

Lucent Technologies
Bell Labs Innovations



PARTNER[®] Voice Messaging PC Card Release 2

Installation and Programming

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Comcode 108355181
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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.

Your Responsibility for Your System's Security

Toll fraud is the unauthorized use of your telecommunications system by an unauthorized party, for example, persons other than your company's employees, agents, subcontractors, or persons working on your company's behalf. Note that there may be a risk of toll fraud associated with your telecommunications system, and if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

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This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the 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 manual, 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 be required to correct the interference at his own expense.

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WARNING:

The following list provides basic safety precautions that should always be followed when using the 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 product 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

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About This Document

This guide provides instructions for installing, programming, and using the PARTNER® Voice Messaging PC Card Release 2.0 with the PARTNER Advanced Communications System (ACS) Release 1.1 or later and PARTNER Endeavor System Release 1.0. This guide is intended for:

- The technician who installs the hardware and programs the initial system settings.
- The System Manager—the person who is responsible for managing the system on an ongoing basis.

Terminology

This guide uses the following terms:

- *Communications system (CS)*: Release 1.1 or later of the PARTNER Advanced Communications System or Release 1.0 of the PARTNER Endeavor System.
- *System phones*: the telephones specifically designed to work with the communications system, including the PARTNER Endeavor 34D, PARTNER Endeavor 18D, PARTNER Endeavor 18, PARTNER-34D, PARTNER-18D, PARTNER-18, PARTNER-6, MLS-34D®, MLS-18D®, MLS-12D®, MLS-12®, MLS-6®, MLC-6, MDC 9000, MDW 9000, MDW 9010, and MDW 9030P.

Key Sequences

You can press the following key sequences on the telephone's dialpad to perform specific tasks:

Delete *3

Restart *7

Transfer *8

Exit * * 0

NOTE:

If you are working in the System Administration Menu, pressing *7 will return you to the top level of that menu.

Reference Materials

In addition to this guide, the following guide is available (the order number is in parentheses) for the voice messaging system:

- Using the PARTNER Voice Messaging System Release 2 (585-322-705)

To order these materials, call the Lucent Technologies' BCS Publications Fulfillment Center at 1 800 457-1235 in the continental U.S. Outside the continental U.S., call 1 317 361-5353.

Some of these materials are available in other languages. For more information about these materials or about communications system materials, contact the BCS Publications Fulfillment Center, your Lucent Technologies' Representative or local Authorized Dealer.

How To Get Help

If you have a problem using your voice messaging system, try to resolve the problem by following the instructions in the "Troubleshooting" section included in this guide. If you cannot solve the problem, in the continental U.S. please call our toll-free hotline, available 24 hours a day, at 1 800 628-2888. Outside the continental U.S., contact your Sales Representative or your local Authorized Dealer.

Overview

1

The PARTNER Voice Messaging PC Card Release 2.0 works with your PARTNER communications system and ensures that your customers' calls are handled quickly and efficiently—day or night—according to your specifications.

You can program the voice messaging system, which handles up to two calls simultaneously and provides service for up to four subscribers, to complement your business environment. For example, your receptionist may answer calls and take messages during the day. You can program the voice messaging system to serve as a “backup” when the receptionist is busy and at night when no receptionist is available. The voice messaging system can answer outside calls, play a customized message prompting the caller to press digits to reach the person with whom the caller wants to speak, and route the call to the appropriate person—all without the aid of a receptionist.

And if the employee called is unavailable to answer the call, the voice messaging system allows the caller to leave a private message in the employee's voice mailbox or transfer to the receptionist or another extension for assistance.

With PARTNER Voice Messaging System, your employees are alerted to the arrival of messages in their mailbox by the message light on their system telephone. They can retrieve these messages from any touch-tone telephone—even if your employees are on the road. The voice messaging system lets them know how many of these messages are new and how many are old. It also allows them to record and change the personal greeting for their mailbox, and to create a password to keep their messages private.

What Are the Voice Messaging Services?

The voice messaging system provides three types of service:

- **Automated Attendant Service.** Acts like an automated receptionist. It answers outside calls and transfers them to the destination selected by the caller.
- **Call Answer Service.** Acts like a sophisticated answering machine. It allows the caller to leave a message or to transfer to another extension if the called party is busy or does not answer.
- **Voice Mail Service.** Allows subscribers to listen to messages and to manage their own mailboxes.

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

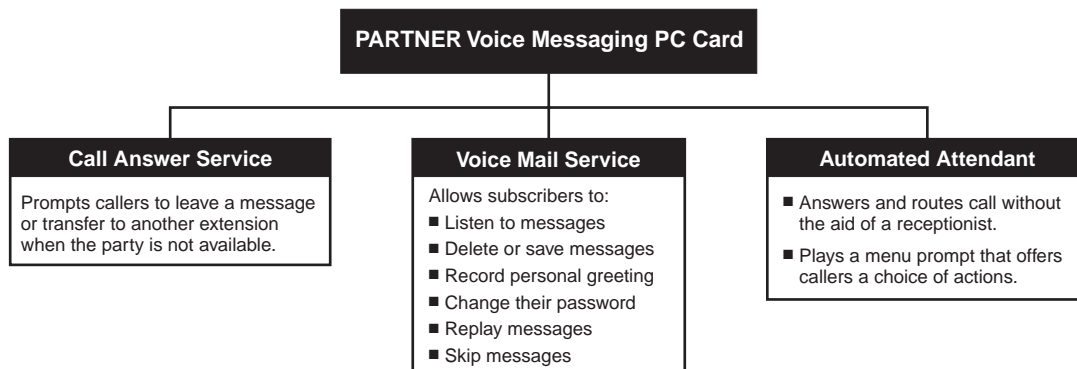


Figure 1-1. PARTNER Voice Messaging Services

Automated Attendant Service

The Automated Attendant Service can answer and route outside calls *without* assistance from a receptionist. After an outside call is answered, the Automated Attendant Service plays either the factory-set menu prompt shown below or a customized message that you record.

Factory-Set Automated Attendant Menu Prompt

"Hello, welcome to PARTNER Voice Messaging.
Please enter the extension number of the person
you wish to reach. Or to reach the receptionist,
press 0."

Customized Automated Attendant Menu Prompt

You can create your own Automated Attendant Menu Prompt that welcomes callers—to let them know they have reached the correct number. This menu prompt can offer callers a menu of options for transferring to the desired party. (It is recommended that the menu have five or fewer options to avoid confusing callers.)

The digit that the caller presses on the touch-tone telephone dialpad to select a menu option is called a *Selector Code*. When the caller presses a digit, the Automated Attendant performs the action (that is, the *Selector Code Action*) that you have programmed for that option.

For example, you can set up Automated Attendant Service so that callers hear the following prompt:

Thank you for calling the Hertz & Howe Autoworld.
Our sales and service departments are open from
9 a.m. to 8 p.m. Monday through Saturday. If you
know the extension you want, dial it now. To speak
to our service department, press 3. To speak with
an E-ZLease program representative, press 4. For
other assistance, press 0 to speak with our
receptionist. To replay this message, press * 4.

