

Lucent Technologies
Bell Labs Innovations



PARTNER[®] Voice Messaging PC Card

For the PARTNER Advanced Communications System

Installation, Programming and Use

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Purpose of this Guide

This guide provides instructions for installing, programming, and using the PARTNER® Voice Messaging PC Card with the PARTNER Advanced Communications System (ACS) Release 1.1 or later. This guide is intended for:

- The technician who installs the hardware and programs the initial system settings
- The System Manager—the person who is responsible for managing the system on an ongoing basis
- The subscriber, a user who has been assigned one of the four mailboxes on PARTNER Voice Messaging.

Terminology

This guide uses the following terms:

- *Communications system (CS)*: in most countries, Release 1.1 or later of the PARTNER Advanced Communications System.
- *System phones*: the telephones specifically designed to work with the communications system, including the PARTNER-34D, PARTNER 18D, PARTNER-18, PARTNER 6, MLS-34D®, MLS-18D®, MLS-12D®, MLS-12®, MLS-6®, MLC-6, MDC 9000, MDW 9000, MDW 9010, and MDW 9030P.

Key Sequences

This guide instructs you to press key sequences on the telephone's dialpad to perform tasks. Each sequence includes a letter associated with a task. Since some dialpads do not have letters, the sequences are also referred to with a number. The numerical sequences and their associated letter sequences are listed below for your reference:

Delete	[*]D [*][3]	Restart	[*][R] [*][Z]
Transfer	[*]T [*][8]	Exit	[*][*][9]

Voice Messaging Service Overview

The PARTNER Voice Messaging PC Card is designed to work with the communications system. The system configuration consists of two voice channels (ports) and four mailboxes, providing the following basic voice messaging capabilities:

- Handles up to two calls simultaneously and provides service for four subscribers.
- Answers outside calls, plays a customized message prompting the caller to select a mailbox (1–4) for the party for whom the caller wants to leave a message—all without the aid of a receptionist.
- Allows callers to leave a private message if the called party does not answer or is busy on another call. The caller can also transfer to another system extension or the receptionist's extension for assistance.
- When a message is left in one of the four mailboxes, the message light on the system phone associated with the mailbox comes on.
- Allows subscribers to retrieve messages from any touch-tone phone on the premises or from a remote locations. The system informs subscribers how many of these message are new and how many are old (previously saved) messages.

The voice messaging system provides two types of service:

- **Call Answer Service.** Allows the caller to leave a message or to transfer to another extension if the called party is busy or does not answer.
- **Voice Mail Service.** Allows subscribers to listen to messages and to manage their own mailboxes.

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

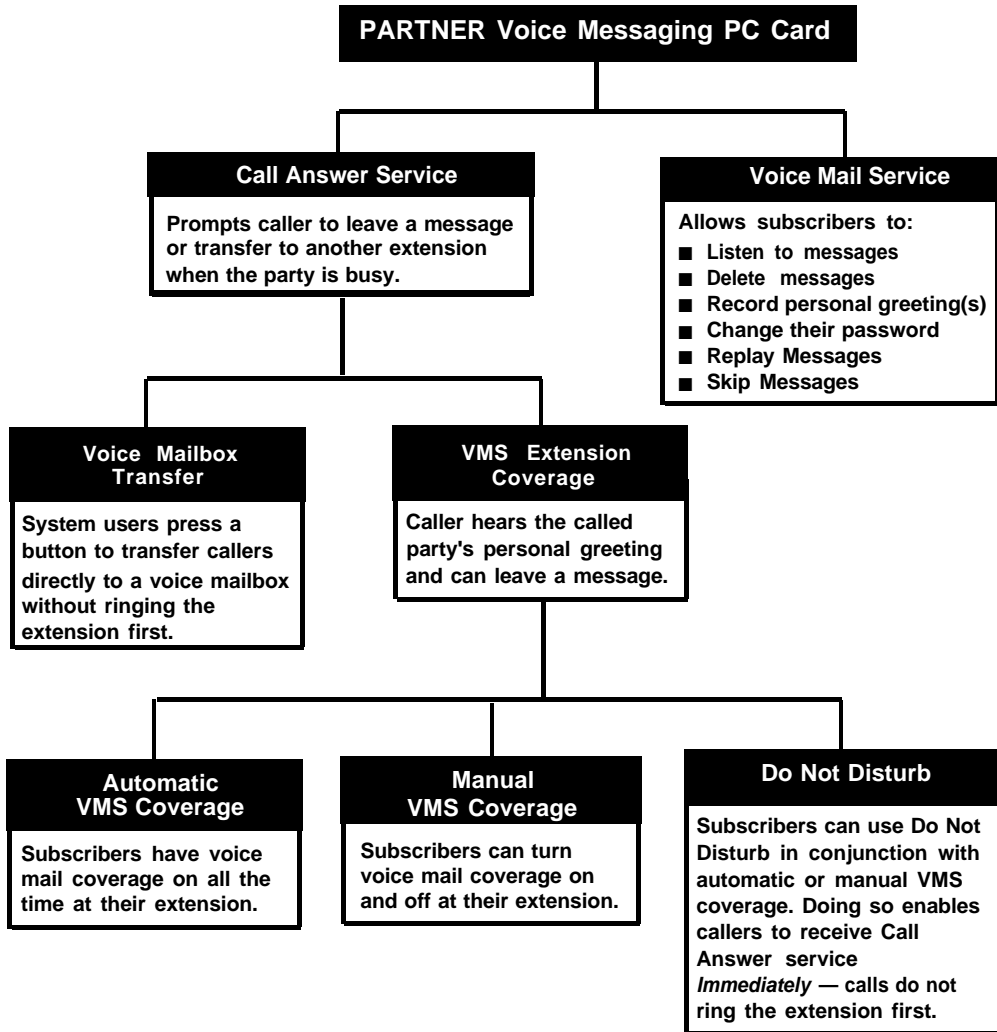


Figure 1. PARTNER Voice Messaging Services

Communications System Features Affecting Call Answer Service

Call Answer Service works with the following communications system features:

- VMS Coverage
- Do Not Disturb
- Group Call Distribution
- Line Coverage Extension
- Voice Mailbox Transfer

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

VMS Coverage

VMS Coverage can be either automatic or manual.

