

Quick Reference Guide For Partner Mail R1.5-R1.9 – Setup

1 - Determine which station ports of the Partner system the Partner Mail will utilize. These stations will be assigned to **Hunt Group 7**. Connect a standard line cord from each Partner Mail port to the station ports being used on the Partner system. **Do not** power on the Partner Mail yet.

2 - Go into Partner system programming from either station 10 or 11 (**Feature 00**, press the **Left Intercom** 2 times). Perform the following tasks:

Voice Mail Hunt Group 7 - Dial #505, dial 7, then assign (1) the voice mail hunt group stations as determined in step 1.

Group Call Distribution - Dial #206, dial 7, dial the line number (01-31) to be answered by the Auto Attendant, then assign (1) the line. Repeat for each line to be answered by the auto attendant. If this is a private line going to an individual station, you will instead assign **VMS Line Cover** (3) so that the Auto Attendant will answer with the individual's mailbox greeting instead of the main company greeting. You must also assign **Line Ownership** for private lines in Partner Mail programming.

VMS Hunt Delay (Partner Plus R3.1 or higher, Partner II R3.1 or higher, or Partner ACS R1 & R2) - Dial #506, assign Immediate (1), or Delayed (2) answer. The auto attendant will answer on either the 2nd ring (Immediate), or 4th ring (Delayed).

VMS Hunt Delay (Partner ACS R3 or higher) – Dial #506, dial 1 (Day) or 2 (Night), dial line number (01-31), dial number of rings before auto attendant answers (0-6)

VMS Hunt Schedule (Partner Plus R3.1 or higher, Partner II R3.1 or higher, or Partner ACS R1 & R2) - Dial #507, assign Always (1), Day Only (2), or Night Only (3). If the auto attendant hunt schedule is set to either Day Only or Night Only, then a **Night Service Button** must be assigned to station 10 to toggle between day mode and night mode.

VMS Hunt Schedule (Partner ACS R3 or higher) - Dial #507, dial line number (01-31), assign Always (1), Day Only (2), or Night Only (3). If the auto attendant hunt schedule is set to either Day Only or Night Only, then a **Night Service Button** must be assigned to station 10 to toggle between day mode and night mode.

Night Service Button - Dial #503, dial 3, then touch a programmable button with lights to assign the **Night Service Button** to station 10.

VMS Cover Rings (Partner Plus R4.0 or higher, Partner II R3.1 or higher, or Partner ACS R1 & R2) - Dial #117, dial the number of rings (1-9) before a transferred call is sent to a mailbox.

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VMS Cover Rings (Partner ACS R3 or higher) – Dial #321, dial an extension number, dial the number of rings (1-9) before a transferred call is sent to this extension's mailbox.

Automatic VMS Cover - Dial #310, dial an extension number, then assign (1) or unassign (2) **Automatic VMS Cover**. This feature will automatically send calls for an extension to its mailbox after the assigned number of **VMS Cover Rings**. **VMS Cover** can also be activated manually by dialing **Feature 15** at an extension, or pressing a programmed **VMS Cover** button.

3 – Power on the Partner Mail. Allow about 5 minutes for the Partner Mail to boot up. All Partner Mail port green lights will be lit steady when it is ready for operation.

Quick Reference Guide For Partner Mail R1.5-R1.9 – Auto Attendant

Selector Codes

Selector Codes are 1-9. Codes 1-5 are factory set for **Direct Extension Transfer**. This means that the Auto Attendant sees the digits 1-5 as the first digit of an extension number. Make sure that **Selector Codes** do not conflict with the dialing plan if **Direct Extension Transfer** will be used.

Selector codes can be changed to **Selector Code Transfer** to allow one digit transfer to an extension, **Calling Group** (71-74), or **Hunt Group** (770-776).

Selector codes can be changed to **Announcement** to play a recorded announcement. The **Announcement** must be recorded first before it can be assigned to a selector code.

Selector codes can be changed to transfer to a **Submenu**. The **Submenu** must be created first before it can be assigned to a selector code.

Selector codes can be changed to **Prompted Transfer**. This allows direct extension transfer when other selector codes are being used for **Submenus** and **Announcements**.