In this example, Hertz & Howe Autoworld has programmed the Automated Attendant to prompt callers to enter a single digit to reach frequently called departments. For selector code 3, for instance, callers are transferred to the service department. This arrangement frees their showroom sales people to handle customer transactions while the Automated Attendant Service transfers calls directly to the appropriate department.

Call Answer Service

This service plays a greeting and offers callers the following options when they reach a mailbox of an extension that is not answering their call:

- Leave a detailed, confidential message in the called party's mailbox.
- Press @ to transfer to the receptionist's extension.
- Press (*@) to transfer to another extension.

Callers can press @ before, during, or after leaving a message, or (*@) during the greeting.

Voice Mail Service

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

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

NOTE:

Until a personal greeting is recorded for the mailbox prompt, outside callers hear the following factory-set greeting:

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

See the *Using PARTNER Voice Messaging* guide for instructions for recording a personal greeting, listening to messages, transferring to another extension, and changing a password.

Voice Mail Service also enables the System Manager to program the voice messaging system. See "PARTNER Voice Messaging Programming," later in this guide, for more information.

Mailboxes

The PARTNER Voice Messaging PC Card provides a maximum of four mailboxes (01 through 04), which are assigned to extensions 10 through 13 respectively by default. The System Manager can assign these mailboxes to other extensions. The System Manager's mailbox is 0.

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

 **NOTE:**

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

Subscribers can retrieve these messages at their convenience from any touch-tone phone either while on-site or from an off-site location. The system informs subscribers of the number of new and old (saved) messages in their mailboxes, and plays new messages first.

Security

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

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

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

System Security Guidelines

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

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

You should also:

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

This section explains how the voice messaging services interact with specific communications system features. It also identifies the activities that you must perform and what forms you must complete to prepare your voice messaging system for installation and programming.

Planning Checklist

- Review voice messaging service interactions with communications system features.
- Complete the necessary voice messaging system forms.
- Complete the necessary communication systems forms.

Communications System Features Affecting Automated Attendant Service

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

- Group Call Distribution
- VMS Hunt Schedule
- VMS Hunt Delay
- Transfer Return Extension

Group Call Distribution (#206, Option 1)

Specifies the outside lines that are to be answered by Automated Attendant Service. You can specify some or all of your company's outside lines. Group Call Distribution assigns outside lines to Hunt Groups. If you want an outside line to be answered by PARTNER Voice Messaging Automated Attendant Service, assign the line to Hunt Group 7, which is used exclusively for voice messaging systems. The voice messaging system greets the caller with the Automated Attendant Menu Prompt. The caller can dial a menu option, transfer to another extension by dialing *@, or transfer to the receptionist by dialing @.

VMS Hunt Schedule (#507)

Specifies when the communications system is to route calls to the Automated Attendant Service. On the PARTNER ACS Release 3.0, this feature allows you to specify this information for each line.

The factory setting directs the communications system to route outside calls to Automated Attendant Service for call handling all the time (Always). You can change this setting to route calls only when Night Service is off (Day Only) or only when Night Service is on (Night Only).

VMS Hunt Delay (#506)

Specifies after how many rings the communications system will route calls to the Automated Attendant Service. The setting you choose for this feature depends on whether the Automated Attendant Service or your receptionist acts as the primary call handler. Refer to "Automated Attendant Scenarios," later in this chapter.

On the PARTNER ACS Release 3.0, you can specify on a per-line basis the number of rings (from 0 to 6) after which the Automated Attendant Service answers calls. The higher the number of rings, the greater the delay—giving your receptionist more time to answer a call before it is routed to the Automated Attendant Service. You can also specify different settings for day and night operation. For more information, see the *PARTNER Advanced Communications System Programming and Use* guide.

For all other communications systems, the factory setting for this option directs the Automated Attendant Service to answer outside calls on the second ring (that is, "Immediate,") and play the menu. The receptionist can act as a backup. Callers using rotary phones or callers requesting assistance are transferred to the receptionist's extension. You can change this default setting to "Delayed," which directs the Automated Attendant Service to answer outside calls on the fourth ring. The setting you choose is used for both day and night operation.

Automatic Extension Privacy (#304)

If VMS Hunt Delay remains at the factory setting of two (or fewer) rings, you can use this feature to prevent subscribers from accidentally picking up calls sent to the voice messaging system.

Transfer Return Extension (#306)

Allows you to ensure that unanswered calls transferred by the voice mail system return to a designated extension, where they ring until answered. If the voice mail system transfers a call to an extension that has no Voice Mail coverage, the communications system transfers the call to the Transfer Return Extension (which you can specify).

The factory setting returns the call to the voice messaging system (that is, extensions 78 and 79). The caller hears the Automated Attendant Service Menu Prompt.

For more information about these communications system features, see the *Programming and Use* guide for your communications system.

Automated Attendant Service Scenarios

The following sample scenarios illustrate typical ways in which Automated Attendant Service is set up with the communications system features:

- Case 1: The receptionist is the primary call handler. Automated Attendant Service handles overflow.
 - a. Use Group Call Distribution (#206) Option 1 to identify the lines to be answered by Automated Attendant Service.
 - b. Set VMS Hunt Schedule (#507) to Always.
 - c. Set VMS Hunt Delay (#506) to Delayed.
- Case 2: Automated Attendant Service is the primary call handler.
 - a. Use Group Call Distribution (#206) Option 1 to identify the lines to be answered by Automated Attendant Service.
 - b. Set VMS Hunt Schedule (#507) to Always.
 - c. Set VMS Hunt Delay (#506) to Immediate.
 - d. Set Automatic Extension Privacy (#304) to Assigned for all PARTNER Voice Messaging system extensions. (When VMS Hunt Delay is set to Immediate, you can use this feature to prevent users from accidentally picking up calls sent to the voice mail system.)

- Case 3: The receptionist answers calls during the day; Automated Attendant Service answers calls at night.
 - a. Use Group Call Distribution (#206) Option 1 to identify the lines to be answered by Automated Attendant Service.
 - b. Set VMS Hunt Schedule (#507) to Night Only.
 - c. Set VMS Hunt Delay (#506) to Immediate.

Music On Hold

If you use Automated Attendant Service, you also may want to use the communications system's Music On Hold feature. When Music On Hold is Active and an audio source is connected to the system, callers being transferred hear music or recorded material. Depending on how the communications system is set up if Music On Hold is Not Active, callers hear tones, ringing, or silence while they are being transferred.

For more information, see Music On Hold and Ring on Transfer in the *Programming and Use* guide for the communications system.

Communications System Features Affecting Call Answer Service

Call Answer Service works with the following communications system features:

- VMS Coverage
- Do Not Disturb
- Line Coverage Extension
- Voice Mailbox Transfer

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

VMS Coverage

VMS Coverage can be either automatic or manual.

- **Automatic VMS Cover (#310):** When the communications system Automatic VMS Cover feature is assigned for an extension, intercom and transferred callers are transferred to the voice messaging system when the called person does not answer by the fourth ring (or by the number of rings specified within the communications system VMS Cover Rings feature). The voice messaging system greets the caller with the

subscriber's personal greeting. The caller can leave a message for the subscriber, transfer to another extension by dialing *@, or transfer to the receptionist by dialing @.

