



The Voice Mail Service of the PARTNER MAIL Voice Messaging System serves as a personal answering machine. Callers from outside your company can leave messages in your mailbox, which you can listen to, forward, save or discard. A password you create keeps messages private. You can also send messages, respond to messages, or add your comments to a message and forward both to other people in your company. If administered, you can direct callers who need assistance to your "personal operator" and program the PARTNER MAIL system to notify you at a remote phone when a new message has been left in your mailbox.

### *Helpful Hints*

- To retrieve your messages from outside your company:
  - Call in on a line answered by the PARTNER MAIL system.
  - Press [\*] [Z] to access your mailbox and retrieve your messages.
  - If someone answers the call, ask them to transfer you to the PARTNER MAIL system by performing the following:
    - Dial [TRANSFER] [Z] [Z] [Z] or
    - Press a preprogrammed button.
- While using Voice Mail Service, you may
  - Dial the next step of any procedure without waiting for a greeting or prompt to finish.
  - Press [\*] [#] to go back to the previous menu.
  - Press [\*] [4] to replay a menu.
- To program a button on your system phone for one-touch dialing into the PARTNER MAIL system:
  - Press [FEATURE] [0] [0] .
  - Press a programmable button.
  - Press [INTERCOM] [Z] [Z] [Z] .
- To prevent calls from ringing at your phone before being answered by the PARTNER MAIL system you must program and use the **DO NOT DISTURB** button. The green light next to the line button is lit when this feature is on.
- To transfer to any system extension when on a call to the PARTNER MAIL system:
  - Enter [\*] [8]
  - Dial the extension where you want to transfer.

- To transfer a caller to an extension's voice mailbox:
  - Press the preprogrammed voice mailbox (VM BOX) button or enter [FEATURE] [1] [4] .
  - Enter the designated mailbox number and hang up.
- The PARTNER MAIL system turns ON the message light on your system phone when a message is sent to your mailbox, and turns OFF the message light after you delete all messages.
- To turn off a message light at your system phone, program and use the Message Light Off feature. If you turn off the message light, and a message is left in your mailbox, the light will come back on at 3 a.m.

## Logging in to PARTNER MAIL System

1. Press a preprogrammed button to log into the PARTNER MAIL system or:
  - FROM A SYSTEM PHONE:  
Press [INTERCOM] [7] [7] [7]
  - FROM A STANDARD PHONE:  
Press [7] [7] [7] after you hear the intercom dial tone.

*The Voice Mail Menu plays.*

2. Enter your **EXTENSION** number followed by [#] .
3. Enter your **PASSWORD** followed by [#] .

**NOTE:** Until you change it, the password is 1 2 3 4.

*The system announces the number of messages in your mailbox.*

4. Select an option from the Voice Mail Menu. Press:

- |         |  |
|---------|--|
| [1]     | to record messages.                                  |
| [2]     | to get messages.                                     |
| [3]     | to administer your name or greeting.                 |
| [4]     | to administer your personal operator.                |
| [5]     | to change your password.                             |
| [6]     | to administer Outcalling (if you have this feature). |
| [*] [8] | to transfer to another extension.                    |
| [0]     | to transfer to System Operator.                      |

## Personal Administration

Use the following procedures to change your password, record a personal greeting that callers hear when they reach your mailbox, record your name, or to designate a personal operator who handles your calls when callers press [0] in response to your personal greeting.

### Changing Your Password

1. Log in to the PARTNER MAIL system as described earlier.  
*The Voice Menu Plays.*
2. Press [5] to change your password.  
*The prompt says, "Enter new password and pound (#) sign."*
3. Choose:
  - If you want to use a password, enter up to four digits followed by [#].  
Then, go to Step 4.  
*The prompt says, "Re-enter password."*

**NOTE:** to prevent unauthorized use, select a password composed of random, non-sequential digits.

  - If you do not want a password enter [0] [#].
4. Enter your new **PASSWORD** followed by [#].

### Recording Your Personal Greeting

1. Log in to the PARTNER MAIL system as described earlier.  
*The Voice Mail Menu plays.*
2. Press [3] to administer your name or greeting.  
*The Name and Greeting Menu plays.*
3. Press [1] to administer your greeting.
4. If you would like to listen to the current greeting before you change it, press [0]. If not, go to Step 5.
5. Press [1] to record your personal greeting (two minutes maximum).  
*The prompt says, "After recording press 1. Record at the tone."*

**Example:** "This is Joe Conlin. I'm in the office today but away from my desk. If you would like to talk to an operator, press 0. Otherwise, please leave a message at the sound of the tone".

**NOTE:** Callers who hear your personal greeting may enter [\*] [9] and transfer to another extension, or they may enter [0] to reach the receptionist before or after your message plays. You may want to prompt the caller to press [\*] [8] to transfer either before or after leaving you a message.

6. Press [1] after recording your greeting.
7. Choose an option or go to Step 8:
  - Press [2] [3] to replay the greeting.
  - Press [2] [1] to re-record the greeting.
  - Press [\*] [3] to delete the greeting. The old greeting will remain in effect
8. Press [\*] [#] to approve the greeting.

