



PARTNER MAIL®
Voice Messaging System
Release 3
Planning, Installation, and Use

Notice

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

Your Responsibility for Your System's Security

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

You and the System Manager of the communications system are responsible for the security of your system, such as programming and configuring your equipment to prevent unauthorized use. You and the System Manager are also responsible for reading all installation, instruction, and system administration documents provided with this product in order to understand fully the features that can introduce risk of toll fraud and the steps that can be taken to reduce that risk.

AT&T does not warrant that this product is immune from or will prevent unauthorized use of common-carrier telecommunication services or facilities accessed through or connected to it. AT&T will not be responsible for any charges that result from such unauthorized use.

Federal Communications Commission (FCC) 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 instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense. For more FCC information, see the *Programming and Use* guide for your communications system.

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This digital apparatus does not exceed the Class A limits for radio noise emissions set forth in the radio interference regulations of Industrie Canada. For more IC information, see the *Programming and Use* guide for your communications system.

Le Présent Appareil Numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la classe A prescrites dans le Règlement sur le brouillage radioélectrique édicté par Industrie Canada. Vous trouverez des renseignements complémentaires au guide de *Programming and Use* pour votre système.

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Support Telephone Number

In the continental U.S., AT&T provides a toll-free customer hotline 24 hours a day. Call the hotline at 1 800 628-2888 or your authorized dealer if you need assistance when programming or using your system. Outside the continental U.S., contact your Sales Representative or your local Authorized Dealer.

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Whether or not immediate support is required, *all* toll fraud incidents involving AT&T products or services *should be reported* to AT&T Corporate Security at 1 800 821-8235. In addition to recording the incident, AT&T Corporate Security is available for consultation on security issues, investigation support, referral to law enforcement agencies, and educational programs.

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If you *suspect you are being victimized* by toll fraud and you need technical support or assistance, call the National Service Assistance Center at 1 800 628-2888.

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Programming Hierarchy Diagrams

About This Book

Purpose and Audience

This book explains how to install, program, use, and upgrade the PARTNER MAIL® Voice Messaging System. It also explains how to program the PARTNER® II or PARTNER Plus Communications System to work with the mail system. It is written primarily for the *system administrator*, the person in the company who is responsible for the mail system.

Terms

To simplify the text, product names are shortened:

- *Mail system* refers to the PARTNER MAIL Voice Messaging System Release 3.
- *Communications system* refers to the PARTNER II Release 3 or later or PARTNER Plus Release 3.1 or later Communications System.

In addition, the following terms are important to know:

- *Mailbox* refers to a destination in the mail system to which a call can be transferred. There are several types of mailboxes; the most commonly used type is the Call Answer Service mailbox in which callers can leave voice messages. You will learn about the other types when you read “Call Answer Service” in Chapter 1.
- *Subscriber* refers to a person who owns or has responsibility for a mailbox.

How to Use This Book

As System Administrator of the mail system, you will be the primary user of this book. To gain a general understanding of the mail system's functions and features, and your responsibilities related to programming and system security, read Chapter 1.

To record decisions about how the mail system is set up, work with your salesperson or communications consultant to fill out the mail system Planning Forms in Appendix A.

The communications system Planning Forms should be updated by the System Manager of the communications system. Relevant communications system Planning Forms are described in Appendix B for your information. If you need additional information about a communications feature, refer to the *Programming and Use* guide for the communications system.

Using the information from the Planning Forms, a technician will install the mail system hardware as instructed in Chapter 2. Then the technician will program the mail system and the communications system as described in Chapters 3 and 4. The technician also will perform the verification tests in Chapter 6.

After the mail system is installed, you can use Chapter 5 as a reference when programming and using the mail system. At the back of this book is a pictorial foldout, representing system administration menus in English, French and Spanish.

If you have a problem with the mail system, follow the troubleshooting procedures in Chapter 6. If you need help, you can call for support as described on the inside front cover of this book.

If the mail system hardware is not at maximum capacity and your company grows, a technician can upgrade the mail system, as described in Chapter 7, to allow for more users or to support a greater volume of calls. Before making changes to your mail system, you should update the Planning Forms in Appendix A.

Typographical Conventions

As a visual cue in an instruction, a number, letter, or word in a small box represents a button on the telephone. In the mail system, you press a button to select an option from a menu. For example, press [**2**] for System Administration.

Safety Labels

Toll fraud security hazards are indicated by an exclamation point inside a triangle and the words *Security Alert*.

 **Security Alert:**

Toll fraud is the unauthorized use of your telecommunications system by an unauthorized party, for example, persons other than your company's employees, agents, subcontractors, or persons working on your company's behalf. Be sure to read "Your Responsibility for Your System's Security" on the inside front cover of this book, as well as "System Security" in Chapter 1.

Hazardous situations are indicated by an exclamation point in a triangle and the word *Caution* or *Warning*.

 **CAUTION:**

Caution indicates the presence of a hazard that could cause minor personal injury or property damage if the hazard is not avoided.

 **WARNING:**

Warning indicates the presence of a hazard that could cause death or severe personal injury if the hazard is not avoided.

Related Documents

The following documents are available from the Publications Fulfillment Center. You can order them as described on the inside front cover of this book.

Document No.	Title
	PARTNER MAIL Voice Messaging System Release 3
585-322-518	<i>User's Guide—English (North American)</i>
585-322-518FRC	<i>User's Guide—French (Canadian)</i>
585-322-518SPD	<i>User's Guide—Spanish (Latin American)</i>
585-322-516	<i>Planning, Installation, and Use</i>
585-322-517	<i>Planning Forms</i>
	Toll Fraud Security
555-025-600	<i>GBCS Products Security Handbook</i>

Document No.	Title
	PARTNER II Communications System Release 4.1
518-455-334	<i>Programming and Use—English (North American)</i>
518-455-340	<i>User Instruction Cards (11/pk)—English (North American)</i>
518-455-338	<i>System Planner—English (North American)</i>
518-455-334FRC	<i>Programming Quick Reference—French (Canadian)</i>
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518-455-317SP	<i>Programming Quick Reference—Spanish (Latin American)</i>
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	PARTNER PLUS Communications System Release 4.1
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518-455-338	<i>System Planner—English (North American)</i>
518-455-340	<i>User Instruction Cards (11/pk)—English (North American)</i>
518-455-228FRC	<i>Programming Quick Reference—French (Canadian)</i>
518-455-340FRC	<i>User Instruction Cards (11/pk)—French (Canadian)</i>
518-455-228SPD	<i>Programming Quick Reference—Spanish (Latin American)</i>
518-455-340SPD	<i>User Instruction Cards (11/pk)—Spanish (Latin American)</i>
	PARTNER PLUS Communications System Release 4.0
518-455-328	<i>System Planner—English (North American)</i>
518-455-224	<i>Programming & Use—English (North American)</i>
518-455-340SPD	<i>Programming Quick Reference—Spanish (Latin American)</i>
	PARTNER II Communications System Release 3.1
518-455-319	<i>System Planner—English (North American)</i>
518-455-217	<i>Programming & Use—English (North American)</i>
518-455-217SPD	<i>Programming Quick Reference—Spanish (Latin American)</i>

Overview of System Services and Features

1

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Overview of System Services and Features

1

This chapter describes the mail system and explains the responsibilities of the System Administrator. Features in **boldface** are described in greater detail in Chapter 5.

Introduction

The PARTNER MAIL Voice Messaging System (hereafter called the *mail* system) works with the PARTNER II or PARTNER Plus Communications System (hereafter called the *communications* system) to automate the call answering, voice messaging, and call routing needs of your company.

The mail system is available in three configurations:

- Two-port system with a message storage capacity of 6 hours
- Four-port system with a message storage capacity of 11 hours
- Six-port system with a message storage capacity of 16 hours

Which mail system you need depends on the number of users and the volume of calls you have. If you purchased a mail system that has less than the maximum number of ports or the maximum amount of message storage capacity, you can add to it as the needs of your business grow. For more information, contact your sales representative or your local authorized dealer.

A Remote Maintenance Device (RMD) is included with the mail system. This device is used for remote maintenance and diagnostic services by authorized service personnel.

PARTNER MAIL Services

The mail system provides three services:

- *Automated Attendant Service* answers calls on specified lines and routes the calls to pre-defined destinations or destinations that callers select from a menu of choices.
- *Call Answer Service* picks up unanswered calls and transfers them to pre-defined mailboxes.
- *Voice Mail Service* enables a *subscriber* (a person who owns or has responsibility for a mailbox) to retrieve messages and to send messages to other subscribers.

The mail system can operate in English (North American), French (Canadian), and Spanish (Latin American). All services can be implemented in one language (*monolingual* mode) or in two languages (*bilingual* mode). In bilingual mode, one of the languages must be English; callers can choose which of the two languages they want to hear. For more information, see **Language**.

Figure 1-1 shows the main features associated with each service. A description of the services and their associated features follows the illustration.

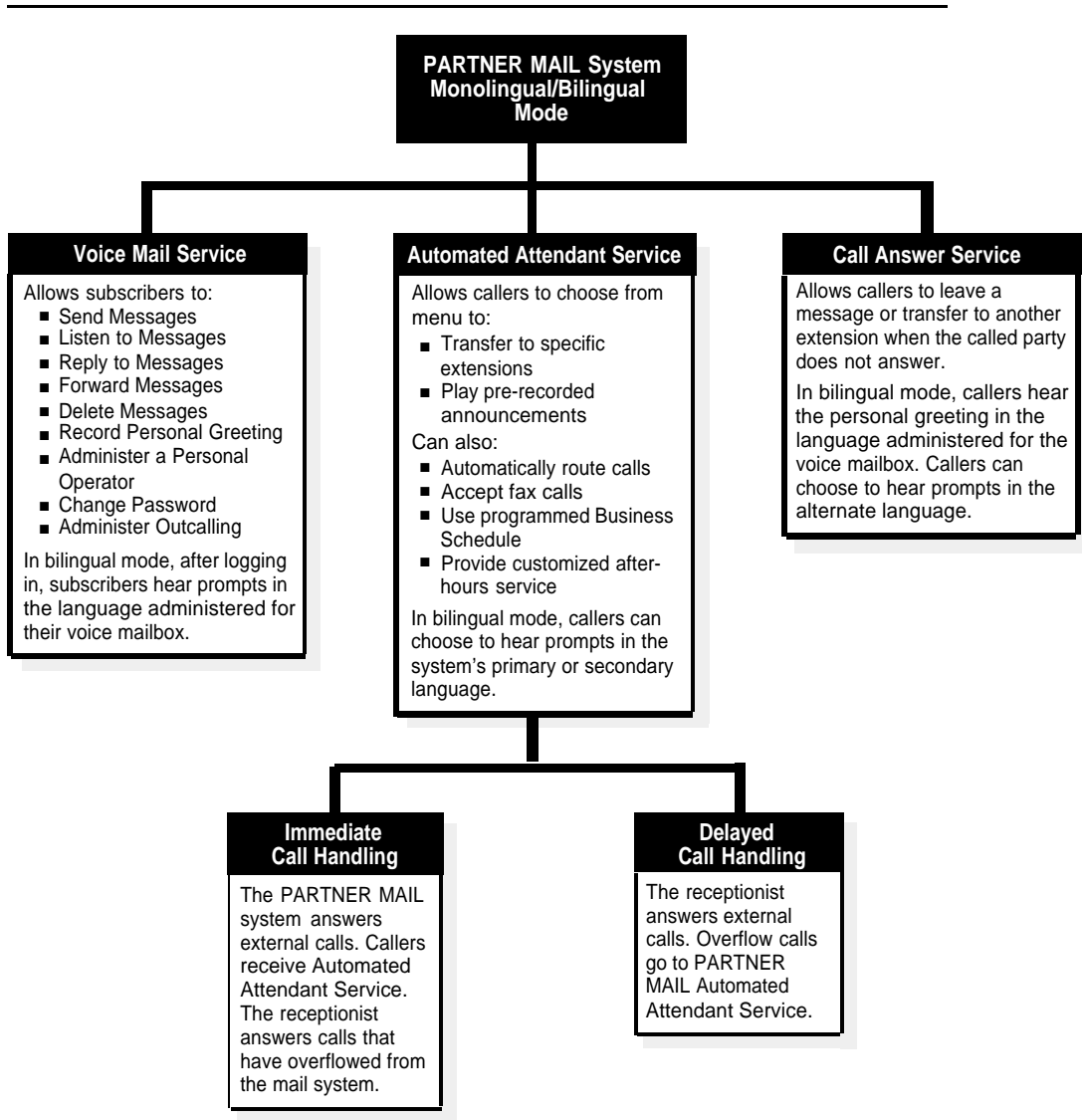


Figure 1-1. Overview of System Services and Features

Automated Attendant Service

Automated Attendant Service answers calls and plays a menu of options. Callers can press buttons to select options, thereby determining how their calls will be handled.

