PARTNER® Voice Messaging PC Card

Installation and Programming

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Toll Fraud is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or working on your company's behalf). Be aware that there is a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

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Telecommunications security of voice, data, and/or video communications is the prevention of any type of intrusion to, that is, either unauthorized or malicious access to or use of, your company's telecommunications equipment by some party.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that could be accessed via this Avaya product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or working on your company's behalf. Whereas, a "malicious party" is Anyone, including someone who may be otherwise authorized, who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions may be either to/through synchronous (time-multiplexed and/or circuit-based) or asynchronous (character-, message-, or packet-based) equipment or interfaces for reasons of:

- **Utilization (of capabilities special to the accessed equipment)**
- **Theft (such as, of intellectual property, financial assets, or toll-facility access)**
- **Eavesdropping (privacy invasions to humans)**
- **Mischief (troubling, but apparently innocuous, tampering)**
- **Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)**

Be aware that there may be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company, including but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

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The final responsibility for securing both this system and its networked equipment rests with you – an Avaya customer's system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- **Installation documents**
- **System administration documents**
- **Security documents**
- **Hardware-/software-based security tools**
- **Shared information between you and your peers**
- **Telecommunications security experts**

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure your:

- **Avaya provided telecommunications systems and their interfaces**
- **Avaya provided software applications, as well as their underlying hardware/software platforms and interfaces**
- **Any other equipment networked to your Avaya products**

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Part 15: Class A Statement. 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 instructions, 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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- Reorient the receiving television or radio antenna where this may be done safely.
- To the extent possible, relocate the receiver with respect to the telephone equipment.
- Where the telephone equipment requires ac power, plug the telephone into a different ac outlet so that the telephone equipment and receiver are on different branch circuits.

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- Answered by the called station
- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user

This equipment returns answer-supervision signals on all DID calls forwarded back to the public switched telephone network. Permissible exceptions are:

- A call is unanswered
- A busy tone is received
- A reorder tone is received

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EMC Directive 89/336/EEC

Low-Voltage Directive 73/23/EEC

For more information on standards compliance, contact your local distributor.

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Getting Started 1

Welcome

This guide provides instructions for installing, programming, and using the PARTNER® Voice Messaging PC Card Release 2.0 and 3.0 or later 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, as well as for the System Manager who is responsible for managing the system on an ongoing basis.

NOTE

The PARTNER Voice Messaging PC Card Release 3.0 is available in two versions, Release 3 Small (R3S) and Release 3 Large (R3L), to support a greater range of mailbox configurations (see “System Specifications,” later in this chapter). In addition, certain voice messaging system features are available only with Release 3.0, as indicated in this guide.

The PARTNER Voice Messaging PC Card 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 to complement your business environment. For example, the voice messaging system can be programmed to serve as a “backup” when the day-time 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.

System Services and Features

The voice messaging system provides three services:

- ***Automated Attendant Service*** acts like an automated receptionist. It answers outside calls and transfers them to the destination selected by the caller *without* assistance from a receptionist.

  The Automated Attendant Service plays either the factory-set menu prompt (see "System Specifications") or a customized Automated Attendant Menu Prompt that you create and record. This menu prompt welcomes callers and lets them know they have reached the correct number. It can also offer callers a menu of options for transferring to the desired party.

  The digit 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, the Automated Attendant can be programmed to prompt callers to enter a single digit to reach frequently called departments (*Selector Code Transfer*) or to dial the extension they want to reach (*Direct Extension Transfer*).

- ***Call Answer Service*** acts like a sophisticated answering machine. Depending on how users program their mailbox, callers will hear the personal greeting and be prompted to leave a message in a mailbox (Record Mode), or they will hear the personal greeting and be disconnected after five seconds (Answer-Only Mode). Users may choose Answer-Only Mode to prevent their mailboxes from reaching maximum message storage capacity (for example, while the user is on vacation).

  Call Answer Service, regardless of Call Answer Mode, allows callers the following options while listening to the personal greeting:

  — Press ⓪ to transfer to the receptionist's extension.

  — Press ⊛⑦ to reach Voice Mail Service.

  — Press ⊛⑧ to transfer to another extension.

  In Record Mode, callers can also use these same options after leaving a message.

  In Answer-Only Mode, callers can use these options during the five seconds of silence after the personal greeting has played.

- ***Voice Mail Service*** allows the System Manager to program the voice messaging system, and subscribers to listen to messages and to manage their own mailboxes by performing the activities shown in Figure 1.

  See *Using PARTNER Voice Messaging* for instructions for recording a personal greeting, listening to messages, transferring to another extension, changing a password, and changing Call Answer Mode (in Release 3.0 only).

Figure 1 summarizes the features associated with each service.

