any extension that begins with a 1—extensions 10–19.

    b. Go to Step 14.
12. For Mailbox Transfer:
    a. Press 6.
    b. Enter the mailbox number specified in Column D of Form 3.
    c. Go to Step 14.
13. For Centrex Transfer:
    a. Press 7.
    b. Enter the Centrex number specified in Column D of Form 3, and wait for the system to time out.
    c. Press 1 to continue.
    d. Press *# to approve.
    e. Press 9 to confirm.
    f. Go to Step 14.
14. Return to Step 6 for the next Selector Code for which there is information in Column C. When you are finished programming all Selector Codes, go to Step 15.
15. Press *# to approve your entries and finish modifying the Menu Definition.
16. At this point, do one of the following:
    — If you do not want to record a Day Menu Prompt or Announcement, press # to approve the Menu Definition and go to Step 26.
    — If you want to record the Day Menu Prompt in the Primary Language, continue with Step 17.
    — If you want to record the Day Menu Prompt or Announcement in the Secondary Language, go to Step 22.
17. Lift the handset, press 1 and record the Menu Prompt from Form 4.
18. Press 1 after recording.

19. Choose an option or skip this step:
    - — Press 2 1 to immediately re-record this Menu Prompt. Begin recording immediately after the beep; press 1 after recording. Repeat, if desired.
    - — Press 2 3 to play back this Menu Prompt.
    - — Press * 3 to delete this Menu Prompt and return to Step 17 to be prompted for re-recording.
20. Press * # to approve this Day Menu Prompt.
21. If you want to record the Day Menu Prompt or Announcement in the Secondary Language, continue with Step 22; otherwise, skip to Step 24.
22. Press 2 and record the Menu Prompt from Form 4A (or Announcement from Form 3B).
23. Press 1 after recording.
24. Choose an option or skip this step:
    - — Press 2 1 to immediately re-record this Menu Prompt or Announcement. Begin recording immediately after the beep; press 1 after recording. Repeat, if desired.
    - — Press 2 3 to play back this Menu Prompt or Announcement.
    - — Press * 3 to delete this Menu Prompt or Announcement and return to Step 22 to be prompted for re-recording.
25. Press * # to approve this Day Menu Prompt or Announcement.
26. Press # to *approve and save* all entries. The Menu Definition, Day Menu Prompts, and Announcements (if any) now take effect.
27. Press * 7 to return to the Programming Main Menu.
28. Continue with “Night Menu Prompt” or go to the section, “Voice Mail Service.”

Night Menu Prompt

To record the Night Menu Prompt specified on Form 5 (for systems operating in Monolingual Mode) or in the Primary and Secondary Language specified on Forms 5 and 5A (for systems operating in Bilingual Mode):

1. If necessary, access the Programming Main Menu. If you are already at the Programming Main Menu, skip to Step 2.
    a. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.
    b. Press 9 9 #.
    c. Enter the password and press #.
    d. Press 9.

    The system plays the system programming options.

2. Press 3 for Automated Attendant.

   The system prompts you to specify the Automated Attendant.

3. Enter the Automated Attendant number (from 1 to 4).
4. Press 2 for Night Menu.
5. Press 6 to modify the Night Menu Prompt.
6. At this point, do one of the following:
   - — If your system is operating in Monolingual Mode, continue with Step 7.
   - — If you want to record the Night Menu Prompt in the Primary Language, continue with Step 7.
   - — To record the Night Menu Prompt in the Secondary Language, skip to Step 12.
7. Lift the handset, press 1, and record the Menu Prompt from Form 5.
8. Press 1 after recording.
9. Choose an option or skip this step:
   - — Press 21 to immediately re-record this Menu Prompt. Begin recording immediately after the beep; press 1 after recording. Repeat, if desired.
   - — Press 23 to play back this Menu Prompt.
   - — Press *3 to delete this Menu Prompt and return to Step 7 to be prompted for re-recording.
10. Press *# to approve this Night Menu Prompt.
11. If you want to record the Night Menu Prompt in the Secondary Language, continue with Step 12; otherwise, skip to Step 15.
12. Press 2 and record the Menu Prompt from Form 5A.
13. Press 1 after recording.
14. Choose an option or skip this step:
    - — Press 21 to immediately re-record this Menu Prompt. Begin recording immediately after the beep; press 1 after recording. Repeat, if desired.
    - — Press 23 to play back this Menu Prompt.
    - — Press *3 to delete this Menu Prompt and return to Step 11 to be prompted for re-recording.
15. Press *# to approve this Night Menu Prompt.
16. Press # to approve and save all changes. The Night Menu Prompts now take effect.

17. Press ✱7 to return to the Programming Main Menu.
18. Continue with the next section, “Voice Mail Service.”

Voice Mail Service

Before you begin, locate Form 2 for the voice messaging system. Check to see if any mailbox is to be deleted, if a Mailbox Language is changed for any mailbox, if the mailbox size or message length is changed, or if any Outcalling or Record-a-Call permission is to be assigned.

⚠ SECURITY ALERT:
As a safeguard against toll fraud, delete unused mailboxes.

- If no mailbox is deleted, no mailbox's language is changed, no Outcalling and no Record-a-Call permission is assigned, skip to “Line Ownership.”
- If any mailbox is to be deleted, use the procedure below.
- If Mailbox Language is changed for any mailbox, see “Modifying a Mailbox's Language” later in this section.
- If the message length or size of a mailbox needs to be adjusted, see “Changing Mailbox Message Length or Size” later in this section.
- If Outcalling is chosen, see “Assigning Outcalling Privileges” later in this section.
- If Record-a-Call is chosen, see “Administering Record-a-Call” later in this section.

Deleting a Mailbox

NOTE:
The receptionist's mailbox (at extension 10) cannot be deleted.

To delete mailboxes as specified on Form 2:

1. If necessary, access the Programming Main Menu. If you are already at the Programming Main Menu, skip to Step 2.
   a. Press Intercom 777 or the programmed Voice Mail Auto Dial button.
   b. Press 99#.
   c. Enter the password and press #.
   d. Press 9.

   The system plays the system programming options.
2. Press 4 for Mailboxes.

3. Enter the number of a mailbox to be deleted as indicated on Form 2, followed by #.
4. Press *3 to delete the mailbox.
5. Press 9 to confirm mailbox deletion.
6. Repeat Steps 3 through 5 for each mailbox to be deleted.
7. Press *7 to return to the Programming Main Menu.
8. Continue with the appropriate mailbox administration procedures in the remainder of this section or “Line Ownership,” later in this chapter.

Modifying a Mailbox's Language

To modify a mailbox's language as specified on Form 2:

1. If necessary, access the Programming Main Menu. If you are already at the Programming Main Menu, skip to Step 2.
   a. Press Intercom 777 or the programmed Voice Mail Auto Dial button.
   b. Press 99#.
   c. Enter the password and press #.
   d. Press 9.

   The system plays the system programming options.
2. Press 4 for Mailboxes.
3. Enter the number of a mailbox whose language is to change as indicated on Form 2, followed by #.
4. Press 6 for Mailbox Language.
5. Press 6 to modify Mailbox Language.
6. Enter the number corresponding to the Mailbox Language specified on Form 2.
7. Press 9 to confirm.
8. Repeat Steps 3 through 7 for each mailbox whose language is to be changed.
9. Press *7 to return to the Programming Main Menu.
10. Continue with the appropriate mailbox administration procedures in the remainder of this section or “Line Ownership,” later in this chapter.

Changing Mailbox Message Length or Size

You can adjust a subscriber's mailbox message length or storage space by changing the default message length (4 minutes) or mailbox size (60 minutes for the receptionist's mailbox and 20 minutes for all others). The message length administered by this procedure applies to the message that callers can leave in the subscriber's mailbox, the message that the subscriber can create and send, and to the comment that a subscriber can add to a forwarded message.

1. If necessary, access the Programming Main Menu. If you are already at the Programming Main Menu, skip to Step 2.
   a. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.
   b. Press 9 9 #.
   c. Enter the password and press #.
   d. Press 9.

   The system plays the system programming options.
2. Press 4 for Mailboxes.
3. Enter the number of a mailbox whose message length and size is to change as indicated on Form 2, followed by #.
4. Press 2 for Administer Message Length and Mailbox Size.
5. Press 1 to confirm that you want to change the message length and mailbox size.
6. Enter the message length (that is, a value of 2 to 60 minutes), followed by #.

   Note that this message length must be less than or equal to the mailbox size that you enter in Step 7.
7. Enter the mailbox size (that is, a value of 5 to 180 minutes), followed by #.

   Note that this mailbox size must be greater than or equal to the message length that you entered in Step 6.
8. Press * # to accept the message length and mailbox size.
9. Repeat Steps 3 through 8 for each mailbox that you want to resize.
10. Press * 7 to return to the Programming Main Menu.
11. Continue with the appropriate mailbox administration procedures in the remainder of this section or "Line Ownership," later in this chapter.

Assigning Outcalling Privileges

When the system is first installed, the Outcalling feature is not assigned to any mailbox.

⚠ CAUTION:

Before you assign mailboxes Outcalling privileges, you should consider the several system performance and security issues: If the privilege is assigned to a majority of users and their message traffic is heavy, system performance could be adversely affected. Outcalling attempts could be delayed. In rare instances, an Outcall may not be performed if it is delayed beyond the scheduled Outcalling period.

Additionally, there are no restrictions on the Outcalling numbers entered by subscribers. Therefore, it is strongly recommended that you limit the number of subscribers who have the Outcalling privilege. And call restrictions should be used for the communications system. See "Outgoing Call Restriction" earlier in this chapter for details.

To enable the Outcalling feature for a mailbox as specified on Form 2:

1. If necessary, access the Programming Main Menu. If you are already at the Programming Main Menu, skip to Step 2.
   a. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.
   b. Press 9 9 #.
   c. Enter the password and press #.
   d. Press 9.

   The system plays the system programming options.
2. Press 4 for Mailboxes.
3. Enter the number of a mailbox whose Outcalling permission is to change as indicated on Form 2, followed by #.
4. Press 5 for Outcalling Administration.
5. Press 9 to turn on the Outcalling feature.
6. Repeat Steps 3 through 5 for each mailbox whose Outcalling permission is to be changed.
7. Press * 7 to return to the Programming Main Menu.

8. Continue with the appropriate mailbox administration procedures in the remainder of this section or “Line Ownership,” later in this chapter.

NOTE:
Although you have assigned Outcalling for a specific mailbox, the subscriber must specify at least one Outcalling number (up to five telephone or pager numbers alone or in combination are permitted). Subscribers must also turn outcalling on before this feature will function. If they wish, subscribers may also establish an Outcalling schedule that defines when the system places outcalls, specify how much time elapses between outcall attempts, and define how many outcall attempts are made per cycle.

Administering Record-a-Call (for PARTNER ACS Release 3.0 or later)

This feature is available only on the PARTNER ACS Release 3.0 or later with a 4-port PARTNER MAIL VS Release 5.0 configuration. When the system is first installed, the Record-a-Call feature, which allows a subscriber to record a conversation while active on a call, is not assigned to any mailbox. That is, the Record-a-Call message length is set to 0 for each mailbox. A maximum of two subscribers can record conversations at any time.

Although you assign Record-a-Call for a specific mailbox with this procedure, you must also preprogram a feature button for this feature. See “Telephone Button Programming,” later in this chapter.

CAUTION:
Keep in mind that Record-a-Call messages count toward the maximum capacity (size) of a mailbox. When the system storage limit is reached, even if storage space is still available in an individual mailbox, the system will not accept any new voice mail messages or record any conversations. Therefore, it is strongly recommended that you limit the number of subscribers who have this privilege and that you remind them to delete unnecessary messages from their mailboxes on a regular basis.

To enable the Record-a-Call (RAC) feature for a mailbox as specified on Form 2:

1. If necessary, access the Programming Main Menu. If you are already at the Programming Main Menu, skip to Step 2.
   a. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.
   b. Press 9 9 #.
   c. Enter the password and press #.
   d. Press 9.

   The system plays the system programming options.

2. Press 4 for Mailboxes.
3. Enter the number of a mailbox whose Record-a-Call permission is to change as indicated on Form 2, followed by #.
4. Press 7 for Record-a-Call Administration.
5. Enter a Record-a-Call message length (from 1 to 60 minutes), followed by #.
6. Repeat Steps 3 through 5 for each mailbox whose Record-a-Call permission is to be changed.
7. Press *7 to return to the Programming Main Menu.
8. Continue with the next section, "Line Ownership."

Line Ownership

Before you begin, locate Form 6 for the voice messaging system.

- If Form 6 is filled out, use the procedure below to assign ownership.
- If Form 6 is not filled out, skip to "Communications System Programming."

Assigning Line Ownership

To assign an owner to an outside line as specified on Form 6:

1. If necessary, access the Programming Main Menu. If you are already at the Programming Main Menu, skip to Step 2.
    a. Press Intercom 777 or the programmed Voice Mail Auto Dial button.
    b. Press 99#.
    c. Enter the password and press #.
    d. Press 9.

    The system plays the system programming options.
2. Press 6 for Line Ownership.
3. Press 4 to assign Line Ownership.
4. Enter a line number specified in Column A of Form 6, followed by #.
5. Enter the line owner's mailbox number specified in Column D of Form 6, followed by #.
6. Repeat Steps 4 and 5 for each owned line.
7. Hang up to exit voice messaging system programming.
8. Refer to the next section to program the communications system.

Communications System Programming

Automated Attendant Service

Before you begin, locate Forms A, B1, and C of the *System Planner* for the communications system.

Refer to Form A, Page 1, Line Coverage, to see if any lines are checked for VMS–AA. If so, use this section to program Automated Attendant Service for each Automated Attendant; otherwise, skip to "Call Answer Service."

Group Call Distribution (Option 1)

Use this procedure to specify the outside lines on which Automated Attendant Service is required.

To assign VMS-AA lines specified on Form A, Page 1, Line Coverage, to Hunt Group 7:

1. At extension 10[3], press (Feature) (0) (0) (System Program) (System Program).
2. Enter the System Password if required.
3. Press (#) (2) (0) (6)[4].
4. At the `Group:` prompt, press (7).
5. At the `Line:` prompt, enter the first VMS-AA line specified in the Line Coverage column of Form A, Page 1.
6. Press (Next Data) until the display reads `1 Assigned`.
7. To program another line, press (Next Item) or (Prev Item) until the appropriate line number displays.
8. Press (Next Data) until the display reads `1 Assigned`.
9. Repeat Steps 7 and 8 for each VMS-AA line on Form A.
10. Continue with "VMS Hunt Delay" below.

3. Some systems also allow programming from extension 11. Check the *Programming and Use* guide for the communications system.
4. In some countries, the procedure code for Group Call Distribution is #205. Check the *Programming and Use* guide for the communications system.

VMS Hunt Delay (PARTNER ACS Release 3.0 or later)

Check Form A, Page 2, VMS Hunt Delay. If Delayed is specified, follow the procedure below, which allows you to specify the VMS Hunt Delay for each line. Otherwise, skip to "Automatic Extension Privacy" later in this section.

NOTE:
See VMS Hunt Delay on Page 2 of Form A; be sure that the appropriate number of rings is specified. The default setting is "2," but you can change this value for more immediate call handling. If you do not subscribe to Caller ID service from your local telephone company, you can specify "0" rings. If you do subscribe to Caller ID service, specify "1."

To change the VMS Hunt Delay setting as specified on Form A, Page 2:

1. Press #506.
2. At the `Mode:` prompt, enter *1* (Day) or *2* (Night).
3. At the `Line:` prompt, enter the first line number.
4. Press Next Data until the appropriate value displays.
5. To program another line, press Next Item or Prev Item until the appropriate line number displays. Then repeat Step 4.
6. Continue with "VMS Hunt Schedule" later in this section.

VMS Hunt Delay (All Other PARTNER Systems)

Check Form A, Page 2, VMS Hunt Delay. If Delayed is specified, follow the procedure below. (The setting that you specify in this procedure applies to all Automated Attendants.) Otherwise, skip to "Automatic Extension Privacy" later in this section.

To change the VMS Hunt Delay setting from Immediate to Delayed as specified on Form A, Page 2:

1. Press #506.
2. Press Next Data until the appropriate value displays.
3. Continue with "VMS Hunt Schedule" later in this section.

Automatic Extension Privacy

Use this procedure to prevent users from accidentally picking up calls sent to the voice messaging system.

To set Automatic Extension Privacy (#304) to Assigned for the PARTNER MAIL VS extensions specified on Form B1:

1. Press #304.
2. Enter the first PARTNER MAIL VS extension number specified on Form B1.
3. Press Next Data until the display reads `1 Assigned`.
4. Press Next Item or Prev Item until the next PARTNER MAIL VS extension number specified on Form B1 displays.
5. Press Next Data until the display reads `1 Assigned`.
6. If additional PARTNER MAIL VS extensions are specified on Form B1, repeat Steps 4 and 5 for each one.
7. Continue with "VMS Hunt Schedule" below.

VMS Hunt Schedule (PARTNER ACS Release 3.0 or later)

Check Form A, Page 2, VMS Hunt Schedule. If Day Only or Night Only is selected, follow the procedure below, which allows you to specify the VMS Hunt Schedule for each line. Otherwise, skip to the next section "Night Service."

To change the VMS Hunt Schedule setting from Always to Day Only or Night Only as specified on Form A, Page 2:

1. Press #507.
2. At the `Line:` prompt, enter the first line number.
3. Press Next Data until the appropriate value displays.
4. To program another line, press Next Item or Prev Item until the appropriate line number displays.
5. Press Next Data until the appropriate value displays.
6. Repeat Steps 4 and 5 as necessary.
7. Continue with "Night Service" later in this section.

VMS Hunt Schedule (All Other PARTNER Systems)

Check Form A, Page 2, VMS Hunt Schedule. If Day Only or Night Only is selected, follow the procedure below. (The setting that you specify in this procedure applies to all Automated Attendants.) Otherwise, skip to the next section "Night Service."

To change the VMS Hunt Schedule setting from Always to Day Only or Night Only as specified on Form A, Page 2:

1. Press #507.
2. Press Next Data until the appropriate value displays.
3. Continue with "Night Service Button" later in this section.

Night Service

Check Form C for extension 10. If a Night Service button is specified, follow the procedure below.

To program Night Service on a button with lights at extension 10 as specified on Form C:

1. Press #503.
2. At this point, do one of the following:
   - If you want to assign Night Service to the first available button on the system phone, press Next Data until the display reads:

     ```
     Night Service
     1 Assigned-Ext10
     ```

     Go to Step 3.
   - If you want to assign Night Service to a specific button[5], press 3.

     The display reads:

     ```
     Night Service
     3 Select Button
     ```

     Press the desired programmable button with lights to assign Night Service to that button.
3. Label the Night Service button at extension 10.
4. Continue with the next section, "Music On Hold."

5. Select button (option 3) is not available on all systems. Check the *Programming and Use* guide for the communications system.

Music On Hold

If desired, program Music On Hold. See the *Programming and Use* guide for the communications system for instructions. Continue with the next section, "Disallowed Phone Numbers."

Disallowed Phone Numbers

If Outcalling is permitted, a Disallowed Phone Number List (#404) can be created to restrict calls.

Creating a Disallowed Phone Number List

Check communications system Planning Form D to see if a Disallowed Phone Number List is needed for Outcalling. If so, continue with the procedures in this section; otherwise, skip to "Allowed Phone Numbers."

To create a list of Disallowed Phone Numbers:

1. Press #404.
2. At the `List Number:` prompt, enter the list number (1-4).
3. At the `Entry:` prompt, select a list entry (01-10).
4. At the `Data---------------` prompt, enter the first number.
5. To save the number in memory, you must press Enter.
6. At this point:
   - — To change the number you just entered, press Remove and repeat Steps 4 and 5.
   - — To delete the number you just entered, press Remove.
   - — To enter other numbers in this list, press Next Item and repeat Steps 4 and 5.

Assigning the Disallowed Phone Number List

The Disallowed Phone Number List that was created for Outcalling should be assigned to all voice messaging system extensions.

To assign a Disallowed Phone Number List to the extensions:

1. Press #405.
2. Enter the number of the extension to be programmed.
3. Enter the list number (1-4).
4. To assign the list, press Next Data until the display reads `1 Assigned`.
5. To program another extension, press Next Procedure Prev Procedure and repeat from Step 2.

Allowed Phone Numbers

If Outcalling is permitted, an Allowed Phone Number List (#407) can be created to identify numbers to which Outcalling is allowed.

Creating an Allowed Phone Number List

Check communications system Planning Form D to see if an Allowed Phone Number List is needed for Outcalling. If so, continue with the procedures in this section; otherwise, skip to the next section.

NOTE:
If the PARTNER MAIL VS extensions were restricted to Inside Only using Outgoing Call Restriction (#401), Outcalling *will not work* unless an Allowed Phone Number List is created and assigned. Outcalls can be made only to the numbers included in the list.

To create a list of Allowed Phone Numbers:

1. Press #407.
2. At the `List Number:` prompt, enter the list number (1-4).
3. At the Entry: prompt, select a list entry (01-10).
4. At the `Data---------------` prompt, enter the first number.
5. To save the number in memory, you must press Enter.
6. At this point:
   - — To change the number you just entered, press Remove and repeat Steps 4 and 5.
   - — To delete the number you just entered, press Remove.
   - — To enter other numbers in this list, press Next Item and repeat Steps 4 and 5.

Assigning the Allowed Phone Number List

The Allowed Phone Number List that was created for Outcalling should be assigned to all voice messaging system extensions.

To assign the Allowed Phone Number List to the extensions:

1. Press #408.
2. Enter the number of the extension to be programmed.
3. Enter the list number (1-4).
4. To assign the list, press Next Data until the display reads `1 Assigned`.
5. To program another extension, press Next Procedure Prev Procedure and repeat from Step 2.

Call Answer Service

Before you begin, locate Forms A and B2 of the *System Planner* for the communications system.

- Refer to Form A, Page 1, Line Coverage. If either check marks or extension numbers appear in the VMS-Mail column, use "Line Coverage" below to program personal lines for Call Answer Service.
- If nothing is specified in the VMS-Mail column of Form A, refer to Form B2 to see if Automatic VMS Cover is assigned to any extensions. If it is, refer to "Automatic VMS Cover" and "VMS Cover Rings" later in this chapter.
- If neither VMS-Mail for personal lines or Automatic VMS Cover is specified, skip to "Telephone Button Programming."

Line Coverage

Refer to Form A, Page 1, Line Coverage, VMS-Mail:

- If check marks appear for any lines in this column, use the procedure in "VMS Line Coverage" below.
- If extension numbers are specified for any lines in this column, use the procedure in "Line Coverage Extension" below.

VMS Line Coverage (Option 3)

To assign VMS-Mail lines checked on Form A, Page 1, Line Coverage, to Hunt Group 7:

1. Press #206[6].
2. At the `Group:` prompt, press 7.
3. At the `Line:` prompt, enter the first line checked in the VMS-Mail column.
4. Press Next Data until the display reads `3 VMS Line Cover`.
5. To program another line, press Next Item or Prev Item until the appropriate line number displays.
6. Press Next Data until the display reads `3 VMS Line Cover`.
7. Repeat Steps 5 and 6 for each VMS-Mail line checked on Form A.
8. If extension numbers are specified for any lines in this column, use the following procedure in "Line Coverage Extension." Otherwise, continue with the section, "Automatic VMS Cover."

6. In some countries, the procedure code for Group Call Distribution is #205. Check the *Programming and Use* guide for the communications system.

Line Coverage Extension

To assign line coverage for the extension numbers specified in the VMS-Mail column on Form A, Page 1, Line Coverage:

1. Press #208[7].
2. At the `Line:` prompt, enter the first line for which an extension is specified in the VMS-Mail column of Form A, Page 1, Line Coverage.
3. At the `Data:` prompt, enter the number of the extension specified in the VMS-Mail column.
4. To program another line, press Next Item or Prev Item until the appropriate line number displays.
5. At the `Data:` prompt, enter the number of the extension specified in the VMS-Mail column.
6. Repeat Steps 4 and 5 for each VMS-Mail line for which an extension number is written on Form A.
7. Continue with the next section, “Automatic VMS Cover.”

Automatic VMS Cover

Check Form B2 to see if Automatic VMS Cover is assigned to any extensions. If it is, follow the procedure below. If not, skip to “VMS Cover Rings.”

To change the Automatic VMS Cover setting for an extension to Assigned as indicated on Form B2:

1. Press #310.
2. Enter the number of the first extension to which Automatic VMS Cover is to be assigned.
3. Press Next Data until the display reads `1 Assigned`.
4. To program another extension, press Next Item or Prev Item until the extension number shows on the display.
5. Press Next Data until the display reads `1 Assigned`.
6. Repeat Steps 4 and 5 for each extension to which Automatic VMS Cover is to be assigned.
7. Continue with “VMS Cover Rings” below.

7. Extension Line Coverage (#208) is not available on all systems. Check the *Programming and Use* guide for the communications system.

VMS Cover Rings (PARTNER ACS Release 3.0 or later)

Check Form A, Page 2, to see if VMS Cover Rings (#321) is different from the factory setting of 3. If it is, follow the procedure below beginning with Step 1, to specify the VMS Cover Rings for each extension. If not, skip to Step 3 of the procedure below.

To change the number of times calls ring before they are sent to the voice messaging system as indicated on Form A, Page 2, VMS Cover Rings:

1. Press #321.
2. Enter the number of the first extension for which VMS Cover Rings is to be specified.
3. Press Next Data until the appropriate value displays.
4. To program another extension, press Next Item or Prev Item until the extension number shows on the display.
5. Press Next Data until the appropriate value displays.
6. Repeat Steps 4 and 5 for each extension for which VMS Cover Rings setting is to be specified.
7. Press Feature 00 to exit programming mode.
8. Continue with the next section, “Telephone Button Programming.”

VMS Cover Rings (All Other PARTNER Systems)

Check Form A, Page 2, to see if VMS Cover Rings (#117)[8] is different from the factory setting of 3. If it is, follow the procedure below, beginning with Step 1, to specify the VMS Cover Rings for the system. If not, skip to Step 3 of the procedure below.

To change the number of times calls ring before they are sent to the voice messaging system as indicated on Form A, Page 2, VMS Cover Rings:

1. Press #117.
2. Enter the VMS Cover Rings setting specified on Form A.
3. Press Feature 00 to exit programming mode.
4. Continue with the next section, “Telephone Button Programming.”

8. VMS Cover Rings (#117) is not available on all systems. Check the *Programming and Use* guide for the communications system.

Telephone Button Programming

Before you begin, locate Form C of the *System Planner* for the communications system. Be sure you have a version of the form for each subscriber's phone.

Use this section to program buttons on subscribers' phones, including the receptionist's phone. This section uses Centralized Telephone Programming.

When you are finished programming, be sure to label all buttons on subscribers' phones.

VMS Cover (F15)

This button allows the subscriber to turn voice mail coverage on and off.

To program a VMS Cover button as specified on Form C:

1. Press Feature 0 0 System Program System Program Central Tel Program.
2. Enter the number of the extension to be programmed.
3. Press a programmable button with lights.
4. Press Feature 1 5.
5. At this point, do one of the following:
   - — Go to Step 3 of the next procedure to program another button for this extension.
   - — Press Central Tel Program and go to Step 2 of any button programming procedure in this section to program a button for a different extension.
   - — Press Feature 0 0 to exit.

Do Not Disturb (F01)

Used in conjunction with either automatic VMS cover or manual VMS cover, this button lets a subscriber send callers immediately to his or her mailbox (instead of ringing the extension first).

To program a Do Not Disturb (DND) button as specified on Form C:

1. Press Feature 0 0 System Program System Program Central Tel Program.
2. Enter the number of the extension to be programmed.
3. Press a programmable button with lights.
4. Press Feature 0 1.
5. At this point, do one of the following:
   - — Go to Step 3 of the next procedure to program another button for this extension.
   - — Press Central Tel Program and go to Step 2 of any button programming procedure in this section to program a button for a different extension.
   - — Press Feature 0 0 to exit.

Voice Mailbox Transfer (F14)

This button lets *any system user* transfer calls directly to a subscriber's mailbox (including guest mailboxes), without ringing the extension first.

To program a Voice Mailbox Transfer (VMBox) button as specified on Form C:

1. Press Feature 0 0 System Program System Program Central Tel Program.
2. Enter the number of the extension to be programmed.
3. Press a programmable button.
4. Press Feature 1 4[9].
5. At this point, do one of the following:
   - — Go to Step 3 of the next procedure to program another button for this extension.
   - — Press Central Tel Program and go to Step 2 of any button programming procedure in this section to program a button for a different extension.
   - — Press Feature 0 0 to exit.

9. In some countries, the feature code for Voice Mailbox Transfer is 1 5. Check the *Programming and Use* guide for the communications system.

Voice Mail Auto Dial

This intercom Auto Dial button allows the subscriber to access the voice messaging system with the touch of one button.

To program a Voice Mail button as specified on Form C:

1. Press Feature 0 0 System Program System Program Central Tel Program.
2. Dial the number of the extension to be programmed.
3. Press a programmable button.
4. Press left Intercom 7 7 7.
5. At this point, do one of the following:
   - — Press Central Tel Program and go to Step 2 of any button programming procedure in this section to program a button for a different extension.
   - — Press Feature 0 0 to exit.

Station Lock (F21)

The Station Lock feature is available only to subscribers with a system or standard touch-tone telephone. This button allows subscribers to lock their telephones when they leave their desks for an extended period of time. To lock the telephone, the subscriber presses the programmed Station Lock button and enters a four-digit code. To unlock the telephone, the subscriber re-enters the code. It is recommended that the button programmed for this purpose have lights.

To program a Station Lock button:

1. Press Feature 0 0 System Program System Program Central Tel Program.
2. Enter the number of the extension to be programmed.
3. Press a programmable button.
4. Press Feature 2 1.
5. Program another button for this extension or press Feature 0 0 to exit programming mode.
6. Label the button at the user's extension.

Record-a-Call (PARTNER ACS Release 3.0 or later) (F24)

The Record-a-Call feature is available only on the PARTNER Advanced Communications System Release 3.0 or later with a 4-port PARTNER MAIL VS Release 5.0 configuration and a system telephone. This Record-a-Call (RAC) button allows the subscriber to begin recording a call in progress with one touch of a button. (If the system detects 15 seconds of silence after recording has begun, the system automatically turns off the Record-a-Call feature, and the subscriber must press the programmed feature button to resume recording the conversation.) The recorded conversation is saved in the subscriber's mailbox. The button programmed for this purpose must have lights.

To program a Record-a-Call button:

1. Press Feature 0 0 System Program System Program Central Tel Program.
2. Enter the number of the extension to be programmed.
3. Press a programmable button with lights.
4. Press Feature 2 4.
5. Program another button for this extension, or press Feature 0 0 to exit programming mode.
6. Label the button at the user's extension.

Call Screening (PARTNER ACS Release 3.0 or later) (F25)

The Call Screening feature is available only on the PARTNER Advanced Communications System Release 3.0 or later and a system telephone. This feature allows a subscriber to listen to a caller leaving a message in his or her mailbox. A subscriber can turn this feature on or off by pressing the programmed button. The button programmed for this purpose must have lights.

To program a Call Screening button:

1. Press Feature 0 0 System Program System Program Central Tel Program.
2. Enter the number of the extension to be programmed.
3. Press a programmable button with lights.
4. Press Feature 2 5.
5. Program another button for this extension or press Feature 0 0 to exit programming mode.
6. Label the button at the user's extension.

Verifying System Operation

After you finish programming the voice messaging system and the communications system, you should perform the tests described in this section to verify system operation.

If your system allows programming from extension 11[10], you should perform these tests from extension 11 to keep extension 10 free for the receptionist to handle calls.

Voice Mail Service

Make a call to the VMS Hunt Group by pressing Intercom 7 7 7 or the programmed Voice Mail Auto Dial button. You should hear the Voice Mail Service greeting:

```
Welcome to PARTNER MAIL VS.  Please enter extension
and #.  Otherwise, to access PARTNER Tutor, press * 4.
```

Automated Attendant Service

- If the VMS Hunt Schedule is set for Day Only or Always, follow the procedure for Day Menu.
- If the VMS Hunt Schedule is set for Night Only, follow the procedure for Night Menu.

Day Menu

1. Make sure the Night Service button at extension 10 is off.
2. Call in on a line answered by the Automated Attendant Service when Day Service is in effect.
3. If the system is set for:
   - — *Immediate,* Automated Attendant Service should answer the call on the second ring.
   - — *Delayed,* Automated Attendant Service should answer the call after the fourth ring.

   NOTE:
   For PARTNER Advanced Communications System Release 3.0 or later, this setting is specified in number of rings.
4. Listen for the Day Menu Prompt.

10. Some systems allow programming from extension 11. Check the *Programming and Use* guide for the communications system.

5. After the prompt, choose an option from the day menu.
6. Make sure your call is transferred to the appropriate extension or group, or the correct Announcement is played.
7. Repeat Steps 2 through 6 for each option on the day menu.
8. If the system is set for Bilingual Mode, press ⊛1 to check the Day Menu Prompt in the Secondary Language. You should also hear any recorded Announcement.
9. Repeat Steps 2 through 4 for each line that has Automated Attendant Service coverage.
10. If the VMS Hunt Schedule is set for Always, continue with "Night Menu" below.

Night Menu

1. Make sure the Night Service button at extension 10 is on.
2. Call in on a line answered by the Automated Attendant Service when Night Service is in effect.
3. If the system is set for:
   - — *Immediate,* Automated Attendant Service should answer the call on the second ring.
   - — *Delayed,* Automated Attendant Service should answer the call after the fourth ring.

   NOTE:
   For PARTNER Advanced Communications System Release 3.0 or later, this setting is specified in number of rings.

4. Listen for the Night Menu Prompt.
5. If you already tested the Day Menu, go to Step 8. Otherwise, after the prompt, choose an option from the night menu.
6. Make sure your call is transferred to the appropriate extension or group, or the correct announcement is played.
7. Repeat Steps 2 through 6 for each option on the night menu.
8. If the system is set for Bilingual Mode, press ⊛1 to check the Night Menu Prompt in the Secondary Language. You should also hear any recorded Announcement.

Line Assignment

1. Call in on each line assigned to Automated Attendant 1.
2. Verify that the correct Automated Attendant Menu plays.
3. Repeat Steps 1 and 2 for each Automated Attendant.

Call Answer Service

VMS Extension Coverage

1. Press the Do Not Disturb button at the appropriate destination extensions to quickly route your test calls to Call Answer Service.
2. For extensions that do not have Automatic VMS Cover, turn on coverage by pressing the VMS Cover button at those extensions.
3. Call the first extension that has VMS coverage (either automatic or manual). *If Do Not Disturb is on at the extension, Call Answer Service should answer the call after one ring and you should hear the default greeting for that mailbox. (If Do Not Disturb is not on, the call rings at the extension before Call Answer Service answers it.)*
4. Repeat this procedure for every extension that has voice mail coverage.

VMS Line Coverage

1. Call in on the first line that is programmed for VMS Line Cover. *Call Answer Service should answer the call on the fifth ring and the factory-set greeting should prompt you to leave a message in that line owner's mailbox.*
2. Repeat this procedure for every line that has VMS Line Cover.

Line Coverage Extension

1. Make sure VMS Cover is on at the owner's extension.
2. Call in and make sure the call goes to VMS Cover by the number of rings specified by VMS Cover Rings[11] (#117, #321 on PARTNER ACS Release 3.0).
3. Verify that you hear the factory-set mailbox greeting for the line owner.
4. Repeat this procedure for every Line Coverage extension.

11. VMS Cover Rings (#117) is not available on all systems. Check the *Programming and Use* guide for the communications system.

Generating Configuration Reports

When you have verified the system's operation, you can generate a Configuration Report as a convenient reference. This report can be directed to a PC running a terminal emulation program (see Chapter 2 for instructions on how to connect a PC to your PARTNER MAIL VS system).

When you generate a Configuration Report in the PARTNER MAIL VS system and send it to your PC, it is saved in a text file that you can open and print. The procedures in this section explain how to set up HyperTerminal, the terminal emulation program, and how to run the report.

The Configuration Report shows the current settings for:

- System Language Mode and Primary and Secondary Language choices
- System Administration Prompt Language
- For each Automated Attendant
  - — All Menu Definitions, including Dial 0/Timeout Extension and Selector Code assignments
  - — All Automated Attendant line assignments
- Line Ownership
- For each mailbox:
  - — Mailbox extension number
  - — Maximum message length and mailbox size parameter
  - — Mailbox language parameter
  - — Outcalling permission
  - — Record-a-Call message length
  - — Personal Operator
  - — Outcalling information, including numbers, schedule, cycles, and interval
  - — Personal Group Lists

Setting Up HyperTerminal

To generate the report, you will use the HyperTerminal application, which is provided with Windows® 95, Windows NT® 4.0 or later, and Windows 98. To set up HyperTerminal:

1. From the Start menu, choose Programs>Accessories>HyperTerminal.

   The HyperTerminal window appears.

2. Click on “HyperTerminal.”

   The Connect Description dialog box appears.

3. In the Name box, type *Direct 2400*, and then choose the OK button.

   The Phone Number dialog box appears.

4. In the Connect using box, choose the COM port on your PC that is connected to the PMVS serial port (for example, if you are using COM1, choose “Direct to Com1”).

5. Choose the OK button.

   The COM Properties dialog box appears.

6. In the Bits per second box, choose “2400”.

7. In the Data bits box, choose “8.”

8. in the Parity box, choose “None.”

9. In the Stop bits box, choose “1.”

10. In the Flow control box, choose “Xon/Xoff.”

11. Choose the OK button to close the COM Properties dialog box.

12. From the File menu, choose “Exit” to close HyperTerminal.

    A confirmation dialog box appears.

13. Choose the Yes button to save the HyperTerminal session you just created.

    HyperTerminal closes, and an icon for Direct 2400 is displayed. The Direct 2400 file contains the settings required to capture the report on the PC.

14. To run the report, go to “Running the Configuration Report.”

Running the Configuration Report

To generate a Configuration Report:

1. From the Start menu on your PC, choose Programs>Accessories>HyperTerminal.

   The HyperTerminal window appears.

2. Click on the Direct 2400 icon that was created when you performed the procedure in "Setting Up HyperTerminal."

   The HyperTerminal window appears.

3. From the Transfer menu, choose "Capture Text."

   The Capture Text dialog box appears, displaying the default text file to which the Configuration Report will be saved. You may change the text file to which the Configuration Report will be saved. Be sure to note the path and file name of this text file.

4. Choose the Start button.

5. At your telephone, access the Programming Main Menu. If you are already at the Programming Main Menu, skip to Step 6.

   a. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.

   b. Press 9 9 #.

   c. Enter the password and press #.

   d. Press 9.

   The system plays the system programming options.

6. Press 8 for Reports and Backup/Restore.

7. Press 1 to access the Reports Menu.

8. Press 1 to run the Configuration Report. (Note that the Configuration Report is the only report currently available).

   The report is displayed in the HyperTerminal window. This information is also saved to the text file you specified in Step 3.

9. From the Transfer menu on your PC, choose "Capture Text."

   A submenu appears.

10. Choose "Stop."

11. From the File menu, choose "Exit" to close HyperTerminal.

    You can now open, view, and print the text file that contains the Configuration Report.

Performing a System Backup

You can perform a system backup to save the settings that you have programmed and prompts that you have recorded for your voice messaging system. This information is saved on a PC Card, which protects the programmed configuration data from being lost. You can restore this information to the system from the PC Card according to the instructions in the next section.

The PARTNER MAIL VS system must be idle when you perform a backup. Any calls being handled by PARTNER MAIL VS will be disconnected when the backup procedure begins. PARTNER MAIL VS will not answer calls while the system backup is being performed.

For most systems, the system backup can be performed in three minutes or less. If your voice messaging system uses multiple Automated Attendants with all Announcements recorded at up to four minutes, the system backup can take approximately 20 minutes to complete. The system backup saves the following information:

- System Language Mode and Primary and Secondary Language choices
- System Administration Prompt Language
- For each Automated Attendant
  - All Menu Definitions, including Dial 0/Timeout Extension and Selector Code assignments
    - For systems operating in Monolingual Mode, all Automated Attendant Announcements are saved.
    - For systems operating in Bilingual Mode, only Announcements for Automated Attendants 1 and 2 are saved.
  - Day and Night Menu Prompts
    - For systems operating in Monolingual Mode, all menu prompts are saved.
    - For systems operating in Bilingual Mode, only the menu prompts for Automated Attendants 1 and 2 are saved.
  - All Automated Attendant line assignments
  - Line Ownership
- For each mailbox:
  - Mailbox extension number
  - Maximum message length and mailbox size parameter
  - Mailbox language parameter
  - Outcalling permission
  - Record-a-Call message length

— Personal Operator

— Personal Group List

— Outcalling information, including numbers, schedule, cycles, and interval

NOTE:
Personal greetings and messages are not saved.

To perform system backup:

1. Be sure the PC Card is installed (see the area labeled “Slot for PC Card” in Figure 2-2).
2. If necessary, access the Programming Main Menu. If you are already at the Programming Main Menu, skip to Step 3.
   a. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.
   b. Press 9 9 #.
   c. Enter the password and press #.
   d. Press 9.

   The system plays the system programming options.
3. Press 8 for Reports and Backup/Restore.
4. Press 8 to perform a system backup. The system prompts:

   ```
   Please wait for backup confirmation. This may take up
   to three minutes. Do you want to continue? Press 9 to
   confirm or 6 to cancel.
   ```
5. Press 9 to confirm that you want to perform the system backup.

   Do not hang up until you hear the backup confirmation prompt.
   When the backup is complete, the system prompts:

   ```
   Backup Successful
   ```

   The system returns you to the Programming Main Menu.

NOTE:
If the system prompts that the backup has failed, call the Technical Service Center at 1 800 628-2888 (or call your Lucent Technologies Representative or local Authorized Dealer) and report the error code that accompanied the failure prompt.

Performing a System Restore

You can restore the settings (that is, programming and recorded prompts) that you have saved to a PC Card after system backup.

The PARTNER MAIL VS system must be idle when you perform a restore operation. Any calls being handled by PARTNER MAIL VS will be disconnected when the restore procedure begins. PARTNER MAIL VS will not answer calls while the system restore is being performed. For most systems, the system restore can be performed in three minutes or less. If your voice messaging system uses multiple Automated Attendants with all Announcements recorded at up to four minutes, the system restore can take approximately 20 minutes to complete.

To restore the system:

1. Be sure the PC Card is installed (see the area labeled “Slot for PC Card” in Figure 2-2).
2. If necessary, access the Programming Main Menu. If you are already at the Programming Main Menu, skip to Step 3.
    a. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.
    b. Press 9 9 #.
    c. Enter the password and press #.
    d. Press 9.

    The system plays the system programming options.
3. Press 8 for Reports and Backup/Restore.
4. Press 9 to restore the system. The system plays the backup date saved in the PC Card and prompts:

    ```
    Warning: This may erase current settings. Do you want
    to continue? Press 9 to confirm or 6 to cancel.
    ```
5. Press 9 to confirm that you want to restore the system.

    Do not hang up until you hear the restore confirmation prompt. When the system is restored, the system prompts:

    ```
    Restore Successful
    ```

    The system restarts automatically, and the new configuration takes effect.

    NOTE:
    If the system prompts that the restore has failed, call the Technical Service Center at 1 800 628-2888 (or call your Lucent Technologies Representative or local Authorized Dealer) and report the error code that accompanied the failure prompt.

System Management

5

This chapter provides the programming procedures you can use to make changes to the voice messaging system to reflect changes in your company. Most changes you make will occur because of personnel changes. You should refer to the System Configuration Report as you make changes and generate a new report each time you have completed making changes. The following list identifies areas of system programming that you are likely to change as you manage the system on an on-going basis:

- **Language.** Allows you to change the Language Mode (Monolingual or Bilingual) and the language(s) supported by that mode. Note that you can also change the System Administration Prompt Language to any of the supported languages.
- **Automated Attendant Service.** Allows you to change/delete lines assigned to an Automated Attendant, to change the prompt that outside callers hear when the Automated Attendant answers calls, and to redefine menu options for transferring outside callers to specific destinations and for changing announcements that callers can choose to hear. Allows you to specify the extension to which calls are transferred when a caller presses “0” or takes no action in response to menu prompts.
- **Mailbox Assignments.** Allows you to delete and create mailboxes, reset mailboxes and subscriber's passwords to factory settings, assign/cancel Outcalling and Record-a-Call privileges for a subscriber’s mailbox, and change the language a subscriber hears when using Voice Mail Service. Also allows you to change a mailbox’s size and message length.
- **Line Coverage.** Allows you to modify line coverage using either VMS Line Coverage or Extension Line Coverage.
- **Telephone Button Programming.** Allows you to program buttons on subscriber's system phones for convenient use of voice messaging system features.

If you are a new System Manager, you should review the following section for general information that you need to know in your new role. You should use the rest of this chapter on an as-needed basis. Also, if you have not done so already, you should read Chapter 1 for a description of the voice messaging system's features and services and Chapter 3 for an overview of voice messaging system and communications system programming.

General Information

This section tells you how to change the System Manager's password, which is required for changing voice messaging system settings. It also provides information that you should share with all system users and other information that is specifically for the receptionist at extension 10.

Changing Your Password

The factory setting for login 99 (the System Manager's) Password is 1234. To prevent unauthorized programming of the system, you should change the default password immediately after installation or any time the password has been reset. You can assign up to four digits for a Password. It is recommended that you create a Password from random, non-sequential digits.

If you change the Password and forget it, you must contact the BCS Technical Service Center at 1 800 628-2888 or call your Lucent Technologies' Representative or local Authorized Dealer for instructions on how to reset the Password.

To change the Password for login 99:

1. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.
2. Press 9 9 #.
3. Enter the existing password (for example, 1234) and press #.
4. Press 5 to change the password.

   The prompt asks you to enter your new password.
5. Enter up to four digits for the new password and press #.

   The prompt asks you to re-enter your new password.
6. Enter your new password again followed by #.

   The new password is now active.
7. Hang up to quit.

Changing the System Administration Prompt Language

The System Administration Prompt Language is the language in which programming prompts are played. The default setting is the System Language form systems operating in Monolingual Mode or the Primary Language for systems operating in Bilingual Mode. You have the option to specify another language for the programming prompts. Even if the System or Primary Language changes, the language that you specify for the System Administration Prompt Language will remain the same.

To change the default System Administration Prompt Language:

1. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.
2. Press 9 9 #.
3. Enter the existing password (for example, 1234) and press #.
4. Press 1 to change the System Administration Prompt Language.
5. Select the appropriate language.

Training Co-Workers

Telephone Security (PARTNER ACS Release 3.0 or later)

You should remind system users with system and standard touch-tone telephones to use the Station Lock feature whenever they leave their desks for an extended period of time. To lock their telephone, users press the Station Lock button that you program for them and enter a four-digit code. They re-enter this code to unlock their telephone. (See “Telephone Button Programming,” later in this chapter.)

Language

You should let system users know about the following language options:

- You can change the language of voice prompts that a subscriber hears when recording a personal greeting, retrieving messages, and other Voice Mail services. This language can be different from the System Language set for Monolingual Mode or the Primary and Secondary Languages set for Bilingual Mode.
- If the system is set for Bilingual Mode, subscribers can record the personal greeting in the Primary Language and in the Secondary Language. They should include a sentence early in the greeting that lets callers know that they can switch to the other language by pressing * 1 while the greeting is playing.

Outcalling

You should let system users know that they can turn this feature on or off, retrieve their messages from a touch-tone phone, as well as enter and change their Outcalling number(s) and schedule. Instructions for performing these tasks are provided in *Using the PARTNER MAIL VS® Voice Messaging System*.

