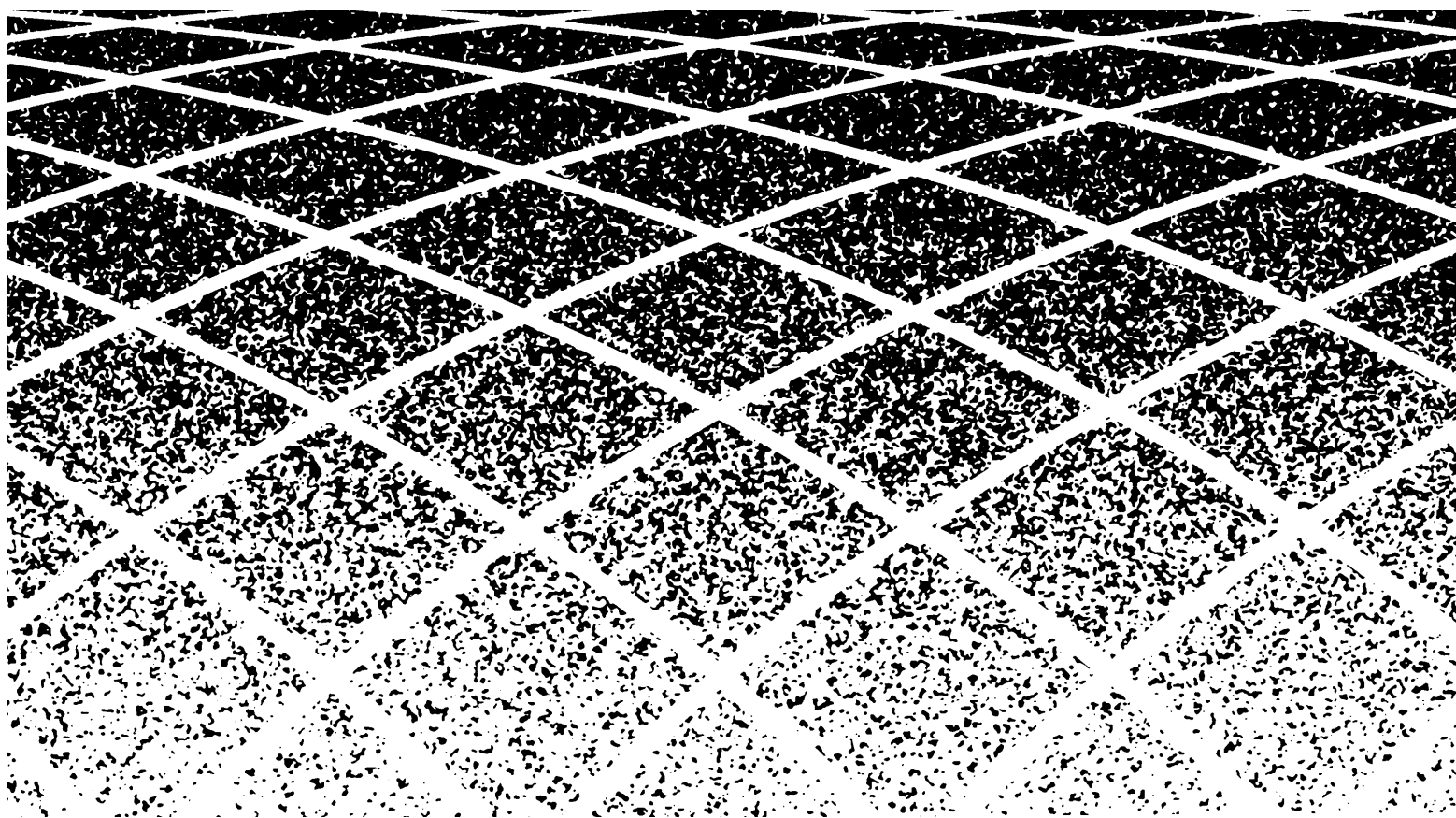




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Issue 1
August 1992

PARTNER MAIL TM
Voice Messaging System
Planning Guide and Forms



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Support Telephone Numbers

AT&T provides a toll-free customer helpline 24 hours a day. In the U.S. call the AT&T Helpline at 1-800-628-2888 or your AT&T authorized dealer. If you need assistance when installing, programming, or using your system. For assistance in Canada, contact your local AT&T authorized representative.

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About This Guide

This guide provides planning information and forms for the PARTNER MAIL™ Voice Messaging System. As the system owner, use this guide to:

- update the *System Planner* for the PARTNER® II Release 3 Communications System to indicate how a technician should program the PARTNER System to integrate with the PARTNER MAIL system,
- complete the PARTNER MAIL system planning forms to indicate how an implementor should program the PARTNER MAIL system.

AT&T support personnel, or your AT&T authorized dealer, will help you complete both sets of forms.

Chapter 1 describes the many features available with the PARTNER MAIL Voice Messaging System. Although your company's needs dictate how you plan to use this flexible system, this guide also includes a series of planning examples in *Appendix C* which lead you through the PARTNER MAIL system feature selection and planning process.

Chapter 2 guides you through the process of completing the PARTNER II Release 3 system planning forms required to integrate the PARTNER MAIL system.

Chapter 3 provides a guide for completing the PARTNER MAIL system planning forms.

In addition to planning instructions, this guide contains blank PARTNER MAIL system planning forms in *Appendix A*, a table of factory settings in *Appendix B*, a *glossary* of terms used in this guide, and an *index*.

Guide to the Instructions

Refer to the following table for a list of planning items, the tasks required to perform each item, and the chapter number where you will find the instructions.

ITEM	TASKS	CHAPTER NUMBER
Select PARTNER MAIL system Features	Select Automated Attendant VMS Hunt Schedule VMS Hunt Delay Select Call Answer Service Extension Coverage Line Coverage Voice Mailbox Transfer	Chapter 1
Plan the Integration of PARTNER II with the PARTNER MAIL system	Update: Form A: System Configuration Form B1: System Extensions Form B2: Customized Extension Settings Form C: Telephone Button Programming	Chapter 2
Plan the Administration of the PARTNER MAIL system	Complete the PARTNER MAIL system Planning Forms 1 through 10.	Chapter 3

Conventions

The following conventions are used throughout this guide:

EXTENSION means press the buttons on the dialpad for the appropriate extension.

[#] means press the pound button. The pound button is frequently used as a termination character, enabling the system to detect the end of an extension or password you have entered.

PASSWORD means press the buttons on the dialpad for the appropriate password.

MAILBOX means press the buttons on the dialpad to dial the Mailbox number of a subscriber. Usually the Mailbox number is the same as a subscriber's extension number.

[*] means press the star button on the dialpad.

The prompts or responses played by the system are shown in this manner:

Record at the tone.

✓ means that the programmable setting to the left of the ✓ is the factory setting.

Related Guides

The following guides are available to help you set up, use, and maintain the PARTNER MAIL system when it is installed with the PARTNER II Release 3 Communications System. *PARTNER MAIL™ Voice Messaging System Installation and Use* is supplied with the PARTNER MAIL system.

You can order additional copies of the related system guides listed in the following table from the AT&T Customer Information Center. Phone numbers are listed on the inside front cover.

Guide Title	Order Number
PARTNER MAIL system	
Planning Guide and Forms	585-322-501
Installation and Use	585-322-101
User's Quick Reference Card	585-322-701
PARTNER II Release 3	
Programming and Use	518-455-311
System Planner	518-455-315
Quick Reference for Use with MLS-Series Telephones	518-455-306
Installation	518-455-313

Introduction

1

The PARTNER MAIL Voice Messaging System is a single unit that adds the capabilities of Automated Attendant service, Call Answer Service, and Voice Mail Service to the PARTNER II Release 3 Communications System.

The PARTNER MAIL system automates call handling by answering calls and presenting the caller with a menu of options so that the call can be routed directly to the desired extension. The PARTNER MAIL system routes calls and fax transmissions, answers calls, provides after-hours service and allows subscribers to send and receive messages.

The PARTNER MAIL system is available in two configurations: single voice processing card (2-port) and two voice processing cards (4-port).

A Remote Maintenance Device (RMD) is included to provide AT&T Service personnel remote access to the PARTNER MAIL system.

Responsibilities

Take a moment to identify the personnel responsible for planning, installing, programming, and maintaining the PARTNER MAIL system. With the exception of the Implementor / Technician, all of the remaining functions could be performed by a single person.

System Planner

The system planner works closely with the PARTNER II System Manager to coordinate the programming. (In many companies, the System Administrator for the PARTNER MAIL system and the System Manager for the PARTNER System are the same person.) The two systems must function as an integrated unit.

Implementor / Technician

The implementor or technician installs the PARTNER MAIL system and performs the initial programming. An implementor or technician must also program the initial settings for the PARTNER System to integrate it with the PARTNER MAIL system. The implementor needs the completed planning forms to program the systems.

System Administrator

The PARTNER MAIL System Administrator maintains the PARTNER MAIL system by modifying mailboxes, changing menus and greetings, and reporting any system problems. The System Administrator should provide a copy of the procedure titled *Forwarding General Mailbox Messages* to the General Mailbox Owner. This procedure is included at the back of this guide.

General Mailbox Owner

Messages that are not directed to a subscriber's mailbox may be stored in the General Mailbox. The General Mailbox Owner forwards messages from the General Mailbox to the intended subscriber's mailbox. The System Administrator should provide a copy of the procedure titled *Forwarding General Mailbox Messages* to the General Mailbox Owner. This procedure is included at the back of this guide.

Introduction

System Operator

The System Operator is the receptionist or system user who is primarily responsible for answering calls. Typically, this person is also the General Mailbox Owner.

Fax Message Receiver

The Fax Message Receiver is the person to notify whenever a fax is received at a fax extension.

System Services and Features

Figure 1-1 provides an overview of the services offered by the PARTNER MAIL system. Read the following descriptions of the Automated Attendant service, Call Answer Service, Voice Mail Service and their related features; then keep in mind the type of service and features your company needs.

Refer to “Appendix C: PARTNER MAIL Case Studies” to determine how hypothetical customers planned the implementation of the PARTNER MAIL system. Appendix C provides practical examples of how to select, plan, and program the PARTNER II and PARTNER MAIL systems.

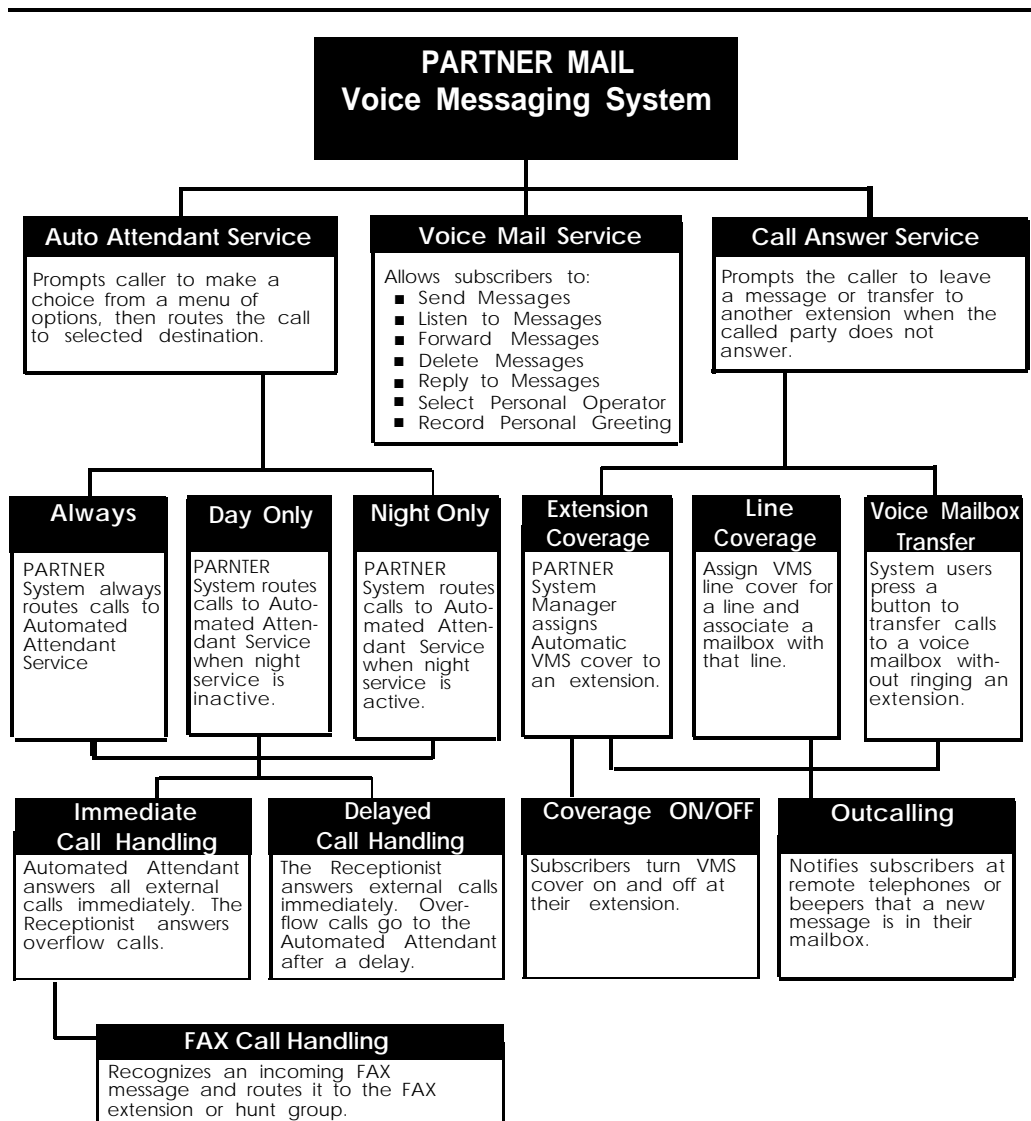


Figure 1-1. Overview of PARTNER MAIL Services

Automated Attendant Service

The Automated Attendant service consists of a greeting and a multi-level menu, which provides callers with a number of options that enable them to reach an extension, a group of extensions, or obtain information, by pressing a single digit or by dialing an extension number.

This service provides several benefits to callers and your company. The Automated Attendant service:

- Efficiently routes calls to the correct party.
- Prompts the caller to leave a message or try another extension if the called party does not answer or the phone is busy.
- Enables the caller to access the dial-by-name directory if they do not know the extension that they need.
- Plays announcements of frequently requested information (such as directions or business hours) as menu options, thereby freeing an employee's time for other tasks.
- Receives and transfers fax calls to a designated extension(s).

The PARTNER MAIL Automated Attendant service is useful for many businesses, such as banks, insurance agencies, post offices, and stores. A bank could, for example, use Automated Attendant service to allow its customers to select information from a multi-level menu. This information could include current mortgage interest rates or the current interest rates on money market funds. The Automated Attendant service also allows callers to wait to speak to a customer representative.

The menu frees the bank employees to handle customer transactions while the Automated Attendant service provides general information. In a business like this, the PARTNER MAIL System Administrator would program the Automated Attendant service to allow callers to stay on the line or enter an extension to reach a banker.

Selection Considerations

When planning PARTNER MAIL Automated Attendant service you must decide:

- Which outside lines (if any) are answered by the Automated Attendant service.
- When you want the PARTNER System to route calls to the PARTNER MAIL system — *Always, Day Only, or Night Only*. This is called the *VMS Hunt Schedule*.
- If you want *Immediate Call Handling* (the Automated Attendant service answers most calls, and your receptionist and other system users serve as a backup) or *Delayed Call Handling* (the system users handle most calls and the Automated Attendant services is the backup). This is called the *VMS Hunt Delay*.

The following three sections explain how to make selections for each feature of the Automated Attendant service.

Selecting Outside Lines for Automated Attendant Service

Select the outside lines that require the Automated Attendant service.

Selecting the VMS Hunt Schedule

You can set the PARTNER II Release 3 system to route outside calls to the PARTNER MAIL Automated Attendant service always, during the day only, or only during the night. The schedule that you select and the greeting that the caller hears depend upon the setting of the PARTNER II Night Service button. When Night Service is ON — and the Hunt Schedule is Always or Night only — the PARTNER MAIL Automated Attendant service plays the Night Greeting. When the Night Service button is OFF — and the Hunt Schedule is set to Always or Day only — the Day Greeting plays. What follows is a summary of the three choices:

- Always ✓ : Causes the PARTNER System always to route outside calls to the PARTNER MAIL Automated Attendant service for call handling.
- Day Only: Causes the PARTNER System to route outside calls to the PARTNER MAIL Automated Attendant service only when the Night Service is OFF.
- Night Only: Causes the PARTNER System to route outside calls to the PARTNER MAIL Automated Attendant service only when the Night Service is ON.

Selecting the VMS Hunt Delay

You must set the Automated Attendant service to handle calls in one of two ways: Immediate Call Handling or Delayed Call Handling.

Immediate Call Handling

The PARTNER MAIL system answers incoming calls after the second ring by playing the Automated Attendant Day or Night Greeting (Figure 1-2). Callers using rotary phones or callers requesting assistance can be transferred to the receptionist's extension or any other predesignated extension.

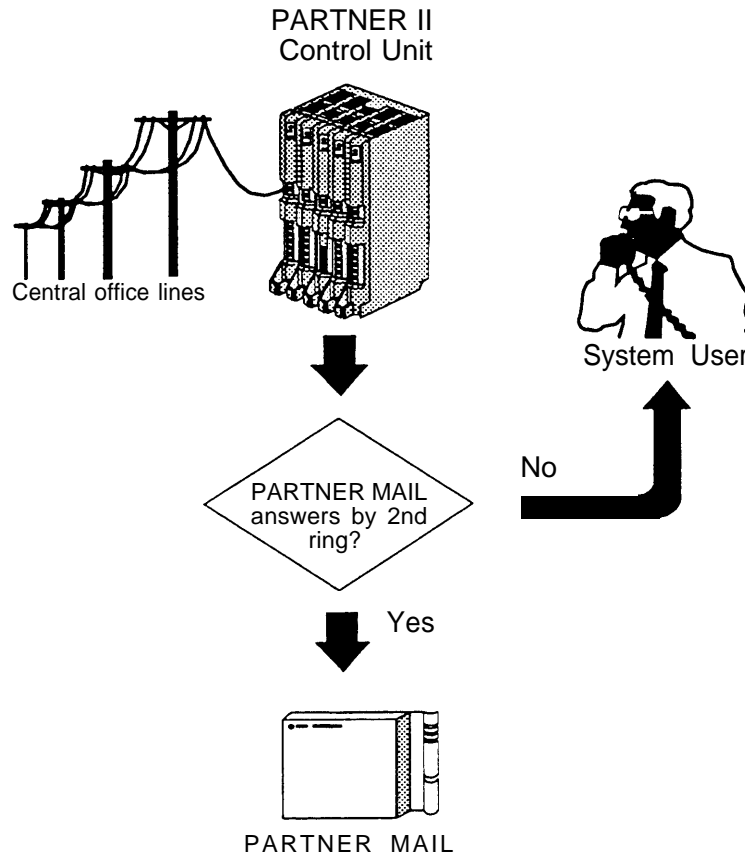


Figure 1-2. PARTNER MAIL System as Immediate Call Handler

Fax Call Handling

The Automated Attendant service recognizes and routes fax calls to the fax machine(s) if the PARTNER MAIL system has a Fax Extension or Fax Extension Hunt Group administered. You must select Immediate Call Handling to use the Fax Call Handling feature. Fax Call Handling eliminates the need to dedicate a line for fax machines. You can enhance this feature by designating a Fax Message Receiver as described earlier in this chapter.

