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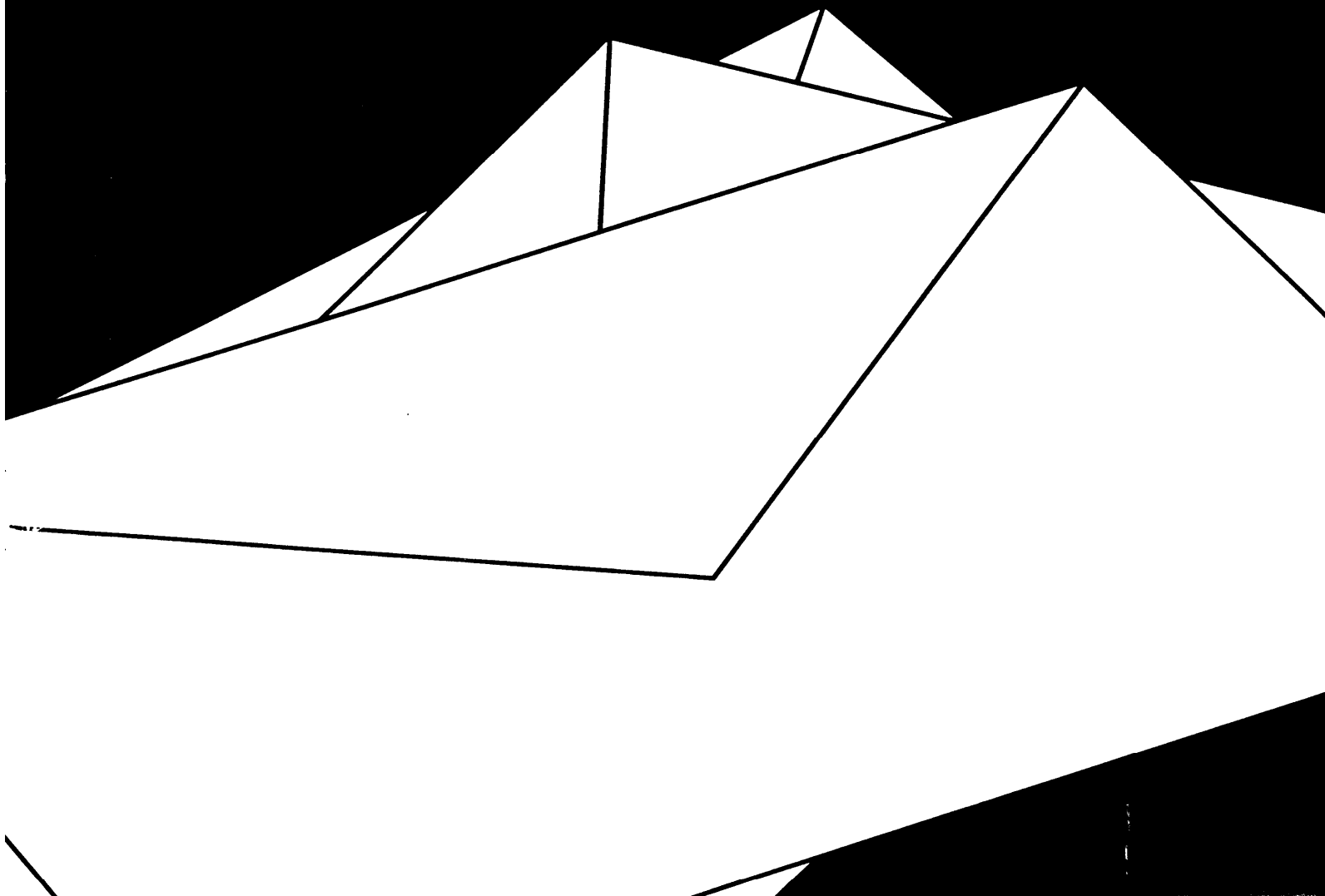
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PARTNER MAIL VS™
Voice Messaging System
Release 1
Installation and Programming



Notice

Every effort was made to ensure that the information in this book was complete and accurate at the time of printing. However, information is subject to change.

Federal Communications Commission (FCC) Interference Notice

This equipment has been tested and found to comply with the limits of a Class A digital device, pursuant to Part 15 of FCC rules. For additional FCC information, see Appendix B of this book.

Canadian Emissions Requirements

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications. For additional DOC information, see Appendix B of this book.

Le present appareil numerique n'emet pas de bruits radioelectriques depassant les limites applicable aux appareils numeriques de la classe A prescrites dans le Reglement sur le brouillage radioelectrique edicte par le ministere des Communications du Canada. Vous trouverez des renseignements complémentaires à la annexe B de ce manuel.

Security

As a customer of new telecommunications equipment, you should be aware of the significant and growing problem of theft of long distance services by third parties, known commonly as "toll fraud." It is particularly important that you understand and take appropriate steps to deal with this crime because under applicable tariffs, you will be responsible for payment of associated toll charges. AT&T cannot be responsible for such charges and will not make any allowance or give any credit resulting from toll fraud.

Toll fraud can occur despite the preventive efforts of network providers and equipment manufacturers. Toll fraud is a potential risk for every customer with telecommunications equipment having one or more of the following features: (1) remote access, (2) automated attendant, (3) voice mail, (4) remote administration and maintenance, and (5) call forwarding (remote). This is not a product or design defect, but a risk associated with equipment having one or more of the features described above. If your new telecommunications equipment possesses any of these features, please consult the relevant portion of your documentation for further details and specific procedures to reduce the risk of toll fraud or contact your AT&T dealer for further details.

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Ordering Information

The order number for this book is 518-322-102. To order additional books, call 1 800 432-6600 in the U.S. and 1 800 255-1242 in Canada.

Support Telephone Number

In the continental U.S., AT&T provides a toll-free customer helpline 24 hours a day. Call the AT&T Helpline at **1 800 628-2888** if you need assistance when programming or using your system.

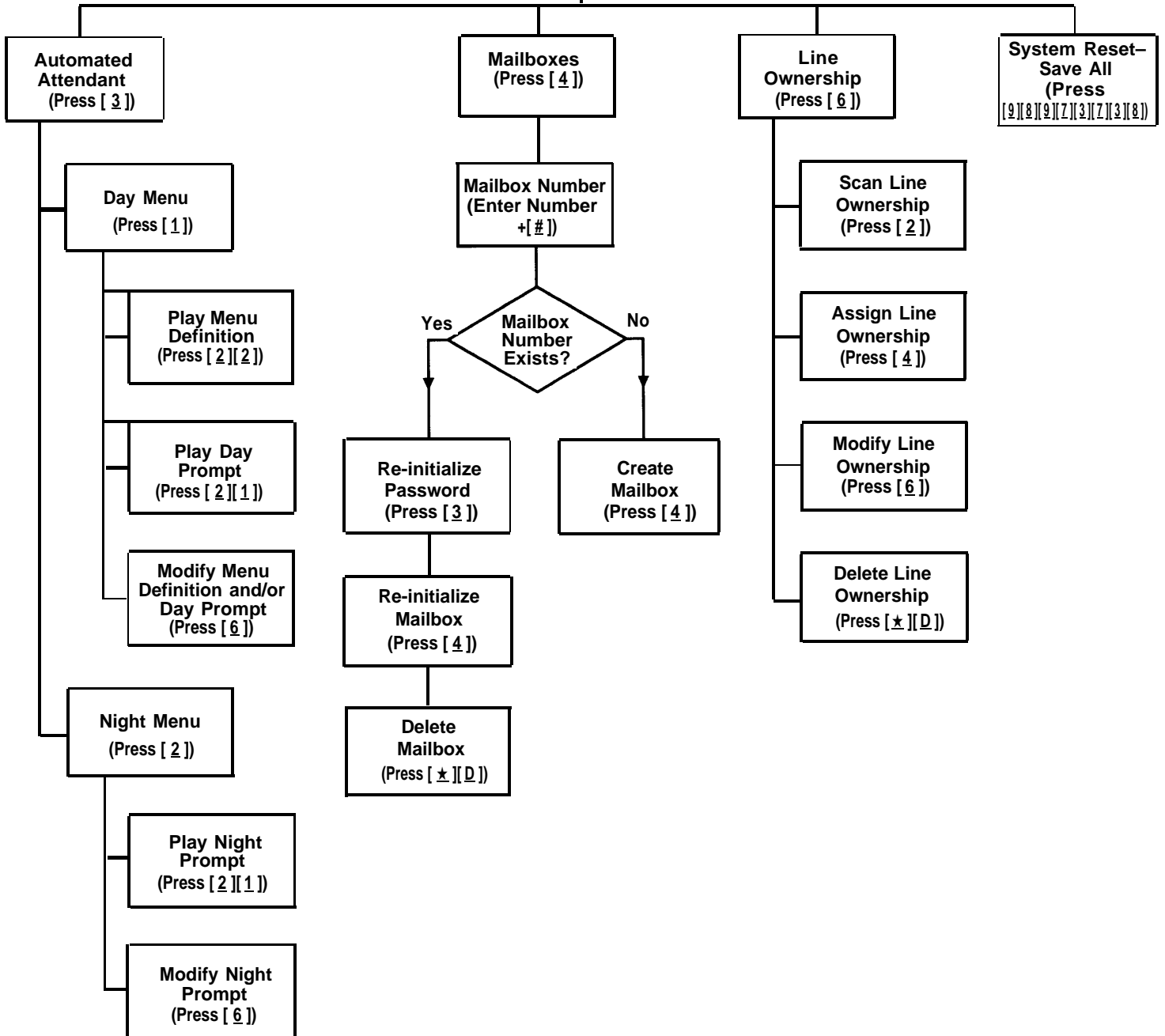
Outside the continental U.S., contact your local AT&T Authorized Dealer.

Call Voice Mail Service (Press Intercom 7 7 7)

Enter Login (Press 9 9 #)

Enter Password
(Press 1 2 3 4 for factory default and #)

Select
Programming
Main Menu
(Press 9)



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Programming Quick Reference

About This Guide

Purpose

This guide provides instructions for installing, programming, and managing the PARTNER MAIL VS™ Voice Messaging System on the PARTNER® Plus or PARTNER II Release 3.1 or later Communications System. It is intended for the technician who installs the hardware and programs the initial system settings and for the System Manager, the person at the customer site who is responsible for managing the system on an on-going basis.

Terminology

Throughout this guide, the PARTNER MAIL VS Voice Messaging System is referred to simply as the *voice messaging system* and users who have a mailbox on the voice messaging system are called *subscribers*. Additionally, the PARTNER Plus or PARTNER II Communications System is referred to as the *communications system* and the AT&T telephones specifically designed to work with the communications system are called *system phones*. System phones include the MLS-34D®, MLS-18D®, MLS-12D®, MLS-12®, MLS-6®, and MLC-6 model telephones.

Finally, the procedures in this guide instruct you to press dialpad key sequences using a letter that relates to the specific task. For example, to *delete* a message from your mailbox, you are instructed to press [*][D], which is equivalent to [*][3] on the dialpad. These key sequences and their associated numerical sequences are listed below for your reference:

Delete	[*][D]	[*][3]
Help	[*][H]	[*][4]
Restart	[*][R]	[*][7]
Transfer	[*][T]	[*][8]
Exit	[*][*][X]	[*][*][9]

How to Use This Guide

If you are the *technician*, refer to the appropriate chapters to help you:


- **Install the voice messaging system hardware.** Chapter 2 provides instructions for installing the voice messaging system module in the communication system's control unit. It also provides instructions for installing the Mailbox Expansion Card-20.
- **Refresh your memory about programming.** Chapter 3 offers general programming information for both the communications system and the voice messaging system.
- **Perform initial programming.** Chapter 4 provides step-by-step programming instructions for integrating the voice messaging system with the communications system. It also provides test procedures that you should use after installation to ensure that the system is working properly.
- **Solve problems.** Chapter 6 provides information to help you identify and correct problems you may have with the voice messaging system.

If you are the *System Manager*, refer to the appropriate chapters to help you:

- **Learn about the voice messaging system.** Chapter 1 describes the voice messaging system's features and services.
- **Learn about programming.** Chapter 3 offers general programming information for both the communications system and the voice messaging system.
- **Manage the voice messaging system.** Chapter 5 provides instructions for changing system settings to accommodate the changing needs of your business. It also offers guidelines for setting up and using the receptionist's extension.
- **Solve problems.** Chapter 6 provides information to help you identify and correct problems you may have with the voice messaging system.

Once you are experienced with the system, use the Table of Contents or Index to locate the information you need.

Product Safety Statements

Product safety statements are identified in this guide by a .



CAUTION:

Indicates the presence of a hazard that will or can cause minor personal injury or property damage if the hazard is not avoided.



WARNING:

Indicates the presence of a hazard that can cause severe or fatal personal injury if the hazard is not avoided.

How to Comment on This Guide

A feedback form is located at the end of this guide, after the appendixes. If the form is missing, send your comments and recommendations for changes to Documentation Manager, AT&T, 200 Laurel Avenue (Room 4E-409), Middletown, NJ 07748 (FAX 908 957-4009).

Reference Materials

In addition to this guide, the following materials are available (the order numbers are in parentheses):

PARTNER MAIL VS Voice Messaging System

- Planning Guide and Forms (518-322-503)
- User's Quick Reference (518-322-103)
- Tutor Labels (585-322-104)

PARTNER Plus Release 3.1 Communications System

- System Planner (518-455-219)
- Installation (518-455-218)
- Programming and Use (518-455-217)
- Quick Reference for Use with MLS-Series Telephones (518-455-216)

PARTNER II Release 3.1 Communications System

- System Planner (518-455-319)
- Installation (518-455-318)
- Programming and Use (518-455-317)
- Quick Reference for Use with MLS-Series Telephones (518-455-316)

To order these materials, call the AT&T Customer Information Center:

In the U.S.: 1 800 432-6600
In Canada: 1 800 255-1242

Some of these materials are also available in Spanish and French. For more information, contact the AT&T Customer Information Center or your local AT&T Authorized Dealer.

Overview

1

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Important Safety Instructions



WARNING:

The following list provides basic safety precautions that should always be followed when using your system:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug all telephone connections before cleaning. **DO NOT** use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
4. This product should be serviced by (or taken to) a qualified repair center when service or repair work is required.
5. **DO NOT** use this product near water, for example, in a wet basement location
6. **DO NOT** place this product on an unstable cart, stand, or table.
7. Never push objects of any kind into slots or openings as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
8. Avoid using this telephone during an electrical storm. There may be a remote risk of electric shock from lightning.
9. **DO NOT** use the telephone to report a gas leak in the vicinity of the leak.
10. 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.



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.*

SAVE THESE INSTRUCTIONS

Overview

1

The PARTNER MAIL VS Voice Messaging System is designed to work with your communications system to automate the call handling needs of your business.

The voice messaging system:

- Handles up to two calls simultaneously and provides service for up to 10 subscribers. If an optional Mailbox Expansion Card–20 is installed, the voice messaging system provides service for up to 20 subscribers.
- Answers outside calls, plays a customized message prompting the caller to press digits for the party with whom the caller wants to speak, and efficiently routes the call to the appropriate party—all without the aid of a receptionist.
- Allows callers to leave a private message if the called party does not answer or is busy on another call, or to transfer to another system extension or the receptionist's extension for assistance.
- Allows subscribers to retrieve messages from any touch-tone phone on your premises or from a remote location.
- Provides after-hours service in addition to daytime service.

Additionally, the voice messaging system offers a built-in tutorial service, which lets users access and listen to information about their system phone and commonly-used communications system features. This service is discussed in the next section.

Tutor Service

The Tutor Service is an “on-line help” feature that allows users to easily access and listen to information on commonly-used communications system features. Any user with a system phone can access this service—users do not have to be voice messaging system subscribers.

The Tutor Service provides information about the following subjects:

- Learning about system phone features such as ringing patterns, volume control, speakerphone, display, buttons, and lights.
- Making various types of internal calls including group paging calls, voice interrupt on busy calls, and hands-free answer on intercom calls.
- Using system features such as Conference, Transfer, Auto Dialing, Personal Speed Dialing, Last Number Redial, and Save Number Redial.

To access the Tutor Service menu, users simply make a call to the voice messaging system. The system plays:

```
Welcome to PARTNER MAIL VS. Please enter extension and  
pound sign. Otherwise, to access PARTNER Tutor, press  
star 4.
```

When users dial [*] [4], they hear instructions for using the Tutor Service, followed by a list of topics and subtopics. The user can then enter the topic and subtopic numbers of their choice. Refer to “Using the Tutor Service” in Chapter 5 for a list of topic and subtopic numbers.

Instruction labels, which are designed for placement in the handset cradle on the base of the system phone, are shipped with the voice messaging system hardware.

Voice Messaging Services

The voice messaging system provides three types of service:

- **Automated Attendant Service.** Answers your company's outside calls and transfers them to the destination selected by the caller.
- **Call Answer Service.** If the called party is busy or does not answer, this service allows the caller to leave a message or to transfer to another extension.
- **Voice Mail Service.** Allows subscribers to listen to messages and manage their own mailbox.

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

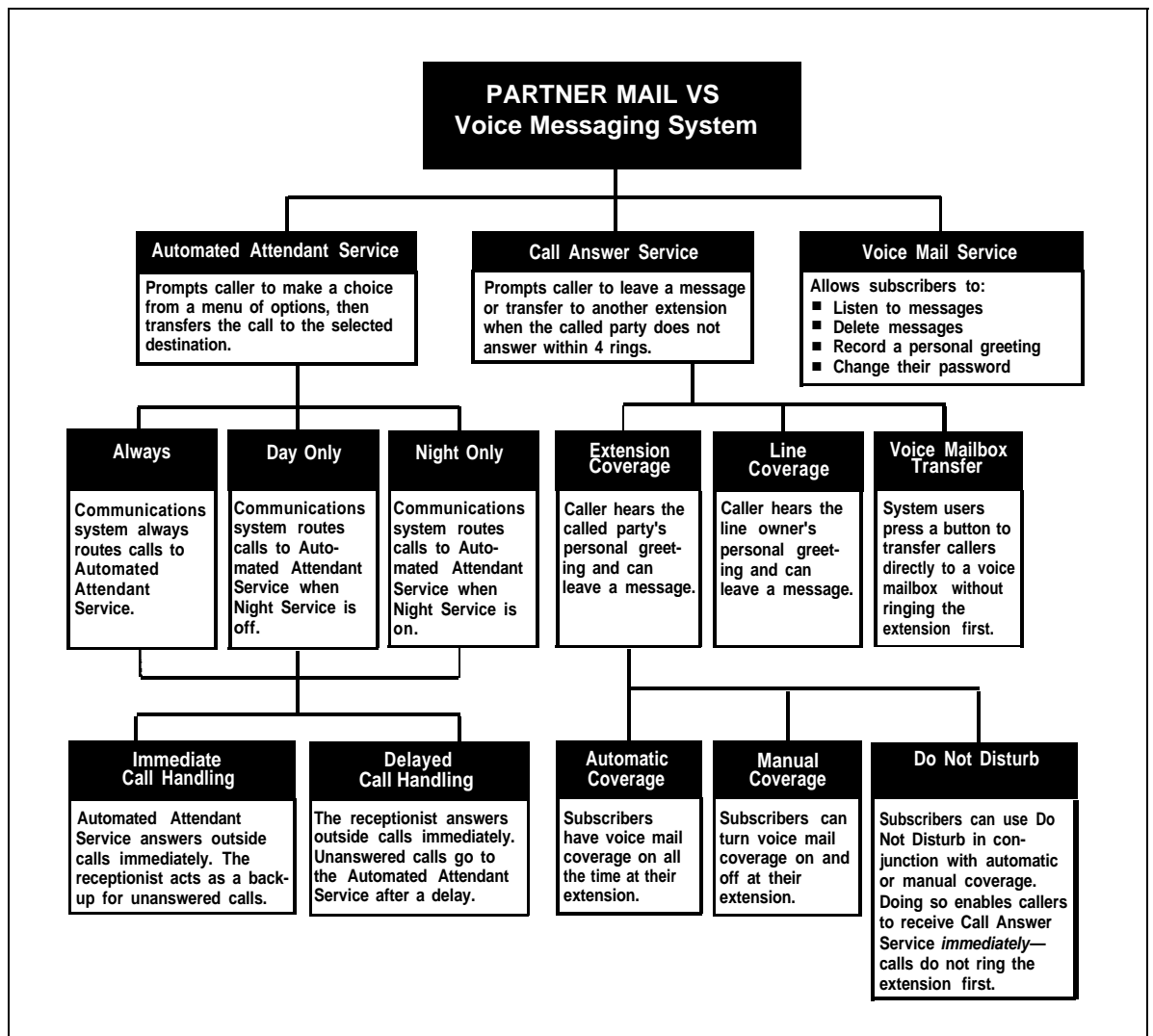


Figure 1-1. Voice Messaging Services

Automated Attendant Service

The Automated Attendant Service can answer and route your company's outside calls *without* assistance from a receptionist. After an outside call is answered, the Automated Attendant Service plays a customized message (or *menu prompt*). The message typically welcomes callers—to let them know they have reached your company—and then offers callers a menu of options for transferring to the desired party. It is recommended that you offer callers not more than five transfer options to avoid confusion when callers listen to the message.

You can customize the menu prompt for use during normal business hours (called the *day menu prompt*) and for use after normal business hours (called the *night menu prompt*). For example, you can set up Automated Attendant Service so that callers hear the following prompt during the day:

```
Thank you for calling the ANY Travel Agency. If you
know the extension you want, dial it now or press 0 to
speak with the receptionist. For information on
Corporate Travel, press 3. For information on Personal
Travel, press 4. Press star 4 to replay this message.
```

For after-hours callers, you can set up Automated Attendant Service to play this prompt:

```
You have reached the ANY Travel Agency. Our hours are
8 to 5, Monday through Friday. Please press 9 to leave
a message and we will promptly return your call.
```

NOTE:

When the system is first installed, Automated Attendant Service has this factory set day menu prompt:

```
Hello, welcome to PARTNER MAIL VS. Please enter the
extension number of the person you wish to reach or
press 0 to reach the receptionist.
```

In addition, Automated Attendant Service has this factory set night menu prompt:

```
Good Evening. Welcome to PARTNER MAIL VS. Please
enter the extension number of the person you wish to
reach or press 9 to leave a message with the
receptionist.
```

Automated Attendant Service is useful for many businesses, such as car dealerships, insurance agencies, and stores. For example, a car dealership can use Automated Attendant Service to allow its customers to directly reach the customer service department. This frees sales employees to handle customer transactions while the Automated Attendant Service transfers service calls to the appropriate department. In this case, you can program the Automated Attendant Service to allow callers to enter a group number to reach an available customer service representative. Callers hear Music On Hold (if it is available) while they are being transferred.

