Lucent Technologies
Bell Labs Innovations

PARTNER MAIL™
Voice Messaging System
Installation and Use

⚠ CAUTION:

Environmental and electrical conditions must meet the specifications as listed on pages 20 and 21.

SAVE THESE INSTRUCTIONS

Important Safety Instructions

Always follow these basic safety precautions when using the system:

1. Read and understand all instructions.

2. Follow all warnings and instructions marked on the product.

3. Never spill liquid on the product or drop objects into the ventilation slots and openings. Doing so may result in serious damage to the components.

4. Repair or service must be performed by a qualified repair person.

5. The product is provided with a three-wire grounding type plug. This is a safety feature. DO NOT defeat the safety purpose of the grounding type plug. DO NOT staple or otherwise attach the AC power supply cord to building surfaces.

6. DO NOT use the product near water or in a wet or damp place (such as a wet basement).

⚠ CAUTION:

DO NOT block or cover the ventilation slots and openings. They prevent the product from overheating. DO NOT place the product in a separate enclosure unless proper ventilation is provided.

Additional Safety Instructions for Installation Personnel

1. DO NOT install telephone wiring during a lightning storm.

2. DO NOT install telephone jacks in a wet location unless the jack is specifically designed for wet locations.

3. Never touch uninsulated telephone wires or terminals, unless the telephone line has been disconnected at the network interface.

4. Use caution when installing or modifying telephone lines.

5. The system carriers must be securely wall mounted.

⚠ CAUTION:

If any wiring from the extension jacks leaves the building premises, you must install AT&T IROB protectors (see "Requirements for Out-of-Building Extensions" on page 21).

⚠ CAUTION:

Use only AT&T - manufactured PARTNER modules in the PARTNER II Communications System.

Contents

Contents

Contents

Figures

Figures

About This Guide

This guide provides instructions for installing, administering and maintaining the
PARTNER MAIL™ Voice Messaging System on the PARTNER® II Release 3
Communications System. This guide is intended for technicians who install, maintain,
and repair communications systems and implementors who initially program the
system.

In addition to installation and administration instructions, this guide contains a table
of factory settings in Appendix A, a glossary of terms, an index, and three removable
pages located at the back of the guide. These pages provide the following:

- Instructions for using the General Mailbox, which you should give to the
  System Operator or to whomever in your company is responsible for
  maintaining the General Mailbox.

- A chart showing all of the PARTNER MAIL system functions that are
  administered from the Administration Main Menu.

- A form for providing feedback on this guide, which you can fax or mail to
  AT&T.

How to Use this Guide

Refer to the following table for a list of Installation, Programming, and Administration items, the tasks under each, and corresponding chapter number.

ITEM	TASKS	CHAPTER NUMBER
Installing the PARTNER MAIL system	Wall-Mount the Unit Connect the PARTNER MAIL system to PARTNER II Release 3 Connect the RMD Add Voice-Processing Card(s)	Chapter 2
Programming PARTNER II for PARTNER MAIL	Initial Programming Program Automated Attendant Service Program Call Answer Service Program Night Service Button Program for the RMD Program Telephone Buttons	Chapter 3
Initial Programming of the PARTNER MAIL system	Program System Parameters Program the Schedule Program Automated Attendant Greetings Program Automated Attendant Menus Program Mailboxes Create Group Lists Program Line Ownership	Chapter 4
Performing Acceptance Tests	Test Automated Attendant Service Test Call Answer Service Test Voice Mail Service	Chapter 5
Performing System Administration	Refer to "Administration Menu Items" in the next section.	Chapter 6
Troubleshooting	Identify and correct problems with the PARTNER MAIL system.	Chapter 7

Administration Menu Items

Refer to the following table for a list of Administration Menu items, and the tasks under each. All Administration menu items are documented in Chapter 6.

MENU ITEM	TASKS
1. System Parameters	Program Fax Extension Program System Operator Extension Program General Mailbox Owner Assign System Administrator's Extension Program Fax Message Receiver
2. Schedule Parameters	Change the System Date and Time Temporary Schedule Changes
3. Automated Attendant	Program Selector Code Actions Create Submenus Create Announcements Change Main Menus Record prompts
4. Mailboxes	Create, change, and delete
5. Group Lists	Scan, delete and modify
6. Line Ownership	Review, assign, modify and delete
7. System Greetings	Change Automated Attendant Greetings Change Voice Mail Greeting

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 a subscriber's extension.

[✻] 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.

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.

Portions of the documentation may be available in French and Spanish. For more
information, contact your AT&T authorized representative.

Guide Title	Order Number
PARTNER MAIL system	
Installation and Use	585-322-101
Planning Guide and Forms	585-322-501
User's Quick Reference	585-322-701
PARTNER II Release 3 Communications System	
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 resonsible for planning, installing, programming, and maintaining the PARTNER MAIL system. With the exception of the Implementor / Technician, the 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.

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 sevices 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.

PARTNER MAIL Voice Messaging System

Auto Attendant Service

Prompts caller to make a choice from a menu of options, then routes the call to selected destination.

Voice Mail Service

Allows subscribers to:
- Send Messages
- Listen to Messages
- Forward Messages
- Delete Messages
- Reply to Messages
- Select personal operator
- Record Personal Greeting

Call Answer Service

Prompts the caller to leave a message or transfer to another extension when the called party does not answer.

Always

PARTNER System always routes calls to Automated Attendant Service

Day Only

PARTNER System routes calls to Automated Attendant Service when night service is inactive.

Night Only

PARTNER System routes calls to Automated Attendant Service when night service is active.

Extension Coverage

PARTNER System Manager assigns Automatic VMS cover to an extension.

Line Coverage

Assign VMS line cover for a line and associate a mailbox with that line.

Voice Mailbox Transfer

System users press a button to transfer calls to a voice mailbox without ringing an extension.

Immediate Call Handling

Automated Attendant answers all external calls immediately. The Receptionist answers overflow calls.

Delayed Call Handling

The Receptionist answers external calls immediately. Overflow calls go to the Automated Attendant after a delay.

Coverage ON/OFF

Subscribers turn VMS cover on and off at their extension.

Outcalling

Notifies subscribers at remote telephones or beepers that a new message is in their mailbox.

FAX Call Handling

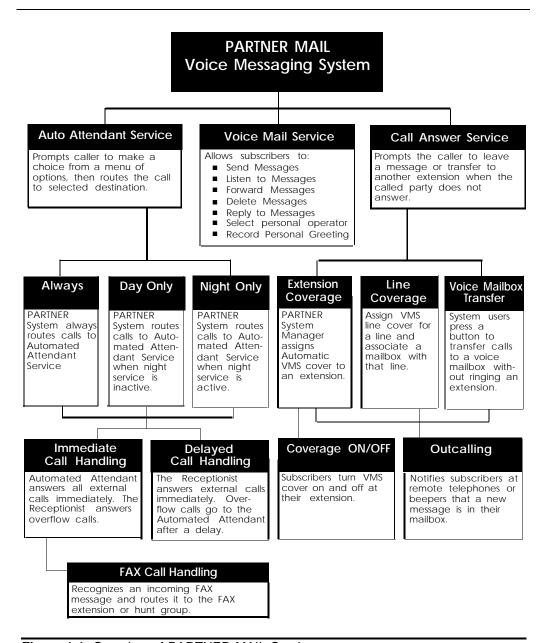Recognizes an incoming FAX message and routes it to the FAX extension or hunt group.

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.

PARTNER II
Control Unit

Central office lines

System User

PARTNER MAIL
answers by 2nd
ring?

No

Yes

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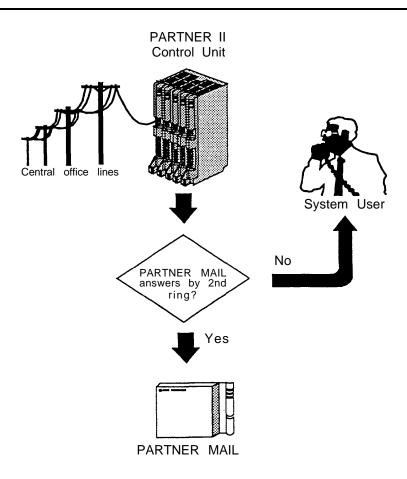
Figure 1-2. PARTNER MAIL System as Immediate Call Handler

Fax Call Handling

The Automated Attendant service recognizes and routes fax calls 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.

PARTNER II
Control Unit

Central Office Lines

System User

Answers call after fourth ring

Overflow

PARTNER MAIL

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.

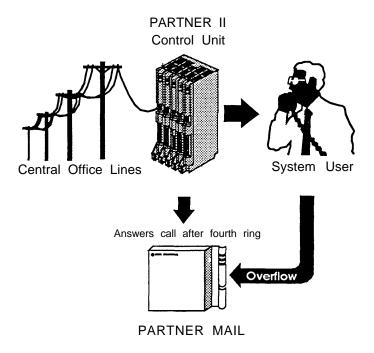- Assign their own password, which they can change at any time to ensure that messages are kept confidential.

- 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, 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 retreive 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).

Installation

2

This chapter provides instructions for installing the PARTNER MAIL system and for connecting it to the PARTNER II Communications System Release 3.

Preparing for Installation

Verify that you have all the required PARTNER MAIL system and PARTNER II Release 3 parts, and that the installation site meets the given environmental conditions before beginning installation.

Parts Checklist

The AT&T PARTNER MAIL Voice Messaging System shipment should contain the following parts:

PARTNER MAIL Unit

- ■ PARTNER MAIL Cabinet
- ■ Wall-mount and Cable Manager Bracket and screws

  ⇒ **NOTE:**

  The cabinet and bracket are together referred to as the PARTNER MAIL unit.

- ■ For a single voice-processing card configuration: two (2) 8-foot modular telephone cords

  For a dual voice-processing card configuration: four (4) 8-foot modular telephone cords

- ■ PARTNER MAIL power cord
- ■ RMD (Remote Maintenance Device) cable

Remote Maintenance Device (shipped separately)

- ■ RMD
- ■ Modular telephone cord
- ■ RMD power cord

PARTNER II Release 3 Hardware Requirements

The following PARTNER II Release 3 equipment is required to install the PARTNER MAIL system:

- PARTNER II Release 3 Control Unit equipped with Processor Module
- Release 2 206 Module

Preparing the Site

The PARTNER MAIL unit should be wall-mounted adjacent to the PARTNER II System's Control Unit, on the same mounting surface if possible.

⚠ WARNING:

If there is not sufficient room on the existing mounting surface, either secure a new surface (a piece of plywood) or attach the PARTNER MAIL unit directly to wall studs. This will best ensure permanent mounting and will prevent wall damage.

To help ensure trouble-free operation, maintain the following environmental conditions:

- Dust-free area (preferably in an office environment)
- Vibration free area
- Relative humidity 8% to 85%
- No exposure to liquids (avoid areas near drinking fountains, coffee makers, and so on)
- Recommended Temperature range: 60°F (15°C) to 80°F (26°C)
  Maximum Temperature range: 40°F (4°C) to 104°F (40°C)
- Adequte clearance around PARTNER MAIL unit
- Do not place objects on top of the PARTNER MAIL unit
- Do not block the PARTNER MAIL unit's vents or openings

Installing the PARTNER MAIL Unit

Installation of the PARTNER MAIL unit (Figure 2-1) involves the following three
phases:

- Mounting the unit on the wall near the PARTNER II Release 3 processor,

- Connecting the unit to the PARTNER II Release 3 system,

- Connecting the Remote Maintenance Device (modem) to the PARTNER MAIL
  unit and to the PARTNER System.

Before you begin, be sure the installation site has been prepared properly.
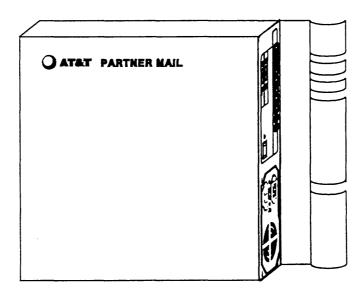
Figure 2-1. PARTNER MAIL Unit

Mounting the PARTNER MAIL Unit

1. Remove the bracket from the shipment package.

2. Use the bracket as a template to mark the points on the wood surface where you will insert the wall-mounting screws. Position the bracket on the surface so that the slot is upward (Figure 2-2).

⚠ WARNING:

> *Be sure to install the wall-mounting screws in wall studs or in a piece of plywood to ensure permanent mounting and to prevent wall damage.*
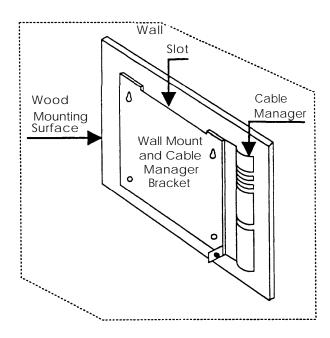
Figure 2-2. Wall-Mounting the PARTNER MAIL Unit

3. Secure the bracket onto the surface using the four #8 screws provided.

4.   Remove the #6-32 hex-head screw from the rear panel of the unit.

5.   Insert the PARTNER MAIL unit's bracket lip into the bracket slot.

6.   Tighten the captive retaining screw into the mounting hole on the unit.
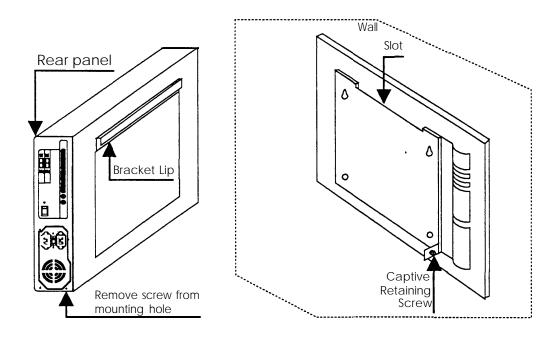
Figure 2-3. Mounting the PARTNER MAIL Unit

Connecting the Unit
to the PARTNER II Release 3 System

1. Route the line cords through the slots on the cable manager.

2. Connect two (or four) modular telephone cords into the ports 1 — 2 or 1 — 4 on the PARTNER MAIL system.

3. Refer to PARTNER II Release 3 Planning Form B1, and locate the extension jack numbers for the PARTNER MAIL system cords.

   ⇒ **NOTE:**
   Do not connect the PARTNER MAIL system cords to the top extension jack of any 206 Module or to power failure transfer extensions 10, 16, 22, 28, 34, 40, 46, or 52.

   ⇒ **NOTE:**
   For proper operation, do not connect the PARTNER MAIL system cords to a PARTNER System Release 1 206 module (the 206 module labled R1.0).

4. Connect the other end of the modular telephone cords into extension jacks on the PARTNER II Release 3 206 Module(s) (Figure 2-4).

   ⇒ **NOTE:**

   Be sure to connect the cords from the lowest-numbered port to the lowest-numbered jack and from the highest-numbered port to the highest-numbered jack.
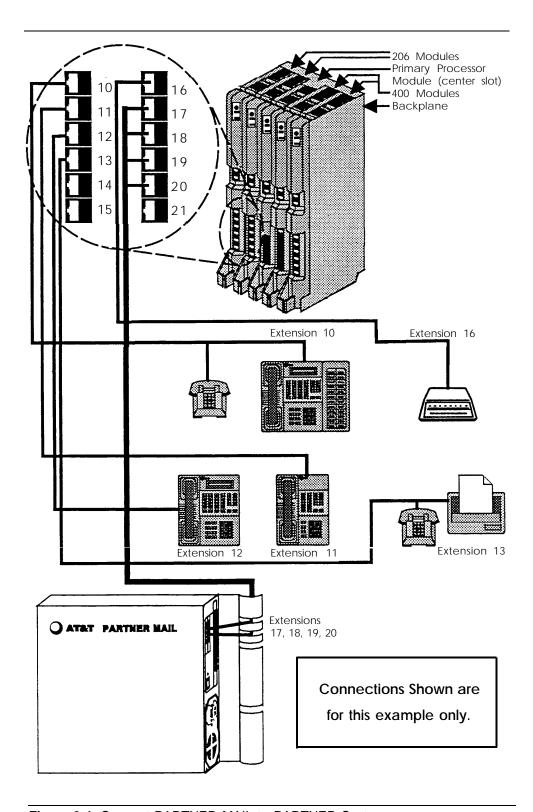
Figure 2-4. Connect PARTNER MAIL to PARTNER System

5. Plug the power cord into the unit's AC Power IN socket (Figure 2-5).

6. Check the Voltage Selector Switch to ensure that it is set for your local power source (Figure 2-5).

7. Plug the power cord into a properly grounded AC electrical source.

    ### ➡ NOTE:

    It is strongly recommended that you connect the PARTNER MAIL unit into the same electrical circuit as the PARTNER II Release 3 so that the two units share a common ground.

8. Turn the Power Switch ON (Figure 2-5).

9. After 2-minutes all Status Indicator Lights should be green indicating that all PARTNER MAIL system ports are ready to receive calls (Figure 2-5).
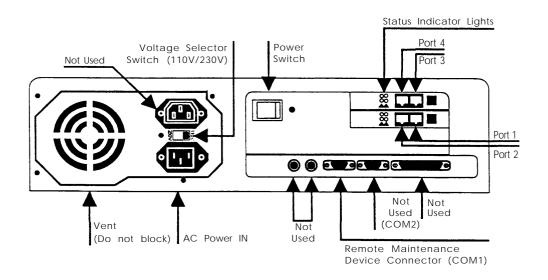
Figure 2-5. PARTNER MAIL Unit - Rear Panel

Connecting the Remote Maintenance Device
to the Unit

1. The RMD switches are preset at the factory. Confirm that the switches,
    located on the underside of the RMD, are set as shown in Figure 2-6.
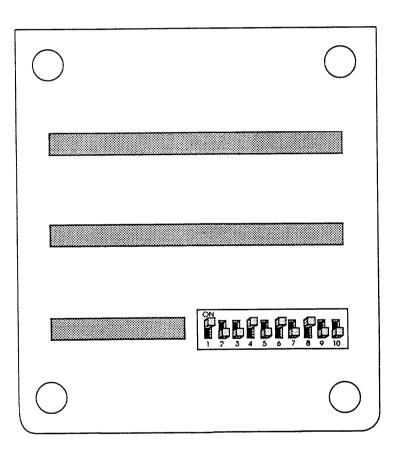
Figure 2-6. PARTNER MAIL RMD Switch Settings

➡ **NOTE:**

> If you reset the switches, turn the RMD OFF and ON so that the new
> settings take effect.

2. Use the RMD cable to connect the RS-232-C port on the RMD to the COM1
    port on the PARTNER MAIL unit (Figure 2-7).

3. Refer to PARTNER II Planning Form B1 to determine the PARTNER II
    extension jack for the RMD.

4. Use the provided modular telephone cord to connect the RMD telephone line
    port to the extension jack on the PARTNER II 206 Module (refer to
    Figure 2-4).