Delayed Call Handling

An outside call rings at the system extensions. If a system user does not answer the call after the fourth ring, the PARTNER System sends the call to the Automated Attendant service as shown in Figure 1-3. This delay allows any system user to answer the call before the PARTNER System routes the call to the PARTNER MAIL system.

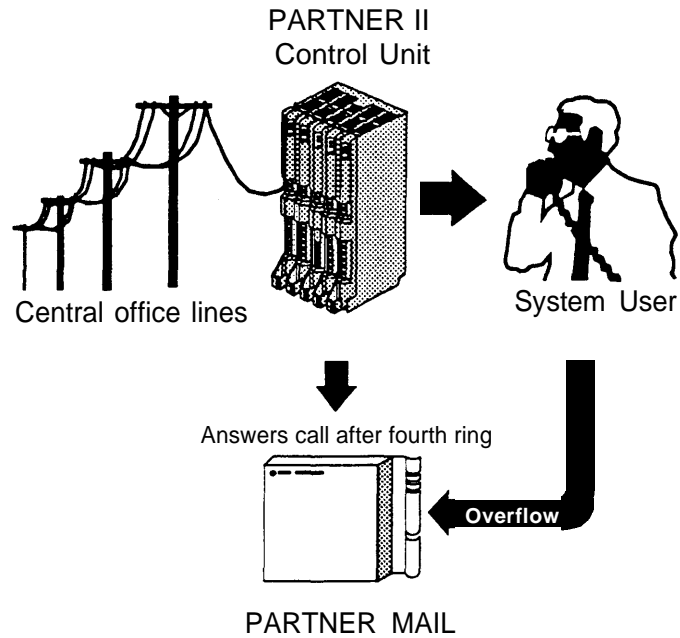


Figure 1-3. PARTNER MAIL System as Delayed Call Handler

Voice Mail Service

The Voice Mail Service allows subscribers (people registered on the PARTNER MAIL system) to perform these tasks:

- Listen to messages.
- Create a message and send it to one or more subscribers.
- Receive a message and forward it to one or more subscribers, with additional comments, if desired.
- Record their own personal greeting and name.
- Assign their own password, which they can change at any time to ensure that messages are kept confidential.
- Designate a subscriber to serve as their Personal Operator. The PARTNER MAIL system connects callers to a Personal Operator if they press [0] after a personal greeting plays.

In addition, the Voice Mail Service allows the System Administrator to do the following:

- Create group lists to enable subscribers to send a single message to several subscribers.
- Use the Broadcast feature to send a single message to all subscribers.
- Perform administration of the PARTNER MAIL system.

Subscriber's Mailbox

By default, the PARTNER MAIL system provides mailboxes for extensions 10 through 57. Users assigned to those extensions are PARTNER MAIL subscribers. Except for the General Mailbox, a user's extension number and mailbox number are the same. When a caller leaves a message, the PARTNER MAIL system places the message in the called subscriber's mailbox, and turns ON the message light at the subscriber's system phone. Subscribers with the Outcalling feature can also have the system call an off-site telephone, or beeper to inform the subscriber that a new message has arrived in his or her mailbox. The Outcalling feature is described later in this chapter.

Call Answer Service

Call Answer Service provides three major features:

- Extension Coverage
- CO Line Coverage
- Voice Mailbox Transfer

Call Answer Service is useful to employees who rely exclusively on the telephone, are on the road during the day, or may be unavailable much of the time. With Call Answer, potential clients can leave detailed messages in the employee's mailbox. The employee can retrieve the message at his or her convenience and get back to the client. These features and two additional features are described below.

Extension Coverage

Extension coverage consists of the following:

- Automatic VMS Cover which allows callers to leave messages or transfer to another extension when the extension called is busy or does not answer, and
- the VMS Cover button which enables users to turn VMS Cover ON and OFF at their extension.

Automatic VMS Cover

When VMS cover is activated at the called extension, the system greets the caller with the called party's personal greeting or with the system greeting if a personal greeting is not recorded. The caller may do one of the following:

- Press [0] to transfer to the System Operator or the called party's personal operator.
- Press [*] [8] to transfer to another extension.
- Record a message that the PARTNER MAIL system leaves in the called party's mailbox.

VMS Cover Button

Regardless of the Automatic VMS Cover setting, the PARTNER System enables users to press a programmed button to turn Voice Mail Cover ON or OFF at an extension. Users must program a button with lights on their system telephone (MLS-34D, MLS-18D, MLS-12, MLS12D, MLS-6, MLC-6 model telephones) for this purpose.

CO Line Coverage

The PARTNER MAIL system provides two levels of line coverage if you do not want to use PARTNER MAIL Automated Attendant service, or you want to provide coverage for a private line.

CO Line Coverage consists of assigning VMS Line Cover to a line enabling callers who call in on the covered line to leave messages in the General Mailbox if no owner is assigned to the line and no one answers the call. To enhance this feature, the System Administrator assigns PARTNER MAIL Line Ownership to specify a subscriber's extension (mailbox) as the "owner" of the covered line. When a call comes in on the covered line, the system routes the caller to the line owner's mailbox if the call is not answered. The caller has the option of leaving a message or transferring to another extension.

Voice Mailbox Transfer

Users may program buttons on their system phones that allow them to transfer callers directly to another subscriber's voice mailbox without causing the phone to ring at the subscriber's extension. This feature is useful when handling a call for a person who is not at his or her desk. You can transfer callers to the subscriber's voice mailbox where they can leave a message.

Outcalling

The Outcalling feature enables the PARTNER MAIL system to notify a subscriber at a remote telephone, or activate the subscriber's beeper or pager, when a new message is in the subscriber's mailbox. Subscribers who have the Outcalling feature administered to their mailbox, can remotely log on to PARTNER MAIL Voice mail Service and retrieve the new message or turn Outcalling ON or OFF. They can also enter and change their outcalling telephone, beeper or pager number using the Voice Mail Service (see the previous section).

PARTNER System Planning

2

This chapter describes how to complete the PARTNER II Release 3 planning forms to integrate the PARTNER MAIL system and the PARTNER II Communications System.

Ask the System Manager for the PARTNER System to provide the following PARTNER II Release 3 planning forms:

- Form A: System Configuration
- Form B1: System Extensions
- Form B2: Customized System Extensions
- Form C: Telephone Button Programming

Update these forms when adding a new PARTNER MAIL system to your existing PARTNER Communications System. Complete the forms “from scratch” when installing a new PARTNER MAIL system and a new PARTNER System.

Copy the completed forms, and store the copies in the pocket of the back cover of *PARTNER MAIL™ Voice Messaging System Installation and Use*. Return the originals to the System Manager

Form A: System Configuration

7 System Lines Number of Lines (#104) ____

Line Jack No	Telephone Number	Line Type (#20)	Line Coverage	Line Owner (#301)	Caller ID?	Other Subscription Services
01	555-1000	TT	VMS-AA			
02	555-1001	TT	VMS-AA			
03	555-1002	TT	VMS-AA			
04	555-1003	TT	VMS-AA			
05	555-1004	TT	VMS-AA			
06	555-1005	TT	VMS-AA			
07	555-1006	TT	VMS-AA			FRED WARICK
08	555-7320	TT	VMS-MAIL			JARA EVANS
09	555-7331	TT	VMS-MAIL			
10						

8 System Settings Check if applicable

- Transfer Return Rings (#105) ____
- Outside Conference Denial (#109)
- Toll Call Prefix (#402) not required
- System Password (#403) _____
- Emergency Telephone Number List (Form D)
- Night Service Button (#503)

Auxiliary Equipment (System) Check if applicable

- Music on Hold (#602)
- SMOR Record Type (#608)
 - All calls
 - Outgoing calls only
- Loudspeaker Paging
 - Number of zones ____
- PARTNER MAIL Automated Attendant Service
 - VMS Hunt Delay (#506)
 - Immediate call handling
 - Delayed call handling
 - VMS Hunt Schedule (#507):
 - Always (with Day/Night schedules)
 - Day only
 - Night only

Figure 2-1. PARTNER II Form A: System Configuration

PARTNER II Form A (Figure 2-1) shows the basic configuration of your Communications System. Use this procedure to specify the system-wide settings required when adding a new PARTNER MAIL system to your existing PARTNER System. Refer to the *PARTNER® II Communications System Release 3 System Planner* for instructions on how to complete the forms when installing a new PARTNER MAIL system and a new PARTNER System.

- Obtain Form A.
- Ensure that the Telephone Number and Line Type are completed for each Line.
- Identify each line that the PARTNER MAIL system covers using Automated Attendant or Call Answer Service.

1. For Automated Attendant service: write “VMS-AA” for each Line that you want to receive the PARTNER MAIL Automated Attendant service.

2. For Call Answer Service:
 - Write "**VMS-MAIL**" for each Line covered by the PARTNER MAIL Call Answer service.
 - Write the name of the subscriber who owns the Line in the Line Owner column. Refer to Chapter 1 of this guide for a description of the Line Coverage feature.
3. If you intend to use the PARTNER MAIL Automated Attendant service to cover calls during the night, or whenever the office is closed, check the box next to "Night Service Button".
4. Check the box next to "VMS Automated Attendant Service" if you intend to use the PARTNER MAIL Automated Attendant Service.

 **NOTE:**

The ✓ indicates the factory setting.

5. Indicate whether outside calls should ring at the PARTNER MAIL Automated Attendant with no delay — **Immediate Call Handling** — or ring at the PARTNER MAIL Automated Attendant if the user does not answer the call after three rings — **Delayed Call Handling**.
 - No Delay ✓ : Check this block to select Immediate Call Handling.
 - Delay for 3 rings: Check this block to select Delayed Call Handling.
6. Indicate when the Automated Attendant Immediate or Delayed Call Handling feature is active:
 - Always ✓ : Check this block to cause the PARTNER System to always route outside calls to the PARTNER MAIL system for call handling.
 - Day only: Check this block to cause the PARTNER System to only route outside calls to the Automated Attendant when Night Service is OFF.
 - Night only: Check this block to cause the PARTNER System to only route outside calls to the Automated Attendant when Night Service is ON.

Form B1: System Extensions

Ext. Jack No.	Name/Description	Telephone					Aux. Eq.		User Group ID	Trans. Return Ext. (#306)	High Service (F501)
		MS-20	MS-20A	MS-100	MS-120	MS-12	MS-C-Connect	Standard			
10	JARA EVANS	X							A		
11	JOE JONES	X							C		
12	PRES FRED WADICK	X							D		
13	VP AL JAFFE	X							E		
14	ABBY REED	X							C		
15	AC JONES	X							C		
16	MARILYN WARNER	X							C		
17	BURT CHAMBERS	X							C		
18	BILLY BUTLER	X							C		
19	MILLE SESSIONS	X							C		
20	B. WHITE	X							B		
21	L. VAN DINE	X							B		
22	C. LITTLETON	X							B		
23	RICH MICHAELS	X							B		
24	MARK RICHARDS	X							D		
25	M. MAY	X							F		
26	G. SMITH	X							F		
27	MIKE STONE	X							F		
28	POWER FAILURE										
29	D. WEISS	X							B		
30	C. HAINES	X							B		
31	TERRY CLIFT	X							B		
32	FAX	X							H		
33	FAX	X							H		

Ext. Jack No.	Name/Description	Telephone					Aux. Eq.		User Group ID	Trans. Return Ext. (#306)	High Service (F501)
		MS-20	MS-20A	MS-100	MS-120	MS-12	MS-C-Connect	Standard			
34	POWER FAILURE										
35	RMD								G		
36	VMS								K		10
37	VMS								K		10
38	VMS								K		10
39	VMS								K		10
40											
41											
42											
43											
44											
45											
46											
47											
48											
49											
50											
51											

Figure 2-2. PARTNER II Form B1: System Extensions

Use Form B1 (Figure 2-2) to record the equipment connected to an extension, and who owns the extension. Complete the following information to reflect the addition of the PARTNER MAIL system.

1. For Subscribers:
 - Ensure that the Name of each PARTNER MAIL subscriber is listed on the form. Since the PARTNER MAIL system is shipped with mailboxes created for extensions 10 through 57, the subscriber's mailbox number corresponds to their extension.
 - Ensure that the type of system telephone connected at each subscriber's extension is indicated in the Telephone column.

2. For the PARTNER MAIL RMD:
 - Write “**MAIL RMD**” next to the extension number that corresponds to the extension jack on the 206 module that connects to the RMD.
 - Mark an X in the “Aux. Eq. — Other” column.
 - Do not use the top jack of any 206 module or any of the power failure transfer extensions 10, 16, 22, 28, 34, 40, 46, or 52.
 - Refer to Form B2 (if completed) and locate the ID for the RMD User Group. Write the User Group ID shown on Form B2 into the “User Group ID” column. In this example you would write “G” in the “User Group ID” column.
3. For the two or four PARTNER MAIL system extensions:
 - Write “**VMS**” next to the each extension number that corresponds to an extension jack on the 206 module that connects to a PARTNER MAIL system port.
 - Mark an X in the “Aux. Eq. — VMS” column for each PARTNER MAIL system extension.
 - Write the extension (usually the System Operator’s extension) in “Trans. Return Ext.” column. If the system transfers a call to an extension which has VMS coverage turned OFF, and that extension does not answer, the system transfers the call to the Transfer Return Extension.
 - Refer to Form B2 (if completed) and locate the ID for the VMS User Group. Write the User Group ID shown on Form B2 into the “User Group ID” column. In this example you would write “K” in the “User Group ID” column.
 - Do not use the top jack of any 206 module or any of the power failure transfer extensions 10, 16, 22, 28, 34, 40, 46, or 52.
4. For Fax Call Handling:
 - Write “**FAX**” next to the extension number that corresponds to each extension jack on the 206 module where a fax machine is connected.
 - Mark an X in the “Aux. Eq. — FAX” column for each Fax extension.
 - Refer to Form B2 (if completed) and locate the ID for the FAX User Group. Write the User Group ID shown on Form B2 into the “User Group ID” column. In this example you would write “I” in the “User Group ID” column.

Form B2: Customized Extension Setting

User Group ID	Exts. in Group	Line Settings				Extension Features					Restrictions/Permissions				Group Assignments											
		Line Assignment (R301)	Line Access Restriction (R302)	Line Ringing (CTP)	Automatic Line Selection (CTP)	Display Lang. (R303)	Auto Ext. Privacy (R304)	Abbr. Ring (R305)	Forced Acct. Code Entry (R307)	Auto VMS Cover (R310)	Grouping Restr. (R301)	Deallowed Lts (R404)	Allowed Lts (R408)	Calling Groups (R502)	Pickup Groups (R501)	Humt Groups (R505)	TMR Only									
												1	2	3	4	1	2	3	4	1	2	3	4	5	6	7
Default		01-07	NP	IA#	01-04	F	Off	On	Off	On	NP	Not Assigned				Not Assigned										
A Recept.	10	01-07 08-09																								
B Basic Users		01-04										✓	✓													
C SALES	14-19	01-04										✓	✓													
D PRES	12	08-09																								
E V.P.	13	01-04																								
F SHIP	26-27	08-06										✓														
G RMD	35	REMOVE						ON																		
H																										
I FAX	32-33	06-07						ON				✓	✓													✓
J Std. Phone					16																					
K VMS	36-39	01-09						ON				✓														✓

Figure 2-3. PARTNER II Form B2: Customized Extension Settings

Use Form B2 (Figure 2-3) to identify groups of extensions which have the same settings. A single extension may be included in its own user group if it has unique settings. Whoever programs the PARTNER System can copy these settings from a previously programmed extension using the Copy Settings programming option (#399). The *System Planner* provides instructions for how to complete Form B2 for the Receptionist (System Operator), other users and for fax extensions. Use the procedure below to complete Form B2 for the PARTNER MAIL system extensions and the Mail RMD.

1. For the PARTNER MAIL system extensions:
 - Locate VMS in the “User Group ID” column and write K in that column.
 - Write the extension numbers for the PARTNER MAIL system extensions in the “Exts. in Group” column.
 - This setting determines whether users may join calls on an extension.
 - For Delayed Call Handling: Write OFF in the “Auto Ext. Privacy” column to make sure privacy is not assigned to the PARTNER MAIL system extensions. This allows users to join a call after it has been answered by the Automated Attendant service. The system automatically disconnects from the call.
 - For Immediate Call Handling: Write ON in the “Auto Ext. Privacy” column to make sure privacy is assigned to the PARTNER MAIL system extensions. This prevents users from joining a call after it has been answered by the Automated Attendant service.
 - Leave the remaining items blank if you intend to use the “Default” settings listed at the bottom of the form.
 - Write an ID (K in this example) in the “User Group ID” column on Form B1 for each PARTNER MAIL system extension (Figure 2-2).

The example in Figure 2-3 indicates that the default settings will apply to the PARTNER MAIL system extensions except for the following:

- Disallowed List number 1 is assigned to the PARTNER MAIL system extensions. This means that the outcalling feature cannot be used to place calls to the numbers listed in Disallowed List 1. (Refer to Chapter 1 in this guide for a description of the outcalling feature, and refer to *PARTNER II Release 3 Programming and Use* for instructions on how to program Disallowed Lists.

2. For Fax Call Handling:
 - Write FAX in the “User Group ID” column, and assign an ID (An unused Alpha character from A to Z).
 - Write the fax extension number(s) into the “Exts. in Group” column.
 - Write the group ID (I in this example) into the “User Group ID” column of Form B1 for each fax extension (Figure 2-2).
 - Write YES in the “Auto. Ext. Privacy” column. This setting ensures that fax calls are not interrupted.
 - Make entries as appropriate for the remaining items, or leave the remaining items blank if you intend to use the “Default” settings listed at the bottom of the form.

If you intend to send and receive faxes, you may assign lines using the “Line Assignment” column, and indicate “No Ring” in the “Line Ringing” column.

3. For the RMD:
 - Write MAIL RMD in the “User Group” column and assign an ID.
 - Write the RMD extension number into the “Exts. in Group” column.
 - Write “Remove all lines” in the Line Assignment column.
 - Write YES in the “Auto. Ext. Privacy” column. This setting ensures that maintenance calls are not interrupted.
 - Make entries as appropriate for the remaining items, or leave the remaining items blank if you intend to use the “Default” settings listed at the bottom of the form.
 - Write the group ID into the “User Group ID” column of Form B1 for the RMD (Figure 2-2).

4. For other users:
 - Determine if Auto VMS Cover should be ON or OFF for the Basic User extensions. Write ON, or OFF in the Auto. VMS Cover column.
 - Assign User Group IDs.
 - Write the group ID (B in this example) into the “User Group ID” column of Form B1 for the users (Figure 2-2).

Form C: Button Programming

Form C provides button templates for each type of MLS and MLC telephone. It is recommended that you program a button on the telephone for the following PARTNER MAIL system features:

- Night Service button (Program on a system telephone at extension 10 only): enables user to turn Night Service ON or OFF. When Night Service is ON, and the PARTNER MAIL Automated Attendant handles calls always or at night only, the system plays the Night Greeting and Night Menu.

