Lucent Technologies
Bell Labs Innovations

Using the
PARTNER MAIL VS®

Voice Messaging System
Release 4

PARTNER MAIL VS System

This system serves as your personal answering machine. Callers from inside and outside your company can hear your personal greeting and leave messages in your mailbox. You can listen to your messages, save, forward, or discard them. You can create your own password to keep messages private. And while you are away from your desk, you can have the system "outcall" a pager or telephone number whenever a new message arrives in your mailbox.

Helpful Hints

- While using Voice Mail Service, you can:
    - Dial the next step of any procedure without waiting for a greeting or prompt to finish.
    - Press [★] [#] to go back to the previous menu.
    - Use the following key sequences;

        [★] [3] or [★] [D] to delete a message

        [★] [4] or [★] [H] to access help

        [★] [7] or [★] [R] to restart

        [★] [8] or [★] [T] to transfer

    In addition, you can press [★] [★] [9] or [★] [★] [X] to exit Voice Mail Service and make other calls without having to hang up the handset. (This is useful when you are calling from a pay phone or making credit card calls.)

- While logged in to Voice Mail Service, you can forward a message (with voice comment) from your mailbox to the mailbox of one or more subscribers on your system.

- While using Voice Mail Service, you can listen to messages and prompts in one of several available languages. See your System Manager for more information.

- The PARTNER MAIL VS system turns on the message light on your system phone when a message is sent to your mailbox, and turns off the message light after you listen to all of your new messages.

- Your mailbox accommodates up to 20 minutes of stored messages (or 40 messages). The receptionist's mailbox at extension 10 accommodates up to 60 minutes of stored messages (or 120 messages).

- When your mailbox is 80% full, you will hear the "Mailbox is 80% Full" warning when you log in to Voice Mail Service. If your mailbox is 100% full, you will hear the "Mailbox is Full" warning, and your callers are notified that they cannot leave messages.

- If the Outcalling feature is available to you on your system, you can have the system call your pager or a telephone number according to a predefine schedule whenever you receive a new message in your mailbox. See your System Manager for feature availability.

Logging In to the System

1. If you are calling from:
   - Outside your company:
     - Call in on a line answered by the PARTNER MAIL VS system.
     - Press [★] [7] to access your mailbox when you hear either the Automated Attendant Service greeting or a subscriber's personal greeting.

     If someone answers the call, ask them to transfer you to the PARTNER MAIL VS system by dialing [*Transfer*] [7] [7] [7] (or pressing a programmed button).
   - Inside your company:
     - Press a programmed button to call the PARTNER MAIL VS system or:
     - **From a system phone,** press [*Intercom*] [7] [7] [7].
     - **From a standard phone,** press [7] [7] [7] after you hear intercom dial tone.
2. Enter your extension number followed by [#].
   NOTE: When dialing from your extension, just press [#].
3. Enter your password followed by [#].
   NOTE: Until you change it, the default password is [1] [2] [3] [4].

   The system announces the number of new and old messages in your mailbox.
4. Select an option from the Voice Mail Menu:

   Press [2]   to get messages.
        [3]   to change your personal greeting (s).
        [5]   to change your password.
        [6]   to administer Outcalling.
        [★] [8] to transfer to another extension.
        [0]   to transfer to the receptionist at extension 10.

Listening to Messages

1. Log in to the PARTNER MAIL VS system.
   The Voice Mail Menu plays.
2. Press [2] to get messages. *The message header plays.*
3. Press [0] to play the message. *The message plays.*
   NOTE: New messages are played before old/saved messages. All new messages are played in the order in which they were received.
4. After the message plays, do any of the following:
   - Press [1] [2] to forward. See Forwarding a Message.
   - Press [2] [3] to replay the current message header. Go back to Step 3.
   - Press [0] to replay the current message. Repeat Step 4.
   - Press [#] to save the message and skip to the next message header. Go back to Step 3.

   NOTE: If you press [#] after listening only to the message header, the message remains as a new message.