    ➡ **NOTE:**
    Be sure to connect the cords from the lowest numbered port to the
    lowest numbered jack, and from the highest numbered port to the
   highest numbered jack.

5. Attach the RMD Power Cord to the RMD (Figure 2-7).

6. Plug the power cord into a properly grounded AC electrical source.

7. Turn the RMD ON (Figure 2-7).

8. The following red status lights are lit: HS, AA, TR, and MR.

9. Write the 206 Module extension jack number which connects to the RMD onto
    a label, and affix the label to the RMD for ongoing maintenance.
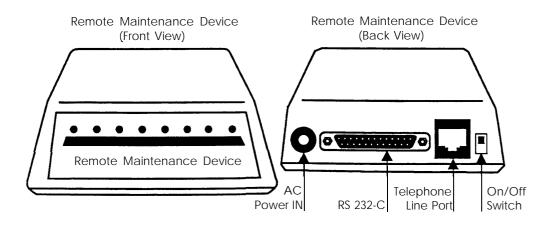
Figure 2-7. The PARTNER MAIL Remote Maintenance Device (modem)

Add or Replace Voice-Processing Card

> **NOTE:**
> After you have installed the voice processing card, ensure that the extensions
> on the PARTNER System where you connect the new PARTNER MAIL
> system ports, are administered to the VMS Hunt Group as described in
> Chapter 3.

⚠ DANGER:

Only qualified personnel should replace the Voice Processing Cards. Personal
injury or damage to the cards may result if the cards are installed incorrectly.

Customers with a 2-port configuration may want to upgrade to a 4-port configuration
to support a greater volume of calls or an increased number of subscribers. To
upgrade from two to four ports, you need to add a voice-processing card.

Removing the PARTNER MAIL Unit

1. Turn the PARTNER MAIL unit OFF.

2. Unplug the PARTNER MAIL system power cord.

⚠ DANGER:

*The PARTNER MAIL unit must be unplugged before removing the
cover. Hazardous voltage is inside. Failure to comply could cause
electric shock.*

3. Disconnect all modular telephone cords from the PARTNER MAIL unit.

4. Loosen the captive retaining screw (Figure 2-8).

5. Carefully lift the unit up and out of the bracket, and place it on a sturdy flat tabletop (Figure 2-8).

Cover screws

Lift up
and out

Cover screws

Loosen retaining
screw
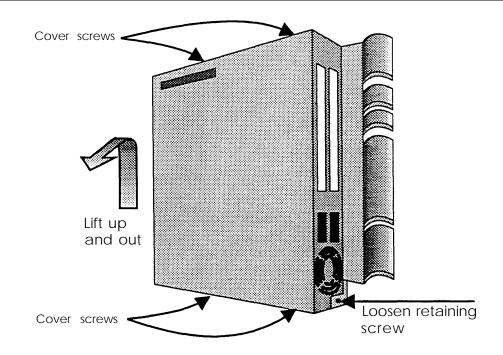
Figure 2-8. Remove Unit from Wall-mount

6. Remove the four screws located on the right and left sides of the PARTNER MAIL unit.

7. Remove the cover.

Verifying Switch Setting

> ⚠️ **WARNING:**
> *To avoid damaging any electrical component, wear a grounded Static Wrist Band before handling PARTNER MAIL system circuitry.*

1.   Remove the screw from the upper card slot (Figure 2-9).

2.   Remove the clear plastic slot plate.

Remove screw   Socket
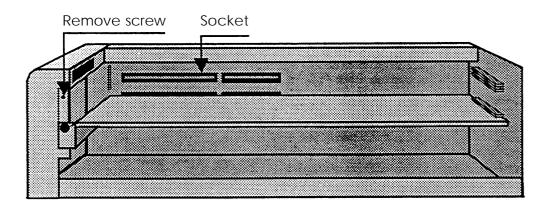
Figure 2-9. Remove Screw from Unit

3. Use Figure 2-10 to verify the switch settings on the voice-processing card being installed.

Card 1: Ports 1 and 2

Dip Switch

Voice Processing Card

Card 2: Ports 3 and 4
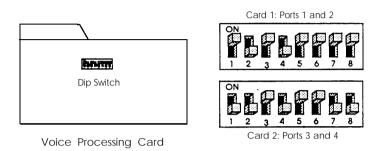
Figure 2-10. Voice Processing Card Switch Settings

Installing the Voice Processing Card

1. Install the voice-processing card into the upper slot so that the connector of the card fits securely into the female connector inside the PARTNER MAIL unit (Figure 2-11).

2. Install the plastic card spacer so that it holds the upper and lower cards at the center of the unit, but does not touch any of the components on either card.

3. Tighten the screw that holds the bracket on the left edge of the unit to secure the upper card (Figure 2-11)

Tighten Screw
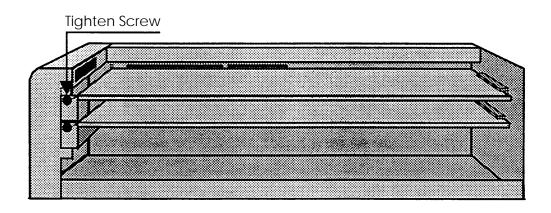
Figure 2-11. Installing a Voice Card

4. Replace the cover so that the latch fits under the front lip on the unit (Figure 2-12).

5. Install and tighten the four cover screws.
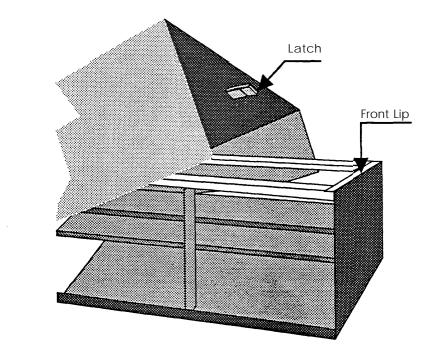
Figure 2-12. Installing the Cover

Remounting the PARTNER MAIL Unit

1. Mount the unit by inserting the PARTNER MAIL system bracket lip into the bracket slot on the wall-mount (Figure 2-3, Figure 2-13).
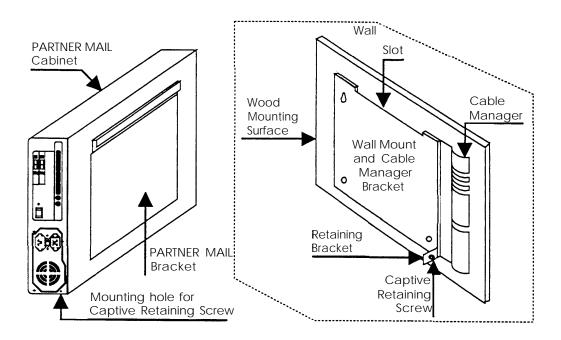
Figure 2-13. Mounting the PARTNER MAIL Unit

2. Tighten the captive retaining screw on the wall mount.

3. Refer to PARTNER II Release 3 Planning Form B1, and locate the extension jack numbers for the PARTNER MAIL system modular cords.

⇒ **NOTE:**

>   Do not connect the PARTNER MAIL system to the top extension jack of
>   any 206 Module or to power failure transfer extensions 10, 16, 22, 28,
>   34, 40, 46, or 52.

⇒ **NOTE:**

>   For proper operation, do not connect the PARTNER MAIL system cords
>   to a PARTNER System Release 1 206 module (the 206 module labled
>   R1.0).

⇒ **NOTE:**

>   Be sure to connect the cords from the lowest-numbered port to the
>   lowest-numbered jack and from the highest-numbered port to the
>   highest-numbered jack.

4. Connect the modular telephone cords from the PARTNER MAIL system ports
    to the PARTNER System extension jacks.

5. Connect the power cord to the PARTNER MAIL unit.

6. Plug the PARTNER MAIL system power cord into a properly grounded AC
    source.

7. Turn the PARTNER MAIL system power switch ON.

8. If the PARTNER MAIL system and the PARTNER System have already been
    programmed, perform the Acceptance Tests in Chapter 5.

PARTNER II
System Programming

3

Use the procedures in this chapter to program the PARTNER II Release 3 Communications System so that it works with the PARTNER MAIL system as an integrated unit. When the PARTNER System 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 customer's site.

You can program the PARTNER System from extension 10 or 11. Since an extension cannot be in program mode and handle calls at the same time, and since extension 10 is generally administered as the PARTNER MAIL System Operator's extension, you may find it more convenient to program from extension 11 while the receptionist continues to handle calls from extension 10.

System Programming changes settings for the system as a whole, or for individual lines or extensions. You can also use System Programming to set up dialing restrictions, define groups, or set up auxiliary equipment, (Refer to *PARTNER® II Communication System Release 3 Programming and Use* for more information on the various System Programming options). Refer to the completed PARTNER II Release 3 *System Planner* when you are changing system settings, and be sure that any changes in programming are recorded on the planning forms.

PARTNER II System Planning Forms

Before programming the PARTNER System, ask the PARTNER System Manager for the following planning forms:

- ■ Form A: System Configuration
  Records basic information about the customer's business and the customer's AT&T sales representative or authorized dealer. The customer indicates the line number and type of PARTNER MAIL system coverage required for each line, and other settings required to program the PARTNER System for the PARTNER MAIL system.

- ■ Form B1: System Lines
  Records information for each system extension. This includes the type of telephone or auxiliary equipment at the extension, the name of the system user. or a description of how a specific extension is used.

- ■ Form B2: Customized Extension Settings
  Records feature settings that apply to a specific extension or group of extensions. This includes the creation of Hunt Groups, and the assignment of features such as VMS Line Cover, and Auto Extension Privacy.

- ■ Form C: Telephone Button Programming Templates
  Shows where to program features on system telephones (MLS-34D, MLS-18D, MLS-12, MLS-6, MLC-6H model telephones).

Introduction to System Programming

System Programming requires a System Telephone (MLS-34D, MLS-18D, or MLS-12D phone with a display) at extension 10 or 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 used to program the System Date is #101).

You can program the system in one of two ways:

- **Direct Method:** enables you to access a programming procedure directly by dialing the code for that procedure. This method works best when you are only using a few procedures during the programming session, and you know the codes.

  For example, press [#] [1] [0] [3] to change the system time.

- **Cycle Method:** enables you to cycle through a sequence of procedures in numerical order by pressing [Next Procedure] or [Prev Procedure]. You should use this method when programming PARTNER II Release 3 for the first time, or when you are changing a series of related settings. However, procedures #399, #609, and #728 are skipped when you cycle through procedures

⇒ **NOTE:**

You can talk on the telephone while you program. This is useful if you need to talk to someone at the AT&T Helpline about programming. However, you must place the call before you enter programming mode, and you must use the handset to talk, not the speakerphone.

Using Programming Overlays

During System Programming, the normal functions of several buttons on the display phone at extension 10 or 11 change. For example, the 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 on 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. *(Example: #101, #102, #103 ...)*

■ [Next Item] and [Prev Item] cycle forward and backward through the parameters offered by a procedure. *(Example: Extension 10, 11, 12...)*

■ [Next Data] and [Prev Data] cycle forward and backward through data values offered by a procedure. *(Example: 1 Assigned, 2 Not Assigned)*

■ [Remove] returns the current setting to the factory setting.

■ [Enter] indicates the end of a variable length entry, such as a telephone number in the Allowed Phone Number List.

■ [System Program] starts the System Programming process.

■ [Central Tel Program] starts the Central Telephone Programming process. This enables you to program system telephones from extension 10 or 11.

■ [Feature] when followed by [0] [0], enters and exits the programming mode.

Accessing System Programming

Before you can program any of the procedures in this chapter, you must access the System Programming feature as follows:

1.   At extension 10 or 11, press [Feature][0] [0].

2.   Press [System Program].

3.   Press [System Program].

Now you can enter specific procedure numbers. Make sure the overlay is in place over the system phone's dialpad.

Initial System Programming

Regardless of whether you are programming the PARTNER System to use PARTNER MAIL Automated Attendant Service, Call Answer Service or both, you must program the procedures outlined below. Completing these procedures enables you to access the PARTNER MAIL hunt group and program the PARTNER MAIL system.

After you complete the procedures below, refer to "Chapter 4 — PARTNER MAIL Initial Programming" and perform all initial programming for the PARTNER MAIL system. After completing the initial programming of the PARTNER MAIL system, return to this chapter an complete PARTNER System programming for the PARTNER MAIL Automated Attendant Service and Call Answer Service.

Assign VMS Ports Using Hunt Group Extensions (#505)

Use this procedure to assign all PARTNER MAIL system extensions (extension jacks on the PARTNER System's 206 Module where modular telephone cords from the PARTNER MAIL system are connected) to VMS Hunt Group 7.

1. Locate the two or four PARTNER MAIL system extensions on PARTNER II Form B1.

2. Access System Programming as described in "Accessing System Programming" and press [#][5][0][5].

3. Press [7] at the Group: prompt

    ⇒ **NOTE:**

    To avoid misoperation during a power loss, do not attach the PARTNER MAIL system to the Power Failure Transfer extensions 10, 16, 22, 28, 34, 40, 46, and 52.

4. Enter the PARTNER MAIL system **EXTENSION** at the Extension: prompt.

5. Press [Next Data] until the display reads 1 Assigned

6. To program the next extension, press [Next Item] or [Prev Item] until the extension appears, then repeat step 5.

7. Choose:

    —   Press [#] and the system program number to program another feature, or

    —   Press [Next Procedure] to program another feature, or

    —   Press [Feature][0][0] to exit programming.

Assign the Transfer Return Extension (#306)

This procedure ensures that a call routed by the system to a user's extension, that does not answer and does not have coverage, is transferred to the System Operator's extension (normally extension 10). Assign a Transfer Return Extension for each PARTNER MAIL system extension as described below.

1. Locate the two or four PARTNER MAIL system extensions on PARTNER II Form B1.

2. Access System Programming as described in "Accessing System Programming" and press [#][3][0][6].

3. Enter the first PARTNER MAIL system **EXTENSION** at the Trns Ret Ext prompt.

4. Enter the System Operator's **EXTENSION** (normally [1][0]) at the Data prompt.

5. To program another extension press [Next Item] or [Prev Item] until the extension number appears on the display, then repeat step 4.

6. Choose:

   — Press [#] and a system program number to program another feature, or

   — Press [Next Procedure] or [Prev Procedure] to program another feature, or

   — Press [Feature][0][0] to exit programming.

Program the PARTNER II System for the RMD

Use the following procedures to remove all lines from the RMD (Remote Maintenance Device), and to assign Automatic Extension Privacy to the RMD.

Remove Lines Using Line Assignment (#301)

1. Refer to PARTNER II Form B1 to determine the RMD extension, and refer to PARTNER II Form B2 to determine the customized extension settings for the RMD.

2. Access System Programming as described in "Accessing System Programming" and press [#][3][0][1].

3. Enter the RMD **EXTENSION** at the Extension: prompt.

4. Press [Remove] to remove all existing line assignments.

5.   Choose:

— Press [#] and a system program number to program another feature, or

— Press [Next Procedure] or [Prev Procedure] to program another feature, or

— Press [Feature] [0] [0] to exit programming.

Assign Automatic Extension Privacy (#304) to the RMD

Use the procedure below to assign Automatic Extension Privacy to the RMD extension so that users on the same line cannot interrupt RMD transmissions.

1.   Refer to PARTNER II Form B1 to identify the RMD extension.

2.   Access System Programming as described in "Accessing System Programming" and press [#] [3] [0] [4].

3.   Enter the RMD **EXTENSION** at the Extension: prompt.

4.   Press [Next Data] until the display reads: 1 Assigned.

5.   Choose:

— Press [#] and a system program number to program another feature, or

— Press [Next Procedure] or [Prev Procedure] to program another feature, or

— Press [Feature] [0] [0] to exit programming.

At this point, go to "Chapter 4 — PARTNER MAIL Initial Programming" and perform all initial programming for the PARTNER MAIL system. After completing the initial programming, return to this chapter and complete the following as indicated on the PARTNER II Release 3 System Planning forms:

■ Automated Attendant Service

■ Call Answer Service

■ Telephone Buttons

Programming Automated Attendant

This section presents the procedures required to program the PARTNER II Release 3 for use with PARTNER MAIL Automated Attendant Service.

Assign VMS Hunt Delay (#506)

Set the delay for either Immediate or Delayed Call Handling.

1. Locate "VMS Hunt Delay" on PARTNER II Form A.

2. Access System Programming as described in "Accessing System Programming" and press [#] [5] [0] [6].

3. If "Immediate Call Handling" is checked (the factory setting for Automated Attendant Service) press [Next Data] until the display reads: 1 Immediate.

4. If "Delayed Call Handling" is checked press [Next Data] until the display reads: 2 Delayed.

5. Choose:

    — Press [#] and a system program number to program another feature, or

    — Press [Next Procedure] or [Prev Procedure] to program another feature, or

    — Press [Feature] [0] [0] to exit programming.

Assign the VMS Hunt Schedule (#507)

Specify when the Automated Attendant Service handles calls.

1. Locate "VMS Hunt Schedule" on PARTNER II Form A.

2. Access System Programming as described in "Accessing System Programming" and press [#] [5] [0] [7].

3   If:

    — the customer checked "Always" (the factory setting), press [Next Data] until 1 Always is displayed.

    — the customer checked "Day only", press [Next Data] until 2 Day Only is displayed.

    — the customer checked "Night only", press [Next Data] until 3 Night Only is displayed.

4. Choose:

    — Press [#] and a system program number to program another feature, or

    — Press [Next Procedure] or [Prev Procedure] to program another feature, or

    — Press [Feature][0][0] to exit programming.

Assign Group Call Distribution (#206)

Assign outside lines, which are to be answered and provided PARTNER MAIL Automated Attendant service, to the VMS Hunt Group 7.

1. Locate Lines on PARTNER II Form A which have "VMS-AA" written in the "Line Coverage" column.

2. Access System Programming as described in "Accessing System Programming" and press [#][2][0][6].

3. Press [7] at the Group: prompt,

4. Enter a two-digit Line number at the Line: prompt.

5. Press [Next Data] until 1 Assigned is displayed.

6. To program another line, press [Next Item] or [Prev Item] then repeat the previous step.

7. Choose:

    — Press [#] and a system program number to program another feature, or

    — Press [Next Procedure] or [Prev Procedure] to program another feature, or

    — Press [Feature][0][0] to exit programming.

Programming Fax Extensions

If using the Automated Attendant Service to handle fax calls, refer to the *PARTNER® II Release 3 Programming and Use* document for the procedures required to program the PARTNER II to recognize your fax extensions or groups.