Automated Attendant Options

When planning Automated Attendant Service, you must choose settings for the following communications system features:

- **Group Call Distribution.** Specifies the outside lines (if any) that are to be answered by Automated Attendant Service.
- **VMS Hunt Schedule.** Specifies when you want the communications system to route calls to the voice messaging system.
- **VMS Hunt Delay.** Specifies whether you want to use Automated Attendant Service for immediate or delayed call handling.

Each of these features is explained further below.

Group Call Distribution

This feature lets you specify the outside lines on which you want Automated Attendant Service coverage. You can specify some or all of your company's outside lines.

VMS Hunt Schedule

This feature determines when the communications system is to route calls to the Automated Attendant Service. VMS Hunt Schedule works in conjunction with the communication system's Night Service feature so that the voice messaging system can play the appropriate menu prompt. In other words, the menu prompt the caller hears depends on the VMS Hunt Schedule setting you select and the status of the Night Service button at the receptionist's extension.

You can choose one of the following VMS Hunt Schedule settings:

- **Always** (factory setting). Instructs the communications system to route outside calls to Automated Attendant Service for call handling all the time. When Night Service is off, Automated Attendant Service plays the day menu prompt; when Night Service is on, Automated Attendant Service plays the night menu prompt.
- **Day Only.** Instructs the communications system to route outside calls to Automated Attendant Service only when Night Service is off. Automated Attendant Service plays the day menu prompt.
- **Night Only.** Instructs the communications system to route outside calls to Automated Attendant Service only when Night Service is on. Automated Attendant Service plays the night menu prompt.

VMS Hunt Delay

This option specifies either Immediate Call Handling or Delayed Call Handling (see Figure 1-2 below):

- **Immediate Call Handling** (factory setting). The Automated Attendant Service answers outside calls on the second ring and plays the day or night menu prompt. The receptionist can act as back-up. Callers using rotary phones or callers requesting assistance can be transferred to the receptionist's extension (extension 10).
- **Delayed Call Handling**. The Automated Attendant Service answers outside calls on the fourth ring. This delay gives the receptionist time to answer the call.

The VMS Hunt Delay setting you select is used for both day and night operation.

NOTE:

If you set VMS Hunt Delay to Immediate, you may want to set the communications system's Automatic Extension Privacy feature to Assigned for the extensions associated with the voice messaging system. This prevents users from accidentally picking up calls sent to the voice messaging system.

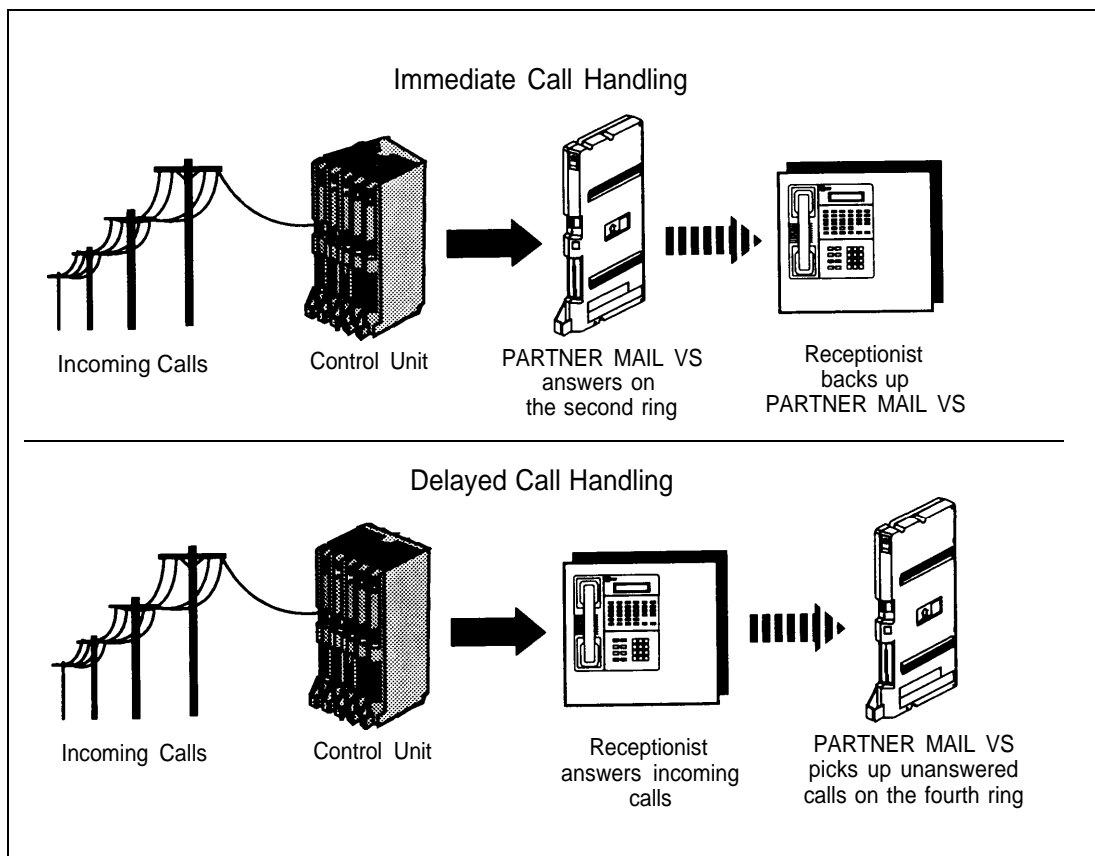


Figure 1-2. Immediate and Delayed Call Handling

Music On Hold

If you use Automated Attendant Service, it is strongly recommended that you also use the communications system's Music On Hold feature. This feature plays music or recorded material to callers who are on hold or waiting to be transferred, and it is particularly useful for callers transferred by the voice messaging system. If you do not use Music On Hold, callers hear *silence* (rather than ringing) while they are being transferred.

For more information about using Music On Hold, see the PARTNER Plus or PARTNER II system *Programming and Use* guide.

Call Answer Service

This service offers callers the following options when they reach an extension which is unable to answer their call:

- Leave a detailed, confidential message in the called party's mailbox.
- Press [0] to transfer to the receptionist's extension for assistance.
- Press [*] [I] to transfer to another system extension.

Callers can press [0] or [*] [I] before, during, or after leaving a message.

NOTE:

Until subscribers record a personal greeting for their extension, outside callers hear this factory set message:

Extension XX is not available. To leave a message, wait for the tone. After recording hang up or press 1 for more options.

Call Answer Service provides three main features, which are discussed below:

- Extension Coverage
- CO Line Coverage
- Voice Mailbox Transfer

Extension Coverage

Automatic Coverage

When the communications system's Automatic VMS Cover feature is Assigned for an extension, intercom and transferred callers can leave messages or transfer to another extension when the called extension is busy or does not answer by the fourth ring. The system greets the caller with the called party's personal greeting (or with the system greeting if a personal greeting is not recorded).

Manual Coverage

Regardless of the Automatic VMS Cover setting, the communications system allows subscribers to press a programmed button to turn voice mail coverage on and off at their extension. To do so, subscribers must program the VMS Cover feature on a button with lights on their system phone.

Do Not Disturb

Subscribers who have extension coverage—either automatic or manual—can use the communications system's Do Not Disturb feature when they want calls to have immediate coverage. If Do Not Disturb is used in conjunction with extension coverage, callers are sent to the subscriber's mailbox immediately (calls *do not* ring the extension first) so the caller can leave a message. This is useful, for example, when subscribers are already on a call or are too busy to answer calls or when they leave their desk for extended periods of time, such as at lunch time or at the end of the day. To use Do Not Disturb, subscribers must program this feature on a button with lights on their system phone.

CO Line Coverage

CO Line Coverage lets callers who call in on a covered line leave messages in the mailbox of a specific subscriber (known as the *owner* of the covered line). When a call comes in on a covered line, the system routes the caller directly 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. (Do Not Disturb has no effect on CO Line Coverage.)

Line ownership typically is assigned to personal lines or to lines to be used for outside access to the voice messaging system when Automated Attendant Service is not used. (Lines in your system can be assigned either ownership or Automated Attendant Service coverage—a single line *cannot* be assigned both types of coverage.)

Voice Mailbox Transfer

Users can program a Voice Mailbox Transfer button on their system phone to transfer callers directly to a subscriber's voice mailbox *without* ringing the extension first. This feature is useful when handling a call for a person who is not at his or her desk.

Voice Mail Service

This service allows subscribers to manage their own *mailbox*. With it, subscribers can:

- Listen to messages, then save or delete them.
- Record their own personal greeting.
- Change the default password for their voice mailbox to ensure that messages are kept confidential.
- Transfer to another extension or to the receptionist's extension.

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

Subscribers can retrieve messages at their convenience from any touch-tone phone either while on-site or from an off-site location. Subscribers can refer to the *Quick Reference* booklet for instructions on recording a personal greeting, changing a password, and performing other Voice Mail Service procedures.

Voice Mail Service also allows the System Manager to program the voice messaging system. See “Voice Messaging System Programming” in Chapter 3 for more information.

NOTE:

When subscribers call in to the Voice Mail Service, they hear this factory set prompt:

```
Welcome to PARTNER MAIL VS. Please enter extension and
pound sign. Otherwise, to access PARTNER Tutor, press
star 4.
```

Voice Mailboxes

By default, the voice messaging system provides mailboxes for extensions 10 through 19. If a Mailbox Expansion Card–20 is installed, default mailboxes are provided for extensions 10 through 29.

You can change default mailbox assignments. First, delete mailboxes from any extensions that do not require voice mail coverage. Then, create mailboxes for extensions that need them. Mailboxes can be created for extensions 11 through 33 for the PARTNER Plus system and 11 through 57 for the PARTNER II system.

NOTE:

You should delete mailboxes from extensions that connect auxiliary equipment (such as fax machines or doorphones) to keep the maximum number of mailboxes available for users.

Guest Mailboxes

You can create *guest mailboxes* for users who do not have their own phone, but still require mailboxes. If this is the case, either the Automated Attendant Service or system users can transfer callers directly to the guest mailbox where they can leave a message. Guests can call the voice messaging system from any touch-tone phone to retrieve their messages. For more information on guest mailboxes, see “Guest Mailboxes” in Chapter 5.

Summary of Fixed Settings

Table 1-1 shows the fixed factory settings for the voice messaging system.

Table 1-1. Voice Messaging System Fixed Settings

Automated Attendant <ul style="list-style-type: none">■ Answers on this number of rings■ Receptionist's Extension (Dial 0)■ Dial 0 Timeout■ Dial 0 Timeout Action (day and night)■ Menu Levels■ Menu Options	2 (immediate) or 4 (delayed) Extension 10 5 seconds Transfer to receptionist 1 9 allowed (5 recommended)
Greetings/Prompts <ul style="list-style-type: none">■ Menu Prompts■ Personal Greetings	1 second to 2 minutes 1 second to 2 minutes
Messages <ul style="list-style-type: none">■ Message Length	1 second to 2 minutes
Mailboxes <ul style="list-style-type: none">■ Subscriber■ Receptionist (extension 10)	10 minutes (or 40 messages) 30 minutes (or 120 messages)

Installation

2

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Important Safety Instructions

The following list provides basic safety precautions that should always be followed when using your telephone equipment:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug all telephone connections before cleaning. **DO NOT** use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
4. This product should be serviced by (or taken to) a qualified repair center when service or repair work is required.
5. **DO NOT** use this product near water, for example, in a wet basement location
6. **DO NOT** place this product on an unstable cart, stand, or table.
7. Never push objects of any kind into slots or openings as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
8. Avoid using this telephone during an electrical storm. There may be a remote risk of electric shock from lightning.
9. **DO NOT** use the telephone to report a gas leak in the vicinity of the leak.
10. 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.



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 Installers

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 control unit 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" in Appendix A of the PARTNER Plus or PARTNER II Communications System Programming and Use Guide).



CAUTION:

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



CAUTION:

Environmental and electrical conditions must meet the specifications as listed in Appendix A of the PARTNER Plus or PARTNER II Communications System Programming and Use Guide.

SAVE THESE INSTRUCTIONS

This chapter provides instructions for installing the voice messaging system's hardware in the communications system's control unit.

Before You Start

Verify that you have the required voice messaging system and communications system hardware:

- The PARTNER MAIL VS Voice Messaging System Module, and optional Mailbox Expansion Card-20.
- A PARTNER Plus or PARTNER II Communications System control unit equipped with a Release 3.1 (R3.1) or later processor module.
- For message waiting capability, system phones or supported standard phones with message lights. Supported standard phones must be connected to extension jacks on R3.1 or later 206 modules.

Before you proceed:

- Make sure the communications system control unit, processor module(s), and 206/400 modules have been installed.
- Make sure this installation meets the environmental and electrical requirements listed in Appendix A.

Installing the Voice Messaging System Module

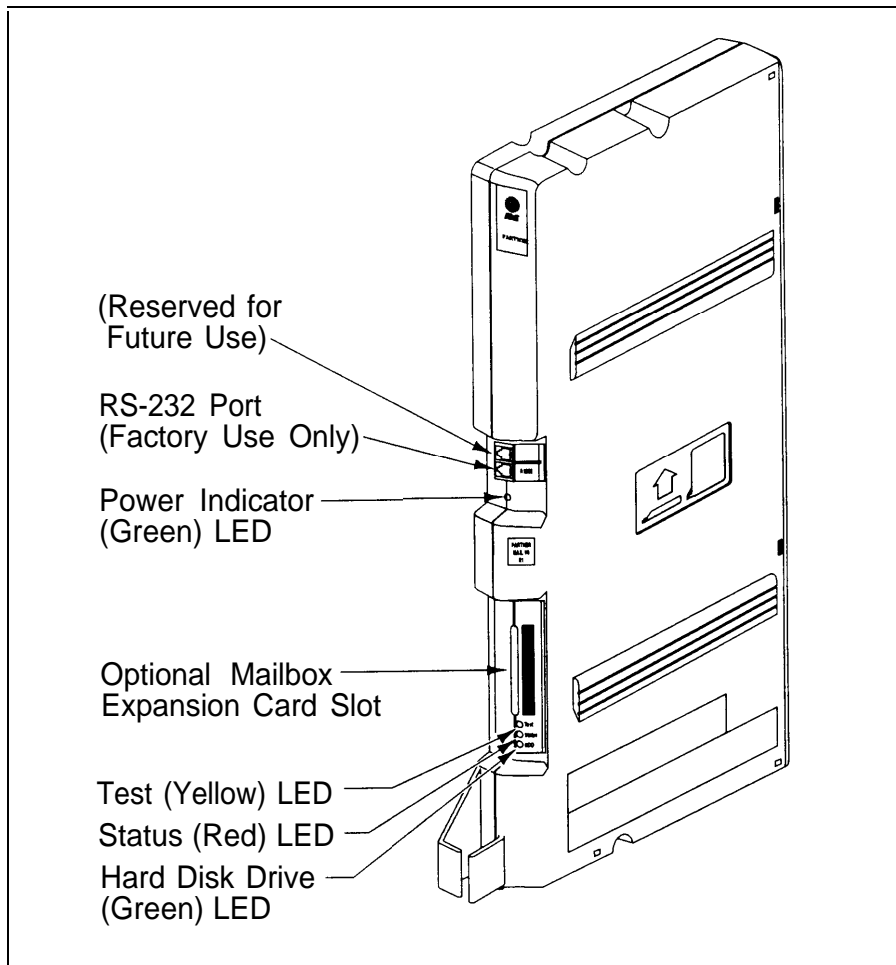


Figure 2-1. Voice Messaging System Module

To install the voice messaging system module in the communications system's control unit:

1. Turn power off to the communications system's control unit by pulling out the main circuit breaker on the right rear side of the control unit.



CAUTION:

Failure to turn off power may damage the control unit and/or the voice messaging system.

2. Install the voice messaging system module in the first available slot to the right of the last installed 206 or 400 module. *Do not* install the voice messaging system module in the *first* slot of the PARTNER Plus system control unit or the PARTNER II system primary carrier.

NOTE:

The voice messaging system module should always be installed after the 206 and 400 modules to ensure consecutive extension numbering. If the control unit is upgraded with more 206 or 400 modules, the voice messaging system module should be removed, the new modules should be installed, and the voice messaging system module should be replaced in the first available slot after the 206 and 400 modules. Reprogram the VMS Hunt Group Extensions and Transfer Return Extensions (page 4-2).

- a. Press the locking tab on the bottom of the slot as you push in the module. Align the dovetail guides on the sides of the module with the guides on any previously inserted modules.
 - b. Push slowly but firmly until the module locks into place with two snaps, and is attached to the rear of the backplane and held in place by the locking tab. Do not force the module. If it does not insert easily, remove the module, clear any obstruction, and reinsert it.
3. Refer to Figure 2-2, then record the two extensions associated with the voice messaging system module in the *System Planner*.

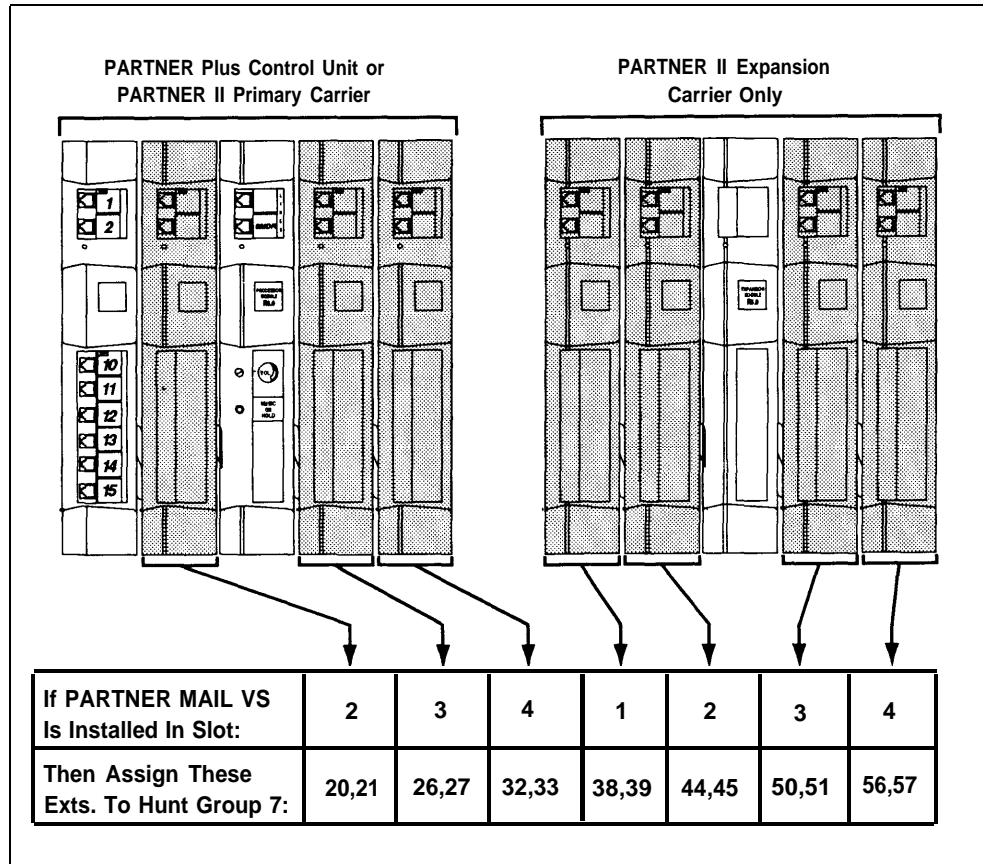


Figure 2-2. Voice Messaging System Extensions

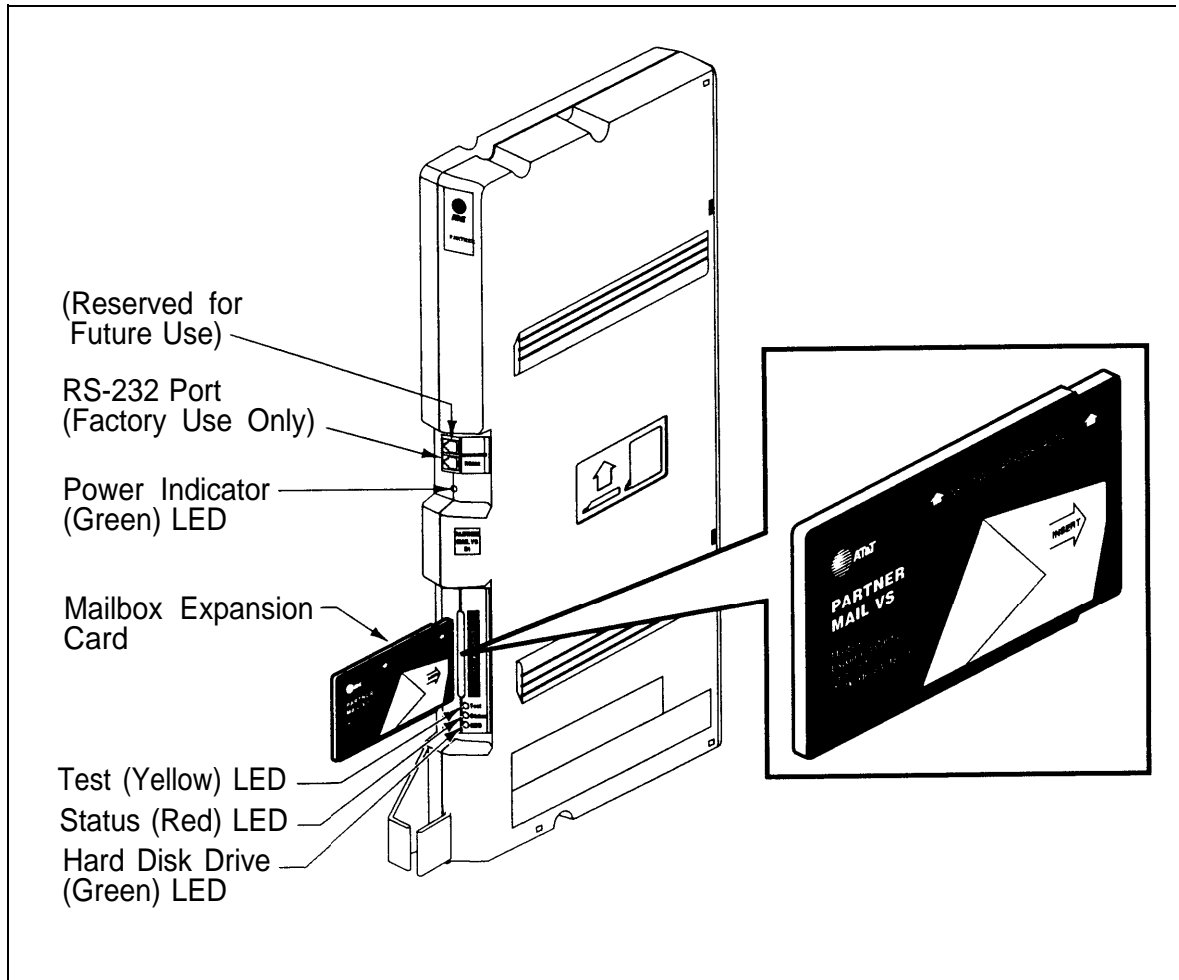


Figure 2-3. Installing the Mailbox Expansion Card

4. To install the Mailbox Expansion Card, insert the card in the vertical slot on the lower front of the voice messaging system module (see Figure 2-3). Make sure the arrows on the Mailbox Expansion Card label face up and in, as indicated on the card's label. Also make sure the card is pushed in all the way.
5. Turn the control unit's power on. The green Power LED should light—if it does, skip to Step 6. If the green Power LED does not light, power down the control unit, reseal the voice messaging system module, then power up the control unit again. If the green Power LED still does not light, call the Helpline.
6. Next, the voice messaging system module performs self-diagnostic tests. The LEDs work as follows:

LED	State
Green Power	ON
Yellow Test	ON
Red Status	ON for approximately 2 seconds

-
7. After approximately 10 seconds when the tests are completed, the yellow Test LED goes off. When this occurs, check the red Status LED:
 - If the red Status LED is not lit, the module passed the tests. Continue with Step 8.
 - If the red Status LED is lit, power down the control unit, re-install the Mailbox Expansion Card if it was installed in Step 4, then power up the control unit again. If the red Status LED comes on again, call the Helpline.
 8. After the module passes the self-diagnostic tests, the two extensions associated with the voice messaging system module go off-hook. The two lines show red steady for about 1 minute. When the lines become idle, the voice messaging system is ready to receive calls.