   - Press [★] [3] to delete the message.
     The prompt says "Deleted" and the next message header plays. Go back to Step 3.

Forwarding a Message

After listening to a message in the Voice Mail Service:

1. Press [1] [2] to forward the message with a voice comment.
   The prompt says, "Record at the tone."

2. Record your voice comment and press [1] to end recording.

3. When you are done recording, do one of the following or go to Step 4:
   - Press [2] [1] to re-record your voice comment.
   - Press [2] [3] to play back your recorded comment.
   - Press [★] [3] to delete your recorded comment.

4. Press [★] [#] to approve the voice comment.
   *The prompt says, "Please enter mailbox number and # sign. When finished addressing, press *#."*

5. Enter the extension number followed by [#] for each mailbox to which you want the message forwarded.

NOTE: You can press [★] [3] to delete the last extension number you entered.

6. Press [★] [#] to send the message with voice comment

NOTE: The system notifies you if the mailbox for the extension you have selected is full.

Transferring to an Extension

You can transfer to another extension:

- While logged in to Voice Mail Service,
- After hearing someone's personal greeting,

To transfer:

1. Press [★] [8].
   The prompt says, "Please enter extension number."

2. Enter the extension number to which you want to be connected. To transfer to the receptionist's extension, press [0].

Using Dial Code/Button Features

To:	Press:
Call Voice Mail Service	[*Intercom*] [7] [7] [7] or programmed VMMsgs button
Turn voice mail coverage on and off	Programmed VMS Cover button
Send calls to your mailbox without ringing your extension first	Programmed DND button (and VMS Cover button if applicable)
Transfer outside callers to another subscriber's mailbox	[*Feature*] [1] [4]* or programmed VMBox button, then dial the extension number

* In some countries, the Voice Mailbox Transfer code is [*Feature*] [1] [5]. Also, some systems allow you to use Voice Mailbox Transfer from a standard phone by pressing [8] [1] [5] then the extension number. Check with your System Manager.

Logging In   Panel 1

1 Dial your company's phone number, then:
   - If voice mail answers, press [★][7].
   - If an employee answers, ask them to transfer you to voice mail ([Transfer][7][7][7]).
2 Enter extension number and [#].
3 Enter password and [#].
4 Choose an activity. Press:
   [2] to get messages.
   [3] to record personal greeting.
   [5] to change password.
   [6] to administer Outcalling.

Key Sequences

Task	Numerical Key	Letter Key
Delete	[★][3]	[★][D]
Help	[★][4]	[★][H]
Restart	[★][7]	[★][R]
Transfer	[★][8]	[★][T]
Exit	[★][★][9]	[★][★][X]

Listening to Messages   Panel 2

1 Log in (see panel 1).
2 Press [2] to get messages.
3 Press [0] to play message.
4 After message plays, press:
   [1][2] to forward a message with comment.
   [2][3] to replay header.
   [0] to replay message.
   [#] to save message and skip to next header.
   [★][3] to delete message.

Recording Your Personal Greeting

1 Log in (see panel 1).
2 Press [3] for personal greeting.
3 Bilingual Mode only, press [1] for primary greeting or [2] for secondary greeting.
4 Press [1] to change greeting.
5 Record new greeting.
6 Press [1] when finished recording.
7 After recording, press:
   [2][3] to play back.
   [2][1] to re-record.
   [★][3] to delete greeting just recorded.
or [★][#] to approve greeting.

Forwarding a Message   Panel 3

1 Log in (see panel 1) and listen to message.

2 Press [_1_] [_2_] to forward with voice comment.

3 Record your comment and press [_1_].

4 After recording, press:

   [_2_] [_3_] to play back comment.

   [_2_] [_1_] to re-record comment.

   [★] [_3_] to delete comment just recorded.

or [★] [_#_] to approve comment.

5 Enter mailbox number and press [_#_]. Repeat for additional mailboxes.

6 Press:

   [★] [_3_] delete the last extension entered.

or [★] [_#_] to send the message with voice comment.