- **Automatic VMS Cover (#310):** When the communications system Automatic VMS Cover feature is assigned for an extension, intercom and transferred callers are transferred to the voice messaging system when the called person does not answer by the fourth ring (or by the number of rings specified within the communications system VMS Cover Rings (#117) feature). The voice messaging system greets the caller with the general greeting. To leave a message, the caller selects the mailbox by dialing 1–4 or transfers to the receptionist by dialing [].
- **Manual VMS Cover (F15):** Regardless of the Automatic VMS Cover setting, the communications system enables subscribers to press a programmed button to turn voice mail coverage on and off at their extension. To make this possible, the VMS Cover feature must be programmed on a button with lights on the subscriber system phone.

Do Not Disturb (F01)

A Do Not Disturb button can be programmed on a user's phone to prevent calls for that extension from audibly alerting (lights still flash). Subscribers who have VMS Extension Coverage—either automatic or manual—can use this communications system feature when they want calls sent to the voice messaging system immediately.

Group Call Distribution (#206)

Group Call Distribution assigns outside lines to Hunt Groups. If you want an outside line to ring directly into PARTNER Voice Messaging, instead of being answered and transferred by the receptionist, assign the line to Hunt Group 7, which is used exclusively for PARTNER Voice Messaging.

Line Coverage Extension (#208)

Line Coverage Extension identifies an extension as the "owner" of a specific line, so the extension can activate Call Coverage or VMS Cover for that line.

When a call comes in on a covered line, the system routes the call directly to PARTNER Voice Messaging if the call is not answered. The caller has the option of leaving a message in the general mailbox, selecting one of the four subscriber mailboxes and leaving a message, or transferring to another extension, or dialing [u] to reach the receptionist.

Line ownership typically is assigned to personal lines or to lines to be used for outside access to the PARTNER Voice Messaging.

Voice Mailbox Transfer (F14)

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

Voice Mail Service

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

- Listen to messages
- Delete messages
- Skip Messages
- Record a personal greeting.
- Change the default password for the mailbox to ensure that messages are kept confidential.

Voice Mail service offers callers the following options when their call is unanswered at a subscriber's extension:

- Leave a detailed, confidential message in the called party's mailbox.
- Press [0] to transfer to the receptionist's extension for assistance.
- Callers can press [0] or dial any extension before, during, or after leaving a message.

⇒ **NOTE:**

Until a customized greeting is recorded for the general mailbox, and for individual subscriber mailboxes, outside callers who reach the general mailbox, or individual subscriber mailboxes, hear a factory-set message:

Factory-Set General Mailbox Greeting

*Welcome to PARTNER Voice Messaging
Please press [1] leave a message.*

Factory-Set Subscriber Mailbox Greeting

Your party is not available. Please leave a message after the tone.

The PARTNER Voice Messaging PC Card provides four mailboxes. The factory-set mailbox assignments are:

- Mailbox 1, the general mailbox, is assigned to extension 10.
- Mailbox 2, is assigned to extension 11.
- Mailbox 3, is assigned to extension 12.
- Mailbox 4, is assigned to extension 13.

When a call is transferred to PARTNER Voice Messaging, the caller hears the general mailbox greeting and can select the subscriber's mailbox by dialing the mailbox number (1–4) or can wait on the line to leave a message in the general mailbox. The caller can also dial [0] to reach the receptionist.

When a caller leaves a message, the voice messaging system places the message in the mailbox and turns on the message light (if available) at the subscriber's phone.

⇒ **NOTE:**

It is recommended that mailbox subscribers use system telephones with message lights.

Subscribers can retrieve messages at their convenience from any touch-tone phone either while on-site or from an off-site location. The system informs subscribers of the number of new and old (saved) messages in their mailboxes, and plays new messages first. See "Using PARTNER Voice Messaging" on page 36 for instructions for recording a personal greeting, listening to messages, transferring to another extension, and changing a password.

Voice Mail Service also enables the System Manager to program the voice messaging system. See "PARTNER Voice Messaging System Programming" on page 14 for more information.

Subscribers can call into PARTNER Voice Messaging from a system extension or from a remote location. To access their mailboxes they enter a mailbox number followed by a password.

Security

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

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

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

System Security Guidelines

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

- Change the System Manager's password from the factory setting. Use a hard-to-guess value.
- Advise subscribers to protect their mailboxes by changing their passwords (a four-digit password is required) when they log into PARTNER Voice Messaging for the first time and frequently thereafter. Subscribers can refer to the instructions for changing their passwords in "Using PARTNER Voice Messaging" in this guide, or refer to the *PARTNER Voice Messaging Quick Reference Card*.
- Monitor your call reporting system records of outgoing calls to identify possible system abuse.

You should also:

- Ask users to tell you if any of the following suspicious activity occurs:
 - Inability to log into PARTNER Voice Messaging
 - Lost mail messages or altered greetings
 - Inability to get an outside line
 - Series of calls with silence on the other end or with the caller hanging up
 - Sudden increase in wrong numbers
 - Caller complaints that your lines are busy
 - Callers claiming to represent the "phone" company. Ask for a callback number.
 - Callers trying to obtain sensitive information or asking for assistance in placing outside or long-distance calls. Ask for a callback number.
 - Increases in internal requests for assistance in making outside calls (particularly international calls or requests for dial tone).
- Never distribute the office telephone directory to anyone outside the company.
- Collect old office telephone directories and shred them.
- Never discuss your telephone system's numbering plan with anyone outside your company.
- Any time a call appears to be suspicious, in the continental U.S., contact your Lucent Technologies Representative or local Authorized Dealer.