Programming Call Answer Service

This section presents the forms and procedures required to program the PARTNER II Release 3 for use with PARTNER MAIL Call Answer Service. This includes Extension and CO Line coverage.

Automatic VMS Cover (#310)

Review PARTNER II Form B2 to determine which users require the Automatic VMS Cover feature. This feature determines if an extension is normally covered by the Call Answer Service. This means that an unanswered intercom or transferred call goes to PARTNER MAIL for Call Answer Service. Assign Automatic VMS Cover to the extensions listed on Form B2 as described below:

1. Access System Programming as described in "Accessing System Programming" and press [#][3][1][0].

2. Enter the **EXTENSION** at the Extension: prompt.

3. Press [Next Data] until the display reads Assigned.

4. To program another extension, press [Next Item] or [Prev Item] until the extension number appears on the display, then repeat step 3.

5. Choose:

   — Press [#] and a system program number to program another feature, or

   — Press [Next Procedure] or [Prev Procedure] to program another feature, or

   — Press [Feature][0][0] to exit programming.

➡ **NOTE:**

Refer to "Telephone Button Programming" found at the end of this chapter to program a VMS Cover button to enable subscribers to turn VMS Cover ON and OFF at their extensions.

CO Line Coverage

Use the Group Call Distribution (#206) procedure to assign outside lines to the VMS
Line Cover option. PARTNER MAIL answers calls on these lines after four rings. If a
Line Owner is assigned (see note below), PARTNER MAIL transfers the caller to the
Line Owner's mailbox. If there is no Line Owner assigned, PARNTER MAIL transfers
the caller to the General Mailbox. Callers at remote sites may also use Group Call
Distribution to access PARTNER MAIL if the Automated Attendant Service is not in
operation by pressing [✳] [7] when the PARTNER MAIL system answers.

1. Locate Lines on PARTNER II Form A which have "VMS-MAIL" written in the
    "Line Coverage" column.

2. Access System Programming as described in "Accessing System
    Programming" and press [#] [2] [0] [6].

3. Press [7] at the Group: prompt,

4. Enter a two-digit Line number at the Line: prompt.

5. Press [Next Data] until 3 VMS Line Cover is displayed.

6. To program another line, press [Next Item] or [Prev Item] the line number
    appears on the display, then repeat the previous step.

7. Choose:

    — Press [#] and a system program number to program another feature, or

    — Press [Next Procedure] or [Prev Procedure] to program another feature, or

    — Press [Feature] [0] [0] to exit programming.

➡ **NOTE:**

To assign Line Ownership, perform the PARTNER MAIL Line Ownership
procedure in Chapter 4 of this guide.

Programming Night Service (#503)

Use the procedure below to assign a Night Service Button onto the MLS-model system phone at the System Operator's extension. Keep the following mind:

■ You can only program a Night Service button on extension 10.

■ You can only program a Night Service button on an MLS-model system phone.

■ You must program Night Service on a button with lights.

■ Refer to "Night Service Button (#503)" in *PARTNER® II Communications System Release 3 Programming and Use* for details on how to set up Night Service.

1. Locate the "NightSVC" label on PARTNER II Form C (the button programming template).

2. Access System Programming as described in "Accessing System Programming" and press [#][5][0][3].

3. Choose:

— To assign Night Service to the first available button on the system phone, press [Next Data] until the display reads:

```
Night Service
1 Assigned-Ext10
```

— To assign Night Service to a specific button, press [3]. The display reads:

```
Night Service
3 Select Button
```

4. Press the progammable button with lights indicated on Form C.

5. Choose:

— Press [#] and a system program number to program another feature, or

— Press [Next Procedure] or [Prev Procedure] to program another feature, or

— Press [Feature][0][0] to exit programming.

6. Label the Night Service button at extension 10.

Telephone Button Programming

PARTNER II Form C provides button templates for each type of MLS and MLC telephone. We recommend that you program a button on each subscriber's system telephone for the following features:

■ VMS Cover

■ Voice Mailbox Transfer

■ Auto Dial into PARTNER MAIL

The procedures below utilize Central Telephone Programming.

VMS Cover Button (F15)

To give subscribers the ability to turn Voice Mail coverage ON and OFF, you may program a VMS Cover button at the subscriber's system phone as described below:

1. Locate the "VMSCover" label on PARTNER II Form C (the button programming template).

2. Press [Feature][0][0][System Program][System Program][Central Tel Program].

3. Enter the **EXTENSION** for the system telephone being programmed.

4. Press a programmable button with lights.

5. Press [Feature][1][5]

6. Program another button for this extension or press [Feature][0][0] to exit programming mode.

Programming Voice Mailbox (F14)

The Voice Mailbox Transfer feature enables the System Operator, or any system user, to transfer calls directly to the called party's mailbox, without ringing the extension. If, for example, a caller wants to talk to a subscriber who is on vacation, the receptionist can transfer the call to the subscriber's mailbox by pressing the Voice Mailbox button followed by the called party's extension. PARTNER MAIL would answer the call using the called party's greeting (if he or she recorded a greeting), and the caller could then leave a message for the called party.

1.   Locate the "VMBox" label on PARTNER II Form C (the button programming template).

2.   Press [Feature][0][0][System Program][System Program][Central Tel Program].

3.   Enter the **EXTENSION** of the system telephone being programmed.

4.   Press a programmable button.

5.   Press [Feature][1][4].

6.   Program another button for this extension or press [Feature][0][0] to exit programming mode.

Programming Auto Dial into PARTNER MAIL

To provide one-touch dialing into PARTNER MAIL, program an Auto Dial button for all subscribers either at the subscribers' system telephones or through Centralized Telephone Programming.

1.   Locate the "VMS" label on PARTNER II Form C (the button programming template).

2.   Press [Feature][0][0][System Program][System Program][Central Tel Program].

3.   Enter the **EXTENSION** of the system telephone being programmed.

4.   Press a programmable button.

5.   Press [Intercom][7][7][7] (the Partner Mail Hunt Group).

6.   Program another button for this extension or press [Feature][0][0] to exit programming mode.

PARTNER MAIL
Initial Programming

4

This chapter provides guidelines and procedures for initial programming of the PARTNER MAIL system. The terms program and administer are used interchangably throughout this guide.

Introduction to Programming

PARTNER MAIL system programming is performed by placing a call to the PARTNER MAIL system and logging in as the System Administrator. The System Administrator uses the dialpad on a touch-tone phone to program the PARTNER MAIL system. The PARTNER MAIL system plays voice prompts in response to the touch-tones that you press on the dialpad.

Only the System Administrator may program the PARTNER MAIL system by accessing the "hidden" option 9 from the Voice Mail Menu.

PARTNER MAIL System Programming Menus

Figure 4-1 illustrates the menus available from the Administration Main Menu. You must access the PARTNER MAIL system Administration Main Menu before administering any of the seven submenus listed in Figure 4-1. Refer to the Administration Map inside the front cover of this guide for a complete listing of all PARTNER MAIL system administration menus and submenus.
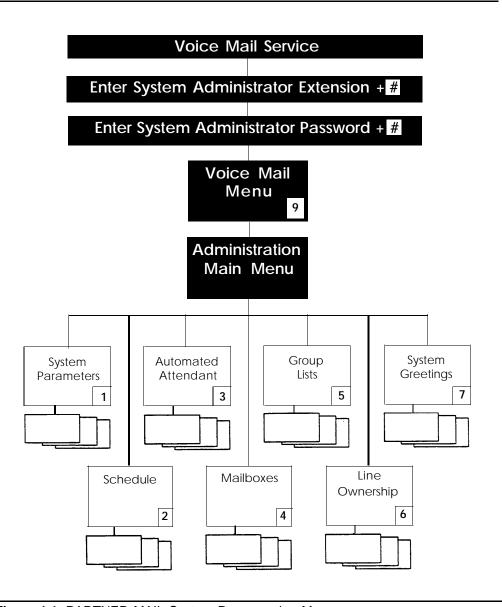
Figure 4-1. PARTNER MAIL System Programming Menus

Accessing the Administration Main Menu

Use the following procedure to access the PARTNER MAIL system Administration Main menu.

1.   Press [Intercom][7][7][7] or a preprogrammed button.

2.   Enter the System Administrator's **MAILBOX** (initially [9][9][9][7]) and press [#].

3.   Enter the System Administrator's **PASSWORD** (initially [1][2][3][4]) and press [#].

     — The system plays the seven items on the the Voice Mail Menu (Figure 4-1).

     — The system does not play menu item 9, the Administration Menu. The System Administrator is the only subscriber who can select the "hidden" menu option 9 from the Voice Mail Menu.

4.   Press [9] to program.
     The system plays the system programming options.

Refer to Appendix A for a list of all factory settings. You should confirm a factory setting, as instructed, even if you are not changing the setting.

Programming Hints

■   You do not need to wait for a prompt before proceeding to the next step if you are experienced with PARTNER MAIL system programming.

■   Press [✶][#] to return to the previous menu.

■   Press [✶][4] to repeat the current menu options.

■   Press [✶][7] to return to the System Administration Menu.

■   Press [✶][✶][9] to exit from the PARTNER MAIL system.

■   To avoid background noise, speak into the handset to record names, greetings, and announcements instead of using the speakerphone.

Before Programming

Before you program the PARTNER MAIL system, ensure that the programming and planning tasks described below are completed.

PARTNER II Programming

A technician must program the PARTNER II Communications System for the PARTNER MAIL system as described below before you program the PARTNER MAIL system:

■ Assign all PARTNER MAIL system extensions to Hunt Group 7.

■ Assign the Transfer Return Extension for the PARTNER MAIL system extensions.

Refer to "Chapter 3 — PARTNER II System Programming" for instructions.

Planning Forms

Obtain completed copies of all PARTNER II and PARTNER MAIL system planning forms.

Planning forms provide the names, extensions, mailboxes and other information required to complete the PARTNER MAIL system administration.

PARTNER MAIL System Planning Forms

Obtain completed copies of the following forms from the PARTNER MAIL System Administrator

■ 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

PARTNER II Planning Forms

Obtain completed copies of the following forms from the PARTNER II System
Manager

- Form A: System Configuration
- Form B1: System Extensions
- Form B2: Customized Extension Settings
- Form C: Button Programming Templates

Programming System Parameters

Program the PARTNER MAIL System Parameters (Figure 4-2) regardless of the services used.
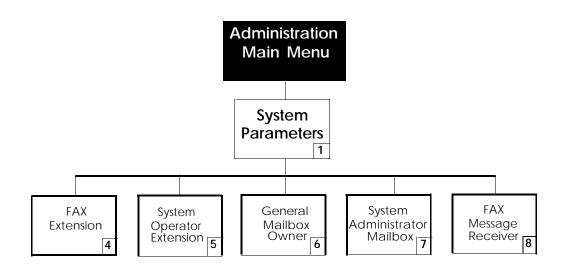
Figure 4-2. Programming PARTNER MAIL System Parameters

Assigning the
System Administrator Mailbox

- ■ Refer to PARTNER MAIL Form 2: System Parameters to locate the desired mailbox number.

- ■ Factory Setting: 9997
  Change the factory setting for System Administrator's mailbox to prevent unauthorized programming of the PARTNER MAIL system.

1. Access the Administration Main Menu as described in an earlier section.
   PARTNER MAIL plays the system programming options.

2. Press [1] to program System Parameters.

3. Press [7] to change the System Administrator Mailbox.
   The current mailbox number plays.

4. Choose:

   — To change the System Administrator Mailbox dial the new **MAILBOX** followed by [#].
     The system confirms the new System Administrator mailbox number. From now on, the System Administrator logs on to the system using this mailbox number.

   — To keep the current mailbox press [#].

5. Press [★] [#] to return to the Administration Main Menu.

Changing the System Administrator's Password

■ Factory Setting: 1234.
   Change the factory settings for System Administrator's password to prevent unauthorized programming of the system.

➡ **NOTE:**

If the System Administrator changes the password and forgets it, or a new System Administrator does not know the password set by his or her predecessor, contact the AT&T Helpline or an authorized AT&T dealer to reset the password after obtaining proper authorization from the customer. The AT&T Helpline phone number is listed on the inside cover of this guide.

1.   Press [Intercom][7][7][7] or a preprogrammed button.

2.   Enter the System Administrator's **MAILBOX** (initially [9][9][9][7]) and press
     [#].

3.   Enter the System Administrator's **PASSWORD** (initially [1][2][3][4]) and press
     [#].
     The Voice Mail Menu plays.

4.   Press [5] to program your new password.
     The prompt asks you to enter your new password.

5.   Enter your **PASSWORD** followed by [#].
     The prompt asks you to re-enter your new password.

6.   Enter your **PASSWORD** followed by [#].
     The new password is now active.

7.   Press [✱] [#] to return to the Voice Mail Menu, then press [9] to access the
     Administration Main Menu or hang up to quit.

Assigning the System Operator's Extension

The system transfers calls to the System Operator's extension if callers receiving the Automated Attendant service enter [0] or take no action, and you set the Dial 0 / Timeout Option to transfer calls to the System Operator.

■ Use Form 2: System Parameters to locate the System Operator's extension.

■ Factory Setting: 10
Keep the factory setting unless a new setting is desired.

1. Access the Administration Main Menu as described in an earlier section.
   The system plays the system programming options.

2. Press [1] to program System Parameters.

3. Press [5] to program the System Operator extension.
   The current extension plays.

4. Choose:

   — To change the System Operator's extension: Enter the new
     EXTENSION followed by [#].
     The new extension is confirmed.

   — To keep the factory setting of 10: press [#].

5. Press [✷] [#] to return to the Administration Main Menu.

Assigning a General Mailbox Owner

If the Dial 0 / Timeout Options are set for the General Mailbox, the system transfers callers to the General Mailbox extension if they enter [0] or take no action.

■ Use Form 2: System Parameters to determine the General Mailbox Owner's extension.

■ Factory Settings:

— Extension: 10

— Mailbox number: 9999 (Cannot be changed)

— Password: 1234.

■ The General Mailbox owner must log in as mailbox 9999 to retrieve messages from the General Mailbox and to change the General Mailbox Owner's password.

■ To change the General Mailbox password, perform the following:

— Log on using mailbox 9999.

— Use the same procedure as shown for "Changing the System Administrator Password".

1. Access the Administration Main Menu as described in an earlier section.
   The system plays the system programming options.

2. Press [1] to program System Parameters.

3. Press [6] to program the General Mailbox.
   The current extension plays.

4. Choose:

— To change the General Mailbox Owner's extension: Enter the new
   EXTENSION followed by [#].
   The new extension is confirmed.

— To keep the factory setting of 10: press [#].

5. Press [✱] [#] to return to the Administration Main Menu.

Programming the Fax Extension

Assign the Fax extension, or the Fax Hunt Group, where the Automated Attendant Service transfers fax calls.

■ Use Form 2: System Parameters to identify the fax extension or Fax Hunt Group.

■ When you program the system to transfer fax messages, the Touch-Tone Gate is set ON automatically. This enables the system to immediately detect fax transmissions and send them to a fax machine.

1. Access the Administration Main Menu as described in an earlier section. *The system plays the system programming options.*

2. Press [1] to program System Parameters.

3. Press [4] to program the fax extension.

4. Enter the Fax extension or Fax Hunt Group extension followed by [#]. The system confirms the new fax extension and plays,

   ```
   The touch-tone gate is on.
   ```

   ### ➡ NOTE:

   To deactivate fax call handling, enter [0] as the fax extension, then press [#].

5. Press [✳] [#] to return to the System Administration Menu.

Assigning the Fax Message Receiver

Designate the mailbox where the system leaves a prerecorded message after it receives a fax transmission. The system lights the Message light on the subscriber's system telephone indicating that a message is stored.

- Use Form 2: System Parameters to identify the extension for the Fax Message Receiver.

- There is no factory setting. If you do not assign a Fax Message Receiver, the system does not light the Message light at any extension after it receives a fax transmission.

- PARTNER II Release 3 cannot light Message lights on single line telephones. Only assign the Fax Message Receiver to system telephones to allow use of the Message light.

1. Access the Administration Main Menu as described in an earlier section. *The system plays the system programming options.*

2. Press [9] to program.

3. Press [1] to program System Parameters.

4. Press [8] to program the Fax Message Receiver.

5. Enter the **EXTENSION** of the new Fax Message Receiver followed by [#].

6. Press [✶] [#] to return to the System Administration Menu.

Programming the Schedule

Figure 4-3 illustrates the options available when programming the schedule.
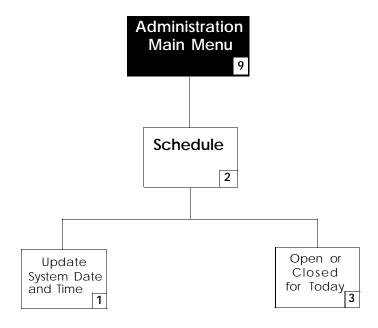
Figure 4-3. Programming the Schedule

Setting the Date and Time

Synchronize the date and time settings on the PARTNER MAIL system to those on the PARTNER II Release 3 system.

1. Access the Administration Main Menu as described in an earlier section.
   The system plays the system programming options.

2. Press [2] to program the Schedule.

3. Press [1] to program date and time.
   The system plays the current date, and prompts you to enter a new date.

4. To accept the date played, press [#]. To enter a new date (mmddyy) enter the following:

   — mm: 01-12

   — dd: 01-31

   — yy: 00-99
     Example: for May 28, 1993 press:
     [0][5], [2][8], [9][3]
   The system confirms the date.

5. Press [1] to reenter the date or press [✱] [#] to accept the date.

   — If you pressed [1], go to step 4.

   — If you pressed [✱] [#]:
     The system plays the current time and prompts you to enter a new time.

6. To accept the time played, press [#]. To enter a new time (hhmm) enter the following:

    — hh: 00–23

    — mm: 00-59
    The system confirms the new time.

    ⇒ **NOTE:**

    > If requested, enter [1] for A.M. or [2] for P.M. the system prompts you to enter A.M. or P.M. when the hour you enter is less than 13.

7. Press [1] to reenter or press [✳] [#] to accept the time.

    — If you pressed [1], go to step 6.

    — If you pressed [✳] [#]:
    The system confirms the new time.