- **Manual VMS Cover (F15):** Regardless of the Automatic VMS Cover setting, the communications system enables subscribers to press a programmed button to turn voice mail coverage on and off at their extension. To make this possible, the VMS Cover feature must be programmed on a button with lights on the subscriber's system phone.

Do Not Disturb

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

Line Coverage Extension

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

When a call comes in on a covered line, the system routes the call to PARTNER Voice Messaging if the call is not answered. The voice messaging system greets the caller with the subscriber's personal greeting. The caller has the option of leaving a message in the subscriber's mailbox, transferring to another extension by dialing *@, or dialing @ to reach the receptionist.

Voice Mailbox Transfer

A Voice Mailbox Transfer button can be programmed on a user's phone so that the user can transfer callers directly to the PARTNER Voice Messaging mailbox without ringing the subscriber's extension first.

PARTNER Voice Messaging Planning Forms

To complete the PARTNER Voice Messaging forms (see Appendix B), obtain completed copies of the relevant planning forms for the communications system. See “Communications System Planning Forms,” in the next section, for a description of these forms that provide the names, extensions, and other information required to program PARTNER Voice Messaging.

| To | Use Form: |
|--|--|
| Review factory-set mailbox assignments and change mailbox assignments. | 1 - Mailbox Assignments |
| Identify the Automated Attendant Selector Codes (that is, the list of digits that a caller can press to reach a specific extension, mailbox, or operator). | 2 - Automated Attendant Selector Codes |
| Write or review the script used to record the menu prompt that is played when a call is answered by Automated Attendant Service. | 3 - Automated Attendant Menu Prompt |

Communications System Planning Forms

The following planning forms for the communications system contain information required to program PARTNER Voice Messaging.

| To | Use Form: |
|---|------------------------------------|
| Identify basic information about the system, including line number and type of voice messaging service required for each line. | A - System Configuration |
| Identify basic information about each extension, including type of telephone or auxiliary equipment at the extension, and the name of the subscriber or a description of how the extension is used. | B1 - System Extensions |
| Identify feature settings, such as Automatic VMS Cover and Automatic Extension Privacy, and group assignments for each extension. | B2 - Customized Extension Settings |
| Specify which features are programmed on buttons for each extension. These buttons can be for VMS Cover, Do Not Disturb, Voice Mailbox Transfer, and Voice Mail Auto Dial. | C - Button Assignments |

Installation Instructions

3

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

Important Safety Instructions

Always follow these basic safety precautions when using this product:

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

⚠ CAUTION:

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

⚠ CAUTION:

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

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

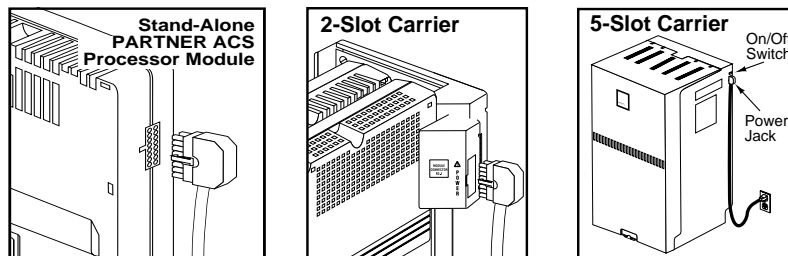


Figure 3-1. PARTNER ACS Processor Power Cord Connection

- b. For all communications systems, disconnect the power cord from the power jack on your installation.

2. If you have a standalone or a 2-Slot carrier, skip to Step 3. If you have a 5-Slot carrier, continue with Step 2A.
 - a. Loosen the screw on the lower front of the cover. Then place one hand on the handle on the lower front and place your other hand on the top of the cover.
 - b. Gently pull the cover up and away from the carrier.

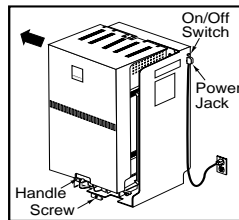


Figure 3-2. Opening Cover of PARTNER ACS 5-Slot Carrier

3. Insert the PARTNER Voice Messaging PC Card by holding it with the Lucent Technologies label facing to the right, and sliding it gently into one of the PC card slots on the communications system processor module. When inserted properly, the PARTNER Voice Messaging PC Card projects about 1-5/8" (4 cm) from the module. Leave the PARTNER Voice Messaging PC Card in the processor module.

Note that if you ever need to remove the PC card, gently pull it straight out (with the power off).

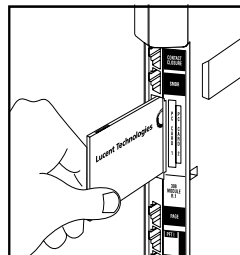


Figure 3-3. Inserting PARTNER Voice Messaging PC Card

4. Power up the system:
 - a. Reconnect the power cord.
 - b. If you have a 5-Slot carrier, move the carrier's On/Off switch to the "On" position ("—").
5. Check that the green light on the front of each module is lit:
 - a. If a single light is out, power down the system, reseal the module, then power up the system.

If multiple lights are out, power down the system, reseal the leftmost module that has a light out, then power up the system.
 - b. If the lights are still out, in the continental U. S., call the Lucent Technologies hotline at 1 800 628-2888 for support. Outside the continental U.S., contact your Lucent Technologies Representative or local Authorized Dealer.
6. If you have a 2-Slot carrier or a standalone configuration, you are finished with this procedure. If you have a 5-Slot carrier, continue with Step 6A.
 - a. Make sure all modules are seated properly. The cover will not fit if the modules are not seated properly.
 - b. To replace the cover, grasp it by its upper edges and hold it squarely over the control unit.
 - c. Place the cover over the modules and make sure it fits firmly in place.
 - d. Tighten the screw on the lower front cover.

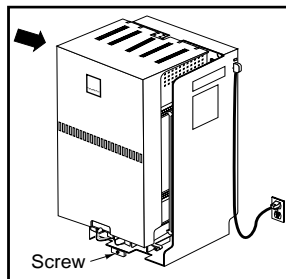


Figure 3-4. Closing Cover of PARTNER ACS 5-Slot Carrier

This chapter provides the following information:

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

The order of the procedures in this section enables you to program the Automated Attendant Selector Codes, record the Automated Attendant Menu Prompt, and change the assignments for the mailboxes before PARTNER Voice Messaging begins to handle calls—this order is recommended to ensure that calls are handled correctly for the subscribers who require voice mail coverage. You should have all completed voice messaging system and communications system planning forms available for reference.

In the following step-by-step instructions, note that Step 1 of each procedure for the voice messaging system is logging into PARTNER Voice Messaging. However, if you are already logged into PARTNER Voice Messaging, you can skip Step 1. When you complete programming, perform the system programming verification procedures in Chapter 5.

Initial Settings

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

When the PARTNER Voice Messaging PC Card is installed in the PARTNER communications system processor module (see Chapter 3) and the system is powered up, some settings are established for both PARTNER Voice Messaging and the PARTNER ACS system or PARTNER Endeavor system.