In addition, you should provide users with the following information about the Outcalling feature:

- Although you are responsible for assigning Outcalling privileges to a subscriber's mailbox, the subscriber must turn on Outcalling and specify an Outcalling number (or numbers). Otherwise, the system does not notify subscribers when new messages have arrived in their mailboxes.
- If the subscriber is logged into the system, the system does not place an outcall.
- If the subscriber disconnects from the system without listening to a new message, the outcall is placed according to schedule.
- Subscribers can specify up to five Outcalling numbers that the system will dial in sequence.
  - — A number can be repeated in this list.
  - — The list may contain a combination of telephone and pager/beeper numbers.
- Each Outcalling number may contain up to 60 digits, including the * and # symbols.
- The "9" dialed to get an outside line must be included in the Outcalling number. And a pause (*) should be included after the "9."
- Subscribers may also specify a schedule (that is, a start time and end time) for Outcalling. For example, they may direct the system to outcall only during the hours of 7:30 p.m. to 8:00 a.m. Otherwise, the default schedule is 24 hours.
- The start and end times entered by a user are based on a 24-hour clock; however, the voice playback of these times is based on the system language selection of 12 or 24-hour format. In the example above, the subscriber would enter the start time of 7:30 p.m. as *1930#* and 8:00 a.m. as *0800#*.
- If a message arrives at a subscriber's mailbox after the specified Outcalling time interval, Outcalling notification for that message is not initiated at the next Outcalling time interval.
- Subscribers can specify the number of Outcalling cycles (that is, the number of times the system attempts to outcall when a message is received). By default the system attempts to outcall three times within a specified time interval. The subscriber may choose a value from one through nine to specify the number of outcall attempts per cycle.

- Subscribers can specify the *minimum* time interval between Outcalling attempts. By default the system attempts to outcall within a *minimum* time interval of 15 minutes between attempts. However, during heavy message traffic periods the time interval may be longer. Subscribers may specify an interval from five to 99 minutes.
- For a pager/beeper number:
  - — Subscribers can program a callback number as part of the Outcalling number.
  - — Subscribers are advised to enter several pauses (where each pause is represented by a *) after the Outcalling number (before entering their PIN and/or callback number) to allow the paging system sufficient time to answer. Subscribers should experiment to determine the correct number of pauses needed after the pager service number. It is important to ensure that enough time is allowed for the call to be dialed and answered before additional information (such as the PIN or callback number) is dialed.
  - — It is strongly recommended that subscribers verify that the system can function properly with the Outcalling number as it is entered. Subscribers should leave a message in their own mailbox during a scheduled Outcalling period to ensure that the system places the call to their beeper.
- For a telephone number:
  - — After the system has sent all the digits of the Outcalling number, the system plays a message that announces the subscriber's mailbox number and notification that a new message has arrived. It also instructs the subscriber how to access the new message and how to cancel the Outcalling notification. This message is repeated five times unless it is interrupted by the subscriber.
  - — The subscriber may make up to three attempts to log in during the outcall before the system disconnects.
  - — A subscriber can cancel Outcalling for a new message without logging in or listening to the new message by pressing ⊛# when listening to the Outcalling notification message.

Record-a-Call (PARTNER ACS Release 3.0 or later)

You should let system users know that they can turn this feature on or off by pressing a button that you have programmed on their telephone. Instructions for using this feature are provided in *Using the PARTNER MAIL VS® Voice Messaging System*.

In addition, you should provide users with the following information:

- A subscriber can only record a conversation while active on a call at an internal telephone and only when you have assigned the subscriber permission to use this feature.
- If the system detects 15 seconds of silence after recording has begun, the system automatically turns off the Record-a-Call feature, and the subscriber must press the programmed feature button to resume recording the conversation. The resumed recording is saved as another message.
- After a call has been recorded, it is saved in the subscriber's mailbox. This recorded conversation can be forwarded to another subscriber.
- Subscribers should delete saved conversations on a regular basis to avoid depleting mailbox and system storage space.

Call Screening (PARTNER ACS Release 3.0 or later)

This feature allows subscribers to listen while a caller is leaving a message in their mailbox. Let subscribers know when you have programmed a button on their telephone allowing them to use this feature. Instructions for using this feature are included in *Using the PARTNER MAIL VS® Voice Messaging System*.

Using the Tutor Feature

Tutor is an "on-line help" feature that allows all system users (not just voice messaging system subscribers) to easily access and listen to information on commonly-used communications system features. You should let system users know about this feature and recommend that users stick the Tutor Service label (provided with the voice messaging system hardware) into the depression for the handset mouthpiece on the base of their system phone.

To access the Tutor menu, users simply call the voice messaging system by dialing Intercom 7 7 7 and enter * 4 after they hear the `Please enter extension prompt.` Voice prompts request the user to enter topic and subtopic numbers.

The available topics are:

1 Autodial Features

1 Last Number Redial

2 Save Number Redial

3 Personal Speed Dial

4 Intercom Auto Dial

5 Outside Auto Dial

2 Internal Calls

1 Hands Free Answer on Intercom

2 Voice Interrupt On Busy

3 Group Paging

3 Fixed Features

1 Transfer

2 Conference

4 About Your Phone

1 Buttons and Lights

2 Display

3 Speakerphone

4 Volume

5 Ring Patterns

Information about each subtopic is presented in short, easy to understand segments. After a segment plays, the user hears one beep or two beeps:

- One beep means that there is more information about the subtopic. The user can press ⊛4 to replay the previous segment or # to play the next segment.
- Two beeps indicate the end of the information about the subtopic. The user can press ⊛4 to replay the previous segment or # to return to the Tutor Main Menu.

NOTE:
Tutor's prompts play in either the System Language selected for Monolingual Mode or the Primary Language selected for Bilingual Mode. This cannot be changed.

Receptionist's Responsibilities

After the voice messaging system is installed, the receptionist at extension 10 should be aware of certain interactions between the voice messaging system and the receptionist's extension.

> **NOTE:**
> You can change the receptionist's extension number from the factory setting of extension 10.

Use the following list as a guide when you explain these interactions to the receptionist:

- The receptionist's mailbox can handle up to 180 minutes of stored messages (or 120 messages).
- For each Automated Attendant, unless programmed otherwise, when the Automated Attendant Service answers outside calls, the receptionist will receive calls from any caller who presses ⓪ or stays on the line after hearing the menu prompt. "VMS" shows on the display of the receptionist's phone to identify calls transferred by the voice messaging system.
- The personal greeting recorded at the receptionist's mailbox should be more general than personal, since this mailbox is the destination for business calls when the receptionist is not available.
- If the receptionist requests a personal mailbox, you can create a guest mailbox for that purpose. See "Guest Mailboxes" later in this chapter for instructions. Once the guest mailbox is created, the receptionist should tell people who might call to dial the extension number of the guest mailbox to leave personal messages when they call and hear the Automated Attendant Service prompt.
- Additionally, the receptionist can record a note on the personal greeting at extension 10 to notify callers of the guest mailbox. For example, the personal greeting for extension 10 can also say "If you would like to leave a personal message for Ms. Smith, dial ✱⑧③③." In this example, 33 represents the 2-digit extension number of the guest mailbox. Remind the receptionist to log in to the guest mailbox regularly to check for messages, since the guest mailbox does not have an associated phone with a message waiting light.
- If Automatic VMS Cover is not assigned to extension 10, you should program a VMS Cover button and a Do Not Disturb button on the system phone at extension 10. Then instruct the receptionist to press both the VMS Cover and Do Not Disturb buttons (to turn the features on) whenever the receptionist leaves the desk or leaves for the day. This ensures that any calls routed to extension 10 when the receptionist is away are immediately covered by the voice messaging system. If the receptionist has Automatic VMS Cover, program only the Do Not Disturb button at the extension.

- If selector code 9 on the Automated Attendant Service menu is left at the factory setting (which is highly recommended), callers who press “9” from the Automated Attendant Menu are routed directly to the receptionist's mailbox to leave a message. If this is the case, let the receptionist know that he or she should review the messages each morning and distribute them to the appropriate people.

Group Calling Tips

It is important to note that voice mail coverage is not provided for group calls. If your system is set up for group transfer, be sure that the receptionist is aware of the following items:

- If the Automated Attendant Service transfers a call to a Hunt Group or Calling Group[1], and all members in the group are busy (members are either on the phone or have Do Not Disturb on), the call is transferred to the receptionist's extension. When callers transfer to a busy group, they hear Music On Hold, tones, ringing, or silence (depending on how the communications system is set up) until the receptionist answers.
- If the Automated Attendant Service transfers a call to a Calling Group and the call is not answered, the call is transferred to the receptionist's extension after the programmed number of transfer return rings. The call will not be sent to the voice mailbox.
- If the Automated Attendant Service transfers a call to a Hunt Group that has only one available member and that member does not answer the call, the call is transferred to the receptionist's extension after the programmed number of transfer return rings. The call will not be sent to the voice mailbox.

1. Calling Groups are not available on all systems. Check the *Programming and Use* guide for the communications system.

Language

You can choose the Language Mode, either Monolingual or Bilingual, and the Language(s) used by that mode (see Figure 5-1). Monolingual Mode supports a single System Language that callers hear when they call in to the voice messaging system. Bilingual Mode supports two languages, a Primary Language and a Secondary Language. Callers who call in to a voice messaging system set for Bilingual Mode, hear the Automated Attendant Service menu prompt, announcements, and mailbox greetings in the Primary Language, but have the option of switching to the Secondary Language by pressing ⊛1.

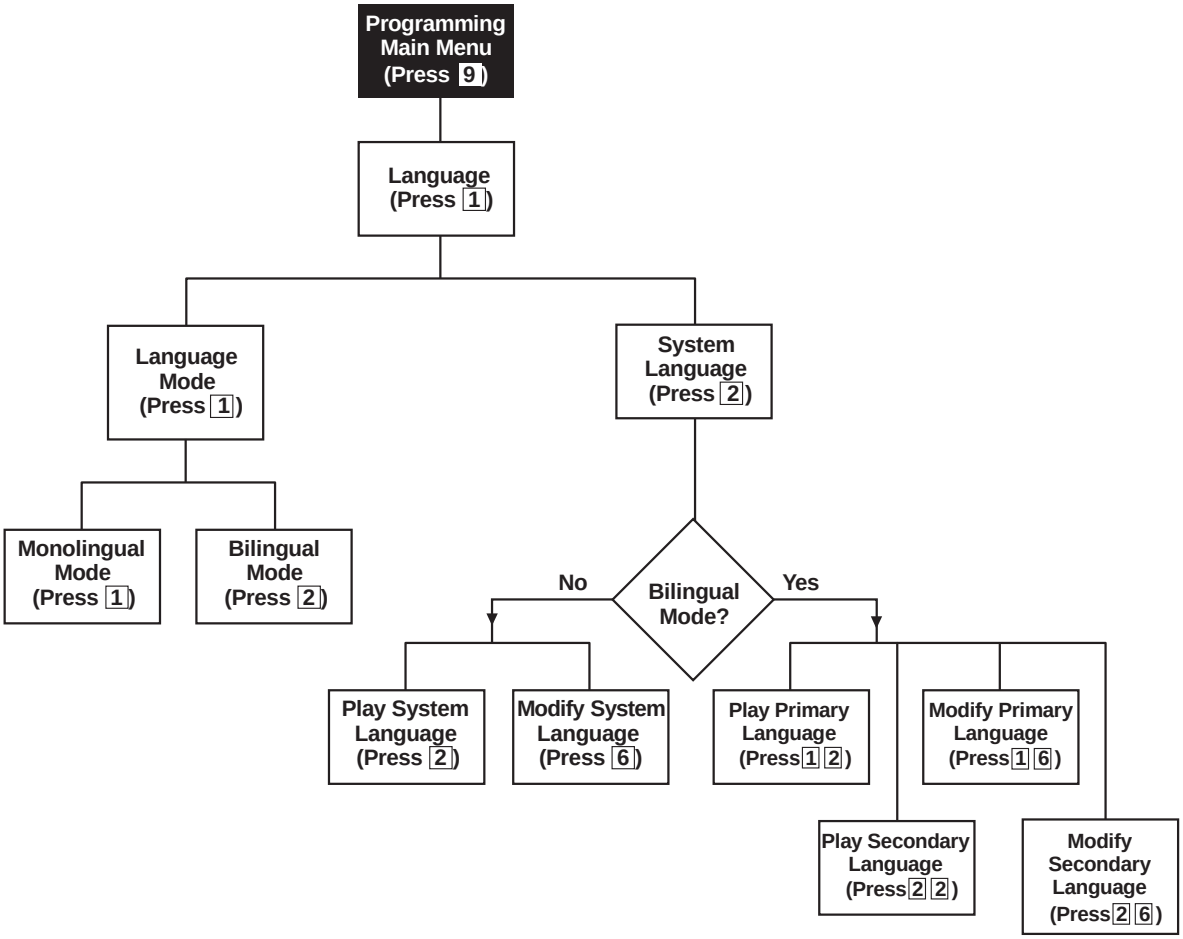


Figure 5-1. Language Menu

If you need to change current programming for Language, you can use the instructions presented in this section. For example:

- If you want to change the Language Mode from Monolingual to Bilingual or Bilingual to Monolingual, use “Modifying the Language Mode.”
- If you want to change the current System Language used in Monolingual Mode or the current Primary and/or Secondary Language used in Bilingual Mode, use “Modifying the System, Primary, or Secondary Language.”

Modifying the Language Mode

Update Form 1 for the voice messaging system to show the change in Language Mode.

When you change the Language Mode, the system continues to use any recorded messages associated with the selected language. For example, if you change from Monolingual to Bilingual Mode and the System Language in Monolingual Mode was Latin American Spanish, callers will hear Latin American Spanish as the Primary Language. Also, when you change the mode, listen to the Automated Attendant Service Day and Night Menu Prompts to make sure they are still relevant, and re-record them if necessary.

To change the Language Mode:

1. Access the Programming Main Menu:
   a. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.
   b. Press 9 9 #.
   c. Enter the password and press #.
   d. Press 9.

   The system plays the system programming options.
2. Press 1 for Language.

   The system plays:

   `To program Language Mode, press 1. To program System Language, press 2. If finished, press * #.`
3. Press 1 for Language Mode.

   The system plays the current Language Mode then:

   `For Monolingual Mode, press 1. For Bilingual Mode, press 2. If finished, press * #.`

4. Either:

   — Press 1 for Monolingual Mode.

   The system plays:

   ```
   System is in Monolingual Mode.  To program
   Language Mode, press 1.  To program System
   Language, press 2.  If finished, press * #.
   ```

   — Press 2 for Bilingual Mode.

   The system plays:

   ```
   System is in Bilingual Mode.  To program Language
   Mode, press 1.  To program System Language, press
   2.  If finished, press * #.
   ```

5. At this point, do one of the following:

   — To change the System Language if the system is set for Monolingual Mode, go to Step 3 of "Modifying the System, Primary, or Secondary Language."

   — To change the Primary Language if the system is set for Bilingual Mode, go to Step 3 of "Modifying the System, Primary, or Secondary Language."

   — To change the Secondary Language if the system is set for Bilingual Mode, go to Step 3 of "Modifying the System, Primary, or Secondary Language."

   — Press *7 to return to the Programming Main Menu or hang up to quit.

Playing the System, Primary, or Secondary Language

To listen to the current System, Primary, or Secondary Language:

1. Access the Programming Main Menu:

   a. Press Intercom 777 or the programmed Voice Mail Auto Dial button.

   b. Press 99#.

   c. Enter the password and press #.

   d. Press 9.

   The system plays the system programming options.

2. Press 1 for Language.

   The system plays:

   ```
   To program Language Mode, press 1.  To program System
   Language, press 2.  If finished, press * #.
   ```

3. Press 2 for System Language.

   If the system is operating in Monolingual Mode, the system plays:

   ```
   To play System Language, press 2.  To modify System
   Language, press 6.  If finished press * #.
   ```

   If the system is operating in Bilingual Mode, the system plays:

   ```
   To program Primary Language, press 1.  To program
   Secondary Language, press 2.  If finished press * #.
   ```

4. Do one of the following:

   — If the system is operating in Monolingual Mode, press 2 and go to Step 5.

   The system plays:

   ```
   System language is LANGUAGE (where LANGUAGE is the
   current language).  To play System Language, press
   2.  To modify System Language, press 6.  If
   finished, press * #.
   ```

   — If the system is operating in Bilingual Mode, press 1 for the Primary Language. Go to Step 6.

   — If the system is operating in Bilingual Mode, press 2 for the Secondary Language. Go to Step 6.

5. If the system is operating in Monolingual Mode, do one of the following:

   — To change the System Language, go to Step 4 of "Modifying the System, Primary, or Secondary Language."

   — Press *7 to return to the Programming Main Menu or hang up to quit.

6. If the system is operating in Bilingual Mode, do one of the following:

   — Press 2 to play the Primary Language. Go to Step 7.

   The system plays:

   ```
   Primary language is LANGUAGE (where LANGUAGE is
   the current language).  To play Primary Language,
   press 2.  To modify Primary Language, press 6.  If
   finished, press * #.
   ```

   — Press 2 to play the Secondary Language. Go to Step 7.

   The system plays:

   ```
   Secondary language is LANGUAGE (where LANGUAGE is
   the current language).  To play Secondary
   Language, press 2.  To modify Secondary Language,
   press 6.  If finished, press * #.
   ```

7. If the system is operating in Bilingual Mode, do one of the following:
   - — To change the Primary Language, go to Step 7 of "Modifying the System, Primary, or Secondary Language."
   - — To change the Secondary Language, go to Step 7 of "Modifying the System, Primary, or Secondary Language."
   - — Press ⊛7 to return to the Programming Main Menu or hang up to quit.

Modifying the System, Primary, or Secondary Language

Update Form 1 for the voice messaging system to show the change in the System Language selected for Monolingual Mode or the change in Primary or Secondary Language selected for Bilingual Mode.

When you change the Language selection, the system uses any recorded messages already associated with the new language. After changing the Language selection, listen to the Automated Attendant Service Day and Night Menu Prompts to make sure they are still relevant, and re-record them if necessary.

NOTE:
When you change the Language selection, the Mailbox Language for any mailboxes that were left at the factory setting also change to reflect the new Language selection. Any mailboxes that were assigned a different language do not change.

To change the System, Primary, or Secondary Language:

1. Access the Programming Main Menu:
   a. Press Intercom 777 or the programmed Voice Mail Auto Dial button.
   b. Press 99#.
   c. Enter the password and press #.
   d. Press 9.

   The system plays the system programming options.
2. Press 1 for Language.

   The system plays:

   ```
   To program Language Mode, press 1.  To program System
   Language, press 2.  If finished, press * #.
   ```

3. Press ⑵ for System Language.

   If the system is operating in Monolingual Mode, the system plays:

   `To play System Language, press 2. To modify System Language, press 6. If finished press * #.`

   If the system is operating in Bilingual Mode, the system plays:

   `To program Primary Language, press 1. To program Secondary Language, press 2. If finished, press * #.`

4. Do one of the following:

   — If the system is operating in Monolingual Mode, press ⑹.

   The system plays the current System Language, then prompts you to enter the number corresponding to the desired language. Go to Step 5.

   — If the system is operating in Bilingual Mode, press ⑴ for Primary Language. Go to Step 7.

   — If the system is operating in Bilingual Mode, press ⑵ for Secondary Language. Go to Step 7.

5. If the system is operating in Monolingual Mode, press the number for the language you want to use. Go to Step 6.

   The system plays:

   `For LANGUAGE (where LANGUAGE is the current language), press 9 to confirm or 6 to cancel.`

6. If the system is operating in Monolingual Mode, either:

   — Press ⑹ to cancel your selection. Go to Step 10.

   The system plays:

   `System Language has not been changed.`

   — Press ⑼ to confirm your selection. Go to Step 10.

   The system plays:

   `System Language has been changed.`

7. If the system is operating in Bilingual Mode, either:

   — Press ⑹ to modify the Primary Language.

   The system plays the current Primary Language, then prompts you to enter the number corresponding to the desired language. Go to Step 8.

   — Press ⑹ to modify the Secondary Language.

   The system plays the current Secondary Language, then prompts you to enter the number corresponding to the desired language. Go to Step 8.

8. If the system is operating in Bilingual Mode, press the number for the language you want to use. Go to Step 9.

   The system plays:

   `For LANGUAGE (where LANGUAGE is the current language), press 9 to confirm or 6 to cancel.`

9. If the system is operating in Bilingual Mode, either:

   — Press 6 to cancel your selection. Go to Step 10.

   The system plays:

   `(Primary/Secondary) Language has not been changed.`

   — Press 9 to confirm your selection. Go to Step 10.

   The system plays:

   `(Primary/Secondary) Language has been changed.`

10. Press *7 to return to the Programming Main Menu or hang up to quit.

Automated Attendant Service

PARTNER MAIL VS Release 5.0 provides up to four Automated Attendants, each of which answers different lines within your business. Automated Attendant Service (see Figure 5-2) can provide both day and night operation so callers can hear an appropriate prompt in either the System or Primary Language when they call your company. The voice messaging system switches to day or night operation depending on the setting of the Night Service button at extension 10—the receptionist's extension.

You can customize the day and/or night menu to welcome the caller and offer the caller a list of options for transferring to a system extension, group, or mailbox, or for hearing an Announcement that you record. If your business has multiple locations connected with Centrex service from your local telephone company, you can also program the system to transfer calls to a specific Centrex number when the caller selects the associated option from the menu.

In addition, you can specify an extension (Dial 0/Timeout Extension) to which calls are transferred when a caller dials “0” or does not select one of the listed options on the menu.

For each Automated Attendant, you can record up to two Announcements (of up to four minutes each). Announcements can tell callers about your business hours and location, emergency cover information, and seasonal or special offers. If the system is set for Bilingual Mode, you can record up to two Announcements in each language. Be sure to record the Day and Night Menu Prompts in both the Primary and Secondary Languages as well. Then callers can press ✱1 to switch between the languages.

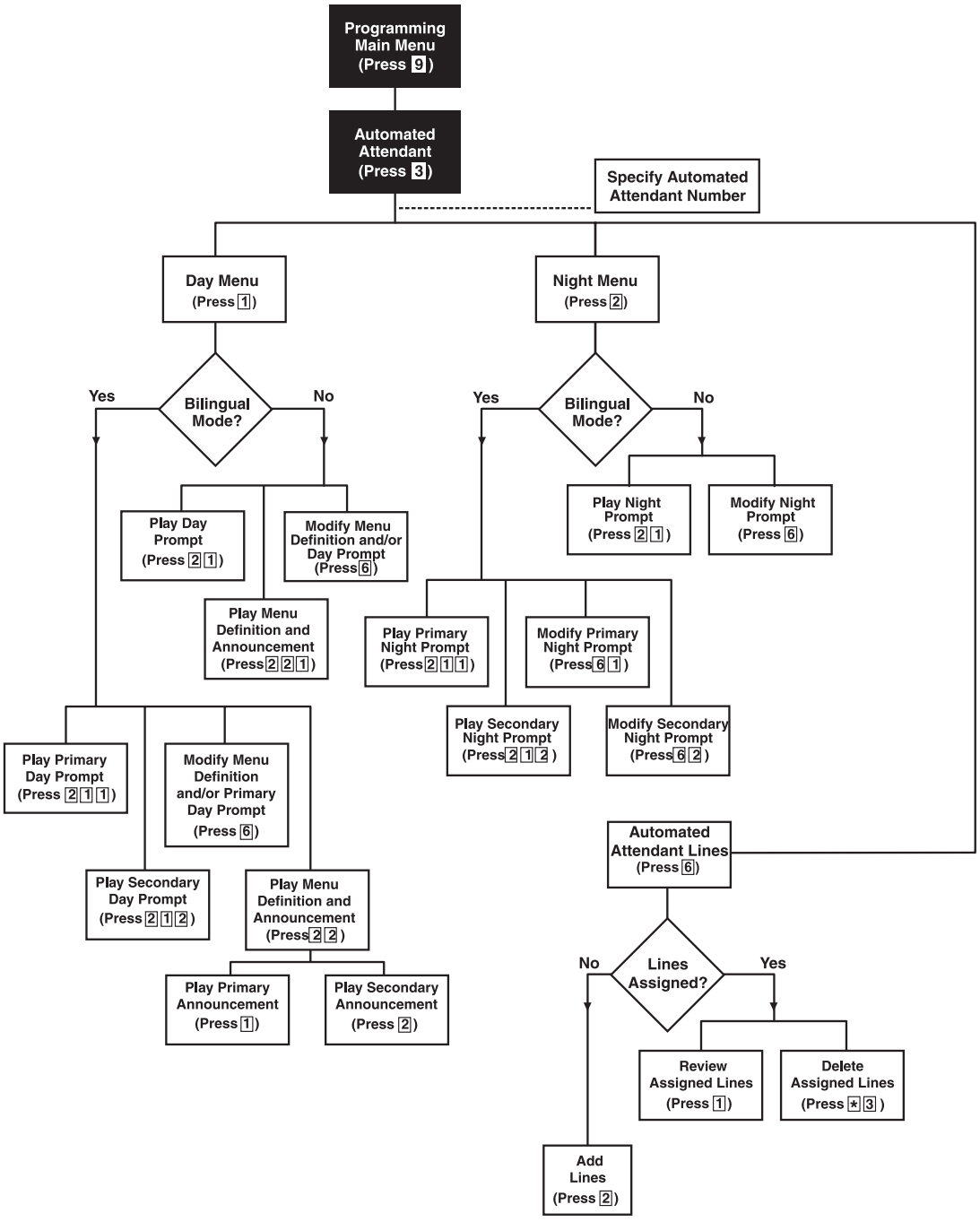


Figure 5-2. Automated Attendant Service Menu

If you need to change current programming for the Automated Attendant Service, you can use the instructions presented in this section. For example:

- If you want to add or delete lines assigned to any of the four Automated Attendants, use “Modifying Lines Assigned to Automated Attendants.”
- If you want to change the transfer options available for outside callers, use “Modifying the Menu Definition, Day Menu Prompt, and Announcements” and “Modifying the Night Menu Prompt” to update the options, prompts, and/or Announcements callers hear.
- If you add a line to the system that requires Automated Attendant Service, use “Group Call Distribution” to include the new line.
- If you want to change the way Automated Attendant Service handles calls, use “VMS Hunt Delay” and/or “VMS Hunt Schedule.” Note that the settings you choose for VMS Hunt Delay and VMS Hunt Schedule on one Automated Attendant will apply to all Automated Attendants if you have a PARTNER Plus, PARTNER II, PARTNER Endeavor, or PARTNER ACS Release 1.0 or 2.0. If you have a PARTNER ACS 3.0 (or later), these selections can be made for each line on each Automated Attendant.

Menu Definition, Prompt, and Announcements

When the Automated Attendant Service answers a call, the caller hears a menu prompt that requests the caller to press one or more buttons on the dialpad to transfer to a specific extension or group of extensions, or to hear an Announcement. After the caller presses the button(s), the system transfers the call to the appropriate extension or group, and the caller hears Music On Hold, tones, ringing, or silence, or an Announcement (depending on how the communications system is set up). *Menu Definition* lets you specify the extensions or groups to which outside callers are transferred or the Announcements that callers hear. Each of your Automated Attendants can have its own Menu Definition and Announcements.

The voice messaging system uses the Menu Definition for ***both*** day and night operation. To set up the menu, you define digits 1 through 9, called *Selector Codes*. The Selector Code is the first digit dialed by the caller in response to the menu prompts. A corresponding *Selector Code Action* can be assigned to each of the selector codes for the following types of call transfer:

- **Direct Extension Transfer.** This is the factory setting for selector codes 1 through 8. If you use the factory setting, callers can enter an extension number directly from the menu. For direct extension transfer, the selector code represents a range of extensions. For example, selector code 1 allows outside callers to transfer directly to any extension that begins with a 1—extensions 10–19. For selector code 2, outside callers can transfer directly to any extension that begins with a 2—extensions 20–29, and so on.
- Selector code 9 is different from selector codes 1 through 8. If you leave selector code 9 at the factory setting, outside callers are transferred directly to the receptionist's mailbox (although you can specify another mailbox) where they can leave a message. This is especially useful for night operation. If you use it, callers are routed directly to the receptionist's mailbox—the system does not ring the extension first.

  You can also change the factory setting and use selector code 9 for any of the following purposes.

- **Selector Code Transfer.** You can assign any of the selector codes to one specific extension or group. Then when a caller presses the single-digit selector code, the system transfers the call to the specific extension or Calling Group or Hunt Group that you assigned to that digit.
- **Mailbox Transfer.** You can assign any of the selector codes to transfer a call to a preprogrammed mailbox number. Then when a caller presses the single-digit selector code, the system transfers the call to the specific mailbox that you assigned to this selector code action.

- **Centrex Transfer.** If your business uses Centrex service supplied by the local telephone company, you can assign any of the selector codes to transfer a call to a preprogrammed Centrex number. Then when a caller presses the single-digit selector code, the system transfers the call to the Centrex number that you assigned to this selector code action. If you use Centrex Transfer as an option on a particular Automated Attendant, all lines assigned to that Automated Attendant must be Centrex lines.
- **Dial 0/Timeout Extension Transfer.** You can specify a Dial 0/Timeout Extension Transfer. Then when a caller presses "0" or does not select any of the options listed on the menu, the system transfers the call to the specific extension that you assigned.
- **Announcement.** You can assign any of the selector codes to an Announcement number. When a caller presses the single-digit selector code, the system plays an Announcement (primary or secondary) that you assigned to that digit. Each Announcement can be up to four minutes in length. You can set the system to play the Announcement and hang up or prompt the caller to press ⊛⑧ and an extension number.

  NOTE:
  Voice mail coverage is not provided for group calls. See "Group Calling Tips," earlier in this chapter, for more information.

Depending on your business, you can define the menu so that some options accommodate callers during normal business hours and other options accommodate after-hours callers. Keep in mind, though, that the menu definition that you select for the Day Menu will be used by the voice messaging system to the Night Menu as well.

For example: The ANY Travel Agency wants to give outside callers the ability to transfer directly to any employee in their system by dialing the employee's 2-digit extension number. The company has employees assigned at extensions 10 through 25. Therefore, the company leaves Selector Codes 1 and 2 at the factory setting (Direct Extension Transfer). This leaves Selector Codes 3 through 9 available for Selector Code Transfer. In this case, ANY Travel Agency assigns Selector Code 3 to extension 21 and Selector Codes 4 and 5 to Hunt Groups 1 and 2, respectively.

A sample Day Menu Prompt for the ANY Travel Agency follows:

```
Thank you for calling the ANY Travel Agency.  If you know
the extension of the person you are calling, enter the
extension number now.  To speak with a cruise specialist,
press 3.  For corporate travel, press 4.  For personal
travel, press 5.  For assistance, press 0 or, if you have
a rotary phone, stay on the line.
```

A sample night menu prompt for the ANY Travel Agency follows:

> You have reached the ANY Travel Agency. Our business hours are 9 to 5, Monday through Friday. To leave a message, press 9 and we will return your call as soon as possible. If this is an emergency, press 6 for our special traveler's assistance information.

In this case, the caller who needs after-hours assistance can press ⑥ to hear the following Announcement:

> If you have misplaced your airline tickets or passport, missed your flight or limousine pickup, or have any other travel emergency after ANY Travel's standard business hours, call 1 800 555 6060 to speak with our special traveler's assistance program representative.

Other Options

Automated Attendant Service provides the following built-in options—no programming required—for use in your menu prompt:

- Another type of transfer option, which is always available to outside and inside callers, may be useful in certain situations. With this type of transfer, when callers press ✱⑧, the system prompts them to enter an extension number. Using the example above, if you assigned Selector Code Transfer to Selector Codes 1 and 2 (rather than starting the assignment from 3), you could request callers to press ✱⑧, to allow them to transfer to extensions 10 to 29.
- As shown in the sample Day Menu Prompt, you can also instruct a caller to stay on the line for assistance. If so, the voice messaging system *automatically* transfers the call to the receptionist's extension (or to the specified Dial 0/Timeout extension). This option is especially important for callers who have rotary phones.
- As shown in the sample Day Menu Prompt, callers can press ⓪ at any time to transfer automatically to the receptionist's extension (or to the specified Dial 0/Timeout extension) for assistance.
- If the system is set for Bilingual Mode, callers can press ✱① to switch between the Primary and Secondary Languages. In this case, you must record two messages for the Day and Night Menu Prompts and Automated Attendant Announcements: one each in the Primary and Secondary Languages.

Automated Attendant Line Assignment

You can add lines to an Automated Attendant, review assigned lines, or delete lines from one Automated Attendant and assign them to another Automated Attendant following the procedures in this section. If you use only one Automated Attendant (Automated Attendant 1), you do not need to specify the Automated Attendant to which the lines are assigned; the system will do this automatically for you.

Note that if you plan to use Centrex Transfer in the Menu Definition for an Automated Attendant, all lines assigned to that Automated Attendant must be Centrex lines.

Playing the Automated Attendant Line Assignments

This procedure lets you listen to the current line assignments for a specified Automated Attendant.

To review the lines that have been assigned:

1. If necessary, access the Programming Main Menu. If you are already at the Programming Main Menu, skip to Step 2.
    a. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.
    b. Press 9 9 #.
    c. Enter the password and press #.
    d. Press 9.

    The system plays the system programming options.
2. Press 3 for Automated Attendant.

    The system prompts you to specify the Automated Attendant.
3. Enter the Automated Attendant number (from 1 to 4).
4. Press 6 for line assignment.

    The system plays:

    ```
    To review line assignments, press 1.  To add a line,
    press 2.  To delete a line, press * 3. If finished,
    press * #.
    ```
5. Press 1 to review assigned lines.

    The system plays the lines assigned to this Automated Attendant.
6. Press * 7 to return to the Programming Main Menu.
7. Repeat Steps 2 through 5 for each additional Automated Attendant, or continue with “Modifying Assigned Lines” or “Deleting Assigned Lines.”

Modifying Assigned Lines

To modify the lines assigned to a specific Automated Attendant:

1. If necessary, access the Programming Main Menu. If you are already at the Programming Main Menu, skip to Step 2.
   a. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.
   b. Press 9 9 #.
   c. Enter the password and press #.
   d. Press 9.

   The system plays the system programming options.
2. Press 3 for Automated Attendant.

   The system prompts you to specify the Automated Attendant.
3. Enter the Automated Attendant number (from 1 to 4).
4. Press 6 for line assignment.

   The system plays:

   ```
   To review line assignments, press 1.  To add a line,
   press 2.  To delete a line, press * 3. If finished,
   press * #.
   ```
5. Press 2 to modify a line assignment.

   The system prompts:

   ```
   Enter line number followed by #. To quit, press * #.
   ```
6. Enter the line number you want to modify.

   If you are using multiple Automated Attendants and the line is already assigned, the system indicates that the line is assigned to another Automated Attendant.

   The system prompts:

   ```
   Do you want to change the line assignment, press 9 to
   confirm or 6 to cancel.
   ```

   If the line is not already assigned to another Automated Attendant, the system plays the line number and its assignment to this Automated Attendant.
7. Press 9 to confirm that you want to modify the line assignment.

   The system plays the line number and its reassignment to the Automated Attendant you specified in Step 3.
8. Press * 7 to return to the Programming Main Menu.
9. Repeat Steps 2 through 8 for each additional Automated Attendant, or hang up to quit.

Deleting Assigned Lines

You can delete a line from a specific Automated Attendant using this procedure. If you do not want a line to receive any Automated Attendant service, you must reprogram the communications system using the Group Call Distribution feature (#206, Option 1) to delete the line from the VMS Hunt Group.

To delete lines assigned to an Automated Attendant:

1. If necessary, access the Programming Main Menu. If you are already at the Programming Main Menu, skip to Step 2.
   a. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.
   b. Press 9 9 #.
   c. Enter the password and press #.
   d. Press 9.

   The system plays the system programming options.
2. Press 3 for Automated Attendant.

   The system prompts you to specify the Automated Attendant.
3. Enter the Automated Attendant number (from 1 to 4).
4. Press 6 for line assignment.

   The system plays:

   `To review line assignments, press 1. To add a line, press 2. To delete a line, press * 3. If finished, press * #.`
5. Press * 3 to delete an assigned line.

   The system prompts:

   `Enter line number followed by #. To quit, press * #.`
6. Enter the line number you want to delete.

   NOTE:
   You can delete only lines that are assigned to the Automated Attendant that you specified in Step 3.

   The system plays the line number and its current assignment.

   The system prompts:

   `Do you want to delete the line assignment, press 9 to confirm or 6 to cancel.`

7. Press 9 to confirm that you want to delete the line.

   The system confirms the deletion.

8. Press *7 to return to the Programming Main Menu.
9. Repeat Steps 2 through 8 for each additional Automated Attendant, or hang up to quit.

Playing the Menu Definition and Announcements

For a specific Automated Attendant, this procedure lets you listen to the current Menu Definition and any Announcement associated with a Selector Code. The Menu Definition is accessed through the Day Menu.

To play the current menu definition:

1. Access the Programming Main Menu:
   a. Press Intercom 777 or the programmed Voice Mail Auto Dial button.
   b. Press 99#.
   c. Enter the password and press #.
   d. Press 9.

   The system plays the system programming options.

2. Press 3 for Automated Attendant.

   The system prompts you to specify the Automated Attendant.

3. Enter the Automated Attendant number (1 to 4).

   The system plays:

   ```
   To program the Day Menu, press 1.  For the Night Menu,
   press 2.
   ```

4. Press 1 for the Day Menu.

   The system plays:

   ```
   To play the menu, press 2; to modify the menu, press 6.
   If finished, press * #.
   ```

5. Press 2.

   The system plays:

   ```
   To play the menu prompt, press 1.  To play the Menu
   Definition, press 2.  If finished, press * #.
   ```

6. Press (2) to play the Menu Definition.

   The system plays the current Menu Definition. If an Announcement is recorded, the system plays the Selector Code number and associated Announcement number.

7. Either:

   — Press (#) if you do not want to listen to the Announcement and go to the next Selector Code.

   — If the system is operating in Monolingual Mode, press (1) to play the recorded Announcement assigned to the Selector Code.

   — If the system is operating in Bilingual Mode, press (1) to play the Primary Language Announcement assigned to the Selector Code.

   — If the system is operating in Bilingual Mode, press (2) to play the Secondary Language Announcement assigned to the Selector Code.

   The system plays the recorded Announcement and goes to the next Selector Code.

8. Press (*)(7) to return to the Programming Main Menu or hang up to quit.

Playing the Day or Night Menu Prompt

To listen to the current Day or Night Menu Prompt:

1. Access the Programming Main Menu:

   a. Press (Intercom)(7)(7)(7) or the programmed Voice Mail Auto Dial button.

   b. Press (9)(9)(#).

   c. Enter the password and press (#).

   d. Press (9).

   The system plays the system programming options.

2. Press (3) for Automated Attendant.

   The system prompts you to specify the Automated Attendant.

3. Enter the Automated Attendant number (1 to 4).

   The system plays:

   ```
   To program the Day Menu, press 1.  For the Night Menu,
   press 2. If finished, press * #.
   ```

4. Either:

   — Press 1 for the Day Menu.

   — Press 2 for the Night Menu.

   The system plays:

   `To play the menu, press 2; to modify the menu, press 6. If finished, press * #.`

5. Press 2.

   The system plays:

   `To play the menu prompt, press 1. To play the Menu Definition, press 2. If finished, press * #.`

6. To play the Menu Prompt, press 1.

   If the system is operating in Monolingual Mode, the system plays the Day or Night Menu Prompt depending on your choice in Step 4.

   If the system is operating in Bilingual Mode, the system plays:

   `To play Primary Language prompt, press 1. To play Secondary Language prompt, press 2. If finished, press * #.`

7. Either:

   — Press 1 for the Primary Language prompt.

   — Press 2 for the Secondary Language prompt.

   The system plays the Day or Night Menu Prompt (depending on your choice in Step 4) in either the Primary or Secondary Language (depending on your choice in this step).

8. Repeat Step 7 to play the Day or Night Menu Prompt in the other language.

9. Press *7 to return to the Programming Main Menu or hang up to quit.

Modifying the Menu Definition, Day Menu Prompt, and Announcements

For each Automated Attendant, update Forms 3 and 4 for the voice messaging system to show modifications to the Menu Definition and/or Day Menu Prompt for systems operating in Monolingual Mode (Forms 3B and 4A for systems operating in Bilingual Mode); update Forms 3 and 3A for the voice messaging system to show modifications to the Announcements, if any, for systems operating in Monolingual Mode (Form 3B for systems operating in Bilingual Mode).

You can use the following procedure to do the following:

- Modify the Automated Attendant Menu Definition (including Selector codes and the Dial0/Timeout Extension).
- Re-record an Automated Attendant Announcement.
- Re-record the Automated Attendant Menu Prompt.

⚠ CAUTION:

It is important to understand that you must approve each element (that is, the Menu Definition, the Day Menu Prompt, and any Announcements, as well as save all of these entries (in Step 27). **If you exit at any point before saving your approved entries, your entries will be lost.** *This procedure is designed to ensure that callers do not hear the incomplete menu while you are in the process of modifying it.*

To change the Menu Definition, Day Menu Prompt, and/or Announcements:

1. Access the Programming Main Menu:
   a. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.
   b. Press 9 9 #.
   c. Enter the password and press #.
   d. Press 9.

   The system plays the system programming options.
2. Press 3 for Automated Attendant.

   The system prompts you to specify the Automated Attendant.
3. Enter the Automated Attendant number (1 to 4).

   The system plays:

   ```
   To program the Day Menu, press 1.  For the Night Menu,
   press 2.  If finished, press * #.
   ```

4. Press 1.

   The system plays:

   `To play the menu, press 2; to modify the menu, press 6. If finished, press * #.`

5. Press 6.

   The system plays:

   `Please enter a selector code from 1 to 9. Press 0 for the Dial 0/Timeout action. When finished modifying the Menu Definition, press * #.`

6. If you want to modify only the Day Menu Prompt, go to Step 16. Otherwise, continue with Step 7.

7. Do one of the following:

   — Press 0 to specify a Dial 0/Timeout Extension. Go to Step 8.

   — Enter a Selector Code from 1 through 9. Go to Step 9.

   The system plays the current Selector Code Action (or Announcement Number and Announcement), then asks:

   `Do you want to make a modification? Press 9 to confirm or 6 to cancel.`

8. To specify the Dial 0/Timeout Extension:

   a. Press 9 to make the modification.

   b. Enter the extension number specified in Column D of Form 3. (The default is extension 10.)

   c. Go to Step 15.

9. Press 9 to confirm that you want to modify this Selector Code.

   The system plays:

   `For selector code transfer, press 1; for announcement, press 3; for direct extension transfer, press 5; for mailbox transfer, press 6; for Centrex transfer, press 7.`

   — If you want to return the Selector Code to the factory setting (Direct Extension Transfer for Selector Code 1 through 8), go to Step 10.

   — If you want to assign a different extension or group to the Selector Code, go to Step 11.

   — If you want to change the Announcement, go to Step 12.

   — If you want to specify Mailbox Transfer to the Selector Code, go to Step 13.

   — If you want to specify Centrex Transfer to the Selector Code, go to Step 14.

10. To return to Direct Extension Transfer:
    a. Press 5.

       For direct extension transfer, the selector code represents a range of extensions. For example, selector code 1 allows outside callers to transfer directly to any extension that begins with a 1—extensions 10–19.

    b. Go to Step 15.
11. To change the Selector Code Transfer extension or group:
    a. Press 1.
    b. Enter the desired extension or group number specified in Column D of Form 3.
    c. Go to Step 15.
12. To change an Announcement:
    a. Press 3.
    b. Enter the Announcement number (1 or 2) specified in Column D of Form 3.
    c. Go to Step 18.
13. To change Mailbox Transfer:
    a. Press 6.
    b. Enter the desired mailbox number specified in Column D of Form 3.
    c. Go to Step 15.
14. To change Centrex Transfer:
    a. Press 7.
    b. Enter the desired Centrex number specified in Column D of Form 3, and wait for the system to time out.
    c. Press 1 to continue.
    d. Press *# to approve.
    e. Press 9 to confirm.
    f. Go to Step 15.
15. Return to Step 7 for the next Selector Code you want to modify. When you have finished programming Selector Codes, go to Step 16.
16. Press *# to approve your entries and finish modifying the Menu Definition.

    The system plays:

    `To record a new prompt for this menu, press 1. To use the existing prompt and save any Menu Definition changes, press #.`

17. If you do not want to record a new Day Menu Prompt or Announcement, press (#) and go to Step 28; otherwise, continue with Step 18.
18. To record a new Day Menu Prompt or Announcement, lift the handset, press (1), and record after the beep. The prompt or Announcement can be up to four minutes long (factory-set length).
19. Press (1) when you are finished recording.
20. Choose an option or skip this step:
    - Press (2)(1) to immediately re-record the Day Menu Prompt or Announcement. Begin recording immediately after the beep; press (1) after recording. Repeat, if desired.
    - Press (2)(3) to play back the Day Menu Prompt or Announcement. Repeat, if necessary.
    - Press (*)(3) to delete the Day Menu Prompt or Announcement and return to Step 18 to be prompted for re-recording.
21. Do one of the following:
    - For systems operating in Monolingual Mode, press (*)(#) to approve the Day Menu Prompt or Announcement. You have now completed this procedure.
    - For systems operating in Bilingual Mode, press (*)(#) to approve the Day Menu Prompt or Announcement. Continue with Step 22.
22. If you want to record the Day Menu Prompt or Announcement in the Secondary Language, continue with Step 23; otherwise, skip to Step 25.
23. Press (2) and record the Menu Prompt from Form 4A (or Announcement from Form 3B).
24. Press (1) after recording.
25. Choose an option or skip this step:
    - Press (2)(1) to immediately re-record the Day Menu Prompt or Announcement. Begin recording immediately after the beep; press (1) after recording. Repeat, if desired.
    - Press (2)(3) to play back the Day Menu Prompt or Announcement. Repeat, if necessary.
    - Press (*)(3) to delete the Day Menu Prompt or Announcement and return to Step 23 to be prompted for re-recording.
26. Press (*)(#) to approve this Day Menu Prompt or Announcement.
27. Press (#) *to approve and save* all entries. The Menu Definition, Day Menu Prompts, and Announcements (if any) now take effect.
28. Press (*)(7) to return to the Programming Main Menu or hang up to quit.

Modifying the Night Menu Prompt

Update Forms 5 and 5A for the voice messaging system to show modifications to the Night Menu Prompt; then use the updated form(s) while performing the following procedure.

To change the Night Menu Prompt:

1. Access the Programming Main Menu:
   a. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.
   b. Press 9 9 #.
   c. Enter the password and press #.
   d. Press 9.

   The system plays the system programming options.
2. Press 3 for Automated Attendant.

   The system prompts you to specify the Automated Attendant.
3. Enter the Automated Attendant number (1 to 4).

   The system plays:

   `To program the Day Menu, press 1. For the Night Menu, press 2. If finished, press * #.`
4. Press 2.

   The system plays:

   `To play the menu, press 2; to modify the menu, press 6. If finished, press * #.`
5. Press 6.

   If the system is operating in Monolingual Mode, the system plays:

   `To record a new prompt for this menu, press 1. To use the existing prompt, press #.`

   If the system is operating in Bilingual Mode, the system plays:

   `To record Primary Language prompt, press 1. To record Secondary Language prompt, press 2. To save any recordings, press #.`
6. Lift the handset:
   — Press 1 to record the Night Menu Prompt in the Primary Language.
   — Press 2 to record the Night Menu Prompt in the Secondary Language.
7. Record the prompt after the beep.

8. Press 1 when you are finished recording.
9. Choose an option or skip this step:
   - Press 2 1 to immediately re-record this Night Menu Prompt. Begin recording immediately after the beep; press 1 after recording. Repeat, if desired.
   - Press 2 3 to play back this Night Menu Prompt.
   - Press * 3 to delete this Night Menu Prompt.

     If the system is operating in Monolingual Mode, the system plays:

     ```
     Deleted. To record a new prompt for this menu,
     press 1.  To use the existing prompt, press #.
     ```

     Return to Step 6.

     If the system is operating in Bilingual Mode, the system plays:

     ```
     Deleted.  To record Primary Language prompt,
     press 1.  To record Secondary Language prompt,
     press 2.  To save any recordings, press #.
     ```

     Return to Step 6.
10. Do one of the following:
    - For systems operating in Monolingual Mode, press * # to approve this Night Menu Prompt. This system confirms that the Night Menu Prompt is approved and you have now finished this procedure.
    - For systems operating in Bilingual Mode, press * # and continue with Step 11.
11. To record the Night Menu Prompt in the other language, repeat Steps 6 through 10. Otherwise, go to Step 12.
12. Press # to approve all changes.

    The new Night Menu Prompt(s) now takes effect.
13. Press * 7 to return to the Programming Main Menu or hang up to quit.