The following buttons may be programmed onto any telephone.

- VMS Cover button: enables users to turn VMS Coverage ON or OFF at their extensions.
- Voice Mailbox button: enables users to transfer callers directly to a PARTNER MAIL system subscriber's mailbox so that the caller can leave a message.
- Auto Dial to the PARTNER MAIL system: enables users to press one button to dial the PARTNER MAIL Hunt Group (777).

Night Service

1	NIGHT SVC					
	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
	VM BOX					
	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
VM COVER						
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
VM MESSAGES						
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
<input type="checkbox"/> 05	<input type="checkbox"/> 06	<input type="checkbox"/> 07	<input type="checkbox"/> 08	Ext. 10		
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> DEL			
<input type="checkbox"/> 01	<input type="checkbox"/> 02	<input type="checkbox"/> 03	<input type="checkbox"/> 04	<input type="checkbox"/> Intercom	<input type="checkbox"/> Intercom	
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	

Figure 2-4. PARTNER System Template for Night Service

Refer to section "8. System Settings" on PARTNER II Form A: System Configuration. If "Night Service Button" is checked. Obtain the template for the system telephone (MLS-34D, MLS-12D, or MLS-18D) at extension 10.

1. Select a button with lights and write "NightSVC" on the template area for the selected button (Figure 2-4). When the feature button light is ON, the Night Service feature is ON.

Any System Phone Features

The following feature buttons may be programmed on any user's system telephone. Obtain the template for the system telephone (MLS-6/MLC-6, MLS-12D/MLS-12, MLS-18D) at the user's extension.

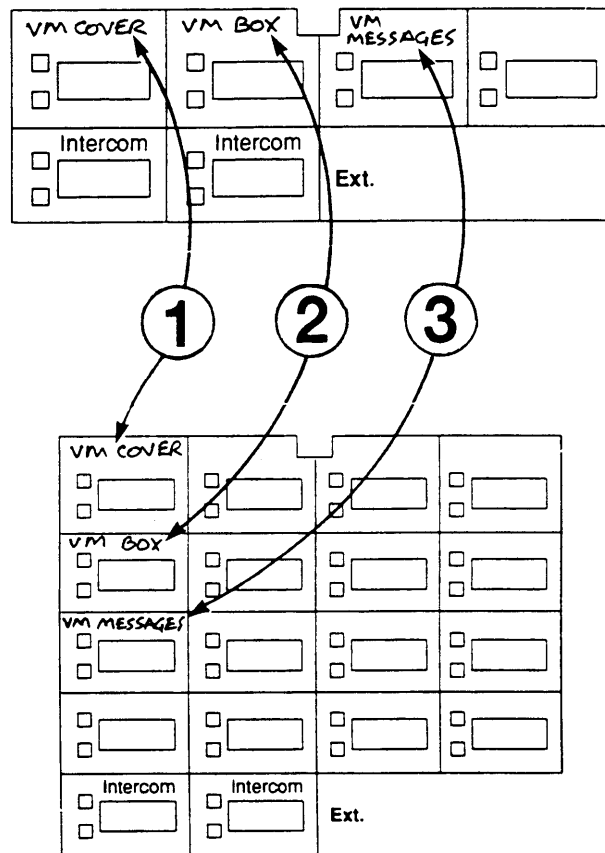


Figure 2-5. PARTNER II R3 Form C for MLS6 and MLS18D

VMS Cover

1. Select a button with lights and write "VMCover" on the template area for the button (Figure 2-5).



NOTE:

Turning VMS coverage ON and OFF at an extension does not affect CO Line Coverage for outside calls ringing at that extension.

Voice Mailbox Transfer

2. Select a button to activate the Voice Mailbox Transfer feature and write "VMBox" on the template area for the selected button.

Auto Dial into PARTNER MAIL System

3. Select a button that enables callers to automatically dial the PARTNER MAIL system Hunt Group and write "VM Messages" on the template area for the selected button.

PARTNER MAIL Planning

3

This chapter contains instructions for completing the PARTNER MAIL system planning forms. You need information from the following PARTNER II Release 3 forms:

- Form A: System Configuration
- Form B1: System Extensions
- Form B2: Customized Extension Settings

You can find blank PARTNER MAIL system planning forms in Appendix A. Make copies of the forms for planning and leave the originals in this manual. Store the completed forms in the back cover of *PARTNER MAIL™ Installation and Use*.

The PARTNER MAIL system forms you need are listed below:

- Form 1: Mailbox Assignments
- Form 2: System Parameters
- Form 3: Voice Mail Greeting
- Form 4: Automated Attendant Settings
- Form 5: Automated Attendant Day Greeting and Menu
- Form 6: Automated Attendant Night Greeting and Menu
- Form 7: Automated Attendant Submenus
- Form 8: Automated Attendant Announcements
- Form 9: Group Lists
- Form 10: Line Ownership

Form 1: Mailbox Assignments

1	Mailbox	Name	COS	Letter Key ←												
	10	JARA EVANS		J	A	R	A	5	1	2	1	7	3	2	1	
	11	JOE JONES		J	O	E		5	1	6	3	3	2			
	12	FRED WARICK	5	F	R	E	D	3	3	7	3	3	2	3	1	
	13	ALEX JAFFE	5	A	L	E	X	2	1	5	3	3	2	9	2	
	14	ABBY REED		A	B	B	Y	2	1	2	2	2	2	9	3	
				A	L	L	E	2	1	5	3	5	3	3	2	
				M	A	R	I									
								2	1	7	3	4	3			

4

Figure 3-1. PARTNER MAIL Form 1

The PARTNER MAIL system is shipped with mailboxes created for extensions 10 through 57. Use Form 1 (Figure 3-1) to record the name of each PARTNER MAIL system subscriber assigned to each extension at your office. Form 1 makes it easier to record subscriber names for the PARTNER MAIL system directory, should you decide to use one, and also makes it easier to keep track of subscribers if you must modify or delete mailbox assignments.

You can also use Form 1 to designate Guest Mailboxes for users who do not have their own extensions, but still require a mailbox. Assign a COS of 7, 8, or 9 to an unused extension from 10 through 57. Assign the first Guest Mailbox to the highest numbered extension available (e.g., extension 57) and work backwards toward extension 10 to assign additional Guest Mailboxes. The PARTNER MAIL system does not attempt to transfer callers receiving Automated Attendant Service to the extension associated with the Guest Mailbox. Instead, it transfers callers directly to the Guest Mailbox where they can leave a message. Guests may log on and retrieve messages from any touch-tone phone.

To use the PARTNER MAIL system's Voice Mailbox Transfer features, assign a two digit mailbox number from 10 through 57 for each mailbox. If you assign a mailbox greater than 57, you must administer a "Transfer Not Permitted" COS of 7, 8, or 9 for that mailbox. The system routes callers receiving the Automated Attendant Service to the mailbox (greater than 57), not to the extension associated with the mailbox. The System Administrator programs mailboxes using the Mailboxes menu. Refer to Chapter 6 in *PARTNER MAIL™ Installation and Use* for details on how to change, add, or delete mailboxes. Complete items 1 through 4 as instructed below.

1. **Mailbox**
Enter extension numbers for each subscriber (maximum of 48 for extensions 10 through 57). The extension number corresponds to the mailbox number. Make additional copies of Form 1 as required.
2. **Name**
Refer to PARTNER II Release 3 Form B1 and write the name of each subscriber next to the appropriate mailbox number. Since you can organize your directory (if you plan to use one) by first or last name, consider entering the names in a manner that highlights the name you plan to record. For example, if you plan to record only the first name, write the first name in all capital letters and the last name in initial capital letters: *BOB Smith*. If you plan to record only the last name, write *SMITH, Bob*.
3. **COS (Class of Service)**
The Class of Service describes the characteristics of the mailbox. The factory-setting COS for each mailbox is 2. This COS should satisfy the majority of subscribers. Review the Class of Service table and the guidelines which follow. To modify the COS for an extension, choose a number from the *Class* column, and write that number into the COS column for the appropriate extension. Make no entry if you are not modifying the COS for a mailbox.

COS Key			
Class	Mins.	Transfer	Outcalling
1	5	Permitted	Not Permitted
2 ✓	10	Permitted	Not Permitted
3	15	Permitted	Not Permitted
4	5	Permitted	Permitted
5	10	Permitted	Permitted
6	15	Permitted	Permitted
7	15	Not Permitted	Not Permitted
8	15	Not Permitted	Permitted
9	60	Not Permitted	Not Permitted

Use the following guidelines to select the Class of Service:

- *Mins. (Minutes) (10 ✓)* — the size of the mailbox. Each mailbox can have 5, 10, 15, or 60 minutes of storage available. Use the 60-minute size only for mailboxes used to record orders, lengthy messages, or as a Dictaphone™. The total storage time for all mailboxes is four hours. The sum of messages stored in each mailbox may exceed four hours.
- *Transfer Type* — determines how the PARTNER MAIL system processes a call when a caller indicates this mailbox as a transfer destination.
 - Transfer Permitted ✓ : the system attempts to transfer the call to the extension entered by the caller.
 - Transfer Not Permitted: the system does not attempt to transfer the call to the extension entered by the caller. Instead, the system transfers the caller directly to the extension's voice mailbox. Assign a COS of 7, 8, or 9 (Transfer Not Permitted) to mailboxes that provide a place for callers to leave messages for people who do not have dedicated extensions, such as visitors, guests, or employees who do not have their own phones. When a caller dials an extension with a COS of 7, 8, or 9, the system immediately prompts that caller to leave a message.
- *Outcalling (Not Permitted ✓)* — if outcalling is permitted, and the subscriber administered it using the Voice Mail Service, the system calls the subscriber at a designated telephone or beeper number whenever a new message is in the subscriber's mailbox. Use discretion when permitting use of the outcalling feature. Unless a Disallowed List has been programmed into the PARTNER Communications System, the system does not restrict the destination of the outside call. Refer to *PARTNER® II Communications System Release 3 Programming and Use* for instructions on how to program disallowed lists.

4. Letter Key

The directory feature enables callers to reach an extension by dialing a subscriber's first or last name, use the the Letter Key to translate up to four letters of the first or last name of the person to whom the mailbox is assigned. Each letter of the name has a two-digit code (see the Letter Key on the next page). The first digit represents the number on the dialpad where the letter appears. The second digit represents whether the letter appears in the first, second, third, or fourth position on the button. For example, the first four characters of the name "Henderson" translate as shown below:

PARTNER MAIL Planning

H		E		N		D	
4	2	3	2	6	2	3	1

The "H" is on the "4" button in the second position, "E" is on the "3" button in the second position, and so on.

Write the first four characters of a subscriber's first or last name into the upper block on the letter key, then use the Letter Key as a reference to write the correct translation digits into the blocks immediately below each character. The implementor uses the Letter Key to program the directory list. The PARTNER MAIL system creates the directory as mailboxes are created for each subscriber. If the Automated Attendant Main Menu informs callers how to access the directory service, be sure to indicate which name (first or last) is used in the directory.

Letter Key	
A = 21	N = 62
B = 22	O = 63
C = 23	P = 71
D = 31	Q = 72
E = 32	R = 73
F = 33	S = 74
G = 41	T = 81
H = 42	U = 82
I = 43	V = 83
J = 51	W = 91
K = 52	X = 92
L = 53	Y = 93
M = 61	Z = 94

Form 2: System Parameters

Position	Name	Mailbox	
		EXT.	Factory Setting
Fax Extension or Fax Hunt Group Extension	FAX HUNT GROUP	771	
System Administrator	MARILYN WARNER	10	9997 ✓
General Mailbox Owner	JARA EVANS	10	10 ✓
System Operator	JARA EVANS	10	10 ✓
Fax Message Receiver	RICH MICHAELS	23	

①

Figure 3-2. PARTNER MAIL Form 2

Complete Form 2 (Figure 3-2) to define the parameters of your PARTNER MAIL system. The System Administrator programs System Parameters from the PARTNER MAIL System Parameters menu. Refer to Chapter 6 in *PARTNER MAIL™ Installation and Use* for details on how to change, add, or delete each of the parameters described below.

 **NOTE:**

You can only use Fax Call Handling with Immediate Call Handling.

1. **Voice Mail Positions**

Use PARTNER II Release 3 Form B1 to identify the names and extensions for subscribers you are assigning as the System Administrator, the General Mailbox Owner, the System Operator and the Fax Message Receiver. Refer to Chapter 1 of this guide for a description of responsibilities.

■ **Fax Extension**

- Refer to PARTNER II Release 3 Form B1 to identify the extension jack number (on the PARTNER System's 206 module) that connects to the Fax machine.
- If there is more than one fax machine, refer to PARTNER II Release 3 form B2 to determine the Fax Hunt Group extension (771 to 776).
- Write the fax extension or Hunt Group number into the space provided.

■ **System Administrator**

Enter the name and extension of the person responsible for PARTNER MAIL system administration.

■ **General Mailbox Owner**

Enter the name and extension of the person responsible for maintaining the General Mailbox (stores messages not directed to a specific voice mailbox). The default is extension 10.

■ **System Operator Extension**

Enter the name and extension of the receptionist or person primarily responsible for answering telephones at your office. The default is extension 10.

■ **Fax Message Receiver**

Enter the name and the extension of the subscriber who you want notified via the Message light when a fax transmission has been received at a fax extension. Do not assign this responsibility to a person using a single line telephone.

Form 3: Voice Mail Greeting

Voice Mail Greeting
WELCOME TO COMPANY D.
PLEASE ENTER EXTENSION
AND POUND SIGN.

Figure 3-3. PARTNER MAIL Form 3

When subscribers dial into PARTNER MAIL Voice Mail Service they hear the following factory-set greeting:

Welcome to PARTNER MAIL. Please enter extension and pound sign.

It is recommended that you use the factory-set greeting. If, however, your company prefers a customized greeting, use Form 3 (Figure 3-3), and the instructions which follow, to write a script. To record your Voice Mail Greeting, follow the instructions found in Chapter 6 of *PARTNER MAIL™ Installation and Use*.

- Write the greeting that plays to voice mail subscribers.
- Your greeting can be up to two minutes long.
- The greeting must include instructions to enter the subscriber's extension and the pound sign.

Form 4: Automated Attendant Settings

Touch-Tone Gate

- The Touch-Tone Gate is automatically set to ON if the system is used for Fax Call Handling.
- Check one:
 - ON
 - OFF ✓
- To administer: Press [Intercom] [7] [7] [7] Enter administrator's **EXTENSION** [#] and **PASSWORD** [#]. Press [9] [3] [5].

Extensions in Enter Plan

- Check the first digit of each extension used in the dial plan.

1 <input checked="" type="checkbox"/>	2 <input checked="" type="checkbox"/>	3 <input checked="" type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	7 <input checked="" type="checkbox"/>
---------------------------------------	---------------------------------------	---------------------------------------	----------------------------	----------------------------	---------------------------------------

Figure 3-4. PARTNER MAIL Form 4

Complete Form 4 (Figure 3-4) to record the system-wide settings that you must keep in mind when planning the PARTNER MAIL Automated Attendant greetings and menus.

Complete Form 4 only if you plan to use PARTNER MAIL Automated Attendant service.

1. **Touch-Tone Gate**
Read the following guidelines before checking the ON or OFF box to indicate your Touch-Tone Gate setting.

- If you do not have a fax extension, read the following to decide whether to set the gate ON or OFF.
- The Touch-Tone Gate factory-setting is OFF.
- If you have a Fax Machine Extension (see Form 2), the Touch-Tone Gate is automatically set to ON and cannot be turned OFF.

- When the Touch-Tone Gate is ON, the Automated Attendant Day or Night greeting prompts the caller to press [1] if he or she is calling from a touch-tone phone. If the system does not detect a touch-tone, it assumes that the caller is using a rotary phone and handles the call based upon the Dial 0 / Timeout Options set by the System Administrator. This enables rotary callers to quickly bypass the Automated Attendant menu, and reach a receptionist or system user who handles their call.
- If the Touch-Tone gate is OFF, rotary callers are not transferred until the Automated Attendant menu plays. However, if most callers to your company have touch-tone phones, leave the Touch-Tone Gate set to OFF to eliminate a step in reaching the desired destination.

2.

Extensions in Dial Plan

Check the first digit of each extension, Hunt Group extension, or Calling Group. used in the dial plan. If, for example, you use extensions 10 through 30, you would check 1, 2 and 3. If you plan to program extension Hunt Groups or Calling Groups, check box 7 since Hunt Groups are reached by dialing 771 — 776 and Calling Groups are reached by dialing 71 — 74. You will use the dial plan when planning the Automated Attendant Menus on Forms 5 and 6.

Form 5: Day Greeting and Menu

Form 5 consists of three pages:

- Page 1: the Day Greeting Script,
- Page 2: the Day Main Menu Definition form, and
- Page 3: the Day Main Menu Script

Day Greeting Script

Day Greeting Script
THANK YOU FOR CALLING COMPANY D.
IF YOU ARE CALLING FROM A TOUCH-
TONE PHONE, PRESS 1 NOW.

Figure 3-5. PARTNER MAIL Form 5 Page 1: Day Greeting

Use Page 1 of Form 5 (Figure 3-5) to write the script for the greeting that plays when callers reach the Automated Attendant Service during business hours. Ten seconds are allocated for the greeting. If the Touch-Tone Gate is ON (see Form 4) you must instruct the caller to Press 1 now if you are calling from a touch-tone phone.

Day Main Menu Definition

Day Menu Definition			
Selector Code	Selector Code Action*	Number	Description
1	(5)		
2	(5)		
3	2 (5A)	1	SALES SUBMENU
4	3 (5A)	1	SHIPMENT ANNOUNC.
5	3 (5)	2	SALES ANNOUNC.

Figure 3-6. PARTNER MAIL Form 5 Page 2: Day Menu Definition

NOTE:

If you plan to use submenus or a prerecorded announcement as options on your Main Menu, you must create them *before* you can complete the Day Main Menu programming. See Form 7 for setting up submenus and Form 8 for setting up announcements.

Write the following information on the *Day Main Menu Definition* form (Figure 3-6):

1. **Selector Code**
 Callers press a Selector Code (a key from [1] to [9] on the dialpad) to select an item from the Main Menu. Each Selector Code has a corresponding Selector Code Action that causes the system to transfer callers to the department or individual that they want to speak to, or to the announcement or submenu that they want to hear. Assign the most requested department or extension as the first route and list the Selector Codes in ascending order so that it's easier for callers to remember them. For the same reason, try to limit the menu to five or fewer selections.

Selector Code Action 5 (Direct Extension Transfer, see description below) is the factory-setting for Selector Codes 1 through 5. This enables callers to dial an extension directly from the main menu. Use step 2 of this procedure to change these settings.