Understanding Programming

3

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Understanding Programming

3

This chapter provides general programming information for the communications system and the voice messaging system. Both systems must be programmed so they can work together as an integrated unit.

Communications System Programming

When the communications 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 your business.

You can program the communications system from extension 10 or 11. Since an extension cannot be in programming mode and handle calls at the same time, and since extension 10 is programmed as the receptionist'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. (Refer to the communication system's *Programming and Use* guide for more information on System Programming options.)

Planning Forms

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

- **Form A: System Configuration.** Records basic information about your business. It also identifies the line number and type of voice messaging service required for each line, and other settings required to program the systems.
- **Form B1: System Extensions.** Records basic information for each system extension. This includes the type of phone or auxiliary equipment at the extension, and the name of the system user or a description of how a specific extension is used.
- **Form B2: Customized Extension Settings.** Records feature settings, such as Automatic VMS Cover and Automatic Extension Privacy, and group assignments for each system extension.
- **Form C: Button Programming.** Specifies which features are programmed on buttons for each system extension. This includes VMS Cover, Voice Mailbox Transfer, and Voice Mail Messages buttons.

Using System Programming

System Programming requires a system display phone (MLS-34D, MLS-18D, or MLS-12D) 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.** This method enables you to access a programming procedure directly by dialing the code for that procedure. This method works best when you are using only a few procedures during the programming session, and you know the codes. For example, press [#] [1] [0] [1] to change the system date.
- **Cycle Method.** This 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 the communications system 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.

The Programming Overlays

During System Programming, the normal functions of several buttons on the display phone at extension 10 or 11 change. For example, left [*Intercom*] becomes [*System Program*], which is the button used to enter programming mode. To identify these buttons while programming, place the appropriate programming overlay provided with the system 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.
- [*Next Item*] and [*Prev Item*] cycle forward and backward through a procedure's parameters. A parameter is typically an outside line, an extension, or a telephone list entry.
- [*Next Data*] and [*Prev Data*] cycle forward and backward through the valid list entries. These buttons work only for fixed data, such as a line or extension number. They do not work for variable data such as date, time, password, telephone numbers, or doorphone assignments.
- [*Remove*] returns the current setting to the factory setting.
- [*Enter*] ends an entry of variable length, such as a telephone number in an Allowed Phone Number List.
- [*System Program*] starts the System Programming process.
- [*Central Tel Program*] starts the Centralized Telephone Programming process (that is, customizing individual telephones centrally from extension 10 or 11).
- [*Feature*] when followed by [*0*] [*0*], enters or exits programming mode.

Programming Mode

To enter programming mode:

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

Voice Messaging System Programming

Before you program the voice messaging system, obtain completed copies of planning forms for the communications system *and* the voice messaging system. These forms provide the names, extensions, mailboxes and other information required to program the voice messaging system.

Planning Forms

You need the following forms from the *Planning Guide* for the voice messaging system:

- **Form 1: Mailbox Assignments.** Shows factory set mailbox assignments for the voice messaging system with and without the Mailbox Expansion Card–20. Allows you to record your company’s mailbox assignments.
- **Form 2: Menu Definition.** Shows factory set transfer options for Automated Attendant Service. Allows you to record the extension or group number for a selector code transfer and a description of that extension or group.
- **Form 3: Day Menu Prompt.** Shows the script used to record the day menu prompt.
- **Form 4: Night Menu Prompt** Shows the script used to record the night menu prompt.
- **Form 5: Line Ownership.** Records the personal lines used for CO Line Coverage, the line’s associated telephone number, the owner (subscriber name) of the line, and the owner’s mailbox number.

Using System Programming

A special login number is required to program the voice messaging system. The following information applies to this login:

- The login number is 99.
- 99 is not an extension number.
- This login does not have an associated mailbox.
- This login’s factory-set password is 1234. If you are the System Manager, refer to “Changing Your Password” in Chapter 5 to change the password before you begin to program the system.

To begin programming the voice messaging system, you make a call to the Voice Mail Service, enter the login and password, and select option 9 (you are not prompted for this option). This takes you to the Programming Main Menu.

The Programming Main Menu

The Programming Main Menu (shown in Figure 3-1) allows you to change the Automated Attendant Service Menu, mailbox assignments, and line ownership assignments.

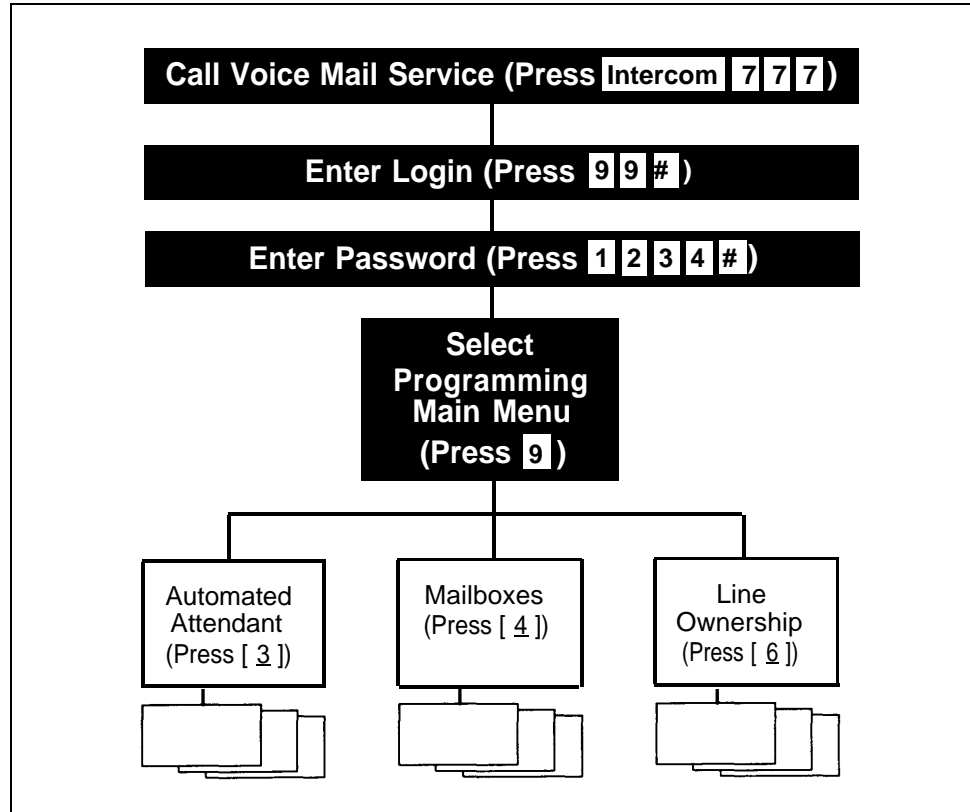


Figure 3-1. Programming Menus

Accessing the Programming Main Menu

To access the Programming Main Menu:

1. Press [*Intercom*] [Z] [Z] [Z] or a programmed button. The system plays:
Welcome to PARTNER MAIL VS. Please enter extension and pound sign. Otherwise, to access PARTNER Tutor, press star 4.
2. Press [*] [*] [#]. The system plays:
Enter password and pound sign.
3. Enter your password and press [#]. (The factory-set password is 1234.) The system plays:
System Manager. PARTNER MAIL VS Release 1.

The system plays the available programming options. It does not play option 9 (the Programming Main Menu), which only you should access.
4. Press [*] to access the Programming Main Menu. The system plays:
To program the Automated Attendant press 3, for mailboxes press 4, for line ownership press 6. If finished, press star pound.

Programming Guidelines

Once you are familiar with the voice messaging system, use these shortcuts to save time while programming:

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

Initial Programming

4

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Overview

This chapter tells you how to program the voice messaging system and communications system for initial installations. It begins with two procedures that allow you to access and program the voice messaging system—you must perform these procedures first for every installation. The next section deals with voice messaging system programming and the last section covers communications system programming.

The procedures in this chapter are in this order to enable you to program the menu definition and record the day and/or night prompts *before* the voice messaging system begins to handle calls—this order is recommended for voice messaging systems that are being added to existing communications systems. If this is a new installation, however, you can program the communications system first, and then the voice messaging system if you prefer.

Additionally, you can either follow the step-by-step instructions or use the flowchart at the end of this chapter as a quick guide.

Initial System Setup

For the following two procedures, you need to know the two extension numbers associated with the voice messaging system module (VMS extensions). Locate Form B1 of the *System Planner* for the communications system.

VMS Hunt Group Extensions

You must use this procedure to assign the two extensions associated with the voice messaging system module to Hunt Group 7. This Hunt Group, which is called the *VMS Hunt Group*, is used exclusively for the voice messaging system.

To assign the two VMS extensions specified on Form B1 to Hunt Group 7:

1. At extension 10 or 11, press [*Feature*] [0] [0] [*System Program*] [*System Program*] [#] [7] [0] [7].
2. At the *Group:* prompt, press [7].
3. At the *Extension:* prompt, enter the first VMS–PMVS extension number specified on Form B1.
4. Press [*Next Data*] until the display reads 1 Assigned.
5. Press [*Next Item*] or [*Prev Item*] until the second VMS–PMVS extension number specified on Form B1 displays.
6. Press [*Next Data*] until the display reads 1 Assigned.
7. Continue with “Transfer Return Extensions” below.

Transfer Return Extensions

For extensions that do not have voice mail coverage, this procedure ensures that unanswered calls transferred by the voice messaging system to an extension will return to the receptionist’s extension. (Note that transfer return calls do not receive voice mail coverage.)

To assign extension 10 as the transfer return extension for both VMS extensions specified on Form B1:

1. Press [#] [7] [0] [7].
2. Enter the first VMS–PMVS extension number specified on Form B1.
3. Press [1] [0].
4. Press [*Next Item*] or [*Prev Item*] until the second VMS–PMVS extension number specified on Form B1 displays.
5. Press [1] [0].
6. Press [*Feature*] [0] [0] to exit programming.
7. Refer to the next section for information about programming the voice messaging system.

Voice Messaging System Programming

Automated Attendant Service

Before you begin, locate Form 2, Form 3, and Form 4 of the *Planning Guide* for the voice messaging system. If Automated Attendant Service is not to be used, skip to "Voice Mail Service." Otherwise, use the procedures in this section to program Automated Attendant Service menus.

Programming the Menu Definition and Recording the Day Menu Prompt

Use this procedure to program the Automated Attendant Service Menu Definition and to record the Day Menu Prompt.

To define the menu as specified on Form 2 and/or record the Day Menu Prompt specified on Form 3:

1. Access the Programming Main Menu:
 - a. Press [*Intercom*] [*Z*] [*Z*] [*Z*] or a programmed button.
 - b. Press [*9*] [*9*] [*#*].
 - c. Enter your password and press [*#*].
 - d. Press [*9*].
2. Press [*3*] for Automated Attendant.
3. Press [*1*] for the day menu.
4. Press [*6*] to modify the day menu.
5. As indicated on Form 2, enter a Selector Code from 1 through 9 specified for Selector Code Transfer.
6. Press [*9*] to confirm that you are modifying this Selector Code action.
7. Press [*1*] for Selector Code Transfer.
8. Enter the extension, hunt group, or calling group (PARTNER II system only) number where the Automated Attendant Service transfers callers as specified on Form 2, Part C, followed by [*#*].
9. Repeat Steps 5 through 8 for each Selector Code specified for Selector Code Transfer.
10. Press [***] [*#*] to approve the Menu Definition.
11. At this point:
 - If you do not want to record a Day Menu Prompt, press [*#*] and go to Step 15.
 - If you do want to record a Day Menu Prompt, lift the handset, press [*1*], and record the Day Menu Prompt specified on Form 3.
12. Press [*1*] after recording.

-
13. Choose an option or skip this step:
 - Press [2] [1] to immediately re-record the Day Menu Prompt.
 - Press [2] [3] to play back the Day Menu Prompt.
 - Press [*] [D] to delete the Day Menu Prompt and return to Step 11 to be prompted for re-recording.
 14. Press [*] [#] to approve the Day Menu Prompt.
 15. Press [*] [B] to return to the Programming Main Menu.
 16. Continue with “Recording the Night Menu Prompt” or go to the next section “Voice Mail Service.”

Recording the Night Menu Prompt

Use this procedure to record the Night Menu Prompt for Automated Attendant Service.

To record the Night Menu Prompt specified on Form 4:

1. Access the Programming Main Menu:
 - a. Press [*Intercom*] [Z] [Z] [Z] or a programmed button.
 - b. Press [9] [9] [#].
 - c. Enter your password and press [#].
 - d. Press [9].
2. Press [3] for Automated Attendant.
3. Press [2] for the Night Menu Prompt.
4. Press [6] to modify the Night Menu Prompt.
5. Lift the handset, press [1], and record the Night Menu Prompt specified on Form 4.
6. Press [1] after recording.
7. Choose an option or skip this step:
 - Press [2] [1] to immediately re-record the Night Menu Prompt.
 - Press [2] [3] to play back the Night Menu Prompt.
 - Press [*] [D] to delete the Night Menu Prompt and return to Step 5 to be prompted for re-recording.
8. Press [*] [#] to approve the Night Menu Prompt.
9. Press [*] [B] to return to the Programming Main Menu.
10. Continue with the next section, “Voice Mail Service.”

Voice Mail Service

Before you begin, locate Form 1 of the *Planning Guide* for the voice messaging system. Check the form to determine if mailboxes are numbered differently than the factory defaults. If they are not, skip to “Line Ownership” on the next page. If they are, first delete all mailboxes from extensions that do not require coverage, then create mailboxes for all extensions that do.

NOTE:

The receptionist’s mailbox (at extension 10) cannot be deleted.

Deleting a Mailbox

To delete mailboxes as specified on Form 1:

1. Access the Programming Main Menu:
 - a. Press [*Intercom*] [Z] [Z] [Z] or a programmed button.
 - b. Press [9] [9] [#].
 - c. Enter your password and press [#].
 - d. Press [9].
2. Press [4] for mailboxes.
3. Enter the first mailbox number to be deleted as indicated on Form 1, followed by [#].
4. Press [*] [D] to delete the mailbox
5. Press [9] to confirm mailbox deletion.
6. Repeat Steps 3 through 5 for each mailbox to be deleted.
7. Press [*] [E] to return to the Programming Main Menu.
8. Continue with “Creating a Mailbox” or go to the next section “Line Ownership.”

Creating a Mailbox

To create mailboxes as specified on Form 1:

1. Access the Programming Main Menu:
 - a. Press [*Intercom*] [Z] [Z] [Z] or a programmed button.
 - b. Press [2] [2] [#].
 - c. Enter your password and press [#].
 - d. Press [2].
2. Press [4] for mailboxes.
3. Enter the number of the first mailbox you want to create as indicated on Form 1, followed by [#].
4. Press [4] to create this mailbox.
5. Repeat Steps 3 and 4 for each mailbox to be created.
6. Press [*] [E] to return to the Programming Main Menu.
7. Continue with the next section, "Line Ownership."

Line Ownership

Before you begin, locate Form 5 of the *Planning Guide* for the voice messaging system. If line owners are not assigned to any lines, skip to "Communications System Programming." If they are, use this section to assign ownership.

Assigning Line Ownership

To assign an owner to an outside line as specified on Form 5:

1. Access the Programming Main Menu:
 - a. Press [*Intercom*] [Z] [Z] [Z] or a programmed button.
 - b. Press [2] [2] [#].
 - c. Enter your password and press [#].
 - d. Press [2].
2. Press [6] for line ownership.
3. Press [4] to assign line ownership.
4. Enter a line number as specified on Form 5, item A, followed by [#].
5. Enter the line owner's mailbox number as specified on Form 5, item D, followed by [#].
6. Repeat Steps 4 and 5 for each covered line.
7. Hang up to exit voice messaging system programming.
8. Refer to the next section to program the communications system.

Communications System Programming

Automated Attendant Service

Before you begin, locate Form A, Form B1, and Form C of the *System Planner* for the communications system.

Refer to Form A, item 7, Line Coverage, to see if any lines are designated “VMS-AA.” If so, use this section to program Automated Attendant Service; otherwise, skip to “Call Answer Service.”

Group Call Distribution

Use this procedure to specify the outside lines on which Automated Attendant Service is required.

To assign “VMS-AA” lines specified on Form A, item 7, Line Coverage, to Hunt Group 7:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [#] [2] [0] [6].
2. At the *Group*: prompt, press [Z].
3. At the *Line*: prompt, enter the first “VMS-AA” line specified in the Line Coverage column of Form A, item 7.
4. Press [*Next Data*] until the display reads 1 *Assigned*.
5. To program another line, press [*Next Item*] or [*Prev Item*] until the appropriate line number displays. Then press [*Next Data*] until 1 *Assigned* is displayed.
6. Continue with “VMS Hunt Delay” below.

VMS Hunt Delay

Use this procedure to specify when Automated Attendant Service is to handle calls.

To change the VMS Hunt Delay setting from Immediate to Delayed as specified on Form A, item 9:

1. Press [#] [5] [0] [6].
2. Press [*Next Data*] until the appropriate value displays.
3. Continue with “VMS Hunt Schedule” on the next page.

NOTE:

If VMS Hunt Delay is set to Immediate, you may want to set the communications system’s Automatic Extension Privacy (#304) feature to Assigned for the VMS extensions specified on Form B1. This prevents users from accidentally picking up calls sent to the voice messaging system.

VMS Hunt Schedule

Use this procedure to specify when the communications system is to route calls to the voice messaging system.

To change the VMS Hunt Schedule setting from Always to Day Only or Night Only as specified on Form A, item 9:

1. Press [#] [5] [0] [Z].
2. Press [*Next Data*] until the appropriate value displays.
3. Continue with “Night Service Button” below.

Night Service

Use this procedure to program a Night Service button.