Group Call Distribution (Option 1)

Use this communications system procedure to specify a new outside line on which you want Automated Attendant Service.

Update Line Coverage on Form A, Page 1 of the *System Planner* for the communications system to show modifications to VMS-AA lines before you begin.

To assign VMS-AA lines to Hunt Group 7:

1. Press Feature 0 0 System Program System Program.
2. Enter the System Password, if required.
3. Press # 2 0 6[2].
4. At the `Group:` prompt, press 7.
5. At the `Line:` prompt, enter the first VMS-AA line to be programmed as specified in the Line Coverage column of Form A, Page 1.
6. Press Next Data until the display reads `1 Assigned`. (Be careful not to choose `3 VMS Line Cover` because you will assign VMS Line Coverage rather than Automated Attendant Service to the line.)
7. To program another line, press Next Item or Prev Item until the appropriate line number displays.
8. Press Next Data until the display reads `1 Assigned`.
9. Repeat Steps 7 and 8 for each VMS-AA line.
10. Press Feature 0 0 to exit programming.

2. In some countries, the procedure code for Group Call Distribution is #205. Check the *Programming and Use* guide for the communications system.

VMS Hunt Delay (PARTNER ACS Release 3.0 or later)

Use this communications system procedure to specify either immediate or delayed call handling. You can change this setting for each line assigned to the Automated Attendants. You can also specify a different VMS Hunt Delay setting for Day and Night Service.

NOTE:
See VMS Hunt Delay on Page 2 of Form A; be sure that the appropriate number of rings is specified. The default setting is "2," but you can change this value for more immediate call handling. If you do not subscribe to Caller ID service from your local telephone company, you can specify "0" rings. If you do subscribe to Caller ID service, it is recommended that you specify "1."

Update Form A, Page 2 of the *System Planner* for the communications system to show modifications to the VMS Hunt Delay setting before you begin.

To change the VMS Hunt Delay setting:

1. Press Feature 0 0 System Program System Program.
2. Enter the System Password, if required.
3. Press #506.
4. At the `Mode:` prompt, enter *1* (Day) or *2* (Night).
5. At the `Line:` prompt, enter the first line number.
6. Press Next Data until the appropriate value displays.
7. To program another line, press Next Item or Prev Item until the appropriate line number displays. Then repeat Step 6.
8. Press Feature 0 0 to exit programming.

VMS Hunt Delay (All Other PARTNER Systems)

Use this communications system procedure to specify either immediate or delayed call handling. Any changes you make will apply to all Automated Attendants.

Update Form A, Page 2 of the *System Planner* for the communications system to show modifications to the VMS Hunt Delay setting before you begin.

To change the VMS Hunt Delay setting:

1. Press Feature 0 0 System Program System Program.
2. Enter the System Password, if required.
3. Press #506.

4. Press (Next Data) until the appropriate value displays.
5. Press (Feature) (0) (0) to exit programming.

Automatic Extension Privacy

Use this procedure to prevent users from accidentally picking up calls sent to the voice messaging system.

Update Form B1 of the *System Planner* for the communications system to show Automatic Extension Privacy (#304) as Assigned for the PARTNER MAIL VS extensions.

To change the Automatic Extension Privacy setting:

1. Press (Feature) (0) (0) (System Program) (System Program).
2. Enter the System Password, if required.
3. Press (#) (3) (0) (4).
4. Enter the first PARTNER MAIL VS extension number specified on Form B1.
5. Press (Next Data) until the display reads `1 Assigned`.
6. Press (Next Item) or (Prev Item) until the next PARTNER MAIL VS extension number specified on Form B1 displays.
7. Press (Next Data) until the display reads `1 Assigned`.
8. If additional PARTNER MAIL VS extensions are specified on Form B1, repeat Steps 6 and 7 for each one.
9. Press (Feature) (0) (0) to exit programming.

VMS Hunt Schedule (PARTNER ACS Release 3.0 or later)

Use this communications system procedure to specify when the communications system is to route calls to the voice messaging system. You can change this setting for each line assigned to the Automated Attendants.

Update Form A, Page 2 of the *System Planner* for the communications system to show modifications to the VMS Hunt Schedule setting before you begin.

To change the VMS Hunt Schedule setting:

1. Press Feature 0 0 System Program System Program.
2. Enter the System Password, if required.
3. Press #507.
4. At the `Mode:` prompt, enter *1* (Day) or *2* (Night).
5. At the `Line:` prompt, enter the first line number.
6. Press Next Data until the appropriate value displays.
7. To program another line, press Next Item or Prev Item until the appropriate line number displays. Then repeat Step 6.
8. Press Feature 0 0 to exit programming.

VMS Hunt Schedule (All Other PARTNER Systems)

Use this communications system procedure to specify when the communications system is to route calls to the voice messaging system. Any changes you make apply to all Automated Attendants.

Update Form A, Page 2 of the *System Planner* for the communications system to show modifications to the VMS Hunt Schedule setting before you begin.

To change the VMS Hunt Schedule setting:

1. Press Feature 0 0 System Program System Program.
2. Enter the System Password, if required.
3. Press #507.
4. Press Next Data until the appropriate value displays.
5. Press Feature 0 0 to exit programming.

Modifying Mailboxes

The voice messaging system is shipped with 48 mailboxes already created. The characteristics of mailboxes are as follows:

- **Receptionist's Extension.** Extension 10 has a default storage capacity of 60 minutes (which can be administered for up to 180 minutes) or 120 messages. Each message has a default length of four minutes and a length range of 2 to 60 minutes.
- **All Other Extensions.** Other extensions each have a default storage capacity of 20 minutes (which can be administered for up to 180 minutes) or 120 messages.

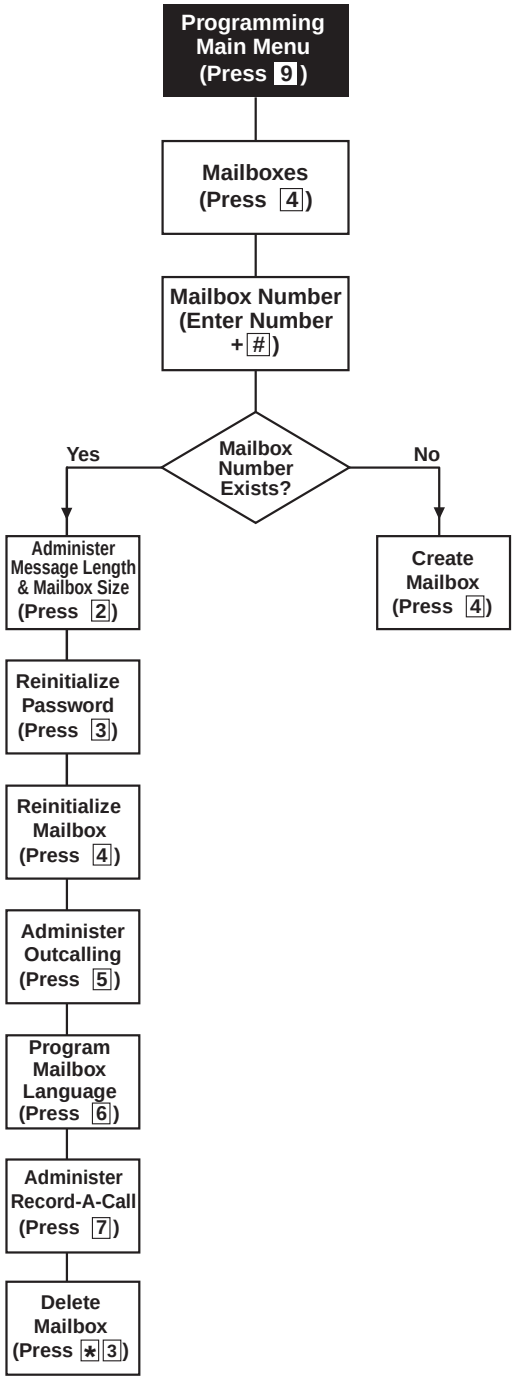


Figure 5-3. Modifying Mailboxes

If you need to change current mailbox programming, you can use the instructions presented in this section. For example:

- If an employee leaves the company, you can set up the previously assigned mailbox number for a new employee. To do so, use "Reinitializing a Mailbox," which returns the mailbox to its factory settings and deletes any messages that were in the mailbox.
- If you want to keep the maximum number of mailboxes available for subscribers, use "Deleting a Mailbox" to delete mailboxes from extensions to which you connect auxiliary equipment (such as doorphones and fax machines).
- If a subscriber needs more storage space in his or her mailbox, use "Changing Mailbox Message Length or Size."
- If a subscriber forgets his or her password, use "Reinitializing a Password" to return the password to the factory setting (1234).
- If a subscriber would like to interact with Voice Mail Service using a language different from the one assigned to his or her mailbox, use "Modifying a Mailbox's Language."
- If you want to activate or deactivate Outcalling for a subscriber's mailbox, refer to "Administering Outcalling for a Mailbox." As the default setting, Outcalling privileges are denied. Even after you activate Outcalling for a subscriber's mailbox, the subscriber must also turn on this feature and specify an Outcalling number (or list of numbers) by following the procedure in *Using the PARTNER MAIL VS® Voice Messaging System*.
- If you want to activate or deactivate Record-a-Call privileges for a subscriber's mailbox, refer to "Administering Record-a-Call for a Mailbox." As the default setting, Record-a-Call privileges are denied (that is, message length is set to "0"). Even after you activate Record-a-Call for a subscriber's mailbox, you must also program a telephone button for this feature. The subscriber should follow the Record-a-Call procedure in *Using the PARTNER MAIL VS® Voice Messaging System*.

Before you change mailbox assignments, you should review the next two sections "Hardware Considerations" and "Guest Mailboxes."

Hardware Considerations

Remember that mailbox numbers and extension numbers are the same. You can also assign available mailboxes to extensions that do not have phones connected to them so that guests—employees who work off-premises most of the time, such as salespeople—can access messages while on the road. See "Guest Mailboxes" later in this chapter.

After initial installation, you have default mailboxes for extensions 10 through 57. You should always delete unused mailboxes to protect your system's security. When you create mailboxes for new subscribers, you can use any mailbox in your system's dial plan. The *dial plan* is the maximum number of extensions supported by your system. You can have mailboxes for extensions 11 through 57. (Note that the mailbox at extension 10 cannot be deleted.) Figure 2-1 in Chapter 2 and the figures in Appendix D show the most common dial plans.

Guest Mailboxes

You can assign available mailboxes to extensions in the dial plan that *do not have phones connected to them.* Guest mailboxes are useful for employees who work off-premises most of the time. Guest mailboxes provide all the benefits of a regular mailbox (including Outcalling privileges) except the subscriber does not receive visual indication of a message deposited in the mailbox since there is no phone (and therefore no message waiting light) associated with the mailbox. Guests can call the voice messaging system from any touch-tone phone to retrieve their messages.

Review the following notes before you program guest mailboxes:

- If you *have* empty slots in the carrier, you can assign guest mailboxes to those extensions in the dial plan that correspond to the empty slot(s). When you assign guest mailboxes, it is recommended that you start assignments from the high end of the dial plan. (On a PARTNER Plus system, work backwards from extension 33; on a PARTNER II system, work backwards from extension 57; on a PARTNER Advanced Communications System 3.0 or PARTNER Endeavor, work backwards from extension 49, or on a PARTNER Advanced Communications System 1.0 or 1.1, work backwards from extension 41.)
- After you create a guest mailbox, use "Automatic VMS Cover," later in this section, to assign automatic coverage to the guest mailbox. Calls to these extensions are routed immediately to the mailbox—the call does not try ringing the extension first.
- If you *do not have* empty slots in the carrier, you can assign guest mailboxes to the unused extension numbers associated with the voice messaging system module. You also need to assign automatic coverage to these guest mailboxes. You can use any of the six extensions on the voice messaging system module for guest mailbox assignments.

- Calls routed to these extensions are routed to the subscriber's mailbox depending on the extension used. Refer to the table below to determine whether calls are routed on an immediate or delayed basis.
- For a 2-port system:
  - — If the bottom two extensions are used, calls are routed to the subscriber's mailbox on an immediate basis.
  - — If the remaining four extensions are used, calls are routed to the subscriber's mailbox after four rings (or after the number of rings programmed in the VMS Cover Ring Interval).
- For a 4-port system:
  - — If the bottom four extensions are used, calls are routed to the subscriber's mailbox on an immediate basis.
  - — If the remaining two extensions are used, calls are routed to the subscriber's mailbox after four rings (or after the number of rings programmed in the VMS Cover Ring Interval).
- A 2-port voice messaging system uses the bottom two extension numbers associated with the slot in which the module is installed (see Figure 2-1 in Chapter 2 and the figures in Appendix D). For example, if the module is installed in the last slot on a PARTNER ACS 5-slot configuration (see Figure 2-1), it uses extensions 46 and 47. In this case, you can use extensions 42 through 47 for guest mailboxes.
- A 4-port system uses the bottom four extensions (for example, 44, 45, 46, and 47). In this case, you can use extensions 42 through 47 for guest mailboxes.

Checking a Mailbox's Status

Use this procedure to determine if a mailbox exists:

1. Access the Programming Main Menu:
   a. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.
   b. Press 9 9 #.
   c. Enter the password and press #.
   d. Press 9.

   The system plays the system programming options.
2. Press 4 to program mailboxes.

   The system tells you how many mailboxes currently exist and how many are allowed, then:

   ```
   Please enter the mailbox number followed by # or
   press # for the next mailbox.
   ```
3. Enter the number of the mailbox that you want to check followed by #, or simply press #.

   The system responds as follows:
   — If you entered a mailbox number followed by #, the system tells you if the mailbox exists.
   — If you entered #, the system tells you the number of the first existing mailbox.
4. Press # repeatedly to hear the next existing mailbox number.
5. Press * 7 to return to the Programming Main Menu or hang up to quit.

Deleting a Mailbox

Update Form 2 for the voice messaging system to show mailboxes to be deleted; then use the updated form while performing the following procedure.

Review the following notes before you delete a mailbox:

- The receptionist's mailbox (at extension 10) cannot be deleted.
- Any messages in the mailbox are lost when a mailbox is deleted. The message light is turned off. The personal greeting is lost.
- If you delete a mailbox from an extension that has VMS Cover assigned, unassign Automatic VMS Cover or remove the VMS Cover button. This action prevents unanswered intercom and transferred calls to this extension from being transferred to the receptionist's extension.
- If you delete a mailbox that was assigned a line owner using VMS Line Cover, either delete line ownership from that line or assign a different mailbox as the owner of that line. Similarly, if you delete a mailbox that was assigned a line owner using Extension Line Coverage, either unassign coverage or assign a different extension as the owner.

⚠ SECURITY ALERT:
As a safeguard against toll fraud, delete unused mailboxes.

To delete a mailbox:

1. Access the Programming Main Menu:
   a. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.
   b. Press 9 9 #.
   c. Enter the password and press #.
   d. Press 9.

   The system plays the system programming options.
2. Press 4 to program mailboxes.

   The system tells you how many mailboxes exist and how many are allowed, then:

   ```
   Please enter the mailbox number followed by # or
   press # for the next mailbox.
   ```

3. Enter the number of the mailbox you want to delete followed by #.

   The system says if the mailbox exists, then:

   ```
   To administer the message length and mailbox size,
   press 2. To reinitialize the password, press 3.  To
   reinitialize the mailbox, press 4.  To administer
   Outcalling, press 5.  To program the Mailbox Language,
   press 6. To administer Record-a-Call, press 7.  To
   delete the mailbox, press *3. If finished with this
   mailbox, press *#, or for the next mailbox, press #.
   ```

4. Press *3.

   The system plays:

   ```
   Mailbox XX has YY new messages and ZZ old messages.  Do
   you want to delete?  Press 9 to confirm or 6 to cancel.
   ```

5. Press 9 to confirm mailbox deletion.

   The system plays:

   ```
   Deleted.
   ```

6. Press *7 to return to the Programming Main Menu or hang up to quit.

Creating a Mailbox

Update Form 2 for the voice messaging system to show mailboxes to be created; then use the updated form while performing the following procedure.

The default message length will be 4 minutes, and the default mailbox size will be 20 minutes for these mailboxes.

Review the following notes before you create a mailbox:

- Mailboxes can be created for extensions 11 through 33 for the PARTNER Plus, 11 through 49 for PARTNER Endeavor and Advanced Communications System 3.0, 11 through 41 for PARTNER Advanced Communications System 1.0 or 1.1, and 11 through 57 for the PARTNER II system. See “Hardware Considerations” earlier in this chapter for details.
- When a mailbox is created, it uses the factory set password (1234) and the factory set Mailbox Language in either the System Language (in Monolingual Mode) or Primary Language (in Bilingual Mode). The Mailbox Language can be changed on a per mailbox basis. See “Modifying a Mailbox Language,” later in this chapter for details.
- You can create a guest mailbox for an extension that does not have a phone connected to it. See “Guest Mailboxes” earlier in this chapter for details.

To create a mailbox:

1. Access the Programming Main Menu:
   a. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.
   b. Press 9 9 #.
   c. Enter the password and press #.
   d. Press 9.

   The system plays the system programming options.
2. Press 4 to program mailboxes.

   The system tells you how many mailboxes exist and how many are allowed, then:

   ```
   Please enter the mailbox number followed by # or
   press # for the next mailbox.
   ```
3. Enter the number of the mailbox you want to create followed by #.

   The system plays:

   ```
   Mailbox XX does not exist.  To create this mailbox,
   press 4.  If finished with this mailbox, press *#, or
   press # for the next mailbox.
   ```
4. Press 4.

   The system plays:

   ```
   Created.
   ```
5. Press * 7 to return to the Programming Main Menu or hang up to quit.

Reinitializing a Password

If a subscriber forgets the password for his or her mailbox, you can reinitialize the password to the factory setting of 1234 so the user can retrieve messages. Remind the subscriber to change the password immediately after logging in for the first time.

To reinitialize a password to 1234:

1. Access the Programming Main Menu:
   a. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.
   b. Press 9 9 #.
   c. Enter the password and press #.
   d. Press 9.

   The system plays the system programming options.
2. Press 4 to program mailboxes.

   The system tells you how many mailboxes exist and how many are allowed, then:

   ```
   Please enter the mailbox number followed by # or
   press # for the next mailbox.
   ```
3. Enter the number of the mailbox whose password you want to reinitialize followed by #.

   The system plays:

   ```
   Mailbox XX exists. To administer the message length and
   mailbox size, press 2. To reinitialize the password,
   press 3.  To reinitialize the mailbox, press 4.  To
   administer Outcalling, press 5.  To program the Mailbox
   Language, press 6. To administer Record-a-Call, press
   7.  To delete the mailbox, press *3. If finished with
   this mailbox, press *#, or for the next mailbox, press
   #.
   ```
4. Press 3.

   The system plays:

   ```
   The password has been reinitialized.
   ```
5. Press * 7 to return to the Programming Main Menu or hang up to quit.

Reinitializing a Mailbox

To prepare a previously used mailbox for a new subscriber, you can reinitialize the mailbox. This procedure deletes any messages left in the mailbox and turns off the phone's message light (if lit), erases the personal greeting (if recorded), changes the password back to the factory setting (1234), and changes the Mailbox Language back to either the System Language (Monolingual Mode) or the Primary Language (Bilingual Mode).

To reinitialize a mailbox:

1. Access the Programming Main Menu:
   a. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.
   b. Press 9 9 #.
   c. Enter the password and press #.
   d. Press 9.

   The system plays the system programming options.
2. Press 4 to program mailboxes.

   The system tells you how many mailboxes exist and how many are allowed, then:

   ```
   Please enter the mailbox number followed by # or
   press # for the next mailbox.
   ```
3. Enter the number of the mailbox you want to reinitialize followed by #.

   The system plays:

   ```
   Mailbox XX exists. To administer the message length and
   mailbox size, press 2. To reinitialize the password,
   press 3.  To reinitialize the mailbox, press 4.  To
   administer Outcalling, press 5.  To program the Mailbox
   Language, press 6. To administer Record-a-Call, press
   7.  To delete the mailbox, press *3. If finished with
   this mailbox, press *#, or for the next mailbox, press
   #.
   ```
4. Press 4.

   The system plays:

   ```
   Mailbox XX has YY new and ZZ old messages.  Do you want
   to reinitialize this mailbox?  Press 9 to confirm or 6
   to cancel.
   ```

5. Press 9.

   The system plays:

   ```
   Reinitialized.
   ```

6. Press *7 to return to the Programming Main Menu or hang up to quit.

Changing Mailbox Message Length or Size

You can adjust a subscriber's mailbox message length or storage space by changing the default message length (4 minutes) or mailbox size (60 minutes for the receptionist's mailbox and 20 minutes for all others). Be sure update to Form 2 to indicate changes to the message length or size of a mailbox.

The message length administered by this procedure applies to the message that callers can leave in the subscriber's mailbox, the message that the subscriber can create and send, and to the comment that a subscriber can add to a forwarded message.

1. If necessary, access the Programming Main Menu. If you are already at the Programming Main Menu, skip to Step 2.
   a. Press Intercom 777 or the programmed Voice Mail Auto Dial button.
   b. Press 99#.
   c. Enter the password and press #.
   d. Press 9.

   The system plays the system programming options.

2. Press 4 for Mailboxes.

   The system tells you how many mailboxes exist and how many are allowed, then:

   ```
   Please enter the mailbox number followed by # or
   press # for the next mailbox.
   ```

3. Enter the number of a mailbox whose message length and size is to change as indicated on Form 2, followed by #.

   The system plays:

   ```
   Mailbox XX exists. To administer the message length and
   mailbox size, press 2. To reinitialize the password,
   press 3.  To reinitialize the mailbox, press 4.  To
   administer Outcalling, press 5.  To program the Mailbox
   Language, press 6. To administer Record-a-Call, press
   7.  To delete the mailbox, press *3. If finished with
   this mailbox, press *#, or for the next mailbox, press
   #.
   ```

4. Press 2 for Administer Message Length and Mailbox Size.

   The system plays the message length and mailbox size.

5. Press 1 to confirm that you want to change the message length and mailbox size.

6. Enter the message length (that is, a value of 2 to 60 minutes), followed by #.

   Note that this message length must be less than or equal to the mailbox size that you enter in Step 7.

7. Enter the mailbox size (that is, a value of 5 to 180 minutes), followed by #.

   Note that this mailbox size must be greater than or equal to the message length that you entered in Step 6.

8. Press *# to accept the message length and mailbox size.

9. Repeat Steps 3 through 8 for each mailbox that you want to resize.

10. Press *7 to return to the Programming Main Menu.

Playing a Mailbox's Language

To play the language currently used for a mailbox:

1. Access the Programming Main Menu:
   a. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.
   b. Press 9 9 #.
   c. Enter the password and press #.
   d. Press 9.

   The system plays the system programming options.
2. Press 4 to program mailboxes.

   The system tells you how many mailboxes exist and how many are allowed, then:

   ```
   Please enter the mailbox number followed by # or
   press # for the next mailbox.
   ```
3. Enter the number of the mailbox whose language you want to play followed by #.

   The system plays:

   ```
   Mailbox XX exists. To administer the message length and
   mailbox size, press 2. To reinitialize the password,
   press 3.  To reinitialize the mailbox, press 4.  To
   administer Outcalling, press 5.  To program the Mailbox
   Language, press 6. To administer Record-a-Call, press
   7.  To delete the mailbox, press *3. If finished with
   this mailbox, press *#, or for the next mailbox, press
   ```
4. Press 6.

   The system plays:

   ```
   To play Mailbox Language, press 2.  To modify Mailbox
   Language, press 6.  If finished, press *#.
   ```
5. Press 2.

   The system plays:

   ```
   Mailbox language is LANGUAGE (where LANGUAGE is the
   current language).
   ```
6. Press * 7 to return to the Programming Main Menu or hang up to quit.

Modifying a Mailbox's Language

Update Form 2 for the voice messaging system to show the languages assigned to mailboxes; then use the updated form while performing the following procedure.

To modify a mailbox's language:

1. Access the Programming Main Menu:
   a. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.
   b. Press 9 9 #.
   c. Enter the password and press #.
   d. Press 9.

   The system plays the system programming options.
2. Press 4 to program mailboxes.

   The system tells you how many mailboxes currently exist and how many are allowed, then:

   ```
   Please enter the mailbox number followed by # or
   press # for the next mailbox.
   ```
3. Enter the number of the mailbox whose language you want to modify followed by #.

   The system plays:

   ```
   Mailbox XX exists. To administer the message length and
   mailbox size, press 2. To reinitialize the password,
   press 3.  To reinitialize the mailbox, press 4.  To
   administer Outcalling, press 5.  To program the Mailbox
   Language, press 6. To administer Record-a-Call, press
   7.  To delete the mailbox, press *3. If finished with
   this mailbox, press *#, or for the next mailbox, press
   ```
4. Press 6.

   The system plays:

   ```
   To play Mailbox Language, press 2. To modify Mailbox
   Language, press 6.  If finished, press *#.
   ```
5. Press 6.

   The system plays the current Mailbox Language, then prompts you to enter the number corresponding to the desired language.

6. Enter the number corresponding to the language you want to use for this mailbox.

   The system plays:

   `For LANGUAGE (where LANGUAGE is the current language), press 9 to confirm or 6 to cancel.`

7. Either:

   — Press (9) to confirm.

   The system plays:

   `Mailbox Language has been changed.`

   — Press (6) to cancel.

   The system plays:

   `Mailbox Language has not been changed.`

8. Press (*)(7) to return to the Programming Main Menu or hang up to quit.

Administering Outcalling for a Mailbox

The Outcalling feature dials a telephone or pager number (or a series of up to five numbers) to notify a subscriber that a new message has arrived in the subscriber's voice mailbox. With this feature subscribers can be alerted to the arrival of new messages whether they're at their desks, on the road, or at an alternate work location. Subscribers have the option to determine the schedule for when Outcalling begins and ends, how many Outcalling attempts are made per cycle, and how much time will elapse between attempts.

Before subscribers can turn on Outcalling, specify the Outcalling number, and establish an Outcalling schedule, you must assign Outcalling privileges for their mailboxes. You may also remove Outcalling privileges by following the instructions below. Be sure to update Form 2 to indicate the current status of Outcalling privileges for each mailbox.

⚠ CAUTION:

Before you assign mailboxes Outcalling privileges, you should review the system performance and security issues discussed in detail in Chapter 1. There are no restrictions on the Outcalling Numbers entered by subscribers. Therefore, it is strongly recommended that you limit the number of subscribers who have the Outcalling privilege. And call restrictions should be used for the communications system. See "Outgoing Call Restriction" in Chapter 4 for details.

To assign or remove Outcalling privileges for a mailbox:

1. Access the Programming Main Menu:
   a. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.
   b. Press 9 9 #.
   c. Enter the password and press #.
   d. Press 9.

   The system plays the system programming options.
2. Press 4 to program mailboxes.

   The system tells you how many mailboxes exist and how many are allowed, then:

   ```
   Please enter the mailbox number followed by # or
   press # for the next mailbox.
   ```
3. Enter the number of the mailbox for which you want to activate/deactivate Outcalling privileges followed by #.

   The system plays:

   ```
   Mailbox XX exists.  To administer the message length and
   mailbox size, press 2. To reinitialize the password,
   press 3.  To reinitialize the mailbox,
   press 4.  To administer Outcalling, press 5.  To program
   the Mailbox Language, press 6.  To administer
   Record-a-Call, press 7.  To delete the mailbox,
   press *3.  If finished with this mailbox, press *#, or
   for the next mailbox, press #.
   ```
4. Press 5 to administer Outcalling.

   The system plays:

   ```
   To turn on Outcalling, press 9.  To turn off Outcalling,
   press 6.
   ```
5. Either:
   — Press 9 to activate Outcalling.

   The system plays:

   ```
   Outcalling is turned on.
   ```

   — Press 6 to deactivate Outcalling.

   The system plays:

   ```
   Outcalling is turned off.
   ```
6. To activate/deactivate Outcalling for another mailbox, repeat steps 3 through 5.
7. Press * 7 to return to the Programming Main Menu or hang up to quit.

Administering Record-a-Call for a Mailbox

This feature is available only on the PARTNER Advanced Communications System Release 3.0 or later with a 4-port PARTNER MAIL VS Release 5.0 configuration.

The Record-a-Call feature allows a subscriber who is using an internal telephone to record a conversation while active on a call. After the conversation is recorded in the voice mailbox, the system turns on the Message Waiting Light of the associated extension. If Outcalling is active, the system will attempt to notify the subscriber that the new "message" has arrived. Subscribers can treat a saved conversation as they would any other message in the mailbox.

NOTE:
If the system detects 15 seconds of silence after recording has begun, the system automatically turns off the Record-a-Call feature, and the subscriber must press the programmed feature button to resume recording the conversation. The resumed conversation is saved as another message.

Before subscribers can use the feature, you must assign Record-a-Call privileges for their mailboxes by specifying a value of 1 to 60 minutes as the maximum Record-a-Call message length. You must also program a telephone button to activate this feature according to the instructions in the *Programming and Use* guide for the communications system. You may also remove these privileges by following the instructions below. Be sure to update Form 2 to indicate the current status of Record-a-Call privileges for each mailbox.

CAUTION:
Keep in mind that Record-a-Call messages count toward the maximum capacity (size) of a mailbox. When the system storage limit is reached, even if storage space is still available in an individual mailbox, the system will not accept any new voice mail messages or recorded conversations. *Therefore, it is strongly recommended that you limit the number of subscribers who have this privilege and that you remind them to delete unnecessary messages from their mailboxes on a regular basis.*

To assign or remove Record-a-Call privileges for a mailbox:

1. Access the Programming Main Menu:
   a. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.
   b. Press 9 9 #.
   c. Enter the password and press #.
   d. Press 9.

   The system plays the system programming options.

2. Press 4 to program mailboxes.

   The system tells you how many mailboxes exist and how many are allowed, then:

   ```
   Please enter the mailbox number followed by # or
   press # for the next mailbox.
   ```

3. Enter the number of the mailbox for which you want to activate/deactivate Record-a-Call privileges followed by #.

   The system plays:

   ```
   Mailbox XX exists.  To administer the message length and
   mailbox size, press 2. To reinitialize the password,
   press 3.  To reinitialize the mailbox,
   press 4.  To administer Outcalling, press 5.  To program
   the Mailbox Language, press 6.  To administer
   Record-a-Call, press 7.  To delete the mailbox,
   press *3.  If finished with this mailbox, press *#, or
   for the next mailbox, press #.
   ```

4. Press 7 to administer Record-a-Call.

   The system plays:

   ```
   Enter the Record-a-Call message length in minutes from
   1 to 60 followed by #.  To turn this feature off, enter
   0#.  If finished, press *#.
   ```

5. Either:

   — Enter a value from 1 to 60 followed by # to activate Record-a-Call.

   The system repeats the Record-a-Call message length you specified. The Record-a-Call message length must be less than or equal to the mailbox size.

   — Press 0# to deactivate Record-a-Call.

   The system plays:

   ```
   The Record-a-Call feature is turned off.
   ```

   — Press *# to quit.

6. To activate/deactivate Record-a-Call for another mailbox, repeat steps 3 through 5.

7. Press *7 to return to the Programming Main Menu or hang up to quit.

Automatic VMS Cover

Use this communications system procedure to assign automatic voice mail coverage to the appropriate extensions. Remember to use this procedure to assign automatic coverage to newly created guest mailboxes. Calls to these extensions are routed immediately to the mailbox—the call does not try ringing the extension first.

Update Form B2 of the *System Planner* for the communications system before you begin.

To assign Automatic VMS Cover to extensions:

1. Press Feature 0 0 System Program System Program.
2. Enter the System Password, if required.
3. Press #310.
4. Enter the number of the extension to be covered by the voice messaging system.
5. Press Next Data until the display reads `1 Assigned`.
6. To program another extension, press Next Item or Prev Item until the extension number shows on the display. Then repeat Step 5.
7. Press Feature 0 0 to exit programming mode.

VMS Cover Rings (PARTNER ACS Release 3.0 or later)

Use this communications system procedure to change the number of times calls should ring at the extension before they are sent to the subscriber's mailbox. Note that the VMS Cover Rings can be specified for each station on a PARTNER ACS Release 3.0 or later.

Update Form A, Page 2 of the *System Planner* for the communications system before you begin.

To change the number of times calls ring before they are sent to the voice messaging system:

1. Press Feature 0 0 System Program System Program.
2. Enter the System Password, if required.
3. Press # 3 2 1.
4. Enter the number of the first extension for which VMS Cover Rings is to be specified.
5. Press Next Data until the appropriate value displays.
6. To program another extension, press Next Item or Prev Item until the extension number shows on the display. Then repeat Step 3.
7. Press Feature 0 0 to exit programming mode.
8. Continue with the next section, “Telephone Button Programming.”

VMS Cover Rings (All Other PARTNER Systems)

Check Form A, Page 2, to see if VMS Cover Rings (#117)[3] is different from the factory setting of 3. If it is, follow the procedure below, beginning with Step 1, to specify the VMS Cover Rings for the system. If not, skip to Step 3 of the procedure below.

To change the number of times calls ring before they are sent to the voice messaging system as indicated on Form A, Page 2, VMS Cover Rings:

1. Press Feature 0 0 System Program System Program.
2. Enter the System Password, if required.
3. Press # 1 1 7.
4. Enter the VMS Cover Rings setting.
5. Select another procedure or exit programming mode.

3. VMS Cover Rings (#117) is not available on all systems. Check the *Programming and Use* guide for the communications system.

Line Coverage

This feature lets callers who call in on a covered line leave messages in the mailbox of a specific subscriber. Line coverage typically is used for personal lines or outside access to the voice messaging system if Automated Attendant Service is not used.

There are two ways to set up line coverage:

- For VMS Line Coverage, you must program the voice messaging system's Line Ownership feature and the communication system's Group Call Distribution (#206)[4] feature.

  With this method, when a call on a covered line is not answered within five rings, the voice messaging system routes the caller to the line owner's mailbox. The caller then hears the personal greeting for the line owner's mailbox.

- For Extension Line Coverage, you only need to program the communication system's Line Coverage Extension (#208)[5] feature.

  This method provides flexibility for calls ringing on covered lines. You can specify the number of times calls ring at the user's extension before going to the user's mailbox, using the communication system's VMS Cover Rings (#117/#321 on PARTNER ACS 3.0) feature. In addition, if the user's extension has Do Not Disturb on, calls on the line can go immediately to coverage.

For both types of line coverage, voice mail coverage must be on at the user's extension.

NOTE:
A line can be assigned coverage as described in this section or it can be assigned Automated Attendant Service coverage—a single line cannot be assigned both types of coverage.

4. In some countries, the procedure code for Group Call Distribution is #205. Check the *Programming and Use* guide for the communications system.

5. Line Coverage Extension (#208) and VMS Cover Rings (#117) are not available on all systems. Check the *Programming and Use* guide for the communications system.

VMS Line Coverage

If you specify VMS Line Coverage (#206, Option 3) for any system lines, you must assign an owner to the covered lines. Otherwise, the system will transfer callers who call in on those lines to the receptionist's extension.

This section provides instructions on how to:

- Use Line Ownership (see Figure 5-6) to scan, assign, modify, and delete current assignments for VMS Line Coverage.
- Use Group Call Distribution to specify new lines for VMS Line Coverage.

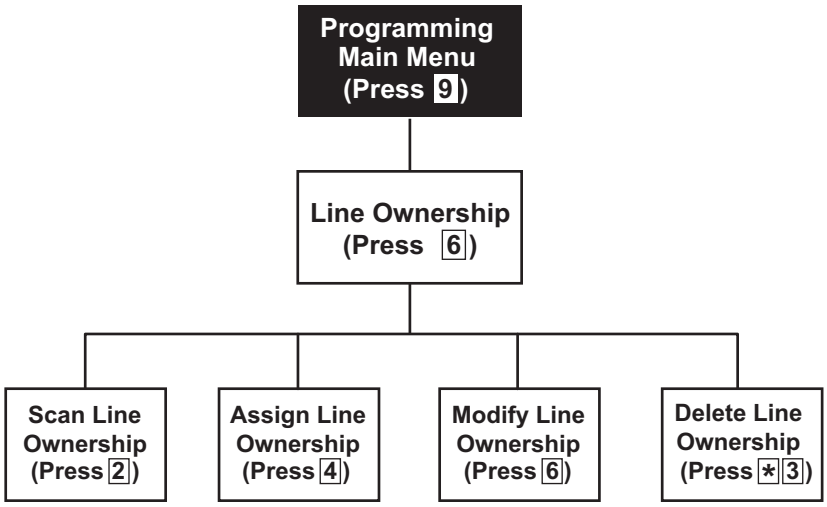


Figure 5-4. Line Ownership

Scanning Line Ownership

To review the current owners of outside lines:

1. Access the Programming Main Menu:
   a. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.
   b. Press 9 9 #.
   c. Enter the password and press #.
   d. Press 9.

   The system plays the system programming options.

2. Press 6 for line ownership.

   The system plays:

   ```
   To scan line ownership, press 2; to assign line
   ownership, press 4; to modify line ownership, press 6.
   To delete line ownership, press *D.
   ```

3. Press 2.

   The system plays:

   ```
   Please enter the CO line number followed by #, or
   press # for the next line owner.
   ```

4. Enter a specific outside line number followed by #, or press # for the first outside line number that has been assigned an owner.

   The system responds as follows:

   — If you entered a line number followed by #, the system tells you whether or not an owner is assigned.

   — If you entered #, the system tells you the mailbox number of the owner of the first outside line that has an owner.

5. Press # to hear the mailbox number for the next outside line that has an owner.

6. Press *7 to return to the Programming Main Menu or hang up to quit.

Assigning Line Ownership

Update Form 6 for the voice messaging system to show the line number that requires coverage and the line owner's extension number; then use the updated form while performing the following procedure. Make sure you also use "Group Call Distribution (#206)" later in this section to assign coverage to lines.

To associate an outside line with a specific subscriber's mailbox:

1. Access the Programming Main Menu:

   a. Press Intercom 777 or the programmed Voice Mail Auto Dial button.

   b. Press 99#.

   c. Enter the password and press #.

   d. Press 9.

   The system plays the system programming options.

2. Press 6 for line ownership.

   The system plays:

   ```
   To scan line ownership, press 2; to assign line
   ownership, press 4; to modify line ownership, press 6.
   To delete line ownership, press *D.
   ```

3. Press 4.

   The system plays:

   ```
   Please enter the CO line number followed by #.  If
   finished, press *#.
   ```

4. Enter the number of the outside line that you want to associate with a specific subscriber's mailbox followed by #.

   If the line already has an owner, the system announces the mailbox number of that owner. Otherwise, the system plays:

   ```
   CO line X has no owner.  Enter the mailbox number of the
   new line owner followed by #.  If finished,
   press *#.
   ```

5. Enter the mailbox number followed by #.

   The system plays:

   ```
   CO Line X owner is mailbox YY.
   ```

   The system tells you if the mailbox does not exist. See "Creating a Mailbox" earlier in this chapter for instructions on creating mailboxes.

6. Repeat Steps 4 and 5 until you assign line ownership for all of the appropriate lines.

7. Press *7 to return to the Programming Main Menu or hang up to quit.

Modifying Line Ownership

Update Form 6 for the voice messaging system to show modifications to line ownership; then use the updated form while performing the following procedure.

To change line ownership:

1. Access the Programming Main Menu:
   a. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.
   b. Press 9 9 #.
   c. Enter the password and press #.
   d. Press 9.

   The system plays the system programming options.
2. Press 6 for line ownership.

   The system plays:

   ```
   To scan line ownership, press 2; to assign line
   ownership, press 4; to modify line ownership, press 6.
   To delete line ownership, press *D.
   ```
3. Press 6.

   The system plays:

   ```
   Please enter the CO line number followed by #.
   If finished, press *#.
   ```
4. Enter the number of the outside line whose ownership you want to modify followed by #.

   The system tells you if the line does not have an owner. Otherwise, the system plays:

   ```
   CO line X owner is mailbox YY.  Enter the mailbox number
   of the new line owner followed by #.  If finished, press
   *#.
   ```
5. Enter the new mailbox number followed by #.

   The system plays:

   ```
   CO Line X owner is mailbox YY.
   ```

   If the mailbox does not exist, you are told so. See “Creating a Mailbox” earlier in this chapter for instructions on creating mailboxes.
6. Repeat Steps 4 and 5 to modify the line ownership for any other lines.
7. Press * 7 to return to the Programming Main Menu or hang up to quit.

Deleting Line Ownership

Update Form 6 for the voice messaging system to show the ownership assignments you want to delete; then use the updated form while performing the following procedure.

NOTE:
If you remove line ownership, either use Group Call Distribution (#206) to remove VMS Line Coverage from the line or assign a new mailbox number as the owner of the line to prevent the system from transferring callers who call in on the covered line to the receptionist's extension.

To delete an existing line owner assignment:

1. Access the Programming Main Menu:
   a. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.
   b. Press 9 9 #.
   c. Enter the password and press #.
   d. Press 9.

   The system plays the system programming options.
2. Press 6 for line ownership.

   The system plays:

   ```
   To scan line ownership, press 2; to assign line
   ownership, press 4; to modify line ownership, press 6.
   To delete line ownership, press *D.
   ```
3. Press * 3.

   The system plays:

   ```
   Please enter the CO line number followed by #.
   If finished, press *#.
   ```
4. Enter the number of the outside line whose ownership you want to delete followed by #.

   The system responds as follows:

   — If the line has an owner, the system tells you the mailbox number of the owner and asks you to confirm the deletion. Go to Step 5.

   — If the line has no owner, the system tells you so and asks you to enter another CO line number. Enter another line number followed by # or go to Step 7.

5. Press (9) to confirm that you want to delete the ownership assignment.

   The system plays:

   `Deleted.`

6. Repeat Steps 4 and 5 to delete other line ownership assignments.
7. Press (*)(7) to return to the Programming Main Menu or hang up to quit.

Group Call Distribution (Option 3)

Use this procedure to modify the assignment of outside lines for VMS Line Coverage.

Update Form A, Page 1, Line Coverage of the *System Planner* for the communications system to show modifications to VMS-MAIL lines before you begin.

To modify VMS-MAIL lines assignments:

1. Press (Feature)(0)(0)(System Program)(System Program).
2. Enter System Password, if required.
3. Press (#)(2)(0)(6)[6].
4. At the `Group:` prompt, press (7).
5. At the `Line:` prompt, enter the first VMS-MAIL line to be programmed as specified in the Line Coverage column of Form A, Page 1.
6. Press (Next Data) until the display reads `3 VMS Line Cover` or `2 Not Assigned`. (Be careful not to choose `1 Assigned` because you will assign Automated Attendant Service coverage rather than ownership to the line.)
7. To program another line, press (Next Item) or (Prev Item) until the appropriate line number displays. Then press (Next Data) until `3 VMS Line Cover` or `2 Not Assigned` is displayed.
8. Press (Feature)(0)(0) to exit programming.

6. In some countries, the procedure code for Group Call Distribution is #205. Check the *Programming and Use* guide for the communications system.

Extension Line Coverage

After assigning Extension Line Coverage, make sure VMS coverage is on for the extension. See “Automatic VMS Cover” earlier in this chapter or “VMS Cover” later in this chapter.

Use this procedure to modify the assignment of outside lines for Extension Line Coverage.

To assign VMS-MAIL lines specified on Form A, Page 1, Line Coverage, to specific extensions:

1. Press Feature 0 0 System Program System Program.
2. Enter System Password, if required.
3. Press # 2 0 8.
4. At the `Line:` prompt, enter the first VMS-MAIL line to be programmed as indicated by the extension number in the Line Coverage column of Form A, Page 1.
5. At the `Data:` prompt, enter the number of the extension in the VMS-MAIL column.
6. To program another line, press Next Item or Prev Item until the appropriate line number displays. Then repeat Step 5.
7. Press Feature 0 0 to exit programming.

Telephone Button Programming

Update Form C of the *System Planner* for the communications system if you change button programming for a subscriber's extension.

It is recommended that the following features be programmed on buttons on each subscriber's system phone:

- VMS Cover allows the subscriber to manually turn on and off voice mail coverage.
- Do Not Disturb allows the subscriber to send callers to his or her mailbox immediately without first ringing the subscriber's extension.
- Voice Mailbox Transfer allows the subscriber to transfer callers directly to other subscribers' voice mailboxes.
- Voice Mail Auto Dial allows the subscriber to access the voice messaging system for message retrieval with the touch of a button.
- Station Lock allows subscribers to secure their telephone when they leave their desk for an extended period of time.
- Record-a-Call allows the subscriber to record a call in progress. You must also assign the subscriber permission to use this feature. See "Administering Record-a-Call for a Mailbox," earlier in this chapter.
- Call Screening allows subscribers to listen while a caller is leaving a message in their mailbox.

The procedures in this section use Centralized Telephone Programming.

VMS Cover (F15)

To give a subscriber the ability to turn voice mail coverage on and off, you can program a VMS Cover button on the subscriber's system phone.

To program a VMS Cover button:

1. Press Feature 0 0 System Program System Program Central Tel Program.
2. Enter the number of the extension to be programmed.
3. Press a programmable button with lights.
4. Press Feature 1 5[7].
5. Program another button for this extension or press Feature 0 0 to exit programming mode.
6. Label the button at the user's extension.

7. In some countries, the feature code for VMS Cover is 1 6. Check the *Programming and Use* guide for the communications system.

Do Not Disturb (F01)

Used in conjunction with either automatic or manual extension coverage, this button lets subscribers send callers immediately to their voice mailbox.

To program a Do Not Disturb button:

1. Press Feature 0 0 System Program System Program Central Tel Program.
2. Enter the number of the extension to be programmed.
3. Press a programmable button with lights.
4. Press Feature 0 1.
5. Program another button for this extension, or press Feature 0 0 to exit programming mode.
6. Label the button at the user's extension.

Voice Mailbox Transfer (F14)

A Voice Mailbox Transfer button lets *any system user* transfer calls directly to another subscriber's mailbox (including a Guest Mailbox), without ringing the extension. If, for example, a caller wants to talk to a subscriber who is on vacation, the receptionist can transfer the call directly to the subscriber's mailbox by pressing this button and entering the subscriber's extension number (or pressing an Auto Dial button). The voice messaging system answers the call, the caller hears the subscriber's personal greeting (if recorded), and the caller can then leave a message for the subscriber.

To program a Voice Mailbox Transfer button:

1. Press Feature 0 0 System Program System Program Central Tel Program.
2. Enter the number of the extension to be programmed.
3. Press a programmable button.
4. Press Feature 1 4[8].
5. Program another button for this extension or press Feature 0 0 to exit programming mode.
6. Label the button at the user's extension.

8. In some countries, the feature code for Voice Mailbox Transfer is 1 5. Check the *Programming and Use* guide for the communications system.

Voice Mail Auto Dial

This intercom Auto Dial button allows the subscriber to access the voice messaging system with one touch of a button.

To program a Voice Mail Auto Dial button:

1. Press Feature 0 0 System Program System Program Central Tel Program.
2. Enter the number of the extension to be programmed.
3. Press a programmable button.
4. Press left Intercom 7 7 7.
5. Program another button for this extension or press Feature 0 0 to exit programming mode.
6. Label the button at the user's extension.

Station Lock (F21)

The Station Lock feature is available only to subscribers with the PARTNER Advanced Communications System Release 3.0 or later and a system or standard touch-tone telephone. This button allows subscribers to lock their telephones when they leave their desks for an extended period of time. To lock the telephone, the subscriber presses the programmed Station Lock button and enters a four-digit code. To unlock the telephone, the subscriber re-enters the code. It is recommended that the button programmed for this purpose have lights.

To program a Station Lock button:

1. Press Feature 0 0 System Program System Program Central Tel Program.
2. Enter the number of the extension to be programmed.
3. Press a programmable button.
4. Press Feature 2 1.
5. Program another button for this extension or press Feature 0 0 to exit programming mode.
6. Label the button at the user's extension.

Record-a-Call (PARTNER ACS Release 3.0 or later) (F24)

The Record-a-Call feature is available only on the PARTNER Advanced Communications System Release 3.0 or later with a 4-port PARTNER MAIL VS Release 5.0 configuration and a system telephone. This button allows the subscriber to begin recording a call in progress with one touch of a button. (If the system detects 15 seconds of silence after recording has begun, the system automatically turns off the Record-a-Call feature, and the subscriber must press the programmed feature button to resume recording the conversation. The resumed conversation is saved as a separate message.) The recorded conversation is saved in the subscriber's mailbox. The button programmed for this purpose must have lights.