If you want to make changes to the initial settings for PARTNER Voice Messaging, use the instructions in "Using PARTNER Voice Messaging System Programming." If you want to make changes to the initial PARTNER ACS settings, use the instructions in "Using Communications Systems Programming."

PARTNER Voice Messaging Initial Settings

The following are the initial settings for PARTNER Voice Messaging:

- Mailbox 01 is assigned to extension 10.
- Mailbox 02 is assigned to extension 11.
- Mailbox 03 is assigned to extension 12.
- Mailbox 04 is assigned to extension 13.



NOTE:

You can re-assign each mailbox to any other extension in the communications system.

- Extensions 78 and 79 are assigned to the two voice ports on PARTNER Voice Messaging.
- The factory setting for all Selector Codes is Direct Extension Transfer.
- The following factory-set Automated Attendant Menu Prompt plays when a call is received on a line assigned to Hunt Group 7 for Automated Attendant Service and rings directly into PARTNER Voice Messaging:

`"Hello, welcome to the PARTNER Voice Messaging.
Please enter the extension number of the person
you wish to reach. Or to reach the receptionist,
press 0."`

- The following factory-set mailbox personal greeting plays for individual subscriber mailboxes (01-04):

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

Initial Programming Checklist

You must perform the following for every installation:

- VMS Hunt Group Extensions (#505)

You must program this feature first before programming any other feature. Assign the PARTNER Voice Messaging PC Card's extensions 78 and 79 to PARTNER ACS or PARTNER Endeavor Hunt Group 7 (#505). This Hunt Group is used for voice mail systems.

- Transfer Return Extension (#306)

For each of the voice messaging extensions (that is, 78 and 79) assign an extension as the destination extension for Transfer Return calls. If a voice mail system extension transfers a call to an extension that has no Voice Mail coverage and the call is not answered, the communications system transfers the call to the Transfer Return Extension. The factory setting for Transfer Return is extensions 78 and 79, respectively (the voice messaging system). If you want calls returned to the receptionist's extension, assign that extension as the Transfer Return Extension.

You may also need to program the following:

- Automated Attendant Service

- Group Call Distribution (#206 - Option 1)
- VMS Hunt Delay (#506)
- Automatic Extension Privacy (#304)
- VMS Hunt Schedule (#507)
- Music On Hold (#602)

- Call Answer Service

- Line Coverage Extension (#208)
- Automatic VMS Cover (#310)
- VMS Cover Rings (#117) (#321 on PARTNER ACS Release 3.0 or later)

- Telephone Button Programming - Manual VMS Cover (F15), Do Not Disturb (F01), Voice Mailbox Transfer (F14), Voice Mail Auto Dial

Using PARTNER Voice Messaging System Programming

The System Manager's mailbox (Mailbox 0) is a special mailbox that is used to program PARTNER Voice Messaging. The System Manager uses this mailbox to:

- Reinitialize passwords for mailboxes 01–04 if a subscriber forgets the password.
- Change the System Manager's password for the System Manager's mailbox (0).
- Assign PARTNER communications system extensions to mailboxes 01–04.
- Record a menu prompt (up to two minutes long).
- Assign Selector Codes (that is, the first digit the caller dials in response to the menu prompt).

The factory-set password for the System Manager's mailbox is 1234. See "Changing the System Manager's Password," later in this chapter, for instructions on how to change the password.

NOTE:

Although the System Manager's mailbox has a password, it does not have storage capacity for messages.

Logging Into System Administration

To log into System Administration:

1. Call PARTNER Voice Messaging by pressing **Intercom** **7****7****7** or a programmed Voice Mail Auto Dial button.

The system plays: "Please enter extension and #."

2. Press **@** followed by **#**.

The system plays: "Enter password and #."

3. Enter the four-digit password followed by **#**. (The factory-set password is 1234.)

The system plays: "To assign a mailbox to an extension, press 1. To record the Automated Attendant Menu Prompt, press 3. For Selector Code assignments, press 4. To change your password, press 5. To initialize a mailbox, press 6. To re-initialize a mailbox password, press 7."

NOTE:

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

Logging Into System Administration from Another Location

To log into System Administration from a telephone outside your communications system:

1. Call in on a line answered by PARTNER Voice Messaging.
2. When the call is answered and you hear the Automated Attendant Menu Prompt or mailbox greeting, press ***7**.

The system plays: "Please enter extension and #."

3. Enter **@** followed by **#**.

The system plays: "Enter password and #."

4. Enter the four-digit password followed by **#**. (The factory-set password is 1234.)

The system plays: "To assign a mailbox to an extension, press 1. To record the Automated Attendant Menu Prompt, press 3. For Selector Code assignments, press 4. To change your password, press 5. To initialize a mailbox, press 6. To re-initialize a mailbox password, press 7."

NOTE:

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

Programming Guidelines

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

- You do not have to wait for a prompt to play before entering digits for the next step.
- Press ***7** at any point during programming to return to the System Administration Main Menu.
- To ensure that you hear voice prompts, turn off your microphone when using the speakerphone to program the system.
- To avoid background noise in your recordings, use the handset rather than the speakerphone to record greetings.
- Hang up to exit programming.

The System Administration Menu

The System Administration Menu enables you to assign mailboxes to extensions, play mailbox assignments, record the Automated Attendant Menu Prompt, assign Selector Codes, change the password for mailbox 0, initialize mailboxes, and reinitialize mailbox passwords.

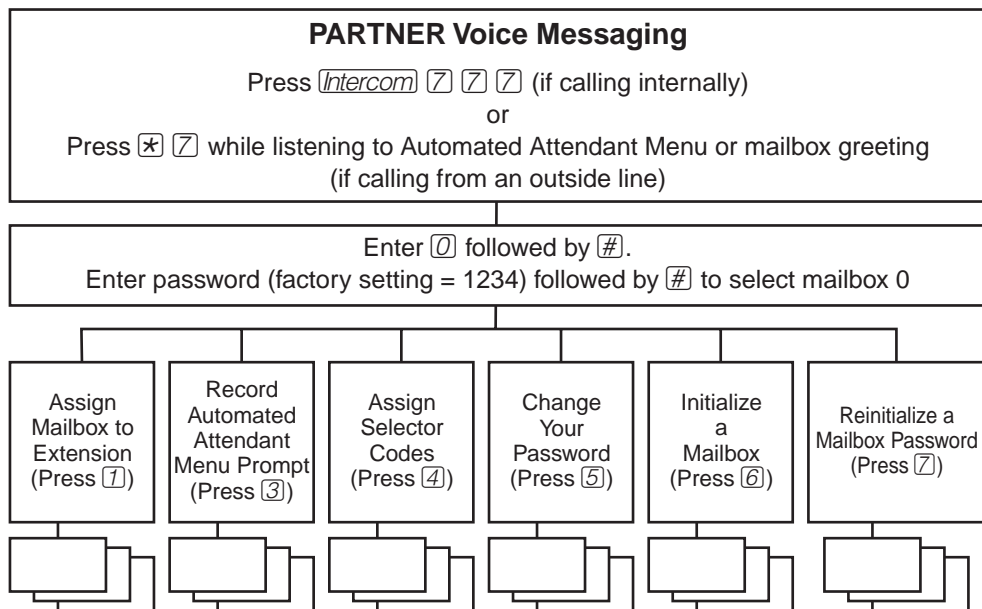


Figure 4-1. System Administration Menu

Assigning a Mailbox to an Extension

Before you begin, locate **Form 1: Mailbox Assignments** for PARTNER Voice Messaging. Check to see whether mailbox assignments have been changed from the factory defaults. By default, mailboxes 01, 02, 03, and 04 are assigned to extensions 10, 11, 12, and 13 respectively. Be sure to enter two-digit mailbox numbers (that is, 01, 02, 03, or 04) in the following procedure. If mailbox assignments are not numbered differently, skip to “Recording the Automated Attendant Menu Prompt.”