To program Night Service on a button with lights at extension 10 as specified on Form C:

1. Press [#] [5] [0] [2].
2. At this point:

If you want 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
```

If you want to assign Night Service to a specific button, press [3]. The display reads:

```
Night Service  
3 Select Button
```

Press the desired programmable button with lights to assign Night Service to that button.

3. Label the Night Service button at extension 10.
4. Continue with the next section, “Call Answer Service.”

Call Answer Service

Before you begin, locate Form A and Form B2 of the *System Planner* for the Communications System. Refer to Form A, item 7, Line Coverage, to see if any lines are designated "VMS-MAIL." If so, use this section to program Call Answer Service. If not, skip to "Telephone Button Programming."

CO Line Coverage

To assign "VMS-MAIL" lines specified on Form A, item 7, Line Coverage, to Hunt Group 7:

1. Press [#] [2] [0] [6].
2. At the **Group:** prompt, press [7].
3. At the **Line:** prompt, enter the first "VMS-MAIL" line specified in the Line Coverage column of Form A, item 7.
4. Press [*Next Data*] until the display reads 3 VMS Line Cover.
5. To program another line, press [*Next Item*] or [*Prev Item*] until the appropriate line number displays. Then press [*Next Data*] until 3 VMS Line Cover displays.
6. Continue with "Automatic VMS Cover" below.

Automatic VMS Cover

Use this procedure to assign automatic voice mail coverage to the appropriate extensions.

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

1. Press [#] [2] [1] [0].
2. Enter the number of the first extension to which Automatic VMS Cover is to be Assigned.
3. Press [*Next Data*] until 1 Assigned shows on the display.
4. To program another extension, press [*Next Item*] or [*Prev Item*] until the extension number shows on the display. Then repeat Step 3.
5. Press [*Feature*] [0] [0] to exit programming mode.
6. Continue with the next section, "Telephone Button Programming."

Telephone Button Programming

Before you begin, locate Form C of the *System Planner* for the communications system.

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

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

VMS Cover

This button gives subscribers the ability to turn voice mail coverage on and off.

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

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

Do Not Disturb

Used in conjunction with either automatic or manual extension coverage, this button lets subscribers send callers immediately to their voice mailbox (instead of ringing the extension four times first).

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

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

Voice Mailbox Transfer

This button lets *any system user* transfer calls directly to a subscriber's mailbox, without ringing the extension first.

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

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

Voice Mail Messages

This intercom Auto Dial button allows subscribers to access the voice messaging system with the touch of one button.

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

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

Verifying System Operation

Once you have completed programming for the voice messaging system and the communications system, you should perform the acceptance tests discussed below to verify system operation.

You should perform these tests from extension 11 to keep extension 10 free for the receptionist to handle calls.

Voice Mail Service

Make a call to the VMS Hunt Group by pressing [*Intercom*] [z] [z] [z] or a programmed button. You should hear the Voice Mail Service greeting:

Welcome to PARTNER MAIL VS. Please enter extension and pound sign. Otherwise, to access PARTNER Tutor, press star 4.

Automated Attendant Service

If the VMS Hunt Schedule is set for Day Only or Always, ensure that the Night Service button at extension 10 is off to test the day menu. If the VMS Hunt Schedule is set for Night Only or Always, ensure that the Night Service button is on to test the night menu.

Day Menu (Night Service button is off)

1. Call in on a line answered by the Automated Attendant Service.
2. If the system is set for:
 - *Immediate*, Automated Attendant Service should answer the call on the second ring.
 - *Delayed*, Automated Attendant Service should answer the call on the fourth ring.
3. Listen for the Day Menu Prompt.
4. After the prompt, choose an option from the day menu.
5. Make sure your call is transferred to the appropriate extension or group.
6. Repeat Steps 1 through 5 for each option on the day menu.
7. Repeat Steps 1 through 3 for each line that has Automated Attendant Service coverage.

Night Menu (Night Service button is on)

1. Turn Night Service on at extension 10.
2. Call in on a line answered by the Automated Attendant Service.
3. If the system is set for:
 - *Immediate*, Automated Attendant Service should answer the call on the second ring.
 - *Delayed*, Automated Attendant Service should answer the call on the fourth ring.
4. Listen for the Night Menu Prompt.
5. After the prompt, choose an option from the night menu.
6. Make sure your call is transferred to the appropriate extension or group.
7. Repeat Steps 2 through 6 for each option on the night menu.
8. Repeat Steps 2 through 4 for each line that has Automated Attendant Service coverage *only* if you did not test these lines in the previous procedure.

Call Answer Service

Extension Coverage

1. Press the Do Not Disturb button at the appropriate destination extensions to quickly route your test calls to Call Answer Service.
2. For extensions that do not have Automatic VMS Cover, turn on coverage by pressing the VMS Cover button at those extensions.
3. Call the first extension that has voice mail coverage (either automatic or manual).

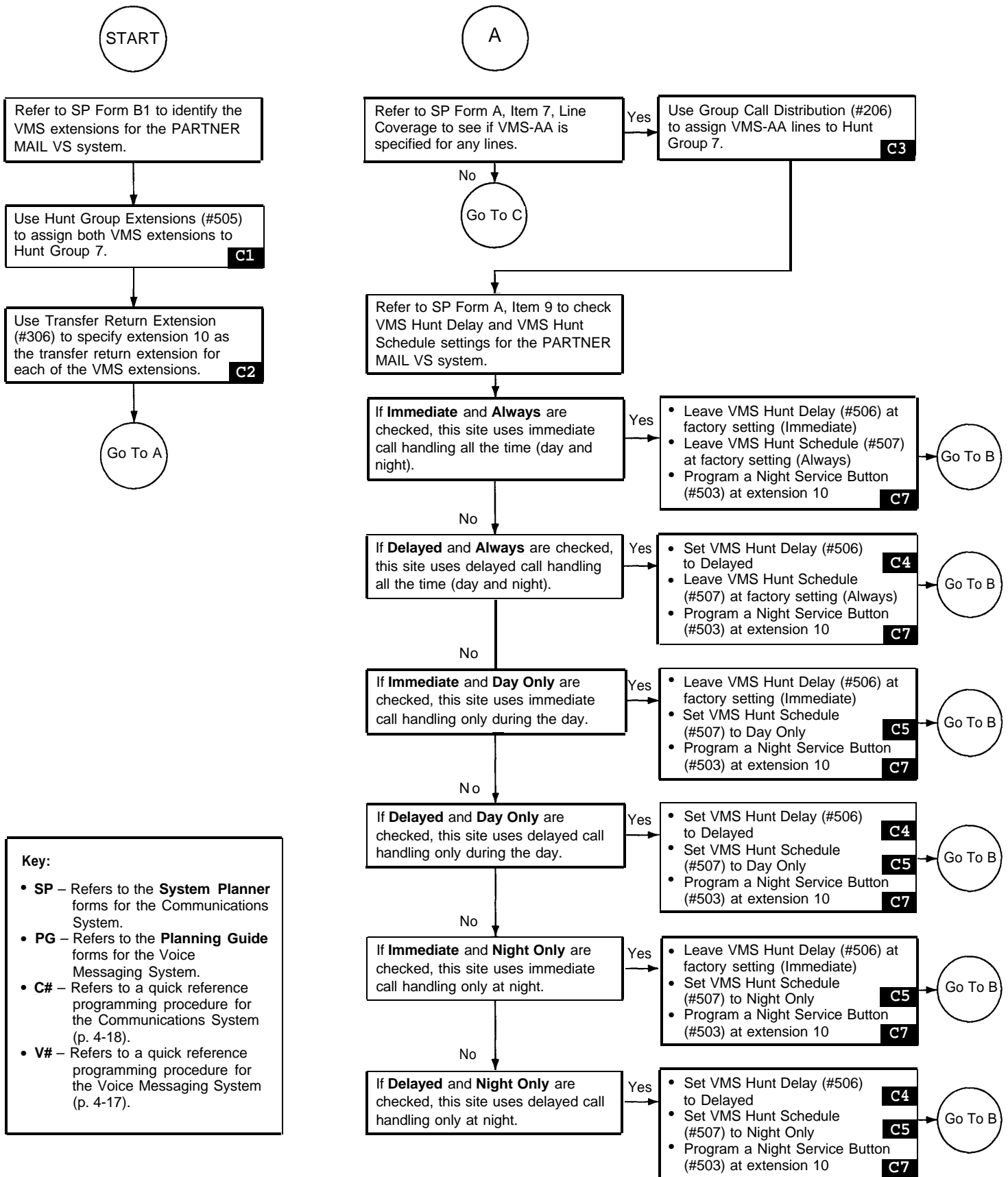
If Do Not Disturb is on at the extension, Call Answer Service should answer the call immediately and you should hear the default personal greeting for that mailbox. (If Do Not Disturb is not on, the call rings three times at the extension before Call Answer Service answers it.)
4. Repeat this procedure for every extension that has voice mail coverage.

CO Line Coverage

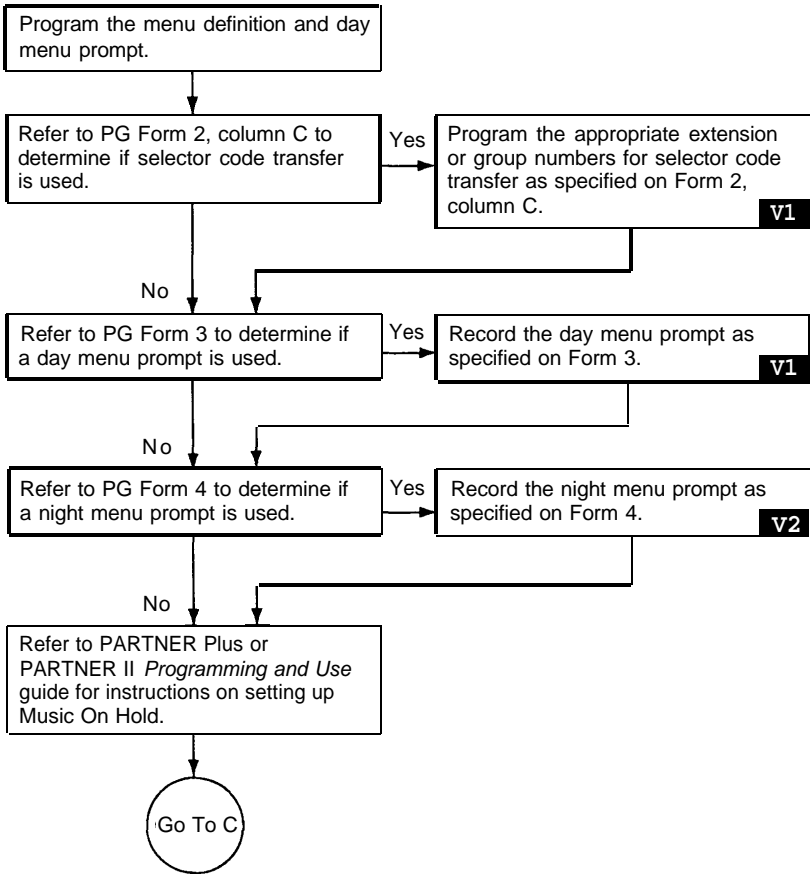
1. Call in on the first line that is programmed for VMS Line Cover.

Call Answer Service should answer the call on the fifth ring and the factory-set greeting should prompt you to leave a message in that mailbox.
2. Repeat this procedure for every line that has VMS Line Cover.

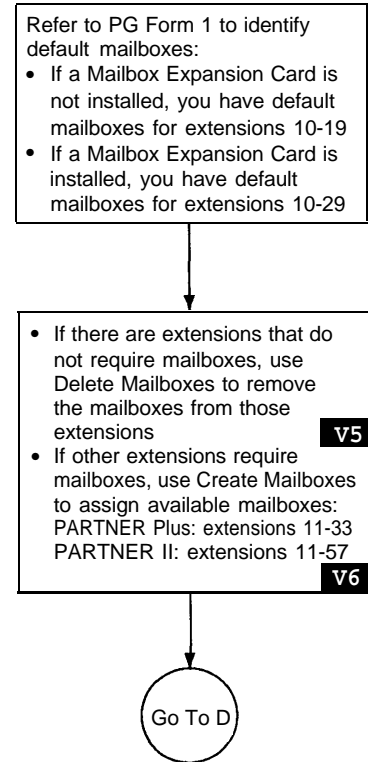
Initial Programming Flowchart



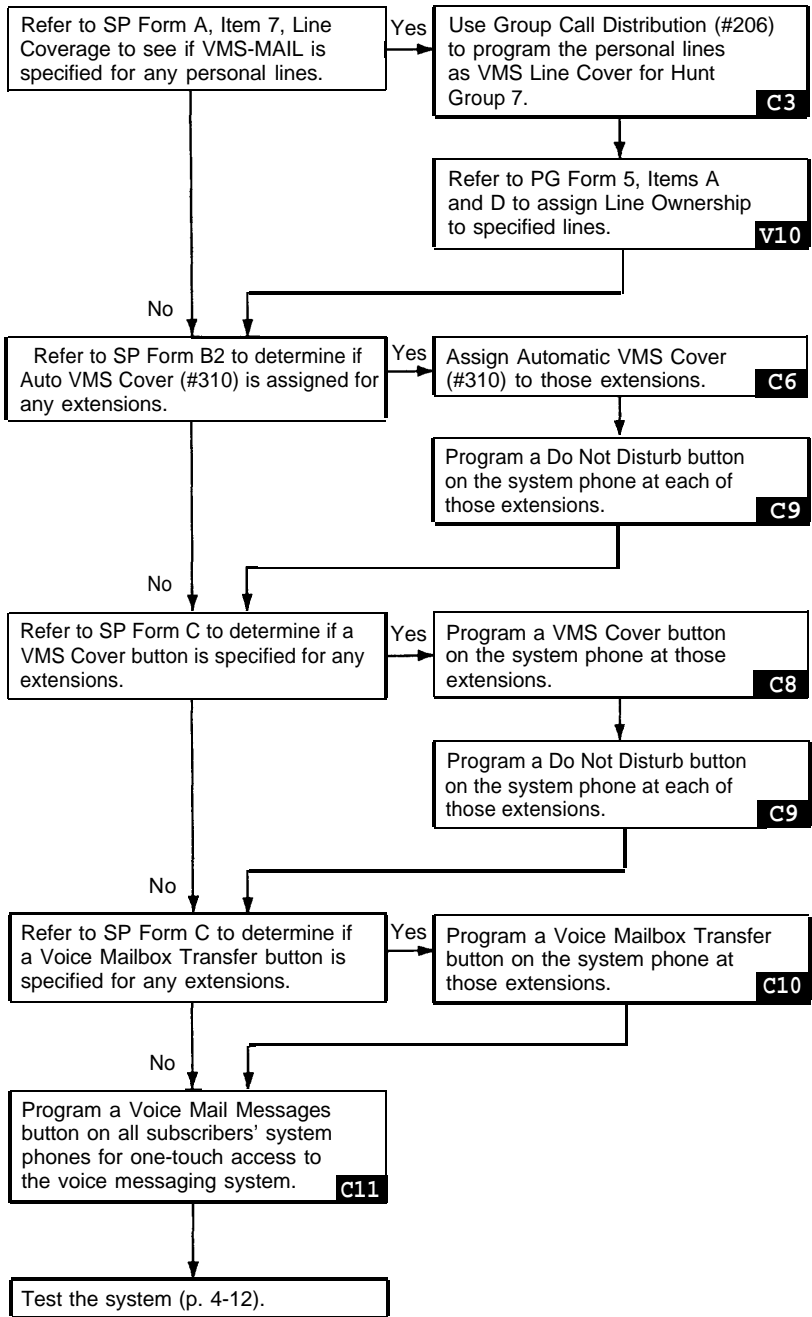
B



C



D



To Program the PARTNER MAIL VS System

TO START PROGRAMMING

PRESS [*Intercom*] [Z] [Z] [Z]
 PRESS [9] [9] and [#]
 ENTER your password (1 2 3 4) and [#]
 PRESS [9] to access the Programming Main Menu

TO REPLAY A MENU

PRESS [*] [H]

TO RETURN TO A PREVIOUS MENU

PRESS [*] [#]

TO RETURN TO THE PROGRAMMING MAIN MENU

PRESS [*] [9]

TO EXIT PROGRAMMING

PRESS [*] [*] [X]

Automated Attendant

REFER to Forms 2, 3, and 4
 PRESS [3] to program Automated Attendant Service

TO MODIFY THE MENU DEFINITION AND DAY MENU PROMPT

PRESS [1] for the day menu
 PRESS [6] to modify
 ENTER a selector code [1] through [9]
 PRESS [9] to modify
 PRESS [1] for selector code transfer
 ENTER an extension, Hunt Group, or Calling Group number and [#]
 To program another selector code for selector code transfer, repeat
 PRESS [*] [#] to approve
 PRESS [1] to record the day menu prompt or [#] to use the existing prompt
 PRESS [1] after recording
 PRESS [*] [#] to approve **V1**

TO MODIFY THE NIGHT MENU PROMPT

PRESS [2] for the night menu
 PRESS [6] to modify
 PRESS [1] to record the night menu prompt
 PRESS [1] after recording
 PRESS [*] [#] to approve **V2**

TO CHANGE SELECTOR CODE TRANSFER TO DIRECT EXTENSION TRANSFER

PRESS [1] for the day menu
 PRESS [6] to modify
 ENTER a selector code [1] through [9]
 PRESS [9] to modify
 PRESS [5] for direct extension transfer
 To program another selector code for direct extension transfer, repeat
 PRESS [*] [#] to approve
 PRESS [1] to record day menu prompt
 PRESS [1] after recording
 PRESS [*] [#] to approve **V3**

Mailboxes

REFER to Form 1
 PRESS [4] to program Mailboxes

TO PLAY A MAILBOX'S STATUS

ENTER a mailbox number and [#] or press [#] for the first mailbox
 PRESS [#] to play the next existing mailbox's status **V4**

TO DELETE A MAILBOX

ENTER a mailbox number and [#]
 PRESS [#] [0] to delete the mailbox
 PRESS [9] to confirm deletion **V5**

TO CREATE A MAILBOX

ENTER the new mailbox number and [#]
 PRESS [4] to create the new mailbox **V6**

TO RE-INITIALIZE A PASSWORD

ENTER a mailbox number and [#]
 PRESS [3] to reset the password to 1 2 3 4 **V7**

TO RE-INITIALIZE A MAILBOX

ENTER the mailbox number and [#]
 PRESS [4] to re-initialize the mailbox
 PRESS [9] to confirm re-initialization **V8**

Line Ownership

REFER to Form 5
 PRESS [6] to program Line Ownership

TO SCAN LINE OWNERSHIP

PRESS [2] to scan
 ENTER CO line number and [#] or press [#] to scan the first CO line number which has an owner
 LISTEN to CO line owner's name and mailbox number
 PRESS [#] to scan the next CO line **V9**

TO ASSIGN LINE OWNERSHIP

PRESS [4] to assign
 ENTER CO line number and [#]
 ENTER mailbox number and [#] **V10**

TO MODIFY LINE OWNERSHIP

PRESS [6] to modify
 ENTER CO line number and [#]
 ENTER new owner's mailbox number and [#] **V11**

TO DELETE LINE OWNERSHIP

PRESS [*] [0] to delete
 ENTER CO line number and [#]
 PRESS [9] to confirm deletion **V12**

TASK	LETTER KEY	NUMERICAL KEY
Delete	[*] [0]	[*] [3]
Help	[*] [H]	[*] [4]
Restart	[*] [9]	[*] [Z]
Transfer	[*] [T]	[*] [8]
Exit	[*] [*] [X]	[*] [*] [9]

To Program the Communications System for PARTNER MAIL VS AT EXTENSION 10 OR 11

Place the Programming Overlay on the dial pad of the system display phone at extension 10 or 11

TO START SYSTEM PROGRAMMING

PRESS [*Feature*] [0] [0]

PRESS [*System Program*]

PRESS [*System Program*]

TO END SYSTEM PROGRAMMING

PRESS [*Feature*] [0] [0]

TO USE A SPECIFIC PROCEDURE

DIAL [#] and three-digit procedure code

Example: [#] [1] [0] [1] for System Date

TO CYCLE THROUGH SYSTEM PROGRAMMING PROCEDURES

PRESS [*Next Procedure*] OR [*Prev. Procedure*]

TO CYCLE THROUGH AVAILABLE SETTINGS

PRESS [*Next Data*] OR [*Prev. Data*]

TO RETURN TO FACTORY SETTING

PRESS [*Remove*]

HUNT GROUP EXTENSIONS

DIAL #505

PRESS [z] for the VMS Hunt Group

DIAL the extension number

DIAL 1 = Assigned to group

2 = Not assigned to group ✓

PRESS [*Next Item*] to program the next extension

C1

GROUP CALL DISTRIBUTION

DIAL #206

PRESS [z] for the VMS Hunt Group

DIAL a line number

DIAL 1 = Assigned ✓

2 = Not Assigned

3 = VMS Line Cover

PRESS [*Next Item*] to program another line

C3

AUTOMATIC VMS COVER

DIAL #310

DIAL an extension number

DIAL 1 = Assigned

2 = Not Assigned ✓

PRESS [*Next Item*] to program another extension

C6

TRANSFER RETURN EXTENSION

DIAL #306

DIAL the extension number

DIAL 10 (the receptionist's extension)

PRESS [*Next Item*] to program the next extension

C2

VMS HUNT DELAY

DIAL #506

DIAL 1 = Immediate ✓

2 = Delayed

C4

VMS HUNT SCHEDULE

DIAL #507

DIAL 1 = Always ✓

2 = Day Only

3 = Night Only

C5

NIGHT SERVICE BUTTON

DIAL #503

DIAL 1 = Assigned

2 = Not Assigned ✓

3 = Select button *then* press a programmable button (to assign Night Service to that button)

If you use option 3 after a Night Service button has been assigned, the Night Service button moves from the old button to the new button you select.

C7

Centralized Telephone Programming Quick Reference

Place the Programming Overlay on the dial pad of the system display phone at extension 10 or 11

TO START CENTRALIZED TELEPHONE PROGRAMMING

PRESS [*Feature*] [0] [0]

PRESS [*System Program*] [*System Program*]

PRESS [*Central Tel Program*]

DIAL the extension number to be programmed

Buttons on which lines are assigned for the extension light up to show the current Line Ringing setting; remaining buttons can be programmed with Auto Dial numbers or features

TO PROGRAM ANOTHER FEATURE AT THE SAME EXTENSION

After you program one feature, continue with the instructions in the box for the next feature

TO CHANGE SETTING FOR ANOTHER EXTENSION

PRESS [*Central Tel Program*]

DIAL the new extension's number

TO ERASE A FEATURE OR AUTO DIAL BUTTON

PRESS the programmed button

PRESS [*Mic*]

TO END CENTRALIZED TELEPHONE PROGRAMMING

PRESS [*Feature*] [0] [0]

VMS COVER

PRESS a programmable button with lights

PRESS [*Feature*] [1] [5]

C8

VOICE MAILBOX TRANSFER

PRESS a programmable button

PRESS [*Feature*] [1] [4]

C10

VOICE MAIL MESSAGES AUTO DIAL BUTTON

PRESS a programmable button

PRESS left [*Intercom*]

DIAL [z] [z] [z]

C11

DO NOT DISTURB

PRESS a programmable button with lights

PRESS [*Feature*] [0] [1]

C9

✓ = Factory Setting

 = Button with Lights Required

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This chapter provides the programming procedures you can use to make changes to the voice messaging system to reflect changes in your company. Most changes you make will occur because of personnel changes. The following list identifies areas of system programming that you are likely to change as you manage the system on an on-going basis:

- **Automated Attendant Service.** Allows you to change the prompt that outside callers hear when the Automated Attendant answers calls and to redefine menu options for transferring outside callers to specific destinations. Also allows you to specify new lines for Automated Attendant Service coverage, if you add new lines to your system.
- **Mailbox Assignments.** Allows you to delete and create mailboxes and to reset mailboxes and subscriber's passwords to factory settings.
- **CO Line Coverage.** Allows you to modify, delete, and assign line ownership and to specify lines for this type of coverage.
- **Telephone Button Programming.** Allows you to program buttons on subscriber's system phones for convenient use of voice messaging system features.

If you are a new System Manager, you should review the following section for general information that you need to know in your new role. You should use the rest of this chapter on an as-needed basis. Also, if you have not done so already, you should read Chapter 1 for a description of the voice messaging system's features and services and Chapter 3 for an overview of voice messaging system and communications system programming.

General Information

This section tells you how to change your password. It also provides information that you should share with all system users and other information that is specifically for the receptionist at extension 10.

Changing Your Password

The factory setting for login 99's (the System Manager's) password is 1234. You should change the default password immediately after installation or any time the password has been reset to prevent unauthorized programming of the system. You can assign up to four digits for a password. As a safeguard against toll fraud, it is recommended that you create a password from random, non-sequential digits.

If you change the password and forget it, you must contact the AT&T Helpline at 1 800 628-2888 or an AT&T Authorized Dealer for instructions on how to reset the password.

To change the password for login 99:

1. Press [*Intercom*] [z] [z] [z] or a programmed button.
2. Press [9] [9] [#].
3. Enter the existing password (for example 1234) and press [#].
4. Press [5] to change the password.
The prompt asks you to enter your new password.
5. Enter up to four digits for the new password and press [#].
The prompt asks you to re-enter your new password.
6. Enter your new password again followed by [#].
The new password is now active.
7. Hang up to quit.

Training Co-Workers

Using the Tutor Service

The Tutor Service is an "on-line help" feature that allows all system users (not just voice messaging system subscribers) to easily access and listen to information on commonly-used communications system features. You should let system users know about this service and recommend that users stick the Tutor Service label (provided with the voice messaging system hardware) into the depression for the handset mouthpiece on the base of their system phone.

To access the Tutor Service menu, users simply call the voice messaging system by dialing [*Intercom*] [z] [z] [z] and enter [*] [4] after they hear the Please enter extension prompt. Voice prompts request the user to enter topic and subtopic numbers. The available topics are:

1 Autodial Features

- 1 Last Number Redial
- 2 Save Number Redial
- 3 Personal Speed Dial
- 4 Intercom Auto Dial
- 5 Outside Auto Dial

2 Internal Calls

- 1 Hands Free Answer on Intercom
- 2 Voice Interrupt On Busy
- 3 Group Page

3 Fixed Features

- 1 Transfer
- 2 Conference

4 About Your Phone

- 1 Buttons and Lights
- 2 Display
- 3 Speakerphone
- 4 Volume
- 5 Ring Patterns

Information about each subtopic is presented in short, easy to understand segments. After a segment plays, you hear one beep or two beeps:

- One beep means that there is more information about the subtopic. You can press [*] [4] to replay the previous segment or [#] to play the next segment.
- Two beeps indicate the end of the information about the subtopic. You can press [*] [4] to replay the previous segment or [#] to return to the Tutor Main Menu.

Receptionist's Responsibilities

After the voice messaging system is installed, the receptionist at extension 10 should be aware of certain interactions between the voice messaging system and the receptionist's extension. Use the following list as a guide when you explain these interactions to the receptionist:

- The receptionist's extension is factory set as extension 10 and cannot be changed. The mailbox for this extension can handle up to 30 minutes of stored messages (or 120 messages).
- When the Automated Attendant Service answers outside calls, the receptionist will receive calls from any caller who presses [0] or stays on the line after hearing the menu prompt. "VMS" shows on the display of the receptionist's phone to identify calls transferred by the voice messaging system.
- The personal greeting recorded at the receptionist's mailbox should be more general than personal, since this mailbox is the destination for business calls when the receptionist is not available.

-
- If the receptionist requests a personal mailbox, you can create a guest mailbox for that purpose. See “Guest Mailboxes” later in this chapter for instructions. Once the guest mailbox is created, the receptionist should tell people who might call to dial the extension number of the guest mailbox to leave personal messages when they call and hear the Automated Attendant Service prompt.

Additionally, the receptionist can record a note on the personal greeting at extension 10 to notify callers of the guest mailbox. For example, the personal greeting for extension 10 can also say “If you would like to leave a personal message for Ms. Smith, dial [*][1][3][3],” 33 in this example represents the two-digit extension number of the guest mailbox. Remind the receptionist to log in to the guest mailbox regularly to check for messages, since the guest mailbox does not have an associated phone with a message waiting light.

- If Automatic VMS Cover is not assigned to extension 10, you should program a VMS Cover button and a Do Not Disturb button on the system phone at extension 10. Then instruct the receptionist to press both the VMS Cover and Do Not Disturb buttons (to turn the features on) whenever the receptionist leaves the desk or leaves for the day. This ensures that any calls routed to extension 10 when the receptionist is away are immediately covered by the voice messaging system. If the receptionist has Automatic VMS Cover, program only the Do Not Disturb button at the extension.
- If selector code 9 on the Automated Attendant Service menu is left at the factory setting (which is highly recommended), callers can be routed directly to the receptionist’s mailbox to leave a message. If this is the case, let the receptionist know that he or she should review the messages each morning and distribute them to the appropriate personnel.

Group Calling Tips

It is important to note that voice mail coverage is not provided for group calls. If your system is set up for group transfer, be sure that the receptionist is aware of the following items:

- If the Automated Attendant Service transfers a call to a Hunt Group or Calling Group, and all members in the group are busy (members are either on the phone or have Do Not Disturb on), the call is transferred to the receptionist’s extension. When callers transfer to a busy group, they hear Music On Hold (if it is available) until the receptionist answers.
- If the Automated Attendant Service transfers a call to a Calling Group and the call is not answered, the call is transferred to the receptionist’s extension after the programmed number of transfer return rings.
- If the Automated Attendant Service transfers a call to a Hunt Group that has only one available member and that member does not answer the call, the call is transferred to the receptionist’s extension after the programmed number of transfer return rings.

NOTES:

Calling Group transfer applies only to PARTNER II systems.

Automated Attendant Service

Automated Attendant service (see Figure 5-1) can provide both day and night operation so callers can hear an appropriate prompt when they call your company. The voice messaging system switches to day or night operation depending on the setting of the Night Service button at extension 10—the receptionist's extension. You customize the day and/or night menu to welcome the caller and offer the caller a list of options for transferring to a system extension or group.