To program a Record-a-Call button:

1. Press Feature 0 0 System Program System Program Central Tel Program.
2. Enter the number of the extension to be programmed.
3. Press a programmable button with lights.
4. Press Feature 2 4.
5. Program another button for this extension or press Feature 0 0 to exit programming mode.
6. Label the button at the user's extension.

Call Screening (PARTNER ACS Release 3.0 or later) (F25)

The Call Screening feature is available only on the PARTNER Advanced Communications System Release 3.0 or later and a system telephone. This feature allows a subscriber to listen to a caller leaving a message in the subscriber's mailbox. The subscriber can turn this feature on or off by pressing the call screening button. The button programmed for this purpose must have lights.

For information about this feature and how it interacts with other communications system features, see *PARTNER Advanced Communications System Programming and Use.*

To program a Call Screening button:

1. Press Feature 0 0 System Program System Program Central Tel Program.
2. Enter the number of the extension to be programmed.
3. Press a programmable button with lights.
4. Press Feature 2 5.

5. Program another button for this extension or press Feature 0 0 to exit programming mode.
6. Label the button at the user's extension.

Generating a Configuration Report

When you have verified the system's operation, you can generate a Configuration Report as a convenient reference. This report can be directed to a PC running a terminal emulation program (see Chapter 2 for instructions on how to connect a PC to your PARTNER MAIL VS system).

When you generate a Configuration Report in the PARTNER MAIL VS system and send it to your PC, it is saved in a text file that you can open and print. The procedures in this section explain how to set up HyperTerminal, the terminal emulation program, and how to run the report.

The Configuration Report shows the current settings for:

- System Language Mode and Primary and Secondary Language choices
- System Administration Prompt Language
- For each Automated Attendant
  - — All Menu Definitions, including Dial 0/Timeout Extension and Selector Code assignments
  - — All Automated Attendant line assignments
- Line Ownership
- For each mailbox:
  - — Mailbox extension number
  - — Maximum message length and mailbox size parameter
  - — Mailbox language parameter
  - — Outcalling permission
  - — Record-a-Call message length
  - — Personal Operator
  - — Outcalling information, including numbers, schedule, cycles, and interval
  - — Personal Group Lists

Setting Up HyperTerminal

To generate the report, you will use the HyperTerminal application, which is provided with Windows 95, Windows NT 4.0 or later, and Windows 98. To set up HyperTerminal:

1. From the Start menu, choose Programs>Accessories>HyperTerminal.

   The HyperTerminal window appears.

2. Click on “Hyper Terminal.”

   The Connect Description dialog box appears.

3. In the Name box, type *Direct 2400*, and then choose the OK button.

   The Phone Number dialog box appears.

4. In the Connect using box, choose the COM port on your PC that is connected to the PMVS serial port (for example, if you are using COM1, choose “Direct to Com1”).

5. Choose the OK button.

   The COM Properties dialog box appears.

6. In the Bits per second box, choose “2400.”

7. In the Data bits box, choose “8.”

8. in the Parity box, choose “None.”

9. In the Stop bits box, choose “1.”

10. In the Flow control box, choose “Xon/Xoff.”

11. Choose the OK button to close the COM Properties dialog box.

12. From the File menu, choose “Exit” to close HyperTerminal.

    A confirmation dialog box appears.

13. Choose the Yes button to save the HyperTerminal session you just created.

    HyperTerminal closes, and an icon for Direct 2400 is displayed. The Direct 2400 file contains the settings required to capture the report on the PC.

14. To run the report, go to “Running the Configuration Report.”

Running the Configuration Report

To generate a Configuration Report:

1. From the Start menu on your PC, choose Programs>Accessories>HyperTerminal.

   The HyperTerminal window appears.

2. Click on the Direct 2400 icon that was created when you performed the procedure in "Setting Up HyperTerminal."

   The HyperTerminal window appears.

3. From the Transfer menu, choose "Capture Text."

   The Capture Text dialog box appears, displaying the default text file to which the Configuration Report will be saved. You may change the text file to which the Configuration Report will be saved. Be sure to note the path and file name of this text file.

4. Choose the Start button.

5. At your telephone, access the Programming Main Menu. If you are already at the Programming Main Menu, skip to Step 6.

   a. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.

   b. Press 9 9 #.

   c. Enter the password and press #.

   d. Press 9.

   The system plays the system programming options.

6. Press 8 for Reports and Backup/Restore.

7. Press 1 to access the Reports Menu.

8. Press 1 to run the Configuration Report. (Note that the Configuration Report is the only report currently available).

   The report is displayed in the HyperTerminal window. This information is also saved to the text file you specified in Step 3.

9. From the Transfer menu on your PC, choose "Capture Text."

   A submenu appears.

10. Choose "Stop."

11. From the File menu, choose "Exit" to close HyperTerminal.

You can now open, view, and print the text file that contains the Configuration Report.

Performing a System Backup

You can perform a system backup to save the settings that you have programmed and prompts that you have recorded for your voice messaging system. This information is saved on a PC Card, which protects the programmed configuration data from being lost. You can restore this information to the system from the PC Card according to the instructions in the next section.

The PARTNER MAIL VS system must be idle when you perform a backup. Any calls being handled by PARTNER MAIL VS will be disconnected when the backup procedure begins. PARTNER MAIL VS will not answer calls while the system backup is being performed.

For most systems, the system backup can be performed in three minutes or less. If your voice messaging system uses multiple Automated Attendants with all Announcements recorded at up to four minutes, the system backup can take approximately 20 minutes to complete. The system backup saves the following information:

- System Language Mode and Primary and Secondary Language choices
- System Administration Prompt Language
- For each Automated Attendant
  - All Menu Definitions, including Dial 0/Timeout Extension and Selector Code assignments
    - For systems operating in Monolingual Mode, all Automated Attendant Announcements are saved.
    - For systems operating in Bilingual Mode, only Announcements for Automated Attendants 1 and 2 are saved.
  - Day and Night Menu Prompts
    - For systems operating in Monolingual Mode, all menu prompts are saved.
    - For systems operating in Bilingual Mode, only menu prompts for Automated Attendants 1 and 2 are saved.
  - All Automated Attendant line assignments
  - Line Ownership
- For each mailbox:
  - Mailbox extension number
  - Maximum message length and mailbox size parameter
  - Mailbox language parameter
  - Outcalling permission
  - Record-a-Call message length

— Personal Operator

— Personal Group List

— Outcalling information, including numbers, schedule, cycles, and interval

NOTE:
Personal greetings and messages are not saved.

To perform system backup:

1. Be sure the PC Card is installed (see the area labeled “Slot for PC Card” in Figure 2-2).
2. If necessary, access the Programming Main Menu. If you are already at the Programming Main Menu, skip to Step 3.
   a. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.
   b. Press 9 9 #.
   c. Enter the password and press #.
   d. Press 9.

   The system plays the system programming options.
3. Press 8 for Reports and Backup/Restore.
4. Press 8 to perform a system backup. The system prompts:

   `Please wait for backup confirmation. This may take up to three minutes. Do you want to continue? Press 9 to confirm or 6 to cancel.`
5. Press 9 to confirm that you want to perform the system backup.

   Do not hang up until you hear the backup confirmation prompt.
   When the backup is complete, the system prompts:

   `Backup Successful`

   The system returns you to the Programming Main Menu.

NOTE:
If the system prompts that the backup has failed, call the Technical Service Center at 1 800 628-2888 (or call your Lucent Technologies Representative or local Authorized Dealer) and report the error code that accompanied the failure prompt.

Performing a System Restore

You can restore the settings (that is, programming and recorded prompts) that you have saved to a PC Card after system backup.

The PARTNER MAIL VS system must be idle when you perform a restore operation. Any calls being handled by PARTNER MAIL VS will be disconnected when the restore procedure begins. PARTNER MAIL VS will not answer calls while the system restore is being performed. For most systems, the system restore can be performed in three minutes or less. If your voice messaging system uses multiple Automated Attendants with all Announcements recorded at up to four minutes, the system restore can take approximately 20 minutes to complete.

To restore the system:

1. Be sure the PC Card is installed (see the area labeled “Slot for PC Card” in Figure 2-2).
2. If necessary, access the Programming Main Menu. If you are already at the Programming Main Menu, skip to Step 3.
    a. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.
    b. Press 9 9 #.
    c. Enter the password and press #.
    d. Press 9.

    The system plays the system programming options.
3. Press 8 for Reports and Backup/Restore.
4. Press 9 to restore the system. The system plays the backup date saved in the PC Card and prompts:

    ```
    Warning: This may erase current settings. Do you want
    to continue? Press 9 to confirm or 6 to cancel.
    ```
5. Press 9 to confirm that you want to restore the system.

    Do not hang up until you hear the restore confirmation prompt.
    When the system is restored, the system prompts:

    ```
    Restore Successful
    ```

    The system restarts automatically, and the new configuration takes effect.

    NOTE:
    If the system prompts that the restore has failed, call the Technical Service Center at 1 800 628-2888 (or call your Lucent Technologies Representative or local Authorized Dealer) and report the error code that accompanied the failure prompt.

Troubleshooting

6

When You Need Help

If you have a problem with your system, you may be able to solve it yourself by following the appropriate troubleshooting procedures described in this chapter. If not, you can call for help: **contact the Lucent Technologies Technical Service Center at 1 800 628-2888; or call your Lucent Technologies Representative or local Authorized Dealer.**

The following sections describe various difficulties that might occur, possible causes for the difficulty, and procedures you can follow to try to solve the problem.

Automated Attendant Service

Outside Callers Hear Ringing, but System Does Not Answer

Possible Cause 1: This is normal when the PARTNER MAIL VS extensions are busy.

What to do: There are a number of ways to reduce the amount of time a PARTNER MAIL VS extension is busy. For example, you can recommend that users access the Tutor Service feature during non-peak calling hours, you can reduce the number of options in the Automated Attendant Service menu, or you can reduce the length of the Automated Attendant Service menu prompt. You can also limit the use (if any) of the Record-a-Call feature to reduce the amount of time a PARTNER MAIL VS extension is busy. If you have a 2-port PARTNER MAIL VS configuration, you may consider upgrading to the 4-port configuration to correct this problem.

Possible Cause 2: The PARTNER MAIL VS module may not be installed correctly.

What to do: Check the PARTNER MAIL VS module to make sure it is securely mounted in the control unit. Also check the module's LEDs: the Power LED should be steady green and the Status LED should not be lit.

If the Power LED is lit, perform the System Save Reset All procedure by entering 989-RESET (989-73738) after you log in as the System Manager.

If the Power LED is not lit, power down the control unit, reseat the PARTNER MAIL VS module, and power up the control unit.

- If the module is working properly after one minute, the problem is solved.
- If the module still does not work properly, it is damaged.

Possible Cause 3: The PARTNER MAIL VS may not be programmed correctly.

What to do: Verify that lines are correctly assigned to each Automated Attendant and that lines and extensions are correctly assigned to Hunt Group 7.

- Refer to VMS Planning Form 3: Menu Definition and follow the procedure in "Playing the Automated Attendant Line Assignments" in Chapter 5 to determine the lines assigned to each Automated Attendant. (In particular, if you have deleted a line from one Automated Attendant, be sure you have reassigned the line to another Automated Attendant.) Follow the steps in "Verifying System Operation" in Chapter 4 to test Automated Attendant Service.
- Refer to Line Coverage column on Form A, Page 1 of the *System Planner* for the communications system to determine the lines to which Automated Attendant Service should be assigned. Then use Group Call Distribution (#206) to verify that the VMS-AA lines are assigned to Hunt Group 7.

  If Hunt Group 7 does not have the correct VMS-AA lines, assign the correct lines.

  If Hunt Group 7 has the correct VMS-AA lines, go to the next step.
- Refer to Figure 2-1 in Chapter 2 and the figures in Appendix D to determine the extension numbers that are associated with the PARTNER MAIL VS module. Then use Hunt Group Extensions (#505) to verify that the VMS extensions are assigned to Hunt Group 7.

  If Hunt Group 7 does not have the correct VMS extensions, assign the correct extension numbers.

  If Hunt Group 7 has the correct VMS extensions, call 1 800 628-2888 for help, or call your Lucent Technologies Representative or Authorized Dealer.

Outside Callers Hear Silence, Tones, or Ringing During Transfer

Possible Cause: Music On Hold is not set up for the system.

What to do: See Music On Hold (#602) in the *Programming and Use* guide for the communications system.

System Does Not Answer Immediately

Possible Cause 1: Automated Attendant Service is programmed for Delayed call handling.

What to do: If you do not want Delayed call handling, program the communications system's VMS Hunt Delay feature for Immediate call handling. (On PARTNER Advanced Communications System Release 3.0 or later, this problem may indicate that the VMS Hunt Delay feature needs to be reset to two or fewer rings.)

Possible Cause 2: The PARTNER MAIL VS extensions may be busy.

What to do: There are a number of ways to reduce the amount of time a PARTNER MAIL VS extension is busy. For example, you can recommend that users access the Tutor Service feature during non-peak calling hours, you can reduce the number of options in the Automated Attendant Service menu, or you can reduce the length of the Automated Attendant Service menu prompt. You can also limit the use (if any) of the Record-a-Call feature to reduce the amount of time a PARTNER MAIL VS extension is busy. If you have a 2-port PARTNER MAIL VS configuration, you may consider upgrading to the 4-port configuration to correct this problem.

Possible Cause 3: The PARTNER MAIL VS system is a 4-port configuration but only two voice messaging system extensions have been identified in Hunt Group 7.

What to do: Verify that the extensions are correctly assigned to Hunt Group 7.

- Refer to Figure 2-1 in Chapter 2 and the figures in Appendix D to determine the extension numbers that are associated with the PARTNER MAIL VS module. Then use Hunt Group Extensions (#505) to verify that the VMS extensions are assigned to Hunt Group 7.

  If Hunt Group 7 does not have the correct VMS extensions, assign the correct extension numbers.

  If Hunt Group 7 has the correct VMS extensions, call 1 800 628-2888 for help, or call your Lucent Technologies Representative or Authorized Dealer.

System Cuts Off Part of Greeting

Possible Cause 1: You may have begun recording the greeting too soon.

What to do: Re-record the greeting. After the prompt to record the greeting, pause a moment before speaking.

Possible Cause 2: A touch-tone signal may have been recorded accidentally with the greeting.

What to do: Re-record the greeting.

System Transfers Call to Receptionist Before Playing the Menu Prompt

Possible Cause: The extensions associated with the PARTNER MAIL VS module were not assigned to Hunt Group 7.

What to do: Refer to Figure 2-1 in Chapter 2 and the figures in Appendix D to determine the extension numbers that are associated with the PARTNER MAIL VS module. Then use Hunt Group Extensions (#505) to verify that the VMS extensions are assigned to Hunt Group 7.

System Does Not Transfer Calls Properly

Possible Cause 1: If this occurs when the Automated Attendant Service answers calls, the Menu Definition may be programmed incorrectly.

What to do: Follow the steps for "Verifying System Operation" in Chapter 4 to test Automated Attendant Service.

- If outside calls are not transferred to the correct extension or group, follow the instructions for "Menu Definition and Day Menu Prompt" as appropriate for Monolingual or Bilingual Mode in Chapter 4 to reprogram the Menu Definition.
- If outside calls are transferred to the correct extension or group, go to Possible Cause 2.

Possible Cause 2: A valid destination was not entered by the caller.

What to do: Make sure a valid destination was entered. Check the *Programming and Use* guide for your communications system to determine valid extension and group numbers.

System Does Not Respond to Entered Digits

Possible Cause 1: System is not receiving touchtones.

What to do: The voice messaging system may not be able to interpret touchtones while a greeting plays. Wait until the greeting finishes before entering the touchtones. If you are using a speakerphone, turn off the microphone.

Possible Cause 2: If this occurs when the Automated Attendant Service answers calls, the Menu Definition may be programmed incorrectly.

What to do: Follow the steps for "Verifying System Operation" in Chapter 4 to test Automated Attendant Service.

- If outside calls are not transferred to the correct extension or group, follow the instructions for "Menu Definition and Day Menu Prompt" as appropriate for Monolingual or Bilingual Mode in Chapter 4 to reprogram the Menu Definition.
- If outside calls are transferred to the correct extension or group, go to Possible Cause 3.

Possible Cause 3: The line is too noisy.

What to do: Call your local telephone company.

Unanswered Transferred Calls Ring Continually

Possible Cause: In some countries, the telephone company does not always provide a far-end disconnect signal. This causes the line to remain open even after the caller hangs up.

What to do: Assign voice mail coverage to all extensions in the system; this is especially important for extension 10. Also, make sure voice mail coverage is on at extension 10 at night when no one is around to manually disconnect calls. The voice messaging system will disconnect any call to an extension that has voice mail coverage after 15 seconds of silence.

Call Answer Service

Call Answer Service Takes Too Long to Answer Calls

Possible Cause: VMS Cover Ring (#117) is factory set to ring four times at a subscriber's extension to give the subscriber a chance to answer the call. (On PARTNER Advanced Communications Systems Release 3.0 or later, this feature (#321) is factory set at 3 rings, but it allows you to specify up to 9 rings on a per line basis.)

What to do: Recommend that subscribers program a Do Not Disturb button on their system phones. They should turn on the feature when they leave their desks or whenever they are too busy to answer calls. Calls to extensions with Do Not Disturb on are answered immediately.

Call Answer Service Terminates Message While Caller Is Recording

Possible Cause: The caller's recording time exceeded the mailbox's message time limit. The time limit for recording a message is four minutes (the factory setting) or the administered length.

What to do: Let the caller know the recording time limit. Also let the caller know that he or she can press ⊛8 and the appropriate extension number to transfer to the extension again—this avoids making another outside call—to finish the message if necessary.

Messages Cannot Be Deposited in Mailbox

Possible Cause 1: The mailbox or system is full.

What to do: Old messages must be deleted regularly from mailboxes. When a subscriber's mailbox is full, the caller cannot leave a message in that mailbox but is given the option of transferring to another extension. For all subscribers, mailboxes can store up to 180 minutes of recorded messages (or 120 messages, whichever is reached first). The factory-set storage space for these mailboxes is 20 minutes. The receptionist's mailbox at extension 10 is factory-set to store 60 minutes of recorded messages (or 120 messages). You can change this setting to 180 minutes.

Possible Cause 2: An Outcalling number is incorrectly programmed, forwarding Outcalling notification to an internal telephone associated with this mailbox. Each time a new message is received while Outcalling is in effect, the system will send the notification to this mailbox according to the specified number of Outcalling cycles and intervals.

What to do: Verify that Outcalling numbers are correctly entered.

Voice Mail Service

Subscriber Unable to Log In to Voice Mail

Possible Cause 1: A subscriber entered the number of a mailbox that does not exist.

What to do: Make sure the subscriber enters an existing mailbox number. Use "Playing a Mailbox's Status" in Chapter 5 to check the status of existing mailboxes.

- If the subscriber tries again and succeeds, the problem is solved.
- If the subscriber still cannot log in, go to Possible Cause 2.

Possible Cause 2: The subscriber forgot his or her password or entered it incorrectly.

What to do: The subscriber should try entering the password again.

- If the subscriber can log in, the problem is solved.
- If the subscriber still cannot log in, re-initialize the password as described in Chapter 5. (If you forget the password for login 99, you must call 1 800 628-2888 for help, or call your Lucent Technologies Representative or Authorized Dealer.)

Date or Time in Message Headers Is Incorrect

Possible Cause: The day, date, or time programmed for the communications system is incorrect or the PARTNER MAIL VS system was not updated with the correct time.

What to do: Refer to System Date (#101), System Day (#102), or System Time (#103) in the *Programming and Use* guide for the communications system to check the day, date, or time settings. If the day, date, and time are correct, choose one of these procedures and re-enter the correct value. After one minute, this updates the day, date, and time on the voice messaging system. If message headers for new messages are still incorrect, call for help.

Subscriber Cannot Forward Messages to Another Subscriber

Possible Cause 1: The system is full or does not have enough space remaining to accommodate the message.

What to do: Old messages must be deleted regularly from mailboxes. When a subscriber's mailbox is full, the caller cannot leave a message in that mailbox but is given the option of transferring to another extension. The sender cannot resend the forwarded message until the system has more message space. For all subscribers, mailboxes have storage space factory-set at 20 minutes, but mailboxes can be programmed to store up to 180 minutes of recorded messages (or 120 messages, whichever comes first). The receptionist's mailbox at extension 10 is factory-set to store up to 60 minutes of recorded messages (or 120 messages, whichever comes first). You can program a mailbox to store up to 180 minutes of messages.

Possible Cause 2: The message has been forwarded the maximum of 13 times.

What to do: Verify the number of times the message has been forwarded.

Possible Cause 3: An Outcalling number is incorrectly programmed, forwarding Outcalling notification to an internal telephone associated with this mailbox. Each time a new message is received while Outcalling is in effect, the system will send the notification to this mailbox according to the specified number of Outcalling cycles and intervals.

What to do: Verify that Outcalling numbers are correctly entered.

Subscribers Hear Busy Signal When Calling In to Voice Mail

Possible Cause 1: This is normal when the PARTNER MAIL VS extensions are busy.

What to do: There are a number of ways to reduce the amount of time a PARTNER MAIL VS extension is busy. For example, you can recommend that users access the Tutor Service feature during non-peak calling hours, you can reduce the number options in the Automated Attendant Service menu, you can reduce the use (if any) of the Record-a-Call feature, or you can reduce the length of the Automated Attendant Service menu prompt. If you have a 2-port system, you may want to consider upgrading to a 4-port system.

Possible Cause 2: The PARTNER MAIL VS module may not be installed correctly.

What to do: Check the PARTNER MAIL VS module to make sure it is securely mounted in the control unit. Also check the module's LEDs: the Power LED should be steady green and the Status LED should not be lit.

If the Power LED is lit, perform the System Save Reset All procedure by entering 989-RESET (989-73738) after you log in as the System Manager.

If the Power LED is not lit, power down the control unit, reseat the PARTNER MAIL VS module, and power up the control unit.

- If the module is working properly after one minute, the problem is solved.
- If the module still does not work properly, it is damaged.

Possible Cause 3: The PARTNER MAIL VS may not be programmed correctly.

What to do: Refer to Figure 2-1 in Chapter 2 and the figures in Appendix D to determine the extension numbers that are associated with the PARTNER MAIL VS module. Then use Hunt Group Extensions (#505) to verify that the VMS extensions are assigned to Hunt Group 7.

- If Hunt Group 7 does not have the correct VMS extensions, assign the correct extension numbers.
- If Hunt Group 7 has the correct VMS extensions, call 1 800 628-2888 for help, or call your Lucent Technologies Representative or Authorized Dealer.

Message Light Does Not Turn Off

Possible Cause: There are messages in the mailbox. The message light stays on if there are any new (unretrieved) messages in the mailbox.

What to do: Retrieve or delete all new messages from the mailbox.

Outcalling Is Delayed

Possible Cause 1: There is heavy call traffic and Outcalling volume on the mail system. The Outcalling port is also used in call handling. If your system performs heavy Outcalling or has heavy call volume, the port may frequently be unavailable for Outcalling.

What to do: You may need more ports (if you have a 2-port system), or you may need to reduce the number of subscribers who have Outcalling or Record-a-Call privileges.

Possible Cause 2: A line may not be available to place a call.

What to do: If all lines are in use when the system attempts to outcall, the outcall does not go through. The system counts the attempt toward the total number of attempts to be made during the specified time interval.

If the subscriber's Outcalling Schedule end time occurs before the remaining attempts, these attempts will not be made by the system. You may need to obtain more lines if the problem occurs frequently.

Outcalling to a Digital Pager Is Not Working

Possible Cause 1: The Outcalling number is not properly programmed.

What to do: Check that the Outcalling number is correct. If not, reprogram the number.

Possible Cause 2: Insufficient number of pauses in Outcalling number.

What to do: It is important to include a sufficient number of pauses between the pager number and the Personal Identification Number (PIN), or between the pager number and the callback number. Leave several pauses after the pager number. You must allow enough time for the paging system to answer before the PIN and/or callback number is dialed.

In addition, a pause should follow the "9" dialed to get an outside line. And if the communications system is set to rotary (rather than touchtone) service, pauses may need to be included after every digit in the Outcalling number.

Possible Cause 3: A line may not be available to place a call.

What to do: If all lines are in use when the system attempts to outcall, the outcall does not go through. The system counts the attempt toward the total number of attempts to be made during the specified time interval.

If the subscriber's Outcalling Schedule end time occurs before the remaining attempts, these attempts will not be made by the system. You may need to obtain more lines if the problem occurs frequently.

Possible Cause 4: The message was received outside the hours programmed in the subscriber's Outcalling Schedule, or the Outcalling period was ended.

What to do: This is standard operation. Outcalling is performed only during the hours specified by the subscriber's Outcalling Schedule. Outcalling will be done only for messages received during the Outcalling period.

Possible Cause 5: Outcalling may not be turned on.

What to do: Have the mailbox owner verify that Outcalling is turned on. The System Manager should also verify that the Outcalling privilege is assigned.

Possible Cause 6: The number may be on the Disallowed Number List.

What to do: Check call restrictions and Allowed and Disallowed Number Lists.

Outcalling to a Telephone Is Not Working

Possible Cause 1: The Outcalling number is not properly programmed.

What to do: Check that the Outcalling number is correct. In particular, verify that the Outcalling number is not a telephone number that is forwarded to an internal telephone number with voice mail coverage. If necessary, reprogram the number.

Possible Cause 2: A line may not be available to place a call.

What to do: If all lines are in use when the system attempts to outcall, the outcall does not go through. The system counts the attempt toward the total number of attempts to be made during the specified time interval. If the subscriber's Outcalling Schedule end time occurs before the additional attempts, these attempts will not be made by the system. You may need to obtain more lines if the problem occurs frequently.

Possible Cause 3: The message was received outside the hours programmed in the subscriber's Outcalling Schedule, or the Outcalling period was ended.

What to do: This is standard operation. Outcalling is performed only during the hours specified by the subscriber's Outcalling Schedule. Outcalling will be done only for messages received during the Outcalling period.

Possible Cause 4: Outcalling may not be turned on.

What to do: Have the mailbox owner verify that Outcalling is turned on. The System Manager should also verify that the Outcalling privilege is assigned.

Possible Cause 5: The number may be on the Disallowed Number List.

What to do: Check call restrictions and Allowed and Disallowed Number Lists.

Language

Cannot Switch Between Primary and Secondary Languages

Possible Cause: The system is set for Monolingual Mode.

What to do: Refer to “Modifying the Language Mode” in Chapter 5 to determine the system's Language Mode.

Cannot Understand Language Prompts

Possible Cause: Either a language you do not understand was inadvertently chosen while programming, or you do not understand the factory-set language. Note that the language for the programming prompts can differ from the system language.

What to do: To change the language to one you understand, do one of the following:

- If the System Administration Language needs to be changed:
  a. Press Intercom 7 7 7 or the programmed Voice Mail Auto Dial button.
  b. Press 9 9 #.
  c. Enter the password.
  d. Press 1 to change the programming prompt language.
  e. Select the appropriate language.
  f. Press * 7 to return to the Main Menu, or hang up to quit.
- If the system is set for Monolingual Mode and the System Language needs to be changed:
  a. Press Intercom 7 7 7.
  b. Press 9 9 #.
  c. Enter the password.
  d. Press 9 1 2 6.
  e. Press the number corresponding to the desired language.
  f. Press 9.

- If the system is set for Bilingual Mode and the Primary Language needs to be changed:
  a. Press Intercom 7 7 7.
  b. Press 9 9 #.
  c. Enter the password.
  d. Press 9 1 2 1 6.
  e. Press the number corresponding to the desired language.
  f. Press 9.

Error Messages

If the system prompts you that an operation, such as system backup or system restore, has failed, this prompt will include an error code. Be sure to record the error code. When you call 1 800 628-2888 for help (or contact your Lucent Technologies Representative or Authorized Dealer), report the error code.

Specifications

A

Capacities	• Mailboxes: —Default Mailbox Capacity: Ext. 10, 60 minutes (120 messages); subscriber, 20 minutes (120 messages) —Mailbox Size Range: 5 to 180 minutes —Default Message Length: 4 minutes —Message Length Range: 2 to 60 minutes —Personal Greeting Length: 1 second to 4 minutes —Record-A-Call Default Setting: 0 minutes (Off) —Record-A-Call Range: 1 minute to 60 minutes • Messages can be forwarded a maximum of 13 times. • Automated Attendant: —Default: All lines assigned to Automated Attendant 1 —Default Setting for Selector Codes 1 to 8: Direct Extension Transfer —Default Setting for Selector Code 9: Mailbox Transfer (to receptionist's Ext. 10) —Receptionist's Extension (Dial 0): Extension 10 —Dial 0/Timeout Action (day and night): Transfer to receptionist —Menu Levels: 1 —Menu Options: 9 allowed (5 recommended)

<table>
<tr><td>System Capacities</td><td>

With 2-Port PC Card: 2 voice channels (ports), 48 mailboxes, 100 hours of voice storage maximum
With 4-Port PC Card: 4 voice channels (ports), 48 mailboxes, 100 hours of voice storage maximum
Total Number of Calls Supported During Peak Usage Hour:

<table>
<tr><th>Call Connect Time[1]</th><th colspan="2">Calls</th></tr>
<tr><th></th><th>2-port</th><th>4-port</th></tr>
<tr><td>0.5 minutes</td><td>25</td><td>122</td></tr>
<tr><td>1 minute</td><td>12</td><td>61</td></tr>
<tr><td>1.5 minutes</td><td>8</td><td>40</td></tr>
</table>
</td></tr>
<tr><td>Communications Systems</td><td>

The PARTNER MAIL VS system is supported on the following PARTNER Plus, PARTNER II, PARTNER Advanced, and PARTNER Endeavor communications systems:

—In most countries: Release 3.1 or later of PARTNER Plus and PARTNER II, and Release 1.0 or later of PARTNER Endeavor and PARTNER Advanced Communications System

—In United Kingdom: Release 2.0 or later of PARTNER Plus
</td></tr>
<tr><td>Languages Supported</td><td>

U. S. English
Latin American Spanish
Canadian French

—Default Mode: Monolingual

—Default Languages: Monolingual Mode - U.S. English; Bilingual Mode - U.S. English (primary)/Latin American Spanish (secondary)
</td></tr>
<tr><td>Dimensions and Weights (approx.)</td><td>

PARTNER MAIL VS: 11"(D) x 17" (H) x 1.5" (W) or 27.9 x 43.2 x 3.8 cm; 4.3 lbs or 2.0 kgs
Expansion Card: 3.4"(D) x 2.1" (H) x 0.2" (W) or 8.6 x 5.3 x 0.5 cm; .07 lbs or 32 grams
PC Card: 3.4"(D) x 2.1" (H) x 0.2" (W) or 8.6 x 5.3 x 0.5 cm; .07 lbs or 32 grams

</td></tr>
<tr><td>Electrical Specifications</td><td>

15 Watts (52 BTUs/hr.) per ACS processor module during normal and maximum power consumption
Maximum current 0.13 Amps
Battery Backup Compatible

</td></tr>
<tr><td>Processor Module Specifications</td><td>

68000EC processor
512Kbyte RAM
1MB FLASH ROM
Voice Encoding Method: Regular Pulse Excitation-Long Term Prediciton (RPE-LTP) Linear Predictive Coder
Digital Signal Processor (DSP), 16 bit

</td></tr>
</table>

1. Call connect time is an average for all calls to the PARTNER MAIL VS system including Tutor, Automated Attendant Service, Call Answer Service, and Voice Mail Service. This information assumes a 2% probability of system blockage.

Environmental Requirements-Control Unit	• Mount on a wall at least 2 feet (0.6 meters) from the floor (wall mounting required) • Locate within 5 feet (1.5 meters) of the network interface jacks and a properly grounded electrical outlet not controlled by a switch, using supplied 7-foot (2.1-meter) cords • Operating temperature 32° to + 104°F (0° to + 40°C), not in direct sunlight • Humidity 15%-90%, noncondensing • For proper ventilation and easy replacement of modules, provide the following minimum clearance around the control unit: — *5-Slot carrier:* 1 foot (0.3 meter) clearance at the top and sides and 2 feet (0.6 meter) at the front and bottom — *2-Slot carrier or Standalone ACS processor module:* 1 foot (0.3 meter) clearance at the front, top and right side, and 2 feet (0.6 meter) at the bottom and left side • Locate in an area free of excess moisture, corrosive gases, dust, and chemicals
Electrical Requirements-Control Unit	• U.S. and Canada: 90-130 VAC, 50-60 Hz, 3-prong outlet separate ground, separately fused at 15 Amps • Other countries: 180-264 VAC, 50-60 Hz (fused at 10 Amps) • Outlet must not be controlled by an on/off switch • Grounding to comply with Underwriters Laboratories (UL) 1459: A. An insulated grounding conductor that is not smaller in size and equivalent in insulation material and thickness to the grounded and ungrounded branch circuit supply conductors, except that it is green with or without one or more yellow stripes, is to be installed as part of the circuit that supplies the product or system B. The grounding conductor mentioned in item A is to be connected to ground at the service equipment C. The attachment-plug receptacles in the vicinity of the product or system are all to be of a grounding type, and the grounding conductors serving these receptacles are to be connected to earth ground at the service equipment
Safety Requirements	• U.S.: Meets UL 1459 Issue 2 and Class 2 UL 1012, UL 1310, UL 1585 • Canada: Meets CSA C22.2, 225
Government Approvals and Local Phone Company Information	• U.S.: FCC Part 68 FCC Registration Number: AS5USA-61630-KF-E FCC Part 15 Class A REN (outside line jack): 0.9A per line jack Jack type: RJ11C Loop start lines • Canada: IC CP01, Issue 7 IC Registration Number (Canada): 230 3756A IC CS03, Issues 6 & 7 Load Number = 7 Loop start lines

FCC Information

B

Federal Communications Commission (FCC) Interference Information

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manuals, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will have to correct the interference at his or her own expense.

NOTE:
References to FCC regulations are not applicable outside of the U.S.

FCC Notification and Repair Information

This equipment is registered with the FCC in accordance with Part 68 of its rules. In compliance with those rules, you are advised of the following:

- **Means of Connection:** Connection to the telephone network shall be through a standard network interface jack USOC RJ11C. These USOCs must be ordered from your local telephone company.
- This equipment may not be used with party lines or coin telephone lines.
- **Notification to the Telephone Companies:** Before connecting this equipment, you or your equipment supplier must notify your local telephone company's business office of the following:
  - — The telephone number(s) you will be using with this equipment.
  - — The appropriate registration number and ringer equivalence number (REN), which can be found on the right hand side of the primary carrier.

  You must also notify your local telephone company if and when this equipment is permanently disconnected from the line(s).
- **Repair Instructions:** If you experience trouble because your equipment is malfunctioning, the FCC requires that you disconnect the equipment from the network and not use it until the problem has been corrected. Repairs to this equipment can only be made by the manufacturer, its authorized agents, or by others who may be authorized by the FCC. In the event repairs are needed on this equipment, please contact the Lucent Technologies Technical Service Center at 1 800 628-2888. For warranty information, see Appendix C.
- **Rights of the Local Telephone Company:** If this equipment causes harm to the telephone network, the local telephone company may discontinue your service temporarily. If possible, they will notify you in advance. But if advance notice is not practical, you will be notified as soon as possible. You will also be advised of your right to file a complaint with the FCC.

  Your local telephone company may make changes in its facilities, equipment, operations, or procedures that affect the proper functioning of this equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

IC Notification and Repair Information

The Industry Canada (IC) label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements. The IC does not guarantee the equipment will operate to the user's satisfaction.

Before installing the equipment, users should ensure that it is permissible to connect it to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring for single-line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or any equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected. This precaution may be particularly important in rural areas.

⚠ CAUTION:

Users should not attempt to make such connections themselves, but should contact the appropriate electrical inspection authority or electrician, as appropriate.

To prevent overloading, the Load Number (LN) assigned to each terminal device denotes the percentage of the total load to be connected to a telephone loop used by the device. The termination on a loop may consist of any combination of devices subject only to the requirement that the total of the Load Numbers of all the devices does not exceed 100.

IC Certification No.: 230 3756A
CSA Certification No.: LR 60486
Load No.: 7

Renseignements sur la notification du ministére des Communications du Canada et la réparation

L'étiquette du Ministère des Communications du Canada identifie le matériel homologué. Cette étiquette certifie que le matériel est conforme à certaines normes de protection, d'exploitation et de sécurité des réseaux de télécommunications. Le Ministère n'assure toutefois pas que le matériel fonctionnera à la satisfaction de l'utilisateur.

Avant d'installer ce matériel, l'utilisateur doit s'assurer qu'il est permis de le raccorder aux installations de l'entreprise locale de télécommunication. Le matériel doit également être installé en suivant une méthode acceptée de raccordement. Dans certains cas, les fils intérieurs de l'enterprise utilisés pour un service individuel à ligne unique peuvent être prolongés au moyen d'un dispositif homologué de raccordement (cordon prolongateur téléphonique interne). L'abonné ne doit pas oublier qu'il est possible que la conformité aux conditions énoncées ci-dessus n'empêchent pas la dégradation du service dans certaines situations. Actuellement, les entreprises de télécommunication ne permettent pas que l'on raccorde leur matériel à des jacks d'abonné, sauf dans les cas précis prévus pas les tarifs particuliers de ces entreprises.

Les réparations de matériel homologué doivent être effectuées par un centre d'entretien canadien autorisé désigné par le foumisseur. La compagnie de télécommunications peut demander à l'utilisateur de débrancher un appareil à la suite de réparations ou de modifications effectuées par l'utilisateur ou à cause de mauvais fonctionnement.

Pour sa propre protection, l'utilisateur doit s'assurer que tous les fils de mise à la terre de la source d'énergie électrique, des lignes téléphoniques et des canalisations d'eau métalliques, s'il y en a, sont raccordés ensemble. Cette précaution est particuliérement importante dans les régions rurales.

⚠ AVERTISSEMENT:
L'utilisateur ne doit pas tenter de faire ces raccordements lui-même; il doit avoir racours à un service d'inspection des installations électriques, ou à un électricien, selon le cas.

L'indice de charge (IC) assigné à chaque dispositif terminal indique, pour éviter toute surcharge, le pourcentage de la charge totale qui peut être raccordée a un circuit téléphonique boucié utilisé par ce dispositif. La terminaison du circuit bouclé peut être constituée de n'importe quelle combinaison de dispositifs, pourvu que la somme des indices de charge de l'ensemble des dispositifs ne dépasse pas 100.

No d'homolagation: 230 3756A
No de certification CSA: LR 60486
L'indice de charge: 7

Warranty Information

C

Repair Information

Outside the continental U.S., contact your Lucent Technologies Representative or local Authorized Dealer for warranty and repair information applicable to your system.

In-Warranty Repairs

If you purchased or leased your system directly from Lucent Technologies, Lucent Technologies will repair it free of charge during the one-year warranty period. Simply call the Lucent Technologies Technical Service Center and ask for service.

Business-Day service is standard during the warranty period for both the control unit and system phones. Business-Day service is performed during normal business hours. However, if you need 24-hour service protection during the warranty period on the control unit in case there is a major system failure, you can purchase an Around-the-Clock service contract from your local Lucent Technologies sales office. (Around-the-Clock service is not available for phones.)

If you purchased or leased your system through a Lucent Technologies Authorized Dealer, contact your dealer for repairs.

Post-Warranty Repairs

If you purchased your system from Lucent Technologies and you have a post-warranty service contact, Lucent Technologies service is provided under the terms of that contract.

To significantly reduce unexpected repair costs after the warranty period, you can purchase a post-warranty service contract from Lucent Technologies. If you do not have a contract, Lucent Technologies service is provided on a time-and-materials basis by calling the Lucent Technologies Technical Service Center. A contract provides you, within the applicable coverage period and response times, service calls with no charge for parts and labor on covered repairs. Both Business-Day and Around-the-Clock coverages of varying lengths are available. To order a post-warranty service contract, call 1 800 247-7000 (in the continental U.S. only).

If you leased your system from Lucent Technologies, Business-Day service is included in your lease. To upgrade to Around-the-Clock service, call 1 800 247-7000 (in the continental U.S. only).

If you purchased or leased your system through a Lucent Technologies Authorized Dealer, contact your dealer for repairs.

Lucent Technologies Warranty and Limitation of Liability

Lucent Technologies warrant you, the customer, that your system will be in good working order on the date Lucent Technologies or its authorized reseller delivers or installs the system, whichever is later ("Warranty Date"). If you notify Lucent Technologies or its Authorized Dealer within one year of the Warranty Date that your system is not in good working order, Lucent Technologies will without charge to you repair or replace, at its option, the system components that are not in good working order. Repair or replacement parts may be new or refurbished and will be provided on an exchange basis. If Lucent Technologies determines that your system cannot be repaired or replaced, Lucent Technologies will remove the system and, at your option, refund the purchase price of your system or apply the purchase price towards the purchase of another Lucent Technologies system.

If you purchased your system directly from Lucent Technologies, Lucent Technologies will perform warranty repair in accordance with the terms and conditions of the specific type of Lucent Technologies maintenance coverage you selected. A written explanation of Lucent Technologies' types of maintenance coverage may be obtained from Lucent Technologies by calling 1 800 247-7000 (in the continental U.S. only). If you purchased your system from a Lucent Technologies Authorized Dealer, contact your reseller for the details of the maintenance plan applicable to your system.

This Lucent Technologies limited warranty covers damage to the system caused by power surges.

Unless otherwise expressly agreed to in a written agreement signed by Lucent Technologies, Lucent Technologies will not be responsible under this limited warranty for damages resulting from:

- Failure to follow Lucent Technologies' installation, operation, or maintenance instructions;
- Unauthorized system modification, movement, or alteration;
- Unauthorized use of common carrier communication services accessed through the system;
- Abuse, misuse, or negligent acts or omissions of the customer and persons under the customer's control; or
- Act of third parties and acts of God.

LUCENT TECHNOLOGIES' OBLIGATION TO REPAIR, REPLACE, OR REFUND, AS SET FORTH ABOVE, IS YOUR EXCLUSIVE REMEDY.

EXCEPT AS SPECIFICALLY SET FORTH ABOVE, LUCENT TECHNOLOGIES, ITS AFFILIATES, SUPPLIERS, AND DEALERS MAKE NO WARRANTIES, EXPRESS OR IMPLIED, AND SPECIFICALLY DISCLAIM ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Limitation of Liability

Except as provided below, the liability of Lucent Technologies and its affiliates and suppliers for any claims, losses, damages, or expenses from any cause whatsoever (including acts or omissions of third parties), regardless of the form of action, whether in contract, tort, or otherwise, shall not exceed the lesser of: (1) the direct damages proven; or (2) the repair cost, replacement cost, license fee, annual rental charge, or purchase price, as the case may be, of the equipment that directly gives rise to claim. Except as provided below, Lucent Technologies and its affiliates and suppliers shall not be liable for any incidental, special, reliance, consequential, or indirect loss or damage incurred in connection with the equipment. As used in this paragraph, consequential damages include, but are not limited to, the following: lost profits, lost revenues, and losses arising out of unauthorized use (or charges for such use) of common carrier telecommunications services or facilities accessed through or connected to the equipment. For personal injury caused by Lucent Technologies' negligence, Lucent Technologies' liability shall be limited to proven damages to person. No action or proceeding against Lucent Technologies or its affiliates or suppliers may be commenced more than twelve (12) months after the cause of action accrues. THIS PARAGRAPH SHALL SURVIVE FAILURE OF AN EXCLUSIVE REMEDY.

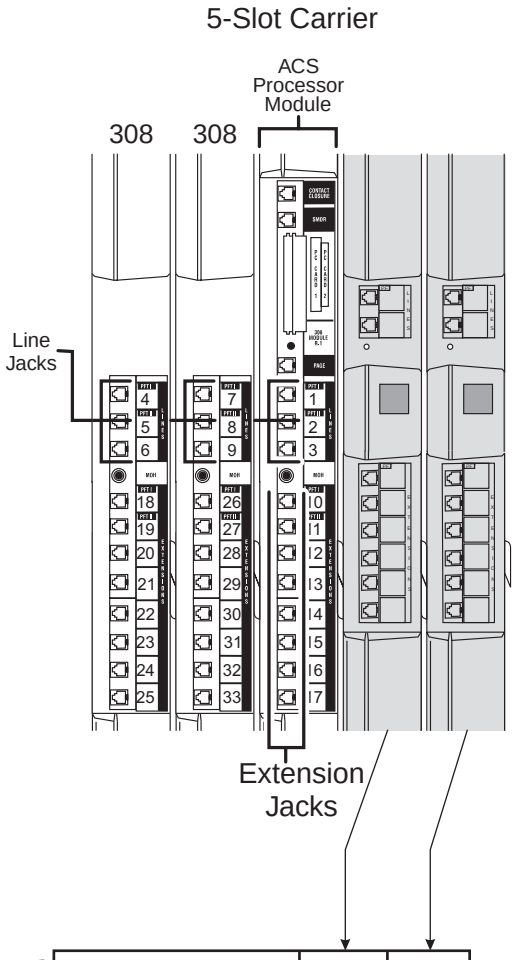
Dial Plans

D

This appendix contains a series of figures that illustrate the most common dialing plans when PARTNER MAIL VS (2-port or 4-port) module is installed with a PARTNER Advanced Communications System, PARTNER Endeavor, PARTNER II, or PARTNER Plus system. These figures also indicate which PARTNER MAIL VS extensions should be assigned to Hunt Group 7 of the communications system. In addition, see Figure 2-1 in Chapter 2 for an illustration of the dial plan for a PARTNER ACS with three 308 modules and a voice messaging system module.

Note that the communications system recognizes the voice messaging system module as a 6-extension module. In other words, the voice messaging system module resembles a 200, 206, or 400 module to the communications system, even though the voice messaging system itself does not have any physical line jacks. Therefore, the shaded modules in the following illustrations represent either the voice messaging system module or one of the other 6-extension modules. Note that the bottom two (for 2-port configurations) or four extensions (for 4-port configurations) of the voice messaging system module will be assigned to Hunt Group 7, as indicated in the tables corresponding to each illustration.

For example, in Figure D-1, when the voice messaging system module is installed in slot 4, extensions 38 and 39 are assigned to Hunt Group 7 for a 2-port system. In this same figure, when the voice messaging system module is installed in slot 5, extensions 44 and 45 (that is, the bottom two of the six extensions on the voice messaging system module) are assigned to Hunt Group 7 when a 6-extension module (that is, a 200, 206, or 400 module represented by the shaded module) is installed in slot 4. If an 8-extension 308 module were installed in slot 4 instead and the voice messaging system were installed in slot 5, extensions 46 and 47 would be assigned to Hunt Group 7 (as shown in Figure 2-1).