Installation Instructions

The PARTNER Voice Messaging PC Card is used with PARTNER Advanced Communications System processor module Release 1.1 or later (available separately). The processor module uses PC cards for backup or restore functions, for software upgrades, for Automatic System Answer/Direct Extension Dialing (ASA/DXD) functions, as well as for PARTNER Voice Messaging. Make sure that you have the required PARTNER Voice Messaging PC Card and PARTNER ACS Release 1.1 or later before beginning these installation procedures. If you are using Release 1.0 of the Partner ACS processor module, you will need to upgrade to Release 1.1 or later before you can install the PARTNER Voice Messaging PC Card. Contact your Lucent Technologies Representative, or your local Authorized Dealer.

Important Safety Instructions

Always follow these basic safety precautions when using this product:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Do not drop, bend, or crush the card.
4. Keep the card away from moisture, high temperatures, and direct sunlight.
5. Keep the connector on the card clean.



CAUTION:

Before starting, verify that you have batteries installed in the PARTNER ACS processor module (if extension 10 shows the ReplaceSysBat W/Power On message in the display, replace the batteries without turning off the system.)

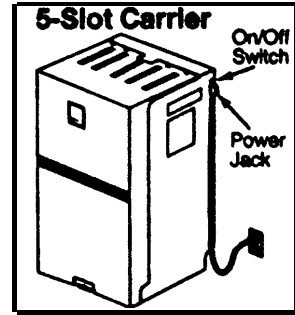
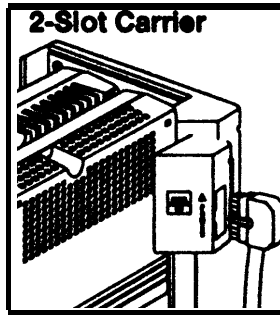
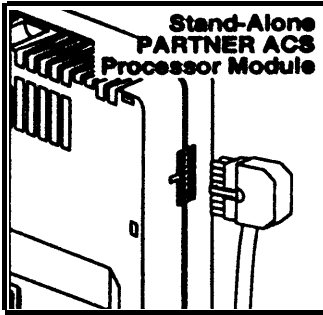


CAUTION:

To avoid damage to the PARTNER ACS processor module or to the card, do not install or remove the card when power is on.

1.

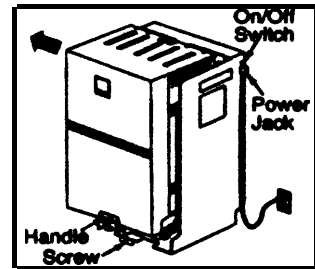
1. Power down the PARTNER Advanced Communications System before inserting or removing the PARTNER Voice Messaging PC Card.
 - A) If you have a 5-Slot carrier, turn the On/Off Switch to Off ("O").



B) Disconnect the power cord from the power jack on your installation.

2. If you have a standalone or a 2-Slot carrier, skip to Step 3. If you have a 5-Slot carrier, continue with Step 2A.

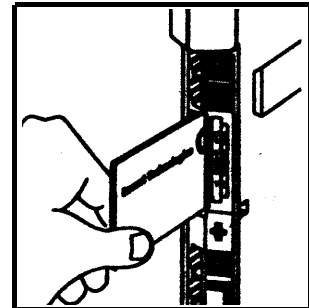
A) Loosen the screw on the lower front of the cover. Then place one hand on the handle on the lower front and place your other hand on the top of the cover.



B) Gently pull the cover up and away from the carrier.

3. To insert the PARTNER Voice Messaging PC Card, hold it with the Lucent Technologies label facing to the right, and slide it gently into one of the PC card slots on the PARTNER ACS processor module. When inserted properly, the PARTNER Voice Messaging PC Card projects about 1-5/8" (4 cm) from the module.

To remove the PC card, gently pull straight out (with the power off).



4. Power up the system:
A) Reconnect the power cord.

B) If you have a 5-Slot carrier, move the carrier's On/Off switch to the "On" position ("—").

5. Check that the green light on the front of each module is lit:
 - A) If a single light is out, power down the system, reseal the module, then power up the system.
If multiple lights are out, power down the system, reseal the leftmost module that has a light out, then power up the system.
 - B) If the lights are still out, in the continental U. S., call the Lucent Technologies hotline at 1 800 628-2888 for support. Outside the continental U.S., contact your Lucent Technologies Representative or local Authorized Dealer.

6. If you have a 2-Slot carrier or a standalone configuration, you are finished with this procedure. If you have a 5-Slot carrier, continue with Step 6A.
 - A) Make sure all modules are seated properly. The cover will not fit if the modules are not seated properly.
 - B) To replace the cover, grasp it by its upper edges and hold it squarely over the control unit.
 - C) Place the cover over the modules and make sure it fits firmly in place.
 - D) Tighten the screw on the lower front cover.

Leave the PARTNER Voice Messaging PC Card in the processor module. The card stores message, greetings, etc.

PARTNER Voice Messaging Programming

This section provides the following information:

- Initial settings for the communications system and PARTNER Voice Messaging when the PARTNER Voice Messaging PC Card is installed
- General instructions for programming PARTNER Voice Messaging followed by instructions for changing the initial PARTNER Voice Messaging settings

The order of the procedures in this section enables you to record the general mailbox greeting and change the assignments for the mailboxes before PARTNER Voice Messaging begins to handle calls—this order is recommended to ensure that calls are handled correctly for the subscribers who require voice mail coverage.

In the following step-by-step instructions, note that Step 1 of each procedure for the voice messaging system is logging into PARTNER Voice Messaging. However, if you are already logged into PARTNER Voice Messaging, you can skip Step 1.

Initial Settings

When the PARTNER Voice Messaging PC Card is installed in the PARTNER ACS processor module (see "Installation Instructions" on page 11) and the system is powered up, some settings are established for both PARTNER Voice Messaging and the PARTNER ACS system.