- The Automated Attendant's **Main Menu** can include options to:
 - Transfer the caller to an extension or mailbox that you specify.
 - Play a **Submenu** of additional options.
 - Play an **Announcement** containing frequently requested information (such as directions to your office or your business hours).
 - Prompt the caller to dial a transfer destination. If callers are not familiar with your extension numbers, you can create a **Directory** of subscribers that they can use.
- Callers using rotary phones or callers needing assistance are automatically transferred based on the **Dial 0/Timeout Action** that you specify. For example, callers can be transferred to a person of your choice or to the Automated Attendant's General Mailbox.
- If many of your callers have rotary phones, you can turn on a **Touch-Tone Gate** so those calls can be handled more quickly. In this case, a Touch-Tone Gate Greeting plays before the Main Menu. In bilingual mode this greeting enables callers to choose the language they want to hear. For more information, see **Greetings (System)**.

If the Touch-Tone Gate is off, the Main Menu is the first thing callers hear when the Automated Attendant answers. If the mail system is in bilingual mode, the Main Menu prompt enables callers to choose the language they want to hear.

- An Automated Attendant operates in day mode when the business is open and in night mode when the business is closed. Each mode has its own menu structure. The Schedule Controller determines whether the Automated Attendant follows the communications system's Night Service setting or an independent schedule that you program.
- You can choose to have one or up to three Automated Attendants. If you have multiple Automated Attendants, each one has its own set of menus and schedule. For more information, see **Single/Multiple Automated Attendant**.

If you have multiple Automated Attendants, you must assign lines that are *designated for Automated Attendant Service using Group Call Distribution (#206) Setting 1* to Automated Attendant 2 and Automated Attendant 3. Any lines not assigned to Automated Attendant 2 or 3 are answered by Automated Attendant 1. For more information, see **Line Assignments**.

Interactions with the Communications System

Automated Attendant Service is used with the following communications system features:

- *Group Call Distribution* (#206) Setting 1 identifies the lines to be answered by Automated Attendant Service.
- *VMS Hunt Schedule* (#507) specifies when the communications system is to route calls to Automated Attendant Service:
 - Always (factory setting).
 - Day Only (only when the communications system's Night Service is off).
 - Night Only (only when the communications system's Night Service is on).
- *VMS Hunt Delay* (#506) specifies whether Automated Attendant Service is to provide immediate or delayed call handling (see Figure 1-2):
 - Immediate (factory setting). Automated Attendant Service answers calls on the second ring. The receptionist acts as backup. This allows most calls to be routed to the correct destination without the assistance of the receptionist.
 - Delayed. Automated Attendant Service answers calls after the fourth ring. This delay gives the receptionist an opportunity to answer the call if he or she is available.

Automated Attendant Service recognizes calls from fax machines that produce industry-standard fax calling (CNG) tones. If VMS Hunt Delay is set to Immediate, you can specify a fax extension or a fax Hunt Group to which the Automated Attendant transfers fax calls. You also can specify an extension to be notified when a fax arrives. For more information, see **Fax Extension and Fax Message Receiver**.

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

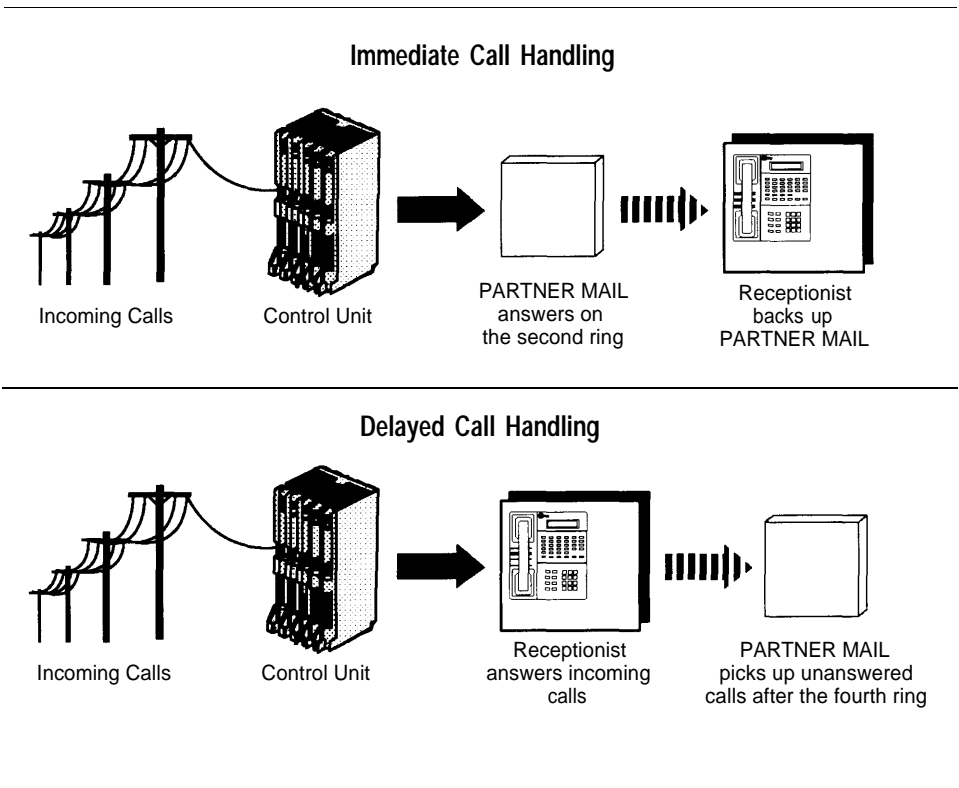


Figure 1-2. Immediate and Delayed Call Handling

Here are a few simple ways to set up Automated Attendant Service:

- Case 1: The receptionist is the primary call handler. Automated Attendant Service handles overflow.
 1. Use Group Call Distribution (#206) Setting 1 to identify the lines to be answered by Automated Attendant Service.
 2. Set VMS Hunt Schedule (#507) to Always.
 3. Set VMS Hunt Delay (#506) to Delayed.
- Case 2: Automated Attendant Service is the primary call handler.
 1. Use Group Call Distribution (#206) Setting 1 to identify the lines to be answered by Automated Attendant Service.
 2. Set VMS Hunt Schedule (#507) to Always.
 3. Set VMS Hunt Delay (#506) to Immediate.

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

Call Answer Service

Call Answer Service picks up unanswered calls and transfers them to pre-define mailboxes. You must create a mailbox for each destination to which callers can be transferred, with the following exceptions:

- Fax Extensions should *not* have mailboxes.
- The **Call Answer Service Operator** does not *have* to have a mailbox. The Call Answer Service Operator is the extension to which you can choose to transfer callers who need help.

There are four types of mailboxes that you can create.

- A *Call Answer Service mailbox* provides message storage space. When a caller reaches a Call Answer Service mailbox, the caller hears a greeting. If the mail system is in bilingual mode and the subscriber recorded a greeting in two languages, the caller can switch between the two languages. The caller can record a message, review and edit it, and transfer to another extension or an operator.

When a caller leaves a message, Call Answer Service turns On the message light on the subscriber's phone. If the subscriber's mailbox has **Outcalling** privileges and the subscriber has Outcalling turned On, Call Answer Service calls the numbers specified by the subscriber. The subscriber can remotely log in and retrieve the message.

- A *Bulletin Board Mailbox* provides an information message up to four minutes long. When a caller reaches a Bulletin Board mailbox, the caller hears the message. The caller cannot leave a message, but can transfer to another extension.

A **Bulletin Board** mailbox is particularly useful for information that changes frequently. The information can be modified easily without entering System Administration.

- An *Automated Attendant mailbox* provides access to a pre-defined Automated Attendant. A caller who reaches an Automated Attendant mailbox hears whatever was recorded for that Automated Attendant. The caller can make selections from the Automated Attendant's menus.

- A *Transfer-Only mailbox* allows transfer to an extension that does not need message storage space, for example, the extension in a conference room. When a caller reaches a Transfer-Only mailbox, the caller hears a greeting. The caller cannot leave a message, but can transfer to another extension.

You can create mailboxes of any type for Calling Groups and Hunt Groups. When a caller reaches a Group Mailbox, the call is handled according to the type of mailbox it is, as described above. If you create a Call Answer Service mailbox for the group, you can assign a **Group Mailbox owner**. Then, when a message is placed in the Group Mailbox, Call Answer Service turns On the message light on the owner's phone.

For more information about creating mailboxes, see **Mailbox**.

Interactions with the Communications System

Call Answer Service is used with the following communications system features:

- *Automatic VMS Cover (#310)* is assigned to extensions for which unanswered intercom and transferred calls are to be automatically routed to Call Answer Service after a specified number of rings (3 rings for Release 3.1 and earlier communications systems; 1 to 9 rings for later communications systems).
- *VMS Cover* can be programmed on a subscriber's phone to turn VMS Cover on and off. This button can be programmed regardless of the Automatic VMS Cover setting for that extension. However, if Automatic VMS Cover is Assigned and a VMS Cover button is programmed, the subscriber must use the button to turn VMS Cover on.
- *Voice Mailbox Transfer* can be programmed on a subscriber's phone to transfer callers directly to another subscriber's mailbox without ringing the other subscriber's extension first. This feature is useful when one subscriber is handling calls for another subscriber who is not at his or her desk.
- *Group Call Distribution (#206) Setting 3 (VMS Line Cover)* can be used to identify lines on which calls go to a pre-defined mailbox after four rings. If the mail system Line Ownership feature is used to assign an owner to a line, calls go to the line owner's mailbox. If Line Ownership is not used, calls go to the General Mailbox for Automated Attendant 1.
- *Line Coverage (#208)* can be used as an alternative to Group Call Distribution Setting 3 to assign ownership for a line to an extension. Calls on the owned line go to the line owner's mailbox. This feature is available only on communications system Release 4.0 and later.