2. Selector Code Action

The Selector Code Action determines the action the system takes after a caller presses a Selector Code. Write the appropriate Selector Code Action from the list below:

- **Action 1** — Selector Code Transfer
When a caller presses the Selector Code, the system transfers the call to the specific extension, Hunt Group, or Calling Group that you assign.
- **Action 2** — Play an Existing Submenu
When a caller presses the Selector Code, the system plays another menu from which the caller presses another Selector Code. Be sure to complete Form 7: Automated Attendant Submenus. *The submenu must already exist before you can program this action.*
- **Action 3** — Play an Existing Announcement
When a caller presses the Selector Code, the system plays a prerecorded announcement. Use this Action to provide information such as your business hours or a mailing address. Be sure to complete Form 8: Automated Attendant Announcements. *The announcement must already exist before you can program this action.*
- **Action 4** — Prompted Transfer
When callers press a Selector Code, the system prompts them to enter an extension. For example: ANY Travel uses extensions 10 through 40 in their dial plan (see Form 4). They use Selector Codes 1 through 4 to direct callers to submenus and announcements. To enable callers to dial extensions from the main menu, ANY travel assigns Prompted Transfer to Selector Code 5. Callers to ANY Travel press **[5]** at the main menu then dial an extension number.
- **Action 5** ✓ — Direct Extension Transfer
Callers can dial an extension directly from the Day Main Menu. Write 5 (the default) next to the Selector Code(s) that match the first digit(s) of the dial plan (Form 4). For example, if extensions 1 and 2 are checked on Form 4 (indicating that all of your extensions begin with 1 or 2) leave Selector Codes 1 and 2 at the factory-setting of 5.

3. Number

For Selector Code Actions 1, 2, or 3, write the corresponding extension, Hunt Group, or Calling Group number, submenu number, or announcement number associated with the Action. Actions 4 and 5 do not require an entry in the *Number* column.

4. Description

Write the name of the extension, Hunt Group, Calling Group, submenu, or announcement, that describes the Selector Code Action.

Day Main Menu Script

Check One:

- System Operator ✓
- General Mailbox
- Disconnect

Day Menu Script
IF YOU KNOW THE EXTENSION OF THE PARTY YOU WANT TO REACH, DIAL IT NOW.
FOR THE SALES DEPARTMENT, PRESS 3. TO HEAR THE SHIPPING SCHEDULE, PRESS 4. TO HEAR ABOUT NEW PRODUCT AVAILABILITY, PRESS 5.
IF YOU NEED ASSISTANCE, STAY ON THE LINE.

Figure 3-7. PARTNER MAIL Form 5 Page 3: Day Menu Script

Day Dial 0/Timeout Action Options

Review the three options described below to choose how the system handles calls when callers press [0], or do not enter a Selector Code or extension, within four seconds after being prompted. Select one of the following by marking a check in the appropriate box on Form 5 (Figure 3-7):

- **System Operator** ✓ — Transfer caller to the System Operator for assistance
- **General Mailbox** — Transfer caller to the General Mailbox to leave a message.
- **Disconnect** — Disconnect the call.

Use page 3 of Form 5 (Figure 3-7) to write a script that presents the menu choices to the caller. Your script could prompt callers to:

- Enter the extension if Selector Code Action 5 (direct extension transfer) is specified for some Selector Codes.

If you know the extension that you wish to reach, dial it now.

- Access the directory.

If you know the last name of the person you want to speak to, press [*]
[2] to access the directory.

If you offer a caller the directory list, tell them whether it is listed by first or last name.

- Press a Selector Code to:

- Transfer to an extension, Hunt Group or Calling Group,
- Access a submenu,
- Hear an announcement

- Press [*] [4] to replay the menu.

- Tell callers what happens if they do nothing. This is the Dial 0 / Timeout Option that you indicated during the previous step.

If you need assistance, stay on the line and an operator will assist you.

If applicable, the script should explain to callers how they can reach an individual extension, how to send a fax, and how to hear an announcement, or access a submenu.

⇒ NOTE:

PARTNER MAIL subscribers calling from outside on a line answered by the Automated Attendant service can enter [*] [7] to receive Voice Mail Service and retrieve their messages.

Form 6: Night Greeting and Menu

Form 6 consists of three pages:

- Page 1: the Night Greeting Script,
- Page 2: the Night Main Menu Definition form, and
- Page 3: the Night Main Menu Script

Night Greeting Script

Night Greeting Script
THANK YOU FOR CALLING COMPANY D.
OUR HOURS ARE 8:00 AM TO 5:00 PM.
PRESS 1 NOW IF YOU ARE CALLING
FROM A TOUCH-TONE PHONE.

Figure 3-8. PARTNER MAIL Form 6 Page 1: Night Greeting Script

Use Page 1 of Form 6 (Figure 3-8) to write the script for the greeting that plays when callers reach the Automated Attendant Service when Night Service is ON. Ten seconds are allocated for the greeting. If the Touch-Tone Gate is ON (see Form 4) instruct the caller to ...press 1 now if you are calling from a touch-tone phone.

Night Menu Definition Form

Complete page 2 of Form 6 (Figure 3-9) to design the night menu. These are the menu selections that the caller hears if Automated Attendant coverage is chosen for hours when Night Service is ON. Use this form even if the Night Menu and the Day Menu are identical.

⇒ NOTE:

If you plan to use submenus or a prerecorded announcement as options on your Night Menu, you must create them *before* you can complete the Night Menu programming. See Form 7 for setting up submenus and Form 8 for setting up announcements.

Night Menu Definition			
Selector Code	Selector Code Action*	Number	Description
1	(5)		
2	(5)		
3	2 (5)	1	SUBMENU
4	3 (5)	1	ANNOUNCEMENT
5	3 (5)	2	ANNOUNCEMENT
6			

Figure 3-9. PARTNER MAIL Form 6 Page 2: Night Menu Definition

Write the following information on the *Night Main Menu Definition* form (Figure 3-6). Refer to “Day Menu Definition Form” earlier in this Chapter for a description of each field.

1. **Selector Code**

2. **Selector Code Action**
Write in the appropriate Selector Code Action from the list below.
- *Action 1* — Selector Code Transfer
 - *Action 2* — Play an Existing Submenu
 - *Action 3* — Play an Existing Announcement
 - *Action 4* — Prompted Transfer
 - *Action 5* ✓ — Direct Extension Transfer

3. **Number**
For Selector Code Actions 1, 2, or 3, write the corresponding extension, Hunt Group, or Calling Group number, submenu number, or announcement number associated with the Action. Actions 4 and 5 do not require an entry in the *Number* column.

4. **Description**
Write the name of the extension, Hunt Group, Calling Group, submenu, or announcement, that describes the Selector Code Action.

Night Main Menu Script

Check One:

- System Operator
- General Mailbox ✓
- Disconnect

Night Menu Script
IF YOU KNOW THE EXTENSION OF THE PARTY
YOU WANT TO REACH, DIAL IT NOW.
FOR THE SALES DEPARTMENT, PRESS 3.
TO HEAR THE SHIPPING SCHEDULE, PRESS 4.
TO HEAR ABOUT NEW PRODUCT AVAILABILITY,
PRESS 5.
PRESS * 4 TO REPLAY THIS MENU.
IF YOU WOULD LIKE TO LEAVE A
MESSAGE. PLEASE HOLD.

Figure 3-10. PARTNER MAIL Form 6 Page 3: Night Menu Script

Night Dial 0/Timeout Action Options

Review the options described below to choose how the system handles calls when callers press 0, or do not enter a Selector Code or extension, within four seconds after being prompted. Select one of the following by marking a check in the appropriate box on page 2 of Form 6 (Figure 3-10):

- **System Operator** — Transfer caller to the System Operator for assistance
- **General Mailbox** ✓ — Transfer caller to the General Mailbox to leave a message.
- **Disconnect** — Disconnect the call.

Use page 3 of Form 6 (Figure 3-10) to write a script that presents the night menu choices to the caller. Tell the caller to:

- Dial the extension.

If you know the extension that you wish to reach, dial it now.

- Access the directory.

If you know the last name of the person you want to speak to, press [*]
[2] to access the directory.

If you offer a caller the directory list, tell them whether it is listed by first or last name.

- Press a Selector Code to:

- Transfer to an extension, Hunt Group or Calling Group,
- Access a submenu,
- Hear an announcement

- Press [*] [4] to replay the menu.

- Tell the caller what happens if he or she does nothing. This is the Dial 0 / Timeout Option that you specified during the previous step.

If you'd like to leave a message, please hold. Your call will be returned during business hours.

Form 7: Submenus

If you specified a Selector Code Action of 2 — Play an existing submenu — on Form 5 (Day Greeting and Menu Definition) or Form 6 (Night Greeting and Menu Definition) use Form 7 (Figure 3-11) to define and write a script for the submenu.

You can create up to 99 submenus, but keep in mind that more than two levels of submenus can confuse callers. You must create and record each submenu (last level first) *before* you record the Automated Attendant Day or Night Menu that refers to the submenu.

Make additional copies of this form as required.

Form 7 consists of the following two pages:

- Page 1: the Submenu Definition Form,
- Page 2: the Submenu Script

Submenu Definition Form

The diagram shows a form titled "Submenu No. Definition Form". It contains a table with four columns: "Selector Code", "Selector Code Action*", "Number", and "Description". The table is filled with handwritten data. Five numbered callouts (1-5) point to specific parts of the form: 1 points to the "Submenu No." field, 2 points to the first row of the table, 3 points to the "Selector Code Action*" column, 4 points to the "Number" column, and 5 points to the "Description" column.

Submenu No.		Definition Form	
Selector Code	Selector Code Action*	Number	Description
1	1	14	HARDWARE EXT.
2	1	15	SOFTWARE EXT.
3	1	16	SUPPLIES EXT.
4	1	17	PRINTERS EXT.

Figure 3-11. PARTNER MAIL Form 7 Page 1: Submenu Definition

1. Write the Submenu Number (01 through 99) in the heading of the Submenu Definition form (Figure 3-11). You will need this number when you specify Action 2 on a Day or Night Menu, or a Submenu Definition form. Also, the system prompts the System Administrator to enter this number when he or she creates a submenu.

Write the following information on the *Submenu Definition Form* (Figure 3-11). Refer to "Day Menu Definition Form" earlier in this Chapter for a description of each field.

2. **Selector Code**

3. **Selector Code Action**

Write in the appropriate Selector Code Action from the list below.

- *Action 1* — Selector Code Transfer
- *Action 2* — Play an Existing Submenu
- *Action 3* — Play an Existing Announcement
- *Action 4* — Prompted Transfer
- *Action 5* — Direct Extension Transfer

- 4. **Number**
For Selector Code Actions 1, 2, or 3, write the corresponding extension, Hunt Group, or Calling Group number, submenu number, or announcement number associated with the Action. Actions 4 and 5 do not require an entry in the *Number* column.
- 5. **Description**
Write the name of the extension, Hunt Group, Calling Group, submenu, or announcement, that describes the Selector Code Action.

Submenu Script

Submenu No. <u> 1 </u> Script
TO TALK TO THE HARDWARE MANAGER PRESS 1.
TO TALK TO THE SOFTWARE SALES PERSON, PRESS 2.
TO TALK TO THE SUPPLIES MANAGER, PRESS 3.
TO TALK TO THE PRINTER SALES DEPARTMENT. PRESS 4. PRESS * 4 TO REPLAY THIS MENU.

Figure 3-12. PARTNER MAIL Form 7 Page 2: Submenu Script

Use page 2 of Form 7 (Figure 3-12) to write a script that presents the submenu choices to the caller. Tell the caller to:

- Press [*] [4] to replay the menu.
- Press [*] [#] to go back to the previous menu.
- Press [*] [7] to go back to the first menu.
- Enter a selector code to hear an announcement, hear another submenu, or transfer to an extension, Calling Group, or Hunt Group.

For the cruise travel agent, press 3 now.

Form 8: Announcements

Complete Form 8 to create announcements providing current or frequently requested information. You can create up to 99 announcements. Since you can also create up to 99 submenus, you could enable callers to access many different announcements. Remember, however, that more than two levels of submenus confuse callers. Update the announcements regularly to provide the latest information, such as weather reports, interest rates, product information, directions, and entertainment listings. Each announcement can be up to two minutes long.

Make additional copies as required.

②

①

Announcement No. <u>1</u>
RELEASE 2.0 OF OUR NEW
AND IMPROVED GRAPHICS PACKAGES
WILL BE AVAILABLE ON JANUARY 29.

Figure 3-13. PARTNER MAIL Form 8: Automated Attendant Announcements

Complete the following information on Form 8 (Figure 3-13):

- ① **Announcement No.**
Assign each announcement an identifying number (1 through 99). You will need this number when you specify Action 3 on a menu or submenu Definition form. Also, the system prompts the System Administrator to enter this number when he or she creates an announcement. If you want to record more than one announcement, make additional copies of the blank planning form. Note that *an announcement must be created and recorded before you can program a Selector Code to refer to it.*

- ② **Script**
Write the announcement script in the space provided.

If a caller does not respond to the announcement within four seconds, the system disconnects. Therefore, be sure to tell the caller near the end of the announcement to perform the following if you do not want the caller to be disconnected:
 - press [0] to transfer to the System Operator,
 - press [*] [4] to go back to the previous submenu,
 - press [*] [8] to transfer to an extension.

Form 9: Group Lists

Group List No. <u>1</u>	
Group Name <u>SALES</u>	
Extension	Name
<u>14</u>	<u>ABBY</u>
<u>15</u>	<u>A.C.</u>
<u>16</u>	<u>MARILYN</u>
<u>17</u>	<u>BURT</u>
<u>18</u>	<u>BILLY</u>
<u>19</u>	<u>MILLE</u>

Figure 3-14. PARTNER MAIL Form 9: Group Lists

Use Form 9 to organize Group Lists for your office. You can create up to 99 Group Lists which provide the ability to send voice mail messages to multiple subscribers without entering each extension. A subscriber can enter [*] [5] followed by a Group List Number, rather than an extension, to send the message to all mailboxes on the Group List. Create Group Lists to suit business needs. Provide a copy of the list to each subscriber who is a member of the group.

Fill in the following information on Form 9 (Figure 3-14):

1. **Group List No.**
Write the number of the Group List. This is the number subscribers use to address their Group List messages. If you want more than one Group List, number the lists sequentially.
2. **Group Name**
Write the Name of the group to which the members of the list belong.
3. **Extension**
Write the extensions to be included on the Group List. Your business needs determine which subscribers to include in a Group List.
4. **Name**
Write the name of the subscriber assigned to each extension.

Form 10: Line Ownership

Line	Telephone Number	Line Owner	Owner's Extension
08	555-7320	FRED WARICK	12
09	555-7331	JARA EVANS	10

Figure 3-15. PARTNER MAIL Form 10: Line Ownership

Use Form 10 (Figure 3-15) to identify the CO (outside) lines at your site covered by VMS Line Cover, and dedicated to a specific person or project. Specify the extension and the subscriber who “owns” the CO line. When a call coming in on this line is not answered manually, the system associates the CO line number with an extension and plays the extension’s personal greeting. This enables the caller to leave a message in the called party’s voice mailbox. Use the following instructions to complete Form 10 (Figure 3-15):

1. CO Line

- Refer to PARTNER II Release 3 Form A to identify the two digit CO Line number of each line that has “VMS MAIL” in the Line Coverage column.
- Write the CO Line number in the space provided.

2. Telephone Number

- Locate the Telephone number on PARTNER II Form A.
- Write that number in the space provided.

3. Line Owner

- Locate the Line Owner on PARTNER II Form A.
- Write the name of the Line Owner in the space provided.

4. Owner's Ext.

- Locate the owner's extension on PARTNER II Form B1.
- Write the extension number in the space provided.

Appendices

PARTNER MAIL Forms

Class of Service (COS) Key			
Class	Mins.	Transfer Type	Outcalling
1	5	Permitted	Not Permitted
2 ✓	10	Permitted	Not Permitted
3	15	Permitted	Not Permitted
4	5	Permitted	Permitted
5	10	Permitted	Permitted
6	15	Permitted	Permitted
7	15	Not Permitted	Not Permitted
8	15	Not Permitted	Permitted
9	60	Not Permitted	Not Permitted

Letter Key	
A = 21	N = 62
B = 22	O = 63
C = 23	P = 71
D = 31	Q = 72
E = 32	R = 73
F = 33	S = 74
G = 41	T = 81
H = 42	U = 82
I = 43	V = 83
J = 51	W = 91
K = 52	X = 92
L = 53	Y = 93
M = 61	Z = 94

Form 2: System Parameters

Voice Mail Positions

- The fax extension or fax Hunt Group extension.
- The System Operator and the General Mailbox Owner are usually the same person.
- The factory settings are marked with a check (✓).
- To administer system parameters: Press [Intercom] [7] [7] [7] . Enter administrator's **EXTENSION** [#] and **PASSWORD** [#] . Press [9] [1] .

Position	Name	Mailbox	
		EXT.	Factory Setting
Fax Extension or Fax Hunt Group Extension			
System Administrator			9997 ✓
General Mailbox Owner			10 ✓
System Operator			10 ✓
Fax Message Receiver			

Form 4: Automated Attendant Settings

Touch-Tone Gate

- The Touch-Tone Gate is automatically set to ON if the system is used for Fax Call Handling.
- Check one:
 - ON
 - OFF ✓
- To administer: Press [Intercom] [7] [7] [7] . Enter administrator's **EXTENSION** [#] and **PASSWORD** [#] . Press [9] [3] [5] .

Extensions in Enter Plan

- Check the first digit of each extension used in the dial plan.

1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	7 <input type="checkbox"/>
----------------------------	----------------------------	----------------------------	----------------------------	----------------------------	----------------------------

Form 5 (2 of 3): Day Menu Definition Form

- If using Automated Attendant for Day and Night coverage, complete both the Day and the Night Menu Definition forms even if the menus are identical.
- No entries are required in the Number and Description columns if using Selector Code Actions 4 or 5.
- Fill in the Number and Description columns if using Selector Code Actions 1, 2, or 3.
- To administer: Press [Intercom] [7] [7] [7] ; **EXTENSION** [#] **PASSWORD** [#] [9] [3] [1] .

Day Menu Definition			
Selector Code	Selector Code Action*	Number	Description
1	(5 ✓)		
2	(5 ✓)		
3	(5 ✓)		
4	(5 ✓)		
5	(5 ✓)		
6			
7			
8			
9			

*Selector Code Action Key	
1	Selector Code Transfer
2	Play an existing submenu
3	Play an existing announcement
4	Prompted transfer
5	Direct extension transfer ✓

**Form 6 (2 of 3):
Night Menu Definition Form**

- If using Automated Attendant for Day and Night coverage, complete both the Day and the Night Menu Definition forms even if the menus are identical.
- No additional entries are required if using Selector Code Actions 4 or 5.
- To administer: Press [Intercom] [7] [7] [7] ; **EXTENSION [#] PASSWORD [#] [9] [3] [2]** .

Night Menu Definition			
Selector Code	Selector Code Action*	Number	Description
1	(5 ✓)		
2	(5 ✓)		
3	(5 ✓)		
4	(5 ✓)		
5	(5 ✓)		
6			
7			
8			
9			

*Selector Code Action Key	
1	Selector code transfer
2	Play an existing submenu
3	Play an existing announcement
4	Prompted transfer
5	Direct extension transfer ✓

Form 7: Submenus

- During administration of Automated Attendant, you must create and record each submenu (last one first) before the the Day or Night Menus.
- Make an additional copy for each submenu.
- To administer: Press [Intercom] [7] [7] [7] ; **EXTENSION** [#] **PASSWORD** [#] [9] [3] [3] .