### ***Recording Your Name***

1. Log in to the PARTNER MAIL system as described earlier.  
*The Voice Mail Menu plays.*
2. Press [3] to administer your name or greeting.  
*The Name and Greeting Menu plays.*
3. Press [2] to administer your name.
4. If you would like to listen to the current name before you change it, press [0]. If not, go to Step 5.
5. Press [1] to record your name (up to four seconds).  
*The prompt says, "After recording press 1. Record at the tone."*
6. Press [1] after recording your name.
7. Choose an option or go to Step 8:
  - Press [2] [3] to replay the name
  - Press [2] [1] to re-record the name.  
*The prompt says: "Record at the tone".*
  - Press [\*] [3] to delete the name. The old name will remain in effect.
8. Press [\*] [#] to approve the name.

## Designating a Personal Operator

When a caller presses [0] in response to a prompt, the system connects the caller to the System Operator. As an alternative to the System Operator, you can designate another user as your Personal Operator. When callers press [0], the system connects them to your Personal Operator's extension so that he or she can handle the call.

1. Log in to the PARTNER MAIL system as described earlier.  
*The Voice Mail Menu plays.*
2. Press [4] to administer your Personal Operator.  
*The prompt plays your current Personal Operator, and asks you to enter a Personal Operator extension, or to press 0 to delete the Personal Operator.*
3. Choose:
  - Enter the EXTENSION number of the person you are designating as your Personal Operator and press [#].
  - Press [0] [#] to delete the Personal Operator currently assigned. The system uses the System Operator's extension as your Personal Operator.
  - Press [#] to retain the current Personal Operator extension.  
*The system plays the extension entered during any of the previous steps.*

## Message Administration

Use the following procedures to listen to, send, reply to, and forward messages. This section also contains the procedure for using the directory, which might prove useful when addressing messages.

### Using the Directory

- Follow these instructions to send or forward a message or transfer to another extension.
- Ask your System Administrator if the PARTNER MAIL system directory is organized by first name or last name.
- When addressing a message or after pressing [\*] [9] to transfer to another extension:
  1. Press [\*] [2] to access the directory.
  2. Dial no more than the first four letters of the name.

**Example: If the directory is organized by first names, you would enter 2, 6, 2 to find the extension for Bob Smith (2=B, 6=O, 2=B). If the directory were organized by last names, you would enter 7, 6, 4, 8.**

**NOTE:** Use 7 for letter Q. Use 9 for letter Z.

3. One of the following actions occurs:
  - A match is made.  
*The Message Addressing Menu plays and prompts for the next extension, or the call is transferred if a transfer was requested.*
  - The letters match more than one person.  
*Voice Mail announces the names that match. After you select one, the Message Addressing Menu plays, or the call is transferred if a transfer was requested.*
  - No match is found.  
*The Message Addressing Menu plays, or the PARTNER MAIL system prompts for another extension if a transfer was requested.*

## **Listening to Messages**

1. Log in to the PARTNER MAIL system as described earlier.  
*The Voice Mail Menu plays.*
2. Press [**2**] to get messages.  
*The message header plays.*
3. Press [**0**] to play the message.  
*The message plays.*
4. While the message plays, you can choose additional options. Press:
  - [**3**] to pause; press [**3**] again to resume.
  - [**5**] to rewind four seconds.
  - [**6**] to skip four seconds.
5. After the message plays, choose the appropriate option:
  - Press [**1**] [**1**] to reply to sender. (See "Replying to a Message").
  - Press [**1**] [**2**] to forward a message with comments. (See "Forwarding a Message").
  - Press [**2**] [**3**] to replay a current message header. Go back to Step 3.
  - Press [**2**] [**0**] to replay the current message. Go back to Step 4.
  - Press [**\***] [**3**] to delete the message.  
*The prompt says "Message deleted" and the next message header plays.*
6. Press [**#**] to save the message and skip to the next message header.  
Go back to Step 3.

## Sending a Message

1. Log in to the PARTNER MAIL system as described earlier.  
*The Voice Mail Menu plays.*
2. Press [**1**] to record a message.  
*The message header plays.*
3. Record your message.
4. Press [**1**] after recording your message.
5. Select an option or go to Step 6:
  - Press [**2**] [**3**] to replay the message.
  - Press [**2**] [**1**] to re-record the message.
  - Press [**\***] [**3**] to delete the message.
6. Press [**\***] [**#**] to approve the message.  
*The Message Addressing Menu plays and prompts for an extension.*
7. Enter any of the following:
  - The **EXTENSION** of the person who will receive the message, then press [**#**].
  - [**\***] [**5**] followed by a Group List number, followed by [**#**].
  - [**\***] [**2**] to address a message using the directory. (See "Using the Directory").
  - [**\***] [**3**] to discard the last extension or Group List number entered.
8. Press [**\***] [**#**] when you have finished addressing the message.  
*The system turns ON the message light at the destination's system phone(s).*