If you want to make changes to the initial settings for PARTNER Voice Messaging, use the instructions in "Using PARTNER Voice Messaging System Programming" on page 17. If you want to make changes to the initial PARTNER ACS settings, use the instructions in "PARTNER ACS Programming" on "PARTNER ACS Programming" on page 24.

PARTNER Voice Messaging Initial Settings

The following are the initial settings for PARTNER Voice Messaging:

- Mailbox 1—the general mailbox—is assigned to extension 10.
- Mailbox 2 is assigned to extension 11.
- Mailbox 3 is assigned to extension 12.
- Mailbox 4 is assigned to extension 13.
- The following factory-set general mailbox greeting plays if a call is transferred to PARTNER Voice Messaging:

*Welcome to the PARTNER Voice Messaging.
Please press [1] to leave a message.*

- The following factory-set Personal Mailbox greeting plays for individual subscriber mailboxes (1–4):

Your party is not available. Please leave a message after the tone.

PARTNER ACS Initial Settings

Following are the initial settings for the PARTNER ACS system Release 1.1 or later when a PARTNER Voice Messaging PC Card is present:

- Virtual extensions 78 and 79 are assigned to the two voice ports on PARTNER Voice Messaging.

⇒ NOTE:

A virtual extension is an extension number that exists in system software only, and is not associated with a physical extension jack on a module.

- The Idle-Line Preference for extensions 78 and 79 is automatically set to Intercom First.
- The Intercom dial tone for extensions 78 and 79 is automatically set to Machine.

You must perform the following two procedures for every installation:

- Assign the PARTNER Voice Messaging PC Card's virtual extensions 78 and 79 to PARTNER ACS Hunt Group 7 (ICOM 777) used for voice mail systems.
- Assign an extension as the destination extension for Transfer Return calls from Hunt Group 7 (ICOM 777). This ensures that when a caller chooses to transfer to another extension before during or after leaving a message in a subscriber mailbox and the call is unanswered, the transferred call will return to the designated system extension where it rings until it is answered. If you want calls returned to the receptionist's extension, assign extension 10 or 11 as the Transfer Return extension.

PARTNER Voice Messaging Planning Forms

Before you program PARTNER Voice Messaging, obtain completed copies of the relevant planning forms for the PARTNER ACS system. See "PARTNER ACS Planning Forms" on page 24. These forms provide the names, extensions, mailboxes, and other information required to program PARTNER Voice Messaging.

You need the following forms for PARTNER Voice Messaging:

Form 1: Mailbox Assignments. Shows factory-set mailbox assignments. Allows you to change the mailbox assignments.

Form 2: General Mailbox Greeting. Shows the script used to record the general mailbox greeting that is played when a caller is transferred to PARTNER Voice Messaging.

Using PARTNER Voice Messaging System Programming

Mailbox 0 is a special mailbox with no storage capacity that is used to program PARTNER Voice Messaging. The System Manager uses this mailbox to:

- Change the System Manager's password for mailbox 0.
- Reinitialize passwords for mailboxes 1–4 if a subscriber forgets the password.
- Assign PARTNER ACS system extensions to mailboxes 1–4.
- Record the general mailbox greeting. You can record a greeting up to two minutes long.

The factory-set password for mailbox 0 is 1234. If you are the System Manager, see "Changing the System Manager's Password" on page 21 for instructions on how to change the password.

NOTE:

Although mailbox 0 has a password, it does not have storage capacity for messages.

The Programming Main Menu

The Programming Main Menu enables you to assign mailboxes to extensions, record the general mailbox greeting, change the password for mailbox 0, initialize mailboxes, and reinitialize mailbox passwords.

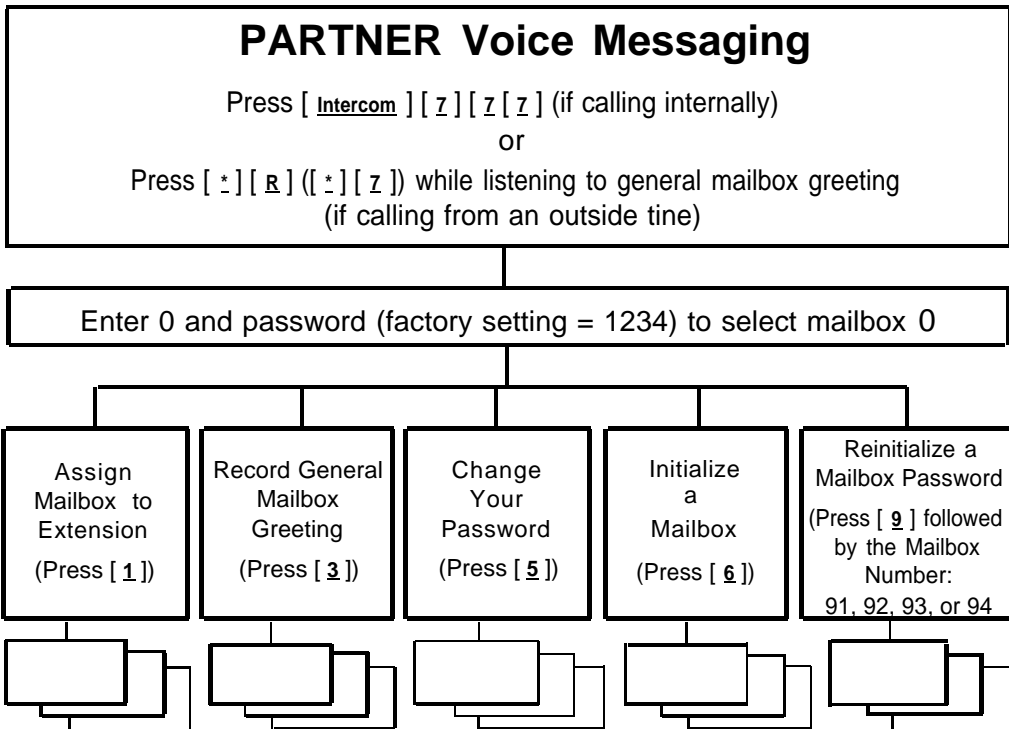


Figure 2. Programming Menu

Accessing the Programming Main Menu

To access the Programming Main Menu:

1. Call PARTNER Voice Messaging.
 - If calling internally, press [Intercom] [z] [z] [z] or the programmed VMMsgs button.
 - If calling from outside the system, press [*] [R] ([*] [z]) during the general mailbox greeting.