8. Press [✳] [#] to return to the System Administration Menu.

Program Automated Attendant Menus

The Day or Night Main Menu offers the caller a list of options. Figure 4-4 shows the Administration options required to program the Automated Attendant service menus.
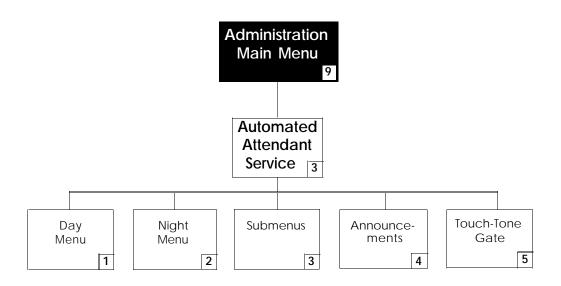
Figure 4-4. Automated Attendant

Each option is assigned a one-digit Selector Code and a corresponding Selector Code Action. For example, the Main Menu for the ANY Travel Agency offers these options:

```
For cruises, press [1].
For corporate travel, press [2].
For personal travel, press [3].
For discounted trip information, press [4]to hear a recorded
announcement.
If you know the extension of the person you are calling, press
[5]and enter that person's extension.
Or press [0]for operator assistance.
```

The caller presses a key on the dialpad (a Selector Code), and the system performs one of the corresponding Selector Code Actions listed 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 to the Selector Code. For example, when callers to ANY Travel press [1], the system connects them to the cruise travel agent's extension.

- *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. When callers to ANY Travel press [2], for example, the system plays the Corporate Travel submenu. *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. When callers to ANY Travel press [4] they hear an announcement regarding discounted trip information. *The announcement must already exist before you can program this action.*

- *Action 4* — Prompted Transfer
  When callers press the Selector Code, the system prompts them to enter an extension. For example: ANY Travel uses extensions 10 through 40 in their dial plan. They use Selector Codes 1 through 4 to direct callers to submenus and announcements. To enable callers to enter extensions from the main menu, ANY Travel assigns Prompted Transfer to Selector Code 5. Callers at ANY Travel press [5] at the main menu and enter an extension number.

- *Action 5* ✔ — Direct Extension Transfer
  This is the factory setting for Selector Codes 1 through 5 on the Day and Night Main Menus. Callers can enter an extension directly from the menu. For example, if extensions 1 and 2 are used in the dial plan (indicating that all of your extensions begin with 1 or 2) leave Selector Codes 1 and 2 at the factory-setting. This enables callers to enter extension numbers without having to enter another number first (see Action 4 above).

Program all announcements and lowest level submenus before programming higher level submenus and the Automated Attendant Main Menus. Use this list to organize your programming:

- Program and record all announcements first.

- Create the submenus, starting with the lowest-level submenu and continuing up the submenu levels.

- Program and record the Day Main Menu.

- Program and record the Night Main Menu.

- Reorganize the Planning Forms as follows:

    — Form 8: Automated Attendant Announcements

    — Form 7: Automated Attendant Submenus

    — Form 6: Automated Attendant Night Main Menu

    — Form 5: Automated Attendant Day Main Menu.

Creating Announcements

- Refer to Form 8: Automated Attendant Announcements to program and record an announcement.

- Announcements may be up to 2 minutes long.

- You may record up to 99 announcements. The announcement that you record plays if callers press the corresponding Selector Code from the Day or Night Menu or a submenu.

- Tell callers to press [✳] [#] to back up to the previous menu, or to press [✳] [4] to repeat the announcement.

- Create announcements before programming the corresponding Selector Code.

- To eliminate background noise, speak into the handset to record the announcemnet.

1. Access the Administration Main Menu as described in an earlier section.
    The system plays the system programming options.

2. Press [3] for Automated Attendant.

3. Press [4] to program an announcement.

4. Press [7] to record an announcement.

5. Enter the announcement number (01 through 99) followed by [#].

6. Choose:

    — [9] for "Yes" (confirm).

    — [6] for "No" (cancel). Go back to step 5.

7. Lift the handset and record the announcement.

8. Press [1] after recording the announcement.

9.   Choose an option:

   — Press [2] [1] to re-record the announcement.

   — Press [2] [3] to play back the announcement.

   — Press [✱] [3] to delete the announcement.

   — Press [✱] [#] to approve the announcement.

10.   Press [✱] [#] to return to the Administration Main Menu.

Creating Submenus

■   Refer to Form 7: Automated Attendant Submenus which contains the
    Submenu Definition Table (submenu number, Selector Code, and Selector
    Code Action information), and the submenu script.

■   You can create up to 99 submenus, but more than three menu levels tend to
    confuse callers.

■   If you are creating more than one submenu, create the lowest-level submenu
    first.

■   To eliminate background noise, speak into the handset while recording the
    submenu prompt.

1.   Access the Administration Main Menu as described in an earlier section.
     The system plays the system programming options.

2.   Press [3] for Automated Attendant.

3.   Press [3] to program the submenu.

4.   Press [4] to create a submenu.

5.   Enter the submenu number (01 through 99) followed by [#].

6.   Enter the Selector Code [1] through [9].

7.   Press the Selector Code Action.

   — [1] = Selector code transfer

   — [2] = Play a submenu.

   — [3] = Play an announcement.

   — [4] = Prompted transfer. Go to Step 9.

   — [5] = Direct extension transfer. Go to Step 9.

8.   Enter the extension, submenu, or announcement number where the system transfers callers, followed by [#].

➡ **NOTE:**

You must create the submenu or announcement before creating the submenu that directs callers to select the submenu or announcement.

9.   Repeat Steps 6, 7, and 8 for each Selector Code. When finished, go to Step 10.

10.   Press [✱] [#] to approve. The prompt asks you to record the submenu script:

Record at the tone.

11.   Lift the handset and record the submenu script.

12.   Press [1] after recording the submenu script.

13.   Choose an option:

— Press [2] [1] to re-record the submenu;

— Press [2] [3] to play back the submenu script;

— Press [✱] [3] to delete the submenu script;

— Press [✱] [#] to approve the submenu. The prompt says,

Approved. Menu Saved.

14.   Press [✱] [#] to return to the Administration Main Menu.

Modifying the Day and Night Main Menus

- Refer to Form 5: Automated Attendant Day Greeting and Menu.

- Refer to Form 6: Automated Attendant Night Greeting and Menu.

- Factory Settings: Selector Codes 1 through 5 are set for Selector Code Action 5 — Direct Extension Transfer. Selector codes 6 through 9 are unassigned. This enables callers to enter extensions 10 through 57 directly after reaching the Automated Attendant service.

   ### ➡ NOTE:

   Submenus and announcements must be created before the Main Menus. Refer to the preceding instructions for "Creating Submenus" and "Creating Announcements."

- To eliminate background noise, speak into the handset to record menu prompts.

1. Access the Administration Main Menu as described in an earlier section.
   The system plays the system programming options.

2. Press [3] for Automated Attendant

3. Choose:

   — Press [1] to program the Day Main Menu.

   — Press [2] to program the Night Main Menu.

4. Press [6] to modify the Main Menu.

5. Enter the Selector Code [1] through [9].
   The system plays the current Selector Code Action for the Selector Code.

6. Press [9] to confirm that you are modifying this Selector Code.

7. Press the Selector Code Action.

    ### ➡ NOTE:

    > If you do not intend to use Selector Codes 1–5, instead of a
    > Selector Code Action enter [✶] [3] to set them to "not used."

    — [1] Selector code transfer.

    — [2] Play a submenu

    — [3] Play an announcement

    — [4] Prompted transfer. Go to Step 9.

    — [5] Direct extension transfer. Go to Step 9.

8. Enter the extension, submenu number, or announcement number where the
    Automated Attendant transfers callers, followed by [#].

9. Repeat from Steps 5, 6, and 7 for each Selector Code on the Main Menu. Go
    to step 9 after you enter all Selector Codes.

10. Press [✶] [#] to approve the Selector Codes.
    *The system plays the current Dial 0/Timeout Option, followed by the Dial
    0/Timeout Option Menu.*

    The Dial 0 / Timeout Options specify where the system transfers calls if callers
    enter [0] or do nothing.

11. Choose the Dial 0/Timeout Action Option:

    — Press [0] for System Operator.

    — Press [1] for General Mailbox.

    — Press [2] to disconnect.
    *The Dial 0/Timeout Action Option is confirmed, and the prompt asks
    you to record the entire Main Menu script.*

12. Lift the handset and record the Main Menu script.

13. Press [1] after recording.

14. Choose an option or go to Step 15:

    — Press [2] [1] to re-record the Main Menu.

    — Press [2] [3] to play back the Main Menu.

    — Press [✶] [3] to delete the Main Menu and use the previously recorded
    Main Menu.

15. Press [✳] [#] to approve the Main Menu.
    The prompt says,

    ```
    Approved. Menu Saved.
    ```

16. Press [✳] [#] to return to the Administration Main Menu.

Setting the Touch-Tone Gate

When the Touch-Tone Gate is *ON* the Automated Attendant Greetings should
instruct callers to press [1] if calling from a touch-tone phone. If the caller presses [1],
he or she hears the Automated Attendant menu. If the caller does not press [1], The
system transfers the call depending upon the Dial 0 / Timeout Option.

When the Touch-Tone gate is *OFF,* the Day or Night Greeting the system
immediately plays the corresponding menu. The system transfers callers for
assistance who do not enter a touch-tone after the menu prompt plays three times.

When the Touch-Tone gate is *ON,* rotary callers do not have to listen to the Day or
Night Menu before being transferred for assistance.

■ Use Form 4: Automated Attendant Settings to identify the Touch-Tone Gate
  setting.

■ Factory Setting: OFF.

■ If using Fax Call Handling, the Touch-Tone gate is automatically set to ON
  and cannot be turned OFF.

1. Access the Administration Main Menu as described in an earlier section.
   The system plays the system programming options.

2. Press [3] to program the Automated Attendant

3. Press [5] to program the Touch-Tone Gate.

4. Choose:

   — Press [9] to turn ON the Touch-Tone Gate. (This menu option only
     plays when the Touch-Tone Gate is OFF).

   — Press [6] to turn OFF the Touch-Tone Gate. (This menu option only
     plays when the Touch-Tone Gate is ON.)

5. Press [✳] [#] to return to the System Administrator's menu.

Programming System Greetings

The Automated Attendant enables callers to reach destinations without human assistance. When the Automated Attendant first answers a call, it plays a Day or Night greeting, then a Day or Night menu.

Figure 4-5 illustrates the menus for recording system greetings.
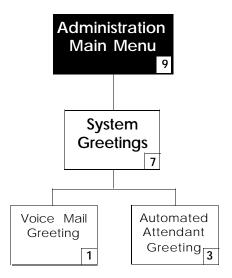

Figure 4-5. System Greetings

Recording a Voice Mail Greeting

The Voice Mail Greeting plays when a subscriber calls the Voice Mail Service.

⮕ **NOTE:**
It is strongly recommended that you do not change this greeting.

■ Refer to Form 3: Voice Mail Greeting for the Voice Mail Greeting script.

■ Factory Setting:

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

■ To eliminate background noise while recording, use the handset instead of the speakerphone when recording greetings.

1. Access the Administration Main Menu as described in an earlier section.
   The system plays the system programming options.

2. Press [7] to program the System Greetings.

3. Press [1] for Voice Mail Greeting.

4. Press [1] to record the greeting.

5. Lift the handset and record the greeting (up to 10 seconds). The system plays,

   Record at the tone

6. Press [1] after recording the greeting.

7. Choose an option:

   — Press [2] [1] to re-record the greeting.

   — Press [2] [3] to play back the greeting.

   — Press [✶] [3] to delete the new greeting and use the current greeting.

   — Press [✶] [#] to approve the greeting.

8. Press [✶] [#] to return to the System Administration Menu.

Recording the Day and Night Greetings

- ■ Refer to Form 5: Automated Attendant Day Greeting and Menu and/or Form 6: Automated Attendant Night Greeting and Menu, for the scripts for the Day and Night Greetings.

- ■ Record the Day Greeting (Form 5) first.

- ■ Record the Night Greeting (Form 6) second.

- ■ Each greeting must be 10 seconds or less.

- ■ To avoid background noise in your recording, use the handset instead of the speakerphone when recording greetings.

- ■ Remember to record a prompt in the greeting if the Touch-Tone Gate is ON. (See "Setting the Touch-Tone Gate" in a previous section of this chapter)

1. Access the Administration Main Menu as described in an earlier section.
   The system plays the system programming options.

2. Press [7] to program the System Greetings.

3. Press [3] for the Automated Attendant Greetings.

4. Choose the appropriate option:

   — Press [1] for the Day Greeting.

   — Press [2] for the Night Greeting.

5. Press [1] to record the greeting.

6. Lift the handset and record the greeting (up to ten seconds).

7. Press [1] after recording the greeting.

8. Select one of the following options:

   — Press [2] [1] to re-record the greeting.

   — Press [2] [3] to play back the greeting.

   — Press [✶] [3] to delete new the greeting and use the current greeting.

   — Press [✶] [#] to approve the greeting.

9. Press [✶] [#] to return to the System Administration Menu.
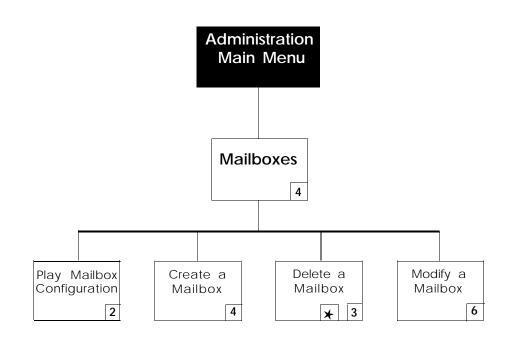
Modifying Mailboxes

Figure 4-6. Programming Mailboxes

The PARTNER MAIL system is shipped with mailboxes created for extensions 10 through 57. The COS (Class of Service) describes the characteristics of the mailbox. Review the Class of Service key and the guidelines which follow.

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

■ *Mins.* (Minutes) (10 ✔) — the size of the mailbox.

■ *Transfer Type* —

― 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.

■ *Outcalling* (Not Permitted ✔) — if permitted, and the subscriber administers outcalling using the Voice Mail Service, the system calls a designated telephone or pager whenever a new message is left in the subscriber's mailbox.

This section contains instructions for entering each subscriber into the PARTNER MAIL system directory, and for recording each subscriber's name. See Figure 4-6 for an oveview of the menus used to program Mailboxes. (To create or delete Mailboxes, refer to the Chapter 6 — System Administration).

■ Obtain Form 1: Mailbox Assignments, which lists the names of subscribers, their extension numbers, and COS (if it is different from the factory setting of 2).

■ Factory Setting: 2

■ A total of 100 Mailboxes can be created, but a maximum of 40 (for four port systems) or 20 (for two port systems) is recommended to avoid trafficking problems.

■ To eliminate background noise, use the handset when recording mailbox names.

■ You can assign Guest Mailboxes for users who do not have their own extensions, but still require mailboxes. 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.

1.   Access the Administration Main Menu as described in an earlier section.
     The system plays the system programming options.

2.   Press [4] to program Mailboxes.

3.   Press [6] to modify a Mailbox.

4.   Enter **EXTENSION** of mailbox being modified and press [#]. You can press [#] to program each subsequent mailbox.

5.   If the subscriber's name is not being modified, go to step 11.

6.   Press [1] to modify the name.

7.   Use Form A to enter first 4 characters of subscriber's first or last name and [#].

8.   Press [9] to confirm or press [6] to cancel the name.

9.   Lift the handset and record the subscriber's name after the prompt.

10. Choose:

        — Press [2] [3] to play back, or

        — Press [2] [1] to re-record, or

        — Press [✶] [3] to delete, or

        — Press [✶] [#] to approve the name.

11. Press [2] to change the COS, or go to step 13.

12. Use the COS Key shown on the previous page as a reference to enter the COS for the mailbox and [#].

13. When finished programming the first mailbox, press [✶] [#] and repeat steps 4 through 13 as applicable for each subscriber.

14. Press [✶] [#] to return to the Administration Main Menu.

Creating Group Lists

Create Group Lists to send messages to groups of users. Refer to Figure 4-7 to review the Group Lists programming options.
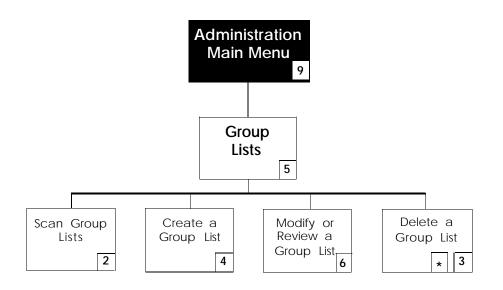
Figure 4-7. Group Lists

- Obtain Form 9: Group Lists, which shows the group's name and Group List Number, and lists the names and extensions of group members.

- Up to 99 Group Lists can be created.

- Make copies of Form 9 and distribute them to all group members.

1. Access the Administration Main Menu as described in an earlier section.
   The system plays the system programming options.

2. Press [5] to program Group Lists.

3. Press [4] to create a Group List.

4. Enter a Group List Number followed by [#].

5. Enter the first member's **EXTENSION** followed by [#].
   The system plays: the subscriber's name (if previously recorded) or their extension, and prompts you to enter the next extension number.

6. Enter the other members' **EXTENSIONS** each followed by [#].

7.   When finished entering all extension numbers, press [✳] [#] to approve the list.

8.   Press [✳] [#] to return to the System Administration menu.

Assigning Line Ownership

Use the programming procedure below to associate an outside line with an extension (mailbox) used to store messages for covered lines.

Refer to Figure 4-8 to review the Line Ownership programming options.
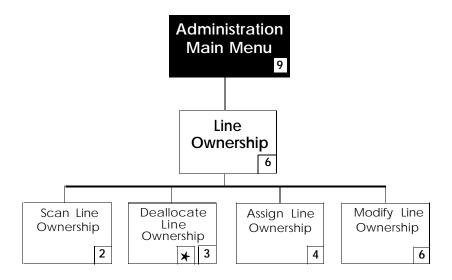
Figure 4-8. Line Ownership

- Refer to Form 10: Line Ownership to determine the Line number(s) that requires coverage, and the Line Owner's name and extension.

- If an owner is not assigned to a covered line, the system transfers callers, who call in on that line, to the General Mailbox.

1. Access the Administration Main Menu as described in an earlier section.
   The system plays the system programming options.

2. Press [6] to program Line Ownership.

3. Press [4] to assign Line Ownership.

4. Refer to Form 10 to enter a line number (1 to 24) followed by [#].

5. Refer to Form 10 to enter the Line Owner's **EXTENSION** followed by [#].
   The system plays the Owner's name (or the owner's extension number if their name was not previously recorded).

6.   Repeat steps 4 and 5 until you assign line ownership to all lines. When finished entering the lines, press [✳] [#] to return to the Administration Main Menu.

This concludes the initial programming of the PARTNER MAIL system. Refer to Chapter 3 — Partner II System Programming to complete the programming procedures for the PARTNER II Communications System.