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Help

After logging into Voice Mail Service, you can press [★] [4] to repeat a prompt.

If you have a problem with your voice messaging system, contact your System Manager. If the problem is not solved, in the continental U.S. call the Lucent Technologies Technical Service Center at 1 800 628-2888. Outside the continental U.S., contact your Lucent Technologies Representative or local Authorized Dealer.

Changing Your Password

To prevent unauthorized access to your mailbox and maximize system security, change your password the first time you log into Voice Mail and periodically thereafter. It is strongly recommended that you use a 4-digit password.

1. Log in to the PARTNER MAIL VS system.
   The Voice Mail Menu plays.
2. Press [5] to change your password.
   The prompt says, "Please enter new password and #."
3. Enter up to four digits for the new password followed by [#]. You should use four random, non-sequential digits.
   The prompt says "Re-enter password and #."
4. Enter the new password again followed by [#].

Recording Personal Greeting(s)

Before you record, note that callers who hear your personal greeting can press [★] [8] to transfer to another extension, or they can press [0] to reach the receptionist before or after your greeting plays. In your personal greeting, you may want to prompt the caller to press [★] [8] or [0] for these options. Also, if the system is set for Bilingual Mode*, tell callers they can press [★] [1] to switch between the Primary and Secondary Languages used for your personal greeting.

NOTE: If your mailbox is full, callers hear your personal greeting then the message "Sorry Mailbox is Full." To leave a message, they must transfer either to the receptionist's extension or to another subscriber's extension.

1. Log in to PARTNER MAIL VS.
   The Voice Mail Menu plays.
2. Press [3] to change your personal greeting.
   The Greeting Menu plays.
3. If the system is set for Bilingual Mode, press [1] to change your primary personal greeting or [2] to change your secondary personal greeting. Otherwise, skip this step.
4. If you want to listen to the current greeting before you change it, press [0]. If not, go to Step 5.
5. Lift the handset and press [1] to change your greeting.
   The prompt says, "After recording, press [1]. Record at the tone."

6. After you hear the tone, record your personal greeting (four minutes maximum).
   Example: "This is Joe Conlin. I'm in the office today but away from my desk. If you would like to talk to the receptionist, press [*0*]. Otherwise, please leave your name, phone number, and a brief message at the sound of the tone."

7. Press [*1*] after recording.

8. Choose an option or go to Step 9:
   - Press [*2*] [*3*] to play back the greeting.
   - Press [*2*] [*1*] to re-record the greeting. Go to Step 6.
   - Press [★] [*3*] to delete the greeting. The old greeting remains in effect.

9. Press [★] [#] to approve the greeting.

10. If the system is set for Bilingual Mode, press [★] [#]. Repeat this procedure from Step 3 for the other greeting.

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* See your System Manager about system-supported languages.

Outcalling

1. Log in to the PARTNER MAIL VS system.
   The Voice Mail Menu plays.

2. Press [*6*] to administer the Outcalling feature.
   The system plays a message indicating whether outcalling is turned on or off.

   NOTE: The Outcalling feature is not available to all users on all systems. If Outcalling is not available to you, the system plays "Invalid entry:" See your System Manager for feature availability.

   At this point, you can:
   - Turn the Outcalling feature on or off.
   - Listen to the Outcalling number.
   - Get instructions for entering the Outcalling number.
   - Enter or change the Outcalling number.
   - Check or change the Outcalling schedule.

To turn outcalling on/off:

Press [*1*] to turn the Outcalling feature on (or off).
NOTE: If you turn off the Outcalling feature, your predefine Outcalling number and schedule are saved in the system.

To listen to an Outcalling number:

Press [*2*] to hear the Outcalling number (if it exists).

To get instructions:

Press [*3*] to hear instructions on how to enter your Outcalling number.

To enter/change an Outcalling number:

The system can Outcall to a telephone or pager number. This Outcalling number can consist of:

- 9* to access an outside line,
- a telephone number or your paging system number (including area code, if necessary),
- your paging system personal identification number (PIN), if any, and
- your paging system callback number.