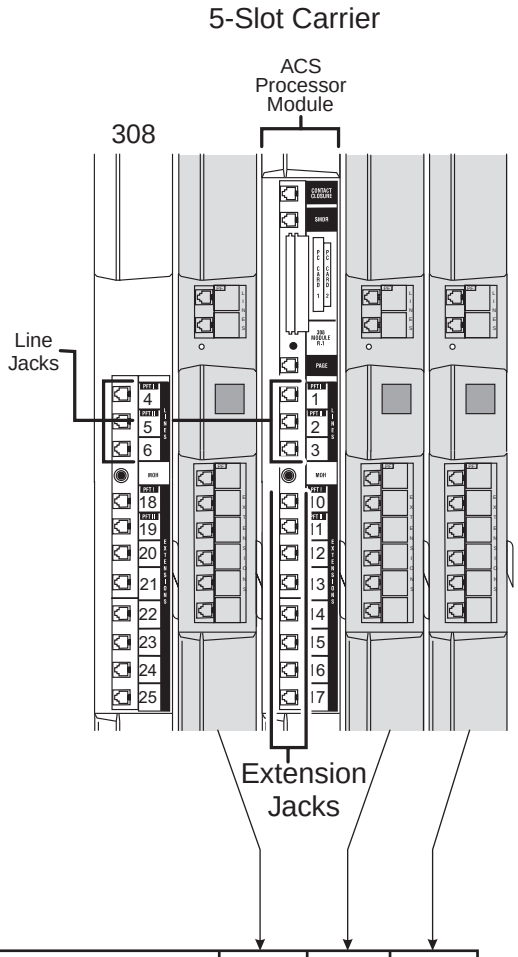
2-port Systems

If PARTNER MAIL VS Is Installed In Slot:	4	5
Then Assign These Exts. To Hunt Group 7:	38, 39	44, 45

4-port Systems

If PARTNER MAIL VS Is Installed In Slot:	4	5
Then Assign These Exts. To Hunt Group 7:	36, 37, 38, 39	42, 43 44, 45

Figure D-1. Dial Plan for PARTNER Advanced Communications System Release 2.0 or Later



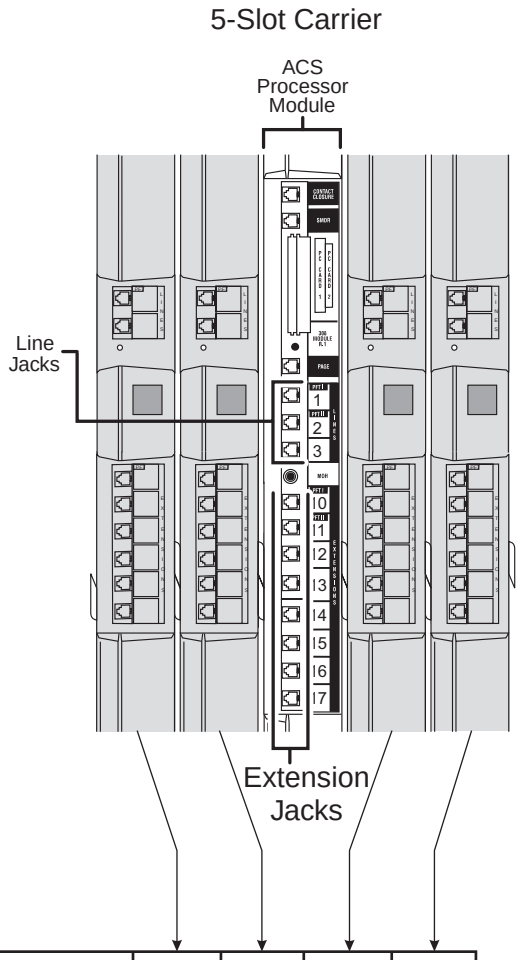
2-port Systems

If PARTNER MAIL VS Is Installed In Slot:	2	4	5
Then Assign These Exts. To Hunt Group 7:	30, 31	36, 37	42, 43

4-port Systems

If PARTNER MAIL VS Is Installed In Slot:	2	4	5
Then Assign These Exts. To Hunt Group 7:	28, 29, 30, 31	34, 35, 36, 37	40, 41, 42, 43

Figure D-2. Dial Plan for PARTNER Advanced Communications System Release 2.0 or Later



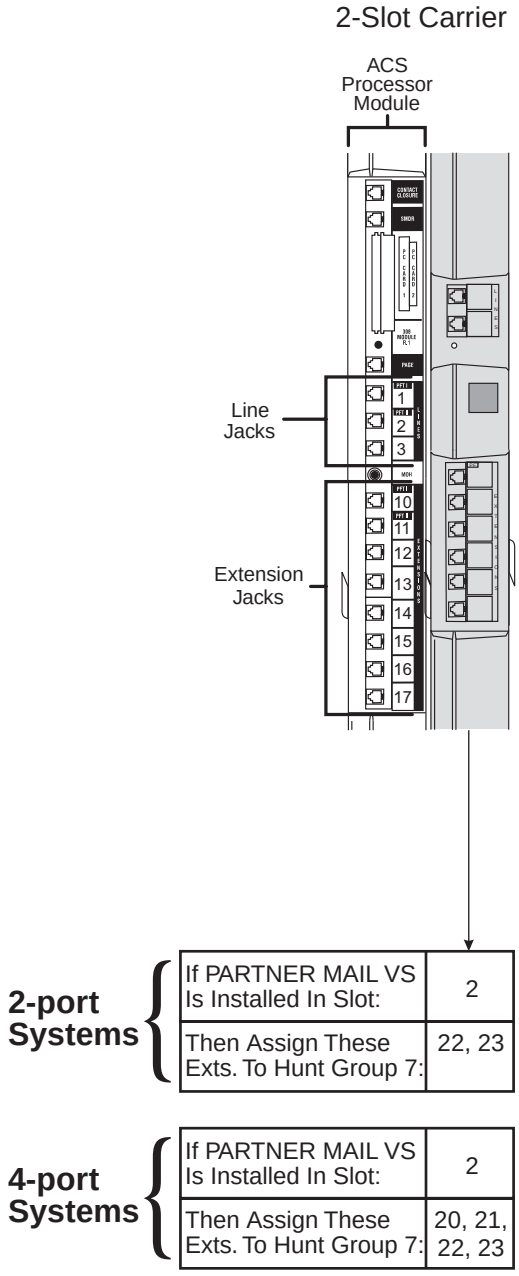
2-port Systems

If PARTNER MAIL VS Is Installed In Slot:	1	2	4	5
Then Assign These Exts. To Hunt Group 7:	22, 23	28, 29	34, 35	40, 41

4-port Systems

If PARTNER MAIL VS Is Installed In Slot:	1	2	4	5
Then Assign These Exts. To Hunt Group 7:	20, 21, 22, 23	26, 27, 28, 29	32, 33, 34, 35	38, 39, 40, 41

Figure D-3. Dial Plan for PARTNER Endeavor Release 1.0 and PARTNER Advanced Communications System Release 1.0, 1.1, 2.0 or Later



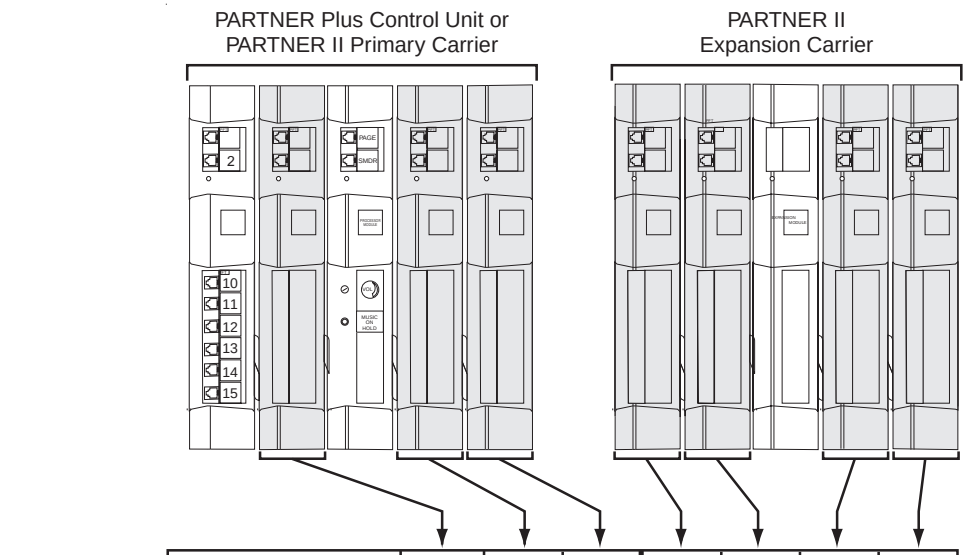
2-port Systems

If PARTNER MAIL VS Is Installed In Slot:	2
Then Assign These Exts. To Hunt Group 7:	22, 23

4-port Systems

If PARTNER MAIL VS Is Installed In Slot:	2
Then Assign These Exts. To Hunt Group 7:	20, 21, 22, 23

Figure D-4. Dial Plan for PARTNER Endeavor Release 1.0 and PARTNER Advanced Communications System Release 1.0, 1.1, 2.0 or Later



2-port Systems

If PARTNER MAIL VS Is Installed In Slot:	2	4	5	1	2	4	5
Then Assign These Exts. To Hunt Group 7:	20, 21	26, 27	32, 33	38, 39	44, 45	50, 51	56, 57

4-port Systems

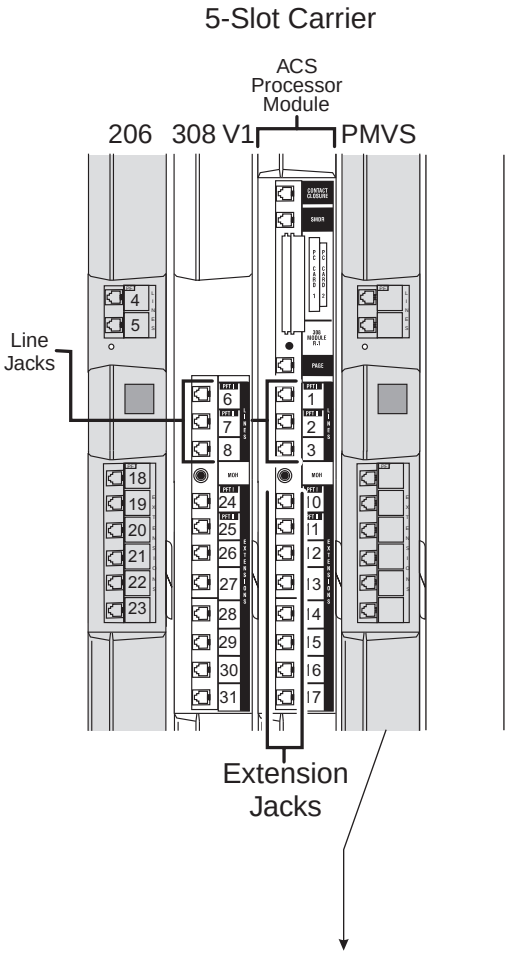
If PARTNER MAIL VS Is Installed In Slot:	2	4	5	1	2	4	5
Then Assign These Exts. To Hunt Group 7:	18, 19, 20, 21	24, 25, 26, 27	30, 31, 32, 33	36, 37, 38, 39	42, 43, 44, 45	48, 49, 50, 51	54, 55, 56, 57

Figure D-5. Voice Messaging System Extensions for PARTNER Plus and PARTNER II Communications Systems

Systems with Fax Tone Detect

In general, 308 modules should be installed to the left of any 206 modules. However, some systems using Fax Tone Detect with older 308 modules (that is, 308 Version 1) may not adhere to this recommendation. The following illustrations depict the dial plan for these configurations when a voice messaging system is installed.

NOTE:
While the configurations depicted in the following illustrations may be necessary for your system, they are *not* recommended.



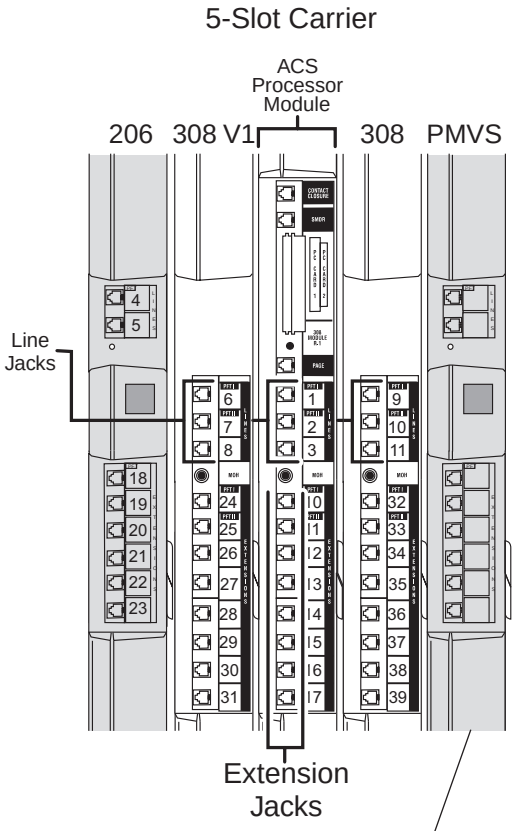
2-port Systems

If PARTNER MAIL VS Is Installed In Slot:	4
Then Assign These Exts. To Hunt Group 7:	36, 37

4-port Systems

If PARTNER MAIL VS Is Installed In Slot:	4
Then Assign These Exts. To Hunt Group 7:	34, 35, 36, 37

Figure D-6. Dial Plan for Systems with Fax Tone Detect and a Voice Messaging System Module



2-port Systems	If PARTNER MAIL VS Is Installed In Slot:		5
	Then Assign These Exts. To Hunt Group 7:		44, 45

4-port Systems	If PARTNER MAIL VS Is Installed In Slot:		5
	Then Assign These Exts. To Hunt Group 7:		42, 43 44, 45

Figure D-7. Dial Plan for Systems with Fax Tone Detect and a Voice Messaging System Module

Case Studies

E

Purpose

This appendix contains two case studies based on actual customer requirements. Each case study defines the call handling requirements of the business and explains how the planning forms for the communications system and voice messaging system were filled out. You can use these case studies to determine how customer requirements were matched to PARTNER MAIL VS system features.

Case Study #1

About the Customer

Tennis Land is a sports center that offers tennis enthusiasts six tennis courts and a large, well-stocked shop for purchasing a variety of tennis paraphernalia including racquets and tennis wear. In addition, Tennis Land offers lessons and clinics from staff coaches. When the coaches are not giving lessons or clinics, hosting tournaments, or traveling with the Tennis Land team in exhibition matches, they help the sales people in the shop. Stan Williams—the owner, Sally Parker—the manager, and the coaches all have private offices.

Stan purchased a PARTNER Advanced Communications System Release 3.0 and a PARTNER MAIL VS Release 5 Voice Messaging System. He believes that the systems' features will help his employees provide better service to customers.

Sally is responsible for managing the systems; she established these facts:

- The system will have two Automated Attendants, six outside lines (two outside lines are assigned to Automated Attendant 1 and three outside lines are assigned to Automated Attendant 2), one personal line (that is, one outside line that is not assigned to an Automated Attendant), and eight extensions. One Automated Attendant will handle calls to the pro shop, while the other Automated Attendant will handle calls to the court area.
- The clerk will have a PARTNER-18D phone at extension 10. Sally's PARTNER-18D phone will be extension 11. Stan's PARTNER-18D phone will be extension 12. The three coaches will have PARTNER-18 phones. Two MLS-12 phones will be in the shop.
- Stan's callers should be able to reach him without having to be transferred by an employee or the PARTNER MAIL VS system, so Stan will have a personal line. When Stan is not available, his callers will be sent directly to his mailbox where they can leave messages.
- Stan works late, so he'll be using Call Screening to decide whether to pick up calls on his line after hours.
- Stan prefers that customers speak with an employee while the center is open, so all lines for the pro shop will ring at all phones in that area, and all lines for the court area will ring at all phones there. Although there is no receptionist, the clerk and the salespeople will serve the receptionist function by answering calls when they can.
- During business hours, calls will go to the Automated Attendant Service of the PARTNER MAIL VS system only when the clerk and salespeople are busy.

- All of Tennis Land's customers and employees speak English, so the PARTNER MAIL VS system will be set for Monolingual Mode with U.S. English as the System Language.
- Potential customers call the Pro Shop frequently to inquire about Tennis Land's hours and location. Therefore, when the Automated Attendant Service for this area answers, callers can choose to hear either an announcement that includes Tennis Land's hours of operation and directions to the center or another detailing this month's specials. When the Automated Attendant Service answers for the court area, callers can choose to hear either an announcement that includes Tennis Land's hours of operation and directions to the center or another detailing upcoming competitions.
- Callers who receive Automated Attendant Service and want to speak to a person will be able to reach the first available person in either the shop or court area.
- A general mailbox will be set up for each Automated Attendant. Customers who receive Automated Attendant Service and stay on the line or press 0 for assistance will be routed to this extension. Customers who call after business hours will have the option of leaving a message in this mailbox. The mailbox at extension 10 will be used as the general mailbox for the pro shop's Automated Attendant. The mailbox at extension 11 (Sally's mailbox) will be used as the general mailbox for the court area Automated Attendant.
- All key employees will have a mailbox and Automatic VMS Cover. Callers will be routed automatically to the appropriate mailbox where they can leave a message when the person they called is not available.
- Stan and Sally will have Outcalling privileges so that when they are moving around the club or traveling, they can be alerted via their pagers to the arrival of messages being left in their voice mailboxes.
- Sally will also have Record-A-Call privileges to ensure that she doesn't miss writing down any details while she's arranging tournament schedules and press releases.

Filling Out the Planning Forms

This section explains how the System Planner for the PARTNER Advanced Communications System Release 3.0 and the forms for the PARTNER MAIL VS Release 5 Voice Messaging System are filled out based on the facts in the Tennis Land case. For brevity, "CS" refers to the System Planner forms for the communications system and "VMS" refers to the forms for the voice messaging system.

CS Form A, Page 1 of 3

- **Write the Telephone Numbers in order customer desires:** Telephone numbers in this column represent Tennis Land's outside lines. Two lines are assigned to Automated Attendant 1 and three are assigned to Automated Attendant 2. Stan's personal line is Line 03.
- **VMS-AA:** Numbers in this column correspond to the specific PARTNER MAIL VS Automated Attendant (that is, 1, 2, 3, or 4) that will answer calls on Lines 01, 02, 04, 05, and 06.
- **VMS-Mail:** Stan's extension number, 12, in this column indicates that the Line Coverage Extension (#208) feature sends unanswered calls on Line 03 directly to Stan's mailbox.

CS Form A, Page 2 of 3

System Settings:

- **Receptionist answers calls during business hours?** The clerk and salespeople will serve the receptionist function; so "Yes" appears on this line.
- **Ring on Transfer (#119):** "NA" written in the space provided indicates that music or recorded messages will be played while calls are being transferred.
- **Music on Hold (#602):** The blank line indicates that a Music on Hold device is installed.

CS Form A (Addendum), Page 3 of 3

- **VMS Hunt Delay (#506)/Day No. of Rings:** This setting indicates that on all lines the Automated Attendant Service acts as a backup, picking up calls after the fourth ring during the day. A person has a chance to answer before a call goes to the PARTNER MAIL VS system.
- **VMS Hunt Delay (#506)/Night No. of Rings:** At night when no receptionist is available, the Automated Attendant Service is set to answer immediately (that is, "0" rings).
- **VMS Hunt Schedule (#507):** The absence of a "D" or "N" indicates that the Automated Attendant Service picks up unanswered calls during business hours and after hours. (This setting is the default.)

CS Form B1, Page 1 of 4

- **Write Name/Description:** The names listed for extensions 10 though 17 in this column identify the extension assignments.
- **Identify Telephone Attached to this Extension:** Check in these columns specify the type of telephone each person or location has.
- VMS in the **Write Name/Description** column and checks in the **PARTNER MAIL VS** column indicate that the PARTNER MAIL VS module is installed in Slot 1 of the Control Unit. The module uses extensions 22 and 23, the last two extensions for that slot in this 2-port configuration.
- **Write Transfer Return Ext. No.:** "10" in this column indicates that when a call transferred by the PARTNER MAIL VS system is unanswered, it goes to extension 10 where the clerk can answer it.

CS Form B2, Page 1 of 2

- **Automatic VMS Cover (#310):** Checks in this column indicate that unanswered calls to extensions 10 through 15 automatically are covered by the Automated Attendant Service.
- **Hunt Group Extensions 1-6 (#505):** "1" in this column indicates that extensions 16 and 17 make up Hunt Group 1. A call transferred to this group rings three times at the first non-busy extension. If it is not answered, it moves to the next non-busy extensions in the group, continuing until someone answers or the caller hangs up.
- **VMS Only:** column for extensions 22 and 23 satisfy the requirement that the extensions used by the PARTNER MAIL VS module be assigned to Hunt Group 7.

CS Form C3, PARTNER-18/18D Phone

- The first Form C3 identifies the buttons programmed on the PARTNER-18D phone at extension 10: Night Service, Do Not Disturb, Voice Mail Messages, and Voice Mailbox Transfer.

  The Night Service button allows the user to turn Night Service on and off. When Night Service is off, the Day Menu prompt plays. When Night Service is on, the Night Menu Prompt plays.

  Subscribers can use the Do Not Disturb button to send callers to their mailbox without ringing their extension first.

  The Voice Mail Auto Dial button allows the user to call Voice Mail Service with one touch.

  The Voice Mailbox Transfer (VMBox) button allows the user to transfer callers directly to another subscriber's mailbox without ringing the extension first.

- The second Form C3 indicates the buttons programmed on the PARTNER-18 phones at extensions 11, 12, 13, 14, and 15: Do Not Disturb, Voice Mail Messages, and Voice Mailbox Transfer, as well as a Record-a-Call (RAC) button on Sally's phone and a Call Screening button on Stan's.

CS Form C7, MLS-12 Phone

- Form C7 indicates that a Voice Mailbox Transfer button is programmed on the MLS-12 phones at extensions 16 and 17.

VMS Form 1

- Note that unused mailboxes are crossed off.
- The default settings for Language Mode (Monolingual) and System Language (U.S. English) are used.

VMS Form 2

- **B (Subscriber Name):** In this column, the names assigned to mailboxes 10 though 15 indicate that the clerk, Sally, Stan, and the coaches have mailboxes.
- Mailboxes 16 through 57 are marked for deletion. For system security, it is advisable to delete unused mailboxes.
- **D (Outcalling Assigned):** "Yes" in this column indicates that Outcalling privileges are assigned to Sally and Stan.
- **E (RAC Assigned):** The recording time (in minutes) in this column indicates that Record-A-Call privileges are assigned to Sally.
- **F (Message Length):** The storage space (in minutes) in this column indicates that the mailbox size has been increased for Sally, who has Record-A-Call privileges.
- **G (Mailbox Size):** The message length (in minutes) in this column indicates that the mailbox size has been increased for Sally.

VMS Form 3 for Automated Attendant 1

- **Lines assigned:** The lines assigned to Automated Attendant 1 are indicated in this area,
- **Description:** In this column, "Direct Extension Transfer" for Selector Code 1 indicates that when callers get the Automated Attendant Service, they can transfer to any extension (10 to 19) by entering the extension number.
- "Shop" in the **Description** column and "771" in the **Number/Range of Numbers** column for Selector Code 4 indicate that when callers get the Automated Attendant Service, they can press 4 to transfer to Hunt Group 1 (which is defined on CS Form B2 as extensions 16 and 17 in the shop).

- "Announcement" in the **Description** column, "3" in the **Selector Code Action** column, and the numbers (1 and 2) in the **Number/Range of Numbers** column indicate that when callers get the Automated Attendant Service they can choose to hear one of two Announcements.
- "Transfer to Sally's mailbox" in the **Description** column for Selector Code 9 indicates when callers get the Automated Attendant Service, they can press 9 to transfer to Sally's mailbox (mailbox 11).
- **Dial 0/Timeout Extension:** This is the extension to which calls are transferred if callers press "0" or do not choose a menu option.

VMS Form 3 for Automated Attendant 2

- **Lines assigned:** The lines assigned to Automated Attendant 2 are indicated in this area,
- **Description:** In this column, "Direct Extension Transfer" for Selector Code 1 and "5" in the **Selector Code Action** column indicate that when callers get the Automated Attendant Service, they can transfer to any extension (10 to 19) by entering the extension number.
- "Announcement" in the **Description** column and the numbers (1 and 2) in the **Number/Range of Numbers** column indicate that when callers get the Automated Attendant Service they can choose to hear one of two Announcements.
- "Transfer to clerk's mailbox" in the **Description** column for Selector Code 9 indicates when callers get the Automated Attendant Service, they can press 9 to transfer to the clerk's mailbox (mailbox 10).
- **Dial 0/Timeout Extension:** This is the extension to which calls are transferred if the caller presses "0" or does not choose a menu option.

VMS Form 3A for Automated Attendant 1

- When an unanswered call goes to the Automated Attendant Service and the caller chooses to hear an Announcement, the caller hears one of the Announcements on Form 3A.

VMS Form 3A for Automated Attendant 2

- When an unanswered call goes to the Automated Attendant Service and the caller chooses to hear an Announcement, the caller hears one of the Announcements on Form 3A.

VMS Form 4 for Automated Attendant 1

- When Night Service is off and an unanswered call goes to the Automated Attendant Service, the caller hears the Day Menu Prompt on Form 4.

VMS Form 4 for Automated Attendant 2

- When Night Service is off and an unanswered call goes to the Automated Attendant Service, the caller hears the Day Menu Prompt on Form 4.

VMS Form 5 for Automated Attendant 1

- When Night Service is on and an unanswered call goes to the Automated Attendant Service, the caller hears the Night Menu Prompt on Form 5.

VMS Form 5 for Automated Attendant 2

- When Night Service is on and an unanswered call goes to the Automated Attendant Service, the caller hears the Night Menu Prompt on Form 5.

Post-Installation Recommendations

- Stan, Sally, and the coaches should record a personal greeting and change the factory set password for their mailboxes.
- Stan and Sally should turn on Outcalling and enter an Outcalling number and schedule.
- The clerk should record a general business greeting for the mailbox at extension 10 on Automated Attendant 1 (because this is the general mailbox for Automated Attendant 1) and change the factory-set password for that mailbox. Sally should record a greeting (appropriate for the Pro Shop) for mailbox 11, which is used as the general mailbox for the Pro Shop, on Automated Attendant 2.

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Form A: System Configuration

Required for PARTNER Advanced Communications System.
For additional instructions, see pages 2 and 3.

1. Customer Billing Name: Tennis Land
2. Installation Address: 4 Clay Court, Anytown, NJ
3. Contact Name: Sally Parker — Phone: ( ) –
4. Person to be Trained: Sally Parker — Phone: (908) 555-4567 — Alternate Trainee's Name: — Phone: ( ) –
5. Sold by: ☑ Lucent Technologies Sales Force ☐ Dealer: _____ — Salesperson's Name: Marisol Colon — Phone: (908) 555-1718

6. Administer system for Hybrid Mode (PARTNER ACS Release 2.0 or later only):
No ☑ Yes ☐ If yes, call local telephone company—MF Mode and FCC # AS5 USA-21312-MF-E

7. Features customer is most interested in (most important first):
PARTNER MAIL VS

8 . System Lines

Line Jack No.	Write the Telephone Numbers in order customer desires (list personal and dedicated lines last)	Write R if Rotary (Dial Pulse) Line {#201}	Hybrid Mode Only: Write auxiliary* pool 881, 882, 883 or No Pool {#207}	Line Coverage—You can select one per line: AA[1] {#607}	DXD[2*] {#205}	VMS[3*] AA {#206} (*Only one* of these types *per system*)	ASA[4*] {#204}	Hunt[5] Group (write no.) {#206}	VMS-[6] Mail {#206}	Write[7] Ext. No. for Call Cover {#208}	Write User's Name for Personal or Owned Line or Identify Equipment for Dedicated Line	Check if Caller ID Service	Identify other Local Telephone Company Subscription Services (e.g., Repeat Call)
01	555-4567					1							
02	555-4568					1							
03	555-4569								12		Stan Williams		
04	555-4570					2							
05	555-4571					2							
06	555-4572					2							
07													
08													
09													
10													
11													
12													
13													
14													
15													
16													
17													
18													
19													

1. Check if desired. Also see Form B1, AA Extension {#607} column.
2. Check if desired. Also see Form A, Item 10—DXD, and Form C, Direct Extension Dial Button {#113}.
3. Check if desired. Also see Form A, Item 10—VMS-AA, and Form B1, PARTNER MAIL, PARTNER MAIL VS, or PARTNER Voice Messaging column. For PARTNER MAIL VS 5.0 or PARTNER MAIL 3.0, specify which of the multiple Automated Attendants should be used. For previous releases, which support only one Automated Attendant, just check the box.
4. Check if desired. Also see Form A, Item 10—ASA, and Form C, Automatic System Answer Button {#111}.
5. Write group number (1–6) covering this line. Also see Form B2, Hunt Group Extensions {#505} 1–6.
6. Check desired line for #206. Also see Form B1, PARTNER MAIL, PARTNER MAIL VS, or PARTNER Voice Messaging PC CARD column.
7. Write extension number of line owner eligible for Line Coverage (could include VMS coverage). Also write line owner's name in next column.

* Available with PARTNER ACS R2.0 or later only.

Form A: System Configuration

Required for PARTNER Advanced Communications System. For additional instructions, see pages 3 and 4.

9. System Settings: Write response on line for each item.
   - Receptionist answers calls during business hours? Write "Yes" or "No" Yes.
   - Number of Lines {#104}—By default, 3 lines per PARTNER ACS processor module or 308EC module, 2 lines per 206 module, and 4 lines per 400 module are assigned to each extension (or to pool 880 in Hybrid mode). Write number if different from default _____.
   - Transfer Return Rings {#105}—By default, a transferred call rings 4 times before going to the transfer return extension. Write number (0-9, 0 = no return) if different from default _____.
   - Outside Conference Denial {#109}—By default, a conference call can include 2 outside parties. Write "No" if 2 outside parties are not allowed _____.
   - Ring on Transfer {#119}—By default, the caller hears ringing when the call is transferred. Write "NA" if music on hold or silence is desired N/A.
   - Toll Call Prefix {#402}—By default, 0 or 1 must be dialed before the area code for a long distance call. Write "No" if 0 or 1 is not required _____.
   - System Password {#403}—By default, no password is programmed to override dialing restrictions and to turn Night Service on and off. Write 4 digits if password is desired __ __ __ __.
   - Star Code Dial {#410}—By default, the system inserts a 0-second delay after a valid Central Office star code when it autodials. Write number (1–5) of seconds if a longer delay is desired or "NO" if this feature should not be active _____.
   - Music on Hold {#602}—By default, the Music on Hold jack on the processor module isactive. Write "No" if the jack is deactivated _____.
   - Automatic Daylight/Standard Time {#126} (Release 3.0 or later)—By default, the system automatically calculates Daylight Savings Time. Write "No" to turn off this feature _____.

10. Line Coverage: Complete items based on Line Coverage selection on Form A, Item 8.

DXD: *(PARTNER ACS Release 2.0 or later only)* If DXD is checked, specify the following:

Direct Extension Dial Delay {#112}—By default, a call rings 2 times before it is answered by the system. Write number (0-9) if different from default _____.

Direct Extension Dial Record/Playback {I 892}—message of up to 20 seconds that caller hears when call is answered with the Direct Extension Dial feature. Write message below and record from extension 10 or 11:

VMS-AA: *(PARTNER ACS Release 3.0 or later only)*

If VMS-AA is checked, you can specify a different Hunt Schedule and Hunt Delay for each line.

VMS-AA Hunt Schedule {#507} — The Hunt Schedule specifies when your VMS answers your calls. Your three options are Always, Night Only or Day Only. The default is "Always." With the default option, VMS will always answer your calls after the number of rings established in "VMS-Hunt Delay." On Form A Addendum, write "D" if Day Only is desired or "N" if Night Only is desired.

VMS-AA Hunt Delay {#506} — The Hunt Delay specifies how many rings are allowed before your VMS answers your incoming calls. You can establish a different delay schedule for day and night calls. For Day, Night or Always, the ring delay can be set to 0 through 6 rings. The default setting is 2 rings. To change the delay schedule for the daytime, on Form A Addendum, under "VMS Hunt Delay/Day," enter the number of daytime rings desired. To change the delay schedule for the nighttime, on Form A Addendum, under "VMS Hunt Delay/Night," enter the number of nighttime rings desired.

(PARTNER ACS Release 2.0 or earlier)

Follow instructions as indicated above. However, the designated Hunt Schedule and Hunt Delay will be established system-wide. Different schedules and delays cannot be established for each line.

ASA: *(PARTNER ACS Release 2.0 or later only)*

If ASA is checked, specify the following:

Automatic System Answer Delay {#110}—By default, a call rings 2 times before it is answered by the system. Write number (0-9) if different from default _____.

Automatic System Answer Mode {#121}—By default, ASA calls are put on hold after the greeting plays. Check if calls should continue to ring or be disconnected:

☐ Ring
☐ Disconnect

ASA Record/Playback {I 891}—message of up to 10 seconds that caller hears when the call is answered by the Automatic System Answer feature. Write message below and record from extension 10 or 11:

Form A: System Configuration

Required for PARTNER Advanced Communications System. For additional instructions, see page 4.

11. Auxiliary Equipment (System). Check if applicable:
    - ☐ Battery Backup
    - ☐ Caller ID Devices
    - ☐ Loudspeaker Paging: Number of zones _____
    - ☐ Magic-on-Hold (Music-on-Hold {#602} must be active.)
    - ☐ Uninterruptible Power Supply
    - ☐ SMDR If checked, specify the following if appropriate:
        - SMDR Record Type {#608}—By default, all calls are included on call reports. Write "Out" if only outgoing calls are reported _____.
        - SMDR Output Format {#610}—By default, up to 15 digits are printed for dialed numbers in the Number field of the call report. Write "24" if a maximum of 24 digits is desired _____.
        - SMDR Talk Time {#611}—By default, a Talk field is not included on the call report. Write "Active" if the Talk field is desired_____.
    - ☐ PARTNER Contact Closure Adjunct. If checked, write in the number (1–4) below to specify Operation Type for each Contact Closure as appropriate:

OperationType {#613}	Contact Closure 1	Contact Closure 1
1 = 1 second on 2 = 3 seconds on (✓) 3 = 5 seconds on 4 = Toggle	_____	_____

    - ☐ ASA/DXD PC Card
    - ☐ PARTNER Voice Messaging PC Card

12. Notes: Write any additional information that you want to communicate to the installer.

_____

_____

_____

_____

_____

Form A: Addendum *(Additional information for Release 3.0 and later)*

Line Jack No.	VMS Hunt Schedule {#507}	VMS Hunt Delay {#506}		Unique Line Ringing[1] {#209}
		Day No. of Rings	Night No. of Rings	
01		4	0	
02		4	0	
03				
04		4	0	
05		4	0	
06				
07				
08				
09				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				

1. For a ring pattern other than the standard one, enter valid values 2 – 8.

13. Installation Date	14. Order Nos.	15. Sales Support Representative's Name	Telephone No.

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Form B1: System Extensions

Required for PARTNER Advanced Communications System. For additional instructions, see pages 5 and 6.

Ext. Jack No.	Write Name/Description	Check if Ext. Name Display {CTP} [1]	Identify Telephone Attached to this Extension: 34-Button Display [2]	Intercom Autodialer	18-Button Display [2]	18-Button [2]	12-Button Display [2]	12-Button [2]	6-Button [2]	Cordless/Wireless	Standard [3]	Identify Auxiliary Equipment Attached to this Extension: Call Waiting {#316}	External Hotline {#311} [4] *	Hotline {#603} [5] *	Alert Extension for Hotline	PARTNER MAIL [6] *	PARTNER MAIL VS [6]	PARTNER Voice Messaging [6] [10]	Answering Machine	Extra Alert	IROB	Modem [7]	PassageWay	FAX Machine Extension {#601} [7]	Doorphone 1 {#604} [8] *	Alert Extensions {#606} for Doorphone 1	Doorphone 2 {#605} [8] *	Alert Extensions {#606} for Doorphone 2	AA Extension {#607} [9] *	Contact Closure Group {#612}	Write in Other Equipment	Write Transfer Return Ext. No. {#306}
10	Clerk				✓													■	■							■		■		■			
11	Sally				✓													■	■							■		■		■			
12	Stan			■	✓														■	■													
13	Pat (Coach)			■		✓													■	■													
14	Ivan (Coach)			■		✓													■	■													
15	Carol (Coach)			■		✓													■	■													
16	Shop			■				✓											■	■													
17	Shop			■				✓											■	■													
18				■															■														
19				■															■														
20				■															■														
21				■															■														
22	VMS			■														✓	■														10
23	VMS			■														✓	■														10
24				■															■														
25				■															■														
26				■															■														
27				■															■														
28				■															■														
29				■															■														

IMPORTANT: A system display phone is required for programming at extension 10 or 11. Extension 10 typically is the receptionist's extension. Extension 11 is recommended as a second programming extension (typically the System Manager's extension).

*** WARNING:** Customers should keep extension 10, 11, or the first two extensions of any 308EC or 206 module, available for power failure use.

1. If checked, see Form B1, Page 3 of 4.
2. If there is a mix of PARTNER-model and MLS-model phones, write "P" for PARTNER, and "M" for MLS.
3. Write "T" for touch-tone or "R" for rotary.
4. Must be standard phone. If immediate dialing is required, use a dedicated line. Do not assign restrictions that prevent dialing the outside number, Forced Account Code Entry {#307}, or groups. Also see Form D, External Hotline {#311}.
5. Standard phone is recommended. Write extension number of corresponding alert extension or "70" for loudspeaker paging system in next column.
6. Also write Transfer Return Ext. No. {#306} in the last column on this form (usually extension 10). Also see Form B2, Identify Group Assignments, VMS Only.
7. To prevent other extensions from interrupting calls, assign Automatic Extension Privacy {#304} on Form B2.
8. Check corresponding alert extensions in next column. To prevent outside calls at the doorphone, remove all outside lines—see Lines/Pools Not Assigned on Form B2.
9. Also write Transfer Return Ext. No. {#306} on this form.
10. Extensions 78 and 79 should be assigned to the two voice ports on PARTNER Voice Messaging. Extensions 78 and 79 must be assigned to Hunt Group 7 and any previous assignments for Hunt Group 7 should be erased.

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Form B2: Customized Extension Settings

Required if you want to change extension settings from defaults. For additional instructions, see pages 7 and 8.

Ext. Jack No.	Identify Extension Settings if Different than Default											Identify Line Ringing {CTP} Option If Different than Default				Identify Restrictions/Permissions If Different than Defaults						Identify Group Assignments				
	Display Language {#303}[1]	Automatic Extension Privacy {#304}	Abbreviated Ringing {#305}	Forced Account Code Entry {#307}	Distinctive Ring {#308}	Automatic VMS Cover {#310}	Voice Interrupt On Busy {#312}	Line Access Mode {#313}[2]	Call Coverage Rings {#320}[3]	Call Coverage Rings {#321}[4]	Hybrid Mode Only: List individual lines {#301} for Pooled Extensions *	Write line numbers or pool access codes* in each column to show desired Line Ringing options				Write line numbers or pool access codes for Line Access Restriction {#302} or Pool Access Restriction {#315}*			Outgoing Call Restriction {#401}[6]	Disallowed List[7] Assignment {#405}	Allowed List[8] Assignment {#408}	Pickup Group[9] Extensions {#501}	Calling Group[10] Extensions {#502}	Hunt Group[11] Extensions {#505}	VMS Only[12] **	Night Service Group Extensions {#504}
												Immediate ✔ lines	Delayed	No Ring * ✔ pools	Lines/Pools[5]* Not Assigned	Outgoing only	Incoming only	No Access	NR✔	1 – 4	1 – 4	1 – 4	1 – 4	1 – 6	7	
	E✔	NA✔	A✔	NA✔	A✔	NA✔	NA✔	P✔	2✔	3✔	NA✔	No Restriction ✔								NA✔		NA✔		NA✔		NA✔
10						✓		K			ALL															
11						✓																				
12						✓																				
13						✓																				
14						✓																				
15						✓																				
16																								*1*		
17																								*1*		
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30																										

**** WARNING: Do not connect to extension 10, 11, or the first two extensions of any 206 or 308EC module.**

1. Write S for Spanish or F for French.
2. In Hybrid mode only, write K for Key extension. Extension 10 always operates as a Key extension.
3. Specify number of rings (1-9) desired before an incoming call is sent to the covering extension. The default setting is 2 rings. For PARTNER ACS Release 3.0 or later, this can be specified on an individual extension basis.
4. Specify number of rings (1-9) desired before an incoming call is sent to a user's voice mailbox. The default setting is 3 rings. For PARTNER ACS Release 3.0 or later, this can be specified on an individual extension basis.
5. In Key mode, use Line Assignment {#301} to remove lines from or assign lines to extensions. In Hybrid mode, use Pool Extension Assignment {#314} to remove pools from or assign pools to extensions.
6. Write IN for Inside Only or LOC for Local Only to indicate restrictions for all outgoing calls on *all lines*.
7. Write list number (1–4). Also see Form D, Disallowed Phone Number Lists {#404}.
8. Write list number (1–4). Also see Form D, Allowed Phone Number Lists {#407}.
9. Write group number (1–4).
10. Write group number (1–4). If a loudspeaker is connected and Simultaneous Paging desired, put appropriate extensions in Calling Group 1. Also see Form C, Simultaneous Paging.
11. Write group number (1–6).
12. Check off the same PARTNER MAIL or PARTNER MAIL VS extensions indicated on Form B1. For the PARTNER Voice Messaging PC Card, extensions 78 and 79 must be assigned to Hunt Group 7.

* Pooling available only for ACS R2.0 or later.

Assignments

✔ = Default
A = Assigned or Active
E = English
NA = Not Assigned or Not Active
NR = No Restriction
P = Pooled
{CTP} = Centralized Telephone Programming

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Form C3: PARTNER-18/18D Phone

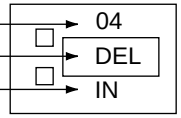
Make as many copies as you need. Use template and/or checklist.
For additional instructions, see pages 9 through 14.

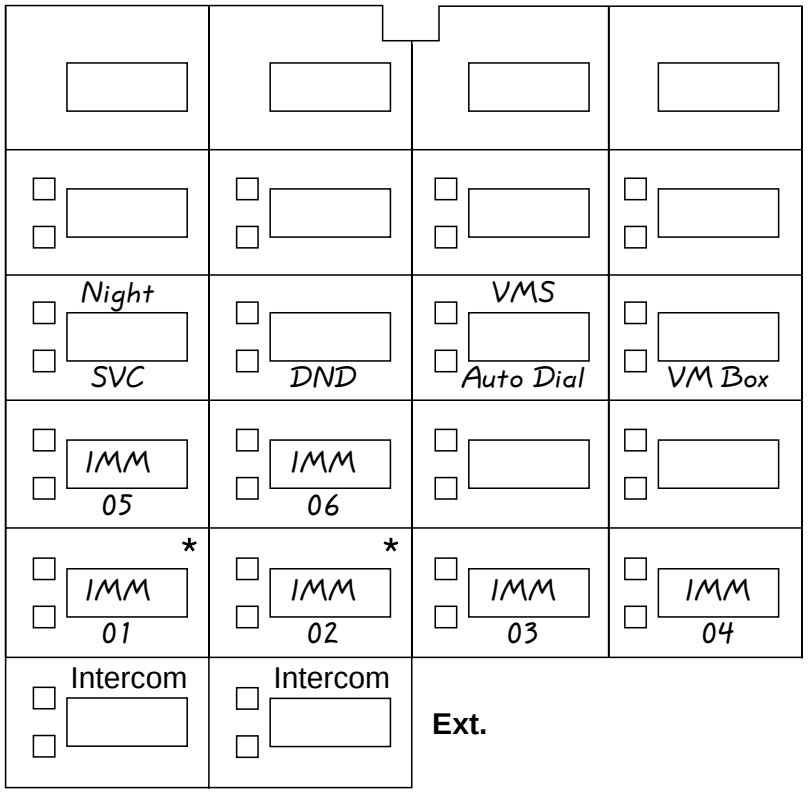
Template Instructions

- If desired, write in line number, pool access code†, dial code feature, or auto dial number
- If desired, write in Line Ringing (Imm, Del, or No) from Form B2
- If desired, write in Line Access Restriction or Pool Access Restriction† (Out, In, or No) from Form B2

† Available with ACS R2.0 or later only.

SAMPLE





PARTNER-18D only

* In Hybrid mode only, if pool 880 is assigned, these two buttons are associated with this pool. (ACS R2.0 or later only)

Specify Automatic Line Selection: _____

Identify extensions programmed as shown: 10

Check Desired Button Features (write in extension or group number)

			Ext. 10 Only	LED Required
	Automatic System Answer {#111} 6	ASA	✓	
	Direct Extension Dial {#113} 6	DXD	✓	
✓	Night Service {#503}	NightSvc	✓	
	Outgoing Call Restriction {#114} 1	OCR	✓	
	Wake Up Service {#115}	Wake	✓	
	Call Screening (F 25) 7	SCREEN		✓
	Caller ID Call Log (F 23) 6	Calls		✓
	Caller ID Inspect (F 17)	ID-Inspect		✓
	Caller ID Name Display (F 16)	ID-Name		✓
✓	Do Not Disturb (F 01)	DND		✓
	Privacy (F 07)	Priv		✓
	Record-a-Call (F 24) 7	RAC		✓
	VMS Cover (F 15)	VMSCover		✓
	Voice Interrupt on Busy Talk-Back (F 18)	VIOB		✓
	Account Code Entry (F 12) 2	ACE		
	Background Music (F 19) 2	Music		
	Call Coverage (F 20 XX XX) 2, 4, 6	Cover-XX XX		
	Call Forwarding/Call Follow-Me (F 11 XX XX) 2, 4	CF-XX XX		
	Call Park (I XX) 3	Park		
	Call Pickup (I 6 XX)	Pickup-XX		
	Conference Drop (F 06)	Drop		
	Contact Closure 1 (F 41) 2	CC1		
	Contact Closure 2 (F 42) 2	CC2		
	Direct Line Pickup-Active Line (I 68)	DLPA		
	Direct Line Pickup-Idle Line (I 8)	DLPI		
	Exclusive Hold (F 02)	ExHold		
	Fax Management (I XX) 2	FAX-XX		
	Group Calling-Ring/Page (I 7 G or I *7 G)	GCall-g		
	Group Hunt-Ring/Signal (I 77 G or I *77 G)	Hunt-g		
	Group Pickup (I 66 G)	P/U Grp-g		
	Intercom Autodial (I XX or I *XX) 2	Ext-XX		
	Last Number Redial (F 05)	LNR		
	Loudspeaker Paging (I 70)	Loudspk		
	Manual Signaling (F 13 XX or F 13 *XX) 2	MS-XX		
	Message Light Off (F 10 XX) 5	MsgOff-XX		
	Message Light On (F 09 XX) 5	MsgOn-XX		
	Recall (F 03)	Recall		
	Save Number Redial (F 04)	SNR		
	Simultaneous Paging (I * 70)	SPage		
	Station Lock (F 21) 2	Lock		
	Touch-Tone Enable (F 08)	TT-EN		
✓	Voice Mail Messages (I 777)	VMMsgs-777		
✓	Voice Mailbox Transfer (F 14)	VMBox		

1. Requires Auto Dial button for each extension.
2. Button with lights is recommended, but not required.
3. Extension number can be programmed as Auto Dial button.
4. You can program the origination extension only or both the origination and destination extension.
5. You can program the extension number.
6. Available with ACS R2.0 or later only.
7. Available with ACS R3.0 or later.

F = Feature button
G = Group
I = Left Intercom button
XX = Extension

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Form C3: PARTNER-18/18D Phone

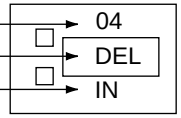
Make as many copies as you need. Use template and/or checklist.
For additional instructions, see pages 9 through 14.

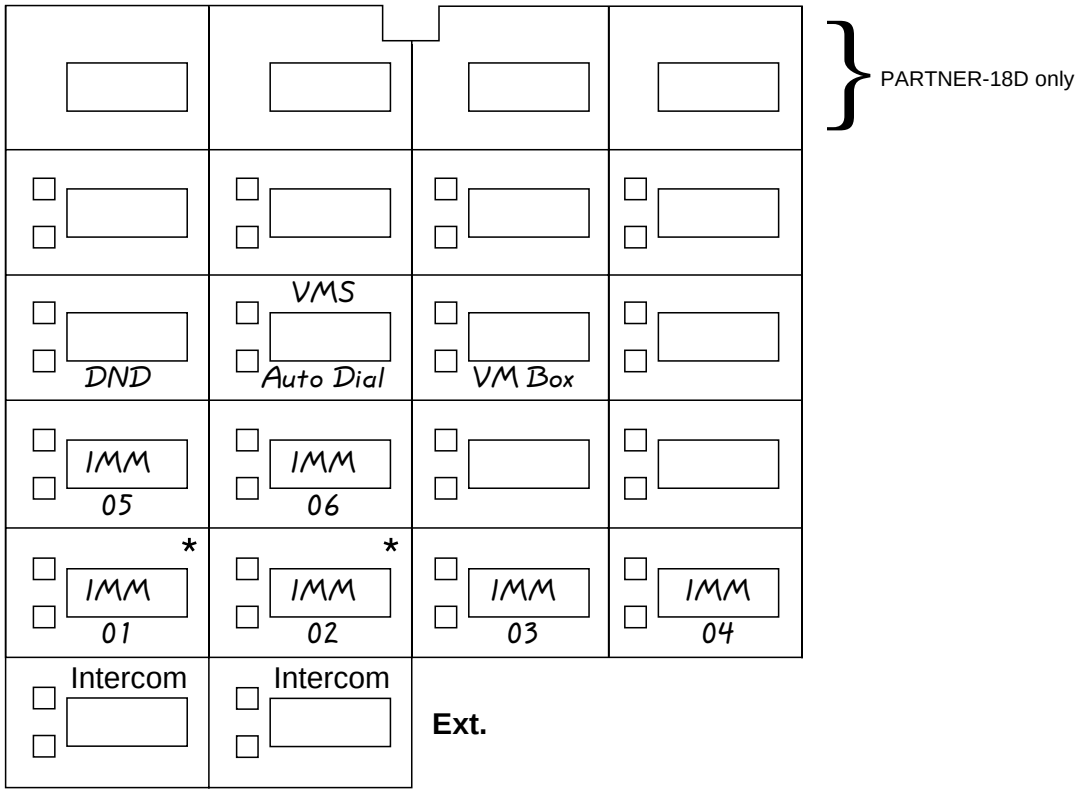
Template Instructions

- If desired, write in line number, pool access code†, dial code feature, or auto dial number
- If desired, write in Line Ringing (Imm, Del, or No) from Form B2
- If desired, write in Line Access Restriction or Pool Access Restriction† (Out, In, or No) from Form B2

† Available with ACS R2.0 or later only.