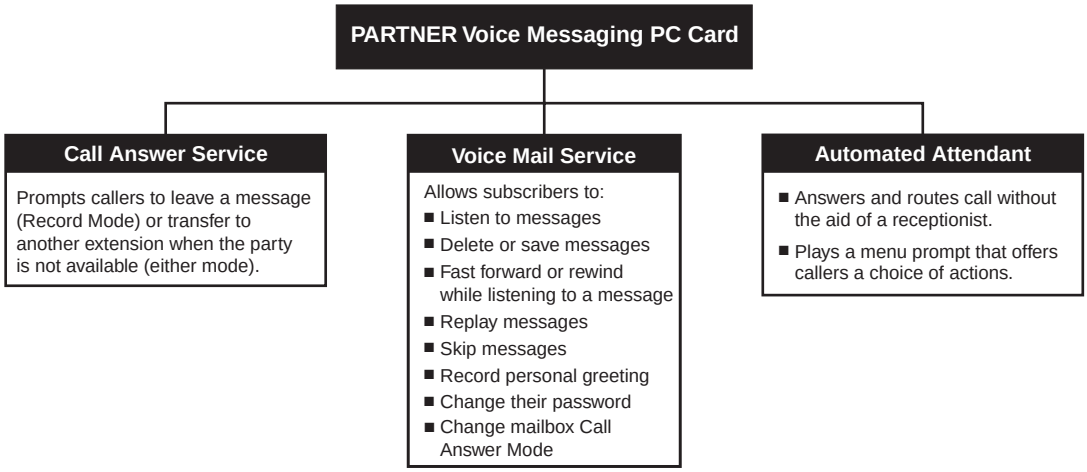


Figure 1. PARTNER Voice Messaging Services

Mailboxes

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.

System Specifications

System Capacities and Factory Settings

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

Supported Configurations

Release 2.0 supports a maximum of four mailboxes.

R3S Configurations

Number of Mailboxes	Minutes of Storage per Mailbox	Total Minutes of System Message Storage
2	21.50	43
4 (factory setting)	11.25	45

R3L Configurations

Number of Mailboxes	Minutes of Storage per Mailbox	Total Minutes of System Message Storage
4	27.50	110.0
6	18.75	112.5
8 (factory setting)	15.00	120.0
10	11.25	112.5
12	10.00	120.0
14	7.50	105.0
16	6.25	100.0

See Appendix B for the factory-set mailbox extension assignments for these system configurations.

Voice Mail Service

- System Manager's Mailbox (Mailbox 0) has no storage
- Factory-set mailbox password: 1234
- Password length: 4 digits
- Factory-set personal greeting for subscriber mailboxes:

  "Your party is not available. Please leave a message after the tone." (Record Mode)

  "Your party is unavailable. To transfer to another extension, press ⊛⑧, or to reach the receptionist, press ⓪." (Answer-Only Mode)
- Number of personal greetings per mailbox: 1
- Maximum personal greeting length: 1.25 minutes
- Maximum message capacity: the maximum number of minutes of storage or 30 messages
- Factory-set Call Answer Mode: Record Mode

Automated Attendant Service

- Maximum number of selector codes on an Automated Attendant Menu: 9
- Factory-set Selector code action: Direct Extension Transfer
- Factory-set Automated Attendant Menu Prompt:

  "Your call is being answered by 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

Call Answer Service

- Maximum message length: 2 minutes

Communications System

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

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 ⊛⑧. 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) frequently. 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 activity occurs:
  - Inability to log into PARTNER Voice Messaging.
  - Lost mail messages or altered greetings.
  - Inability to get an outside line.
  - Series of calls with silence on the other end or with the caller hanging up.
  - Sudden increase in wrong numbers.
  - Caller complaints that your lines are busy.
  - Callers claiming to represent the "phone" company. Ask for a callback number.
  - Callers trying to obtain sensitive information or asking for assistance in placing outside or long-distance calls. Ask for a callback number.
  - Increases in internal requests for assistance in making outside calls (particularly international calls or requests for dial tone).
- Never distribute the office telephone directory to anyone outside the company.
- Never discuss your telephone system's numbering plan with anyone outside your company.

Initial Preparation 2

Overview

To prepare for voice messaging system installation and programming:

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

System Interactions

The tables in this section identify the communications system features that interact with the voice messaging system. For more information about any of these features, see the documentation for your communications system.

Interactions with Automated Attendant Service

Table 1 summarizes the communications system features for which you must choose settings if Automated Attendant Service (AA Service) will be used.

Table 1. Communications System Features Affecting Automated Attendant Service

Feature	*Description*	*Setting*
Group Call Distribution (#206, Option 1)	Specifies the outside lines to be answered by AA Service. You can specify some or all of your company's outside lines.This feature assigns outside lines to Hunt Groups.	If you want an outside line answered by AA Service, assign the line to Hunt Group 7.
VMS Hunt Schedule (#507)	Specifies when the communications system is to route calls to the AA Service. On PARTNER ACS 3.0, this feature allows you to specify this information on a per-line basis.	Factory setting: **Always** **Day Only:** Routes calls only when Night Services is off. **Night Only:** Routes calls only when Night Service is on.
VMS Hunt Delay (#506)	Specifies after how many rings the communications system will route calls to the AA Service, and its setting depends on whether AA Service or your receptionist acts as the primary call handler. See "Automated Attendant Scenarios," later in this chapter. On PARTNER ACS 3.0, you can specify on a per-line basis the number of rings after which the AA Service answers calls. The higher the number of rings, the greater the delay--allowing the receptionist more time to answer a call before it is routed to AA Service.	On PARTNER ACS 3.0, you can specify on a per-line basis the number of rings (0 to 6). You can also specify different settings for day and night. For all other systems, factory setting: **Immediate**. The AA Service answers calls on the second ring (day and night). **Delayed:** AA Service answers outside calls on the fourth ring (day and night).
Automatic Extension Privacy (#304)	If VMS Hunt Delay is set to two or fewer rings, you can use this feature to prevent subscribers from accidentally picking up calls sent to the voice messaging system.	Factory setting: **Off**
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).	Factory setting: Calls are returned to the voice messaging system (extensions 78 and 79). It is strongly recommended that you change these settings.