Group Call Distribution (#206) Setting 3 and Line Coverage Extension (#208) differ from each other in the following ways:

	Calls normally go to Mailboxes after	Can send calls immediately to mailboxes	Can turn coverage on and off
Group Call Distribution Setting 3	4 rings	No	No
Line Coverage Extension	1-9 rings as specified by VMS Cover Rings (#117)*	Yes, using Do Not Disturb and VMS Cover button.	Yes, using VMS Cover button

*This setting applies to all extensions programmed for Voice Mail coverage.

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

Voice Mail Service

Voice Mail Service provides features that let subscribers manage their own mailboxes. A subscriber with a Call Answer Service mailbox or a Transfer-Only mailbox can:

- Record a name and greetings that callers hear. Hearing the name and a greeting in the subscriber's voice reassures callers that they have reached the correct destination.

The subscriber can record and store up to three greetings to cover different situations. Then the subscriber can easily activate the appropriate greeting without having to re-record it. If the system is in bilingual mode, the subscriber can record up to three greetings in each language. For more information, see **Greetings (Personal)**.
- Choose a password to keep messages in the mailbox confidential. The subscriber should change the password regularly and keep it secure. For more information, see **Personal Mailbox Administration**.
- Choose the extension to receive the call if the caller presses [0] before, during, or after leaving a message. For more information, see **Personal Operator**.
- In bilingual mode, listen to Voice Mail prompts in the language programmed for the mailbox. See **Mailbox**.

In addition, a subscriber with a Call Answer Service mailbox can:

- Create and send messages. The subscriber can address a message to a specific mailbox number, choose the mailbox from a list of subscribers, or specify a pre-designated group of subscribers. For more information, see **Personal Mailbox Administration**.

The System Administrator can send a message to all subscribers. For more information, see **Broadcast Messages**.

- Listen to messages from callers.
 - Reply to messages sent by subscribers with Call Answer Service mailboxes.
 - Forward a received message to one or more subscribers with Call Answer Service mailboxes, with additional comments if desired.

For more information, see **Personal Mailbox Administration**.

- If the mailbox has **Outcalling** privileges, administer Outcalling from any on-site or remote touch-tone phone:
 - Designate up to five phone numbers to be called when a message arrives in the mailbox.
 - Specify the number of times the list of numbers is dialed.
 - Specify the times when Outcalling takes place.
 - Turn Outcalling On and Off.

System Administrator's Responsibilities

The mail system is set up to meet the needs of your business, based upon the information that you provide prior to installation. As System Administrator, you have two primary areas of responsibility after installation: system security and routine maintenance.

System Security

Toll fraud is the unauthorized use of your telecommunications system by third parties to make long-distance telephone calls. Under the law, you, the customer, are responsible for paying for part or all of those unauthorized calls. Thus the following information is of critical importance to you.

Criminals called *hackers* may attempt to gain unauthorized access to your communications system and your mail system. Hackers often attempt to trick a company's employees into providing them with access to an outside line or an outside operator.

Hackers may pose as telephone company employees or employees of AT&T, Lucent Technologies, or your local authorized dealer. Hackers will go through a company's trash to find directories, dialing instructions, and other information that will enable them to break into the system. The more knowledgeable they appear to be about employee names, departments, telephone numbers, and the internal procedures of your company, the more likely it is that they will be able to trick an employee into helping them.

Hackers concentrate their activities in two areas related to the mail system:

- They try to dial into a mailbox, then execute a transfer by dialing [*] [T]. 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.

Preventative Measures

The following measures should be taken on the communications system side to limit the risk of unauthorized activity by hackers:

- All lines should be removed from the Remote Maintenance Device using Line Assignment (#301).
- If Outcalling is *not* permitted, the extensions connected to the mail system unit and the Remote Maintenance Device should be restricted to Inside Only using Outgoing Call Restriction (#401). This denies access to outside lines.
- If Outcalling is permitted, Outgoing Call Restriction should be used with Allowed and Disallowed Lists to meet the needs of the business while maintaining the security of the system.



Security Alert:

Outcalling introduces the risk of toll fraud abuse. Outgoing Call Restriction, Allowed Lists, and Disallowed Lists can reduce the risk. Extensions connected to the mail system ports should be restricted as much as the needs of the business allow.

For the extensions connected to port 1 on a two-port system, ports 1, 2, and 3 on a four-port system, or ports 1 through 4 on a six-port system, Outgoing Call Restriction should be set to Inside Only.

For the extensions connected to the Outcalling ports (port 2 on a two-port system, port 4 on a four-port system or ports 5 and 6 on a six-port system), Outgoing Call Restriction should be set to the most restrictive value that the business allows; then Allowed and Disallowed Lists should be assigned as needed. For example, if Outgoing Call Restriction is set to Inside Only, an Allowed List containing all numbers to which Outcalls are allowed must be created. This list must be assigned to the extensions connected to port 2, port 4, or ports 5 and 6.

The following measures should be taken on the mail system side:

- Create only mailboxes that are necessary and delete any unused mailboxes.
- Permit no Outcalling, or permit it only for those with a legitimate business need.
- Change the System Administrator's Mailbox from the factory setting.
- Set the System Administrator's mailbox password to a hard-to-guess value.
- Set the System Administration Password to a hard-to-guess value.
- Turn Off the Remote Maintenance Device when it is not in use.
- Set the **Minimum Password Length** to 6 digits or more.
- Set the **Security Violation Notification** action and number of unsuccessful login attempts to the most restrictive values that the business allows.

The following general precautions also should be taken:

- Provide good physical security for the room containing your telecommunications equipment and the room with administrative tools, records, and System Administration information. These areas should be locked when not attended.
- Provide a secure trash disposal for all sensitive information, including telephone directories, call accounting records, or anything that may supply information about your communications system. This trash should always be shredded.

Security Policy and User Education

As a safeguard against toll fraud, establish policies and educate all mail system users:

- All reports of trouble, requests to move extensions, or any other administrative details associated with the communications system or the mail system should be handled by one person (the System Administrator) or within one department. Anyone claiming to be a telephone company representative should be referred to this person or department.
- If a caller claims to be an authorized telephone company representative, verify his or her identity before permitting that person any access to the system.
- Establish well-controlled procedures for passwords.
 - Establish a specific date for changing passwords (for example, the first of each month) and help users remember to do it.
 - Tell users what the Minimum Password Length is.
 - Tell users that passwords should not be recycled. They should be hard to guess and should not contain:
 - All the same numbers (for example, 666666).
 - Sequential characters (for example, 123456).
 - Personal information that can be associated with them (such as their name, birthdate, telephone number, or social security number).
 - Discourage the practice of writing down passwords. If a password needs to be written down, keep it in a secure place and never discard it while it is still active.
 - Tell users never to program passwords onto Auto Dial buttons. Display phones reveal the programmed numbers and internal abusers can use the Auto Dial buttons to originate unauthorized calls.
- Educate employees that hackers may try to trick them into providing them with dial tone or dialing a number for them.
- Ask users to tell you if any of the following suspicious activity occurs:
 - Inability to log into Voice Mail.
 - Lost mail messages, mailbox lockout, or altered greetings.
 - Inability to get an outside line.
 - Series of calls where there is silence on the other end or the caller hangs up.
 - Sudden increase in wrong numbers.
 - Caller complaints that your lines are busy

- Callers claiming to be 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).
- Make users with Outcalling privileges aware of the potential risks and their responsibilities.
- Never distribute the office telephone directory to anyone outside the company.
- Collect old office telephone directories and shred them.
- Never discuss your telephone system's numbering plan with anyone outside the company.
- Never accept collect telephone calls from unknown callers.
- Any time a call appears to be suspicious, call the National Service Assistance Center at 1 800 628-2888.
- You should also take advantage of AT&T monitoring services and devices, such as the NetPROTECTSM family of fraud-detection devices, CAS with HackerTracker®, and CAT Terminal with Watchdog. Call 1 800 638-7233 to get more information about these products and services.

Routine Maintenance

The following list is intended to give you an idea of the types of tasks involved in routine maintenance:

- Assigning a Call Answer Service Operator, General Mailbox Owners, Fax Message Receivers, and Group Mailbox Owners. Be sure that people designated to serve in these roles are aware of what is expected of them. Refer them to the *User's Guide* for a description of their responsibilities.
- Maintaining mailboxes. Tasks typically involve adding and deleting mailboxes to accommodate personnel changes, and initializing mailbox passwords if subscribers forget them.
- Maintaining Group Lists to facilitate sending messages to groups of subscribers. Be sure to keep subscribers informed about the lists.
- Resetting System Time, for example, if you are in an area that observes daylight saving time.
- Maintaining the Business Schedule to accommodate holidays, temporary closings or openings, and changes to your company's hours of operation.

- Changing greetings, menus, and announcements to accommodate changes in personnel, your company's operations and/or services.

For programming instructions, see the appropriate feature in Chapter 5. Be sure to update the planning forms so that they accurately reflect the programming for your mail system. You can make a copy of the mail system Planning Forms in Appendix A.

Helpful Programming Hints

After you become familiar with the mail system, the following hints and shortcuts can save you time:

- You can program the mail system from any touch-tone telephone.
- When logging in from your own extension, simply press [#] when you are prompted to enter your extension and [#]. You do not have to enter your extension number.
- You never need to wait for a greeting or prompt to finish playing before you press a button.
- Press [*] [z] at any time during programming to return to the System Administration Menu.
- Press [*] [#] to return to the previous menu.
- Press [*] [4] to repeat the current menu or prompt.
- Press [*] [*] [9] to exit the mail system, or hang up.
- Use the handset, not the speakerphone, for recording.
- If you use the speakerphone when programming, turn off the microphone.

Installation

2

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The exclamation point in an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.

IMPORTANT SAFETY INSTRUCTIONS

When installing telephone equipment, always follow basic safety precautions to reduce the risk of fire, electrical shock, and injury to persons, including:

- Read and understand all instructions. (Pay particular attention to Communications System Hardware on page 2-2 and Mail System Site Requirements on page 2-3.)
- Follow all warnings and instructions marked on or packed with the product.
- Never install this unit or telephone wiring for it during a lightning storm.
- Never install a telephone jack in a wet location unless the jack is specifically designed for wet locations.
- Never touch uninsulated telephone wires or terminals unless the telephone wiring has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.
- Use only PARTNER modules in the PARTNER communications system control unit.
- Use only recommended/approved PARTNER communications system accessories.
- Do not install this product near water, for example, in a wet basement location.
- Do not overload wall outlets, as this can result in the risk of fire or electrical shock.
- The mail system is equipped with a three-wire grounding-type plug with a third (grounding) pin. This plug will fit only into a grounding-type power outlet. This is a safety feature. If you are unable to insert the plug into the outlet, contact an electrician to replace the obsolete outlet. Do not defeat the safety purpose of the grounding plug.
- Do not attach the power supply cord to building surfaces. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it.
- Vents on the sides of the cabinet are provided for ventilation. To protect this equipment from overheating, do not block these openings.
- Never push objects of any kind into this product through vent openings in the unit, as they may touch dangerous voltage points or may short out parts, which could result in a risk of fire or electrical shock. Never spill liquid of any kind on this product.
- If there is not sufficient room on the existing wood mounting surface, either secure a new surface (a piece of plywood) or use wall studs to install the mail system unit. This ensures permanent mounting and prevents wall damage.
- Unplug the product from the wall outlet before cleaning. Dust with a soft cloth. Do not use cleaners or aerosol cleaners.
- Do not operate the system if chemical gas leakage is suspected in the area. Use telephones located in some other safe area to report the trouble.