SAMPLE





* In Hybrid mode only, if pool 880 is assigned, these two buttons are associated with this pool. (ACS R2.0 or later only)

Specify Automatic Line Selection: _____

Identify extensions programmed as shown: 11

Check Desired Button Features (write in extension or group number)

			Ext. 10 Only	LED Required
	Automatic System Answer {#111} 6	ASA	✓	
	Direct Extension Dial {#113} 6	DXD	✓	
	Night Service {#503}	NightSvc	✓	
	Outgoing Call Restriction {#114} 1	OCR	✓	
	Wake Up Service {#115}	Wake	✓	
	Call Screening (F 25) 7	SCREEN		✓
	Caller ID Call Log (F 23) 6	Calls		✓
	Caller ID Inspect (F 17)	ID-Inspect		✓
	Caller ID Name Display (F 16)	ID-Name		✓
✓	Do Not Disturb (F 01)	DND		✓
	Privacy (F 07)	Priv		✓
✓	Record-a-Call (F 24) 7	RAC		✓
	VMS Cover (F 15)	VMSCover		✓
	Voice Interrupt on Busy Talk-Back (F 18)	VIOB		✓
	Account Code Entry (F 12) 2	ACE		
	Background Music (F 19) 2	Music		
	Call Coverage (F 20 XX XX) 2, 4, 6	Cover-XX XX		
	Call Forwarding/Call Follow-Me (F 11 XX XX) 2, 4	CF-XX XX		
	Call Park (I XX) 3	Park		
	Call Pickup (I 6 XX)	Pickup-XX		
	Conference Drop (F 06)	Drop		
	Contact Closure 1 (F 41) 2	CC1		
	Contact Closure 2 (F 42) 2	CC2		
	Direct Line Pickup-Active Line (I 68)	DLPA		
	Direct Line Pickup-Idle Line (I 8)	DLPI		
	Exclusive Hold (F 02)	ExHold		
	Fax Management (I XX) 2	FAX-XX		
	Group Calling-Ring/Page (I 7 G or I *7 G)	GCall-g		
	Group Hunt-Ring/Signal (I 77 G or I *77 G)	Hunt-g		
	Group Pickup (I 66 G)	P/U Grp-g		
	Intercom Autodial (I XX or I *XX) 2	Ext-XX		
	Last Number Redial (F 05)	LNR		
	Loudspeaker Paging (I 70)	Loudspk		
	Manual Signaling (F 13 XX or F 13 *XX) 2	MS-XX		
	Message Light Off (F 10 XX) 5	MsgOff-XX		
	Message Light On (F 09 XX) 5	MsgOn-XX		
	Recall (F 03)	Recall		
	Save Number Redial (F 04)	SNR		
	Simultaneous Paging (I * 70)	SPage		
	Station Lock (F 21) 2	Lock		
	Touch-Tone Enable (F 08)	TT-EN		
✓	Voice Mail Messages (I 777)	VMMsgs-777		
✓	Voice Mailbox Transfer (F 14)	VMBox		

1. Requires Auto Dial button for each extension.
2. Button with lights is recommended, but not required.
3. Extension number can be programmed as Auto Dial button.
4. You can program the origination extension only or both the origination and destination extension.
5. You can program the extension number.
6. Available with ACS R2.0 or later only.
7. Available with ACS R3.0 or later.

F = Feature button
G = Group
I = Left Intercom button
XX = Extension

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Form C3: PARTNER-18/18D Phone

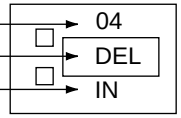
Make as many copies as you need. Use template and/or checklist.
For additional instructions, see pages 9 through 14.

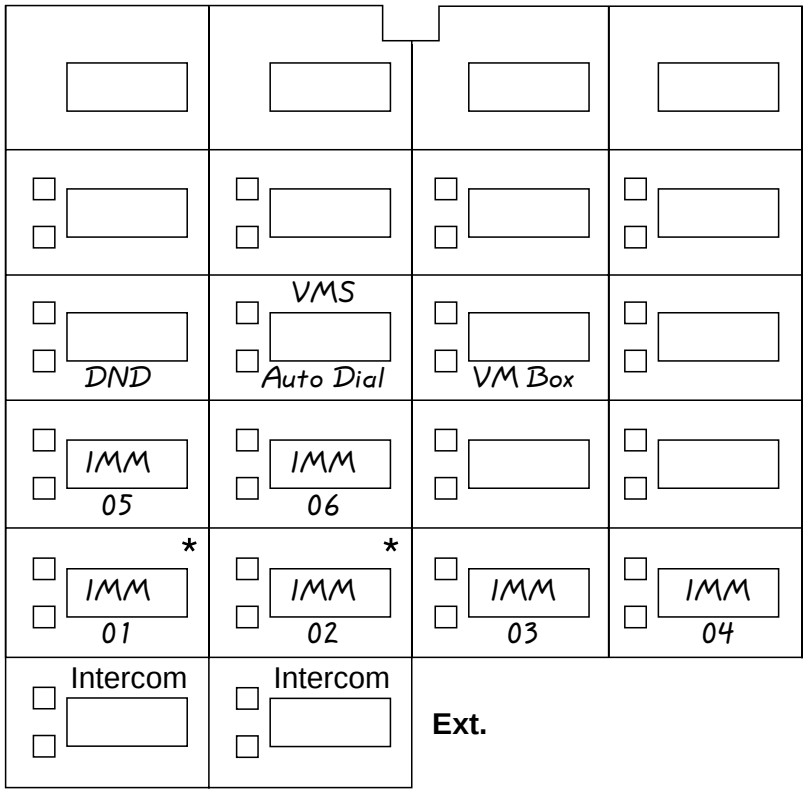
Template Instructions

- If desired, write in line number, pool access code†, dial code feature, or auto dial number
- If desired, write in Line Ringing (Imm, Del, or No) from Form B2
- If desired, write in Line Access Restriction or Pool Access Restriction† (Out, In, or No) from Form B2

† Available with ACS R2.0 or later only.

SAMPLE





* In Hybrid mode only, if pool 880 is assigned, these two buttons are associated with this pool. (ACS R2.0 or later only)

Specify Automatic Line Selection: _____

Identify extensions programmed as shown: 12

Check Desired Button Features (write in extension or group number)

			Ext. 10 Only	LED Required
	Automatic System Answer {#111} [6]	ASA	✓	
	Direct Extension Dial {#113} [6]	DXD	✓	
	Night Service {#503}	NightSvc	✓	
	Outgoing Call Restriction {#114} [1]	OCR	✓	
	Wake Up Service {#115}	Wake	✓	
✓	Call Screening (F 25) [7]	SCREEN		✓
	Caller ID Call Log (F 23) [6]	Calls		✓
	Caller ID Inspect (F 17)	ID-Inspect		✓
	Caller ID Name Display (F 16)	ID-Name		✓
✓	Do Not Disturb (F 01)	DND		✓
	Privacy (F 07)	Priv		✓
	Record-a-Call (F 24) [7]	RAC		✓
	VMS Cover (F 15)	VMSCover		✓
	Voice Interrupt on Busy Talk-Back (F 18)	VIOB		✓
	Account Code Entry (F 12) [2]	ACE		
	Background Music (F 19) [2]	Music		
	Call Coverage (F 20 XX XX) [2, 4, 6]	Cover-XX XX		
	Call Forwarding/Call Follow-Me (F 11 XX XX) [2,4]	CF-XX XX		
	Call Park (I XX) [3]	Park		
	Call Pickup (I 6 XX)	Pickup-XX		
	Conference Drop (F 06)	Drop		
	Contact Closure 1 (F 41) [2]	CC1		
	Contact Closure 2 (F 42) [2]	CC2		
	Direct Line Pickup-Active Line (I 68)	DLPA		
	Direct Line Pickup-Idle Line (I 8)	DLPI		
	Exclusive Hold (F 02)	ExHold		
	Fax Management (I XX) [2]	FAX-XX		
	Group Calling-Ring/Page (I 7 G or I *7 G)	GCall-g		
	Group Hunt-Ring/Signal (I 77 G or I *77 G)	Hunt-g		
	Group Pickup (I 66 G)	P/U Grp-g		
	Intercom Autodial (I XX or I *XX) [2]	Ext-XX		
	Last Number Redial (F 05)	LNR		
	Loudspeaker Paging (I 70)	Loudspk		
	Manual Signaling (F 13 XX or F 13 *XX) [2]	MS-XX		
	Message Light Off (F 10 XX) [5]	MsgOff-XX		
	Message Light On (F 09 XX) [5]	MsgOn-XX		
	Recall (F 03)	Recall		
	Save Number Redial (F 04)	SNR		
	Simultaneous Paging (I * 70)	SPage		
	Station Lock (F 21) [2]	Lock		
	Touch-Tone Enable (F 08)	TT-EN		
✓	Voice Mail Messages (I 777)	VMMsgs-777		
✓	Voice Mailbox Transfer (F 14)	VMBox		

1. Requires Auto Dial button for each extension.
2. Button with lights is recommended, but not required.
3. Extension number can be programmed as Auto Dial button.
4. You can program the origination extension only or both the origination and destination extension.
5. You can program the extension number.
6. Available with ACS R2.0 or later only.
7. Available with ACS R3.0 or later.

F = Feature button
G = Group
I = Left Intercom button
XX = Extension

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Form C3: PARTNER-18/18D Phone

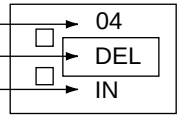
Make as many copies as you need. Use template and/or checklist.
For additional instructions, see pages 9 through 14.

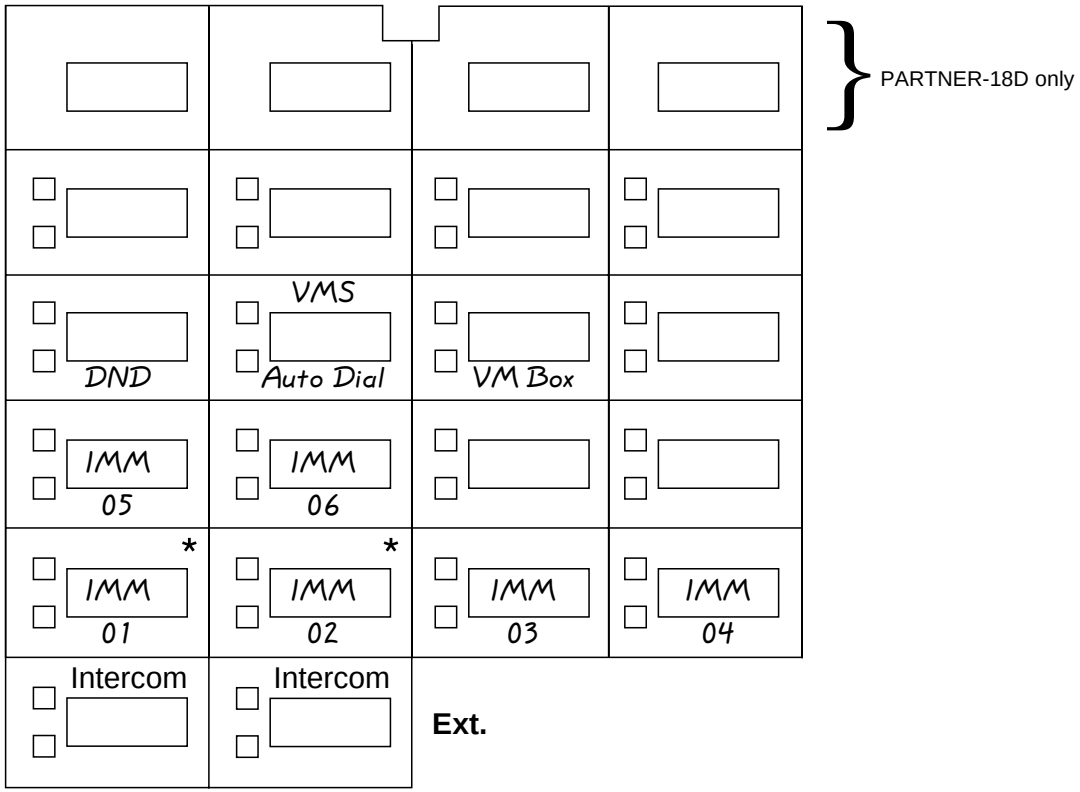
Template Instructions

- If desired, write in line number, pool access code†, dial code feature, or auto dial number
- If desired, write in Line Ringing (Imm, Del, or No) from Form B2
- If desired, write in Line Access Restriction or Pool Access Restriction† (Out, In, or No) from Form B2

† Available with ACS R2.0 or later only.

SAMPLE





* In Hybrid mode only, if pool 880 is assigned, these two buttons are associated with this pool. (ACS R2.0 or later only)

Specify Automatic Line Selection: _____

Identify extensions programmed as shown: 13, 14, 15

Check Desired Button Features (write in extension or group number)

	Automatic System Answer {#111} 6	ASA	Ext. 10 Only
	Direct Extension Dial {#113} 6	DXD	
	Night Service {#503}	NightSvc	
	Outgoing Call Restriction {#114} 1	OCR	
	Wake Up Service {#115}	Wake	
	Call Screening (F 25) 7	SCREEN	LED Required
	Caller ID Call Log (F 23) 6	Calls	
	Caller ID Inspect (F 17)	ID-Inspect	
	Caller ID Name Display (F 16)	ID-Name	
✓	Do Not Disturb (F 01)	DND	
	Privacy (F 07)	Priv	
	Record-a-Call (F 24) 7	RAC	
	VMS Cover (F 15)	VMSCover	
	Voice Interrupt on Busy Talk-Back (F 18)	VIOB	
	Account Code Entry (F 12) 2	ACE	
	Background Music (F 19) 2	Music	
	Call Coverage (F 20 XX XX) 2, 4, 6	Cover-XX XX	
	Call Forwarding/Call Follow-Me (F 11 XX XX) 2, 4	CF-XX XX	
	Call Park (I XX) 3	Park	
	Call Pickup (I 6 XX)	Pickup-XX	
	Conference Drop (F 06)	Drop	
	Contact Closure 1 (F 41) 2	CC1	
	Contact Closure 2 (F 42) 2	CC2	
	Direct Line Pickup-Active Line (I 68)	DLPA	
	Direct Line Pickup-Idle Line (I 8)	DLPI	
	Exclusive Hold (F 02)	ExHold	
	Fax Management (I XX) 2	FAX-XX	
	Group Calling-Ring/Page (I 7 G or I *7 G)	GCall-g	
	Group Hunt-Ring/Signal (I 77 G or I *77 G)	Hunt-g	
	Group Pickup (I 66 G)	P/U Grp-g	
	Intercom Autodial (I XX or I *XX) 2	Ext-XX	
	Last Number Redial (F 05)	LNR	
	Loudspeaker Paging (I 70)	Loudspk	
	Manual Signaling (F 13 XX or F 13 *XX) 2	MS-XX	
	Message Light Off (F 10 XX) 5	MsgOff-XX	
	Message Light On (F 09 XX) 5	MsgOn-XX	
	Recall (F 03)	Recall	
	Save Number Redial (F 04)	SNR	
	Simultaneous Paging (I * 70)	SPage	
	Station Lock (F 21) 2	Lock	
	Touch-Tone Enable (F 08)	TT-EN	
✓	Voice Mail Messages (I 777)	VMMsgs-777	
✓	Voice Mailbox Transfer (F 14)	VMBox	

1. Requires Auto Dial button for each extension.
2. Button with lights is recommended, but not required.
3. Extension number can be programmed as Auto Dial button.
4. You can program the origination extension only or both the origination and destination extension.
5. You can program the extension number.
6. Available with ACS R2.0 or later only.
7. Available with ACS R3.0 or later.

F = Feature button
G = Group
I = Left Intercom button
XX = Extension

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Form C7: MLS-12/12D Phone

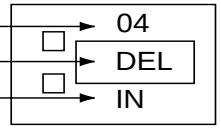
Make as many copies as you need. Use template and/or checklist.
For additional instructions, see pages 9 through 14.

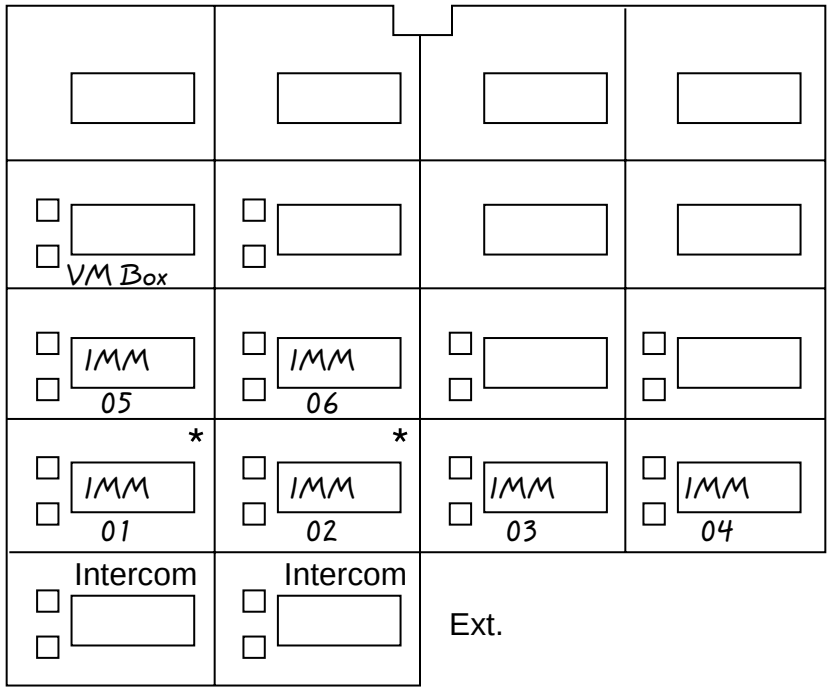
Template Instructions

- If desired, write in line number, pool access code†, dial code feature, or auto dial number
- If desired, write in Line Ringing (Imm, Del, or No) from Form B2
- If desired, write in Line Access Restriction or Pool Access Restriction† (Out, In, or No) from Form B2

† Available with ACS R2.0 or later only.

SAMPLE





* In Hybrid mode only, if pool 880 is assigned, these two buttons are associated with this pool. (ACS R2.0 or later only)

Specify Automatic Line Selection: _____

Identify extensions programmed as shown: 16, 17

Check Desired Button Features (write in extension or group number)

	Automatic System Answer {#111} [6]	ASA	Ext. 10 Only
	Direct Extension Dial {#113} [6]	DXD	
	Night Service {#503}	NightSvc	
	Outgoing Call Restriction {#114} [1]	OCR	
	Wake Up Service {#115}	Wake	
	Call Screening (F 25) [7]	SCREEN	LED Required
	Caller ID Call Log (F 23) [6]	Calls	
	Caller ID Inspect (F 17)	ID-Inspect	
	Caller ID Name Display (F 16)	ID-Name	
	Do Not Disturb (F 01)	DND	
	Privacy (F 07)	Priv	
	Record-a-Call (F 24) [7]	RAC	
	VMS Cover (F 15)	VMSCover	
	Voice Interrupt on Busy Talk-Back (F 18)	VIOB	
	Account Code Entry (F 12) [2]	ACE	
	Background Music (F 19) [2]	Music	
	Call Coverage (F 20 XX XX) [2, 4, 6]	Cover-XX XX	
	Call Forwarding/Call Follow-Me (F 11 XX XX) [2, 4]	CF-XX XX	
	Call Park (I XX) [3]	Park	
	Call Pickup (I 6 XX)	Pickup-XX	
	Conference Drop (F 06)	Drop	
	Contact Closure 1 (F 41) [2]	CC1	
	Contact Closure 2 (F 42) [2]	CC2	
	Direct Line Pickup-Active Line (I 68)	DLPA	
	Direct Line Pickup-Idle Line (I 8)	DLPI	
	Exclusive Hold (F 02)	ExHold	
	Fax Management (I XX) [2]	FAX-XX	
	Group Calling-Ring/Page (I 7 G or I *7 G)	GCall-g	
	Group Hunt-Ring/Signal (I 77 G or I *77 G)	Hunt-g	
	Group Pickup (I 66 G)	P/U Grp-g	
	Intercom Autodial (I XX or I *XX) [2]	Ext-XX	
	Last Number Redial (F 05)	LNR	
	Loudspeaker Paging (I 70)	Loudspk	
	Manual Signaling (F 13 XX or F 13 *XX) [2]	MS-XX	
	Message Light Off (F 10 XX) [5]	MsgOff-XX	
	Message Light On (F 09 XX) [5]	MsgOn-XX	
	Recall (F 03)	Recall	
	Save Number Redial (F 04)	SNR	
	Simultaneous Paging (I * 70)	SPage	
	Station Lock (F 21) [2]	Lock	
	Touch-Tone Enable (F 08)	TT-EN	
	Voice Mail Messages (I 777)	VMMsgs-777	
✓	Voice Mailbox Transfer (F 14)	VMBox	

1. Requires Auto Dial button for each extension.
2. Button with lights is recommended, but not required.
3. Extension number can be programmed as Auto Dial button.
4. You can program the origination extension only or both the origination and destination extension.
5. You can program the extension number.
6. Available with ACS R2.0 or later only.
7. Available with ACS R3.0 or later.

F = Feature button
G = Group
I = Left Intercom button
XX = Extension

Form 1: Language

Ⓐ

Language Mode:
☑ Monolingual ✓
☐ Bilingual

Ⓑ

Monolingual Mode–System Language:
☑ U.S. English ✓
☐ Latin American Spanish
☐ Canadian French

Ⓒ

Bilingual Mode–Primary Language:
☐ U.S. English ✓
☐ Latin American Spanish
☐ Canadian French

Bilingual Mode–Secondary Language:
☐ U.S. English
☐ Latin American Spanish ✓
☐ Canadian French

General Information

- Factory defaults are identified by the ✓ symbol.
- If the system is set for Bilingual Mode, make sure you record the Automated Attendant Day Menu Prompts and Night Menu Prompts and Announcements (if any) in both the Primary and Secondary Languages. Also, subscribers can record two personal greetings—one in the Primary Language and another in the Secondary Language.
- Subscribers can have a Mailbox Language different from the languages selected here. Mailbox Language is specified on Form 2.
- You can specify a language for programming prompts that is different from the system language specified in Ⓑ or Ⓒ above. If you change the System Administration Language (that is, the language in which programming prompts are played), specify the language here _____.

Completing this Form

Ⓐ **Language Mode** Check "Bilingual" if the Language Mode should be set to Bilingual. If you check Bilingual, also see Ⓒ below; if not, see Ⓑ.

Ⓑ **Monolingual Mode—System Language** Check the Primary language desired if different from the default.

Ⓒ **Bilingual Mode—Primary Language** Check the Primary Language desired if different from the default.

Bilingual Mode—Secondary Language Check the Secondary Language desired if different from the default.

Programming Language

- To program the Language Mode, as well as the System Language in Monolingual Mode *or* the Primary and Secondary Languages in Bilingual Mode, dial 1 from the Programming Main Menu.
- To program the System Administration Language, call the Voice Mail Service and enter the login and password. Then dial 0.

Form 2: Mailbox Assignments

(Copy this form for each Automated Attendant. Save the original blank form for future use. Check a number to indicate for which Automated Attendant this form is used.)

Ⓐ	Ⓑ	Ⓒ	Ⓓ	Ⓔ	Ⓕ	Ⓖ	Ⓐ	Ⓑ	Ⓒ	Ⓓ	Ⓔ	Ⓕ	Ⓖ
10 ✓	Clerk						~~(34 ✓)~~						
(11 ✓)	Sally		Yes	60	60	180	~~(35 ✓)~~						
(12 ✓)	Stan		Yes				~~(36 ✓)~~						
(13 ✓)	Pat						~~(37 ✓)~~						
(14 ✓)	Ivan						~~(38 ✓)~~						
(15 ✓)	Carol						~~(39 ✓)~~						
~~(16 ✓)~~							~~(40 ✓)~~						
~~(17 ✓)~~							~~(41 ✓)~~						
~~(18 ✓)~~							~~(42 ✓)~~						
~~(19 ✓)~~							~~(43 ✓)~~						
~~(20 ✓)~~							~~(44 ✓)~~						
~~(21 ✓)~~							~~(45 ✓)~~						
~~(22 ✓)~~							~~(46 ✓)~~						
~~(23 ✓)~~							~~(47 ✓)~~						
~~(24 ✓)~~							~~(48 ✓)~~						
~~(25 ✓)~~							~~(49 ✓)~~						
~~(26 ✓)~~							~~(50 ✓)~~						
~~(27 ✓)~~							~~(51 ✓)~~						
~~(28 ✓)~~							~~(52 ✓)~~						
~~(29 ✓)~~							~~(53 ✓)~~						
~~(30 ✓)~~							~~(54 ✓)~~						
~~(31 ✓)~~							~~(56 ✓)~~						
~~(32 ✓)~~							~~(57 ✓)~~						
~~(33 ✓)~~													

Ⓐ Mailbox
Ⓑ Subscriber Name
Ⓒ Mailbox Language
Ⓓ Outcalling Assigned
Ⓔ RAC Assigned
Ⓕ Message Length
Ⓖ Mailbox Size

Automated Attendant: ☑1 ☐2 ☐3 ☐4

Form 3: Menu Definition

(Copy this form for each Automated Attendant. Save the original blank form for future use. Check a number to indicate for which Automated Attendant this form is used.)

Lines assigned: 01, 02

Required for Automated Attendant Service

Ⓐ Description	Ⓑ Selector Code	Ⓒ Selector Code Action*	Ⓓ Number/Range of Numbers
Direct Extension Transfer	1	(5 ✓)	
	2	(5 ✓)	
	3	(5 ✓)	
Shop	4	~~(5 ✓)~~ 1	771
Announcement	5	~~(5 ✓)~~ 3	Ann. #1
Announcement	6	3	Ann #2
	7	(5 ✓)	
	8		
Transfer to Sally's Mailbox	9	(6 ✓)	Mailbox 11 ~~(Mailbox 10 ✓)~~

*	Selector Code Action Key
1	Selector Code Transfer
3	Announcement
5	Direct Extension Transfer
6	Mailbox Transfer
7	Centrex Transfer

Dial 0/Timeout Extension: 11

Specify the extension to which calls are transferred if the caller dials "0" or does not enter a Selector Code.

General Information

- Factory defaults are identified by the ✓ symbol.
- This Menu Definition applies to both the Day and Night Menu prompts.
- The **Lines Assigned:** area is reserved for you to specify the lines assigned to this Automated Attendant.
- The **Selector Code** is the first digit dialed by the caller in response to menu prompts.
- In **Direct Extension Transfer**, Selector Codes 1-5 and 7 represent the first digit for a range of extensions (see table). These Selector Codes let callers dial extension numbers directly.
- In **Selector Code Transfer**, Selector Codes 1-9 represent a specific extension, Group Calling number (if available), Hunt Group number, Centrex number, or guest mailbox number that you specify, to which the caller is transferred. (See the range of extensions table.)

  Selector Code Transfer lets callers dial a single digit to reach a single extension or group, such as the VP of Sales at extension 37 or the order processing operators assigned to Hunt Group 774.
- If you use the **Centrex Transfer** option, all lines assigned to this Automated Attendant must be Centrex lines.
- If you use the **Mailbox Transfer** option, Selector Codes 1–9 represent a mailbox number that you specify to which the call is transferred.
- The Selector Code 9 factory setting lets callers transfer directly to mailbox 10 (receptionist's mailbox) where they can leave a message.
- The Description and Selector Code number from this form will be used to complete the Day and Night Menu Prompts (Forms 4, 4A, 5, and 5A).
- Announcement entries in **Description**, **Selector Code**, and **Number/Range of Numbers** of this form will be used to complete Forms 3A and 3B.

PARTNER System	Range of Extensions
Advanced, R1.0, 1.1	10-41, 71-74, or 771-776
Advanced, R3.0 or later	10-49, 71-74, or 771-776
Endeavor, R1.0 or later	10-49, 71-74, or 771-776
II/Plus	10-57, 71-74, or 771-776

Automated Attendant: ☑1 ☐2 ☐3 ☐4

Form 3A: Automated Attendant Announcement— System Language or Primary Language

(Copy this form for each Automated Attendant. Save the original blank form for future use. Check a number to indicate for which Automated Attendant this form is used.)

Required if Selector Code Transfer is set to Announcement

Announcement # 1 :
Tennis Land is located at 4 Clay Court, just 5 blocks east of Anytown Shopping Plaza on
Route 66. Our courts are available daily from 6 a.m. to 8 p.m., and our pro shop is open
Monday through Saturday, 10 a.m. to 6 p.m. To return to the Main Menu, press *7.
Announcement # 2 :
Welcome to Tennis Land's Calendar of Events. This month we will be hosting the 6th Annual
Anytown Father/Daughter Tennis Tournament on the 12th. Stan will once again be offering his
"Killer Serve Clinic" on the 19th. And our own Tennis Land team will be travelling to Mayberry
for an exhibition match on the 26th. Be sure to sign up at the Main Desk for these exciting
events. For more information, press 0 now.

General Information

- An Announcement can be up to four minutes long.
- In the Announcement, you can offer callers the option of pressing *4 (to repeat this Announcement), *7 (to return to the Main Menu), *8 (to transfer to an extension), or 0 (to transfer to the programmed Dial 0/Timeout Extension). After playing the Announcement, the system waits five seconds to allow the caller to press one of these digit. If the caller does not press a digit, the system hangs up.
- If the system is set for Bilingual Mode, let callers know they can switch the language they hear while listening to the Announcement. For example, "Para español, marque *1."
- Announcements can supply frequently requested information so that your staff is free to assist customers or to perform other tasks more efficiently.

Completing this Form

Write the Announcement and its number in the space provided.

Recording the Announcement(s)

- To record the Announcement, dial 3 from the Programming Main Menu.

Automated Attendant: ☑1 ☐2 ☐3 ☐4
Form 4: Day Menu Prompt— System Language or Primary Language

(Copy this form for each Automated Attendant. Save the original blank form for future use. Check a number to indicate for which Automated Attendant this form is used.)

Required if VMS Hunt Schedule is set to Day Only or Always

Thank you for calling Tennis Land.
If you know the extension of the person you want to reach, dial it now.
To speak to someone in the pro shop, press 4.
To get information about our location and hours, press 5.
To get information about tournaments and special events, press 6.
If you would like to hear this message again, press *4.
If you require assistance please stay on the line.

General Information

- The Day Menu Prompt plays to callers when the VMS Hunt Schedule is set to Always or Day Only and Night Service is off. The Day Menu Prompt and the Night Menu Prompt use the ***same*** Menu Definition.
- The Day Menu Prompt should contain a welcome and a list of menu options.
- The welcome should introduce the company. For example, “Thank you for calling the Any Travel Agency.”
- If the system is set for Bilingual Mode, let callers know they can switch the language they hear while on the call. For example, “Para español, marque * 1.”
- The menu options should contain instructions that correspond to the Menu Definition set up on Form 3.
  - If callers can dial extension numbers (Direct Extension Transfer), the prompt should instruct callers to dial the extension number. For example, “If you know the extension of the person you want to reach, dial it now.”
  - If callers can dial a single digit to transfer to an extension or group (Selector Code Transfer), to a mailbox (Mailbox Transfer), or to a Centrex number (Centrex) Transfer), the prompt should provide instructions such as “To speak to someone in sales, press 6.”
  - If callers can can choose an Announcement, include that information. For example, “For directions to our office, press 4.”

Completing this Form

Write the message that you want callers to hear when they call during normal business hours, including the instructions to the caller for selecting menu options.

Suggested options include:

- “Remain on the line for assistance.”
- “Dial 0 for assistance.”
- “To hear this menu again, dial * 4.”

Recording the Day Menu Prompt

- To record the Day Menu Prompt, dial 3 from the Programming Main Menu.

Automated Attendant: ☑1 ☐2 ☐3 ☐4

Form 5: Night Menu Prompt— System Language or Primary Language

(Copy this form for each Automated Attendant. Save the original blank form for future use. Check a number to indicate for which Automated Attendant this form is used.)

Required if VMS Hunt Schedule is set to Night Only or Always

Thank you for calling Tennis Land. We are currently closed.
To get information about our location and hours, press 5.
To get information about tournaments and special events, press 6.
To leave a message for one of our staff, please dial that extension now. Otherwise, press 9,
or stay on the line to leave a message at the Main Desk, and we will return your call when
we re-open.

General Information

- The Night Menu Prompt plays to callers when the VMS Hunt Schedule is set to Always or Night Only and Night Service is on. The Night Menu Prompt and the Day Menu Prompt use the ***same*** Menu Definition.
- The Night Menu Prompt should contain a welcome and a list of menu options.
- The welcome should introduce the company. For example, "You have reached the Any Travel Agency. Our hours are 9 AM to 5 PM, Monday through Friday."
- If the system is set for Bilingual Mode, let callers know they can switch the language they hear while on the call. For example, "Para español, marque * 1."
- The menu options should contain instructions that correspond to the Menu Definition set up on Form 3.
  - If callers can dial extension numbers (Direct Extension Transfer), the prompt should instruct callers to dial the extension number. For example, "If you know the extension of the person you want to reach, dial it now and leave a message."
  - If callers can dial a single digit to transfer to an extension or group (Selector Code Transfer), to a mailbox (Mailbox Transfer), or to a Centrex number (Centrex) Transfer), the prompt should provide instructions such as "To leave a message for Pat, press 6." Keep in mind that there are no group mailboxes.
  - If Selector Code 9 is left as the default, the prompt should instruct callers to press 9 to leave a message with the receptionist.

Completing this Form

Write the message that you want callers to hear when they call after normal business hours, including instructions to the caller for selecting menu options.

Suggested options include:

- "Dial 9 or remain on the line to leave a message."
- "To hear this menu again, dial * 4."

Recording the Night Menu Prompt

- To record the Night Menu Prompt, dial 3 from the Programming Main Menu.

Automated Attendant: ☐1 ☑2 ☐3 ☐4

Form 3: Menu Definition

(Copy this form for each Automated Attendant. Save the original blank form for future use. Check a number to indicate for which Automated Attendant this form is used.)

Lines assigned: 04, 05, 06

Required for Automated Attendant Service

Ⓐ Description	Ⓑ Selector Code	Ⓒ Selector Code Action*	Ⓓ Number/Range of Numbers
Direct Extension Transfer	1	(5 ✓)	
	2	(5 ✓)	
	3	(5 ✓)	
	4	(5 ✓)	
Announcement	5	~~(5 ✓)~~ 3	Ann. #1
Announcement	6	3	Ann #2
	7	(5 ✓)	
	8		
Transfer to clerk's mailbox	9	(6 ✓)	(Mailbox 10 ✓)

*	Selector Code Action Key
1	Selector Code Transfer
3	Announcement
5	Direct Extension Transfer
6	Mailbox Transfer
7	Centrex Transfer

Dial 0/Timeout Extension: 10

Specify the extension to which calls are transferred if the caller dials "0" or does not enter a Selector Code.

General Information

- Factory defaults are identified by the ✓ symbol.
- This Menu Definition applies to both the Day and Night Menu prompts.
- The **Lines Assigned:** area is reserved for you to specify the lines assigned to this Automated Attendant.
- The **Selector Code** is the first digit dialed by the caller in response to menu prompts.
- In **Direct Extension Transfer**, Selector Codes 1-5 and 7 represent the first digit for a range of extensions (see table). These Selector Codes let callers dial extension numbers directly.
- In **Selector Code Transfer**, Selector Codes 1-9 represent a specific extension, Group Calling number (if available), Hunt Group number, Centrex number, or guest mailbox number that you specify, to which the caller is transferred. (See the range of extensions table.)

  Selector Code Transfer lets callers dial a single digit to reach a single extension or group, such as the VP of Sales at extension 37 or the order processing operators assigned to Hunt Group 774.
- If you use the **Centrex Transfer** option, all lines assigned to this Automated Attendant must be Centrex lines.
- If you use the **Mailbox Transfer** option, Selector Codes 1–9 represent a mailbox number that you specify to which the call is transferred.
- The Selector Code 9 factory setting lets callers transfer directly to mailbox 10 (receptionist's mailbox) where they can leave a message.
- The Description and Selector Code number from this form will be used to complete the Day and Night Menu Prompts (Forms 4, 4A, 5, and 5A).
- Announcement entries in **Description**, **Selector Code**, and **Number/Range of Numbers** of this form will be used to complete Forms 3A and 3B.

PARTNER System	Range of Extensions
Advanced, R1.0, 1.1	10-41, 71-74, or 771-776
Advanced, R3.0 or later	10-49, 71-74, or 771-776
Endeavor, R1.0 or later	10-49, 71-74, or 771-776
II/Plus	10-57, 71-74, or 771-776

Automated Attendant: ☐ 1 ☑ 2 ☐ 3 ☐ 4

Form 3A: Automated Attendant Announcement— System Language or Primary Language

(Copy this form for each Automated Attendant. Save the original blank form for future use. Check a number to indicate for which Automated Attendant this form is used.)

Required if Selector Code Transfer is set to Announcement

Announcement # 1 :
Tennis Land is located at 4 Clay Court, just 5 blocks east of Anytown Shopping Plaza on
Route 66. Our pro shop is open Monday through Saturday from 10 a.m. to 6 p.m., and our
courts are available daily from 6 a.m. to 8 p.m. To return to the Main Menu, press *7.
Announcement # 2 :
Welcome to Tennis Land's Pro Shop. This month all tennis skirts in stock are on sale at 20% off.
Hurry in for the best selection. And ask about special rates on racket restringing. For more
information, press 0 now.

General Information

- An Announcement can be up to four minutes long.
- In the Announcement, you can offer callers the option of pressing *4 (to repeat this Announcement), *7 (to return to the Main Menu), *8 (to transfer to an extension), or 0 (to transfer to the programmed Dial 0/Timeout Extension). After playing the Announcement, the system waits five seconds to allow the caller to press one of these digit. If the caller does not press a digit, the system hangs up.
- If the system is set for Bilingual Mode, let callers know they can switch the language they hear while listening to the Announcement. For example, "Para español, marque *1."
- Announcements can supply frequently requested information so that your staff is free to assist customers or to perform other tasks more efficiently.

Completing this Form

Write the Announcement and its number in the space provided.

Recording the Announcement(s)

- To record the Announcement, dial 3 from the Programming Main Menu.

Automated Attendant: ☐1 ☑2 ☐3 ☐4

Form 4: Day Menu Prompt— System Language or Primary Language

(Copy this form for each Automated Attendant. Save the original blank form for future use. Check a number to indicate for which Automated Attendant this form is used.)

Required if VMS Hunt Schedule is set to Day Only or Always

Thank you for calling Tennis Land.
If you know the extension of the person you want to reach, dial it now.
To get information about our location and hours, press 5.
To get information about this month's special offers, press 6.
If you would like to hear this message again, press *4.
If you require assistance, please stay on the line.

General Information

- The Day Menu Prompt plays to callers when the VMS Hunt Schedule is set to Always or Day Only and Night Service is off. The Day Menu Prompt and the Night Menu Prompt use the ***same*** Menu Definition.
- The Day Menu Prompt should contain a welcome and a list of menu options.
- The welcome should introduce the company. For example, "Thank you for calling the Any Travel Agency."
- If the system is set for Bilingual Mode, let callers know they can switch the language they hear while on the call. For example, "Para español, marque * 1."
- The menu options should contain instructions that correspond to the Menu Definition set up on Form 3.
  - If callers can dial extension numbers (Direct Extension Transfer), the prompt should instruct callers to dial the extension number. For example, "If you know the extension of the person you want to reach, dial it now."
  - If callers can dial a single digit to transfer to an extension or group (Selector Code Transfer), to a mailbox (Mailbox Transfer), or to a Centrex number (Centrex) Transfer), the prompt should provide instructions such as "To speak to someone in sales, press 6."
  - If callers can can choose an Announcement, include that information. For example, "For directions to our office, press 4."

Completing this Form

Write the message that you want callers to hear when they call during normal business hours, including the instructions to the caller for selecting menu options.

Suggested options include:

- "Remain on the line for assistance."
- "Dial 0 for assistance."
- "To hear this menu again, dial * 4."

Recording the Day Menu Prompt

- To record the Day Menu Prompt, dial 3 from the Programming Main Menu.

Automated Attendant: ☐1 ☑2 ☐3 ☐4

Form 5: Night Menu Prompt— System Language or Primary Language

(Copy this form for each Automated Attendant. Save the original blank form for future use. Check a number to indicate for which Automated Attendant this form is used.)

Required if VMS Hunt Schedule is set to Night Only or Always

Thank you for calling Tennis Land's Pro Shop. We are currently closed.
To get information about our location and hours, press 5.
To get information about this month's special offers, press 6.
To leave a message for our sales staff, press 9, or stay on the line, and we will return your call
when we re-open.

General Information

- The Night Menu Prompt plays to callers when the VMS Hunt Schedule is set to Always or Night Only and Night Service is on. The Night Menu Prompt and the Day Menu Prompt use the ***same*** Menu Definition.
- The Night Menu Prompt should contain a welcome and a list of menu options.
- The welcome should introduce the company. For example, "You have reached the Any Travel Agency. Our hours are 9 AM to 5 PM, Monday through Friday."
- If the system is set for Bilingual Mode, let callers know they can switch the language they hear while on the call. For example, "Para español, marque * 1."
- The menu options should contain instructions that correspond to the Menu Definition set up on Form 3.
  - If callers can dial extension numbers (Direct Extension Transfer), the prompt should instruct callers to dial the extension number. For example, "If you know the extension of the person you want to reach, dial it now and leave a message."
  - If callers can dial a single digit to transfer to an extension or group (Selector Code Transfer), to a mailbox (Mailbox Transfer), or to a Centrex number (Centrex) Transfer), the prompt should provide instructions such as "To leave a message for Pat, press 6." Keep in mind that there are no group mailboxes.
  - If Selector Code 9 is left as the default, the prompt should instruct callers to press 9 to leave a message with the receptionist.

Completing this Form

Write the message that you want callers to hear when they call after normal business hours, including instructions to the caller for selecting menu options.

Suggested options include:

- "Dial 9 or remain on the line to leave a message."
- "To hear this menu again, dial * 4."

Recording the Night Menu Prompt

- To record the Night Menu Prompt, dial 3 from the Programming Main Menu.

Case Study #2

About the Customer

Software Mexico is a small company that develops PC-based software in Tijuana, Mexico. The company prides itself on personalized service and customer satisfaction. The owner, Jose Ramirez, employs a staff of nine including a receptionist, a system administrator, five programmers, a customer service representative, and a bookkeeper. Jose and his employees speak both English and Spanish. Sixty percent of Software Mexico's customers speak Spanish; the other 40 percent speak English.

Jose has a PARTNER Advanced Communications System Release 3.0. He purchased a PARTNER MAIL VS Release 5 Voice Messaging System because the integrated system can answer outside calls and offer callers the option of listening to prompts and transferring to extensions in either English or Spanish.

Juan, one of the employees at Software Mexico, is responsible for managing the systems; he established these facts:

- The system will have four outside lines and 12 extensions.
- Jose, Juan, and Vera will have PARTNER-34D phones; the other employees will have PARTNER-18D phones. In addition, two standard phones will be installed in the waiting room so customers can make local calls.
- Jose prefers that Vera help with various office tasks, so all lines will ring delayed at extension 10, and the PARTNER MAIL VS system will answer them. Vera will act as backup; she will answer calls from customers who press 0 or stay on the line for assistance, as well as transfer returned calls. Also, Vera will be responsible for checking the messages in the mailbox at extension 10 and forwarding them to the appropriate people.
- Calls will go to the Automated Attendant Service of the PARTNER MAIL VS system during the day and at night.
- The majority of Software Mexico’s callers have questions about their software or inquiries about bills. Therefore, callers who receive Automated Attendant Service and want to speak to the customer service representative or the bookkeeper can do so easily by pressing a single digit as explained in the Automated Attendant Service prompt.
- Since the majority of Software Mexico’s customers speak Spanish, the system should answer outside calls and play messages and prompts in Spanish. Callers will have the option of listening to the prompts and messages in English.
- Each employee will have a mailbox and Automatic VMS Cover assigned to his or her extension. This arrangement allows callers to leave personal messages when the employee is unable to answer a call.

Filling Out the Planning Forms

This section explains how the System Planner for the PARTNER ACS Release 3.0 and the forms for the PARTNER MAIL VS Release 5 Voice Messaging System are filled out based on the facts in the Software Mexico case. For brevity, "CS" refers to the System Planner forms for the communications system and "VMS" refers to the forms for the voice messaging system.

CS Form A, Page 1 of 3

- **Write the Telephone Numbers in order customer desires:** Telephone numbers in this column represent Software Mexico's four lines.
- **VMS-AA:** In this column, checks for Lines 01, 02, 03, and 04 indicate that unanswered calls on those lines go to the Automated Attendant Service (that is, Automated Attendant 1) of the PARTNER MAIL VS system.

CS Form A, Page 2 of 3

System Settings:

- **Receptionist answers calls during business hours?** "No" on this line indicates that Vera will backup the voice messaging system.
- **Ring on Transfer (#119):** "NA" written in the space provided indicates that music or recorded messages will be played while calls are being transferred.
- **Music on Hold (#602):** The blank line indicates that a Music on Hold device is installed.

Line Coverage:

- **VMS Hunt Schedule (#507):** The company will accept the default setting (that is, Always) that has the Automated Attendant Service pick up unanswered calls during business hours and after hours.
- **VMS Hunt Delay (#506):** The company will accept the default setting that has the Automated Attendant Service answers outside calls immediately (that is, after two rings).

CS Form B1, Page 1 of 4

- **Write Name/Description:** In this column, the names listed for extensions 10 through 19 and 22 and 23 identify the extension assignments.
- **Identify Telephone Attached to this Extension:** Checks in these columns specify the type of telephone each person or location has.

CS Form B1, Page 2 of 4

- "VMS" in the **Write Name/Description** column and checks in the **PARTNER MAIL VS** column indicate that the PARTNER MAIL VS module is installed in Slot 4 of the Control Unit. The module uses extensions 30 and 31, the last two extensions for that slot.
- "10" in the **Write Transfer Return Ext. No.** column indicates that when a call transferred by the PARTNER MAIL VS system is unanswered, it goes to extension 10 where Vera can answer it.

CS Form B2, Page 1 of 2

- **Automatic VMS Cover:** Checks in this column indicate that unanswered calls to extensions 10 through 19 automatically are covered by the Call Answer Service.
- **Hunt Group Extensions VMS Only:** In this column, check marks for extensions 30 and 31 satisfy the requirement that the extensions used by the PARTNER MAIL VS module be assigned to Hunt Group 7.
- **Automatic Extension Privacy:** In this column, check marks for the extensions used by the PARTNER MAIL VS module indicate that Automatic Extension Privacy is assigned to these extensions. This feature prevents subscribers from accidentally picking up calls that are being answered by the voice mail system.
- **VMS Only:** In this column on Page 1, the check mark indicates that extension 30 is reserved for the voice messaging system. On Page 2, the check mark in this column indicates that extension 31 is reserved for the voice messaging system.