Verifying System Operation

5

Once you have completed the initial programming of the PARTNER MAIL system and the PARTNER II Release 3 System, perform the Acceptance Tests to verify proper operation.

Automated Attendant Service

If the VMS Hunt Schedule is set for day only, ensure that the Night Service button is OFF. If the VMS Hunt Schedule is set for night only, ensure that the Night Service button is ON.

Immediate Answer

1. Call in on a line answered by the Automated Attendant.

2. Listen for the Automated Attendant Greeting. The call should be answered after 2 rings.

3. Repeat this test for each line programmed to be answered by the Automated Attendant.

Delayed Answer

1. Call in on a line assigned to the Automated Attendant. (Ask the primary call handler not to answer the call.)

2. Listen for the Automated Attendant Greeting. The Automated Attendant service should answer the call after four rings.

3. Repeat this test for each line programmed to be answered by the Automated Attendant.

Day Main Menu

1. Call in on a line programmed for Automated Attendant.

2. Press [1] if prompted by the Touch-Tone Gate.

3. After the greeting, choose a Selector Code offered on the Day Menu.

4. Ensure that your call is transfered to the appropriate extension, or that the appropriate announcement, or submenu is played.

5. Repeat this test for each Selector Code offered on the Day Menu.

Fax Call Handling

1. Send a fax on one of the incoming lines assigned to Automated Attendant.

2. Make sure that the fax is received by the fax machine.

3. If a Fax Message Receiver has been programmed (see PARTNER MAIL Form 2: System Parameters), check that the message light at the system phone at the Fax Message Receiver extension is ON.

Night Menu

1. Turn Night Service ON at extension 10.

2. Place a call on an incoming line answered by the Automated Attendant.

3. Listen for the Night Greeting followed by the Night Menu.

4. Choose a Selector Code from the Night Menu.

5. Make sure that the transfer is made to the appropriate extension, or that the appropriate announcement, or submenu is played.

6. Repeat this test for each Selector Code on the Night Menu.

Call Answer Service

Extension Coverage

1. Call an extension which has VMS Cover turned ON.

2. Do not answer the called extension.

3. After three rings the Call Answer Service answers, (after approximately 5 rings) you should hear the Call Answer Greeting (or the subscriber's personal message).

4. Repeat this procedure for every extension that has VMS coverage.

CO Line Coverage

1. Call in on a Line assigned to the VMS Line coverage option.

2. Do not answer the called Line.

3. After 5 ringas, the Call Answer Service answers and you should hear one of the following:

   — If the line has an "Owner", the owner's greeting should prompt you to leave a message in his or her mailbox.

   — If the line does not have an owner, the prompt should tell the you to leave a message in the General Mailbox.

4. Repeat this procedure for every line assigned to the VMS Line coverage option.

Voice Mailbox Transfer

1. Call in on an outside line and snswer the call at a system phone.

2. Press the programmed button or dial [<u>Feature</u>] [<u>1</u>] [<u>4</u>].

3. Dial the requesated extension number or press an Intercom Auto Dial button, or Manual Signaling button for that extension.

4. Hang up.

5. PARTNER MAIL should route the caller to the requested mailbox and play the greeting for that extension.

Voice Mail Service

Place an internal call to [Intercom] [7] [7] [7] (the PARTNER MAIL Hunt Group) or press a preprogrammed button. You should hear the Voice Mail Greeting.

PARTNER MAIL Administration

6

This chapter explains how to use all menu and submenu options that are accessed from the PARTNER MAIL® Voice Messaging System's Administration Main Menu. Refer to Chapter 1 — Introduction if you require a detailed overview of the PARTNER MAIL system services.

Guidelines for Administration

Once you are familiar with the PARTNER MAIL system, these hints and shortcuts can save you time.

- The PARTNER MAIL system can be programmed from any Touch-Tone phone.

- You never need to wait for a greeting or a prompt to play before dialing the next step.

- Entering [✶] [7] at any point during system programming will always bring you back to the System Administration Main Menu.

- Entering [✶] [✶] [9] exits the system. (You can also hang up.)

- Use the handset to record messages, greetings, or names to avoid background noise in your recordings.

- For the best performance, turn off your microphone when programming the system using the speakerphone.

- Refer to Chapter 4 for a complete "Introduction to PARTNER MAIL Programming".

Administration Menu Hierarchy

The system administration menus (shown in Figure 6-1) allow you to change information such as Automated Attendant service menus and prompts, mailbox definitions, and so on. The menus are arranged in a hierarchy of submenus that you reach using the Administration Main Menu. General system subscribers cannot use these menus. You must use the System Administrator's extension and password to access the Administration Main Menu.

```
┌─────────────────────────────────────────────┐
│           Voice Mail Service                  │
└─────────────────────────────────────────────┘
                      │
┌─────────────────────────────────────────────┐
│   Enter System Administrator Extension + #    │
└─────────────────────────────────────────────┘
                      │
┌─────────────────────────────────────────────┐
│   Enter System Administrator Password + #     │
└─────────────────────────────────────────────┘
                      │
              ┌───────────────┐
              │  Voice Mail   │
              │    Menu       │
              │           9   │
              └───────────────┘
                      │
              ┌───────────────┐
              │ Administration│
              │  Main Menu    │
              │               │
              └───────────────┘
```

System Parameters 1	Automated Attendant 3	Group Lists 5	System Greetings 7

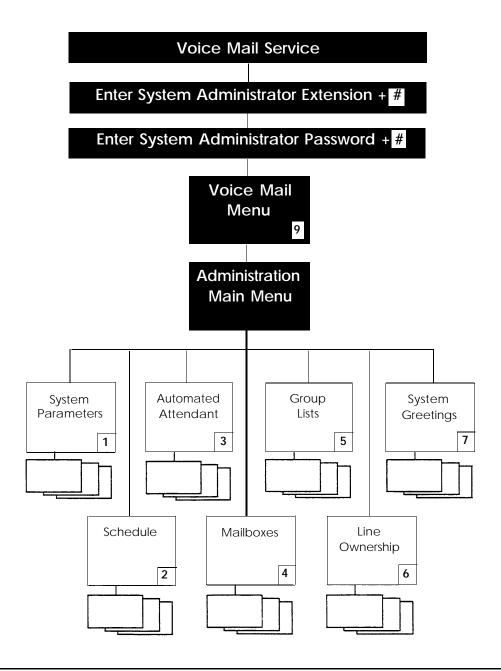| Schedule 2	Mailboxes 4	Line Ownership 6

Figure 6-1. Administration Menu Hierarchy

Planning Forms

When you change the system, it is important to update the planning forms. Before programming the system, have the applicable PARTNER MAIL system planning forms available. Required forms are identified in the instructions when you need them. Refer to Chapter 4 of this guide for a listing of the PARTNER MAIL system planning forms.

Accessing the Main Menu

Use the following procedure to access the PARTNER MAIL system Administration Main menu.

1. Press [Intercom] [7] [7] [7] or a preprogrammed button.

2. Enter the System Administrator's **MAILBOX** (initially [9] [9] [9] [7]) and press [#].

3. Enter the System Administrator's **PASSWORD** (initially [1] [2] [3] [4]) and press [#].

   — The system plays the seven items on the Voice Mail menu (Figure 6-1).

   — The PARTNER MAIL system does not play menu item 9, the Administration Menu. The System Administrator is the only subscriber who can select the "hidden" menu option 9 from the Voice Mail menu.

4. Press [9] to program the Partner Mail system.
   The system plays the system programming options.

Refer to Appendix A for a list of all the factory settings.
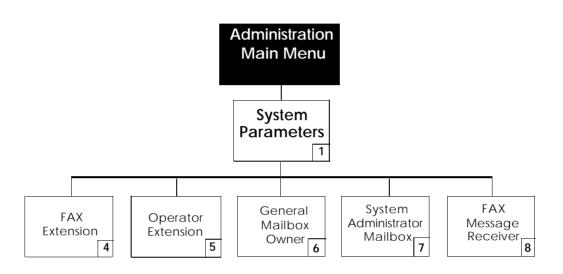
Changing System Parameters

Figure 6-2. System Parameters

Adding, Changing or Deleting a Fax Extension

The PARTNER MAIL Automated Attendant service automatically transfers calls to the fax extension, if administered. Update the fax extension on Form 2: System Parameters, and follow the instructions below.

1. Access the Administration Main Menu as described in an earlier section.
    The system plays the system programming options.

2. Press [1] for System Parameters.
    The System Parameters Menu plays.

3. Press [4] to change the fax extension.
    The current fax extension plays and prompts for a new extension.

4.　Choose:

　　— To delete the fax extension, press [0] followed by [#].
　　　The system confirms that there is no fax extension.

　　— To add or modify the fax extension, enter the new **EXTENSION**
　　　followed by [#].
　　　The new extension number plays, along with the message:

　　　The Touch-Tone Gate is on

　　　followed by the System Parameters Menu.

5.　Press [✱] [#] to return to the Administration Main Menu.

Changing the System Operator's Extension

Use Form 2: System Parameters to determine the System Operator's extension. The factory setting for the System Operator's extension is 10.

1.　Access the Administration Main Menu as described in an earlier section.
　　The system plays the system programming options.

2.　Press [1] for System Parameters.
　　The System Parameters Menu plays.

3.　Press [5] to change the System Operator's extension.
　　The current System Operator's extension plays and prompts for a new extension.

4.　Enter the System Operator's new **EXTENSION** followed by [#].
　　The new extension number plays, followed by the System Parameters Menu.

5.　Press [✱] [#] to return to the Administration Main Menu.

Changing the General
Mailbox Owner

Whenever a caller leaves a message in the General Mailbox, the system lights the Message light on the General Mailbox owner's system telephone. To retrieve messages, you must access mailbox 9999. To change the extension number assigned to the General Mailbox owner, update the General Mailbox Owner's extension on Form 2: System Parameters, and follow the instructions below.

1. Access the Administration Main Menu as described in an earlier section.
   The system plays the system programming options.

2. Press [1] for System Parameters.
   The System Parameters Menu plays.

3. Press [6] to change the extension of the General Mailbox Owner.
   The current General Mailbox Owner's extension plays and prompts for a new extension.

4. Enter the General Mailbox owner's new **EXTENSION** followed by [#].
   The new extension number plays, followed by the System Parameters Menu.

5. Press [✱] [#] to return to the Administration Main Menu.

Changing the System Administrator's
Extension

Use Form 2: System Parameters to determine the System Administrator's extension, and record the new extension on the form.

1. Access the Administration Main Menu as described in an earlier section.
   The system plays the system programming options.

2. Press [1] for System Parameters.
   The System Parameters Menu plays.

3. Press [7] to change the System Administrator's extension.
   The current System Administator's extension plays and prompts for a new extension.

4. Enter the System Administrator's new **EXTENSION** followed by [#].
   The new extension number plays, followed by the System Parameters Menu.

5. Press [✱] [#] to return to the Administration Main Menu.

Adding, Changing, or Deleting
a Fax Message Receiver

After the system transfers a fax call to the fax extension, the system leaves a message at the Fax Message Receiver, if one has been administered, and turns ON the Message light at the receiver's extension. This notifies the subscriber that a fax transmission has arrived. To add, change or delete a Fax Message Receiver, update the Fax Message Receiver entry on Form 2: System Parameters, and follow the instructions below.

1. Access the Administration Main Menu as described in an earlier section.
    The system plays the system programming options.

2. Press [1] for System Parameters.
    The System Parameters Menu plays.

3. Press [8] to program the Fax Message Receiver.
    The system plays the extension for the current Fax Message Receiver and prompts for a new extension.

4. Choose:

    — To delete the Fax Message Receiver extension, press [0] followed by
      [#].
      The system confirms that there is no Fax Message receiver.

    — To add or change the Fax Message Receiver extension, enter the new
      EXTENSION followed by [#].
      The new extension number plays, followed by the System Parameters Menu.

5. Press [✱] [#] to return to the Administration Main Menu.
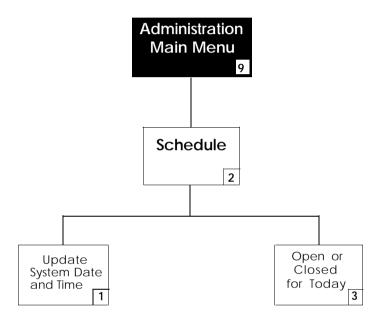
Changing the Schedule

Figure 6-3. Schedule

Automated Attendant service provides both day and night operation so that callers hear the appropriate greeting and menu options whenever they call. The system switches to day or night operation depending on the setting of the Night Service button at the System Operator's extension. The System Administrator can temporarily change from the day mode to the night mode (or vice-versa) by calling into the PARTNER MAIL system on an inside or outside line. This procedure is also used to set the system date and time that the PARTNER MAIL system uses to stamp each message with the date and time of recording.

Changing the System Date and Time

Although the current time and date are set when the system is installed, it may be necessary to reset them for daylight savings time, for a leap year, after a power failure, or following maintenance.

1.   Access the Administration Main Menu as described in an earlier section.
     The system plays the system programming options.

2.   Press [2] to program the schedule.
     The system plays the Schedule Administration menu.

3.   Press [1] to update the date and time.
     The system plays the current date.
     The system prompts you to:

     `Enter the date.`

     ### ⇒ NOTE:

          You can skip the date and change the time only by pressing [#] when the date is requested, and vice versa.

4.   Enter the date *(mmddyy),* or press [#] to accept the date played.

     — mm: 01 — 12

     — dd: 01 — 31

     — yy: 00 — 99
        Example: for May 28, 1993 press:
        [0][5][2][8][9][3]

     The system plays the date and asks you to confirm date by pressing [*] [#].

5.   Press [*] [#] to confirm the date or press [1] to reenter the date (step 7).
     The system plays the date, and prompts you to enter the time.

6.   Enter the time *(hhmm).*

     — 24-hour format: 0000 — 2359

     — 12-hour format: 0000 — 1159, (A.M.) or (P.M.)
        The system plays the new time, and asks you to confirm by pressing [*]
        [#]. *If the time entered is less than 3, the system asks if the time is AM or PM.*

7.   Press [*] [#] to confirm the time or press [1] to reenter the time (step 6).
     The system confirms the time.

8.   Press [*] [#] to return to the Administration Main Menu.

Temporary Schedule Changes

Your company's business schedule may change due to an early closing or an emergency such as inclement weather. This may require the company to be open on a day that it is normally closed, or closed on a day that it is normally open.

A temporary schedule change is only effective for the day you make it; the regular schedule automatically resumes at midnight. You can program the changes from any on- or off-site touch-tone phone. These instructions describe how to do the following:

■ Change the schedule to open or closed.

■ Record a Temporary Closure Greeting telling callers why the hours changed.

■ Program the system to play the factory-set Temporary Closure Greeting that states the company is closed for today.

■ Program the system to play the Night Greeting (which normally plays when your company is closed) during the temporary closure.

1. Access the Administration Main Menu as described in an earlier section.
   The system plays the system programming options.

2. Press [2] to program the schedule.
   The system plays the Schedule Administration menu.

3. Press [3] to change to open or closed.

4. Choose:

   — Press [1] for open. This procedure is complete. The prompt says,

   ```
   The business will be open until midnight.
   ```

   — Press [2] for closed. The system prompts you to:

   ```
   Press 1 to use the regular closed greeting, or 2 to use the
   temporary closure greeting.
   ```

   Go to step 5.

   — Press [3] for the switch mode. The procedure is complete. The prompt plays,

   ```
   The system mode will follow the switch mode.
   ```

Changing the Schedule **6-13**

5. Choose:

— Press [1] to select the regular closed greeting (the Automated Attendant Night Greeting). This procedure is complete. The prompt says,

```
The business will be closed for today.
```

— Press [2] to select the Temporary Closure Greeting. The system prompts you to:

```
Press 1 to record a new greeting, press 0 to listen to the current
greeting, or press 2 to use the default greeting.
```

Go to step 6.

6. Choose:

— Press [0] to listen to the current greeting.
The system plays the current greeting.

— Press [1] to record a Temporary Closure Greeting.
The system plays the Message Recording menu.
Go to step 7.

— Press [2] to use the factory-set Temporary Closure Greeting.
The prompt says,

```
The system default greeting will be used.
```

7. Record the Temporary Closure Greeting then press [1].
The system plays the Message Recording Menu.

8. Choose:

— Press [2] [1] to re-record the greeting.

— Press [2] [3] to rewind and listen to the greeting.

— Press [✱] [3] to delete the greeting.

— Press [✱] [#] to approve the Temporary Closure Greeting.
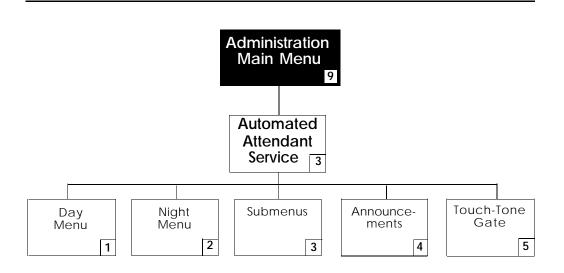
Changing the Main Menus

```
            ┌─────────────────┐
            │  Administration │
            │    Main Menu    │
            │              [9]│
            └────────┬────────┘
                     │
            ┌────────┴────────┐
            │   Automated     │
            │   Attendant     │
            │   Service    [3]│
            └────────┬────────┘
     ┌───────┬───────┼───────┬───────────┐
┌────┴───┐┌──┴────┐┌─┴─────┐┌┴────────┐┌─┴────────┐
│  Day   ││ Night ││Submenus││Announce-││Touch-Tone│
│  Menu  ││ Menu  ││        ││  ments  ││  Gate    │
│     [1]││    [2]││    [3] ││     [4] ││      [5] │
└────────┘└───────┘└────────┘└─────────┘└──────────┘
```

Figure 6-4. Changing the Automated Attendant Main Menus

Using Selector Codes
and Selector Code Actions

Figure 6-4 shows the administrative menus used for changing the Automated Attendant menus.

When the Automated Attendant Service answers a call, the caller hears the Automated Attendant Day or Night Greeting followed by a main menu:

- The Day Main Menu plays after the Day Greeting when Night Service is OFF;

- The Night Main Menu plays after the Night Greeting when Night Service is ON.

The main menus consist of recordings which play a list of choices (Selector Code Actions), and which prompt the caller to press a key on the dialpad (Selector Code) that corresponds to each choice. After the caller presses the key(s), the system performs the corresponding action, which can be transfer to an extension, playing an announcement or playing a submenu that contains another set of options to select. Selector Codes and Selector Code Actions work the same on submenus and main menus.

