# Quick Reference Guide For
# Partner Mail VS – Setup

1 - Determine which slot of the Partner system the Partner Mail VS will occupy. According to the chart on page 2, determine which stations will be assigned to the voice mail hunt group 7.  **Do not** install the Partner Mail VS without at least programming the voicemail hunt group 7.

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 mailbox owner's personal greeting instead of the main company greeting.  You must also assign **Line Ownership** for private lines in the Partner Mail VS 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.

# Quick Reference Guide For
# Partner Mail VS – Setup

**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 off the Partner system, plug in the Partner Mail VS module, insert the mailbox expansion card into the vertical slot on the front of the module (if applicable), then power on the Partner system.  Allow about 5 minutes for the Partner Mail VS to boot up.  All lights will be out on the Partner Mail VS when it is ready for operation.

## Determining The VS Mail Hunt Group Stations

**2-port systems**  **Partner Plus or Partner II**  **Partner II Expansion**

| VS Mail Slot | 2 | 3 | 4 | 1 | 2 | 3 | 4 |
|---|---|---|---|---|---|---|---|
| Hunt Group 7 Stations | 20, 21 | 26, 27 | 32, 33 | 38, 39 | 44, 45 | 50, 51 | 56, 57 |

**4-port systems**  **Partner Plus or Partner II**  **Partner II Expansion**

| VS Mail Slot | 2 | 3 | 4 | 1 | 2 | 3 | 4 |
|---|---|---|---|---|---|---|---|
| Hunt Group 7 Stations | 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 |

**2-port systems**  **Partner ACS with 206 expansion modules**

| VS Mail Slot | 1 | 2 | 4 | 5 |
|---|---|---|---|---|
| Hunt Group 7 Stations | 22, 23 | 28, 29 | 34, 35 | 40, 41 |

**2-port systems**  **Partner ACS with 308 expansion modules**

| VS Mail Slot | 1 | 2 | 4 | 5 |
|---|---|---|---|---|
| Hunt Group 7 Stations | 22, 23 | 30, 31 | 38, 39 | 46, 47 |

**4 –port systems**  **Partner ACS with 206 expansion modules**

| VS Mail  Slot | 1 | 2 | 4 | 5 |
|---|---|---|---|---|
| Hunt Group 7 Stations | 20, 21, 22, 23 | 26, 27, 28, 29 | 32, 33, 34, 35 | 38, 39, 40, 41 |

**4-port systems**  **Partner ACS with 308 expansion modules**

| VS Mail Slot | 1 | 2 | 4 | 5 |
|---|---|---|---|---|
| Hunt Group 7 Stations | 20, 21, 22, 23 | 28, 29, 30, 31 | 36, 37, 38, 39 | 44, 45, 46, 47 |

# Quick Reference Guide For
# Partner Mail VS – Auto Attendant

**Selector Codes** are 1-9. Codes 1-8 are factory set for **Direct Extension Transfer**. This means that the auto attendant sees the digits 1-8 as the first digit of an extension number. Code 9 is factory set to transfer directly to the attendant's mailbox without first ringing the extension. 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.

## Changes to selector codes are made as follows:
 1 - Press Intercom, dial 777
 2 - Dial 99#
 3 - Dial password (1234 is default) and #
 4 - Dial 9
 5 - Dial 3 for auto attendant programming
 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 enter extension or group number; or dial 3 for **Announcement**, dial an announcement number (1 or 2), and dial 1 to record announcement; 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 - Dial # to use the existing **Menu Prompt** and save changes made to selector codes, or dial 1 to record a new **Menu Prompt** (continue with step 10 of next section)

**Day or Night Menu Prompts.** These are the greetings played when the auto attendant answers a call, depending on whether the Partner system is in day or night mode.

## Changes to the auto attendant day or night menu prompts are made as follows:
 1 - Dial Intercom 777
 2 - Dial 99#
 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 1 to modify the menu prompt
10 - Lift the handset, dial 1, record the menu prompt (up to 4 minutes), dial 1 to end
11 - Choose an option: dial 21 to re-record the prompt, or 23 to play back the prompt
12 - Dial * # to save the menu

# Quick Reference Guide For
# Partner Mail VS – Mailboxes

**<u>Adding a mailbox:</u>**
1 - Dial Intercom 777
2 - Dial 99#
3 - Dial password (1234 is default) and #
4 - Dial 9
5 - Dial 4 for mailbox programming
6 - Dial mailbox number to be added and # (If all mailboxes have been assigned, another
    mailbox must be deleted before creating a new mailbox)
7 - Dial 4 to create this mailbox


**<u>Deleting a mailbox</u>**
1 - Dial Intercom 777
2 - Dial 99#
3 - Dial password (1234 is default) and #
4 - Dial 9
5 - Dial 4 for mailbox programming
6 - Dial mailbox number to be deleted and # (10 cannot be deleted)
7 - Dial * 3 to delete the mailbox
8 - Dial 9 to confirm mailbox deletion


**<u>Assigning Outcalling Privileges (</u>**pager notification, VS Release 4.0 or higher only**<u>)</u>**
1 - Dial Intercom 777
2 - Dial 99#
3 - Dial password (1234 is default) and #
4 - Dial 9
5 - Dial 4 for mailboxes
6 - Dial mailbox number to be assigned **Outcalling Privileges** and #
7 - Dial 5 for outcalling administration
8 - Dial 9 to allow outcalling
9- Administer/ Enable outcalling from the mailbox that is assigned privileges


**<u>Assigning Line Ownership</u>**
1 - Dial Intercom 777
2 - Dial 99#
3 - Dial password (1234 is default) and #
4 - Dial 9
5 - Dial 6 for **Line Ownership** programming
6 - Dial 4 to assign **Line Ownership**
7 - Dial a line number (01-31) and #
8 - Dial the line owner's mailbox number and #

# Quick Reference Guide For
# Partner Mail VS – Contact Info
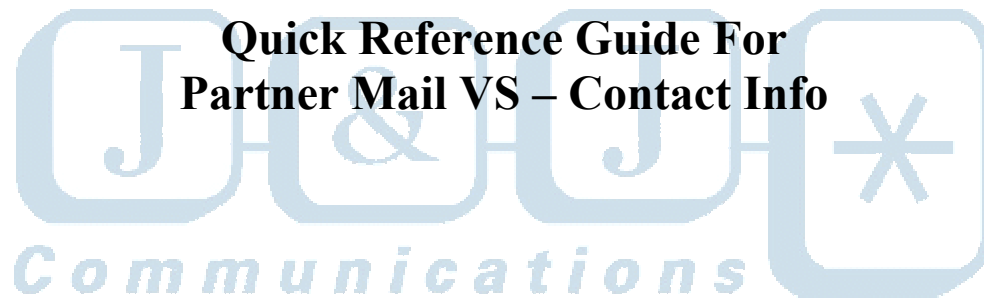
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