WARNING:

DO NOT open the mail system unit. There are no user-serviceable parts inside the unit. Only an authorized technician should open the unit for required maintenance or upgrading purposes.

SAVE THESE INSTRUCTIONS

Introduction

This chapter explains how to install the mail system hardware. It is intended for qualified installers only.



WARNING:

Installation should be performed only by a qualified installer.

Preparing for Installation

Read this entire chapter before you begin the installation. Verify that you have all the required components, and that your installation site meets the requirements specified in this chapter.

You should have a copy of communications system Planning Form B1 that shows extension assignments for the mail system hardware.



NOTE:

Outside of the United States, some telephone networks provide a tone similar to the U.S. busy tone to signal that the far-end caller has hung-up. If the mail system needs to respond to this signal, DIP switches need to be reset on the voice processing cards before the system unit is installed. See Chapter 7, “Upgrading the System.”

Mail System Hardware

The mail system includes the following hardware components:

- Mail system cabinet
- Wall mount and cable manager bracket

 **NOTE:**

The cabinet and bracket together are referred to as the system unit.

- 7-foot (2.13m) modular D4BU telephone cords (two-pair, standard phone connection)— 2 for a two-port system, 4 for a four-port system, or 6 for a six-port system.
- Power cord—6-foot (1.83m), 3-prong, male/female ends
- Modem cable
- Four No. 8 3/4-inch pan-head sheet metal screws for mounting the system unit on plywood.

 **NOTE:**

If you are mounting the system unit on a surface other than plywood, you will need 4 No. 8 screws of the appropriate type for the wall and the weight of the system unit. For example, if mounting to wall studs through drywall, use No. 8 1-3/4-inch (or longer) pan-head sheet metal screws.

- Remote Maintenance Device and one modular telephone cord (shipped in a separate box).

Communications System Hardware

The following communications system equipment is required to install the mail system:

- PARTNER II Release 3 or later or PARTNER Plus Release 3.1 or later processor module
- 206 modules, Release 2 or later

 **NOTE:**

You can connect up to five voice mail ports on a 206 module. The top, or first, port on a 206 module is the power-failure port and should *NOT* be used to connect either a voice mail port or the Remote Maintenance Device.

- A sufficient number of touch-tone receivers on the communications system modules. Each 206 and 200 module has one touch-tone receiver; each 400 module has two.

Touch-tone receivers are shared by the mail system and the communications system. The mail system uses one each time it transfers a call, turns a phone's message light On or Off, or Outcalls. The communications system uses one each time a standard device dials a call (intercom or outside).

The total number of touch-tone receivers required is dependent on the amount and type of traffic that the communications system and the mail system handle. In addition to the touch-tone receivers needed to support all of the standard devices in the communications system, one touch-tone receiver generally is needed for every two mail system ports. A very heavily used system may require more touch-tone receivers.

Mail System Site Requirements

Table 2-1. Mail System Requirements

Condition	Requirement
Relative Humidity	8-85%
Temperature Range	Recommended: 60°F–80°F (16°C–27°C) Maximum: 40°F–104°F (4°C–40°C)
Air Quality	Dust-free area (preferably in an office environment)
Environment	No exposure to any liquids (avoid areas near drinking fountains, coffee makers, and so on) Adequate clearance around vents to allow for air flow
Dimensions	Cabinet: 12" high x 14.5" wide x 5-5/8" deep Bracket: 10-7/8" high x 17-1/4" wide
Voltage	115 or 230 VAC
Weight	~26 lb.
FCC Number	EAG USA-21253-VM-E
Ringer Equivalence Number (REN)	0.7B
TDD Compatibility	None
Maximum Number of Ports	6

The system unit should be wall-mounted adjacent to the communications system control unit on the same wood mounting surface, if possible.



WARNING:

If there is not sufficient room on the existing wood mounting surface, either secure a new surface (a piece of plywood) or use wall studs to install the system unit. This ensures permanent mounting and will prevent wall damage.

The system unit should be connected to the same electrical branch circuit as the communications system control unit. If the communications system's control unit is connected to an uninterruptible power supply (UPS) or surge protector, it is recommended that the mail system unit be connected to the same UPS or surge protector.

Installing the Mail System

Installation involves the following activities:

- Mounting the system unit.
- Connecting the system unit to the communications system.
- Connecting the Remote Maintenance Device to the system unit.



NOTE:

The illustrations show a six-port system; if you are installing a two-port or four-port system, it will look slightly different.

Mounting the System Unit

1. Position the bracket against the wall so that the hanger slot is located near the top, as shown in Figure 2-1.

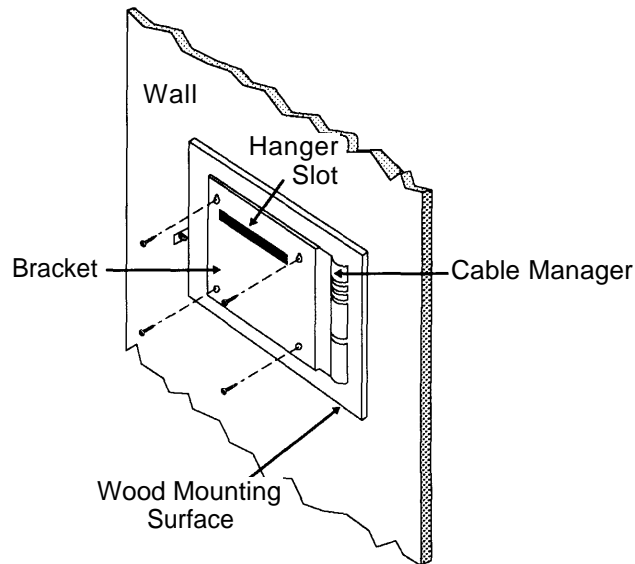


Figure 2-1. Mounting the Bracket

2. Using the bracket as a template, mark the four points on the wall where the screws will be inserted.



WARNING:

Be sure the bracket will be screwed into wall studs or a piece of plywood to ensure permanent mounting and to prevent wall damage.

3. Screw the bracket securely to the wall, using the screws provided or their equivalents. For mounting to wall studs through drywall, use four No. 8 1-3/4-inch (or longer) pan-head sheet metal screws.
4. Position the cabinet securely on the bracket, placing the cabinet's bracket lip into the hanger slot on the bracket, as shown in Figure 2-2.

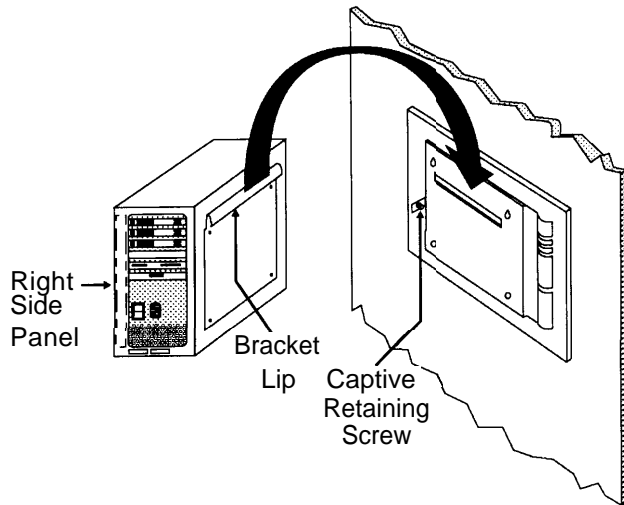


Figure 2-2. Mounting the Cabinet

5. Tighten the captive retaining screw on the cabinet's left side panel to secure the cabinet to the bracket.

Connecting to the Communications System

1. Route the telephone cords through the slots on the bracket and connect them to the appropriate ports on the system unit as shown in Figure 2-3.
-

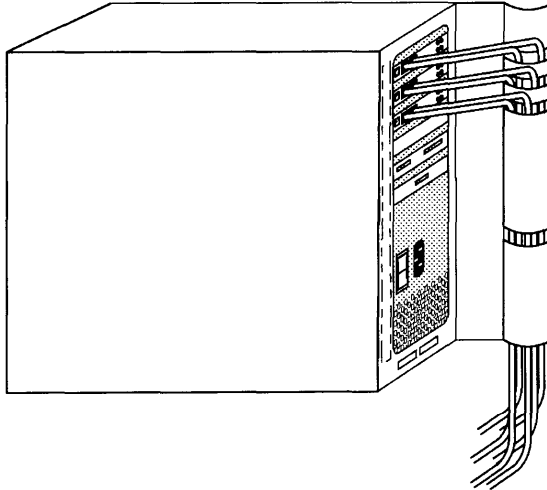


Figure 2-3. Connecting Cords to the System Unit

2. Connect the other end of the cords to extension jacks on 206 module(s) in the communications system control unit. Refer to the PARTNER MAIL column on communications system Planning Form B1 for extension assignments.
 3. Set the voltage selector switch to the appropriate voltage, 115V or 230V.
-

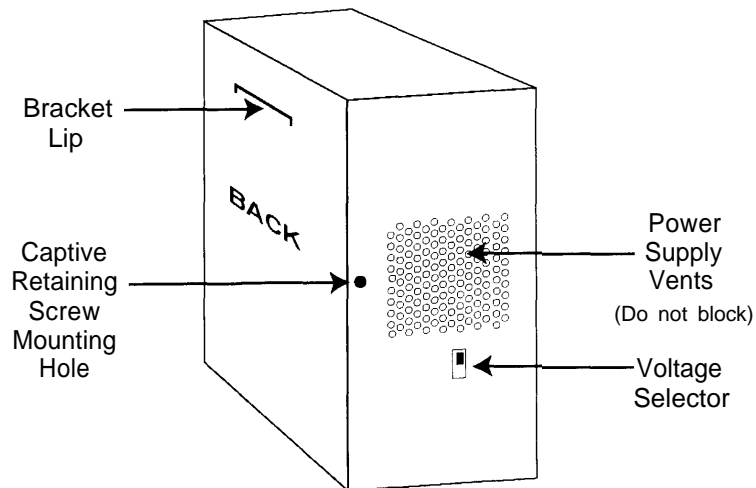


Figure 2-4. System Unit (Back and Left Side View)

4. Plug the power cord into the system unit's AC power socket (see Figure 2-5).

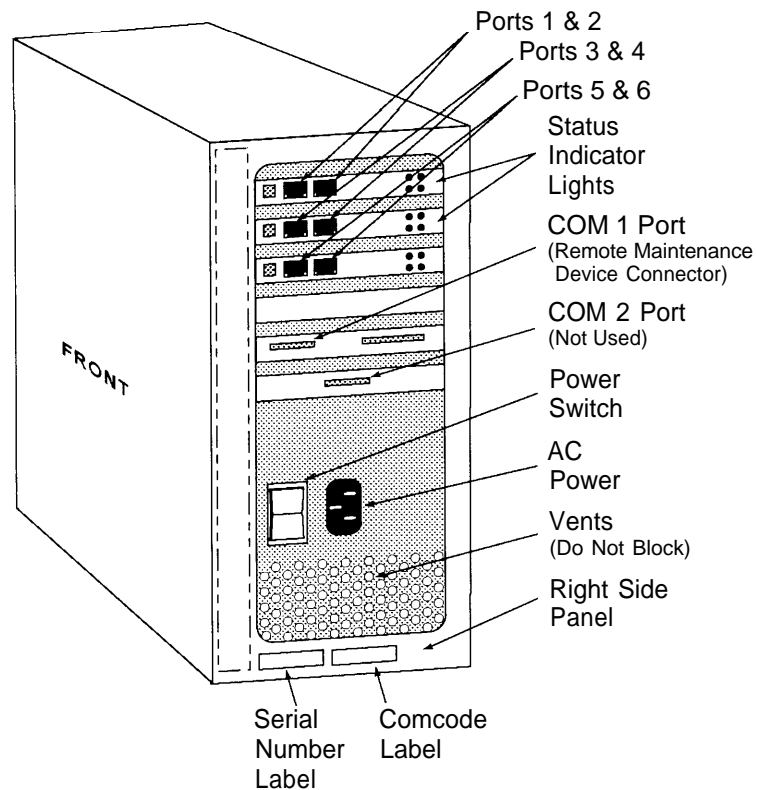


Figure 2-5. System Unit (Front and Right Side View)

5. Plug the system unit into a grounded AC electrical source, preferably on the same branch circuit as the communications system.
6. Turn on the power switch.