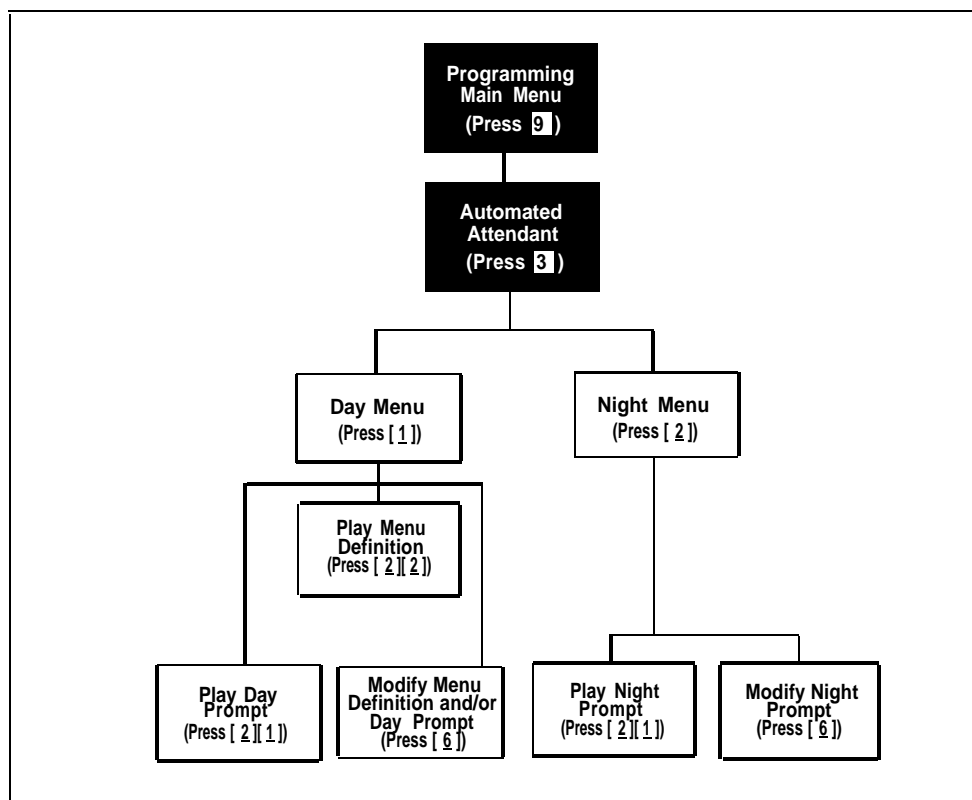


Figure 5-1. Automated Attendant Service Menu

If you need to change current programming for the Automated Attendant Service, you can use the instructions presented in this section. For example:

- If you want to change the transfer options available for outside callers, use “Modifying the Menu Definition and Day Menu Prompt” and “Modifying the Night Menu Prompt” to update the options and the message(s) callers hear.
- If you add a line to the system that requires Automated Attendant Service, use “Group Call Distribution” to include the new line.
- If you want to change the way Automated Attendant Service handles calls, use “VMS Hunt Delay” and/or “VMS Hunt Schedule.”

Menu Definition and Prompt

When the Automated Attendant Service answers a call, the caller hears a *menu prompt* that requests the caller to press one or more buttons on the dialpad to transfer to a specific extension or group of extensions. After the caller presses the button(s), the system transfers the call to the appropriate extension or group, and the caller hears Music On Hold if it is available. *Menu definition* lets you specify the extensions or groups to which outside callers are transferred.

The voice messaging system uses the menu definition for **both** day and night operation. To set up the menu, you define digits 1 through 9, called *selector codes*, for the following types of call transfer:

- **Direct Extension Transfer.** This is the factory setting for selector codes 1 through 8. If you use the factory setting, callers can enter an extension number directly from the menu. For direct extension transfer, the selector code represents a range of extensions. For example, selector code 1 allows outside callers to transfer directly to any extension that begins with a 1—extensions 10–19. For selector code 2, outside callers can transfer directly to any extension that begins with a 2—extensions 20–29, and so on.

Selector code 9 is different from selector codes 1 through 8. If you leave selector code 9 at the factory setting, outside callers are transferred directly to the receptionist's mailbox where they can leave a message. This is especially useful for night operation. If you use it, callers are routed directly to the receptionist's mailbox—the system does not ring the extension first.

- **Selector Code Transfer.** You can assign any of the selector codes to one specific extension or group. Then when a caller presses the single digit selector code, the system transfers the call to the specific extension, Hunt Group, or Calling Group that you assigned to that digit. (Only the PARTNER II system can transfer calls to a Calling Group.)

NOTE:

Voice mail coverage is not provided for group calls. See "Group Calling Tips," earlier in this chapter, for more information.

Depending on your business, you can define the menu so that some options accommodate callers during normal business hours and other options accommodate after-hours callers. For example: The ANY Travel Agency wants to give outside callers the ability to transfer directly to any employee in their system by dialing the employee's two-digit extension number. The company has employees assigned at extensions 10 through 25. Therefore, the company leaves selector codes 1 and 2 at the factory setting (direct extension transfer). This leaves selector codes 3 through 9 available for selector code transfer. In this case, ANY Travel Agency assigns selector code 3 to extension 21 and selector codes 4 and 5 to Hunt Groups 1 and 2, respectively.

A sample day menu prompt for the ANY Travel Agency follows:

Thank you for calling the ANY Travel Agency.
If you know the extension of the person you are calling, enter the extension number now.
To speak with a cruise specialist, press 3.
For corporate travel, press 4.
For personal travel, press 5.
For assistance, press [0] or, if you have a rotary phone, stay on the line.

A sample night menu prompt for the ANY Travel Agency follows:

You have reached the ANY Travel Agency. Our business hours are 9 to 5, Monday through Friday. To leave a message, press 9 and we will return your call as soon as possible.

Other Options

Automated Attendant Service provides the following built-in options—no programming required—for use in your menu prompt:

- A third type of transfer option, which is always available to outside *and* inside callers, may be useful in certain situations. With this type of transfer, when callers press [*] [I], the system prompts them to enter an extension number. Using the example above, if you assigned selector code transfer to selector codes 1 and 2 (rather than starting the assignment from 3), you could request callers to press [*] [I], to allow them to transfer to extensions 10 to 25.
- As shown in the sample day menu prompt, you can also instruct a caller to stay on the line for assistance. If so, the voice messaging system *automatically* transfers the call to the receptionist's extension. This option is especially important for callers who have rotary phones.
- As shown in the sample day menu prompt, callers can press [0] at any time to automatically transfer to the receptionist's extension for assistance.

Playing the Menu Definition

This procedure lets you listen to the current menu definition. The menu definition is accessed through the day menu.

To play the current menu definition:

1. Access the Programming Main Menu:
 - a. Press [*Intercom*] [z] [z] [z] or a programmed button.
 - b. Press [0] [0] [#].
 - c. Enter your password and press [#].
 - d. Press [0].

The system plays the system programming options.

-
2. Press [3] for Automated Attendant. The system plays:
To program the day menu, press 1. For the night menu, press 2.
 3. Press [1] for the day menu. The system plays:
To play the menu, press 2; to modify the menu, press 6. If finished, press star pound.
 4. Press [2]. The system plays:
To play the menu prompt, press 1. To play the menu definition, press 2. If finished, press star pound.
 5. Press [2] to play the menu definition.
The system plays the current menu definition.
 6. Press [*][R] to return to the Programming Main Menu or hang up to quit.

Playing the Day or Night Menu Prompt

To listen to the current day or night menu prompt:

1. Access the Programming Main Menu:
 - a. Press [*Intercom*][Z][Z][Z] or a programmed button.
 - b. Press [2][2][#].
 - c. Enter your password and press [#].
 - d. Press [2].
The system plays the system programming options.
2. Press [3] for Automated Attendant. The system plays:
To program the day menu, press 1. For the night menu, press 2.
3. Either:
 - Press [1] for the day menu.
 - Press [2] for the night menu.The system plays:
To play the menu, press 2; to modify the menu, press 6. If finished, press star pound.
4. Press [2]. The system plays:
To play the menu prompt, press 1. To play the menu definition, press 2. If finished, press star pound.
5. Press [1] to play the menu prompt.
The system plays the day or night menu prompt depending on your choice in Step 3.
6. Press [*][R] to return to the Programming Main Menu or hang up to quit.

Modifying the Menu Definition and Day Menu Prompt

Update Form 2 and Form 3 of the *Planning Guide* for the voice messaging system to show modifications to the menu definition and/or day menu prompt; then use the updated forms while performing the following procedure.

To change the menu definition and/or the day menu prompt:

1. Access the Programming Main Menu:
 - a. Press [*Intercom*] [Z] [Z] [Z] or a programmed button.
 - b. Press [9] [9] [#].
 - c. Enter your password and press [#].
 - d. Press [9].
The system plays the system programming options.
2. Press [3] for Automated Attendant. The system plays:
To program the day menu, press 1. For the night menu, press 2.
3. Press [1]. The system plays:
To play the menu, press 2; to modify the menu, press 6.
If finished, press star pound.
4. Press [6]. The system plays:
Please enter a selector code from 1 to 9. When finished modifying the menu definition, press star pound.
5. If you want to modify only the day menu prompt, press [*] [#] and go to Step 12. Otherwise, continue with Step 6.
6. Enter a selector code from 1 through 9.
The system plays the current selector code action and then asks:
Do you want to make a modification? Press 9 to confirm or 6 to cancel.
7. Press [9] to confirm that you want to modify this selector code.
8. At this point:
 - If you want to return the selector code to the factory setting (direct extension transfer 1–8 and transfer to receptionist’s mailbox 9), press [6].
 - If you want to assign a different extension or group to the selector code, press [1] then enter the extension, Hunt Group, or Calling Group (PARTNER II system only) number where you want the Automated Attendant Service to transfer callers, followed by [#].
9. Repeat Steps 6 through 8 for each selector code you want to modify.

-
10. Press [*][#] to approve the menu definition. The system plays:
To record a new prompt for this menu, press 1. To use the existing prompt and save any menu definition changes, press pound.
 11. If you do not want to record a new day menu prompt, press [#] and go to Step 16; otherwise, continue with Step 12.
 12. To record a new day menu prompt, lift the handset, press [1], and record the prompt after the beep.
 13. Press [1] when you are finished recording.
 14. Choose an option or skip this step:
 - Press [2][1] to immediately re-record the day menu prompt.
 - Press [2][2] to play back the day menu prompt.
 - Press [*][D] to delete the day menu prompt. The system plays:
To record a new prompt for this menu, press 1. To use the existing prompt and save any menu definition changes, press pound.
Return to Step 11.
 15. Press [*][#] to approve the day menu prompt. The system plays:
Approved. Menu Definition saved.
 16. Press [*][B] to return to the Programming Main Menu or hang up to quit.

Modifying the Night Menu Prompt

Update Form 4 of the *Planning Guide* for the voice messaging system to show modifications to the night menu prompt; then use the updated form while performing the following procedure.

To change the night menu prompt:

1. Access the Programming Main Menu:
 - a. Press [*Intercom*][Z][Z][Z] or a programmed button.
 - b. Press [2][2][#].
 - c. Enter your password and press [#].
 - d. Press [2].
The system plays the system programming options.
2. Press [2] for Automated Attendant. The system plays:
To program the day menu, press 1. For the night menu, press 2.
3. Press [2]. The system plays:
To play the menu, press 2; to modify the menu, press 6.
If finished, press star pound.

-
4. Press [6]. The system plays:
To record a new prompt for this menu, press 1. To use the existing prompt, press pound.
 5. Lift the handset, press [1], and record the night menu prompt.
 6. Press [1] when you are finished recording.
 7. Choose an option or skip this step:
 - Press [2][1] to immediately re-record the night menu prompt.
 - Press [2][3] to play back the night menu prompt.
 - Press [*][0] to delete the night menu prompt. The system plays:
To record a new prompt for this menu, press 1. To use the existing prompt, press pound.
Return to Step 5.
 8. Press [*][#] to approve the night menu prompt. The system plays:
Approved.
 9. Press [*][R] to return to the Programming Main Menu or hang up to quit.

Group Call Distribution

Use this communications system procedure to specify a new outside line on which you want Automated Attendant Service.

Update Form A, Item 7, Line Coverage of the *System Planner* for the communications system to show modifications to VMS-AA lines before you begin.

To assign "VMS-AA" lines to Hunt Group 7:

1. Press [*Feature*][0][0][*System Program*][*System Program*][#][2][0][6].
2. At the **Group:** prompt, press [7].
3. At the **Line:** prompt, enter the first "VMS-AA" line to be programmed as specified in the Line Coverage column of Item 7 on Form A.
4. Press [*Next Data*] until the display reads 1 Assigned. (Be careful not to choose 3 VMS Line Cover because you will assign ownership rather than Automated Attendant Service coverage to the line.)
5. To program another line, press [*Next Item*] or [*Prev Item*] until the appropriate line number displays. Then press [*Next Item*] until 1 Assigned is displayed.
6. Press [*Feature*][0][0] to exit programming.

VMS Hunt Delay

Use this communications system procedure to specify either immediate or delayed call handling.

Update Form A, Item 9 of the *System Planner* for the communications system to show modifications to the VMS Hunt Delay setting before you begin.

To change the VMS Hunt Delay setting:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [#] [5] [0] [6].
2. Press [*Next Data*] until the appropriate value displays.
3. Press [*Feature*] [0] [0] to exit programming.

NOTE:

If you set VMS Hunt Delay to Immediate, you can set the communication system's Automatic Extension Privacy (#304) feature to Assigned for the extensions associated with the voice messaging system. This prevents users from accidentally picking up calls sent to the voice messaging system.

VMS Hunt Schedule

Use this communications system procedure to specify when the communications system is to route calls to the voice messaging system.

Update Form A, Item 9 of the *System Planner* for the communications system to show modifications to the VMS Hunt Schedule setting before you begin.

To change the VMS Hunt Schedule setting:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [#] [5] [0] [7].
2. Press [*Next Data*] until the appropriate value displays.
3. Press [*Feature*] [0] [0] to exit programming.

Modifying Mailboxes

The voice messaging system is shipped with mailboxes already created for extensions 10 through 19. If a Mailbox Expansion Card is installed, you have mailboxes already created for extensions 10 through 29. The characteristics of mailboxes are as follows:

- **Receptionist's Extension.** Extension 10 has a maximum storage capacity of 30 minutes (or 120 messages).
- **All Other Extensions.** Extensions 11–19 (or 11–29) each have a maximum storage capacity of 10 minutes (or 40 messages).

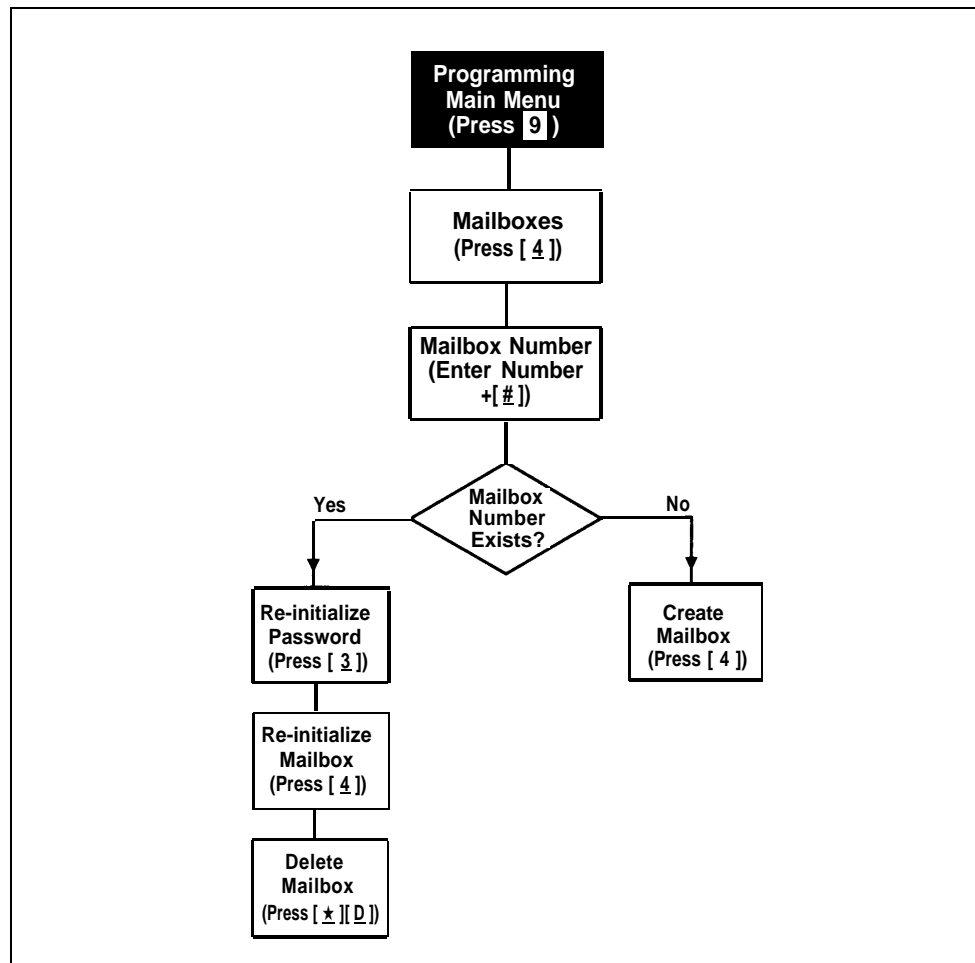


Figure 5-2. Modifying Mailboxes

If you need to change current mailbox programming, you can use the instructions presented in this section. For example:

- If an employee leaves the company, you can set up the previously assigned mailbox number for a new employee. To do so, use “Re-initializing a Mailbox,” which returns the mailbox to its factory settings.

- If you want to reassign a mailbox (move a mailbox from the current extension to a different one), first use “Deleting a Mailbox” then use “Creating a Mailbox.” Keep in mind that you should always delete mailboxes from extensions to which you connect auxiliary equipment (such as doorphones and fax machines) to keep the maximum number of mailboxes available for subscribers.
- If a subscriber forgets his or her password, use “Re-initializing a Password” to return the password to the factory setting (1234).

Before you change mailbox assignments, you should review the next two sections “Hardware Considerations” and “Guest Mailboxes” for details about mailbox numbers.

Hardware Considerations

After you delete a mailbox, you can reassign that mailbox to another subscriber’s extension using the “Creating a Mailbox” procedure. Remember that mailbox numbers and extension numbers are the same. You can also assign available mailboxes to extensions that do not have phones connected to them so that guests—employees who work off-premises most of the time, such as salespeople—can access messages while on the road. See “Guest Mailboxes” on the next page for details.

After initial installation, you have default mailboxes for extensions 10–19 or 10–29. When you reassign mailboxes, you can use any mailbox in your system’s *dial plan*. The dial plan is the maximum number of extensions supported by your system. This means on a PARTNER Plus system, you can create mailboxes for extensions 11 through 33; on a PARTNER II system, you can create mailboxes for extensions 11 through 57. (Note that the mailbox at extension 10 cannot be deleted.) Figure 5-3 shows the dial plan for both systems.

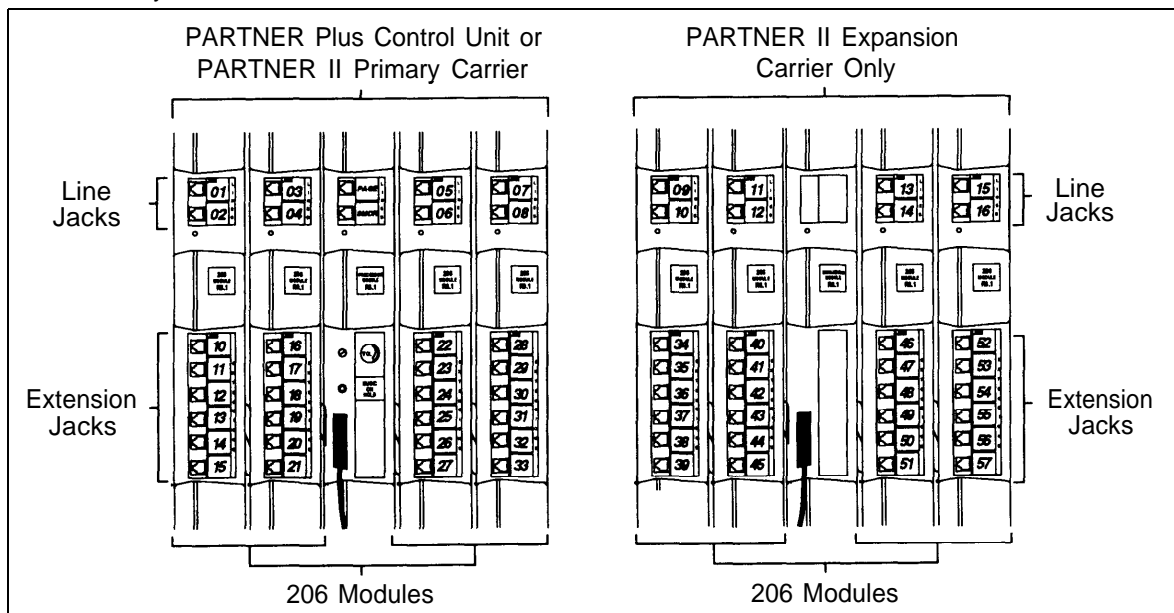


Figure 5-3. Dial Plan

Keep in mind that the modules you have installed in your control unit may differ from this figure, and will determine the number of extension jacks to which you can connect phones.

Guest Mailboxes

You can assign available mailboxes to extensions in the dial plan that *do not have phones connected to them*. Guest mailboxes are useful for employees who work off-premises most of the time. Guest mailboxes provide all the benefits of a regular mailbox except the subscriber does not receive visual indication of a message deposited in the mailbox since there is no phone (and therefore no message waiting light) associated with the mailbox. Guests can call the voice messaging system from any touch-tone phone to retrieve their messages.

Review the following notes before you program guest mailboxes:

- If you have empty slots in the control unit, you can assign guest mailboxes to those extensions in the dial plan that correspond to the empty slot(s). When you assign guest mailboxes, it is recommended that you start assignments from the high end of the dial plan. (On PARTNER Plus systems, work backwards from extension 33; on PARTNER II systems, work backwards from extension 57.)

After you create a guest mailbox, use “Automatic VMS Cover,” later in this section, to assign automatic coverage to the guest mailbox. Calls to these extensions are routed immediately to the mailbox—the call does not ring the extension first.

- If you do not have empty slots in the control unit, you can assign guest mailboxes to the unused extension numbers associated with the voice messaging system module. Calls to these extensions are routed to the subscriber’s mailbox after four rings.

The voice messaging system module uses the bottom two extension numbers associated with the slot in which the module is installed (see Figure 2-2 in Chapter 2). For example, if the module is installed in Slot 3, it uses extensions 26 and 27. In this case, you can use extensions 22 through 25 for guest mailboxes.

Checking a Mailbox's Status

Use this procedure to determine if a mailbox exists:

1. Access the Programming Main Menu:
 - a. Press [*Intercom*] [Z] [Z] [Z] or a programmed button.
 - b. Press [2] [2] [#].
 - c. Enter your password and press [#].
 - d. Press [2].
The system plays the system programming options.
2. Press [4] to program mailboxes. The system tells you how many mailboxes currently exist and how many are allowed, then:

Please enter the mailbox number followed by the pound sign or press pound for the next mailbox.
3. Enter the number of the mailbox whose status you want to check followed by [#] or simply press [#].

The system responds as follows:

 - If you entered a mailbox number followed by [#], the system tells you whether or not the mailbox exists.
 - If you entered [#], the system tells you the number of the first existing mailbox.
4. Press [#] repeatedly to hear the next existing mailbox number.
5. Press [*] [R] to return to the Programming Main Menu or hang up to quit.

Deleting a Mailbox

Update Form 1 of the *Planning Guide* for the voice messaging system to show mailboxes to be deleted; then use the updated form while performing the following procedure.

Review the following notes before you delete a mailbox:

- The receptionist's mailbox (at extension 10) cannot be deleted.
- Any messages in the mailbox are lost when a mailbox is deleted. The message light is turned off. The personal greeting is lost.
- If you delete a mailbox from an extension that has Automatic VMS Cover assigned, you should unassign Automatic VMS Cover from the extension and remove the VMS Cover button, if programmed. Doing so prevents unanswered intercom and transferred calls to this extension from being transferred to the receptionist's extension.
- If you delete a mailbox that was assigned a line owner, either delete line ownership from that line or assign a different mailbox as the owner of that line.

IMPORTANT:

As a safeguard against toll fraud, you should delete unused mailboxes.

To delete a mailbox:

1. Access the Programming Main Menu:
 - a. Press [*intercom*] [Z] [Z] [Z] or a programmed button.
 - b. Press [9] [9] [#].
 - c. Enter your password and press [#].
 - d. Press [9].
The system plays the system programming options.
2. Press [4] to program mailboxes. The system tells you how many mailboxes exist and how many are allowed, then:

Please enter the mailbox number followed by the pound sign or press pound for the next mailbox.
3. Enter the number of the mailbox you want to delete followed by [#].
The system says whether or not the mailbox exists, then:

To re-initialize the password, press 3. To re-initialize the mailbox, press [4]. To delete the mailbox, press star D.
4. Press [*] [D]. The system plays:

Mailbox XX has YY messages. Do you want to delete?
Press 9 to confirm or 6 to cancel.
5. Press [9] to confirm mailbox deletion. The system plays:

Deleted.
6. Press [*] [R] to return to the Programming Main Menu or hang up to quit.

Creating a Mailbox

Update Form 1 of the *Planning Guide* for the voice messaging system to show mailboxes to be created; then use the updated form while performing the following procedure.

The system is shipped with mailboxes for extensions 10 through 19 (or 10 through 29 if a Mailbox Expansion Card is installed). If you already have 10 (or 20) mailboxes, you must first delete an unused mailbox before you can create a new one.