Automated Attendant Service Scenarios

The following sample scenarios illustrate typical ways in which the communications system can be set up to support Automated Attendant Service:

- 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 each PARTNER Voice Messaging extension. (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. If Music On Hold is Not Active, callers hear tones, ringing, or silence (depending on how the communications system is set up) while they are being transferred.

For more information, see Music On Hold and Ring on Transfer in the documentation for the communications system.

Interactions with Call Answer Service

Call Answer Service works with the following communications system features described in Table 2.

Table 2. Communications System Features Affecting Call Answer Service

Feature	***Description***
VMS Coverage (#310)	When this 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). **Note:** Manual VMS Cover (F15) allows subscribers to turn voice mail coverage on and off at their extensions using a programmed button--regardless of the Automatic VMS Cover setting.
Do Not Disturb (F01)	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 feature when they want calls sent to the voice messaging system immediately.
Line Coverage Extension (#208)	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 the line owner's mailbox if the call is not answered.
Voice Mailbox Transfer (F14)	A Voice Mailbox Transfer button can be programmed on a user's phone so that the user can transfer callers directly to a PARTNER Voice Messaging mailbox without ringing the subscriber's extension first.

Communications System Planning Forms

The following forms that come with your communications system documentation contain the 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.	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.	System Extensions
Identify feature settings, such as Automatic VMS Cover and Automatic Extension Privacy, and group assignments for each extension.	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.	Button Assignments

PARTNER Voice Messaging Planning Forms

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

To:	***Use Form:***
Identify system configuration (number of mailboxes), review factory-set mailbox assignments, and change mailbox assignments.	1 - Mailbox Assignments
Identify the Automated Attendant Menu Definition (that is, the list of digits that a caller can press to reach a specific extension, mailbox, or receptionist).	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

Installation Instructions 3

Overview

PARTNER Voice Messaging Release 2.0 has one PC card that supports up to four mailboxes. Two types of PARTNER Voice Messaging PC Cards are available for Release 3 (and later). The R3S card supports up to 4 mailboxes, while the R3L card supports up to 16 mailboxes. The communications system processor module uses PC cards for PARTNER Voice Messaging, for backup or restore functions, for software upgrades, and for Automatic System Answer/Direct Extension Dialing (ASA/DXD) functions.

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.

NOTE

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 local Authorized Dealer.

Important Safety Instructions

Always follow these basic safety precautions when using this product:

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

CAUTION:

Before starting, verify that you have batteries installed in the PARTNER 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 PARTNER communications system processor module or to the card, do not install or remove the card when power is on.

1. Power down the PARTNER communications system before inserting or removing the PARTNER Voice Messaging PC Card.
   a. If you have a 5-Slot carrier, turn the On/Off Switch to Off (“O”).
   b. Disconnect the power cord from the power jack on your installation.
2. If you have a standalone or a 2-Slot carrier, skip to Step 3. If you have a 5-Slot carrier, continue with Step 2a.
   a. Loosen the screw on the lower front of the cover. Then place one hand on the handle on the lower front and place your other hand on the top of the cover.
   b. Gently pull the cover up and away from the carrier.
3. To insert the PARTNER Voice Messaging PC Card, hold it with the Lucent Technologies label facing to the right, and slide it gently into one of the PC card slots on the PARTNER communications system processor module. When inserted properly, the PARTNER Voice Messaging PC Card projects about 1-5/8" (4 cm) from the module. To remove the PC card, gently pull straight out (with the power off).

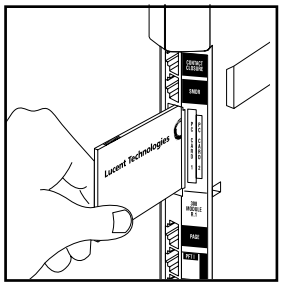


Figure 2. Inserting PARTNER Voice Messaging PC Card

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, reseat the module, then power up the system.

      If multiple lights are out, power down the system, reseat 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., 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.

NOTE

When the PARTNER Voice Messaging PC Card is installed in the PARTNER communications system processor module and the system is powered up, some settings are established for both PARTNER Voice Messaging (see “System Capacities and Factory Settings” in Chapter 1) 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 Chapter 4. If you want to make changes to the initial PARTNER ACS or PARTNER Endeavor settings, use the instructions in Chapter 5.

Programming the Messaging System

4

Overview

This chapter provides instructions for changing the initial PARTNER Voice Messaging settings as well as general instructions for programming and managing PARTNER Voice Messaging. The order of the procedures in this section enables you to record the Automated Attendant Menu Prompt, change the system configuration size, 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.

When you complete all programming, perform the system programming verification procedures in Chapter 6.

⚠CAUTION:

To ensure that your voice messaging system operates correctly, you must first assign extensions 78 and 79, which are associated with PARTNER Voice Messaging, to Hunt Group 7 according to the following procedure (#505).

Assigning VMS Hunt Group Extensions (#505)

Perform this procedure first, before logging into PARTNER Voice Messaging, for new installations.