Submenu No.		Definition Form	
Selector Code	Selector Code Action*	Number	Description
1			
2			
3			
4			
5			
6			
7			
8			
9			

*Selector Code Action Key	
1	Selector code transfer
2	Play an existing submenu
3	Play an existing announcement
4	Prompted transfer
5	Direct extension transfer ✓

Appendix B: Factory Settings

B

PARTNER MAIL System Factory Settings	
PARTNER MAIL Parameter	Factory Setting
Automated Attendant	
Automated Attendant Submenu IDs	1-99
Automated Attendant Announcement IDs	1-99
Number of rings before answer	2
System Operator's Extension	10
Timeout Action Option (No Fax) Day Night	4 sec./Transfer to: System Operator General Mailbox
Timeout Action Option (With Fax) Day Night	8 sec./Transfer to: System Operator General Mailbox
Touch-Tone Gate	OFF

(Continued)

Appendix B: Factory Settings

PARTNER MAIL System Factory Settings	
PARTNER MAIL Parameter	Factory Setting
Greetings/Prompts	
Voice Mail Greeting	2 minutes
Automated Attendant Greetings	10 seconds each
Menu Prompts	2 minutes each
Personal Greetings	2 minutes each
Name Recordings	4 seconds each
Messages	
Message Length	1 sec. - 2 min. (1 sec. - 5 min for COS 9 mailboxes)
Mailboxes	
Class of Service	2
Password	1234
System Operator's Extension	10
System Administrator's:	
Mailbox	9997
Password	1234
General Mailbox Owner's:	
Extension	10
Mailbox	9999
Miscellaneous	
Group List IDs	1 - 99
Outcalling	OFF

Appendix C: PARTNER MAIL Case Studies

C

The following case studies provide examples of the planning of the PARTNER MAIL system for the following features:

- Company A: Automated Attendant Service as the Delayed Call Handler
- Company B: Automated Attendant Service as the Immediate Call Handler
- Company C: Call Answer Service with CO Line Coverage

Each case study shows how a fictitious company selects, plans and programs the features listed above. Use the case studies for ideas on how to implement the PARTNER MAIL system at your site. Refer to Chapter 3 or Chapter 4 of this guide for planning procedures. Refer to *PARTNER MAIL™ Installation and Use* for programming procedures.

Recording the PARTNER MAIL Features

Each company must record the PARTNER MAIL system features that they require on the appropriate PARTNER II System Planning forms and on the appropriate PARTNER MAIL System Planning forms.

PARTNER II System Planning Forms

The PARTNER MAIL system features selected by each company must be entered on the following PARTNER II Release 3 System Planning forms:

- System Planner Worksheet
- Form A: System Configuration
- Form B1: System Extensions
- Form B2: Customized Extension Settings
- Form C: Button Programming Template

NOTE:

Not all the PARTNER II Release 3 System Planning forms are discussed in the following examples, nor are all the fields on each form discussed. Only those items which affect PARTNER MAIL system planning and administration are highlighted. For a full discussion of the planning forms, see the instructions which come with the *PARTNER II Release 3 System Planner*.

NOTE:

Many of the options specified in the following examples, such as the extension numbers and types of telephones assigned, will vary for each customer.

PARTNER MAIL Planning Forms

There are ten PARTNER MAIL System Planning Forms:

- Form 1: Mailbox Assignments
- Form 2: System Parameters
- Form 3: Voice Mail Greetings
- Form 4: Automated Attendant Settings
- Form 5: Automated Attendant Day Greeting and Menu
- Form 6: Automated Attendant Night Greeting and Menu
- Form 7: Automated Attendant Submenus
- Form 8: Automated Attendant Announcements
- Form 9: Group Lists
- Form 10: Line Ownership

Each case study presents portions of the appropriate forms as they would be completed by the company described in the case study.

Company A

Company A is a hotel/motel supplies distributor. They take pride in their ability to provide personalized service and to fill orders quickly. They require the ability to:

- handle calls when the Customer Service Representatives or receptionist are busy or not available.
- take orders at night when no one is available.
- allow Customer Service Representatives to handle unanswered calls before they are sent to the PARTNER MAIL system for coverage.
- transfer calls to a customer service representative's voice mailbox if the caller wishes to leave a message.

Selecting the Features

A representative of Company A, with the help of an AT&T representative, selects the features to meet their requirements (Figure 3-1).

- Company A wants calls to ring first at the customer service representative's and the receptionist's extensions. If they do not answer within 4 rings, calls are answered by PARTNER MAIL system. To accomplish this, Company A selects Automated Attendant Service — Delayed Call Handling.
- The PARTNER MAIL handles all unanswered calls during the day and at night. Callers hear either the Day Greeting and Menu or the Night Greeting and Menu. They must select Automated Attendant Service — Always in use.
- Customers who reach the Automated Attendant Service are routed to the General Mailbox if they wish to leave orders after hours or when the receptionist and Customer Service Representatives are busy or are absent. Set the Dial 0 / Timeout Option to General Mailbox.
- The receptionist or any customer service representative can transfer callers directly to another PARTNER MAIL subscriber's voice mailbox so they can leave messages. Select Call Answer Service — Direct Transfer to Voice Mailbox.

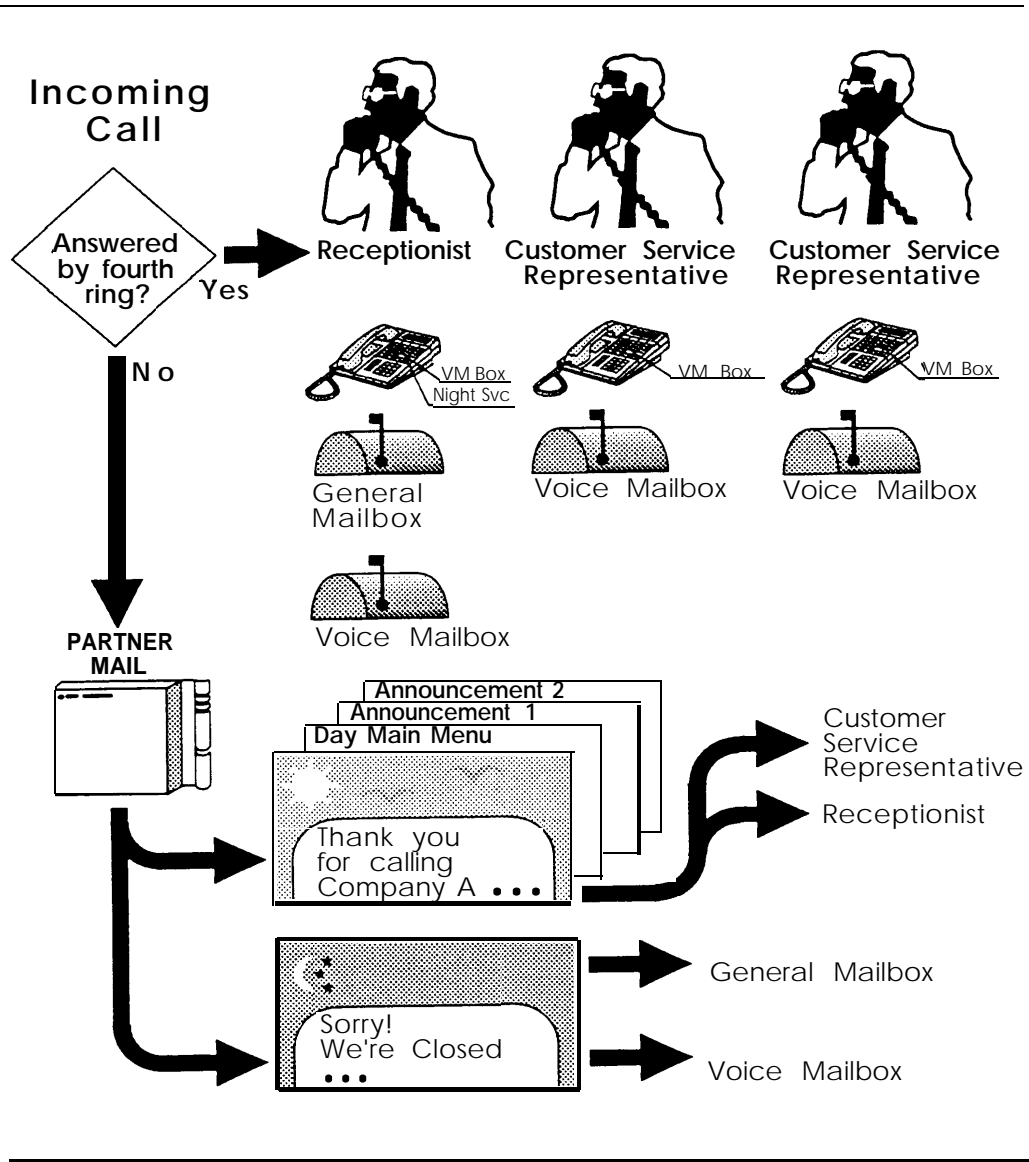


Figure 3-1. Call Flow at Company A

Completing the Planning Forms

Company A, with the assistance of an AT&T representative, completes the PARTNER II System and PARTNER MAIL system planning forms to indicate the PARTNER MAIL system features that they selected.

PARTNER II R3 System Planner Worksheet

A salesperson completes the System Planner Worksheet (Figure 3-2) during the initial meeting with the customer. It contains basic information about how the customer wants the PARTNER II Communications System configured.

System Planner Worksheet

This worksheet records basic setup decisions for the system.

1. Lines

- a. How many lines (total) will be connected to the system?
- b. How many lines will be assigned as personal/dedicated lines?
- c. How many lines will be assigned to all extensions? (1a - 1b = 1c)

9 1a
 1b
9 1c

2. Call Handling

Who answers incoming calls for your business during normal business hours? (Check 2a or 2b)

- a. Individual users (all extensions)
- b. Central receptionist (extension 10)

2a
 2b

3. Customizing Extension Settings

	User Group	Number of Users	Phone Type
A.	Receptionist	<u>1</u>	<u>MLS-34D CA</u>
B.	Basic Users	<u>5</u>	<u>MLS-12D</u>
C.	<u>REPS</u>	<u>5</u>	<u>MLS-18D</u>
D.	<u>RMD</u>	<u>1</u>	<u> </u>
E.	<u> </u>	<u> </u>	<u> </u>
F.	<u> </u>	<u> </u>	<u> </u>
G.	<u> </u>	<u> </u>	<u> </u>
H.	<u> </u>	<u> </u>	<u> </u>
I.	<u> </u>	<u> </u>	<u> </u>
J.	Standard Phone Users	<u> </u>	Standard
K.	PARTNER Mail (VMS) extensions	<u>2 or 4</u>	Not applicable

4. Voice Mail

To indicate PARTNER Mail (VMS) services you will use, check one or more options: 3a and 3b for line coverage (see Form A instructions), or 3c for extension coverage (see Form B2).

- a. VMS Automated Attendant service (lets callers on specified lines dial extensions or groups directly).
- b. VMS Line Coverage (lets callers on a user's personal line leave a message.)
- c. VMS Extension Coverage (lets callers for a specific extension leave a message.)

3a
 3b
 3c

Figure 3-2. PARTNER II System Planner Worksheet

- **3K. PARTNER Mail (VMS) extensions:** The number entered here depends on the number of voice processing cards the customer ordered (one or two). Company A has two voice mail extensions (one voice-processing card).
- **4. Voice Mail:** Specifies which Voice Mail Services are used. Company A wants Automated Attendant Service coverage on all lines. They do not require VMS Line coverage or VMS Extension coverage.

PARTNER II System Planner Form A

Form A (Figure 3-3) shows the basic configuration of the PARTNER System.

7 System Lines Number of Lines (#104) _____

Line Jack No	Telephone Number	Line Type (#201)	Line Coverage	Line Owner (#301)	Caller ID?	Other Subscription Services
01	555-7000	TT	VMS-AA			
02	555-7001	TT	VMS-AA			
03	555-7002	TT	VMS-AA			
04	555-7003	TT	VMS-AA			
05	555-7004	TT	VMS-AA			
06	555-7005	TT	VMS-AA			
07	555-7006	TT	VMS-AA			
08	555-7007	TT	VMS-AA			
09	555-7008	TT	VMS-AA			
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						
23						
24						

8. System Settings. Check if applicable:

- Transfer Return Rings (#105) _____
- Outside Conference Denial (#109)
- Toll Call Prefix (#402) not required
- System Password (#403) _____
- Emergency Telephone Number List (Form D)
- Night Service Button (#503)

9. Auxiliary Equipment (System) Check if applicable:

- Music on Hold (#602)
- SMDR Record Type (#608):
 - All calls
 - Outgoing calls only
- Loudspeaker Paging
 - Number of zones _____
- PARTNER MAIL Automated Attendant Service
 - VMS Hunt Delay (#506)
 - Immediate call handling
 - Delayed call handling
 - VMS Hunt Schedule (#507):
 - Always (with Day/Night schedules)
 - Day only
 - Night only
- IROB Protectors
- EMI Filters
- Uninterruptible Power Supply
- Caller ID Devices

10. Auxiliary Equipment (Extensions) Check if applicable.

- Hotline (#603)
 - List paths of Hotline/alert extensions below _____
- Doorphone 1 Extension (#604): _____
 - To signal extensions (#606): _____
- Doorphone 2 Extension (#605): _____
 - To signal extensions (#606): _____
- PARTNER Attendant (#607)

Figure 3-3. PARTNER II System Planner Form A

- **7. System Lines — Line Coverage:** Indicates how the system covers incoming calls. VMS-AA means that the Automated Attendant Service covers the lines. Company A wants Automated Attendant Service on all lines.
- **8. System Settings — Night Service Button:** Company A requires a Night Service Button because they wish to have the Automated Attendant Service answer calls at night with a different Night Greeting and Menu.
- **9. Auxiliary Equipment — PARTNER MAIL Automated Attendant Service:** Company A wishes to use the Automated Attendant Service.

- **9. Auxiliary Equipment — VMS Hunt Delay — Delayed Call Handling:** Setting the VMS Hunt Delay for delayed call handling allows Company A's receptionist and Customer Service Representatives to answer the call first.
- **9. Auxiliary Equipment — VMS Hunt Schedule — Always:** Setting the VMS Hunt Schedule to Always tells the Automated Attendant Service to answer calls during the day and at night (when the Night Service Button is ON).

PARTNER II System Planner Form B1

Form B1 (Figure 3-4) is used to record extension information such as the name of each extension user and the equipment connected to each extension.

Ext. Jack No.	Name/Description	Telephone							Aux. Eq.		User Group ID	Trans. Return Ext. (#306)	Night Service (#504)	
		M/S 340	M/S 180	M/S 120	M/S 12	M/S 6	MLC 6 Cordless	Standard	FAX (#601)	AA (#607)				VMS
*10	BERT NEWTON	X										A		
*11	JOE SMITH		X									C		
12	LINDA KLINE		X									C		
13	SALLY CRAWFORD		X									C		
14	DAVE SELBY		X									C		
15	JASPER GRANT		X									B		
16	JOAN WASSIL		X									B		
17	MARY DOROST		X									B		
18	CHERYL WRIGHT		X									B		
19	RMD									MD		D		
20	VMS									X		K	10	
21	VMS									X		K	10	
22														
23														
24														
25														
26														
27														
28														
29														
30														
31														
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57														

Figure 3-4. PARTNER II System Planner Form B1

- Name/Description:** Indicates the name of each PARTNER MAIL system subscriber. It also indicates the two extensions being used for VMS and for the Remote Maintenance Device (RMD) required with the PARTNER MAIL system.
- Aux. Eq.:** Indicates the type of auxiliary equipment connected to the PARTNER II System's extension jacks. For the RMD, "MD" is written into the **Other** column to indicate that a modem is connected to this extension jack. An "X" is written into the **VMS** column for each PARTNER MAIL extension.
- User Group ID:** Identifies groups of extensions which have the same settings (specified on Form B2). A single extension may be included in its own User Group if it has unique customized settings. All VMS extensions must be assigned to the same User Group (Group K in this example). The RMD must be assigned to its own user group (group D in this example) so that all lines will be removed.

- Trans. Return Ext.:** For VMS extensions, set the Transfer Return Extension to the receptionist's extension. When the system transfers a call to an extension, and that extension does not answer, the call returns to the receptionist for handling.

PARTNER II System Planner Form B2

Form B2 (Figure 3-5) is used to list extensions which have settings (line assignment, line ringing, etc.) that differ in any way from the default settings listed in the second row.

User Group ID	Exts in Group	Line Settings				Extension Features					Restrictions/Permissions				Group Assignments															
		Line Assignment (#301)	Line Access Restriction (#302)	Line Ringing (CTP)	Automatic Line Selection (CTP)	Display Lang. (#303)	Auto Ext. Privacy (#304)	Abbr. Ring. (#305)	Force Acct. Code Entry (#307)	Auto VMS Cover (#310)	Grouping Restrict. (#401)	Disallowed Lists (#404)	Allowed Lists (#408)	Calling Groups (#502)	Pickup Groups (#501)	Hunt Groups (#505)	VMS ext?													
Default		01-	NR	IMM	01-Max. 1st	E	Off	0	Off	0	NP	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	5	6	7
A Recept.	10	01-09																												
B Basic Users	16-18	01-03																												
C REPS.	11-15	01-09																												
D RMD	19	REMOVE ALL					ON																							
Std. Phone					1st																									
VMS	20-21	01-09																												

Figure 3-5. PARTNER II System Planner Form B2

- Line Assignment and Line Ringing:** Company A requires all lines to ring immediately at the receptionist and the Customer Service Representatives' extensions. Notice that in this example, three of the lines appear at other extensions but do not ring there. These representatives are not expected to answer calls but they can use the lines to place outside calls.
- Auto. Ext. Privacy:** All calls to an extension are private and no other extension can join the call. Make sure that Auto Extension Privacy is not assigned (this is the default setting) to the PARTNER MAIL system extensions when using the Automated Attendant Service as a Delayed Call Handler. In Company A, this allows the receptionist or the Customer Service

Representatives to pick up the call after the Automated Attendant Service has answered it. The PARTNER MAIL system then automatically disconnects from the call.

The RMD requires Auto. Extension Privacy so that maintenance calls are not interrupted.

PARTNER II System Planner Form C

Form C (Figure 3-6 and Figure 3-7) is used for assigning button features to telephones. There is a different form for each model of MLS telephone and one for the Intercom Autodialer.

NIGHT SVC	VM MESSAGES	VM BOX			
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>

Figure 3-6. PARTNER II System Planner Form C for Receptionist's Extension

- Company A's receptionist needs a Night Service button to activate Night Service, a Voice Mailbox button to transfer callers to other subscriber's voice mailboxes, and a VM Messages button programmed for one-touch message retrieval.