## Replying to a Message

1. After listening to a message sent by another subscriber, press [**1**] [**1**] if you want to reply to the subscriber.
2. Record your reply.
3. Press [**1**] when you have finished recording.
4. Choose an option or go to Step 5:
  - Press [**2**] [**3**] to replay your response
  - Press [**2**] [**1**] to re-record your response. Go back to Step 2.
  - Press [**\***] [**3**] to delete your response

5. Press [\*] [#] to send your reply.

*The system turns On the message light at the destination phone(s).*

## **Forwarding a Message**

1. After listening to a message, press [1] [2] to forward your comments along with the original message.

2. Record your comments.

3. Press [1] after recording your comments.

4. Choose an option or go to Step 5:

- Press [2] [3] to replay your comments.
- Press [2] [1] to re-record your comments. Go back to Step 2.
- Press [\*] [3] to delete your comments and cancel the forward activity.

5. Press [\*] [#] to approve your comments.

*The Message Addressing Menu plays and prompts for an extension.*

6. Enter any of the following:

- The **EXTENSION** of the person who will receive the message, then press [#] .
- [\*] [5] followed by a Group List number, followed by [#] .
- [\*] [2] to address a message using the directory, (See" Using the Directory").
- [\*] [3] to discard the last extension or Group Number entered.

**NOTE:** Repeat Step 6 to forward the message to others.

7. Press [\*] [#] when you have finished addressing the message.

*The system turns ON the message light at the destination's system phone(s).*



## Transferring to Another Extension

You can transfer to another extension from any of the following places:

- While logged into Voice Mail,
- After hearing someone's personal greeting,
- From a system extension or a remote telephone.

1. Press [\*] [9] to transfer your call.

*The prompt says, "Enter the extension."*

2. Either:

- Enter the **EXTENSION** number to which you want to transfer the call, or,
- Press [\*] [2] and dial the name of the person to whom you want to transfer the call (see "Using the Directory").

## Outcalling

Outcalling enables the PARTNER MAIL system to notify a subscriber at a remote telephone or beeper when a new message is deposited in the subscriber's mailbox.

This feature is only available if the following occur:

- Your System Administrator permits use of Outcalling for your mailbox by administering a Class of Service of 4, 5, 6, or 8.
- You turn Outcalling ON.
- You specify the telephone or beeper number that the system calls when a new message is in your mailbox.

The PARTNER MAIL system attempts to deliver the message every 30 minutes until one of the following occur:

- During the outcalling call, the subscriber can log into Voice Mail and listen to his or her new message.
- During the outcalling call, the subscriber can press [\*] [#] to cancel outcalling until a new message arrives.
- On a separate call, the subscriber logs on to the system and deletes the message(s).
- On a separate call, the subscriber logs on to the system and enters [\*] [#] to cancel Outcalling until the next message is received.
- The system has attempted to deliver the message a total of five times.

What follows are general rules for specifying an Outcalling number:

- You may enter digits [0] through [9] .
- You may enter a [\*] for each 1.5 second pause in your number.
- You must enter [#] at the end of the number.
- Beeper and pager numbers must be preceded by [#] [#] .
- The maximum number of digits in an Outcalling number is 29.

## Changing Your Outcalling Number

1. Access the Voice Mail Activity Menu as described in an earlier section.  
*Your name plays, followed by the Voice Mail Activity Menu. The Outcalling Menu item only plays if the mailbox is administered for Outcalling.*
2. Press [**6**] to administer Outcalling.  
*The Outcalling Administration Menu plays.*
3. Select an option:
  - Press [**1**] to change your Outcalling number. Go to Step 4.
  - Press [**3**] to play the instructions for Outcalling.
  - Press [**9**] to turn Outcalling ON.
  - Press [**6**] to turn Outcalling OFF.
4. Press [**1**] to change your Outcalling number.  
*The prompt says, "Enter new Outcalling number".*
5. Choose:
  - If specifying a **standard telephone** number:
    - Begin the number string with [**9**] [**\***].
    - Enter digits ( [**0**] through [**9**] ) required to reach the remote telephone.
    - Press [**#**] at the end of the telephone number.

**Example: To specify 276-1111 (area code 444) you enter:**

[**9**] [**\***] [**4**] [**4**] [**4**] [**2**] [**7**] [**6**] [**1**] [**1**] [**1**] [**1**] [**#**].
  - If specifying a **beeper** number:
    - Begin the number string with [**9**] [**\***].
    - Enter [**#**] [**#**] to begin the number. This causes the system to automatically dial [**#**] at the end of the number.
    - Enter all digits ( [**0**] through [**9**] ) required to reach the beeper
    - If you must specify a pause in the number, use a [**\***] to indicate each 1.5 second pause.
    - Press [**#**] at the end of the beeper or pager number.

**Example: to specify a beeper number 123-1234 which must be followed by 432 # after a three second pause, enter:**

[**9**] [**\***] [**#**] [**#**] [**1**] [**2**] [**3**] [**1**] [**2**] [**3**] [**4**] [**\***] [**\***] [**4**] [**3**] [**2**] [**#**].
6. Press [**9**] to turn Outcalling ON.
7. Press [**\***] [**#**] to go to the previous menu.