The system plays a greeting followed by:

Enter mailbox number followed by a password.

2. Enter [0] and the four-digit password. (The factory-set password is 1234.)

The system plays:

To assign a mailbox to an extension, press [1]. To administer the general greeting, press [3]. To change your password, press [5]. To initialize a mailbox, press [6]. To re-initialize a mailbox password, press [9] followed by the mailbox number.

The first time you access this menu, you should change the factory-set password. Use a hard-to-guess value, and record it in a safe place. See "Changing the System Manager's Password" on page 21.

Programming Guidelines

Once you are familiar with PARTNER Voice Messaging, use these shortcuts to save time while programming:

- You do not have to wait for a prompt to play before entering digits for the next step.
- Press [*] [R] ([*] [z]) at any point during programming to return to the Programming Main Menu.
- To ensure that you hear voice prompts, turn off your microphone when using the speakerphone to program the system.
- Use the handset rather than the speakerphone to record greetings to avoid background noise in your recordings. Hang up to exit programming.

Assigning a Mailbox to an Extension

Before you begin, locate **Form 1: Mailbox Assignments** for PARTNER Voice Messaging. Check to see whether mailboxes have been changed from the factory defaults. If mailboxes are not numbered differently, skip to "Recording the General Mailbox Greeting."

Assign mailboxes to extensions as specified on Form 1:

1. If necessary, access the Programming Main Menu. If you are already at the Programming Main Menu, skip to Step 2.
 - A) Call PARTNER Voice Messaging:
 - If calling internally, press [Intercom] [7] [7] [7] or the programmed VMMsgs button (see programming instructions on page 33).
 - If calling from outside the system, press [*] [R] ([*] [7]) during the general mailbox greeting.
 - B) Enter [0] followed by the password for mailbox 0.
2. Press [1] to assign mailboxes to extensions.
3. Enter the number of a mailbox to be changed as indicated on Form 1.
4. Enter the extension number for the mailbox as indicated on Form 1.
5. Repeat Steps 2 through 4 for each mailbox to be changed.
6. Go to "Recording the General Mailbox Greeting" or press [*] [*] [9] to exit programming.

Recording the General Mailbox Greeting

To record the greeting callers hear when PARTNER Voice Messaging answers, as specified on Form 2:

1. If necessary, access the Programming Main Menu. If you are already at the Programming Main Menu, skip to Step 2.
 - A) Call PARTNER Voice Messaging:
 - If calling internally, press [Intercom] [7] [7] [7] or the programmed VMMsgs button.
 - If calling from outside the system, press [*] [R] ([*] [7]) during the general mailbox greeting.
 - B) Enter [0] followed by the password for mailbox 0.

2. Press [3] to record the general mailbox greeting.
3. Do one of the following:
 - To approve the greeting, press [1].
 - To re-record the greeting, press [2].
 - To exit without changing the greeting, press [*] [7].

Unlike some voice mail systems, PARTNER Voice Messaging allows you to record the general mailbox greeting from a remote location. For example, if you want to record instructions for inclement weather.

Changing the System Manager's Password

This section tells you how to change the System Manager's password (for mailbox 0) that is required for changing PARTNER Voice Messaging settings. The factory setting for mailbox 0 is 1234. To prevent unauthorized programming of the system, you should change the default password immediately after installation or any time the password has been reset. You must assign four digits for a password. It is recommended that you create a password from random, nonsequential digits.

You cannot reinitialize the System Manager's password. If you change the password and forget it, you can contact the National Customer Care Center at 1 800 628-2888 or call your Lucent Technologies Representative or local Authorized Dealer for instructions for how to reset the password.

To change the password for mailbox 0:

1. If necessary, access the Programming Main Menu. If you are already at the Programming Main Menu, skip to Step 2.
 - A) Call PARTNER Voice Messaging:
 - If calling internally, press [**Intercom**] [7] [7] [7] or the programmed VMMsgs button (see programming instructions on page 33).
 - If calling from outside the system, press [*] [8] ([*] [7]) during the general mailbox greeting.
 - B) Enter [0] followed by the password for mailbox 0.
2. Press [5] to change the password.

The prompt asks you to enter your new password.

3. Enter four digits for the new password.

The prompt asks you to re-enter your new password.

4. Re-enter your new password.

The new password is now active.

5. Press [*] [R] ([*] [Z]) to return to the Programming Main Menu or press [*] [*] [9] to exit programming, or hang up.

Reinitializing a Mailbox

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

To reinitialize a mailbox:

1. If necessary, access the Programming Main Menu. If you are already at the Programming Main Menu, skip to Step 2.

A) Call PARTNER Voice Messaging:

- If calling internally, press [Intercom] [Z] [Z] [Z] or the programmed VMMsgs button.
- If calling from outside the system, press [*] [R] ([*] [Z]) during the general mailbox greeting.

B) Enter [0] followed by the password for mailbox 0.

2. Press [6] to initialize mailboxes.

The system plays:

Caution: *Initializing a mailbox erases its greeting and messages. To exit without making any changes, press [*] [Z].*

3. Do one of the following:

- Enter the number of the mailbox you want to initialize.
- Press [*] [R] ([*] [Z]) to return to the Programming Main Menu without making changes.

If you entered a mailbox number in Step 3:

The system plays:

Reinitialized.

4. Press [*][*][9] to quit, or hang up.

Reinitializing a Password

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



NOTE:

You cannot use this procedure to reinitialize the System Manager's password for mailbox 0. If you change the System Manager's password and forget it, you can contact the National Customer Care Center at 1 800 628-2888 or call your Lucent Technologies Representative or local Authorized Dealer for instructions for how to reset the password.