Review the following notes before you create a mailbox:

- Mailboxes can be created for extensions 11 through 33 for the PARTNER Plus system, 11 through 57 for the PARTNER II system. See “Hardware Considerations” earlier in this chapter for details.
- You can create a guest mailbox for an extension that does not have a phone connected to it. See “Guest Mailboxes” earlier in this chapter for details.

To create a mailbox:

1. Access the Programming Main Menu:
 - a. Press [*Intercom*] [z] [z] [z] or a programmed button.
 - b. Press [9] [9] [#].
 - c. Enter your password and press [#].
 - d. Press [9].
The system plays the system programming options.
2. Press [4] to program mailboxes. The system tells you how many mailboxes exist and how many are allowed, then:

Please enter the mailbox number followed by the pound sign or press pound for the next mailbox.
3. Enter the number of the mailbox you want to create followed by [#]. The system plays:

Mailbox XX does not exist. To create this mailbox, press 4. If finished with this mailbox, press star pound or press pound for the next mailbox.
4. Press [4]. The system plays:

Created.
5. Press [*] [R] to return to the Programming Main Menu or hang up to quit.

Re-initializing a Password

If subscribers forget the password for their voice mailbox, you can re-initialize the password to the factory setting of 1234 so they can retrieve their messages. Remind the subscriber to change the password immediately after they log in for the first time.

To re-initialize a password to 1234:

1. Access the Programming Main Menu:
 - a. Press [*Intercom*] [Z] [Z] [Z] or a programmed button.
 - b. Press [9] [9] [#].
 - c. Enter your password and press [#].
 - d. Press [9].
The system plays the system programming options.
2. Press [4] to program mailboxes. The system tells you how many mailboxes exist and how many are allowed, then:

Please enter the mailbox number followed by the pound sign or press pound for the next mailbox.
3. Enter the number of the mailbox whose password you want to re-initialize followed by [#]. The system plays:

Mailbox XX exists. To re-initialize the password, press 3. To re-initialize the mailbox, press 4. To delete the mailbox, press star D.
4. Press [3]. The system plays:

The password has been re-initialized.
5. Press [*] [R] to return to the Programming Main Menu or hang up to quit.

Re-initializing a Mailbox

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

To re-initialize a mailbox:

1. Access the Programming Main Menu:
 - a. Press [*Intercom*] [Z] [Z] [Z] or a programmed button.
 - b. Press [9] [9] [#].
 - c. Enter your password and press [#].
 - d. Press [9].
The system plays the system programming options.

-
2. Press [4] to program mailboxes. The system tells you how many mailboxes exist and how many are allowed, then:

Please enter the mailbox number followed by the pound sign or press pound for the next mailbox.
 3. Enter the number of the mailbox you want to re-initialize followed by [#].
The system plays:

Mailbox XX exists. To re-initialize the password, press 3. To re-initialize the mailbox, press 4. To delete, press star D.
 4. Press [4]. The system plays:

Mailbox XX has YY messages. Do you want to re-initialize this mailbox? Press 9 to confirm or 6 to cancel.
 5. Press [9]. The system plays:

Re-initialized.
 6. Press [*][R] to return to the Programming Main Menu or hang up to quit.

Automatic VMS Cover

Use this communications system procedure to assign automatic voice mail coverage to the appropriate extensions.

Update Form B2 of the *System Planner* for the communications system before you begin.

To assign Automatic VMS Cover to extensions:

1. Press [#][2][1][9].
2. Enter the number of the extension to be covered by the voice messaging system.
3. To assign Automatic VMS Cover, press [*Next Data*] until 1 Assigned shows on the display.
4. To program another extension, press [*Next Item*] or [*Prev Item*] until the extension number shows on the display. Then repeat Step 3.
5. Press [*Feature*][9][9] to exit programming mode.

CO Line Coverage

CO Line Coverage requires programming the voice messaging system's Line Ownership feature and the communication system's Group Call Distribution feature. CO Line Coverage lets callers who call in on a covered line leave messages in the mailbox of a specific subscriber (known as the *owner* of the covered line). When a call rings on a covered line, the voice messaging system routes the caller directly to the line owner's mailbox if the call is not answered within five rings. The caller hears the personal greeting for the line owner's mailbox. Lines that are assigned ownership typically are used for personal lines or outside access to the voice messaging system if Automated Attendant Service is not used.

IMPORTANT:

Lines in your system are either assigned ownership or Automated Attendant Service coverage—a single line *cannot* be specified for both types of coverage.

This section provides instructions on how to:

- Use Line Ownership to scan, assign, modify, and delete current assignments for CO Line Coverage
- Use Group Call Distribution to specify new lines for CO Line Coverage

NOTE:

If you specify CO Line Coverage for any system lines, you must assign an owner to the covered lines to prevent the system from transferring callers who call in on those lines to the receptionist's extension.

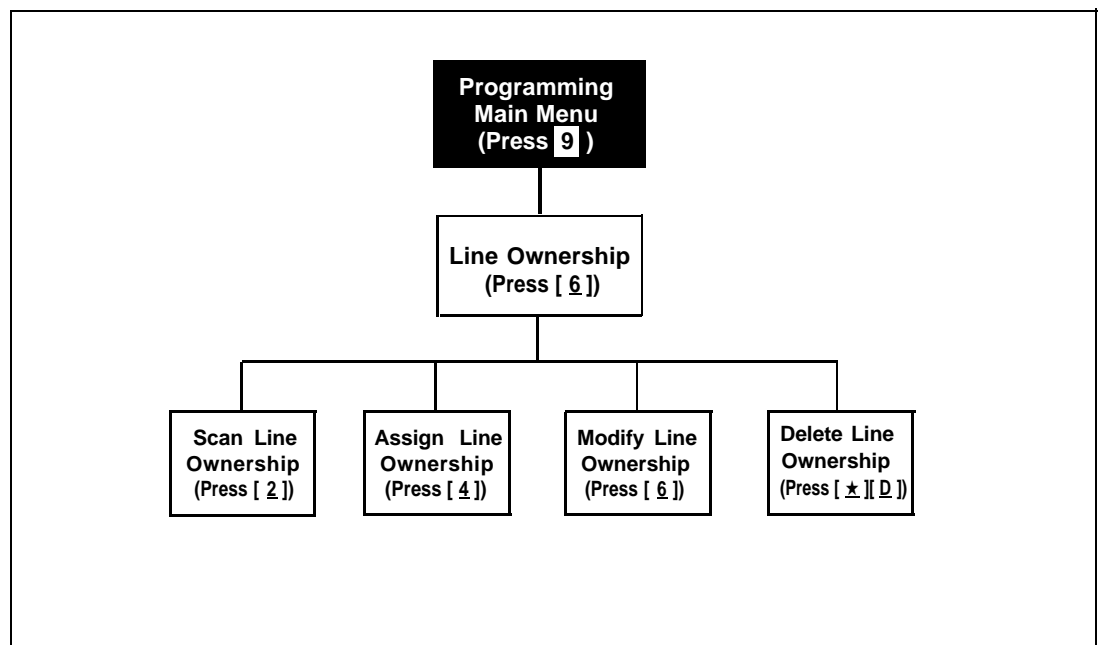


Figure 5-4. Line Ownership

Scanning Line Ownership

To review the current owners of outside lines:

1. Access the Programming Main Menu:
 - a. Press [*Intercom*] [Z] [Z] [Z] or a programmed button.
 - b. Press [2] [2] [#].
 - c. Enter your password and press [#].
 - d. Press [2]
The system plays the system programming options.
2. Press [6] for line ownership. The system plays:

To scan line ownership, press 2; to assign line ownership, press 4; to modify line ownership, press 6.
To delete line ownership, press star D.
3. Press [2]. The system plays:

Please enter the CO line number followed by the pound sign, or press pound for the next line owner.
4. Enter a specific outside line number followed by [#] or press [#] for the first outside line number that has been assigned an owner.

The system responds as follows:

 - If you entered a line number followed by [#], the system tells you whether or not an owner is assigned.
 - If you entered [#], the system tells you the mailbox number of the owner of the first outside line that has an owner.
5. Press [#] to hear the mailbox number for the next outside line that has an owner.
6. Press [*] [1] to return to the Programming Main Menu or hang up to quit.

Assigning Line Ownership

Update Form 5 of the *Planning Guide* for the voice messaging system to show the line number that requires coverage and the line owner's extension number; then use the updated form while performing the following procedure. Make sure you also use "Group Call Distribution (#206)" later in this section to assign coverage to lines.

To associate an outside line with a specific subscriber's mailbox:

1. Access the Programming Main Menu:
 - a. Press [*Intercom*] [Z] [Z] [Z] or a programmed button.
 - b. Press [9] [9] [#].
 - c. Enter your password and press [#].
 - d. Press [9].
The system plays the system programming options.
2. Press [6] for line ownership. The system plays:
To scan line ownership, press 2; to assign line ownership, press 4; to modify line ownership, press 6.
To delete line ownership, press star D.
3. Press [4]. The system plays:
Please enter the CO line number followed by the pound sign. If finished, press star pound.
4. Enter the number of the outside line that you want to associate with a specific subscriber's mailbox followed by [#].
If the line already has an owner, the system announces the mailbox number of that owner. Otherwise, the system plays:
CO line X has no owner. Enter the mailbox number of the new line owner followed by the pound sign. If finished, press star pound.
5. Enter the mailbox number followed by [#]. The system plays:
CO Line X owner is mailbox YY.
If the mailbox does not exist, you are told so. See "Creating a Mailbox" earlier in this chapter for instructions on creating mailboxes.
6. Repeat Steps 4 and 5 until you assign line ownership for all of the appropriate lines.
7. Press [*] [R] to return to the Programming Main Menu or hang up to quit.

Modifying Line Ownership

Update Form 5 of the *Planning Guide* for the voice messaging system to show modifications to line ownership; then use the updated form while performing the following procedure.

To change line ownership:

1. Access the Programming Main Menu:
 - a. Press [*Intercom*] [Z] [Z] [Z] or a programmed button.
 - b. Press [9] [9] [#].
 - c. Enter your password and press [#].
 - d. Press [9].
The system plays the system programming options.
2. Press [6] for line ownership. The system plays:

To scan line ownership, press 2; to assign line ownership, press 4; to modify line ownership, press 6.
To delete line ownership, press star D.
3. Press [6]. The system plays:

Please enter the CO line number followed by the pound sign. If finished, press star pound.
4. Enter the number of the outside line whose ownership you want to modify followed by [#].
If the line does not have an owner, the system tells you so. Otherwise, the system plays:

CO line X owner is mailbox YY. Enter the mailbox number of the new line owner followed by the pound sign. If finished, press star pound.
5. Enter the new mailbox number followed by [#]. The system plays:

CO Line X owner is mailbox YY.

If the mailbox does not exist, you are told so. See "Creating a Mailbox" earlier in this chapter for instructions on creating mailboxes.
6. Repeat Steps 4 and 5 to modify line ownership for any other lines.
7. Press [*] [6] to return to the Programming Main Menu or hang up to quit.

Deleting Line Ownership

Update Form 5 of the *Planning Guide* for the voice messaging system to show the ownership assignments you want to delete; then use the updated form while performing the following procedure.

NOTE:

If you remove line ownership, either remove CO Line Coverage from the line using Group Call Distribution (#206) or assign a new mailbox number as the owner of the line to prevent the system from transferring callers who call in on the covered line to the receptionist's extension.

To delete an existing line owner assignment:

1. Access the Programming Main Menu:
 - a. Press [*Intercom*] [z [z] [z] or a programmed button.
 - b. Press [9] [9] [#].
 - c. Enter your password and press [#].
 - d. Press [9].
The system plays the system programming options.
2. Press [6] for line ownership. The system plays:
To scan line ownership, press 2; to assign line ownership, press 4; to modify line ownership, press 6.
To delete line ownership, press star D.
3. Press [*] [D]. The system plays:
Please enter the CO line number followed by the pound sign. If finished, press star pound.
4. Enter the number of the outside line whose ownership you want to delete followed by [#].
The system responds as follows:
 - If the line has an owner, the system tells you the mailbox number of the owner and asks you to confirm the deletion. Go to Step 5.
 - If the line has no owner, the system tells you so and asks you to enter another CO line number. Return to Step 4 to enter another line number or go to Step 7.
5. Press [9] to confirm that you want to delete the ownership assignment. The system plays:
Deleted.
6. Repeat Steps 4 and 5 to delete other line ownership assignments.
7. Press [*] [R] to return to the Programming Main Menu or hang up to quit.

Group Call Distribution

Use this procedure to modify the assignment of outside lines for CO Line Coverage.

Update Form A, Item 7, Line Coverage of the *System Planner* for the communications system to show modifications to VMS-MAIL lines before you begin.

To assign "VMS-MAIL" lines to Hunt Group 7:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [#] [2] [0] [0].
2. At the *Group:* prompt, press [7].
3. At the *Line:* prompt, enter the first "VMS-MAIL" line to be programmed as specified in the Line Coverage column of Item 7 on Form A.
4. Press [*Next Data*] until the display reads 3 VMS Line Cover or 2 Not Assigned. (Be careful not to choose 1 Assigned because you will assign Automated Attendant Service coverage rather than ownership to the line.)
5. To program another line, press [*Next Item*] or [*Prev Item*] until the appropriate line number displays. Then press [*Next Data*] until 3 VMS Line Cover or 2 Not Assigned is displayed.
6. Press [*Feature*] [0] [0] to exit programming.

Telephone Button Programming

Update Form C "Button Programming" if you change button programming for a subscriber's extension.

It is recommended that the following features be programmed on buttons on each subscriber's system phone:

- VMS Cover allows the subscriber to manually turn on and off voice mail coverage.
- Do Not Disturb allows the subscriber to send callers to his or her mailbox immediately without first ringing the subscriber's extension.
- Voice Mailbox Transfer allows the subscriber to transfer callers directly to other subscribers' voice mailboxes.
- VM Messages allows the subscriber to quick-dial the voice messaging system for message retrieval.

The procedures in this section use Centralized Telephone Programming.

VMS Cover

To give a subscriber the ability to turn voice mail coverage on and off, you can program a VMS Cover button on the subscriber's system phone.

To program a VMS Cover button:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [*Central Tel Program*].
2. Enter the number of the extension to be programmed.
3. Press a programmable button with lights.
4. Press [*Feature*] [1] [5].
5. Program another button for this extension or press [*Feature*] [0] [0] to exit programming mode.
6. Label the button at the user's extension.

Do Not Disturb

Used in conjunction with either automatic or manual extension coverage, this button lets subscribers send callers immediately to their voice mailbox.

To program a Do Not Disturb button:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [*Central Tel Program*].
2. Enter the number of the extension to be programmed.
3. Press a programmable button with lights.
4. Press [*Feature*] [0] [1].
5. Program another button for this extension or press [*Feature*] [0] [0] to exit programming mode.
6. Label the button at the user's extension.

Voice Mailbox Transfer

A Voice Mailbox Transfer button lets *any system user* transfer calls directly to another subscriber'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 directly to the subscriber's mailbox by pressing this button and entering the subscriber's extension number (or pressing an Auto Dial button). The voice messaging system answers the call, the caller hears the subscriber's personal greeting (if recorded), and the caller can then leave a message for the subscriber.

To program a Voice Mailbox Transfer button:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [*Central Tel Program*].
2. Enter the number to the extension to be programmed.
3. Press a programmable button.
4. Press [*Feature*] [1] [4].
5. Program another button for this extension or press [*Feature*] [0] [0] to exit programming mode.
6. Label the button at the user's extension.

Voice Mail Messages

This intercom Auto Dial button allows subscribers to access the voice messaging system with one touch of a button.

To program a Voice Mail Messages button:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [*Central Tel Program*].
2. Enter the number of the extension to be programmed.
3. Press a programmable button.
4. Press [*Intercom*] [Z] [Z] [Z].
5. Program another button for this extension or press [*Feature*] [0] [0] to exit programming mode.
6. Label the button at the user's extension.

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When You Need Help

If you have a problem with your system, you may be able to solve it yourself by following the appropriate troubleshooting procedures described in this chapter. If not, you can call for help: **in the continental U.S., call the AT&T Helpline at 1 800 628-2888; outside the continental U.S., call your AT&T Authorized Dealer.**

The following sections describe various difficulties that might occur, possible causes for the difficulty, and procedures you can follow to try to solve the problem.

Subscribers Hear Busy Signal When Calling In to Voice Mail

Possible Cause 1: This is normal when both of the voice messaging system extensions are busy.

What to do: There are a number of ways to reduce the amount of time a voice messaging system extension is busy. For example, you can recommend that users access the Tutor Service during your company's non-peak calling hours or you can reduce the options in the Automated Attendant Service menu or you can reduce the length of the Automated Attendant Service menu prompt.

Possible Cause 2: The voice messaging system may not be installed correctly.

What to do: Check the voice messaging system module to make sure it is securely mounted in the control unit. Also check the module's LEDs: the Power LED should be steady green and the Status LED should not be lit.

If the Power and Status LEDs are lit, perform the System Save Reset All procedure by entering 989-RESET (989-73738) after you log in as the System Manager.

If the Power LED is not lit, power down the control unit, reseal the voice messaging system module, and power up the control unit.

- If the module is working properly after about one minute, the problem is solved.
- If the module still does not work properly, go to Possible Cause 3.

Possible Cause 3: The voice messaging system may not be programmed correctly.

What to do: Refer to Figure 2-2 in Chapter 2 to determine the extension numbers that are associated with the voice messaging system module. Then use Hunt Group Extensions (#505) to verify that the VMS extensions are assigned to Hunt Group 7.

- If Hunt Group 7 does not have the correct VMS extensions, assign the correct extension numbers.
- If Hunt Group 7 has the correct VMS extensions, call the Helpline.

Outside Callers Hear Ringing, but System Does Not Answer

Possible Cause 1: This is normal when both of the voice messaging system extensions are busy.

What to do: There are a number of ways to reduce the amount of time a voice messaging system extension is busy. For example, you can recommend that users access the Tutor Service during your company's non-peak calling hours or you can reduce the options in the Automated Attendant Service menu or you can reduce the length of the Automated Attendant Service menu prompt.

Possible Cause 2: The voice messaging system may not be installed correctly.

What to do: Check the voice messaging system module to make sure it is securely mounted in the control unit. Also check the module's LEDs: the Power LED should be steady green and the Status LED should not be lit.

If the Power and Status LEDs are lit, perform the System Save Reset All procedure by entering 989-RESET (989-73738) after you log in as the System Manager.

If the Power LED is not lit, power down the control unit, reseal the voice messaging system module, and power up the control unit.

- If the module is working properly after about one minute, the problem is solved.
- If the module still does not work properly, call the Helpline.

Possible Cause 3: The voice messaging system may not be programmed correctly.

What to do: Refer to Figure 2-2 in Chapter 2 to determine the extension numbers that are associated with the voice messaging system module. Then use Hunt Group Extensions (#505) to verify that the VMS extensions are assigned to Hunt Group 7.

- If Hunt Group 7 does not have the correct VMS extensions, assign the correct extension numbers.
- If Hunt Group 7 has the correct VMS extensions, call the Helpline.

System Does Not Answer Immediately

Possible Cause 1: Automated Attendant Service is programmed for Delayed call handling.

What to do: If you do not want Delayed call handling, program the communications system's VMS Hunt Delay feature for Immediate call handling.

Possible Cause 2: The voice messaging system extensions may be busy.

What to do: There are a number of ways to reduce the amount of time a voice messaging system extension is busy. For example, you can recommend that users access the Tutor Service during your company's non-peak calling hours or you can reduce the options in the Automated Attendant Service menu or you can reduce the length of the Automated Attendant Service menu prompt.

System Transfers Call to Receptionist Before Playing the Menu Prompt

Possible Cause: Both of the extensions associated with the voice messaging system module were not assigned to Hunt Group 7.

What to do: Refer to Figure 2-2 in Chapter 2 to determine the extension numbers that are associated with the voice messaging system module. Then use Hunt Group Extensions (#505) to verify that the VMS extensions are assigned to Hunt Group 7.

System Cuts Off Part of Greeting

Possible Cause 1: You may have begun recording the greeting too early.

What to do: After the prompt to record the greeting, pause a moment before speaking. Re-record the greeting.

Possible Cause 2: A touch-tone signal may have been accidentally recorded with the greeting.

What to do: Re-record the greeting.

System Does Not Respond to Entered Digits

Possible Cause 1: System is not receiving touch-tones.

What to do: The voice messaging 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.

Possible Cause 2: If this occurs when the Automated Attendant Service answers calls, the menu definition may be programmed incorrectly.

What to do: Follow the steps for “Verifying System Operation” in Chapter 4 to test Automated Attendant Service.