For example, a caller to ANY Travel Agency would hear the following greeting:

```
Thank you for calling ANY Travel Agency. If you are calling from a
Touch-Tone phone, press 1 now.
```

When the caller presses [1], the PARTNER MAIL system presents the following Day Main Menu:

```
For cruises, press 1.
For corporate travel, press 2.
For personal travel, press 3.
For discounted trip information, press 4.
If you know the extension of the person you are calling, press 5 and
enter that person's extension.
Or press 0 for operator assistance.
```

Each Selector Code (1 through 9) specified in a menu must be used with one of the following five Selector Code Actions:

- *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 to the Selector Code. For example, when callers press [2] they are connected to extension 11 the corporate travel agent.

■ *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. For example, when
callers press [1] for cruises, they are connected to a submenu where they can
press [1] for Caribbean cruises, or [2] for Hawaiian cruises. 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. For example, when callers press [4] they hear an
announcement of discounted trips. 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 PARTNER MAIL system prompts
them to enter an extension. For example: ANY Travel uses extensions 10
through 40 in their dial plan. 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 press [5] at the main menu and enter an extension number.

■ *Action 5* ✔ — Direct Extension Transfer
Callers can enter an extension directly from the Main Menu. For example, if all
of ANY Travel's extensions begin with 1 or 2, leave Selector Codes 1 and 2 at
the factory-setting of 5. Callers who know the extension they want can enter
the extension number after the greeting plays.

Programming the Day or Night Main Menus

Use the following procedure to modify the Automated Attendant Day or Night Main Menus.

- Refer to Form 5 to program and record the Day Main Menu.

- Refer to Form 6 to program and record the Night Main Menu.

- Factory Settings: Selector Codes 1 through 5 are set for Action 5 — Direct Extension Transfer. If you do not program a main menu, users can reach any extension by entering the extension number. Selector Codes 6 through 9 are unassigned.

- Update Form 5 and/or Form 6 if you make any changes to a main menu.

- All announcements and submenus that you program as options from a main menu must exist before you program the main menu.

Playing the Main Menus

Use the following procedure to listen to the current main menu prompts.

1. Access the Administration Main Menu as described in an earlier section.
   The system plays the system programming options.

2. Press [3] for Automated Attendant
   The Automated Attendant Administration Menu plays.

3. Choose:

   — Press [1] to select the Day Main Menu.
   The Menu Definition Options play.

   — Press [2] to select the Night Main Menu.
   The Menu Definition Options play.

4. Press [2] to play the Day or Night Menu.
   The system plays the menu.

5. Press [✶] [#] to reach the Administration Main Menu.

Modifying the Main Menus

If you want to change the Selector Codes and Selector Code Actions that play for a main menu, update form 5 or 6 then use the following instructions.

1. Access the Administration Main Menu as described in an earlier section.
    The system plays the system programming options.

2. Press [3] for Automated Attendant.
    The Automated Attendant Administration Menu plays.

3. Choose:

    — Press [1] to select the Day Main Menu.
       The Menu Definition Options play.

    — Press [2] to select the Night Main Menu.
       The Menu Definition Options play.

4. Press [6] to modify the main menu.
    The system prompts you to specify the Selector Code.

5. Enter a Selector Code [1] through [9].

    — If the Selector Code is already assigned, the system asks you to press
       [9] to confirm that you want to modify it.

    — If the Selector Code is unassigned, the system prompts you to:

       `Enter an Action.`

6. Choose:

    — Press [1] to select Action 1 — Selector Code Transfer.
    The system prompts you to enter an extension number.

        ■ Enter an **EXTENSION.**

        ■ Go to step 7.

    ➡ **NOTE:**

    The Submenu and Announcement must exist before you can select
    Actions 2 or 3.

    — Press [2] to select Action 2 — Play a Submenu.
    The system prompts you to enter a submenu number.

        ■ Enter submenu number.
        *The system confirms the Selector Code and the Selector Code
        Acton.*

        ■ Go to step 7.

    — Press [3] to select Action 3 — Play an Announcement.
    The system prompts you to enter an announcement number.

        ■ Enter announcement number.
        *The system confirms the Selector Code and the Selector Code
        Action.*

        ■ Go to step 7.

    — Press [4] to select Action 4 — Prompted Transfer.
    The system confirms the Selector Code and Selector Code Action.

    — Press [5] to select Action 5 — Direct Extension Transfer.
    The system confirms the Selector Code and Selector Code Action.

➡ **NOTE:**

If you are changing more than one Selector Code, repeat from Step 5 now,
before going on to Step 7.

7. Press [✶] [#] to approve all Selector Codes.
    *The system plays the current Dial 0 / Timeout Action, followed by the Timeout
    Option Menu.*

8.   Choose the Dial 0/Timeout Action that defines where the system sends callers
      when they enter [0] or do nothing in response to the prompt.

      — Press [#] to accept the current setting.

      — Press [0] for System Operator.

      — Press [1] for General Mailbox.

      — Press [2] to disconnect.
      The system confirms the Dial 0/Timeout Action Option, and asks you to record
      the entire main menu script. The prompt says:

      `Record at the tone.`

9.   Lift the handset and record the main menu script or press [#] to skip recording.

      ➡ **NOTE:**

          Even if you've changed only one Selector Code, you must re-record the
          entire main menu.

10.   Press [1] after recording.
      The system plays the Message Recording Menu.

11.   Choose an option or go to Step 12:

      — Press [2] [1] to re-record the new main menu script.

      — Press [2] [3] to playback the new main menu script.

      — Press [✶] [3] to delete the new main menu script and use the one
        previously recorded.

12.   Press [✶] [#] to approve the new main menu script.
      The system plays:

      `Approved. Menu Saved`

13.   Press [✶] [#] to reach the Administration Main Menu.

Modifying the Main Menu Script Only

If you want to change the main menu script but do not want to change the Selector Codes or Selector Code Actions, update form 5 or 6 then use the following instructions:

1. Access the Administration Main Menu as described in an earlier section.
    The system plays the system programming options.

2. Press [3] for the Automated Attendant.
    The system plays the Automated Attendant Administration Menu.

3. Choose:

    — Press [1] to select the Day Main Menu.
       The Menu Definition Options play.

    — Press [2] to select the Night Main Menu.
       The Menu Definition Options play.

4. Press [6] to modify the main menu.
    The system prompts your to enter a Selector Code from 1 to 9.

5. Press [✳] [#] to approve all Selector Codes.
    The current Timeout Action Option plays, followed by the Timeout Action Option Menu.

6. Choose the Dial 0/Timeout Action that defines where the system sends callers when they enter [0] or do nothing in response to the prompt:

    — Press [#] to accept the current setting.

    — Press [0] for System Operator.

    — Press [1] for General Mailbox.

    — Press [2] to disconnect.
       The system confirms the Dial 0/Timeout Action Option and prompts you to record the entire main menu script, with:
       ```
       Record at the tone.
       ```

7. Lift the handset and record the main menu prompt.

8. Press [1] after recording.
    The Message Recording Menu plays.

9. Choose an option or go to Step 10:

    — Press [2] [1] to re-record the new main menu prompt.

    — Press [2] [3] to playback the new main menu prompt.

    — Press [✳] [3] to delete the new main menu prompt and use the one previously recorded.

10. Press [✱] [#] to approve the new main menu prompt. The system plays:

```
Approved. Menu Saved
```

11. Press [✱] [#] to return to the Administration Main Menu.

Deleting a Selector Code on the Main Menu

➡ **NOTE:**
If you want to change or modify a Selector Code, refer to "Modifying the Main Menus" earlier in this chapter.

If you want to delete a Selector Code that is currently assigned to the Main Menu, update form 5 or 6 then use the following instructions:

1. Access the Administration Main Menu as described in an earlier section.
   The system plays the system programming options.

2. Press [3] for the Automated Attendant.
   The Automated Attendant Administration Menu plays.

3. Choose:

   — Press [1] to select the Day Main Menu.
   The Menu Definition Options play.

   — Press [2] to select the Night Main Menu.
   The Menu Definition Options play.

4. Press [6] to modify the Main Menu.
   The prompt asks you to enter a Selector Code from 1 to 9.

5. Enter the Selector Code [1] through [9] being deleted.
   The system prompts you to press 9 to confirm that you want to modify the Selector Code.

6. Press [9] for "Yes" to modify the Selector Code.
   System prompts you to enter an action.

7. Press [✱] [3] to delete the Selector Code.
   The system confirms that the Selector Code is deleted.
   Go to step 5 to delete more Selector Codes.

8. Press [✱] [#] to approve all Selector Codes.
   The system plays the current Dial 0 / Timeout Action, followed by the Timeout Action Option Menu.

9.   Choose the Dial 0/Timeout Action Option that defines where the system sends callers who enter [0] or do nothing in response to the prompt.:

   — Press [#] to accept the current setting.

   — Press [0] for System Operator.

   — Press [1] for General Mailbox.

   — Press [2] to disconnect.
      The Dial 0/Timeout Action Option is confirmed. The system asks you to record the entire main menu prompt, prompted with by:

      ```
      Record at the tone.
      ```

10.   Lift the handset and record the main menu script or press [#] to use the existing recording.

   ➡ **NOTE:**

      Even if you've changed only one Selector Code, you must re-record the entire main menu prompt.

11.   Press [1] after recording.
      The Message Recording Menu plays.

12.   Choose an option or go to Step 13:

   — Press [2] [1] to re-record the new main menu prompt.

   — Press [2] [3] to rewind and listen to the new main menu prompt.

   — Press [✱] [3] to delete the new main menu prompt and use the one previously recorded.

13.   Press [✱] [#] to approve the new Main Menu prompt. The system plays,

      ```
      Approved. Menu Saved
      ```

14.   Press [✱] [#] to return to the Administration Main Menu.

Modifying a Submenu

Using Form 7: Automated Attendant Submenus, create a or change a submenu and assign it a submenu number. Then follow the instructions below:

1.   Access the Administration Main Menu as described in an earlier section.
      The system plays the system programming options.

2.   Press [3] for Automated Attendant.
      The Automated Attendant Administration Menu plays.

3. Press [3] to program a submenu.
    The system plays the Automated Attendant Definition Menu.

4. Press [6] to modify a submenu.
    The system prompts you to enter a submenu number.

5. Enter the submenu number followed by [#].
    The system plays the Selector Code Specification menu.

6. Enter a Selector Code [1] through [9].
    If the Selector Code is already assigned the system prompts you to press [9] if
    you are modifying it.

7. Choose:

    —   Press [1] to select Action 1 — Selector Code Transfer.
        The system prompts you to enter an extension number.

        ■   Enter an **EXTENSION.**

        ■   Go to step 8.

    ➡ **NOTE:**

        The Submenu and Announcement must exist befor you can select
        Actions 2 or 3.

    —   Press [2] to select Action 2 — Play a Submenu.
        The system prompts you to enter a submenu number.

        ■   Enter submenu number.
            The system confirms the Selector Code and Selector Code
            Action.

        ■   Go to step 8.

    —   Press [3] to select Action 3 — Play an Announcement.
        The system prompts you to enter an announcement number.

        ■   Enter announcement number.
            The system confirms the Selector Code and Selector Code
            Action.

        ■   Go to step 8.

    —   Press [4] to select Action 4 — Prompted Transfer.
        The system confirms the Selector Code and Selector Code Action.

    —   Press [5] to select Action 5 — Direct Extension Transfer.
        The system confirms the Selector Code and Selector Code Action.

⇒ **NOTE:**

If you are changing more than one Selector Code, repeat from Step 6 now, before going on to Step 8.

8.   Press [✱] [#] to approve the Selector Codes.
     The system asks you to record the entire submenu prompt, by the prompt:

     `Record at the tone`

9.   Lift the handset and record the submenu prompt, or press [#] to use the current prompt.

10. Press [1] after recording.
     The Message Recording Menu plays.

11. Choose an option or go to Step 12:

     —   Press [2] [1] to re-record the submenu prompt.

     —   Press [2] [3] to rewind and listen to the submenu prompt.

     —   Press [✱] [3] to delete the submenu prompt.

     —   Press [✱] [#] to approve the submenu prompt.

12. Press [✱] [#] to approve the new submenu prompt.
     The system plays:

     `Approved. Menu Saved`

13. Press [✱] [#] to return to the Administration Main Menu.

Recording the Submenu Prompt Only

If you want to change the submenu prompt but do not want to change the Selector Codes or Selector Code Actions, update form 7 then use the following instructions:

1.   Access the Administration Main Menu as described in an earlier section.
     The system plays the system programming options.

2.   Press [3] for the Automated Attendant.
     The system plays the Automated Attendant Administration Menu.

3.   Press [3] to select submenus.
     The Menu Definition Options play.

4.   Press [6] to modify submenus.
     The system prompts your to enter a Selector Code from 1 to 9.

5. Press [✶] [#] to approve all Selector Codes.
    The system asks you to record a prompt:

    Record at the tone.

6. Lift the handset and record the submenu prompt.

7. Press [1] after recording.
    The Message Recording Menu plays.

8. Choose an option or go to Step 9:

    — Press [2] [1] to re-record the new submenu prompt.

    — Press [2] [3] to rewind and listen to the new submenu prompt.

    — Press [✶] [3] to delete the new submenu prompt and use the one
      previously recorded.

9. Press [✶] [#] to approve the new submenu prompt. The system plays:

    Approved. Menu Saved

10. Press [✶] [#] to reach the Administration Main Menu.

Deleting a Selector Code from a Submenu

If you want to change or modify a Selector Code, refer to "Modifying a Submenu"
earlier in this chapter.
If you want to delete a Selector Code that is currently assigned to a submenu,
update form 7 then use the following instructions:

1. Access the Administration Main Menu as described in an earlier section.
    The system plays the system programming options.

2. Press [3] for the Automated Attendant.
    The Automated Attendant Administration Menu plays.

3. Press [1] to select Submenus.
    The Menu Definition Options play.

4. Press [6] to modify submenus.
    The system prompts you to enter a Selector Code from 1 to 9.

5. Enter a Selector Code [1] through [9].
    If the Selector Code is already assigned, the system prompts you to press [9]
    to confirm that you want to modify it.

6. Press [9] for "Yes" to modify the Selector Code.
    The system prompts you to enter an action.

7. Press [✱] [3] to delete the Selector Code.
    The system confirms that the Selector Code is deleted.
    Repeat steps 5 through 7 for all Selector Code changes.

8. Press [✱] [#] to approve the Selector Codes.
    The system prompts you to record the entire submenu prompt, with:

    ```
    Record at the tone.
    ```

9. Lift the handset and record the submenu prompt or press [#] to use the
    current recording.

    ➡ **NOTE:**

    Even if you've changed only one Selector Code, you must re-record the
    entire submenu prompt.

10. Press [1] after recording.
    The Message Recording Menu plays.

11. Choose an option or go to Step 13:

    — Press [2] [1] to re-record the new submenu prompt.

    — Press [2] [3] to replay the new submenu prompt.

    — Press [✱] [3] to delete the new submenu prompt and use the one
      previously recorded.

12. Press [✱] [#] to approve the new submenu prompt. The system plays,

    ```
    Approved. Menu Saved
    ```

13. Press [✱] [#] to reach the Administration Main Menu.

Recording an Announcement

Using Form 8: Automated Attendant Announcements, create an announcement and
assign it an announcement number, or change the announcement script. Then follow
the instructions below.

1. Access the Administration Main Menu as described in an earlier section.
    The system plays the system programming options.

2. Press [3] for the Automated Attendant.
    The Automated Attendant Administration Menu plays.

3. Press [4] to program an announcement
    The Announcement Administration Menu plays.

4.   Press [7] to record an announcement.
     The system prompts you to enter an announcement number.

5.   Enter the announcement number (01 through 99) followed by [#].
     The system prompts you to press [9] to confirm that you want to record that announcement number. The system plays,

     `Record at the tone`

6.   Lift the handset and record the announcement.

7.   Press [1] after recording the announcement.
     The system plays the message Recording Menu.

8.   Choose an option or go to Step 9:

     —   Press [2] [1] to re-record the announcement.

     —   Press [2] [3] to replay the announcement.

     —   Press [✱] [3] to delete the announcement.

9.   Press [✱] [#] to approve the announcement.

10. Press [✱] [#] to reach the Administration Main Menu.

➡ **NOTE:**

     After creating or modifying an announcement, refer to the procedures for
     "Modifying the Main Menus" or "Modifying a Submenu" to modify menus to
     reflect the new or changed announcement.

Changing the Touch-Tone Gate Setting

You may need to alter the scripts for Automated Attendant Day and Night Greetings depending on the setting of the Touch-Tone Gate (Refer to Form 4). The Touch-Tone Gate Setting allows subscribers with rotary phones to access the Voice Mail system and get help immediately.

■ When the Touch-Tone Gate is ON, the greeting must instruct callers to press [1] before the Main Menu plays. If a caller does not press [1], the system transfers the call to the System Operator or connects it to the General Mailbox depending on the Dial 0 / Timeout option. This provides faster service for rotary phone users.

■ When the Touch-Tone Gate is OFF, the greeting plays before the system transfers rotary callers — who cannot use the system — for assistance. The system transfers rotary callers after playing the menu three times.

■ The Touch-Tone Gate is automatically ON if you administer a fax extension, and cannot be turned OFF.

■ The factory-setting is OFF.

To change the current setting of the Touch-Tone Gate, change the Touch-Tone Gate setting on Form 4: Automated Attendant Settings, and follow the instructions below:

1. Access the Administration Main Menu as described in an earlier section.
    The system plays the system programming options.

2. Press [3] for the Automated Attendant.
    The Automated Attendant Administration Menu plays.

3. Press [5] to change the Touch-Tone Gate setting.
    The current Touch-Tone Gate setting plays.
    If a fax extension is administered, gp tp step 5.

4. Choose:

    — Press [9] to set the Touch-Tone Gate to *ON*. (This option only plays if the Touch-Tone Gate is OFF.) The system plays,

    `The Touch-Tone Gate is ON`

    — Press [6] to set the Touch-Tone Gate to *OFF*. (This option only plays if the Touch-Tone Gate is ON. The system plays,

    `The Touch-Tone Gate is OFF`

5. Press [✳] [#] to return to the Automated Attendant Administration Menu.

Changing Mailbox Assignments
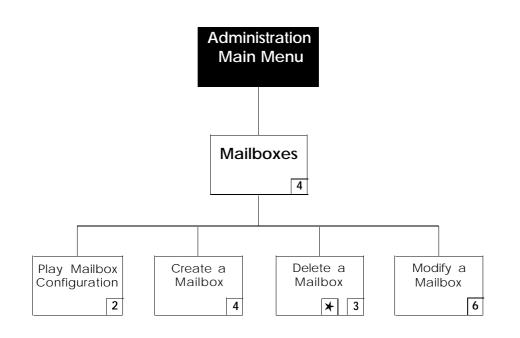
Figure 6-5. Mailbox Administration Options

Play a Mailbox Configuration

The PARTNER MAIL system is shipped from the factory with mailboxes created for extensions 10 through 57. Each mailbox has a factory-set Class of Service (COS) of 2. This setting provides the following:

- Gives the mailbox a storage capacity of 10 minutes,

- Permits transferred calls to ring at the subscriber's extension, and

- Prevents use of the Outcalling feature.