It is recommended that the default mailbox assignments be used. If any of these four mailboxes is not needed for the corresponding extension, it may be reassigned to another extension.

⇒ NOTE:

If the mailbox has not been initialized, the system notifies you that the mailbox must be reinitialized before you can change the extension. Refer to “Reinitializing a Mailbox” for instructions. Then repeat this procedure.

Assign mailboxes to extensions as specified on Form 1:

1. Log into System Administration according to the appropriate procedure.
2. Press **7** to assign mailboxes to extensions.
3. Enter the two-digit number of a mailbox (01 to 04) to be changed as indicated on Form 1.

⇒ NOTE:

If this mailbox has already been used (that is, a personal greeting has been recorded, the mailbox password has been changed, or any messages are in the mailbox), you must reinitialize the mailbox before reassigning it. See “Reinitializing a Mailbox,” later in this chapter.

4. As indicated on Form 1, enter the extension number for the mailbox, followed by **#**.

⇒ NOTE:

If the mailbox is already assigned to an extension, the system plays the current assignment and then plays:

To modify, enter new extension and #. To exit without changing, press *#.

5. Repeat Steps 2 through 4 for each mailbox to be changed.

Assigning Automated Attendant Selector Codes

Before you begin, locate Form 2: Automated Attendant Selector Codes for PARTNER Voice Messaging.

 **NOTE:**

All Selector Codes are factory set to Direct Extension Transfer.

To assign the Automated Attendant Selector Codes for PARTNER Voice Messaging:

1. Log into System Administration according to the appropriate procedure.
2. Press **4** to administer the Selector Code assignments.
3. Enter the Selector Code (from 1 to 9) on Form 2.
The system plays the current Selector Code assignment.
4. Do one of the following:
 - To assign Direct Extension Transfer for this Selector Code, press **#**.
 - To assign an extension to this Selector Code, enter the extension, Hunt Group, or calling group number followed by **#**.
 - To exit without changing the Selector Code assignment, press ***#**.
5. To program another Selector Code, repeat Steps 2 through 5.

Recording the Automated Attendant Menu Prompt

Before you begin, locate Form 3: Automated Attendant Menu Prompt for PARTNER Voice Messaging.

 **CAUTION:**

You should record the Automated Attendant Menu Prompt when the system is idle. If the system receives a call while you are recording the prompt, the system plays the factory-set Automated Attendant Menu Prompt. Keep in mind that as soon as you begin recording, any previously recorded prompt (except the factory-set prompt) is erased.

To record the Automated Attendant Menu Prompt for PARTNER Voice Messaging Automated Attendant Service:

1. Log into System Administration according to the appropriate procedure.
2. Press **3** to administer the Automated Attendant Menu Prompt.
3. Press **7** to record the Automated Attendant Menu Prompt from Form 3.

The system prompts you to press **7** when you are finished recording.

4. At the tone, record the Automated Attendant Menu Prompt.
5. Press **7** to end recording.
6. Do one of the following:
 - To approve the Automated Attendant Menu Prompt, press **7**.
 - To re-record the Automated Attendant Menu Prompt, press **2**. Return to Step 4.
 - To play back the Automated Attendant Menu Prompt, press **3**. Then repeat Step 6.
 - To exit, press ***7**. This action restores the factory-set prompt.

Listening to the Automated Attendant Menu Prompt

To listen to the current Automated Attendant Menu Prompt for PARTNER Voice Messaging Automated Attendant Service:

1. Log into System Administration according to the appropriate procedure.
2. Press **3** to administer the Automated Attendant Menu Prompt.
3. Press **0** to hear the Automated Attendant Menu Prompt.

The system plays the current Automated Attendant Menu Prompt.

Reinitializing a Mailbox

To prepare a previously used mailbox for a new subscriber, you must reinitialize the mailbox. This procedure deletes any messages left in the mailbox and turns off the phone's message light (if on), erases the personal greeting (if recorded), and changes the password back to the factory setting (1234). This procedure does not reinitialize the mailbox's extension assignment.

To reinitialize a mailbox:

1. Log into System Administration according to the appropriate procedure.
2. Press **@** to initialize mailboxes.

The system plays: "**Caution:** Initializing a mailbox erases its greeting, messages, and password. To initialize a mailbox, enter mailbox number. To exit without making any changes, press *7."

3. Do one of the following:
 - Enter the two-digit number of the mailbox you want to initialize.
The system plays: "Reinitialized."
 - Press **(*)#** to return to the Programming Main Menu without making changes.

Reinitializing a Password

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

⇒ NOTE:

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

To reinitialize a password to 1234:

1. Log into System Administration according to the appropriate procedure.
2. Press **(7)**.
3. Enter the mailbox number to reinitialize a password.
The system plays: "The password has been reinitialized."

Reviewing Mailbox Assignments

You may want to review mailbox assignments, particularly if they have been changed from the factory default. If you want to change a mailbox assignment, see "Assigning a Mailbox to an Extension," earlier in this chapter. When you review the mailbox assignments, make sure that they are correctly indicated on Form 1.

To review the mailboxes that have been assigned to extensions:

1. Log into System Administration according to the appropriate procedure.
2. Press **(7)** to review the mailbox assignments.
3. Enter the two-digit number of a mailbox (01 to 04).
The system plays the current assignment for this mailbox.
4. Press **(*)#** to exit without changing the mailbox assignment.
5. Repeat Steps 2 through 4 to review other mailbox assignments.

Changing the System Manager's Password

This section tells you how to change the System Manager's password (for mailbox 0). The factory-set password for mailbox 0 is 1234. To prevent unauthorized programming of the system, you should change the default password immediately after installation. You must assign four digits for a password. It is recommended that you create a password from random, nonsequential digits.

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

To change the password for mailbox 0:

1. Log into System Administration according to the appropriate procedure.
2. Press **5** to change the password.
The prompt asks you to enter your new password and press **#**.
3. Enter four digits for the new password and press **#**.
The prompt asks you to re-enter your new password.
4. Re-enter your new password and press **#**.
The new password is now active.

Using Communications Systems Programming

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

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

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

NOTE:

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

System Programming Mode

To enter system programming mode:

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

VMS Hunt Group Extensions (#505)

You must program this feature first before programming any other feature.

You must use this procedure to assign extensions 78 and 79 associated with PARTNER Voice Messaging to Hunt Group 7.