CS Form C1, PARTNER-34D Phone

- The first Form C1 identifies the buttons programmed on the PARTNER-34D phone at extension 10: Night Service, Do Not Disturb, Voice Mail Messages, and Voice Mailbox Transfer.

  The Night Service button allows Vera to turn Night Service on and off. When Night Service is off, the Day Menu Prompt plays. When Night Service is on, the Night Menu Prompt plays.

  Vera can use the Do Not Disturb button to send callers to the general mailbox without ringing the extension first.

The Voice Mail Auto Dial button allows Vera to call Voice Mail Service with one touch.

The Voice Mailbox Transfer (VMBox) button allows Vera to transfer callers directly to another subscriber's mailbox without ringing the extension first.

- The second Form C1 indicates the buttons programmed on the phones at extensions 11 and 12: Do Not Disturb, Voice Mail Messages, and Voice Mailbox Transfer. In addition, both forms indicate that Vera, Jose, and Juan have delayed (DEL) ringing set for their extensions.

CS Form C3, PARTNER-18 Phone

- Form C3 identifies the buttons programmed on the PARTNER-18 phones at extensions 13, 14, 15, 16, 17, 18, and 19: Voice Mail Messages and Voice Mailbox Transfer.

VMS Form 1

- **Language Mode:** The check mark in the Bilingual box indicates that the system allows outside callers to choose between two languages.
- **Primary Language:** The check mark in the Latin American Spanish box indicates that the system answers outside calls in Spanish. The check mark in the U.S. English box for **Secondary Language** indicates that the system can play messages and prompts in English when callers press ⊛①.
- English is indicated as the language chosen for the System Administration Prompt Language.

VMS Form 2

- **A:** Note that unused mailboxes are crossed off.
- **B (Subscriber Name):** In this column, the names listed for mailboxes 10 through 19 indicate that all employees have mailboxes.
- Eng. in column C (**Mailbox Language**) for extensions 12, 13, and 16 indicates the subscribers at those extensions prefer to listen to prompts and messages in English when retrieving messages, recording personal greetings, and accessing other Voice Mail Services. The rest of the subscribers prefer prompts and messages in Spanish, the system's Primary Language.
- **D (Outcalling Assigned):** "Yes" in this column for Juan, the system administrator, and the customer service representative indicates that they have Outcalling privileges, so that they can be notified of new voice mail while they are away from their offices.

VMS Form 3

- **Description:** In this column, "Direct Extension Transfer" for Selector Code 1 and 2 indicates that when callers get the Automated Attendant Service they can transfer to any extension (10 to 29) by entering the extension number.
- "Customer Service" in the **Description** column and "18" in the **Number/Range of Numbers** column for Selector Code 4 indicate that when callers get the Automated Attendant Service, they can press 4 to transfer to extension 18 (the Customer Service representative). The "1" in the **Selector Code Action** column indicates that this action is a Selector Code Transfer.
- "Customer Service" in the **Description** column and "19" in the **Number/Range of Numbers** column for Selector Code 5 indicate that when callers get the Automated Attendant Service, they can press 5 to transfer to extension 19 (the Bookkeeper). The "1" in the **Selector Code Action** column indicates that this action is a Selector Code Transfer.
- "Transfer to Vera's mailbox" in the **Description** column for Selector Code 9 indicates when callers get the Automated Attendant Service, they can press 9 to transfer to Vera's mailbox (mailbox 10).

VMS Form 4

- When Night Service is off and a call goes to the Automated Attendant Service, the caller hears the prompt on Form 4 in Spanish (the Primary Language).

VMS Form 4A

- When Night Service is off and a call goes to the Automated Attendant Service, the caller hears the prompt on Form 4A in English (the Secondary Language) when he or she presses ⊛1.

VMS Form 5

- When Night Service is on and a call goes to the Automated Attendant Service, the caller hears the prompt on Form 5 in Spanish (the Primary Language).

VMS Form 5A

- When Night Service is on and a call goes to the Automated Attendant Service, the caller hears the prompt on Form 5A in English (the Secondary Language) when he or she presses ⊛1.

Post-Installation Recommendations

- Since callers can leave a message in the mailbox at extension 10, Vera should record a general business greeting for this extension in both Spanish and English. The greetings should instruct callers to press ✱1 to switch to the other language.
- All employees should record a personal greeting in both Spanish and English. The greetings should instruct callers to press ✱1 to switch to the other language. In addition, employees change the factory-set password for their mailboxes.

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Form A: System Configuration

Required for PARTNER Advanced Communications System.
For additional instructions, see pages 2 and 3.

1. Customer Billing Name: Software México
2. Installation Address: 1111 Tijuana Plaza, Juarez
3. Contact Name: Vera Gonzalez — Phone: (52)555-1234
4. Person to be Trained: Vera Gonzalez — Phone: ( ) – | Alternate Trainee's Name: — Phone: ( ) –
5. Sold by ☑ Lucent Technologies Sales Force — Salesperson's Name: Colleen Rivera — Phone: (52)555-6812
   ☐ Dealer: _____

6. Administer system for Hybrid Mode (PARTNER ACS Release 2.0 or later only):
   No ☑ Yes ☐ If yes, call local telephone company—MF Mode and FCC # AS5 USA-21312-MF-E

7. Features customer is most interested in (most important first):
   PARTNER MAIL VS

8 . System Lines

Line Jack No.	Write the Telephone Numbers in order customer desires (list personal and dedicated lines last)	Write R if Rotary (Dial Pulse) Line {#201}	Hybrid Mode Only: Write auxiliary* pool 881, 882, 883 or No Pool {#207}	Line Coverage—You can select one per line: AA[1] {#607}	DXD[2*] {#205}	VMS-AA[3*] {#206} (*Only one* of these types *per system*)	ASA[4*] {#204}	Hunt Group[5] (write no.) {#206}	VMS-Mail[6] {#206}	Write Ext. No. for Call Cover[7] {#208}	Write User's Name for Personal or Owned Line or Identify Equipment for Dedicated Line	Check if Caller ID Service	Identify other Local Telephone Company Subscription Services (e.g., Repeat Call)
01	555-1234					✓							
02	555-1235					✓							
03	555-1236					✓							
04	555-1237					✓							
05													
06													
07													
08													
09													
10													
11													
12													
13													
14													
15													
16													
17													
18													
19													

1. Check if desired. Also see Form B1, AA Extension {#607} column.
2. Check if desired. Also see Form A, Item 10—DXD, and Form C, Direct Extension Dial Button {#113}.
3. Check if desired. Also see Form A, Item 10—VMS-AA, and Form B1, PARTNER MAIL, PARTNER MAIL VS, or PARTNER Voice Messaging column. For PARTNER MAIL VS 5.0 or PARTNER MAIL 3.0, specify which of the multiple Automated Attendants should be used. For previous releases, which support only one Automated Attendant, just check the box.
4. Check if desired. Also see Form A, Item 10—ASA, and Form C, Automatic System Answer Button {#111}.
5. Write group number (1–6) covering this line. Also see Form B2, Hunt Group Extensions {#505} 1–6.
6. Check desired line for #206. Also see Form B1, PARTNER MAIL, PARTNER MAIL VS, or PARTNER Voice Messaging PC CARD column.
7. Write extension number of line owner eligible for Line Coverage (could include VMS coverage). Also write line owner's name in next column.

* Available with PARTNER ACS R2.0 or later only.

Form A: System Configuration

Required for PARTNER Advanced Communications System. For additional instructions, see pages 3 and 4.

9. System Settings: Write response on line for each item.
   - Receptionist answers calls during business hours? Write "Yes" or "No" No.
   - Number of Lines {#104}—By default, 3 lines per PARTNER ACS processor module or 308EC module, 2 lines per 206 module, and 4 lines per 400 module are assigned to each extension (or to pool 880 in Hybrid mode). Write number if different from default _____.
   - Transfer Return Rings {#105}—By default, a transferred call rings 4 times before going to the transfer return extension. Write number (0-9, 0 = no return) if different from default _____.
   - Outside Conference Denial {#109}—By default, a conference call can include 2 outside parties. Write "No" if 2 outside parties are not allowed _____.
   - Ring on Transfer {#119}—By default, the caller hears ringing when the call is transferred. Write "NA" if music on hold or silence is desired N/A.
   - Toll Call Prefix {#402}—By default, 0 or 1 must be dialed before the area code for a long distance call. Write "No" if 0 or 1 is not required _____.
   - System Password {#403}—By default, no password is programmed to override dialing restrictions and to turn Night Service on and off. Write 4 digits if password is desired __ __ __ __.
   - Star Code Dial {#410}—By default, the system inserts a 0-second delay after a valid Central Office star code when it autodials. Write number (1–5) of seconds if a longer delay is desired or "NO" if this feature should not be active _____.
   - Music on Hold {#602}—By default, the Music on Hold jack on the processor module isactive. Write "No" if the jack is deactivated _____.
   - Automatic Daylight/Standard Time {#126} (Release 3.0 or later)—By default, the system automatically calculates Daylight Savings Time. Write "No" to turn off this feature _____.

10. Line Coverage: Complete items based on Line Coverage selection on Form A, Item 8.

DXD: *(PARTNER ACS Release 2.0 or later only)* If DXD is checked, specify the following:

Direct Extension Dial Delay {#112}—By default, a call rings 2 times before it is answered by the system. Write number (0-9) if different from default _____.

Direct Extension Dial Record/Playback {I 892}—message of up to 20 seconds that caller hears when call is answered with the Direct Extension Dial feature. Write message below and record from extension 10 or 11:

VMS-AA: *(PARTNER ACS Release 3.0 or later only)*

If VMS-AA is checked, you can specify a different Hunt Schedule and Hunt Delay for each line.

VMS-AA Hunt Schedule {#507} — The Hunt Schedule specifies when your VMS answers your calls. Your three options are Always, Night Only or Day Only. The default is "Always." With the default option, VMS will always answer your calls after the number of rings established in "VMS-Hunt Delay." On Form A Addendum, write "D" if Day Only is desired or "N" if Night Only is desired.

VMS-AA Hunt Delay {#506} — The Hunt Delay specifies how many rings are allowed before your VMS answers your incoming calls. You can establish a different delay schedule for day and night calls. For Day, Night or Always, the ring delay can be set to 0 through 6 rings. The default setting is 2 rings. To change the delay schedule for the daytime, on Form A Addendum, under "VMS Hunt Delay/Day," enter the number of daytime rings desired. To change the delay schedule for the nighttime, on Form A Addendum, under "VMS Hunt Delay/Night," enter the number of nighttime rings desired.

(PARTNER ACS Release 2.0 or earlier)

Follow instructions as indicated above. However, the designated Hunt Schedule and Hunt Delay will be established system-wide. Different schedules and delays cannot be established for each line.

ASA: *(PARTNER ACS Release 2.0 or later only)*

If ASA is checked, specify the following:

Automatic System Answer Delay {#110}—By default, a call rings 2 times before it is answered by the system. Write number (0-9) if different from default _____.

Automatic System Answer Mode {#121}—By default, ASA calls are put on hold after the greeting plays. Check if calls should continue to ring or be disconnected:

☐ Ring
☐ Disconnect

ASA Record/Playback {I 891}—message of up to 10 seconds that caller hears when the call is answered by the Automatic System Answer feature. Write message below and record from extension 10 or 11:

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Form B1: System Extensions

Required for PARTNER Advanced Communications System. For additional instructions, see pages 5 and 6.

Ext. Jack No.	Write Name/Description	Check if Ext. Name Display {CTP} [1]	Identify Telephone Attached to this Extension: 34-Button Display [2]	Intercom Autodialer	18-Button Display [2]	18-Button [2]	12-Button Display [2]	12-Button [2]	6-Button [2]	Cordless/Wireless	Standard [3]	Identify Auxiliary Equipment Attached to this Extension: Call Waiting {#316}	External Hotline {#311} [4] *	Hotline {#603} [5] *	Alert Extension for Hotline	PARTNER MAIL [6] *	PARTNER MAIL VS [6]	PARTNER Voice Messaging [6] [10]	Answering Machine	Extra Alert	IROB	Modem [7]	PassageWay	FAX Machine Extension {#601} [7]	Doorphone 1 {#604} [8] *	Alert Extensions {#606} for Doorphone 1	Doorphone 2 {#605} [8] *	Alert Extensions {#606} for Doorphone 2	AA Extension {#607} [9] *	Contact Closure Group {#612}	Write in Other Equipment	Write Transfer Return Ext. No. {#306}
10	Vera Gonzalez		✓																													
11	Jose Ramirez		✓																													
12	Juan (SA)		✓																													
13	Programmer 1				✓																											
14	Programmer 2				✓																											
15	Programmer 3				✓																											
16	Programmer 4				✓																											
17	Programmer 5				✓																											
18	Felipe (CS Rep)				✓																											
19	Rosa (Bookkeeper)				✓																											
20																																
21																																
22	Waiting Room										✓																					
23	Waiting Room										✓																					
24																																
25																																
26																																
27																																
28																																
29																																

IMPORTANT: A system display phone is required for programming at extension 10 or 11. Extension 10 typically is the receptionist's extension. Extension 11 is recommended as a second programming extension (typically the System Manager's extension).

*** WARNING:** Customers should keep extension 10, 11, or the first two extensions of any 308EC or 206 module, available for power failure use.

1. If checked, see Form B1, Page 3 of 4.
2. If there is a mix of PARTNER-model and MLS-model phones, write "P" for PARTNER, and "M" for MLS.
3. Write "T" for touch-tone or "R" for rotary.
4. Must be standard phone. If immediate dialing is required, use a dedicated line. Do not assign restrictions that prevent dialing the outside number, Forced Account Code Entry {#307}, or groups. Also see Form D, External Hotline {#311}.
5. Standard phone is recommended. Write extension number of corresponding alert extension or "70" for loudspeaker paging system in next column.
6. Also write Transfer Return Ext. No. {#306} in the last column on this form (usually extension 10). Also see Form B2, Identify Group Assignments, VMS Only.
7. To prevent other extensions from interrupting calls, assign Automatic Extension Privacy {#304} on Form B2.
8. Check corresponding alert extensions in next column. To prevent outside calls at the doorphone, remove all outside lines—see Lines/Pools Not Assigned on Form B2.
9. Also write Transfer Return Ext. No. {#306} on this form.
10. Extensions 78 and 79 should be assigned to the two voice ports on PARTNER Voice Messaging. Extensions 78 and 79 must be assigned to Hunt Group 7 and any previous assignments for Hunt Group 7 should be erased.

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Form B1: System Extensions

Required for PARTNER Advanced Communications System. For additional instructions, see pages 5 and 6.

Ext. Jack No.	Write Name/Description	Check if Ext. Name Display {CTP} [1]	Identify Telephone Attached to this Extension: 34-Button Display [2]	Intercom Autodialer	18-Button Display [2]	18-Button [2]	12-Button Display [2]	12-Button [2]	6-Button [2]	Cordless/Wireless	Standard [3]	Identify Auxiliary Equipment Attached to this Extension: Call Waiting {#316}	External Hotline {#311} [4] *	Hotline {#603} [5] *	Alert Extension for Hotline	PARTNER MAIL [6] *	PARTNER MAIL VS [6]	PARTNER Voice Messaging [6] [10]	Answering Machine	Extra Alert	IROB	Modem [7]	PassageWay	FAX Machine Extension {#601} [7]	Doorphone 1 {#604} [8] *	Alert Extensions {#606} for Doorphone 1	Doorphone 2 {#605} [8] *	Alert Extensions {#606} for Doorphone 2	AA Extension {#607} [9] *	Contact Closure Group {#612}	Write in Other Equipment	Write Transfer Return Ext. No. {#306}
30	VMS																	✓														10
31	VMS																	✓														10
32																																
33																																
34																																
35																																
36																																
37																																
38																																
39																																
40																																
41																																
42 [10]																																
43 [10]																																
44 [10]																																
45 [10]																																
46 [10]																																
47 [10]																																
48 [10]																																
49 [10]																																
78 [11]																			✓													
79 [11]																			✓													

*** WARNING:** Customers should keep extension 10, 11, or the first two extensions of any 308EC or 206 module, available for power failure use.

1. If checked, see Form B1, Page 4 of 4.
2. If there is a mix of PARTNER-model and MLS-model phones, write "P" for PARTNER, and "M" for MLS.
3. Write "T" for touch-tone or "R" for rotary.
4. Must be standard phone. If immediate dialing is required, use a dedicated line. Do not assign restrictions that prevent dialing the outside number, Forced Account Code Entry {#307}, or groups. Also see Form D, External Hotline {#311}.
5. Standard phone is recommended. Write extension number of corresponding alert extension or "70" for loudspeaker paging system in next column.
6. Also write Transfer Return Ext. No. {#306} in the last column on this form (usually extension 10). Also see Form B2, Identify Group Assignments, VMS Only.
7. To prevent other extensions from interrupting calls, assign Automatic Extension Privacy {#304} on Form B2.
8. Check corresponding alert extensions in next column. To prevent outside calls at the doorphone, remove all outside lines—see Lines/Pools Not Assigned on Form B2.
9. Also write Transfer Return Ext. No. {#306} on this form.
10. Extensions 78 and 79 should be assigned to the two voice ports on PARTNER Voice Messaging. Extensions 78 and 79 must be assigned to Hunt Group 7 and any previous assignments for Hunt Group 7 should be erased.

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Form B2: Customized Extension Settings

Required if you want to change extension settings from defaults. For additional instructions, see pages 7 and 8.

Ext. Jack No.	Identify Extension Settings if Different than Default											Identify Line Ringing {CTP} Option If Different than Default				Identify Restrictions/Permissions If Different than Defaults						Identify Group Assignments				
	Display Language {#303}[1]	Automatic Extension Privacy {#304}	Abbreviated Ringing {#305}	Forced Account Code Entry {#307}	Distinctive Ring {#308}	Automatic VMS Cover {#310}	Voice Interrupt On Busy {#312}	Line Access Mode {#313}[2]	Call Coverage Rings {#320}[3]	Call Coverage Rings {#321}[4]	Hybrid Mode Only: List individual lines {#301} for Pooled Extensions *	Write line numbers or pool access codes* in each column to show desired Line Ringing options				Write line numbers or pool access codes for Line Access Restriction {#302} or Pool Access Restriction {#315}* No Restriction ✔			Outgoing Call Restriction {#401}[6]	Disallowed List[7] Assignment {#405}	Allowed List[8] Assignment {#408}	Pickup Group[9] Extensions {#501}	Calling Group[10] Extensions {#502}	Hunt Group[11] Extensions {#505}	VMS Only[12] **	Night Service Group Extensions {#504}
												Immediate ✔ lines	Delayed	No Ring * ✔ pools	Lines/Pools[5]* Not Assigned	Outgoing only	Incoming only	No Access								
	E✔	NA✔	A✔	NA✔	A✔	NA✔	NA✔	P✔	2✔	3✔	NA✔								NR✔	1 – 4	1 – 4	1 – 4	1 – 4	1 – 6	7	NA✔
																				NA✔		NA✔		NA✔		
10						✓		K			ALL															
11						✓																				
12						✓																				
13						✓																				
14						✓																				
15						✓																				
16						✓																				
17						✓																				
18						✓																				
19						✓																				
20																										
21																										
22																										
23																										
24																										
25																										
26																										
27																										
28																										
29																										
30		✓																						✓		

**** WARNING: Do not connect to extension 10, 11, or the first two extensions of any 206 or 308EC module.**

1. Write S for Spanish or F for French.
2. In Hybrid mode only, write K for Key extension. Extension 10 always operates as a Key extension.
3. Specify number of rings (1-9) desired before an incoming call is sent to the covering extension. The default setting is 2 rings. For PARTNER ACS Release 3.0 or later, this can be specified on an individual extension basis.
4. Specify number of rings (1-9) desired before an incoming call is sent to a user's voice mailbox. The default setting is 3 rings. For PARTNER ACS Release 3.0 or later, this can be specified on an individual extension basis.
5. In Key mode, use Line Assignment {#301} to remove lines from or assign lines to extensions. In Hybrid mode, use Pool Extension Assignment {#314} to remove pools from or assign pools to extensions.
6. Write IN for Inside Only or LOC for Local Only to indicate restrictions for all outgoing calls on *all lines*.
7. Write list number (1–4). Also see Form D, Disallowed Phone Number Lists {#404}.
8. Write list number (1–4). Also see Form D, Allowed Phone Number Lists {#407}.
9. Write group number (1–4).
10. Write group number (1–4). If a loudspeaker is connected and Simultaneous Paging desired, put appropriate extensions in Calling Group 1. Also see Form C, Simultaneous Paging.
11. Write group number (1–6).
12. Check off the same PARTNER MAIL or PARTNER MAIL VS extensions indicated on Form B1. For the PARTNER Voice Messaging PC Card, extensions 78 and 79 must be assigned to Hunt Group 7.

* Pooling available only for ACS R2.0 or later.

Assignments

✔ = Default
A = Assigned or Active
E = English
NA = Not Assigned or Not Active
NR = No Restriction
P = Pooled
{CTP} = Centralized Telephone Programming

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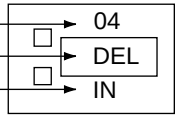
Form C1: PARTNER-34D Phone

Make as many copies as you need. Use template and/or checklist.
For additional instructions, see pages 9 through 14.

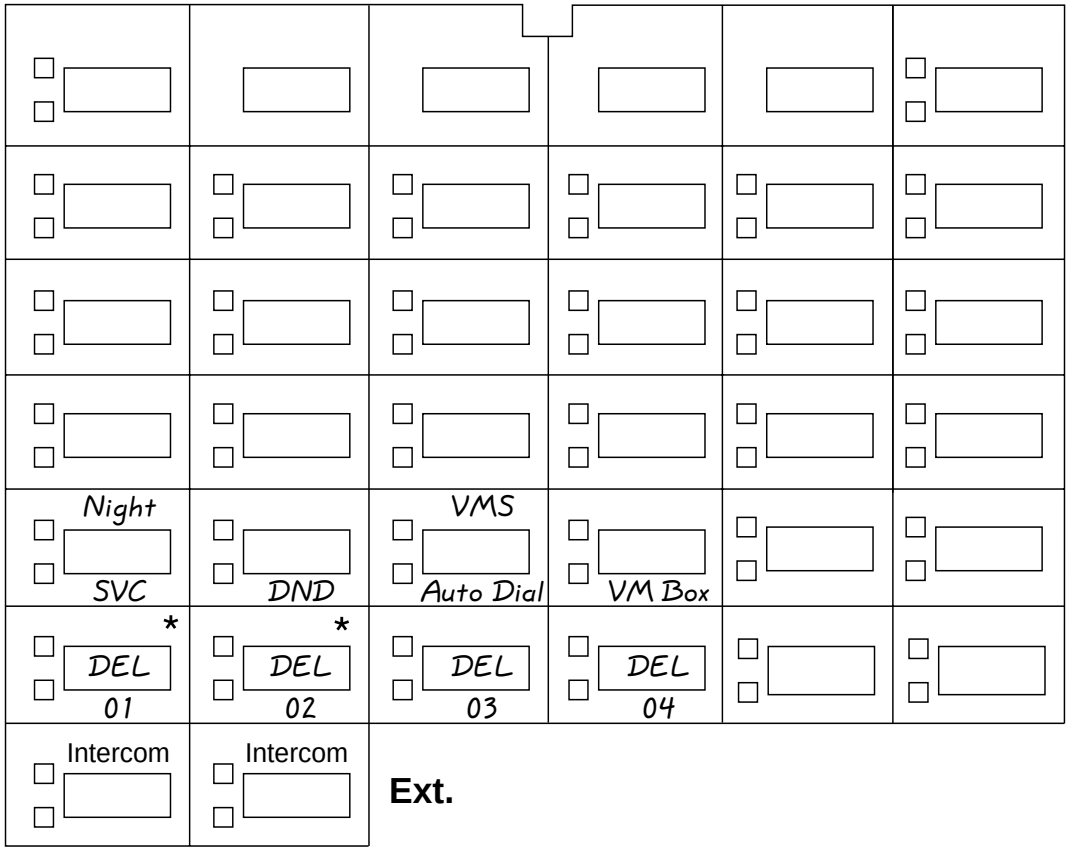
SAMPLE



Template Instructions

- If desired, write in line number, pool access code†, dial code feature, or auto dial number
- If desired, write in Line Ringing (Imm, Del, or No) from Form B2
- If desired, write in Line Access Restriction or Pool Access Restriction† (Out, In, or No) from Form B2

† Available with ACS R2.0 or later only.



* In Hybrid mode only, if pool 880 is assigned, these two buttons are associated with this pool. (ACS R2.0 or later only)

Specify Automatic Line Selection: _____

Identify extensions programmed as shown: 10

Check Desired Button Features (write in extension or group number)

			Ext. 10 Only	LED Required
	Automatic System Answer {#111} 6	ASA	✓	✓
	Direct Extension Dial {#113} 6	DXD	✓	✓
✓	Night Service {#503}	NightSvc	✓	✓
	Outgoing Call Restriction {#114} 1	OCR	✓	✓
	Wake Up Service {#115}	Wake	✓	✓
	Call Screening (F 25) 7	SCREEN		✓
	Caller ID Call Log (F 23) 6	Calls		✓
	Caller ID Inspect (F 17)	ID-Inspect		✓
	Caller ID Name Display (F 16)	ID-Name		✓
✓	Do Not Disturb (F 01)	DND		✓
	Privacy (F 07)	Priv		✓
	Record-a-Call (F 24) 7	RAC		✓
	VMS Cover (F 15)	VMSCover		✓
	Voice Interrupt on Busy Talk-Back (F 18)	VIOB		✓
	Account Code Entry (F 12) 2	ACE		
	Background Music (F 19) 2	Music		
	Call Coverage (F 20 XX XX) 2, 4, 6	Cover-XX XX		
	Call Forwarding/Call Follow-Me (F 11 XX XX) 2, 4	CF-XX XX		
	Call Park (I XX) 3	Park		
	Call Pickup (I 6 XX)	Pickup-XX		
	Conference Drop (F 06)	Drop		
	Contact Closure 1 (F 41) 2	CC1		
	Contact Closure 2 (F 42) 2	CC2		
	Direct Line Pickup-Active Line (I 68)	DLPA		
	Direct Line Pickup-Idle Line (I 8)	DLPI		
	Exclusive Hold (F 02)	ExHold		
	Fax Management (I XX) 2	FAX-XX		
	Group Calling-Ring/Page (I 7 G or I *7 G)	GCall-g		
	Group Hunt-Ring/Signal (I 77 G or I *77 G)	Hunt-g		
	Group Pickup (I 66 G)	P/U Grp-g		
	Intercom Autodial (I XX or I *XX) 2	Ext-XX		
	Last Number Redial (F 05)	LNR		
	Loudspeaker Paging (I 70)	Loudspk		
	Manual Signaling (F 13 XX or F 13 *XX) 2	MS-XX		
	Message Light Off (F 10 XX) 5	MsgOff-XX		
	Message Light On (F 09 XX) 5	MsgOn-XX		
	Recall (F 03)	Recall		
	Save Number Redial (F 04)	SNR		
	Simultaneous Paging (I * 70)	SPage		
	Station Lock (F 21) 2	Lock		
	Touch-Tone Enable (F 08)	TT-EN		
✓	Voice Mail Messages (I 777)	VMMsgs-777		
✓	Voice Mailbox Transfer (F 14)	VMBox		

1. Requires Auto Dial button for each extension.
2. Button with lights is recommended, but not required.
3. Extension number can be programmed as Auto Dial button.
4. You can program the origination extension only or both the origination and destination extension.
5. You can program the extension number.
6. Available with ACS R2.0 or later only.
7. Available with ACS R3.0 or later.

F = Feature button
G = Group
I = Left Intercom button
XX = Extension

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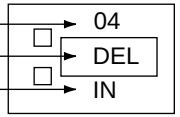
Form C1: PARTNER-34D Phone

Make as many copies as you need. Use template and/or checklist.
For additional instructions, see pages 9 through 14.

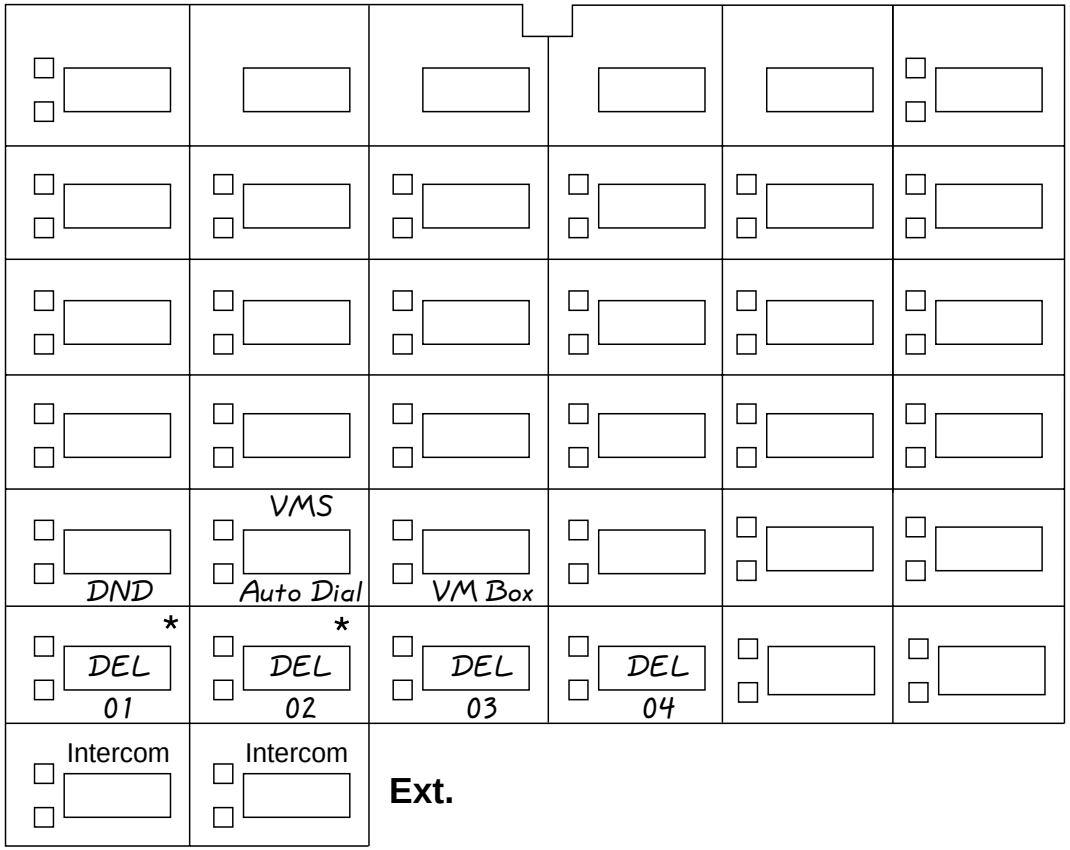
SAMPLE



Template Instructions

- If desired, write in line number, pool access code†, dial code feature, or auto dial number
- If desired, write in Line Ringing (Imm, Del, or No) from Form B2
- If desired, write in Line Access Restriction or Pool Access Restriction† (Out, In, or No) from Form B2

† Available with ACS R2.0 or later only.



* In Hybrid mode only, if pool 880 is assigned, these two buttons are associated with this pool. (ACS R2.0 or later only)

Specify Automatic Line Selection: _____

Identify extensions programmed as shown: 11, 12

Check Desired Button Features (write in extension or group number)

	Automatic System Answer {#111} [6]	ASA	Ext. 10 Only
	Direct Extension Dial {#113} [6]	DXD	
	Night Service {#503}	NightSvc	
	Outgoing Call Restriction {#114} [1]	OCR	
	Wake Up Service {#115}	Wake	
	Call Screening (F 25) [7]	SCREEN	LED Required
	Caller ID Call Log (F 23) [6]	Calls	
	Caller ID Inspect (F 17)	ID-Inspect	
	Caller ID Name Display (F 16)	ID-Name	
✓	Do Not Disturb (F 01)	DND	
	Privacy (F 07)	Priv	
	Record-a-Call (F 24) [7]	RAC	
	VMS Cover (F 15)	VMSCover	
	Voice Interrupt on Busy Talk-Back (F 18)	VIOB	
	Account Code Entry (F 12) [2]	ACE	
	Background Music (F 19) [2]	Music	
	Call Coverage (F 20 XX XX) [2, 4, 6]	Cover-XX XX	
	Call Forwarding/Call Follow-Me (F 11 XX XX) [2, 4]	CF-XX XX	
	Call Park (I XX) [3]	Park	
	Call Pickup (I 6 XX)	Pickup-XX	
	Conference Drop (F 06)	Drop	
	Contact Closure 1 (F 41) [2]	CC1	
	Contact Closure 2 (F 42) [2]	CC2	
	Direct Line Pickup-Active Line (I 68)	DLPA	
	Direct Line Pickup-Idle Line (I 8)	DLPI	
	Exclusive Hold (F 02)	ExHold	
	Fax Management (I XX) [2]	FAX-XX	
	Group Calling-Ring/Page (I 7 G or I *7 G)	GCall-g	
	Group Hunt-Ring/Signal (I 77 G or I *77 G)	Hunt-g	
	Group Pickup (I 66 G)	P/U Grp-g	
	Intercom Autodial (I XX or I *XX) [2]	Ext-XX	
	Last Number Redial (F 05)	LNR	
	Loudspeaker Paging (I 70)	Loudspk	
	Manual Signaling (F 13 XX or F 13 *XX) [2]	MS-XX	
	Message Light Off (F 10 XX) [5]	MsgOff-XX	
	Message Light On (F 09 XX) [5]	MsgOn-XX	
	Recall (F 03)	Recall	
	Save Number Redial (F 04)	SNR	
	Simultaneous Paging (I * 70)	SPage	
	Station Lock (F 21) [2]	Lock	
	Touch-Tone Enable (F 08)	TT-EN	
✓	Voice Mail Messages (I 777)	VMMsgs-777	
✓	Voice Mailbox Transfer (F 14)	VMBox	

1. Requires Auto Dial button for each extension.
2. Button with lights is recommended, but not required.
3. Extension number can be programmed as Auto Dial button.
4. You can program the origination extension only or both the origination and destination extension.
5. You can program the extension number.
6. Available with ACS R2.0 or later only.
7. Available with ACS R3.0 or later.

F = Feature button
G = Group
I = Left Intercom button
XX = Extension

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Form C3: PARTNER-18/18D Phone

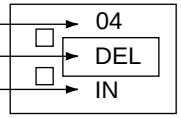
Make as many copies as you need. Use template and/or checklist.
For additional instructions, see pages 9 through 14.

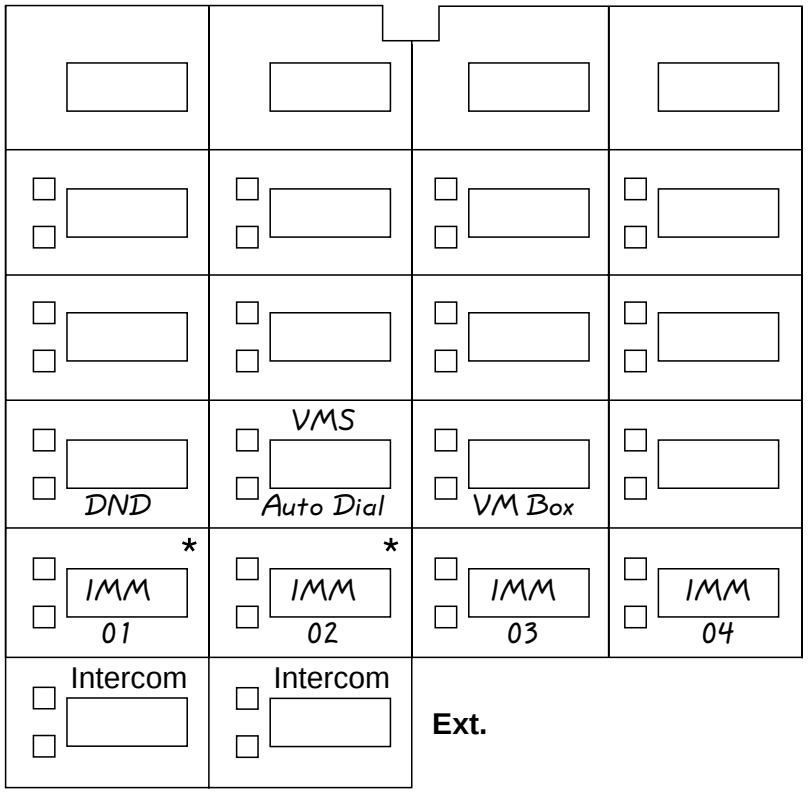
Template Instructions

- If desired, write in line number, pool access code†, dial code feature, or auto dial number
- If desired, write in Line Ringing (Imm, Del, or No) from Form B2
- If desired, write in Line Access Restriction or Pool Access Restriction† (Out, In, or No) from Form B2

† Available with ACS R2.0 or later only.

SAMPLE





PARTNER-18D only

* In Hybrid mode only, if pool 880 is assigned, these two buttons are associated with this pool. (ACS R2.0 or later only)

Specify Automatic Line Selection: _____

Identify extensions programmed as shown: 13, 14, 15, 16, 17, 18, 19

Check Desired Button Features (write in extension or group number)

	Automatic System Answer {#111} [6]	ASA	Ext. 10 Only
	Direct Extension Dial {#113} [6]	DXD	Ext. 10 Only
	Night Service {#503}	NightSvc	Ext. 10 Only
	Outgoing Call Restriction {#114} [1]	OCR	Ext. 10 Only
	Wake Up Service {#115}	Wake	Ext. 10 Only
	Call Screening (F 25) [7]	SCREEN	LED Required
	Caller ID Call Log (F 23) [6]	Calls	LED Required
	Caller ID Inspect (F 17)	ID-Inspect	LED Required
	Caller ID Name Display (F 16)	ID-Name	LED Required
✓	Do Not Disturb (F 01)	DND	LED Required
	Privacy (F 07)	Priv	LED Required
	Record-a-Call (F 24) [7]	RAC	LED Required
	VMS Cover (F 15)	VMSCover	LED Required
	Voice Interrupt on Busy Talk-Back (F 18)	VIOB	LED Required
	Account Code Entry (F 12) [2]	ACE	
	Background Music (F 19) [2]	Music	
	Call Coverage (F 20 XX XX) [2, 4, 6]	Cover-XX XX	
	Call Forwarding/Call Follow-Me (F 11 XX XX) [2, 4]	CF-XX XX	
	Call Park (I XX) [3]	Park	
	Call Pickup (I 6 XX)	Pickup-XX	
	Conference Drop (F 06)	Drop	
	Contact Closure 1 (F 41) [2]	CC1	
	Contact Closure 2 (F 42) [2]	CC2	
	Direct Line Pickup-Active Line (I 68)	DLPA	
	Direct Line Pickup-Idle Line (I 8)	DLPI	
	Exclusive Hold (F 02)	ExHold	
	Fax Management (I XX) [2]	FAX-XX	
	Group Calling-Ring/Page (I 7 G or I *7 G)	GCall-g	
	Group Hunt-Ring/Signal (I 77 G or I *77 G)	Hunt-g	
	Group Pickup (I 66 G)	P/U Grp-g	
	Intercom Autodial (I XX or I *XX) [2]	Ext-XX	
	Last Number Redial (F 05)	LNR	
	Loudspeaker Paging (I 70)	Loudspk	
	Manual Signaling (F 13 XX or F 13 *XX) [2]	MS-XX	
	Message Light Off (F 10 XX) [5]	MsgOff-XX	
	Message Light On (F 09 XX) [5]	MsgOn-XX	
	Recall (F 03)	Recall	
	Save Number Redial (F 04)	SNR	
	Simultaneous Paging (I * 70)	SPage	
	Station Lock (F 21) [2]	Lock	
	Touch-Tone Enable (F 08)	TT-EN	
✓	Voice Mail Messages (I 777)	VMMsgs-777	
✓	Voice Mailbox Transfer (F 14)	VMBox	

1. Requires Auto Dial button for each extension.
2. Button with lights is recommended, but not required.
3. Extension number can be programmed as Auto Dial button.
4. You can program the origination extension only or both the origination and destination extension.
5. You can program the extension number.
6. Available with ACS R2.0 or later only.
7. Available with ACS R3.0 or later.

F = Feature button
G = Group
I = Left Intercom button
XX = Extension

Form 1: Language

Ⓐ

Language Mode:
☐ Monolingual ✓
☑ Bilingual

Ⓑ

Monolingual Mode–System Language:
☐ U.S. English ✓
☐ Latin American Spanish
☐ Canadian French

Ⓒ

Bilingual Mode–Primary Language:
☐ U.S. English ✓
☑ Latin American Spanish
☐ Canadian French

Bilingual Mode–Secondary Language:
☑ U.S. English
☐ Latin American Spanish ✓
☐ Canadian French

General Information

- Factory defaults are identified by the ✓ symbol.
- If the system is set for Bilingual Mode, make sure you record the Automated Attendant Day Menu Prompts and Night Menu Prompts and Announcements (if any) in both the Primary and Secondary Languages. Also, subscribers can record two personal greetings—one in the Primary Language and another in the Secondary Language.
- Subscribers can have a Mailbox Language different from the languages selected here. Mailbox Language is specified on Form 2.
- You can specify a language for programming prompts that is different from the system language specified in Ⓑ or Ⓒ above. If you change the System Administration Language (that is, the language in which programming prompts are played), specify the language here English.

Completing this Form

Ⓐ **Language Mode** Check "Bilingual" if the Language Mode should be set to Bilingual. If you check Bilingual, also see Ⓒ below; if not, see Ⓑ.

Ⓑ **Monolingual Mode—System Language** Check the Primary language desired if different from the default.

Ⓒ **Bilingual Mode—Primary Language** Check the Primary Language desired if different from the default.

Bilingual Mode—Secondary Language Check the Secondary Language desired if different from the default.

Programming Language

- To program the Language Mode, as well as the System Language in Monolingual Mode *or* the Primary and Secondary Languages in Bilingual Mode, dial 1 from the Programming Main Menu.
- To program the System Administration Language, call the Voice Mail Service and enter the login and password. Then dial 0.

Form 2: Mailbox Assignments

(Copy this form for each Automated Attendant. Save the original blank form for future use. Check a number to indicate for which Automated Attendant this form is used.)

Ⓐ	Ⓑ	Ⓒ	Ⓓ	Ⓔ	Ⓕ	Ⓖ	Ⓐ	Ⓑ	Ⓒ	Ⓓ	Ⓔ	Ⓕ	Ⓖ
10 ✓	Vera						~~(34 ✓)~~						
(11 ✓)	Jose		Yes				~~(35 ✓)~~						
(12 ✓)	Juan	Eng.	Yes				~~(36 ✓)~~						
(13 ✓)	Prog. 1	Eng.					~~(37 ✓)~~						
(14 ✓)	Prog. 2						~~(38 ✓)~~						
(15 ✓)	Prog. 3						~~(39 ✓)~~						
(16 ✓)	Prog. 4	Eng.					~~(40 ✓)~~						
(17 ✓)	Prog. 5						~~(41 ✓)~~						
(18 ✓)	Felipe		Yes				~~(42 ✓)~~						
(19 ✓)	Rosa						~~(43 ✓)~~						
~~(20 ✓)~~							~~(44 ✓)~~						
~~(21 ✓)~~							~~(45 ✓)~~						
~~(22 ✓)~~							~~(46 ✓)~~						
~~(23 ✓)~~							~~(47 ✓)~~						
~~(24 ✓)~~							~~(48 ✓)~~						
~~(25 ✓)~~							~~(49 ✓)~~						
~~(26 ✓)~~							~~(50 ✓)~~						
~~(27 ✓)~~							~~(51 ✓)~~						
~~(28 ✓)~~							~~(52 ✓)~~						
~~(29 ✓)~~							~~(53 ✓)~~						
~~(30 ✓)~~							~~(54 ✓)~~						
~~(31 ✓)~~							~~(56 ✓)~~						
~~(32 ✓)~~							~~(57 ✓)~~						
~~(33 ✓)~~													

Ⓐ Mailbox
Ⓑ Subscriber Name
Ⓒ Mailbox Language
Ⓓ Outcalling Assigned
Ⓔ RAC Assigned
Ⓕ Message Length
Ⓖ Mailbox Size

Automated Attendant: ☑1 ☐2 ☐3 ☐4

Form 3: Menu Definition

(Copy this form for each Automated Attendant. Save the original blank form for future use. Check a number to indicate for which Automated Attendant this form is used.)

Lines assigned: 01, 02, 03, 04

Required for Automated Attendant Service

Ⓐ Description	Ⓑ Selector Code	Ⓒ Selector Code Action*	Ⓓ Number/Range of Numbers
Direct Extension Transfer	1	(5 ✓)	
Direct Extension Transfer	2	(5 ✓)	
	3	(5 ✓)	
Customer Service (Felipe)	4	~~(5 ✓)~~ 1	18
Billing Dept. (Rosa)	5	~~(5 ✓)~~ 1	19
	6		
	7	(5 ✓)	
	8		
Transfer to Vera's mailbox	9	(6 ✓)	(Mailbox 10 ✓)

*	Selector Code Action Key
1	Selector Code Transfer
3	Announcement
5	Direct Extension Transfer
6	Mailbox Transfer
7	Centrex Transfer

Dial 0/Timeout Extension: _____

Specify the extension to which calls are transferred if the caller dials "0" or does not enter a Selector Code.

General Information

- Factory defaults are identified by the ✓ symbol.
- This Menu Definition applies to both the Day and Night Menu prompts.
- The **Lines Assigned:** area is reserved for you to specify the lines assigned to this Automated Attendant.
- The **Selector Code** is the first digit dialed by the caller in response to menu prompts.
- In **Direct Extension Transfer**, Selector Codes 1-5 and 7 represent the first digit for a range of extensions (see table). These Selector Codes let callers dial extension numbers directly.
- In **Selector Code Transfer**, Selector Codes 1-9 represent a specific extension, Group Calling number (if available), Hunt Group number, Centrex number, or guest mailbox number that you specify, to which the caller is transferred. (See the range of extensions table.)

  Selector Code Transfer lets callers dial a single digit to reach a single extension or group, such as the VP of Sales at extension 37 or the order processing operators assigned to Hunt Group 774.
- If you use the **Centrex Transfer** option, all lines assigned to this Automated Attendant must be Centrex lines.
- If you use the **Mailbox Transfer** option, Selector Codes 1–9 represent a mailbox number that you specify to which the call is transferred.
- The Selector Code 9 factory setting lets callers transfer directly to mailbox 10 (receptionist's mailbox) where they can leave a message.
- The Description and Selector Code number from this form will be used to complete the Day and Night Menu Prompts (Forms 4, 4A, 5, and 5A).
- Announcement entries in **Description**, **Selector Code**, and **Number/Range of Numbers** of this form will be used to complete Forms 3A and 3B.

PARTNER System	Range of Extensions
Advanced, R1.0, 1.1	10-41, 71-74, or 771-776
Advanced, R3.0 or later	10-49, 71-74, or 771-776
Endeavor, R1.0 or later	10-49, 71-74, or 771-776
II/Plus	10-57, 71-74, or 771-776

Automated Attendant: ☑1 ☐2 ☐3 ☐4
Form 4: Day Menu Prompt— System Language or Primary Language

(Copy this form for each Automated Attendant. Save the original blank form for future use. Check a number to indicate for which Automated Attendant this form is used.)

Required if VMS Hunt Schedule is set to Day Only or Always

Gracias por llamar a Software Mexico. For English press star one now. Si usted tiene
teléfono de tonos y conoce el número de extensión a la que desea llamar, marquelo ahora.
De lo contrario espere a ser atendido por nuestra operadora. Para servicios al cliente,
marque cuatro; para informacion de facturacion, marque cinco.