VM BOX <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
VM MESSAGES <input type="checkbox"/> <input type="text"/> <input type="checkbox"/> <input type="text"/>	<input type="checkbox"/> <input type="text"/> <input type="checkbox"/> <input type="text"/>	<input type="checkbox"/> <input type="text"/> <input type="checkbox"/> <input type="text"/>	<input type="checkbox"/> <input type="text"/> <input type="checkbox"/> <input type="text"/>
<input type="checkbox"/> <input type="text"/> <input type="checkbox"/> <input type="text"/>	<input type="checkbox"/> <input type="text"/> <input type="checkbox"/> <input type="text"/>	<input type="checkbox"/> <input type="text"/> <input type="checkbox"/> <input type="text"/>	<input type="checkbox"/> <input type="text"/> <input type="checkbox"/> <input type="text"/>

Figure 3-7. Form C for Representative's Extension

- Customer Service Representatives require a Voice Mailbox button on their phones to transfer callers directly to any representative's voice mailbox.
- All subscribers need a VM Messages button to dial into the PARTNER MAIL system with one touch to retrieve messages. They can also use this button to transfer subscribers who are calling in from outside and wish to be transferred to the PARTNER MAIL system in order to retrieve their messages.

Programming PARTNER II to Support PARTNER MAIL

Based on the entries on the PARTNER II System Planning forms, an implementor or programmer performs the following PARTNER II programming procedures for Company A:

1. Hunt Group Extensions (#505): All extensions attached to ports on the PARTNER MAIL unit must be assigned to Hunt Group 7.
2. Transfer Return Extension (#306): Set the Transfer Return Extension on all VMS extensions to extension 10, the receptionist.
3. Line Assignment (#301): Remove all existing line assignments from the RMD extension so that incoming calls will not be answered.
 - Remove lines 04 through 09 from User Group B (Basic Users).
4. Auto Extension Privacy (#304): Assign Auto Extension Privacy to the RMD extension so that no one can interrupt maintenance calls.
5. VMS Hunt Delay (#506): Select 2 Delayed. This sets a four-ring delay before CO (Central Office) calls on lines administered to Hunt Group 7 are answered by the PARTNER MAIL system. This gives the receptionist and the Customer Service Representatives time to answer the call first.

6. VMS Hunt Schedule (#507): Leave the factory setting, 1 *Always*. With this setting the Automated Attendant Service provides backup during the day and at night.
7. Group Call Distribution (#206): Used to assign all nine outside lines to Hunt Group 7 (the PARTNER MAIL system Hunt Group). Select 1 *Assigned* so that the incoming lines are answered by the Automated Attendant Service.
8. Night Service Button (#503): Assign a Night Service button to extension 10 so that Night Service can be activated. When Night Service is ON, the Automated Attendant Night Service Greeting plays for callers.
9. Program a Voice Mailbox button (F14) on all extensions indicated on Form C. (There will be multiple copies of Form C).
10. Program a VM Message button for all subscriber's phones.

PARTNER MAIL System Planning Forms Used by Company A

Company A must complete forms 1 through 8.

- Company A does not complete Form 3 because the Voice Mail Greeting is not being changed.
- Company A does not complete Form 7 because submenus are not being used.
- Company A will complete Form 8 to provide scripts to record announcements, but the scripts are not shown in this case study.
- Completion of Form 9 depends on whether Company A uses Group Lists with the Voice Mail Service. They are not shown in this case study.
- Company A does not complete Form 10 because they are not using the Line Coverage feature.

This section shows how Company A completed the PARTNER MAIL Planning forms 1, 2, 4, and 5. Form 6 is not shown since it is completed similarly to Form 5.

PARTNER MAIL Form 1

Form 1 is used to record the extension, name and Class of Service (COS) of each subscriber who is assigned a mailbox.

Mailbox	Name	COS	Letter Key							
			B	E	R	T				
10	BERT NEWTON		2	2	3	2	7	3	8	1
11	JOE SMITH		J	O	E					
			5	1	6	3	3	2		
12	LINDA KLINE		L	I	N	D				
			5	3	4	3	6	2	3	1

Figure 3-8. PARTNER MAIL Planning Form 1

- **Mailbox:** Indicates the extension number for each subscriber. Note that the extension number corresponds to the mailbox number.
- **Name:** Company A lists each subscriber's first name, in all capital letters, since this is the name that will be recorded for the directory.
- **COS:** The class of service for the mailbox. The COS indicates the message storage capacity for the mailbox, the transfer type, and whether or not outcalling is assigned. A COS of 2 is the default for all mailboxes. Since Company A intends to use the default setting, no entries are required in the COS field.
- **Letter Key:** Enables Company A to translate up to four characters of each subscriber's first or last name. This enables Company A to enter each subscriber's name into a directory. Callers can use the directory to reach subscribers by dialing their first or last name. Since Company A intends to list callers in the directory by first names, they entered each subscriber's first name in all capital letters, and used the letter key to translate the first four characters of the first name.

PARTNER MAIL Form 2

Form 2 enables Company A to determine which subscribers are responsible for the administration and maintenance of the system.

Position	Name	Mailbox	
		EXT.	Factory Setting
Fax Extension or Fax Hunt Group Extension			
System Administrator	LINDA KLINE	12	9997 ✓
General Mailbox Owner	BERT NEWTON	10	10 ✓
System Operator	BERT NEWTON	10	10 ✓
Fax Message Receiver			

Figure 3-9. PARTNER MAIL Form 2

- **System Administrator:** Linda Kline at extension 12 is responsible for administering the PARTNER MAIL system.
- **General Mailbox Owner and System Operator:** Bert Newton at extension 10 is the System Operator and the General Mailbox Owner. Bert, the receptionist, handles calls if the representatives are busy, switches the system from day operation to night operation, and checks the General Mailbox for messages when the message light on his telephone is lit.

PARTNER MAIL Form 4

Form 4 enables Company A to set the PARTNER MAIL system's system-wide settings.

Touch-Tone Gate

- The Touch-Tone Gate is automatically set to ON if the system is used for Fax Call Handling.
- Check one:
 - ON
 - OFF ✓
- To administer: Press [Intercom] [Z] [Z] [Z]. Enter administrator's **EXTENSION** [#] and **PASSWORD** [#] Press [9] [3] [5].

Extensions in Enter Plan

- Check the first digit of each extension used in the dial plan.

1 ✓	2 ✓	3 □	4 □	5 □	7 ✓
-----	-----	-----	-----	-----	-----

Figure 3-10. PARTNER MAIL Form 4

- **Touch-Tone Gate:** Since all of Company A's clients call from touch-tone phones, they have decided to leave the Touch-Tone Gate setting at the default of OFF.
- **Extensions in Dial Plan:** Company A checked 1, 2, and 7. When planning the Day or Night Main menus, Company A should refer to Form 4 as a reminder not to assign the 1, 2 or 7 keys as Selector Codes. That way, when callers dial extensions beginning with 1, 2, or 7 from a menu, the system transfers them directly to the extension.

Day Greeting and Menu Scripts

Company A uses the Automated Attendant as a backup to their receptionist and Customer Service Representatives. Callers hear the Day Greeting and Menu only when no one is available to answer the call. Company A defined their Day Main Menu so that Selector Codes 1, 2 and 7 are reserved for Direct Extension Transfer. Selector Codes 3 and 4 cause the system to play an announcement when the caller presses a [3] or [4] from the Day Main Menu.

Appendix C: PARTNER MAIL Case Studies

Announcements must exist before the System Administrator can enter them as part of the Day Main Menu. The announcements are not illustrated in this example. Refer to Chapter 3 for instructions on how to complete Form 8 for announcements. Company A's Day and Night greetings are shown in Figure 3-1. Since callers only hear the Day Menu when all extensions are busy or cannot answer, Company A set the Dial 0 / Timeout to General Mailbox so that callers can leave a message (see Figure 3-11).

Day Menu Definition			
Selector Code	Selector Code Action*	Number	Description
1	(5✓)		
2	(5✓)		
3	3 (5✓)	1	DELIVERY SCHEDULE
4	3 (5✓)	2	DIRECTIONS/HOURS
5	(5✓)		
6			
7	5		
8			
9			

*Selector Code Action Key	
1	Selector Code Transfer
2	Play an existing submenu
3	Play an existing announcement
4	Prompted transfer
5	Direct extension transfer ✓

Day Menu Script	
IF YOU KNOW THE EXTENSION YOU WANT TO REACH, DIAL IT NOW.	
FOR OUR CURRENT DELIVERY SCHEDULE, PRESS 3.	
FOR HOURS OF OPERATION AND DIRECTIONS, TO OUR WAREHOUSE, PRESS 4.	
TO LEAVE A MESSAGE, STAY ON THE LINE	

Figure 3-11. Day Menu Definition and Script

Instructions for completing the all PARTNER MAIL System Planning forms are in Chapter 3 of this document.

Administering the PARTNER MAIL System

Based on the PARTNER MAIL System Planning forms, Company A's System Administrator performs the administration shown below. These procedures are meant only as an overview. Detailed instructions for administering the system are found in Chapter 4 and Chapter 6 of the *PARTNER MAIL™ Installation and Use* document.

1. To administer the PARTNER MAIL system:
 - Press [Intercom] [7] [7] [7] ,
 - Enter the administrator's EXTENSION and press [#] ,
 - Enter the administrator's PASSWORD and press [#] .
 - Press [9] to administer the system.
2. Press [1] to administer the System Parameters shown on Form 2.
3. Press [4] to administer the Mailboxes shown on Form 1.
4. Press [7] to administer the System Greetings shown on Forms 5 and 6. Then:
 - Press [3] to administer the Automated Attendant Greetings.
 - Record the Day Greeting (Form 5).
 - Record the Night Greeting (Form 6).
5. Press [3] to administer the Automated Attendant, and record Company A's announcements as shown on Form 8.
6. Press [3] to administer the Automated Attendant, then:
 - Record the Day Main Menu (Form 5).
 - Record the Night Main Menu (Form 6).

Company B

Company B is a mortgage agency. They have the following requirements:

- All calls are answered by the PARTNER MAIL Automated Attendant Service with overflow calls being handled by the receptionist.
- The system transfers calls to the appropriate extensions or groups during the day.
- Unanswered calls are sent to the receptionist during the day and to the called party's voice mailbox during the night.
- Fax Call Handling for Company B's three fax machines.
- A guest voice mailbox for visiting realtors and lawyers. These visitors will not have their own extensions but have use of their own mailbox which they may call remotely.

Selecting the Features

A representative of Company B, with the help of the implementor, selects the following features (Figure 3-12):

- Company B wants to use the system to handle most of its calls. Their receptionist will only answer overflow calls. They want the system to transfer callers with rotary telephones to the receptionist. To accomplish this, Company B selects Automated Attendant Service – Immediate Call Handling
- Callers hear either the Day Greeting and Menu or the Night Greeting and Menu and may transfer to the desired group or extension. Company B selects Automated Attendant Service – Always in use.
- Fax Call Handling automatically recognizes fax transmissions and routes them to the Fax Hunt Group.
- Company B wants to give subscribers the ability to turn VMS coverage ON when they leave, and turn it OFF during the day when unanswered calls are routed to the receptionist. They select Call Answer Service – Extension Coverage: A VMS Cover button is assigned at each extension.
- Although each PARTNER II extension is assigned a voice mailbox to receive messages after hours, Company B requires a special Guest Mailbox with Class of Service 7 (Transfer Not Permitted) for visitors who are not assigned their own telephones. The PARTNER MAIL Automated Attendant Service does not attempt to transfer calls to the extension associated with this mailbox. Instead, it connects the caller directly to the voice mailbox. Guests can retrieve their voice mail messages from any touch-tone telephone. Guest Mailboxes should be assigned a two-digit extension number which is not being used.

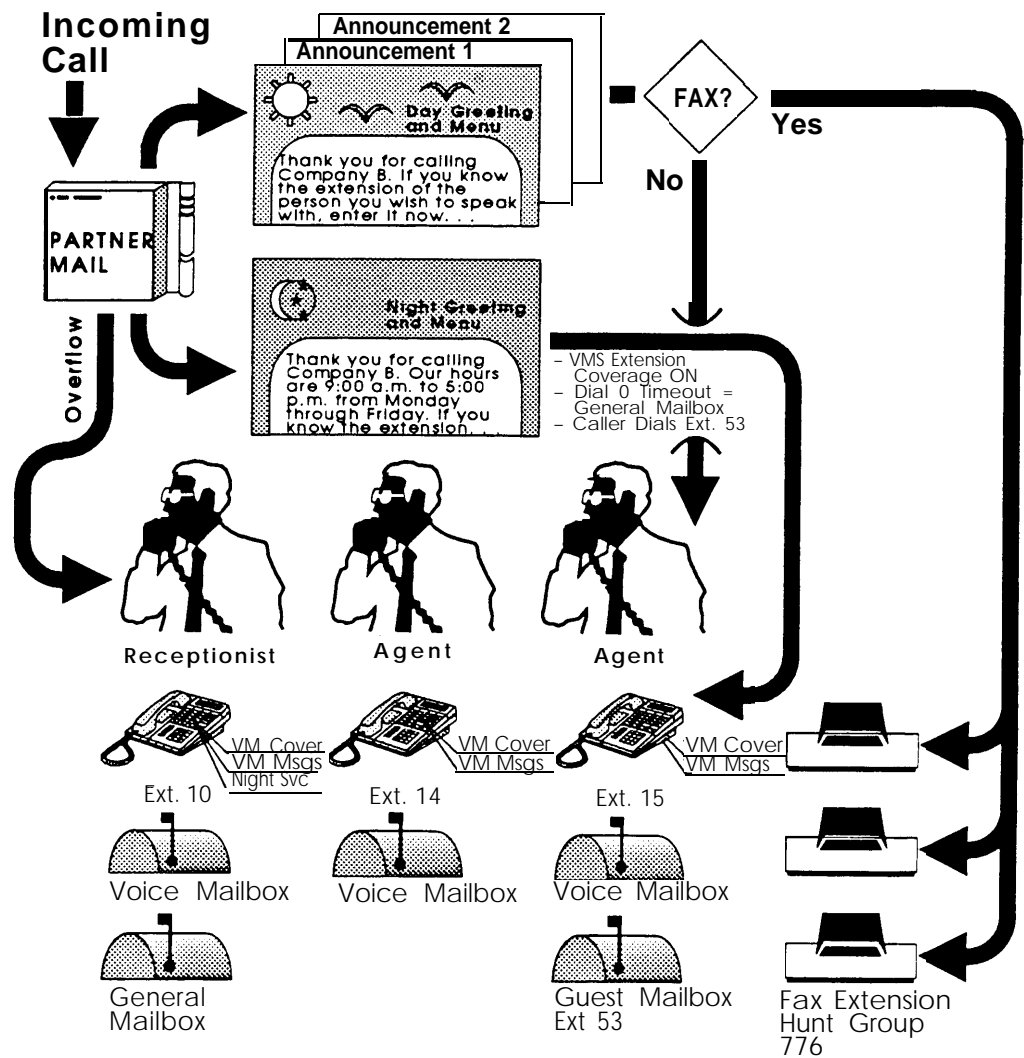


Figure 3-12. Company B's Call Handling Flow

Completing the Planning Forms

Company B, with the assistance of an AT&T representative, completes the PARTNER II System and PARTNER MAIL System Planning forms to indicate the PARTNER MAIL system features that they selected.

PARTNER II System Planner Worksheet

A salesperson completes the System Planner Worksheet (Figure 3-13) during the initial meeting with the customer. It contains basic information about how the customer wants the PARTNER Communications System configured.

1. Lines			
a. How many lines (total) will be connected to the system?		<u>7</u> 1a	
b. How many lines will be assigned as personal/dedicated lines?		<u> </u> 1b	
c. How many lines will be assigned to all extensions? (1a - 1b = 1c)		<u>7</u> 1c	
2. Call Handling			
Who answers incoming calls for your business during normal business hours? (Check 2a or 2b)			
a. Individual users (all extensions)		<u> </u> 2a	
b. Central receptionist (extension 10)		<u> </u> 2b	
3. Customizing Extension Settings			
	User Group	Number of Users	Phone Type
A.	Receptionist	<u>1</u>	<u>MLS-34</u>
B.	Basic Users	<u>10</u>	<u>MLS</u>
C.	<u>RMD</u>	<u>1</u>	<u> </u>
D.	<u>FAX EXT.</u>	<u>3</u>	<u> </u>
E.	<u> </u>	<u> </u>	<u> </u>
F.	<u> </u>	<u> </u>	<u> </u>
G.	<u> </u>	<u> </u>	<u> </u>
H.	<u> </u>	<u> </u>	<u> </u>
I.	<u> </u>	<u> </u>	<u> </u>
J.	Standard Phone Users	<u> </u>	Standard
K.	PARTNER Mail (VMS) extensions	<u>2</u> or 4	Not applicable
4. Voice Mail			
To indicate PARTNER Mail (VMS) services you will use, check one or more options: 3a and 3b for line coverage (see Form A instructions), or 3c for extension coverage (see Form B2).			
a.	VMS Automated Attendant service (lets callers on specified lines dial extensions or groups directly).	<input checked="" type="checkbox"/> 3a	
b.	VMS Line Coverage (lets callers on a user's personal line leave a message.)	<input checked="" type="checkbox"/> 3b	
c.	VMS Extension Coverage (lets callers for a specific extension leave a message.)	<input checked="" type="checkbox"/> 3c	

Figure 3-13. PARTNER II Planning Worksheet

- **3D.:** Lists the fax extensions. Company B wants Fax Call Handling so their three fax extensions are put into a Group (Group D in this example) so they can be assigned the same extension settings.
- **3K. PARTNER Mail (VMS) extensions:** The number entered here depends on the number of voice processing cards the customer ordered (one or two). Company B has two voice mail extensions (one voice processing card).

- **4. Voice Mail:** Specifies which Voice Mail Services are used. Company B wants Automated Attendant Service on all lines. They also want VMS Extension coverage at every extension.

PARTNER II System Planner Form A

Form A (Figure 3-14) shows the basic configuration of the PARTNER Communications System.

System Lines Number of Lines (#104) _____

Line Jack No	Telephone Number	Line Type (#201)	Line Coverage	Line Owner (#301)	Caller ID?	Other Subscription Services
01	555-4300	TT	VMS-AA			
02	555-4301	TT	VMS-AA			
03	555-4302	TT	VMS-AA			
04	555-4303	TT	VMS-AA			
05	555-4304	TT	VMS-AA			
06	555-4305	TT	VMS-AA			
07	555-4306	TT	VMS-AA			
08						
09						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						
23						
24						

8. System Settings. Check if applicable:

- Transfer Return Rings (#105) _____
- Outside Conference Denial (#109)
- Toll Call Prefix (#402) not required
- System Password (#403) _____
- Emergency Telephone Number List (Form D)
- Night Service Button (#503)

9. Auxiliary Equipment (System) Check if applicable:

- Music on Hold (#602)
- SMDR Record Type (#606):
 - All calls
 - Outgoing calls only
- Loudspeaker Paging
 - Number of zones _____
- PARTNER MAIL Automated Attendant Service
 - VMS Hunt Delay (#506):
 - Immediate call handling
 - Delayed call handling
 - VMS Hunt Schedule (#507):
 - Always (with Day/Night schedules)
 - Day only
 - Night only
- IROB Protectors
- EMI Filters
- Uninterruptible Power Supply
- Caller ID Devices

10. Auxiliary Equipment (Extensions) Check if applicable:

- Hotline (#603)
 - List paths of Hotline/alert extensions below _____
- Doorphone 1 Extension (#604): _____
 - To signal extensions (#606): _____
- Doorphone 2 Extension (#605): _____
 - To signal extensions (#606): _____
- PARTNER Attendant (#607)

Figure 3-14. PARTNER II System Planner Form A

- **7. System Lines — Line Coverage:** Indicates how the system covers incoming calls. VMS-AA means that these lines are covered by the Automated Attendant Service. Company B wants Automated Attendant Service on all lines.
- **8. System Settings — Night Service Button:** Company B requires a Night Service button because they wish to have the Automated Attendant Service answer calls at night.
- **9. Auxiliary Equipment — PARTNER MAIL Automated Attendant Service:** Company B wishes to use the Automated Attendant Service.