NOTE: For calls to an external number, you *must* enter 9* at the beginning of the number.

You may enter up to 60 digits (including 0 through 9), * (for a 1.5-second pause), and #.

Example: Your Outcalling number to a paging system is

9*5551234*******375#6789#

when you must

– dial 9 followed by a pause to access an outside line,

– dial 555 1234 to reach your paging system,

– wait several seconds for the paging system to answer (represented by the repeated *)

– enter 375 followed by # as your PIN, and

– enter 6789 followed by # as your callback number.

NOTE: The number of pauses necessary for the paging system to answer varies. You should verify that the system can Outcall using the number as you have entered it. See your System Manager for details.

1. Press [_4_] to enter or change an Outcalling number.

2. Choose an option:

   ▪ Press [_1_] for Outcalling to a telephone number.

   ▪ Press [_2_] for Outcalling to a pager number.

   The prompt says, "Enter outcalling number and wait for confirmation."

3. Enter your Outcalling number.

   After you enter the last digit, the system waits a few seconds, then prompts, *"If finished, press * #. To continue entering, press 1."*

4. At the prompt, do one of the following:

   ▪ Press [_★_] [_#_] if you have finished entering the Outcalling number.

   ▪ Press [_1_] and continue entering the Outcalling number. When you are done, wait for the system to prompt you. Repeat Step 4.

   The system plays back the Outcalling number.

5. At the prompt, do one of the following:

   ▪ Press [_6_] to cancel the Outcalling number.

   ▪ Press [_9_] to confirm the Outcalling number.

To change/check the Outcalling schedule:

1. Press [_5_] to check the time the system begins and ends Outcalling. The system default schedule is 24 hours a day.

   The system plays back the current start and end time.

2. Do one of the following:

   ▪ Press [_#_] to accept the current schedule.

   ▪ Press [_1_] to change the time.

   The prompt says, "Enter Outcalling start time in the format of... To skip, press #."

3. Do one of the following:

   ▪ Press [_#_] to accept the current start time.

   ▪ Enter the start time using the 24-hour format of HHMM (where HH represents the hour and MM represents minutes), followed by [_#_].

   Example: Enter [_1_] [_9_] [_3_] [_0_] [_#_] for the start time of 7:30 p.m.

   The prompt says, "Enter Outcalling end time in the format of... To skip, press #."

4. Do one of the following:
   - Press [#] to accept the current end time.
   - Enter the end time using the format shown in Step 3.

   The system plays back the start and end time you have entered.

5. Either:
   - Press [★] [#] to approve the schedule.
   - Press [1] to re-enter the schedule. Go to Step 3.

Using the Tutor Feature

Tutor is a help feature that allows you to access and listen to information about commonly-used phone system features.

To access the Tutor menu:

1. Dial [*Intercom*] [7] [7] [7].

2. Press [★] [4] after you hear the "Please enter extension and #" prompt.
   Voice prompts request you to enter the topic and subtopic numbers.

3. At any time during the voice prompts, enter a topic and subtopic number:

   1 Autodial Features
     1 Last Number Redial
     2 Save Number Redial
     3 Personal Speed Dial
     4 Intercom Auto Dial
     5 Outside Auto Dial
   2 Internal Calls
     1 Hands Free Answer on Intercom
     2 Voice Interrupt On Busy
     3 Group Paging
   3 Fixed Features
     1 Transfer
     2 Conference
   4 About Your Phone
     1 Buttons and Lights
     2 Display
     3 Speakerphone
     4 Volume
     5 Ring Patterns

   One beep after an information segment means there is more information about the subtopic. Two beeps indicate the end of the information.

   At **one beep,** do one of the following:
   - Press [★] [4] to replay the previous segment.
   - Press [#] to play the next segment.

   At **two beeps,** do one of the following:
   - Press [★] [4] to replay the previous segment.
   - Press [#] to return to the main menu.