To assign voice messaging system extensions 78 and 79 to Hunt Group 7:

1. Press **#505**.
2. At the **Group:** prompt, press **7**.
3. At the **Extension:** prompt, enter **78** for the first extension number assigned to PARTNER Voice Messaging as shown on form B1.
4. Press **(Next Data)** until the display reads **1 Assigned**.
5. Press **(Next Item)** to display extension 79 (the second extension number assigned to PARTNER Voice Messaging as shown on form B1).
6. Press **(Next Data)** until the display reads **1 Assigned**.

Automatic Extension Privacy (#304)

If VMS Hunt Delay is set to Immediate, use this procedure to prevent users from accidentally picking up calls sent to the voice messaging system.

To set Automatic Extension Privacy (#304) to Assigned for the PARTNER Voice Messaging system extensions 78 and 79 specified on Form B1:

1. Press **#304**.
2. Enter **78**.
3. Press **(Next Data)** until the display reads **1 Assigned**.
4. Press **(Next Item)** until the next PARTNER Voice Messaging system extension number (that is, 79) specified on Form B1 displays.
5. Press **(Next Data)** until the display reads **1 Assigned**.

Automatic VMS Cover (#310)

If you assign this feature for an extension, intercom and transferred calls are transferred to the voice messaging system when the called person does not answer by the fourth ring (or by the number of rings specified within the communications system VMS Cover Rings feature).

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

1. Press **#310**.
2. Enter the number of the first extension to which Automatic VMS Cover is to be assigned.
3. Press **(Next Data)** until the display reads **1 Assigned**.
4. To program another extension, press **(Next Item)** or **(Prev Item)** until the extension number shows on the display.
5. Repeat Steps 3 and 4 for each extension to which Automatic VMS Cover is to be assigned.

Group Call Distribution (#206) - Option 1

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

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

1. Press **#206**.
2. At the **Group:** prompt, press **7**.
3. At the **Line:** prompt, enter the first VMS-AA line specified in the Line Coverage column of Form A, Page 1.
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.
6. Press **(Next Data)** until the display reads **1 Assigned**.
7. Repeat Steps 5 and 6 for each VMS-AA line on Form A.

Line Coverage Extension (#208)

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

1. Press **#208**.
2. At the **Line:** prompt, enter the first line for which an extension is specified in the VMS-Mail column of Form A, Page 1, Line Coverage.
3. At the **Data:** prompt, enter the number of the extension specified in the VMS-Mail column.
4. To program another line, press **Next Item** or **Prev Item** until the appropriate line number displays.
5. Repeat Steps 3 and 4 for each VMS-Mail line for which an extension number is written on Form A.

Music On Hold (#602)

If desired, program Music On Hold. See the *Programming and Use* guide for the communications system for instructions.

Night Service (#503)

Check Form C for extension 10. If a Night Service button is specified, follow the procedure below.

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

1. Press **#503**.
2. At this point, do one of the following:
 - 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
Go to Step 3.

- 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.

Transfer Return Extensions (#306)

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

Transfer Return ensures that unanswered calls transferred by the voice mail system return to a designated extension, where they ring until answered. If the voice mail system transfers a call to an extension that has no Voice Mail coverage, the communications system transfers the call to the Transfer Return Extension.

If you want calls returned to the receptionist, assign extension 10 or 11. If you want calls returned to another system extension, assign any valid extension (10 through 49 or 10 through 41, as appropriate for your communications system).

To assign the Transfer Return Extension for voice messaging system extensions 78 and 79:

1. Press #③①⑥.
2. At the **Extension:** prompt, enter ⑦② for the first extension number assigned to PARTNER Voice Messaging as shown on form B1.
3. At the **Data:** prompt, enter the extension number for the Transfer Return extension.
4. Press *(Next Item)* to display extension 79 (the second extension number assigned to PARTNER Voice Messaging as shown on form B1).
5. At the **Data:** prompt, enter the extension number for the Transfer Return extension.

VMS Cover Rings (#321) - PARTNER ACS Release 3.0 or later

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

1. Press **# 3 2 1**.
2. Enter the number of the first extension for which VMS Cover Rings is to be specified.
3. Press **(Next Data)** until the appropriate value displays.
4. To program another extension, press **(Next Item)** or **(Prev Item)** until the appropriate value displays.
5. Repeat Steps 3 and 4 for each extension for which VMS Cover Rings is to be specified.

VMS Cover Rings (#117) - All Other Communications Systems

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

1. Press **# 1 1 7**.
2. Enter the VMS Cover Rings setting (1 to 9) specified on Form A.

VMS Hunt Delay (#506) - PARTNER ACS Release 3.0 or later

Check Form A, Page 2, VMS Hunt Delay. If the default setting is changed, follow the procedure below.

To specify the VMS Hunt Delay for the appropriate number of rings (a value from 0 to 6) as specified on Form A, Page 2:

1. Press **# 5 0 6**.
2. Enter Day (1) or Night (2).
3. Enter the line number.
4. Press **(Next Data)** until the appropriate value displays.
5. To program another line, press **(Next Item)** or **(Prev Item)** until the appropriate line number displays.
6. Press **(Next Data)** until the appropriate value displays.
7. Repeat Steps 4 and 5 as necessary.

VMS Hunt Delay (#506) - All Other Communications Systems

Check Form A, Page 2, VMS Hunt Delay. If Delayed is specified, follow the procedure below.

To change the VMS Hunt Delay from the factory setting of Immediate (that is, 2 rings) to Delayed as specified on Form A, Page 2:

1. Press **# 5 0 6**.
2. Press **(Next Data)** until the appropriate value displays.

VMS Hunt Schedule (#507) - PARTNER ACS Release 3.0 or later

Check Form A, Page 2, VMS Hunt Schedule. If Day Only or Night Only is selected, follow the procedure below. The factory setting is Always.

To change the VMS Hunt Schedule setting:

1. Press **# 5 0 7**.
2. At the **Line:** prompt, enter the first line number.
3. Press **(Next Data)** until the appropriate value displays.
4. To program another line, press **(Next Item)** or **(Prev Item)** until the appropriate line number displays.
5. Press **(Next Data)** until the appropriate value displays.
6. Repeat Steps 4 and 5 as necessary.

VMS Hunt Schedule (#507) - All Other Communications Systems

Check Form A, Page 2, VMS Hunt Schedule. If Day Only or Night Only is selected, follow the procedure below. The factory setting is Always.

To change the VMS Hunt Schedule setting:

1. Press **# 5 0 7**.
2. Press **(Next Data)** until the appropriate value displays.

Centralized Telephone Programming

Before you begin, locate Form C of the *System Planner* for the communications system. Be sure you have a copy of the form for each subscriber's phone. Use this section to program buttons on subscribers' phones, including the receptionist's phone. When you are finished programming, be sure to label all buttons on subscribers' phones.

Manual VMS Cover (F15)

This button allows the subscriber to turn voice mail coverage 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 the extension to be programmed.
3. Press a programmable button with lights.
4. Press **Feature** **1** **5**.
5. At this point, do one of the following:
 - Go to Step 3 of the next procedure to program another button for this extension.
 - Press **Central Tel Program** and go to Step 2 of any button programming procedure in this section to program a button for a different extension.
 - Press **Feature** **0** **0** to exit.