- **9. Auxiliary Equipment — VMS Hunt Delay — Immediate Call Handling:** Setting the VMS Hunt Delay for Immediate Call Handling allows the Automated Attendant Service to answer calls after two rings.
- **9. Auxiliary Equipment — VMS Hunt Schedule — Always:** Setting the VMS Hunt Schedule to Always tells the Automated Attendant Service to answer calls during the day (when the Night Service button is OFF) and at night (when the Night Service button is ON).

PARTNER II System Planner Form B1

Form B1 (Figure 3-15) is used to record extension information such as the name of each extension user and the equipment connected to each extension.

Ext. Jack No	Name/Description	Telephone						Aux. Eq.				User Group ID	Trans. Return Ext. (#306)	Night Service #50:	
		M/S 34D	M/S CA24	M/S 180	M/S 12D	M/S 12	M/S 6	M/C B Condlets	Standard	FAX (R607)	FAA (R607)				VMS
*10	ARLENE GREEN	X											A		
*11	SAM HUFF			X									B		
12	BOB JONES			X									B		
13	TIM WITT			X									B		
14	DICK GHEE		X										B		
15	AL EVANS												B		
16	FAX							X					I		
17	FAX							X					I		
18	FAX							X					I		
19	RMD											MD	C		
20	VMS									X			K	10	
21	VMS									X			K	10	
22															
23															
24															
25															
26															
27															
28															
29															
30															
31															
32															
33															

Figure 3-15. PARTNER II System Planner Form B1

- **Name/Description:** Indicates the name of each subscriber. It also indicates the extensions being used for fax machines, VMS, and for the Remote Maintenance Device (RMD) required with the PARTNER MAIL system.

- **Aux. Eq.:** Indicates the type of auxiliary equipment connected to the PARTNER II System's extension jacks. An "X" is written into the **FAX** column for each fax extension to indicate that a faxes are connected to these extension jacks. For the RMD, "MD" is written into the **Other** column. An "X" is written into the **VMS** column for each PARTNER MAIL extension.
- **User Group ID:** Identifies groups of extensions which will have the same settings (specified on Form B2). A single extension may be included in its own User Group if it has unique customized settings. The three fax extensions have been assigned to the same User Group (Group I). All VMS extensions must be assigned to the same User Group (Group K in this example).
- **Trans. Return Ext.:** For VMS extensions, set the Transfer Return Extension to the receptionist's extension. When the system transfers a call to an extension with VMS coverage turned OFF, and that extension does not answer, the call returns to the receptionist for handling.

PARTNER II System Planner Form B2

Form B2 (Figure 3-16) is used to list extensions which have settings (line assignment, line ringing, etc.) that differ in any way from the default settings listed at the bottom of the form.

Each group of users is given a letter designation by the customer for identification purposes. This letter is entered on Form B1 in the column "User Group". Any extension that has a change from the default settings must be included on this form even if it is the only member of its User Group.

Appendix C: PARTNER MAIL Case Studies

User Group ID	Exts in Group	Line Settings				Extension Features					Restrictions/Permissions								Group Assignments												
		Line Assignment (#301)	Line Access Restriction (#302)	Line Ringing (CTP)	Automatic Line Selection (CTP)	Display Lang (#303)	Auto Ext. Privacy (#304)	Abbr Ring (#305)	Forced Acct. Code Entry (#307)	Auto VMS Cover (#310)	Outside Call Restrict. (#401)	Disallowed Lists (#404)				Allowed Lists (#408)				Calling Groups (#502)				Pickup Groups (#501)			Hunt Groups (#505)				VMS only
		1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	5	6	7			
Default		01-07	NR	IMM	01-06-14	E	Off	On	Off	On	NR	Not Assigned				Not Assigned				Not Assigned											
A Recept.	10	01-07		DEL																											
B Basic Users	11-15	01-03		NO																											
C RMD	19	REMOVE ALL					ON																								
I FAX	16-18	06-07					ON																								
Sid. Phone																															
K VMS	20,21	01-07					ON																								

Figure 3-16. PARTNER II System Planner Form B2

- Line Assignment and Line Ringing:** The receptionist has all lines assigned but they are set for Delayed Ring. Two lines have been assigned to the fax extensions but with No Ring. This allows faxes to be sent as well as received. Three of the lines have been assigned to basic users so they can place calls. These lines have been set to No Ring since the Automated Attendant Service will be answering the calls.
- Auto. Ext. Privacy:** All calls to an extension are private and no other extension can join the calls. Make sure that you set the Auto Extension Privacy feature to "ON" when using the Automated Attendant Service as an Immediate Call Handler. This prevents other extensions from picking up a call already answered by the Automated Attendant Service. Auto Extension Privacy must also be assigned to the fax extensions and to the RMD to prevent interruption.
- Hunt Groups:** Company B has three fax machines and wishes to use Fax Call Handling. The three fax machines must be put in an Extension Hunt Group (Hunt Group 6 in this example). VMS extensions must be put in Extension Hunt Group 7.

PARTNER II System Planner Form C

Form C (Figure 3-17) is used for assigning button features to telephones. There is a different form for each model of MLS telephone and one for the Intercom Autodialer.

NIGHT SVC	VM COVER	VM MESSAGES			
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>

Figure 3-17. Form C for Receptionist's Extension

- Company B's receptionist needs a Night Service button, and a VMS Cover button to turn VMS coverage OFF and ON.
- All employees require a VMS Cover button and a VM Messages button, but are not assigned a Night Service button.

Programming PARTNER II to Support PARTNER MAIL System

Based on the entries on the PARTNER II System Planning forms, an implementor or programmer will perform the following PARTNER II programming procedures for Company B:

1. Hunt Group Extensions (#505): All extensions attached to ports on the PARTNER MAIL unit must be assigned to Extension Hunt Group 7. The three fax extensions should be assigned to an Extension Hunt Group (Extension Hunt Group 6 in this example).
2. Transfer Return Extension (#306): Set the Transfer Return Extension on all VMS extensions to extension 10, the receptionist.
3. Line Assignment (#301): Remove all existing line assignments from the RMD extension so that incoming calls will not be answered.

4. Auto Extension Privacy (#304): Assign Auto Extension Privacy to the RMD, fax and VMS extensions.
5. VMS Hunt Delay (#506): Leave the factory setting, 1 *Immediate* so that the Automated Attendant Service answers calls after the second ring.
6. VMS Hunt Schedule (#507): Leave the factory setting, 1 *Always*. With this setting the Automated Attendant Service will answer calls during the day and at night.
7. Group Call Distribution (#206): Used to assign all seven outside lines to Extension Hunt Group 7 (the PARTNER MAIL system Hunt Group). Select 1 *Assigned* so that the incoming lines will be answered by the Automated Attendant Service.
8. Night Service Button (#503): Assign a Night Service button to a button with lights at extension 10 so that Night Service can be activated. When Night Service is ON, the Automated Attendant Service Night Service Greeting and Menu plays for callers.
9. Program a VMS Cover button (F15) and a VMS Messages button (Auto Dial) on all extensions indicated on Form C. (There will be multiple copies of Form C).

PARTNER MAIL System Planning Forms Used by Company B

Company B needs to complete forms 1 through 8.

- Company B will not complete Form 3 because the Voice Mail Greeting is not being changed.
- Company B does not complete Form 7 because submenus are not used.
- Company B will complete Form 8 to provide scripts for announcements, but the scripts are not shown in this case study.
- Completion of Form 9 depends on whether Company B wants to use Group Lists with the Voice Mail Service.
- Company B does not need to complete Form 10 because the Line Coverage feature is not used.

This sections shows how Company B completed Forms 1, 2, 4, and 5. Form 6 is not shown since it is similar to Form 5.

PARTNER MAIL Form 1

Form 1 is used to record the extension, name and Class of Service (COS) of each subscriber who is assigned a mailbox.

52	JIM		J	I	M			
			5	1	4	3	6	1
53	GUEST	7	G	U	E	S		
			4	1	8	2	3	2
							7	4

Figure 3-18. PARTNER MAIL Planning Form 1

- **Mailbox:** Indicates the extension number for each subscriber.
- **Name:** Company B lists each subscriber's first name first, in all capital letters, since this is the name that will be recorded for the directory.
- **COS:** The class of service for the mailbox. The COS indicates the message storage capacity for the mailbox, the transfer type, and whether or not outcalling is assigned. Company B uses a COS of 7 for the Guest Mailbox for the reasons discussed earlier in this example. Refer to Chapter 3 of this guide for a complete description of COS settings.
- **Letter Key:** Enables Company B to translate up to four characters of each subscriber's first or last name. This enables Company B to enter each subscriber's name into a directory. Callers can use the directory to reach subscribers by dialing their first or last name. Since Company B intends to list callers in the directory by first names, they entered each subscriber's first name in all capital letters, and used the letter key to translate the first four characters of the first name. Refer to Chapter 3 of this guide for a complete description of the letter key.

PARTNER MAIL Form 2

Form 2 enables Company B to determine which subscribers are responsible for the administration and maintenance of the system. Refer to Chapter 1 of this guide for a description of all responsibilities.

Position	Name	Mailbox	
		EXT.	Factory Setting
Fax Extension or Fax Hunt Group Extension	FAX	776	
System Administrator	BOB	12	9997 ✓
General Mailbox Owner	ARLENE	10	10 ✓
System Operator	ARLENE	10	10 ✓
Fax Message Receiver	ARLENE	10	

Figure 3-19. PARTNER MAIL Form 2

- **Fax Extension or Fax Hunt Group Extension:** Shows the Extension Hunt Group for Company B's three fax machines.
- **System Administrator:** Bob at extension 12 is responsible for administering the PARTNER MAIL system.
- **General Mailbox Owner and System Operator:** Arlene Green at extension 10 is the System Operator and the General Mailbox Owner. Arlene, the receptionist, serves as a backup to the system, switches the system from day operation to night operation, and checks the General Mailbox for messages when the message light on her telephone is lit.
- **Fax Message Receiver:** Arlene is designated as the Fax Message Receiver. The system lights the message light on Arlene's phone when a fax is received, and places a prerecorded message in Arlene's mailbox.

PARTNER MAIL Form 4

Form 4 enables Company B to set the PARTNER MAIL system's system-wide settings.

Touch-Tone Gate

- The Touch-Tone Gate is automatically set to ON if the system is used for Fax Call Handling.
- Check one:
 - ON
 - OFF ✓
- To administer: Press [Intercom] [7] [7] [7]. Enter administrator's **EXTENSION** [#] and **PASSWORD** [#]. Press [9] [3] [5].

Extensions in Enter Plan

- Check the first digit of each extension used in the dial plan.

1 <input checked="" type="checkbox"/>	2 <input checked="" type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	7 <input checked="" type="checkbox"/>
---------------------------------------	---------------------------------------	----------------------------	----------------------------	----------------------------	---------------------------------------

Figure 3-20. PARTNER MAIL Form 4

- **Touch-Tone Gate:** Since all of Company B is using Fax Call Handling, the Touch-Tone gate is set to ON and cannot be changed.
- **Extensions in Dial Plan:** Company B checked 1, 2, and 7. When planning the Day or Night Main menus, Company B should refer to Form 4 as a reminder not to assign the 1, 2, or 7 keys as Selector Codes. That way, when callers dial extensions beginning with 1, 2, or 7 from a menu, the system transfers them directly to the extension.

Day Greeting and Menu Scripts

Company B uses the Automated Attendant as its primary call handler. Company B set the Dial 0 / Timeout to System Operator so that the receptionist can assist callers if required. Company B completed Day Menu Definition and Script as shown below (Figure 3-21).

Day Menu Definition			
Selector Code	Selector Code Action*	Number	Description
1	(5 ✓)		
2	(5 ✓)		
3	(5 ✓)		
4	3 5	1	MORTGAGE RATES
5	(5 ✓)		
6			
7			
8			
9			

Day Greeting Script	
	<i>IF You know the extension of the person you want to reach, dial it now.</i>
	<i>FOR current mortgage rates, press 4.</i>
	<i>If you need assistance, stay on the line.</i>
	<i>Press *4 to replay this menu.</i>

*Selector Code Action	
1	Selector Code Transfer
2	Play an existing submenu
3	Play an existing announcement
4	Prompted transfer
5	Direct extension transfer ✓

Figure 3-21. Day Menu Definition and Script

Instructions for completing the PARTNER MAIL System Planning forms are in Chapter 3 of this document.

Administering the PARTNER MAIL System

Based on the PARTNER MAIL System Planning forms, Company B's System Administrator performs the administration shown below. These procedures are meant only as an overview. Detailed instructions for administering the system are found in Chapter 4 and Chapter 6 of the *PARTNER MAIL™ Installation and Use* document.

1. To administer the PARTNER MAIL system:
 - Press [Intercom] [7] [7] [7] ,
 - Enter the administrator's EXTENSION and press [#] ,
 - Enter the administrator's PASSWORD and press [#] .
 - Press [9] to administer the system.
2. Press [1] to administer the System Parameters shown on Form 2.
3. Press [4] to administer the Mailboxes shown on Form 1.
4. Press [7] to administer the System Greetings shown on Forms 5 and 6. Then:
 - Press [3] to administer the Automated Attendant Greetings.
 - Record the Day Greeting (Form 5).
 - Record the Night Greeting (Form 6).
5. Press [3] to administer the Automated Attendant, and record Company B's announcements as shown on Form 8.
6. Press [3] to administer the Automated Attendant, then:
 - Record the Day Main Menu (Form 5).
 - Record the Night Main Menu (Form 6).

Company C

Company C is in the trucking business. They need to improve communication between their drivers and their dispatchers. They have the following requirements:

- The ability to enable truckers to leave voice mail messages from remote telephones when they can't reach their dispatcher.
- The truckers do not have offices or telephones but they require Guest Mailboxes so that the dispatchers and other callers can leave messages for them.
- There is no receptionist to transfer calls. Incoming lines terminate at extensions.

Selecting the Features

A representative of Company C, with the help of an AT&T representative, selects the following features (Figures 3-22):

- CO lines which terminate at the dispatcher's extensions are assigned CO Line Coverage. If the call is not answered within four rings, it goes to the mailbox of the dispatcher who is assigned Line Ownership for that line, enabling the caller to leave a message in that mailbox. Company C selects Call Answer Service – CO Line Coverage/Line Ownership.
- Employees can transfer callers directly to a voice mailbox by programming a Voice Mailbox Button (Feature 14) at their system telephones. Company C must select Call Answer Service – Direct Transfer to Voice Mailbox.
- Each PARTNER II extension has a default voice mailbox to send and receive messages. A Guest Mailbox must be modified to have a Class of Service 7 (Transfer Not Permitted) for truckers because they are not assigned their own telephones. The system does not attempt to transfer calls to the extension associated with this Guest Mailbox. Instead, it connects the caller directly to the mailbox. Guest Mailboxes should be assigned to an unused two-digit extension (10 - 57). Company C must use Voice Mail Service – Voice Mailboxes to accomplish this.

Truckers can retrieve their voice mail messages from any touch-tone telephone by calling Company C and being transferred to the PARTNER MAIL system or by reaching the dispatcher's mailbox and dialing [*] [7] .

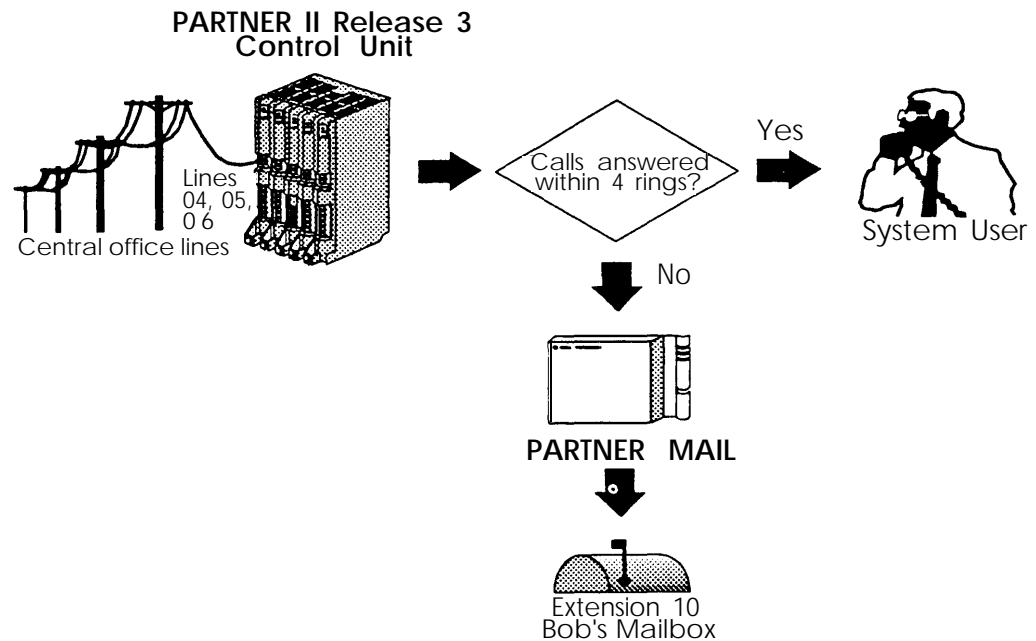


Figure 3-22. CO Line Coverage Call Processing Flow

Completing the Planning Forms

Company C, with the assistance of an AT&T representative, completes the PARTNER II System and PARTNER MAIL System Planning forms to indicate the PARTNER MAIL system features that they selected.

PARTNER II System Planner Worksheet

A salesperson completes the System Planner Worksheet (Figure 3-23) during the initial meeting with the customer. It contains basic information about how the customer wants the PARTNER Communications System configured.

- 1. Lines**
- a. How many lines (total) will be connected to the system? 6 1a
- b. How many lines will be assigned as personal/dedicated lines? 3 1b
- c. How many lines will be assigned to all extensions? (1a - 1b = 1c) 3 1c
- 2. Call Handling**
Who answers incoming calls for your business during normal business hours? (Check 2a or 2b)
- a. Individual users (all extensions) _____ 2a
- b. Central receptionist (extension 10) _____ 2b

User Group	Number of Users	Phone Type
A. Receptionist	<u>1</u>	<u>MLS-34D</u>
B. Basic Users	<u>5</u>	<u>MLS-12</u>
C. <u>DISPATCHER'S</u>	<u>2</u>	<u>MLS-12D</u>
D. <u>RMD</u>	<u>1</u>	_____
E. _____	_____	_____
F. _____	_____	_____
G. _____	_____	_____
H. _____	_____	_____
I. <u>FAX</u>	<u>1</u>	_____
J. Standard Phone Users	_____	Standard
K. PARTNER Mail (VMS) extensions	<u>2</u> or 4	Not applicable

- 4. Voice Mail**
To indicate PARTNER Mail (VMS) services you will use, check line or more options: 3a and 3b for line coverage (see Form A instructions), or 3c for extension coverage (see Form B2).
- a. VMS Automated Attendant service (lets callers on specified lines dial extensions or groups directly). 3a
- b. VMS Line Coverage (lets callers on a user's personal line leave a message.) 3b
- c. VMS Extension Coverage (lets callers for a specific extension leave a message.) _____ 3c

Figure 3-23. PARTNER II System Planner Worksheet

- **3K: PARTNER Mail (VMS) extensions:** The number entered here depends on the number of voice-processing cards the company ordered (one or two). Company C has two voice mail extensions (one voice-processing card).
- **4. Voice Mail:** Specifies which Voice Mail Services are used. Company C wants CO line coverage on lines 04, 05 and 06 (See Form A.). They do not require extension coverage or PARTNER MAIL Automated Attendant Service.