Connecting to the Remote Maintenance Device

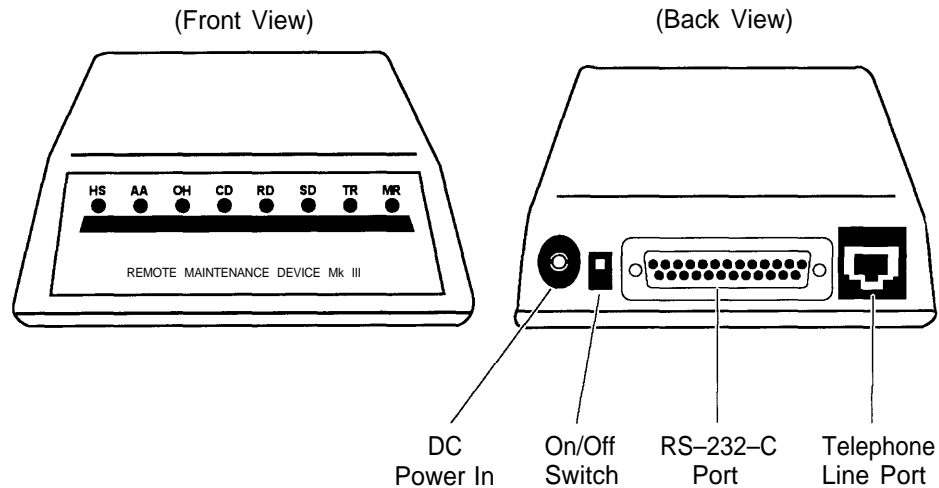


Figure 2-6. Remote Maintenance Device

1. Use the modem cable provided to connect the RS-232-C port on the Remote Maintenance Device (see Figure 2-6) to the COM1 port on the system unit (see Figure 2-5).
2. Use a modular telephone cord to connect the Telephone Line Port on the Remote Maintenance Device (see Figure 2-6) to an extension jack on the 206 module. Refer to Communications System Planning Form B1 for the correct extension number.
3. Attach one end of the power cord to the DC Power In jack on the Remote Maintenance Device (see Figure 2-6) and plug the other end into a grounded AC electrical source.
4. Turn on the on/off switch (see Figure 2-6). Verify that the AA, TR, and MR LEDs on the front of the Remote Maintenance Device are lit.
5. Turn off the Remote Maintenance Device.
6. Write the 206 module extension jack number on a label and affix the label to the Remote Maintenance Device. Keep the extension jack number handy. You may need it if the mail system needs servicing.



Security Alert:

Keep the Remote Maintenance Device turned off unless your mail system needs servicing and service personnel need remote access to your system.

Mail System Initial Programming

3

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Mail System Initial Programming

3

Introduction

This chapter provides programming procedures for the installer of the mail system. These procedures are required for correct operation of the system.

Since certain features (for example, language selection) must be programmed before other features (such as voice mailbox assignments), perform the procedures in the order in which they are presented in this chapter.

Before You Begin

Before you begin to program the mail system, you must have completed planning forms and you must prepare the communications system.

Completing Planning Forms

To perform the procedures in this chapter, you need the following forms:

- Communications System Planning Forms B1 and B2
- Mail System Planning Forms A through N

For information about filling out the planning forms, see Appendix A, "Mail System Planning" and Appendix B, "Communications System Planning."

Preparing the Communications System

You must program a few communications system features before you program the mail system. The following instructions assume that you are familiar with communications system programming. If you are not, refer to the *Programming and Use* guide for the communications system.

For these procedures, you need communications system Planning Forms B1 and B2 to identify the extension numbers associated with the mail system unit and the Remote Maintenance Device.

Hunt Group Extensions

Use this procedure to assign the extensions associated with the mail system unit to Hunt Group 7, the VMS Hunt Group.

1. At extension 10 or 11, press [*Feature*] [*Q*] [*Q*] [*System Program*] [*System Program*].
2. Press [#] [*S*] [*Q*] [*S*].
3. At the Group: prompt, press [*Z*].
4. At the Extension: prompt, enter the first PARTNER MAIL extension number specified on communications system Planning Form B1.

 **NOTE:**

The first extension jack on 206 modules should not be used as a PARTNER MAIL extension. These jacks should be reserved for use during a power failure.

5. Press [*Next Data*] until the display reads 1 Assigned.
6. Press [*Next Item*] or [*Prev Item*] until the next PARTNER MAIL extension number displays.
7. Press [*Next Data*] until the display reads 1 Assigned.
8. If additional PARTNER MAIL extensions are specified on Form B1, repeat Steps 6 and 7 for each one.
9. If this is a PARTNER II system in Hybrid mode, continue with “Line Access Mode” on page 3-3. Otherwise, go to “Transfer Return Extension” on page 3-3.

Line Access Mode

NOTE:

This procedure applies only to PARTNER II systems in Hybrid mode.

If communications system Planning Form B2 indicates that the extensions associated with the mail system unit and the extension where the Remote Maintenance Device is installed are Pooled extensions, use the following procedure to change them to Key extensions:

1. Press [#] [2] [1] [2].
2. At the **Extension:** prompt, enter the first PARTNER MAIL extension number specified on communications system Planning Form B1.
3. Press [*Next Data*] until the display reads 2 **Key**.
4. Press [*Next Item*] or [*Prev Item*] until the next PARTNER MAIL extension number displays.
5. Press [*Next Data*] until the display reads 2 **Key**.
6. Repeat Steps 4 and 5 for each PARTNER MAIL extension and for the extension where the Remote Maintenance Device (VMS-RMD) is installed.
7. Continue with "Transfer Return Extension."

Transfer Return Extension

For extensions associated with the mail system unit, use the following procedure. If the mail system transfers a call to an extension that has no Voice Mail coverage, or if Voice Mail coverage is Off, and that extension does not answer, the communications system transfers the call to the Transfer Return Extension.

For extensions that do not have Voice Mail coverage, this procedure ensures that unanswered calls transferred by the mail system return to the designated extension, where they ring until answered.

1. Press [#] [2] [0] [6].
2. At the **Extension:** prompt, enter the first PARTNER MAIL extension specified on communications system Planning Form B1.
3. At the **Data:** prompt, enter the Transfer Return Ext. No. specified on Form B1, typically extension 10.
4. Press [*Next Item*] or [*Prev Item*] until the next PARTNER MAIL extension number, specified on communications system Planning Form B1, displays.
5. At the **Data:** prompt, enter the Transfer Return Ext. No.

6. If additional PARTNER MAIL extensions are specified on Form B1, repeat Steps 4 and 5 for each one.
7. Repeat Steps 4 and 5 for each extension that does not have Voice Mail coverage.
8. Continue with "Outgoing Call Restriction."

Outgoing Call Restriction

Use this procedure to restrict all extensions associated with the mail system unit and the Remote Maintenance Device from making outside calls.



Security Alert:

This procedure must be followed to limit the possibility of toll fraud abuse.

1. Press [#] [4] [0] [1].
2. At the Extension: prompt, enter the extension number where the Remote Maintenance Device (VMS-RMD) is installed as specified on communications system Planning Form B1.
3. Press [Next Data] until the display reads 2 Inside Only.
4. Press [Next Item] or [Prev Item] until the first PARTNER MAIL extension number specified on Form B1 is displayed.
5. Press [Next Data] until the appropriate value displays.
6. Repeat Steps 4 and 5 for each PARTNER MAIL extension.
7. Continue with "Line Assignment."



NOTE:

If Outcalling is permitted, be sure to create Allowed and Disallowed Phone Lists as needed for Outcalling numbers. Instructions are provided in Chapter 4.

Line Assignment for the Remote Maintenance Device

Use this procedure to remove all lines from the extension to which the Remote Maintenance Device is connected.



Security Alert:

This procedure must be followed to limit the possibility of toll fraud abuse.

1. Press [#] [2] [0] [1].

2. At the `Extension:` prompt, enter the extension number where the Remote Maintenance Device (VMS-RMD) is installed as specified on communications system Planning Form B1.
3. Press [`Remove`] to remove all existing line assignments.
4. Continue with “Automatic Extension Privacy.”

Automatic Extension Privacy for the Remote Maintenance Device

Use this procedure to assign Automatic Extension Privacy to the extension to which the Remote Maintenance Device is connected so that users cannot interrupt transmission.

1. Press [#] [2] [0] [4].
2. At the `Extension:` prompt, enter the extension number where the Remote Maintenance Device (VMS-RMD) is installed as specified on communications system Planning Form B1.
3. Press [`Next Data`] until the display reads `1 Assigned`.
4. Press [`Feature`] [0] [0] to exit programming.

Logging In to System Administration

To program the mail system, you will log in to the System Administrator's mailbox and access the System Administration Menu.

For initial programming, you will use the factory setting for the System Administrator's mailbox. The System Administrator's mailbox password and the Administration password are not factory-set, so you will be prompted to set them. Be sure the System Administrator knows the passwords that you choose, because the System Administrator will need them in the future to log in.



Security Alert:

It is strongly recommended that the System Administrator change the System Administrator's mailbox password and the System Administration Password after initial programming is complete. Instructions are provided at the end of this chapter.

1. Press [`Intercom`] [z] [z] [z].

The Voice Mail Greeting plays, followed by the extension prompt.

2. Enter the System Administrator's mailbox number + [#].



NOTE:

Until you change it, the System Administrator's mailbox is 9997.

The password prompt plays.

3. Press [#].



NOTE:

Until you create it, the System Administrator's mailbox password is not set. After you press #, you are prompted to change the password. Follow the prompts to enter a password. This password must be used in the future to log in to the System Administrator's mailbox.

The Voice Mail Activity Menu plays.