General Information

- The Day Menu Prompt plays to callers when the VMS Hunt Schedule is set to Always or Day Only and Night Service is off. The Day Menu Prompt and the Night Menu Prompt use the ***same*** Menu Definition.
- The Day Menu Prompt should contain a welcome and a list of menu options.
- The welcome should introduce the company. For example, "Thank you for calling the Any Travel Agency."
- If the system is set for Bilingual Mode, let callers know they can switch the language they hear while on the call. For example, "Para español, marque * 1."
- The menu options should contain instructions that correspond to the Menu Definition set up on Form 3.
  - If callers can dial extension numbers (Direct Extension Transfer), the prompt should instruct callers to dial the extension number. For example, "If you know the extension of the person you want to reach, dial it now."
  - If callers can dial a single digit to transfer to an extension or group (Selector Code Transfer), to a mailbox (Mailbox Transfer), or to a Centrex number (Centrex) Transfer), the prompt should provide instructions such as "To speak to someone in sales, press 6."
  - If callers can can choose an Announcement, include that information. For example, "For directions to our office, press 4."

Completing this Form

Write the message that you want callers to hear when they call during normal business hours, including the instructions to the caller for selecting menu options.

Suggested options include:

- "Remain on the line for assistance."
- "Dial 0 for assistance."
- "To hear this menu again, dial * 4."

Recording the Day Menu Prompt

- To record the Day Menu Prompt, dial 3 from the Programming Main Menu.

Automated Attendant: ☑1 ☐2 ☐3 ☐4

Form 4A: Day Menu Prompt—Secondary Language

(Copy this form for each Automated Attendant. Save the original blank form for future use. Check a number to indicate for which Automated Attendant this form is used.)

Required for Bilingual Mode only if VMS Hunt Schedule is set to Day Only or Always

Thank you for calling Software Mexico. If you know the extension number, dial it now. If not
please wait and the receptionist will answer your call. For Customer Service, press 4. For
Billing, press 5.

General Information

- The Day Menu Prompt plays to callers when the VMS Hunt Schedule is set to Always or Day Only and Night Service is off. The Day Menu Prompt and the Night Menu Prompt use the ***same*** Menu Definition.
- The Day Menu Prompt should contain a welcome and a list of menu options.
- The welcome should introduce the company. For example, “Thank you for calling the Any Travel Agency.”
- Let callers know they can switch back to the Primary Language. For example, “For English, press * 1.”
- The menu options should contain instructions that correspond to the Menu Definition set up on Form 3.
  - If callers can dial extension numbers (Direct Extension Transfer), the prompt should instruct callers to dial the extension number. For example, “If you know the extension of the person you want to reach, dial it now.”
  - If callers can dial a single digit to transfer to an extension or group (Selector Code Transfer), to a mailbox (Mailbox Transfer), or to a Centrex number (Centrex) Transfer), the prompt should provide instructions such as “To speak to someone in sales, press 6.”
  - If callers can can choose an Announcement, include that information. For example, “For directions to our office, press 4.”

Completing this Form

Write the message that you want callers to hear when they call during normal business hours, including the instructions to the caller for selecting menu options.

Suggested options include:

- “Remain on the line for assistance.”
- “Dial 0 for assistance.”
- “To hear this menu again, dial * 4.”

Recording the Day Menu Prompt

- To record the Day Menu Prompt, dial 3 from the Programming Main Menu.

Automated Attendant: ☑1 ☐2 ☐3 ☐4

Form 5: Night Menu Prompt— System Language or Primary Language

(Copy this form for each Automated Attendant. Save the original blank form for future use. Check a number to indicate for which Automated Attendant this form is used.)

Required if VMS Hunt Schedule is set to Night Only or Always

Gracias por llamar a Software México. For English, press star one now. Nuestro horario de
oficina es de 9:00 a 14:30 horas y de 16:00 a 18:00 horas. Si usted tiene teléfono de tonos y
conoce el número de la extensión a la que desea llamar, marquelo ahora. De lo contrario,
espere y deje un mensaje.

General Information

- The Night Menu Prompt plays to callers when the VMS Hunt Schedule is set to Always or Night Only and Night Service is on. The Night Menu Prompt and the Day Menu Prompt use the ***same*** Menu Definition.
- The Night Menu Prompt should contain a welcome and a list of menu options.
- The welcome should introduce the company. For example, "You have reached the Any Travel Agency. Our hours are 9 AM to 5 PM, Monday through Friday."
- If the system is set for Bilingual Mode, let callers know they can switch the language they hear while on the call. For example, "Para español, marque * 1."
- The menu options should contain instructions that correspond to the Menu Definition set up on Form 3.
  - If callers can dial extension numbers (Direct Extension Transfer), the prompt should instruct callers to dial the extension number. For example, "If you know the extension of the person you want to reach, dial it now and leave a message."
  - If callers can dial a single digit to transfer to an extension or group (Selector Code Transfer), to a mailbox (Mailbox Transfer), or to a Centrex number (Centrex) Transfer), the prompt should provide instructions such as "To leave a message for Pat, press 6." Keep in mind that there are no group mailboxes.
  - If Selector Code 9 is left as the default, the prompt should instruct callers to press 9 to leave a message with the receptionist.

Completing this Form

Write the message that you want callers to hear when they call after normal business hours, including instructions to the caller for selecting menu options.

Suggested options include:

- "Dial 9 or remain on the line to leave a message."
- "To hear this menu again, dial * 4."

Recording the Night Menu Prompt

- To record the Night Menu Prompt, dial 3 from the Programming Main Menu.

Automated Attendant: ☑1 ☐2 ☐3 ☐4

Form 5A: Night Menu Prompt—Secondary Language

(Copy this form for each Automated Attendant. Save the original blank form for future use. Check a number to indicate for which Automated Attendant this form is used.)

Required for Bilingual Mode only if VMS Hunt Schedule is set to Night Only or Always

Good Evening. Thank you for calling Software Mexico. Our business hours are from 9:00 to
2:30 and 4:00 to 6:00. If you know the extension number and you want to leave a message, dial
it now. If not, please wait and leave a message for the attendant.

General Information

- The Night Menu Prompt plays to callers when the VMS Hunt Schedule is set to Always or Night Only and Night Service is on. The Night Menu Prompt and the Day Menu Prompt use the ***same*** Menu Definition.
- The Night Menu Prompt should contain a welcome and a list of menu options.
- The welcome should introduce the company. For example, "You have reached the Any Travel Agency. Our hours are 9 AM to 5 PM, Monday through Friday."
- Let callers know they can switch back to the Primary Language. For example, "For English, press *1."
- The menu options should contain instructions that correspond to the Menu Definition set up on Form 3.
  - If callers can dial extension numbers (Direct Extension Transfer), the prompt should instruct callers to dial the extension number. For example, "If you know the extension of the person you want to reach, dial it now and leave a message."
  - If callers can dial a single digit to transfer to an extension or group (Selector Code Transfer), to a mailbox (Mailbox Transfer), or to a Centrex number (Centrex) Transfer), the prompt should provide instructions such as "To leave a message for Pat, press 6." Keep in mind that there are no group mailboxes.
  - If Selector Code 9 is left as the default, the prompt should instruct callers to press 9 to leave a message with the receptionist.

Completing this Form

Write the message that you want callers to hear when they call after normal business hours, including instructions to the caller for selecting menu options.

Suggested options include:

- "Dial 9 or remain on the line to leave a message."
- "To hear this menu again, dial * 4."

Recording the Night Menu Prompt

- To record the Night Menu Prompt, dial 3 from the Programming Main Menu.

Glossary

Numerics

206 module
A system module that contains jacks for connecting up to two outside lines and up to six extensions.

308 module
A system module that contains jacks for connecting up to three outside lines and up to eight extensions.

A

Announcement
An informative message that provides frequently requested information. It is recorded by the System Manager and plays to callers who select it from an Automated Attendant's Menu.

Auto Dial button
A programmable button on a system phone that lets the user dial a series of digits simply by pressing that button. An Auto Dial button can be used to dial the voice messaging system with one touch. *See also* Programmable button.

Automated Attendant Dial 0/Timeout Extension
The specified extension to which calls are routed by the Automated Attendant when the caller presses “0” or does not choose a menu option within five seconds of playing an announcement.

Automated Attendant Service
A component of the voice messaging system that consists of a menu definition and prompt. It provides outside callers with options enabling them to reach an extension, a Hunt Group, or (for PARTNER II systems) a Calling Group, by pressing a single digit or by dialing an extension or group number.

Auxiliary equipment
Telecommunications equipment (other than system phones) that can be connected to the control unit. Auxiliary equipment includes industry standard devices that can connect directly to the public telephone network (such as doorphones or fax machines) as well as devices that require the interface provided by the control unit (such as a loudspeaker paging system).

Automatic VMS Cover
A communications system feature that provides voice mail coverage for a subscriber's unanswered transferred and intercom calls.

B

Bilingual Mode
A Language Mode setting that allows messages and prompts to be played in either of two languages. *See also* Monolingual Mode.

C

Call Answer Service
A component of the voice messaging system that lets callers leave a message at an unanswered extension or transfer to another extension.

Calling Group
A group of extensions that can be called simultaneously by dialing a group calling code. This feature may not be available on your system; check your *Programming and Use* guide. *See also* Hunt Group.

Call Screening
A PARTNER ACS R3.0 feature that allows PARTNER MAIL VS subscribers to listen while a caller is leaving a message in their voice mailbox.

Centralized Telephone Programming
A method of telephone programming that lets you program individual extensions in the system from a system display phone at extension 10 (or 11 if available). Centralized Telephone Programming is an alternative to Extension Programming.

Centrex Transfer
A Selector Code Action that directs the Automated Attendant to transfer calls to a specified Centrex number when a caller presses the digit (that is, Selector Code) associated with this action.

Configuration Report
A PARTNER MAIL VS 5.0 feature that allows you to create a record of the system's current settings and direct the record to a PC.

Control Unit
Hardware that connects lines coming into the building to the extensions in the system and also provides system features.

Communications system
The control unit and system phones, plus all other telecommunications devices that are connected to the control unit. Certain releases of PARTNER Plus, PARTNER II, PARTNER Endeavor, and PARTNER Advanced communications systems can be used with the PARTNER MAIL VS system.

D

Delayed Call Handling
A communications system feature that allows the communications system to send incoming outside calls to the Automated Attendant Service if the receptionist does not answer by the third ring. *See also* Immediate Call Handling.

Dial plan
The range of extensions provided for a specific system.

Do Not Disturb
A communications system feature that can be used in conjunction with automatic or manual voice coverage to send callers immediately to a subscriber's mailbox rather than ringing the extension first.

E

Extension
An endpoint in the system that connects telephones or standard devices, which can be dialed using the Intercom button. *See also* Extension number and Programming extension.

Extension coverage
A feature that allows callers to leave messages or transfer to another extension when the extension called is busy or not answered, and Automatic VMS Cover is on.

Extension jack
The six jacks on the lower half of a 206 module or eight jacks on the lower half of the 308 module that allow you to connect phones (or other telecommunications devices) to the control unit.

Extension Line Coverage
A voice messaging system feature that lets a subscriber's extension (mailbox) be assigned as the owner of a covered line. When a call comes in on the covered line, the system routes the caller to the mailbox specified as the line owner if the call is not answered. *See also* Line Coverage Extension.

Extension number
The number assigned to each extension jack on a 206 module. Extension jack numbers run consecutively from 11 through 41 for the PARTNER ACS R1.0 and 1.1, 11 through 49 for the PARTNER ACS R3.0 or later and PARTNER Endeavor R1.0 or later, and 10 through 57 for the PARTNER II and PARTNER Plus systems. They are used for intercom calling.

Extension Programming
A method of telephone programming that lets users program their own extensions from their system phones. *See also* Centralized Telephone Programming.

G

Group Call Distribution
A communications system feature that directs incoming calls on specified lines to a Hunt Group for either Automated Attendant Service or Line Coverage. *See also* Automated Attendant Service, Hunt Group, VMS Hunt Group, and VMS Line Coverage.

H

Hunt Group
A group of extensions that takes incoming or transferred calls in round-robin fashion. Calls to the Hunt Group are directed to the first available extension in the group, with the extension that answered most recently being the last one in the hunt order. *See also* Calling Group and VMS Hunt Group.

I

Immediate Call Handling
A communications system feature that allows the Automated Attendant Service to answer every incoming outside call on specified lines and play the Automated Attendant Service day or night menu. *See also* Delayed Call Handling.

Industry-standard device
A telephone or other telecommunications device that can be connected directly to the public telephone network. *See also* Standard phone.

Intercom call
A call that is made to another system extension.

L

Language Mode
See Bilingual Mode and Monolingual Mode.

Line Coverage Extension
A communications system feature that directs incoming calls on a specific line to a specific extension.

Line jack
The location on 206, 308, and 400 modules that allows you to connect outside lines to the control unit.

Line number
The number assigned to each line jack on a 206, 308, or 400 module. Line jack numbers run consecutively from 01 through 12 (for a PARTNER Plus system), 01 through 15 (for a PARTNER ACS and PARTNER Endeavor), or from 01 through 24 (for PARTNER II).

Line Ownership
A voice messaging system feature that lets you program VMS Line Coverage. *See also* Group Call Distribution and VMS Line Coverage.

M

Mailbox
A storage area for messages associated with a system subscriber.

Mailbox Language
The language assigned to a subscriber's mailbox.

Mailbox Password
A code of up to four digits that subscribers enter to log in to the voice messaging system. A password is used to keep messages confidential.

Mailbox Transfer
A Selector Code Action that directs the Automated Attendant to transfer calls to a specified mailbox number when a caller presses the digit (that is, Selector Code) associated with this action.

Menu Definition
A voice messaging system feature that lets you customize the Automated Attendant Service transfer options available to outside callers.

Menu Prompt
The customized day or night message that an outside caller hears after the Automated Attendant Service answers the call.

Message Creation
A voice messaging system feature that allows a subscriber to record a voice message and send it to one or more voice mailboxes in the system.

Monolingual Mode
A Language Mode setting that allows messages and prompts to be played in one of several available languages. *See also* Bilingual Mode.

Music On Hold system
Equipment that lets you play recorded music or messages to callers who are placed on hold. A music-on-hold audio source must be connected to the processor module in the control unit.

N

Night Service
A communications system feature that is used in conjunction with Automated Attendant Service to activate the Night Menu Prompt.

O

One-touch Intercom Calling button
See Auto Dial button.

Outcalling (Cascaded)
A voice messaging system feature that, when assigned to a subscriber, allows the subscriber to have the system call a list of up to five pager or telephone numbers according to a predefined schedule whenever a new message is received in the subscriber's voice mailbox. Subscribers can define when the system attempts Outcalling, how often it does so during a specified time interval, as well as how many time the list of Outcalling numbers will be dialed. Note that subscribers must be assigned permission to use this feature.

P

Personal Group List
A voice messaging system feature that allows a subscriber to create and maintain up to 10 personal group lists, each of which can consist of up to 48 mailboxes. When prompted to enter a mailbox number to send or forward a message, the subscriber can enter a personal group list instead of entering each mailbox number individually.

Personal Operator
A voice mail system feature that allows subscribers to program a personal operator for their mailbox. if a caller using Call Answer Service presses "0" before, during, or after leaving a message, the system transfers the caller to the programmed personal operator.

Primary Language
In Bilingual Mode, the language callers initially hear when they call in to the voice messaging system. *See also* Secondary Language.

Programmable button
A system phone button that does not have a line assigned; it can be set up to dial a number or access a feature.

Programming extension
An extension from which you can program the communications system. It can be either extension 10 (or 11 if available).

R

Receptionist
The person who primarily is responsible for answering outside calls. This is typically the person at extension 10.

Record-A-Call
A PARTNER ACS R3.0 feature that works with the 4-port PARTNER MAIL VS allowing subscribers at an internal extension to record their conversation while active on a call.

S

Secondary Language
In Bilingual Mode, the language callers have the option of hearing when they call in to the voice messaging system. *See also* Primary Language.

Selector Code
A single digit (1-9) used to define transfer options for outside callers on the Automated Attendant Service menu. *See also* Menu Definition and Menu Prompt.

Send All Calls
A communications system feature that lets subscribers use Do Not Disturb to send callers immediately to their mailbox (calls *do not* ring the extension first) provided voice mail coverage is on at the extension.

Standard phone
An industry-standard touch-tone or rotary phone such as you might have in your home. Some standard phones include special feature buttons for frequently used calling functions. *See also* Industry-standard device.

Subscriber
A user who is assigned a mailbox.

System Backup
A PARTNER MAIL VS Release 5.0 feature that allows you to save the settings that you have programmed and certain prompts that you have recorded for the voice messaging system.

System Language
In Monolingual Mode, the language callers hears when they call in to the voice messaging system.

System Manager
The person responsible for managing both the communications and voice messaging systems.

System phone
A telephone that is specifically designed for use with PARTNER systems. Models include the PARTNER-34D, PARTNER-18D, PARTNER-18, PARTNER-6, PARTNER Endeavor 34D, PARTNER Endeavor 18D, PARTNER Endeavor 18, MLS-34D, MLS-18D, MLS-12, MLS-12D, MLS-6, MDC 9000, MDW 9000, MDW9000LC-6, MDW 9010, and MDW 9030P phones.

System programming
Procedures that allow you to customize the communications system settings. System programming requires a system display phone and is done from extension 10 (or 11 if available).

System Restore
A PARTNER MAIL VS Release 5.0 feature that allows you to restore the settings that have been backed up.

T

Telephone programming
Customizes extensions to meet the needs of individual users, including the assignment of features to programmable buttons. Telephone Programming can be done either centrally or from the user's own extension. *See also* Centralized Telephone Programming and Extension Programming.

Tutor
A voice messaging system feature that lets any communications system user access and listen to information about their phone and commonly-used communications system features.

V

VMS Cover button
A button on a system phone that allows a subscriber to turn voice mail coverage on and off manually at that extension. *See also* Automatic VMS Cover.

VMS Hunt Delay
A communications system feature that lets you set the Automated Attendant to handle calls using either Immediate Call Handling or Delayed Call Handling (or by specifying a particular number of rings on the PARTNER ACS R3.0 or later). *See also* Delayed Call Handling and Immediate Call Handling

VMS Hunt Group
Hunt Group 7, reserved by the communications system to identify extensions associated with the voice messaging system hardware. *See also* VMS Hunt Delay and VMS Hunt Schedule.

Volume Control
A voice messaging system feature that allows subscribers to adjust the playback volume while they are listening to messages.

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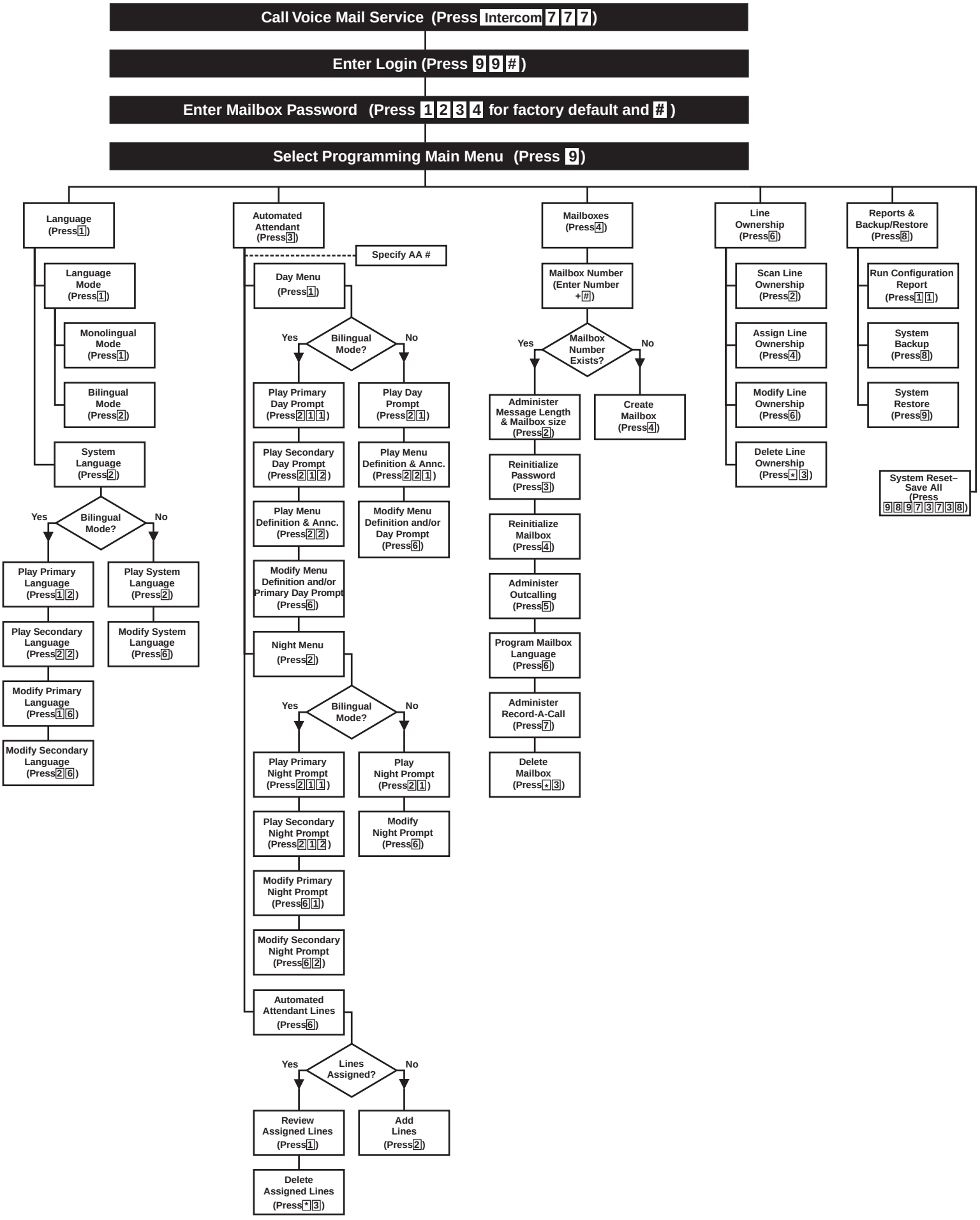
Call Voice Mail Service (Press Intercom 7 7 7)
Enter Login (Press 9 9 #)
Enter Mailbox Password (Press 1 2 3 4 for factory default and #)
Select Programming Main Menu (Press 9)
Language (Press 1)
Language Mode (Press 1)
Monolingual Mode (Press 1)
Bilingual Mode (Press 2)
System Language (Press 2)
Bilingual Mode?
Yes
No
Play Primary Language (Press 1 2)
Play Secondary Language (Press 2 2)
Modify Primary Language (Press 1 6)
Modify Secondary Language (Press 2 6)
Play System Language (Press 2)
Modify System Language (Press 6)
Automated Attendant (Press 3)
Specify AA #
Day Menu (Press 1)
Play Primary Day Prompt (Press 2 1 1)
Play Secondary Day Prompt (Press 2 1 2)
Play Menu Definition & Annc. (Press 2 2)
Modify Menu Definition and/or Primary Day Prompt (Press 6)
Play Day Prompt (Press 2 1)
Play Menu Definition & Annc. (Press 2 2 1)
Modify Menu Definition and/or Day Prompt (Press 6)
Night Menu (Press 2)
Play Primary Night Prompt (Press 2 1 1)
Play Secondary Night Prompt (Press 2 1 2)
Modify Primary Night Prompt (Press 6 1)
Modify Secondary Night Prompt (Press 6 2)
Play Night Prompt (Press 2 1)
Modify Night Prompt (Press 6)
Automated Attendant Lines (Press 6)
Lines Assigned?
Review Assigned Lines (Press 1)
Delete Assigned Lines (Press * 3)
Add Lines (Press 2)
Mailboxes (Press 4)
Mailbox Number (Enter Number +#)
Mailbox Number Exists?
Administer Message Length & Mailbox size (Press 2)
Reinitialize Password (Press 3)
Reinitialize Mailbox (Press 4)
Administer Outcalling (Press 5)
Program Mailbox Language (Press 6)
Administer Record-A-Call (Press 7)
Delete Mailbox (Press * 3)
Create Mailbox (Press 4)
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Scan Line Ownership (Press 2)
Assign Line Ownership (Press 4)
Modify Line Ownership (Press 6)
Delete Line Ownership (Press * 3)
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Run Configuration Report (Press 1 1)
System Backup (Press 8)
System Restore (Press 9)
System Reset– Save All (Press 9 8 9 7 3 7 3 8)

PARTNER MAIL VS® System Programming Reference

To Program the PARTNER MAIL VS System

TO START PROGRAMMING
PRESS Intercom 7 7 7
PRESS 9 9 and #
ENTER your Password (factory setting is 1234) and #
PRESS 9 to access the Programming Main Menu

TO REPLAY A MENU
PRESS * 4

TO RETURN TO A PREVIOUS MENU
PRESS * #

TO RETURN TO THE PROGRAMMING MAIN MENU
PRESS * 7

TO EXIT PROGRAMMING
PRESS * * 9

Language
REFER to Form 1
PRESS 1 to program Language

TO MODIFY THE LANGUAGE MODE
PRESS 1 for Language Mode
PRESS 1 for Monolingual Mode or 2 for Bilingual Mode

TO MODIFY THE SYSTEM LANGUAGE—MONOLINGUAL MODE
PRESS 2 for System Language
PRESS 6 to modify
ENTER the number of the desired System Language
PRESS 9 to confirm

TO MODIFY THE PRIMARY AND SECONDARY LANGUAGES—BILINGUAL MODE
PRESS 2 for System Language
PRESS 1 for Primary Language
PRESS 6 to modify
ENTER the number of the desired System Language
PRESS 9 to confirm
PRESS * #
PRESS 2 for Secondary Language
PRESS 6 to modify
ENTER the number of the desired System Language
PRESS 9 to confirm

Automated Attendant
REFER to Forms 3, 3A, 4, and 5
PRESS 3 to program Automated Attendant Service
ENTER Automated Attendant number

TO MODIFY ASSIGNED LINES
PRESS 6 for line assignment
PRESS 2 to modify
ENTER line number and #
PRESS 9 to confirm

TO DELETE ASSIGNED LINES
PRESS 6 for line assignment
PRESS *3 to modify
ENTER line number and #
PRESS 9 to confirm

TO MODIFY THE MENU DEFINITION AND DAY MENU PROMPT—MONOLINGUAL MODE
PRESS 1 for Day Menu
PRESS 6 to modify
ENTER a Selector Code 1 through 9
PRESS 9 to modify
PRESS 1 for Selector Code Transfer
ENTER an extension, Hunt Group, Calling Group, mailbox, or Centrex number and #
To program another Selector Code for Selector Code Transfer, repeat
PRESS * # to approve
PRESS 1 to record the Day Menu Prompt
PRESS 1 after recording
PRESS * # to approve all changes

TO MODIFY ANNOUNCEMENT—MONOLINGUAL MODE
PRESS 1 for Day Menu
PRESS 6 to modify
ENTER a Selector Code 1 through 9
PRESS 9 to confirm
PRESS 3 to play the Announcement recorded for the Selector Code
ENTER an Announcement number
PRESS 1 to rerecord the Announcement
PRESS 1 after recording
PRESS * # to move up a menu level
PRESS * # to continue without programming Selector Codes
PRESS # to approve all changes

Automated Attendant
REFER to Forms 3, 3A, 4, 4A, 5, and 5A
PRESS 3 to program Automated Attendant Service
ENTER Automated Attendant number

TO MODIFY DIAL 0/TIMEOUT EXTENSION—MONOLINGUAL MODE
PRESS 1 for Day Menu
PRESS 6 to modify
PRESS 0 for Dial 0/Timeout
PRESS 9 to modify
ENTER an extension number and #
PRESS * # to approve
PRESS 1 to record the Day Menu Prompt
PRESS 1 after recording
PRESS * # to approve all changes

TO CHANGE SELECTOR CODE ACTION TO DIRECT EXTENSION TRANSFER—MONOLINGUAL MODE
PRESS 1 for Day Menu
PRESS 6 to modify
ENTER a Selector Code 1 through 9
PRESS 9 to modify
PRESS 5 for Direct Extension Transfer
To program another Selector Code for Direct Extension Transfer, repeat
PRESS * # to approve
PRESS 1 to record the Day Menu Prompt
PRESS 1 after recording
PRESS * # to approve all changes

TO CHANGE SELECTOR CODE ACTION TO MAILBOX TRANSFER—MONOLINGUAL MODE
PRESS 1 for Day Menu
PRESS 6 to modify
ENTER a Selector Code 1 through 9
PRESS 9 to modify
PRESS 6 for Mailbox Transfer
ENTER a mailbox number
To program another Selector Code for Mailbox Transfer, repeat
PRESS * # to approve
PRESS 1 to record the Day Menu Prompt
PRESS 1 after recording
PRESS * # to approve all changes

PARTNER MAIL VS® System Programming Reference

To Program the PARTNER MAIL VS System

TO START PROGRAMMING
PRESS Intercom 7 7 7
PRESS 9 9 and #
ENTER your Password (factory setting is 1234) and #
PRESS 9 to access the Programming Main Menu

TO REPLAY A MENU
PRESS * 4

TO RETURN TO A PREVIOUS MENU
PRESS * #

TO RETURN TO THE PROGRAMMING MAIN MENU
PRESS * 7

TO EXIT PROGRAMMING
PRESS * * 9

Automated Attendant
REFER to Forms 3, 3A, 3B, 4, 4A, 5, and 5A
PRESS 3 to program Automated Attendant Service
ENTER Automated Attendant number

Automated Attendant
REFER to Forms 3, 3A, 3B, 4, 4A, 5, and 5A
PRESS 3 to program Automated Attendant Service
ENTER Automated Attendant number

Automated Attendant
REFER to Forms 3, 3A, 3B, 4, 4A, 5, and 5A
PRESS 3 to program Automated Attendant Service
ENTER Automated Attendant number

TO CHANGE SELECTOR CODE ACTION TO ANNOUNCEMENT—MONOLINGUAL MODE
PRESS 1 for Day Menu
PRESS 6 to modify
ENTER a Selector Code 1 through 9
PRESS 9 to modify
PRESS 3 for Announcement
ENTER an Announcement number
PRESS 1 to record the Announcement
PRESS 1 after recording
PRESS * # to approve
PRESS * # to continue without programming another Selector Code, or
To program another Selector Code, repeat
PRESS 1 to record the Day Menu Prompt
PRESS 1 after recording
PRESS * # to approve all changes

TO CHANGE SELECTOR CODE ACTION TO CENTREX TRANSFER—MONOLINGUAL MODE
PRESS 1 for Day Menu
PRESS 6 to modify
ENTER a Selector Code 1 through 9
PRESS 9 to modify
PRESS 7 for CentrexTransfer
ENTER a Centrex number and wait for system to time out
PRESS 1 to continue
PRESS * # to approve
PRESS 9 to confirm
To program another Selector Code for Centrex Transfer, repeat
PRESS * # to approve
PRESS 1 to record the Day Menu Prompt
PRESS 1 after recording
PRESS * # to approve all changes

TO CHANGE SELECTOR CODE ACTION TO SELECTOR CODE TRANSFER — MONOLINGUAL MODE
PRESS 1 for Day Menu
PRESS 6 to modify
ENTER a Selector Code 1 through 9
PRESS 9 to modify
PRESS 1 for Selector Code Transfer
ENTER the extension or group number
To program another Selector Code for Selector Code Transfer, repeat
PRESS * # to approve
PRESS 1 to record the Day Menu Prompt
PRESS 1 after recording
PRESS * # to approve all changes

TO MODIFY THE MENU DEFINITION AND DAY MENU PROMPT—BILINGUAL MODE
PRESS 1 for Day Menu
PRESS 6 to modify
ENTER a Selector Code 1 through 9
PRESS 9 to modify
PRESS 1 for Selector Code Transfer
ENTER an extension, Hunt Group, Calling Group, mailbox, or Centrex number and #
To program another Selector Code for Selector Code Transfer, repeat
PRESS * # to approve
PRESS 1 to record the Day Menu Prompt in the Primary Language
PRESS 1 after recording
PRESS * # to approve
PRESS 2 to record the Day Menu Prompt in the Secondary Language
PRESS 1 after recording
PRESS * # to approve
PRESS # to approve all changes

TO MODIFY ANNOUNCEMENT—BILINGUAL MODE
PRESS 1 for Day Menu
PRESS 6 to modify
ENTER a Selector Code 1 through 9
PRESS 9 to confirm
PRESS 3 to play the Announcement recorded for the Selector Code
ENTER an Announcement number
PRESS 1 to record the Announcement in the Primary Language
PRESS 1 after recording
PRESS * # to approve
PRESS 2 to record the Announcement in the Secondary Language
PRESS 1 after recording
PRESS * # to approve
PRESS * # to move up a menu level
PRESS * # to move up another menu level
PRESS # to approve all changes

TO MODIFY DIAL 0/TIMEOUT EXTENSION—BILINGUAL MODE
PRESS 1 for Day Menu
PRESS 6 to modify
PRESS 0 for Dial 0/Timeout
PRESS 9 to modify
ENTER an extension number and #
PRESS * # to approve
PRESS 1 to record the Day Menu Prompt in the Primary Language
PRESS 1 after recording
PRESS * # to approve
PRESS 2 to record the Day Menu Prompt in the Secondary Language
PRESS 1 after recording
PRESS * # to approve all changes

PARTNER MAIL VS® System Programming Reference

To Program the PARTNER MAIL VS System

TO START PROGRAMMING
PRESS Intercom 7 7 7
PRESS 9 9 and #
ENTER your Password (factory setting is 1234) and #
PRESS 9 to access the Programming Main Menu

TO REPLAY A MENU
PRESS * 4

TO RETURN TO A PREVIOUS MENU
PRESS * #

TO RETURN TO THE PROGRAMMING MAIN MENU
PRESS * 7

TO EXIT PROGRAMMING
PRESS * * 9

Automated Attendant
REFER to Forms 3, 3A, 3B, 4, 4A, 5, and 5A
PRESS 3 to program Automated Attendant Service
ENTER Automated Attendant number

Automated Attendant
REFER to Forms 3, 3A, 3B, 4, 4A, 5, and 5A
PRESS 3 to program Automated Attendant Service
ENTER Automated Attendant number

Automated Attendant
REFER to Forms 3, 3A, 3B, 4, 4A, 5, and 5A
PRESS 3 to program Automated Attendant Service
ENTER Automated Attendant number

TO CHANGE SELECTOR CODE ACTION TO DIRECT EXTENSION TRANSFER—BILINGUAL MODE
PRESS 1 for Day Menu
PRESS 6 to modify
ENTER a Selector Code 1 through 9
PRESS 9 to modify
PRESS 5 for Direct Extension Transfer
To program another Selector Code for Direct Extension Transfer, repeat
PRESS * # to approve
PRESS 1 to record the Day Menu Prompt in the Primary Language
PRESS 1 after recording
PRESS * # to approve
PRESS 2 to record the Day Menu Prompt in the Secondary Language
PRESS 1 after recording
PRESS * # to approve
PRESS # to approve all changes

TO CHANGE SELECTOR CODE ACTION TO ANNOUNCEMENT—BILINGUAL MODE
PRESS 1 for Day Menu
PRESS 6 to modify
ENTER a Selector Code 1 through 9
PRESS 9 to modify
PRESS 3 for Announcement
ENTER an Announcement number
PRESS 1 to record the Announcement in the Primary Language
PRESS 1 after recording
PRESS * # to approve
PRESS 2 to record the Announcement in the Secondary Language
PRESS 1 after recording
PRESS * # to approve the Announcements
PRESS * # to continue without programming another Selector Code, or
PRESS * # to program another Selector Code, repeat
PRESS 1 to record the Day Menu Prompt in the Primary Language
PRESS 1 after recording
PRESS * # to approve
PRESS 2 to record the Day Menu Prompt in the Secondary Language
PRESS 1 after recording
PRESS * # to approve
PRESS # to approve all changes

TO SELECTOR CODE ACTION TO SELECTOR CODE TRANSFER — BILINGUAL MODE
PRESS 1 for Day Menu
PRESS 6 to modify
ENTER a Selector Code 1 through 9
PRESS 9 to modify
PRESS 1 for Selector Code Transfer
ENTER the extension or group number
To program another Selector Code for Selector Code Transfer, repeat
PRESS * # to approve
PRESS 1 to record the Day Menu Prompt in the Primary Language
PRESS 1 after recording
PRESS * # to approve
PRESS 2 to record the Day Menu Prompt in the Secondary Language
PRESS 1 after recording
PRESS * # to approve
PRESS # to approve all changes

TO CHANGE SELECTOR CODE ACTION TO CENTREX TRANSFER—BILINGUAL MODE
PRESS 1 for Day Menu
PRESS 6 to modify
ENTER a Selector Code 1 through 9
PRESS 9 to modify
PRESS 7 for Centrex Transfer
ENTER a Centrex number and wait for system to time out
PRESS 1 to continue
PRESS * # to approve
PRESS 9 to confirm
To program another Selector Code for Centrex Transfer, repeat
PRESS * # to approve
PRESS 1 to record the Day Menu Prompt in the Primary Language
PRESS 1 after recording
PRESS * # to approve
PRESS 2 to record the Day Menu Prompt in the Primary Language
PRESS 1 after recording
PRESS * # to approve
PRESS # to approve all changes

TO CHANGE SELECTOR CODE ACTION TO MAILBOX TRANSFER—BILINGUAL MODE
PRESS 1 for Day Menu
PRESS 6 to modify
ENTER a Selector Code 1 through 9
PRESS 9 to modify
PRESS 7 for Mailbox Transfer
ENTER a mailbox number and #
To program another Selector Code for Mailbox Transfer, repeat
PRESS * # to approve
PRESS 1 to record the Day Menu Prompt in the Primary Language
PRESS 1 after recording
PRESS * # to approve
PRESS 2 to record the Day Menu Prompt in the Secondary Language
PRESS 1 after recording
PRESS * # to approve
PRESS # to approve all changes

PARTNER MAIL VS® System Programming Reference

To Program the PARTNER MAIL VS System

TO START PROGRAMMING
PRESS Intercom 7 7 7
PRESS 9 9 and #
ENTER your Password (factory setting is 1234) and #
PRESS 9 to access the Programming Main Menu

Automated Attendant

REFER to Forms 3, 3A, 3B, 4, 4A, 5, and 5A
PRESS 3 to program Automated Attendant Service
ENTER Automated Attendant number

TO PLAY THE MENU DEFINITION–MONOLINGUAL MODE
PRESS 1 for Day Menu
PRESS 2 for playback of the Day Menu definition
PRESS 2 for playback of the Selector Codes
PRESS 1 to play the recorded Announcement assigned to the Selector Code, or
PRESS # to skip

TO PLAY THE MENU DEFINITION–BILINGUAL MODE
PRESS 1 for Day Menu
PRESS 2 for playback of the Day Menu definition
PRESS 2 for playback of the Selector Codes
PRESS 1 to play the Primary Language Announcement assigned to the Selector Code, or
PRESS 2 to play the Secondary Language Announcement assigned to the Selector Code, or
PRESS # to skip

TO MODIFY THE NIGHT MENU PROMPT—MONOLINGUAL MODE
PRESS 2 for Night Menu
PRESS 6 to modify
PRESS 1 to record the Night Menu Prompt
PRESS 1 after recording
PRESS * # to approve

TO MODIFY THE NIGHT MENU PROMPT—BILINGUAL MODE
PRESS 2 for Night Menu
PRESS 6 to modify
PRESS 1 to record the Night Menu Prompt in the Primary Language
PRESS 1 after recording
PRESS * # to approve
PRESS 2 to record the Night Menu Prompt in the Secondary Language
PRESS 1 after recording
PRESS * # to approve
PRESS # to approve all changes

TO REPLAY A MENU
PRESS * 4

TO RETURN TO A PREVIOUS MENU
PRESS * #

Mailboxes

REFER to Form 2
PRESS 4 to program Mailboxes

TO PLAY A MAILBOX'S STATUS
ENTER a mailbox number and #, or PRESS # for the first mailbox
PRESS # to play the next existing mailbox's status

TO DELETE A MAILBOX
ENTER a mailbox number and #
PRESS * 3 to delete the mailbox
PRESS 9 to confirm

TO CREATE A MAILBOX
ENTER the new mailbox number and #
PRESS 4 to create the new mailbox

TO REINITIALIZE A PASSWORD
ENTER a mailbox number and #
PRESS 3 to reset the password to 1234

TO REINITIALIZE A MAILBOX
ENTER the mailbox number and #
PRESS 4 to reinitialize the mailbox
PRESS 9 to confirm

TO MODIFY MAILBOX MESSAGE LENGTH AND SIZE
ENTER the mailbox number and #
PRESS 2 to administer mailbox message length and size
PRESS 1 to confirm
ENTER the message length (2 to 60 minutes) and #
ENTER mailbox size (5 to 180 minutes) and #
PRESS * # to accept

TO MODIFY A MAILBOX'S LANGUAGE
ENTER the mailbox number and #
PRESS 6 to program Language
PRESS 6 to modify
ENTER the number of the desired language
PRESS 9 to confirm

TO RETURN TO THE PROGRAMMING MAIN MENU
PRESS * 7

TO EXIT PROGRAMMING
PRESS * * 9

Mailboxes

REFER to Form 2
PRESS 4 to program Mailboxes

TO ASSIGN/REMOVE OUTCALLING FOR A MAILBOX
ENTER the mailbox number and #
PRESS 5 to administer Outcalling
PRESS 9 to assign Outcalling, or
PRESS 6 to remove Outcalling
To assign/remove Outcalling for another mailbox, repeat ↩

TO ASSIGN/REMOVE RECORD-A-CALL FOR A MAILBOX
ENTER the mailbox number and #
PRESS 7 to administer Record-a-Call
ENTER a value from 1 to 60 minutes and # assign Record-a-Call, or
PRESS 0 # to remove Record-a-Call
To assign/remove Record-a-Call for another mailbox, repeat

Line Ownership

REFER to Form 6
PRESS 6 to program Line Ownership

TO SCAN LINE OWNERSHIP
PRESS 2 to scan
ENTER the line number and #, or PRESS # to scan the first line number that has an owner
LISTEN to the line owner's name and mailbox number
PRESS # to scan the next line

TO ASSIGN LINE OWNERSHIP
PRESS 4 to assign
ENTER the line number and #
ENTER the mailbox number and #

TO MODIFY LINE OWNERSHIP
PRESS 6 to modify
ENTER the line number and #
ENTER the new owner's mailbox number and #

TO DELETE LINE OWNERSHIP
PRESS * 3 to delete
ENTER the line number and #
PRESS 9 to confirm

PARTNER MAIL VS® System Programming Reference

To Program the Communications System for PARTNER MAIL VS

Place the Programming Overlay on the dial pad of the system display phone at extension 10*

TO START SYSTEM PROGRAMMING
PRESS [Feature] [0] [0]
PRESS [System Program]
PRESS [System Program]
ENTER System Password if required

TO END SYSTEM PROGRAMMING
PRESS [Feature] [0] [0]

TO USE A SPECIFIC PROCEDURE
DIAL [#] and three-digit procedure code
Example: [#] [5] [0] [5] for Hunt Group Extensions

TO CYCLE THROUGH SYSTEM PROGRAMMING PROCEDURES
PRESS [Next Procedure] or [Prev Procedure]

TO CYCLE THROUGH AVAILABLE SETTINGS
PRESS [Next Data] or [Prev Data]

TO RETURN TO FACTORY SETTINGS
PRESS [Remove]

HUNT GROUP EXTENSIONS
DIAL **#505**
PRESS [7] for the VMS Hunt Group
DIAL the extension number
DIAL **1** = Assigned to group
2 = Not assigned to group ✓
PRESS [Next Item] to program the next extension

TRANSFER RETURN EXTENSION
DIAL **#306**†
DIAL the extension number
DIAL 10 (the receptionist's extension)
PRESS [Next Item] to program the next extension

GROUP CALL DISTRIBUTION
DIAL **#206**††
PRESS [7] for the VMS Hunt Group
DIAL a line number
DIAL **1** = Assigned
2 = Not Assigned
3 = VMS Line Cover ✓
PRESS [Next Item] to program another line

LINE COVERAGE EXTENSION
DIAL **#208****
DIAL a line number
DIAL an extension number
PRESS [Next Item] to program another line
PRESS [Remove] to unassign ownership

VMS HUNT DELAY— PARTNER ACS 3.0 OR LATER
DIAL **#506**
PRESS [1] or [2] for Mode
ENTER the line number
ENTER value from (0 to 6)

VMS HUNT DELAY— ALL OTHER PARTNER SYSTEMS
DIAL **#506**
DIAL **1** = Immediate ✓
2 = Delayed

VMS HUNT SCHEDULE— PARTNER ACS 3.0 OR LATER
DIAL **#507**
PRESS [1] or [2] for Mode
ENTER the line number
ENTER value from (1 to 3)

VMS HUNT SCHEDULE
DIAL **#507**
DIAL **1** = Always ✓
2 = Day Only
3 = Night Only

AUTOMATIC VMS COVER
DIAL **#310**
DIAL an extension number
DIAL **1** = Assigned
2 = Not Assigned ✓
PRESS [Next Item] to program another extension

VMS COVER RINGS— PARTNER ACS 3.0 OR LATER
DIAL **#321**
ENTER the extension number
ENTER value from (1 to 9)

VMS COVER RINGS— ALL OTHER PARTNER SYSTEMS
DIAL **#117****
DIAL one digit (1-9) for the number of rings before the call is sent to the voice messaging system)
✓ = 3 rings

NIGHT SERVICE BUTTON ⌷
DIAL **#503**
DIAL **1** = Assigned
2 = Not Assigned ✓
3 = Select button** *then* PRESS a programmable button (to assign Night Service to that button)
If you use option 3 ***after*** *a Night Service button has been assigned, the Night Service button moves from the old button to the new button you select.*

AUTOMATIC EXTENSION PRIVACY
DIAL **#304**
DIAL the extension number
DIAL **1** = Assigned
2 = Not Assigned ✓
PRESS [Next Item] to program another extension

✓ = Factory Setting
⌷ = Button with Lights Required

* Some systems allow programming from extension 11. Check the *Programming and Use* guide for the communications system.

† In some countries, the procedure code for Transfer Return Extension is #309. Check the *Programming and Use* guide for the communications system.

†† In some countries, the procedure code for Group Call Distribution is #205. Check the *Programming and Use* guide for the communications system.

** Line Coverage Extension (#208), VMS Cover Rings (#117), and option 3 of the Night Service Button (#503) procedure may not be available on your system. Check the *Programming and Use* guide for the communications system.

PARTNER MAIL VS® System Programming Reference

To Program the Communications System for PARTNER MAIL VS

Place the Programming Overlay on the dial pad of the system display phone at extension 10*

TO START CENTRALIZED TELEPHONE PROGRAMMING

PRESS [Feature] [0] [0]
PRESS [System Program] [System Program]
PRESS [Central Tel Program]
DIAL the extension number to be programmed

Buttons on which lines are assigned for the extension light up to show the current Line Ringing setting; remaining buttons can be programmed with Auto Dial numbers or features.

TO PROGRAM ANOTHER FEATURE AT THE SAME EXTENSION

After you program one feature, continue with the instructions in the box for the next feature.

TO CHANGE SETTINGS FOR ANOTHER EXTENSION

PRESS [Central Tel Program]
DIAL the new extension's number

TO ERASE A FEATURE OR AUTO DIAL BUTTON

PRESS the programmed button
PRESS [Mic]

TO END CENTRALIZED TELEPHONE PROGRAMMING

PRESS [Feature] [0] [0]

VMS COVER ⌬

PRESS a programmable button with lights
PRESS [Feature] [1] [5]†

DO NOT DISTURB ⌬

PRESS a programmable button with lights
PRESS [Feature] [0] [1]

VOICE MAILBOX TRANSFER

PRESS a programmable button
PRESS [Feature] [1] [4]††

RECORD-A-CALL— PARTNER ACS 3.0 OR LATER

PRESS a programmable button with lights
PRESS [Feature] [2] [4]

CALL SCREENING— PARTNER ACS 3.0 OR LATER

PRESS a programmable button lights
PRESS [Feature] [2] [5]

VOICE MAIL AUTO DIAL BUTTON

PRESS a programmable button
PRESS left [Intercom]
DIAL [7] [7] [7]

⌬ = Button with Lights Required

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* Some systems allow programming from extension 11. Check the *Programming and Use* guide for the communications system.

† In some countries, the procedure code for Transfer Return Extension is #309. Check the *Programming and Use* guide for the communications system.

†† In some countries, the procedure code for Group Call Distribution is #205. Check the *Programming and Use* guide for the communications system.