

PARTNER Messaging Planning Form 1 - System Parameters

Language		
English	Spanish	French

♦ System (Primary) Language

System Language Mode

Mode	Language		
	1	2	3
Monolingual ♦	English♦	Spanish	French
Bilingual*			
Primary Language	English	Spanish	French
Secondary Language	English	Spanish	French

Call Answer Service Operator

Name	Ext.
	10 ♦

General Mailbox Owner

Auto Attendant	Name	Ext.
AA1		10 ♦
AA2		10 ♦
AA3		10 ♦
AA4		10 ♦

Maximum Extension Length

Maximum Number of Digits		
2 ♦	3	4

♦ Factory Setting

* If you choose Bilingual, the initial setting for the Primary Language is U.S. English and the Secondary Language is Spanish.

[illegible]

Extension Type	Type Code	Capacities
Mailbox	1	200
Transfer-Only	2	400
Automated Attendant	3	10
Fax	4	4 (1 per Automated Attendant)

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

* In Release 7.0 or later, multiple Phantom mailbox extensions can share the same destination extension.

PARTNER Messaging
Planning Form 3a – Automated Attendant
Schedule & Fax Assignment

Automated Attendant Number (1-4) _____

Schedule Controller <i>(for Day/Night Service)</i>
Switch Mode ♦
Weekly Business Schedule
Both the Switch Mode and the Weekly Business Schedule

Weekly Business Schedule

Specify a weekly schedule if the Automated Attendant follows the Weekly Business Schedule or follows both the Switch Mode and the Weekly Business Schedule. Only enter open/closed times if open. For 24-hour open operation, set Open to 0000 and Closed to 2359.

Option	Day	Open or Closed ♦	Open (hhmm) <small>hh=00-23 mm=00-59</small>	Closed (hhmm) <small>hh=00-23 mm=00-59</small>
1	Sunday			
2	Monday			
3	Tuesday			
4	Wednesday			
5	Thursday			
6	Friday			
7	Saturday			
9	All Days			

FAX Extension: _____

♦ = *Factory Setting*

PARTNER Messaging
Planning Form 3b - Day/Night Main Menu

Day Main Menu ☐ Night Main Menu ☐

Automated Attendant Number (1-4) _____

Copy this form for each Automated Attendant. Indicate whether this is for the Day Main Menu or Night Main Menu, and specify the Automated Attendant number.

Selector Codes

Selector Code	Action Code	Extension/Mailbox/ Announcement No./ Submenu No./Centrex No.	Description
1	5♦		
2	5♦		
3	5♦		
4	5♦		
5			
6			
7			
8			
9			

Key

Action Code	Action
1	Selector Code Transfer
2	Play a Submenu
3	Play an Announcement
5	Direct Extension Transfer
6	Mailbox Transfer
7	Centrex Transfer

Dial 0/Timeout Action

Menu Selection	Day Service	Night Service
0	Call Answer Service Operator♦	Call Answer Service Operator
1	General Mailbox	General Mailbox♦
2	Disconnect	Disconnect
3	Transfer to Ext. _____	Transfer to Ext. _____
4	Transfer to Mailbox _____	Transfer to Mailbox _____

♦ = Factory Setting

**PARTNER Messaging
Planning Form 3c - Submenu**

Copy this form for each Submenu.

Submenu No. (1-98) * _____

Selector Codes

Selector Code	Action Code	Extension/Mailbox/ Announcement No./ Submenu No./Centrex No.	Description
1			
2			
3			
4			
5			
6			
7			
8			
9			

Key

Action Code	Action
1	Selector Code Transfer
2	Play a Submenu
3	Play an Announcement
5	Direct Extension Transfer
6	Mailbox Transfer
7	Centrex Transfer

- * In Release 7.0 or later, the system-wide Directory List is automatically assigned to Submenu 99. Selector Codes for Submenu 99 and Directory Submenus are automatically set to perform Direct Extension Transfers for the numbers contained in their Directory Lists whose names have been recorded. All other Selector Codes are disabled.

PARTNER Messaging Planning Form 3d - Recording Script

Copy this form for each Day Main Menu Script, Night Main Menu Script, Submenu Script and Announcement.

- | | | |
|--|----------------------------------|-------|
| ☐ Day Main Menu | Automated Attendant Number (1-4) | _____ |
| ☐ Night Main Menu | Automated Attendant Number (1-4) | _____ |
| ☐ Submenu | Submenu Number (1-99) | _____ |
| ☐ Announcement | Announcement Number (1-99) | _____ |

If your system is set up for bilingual operation, record the script in both the Primary and Secondary Languages. For Day/Night Main Menu only, direct callers to press *1 to switch to the alternate language.

The maximum length for a Day Menu, Night Menu, or Submenu script is 2 minutes. The maximum length for an Announcement is 4 minutes.

Recording Script

[illegible][illegible]

PARTNER Messaging
Planning Form 3e - Submenu with Directory List Assigned

Submenu Number	Directory List Assigned *

* See **Planning Form 7 – System Group and Directory Lists** for the Directory List Number and the name and/or extension in each Directory List.

PARTNER Messaging
Planning Form 4 - Automated Attendant Line Assignments

Make as many copies of this form as needed.

If you are using multiple Automated Attendants, indicate which Automated Attendant should answer each line. Any line not assigned to AA2, AA3 or AA4 will be handled by AA1. Enter the line number (01 - 41) in the Line No. column below. Check the column of the AA that should handle the line.

Line No.	AA1 ♦	AA2	AA3	AA4

♦ = *Factory Setting*

PARTNER Messaging Planning Form 5 - Security Settings

Transfer Restrictions

Transfers Restrictions On ♦
Transfer Restrictions Off



SECURITY ALERT:

When Transfer Restrictions is set to On, PARTNER Messaging transfers callers only to those extensions that have been administered by the System Manager. It is strongly recommended that you choose the Transfer Restrictions On option. Choosing the Transfer Restrictions Off option leaves your system vulnerable to toll fraud abuse.

Minimum Password Length

Length 0-15 digits, 6 ♦



SECURITY ALERT:

A Minimum Password Length of at least 6 digits is strongly recommended. The shorter the Minimum Password Length, the more vulnerable your system is to abuse by unauthorized persons.

♦ = Factory Setting

PARTNER Messaging Planning Form 6 - Line Ownership

Make as many copies of this form as needed.

[illegible]

PARTNER Messaging

Planning Form 7 - System Group and Directory Lists

System Group List Number	System Group Lists Members (Name and/or Mailbox Extension)
50	
51	
52	
53	
54	
55	
56	
57	
58	
59	

You can put up to fifty extensions in each System Group List.

Directory List Number	Directory Lists Members (Name and/or Mailbox Extension)
1	
2	
3	
4	

When programming a Directory List, you can use *5 to initially populate the list with the system-wide Directory List, and then remove extensions you want to exclude.

The Directory List Number must be assigned to a Submenu.
See **Planning Form 3e — Submenus with Directory List Assigned**.