4. Press [2] for System Administration.



NOTE:

This option is not spoken in the Voice Mail Activity Menu. The option is deliberately hidden to minimize the system's vulnerability to abuse.

The password prompt plays.

5. Press [#].



NOTE:

Until you create it, the Administration password is not set. After you press [#], you are prompted to change the password. Follow the prompts to enter a password; it must be different from the System Administrator's mailbox password. The System Administration password must be used in the future to access System Administration.

The System Administration Menu plays.

Figure 3-1 illustrates the login procedure and shows the options available from the System Administration Menu.

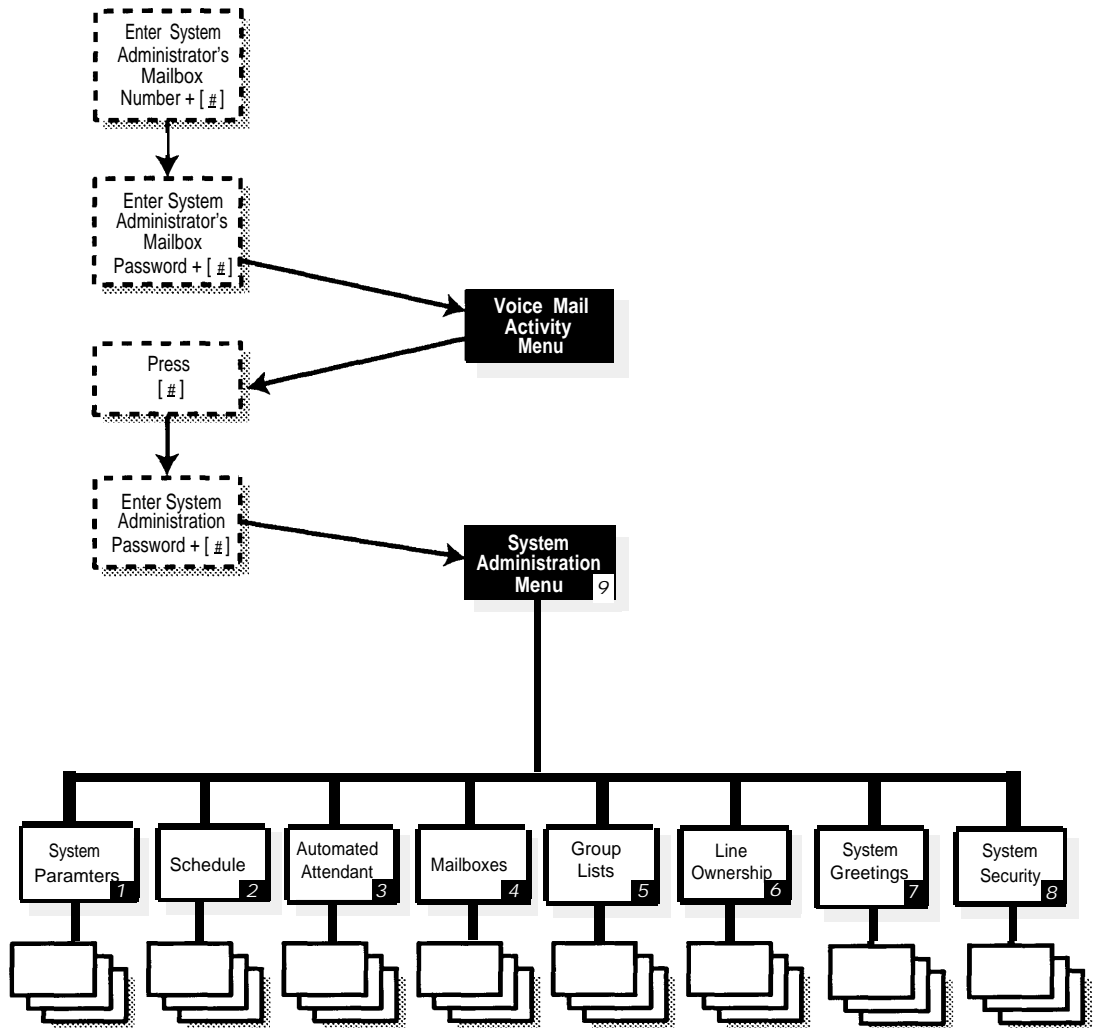


Figure 3-1. Mail System Login

Programming the Mail System

All of the procedures in this chapter are shown in short form. For more detailed instructions, see the appropriate section in Chapter 5, “Features.”

Accessing the System Administration Menu

All procedures in this chapter start from the System Administration Menu. This is the menu that you access when you log in to the System Administrator’s Mailbox, as described in the previous section, “Logging In to System Administration” on page 3-5.

If you are already logged in, you can return to the System Administration Menu by doing one of the following:

- Pressing [*] [z] to return directly to the System Administration Menu.
- Pressing [*] [#] repeatedly to back up, one level at a time, until you hear the “For System Parameters, press [1]” prompt.

For an overview of the procedural flow described in this chapter, and information about the relationship between the procedures and the mail system planning forms, refer to “Initial Programming Quick Reference,” which follows.

Initial Programming Quick Reference

From the System Administration Menu, Select...	Go to Mail System Planning...
1 System Parameters	
[9] System Language	Form A
Primary	Form A
Secondary	Form A
[8] Maximum Digit Length	Form A
[1] Single or Multiple Automated Attendant	Form A
3 Automated Attendant	
[6] Line Assignments	
[2] Add a Line	Form A
4 Mailboxes	
[4] Create a Mailbox	Form B
[Z] Assign a Group Mailbox Owner	Form B
1 System Parameters	
[4] Fax Extension and Fax Message Receiver	
[1] Fax Extension	Form C
[2] Fax Message Receiver	Form C
[5] Call Answer Service Operator	Form C
[6] General Mailbox Owner	Form C
[Z] System Administrator's Mailbox	Form C
2 Schedule	
[1] System Time and Date	No Form
[2] Automated Attendant Schedule	
[1] Schedule Controller	Form D
[2] Weekly Business Schedule	Form D
3 Automated Attendant	
[5] Touch-Tone Gate	Form E

From the System Administration Menu, Select...	Go to Mail System Planning...
7 System Greetings	
[3] Touch-Tone Gate Greeting	
[1] Day	
[1] Record Greeting	Form E
[2] Night	
[1] Record Greeting	Form E
[1] Voice Mail Greeting	
[1] Record Greeting	Form F
3 Automated Attendant	
[4] Announcements	
[z] Record Announcement	Form K
[3] Submenus	
[4] Create Submenu	Form J and I
[1] Day Menu	
[6] Modify Menu	Forms H and G
[2] Night Menu	
[6] Modify Menu	Forms H and G
5 Group Lists	
[4] Create a Group List	Form L
6 Line Ownership	
[4] Assign Line Ownership	Form M
8 System Security	
[2] Minimum Password Length	Form N
[3] Security Violation Notification	Form N
[4] System Administration Password	

Programming System Parameters

Following is a list of the factory settings for the system parameters covered in this section:

Parameter	Factory Setting
System Language	Monolingual, English
Maximum Digit Length	2
Single or Multiple Automated Attendant	Single

Check mail system Planning Form A to see if you need to change any of these factory settings.

- If you do NOT, skip to “Programming Mailboxes” on page 3-14.
- If you do, continue with the procedures in this section. For these procedures, you select the System Parameters option from the System Administration Menu. The System Parameters Menu plays. Figure 3-2 shows the options available from the System Parameters Menu.

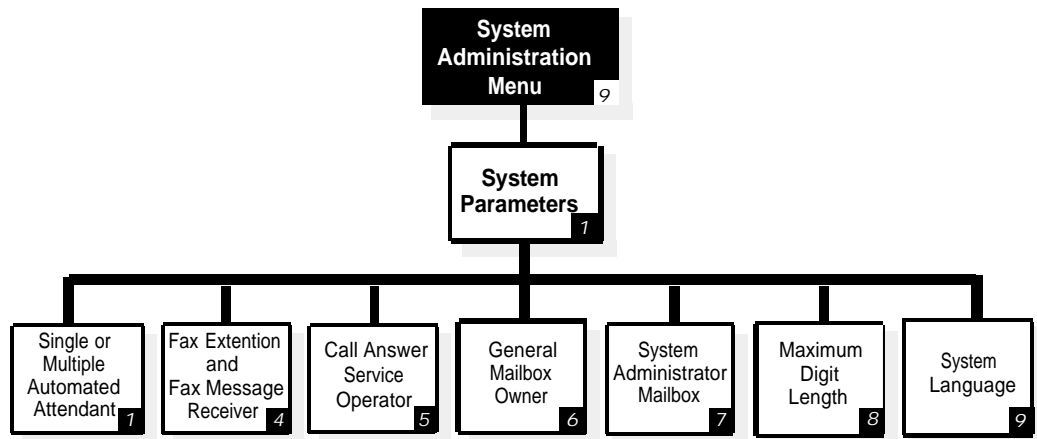


Figure 3-2. System Parameters Administration

System Language

Use this procedure to specify whether the mail system operates in monolingual or bilingual mode, and to identify the system languages specified on mail system Planning Form A. For more information, see **Language** in Chapter 5.

1. From the System Administration Menu, press [1] for System Parameters.
2. Press [9] for System Language.
3. Press [1] for monolingual or [2] for bilingual.
4. Press [1] for English, or [2] for French, or [3] for Spanish.
5. *Bilingual only*: Repeat Step 4 for the secondary language.
6. Press [*] [#] to approve or [1] to re-enter the language.

Maximum Digit Length

Use this procedure to specify the maximum number of digits that a caller or subscriber can dial to transfer to an extension or mailbox. This parameter is specified on mail system Planning Form A. For more information, see **Maximum Digit Length** in Chapter 5.

1. From the System Administration Menu, press [1] for System Parameters.
2. Press [8] for Maximum Digit Length.
3. Press [2], [3], or [4] to indicate the maximum number of digits.

Single or Multiple Automated Attendant

Use this procedure to specify whether the mail system uses one or up to three Automated Attendants as specified on mail system Planning Form A. For more information, see **Single/Multiple Automated Attendants** in Chapter 5.

1. From the System Administration Menu, press [1] for System Parameters.
2. Press [1] for Single or Multiple Automated Attendant Operation.
3. Press [1] for Single or [2] for Multiple.

If you selected Multiple in Step 3, you must also program Automated Attendant Line Assignments, as described in the next procedure. If you selected Single in Step 3, skip to “Programming Mailboxes” on page 3-14.

Automated Attendant Line Assignments

Figure 3-3 shows the options available from the Automated Attendant Menu.