PARTNER II System Planner Form A

Form A (Figure 3-24) shows the basic configuration of the PARTNER Communications System.

7 System Lines Number of Lines (#104) _____

Line Jack No	Telephone Number	Line Type (#201)	Line Coverage	Line Owner (#301)	Caller ID?	Other Subscription Services
01	555-1100	TT				
02	555-1101	TT				
03	555-1102	TT				
04	555-1103	TT	VMS-MAIL	BOB EXT 12		
05	555-1104	TT	VMS-MAIL	BOB EXT 12		
06	555-1105	TT	VMS-MAIL	BOB EXT 12		
07						
08						
09						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						
23						
24						

8. System Settings. Check if applicable:

- Transfer Return Rings (#105) _____
- Outside Conference Denial (#109)
- Toll Call Prefix (#402) not required
- System Password (#403) _____
- Emergency Telephone Number List (Form D)
- Night Service Button (#503)

9. Auxiliary Equipment (System) Check if applicable:

- Music on Hold (#602)
- SMDR Record Type (#608):
 - All calls
 - Outgoing calls only
- Loudspeaker Paging
 - Number of zones: _____
- PARTNER MAIL Automated Attendant Service
 - VMS Hunt Delay (#506):
 - Immediate call handling
 - Delayed call handling
 - VMS Hunt Schedule (#507):
 - Always (with Day/Night schedules)
 - Day only
 - Night only
- IROB Protectors
- EMI Filters
- Uninterruptible Power Supply
- Caller ID Devices

10. Auxiliary Equipment (Extensions) Check if applicable:

- Hotline (#603)
 - List paths of Hotline/alert extensions below
 - _____
 - _____
- Doorphone 1 Extension (#604): _____
 - To signal extensions (#606): _____
- Doorphone 2 Extension (#605): _____
 - To signal extensions (#606): _____
- PARTNER Attendant (#607)

Figure 3-24. PARTNER II System Planner Form A

- **7. System Lines — Line Coverage:** Indicates how the system covers incoming calls. VMS-MAIL means that these lines are covered by the Call Answer Service if not answered within four rings.
- **7. System Lines — Line Owner:** Bob is designated as the Line Owner for lines 04, 05, and 06. This insures that unanswered calls on these lines are routed to Bob's mailbox even though these lines appear at other extensions.

PARTNER II System Planner Form B1

Form B1 (Figure 3-25) is used to record extension information such as the name of each extension user and the equipment connected to each extension.

Ext. Jack No.	Name/Description	Telephone					Aux. Eq.			User Group ID	Trans. Return Ext. (#306)	Night Service (#504)		
		M/S-340	M/S-CR24	M/S-18D	M/S-12D	M/S-12	M/S-6	M/C-6 Cordless	Standard FAX (#601)				AA (#607)	VMS
*10	JAY GRAHAM	X										A		
*11	RUTH (SECV)	X	X									B		
12	BOB (DISPATCHER)			X								C		
13	AL (DISPATCHER)			X								C		
14	RENE			X								B		
15	KATHY			X								B		
16	RONITA			X								B		
17	JASMINE			X								B		
18	RICH			X								B		
19	CONF. ROOM			X										
20	LOADING DOC.			X	X									
21	FAX						X					I		
22	POWER FAIL PHONE						X							
23	RMD									MD		D		
24	VMS									X		K	10	
25	VMS									X		K	10	
26														
27														
28														
29														
30														
31														
32														
33														

Figure 3-25. PARTNER II System Planner Form B1

- Name/Description:** Indicates the name of each subscriber. It also indicates the extensions being used for VMS and for the Remote Maintenance Device (RMD) required with the PARTNER MAIL system. Truckers names are shown next to the Guest Mailboxes even though the truckers do not have their own extensions.
- Aux. Eq.:** Indicates the type of auxiliary equipment connected to the PARTNER II System's extension jacks. An "X" is written into the **FAX** column to indicate that a fax is connected to this extension jack. For the RMD, "MD" is written into the **Other** column. An "X" is written into the **VMS** column for each PARTNER MAIL extension.
- User Group:** Identifies groups of extensions which will have the same settings (specified on Form B2). A single extension may be included in its own User Group if it has unique customized settings. All VMS extensions must be assigned to the same User Group (Group K in this example).

- Trans. Return Ext.:** For VMS extensions, set to the Transfer Return Extension to the receptionist's extension. When the system transfers a call to an extension, and that extension does not answer, the call returns to the receptionist for handling.

PARTNER II System Planner Form B2

Form B2 (Figure 3-26) is used to list extensions which have settings (line assignment, line ringing, etc.) that differ in any way from the default settings listed at the bottom of the form.

Each group of users is given a letter designation by the customer for identification purposes. This letter is entered on Form B1 in the column "User Group". Any extension that has a change from the default settings must be included on this form, even if it is the only member of its User Group.

User Group ID	Exts in Group	Line Settings				Extension Features				Restrictions/Permissions				Group Assignments																	
		Line Assignment (#301)	Line Access Restriction (#302)	Line Ringing (CTP)	Automatic Line Selection (CTP)	Display LANG (#303)	Auto Ext. Privacy (#304)	Abstr. Ring (#305)	Forward Acct. Code Entry (#307)	Auto VMS Cover (#310)	Call Forward (R401)	Disallowed Lites (R404)	Allowed Lites (R408)	Calling Groups (#502)	Pickup Groups (#501)	Hunt Groups (#505)	VMS only														
Default		01-03	NP	NR	CL. Acc. In.	F	ON	ON	ON	ON	NR	Not Assigned	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	5	6	7
A	10	01-03 04-06		DEL																											
B	14-18	01-03																													
C	12,13	01-06																													
D	23	REMOVE ALL					ON																								
I	FAX	21	03				ON																								
J	Std. Phone																														
K	VMS	24,25	01-06																												

Figure 3-26. PARTNER II System Planner Form B2

- Line Assignment and Line Ringing:** Company C wishes to reserve lines 04 through 06 for calls to the dispatchers (Group C). These lines also appear on the boss's extension (10). Lines 01, 02 and 03 are used by everyone.

PARTNER II System Planner Form C

Form C (Figure 3-27) is used for assigning button features to telephones. There is a different form for each model of MLS telephone and one for the Intercom Autodialer.

<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
VM BOX <input type="checkbox"/> <input type="checkbox"/>	VM MESSAGES <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>

Figure 3-27. PARTNER II System Planner Form C

- Company C's dispatchers are assigned lines 04, 05, 06 to communicate with the truckers. Line 03 is for their own use. If a caller wishes to leave a message for a trucker, they can be transferred directly to the trucker's mailbox.
- VM Messages are also used to transfer truckers to the system when they call in to retrieve their messages.
- Other extensions with system telephones require a Voice Mailbox button and a VM Messages button.

Programming PARTNER II to Support PARTNER MAIL

Based on the entries on the PARTNER II System Planning forms, an implementor or programmer will perform the following PARTNER II programming procedures for Company C:

1. Hunt Group Extensions (#505): All extensions attached to ports on the PARTNER MAIL unit must be assigned to Hunt Group 7.
2. Transfer Return Extension (#306): Set the Transfer Return Extension on all VMS extensions to extension 10.
3. Line Assignment (#301): Remove all existing line assignments from the RMD extension.
 - Remove lines 04 through 06 from Group B (Basic Users).
 - Remove lines 01 through 03 from Group C (Dispatcher)
 - Remove lines 01, 02, and 04 through 06 from the fax extension.
4. Auto Extension Privacy (#304): Assign Auto Extension Privacy to the RMD and fax extensions.
5. Group Call Distribution (#206): Used to assign outside lines to Extension Hunt Group 7 (the PARTNER MAIL system Hunt Group). Assign lines 04, 05, and 06 and Select Option 3 *VMS Line Cover* so that these lines are covered by the PARTNER MAIL system.
6. Program a Voice Mailbox button (F14), and a VM Messages button (Auto Dial) on all extensions indicated on Form C. (There will be multiple copies of Form C).

**PARTNER MAIL System Planning Forms
Used by Company C**

Company C needs to complete forms 1, 2 and 10.

- Company C does not complete form 3 since the Voice Mail Greeting is unchanged.
- Company C does not complete forms 4 through 8 because the Automated Attendant Service is not used.
- Completion of Form 9 depends on whether Company C wants to use Group Lists with the Voice Mail Service.

This sections shows how Company B completed Forms 1, 2, and 10.

PARTNER MAIL Form 1

Form 1 is used to record the extension, name and Class of Service (COS) of each subscriber who is assigned a mailbox.

Mailbox	Name	COS	Letter Key						
10	JAY		J	A	Y				
			5 1	2 1	9 3				
52	JOE	7	J	O	E				
			5 1	6 3	3 2				
53	MACK	7	M	A	C	K			
			6 1	2 1	2 3	5 2			
54	SUE	7	S	U	E				
			7 4	8 2	3 2				

Figure 3-28. PARTNER MAIL Planning Form 1

- **Mailbox:** Indicates the extension number for each subscriber. Including the Guest Mailboxes for truckers.
- **Name:** Company C lists each subscriber's first name first, in all capital letters, since this is the name that will be recorded for the directory.

- **COS:** The class of service for the mailbox. The COS indicates the message storage capacity for the mailbox, the transfer type, and whether or not outcalling is assigned. Company C uses a COS of 7 for the Guest Mailboxes for the reasons discussed earlier in this example.
- **Letter Key:** Enables Company C to translate up to four characters of each subscriber's first or last name. This enables Company C to enter each subscriber's name into a directory. Callers can use the directory to reach subscribers by dialing their first or last name. Since Company C intends to list callers in the directory by first names, they entered each subscriber's first name in all capital letters, and used the letter key to translate the first four characters of the first name.

PARTNER MAIL Form 2

Form 2 enables Company C to determine which subscribers are responsible for the administration and maintenance of the system. Refer to Chapter 1 of this guide for a description of all responsibilities.

Position	Name	Mailbox	
		EXT.	Factory Setting
Fax Extension or Fax Hunt Group Extension			
System Administrator	BOB	12	9997 ✓
General Mailbox Owner	JAY	10	10 ✓
System Operator	JAY	10	10 ✓
Fax Message Receiver			

Figure 3-29. PARTNER MAIL Form 2

- **System Administrator:** Bob at extension 12 is responsible for administering the PARTNER MAIL system.
- **General Mailbox Owner and System Operator:** Jay Graham at extension 10 is the System Operator and the General Mailbox Owner. Jay checks the General Mailbox for messages when the message light on his telephone is lit.

PARTNER MAIL Form 10

The administrator must use form 10 (Figure 3-30) to assign line ownership.

Line	Telephone Number	Line Owner	Owner's Extension
04	555-1103	BOB	12
05	555-1104	BOB	12
06	555-1105	BOB	12

Figure 3-30. Line Ownership Form

Administering the PARTNER MAIL System

Based in the PARTNER MAIL System Planning forms, Company C's System Administrator performs the following administration.

1. To administer the PARTNER MAIL system:
 - Press [Intercom] [7] [7] [7] ,
 - Enter the administrator's EXTENSION and press [#] ,
 - Enter the administrator's PASSWORD and press [#] .
 - Press [9] to administer the system.
2. Press [1] to administer System Parameters as shown on Form 2.
3. Press [4] to administer Mailboxes as shown on Form 1.

4. Press **[6]** to administer Line Ownership as shown on Form 10.

Complete instructions for administering the PARTNER MAIL system are found in the *PARTNER MAIL™ Installation and Use* document.

Glossary

A

Automated Attendant Service

A system feature that consists of a greeting and a multi-level menu, which provides outside callers with options enabling them to reach an extension, Hunt Group or Calling Group, or obtain information, by pressing a single digit or by dialing an extension, Hunt Group or Calling Group number.

Auto Dial button

A programmable telephone button that dials digits simply by pressing that button. An Auto Dial button can be used to dial the PARTNER MAIL system with one touch. *See also Programmable button.*

Auxiliary equipment

Telecommunications equipment (other than MLS- and MLC-model telephones) 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 standard phones 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

This feature gives PARTNER MAIL extensions Call Answer Service coverage for calls not answered within three rings.

C

Call Answer service

A PARTNER MAIL feature that lets callers leave a message at an unanswered extension or transfer themselves to another extension.

Calling Group

A group of extensions that can be called simultaneously by dialing a calling group code. *See also Hunt group.*

Centralized Telephone Programming

A method of telephone programming that lets you program individual extensions in the system from an MLS-34D, MLS-18D, or MLS-12D phone at extension 10 or extension 11. Centralized Telephone Programming is an alternative to Extension Programming.

CO Line number

The number assigned to each line jack on 206 or 400 module. Line jack numbers run consecutively from 01 through 24 (for a two-carrier configuration).

Control Unit

The control unit consists of at least the primary carrier and can be expanded to include the expansion carrier. The control unit connects lines coming into your building to the extensions on your system and also provides system features.

D

Delayed Call Handling

A system feature that allows the PARTNER II System to send outside calls to the Automated Attendant service if a system user does not answer after the third ring.

E

Extension

An endpoint in the system (numbered 10-57) that connects telephones or standard devices, which can be dialed using the Intercom button. *See also 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 206 modules that allow you to connect phones (or other telecommunications devices) to the control unit.

Extension number

The number assigned to each extension jack on a 206 module. Extension jack numbers run consecutively from 10 through 57 (for a 2-carrier configuration) and used for intercom calling.

Extension Programming

A method of telephone programming that lets users program their own extensions from their MLS- or MLC-model phones. *See also Centralized Telephone Programming.*

F

Fax Call Handling

A feature that allows the Automated Attendant to automatically recognize and route fax calls to the extension(s) where the fax machines(s) are connected.

Fax Message Receiver

The person (subscriber) who the PARTNER MAIL system notifies when a fax is received.

G

General Mailbox

A storage area for recorded messages not directed to a subscriber's voice mailbox.

General Mailbox Owner

The subscriber who the PARTNER MAIL system notifies when a message is received in the General Mailbox.

Group call distribution

A system setting that directs incoming calls on specific lines to a hunt group. *See also Hunt group and VMS hunt group.*

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 VMS hunt group and Calling group.*

I

Immediate Call Handling

A feature that allows the Automated Attendant to answer every outside call (after the second ring) by playing the Automated Attendant Day or Night Greeting.

Implementor

The person who performs the installation and the initial programming of the PARTNER MAIL system.

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 with an *Intercom* button on an MLS- or MLC-model telephone using extension numbers.

L

Line jack

The location on 206 and 400 modules that allows you to connect outside lines to the control unit.

Line Ownership

A feature that lets a subscriber's extension (mailbox) be assigned as the owner of the covered line. When a call comes in on the covered line, the system routes the caller to the mailbox specified as the line's owner if the call is not answered.

M

Mailbox

A storage area for messages associated with a PARTNER MAIL system subscriber.

MLS-and MLC-Model telephones

The AT&T telephones that are specifically designed for use with the PARTNER system. Models include the MLS-34D, MLS-12D, MLS-6, and MLC-6 phones.

N

Night Service

A feature that lets you redirect calls received after hours or when a receptionist is not available to answer calls. (This feature also activates night service operations of PARTNER MAIL.)

O

One-touch Intercom Calling button

See Auto Dial button.

Outcalling

A feature that enables the PARTNER MAIL system to call a subscriber at a telephone, or who carries a beeper, when a new message is deposited in his or her mailbox.

P

Password

(1) In PARTNER MAIL, 1-4 digit number that subscribers enter to log into PARTNER MAIL. A password is used to keep messages confidential. (2) A 4-digit word assigned by the system manager that users can enter from MLS-model system phones to override dialing restrictions and to turn Night Service on and off. *See also Night Service.*

Programmable button

A telephone button that does not have a line assigned; it can be set up to dial a number or access a feature. On MLS- and MLC-model phones, programmable buttons can be used as Auto Dial buttons (for one-touch dialing of feature codes).

Programming extension

An extension from which you can program the PARTNER II System, either extension 10 or 11.

S

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

The AT&T control unit and MLS- and MLC-model telephones that you purchased, plus all other telecommunications devices that are connected to your control unit.

System Administrator

A person in charge of making ongoing changes to the PARTNER MAIL system such as modifying mailboxes, changing menus and greetings.

System Manager

The person responsible for managing the PARTNER II System, including equipment programming.

System Operator

The person who is primarily responsible for answering outside calls. This is most often the receptionist.

System Planner

The person who uses planning forms to plan the integration of the PARTNER MAIL Voice Massaging system with PARTNER II Release 3 Communications System.

System programming

Procedures that allow you to customize PARTNER II system settings for your business. System Programming requires an MLS-34D,MLS-18D, or MLS-12D phone and must be done from extension 10 or 11.

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.

206 module

A system module that contains jacks for connecting up to two outside lines and up to six extensions to the control unit.

V

Voice Mailbox

Provides storage for messages recorded by callers.

Voice Mailbox transfer

A PARTNER II feature that enables a system phone user to transfer a call directly to a subscriber's Call Answer Service.

VMS Coverage

A feature that provides PARTNER MAIL Call Answer service when a call is not answered by a covered extension.

VMS Line Cover

A feature that enables callers who call in on the covered line to leave a message in the mailbox if no one answers the call.

Voice Messaging System (VMS)

An optional device that provides the following services: answer calls and routes them to caller designated extensions; permit callers to leave messages at an unanswered extension; allow voice mail system subscribers to retrieve their messages.

Voice Mail Service

A feature that allows subscribers to: receive messages, listen to messages, create messages, change messages, record personal greetings and names, assign passwords, and designate their Personal Operator. In addition, it allows the System Administrator to: use the Broadcast feature and perform PARTNER MAIL system administration.

VMS Coverage button

Provides subscribers that capability of turning voice mail coverage ON or OFF at an extension. *See also Automatic VMS Cover.*

VMS hunt delay

A feature that lets you set the Automated Attendant to handle calls in one of two ways: Immediate Call Handling or Delayed Call Handling.

VMS hunt group

Extension hunt group 7, reserved by the system to identify extensions that provide PARTNER MAIL services. *See also Hunt group Line hunting, VMS hunt delay, VMS hunt schedule.*

VMS hunt schedule

A feature that allows you to set the PARTNER II Release 3 system to route outside calls to the PARTNER MAIL Automated Attendant always, during the day only, or only during the night.

VMS line coverage

An administrator can associate a "Personal" line with a subscriber's extension for Voice Mail coverage. *See Auto VMS Cover.*

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