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 the System Extensions Form.
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 the System Extensions Form).
6. Press Next Data until the display reads `1 Assigned`.

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:

- Assign mailboxes to the PARTNER communications system extensions.
- Change the system configuration (that is, number of mailboxes).
- 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).
- Initialize a mailbox (to prepare it for use by a new subscriber).
- Change the System Manager's password for the System Manager's mailbox (0).
- Reinitialize passwords for mailboxes if a subscriber forgets the password.

The factory-set password for the System Manager's mailbox is 1234. See "Changing the System Manager's Password" 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.

Note that Step 1 of each programming procedure in this chapter is logging into PARTNER Voice Messaging, which is explained below. If you are already logged into PARTNER Voice Messaging, you can skip Step 1.

Logging Into System Administration from an Internal Telephone

To log into System Administration:

1. Call PARTNER Voice Messaging by pressing Intercom 7 7 7 or a programmed Voice Mail Auto Dial button.
2. Enter 0 and press # when prompted.
3. Enter the four-digit password and press # when prompted. (The factory-set password is 1234.)

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."

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. Press ⊛⑦ during the Automated Attendant Menu Prompt or during a mailbox greeting.
3. Enter ⓪ and press ⓝ when prompted.
4. Enter the four-digit password and press ⓝ when prompted. (The factory-set password is 1234.)

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.”

Programming Guidelines

You can use these tips for more efficient 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 Programming Main Menu.
- To ensure that you hear voice prompts, turn off your microphone if using the speakerphone.
- To avoid background noise in your recordings, use the handset rather than the speakerphone when recording greetings.
- Hang up to exit programming.

The System Administration Menu

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

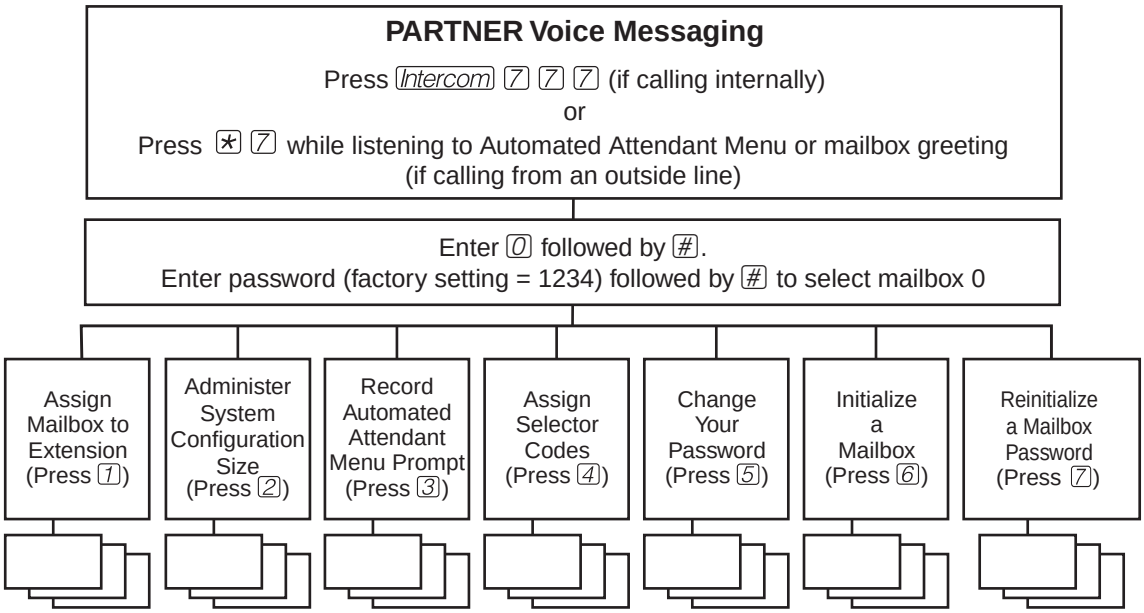


Figure 3. System Administration Menu

Assigning a Mailbox to an Extension

Before you begin, locate ***Form 1: Mailbox Assignments*** for PARTNER Voice Messaging. Check to see whether the system configuration (that is, the number of mailboxes supported) or mailbox assignments have been changed from the factory settings. If factory settings are not changed, skip to "Recording the Automated Attendant Menu Prompt." If the mailbox has not been initialized, the system notifies you that the mailbox must be reinitialized before you can change the mailbox assignment. Refer to "Reinitializing a Mailbox" for instructions. Then repeat this procedure.

NOTE

You can reassign each mailbox to any extension (10 through 41 for PARTNER ACS, or 10 through 49 for all other PARTNER systems supported).

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. Refer to Form 1 and do one of the following:
   - For PARTNER Voice Messaging Release 2.0, enter the two-digit mailbox number (01-04).
   - For PARTNER Voice Messaging Release 3.0 or later, enter the mailbox number and press #.