To reinitialize a password to 1234:

1. If necessary, access the Programming Main Menu. If you are already at the Programming Main Menu, skip to Step 2.
 - A) Call PARTNER Voice Messaging:
 - If calling internally, press [**Intercom**] [z] [z] [z] or the programmed VMMsgs button (see programming instructions on page 33).
 - If calling from outside the system, press [*][R] ([*][z]) during the general mailbox greeting.
 - B) Enter [9] followed by the password for mailbox 0.
2. Press [9] followed by the mailbox number to reinitialize a password. The system plays:

The password has been reinitialized.
3. Press [*][*][9] or hang up to quit.

PARTNER ACS Programming

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

You can program the communications system from extension 10 or extension 11. You may find it more convenient to program from extension 11. This capability allows the receptionist to continue handling calls at extension 10 while you program.

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

You must perform the following two procedures for every installation:

- Assign the PARTNER Voice Messaging PC Card's virtual extensions 78 and 79 to PARTNER ACS Hunt Group 7 (ICOM 777) used for voice mail systems.
- Assign extension 10 or extension 11 as the destination extension for Transfer Return calls from Hunt Group 7 (ICOM 777). This ensures that when a caller chooses to transfer to another extension before during or after leaving a message in a subscriber mailbox and the call is unanswered, the transferred call will return to the designated receptionist's extension where it rings until it is answered.

PARTNER ACS Planning Forms

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

- **Form A: System Configuration.** Contains basic information about the system. This includes the line number and type of voice messaging service required for each line.

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

Using PARTNER ACS System Programming

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

You can program the system in one of two ways:

- **Direct Method.** You access a programming procedure directly by dialing the code for that procedure. This method works best when you are using only a few procedures during the programming session, and you know the codes. For example, press #101 to change the system date.
- **Cycle Method.** You cycle through a sequence of procedures in numerical order by pressing [Next Procedure] or [Prev Procedure]. You should use this method when programming the communications system for the first time, or when you are changing a series of related settings. However, procedures #399, #609, and #728 cannot be changed by this method.

⇒ **NOTE:**

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

The Programming Overlays

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

Use the following special buttons while programming:

- [Next Procedure] and [Prev Procedure] cycle forward and backward through the programming procedures.
- [Next Item] and [Prev Item] cycle forward and backward through a procedure's parameters. A parameter is typically an outside line, an extension, or a telephone list entry.
- [Next Data] and [Prev Data] cycle forward and backward through the valid list entries. These buttons work only for fixed data, such as a line or extension number. They do not work for variable data such as date, time, password, telephone numbers, or doorphone assignments.
- [Remove] returns the current setting to the factory setting.
- [Enter] ends an entry of variable length, such as a telephone number in an Allowed Phone Number List.
- [System Program] starts the System Programming process.
- [Central Tel Program] starts the Centralized Telephone Programming process (that is, customizing individual telephones from extension 10, or 11 if available).
- [Feature], when followed by [0] [0], enters or exits programming mode.

Programming Mode

To enter programming mode:

1. At extension 10 or 11, make sure the programming overlay is in place over the system phone's dialpad.
2. Press [Feature] [0] [0].
3. Press [System Program] [System Program].

4. Enter specific programming procedure codes.

You must program the following for every new installation

- VMS Hunt Group (Hunt Group 7) Extensions (#505)
- Transfer Return Extensions (#306)

You may also need to program the following:

- Line Coverage
 - Group Call Distribution (#206)
 - Line Coverage Extension (#208)
- Automatic VMS Cover (#310)
- VMS Cover Rings (#117)
- Telephone Button Programming

VMS Hunt Group Extensions (#505)

You must use this procedure to assign virtual extensions 78 and 79 associated with PARTNER Voice Messaging to Hunt Group 7. This Hunt Group, which is called the VMS Hunt Group, is used exclusively for PARTNER Voice Messaging.

To assign virtual extension 78 and 79 to Hunt Group 7:

1. Press [#] [5] [0] [5].
2. At the **Group:** prompt, press [7].
3. At the **Extension:** prompt, enter [7] [8] for the first virtual extension number assigned to PARTNER Voice Messaging as shown on form B1.
4. Press [**Next Data**] until the display reads 1 Assigned.
5. Press [**Next Item**] to display extension 79 (the second virtual extension number assigned to PARTNER Voice Messaging as shown on form B1).
6. Press [**Next Data**] until the display reads 1 Assigned.
7. Continue with "Transfer Return Extensions" on the next page.

Transfer Return Extensions (#306)

For virtual extension 78 and 79 assigned to PARTNER Voice Messaging, use the following procedure to assign an extension as the Transfer Return extension.

If a caller chooses to transfer to another extension before, during or after leaving a message in a subscriber mailbox and the call is unanswered, the communications system transfers the call to the Transfer Return extension. For extensions that do not have PARTNER Voice Messaging coverage or if the Voice Mail coverage is off, this procedure ensures that unanswered calls transferred from PARTNER Voice Messaging return to the designated receptionist's extension where they ring until they are answered.

If you want calls returned to the receptionist, assign extension 10 or 11. If you want calls returned to another system extension, assign any valid extension (10–49).

To assign the Transfer Return extension for virtual extensions 78 and 79:

1. Press [#] [3] [0] [6].
2. At the **Extension:** prompt, enter [7] [8] for the first virtual extension number assigned to PARTNER Voice Messaging as shown on form B1.
3. At the **Data:** prompt, enter the extension number for the Transfer Return extension.
4. Press [**Next Item**] to display extension 79 (the second virtual extension number assigned to PARTNER Voice Messaging as shown on form B1).
5. At the **Data:** prompt, enter the extension number for the Transfer Return extension.
6. Continue with "Line Coverage" on the next page.

Line Coverage

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

1. If check marks appear for any lines in this column, use the procedure in "Group Call Distribution" below.
2. If extension numbers are specified for any lines in this column, use the procedure in "Line Coverage Extension" below.