- If outside calls are not transferred to the correct extension or group, follow the instructions for “Programming the Menu Definition and Recording the Day Menu Prompt” in Chapter 4 to reprogram the menu definition.
- If outside calls are transferred to the correct extension or group, go to Possible Cause 3.

Possible Cause 3: The line is too noisy.

What to do: Call your local telephone company.

System Does Not Transfer Calls Properly

Possible Cause 1: If this occurs when the Automated Attendant Service answers calls, the menu definition may be programmed incorrectly.

What to do: Follow the steps for “Verifying System Operation” in Chapter 4 to test Automated Attendant Service.

- If outside calls are not transferred to the correct extension or group, follow the instructions for “Programming the Menu Definition and Recording the Day Menu Prompt” in Chapter 4 to reprogram the menu definition.
- If outside calls are transferred to the correct extension or group, go to Possible Cause 2.

Possible Cause 2: A valid destination was not entered by the caller.

What to do: Make sure a valid destination has been entered. (For the PARTNER Plus system, valid extension numbers are 10–33; valid group numbers are 771–776. For the PARTNER II system, valid extension numbers are 10–57; valid group numbers are 71–74 and 771–776.)

Outside Callers Hear Silence During Transfer

Possible Cause: Music On Hold is not set up for the system.

What to do: See “Music On Hold (#602)” in the PARTNER Plus or PARTNER II *Programming and Use* guide.

Call Answer Service Takes Too Long to Answer Calls

Possible Cause: Calls ring four times at a subscriber's extension to give the subscriber a chance to answer the call.

What to do: Recommend that subscribers program a Do Not Disturb button on their system phone and turn the feature on when they leave their desks or whenever they are too busy to answer calls. Calls to extensions with Do Not Disturb on are answered immediately.

Call Answer Service Terminates Message While Caller Is Recording

Possible Cause: The caller's recording time exceeded the mailbox's message time limit. (The time limit for recording a message is two minutes.)

What to do: Let the caller know the recording time limit. Also let the caller know that he or she can press [*] [1] and the appropriate extension number to transfer to the extension again—this avoids making another outside call—to finish the message if necessary.

Messages Cannot Be Deposited in Mailbox

Possible Cause: The mailbox is full.

What to do: Old messages must be deleted regularly from mailboxes. When a subscriber's mailbox is full, the caller cannot leave a message in that mailbox but is given the option of transferring to another extension. For all subscribers, mailboxes can store up to 10 minutes of recorded messages (or 40 messages). The receptionist's mailbox at extension 10 can store up to 30 minutes of recorded messages (or 120 messages).

Subscriber Unable to Log In to Voice Mail

Possible Cause 1: A subscriber has entered the number of a mailbox that does not exist.

What to do: Make sure the subscriber is entering an existing mailbox number. Use "Playing a Mailbox's Status" in Chapter 5 to check the status of existing mailboxes.

- If the subscriber tries again and succeeds, the problem is solved.
- If the subscriber still cannot log in, go to Possible Cause 2.

Possible Cause 2: The subscriber may have forgotten his or her password or entered it incorrectly.

What to do: Try entering the password again.

- If the subscriber can log in, the problem is solved.
- If the subscriber still cannot log in, re-initialize the password as described in Chapter 5. (If you forget the password for login 99, you must call the Helpline.)

Message Light Does Not Turn Off

Possible Cause: There are messages in the mailbox. The message light remains lit until *all* messages are deleted from the mailbox.

What to do: Delete all messages from the mailbox.

Date or Time in Message Headers Is Incorrect

Possible Cause: The day, date, or time programmed for the communications system is incorrect.

What to do: Refer to “System Date (#101),” “System Day (#102),” or “System Time (#103)” in the PARTNER Plus or PARTNER II *Programming and Use* guide to check the day, date, or time. If the day, date, and time are programmed correctly, power down the control unit, wait five seconds, then power up the control unit. After about one minute, the voice messaging system will be ready to answer calls. If message headers for new messages are still incorrect, call the Helpline.

Specifications



Capacities	<ul style="list-style-type: none"> ■ Voice Channels: 2 ■ Max. Mailboxes: 10 (or 20 with Mailbox Expansion Card) ■ Voice Storage: 120 min. (or 220 min. with Mailbox Expansion Card) ■ Total Number of Calls Supported During Peak Usage Hour: <table border="0" style="margin-left: 20px;"> <thead> <tr> <th style="text-align: left;"><i>Call Connect Time*</i></th> <th style="text-align: left;"><i>Calls</i></th> </tr> </thead> <tbody> <tr> <td>0.5 minute</td> <td>25</td> </tr> <tr> <td>1 minute</td> <td>12</td> </tr> <tr> <td>1.5 minute</td> <td>8</td> </tr> </tbody> </table> 	<i>Call Connect Time*</i>	<i>Calls</i>	0.5 minute	25	1 minute	12	1.5 minute	8
<i>Call Connect Time*</i>	<i>Calls</i>								
0.5 minute	25								
1 minute	12								
1.5 minute	8								
Dimensions and Weights (approx.)	<ul style="list-style-type: none"> ■ PARTNER MAIL VS: 11"(D) x 17"(H) x 1.5"(W) or 27.9 x 43.2 x 3.8 cm 4.3 lbs or 2.0 kgs ■ Mailbox Exp. Card: 3.4"(D) x 2.1"(H) x 0.2"(W) or 8.6 x 5.3 x 0.5 cm .07 lbs or 32 grams 								
Electrical Specifications	<ul style="list-style-type: none"> ■ 15 Watts (52 BTU/hour) per PARTNER MAIL VS module during normal and maximum power consumption ■ Maximum current 0.13 Amps ■ Configuration stored on hard disk drive ■ Battery backup compatible 								
Processors Specifications	<ul style="list-style-type: none"> ■ 68000 microprocessor, 256Kbytes RAM, 256Kbytes ROM ■ Voice encoding method: Regular Pulse Excitation—Long Term Prediction (RPE—LTP) Linear Predictive Coder ■ Digital Signal Processor (DSP), 16 bit 								
Environmental Requirements—Control Unit	<ul style="list-style-type: none"> ■ Mount on a wall at least 2 feet (0.6 meters) from the floor (wall mounting required) ■ Locate within 5 feet (1.5 meters) of the network interface jacks and a properly grounded electrical outlet not controlled by a switch, using supplied 7-foot (2.1-meter) cords ■ Mount the Expansion Carrier at least 6"(15.2 cm) and not more than 24" (61 cm) away from the Primary Carrier ■ Operating temperature 32° to +104°F (0° to +40°C), not in direct sunlight ■ Humidity 15%–90%, noncondensing ■ For proper ventilation and easy replacement of modules, provide at least 6"(15.2cm) clearance at the top and sides and 2 feet (0.6 meters) at the front and bottom of the control unit. ■ Locate in an area free of excess moisture, corrosive gases, dust, and chemicals 								

* Call connect time is an average for all calls to the PARTNER MAIL VS system including Tutor, Automated Attendant Service, Call Answer Service, and Voice Mail Service. This information assumes a 2% probability of system blockage.

Electrical Requirements	<ul style="list-style-type: none"> ■ 90–130 VAC, 50–60 Hz, 3-prong outlet separate ground, separately fused at 15 Amps On a PARTNER II 220V System: 180–264 VAC, 50–60 Hz, fused at 10 Amps ■ Outlet must not be controlled by an on/off switch ■ Grounding to comply with Underwriters Laboratories (UL) 1459: <ul style="list-style-type: none"> A. An insulated grounding conductor that is not smaller in size and equivalent in insulation material and thickness to the grounded and ungrounded branch circuit supply conductors, except that it is green with or without one or more yellow stripes, is to be installed as part of the circuit that supplies the product or system. B. The grounding conductor mentioned in item A is to be connected to ground at the service equipment. C. The attachment-plug receptacles in the vicinity of the product or system are all to be of a grounding type, and the grounding conductors serving these receptacles are to be connected to earth ground at the service equipment.
Safety Requirements	<ul style="list-style-type: none"> ■ U.S.: Meets UL 1459 Issue 2 ■ Canada: Meets CSA C22.2, 225
Government Approvals and Local Phone Company Information	<ul style="list-style-type: none"> ■ U.S.: <ul style="list-style-type: none"> FCC Part 68 FCC registration number (U.S.): AS5 USA-61630-KF-E FCC Part 15 Class A REN (outside line jack): 0.9A per line jack Jack type: RJ11C Loop start lines ■ Canada: <ul style="list-style-type: none"> DOC CP01, Issue 7 DOC registration number (Canada): 230 3756A DOC CS03, Issues 6 & 7 Load Number = 7 Loop start lines

FCC Information

B

Federal Communications Commission (FCC) Interference Information

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manuals, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will have to correct the interference at his or her own expense.

FCC Notification and Repair Information

This equipment is registered with the 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 a standard network interface jack USOC RJ11C. These USOCs must be ordered from your local 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 number(s) you will be using with this equipment.
 - The appropriate registration number and ringer equivalence number (REN), which can be found on the right hand side of the primary carrier.

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 you disconnect the equipment from the network and not use it until the problem has been corrected. Repairs to this equipment can only be made by the manufacturer, its 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 National Service Assistance Center (NSAC) at 1 800 628-2888. For warranty information, see Appendix C.
 - **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 advised 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.

DOC Notification and Repair Information

The Canadian Department of Communications (DOC) label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements. The DOC does not guarantee the equipment will operate to the user's satisfaction.

Before installing the equipment, users should ensure that it is permissible to connect it to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring for single-line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or any equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected. This precaution may be particularly important in rural areas.



CAUTION:

Users should not attempt to make such connections themselves, but should contact the appropriate electrical inspection authority or electrician, as appropriate.

To prevent overloading, the Load Number (LN) assigned to each terminal device denotes the percentage of the total load to be connected to a telephone loop used by the device. The termination on a loop may consist of any combination of devices subject only to the requirement that the total of the Load Numbers of all the devices does not exceed 100.

DOC Certification No.: 230 3756A
CSA Certification No.: LR 60486
Load No.: 7

Renseignements sur la notification du ministère des Communications du Canada et la réparation

L'étiquette du ministère des Communications du Canada identifie le matériel homologué. Cette étiquette certifie que le matériel est conforme à certaines normes de protection, d'exploitation et de sécurité des réseaux de télécommunications. Le Ministère n'assure toutefois pas que le matériel fonctionnera à la satisfaction de l'utilisateur.

Avant d'installer ce matériel, l'utilisateur doit s'assurer qu'il est permis de le raccorder aux installations de l'entreprise locale de télécommunication. Le matériel doit également être installé en suivant une méthode acceptée de peuvent être prolonges au moyen d'un dispositif homologué de raccordement. Dans certains cas, les fils intérieurs de l'entreprise utilisés pour un service individuel à ligne unique peuvent être prolongés au moyen d'un dispositif homologué de raccordement (cordon prolongateur téléphonique interne). L'abonné ne doit pas oublier qu'il est possible que la conformité aux conditions énoncées ci-dessus n'empêchent pas la dégradation du service dans certaines situations. Actuellement, les entreprises de télécommunication ne permettent pas que l'on raccorde leur matériel à des jacks d'abonné, sauf dans les cas précis prévus par les tarifs particuliers de ces entreprises.

Les réparations de matériel homologué doivent être effectuées par un centre d'entretien canadien autorisé désigné par le fournisseur. La compagnie de télécommunications peut demander à l'utilisateur de débrancher un appareil à la suite de réparations ou de modifications effectuées par l'utilisateur ou à cause de mauvais fonctionnement.

Pour sa propre protection, l'utilisateur doit s'assurer que tous les fils de mise à la terre de la source d'énergie électrique, des lignes téléphoniques et des canalisations d'eau métalliques, s'il y en a, sont raccordés ensemble. Cette précaution est particulièrement importante dans les régions rurales.



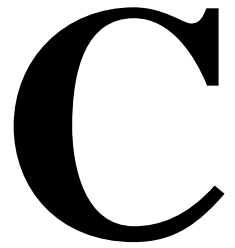
AVERTISSEMENT:

L'utilisateur ne doit pas tenter de faire ces raccordements lui-même; il doit avoir recours à un service d'inspection des installations électriques, ou à un electricien, selon le cas.

L'indice de charge (IC) assigné à chaque dispositif terminal indique, pour éviter toute surcharge, le pourcentage de la charge totale qui peut être raccordée à un circuit téléphonique boucié utilisé par ce dispositif. La terminaison du circuit boucié peut être constituée de n'importe quelle combinaison de dispositifs, pourvu que la somme des indices de charge de l'ensemble des dispositifs ne dépasse pas 100.

No d'homologation: 230 3756A
No de certification CSA: LR 60486
L'indice de charge: 7

Warranty Information



Repair Information

Outside the continental U.S., contact your local AT&T Authorized Dealer for warranty and repair information applicable to your system.

In-Warranty Repairs

If you purchased or leased your system directly from AT&T, AT&T will repair it free of charge during the one-year warranty period. Simply call the Helpline and ask for service.

Business-Day service is standard during the warranty period for both the control unit and system phones. Business-Day service is performed during normal business hours. However, if you need 24-hour service protection during the warranty period on the control unit in case there is a major system failure, you can purchase an Around-the-Clock service contract from your local AT&T sales office (1 800 247-7000 in the continental U.S. only). (Around-the-Clock service is not available for phones.)

If you purchased or leased your system through an AT&T Authorized Dealer, contact your dealer for repairs.

Post-Warranty Repairs

If you purchased your system from AT&T and you have a post-warranty service contract, AT&T service is provided under the terms of that contract.

To significantly reduce unexpected repair costs after the warranty period, you can purchase a post-warranty service contract from AT&T. If you do not have a contract, AT&T service is provided on a time-and-materials basis by calling the Helpline. A contract provides to you, within the applicable coverage period and response times, service calls with no charge for parts and labor on covered repairs. Both Business-Day and Around-the-Clock coverages of varying lengths are available. To order a post-warranty service contract, call 1 800 247-7000 (in the continental U.S. only).

If you leased your system from AT&T, Business-Day service is included in your lease. To upgrade to Around-the-Clock service, call 1 800-247-7000 (in the continental U.S. only).

If you purchased or leased your system through an AT&T Authorized Dealer, contact your dealer for repairs.

AT&T Limited Warranty and Limitation of Liability

AT&T warrants to you, the customer, that your system will be in good working order on the date AT&T or its authorized reseller delivers or installs the system, whichever is later ("Warranty Date"). If you notify AT&T or its Authorized Dealer within one year of the Warranty Date that your system is not in good working order, AT&T will without charge to you repair or replace, at its option, the system components that are not in good working order. Repair or replacement parts may be new or refurbished and will be provided on an exchange basis. If AT&T determines that your system cannot be repaired or replaced, AT&T will remove the system and, at your option, refund the purchase price of your system or apply the purchase price towards the purchase of another AT&T system.

If you purchased your system directly from AT&T, AT&T will perform warranty repair in accordance with the terms and conditions of the specific type of AT&T maintenance coverage you selected. A written explanation of AT&T's types of maintenance coverage may be obtained from AT&T by calling 1 800 247-7000 (in the continental U.S. only). If you purchased your system from an AT&T Authorized Dealer, contact your reseller for the details of the maintenance plan applicable to your system.

This AT&T limited warranty covers damage to the system caused by power surges.

Unless otherwise expressly agreed to in a written agreement signed by AT&T, AT&T will not be responsible under this limited warranty for damages resulting from:

- Failure to follow AT&T's installation, operation, or maintenance instructions;
- Unauthorized system modification, movement, or alteration;
- Unauthorized use of common carrier communication services accessed through the system;
- Abuse, misuse, or negligent acts or omissions of the customer and persons under the customer's control; or
- Acts of third parties and acts of God.

AT&T'S OBLIGATION TO REPAIR, REPLACE, OR REFUND, AS SET FORTH ABOVE, IS YOUR EXCLUSIVE REMEDY.

EXCEPT AS SPECIFICALLY SET FORTH ABOVE, AT&T, ITS AFFILIATES, SUPPLIERS, AND DEALERS MAKE NO WARRANTIES, EXPRESS OR IMPLIED; AND SPECIFICALLY DISCLAIM ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Limitation of Liability

Except as provided below, the liability of AT&T and its affiliates and suppliers for any claims, losses, damages, or expenses from any cause whatsoever (including acts or omissions of third parties), regardless of the form of action, whether in contract, tort, or otherwise, shall not exceed the lesser of: (1) the direct damages proven; or (2) the repair cost, replacement cost, license fee, annual rental charge, or purchase price, as the case may be, of the equipment that directly gives rise to the claim. Except as provided below, AT&T and its affiliates and suppliers shall not be liable for any incidental, special, reliance, consequential, or indirect loss or damage incurred in connection with the equipment. As used in this paragraph, consequential damages include, but are not limited to, the following: lost profits, lost revenues, and losses arising out of unauthorized use (or charges for such use) of common carrier telecommunications services or facilities accessed through or connected to the equipment. For personal injury caused by AT&T's negligence, AT&T's liability shall be limited to proven damages to person. No action or proceeding against AT&T or its affiliates or suppliers may be commenced more than twelve (12) months after the cause of action accrues. THIS PARAGRAPH SHALL SURVIVE FAILURE OF AN EXCLUSIVE REMEDY.

Planning Forms

D

This appendix contains the *Planning Guide* forms. We suggest you fill in a *photocopy* of the form you need, leaving the blank original in the book, in case you need to make revisions in the future.

Form 1: Mailbox Assignments

Required

A Mailbox	B Subscriber Name
10 ✓	
(11 ✓)	
(12 ✓)	
(13 ✓)	
(14 ✓)	
(15 ✓)	
(16 ✓)	
(17 ✓)	
(18 ✓)	
(19 ✓)	

Required for Mailbox Expansion Card-20

A Mailbox	B Subscriber Name
(20 ✓)	
(21 ✓)	
(22 ✓)	
(23 ✓)	
(24 ✓)	
(25 ✓)	
(26 ✓)	
(27 ✓)	
(28 ✓)	
(29 ✓)	

General Information

- Factory defaults are identified by the ✓ symbol.
- The system comes with 10 mailboxes already defined for extensions 10–19. If the Mailbox Expansion Card-20 was included as part of the initial configuration, 20 mailboxes are predefined for extensions 10–29.
- Mailbox 10 is reserved for the receptionist at extension 10 and cannot be changed.
- Mailbox 10 provides 30 minutes of message recording time. All other mailboxes provide 10 minutes of message recording time.
- To prevent possible toll fraud, mailboxes should be deleted where they are not needed, for example, extensions in use by auxiliary equipment (such as a fax or doorphone) and the two extensions assigned to the VMS Hunt Group.
- Guest mailboxes can be created for users who don't have their own phone by assigning an unused extension number as the mailbox number. Unused extension numbers include: 1) vacant extension jacks in installed 206 modules; and 2) extensions in your dial plan higher than the last extension jack in the last installed 206 module. See "Guest Mailboxes" in Chapter 5 of the PARTNER MAIL VS Voice Messaging System Installation and Programming guide for more information.

Completing this Form

- A Mailbox** To assign a mailbox to an extension other than the factory default, cross out the factory default and write in the extension to be used.
- For PARTNER PLUS, use an extension number from 11–33.
 - For PARTNER II, use an extension number from 11–57.
- To mark an unused mailbox for deletion without assigning an extension, cross out the factory default.
- B Subscriber Name** For every mailbox in use, write the name of the mailbox subscriber.

Programming Mailboxes

You change a mailbox assignment by deleting an existing mailbox and creating a new one.

- To program mailboxes, dial [4] from the Programming Main Menu.

Form 2: Menu Definition