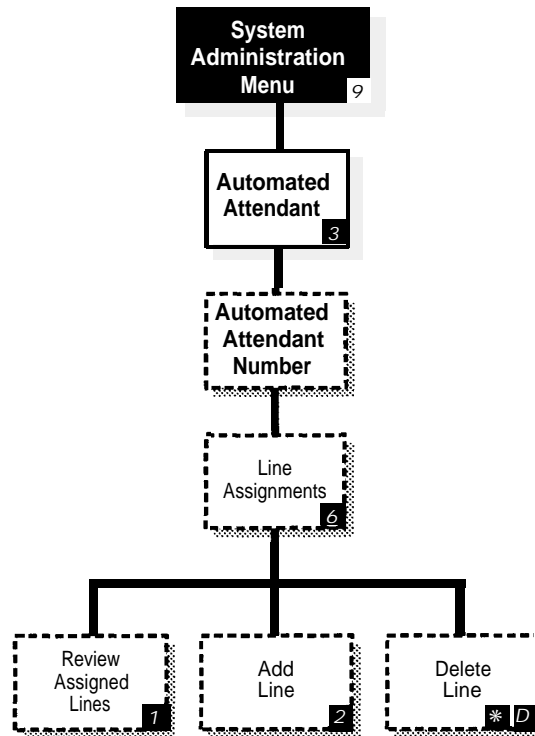


Figure 3-3. Automated Attendant Line Assignments

This procedure applies only to a Multiple Automated Attendant system. Use it to assign the lines that should be answered by Automated Attendant 2 and 3 as specified on mail system Planning Form A. Lines to be answered by Automated Attendant 1 do not need to be assigned. (All lines identified on communications system Planning Form A in the VMS-AA column and *not* assigned to Automated Attendant 2 or 3 are assigned automatically to Automated Attendant 1.) For more information, see **Line Assignments** in Chapter 5.

1. From the System Administration Menu, press [3] for Automated Attendant.
2. Press Automated Attendant Number [2] or [3].
3. Press [6] for Line Assignments.
4. Press [2] to add a line.
5. Enter the line number + [#].

6. Repeat Step 5 until finished.
- 7.. Press [*] [#] to quit.
8. If you need to assign lines for another Automated Attendant, press [*] [z]. Then repeat from Step 2.

Programming Mailboxes

Programming mailboxes includes creating mailboxes and assigning Group Mailbox Owners. You must create the mailboxes before you can perform the remaining mail system procedures.

- Mailboxes for extensions 10 through 57, Calling Groups 71 through 74, and Hunt Groups 771 through 776 are not factory-set; you must create the mailboxes that are needed as specified on mail system Planning Form B.
- Group Mailbox Owners are not factory-set.

To perform these procedures, you select the Mailboxes option from the System Administration Menu. The Mailboxes Menu plays. Figure 3-4 shows the options available from the Mailboxes Menu.

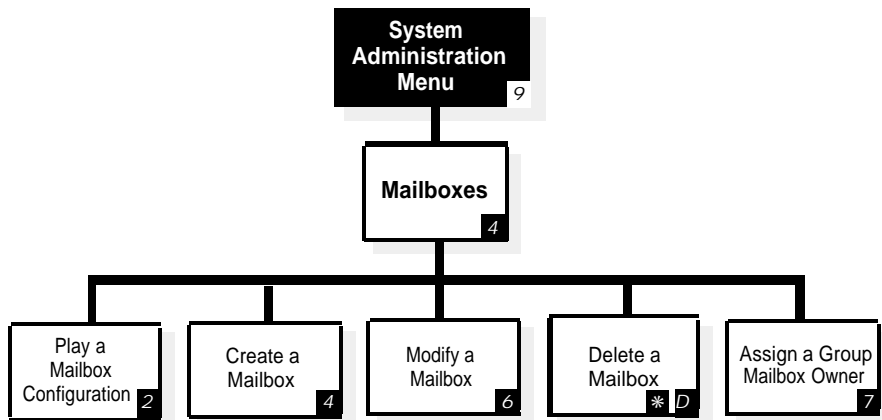


Figure 3-4. Mailbox Administration

Considerations for Creating Mailboxes

Remember the following as you create mailboxes:

- You can create a combined total of 100 Call Answer Service, Bulletin Board, and Automated Attendant mailboxes. To avoid call traffic problems, however, the following maximums are recommended: 60 for a six-port system, 40 for a four-port system, and 20 for a two-port system.
- You can create up to 58 Transfer-Only mailboxes, in addition to the 100 mailboxes cited above.
- Only mailboxes 10 through 57, 71 through 74, and 771 through 776 can have a Transfer-Permitted Class of Service.
- Class of Service 18 should be used only for special situations, such as dictation where a long message needs to be recorded.
- Before you can change the System Administrator's mailbox from the factory setting to another mailbox, you must first create the other mailbox.

For more information, see **Mailbox** in Chapter 5.

Creating Mailboxes

Use this procedure to create the mailboxes specified on mail system Planning Form B.

1. From the System Administration Menu, press [4] for Mailboxes.
2. Press [4] to create a mailbox.
3. Enter the Mailbox No. + [#].
4. Enter the COS + [#]. If monolingual mode, go to Step 7.
5. *Bilingual only:* Press [1] for primary or [2] for secondary language.
6. *Bilingual only:* Press [3] [#] to approve or [1] to re-enter the language.
7. Enter the four two-digit key combinations for the Mailbox Name + [#], or press [0] if you do not want to enter a name.
8. Press [0] to approve or [4] to cancel the name.
9. Record the mailbox name, then press [1]

10. Press one of the following:

- [*] [#] to approve. Then go to Step 11.
- [2] [3] to play back. Then repeat Step 10.
- [2] [1] to re-record. Then repeat from Step 9.
- [*] [2] ([*] [3]) to delete.

11. Repeat Steps 3 through 10 until finished.

Assigning a Group Mailbox Owner

Check mail system Planning Form B to see if you need to assign Group Mailbox Owners:

- If you do NOT, skip to “Specifying Fax Extensions and System Mailboxes” on page 3-17.
- If you do, use this procedure to assign Group Mailbox Owners.

The Group Mailbox Owner does not need to have a mailbox but does need to have a telephone with a message light. The telephone must be a system phone or (for a Release 3.1 or later communications system) a standard phone with an LED-compatible message light connected to a Release 3.1 or later 206 module. For more information, see **Group Mailbox Owner** in Chapter 5.

Use this procedure to assign Group Mailbox Owners as specified on mail system Planning Form B:

1. From the System Administration Menu, press [4] for Mailboxes.
2. Press [7] for Group Mailbox Owner.
3. Enter the Group Mailbox No. + [#].
4. Enter the Group Mailbox Owner's extension number+ [#].
5. Repeat Steps 3 and 4 until finished.
6. Press [*] [#] to quit.

Specifying Fax Extensions and System Mailboxes

The following system parameters are covered in this section:

Parameter	Factory Setting
Fax Extension and Fax Message Receiver	None
Call Answer Service Operator	10
General Mailbox Owner for each Automated Attendant	10
System Administrator's Mailbox	9997

Check mail system Planning Form C to see if you need to change any of the factory settings.

- If you do NOT, skip to “Programming the Schedule” on page 3-19.
- If you do, continue with the procedures in this section. You again select the System Parameters option from the System Administration Menu. The System Parameters Menu plays. Figure 3-2, earlier in this chapter, shows the options available from the System Parameters Menu.

Fax Extension and Fax Message Receiver

Use this procedure to identify the fax extension or fax Hunt Group where an Automated Attendant transfers fax calls that it receives, and to assign the extension to be notified when a fax call is transferred. These extensions are specified on mail system Planning Form C. To designate a Fax Message Receiver, you already must have created the mailbox (see “Programming Mailboxes” on page 3-14). For more information, see **Fax Extension and Fax Message Receiver** in Chapter 5.

1. From the System Administration Menu, press [1] for System Parameters.
2. Press [4] for Fax Extension and Fax Message Receiver.
3. *Multiple Automated Attendant only:* Enter the Automated Attendant number.
4. Press [1] for Fax Extension.
5. Enter the Fax Ext. or Hunt Group + [#].
6. Press [2] for Fax Message Receiver.
7. Enter the Fax Message Receiver Ext. + [#].
8. Press [*] [#] to quit.
9. *Multiple Automated Attendant only:* If you need to identify the Fax Extension or the Fax Message Receiver for another Automated Attendant, repeat from Step 3.

Call Answer Service Operator

Use this procedure to identify the Call Answer Service Operator as specified on mail system Planning Form C. For more information, see **Call Answer Service Operator** in Chapter 5.

1. From the System Administration Menu, press [1] for System Parameters.
2. Press [5] for Operator Extension.
3. Enter the Call Answer Service Operator Ext. + [#].

General Mailbox Owner

Use this procedure to identify the General Mailbox Owner for each Automated Attendant as specified on mail system Planning Form C. For more information, see **General Mailbox** in Chapter 5.

1. From the System Administration Menu, press [1] for System Parameters.
2. Press [6] for General Mailbox Owner.
3. *Multiple Automated Attendant only:* Enter the Automated Attendant number.
4. Enter the General Mailbox Owner Ext. + [#].
5. *Multiple Automated Attendant only:* If you need to change the General Mailbox Owner for another Automated Attendant, repeat from Step 3.

System Administrator's Mailbox



Security Alert:

*Changing the System Administrator's Mailbox is **strongly recommended** for security of the system.*

To change from the factory setting to another mailbox, you already must have created the other mailbox (see "Programming Mailboxes" on page 3-14). Be sure that the COS, Language, and Directory Name specified on mail system Planning Form B for the mailbox are appropriate for the System Administrator.

Use this procedure to identify the System Administrator's mailbox as specified on mail system Planning Form C. For more information, see **System Administrator's Mailbox** in Chapter 5.

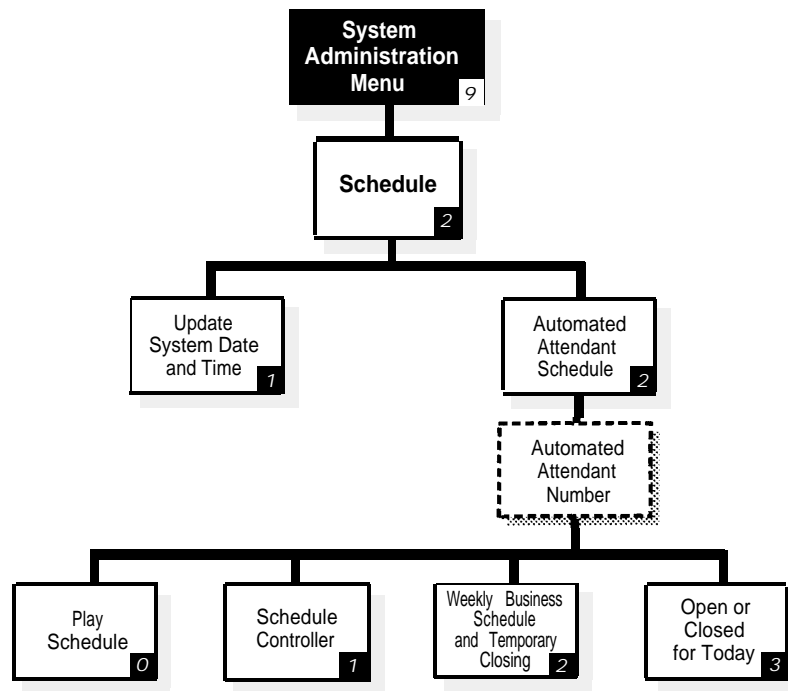
1. From the System Administration Menu, press [1] for System Parameters.
2. Press [7] for System Administrator's Mailbox.
3. Enter the System Administrator's Mailbox No. + [#].

After initial programming is complete, the System Administrator should change the System Administrator's Mailbox password and the System Administration Password. Instructions are provided at the end of this chapter.