Do Not Disturb (F01)

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

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

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

Voice Mailbox Transfer (F14)

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

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

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

Voice Mail Auto Dial

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

To program a Voice Mail Auto Dial button as specified on Form C:

1. Press **Feature** **0** **0** **System Program** **System Program** **Central Tel Program** .
2. Dial the number of the extension to be programmed.
3. Press a programmable button.
4. Press left **Intercom** **7** **7** **7**.
5. At this point, do one of the following:
 - Press **Central Tel Program** and go to Step 2 of any button programming procedure in this section to program a button for a different extension.
 - Press **Feature** **0** **0** to exit.

Checking Your System's Operation

5

If you cannot solve a problem with your voice messaging system after using the procedures contained in this section, call the Lucent Technologies Technical Service Center at 1 800 628-2888 or your local Authorized Dealer.

Verifying the System Programming

After you finish programming the PARTNER Voice Messaging and the communications system, you should perform the tests identified in the following table to verify system operation. If your system allows programming from extension 11, you should perform these tests from extension 11 leaving extension 10 for the receptionist to handle calls.

To verify:

Perform:

| | |
|---|-------------------|
| Automated Attendant Service programming | Tests 1 and 2 |
| Call Answer Service programming | Tests 1, 3, and 4 |

Test 1

Make an internal call to the ports that have been assigned to the VMS Hunt Group by doing the following:

1. Press **Intercom** 7 8. See "Expected Result." Hang up and go to Step 2.
2. Press **Intercom** 7 9. See "Expected Result."
3. Press **Intercom** 7 7 7. See "Expected Result."

Expected Result:

You should hear the following:

"Please enter extension and #."

Problem Resolution:

If you do not hear the correct system response, verify that extensions 78 and 79 have been assigned to Hunt Group 7 (#505).

Test 2

- If the VMS Hunt Group Schedule for the communications system (or line on the PARTNER ACS Release 3.0 or later) is set for Always, the communications system can be in either Day Mode or Night Service.
 - If the VMS Hunt Schedule for the communications system (or line on the PARTNER ACS Release 3.0 or later) is set for Day Only, put the communications system into Day Service, and follow the procedure below.
 - If the VMS Hunt Schedule for the communications system (or line on the PARTNER ACS Release 3.0 or later) is set for Night Only, put the communications system into Night Service, and follow the procedure below.
1. Call in on a line answered by the Automated Attendant Service.
 2. Check the system response.
 - *For the PARTNER ACS Release 3.0 or later:* The Automated Attendant Service should answer on the appropriate number of rings (0 to 6 rings).
 - For all other systems: 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 after the fourth ring.
 3. Listen for the Menu Prompt.
 4. After the prompt, choose an option from the menu.

Expected Result:

Make sure your call is transferred to the appropriate extension or group. Then do the following:

1. Repeat Steps 1 through 4 for each option on the menu.
2. Repeat Steps 1 and 2 for each line that has Automated Attendant Service coverage.

Problem Resolution:

- If the system does not respond within the appropriate number of rings, check the VMS Hunt Delay setting (#506).
- If your call is not transferred to the appropriate extension or group for a particular option, verify that the menu options (Selector Codes) have been appropriately assigned.
- If you hear the Call Answer Service system greeting (rather than the Automated Attendant Greeting) or your call is not answered, verify that Automated Attendant Service has been assigned to the line (#206, Option 1).

Test 3

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

Expected Result:

If Do Not Disturb is on at the extension, PARTNER Voice Messaging should answer the call after one ring and you should hear the default greeting ("Your party is not available. Please leave a message after the tone.") or personal greeting for the mailbox. (If Do Not Disturb is not on, the call rings at the extension before Call Answer Service answers it.)

If you hear "Your party is unavailable. To transfer to another extension press *8 or to reach the operator." the mailbox has not been assigned a mailbox.

Problem Resolution:

- Verify that the mailbox for this extension has been assigned.
- Verify that the extension has been assigned VMS coverage.

Test 4

1. To verify Line Coverage Extension, make sure VMS Cover is on at the line owner's extension.
2. Call in on the assigned line and make sure the call goes to VMS Cover by the number of rings specified by VMS Cover Rings (#321 for PARTNER ACS Release 3.0 or later; #117 for all other communications systems).
3. Repeat this procedure for every line that has been assigned Line Coverage Extension.

Expected Result:

Verify that you hear the default ("Your party is not available. Please leave a message after the tone.") or personal mailbox greeting for each line that has been assigned Line Coverage Extension.

Problem Resolution:

- Verify that the correct extension has been assigned as the owner of the line (Line Coverage Extension).
- Verify that a mailbox has been assigned for this extension.

Troubleshooting

Responding to Caller Complaints About System Operation

Outside callers hear ringing, but the system does not answer.

1. Use #206 to verify that lines have been assigned for Automated Attendant Service (Option 1).
2. Use Hunt Group Extensions (#505) to verify that the VMS extensions are assigned to Hunt Group 7.
3. If all programming is correct, call for technical assistance.

The system takes too long to answer calls.

1. If this problem occurs when Automated Attendant Service answers calls:
 - Verify that the VMS Hunt Delay is set to Immediate (or to a minimum number of rings for the PARTNER ACS Release 3.0).
 - If Automated Attendant Service is heavily used, reduce the number of options on (or length of) the Automated Attendant menu prompt to reduce the amount of time VMS extensions are busy.
2. For Call Answer Service, recommend that subscribers program a Do Not Disturb button on their system telephones. They should turn on the feature 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.

The system cuts off part of the greeting.

- Re-record the greeting. Be sure to pause a moment before speaking and avoid pressing any dialpad keys while recording.

The system transfers calls to a receptionist before playing the menu prompt (for Automated Attendant Service).

- Use Hunt Group Extensions (#505) to verify that the VMS extensions are assigned to Hunt Group 7. If programming is correct, call for technical assistance.

Outside callers hear silence, tones, or ringing during transfer.

- See Music On Hold (#602) in the *Programming and Use* guide for the communications system.

The system does not transfer calls properly.

1. If this problem occurs when the Automated Attendant Service answers calls, verify that the menu has been programmed correctly by performing Test 2, earlier in this section. Also verify that the Automated Attendant Menu Prompt correctly reflects the Automated Attendant Selector Code programming.
2. If calls are not transferred to the correct extension or group in Test 2, reprogram the Selector Code assignments for the menu.
3. If calls are transferred correctly in Test 2, make sure that the caller entered a valid destination.

System does not respond to entered digits.

1. Verify that the system is receiving touchtones. Wait until the greeting is finished playing before entering touchtones. If you are using a speakerphone, turn off the microphone.
2. If this problem occurs when the Automated Attendant Service answers calls, verify that the menu has been programmed correctly by performing Test 2, earlier in this section.
 - If calls are not transferred to the correct extension or group in Test 2, reprogram the Selector Code assignments for the menu.
 - If calls are transferred correctly in Test 2, contact your local telephone company to check for "noise" on the line.

Unanswered transferred calls ring continually.