Required for Automated Attendant Service

A Description	Selector Code	B Range of Extensions for Direct Extension Transfer	C Specific Ext. or Group # for Selector Code Transfer
	1	(10-19 ✓)	
	2	(20-29 ✓)	
	3	(30-39 ✓)	
	4	(40-49 ✓)	
	5	(50-57 ✓)	
	6		
	7	(71-74, 771-776 ✓)	
	8		
	9	Transfer to mailbox 10 ✓	

General Information

- Factory defaults are identified by the ✓ symbol.
- This menu definition applies to both the Day and Night Menu Prompts.
- The **Selector Code** is the first digit dialed by the caller in response to the menu prompts.
- In **Direct Extension Transfer**, the selector codes 1-5 and 7 represent the first digit for a range of extensions. These selector codes let callers dial extension numbers directly. Selector code 9 lets callers transfer directly to mailbox 10 (receptionist mailbox) where they can leave a message.
- In **Selector Code Transfer**, the selector codes 1-9 represent a specific extension, Group Calling number, (PARTNER II only) or Hunt Group number to which the caller will be transferred. Use the following values:
 For PARTNER Plus, 10-33 or 771-776
 For PARTNER II, 10-57, 71-74, or 771-776

 Selector Code Transfer lets callers dial a single digit to reach a single extension or group, such as the VP of Sales at extension 37 or the order processing operators assigned to Hunt Group 774.
- The Description and Selector Code number from this form will be used to complete the Day and Night Menu Prompts (Forms 3 and 4).

Completing this Form

For Direct Extension Transfer...

- A Description** Write "Direct Extension Transfer."
- B Range of Extensions for Direct Extension Transfer** Leave the factory default.
- C Specific Ext. # or Group # for Selector Code Transfer** Leave blank.

For Selector Code Transfer...

- A Description** Write the name of the person or group to receive the transfer.
- B Range of Extensions for Direct Extension Transfer** Cross out the factory default if you want the caller to dial the corresponding Selector Code to transfer to the extension or group identified in **C** below.
- C Specific Ext. # or Group # for Selector Code Transfer** Write the extension or group number to receive the transfer.

Programming the Menu

- To program the menu definition, dial [3] from the Programming Main Menu and select the Day Menu.

After defining the menu, the system will prompt you to record the menu prompt. See Form 3 for the Day Menu Prompt and Form 4 for the Night Menu Prompt.

Form 3: Day Menu Prompt

Required if VMS Hunt Schedule is set to Day Only or Always

General Information

- The Day Menu Prompt plays to callers when the VMS Hunt Schedule is set to Day Only or Always and Night Service is off. The Day Menu Prompt and the Night Menu Prompt use the **same** Menu Definition.
- The Day Menu Prompt should contain a welcome and a list of menu options.
- The welcome should introduce your company. For example, "Thank you for calling the Any Travel Agency."
- The menu options should contain instructions that correspond to the Menu Definition set up on Form 2.
 - If callers can dial extension numbers (Direct Extension Transfer), the prompt should instruct callers to dial the extension number. For example, "If you know the extension of the person you want to reach, dial it now."
 - If callers can dial a single digit to transfer to an extension or group (Selector Code Transfer), the prompt should provide instructions such as "To speak to someone in sales, press [2]."

It is recommended that you keep the number of menu options to 5 or less to avoid confusing the caller.

Completing this Form

Write the message that you want callers to hear when they call your company during normal business hours, including the instructions to the caller for selecting menu options.

Suggested options include:

- "Remain on the line for assistance."
- "Dial 0 for assistance."

Recording the Day Menu Prompt

- To record the Day Menu Prompt, dial [3] from the Programming Main Menu.

Form 4: Night Menu Prompt

Required if VMS Hunt Schedule is set to Night Only or Always

General Information

- The Night Menu Prompt plays to callers when the VMS Hunt Schedule is set to Night Only or Always and the Night Service is on. The Night Menu Prompt and the Day Menu Prompt use the **same** Menu Definition.
- The Night Menu Prompt should contain a welcome and a list of menu options.
- The welcome should introduce your company. For example, "You have reached the Any Travel Agency. Our hours are 9 AM to 5 PM, Monday through Friday."
- The menu options should contain instructions that correspond to the Menu Definition set up on Form 2.
 - If callers can dial extension numbers (Direct Extension Transfer), the prompt should instruct callers to dial the extension number. For example, "If you know the extension of the person you want to reach, dial it now to leave a message."
 - If callers can dial a single digit to transfer to an extension or group (Selector Code Transfer), the prompt should provide instructions such as "To leave a message for someone in sales, press [9]."
 - If selector code 9 is left as the default, the prompt should instruct callers to press [9] to leave a message with the receptionist.

It is recommended that you keep the number of menu options to 5 or less to avoid confusing callers.

Completing this Form

Write the message that you want callers to hear when they call your company after normal business hours, including instructions to the caller for selecting menu options.

Recording the Night Menu Prompt

- To record the Night Menu Prompt, dial [9] from the Programming Main Menu.

Form 5: Line Ownership

Required if CO coverage exists for one or more lines

A Line #	B Telephone Number	C Line Owner (Subscriber Name)	D Mailbox

General Information

- Lines in the PARTNER PLUS or PARTNER II system are either assigned ownership or Automated Attendant Service coverage—a single line **cannot** be assigned both types of coverage.
- Note that more than one line may be assigned to the same mailbox, but a single line cannot be assigned to more than one mailbox.
- Lines that are assigned ownership typically are used for personal lines or outside access to the voice messaging system if Automated Attendant Service is not used. If the company has users who need to access mailboxes when no one is around to transfer them to their mailboxes, you can set up the system as follows:
 - Assign extension 10 as owner of the covered lines.
 - Instruct users to press [:] [z] when they hear the personal greeting from extension 10.
- See the PARTNER PLUS or PARTNER II planning forms to determine line numbers, telephone numbers, and line owner's extensions.

Completing this Form

- A Line #** Write the number of the outside line to be covered by the voice mailbox of the line owner.
 - For PARTNER PLUS, specify an outside line number from 01–12.
 - For PARTNER II, specify an outside line number from 01–24.
- B Telephone Number** Write the telephone number of the outside line to be covered.
- C Line Owner** Write the name of the person responsible for picking up messages on this line. This is a subscriber from Form 1, "Mailbox Assignments."
- D Mailbox** Write the mailbox number assigned to the subscriber.

Programming Line Ownership

- To program line ownership, dial [6] from the Programming Main Menu.

Glossary

A

Auto Dial button

A programmable telephone button that lets you dial a series of digits simply by pressing that button. An Auto Dial button can be used to dial the voice messaging system with one touch. *See also* Programmable button.

Automated Attendant Service

A voice messaging system feature that consists of a menu definition and prompt, which provide outside callers with options enabling them to reach an extension, a Hunt Group or (for PARTNER II systems) a Calling Group, by pressing a single digit or by dialing an extension or group number.

Auxiliary equipment

Telecommunications equipment (other than system phones) 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 doorphones 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

A communications system feature that provides voice mail coverage for a subscriber's unanswered transferred and intercom calls.

C

Call Answer Service

A voice messaging system 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 group calling code. *See also* Hunt Group.

Centralized Telephone Programming

A method of telephone programming that lets you program individual extensions in the system from a system display phone at extension 10 or 11. Centralized Telephone Programming is an alternative to Extension Programming.

CO Line Coverage

A voice messaging system feature that lets you associate a personal line with a specific subscriber's mailbox for voice mail coverage. *See also* Line Ownership and Group Call Distribution.

Control Unit

Hardware that connects lines coming into your building to the extensions on your system and also provides system features.

Communications system

The AT&T control unit and system phones that you purchased, plus all other telecommunications devices that are connected to your control unit such as the PARTNER MAIL VS system.

D

Delayed Call Handling

A communications system feature that allows the communications system to send incoming outside calls to the Automated Attendant Service if the receptionist does not answer by the third ring.

Dial plan

The range of extensions provided for a specific system. The PARTNER Plus system includes extensions 10–33 and groups 771–776 in its dial plan; the PARTNER II system includes extensions 10–57, and groups 71–74 and 771–776.

Do Not Disturb

A communications system feature that can be used in conjunction with automatic or manual voice coverage to send callers immediately to a subscriber's mailbox rather than ringing the extension first.

E

Extension

An endpoint in the system (numbered 10-33 for PARTNER Plus system; 10–57 for PARTNER II system) that connects telephones or standard devices, which can be dialed using the Intercom button. *See also* Programming extension and Extension number.

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 33 for the PARTNER Plus system and 10 through 57 for the PARTNER II system. They are used for intercom calling.

Extension Programming

A method of telephone programming that lets users program their own extensions from their system phones. *See also* Centralized Telephone Programming.

G**Group Call Distribution**

A communications system feature that directs incoming calls on specific lines to a hunt group for either Automated Attendant Service or CO Line Coverage. *See also* Hunt Group, VMS Hunt Group, Automated Attendant Service, and CO Line Coverage.

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 communications system feature that allows the Automated Attendant Service to answer every incoming outside call on specified lines (on the second ring) and play the Automated Attendant Service day or night menu.

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.

L**Line jack**

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

Line number

The number assigned to each line jack on a 206 or 400 module. Line jack numbers run consecutively from 01 through 12 (for a PARTNER Plus system) or from 01 through 24 (for a PARTNER II system).

Line Ownership

A voice messaging system feature that lets a subscriber's extension (mailbox) be assigned as the owner of a covered line. When a call comes in on the covered line, the system routes the caller to the mailbox specified as the line owner if the call is not answered. *See also* CO Line Coverage and Group Call Distribution.

M**Mailbox**

A storage area for messages associated with a system subscriber.

Mailbox password

A 1-4 digit number that subscribers enter to log in to the voice messaging system. A password is used to keep messages confidential.

Menu definition

A voice messaging system feature that lets you customize the Automated Attendant Service transfer options available to outside callers.

Menu prompt

The customized day or night message that a caller hears after the Automated Attendant Service answers an outside call.

MLS- and MLC-Model telephones

See System phones.

Music On Hold system

Equipment that lets you play recorded music or messages to callers who are placed on hold. A music-on-hold audio source must be connected to an RCA jack on the processor module in the control unit.

N**Night Service**

A communications system feature that is used in conjunction with Automated Attendant Service to activate the night menu prompt.

O**One-touch Intercom Calling button**

See Auto Dial button.

P**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.

Programming extension

An extension from which you can program the communications system. It can be either extension 10 or 11.

R**Receptionist**

The person who is primarily responsible for answering outside calls. This is the person at extension 10.

S**Selector codes**

A single digit (1–9) used to define transfer options for outside callers on the Automated Attendant Service menu. See *also* Menu definition and Menu prompt.

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 Manager

The person responsible for managing both the communications and voice messaging systems.

System phones

The AT&T telephones that are specifically designed for use with PARTNER systems. Models include the MLS-34D, MLS-18D, MLS-12D, MLS-6, and MLC-6 phones.

System programming

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

T**Telephone programming**

Customizes extensions to meet the needs of individual users, including the assignment of features to programmable buttons. Telephone Programming can be done either centrally or from the user's own extension. See *also* Centralized Telephone Programming and Extension Programming.

Tutor Service

A voice messaging system feature that lets any communications system user access and listen to information about their phone and commonly-used communications system features.

206 module

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

V**VMS Cover button**

Provides subscribers the capability of turning voice mail coverage on and off at a system phone extension. *See also* Automatic VMS Cover.

VMS Hunt Delay

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

VMS Hunt Group

Hunt group 7, reserved by the communications system to identify extensions associated with the voice messaging system hardware. *See also* VMS Hunt Delay, and VMS Hunt Schedule.

VMS Hunt Schedule

A communications system feature that allows you to set the communications system to route outside calls to the Automated Attendant Service always, during the day only, or only during the night depending on the status of the Night Service button at the receptionist's extension.

Voice Mail Service

A voice messaging system feature that allows subscribers to listen to messages, record personal greetings, and change their passwords. It also allows the System Manager to program the voice messaging system.

Voice Mailbox

See Mailbox.

Voice Mailbox Transfer button

Enables a system phone user to transfer a call directly to a subscriber's mailbox.

Voice messaging system (VMS)

An optional device that provides the following services: answer calls and route them to caller designated extension; permit callers to leave messages at unanswered extensions; allow Voice Mail Service subscribers to retrieve their messages. *See also* Automated Attendant Service, Call Answer Service, and Voice Mail Service.

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PARTNER MAIL VS™ System Programming Quick Reference

To Program the Communications System for PARTNER MAIL VS AT EXTENSION 10 OR 11

Place the Programming Overlay on the dial pad of the system display phone at extension 10 or 11

TO START SYSTEM PROGRAMMING

PRESS [*Feature*] [*Q*] [*Q*]

PRESS [*System Program*]

PRESS [*System Program*]

TO END SYSTEM PROGRAMMING

PRESS [*Feature*] [*Q*] [*Q*]

TO USE A SPECIFIC PROCEDURE

DIAL [#] and three-digit procedure code

Example: [#] [1] [*Q*] [1] for System Date

TO CYCLE THROUGH SYSTEM PROGRAMMING PROCEDURES

PRESS [*Next Procedure*] or [*Prev Procedure*]

TO CYCLE THROUGH AVAILABLE SETTINGS

PRESS [*Next Data*] or [*Prev Data*]

TO RETURN TO FACTORY SETTING

PRESS [*Remove*]

HUNT GROUP EXTENSIONS

DIAL #505

PRESS [*Z*] for the VMS Hunt Group

DIAL the extension number

DIAL 1 = Assigned to group

2 = Not assigned to group ✓

PRESS [*Next Item*] to program the next extension

GROUP CALL DISTRIBUTION

DIAL #206

PRESS [*Z*] for the VMS Hunt Group

DIAL a line number

DIAL 1 = Assigned ✓

2 = Not Assigned

3 = VMS Line Cover

PRESS [*Next Item*] to program another line

AUTOMATIC VMS COVER

DIAL #310

DIAL an extension number

DIAL 1 = Assigned

2 = Not Assigned ✓

PRESS [*Next Item*] to program another extension

TRANSFER RETURN EXTENSION

DIAL #306

DIAL the extension number

DIAL 10 (the receptionist's extension)

PRESS [*Next Item*] to program the next extension

VMS HUNT DELAY

DIAL #506

DIAL 1 = Immediate ✓

2 = Delayed

VMS HUNT SCHEDULE

DIAL #507

DIAL 1 = Always ✓

2 = Day Only

3 = Night Only

NIGHT SERVICE BUTTON

DIAL #503

DIAL 1 = Assigned

2 = Not Assigned ✓

3 = Select button *then* press a programmable button (to assign Night Service to that button)

If you use option 3 after a Night Service button has been assigned, the Night Service button moves from the old button to the new button you select.

Centralized Telephone Programming Quick Reference

Place the Programming Overlay on the dial pad of the system display phone at extension 10 or 11

TO START CENTRALIZED TELEPHONE PROGRAMMING

PRESS [*Feature*] [*Q*] [*Q*]

PRESS [*System Program*] [*System Program*]

PRESS [*Central Tel Program*]

DIAL the extension number to be programmed

Buttons on which lines are assigned for the extension light up to show the current Line Ringing setting; remaining buttons can be programmed with Auto Dial numbers or features

TO PROGRAM ANOTHER FEATURE AT THE SAME EXTENSION

After you program one feature, continue with the instructions in the box for the next feature

TO CHANGE SETTING FOR ANOTHER EXTENSION

PRESS [*Central Tel Program*]

DIAL the new extension's number

TO ERASE A FEATURE OR AUTO DIAL BUTTON

PRESS the programmed button

PRESS [*Mic*]

TO END CENTRALIZED TELEPHONE PROGRAMMING

PRESS [*Feature*] [*Q*] [*Q*]

VMS COVER

PRESS a programmable button with lights

PRESS [*Feature*] [1] [5]

VOICE MAILBOX TRANSFER

PRESS a programmable button

PRESS [*Feature*] [1] [4]

VOICE MAIL MESSAGES AUTO DIAL BUTTON

PRESS a programmable button

PRESS left [*Intercom*]

DIAL [*Z*] [*Z*] [*Z*]

DO NOT DISTURB

PRESS a programmable button with lights

PRESS [*Feature*] [*Q*] [1]

✓ = Factory Setting

 = Button with Lights Required

PARTNER MAIL VS™ System Programming Quick Reference

To Program the PARTNER MAIL VS System

TO START PROGRAMMING

PRESS [*Intercom*] [Z] [Z] [Z]
 PRESS [2] [2] and [#]
 ENTER your password (1 2 3 4) and [#]
 PRESS [2] to access the Programming Main Menu

TO REPLAY A MENU

PRESS [*] [H]

TO RETURN TO A PREVIOUS MENU

PRESS [*] [#]

TO RETURN TO THE PROGRAMMING MAIN MENU

PRESS [*] [B]

TO EXIT PROGRAMMING

PRESS [*] [*] [X]

Automated Attendant

REFER to Forms 2, 3, and 4
 PRESS [3] to program Automated Attendant service

TO MODIFY THE MENU DEFINITION AND DAY MENU PROMPT

PRESS [1] for the day menu
 PRESS [6] to modify
 ENTER a selector code [1] through [9]
 PRESS [2] to modify
 PRESS [1] for selector code transfer
 ENTER an extension, Hunt Group, or Calling Group number and [#]
 To program another selector code for selector code transfer, repeat —
 PRESS [*] [#] to approve
 PRESS [1] to record the day menu prompt or [#] to use the existing prompt
 PRESS [1] after recording
 PRESS [*] [#] to approve

TO MODIFY THE NIGHT MENU PROMPT

PRESS [2] for the night menu
 PRESS [6] to modify
 PRESS [1] to record the night menu prompt
 PRESS [1] after recording
 PRESS [*] [#] to approve

TO CHANGE SELECTOR CODE TRANSFER TO DIRECT EXTENSION TRANSFER

PRESS [1] for the day menu
 PRESS [6] to modify
 ENTER a selector code [1] through [9]
 PRESS [2] to modify
 PRESS [5] for direct extension transfer
 To program another selector code for direct extension transfer, repeat —
 PRESS [*] [#] to approve
 PRESS [1] to record day menu prompt
 PRESS [1] after recording
 PRESS [*] [#] to approve

Mailboxes

REFER to Form 1
 PRESS [4] to program Mailboxes

TO PLAY A MAILBOX'S STATUS

ENTER a mailbox number and [#] or press [#] for the first mailbox
 PRESS [#] to play the next existing mailbox's status

TO DELETE A MAILBOX

ENTER a mailbox number and [#]
 PRESS [*] [D] to delete the mailbox
 PRESS [2] to confirm deletion

TO CREATE A MAILBOX

ENTER the new mailbox number and [#]
 PRESS [4] to create the new mailbox

TO RE-INITIALIZE A PASSWORD

ENTER a mailbox number and [#]
 PRESS [3] to reset the password to 1234

TO RE-INITIALIZE A MAILBOX

ENTER the mailbox number and [#]
 PRESS [4] to re-initialize the mailbox
 PRESS [2] to confirm re-initialization

Line Ownership

REFER to Form 5
 PRESS [6] to program Line Ownership

TO SCAN LINE OWNERSHIP

PRESS [2] to scan
 ENTER CO line number and [#] or press [#] to scan the first CO line number which has an owner
 LISTEN to CO line owner's name and mailbox number
 PRESS [#] to scan the next CO line

TO ASSIGN LINE OWNERSHIP

PRESS [4] to assign
 ENTER CO line number and [#]
 ENTER mailbox number and [#]

TO MODIFY LINE OWNERSHIP

PRESS [6] to modify
 ENTER CO line number and [#]
 ENTER new owner's mailbox number and [#]

TO DELETE LINE OWNERSHIP

PRESS [*] [D] to delete
 ENTER CO line number and [#]
 PRESS [2] to confirm deletion

TASK	LETTER KEY	NUMERICAL KEY
Delete	[*] [D]	[*] [3]
Help	[*] [H]	[*] [4]
Restart	[*] [B]	[*] [Z]
Transfer	[*] [T]	[*] [6]
Exit	[*] [*] [X]	[*] [*] [9]

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