Group Call Distribution (#206)

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

1. Press [#] [2] [0] [6].
2. At the `Group:` prompt, press [7].
3. At the `Line:` prompt, enter the first line checked in the VMS-Mail column.
4. Press [Next Data] until the display reads 3 VMS Line Cover.
5. To program another line, press [Next Item] or [Prev Item] until the appropriate line number displays.
6. Press [Next Data] until the display reads 3 VMS Line Cover.
7. Repeat Steps 5 and 6 for each VMS-Mail line checked on Form A.
8. If extension numbers are specified for any lines in this column, use the following procedure in "Line Coverage Extension." Otherwise, continue with the section "Automatic VMS Cover."

Line Coverage Extension (#208)

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

1. Press [#] [2] [0] [6].
2. At the `Line:` prompt, enter the first line for which an extension is specified in the VMS-Mail column of Form A, Page 1, Line Coverage.

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

Automatic VMS Cover (#310)

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

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

1. Press [#] [3] [1] [0].
2. Enter the number of the first extension to which Automatic VMS Cover is to be assigned.
3. Press [Next Data] until the display reads 1 Assigned.
4. To program another extension, press [Next Item] or [Prev Item] until the extension number shows on the display.
5. Repeat Steps 3 and 4 for each extension to which Automatic VMS Cover is to be assigned.
6. Continue with "VMS Cover Rings" below.

VMS Cover Rings (#117)

Check Form A, to see if VMS Cover Rings is different from the factory setting of 3. If it is, follow the procedure below beginning with Step 1. If not, skip to Step 3 of the procedure below.

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

1. Press [#] [1] [1] [7].
2. Enter the VMS Cover Rings setting (1–9) specified on Form A.
3. Press [Feature] [0] [0] to exit programming mode.
4. Continue with the next section, "Telephone Button Programming."

Telephone Button Programming

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

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

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

Manual VMS Cover (F15)

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

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

1. Press [Feature] [0] [0] [System Program] [System Program] [Central Tel Program].
2. Enter the number of the extension to be programmed.
3. Press a programmable button with lights.
4. Press [Feature] [1] [5].

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

Do Not Disturb (F01)

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

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

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

Voice Mailbox Transfer (F14)

This button lets any system user transfer calls directly to PARTNER Voice Messaging without ringing the extension first.

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

1. Press [Feature] [0] [0] [System Program] [System Program] [Central Tel Program].
2. Enter the number of the extension to be programmed.
3. Press a programmable button.
4. Press [Feature] [1] [4].

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

Voice Mail Messages

This intercom Auto Dial button allows the subscriber to access PARTNER Voice Messaging with the touch of one button.

To program a Voice Mail Messages (VMMsgs) button as specified on Form C:

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

Verifying System Operation

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

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

Voice Mail Service

Make a call to the VMS Hunt Group by doing one of the following:

- If calling internally, press [Intercom] [7] [7] [7] or the programmed VMMsgs button.
- If calling from outside the system, press [*] [R] ([*] [7]) during the general mailbox greeting.

You should hear the following:

*Welcome to PARTNER Voice Messaging.
Please enter your mailbox number and password.*

Call Answer Service

VMS Extension Coverage

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

Group Call Distribution (#206)

1. Call in on the first line that is programmed for Group Call Distribution.
2. PARTNER Voice Messaging should answer the call on the fifth ring and you should hear the general mailbox greeting.
3. Repeat this procedure for every line that has Group Call Distribution.

Line Coverage Extension (#208)

1. Make sure VMS Cover is on at the owner's extension.
2. Call in and make sure the call goes to VMS Cover by the number of rings specified by, VMS Cover Rings (#117).
3. Verify that you hear the general mailbox greeting.
4. Repeat this procedure for every Line Coverage extension.

Using PARTNER Voice Messaging

This system serves as your personal answering machine. Callers from inside and outside your company can hear your personal greeting and leave messages in your mailbox. You can listen to your messages, save them, or discard them. You can create your own password to keep messages private.

Helpful Hints

- While using PARTNER Voice Messaging, you can:
 - Dial the next step of any procedure without waiting for a greeting or prompt to finish.
 - Use the following key sequences:
 - [*] [Next Data] or [*] [3] to delete a message
 - [*] [z] or [*] [R] to restart
 - Dial the person's extension to transfer.
- You can press [*] [*] [9] to exit PARTNER Voice Messaging and make other calls without having to hang up the handset. (This is useful when you are calling from a pay phone or making credit card calls.)
- PARTNER Voice Messaging 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 listen to all of your new messages.
- Your mailbox accommodates up to 5 minutes of stored messages (or up to 30 messages).
- When your mailbox is 80% full, you will hear the "Mailbox is 80% Full" warning when you log into PARTNER Voice Messaging. If your mailbox is 100% full, your callers are notified that they cannot leave messages.

Logging into the System

1. Call PARTNER Voice Messaging.
 - If calling internally, press [**Intercom**] [**7**] [**7**] [**7**] or the programmed VMMsgs button.
 - If calling from outside the system, press [*] [**R**] ([**8**] [**7**]) during the general mailbox greeting.

The system plays a greeting followed by:

Enter mailbox number followed by a password.

2. Enter your mailbox number.
3. Enter your password.

⇒ **NOTE:**

Until you change it, the default password is 1234. The system announces the number of new and old messages in your mailbox.

4. Select an option from the Voice Mail Menu:
 - Press [**2**] to get messages.
 - Press [**3**] to change your personal greeting.
 - Press [**5**] to change your password.

Listening to Messages

1. Log into PARTNER Voice Messaging.

The Voice Mail Menu plays.
2. Press [**2**] to get messages.

The following message plays:

*To listen press [**0**], to skip press [**#**], to delete press [*] [**3**], to replay header press [**2**] [**3**].*
3. Press [**0**] to play the message. The message plays.

⇒ **NOTE:**

New messages are played before old/saved messages. All new messages are played in the order in which they were received.