- To ensure that a line does not remain open even after a caller hangs up, assign voice mail coverage to all extensions (especially extension 10). Also, make sure voice mail coverage is on at extension 10 at night when no one is present to disconnect calls manually.

The system stops recording while the caller is leaving a message.

- Let the caller know the recording time limit (four minutes). Also let the caller know that he or she can press ⓧⓈ to transfer to the extension again (to avoid making another outside call) to finish the message, if necessary.

The mailbox is full and messages cannot be deposited in the mailbox.

- Remind subscribers to delete old messages from their mailboxes on a regular basis. Also let callers know that they can press ⓧⓏ to transfer to another extension.

Responding to Problems Reported by Subscribers

A subscriber is unable to log into voice mail.

1. Make sure the subscriber enters an extension number that has been assigned a mailbox. If the subscriber tries again and succeeds, the problem is resolved. If the subscriber cannot log in, go to Step 2.
2. Make sure the subscriber enters his or her password correctly. If the subscriber tries again and succeeds, the problem is resolved. If the subscriber cannot log in, reinitialize the password (according to the procedure in "Reinitializing a Password," earlier in this guide).

The date or time in message headers is incorrect.

- Refer to System Date (#101), System Day (#102), or System Time (#103) in the *Programming and Use* guide for the communications system to check the day, date, and time settings. If the day, date, and time are correct, choose one of these procedures to re-enter the correct value. After one minute, this change will update the day, date, and time on the voice messaging system. If message headers for new messages are still incorrect, call for technical assistance.

Subscribers hear a busy signal when calling into voice mail.

1. The system can handle two calls at a time. Try the call later.
2. If Automated Attendant Service is heavily used, reduce the number of options on (or length of) the Automated Attendant menu prompt to reduce the amount of time VMS extensions are busy.
3. Use Hunt Group Extensions (#505) to verify that the VMS extensions are assigned to Hunt Group 7.

The message light does not turn off.

Listen to or delete all new messages in the mailbox.

Specifications



System Capacities and Default Settings

- 2 voice channels (ports) - assigned extensions 78 and 79

Mailboxes

- 4 mailboxes - each mailbox has 10 minutes of storage
 - Mailbox 01 assigned to extension 10
 - Mailbox 02 assigned to extension 11
 - Mailbox 03 assigned to extension 12
 - Mailbox 04 assigned to extension 13
- System Manager's Mailbox (Mailbox 0) has no storage
- Factory-set mailbox password: 1234
- Factory-set personal greeting for subscriber mailboxes:
"Your party is not available. Please leave a message after the tone."
 - Maximum personal greeting length: 1 minute

Automated Attendant

- Selector codes factory set to Direct Extension Transfer
- Factory-set Automated Attendant Menu Prompt:
"Hello, welcome to the PARTNER Voice Messaging. Please enter the extension number of the person you wish to reach. Or to reach the receptionist, press 0."
 - Maximum menu prompt length: 2 minutes

Communications System

- PARTNER Advanced Communications System Release 1.1 or later
- PARTNER Endeavor System Release 1.0

Voice Messaging Planning Forms

B

Form 1: Mailbox Assignments

Each mailbox provides 10 minutes of message recording time or a maximum of 30 messages, whichever comes first.

| Mailbox | Extension | Subscriber Name |
|---------|-----------|-----------------|
| 01 | 10 ✓ | |
| 02 | 11 | |
| 03 | 12 | |
| 04 | 13 | |

Completing this form

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

- For PARTNER Advanced Communication System R1.1, use an extension number from 10–41.
- For PARTNER ACS Release 2.0, use an extension number from 10–49.
- For PARTNER Endeavor Release 1.0, use an extension number from 10–49.

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

Programming Procedure

- To assign a mailbox to an extension, dial ① from the System Programming Menu.

Form 2: Automated Attendant Selector Codes

| Description | Selector Code | Range of Extensions for Direct Extension Transfer | Ext. # or Group # for Selector Code Transfer |
|-------------|---------------|---|--|
| | 1 | 10-19✓ | |
| | 2 | 20-29✓ | |
| | 3 | 30-39✓ | |
| | 4 | 40-49✓ | |
| | 5 | | |
| | 6 | | |
| | 7 | 71-74, 771-776✓ | |
| | 8 | | |
| | 9 | | |

General Information

- The factory defaults (✓) are listed in the “Range of Extensions for Direct Extension Transfer” column.
- The Selector Code is the first digit dialed by the caller in response to the menu prompts.
- The factory default for all Selector Codes is Direct Extension Transfer.
- For Direct Extension Transfer, Selector Codes 1-5 and 7 represent the first digit for a range of extensions. These Selector Codes let callers dial extension numbers directly. For example, to allow callers to dial extensions 10 through 19 directly, you must assign Selector Code 1 for Direct Extension Transfer.
- For Selector Code Transfer, Selector Codes 1-9 represent a specific extension, Group Calling Number (if available), or Hunt Group number to which the caller will be transferred. 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 Automated Attendant Prompt (Form 2).

Completing this Form

For Direct Extension Transfer:

1. In the "Description" column, write "Direct Extension Transfer."
2. In the "Range of Extensions for Direct Extension Transfer" column, leave the factory default.
3. Leave blank the "Ext. # or Group # for Selector Code Transfer" column.

For Selector Code Transfer:

1. In the "Description" column, write the name of the person or group to receive the transfer.
2. In the "Range of Extensions for Direct Extension Transfer" column, 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 the "Ext. # or Group # for Selector Code Transfer" column.
3. In the "Ext. # or Group # for Selector Code Transfer" column, write the extension or group number to receive the transfer.

Programming the Menu Selector Codes

- To program the menu selector codes, dial **Ⓜ** from the System Programming Menu.

Form 3: Automated Attendant Menu Prompt

The menu prompt can be up to two minutes long. It can supply frequently requested information so that your staff is free to assist customers or to perform other tasks more efficiently. For example:

"Thank you for calling the Hertz & Howe Autoworld. Our sales and service departments are open from 9 a.m. to 8 p.m. Monday through Saturday. If you know the extension you want, dial it now. To speak to our service department, press 3. To speak with an E-Z Lease program representative, press 4. For other assistance, press 0 to speak with our receptionist. To replay this message, press * 4."

The default menu prompt is:

"Hello, welcome to PARTNER Voice Messaging. Please enter the extension number of the person you wish to reach. Or to reach the receptionist, press 0."

| Menu Prompt: |
|---------------------|
| |
| |
| |
| |
| |
| |

General Information

- The Automated Attendant Menu Prompt should contain a welcome and a list of menu options.
- The welcome should introduce the company. For example, "Thank you for calling the Any Travel Agency."

- The menu options should contain instructions that correspond to the Selector Codes assigned on Form 3.
 - 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 6.”

It is recommended that you keep the number of menu options to five (5) or fewer to avoid confusing the caller.

Completing this Form

Write the message that you want callers to hear when they call, including the instructions to the caller for selecting menu options.

Suggested options include:

- “Remain on the line for assistance.”
- “Dial 0 for assistance.”
- “To hear this menu again, dial * 4.”

Recording the Automated Attendant Menu Prompt

- To record the Automated Attendant Menu Prompt, dial @ from the System Programming Menu.

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