Refer to Chapter 3 of the *PARTNER MAIL™ Planning Guide and Forms* for a complete explanation of COS settings.

During the initial programming of the PARTNER MAIL system, the implementer may have recorded subscriber names for the mailboxes, and may have changed some of the COS settings of the mailboxes. In addition, subscriber's may have re-recorded their name recordings, or designated Personal Operators to handle their calls. Use the procedure below to review the configurations of mailboxes.

1. Access the Administration Main Menu as described in an earlier section.
   The system plays the system programming options.

2. Press [4] for Mailbox programming.
   The Mailbox Administration Menu plays.

3. Press [2] to play the configuration of a mailbox. The system prompts you to:

   ```
   Enter a mailbox number
   ```

4. Enter the **MAILBOX** (same as the subscriber's extension number) followed by
   [#].
   The system plays the name (if recorded), COS, and the Personal Operator (if administered) associated with the mailbox.

5. Press:

   — [#] to play the configuration of the next mailbox, or

   — [✱] [#] to play the Mailbox Administration menu.

Deleting a Mailbox

To delete a mailbox assignment, remove the subscriber's name from Form 1: Voice Mail Assignments, then delete the mailbox as described below. After deleting a mailbox, use PARTNER II programming procedure #310 to remove VMS Cover from the extension, and remove the VMS Cover button programmed for that extension. Refer to Chapter 3 of this guide for details on how to programm VMS Cover and the VMS Cover button for an extension.

1. Access the Administration Main Menu as described in an earlier section.
    The system plays the system programming options.

2. Press [4] for Mailbox programming.
    The Mailbox Administration Menu plays.

3. Press [✱] [3] to delete the Mailbox.

    ⇒ **NOTE:**

       Any messages in the Mailbox are lost when a Mailbox is deleted.

4. Enter the **MAILBOX** (subscriber's extension) followed by [#].
    The system plays the mailbox number and subscriber's name (if recorded), the number of messages in the mailbox, and prompts you to press [9] to confirm the deletion, or to press [6] to cancel deletion.

5. Choose:

    — Press [9] to confirm the deletion of the Mailbox. The system plays,

       `The Mailbox is deleted.`

    — Press [6] to cancel the deletion of the Mailbox.
       The system saves the mailbox and messages.

6. Press [✱] [#] to return to the Mailbox Administration Menu.
    The Mailbox Administration Menu plays.

Adding a Mailbox

Since the system was shipped with mailboxes already created for extensions 10 through 57 you rarely need to create mailboxes. The system supports up to 100 Mailboxes, although for storage reasons, we recommend that you hold the maximum to 40 (for a four port system) or 20 (for a two port system). To add a new employee to the system, add the new subcriber's name and extension onto Form 1: Voice Mail Assignments, and follow the instructions below.

You can add or modify (see "Modifying Mailboxes" later in this chapter) Guest Mailboxes for users who do not have their own extensions, but still require mailboxes. 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.

1. Access the Administration Main Menu as described in an earlier section.
   The system plays the system programming options.

2. Press [4] for Mailbox programming.
   The Mailbox Administration Menu plays.

3. Press [4] to create a new Mailbox. The system prompts you to:

   Enter a mailbox number.

4. Enter the **MAILBOX** (extension) you want to create followed by [#]. The system prompts you to:

   Enter the Class of Service

5. Review the information in the COS key below. This key defines the characteristics for each Class of Service.

Class of Service 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

Definitions for Class of Service Key:

- **Mins** (Minutes) (10 ✔) — Amount of storage in a Mailbox.

- **Transfer Type**

    — Permitted ✔ — the system attempts to transfer the call to the extension entered by the caller.

    — 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.

- **Outcalling** —

    — Not Permitted ✔ — Outcalling not allowed for the mailbox.

    — The system calls a user-designated telephone or pager number when the subcriber receives a new message in his/her mailbox. The subscriber must program outcalling using the PARTNER MAIL Voice Mail Service.

6. Enter the COS, followed by [#].
   System prompts you to enter the first 10 characters of the user's last name.

⇒ **NOTE:**

> Although the system prompts you to enter up to 10 characters of the user's last name, you may enter only four characters of the user's first or last name since callers will only be asked to enter four characters to use the directory to reduce installation time.

7. Substituting number codes for letters, as shown in the Letter key, use the dial pad to enter the employee's name (up to 4 letters) followed by [#].
   The system echoes the letters for confirmation and prompts you to press [9] to confirm the name or to press [6] to cancel the name.

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

8. Choose:

   — Press [9] to approve the name.
   The system plays the Message Recording Menu and prompts you to:
   ```
   Record at the tone.
   ```
   Go to step 9.

   — Press [6] to cancel the name. The system prompts you to:
   ```
   Re-enter the name.
   ```
   Go back to Step 7.

9. Lift the handset and record the employee's name followed by [1].
    The system plays the Message Recording Menu

10. Choose:

    — Press [2] [1] to re-record the name.

    — Press [2] [3] to replay the name.

    — Press [✶] [3] to delete the name.

11. Press [✶] [#] to approve the name.

12. Press [✶] [#] to return to the Mailbox Administration Menu.
    The Mailbox Administration Menu plays

Modifying a Mailbox

Use the following procedures to change the subscriber name assigned to a mailbox, change a mailbox's Class of Service, or reset a subscriber's password.

Changing the Name on a Mailbox

When an employee's name changes or an extension is reassigned, use Form 1 to write in the changes. Change the name on the Mailbox as follows:

1. Access the Administration Main Menu as described in an earlier section.
    The system plays the system programming options.

2. Press [4] for Mailbox programming.
    The Mailbox Administration Menu plays.

3. Press [6] to modify a Mailbox.
    The system prompts you to enter a mailbox.

4. Enter the **MAILBOX** (extension) to be modified followed by [#].
    The system prompts you to press [1] *to change the name, press* [2] *to change the Class of Service, or Press* [3] *to initialize a password.*

5. Press [1] to change the name.
    The system prompts you to re-enter the name for the directory.

⇒ **NOTE:**

The system searches the directory using either the first name or the last name. Determine which name you want to use, then enter the first four characters of the first or last name.

6.   Substituting number codes for letters, as shown in the Letter key below, enter
the employee's name (up to 4 letters) followed by [#].
The system echoes the letters for confirmation, and prompts you to press [9]
to confirm the name or [6] to reject the name.

7.   Choose:

— Press [9] to approve the name. The name is saved. The prompt says:

    `Record the name.`

    Go to step 8.

— Press [6] to disapprove the name.
The prompt asks you to re-enter the name.
Go to step 6.

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

8.   Lift the handset and record the name, then press [1].
The system plays the Message Recording Menu

9.   Choose:

—   Press [✱] [3] to delete the name.

—   Press [2] [1] to re-record the name.

—   Press [2] [3] to rewind and listen to the name.

10.   Press [✱] [#] to approve the name.

11.   Press [✱] [#] to return to the Mailbox Administration Menu.
       The Mailbox Administration Menu plays

Changing the Class of Service

Each Mailbox is assigned a Class of Service that specifies the type of transfer, outcalling permission, and the total time in minutes available for messages. When you change the current assignment, be sure to update Form 1: Voice Mail Assignments with the new class of service. Then do the following:

1.   Access the Administration Main Menu as described in an earlier section.
     The system plays the system programming options.

2.   Press [4] for Mailbox programming.
     The Mailbox Administration Menu plays.

3.   Press [6] to modify a Mailbox.
     The system prompts you to enter a mailbox number.

4.   Enter the **MAILBOX** (extension) to be modified followed by [#].
     The system prompts you to press [1] *to change the name, press* [2] *to change the Class of Service, or Press* [3] *to initialize a password.*

5.   Press [2] to change the Class of Service.
     The system prompts you to enter the Class of Service.

6.   Enter the new COS Class (see key below), followed by [#].

Class of Service 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

7.   Press [✶] [#] to return to the Mailbox Administration Menu.
     The Mailbox Administration Menu plays.

Changing a Password

If an employee in your company forgets the password to his or her Mailbox, you can reset the password to 1234 so the employee can retrieve the messages in the Mailbox. The employee can then change the password.

If you, the System Administrator, have forgotten your password, call the AT&T Helpline (refer to the cover of this guide for the phone number) or call your authorized dealer to reset it.

Reset a password to 1234 as follows:

1.   Access the Administration Main Menu as described in an earlier section.
      The system plays the system programming options.

2.   Press [4] for Mailbox programming.
      The Mailbox Administration Menu plays.

3.   Press [6] to modify a Mailbox.
      The system prompts you to enter a mailbox number.

4.   Enter the **MAILBOX** (extension) being modified followed by [#].
      The system prompts you to press [1] to change the name, press [2] to change the Class of Service, or Press [3] to initialize a password.

5.   Press [3] to reset the password. The system plays:

      `The password is 1234`

6.   Press [✱] [#] to return to the Mailbox Administration Menu.
      The Mailbox Administration Menu plays.

Changing Group Lists
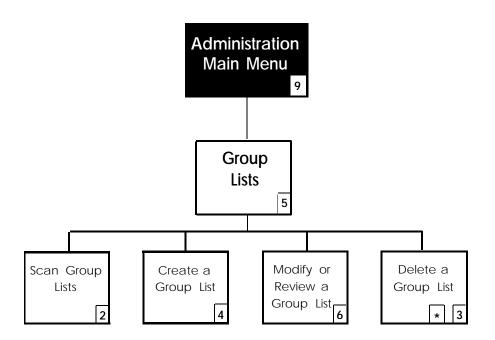
Figure 6-6. Changing Group Lists

Two Features — Group Lists and Broadcast — enable a single voice mail message to be sent to many subscribers at one time, without entering each extension. The Group Lists feature can be used by any subscriber, but only you, the System Administrator, can use the Broadcast feature.

A Group List consists of any number of extensions assigned to a single group. Each Group List is assigned a number. When a subscriber enters a Group List number, rather than an extension number, and sends a message, the message is sent to all of the subscriber mailboxes contained in the Group List. Subscribers can be members of several different groups. You can program up to 99 Group Lists. The Broadcast feature enables you, the System Administrator, to send a message to all subscribers at one time.

Instructions for creating, using, and changing Group Lists and using the Broadcast feature follow.

Administering Group Lists

Creating and maintaining the Group Lists is your responsibility as System Administrator. Be sure to keep all of the subscribers informed about changes to the extensions included in the Group Lists, so that they can make maximum use of this feature.

Scanning a Group List

This option enables you to verify the contents of a group list (form 9) by playing the list number and the number of subscribers in the list.

1. Access the Administration Main Menu as described in an earlier section.
    The system plays the system programming options.

2. Press [5] to program Group Lists.
    The Group List Administration Menu plays.

3. Press [2] to Scan Group Lists.
    The first Group List number plays followed by the number of subscribers in the list.

4. Select an option:

    — Press [#] to get the next list.

    — Press [*] [3] to delete the list.

    — Press [*] [#] to return to the previous menu.

5. Press [*] [#] to return to the Administration Main Menu.

Reviewing and Modifying a Group List

The Review or Modify a Group List option allows you to review the current subscribers in a list. You can then choose to change, delete, or add individual extensions in the list. Be sure to update Form 9 and distribute it to all members of the group.

1. Access the Administration Main Menu as described in an earlier section.
   The system plays the system programming options.

2. Press [5] to program Group Lists.
   The Group List Administration Menu plays.

3. Press [6] to Review and Modify a Group List.
   The system prompts you to enter a Group List number.

4. Enter the Group List number followed by [#].
   The number of entires in the list plays followed by the name of the first entry in the list.

5. Select an option:

   — Press [✶] [3] to discard the current entry.

   — Press [#] to review the next entry.

   — Press [1] to add entries. (Go to step 6).

   — Press [✶] [1] to go back to the beginning of the list.

   — Press [✶] [#] to return to the previous menu.

6. The system prompts for the new entry.

7. Enter the extension being added to the list, followed by [#]. (If you want to use the directory to look up someone's extension, press [✶] [2].)
   The system plays,

   ```
   New entry added.
   ```

8. Press [✶] [#] to return to the previous menu.

Creating a Group List

➡ **NOTE:**

Be sure to notify subscribers when you create a new Group List.

1. Access the Administration Main Menu as described in an earlier section.
The system plays the system programming options.

2. Press [5] to program Group Lists.
The Group List Administration Menu plays.

3. Press [4] to create a Group List.
The system prompts you to enter the new Group List number.

4. Enter the new Group List number followed by [#].
The system prompts you to enter an extension number.
If you want to use the directory to look up someone's extension, you can
press [*] [2] *before going on to Step 5.*

5. Enter an **EXTENSION** followed by [#].
*The system plays the name of the subscriber or the extension number
entered, and prompts you to enter the next extension number.*

6. Enter the next **EXTENSION** or press [*] [#] to return to the previous menu.

Deleting a Group List

The Delete a Group List option allows you to remove an entire Group List. To delete a list, update and distribute form 9, then perform the following procedure.

1. Access the Administration Main Menu as described in an earlier section.
    The system plays the system programming options.

2. Press [5] to program Group Lists.
    The Group List Administration Menu plays.

3. Press [✳] [3] to delete a Group List.
    The system prompts you to enter the number of the Group List being deleted.

4. Enter the number of the Group List to be deleted, followed by [#].
    The system confirms the Group List number being deleted.

5. Enter the appropriate option:

    — Press [9] to confirm the deletion of the Group List. The system plays,

        The Group List is deleted.

    — Press [6] to cancel the deletion of the Group List. The system plays,

        The Group List is not deleted.

6. Press [✳] [#] to return to the previous menu.

Changing Line Ownership
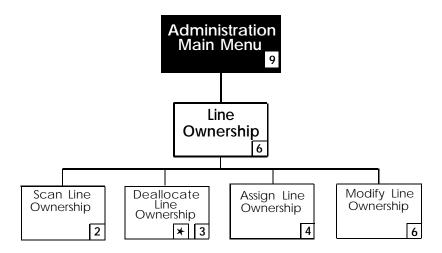
Figure 6-7. Line Ownership

The PARTNER MAIL system Line Ownership feature enables you to specify an extension (a subscriber) who receives messages left by callers who call into the office on a line covered by PARTNER MAIL Call Answer Service. This section provides instructions on how to:

■ Scan line owners.

■ Assign line ownership.

■ Modify line ownership.

■ Deallocate line ownership.

Scan Line Ownership

To review who owns the outside lines, use the instructions below.

1. Access the Administration Main Menu as described in an earlier section.
    The system plays the system programming options.

2. Press [6] to program Line Ownership.
    The Line Ownership Administration Menu plays.

3. Press [2] to scan Line Ownership.
    The system prompts you to enter the CO line number.

4. Choose:

    — If you know the CO (outside) line number, enter it now followed by [#].
       If a line owner is assigned, the system plays the CO line number followed by the owner's name.

    — If you do not know the CO line number, press [#].
       The system plays the first CO line number (the CO lines are ordered by line number) followed by the line owner's name (or his/her extension number).

       Each time you press [#], the system plays the next line number in the list and the name of the line owner (or the extension number).

       If no subscriber owns a specified line, the system announces that the line has no owner.

5. Press [✱] [#] to return to the previous menu.

Assign Line Ownership

Use the following procedure to assign a subscriber as the owner of an outside line. This enables any caller, who calls in on a line covered by Call Answer service, to leave a message in the mailbox which owns the line. Update Form 10 to show the Line Ownership assignment.

1. Access the Administration Main Menu as described in an earlier section.
    The system plays the system programming options.

2. Press [6] to program Line Ownership.
    The Line Ownership Administration Menu plays.

3. Press [4] to assign Line Ownership.
    The system prompts you to enter the CO line number.

4. Enter a CO line number from 1 through 24 followed by [#].

    — If the line number entered already has an owner, the system
      announces that the line already has an owner.

    — If no owner has been assigned, the system prompts you to enter the
      owner's extension number.

5. Enter the line owner's **EXTENSION** and press [#].
    *The system plays the line number, and the owner's name (or extension
    number if the subscriber's name was not recorded).*

6. Press [✳] [#] to return to the Line Ownership Administration Menu.

Modify Line Ownership

Use this procedure to change the ownership of a CO line. Update Form 10 to show
changes to Line Ownership.

1. Access the Administration Main Menu as described in an earlier section.
    The system plays the system programming options.

2. Press [6] to program Line Ownership.
    The Line Ownership Administration Menu plays.

3. Press [6] to modify line ownership.
    The system prompts you to enter the CO line number.

4. Enter the CO line number (1 through 24) followed by [#].
    *The system plays the CO line number, the line owner's name, (or the
    extension if no name was recorded), ands prompt you to enter a new mailbox
    number.*

5. Enter the **MAILBOX** (extension) of line owner.
    *If the mailbox number is valid, the system plays the CO line number, the line
    owner's name (or the extension number if no name was recorded).*

6. Press [✳] [#] to return to the Line Ownership menu.

Deallocate Line Ownership

Use the following procedure to remove the assignment of a line owner. Be sure to update Form 10: Line Ownership to reflect changes. After Line Ownership is deallocated, the system prompts callers who call in on this covered line to leave a message in the General Mailbox. To remove VMS Line coverage, refer to Chapter 3 and perform PARTNER II programming procedure #206.

1. Access the Administration Main Menu as described in an earlier section.
    The system plays the system programming options.

2. Press [6] to program Line Ownership.
    The Line Ownership Administration Menu plays.

3. Press [✶] [3] to deallocate a line owner.
    The system prompts you to enter the CO line number.

4. Enter the CO line number followed by [#].
    The system plays the CO line number, the name of line owner (or the extension that owns the line) and asks you to confirm the deallocation.

5. Choose:

    — Press [9] to remove ownership. The system plays:

        Deleted

    — Press [6] to cancel the deletion. The system plays,

        Deletion cancelled.

6. Press [✶] [#] to return to the Line Ownership Administration menu.

Changing Greetings
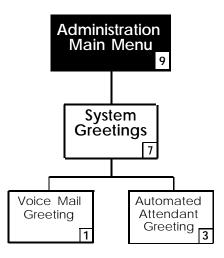
Figure 6-8. System Greetings

The system plays two types of greetings: Automated Attendant and Voice Mail. This chapter gives instructions for changing both types of greetings to suit your business needs. Figure 6-8 provides overview of the System Greetings menus.