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 # sign. To exit without changing, enter *#.*

4. Enter the new extension assignment for the mailbox, followed by #.
5. Repeat Steps 2 through 4 for each mailbox assignment 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 first Selector Code (from 1 to 9) shown on Form 2.
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 number followed by #.
   - To delete a Selector Code that is unused, press *3 (Release 3.0 or later).
   - To exit without changing the Selector Code, 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 1 to record the Automated Attendant Menu Prompt shown on Form 3.
4. Press 1 to end recording, and do one of the following:
   - To approve the Automated Attendant Menu Prompt, press *#.
   - To play back the Automated Attendant Menu Prompt, press 23.
   - To re-record the Automated Attendant Menu Prompt, press 21. Go to Step 3.
   - 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 can reinitialize the mailbox. This procedure deletes any messages left in the mailbox and turns off the phone's message light (if on), erases the personal greeting (if recorded), returns the Call Answer Mode to the factory setting of Record Mode (Release 3.0 and later), and changes the password back to the factory setting (1234).

⚠ WARNING:

Initializing a mailbox erases its greeting, messages, and password.

To reinitialize a mailbox:

1. Log into System Administration according to the appropriate procedure.
2. Press 7 to reinitialize a mailbox.
3. Do one of the following:
   - — For PARTNER Voice Messaging Release 2.0, enter the two-digit number of the mailbox you want to initialize.
   - — For PARTNER Voice Messaging Release 3.0 or later, enter the mailbox number and press #.
   - — Press *7 to return to the Programming Main Menu without making changes.

Reconfiguring System Capacity (Release 3.0 or later)

You can increase or decrease the number of mailboxes configured for the PARTNER Voice Messaging system. Refer to "System Specifications," in Chapter 1, for the minimum and maximum number of mailboxes that can be supported by PARTNER Voice Messaging R3S and R3L configurations.

NOTE

If you increase the number of mailboxes configured for the PARTNER Voice Messaging system, this procedure **deletes any messages left in existing mailboxes** and turns off the telephone message light (if on); however, the personal greetings (if recorded), passwords, the mailbox Call Answer Mode, and mailbox extension assignments are not affected when you reconfigure system capacity. See Appendix B for information on mailbox extension assignments.

If you decrease the number of mailboxes configured for the PARTNER Voice Messaging system, this procedure will initialize all mailboxes, including:

- — delete all personal greetings
- — initialize all mailbox passwords (except that for the System Manager)
- — reset Call Answer Mode to default (Record Mode)
- — delete all messages in mailboxes

All new mailboxes are assigned to previously unassigned extensions starting at extension 10. For example, if the system size is decreased from 4 mailboxes to 2 mailboxes, the resulting extension assignments are: Mailbox 1 is assigned to extension 10 and Mailbox 2 is assigned to extension 11. See Appendix B for more information on mailbox extension assignments.

Valid Configurations

- For R3S: 2 and 4 (factory setting) mailboxes
- For R3L: 4, 6, 8 (factory setting), 10, 12, 14, and 16 mailboxes

For more information, see Appendix B.

To reconfigure system capacity:

1. Log into System Administration according to the appropriate procedure.
2. Press 2 to reconfigure system capacity.
3. Do one of the following:
   - — Enter the number of the mailboxes you want in the system.
   - — Press *7 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, contact your 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 followed by the mailbox number. Then, press # to reinitialize a password.

   The system plays: "The password has been reinitialized."

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, contact your local Authorized Dealer for assistance.

To change the System Manager's password for mailbox 0:

1. Log into System Administration according to the appropriate procedure.
2. Press 5 to change the password.
3. Enter four digits for the new password and press # when prompted.
4. Re-enter your new password and press # when prompted.

   The new password is now active.

Programming the Communications System

5

Overview

This chapter provides instructions for changing the communications system settings necessary for proper operation with PARTNER Voice Messaging. You should have all completed voice messaging system and communications system planning forms available for reference.

In addition, refer to the “Initial Programming Checklist” in this chapter to determine which communications system features you will need to program for specific voice messaging configurations.

When you complete all programming, perform the system programming verification procedures in Chapter 6.

Initial Programming Checklist

You must program the following communications system features for every installation:

- VMS Hunt Group Extensions (#505)

  Assign the PARTNER Voice Messaging PC Card’s extensions 78 and 79 to PARTNER ACS or PARTNER Endeavor Hunt Group 7 (#505), which is used for voice mail systems. See Chapter 4 for instructions.

- Transfer Return Extension (#306)

  If the voice mail system transfers a call to an extension that is busy or does not answer and that has no Voice Mail coverage, the communications system transfers the call to the Transfer Return Extension. The factory setting for Transfer Return is extensions 78 and 79 (the voice messaging system). If you want calls returned to the receptionist’s extension, assign that extension as the Transfer Return extension. Otherwise, specify another extension.

For Automated Attendant Service, program the following communications system features:

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

For Call Answer Service, program the following communications system features:

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

You may also perform Telephone Button Programming for Manual VMS Cover (F15), Do Not Disturb (F01), Voice Mailbox Transfer (F14), Voice Mail Auto Dial (I777).

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 documentation for the PARTNER communications 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.

Entering 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.

Assigning 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 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 or Prev Item until the next PARTNER Voice Messaging extension number (that is, 79) specified on the System Extensions Form displays.
5. Press Next Data until the display reads `1 Assigned`.

Assigning Automatic VMS Cover (#310)

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

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.

Assigning Group Call Distribution (#206) - Option 1

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

To assign VMS-AA lines specified on the System Configuration Form, 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 the System Configuration Form, 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 the System Configuration Form.

Assigning Line Coverage for Extension Numbers (#208)

To assign line coverage for the extension numbers specified in the VMS-Mail column on the System Configuration Form, 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 the System Configuration Form, 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 the System Configuration Form.