After the message plays, do any of the following:

- Press [2] [3] to replay the current message header. Go back to Step 3.
- Press [0] to replay the current message. Repeat Step 4.
- Press [#] to skip the message and go to the next message header. Go back to Step 3.

⇒ **NOTE:**

If you press [#] after listening only to the message header, the message remains as a new message.

- Press [*] [Next Data] ([*] [3]) to delete the message.

The prompt says "Deleted" and the next message header plays.
Go back to Step 3.

Transferring to an Extension

You can transfer to another extension:

- While logged in to PARTNER Voice Messaging
- After hearing someone's personal greeting

To transfer:

Enter the extension number to which you want to be connected. To transfer to the receptionist's extension, press [0].

Using Dial Code/Button Features

To:	Press:
Call PARTNER Voice Messaging	[<u>Intercom</u>] [7] [7] [7] or programmed VMS button
Turn voice mail coverage on and off	Programmed VMS Cover button
Send calls to your mailbox without ringing your extension first	Programmed DND button (and VMS rover button if applicable)
Transfer outside callers to another subscriber's mailbox	[<u>Feature</u>] [1] [4] of programmed VMBox button, then dial the extension number.

Changing Your Password

To prevent unauthorized access to your mailbox and maximize system security, change your password the first time you log into PARTNER Voice Messaging and periodically thereafter.

1. Log into PARTNER Voice Messaging.
The Voice Mail Menu plays.
2. Press [5] to change your password.
The prompt says, "Please enter new password."
3. Enter four digits for the new password. You should use four random, non-sequential digits. The prompts says, "Re-enter password."
4. Enter the new password again.
5. Press [*] [*] [9] to exit PARTNER Voice Messaging or hang up.

Recording Your Personal Greeting

Before you record, note that callers who hear your personal greeting can enter an extension number to transfer to another extension, or they can press [0] to reach the receptionist before or after your greeting plays. In your personal greeting, you may want to prompt the caller for these options.

⇒ NOTE:

If your mailbox is full, callers hear your personal greeting then the message *"Sorry you cannot leave a message now because this user's mailbox is full."* To leave a message, they must transfer either to the receptionist's extension to leave a message, or to another subscriber's extension.

1. Log into PARTNER Voice Messaging.
The *Voice Mail Menu* plays.
2. Press [3] to change your personal greeting, and lift the handset. The prompt says, *"After recording, press [1]. Record at the tone."*
3. After the tone, record your personal greeting (one minute maximum).
Example: "This is Joe Conlin. I'm in the office today but away from my desk. If you would like to talk to the receptionist, press [0]. Otherwise, please leave your name, phone number, and a brief message at the sound of the tone."
4. Press [1] after recording.
5. Choose an option:
 - Press [1] to approve the greeting.
 - Press [2] to re-record the greeting. Go to Step 3.
 - Press [*] [Next Data] ([*] [3]) to delete the greeting. The factory-set personal greeting is activated.
 - Press [*] [*] [9] to delete the greeting, activate the factory-set general mailbox greeting, and exit PARTNER Voice Messaging.

Help

If you have a problem with your voice messaging system, contact your System Manager. If the problem is not solved, in the continental U.S. call the Lucent Technologies Technical Service Center at 1 800 628-2888. Outside the continental U. S., contact your Lucent Technologies Representative or local Authorized Dealer.

PARTNER Voice Messaging Planning Forms

Form 1: Mailbox Assignments

- PARTNER Voice Messaging comes with four mailboxes which are factory-set with the extensions 10–13.
- Mailboxes provide 5 minutes of message recording time or a maximum of 30 messages

Mailbox	Extension	Subscriber Name
1	10	
2	11	
3	12	
4	13	

Completing this form

To assign a mailbox to an extension other than the factory default, cross out the factory default and write in the extension to be used.

- For PARTNER Advanced Communication System R1.1, use an extension number from 10–41.
- For PARTNER ACS Release 2.0, use an extension number from 10–49

For every mailbox in use, write the name of the mailbox subscriber.

Form 2: General Mailbox Greeting

The general mailbox greeting can supply frequently requested information so that your staff is free to assist customers or to perform other tasks more efficiently.

Greetings can be up to two minutes long.

Let callers know who owns each mailbox. For example, a greeting could be: "You have reached Hair It Is Salon. To leave a message for the business, press 1. To leave a message for Camille, press 2. To leave a message for Mary, press 3. To leave a message for Jay, press 4. If you are not sure, leave a general message after the beep, or press 0 for Operator assistance.

Announcement:

Completing this form

Write your announcement script in the space provided.

Recording the Announcement

To record the Announcement, log into mailbox 0, and dial [3] from the Programming menu.



PARTNER[®] Voice Messaging PC Card Quick Reference Card

Logging In

1 Call PARTNER Voice Messaging:

- If calling internally, press [Intercom] [z] [z] [z]
or the programmed VMMsgs button.
- if calling from outside the system, press
[*] [R] ([*] [z]) during the general mailbox
greeting.

2 Enter your mailbox number.

3 Select an option from the Voice Mail Menu:

- [2] to get messages.
- [3] to record personal greeting.
- [5] to change password.

Listening to Messages

- 1** Log into PARTNER Voice Messaging
The Voice Mail Menu plays.
- 2** Press [2] to get messages.
- 3** Press [3] to play the message.
The Message plays.
- 4** After message plays, press:
[2] [3] to replay header.
[0] to replay message.
[#] to save message and skip to next header.
[*] [3] to delete message.

Recording Your Personal Greeting

- 1** Log into PARTNER Voice Messaging.
- 2** Press [3] to change your personal greeting.
The greeting menu plays.
- 3** Press [1] to change greeting
- 4** Record new greeting.
- 5** Press [1] when finished recording.
- 6** After recording, press:
[1] to approve.
[2] to rerecord.
[7] to delete the greeting just recorded.
or [*] [*] [9] to delete the greeting and exit.