Voice Mail Greeting

Subscribers wanting to send or receive messages enter the Voice Mail service, which then plays the Voice Mail Greeting. The factory-set Voice Mail Greeting is strongly recommended:

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

However, if your company prefers a customized greeting, see "Changing the Voice Mail Greeting" below for instructions.

Listening to the Voice Mail Greeting

To listen to the greeting that plays when callers enter the Voice Mail Service follow the instructions below:

1. Press [Intercom][7][7][7] to access the PARTNER MAIL system.
   The Voice Mail greeting plays.

2.   Hang up. If you want to change the Voice Mail greeting, use the instructions under "Changing the Voice Mail Greeting."

Changing the Voice Mail Greeting

To change the Voice Mail greeting, update the script written on Form 3: Voice Mail Greeting, and follow the instructions below:

➡ **NOTE:**

Remember to include instructions for the caller to enter an extension number followed by the pound sign. If you re-record the greeting, subscribers will hear the prompt to *enter the extension followed by the pound sign* in your voice, but the prompt to enter password will be heard in the pre-recorded voice.

1.   Access the Administration Main Menu as described in an earlier section.
     The system plays the system programming options.

2.   Press [7] for System Greeting.
     The System Greeting Menu plays.

3.   Press [1] for Voice Mail.
     The Voice Mail Greeting Menu plays.

4.   Choose:

     — Press [1] to record your own Voice Mail Greeting. The message plays:

        Record at the tone

        Go to Step 5.

     — Press [2] to select the factory-set Voice Mail greeting.
        The system plays:

        The system default greeting will be used

5.   Record the Voice Mail Greeting.

6.   Press [1] after recording your greeting.

7.   Select one of the following options or go to Step 8:

     — Press [2] [1] to re-record the greeting.

     — Press [2] [3] to replay the greeting

     — Press [✻] [3] to delete the greeting and use the current greeting.

8.   Press [✻] [#] to approve the greeting. The system plays,

        The new greeting will be used.

9.   Press [✳] [#] to return to the Greetings Menu.

Automated Attendant Greetings

Automated Attendant greetings play for callers whose calls are answered by the PARTNER MAIL Automated Attendant service. If the touch-tone gate is ON, or if the system is used to handle fax calls, the greeting must include instructions to "Press [1] now if you are calling from a touch-tone phone, or wait to speak to the operator". As System Administrator, you may want to listen to the Automated Attendant Greetings, or change either the Day or Night Greeting.

Listening to an Automated Attendant Greeting

To listen to the greeting that plays when the phone is answered by the Automated Attendant Service, follow the instructions below:

1.   Access the Administration Main Menu as described in an earlier section.
      The system plays the system programming options.

2.   Press [7] for System Greeting.
      The System Greeting Menu plays.

3.   Press [3] for Automated Attendant Greetings.
      The Automated Attendant Greetings Menu plays.

4.   Choose the greeting you want to play back:

      — Press [1] for Day Greeting.

      — Press [2] for Night Greeting.

5.   Press [0] to listen to the greeting you selected.
      The current day or night greeting plays.

6.   Press [✳] [#] to return to the Automated Attendant Greetings Menu.
      The Automated Attendant Greetings Menu plays.

Changing the Automated Attendant Day and Night Greeting

The Day Greeting plays for callers when the Night Service button is OFF. The Night Greeting plays when the Night Service button is ON. If the Touch-Tone Gate is ON, the both greetings should ask callers to enter [1], before the Main Menu plays. If callers do not press [1], the system transfers them to the System Operator, the General Mailbox or disconnect their call, depending on the Dial 0 ∕ Timeout Option.

To change the Day Greeting, change the script on Form 5: Day Greeting and Menu, to change the Night Greeting, change the script on Form 6: Night Greeting and Menu, and follow the instructions below:

1. Access the Administration Main Menu as described in an earlier section.
    The system plays the system programming options.

2. Press [7] for System Greeting.
    The System Greeting Menu plays.

3. Press [3] for Automated Attendant Greetings.
    The Automated Attendant Greetings Menu plays.

4. Choose:

    — Press [1] to change the Day Greeting.
       The Day Greeting Menu plays.

    — Press [2] to change the Night Greeting.
       The Night Greeting Menu plays.

5. Press [1] to record the greeting. The message plays:

    `Record at the tone`

6. Lift the handset and record the greeting (up to ten seconds).

    — Make the greeting as brief as possible.

    — If the Touch-Tone Gate is ON, you must tell callers to press [1].

7. Press [1] after recording the greeting.

8.   Select one of the following options or go to Step 9:

    — Press [2] [1] to re-record the greeting.

    — Press [2] [3] to replay to the greeting

    — Press [✶] [3] to delete the new greeting and use the current greeting.

9.   Press [✶] [#] to approve the greeting.
      The Day or Night Greeting Menu plays.

10.   Press [✶] [#] to return to the Automated Attendant Greetings Menu.
      The Automated Attendant Administration Menu plays.

Voice Mail Service

The Voice Mail Service serves as a personal answering machine. Internal or external callers may leave messages in any subscriber's mailbox. The subscriber can listen to, forward, save or discard these messages. The subscriber's password keeps the messages private. Subscribers use this service to record a personal greeting, send messages, respond to messages, or to forward and add comments to messages. Subscribers can also designate their own "personal operator" and, if administered, program the system to notify them at a remote telephone when a new message is in their mailbox.

This section provides instructions for the following Voice Mail Service features:

■ Sending messages using the Broadcast feature and Group Lists

■ Designating a Personal Operator

■ Programming and using the Outcalling feature

Refer to the *PARTNER MAIL™ User's Quick Reference* for instructions on how to record a personal greeting, change your password, record your name, and perform all other Voice Mail procedures.

Accessing the Voice Mail Service

Use the following procedure to access the Voice Mail Activity menu.

1. Press [Intercom] [7] [7] [7] to access the PARTNER MAIL system.
    The Voice Mail greeting plays.

2. Enter the System Administrator's **EXTENSION** followed by [#].

3. Enter the System Administrator's **PASSWORD** followed by [#].
    The System Administrator's name plays, followed by the Voice Mail Activity Menu.

Sending Messages Using Broadcast or Group Lists

You can send messages to many subscribers at the same time by using the following features:

■ Broadcast — allows System Administrator to send a message to all subscribers.

■ Group Lists — allows any subscriber to send a message to subscribers on a Group List.

Sending a Broadcast Message

The Broadcast feature allows the System Administrator to "broadcast" a message to all the subscribers on the system at once, instead of specifying each extension. When you Broadcast a message to all subscribers, the Message light on receiving phones does not light until 3:00 AM the following morning.

1. Access the Voice Mail Activity menu as described in an earlier section.
   The Voice Mail Activity Menu plays.

2. Press [1] to record a message. The system plays,

   ```
   ...Record at the tone
   ```

3. Lift the handset and record your message followed by [1].
   The Message Recording Menu plays.

4. Choose an option or skip to Step 6:

   — Press [2][3] to replay the message.

   — Press [2][1] to re-record the message.

   — Press [✱][3] to delete the message. Record the message again.

5. Press [✱][#] to approve the message.
   The Message Addressing Menu plays and prompts for an extension.

6. Press [✱][6] to send the message to all subscribers. The prompt plays,

   ```
   Broadcast delivery scheduled.
   ```

   The message is sent to all subscribers.

> **NOTE:**
> Message lights are not lit until 3:00 AM.

Sending a Message to a Group List

Provide all of the subscribers at your company with the following instructions for sending a message to subscribers on a Group List.

1. Access the Voice Mail Activity menu as described in an earlier section.
   The Voice Mail Activity Menu plays.

2. Press [1] to record a message. The system plays,

   ```
   ...Record at the tone
   ```

3. Lift the handset and record your message followed by [1].
   The Message Recording Menu plays.

4. Choose an option or skip to Step 6:

— Press [2] [3] to replay the message.

— Press [2] [1] to re-ecord the message.

— Press [＊] [3] to delete the message. Record the message again.

5. Press [＊] [#] to approve the message.
The Message Addressing Menu plays and prompts for an extension.

6. Press [＊] [5] to send the message to subscribers on a Group List.
The system prompts for a Group List number.

7. Enter the Group List number followed by [#].
The message is sent to subscribers on the Group List.

8. Press [＊] [#] to enter another Group List number or extension number.

Designating a Personal Operator

When a caller presses [0] in response to a mailbox's personal greeting, the system connects the caller to the System Operator. As an alternative, 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 your call. Use the following procedure to designate a Personal Operator.

1. Access the Voice Mail Activity menu as described in an earlier section.
The Voice Mail Activity Menu plays.

2. Press [4] to administer your personal operator.
The system 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** 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.

4. Press [＊] [#] to return to the previous menu.

Outcalling

Outcalling enables the PARTNER MAIL system to notify a subscriber at a remote telephone, or who carries a beeper, when a new message has been left in the subscribers mailbox. The PARTNER MAIL system notifies the subscriber by placing a call to the remote telephone or beeper. After the subscriber answers the notification call at a remote telephone, they can retrieve the message by accessing the Voice Mail Service on the same call. The outcalling feature is only available if:

■ The System Administrator permits use of Outcalling for the subscriber's mailbox by administering a Class of Service of 4, 5, 6, or 8,

■ The subscriber turns Outcalling ON,

■ The subscriber specifies the telephone or beeper number that the system calls when a new message is in his or her mailbox.

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

■ During the outcalling call, the subscriber can log in to 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.

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 enter [#] at the end of the number.

         ■   Enter all digits ([0] through [9]) required to reach the beeper or pager.

         ■   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.

Troubleshooting

7

PROBLEM: Touch-Tones are missed by the PARTNER MAIL system.

Possible Cause	Corrective Action
The line is too "noisy".	The system may not be able to interpret Touch-Tones while a greeting plays. Wait until the greeting finishes before entering the Touch-Tones. If you are using a speakerphone, turn off the microphone.

PROBLEM: Part of the greeting gets cut off.

Possible Cause	Corrective Action
You may have begun recording the greeting too early.	After the prompt to record the greeting, pause a moment before speaking. Re-record the greeting.
A Touch-Tone signal may have been accidentally recorded with the greeting.	Re-record the greeting.

PROBLEM: System terminates recording of name, greeting, or message before a subscriber finishes.

Possible Cause	Corrective Action
The recording may exceed the time limit set for it.	Be sure the recording does not exceed the time limit, then re-record it.
The subscriber may have entered a touch-tone unintentionally.	Re-record the name, message, or greeting.

PROBLEM: Message light will not turn ON or OFF.

Possible Cause	Corrective Action
It takes about 30 seconds for the system to turn the light ON or OFF. If there is heavy call traffic, it may take slightly longer.	Wait a minute or two.
The message light remains lit until *all* messages are removed from the Mailbox, unless you turn it OFF.	Remove messages from the Mailbox.
The message light may be indicating that there is a message in the Trouble Mailbox or the General Mailbox, or that an operator message or a fax has arrived.	Check the General Mailbox and the Trouble Mailbox for any messages.

PROBLEM: Messages cannot be deposited in a subscriber's Mailbox.

Possible Cause	Corrective Action
The Mailbox is full.	Old messages must be deleted regularly from Mailboxes. ➡ **NOTE:** When an individual's mailbox is full, new messages for that subscriber are deposited in the General Mailbox along with a recording identifying the name and extension of the called party. Mailbox sizes are 5, 10 and 15 minutes (in special cases size may be 60 minutes). If subscribers frequently hear the "Mailbox Nearly Full" message, you may want to increase the storage size (Class of Service) of their Mailboxes.

PROBLEM: Calls are not being transferred properly.

Possible Cause	Corrective Action
A valid extension has not been programmed or requested.	Make sure a valid extension has been programmed or requested. If the problem involves the System Operator, be sure the proper extension has been designated for that person.

PROBLEM: Outside callers hear ringing, but the system does not answer.

Possible Cause	Corrective Action
This is normal when all the the PARTNER MAIL system ports are busy.	If this problem occurs often on a 2-port system, it is recommended that you upgrade to a 4-port system.
The connections of the modular cords to the mail system unit may be loose.	Check the modular cords on the PARTNER MAIL unit to make sure they are securely connected. Call the PARTNER MAIL port directly to see if the call is answered. If not, the connection may be broken.

PROBLEM: The system does not answer immediately.

Possible Cause	Corrective Action
The system may be administered for delayed answer, or the ports may be busy.	If you do not want delayed answer, program the PARTNER II Release 3 for immediate answer. If this problem occurs often on a 2-port system, it is recommended that you upgrade to a 4-port system.
The connections of the modular cords to the mail system unit may be loose.	Check the modular cords on the mail unit to make sure they are securely connected.

PROBLEM: Busy signal received when calling into Voice Mail.

Possible Cause	Corrective Action
All lines are in use or maintenance is being performed on the unit.	Please try again later. If this problem occurs often on a 2-port system, it is recommended that you upgrade to a 4-port system. Maintenance is performed at 3:00 AM.
The connections of the modular cords to the mail system unit may be loose.	Check the modular cords on the PARTNER MAIL unit to make sure they are securely connected. Call the PARTNER MAIL port directly to see if the call is answered. If not, the connection may be broken.

PROBLEM: Subscriber unable to log in to Voice Mail.

Possible Cause	Corrective Action
Password may be incorrect.	Check to see that the password is correct.
An unregistered subscriber may be attempting to log on.	Make sure the person having difficulty logging in is a registered subscriber.

PROBLEM: PARTNER MAIL announces that the call is being transferred to the System Operator before any other greeting or message is played.

Possible Cause	Corrective Action
All of the PARTNER MAIL ports may not have been assigned to the VMS Hunt Group.	Check the VMS Hunt Group system programming procedure on the PARTNER II Release 3 to ensure that all PARTNER MAIL ports are assigned to Hunt Group 7.

Appendix A: Factory Settings

A

PARTNER MAIL System Factory Settings	
PARTNER MAIL Parameter	Factory Setting
Automated Attendant	
Automated Attendant Menu IDs	1-99
Automated Attendant Announcement IDs	1-99
Number of rings before answer	1
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

(Continued)

PARTNER MAIL System Factory Settings	
PARTNER MAIL Parameter	Factory Setting
Greetings/Prompts	
Initial Greetings	10 sec. each
Menu Prompts	2 min. each
Personal Greetings	2 min. each
Name Recordings	4 sec. each
Voice Mail Greeting	2 min.
Messages	
Message Length	1 sec. - 2 min. (1 sec. - 5 min for COS 9 mailboxes)
Mailboxes	
Class of Service	2
System Operator's Extension	10
System Administrator's:	
Mailbox	9997
Password	1234
Trouble Mailbox	9998
General Mailbox Owner's:	
Extension	10
Mailbox	9999
Miscellaneous	
Group List IDs	1 - 99
Outcalling	OFF
Touch-Tone Gate	OFF

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.

H

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 form 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 form 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.*

Index

Forwarding General Mailbox Messages

If you are the General Mailbox Owner, use the following procedure to foward a message from the General Mailbox to the appropriate subscriber's mailbox. Your Message light is ON when messages are in the General Mailbox or in your personal mailbox.

1. Press [Intercom][7][7][7] or a preprogrammed button to access PARTNER MAIL.
    The Voice Mail Menu plays.

2. Dial the General Mailbox number [9][9][9][9] and press [#].

3. Dial the General Mailbox Owner's **PASSWORD** followed by [#].
    The prompt confirms that you have logged into the General Mailbox.

4. Press [2] to get messages.
    The message header plays. This may include a message indicating the who the caller had attempted to reach.

5. Press [0] to play the message.
    The message plays.

6. Press [1] to respond to the message.
    The Message Responding Menu plays.

7. Press [2] to add your comments to the original message.
    The Message Recording Menu plays.

8. Lift the handset, record your comments, then press [1].
    Example: Joe, this is a message for you from the General Mailbox.

9. Choose an option or go to step 10.

    — Press [2][3] to play your comments.

    — Press [2][1] to re-record your comments. Go back to step 8.

    — Press [*][3] to delete your comments.

10. Press [*][#] to approve your comments.
    The Message Addressing Menu plays and prompts for an extension.

11. Dial the **EXTENSION** of the subscriber who receives the message, and press [#], or press [*][5] and a Group List number followed by [#].

⟹ NOTE:

Repeat step 11 to send the same message to multiple subscribers.

12. Press [*][#] to send the message.
    The prompt states that the message is scheduled for delivery. PARTNER MAIL lights the Message light at the destination phone(s).

13. Press [*][3] to delete the message from the General Mailbox.

FCC Notification and Repair Information

This equipment is registered with the Federal Communications Commission (FCC) in accordance with Part 68 of its rules. In compliance with those rules, you are advised of the following:

MEANS OF CONNECTION: Connection to the telephone network shall be through as standard network interface jack USOC RJ11C. These USOCs must be ordered from your Telephone Company.]

This equipment may not be used with party lines or coin telephone lines.

NOTIFICATION TO THE TELEPHONE COMPANIES: Before connecting this equipment, you or your equipment supplier must notify your local telephone company's business office of the following:

■ The telephone numbers you will be using with this equipment.

■ The appropriate registration number and ringer equivalence number (REN) which can be found on the back or bottom of the control unit

You must also notify your local telephone company if and when this equipment is permanently disconnected from the line(s).

Repair Instructions: If you experience trouble because your equipment is malfunctioning, the FCC requires that the equipment not be used and that it be disconnected from the network until the problem has been corrected. Repairs to this equipment not be used and that it be disconnected from the network until the problem has been corrected. Repairs to this equipment can only be made by the manufacturers, their authorized agents, or by others who may be authorized by the FCC. [In the event repairs are needed on this equipment, please contact the AT&T Helpline at 1-800-628-2888.]

Rights of the Local Telephone Company: If this equipment causes harm to the telephone network, the local telephone company may discontinue your service temporarily. If possible, they will notify you in advance. But if advance notice is not practical, you will be notified as soon as possible. You will also be informed of your right to file a complaint with the FCC.

Your local telephone company may make changes in its facilities, equipment, operations, or procedures that affect the proper functioning of this equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

INTERFERENCE INFORMATION NOTICE: FCC Rules require that you be notified of the following:

■ This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause interference to radio communications.

■ This equipment has been tested and found to comply with the limits for a Class A digital device pursuant to Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference when the equipment is operated in a commercial environment.

■ Operating this equipment in a residential area is likely to cause interference, in which case the user, at his or her own expense, will be required to do whatever is necessary to correct the interference.