Programming Music On Hold (#602)

If desired, program Music On Hold. See the documentation for the communications system for instructions.

Assigning Night Service (#503)

Check the Button Assignments Form 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 the Button Assignments Form:

1. Press #503.
2. 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.

Specifying 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 calls transferred by the voice messaging system from an extension that is busy or does not answer and has no voice mail coverage return to a designated Transfer Return Extension, where they ring until answered.

If you want calls returned to the receptionist, assign extension 10 or 11. If you want calls returned to another system extension, assign any valid extension (10 through 41 for PARTNER ACS Release 1.1 or 10 through 49 for all other PARTNER communications systems).

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

1. Press #306.
2. At the `Extension:` prompt, enter 78 for the first extension number assigned to PARTNER Voice Messaging as shown on the System Extensions Form.
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 the System Extensions Form).
5. At the `Data:` prompt, enter the extension number for the Transfer Return extension.

Specifying VMS Cover Rings

Use the appropriate procedure to specify the number of times calls ring before they are sent to the voice messaging system as indicated on the System Configuration Form, Page 2, VMS Cover Rings.

For PARTNER ACS Release 3.0 or later (#321)

1. Press #321.
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.

For All Other Communications Systems (#117)

1. Press #117.
2. Enter the VMS Cover Rings setting (1 to 9) specified on the System Configuration Form.
3. Press Feature 00 to exit programming mode.

Assigning VMS Hunt Delay

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

For PARTNER ACS Release 3.0 or later (#506)

1. Press #506.
2. At the `Mode:` prompt, enter Day (*1*) or Night (*2*).
3. Enter the line number.
4. Press Next Data until the appropriate value (0 to 6 rings) 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.

For All Other Communications Systems (#506)

1. Press #506.
2. Press Next Data until the appropriate value (Immediate - 2 rings or Delayed) displays.

Setting VMS Hunt Schedule

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

For PARTNER ACS Release 3.0 or later (#507)

1. Press #507.
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.

For All Other Communications Systems (#507)

1. Press #507.
2. Press Next Data until the appropriate value displays.

Centralized Telephone Programming

Before you begin, locate the Button Assignments Form 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 the buttons on all 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 the Button Assignments Form:

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. 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 the Button Assignments Form:

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. 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 the Button Assignments Form:

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. 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 the Button Assignments Form:

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.

Testing Your System's Operation

6

Overview

If you cannot solve a problem with your voice messaging system after using the procedures contained in this section, contact 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 you have a display phone at 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 "Result." Hang up and go to Step 2.
2. Press Intercom 7 9. See "Result."

Expected Result:

You should hear the following:

"Welcome to PARTNER Voice Messaging. Please enter extension and # sign."

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). You may also need to verify that the PC card is fully inserted.

Test 2

- If the VMS Hunt Schedule for the communications system (or for the line for PARTNER ACS 3.0 or later) is set for Day Only, make sure the communications system is set to Day Mode and follow the procedure below.
- If the VMS Hunt Schedule for the communications system (or for the line for PARTNER ACS 3.0 or later) is set for Night Only, select the communications system Night Service button 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 Automated Attendant Menu Prompt.
4. 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 through 3 for each line that has Automated Attendant Service coverage.

Problem Resolution:

- If the system does not respond, verify that the line is assigned for Automated Attendant Service (#206, Option 1 or 3). Also, check the VMS Hunt Schedule (#507).
- If the system does not respond within the appropriate number of rings, check the Hunt Group Delay setting (#505 or #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 or 3).

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 either automatic or manual VMS coverage.
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 factory-set 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.)

Problem Resolution:

- If the call is transferred to the receptionist five seconds after the greeting has finished, the extension has not been assigned to a mailbox. Assign a mailbox for this extension.
- If the call does not go to Call Answer Service, either the extension does not have VMS coverage assigned or VMS coverage is turned off. Verify that the extension has been assigned VMS coverage and that VMS coverage is turned on.

Test 4

1. Make sure VMS Cover is on at the 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 on PARTNER ACS Release 3.0 or later, #117 for all other PARTNER communications systems).
3. Repeat this procedure for every line that has been assigned coverage (#208).

Expected Result:

Verify that you hear the mailbox greeting for each line that has been assigned coverage.

Problem Resolution:

- Verify that a mailbox has been assigned for this extension.
- Verify that the extension has been assigned VMS coverage, and VMS coverage is turned on.

Troubleshooting

Responding to Caller Complaints About System Operation

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

1. If this problem occurs when Automated Attendant Service answers calls, 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. Use #206 (Option 1 or 3) to verify that lines have been assigned for Automated Attendant Service, or use #208 to verify that lines have been assigned to Call Answer Service. If lines have been assigned to Call Answer Service, also verify that VMS coverage is turned on for the extension.
3. Use Hunt Group Extensions (#505) to verify that the VMS extensions are assigned to Hunt Group 7.
4. 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 or later).
   - 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, adjust the VMS Cover Ring setting (#321 for PARTNER ACS 3.0 or later, or #117 for all other PARTNER communications systems) to fewer rings.
3. 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. Use the handset while recording and be sure to wait until after the tone before speaking. Do not press any dialpad keys until after you have finished 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 (78 and 79) 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 documentation for your 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. If calls are not transferred to the correct extension or group in Test 2, reprogram the Selector Code assignments for the menu.
2. If this problem occurs when the Automated Attendant Service answers calls, verify that the Automated Attendant Menu Prompt matches the Selector Code programming.
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. 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.
3. Contact your local telephone company to check for “noise” on the line.