Changes to selector codes are made as follows:

- 1 - Dial **Intercom** 777
- 2 - Dial 9997#
- 3 - Dial password (1234 is default) and #
- 4 - Dial 9
- 5 - Dial 3 for Auto Attendant
- 6 - Dial 1 for day menu, or 2 for night menu
- 7 - Dial 6 to modify the menu
- 8 - Dial a selector code (1-9) to modify
- 9 - Dial 9 to confirm that you want to modify this selector code, or dial 6 to cancel
- 10 - Dial 1 for **Selector Code Transfer**, and dial extension or group number; dial 2 to play a **Submenu**, and dial **Submenu** number (01-99); or dial 3 for **Announcement**, and dial an **Announcement** number (01-99); or dial 4 for **Prompted Transfer**; or dial 5 for **Direct Extension Transfer**.
- 11 - Repeat steps 8-10 to modify other selector codes
- 12 - Dial * # when finished modifying selector codes
- 13 - Choose the **Dial 0/Timeout** option: 0=System Operator, 1=General Mailbox, 2=Disconnect caller, # = accept current setting.
- 14 - Dial # to use the existing **Main Menu Script**, or lift the handset and record the **Main Menu Script**.
- 15 - Dial * # to save the menu.

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Auto Attendant Greetings

These are the greetings first played when the Auto Attendant answers a call, depending on whether the Partner system is in day or night mode. These greetings are in the format, “Thank you for calling XYZ Company,” immediately followed by the Auto Attendant **Main Menu Script**. Also instruct the caller to dial 1 if the **Touchtone Gate** is turned on. If the **Touchtone Gate** is turned on calls will be sent to the **General Mailbox** unless the caller dials 1 instead of playing the Auto Attendant **Main Menu Script**. Changes to the **Auto Attendant Greetings** are made as follows:

- 1 - Dial **Intercom** 777
- 2 - Dial 9997#
- 3 - Dial password (1234 is default) and #
- 4 - Dial 9
- 5 - Dial 7 for **System Greetings**
- 6 - Dial 3 for Auto Attendant
- 7 - Dial 1 for day greeting, or 2 for night greeting
- 8 - Dial 1 to record greeting
- 9 - Lift handset and record after the tone (10 seconds max)
- 10 - Dial 1 when finished recording
- 11 - Dial 21 to re-record, 23 to play back, or *3 to delete the new greeting and use the current greeting.
- 12 - Dial * # to save the greeting.

Auto Attendant Main Menu Scripts. These are the greetings played when the Auto Attendant answers a call, depending on whether the Partner system is in day or night mode. These greetings play immediately following the **Auto Attendant Greetings**. Changes to the **Auto Attendant Main Menu Scripts** are made as follows:

- 1 - Dial **Intercom** 777
- 2 - Dial 9997#
- 3 - Dial password (1234 is default) and #
- 4 - Dial 9
- 5 - Dial 3 for Auto Attendant
- 6 - Dial 1 for day menu, or 2 for night menu
- 7 - Dial 6 to modify the menu
- 8 - Dial * # if no changes will be made to **Selector Codes**
- 9 - Dial # if no changes will be made to **Dial 0/Timeout** action.
- 10 - Lift the handset, record the **Main Menu Script** (up to 2 minutes)
- 11 - Dial 1 when finished recording
- 12 - Dial 21 to re-record, 23 to play back, or *3 to delete the new prompt and use previously recorded prompt.
- 13 - Dial * # to save the **Main Menu Script**

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Submenus – Up to 99 **Submenus** can be created, but it is suggested that no more than 3 menu levels be used so as not to confuse callers. **Submenus** are created as follows:

- 1 - Dial **Intercom** 777
- 2 - Dial 9997 #
- 3 - Dial password (1234 is default) and #
- 4 - Dial 9
- 5 - Dial 3 for Auto Attendant
- 6 - Dial 3 for **Submenus**
- 7 - Dial 4 to create a **Submenu**
- 8 - Dial **Submenu** (01-99) and #
- 9 - Dial **Selector Code** (1-9)
- 10 - Dial **Selector Code** action (1=Selector Code transfer, 2=Play a Submenu, 3=Play an Announcement, 4=Prompted transfer. Go to step 12, 5=Direct extension transfer. Go to step 12)
- 11 - Dial the extension, **Submenu** or **Announcement** number and #
- 12 - Repeat steps 9-11 for each **Selector Code**. Go to step 13 when finished.
- 13 - Dial * # to save **Selector Codes**
- 14 - Lift handset and record the **Submenu** script after the tone (2 minutes max)
- 15 - Dial 1 when finished recording
- 16 - Dial 21 to re-record, 23 to play back, *3 to delete, or * # to save menu

Quick Reference Guide For Partner Mail R1.5-R1.9 – Greetings & Announcements

Voice Mail Greeting – This is the greeting that plays when a subscriber logs into a mailbox, “Welcome to Partner Mail. Please enter extension and pound sign.” It is suggested that this greeting be left at default. It can be changed as follows:

- 1 – Dial **Intercom 777**
- 2 – Dial 9997 #
- 3 – Dial password (1234 is default) and #
- 4 – Dial 9
- 5 – Dial 7 for **System Greetings**
- 6 – Dial 1 for **Voice Mail Greeting**
- 7 – Dial 1 to record greeting
- 8 – Lift handset and record greeting after the tone (10 seconds max).
- 9 – Dial 1 when finished recording
- 10 – Dial 21 to re-record, 23 to play back, *3 to delete new greeting and use current greeting, or * # to save the greeting.

Announcements – Up to 99 **Announcements** can be recorded in Partner Mail. These **Announcements** are then assigned to **Selector Codes** in the **Auto Attendant** day or night menus, or **Selector Codes** in **Submenus**. **Announcements** can be up to 2 minutes long. Tell callers to dial * # to return to the previous menu, or * 4 to repeat the **Announcement**. **Announcements** are recorded as follows:

- 1 – Dial **Intercom 777**
- 2 – Dial 9997 #
- 3 – Dial password (1234 is default) and #
- 4 – Dial 9
- 5 – Dial 3 for **Auto Attendant**
- 6 – Dial 4 for **Announcements**
- 7 – Dial 7 to record an **Announcement**
- 8 – Dial an **Announcement** (01-99) and #
- 9 – Dial 9 to confirm, or 6 to cancel
- 10 – Lift handset and record **Announcement** after the tone (2 minutes max)
- 11 – Dial 1 when finished
- 12 – Dial 21 to re-record, 23 to play back, * 3 to delete, or * # to save the **Announcement**

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Adding a mailbox:

- 1 - Dial **Intercom 777**
- 2 - Dial 9997#
- 3 - Dial password (1234 is default) and #
- 4 - Dial 9
- 5 - Dial 4 for Mailboxes
- 6 - Dial 4 to create a new mailbox
- 7 - Dial mailbox number to be added and #
- 8 - Dial mailbox **Class Of Service** (1-9) and #
- 9 - Enter the first 10 characters of the user's last name
- 10 - Dial 9 to approve the name, or 6 to reenter
- 11 - Lift handset and record the user's name, dial 1 when finished.
- 12 - Dial 21 to re-record, 23 to play back, *3 to delete, or * # to save

Deleting a mailbox

- 1 - Dial **Intercom 777**
- 2 - Dial 9997#
- 3 - Dial password (1234 is default) and #
- 4 - Dial 9
- 5 - Dial 4 for Mailboxes
- 6 - Dial * 3 to delete the mailbox
- 7 - Dial mailbox number to be deleted and #
- 8 - Dial 9 to confirm mailbox deletion, or 6 to cancel

Assigning Line Ownership

- 1 - Dial **Intercom 777**
- 2 - Dial 9997#
- 3 - Dial password (1234 is default) and #
- 4 - Dial 9
- 5 - Dial 6 for **Line Ownership**
- 6 - Dial 4 to assign **Line Ownership**
- 7 - Dial a line number (01-24) and #
- 8 - Dial the line owner's mailbox number and #

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