Unanswered transferred calls ring continuously.

- To ensure that a line does not remain up even after a caller hangs up, verify that your local telephone company is providing a forward disconnect signal. It is also recommended that you assign voice mail coverage to all extensions.

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

- The maximum message length of two minutes may have been reached, or the mailbox may be full. You may be able to reconfigure the voice messaging system size (Release 3.0 or later) to gain message space.
- If Automatic Extension Privacy (#304) is not administered and an extension user picks up the line while the message was being recorded, the voice messaging system drops.
- The caller’s spoken words may have been interpreted as touch tones that interrupted recording.

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 #8 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 the correct extension number followed by #. 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 still cannot log in, reinitialize the password (according to the procedure in "Reinitializing a Password," earlier in this guide).
3. If the system configuration has been changed, verify whether the subscriber's original mailbox has been removed and whether a new mailbox has been assigned to the subscriber.

The date or time in message headers is incorrect.

- Refer to System Date (#101), System Day (#102), or System Time (#103) in the documentation for the communications system to check the day, date, and time settings. If the day, date, and time are incorrect, 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 the new messages that arrive after the reset are still incorrect, call for technical assistance.

Subscribers hear a busy signal when calling into voice mail.

1. Use Hunt Group Extensions (#505) to verify that the VMS extensions are assigned to Hunt Group 7.
2. PARTNER Voice Messaging can handle a maximum of two calls simultaneously. If this is not sufficient for your needs, contact your local Authorized Dealer for another Lucent solution.

The message light does not turn off.

Listen to or delete all new messages from the mailbox.

All saved messages in the mailbox are missing.

If the system configuration has been changed, all messages that had been left in existing mailboxes were deleted during the system reconfiguration.

Planning Forms

A

Form 1: System Configuration and Mailbox Assignments

Factory settings are indicated by the ✔.

R3S: ___ 2 mailboxes ___ 4 mailboxes✔

R3L: ___ 4 mailboxes ___ 6 mailboxes ___ 8 mailboxes✔ ___ 10 mailboxes
___ 12 mailboxes ___ 14 mailboxes ___ 16 mailboxes

Mailbox	Extension Assignment	Subscriber Name
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		

NOTE

Release 2 supports up to 4 mailboxes, which are identified as 01, 02, 03, and 04.

Completing this form

To identify your system configuration (that is, the number of mailboxes supported), place a checkmark (✔) in the appropriate area (for Release 3.0 or later).

NOTE

The R3S configuration can support up to 4 mailboxes, which is the factory setting indicated by the ✔, and the R3L configuration can support up to 16 mailboxes (factory set at 8 mailboxes). The amount of message recording time available for each mailbox depends on how system capacity is configured (see “System Specifications” in Chapter 1).

To assign a mailbox to an extension other than the factory setting, 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 change the system configuration, dial ② from the System Administration Menu (Release 3.0 or later).
- To assign a mailbox to an extension, dial ① from the System Administration Menu.

Form 2: Automated Attendant Selector Codes

		Selector Code Action (Choose One)		
Description	**Selector Code**	**Range of Extensions for Direct Extension Transfer**	**Extension # or Group Extension # for Selector Code Transfer**	**Unused**
	1	10-19		
	2	20-29		
	3	30-39		
	4	40-49		
	5			
	6			
	7	71-74, 76, 771-776		
	8			
	9			

General Information

- The factory settings 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.
- In 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.
- In Selector Code Transfer, Selector Codes 1-9 represent a specific extension, Group Calling Extension (if available), or Hunt Group extension 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 extension 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. Do one of the following:
   - — In the “Range of Extensions for Direct Extension Transfer” column, leave the factory setting in the range of extensions.
   - — Leave blank the “Extension # or Group Extension # for Selector Code Transfer” and “Unused” columns.

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 setting.
3. In the “Extension # or Group Extension # for Selector Code Transfer” column, write the extension or group extension number to receive the transfer.
4. If a Selector Code will not be used, cross out the corresponding factory setting in the “Range of Extensions for Direct Extension Transfer” column. Write a checkmark (✔) in the “Unused” column.

NOTE

Using a mailbox, you can create a customized business announcement rather than a personal greeting for callers to hear. (The announcement should include not only the information about your business, but also instructions for transferring to the receptionist for assistance.) To do so, assign a mailbox to an extension (for example, extension 49) not associated with physical equipment. Follow the procedure above for Selector Code Transfer.

Programming the Menu Selector Codes

- To program the menu selector codes, dial ④ from the System Administration Menu.

Form 3: Automated Attendant Menu Prompt

The menu prompt can assist your callers in reaching their desired destination so that your staff is free to perform other tasks.

The menu prompt can be up to two minutes long.

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 Menu Definition set up 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 with a sales agent, press 6.”
  - — Let callers know they can get assistance by pressing ⓪ or waiting on the line.

  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 ③ from the System Administration Menu.

Mailbox Extension Assignments

B

Overview

PARTNER Voice Messaging PC Cards are available in two versions: R3S (small) and R3L (large). The R3S configuration can support from 2 to 4 mailboxes (with a factory setting of 4), and the R3L configuration can support from 4 to 16 mailboxes (with a factory setting of 8). You can change the system configuration (see Chapter 4) to accommodate changes in staff size or to gain more message storage space for your system. When you reconfigure the voice messaging system you must ensure that all configuration information and mailbox extension assignments are current (see Form 1 in Appendix A).

PARNTER Voice Messaging Release 2.0 supports from 2 to 4 mailboxes.

The following tables illustrate the factory-set mailbox assignments for each configuration.

Mailbox Extension Assignments for Factory-Set Configurations

Table 3 shows the 4-mailbox (factory-set) PVM R3S configuration assignments.

Table 3. PVM R3S Factory-Set Mailbox Extension Assignments

Mailbox	Extension
1	10
2	11
3	12
4	13

NOTE

The mailbox extension assignments shown in Table 3 also illustrate the factory settings for Release 2. However, for Release 2 the mailboxes must be identified by two digits (that is, 01, 02, 03, and 04).

Table 4 shows the 8-mailbox (factory-set) PVM R3L configuration assignments. Note that you can assign mailboxes to any extension from 10 through 49.

Table 4. PVM R3L Factory-Set Mailbox Extension Assignments

Mailbox	Extension
1	10
2	11
3	12
4	13
5	14
6	15
7	16
8	17

Extension Assignments for Changed Configurations

The following tables show the mailbox extension assignments that result when you decrease the system size. For information on mailbox extension assignments that result when you increase system capacity, see “Mailbox Extension Assignments for Systems with Increased Capacity,” later in this chapter.

Table 5 shows the extension assignments for a 2-mailbox PVM R3S configuration, when you decrease the system size from four to two mailboxes.

Table 5. PVM R3S Mailbox Extension Assignments for a 2-Mailbox Configuration

Mailbox	Extension
1	10
2	11

Table 6 shows the extension assignments for a PVM R3L configuration, when you decrease the system size to four mailboxes.

Table 6. PVM R3L Mailbox Extension Assignments for a 4-Mailbox Configuration

Mailbox	Extension
1	10
2	11
3	12
4	13

Table 7 shows the extension assignments for a PVM R3L configuration, when you decrease the system size to six mailboxes.

Table 7. PVM R3L Mailbox Extension Assignments for a 6-Mailbox Configuration

Mailbox	Extension
1	10
2	11
3	12
4	13
5	14
6	15

Table 8 shows the extension assignments for a PVM R3L configuration, when you decrease the system size to eight mailboxes.

Table 8. PVM R3L Mailbox Extension Assignments for an 8-Mailbox Configuration

Mailbox	Extension
1	10
2	11
3	12
4	13
5	14
6	15
7	16
8	17

Table 9 shows the extension assignments for a PVM R3L configuration, when you decrease the system size to 10 mailboxes.

Table 9. PVM R3L Mailbox Extension Assignments for an 10-Mailbox Configuration

Mailbox	Extension
1	10
2	11
3	12
4	13
5	14
6	15
7	16
8	17
9	18
10	19

Table 10 shows the extension assignments for a PVM R3L configuration, when you decrease the system size to 12 mailboxes.

Table 10. PVM R3L Mailbox Extension Assignments for an 12-Mailbox Configuration

Mailbox	Extension
1	10
2	11
3	12
4	13
5	14
6	15
7	16
8	17
9	18
10	19
11	20
12	21

Table 11 shows the extension assignments for a PVM R3L configuration, when you decrease the system size to 14 mailboxes.

Table 11. PVM R3L Mailbox Extension Assignments for an 14-Mailbox Configuration

Mailbox	Extension
1	10
2	11
3	12
4	13
5	14
6	15
7	16
8	17
9	18
10	19
11	20
12	21
13	22
14	23

Mailbox Extension Assignments for Systems with Increased Capacity

It is important to note that when you increase system capacity (see “Reconfiguring System Capacity” in Chapter 4), all existing mailbox assignments remain unchanged. The new (added) mailboxes are assigned in consecutive order, starting at the lowest available extension and skipping any existing assignments.

For example, Table 12 illustrates the mailbox extension assignments for a PVM 3RL configuration that has been increased in capacity from 8 mailboxes to 14 mailboxes. The original mailboxes were assigned to extensions 13, 14, 15, 18, 19, 20, 21, and 22 (which are indicated by the ✔). When the system capacity was increased, the system assigned the first new mailbox (that is, mailbox 9) to the first available extension--ext. 10. The next new mailbox (mailbox 10) was assigned to extension 11. The third new mailbox (mailbox 11) was assigned to extension 12.

When the system encountered the mailboxes (mailboxes 1, 2, and 3) already assigned to extensions 13, 14, and 15, it skipped these extensions and continued assigning new mailboxes to the next available extensions. So, mailboxes 12 and 13 were assigned to extensions 16 and 17. Similarly, mailbox 14 was assigned to extension 23, the next available extension.

Table 12. Sample Mailbox Extension Assignments for a 14-Mailbox Configuration when PVM R3L System Capacity is increased

Mailbox	Extension
1	13✔
2	14✔
3	15✔
4	18✔
5	19✔
6	20✔
7	21✔
8	22✔
9	10
10	11
11	12
12	16
13	17
14	23

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