Programming the Schedule

You must set the system date and time. Also, check mail system Planning Form D to see if you need to change the Schedule Controller setting for an Automated Attendant. If you change the Schedule Controller setting, you must also program the Business Schedule.

To perform these procedures, you select the Schedule option from the System Administration Menu. The Schedule Menu plays. Figure 3-5 shows the options available from the Schedule Menu.



Dashed boxes are available only when using Multiple Automated Attendants.

Figure 3-5. Schedule Administration

System Date and Time

Use this procedure to set the date and time for the mail system. For more information, see **System Date and Time** in Chapter 5.

1. From the System Administration Menu, press [2] for Schedule.
2. Press [1] for System Date and Time.
3. Enter the system date, or press [#] to leave the date unchanged. Depending on the System Administrator's mailbox language, use:
 - mmddyy** for English
 - ddmmyy** for French or Spanishwhere
 - mm**=month (01-12)
 - dd**=date (01-31)
 - yy**=year (91-99 or 00-65)
4. Press [*] [#] to approve or [1] to re-enter the date.
5. Enter the time, or press [#] to leave the time unchanged. Enter the time in **hhmm** format, where:
 - hh**=hour (01-12) or (00-23)
 - mm**=minute (00-59)
 - If the System Administrator's mailbox language is English or Spanish, use 12-hour format (0100-1259).
 - If the System Administrator's mailbox language is French, use 24-hour format (0000-2359) and skip to Step 7.
6. If the System Administrator's mailbox language is English or Spanish, press [1] for a.m. or [2] for p.m.
7. Press [*] [#] to approve or [1] to re-enter the time.

Schedule Controller

Use this procedure to specify whether an Automated Attendant's Schedule Controller follows the Switch Mode or the PARTNER MAIL Business Schedule as specified on mail system Planning Form D. For more information, see **Schedule Controller** in Chapter 5.

1. From the System Administration Menu, press [2] for Schedule.
2. Press [2] for Automated Attendant Schedule.
3. *Multiple Automated Attendant only:* Enter the Automated Attendant number.
4. Press [1] for Schedule Controller.

5. Press [1] for Follow the Switch Mode or [2] for Follow the PARTNER MAIL Business Schedule.
6. *Multiple Automated Attendant only:* If you need to change the setting for another Automated Attendant, press [*] [#] and repeat from Step 3.

If you selected Follow the PARTNER MAIL Business Schedule in Step 5, you must program the Business Schedule using the next procedure. If you selected Follow the Switch Mode, skip to “Setting the Touch-Tone Gate” on page 3-22.

Business Schedule

This procedure applies only if the Schedule Controller for an Automated Attendant is set to Follow the PARTNER MAIL Business Schedule.

Use this procedure to establish the weekly business schedule that the Automated Attendant follows as specified on mail system Planning Form D. For more information, see **Business Schedule** in Chapter 5.

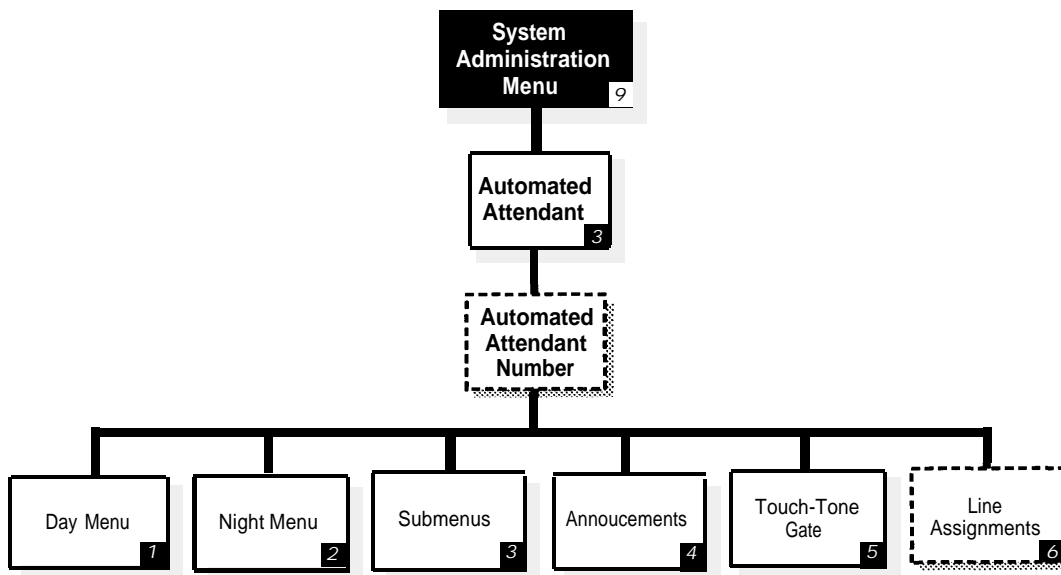
1. From the System Administration Menu, press [2] for Schedule.
2. Press [2] for Automated Attendant Schedule.
3. *Multiple Automated Attendant only:* Enter the Automated Attendant number.
4. Press [2] for Weekly Business Schedule and Temporary Closing.
5. Press [1] for Sunday, [2] for Monday, [3] for Tuesday, [4] for Wednesday, [5] for Thursday, [6] for Friday, [7] for Saturday, or [8] for all days.
6. Press [1] for Open and continue with Step 7, or press [2] for Closed and return to Step 5 to program another day, or skip to Step 12 to quit.
7. Enter the Opening Time for this day in **hhmm** format, where:
hh=hour (01-12) or (00-23) and **mm**=minute (00-59)
 - If the System Administrator’s mailbox language is English or Spanish, use 12-hour format (0100-1259).
 - If the System Administrator’s mailbox language is French, use 24-hour format (0000-2359) and go to Step 9.
8. If the System Administrator’s mailbox language is English or Spanish, press [1] for a.m. or [2] for p.m.
9. Enter the Closing Time for this day in **hhmm** format, where:
hh=hour (01-12) or (00-23) and **mm**=minute (00-59)
 - If the System Administrator’s mailbox language is English or Spanish, use 12-hour format (0100-1259).
 - If the System Administrator’s mailbox language is French, use 24-hour format (0000-2359) and go to Step 11.

10. If the System Administrator's mailbox language is English or Spanish, press [1] for a.m. or [2] for p.m.
11. If you need to program another day, press [#] for the next day or enter the number for the day as described in Step 5; then repeat Steps 6 through 11. If finished, go to Step 12.
12. Press [*] [#] to quit.
13. *Multiple Automated Attendant only:* If you need to program a Business Schedule for another Automated Attendant, repeat from Step 2.

Setting the Touch-Tone Gate

Check mail system Planning Form E to see if you need to change the Touch-Tone Gate setting for an Automated Attendant.

- If you do NOT, skip to "Recording System Greetings" on page 3-23.
- If you do, continue with the procedures in this section. You select the Automated Attendant option from the System Administration Menu. The Automated Attendant Menu plays. Figure 3-6 shows the options available from the Automated Attendant Menu.



Dashed boxes are available only when using Multiple Automated Attendants.
Line Assignments is available only if Automated Attendant Number is 2 or 3.

Figure 3-6. Automated Attendant Administration

Use this procedure to specify whether the Touch-Tone Gate for an Automated Attendant is On or Off as specified on mail system Planning Form E. For more information, see **Touch-Tone Gate** in Chapter 5.

1. From the System Administration Menu, press [3] for Automated Attendant.
2. *Multiple Automated Attendant only:* Enter the Automated Attendant number.
3. Press [5] for Touch-Tone gate.
4. Press [2] for On or [6] for Off.
5. *Multiple Automated Attendant only:* If you need to change the Touch-Tone Gate setting for another Automated Attendant, press [*] [#] and repeat from Step 2.

If you set the Touch-Tone Gate for any Automated Attendant to On, you also must record the Touch-Tone Gate Greetings, as described in the next section.

Recording System Greetings

System Greetings include the Touch-Tone Gate Greetings and the Voice Mail Greeting. Check mail system Planning Forms E and F to see if you need to change either greeting.

- If you do NOT, skip to “Programming the Automated Attendant Menus” on page 3-26.
- If you do, continue with the procedures in this section. For these procedures, you select the System Greetings option from the System Administration Menu. The System Greetings Menu plays. Figure 3-7 shows the options available from the System Greetings Menu.

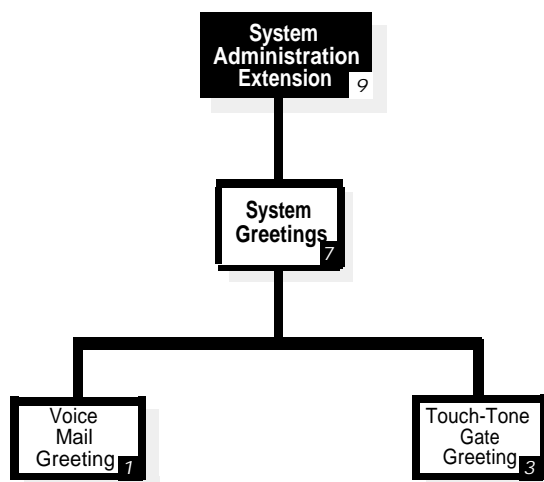


Figure 3-7. System Greetings Administration

Recording Touch-Tone Gate Greetings

This procedure applies only if the Touch-Tone Gate is On. If the Touch-Tone Gate is Off, skip to “Recording a Voice Mail Greeting.”

Use this procedure to record the Day and Night greetings that callers hear when an Automated Attendant answers as specified on mail system Planning Form E. For more information, see **Greetings (System)** in Chapter 5.

1. From the System Administration Menu, press [2] for System Greetings.
2. Press [3] for Automated Attendant Touch-Tone Gate Greeting.
3. *Multiple Automated Attendant only:* Enter the Automated Attendant number.
4. Press [1] for Day or [2] for Night.
5. Press [1] to record. For better sound quality, be sure to use the handset rather than the speakerphone to record the greeting.
6. Record the greeting (up to two minutes), then press [1].
7. Press one of the following:
 - [*] [#] to approve. Then go to Step 8.
 - [2] [3] to play back. Then repeat Step 7.
 - [2] [1] to re-record. Then repeat from Step 6.

- [*] [0] ([*] [3]) to delete the new greeting and use the previous greeting.
8. If you need to record another greeting for this Automated Attendant, repeat from Step 4.
 9. Press [*] [#] to quit.
 10. *Multiple Automated Attendant only:* If you need to record greetings for another Automated Attendant, repeat from Step 3.

Recording a Voice Mail Greeting



NOTE:

It is recommended that you use the factory setting for the Voice Mail Greeting.

Use this procedure to record the Voice Mail Greeting that subscribers hear when they call Voice Mail. This greeting is specified on mail system Planning Form F. For more information, see **Greetings** in Chapter 5.

1. From the System Administration Menu, press [z] for System Greetings.
2. Press [1] for Voice Mail Greeting.
3. Press one of the following:
 - [1] to record. Then go to Step 4. For better sound quality, be sure to use the handset rather than the speakerphone to record the greeting.
 - [0] to listen to the greeting. Then repeat Step 3.
 - [2] to use the system default greeting. *Bilingual only:* Repeat Step 3 for the secondary language.
 - [*] [#] to use the current greeting. *Bilingual only:* Repeat Step 3 for the secondary language.
4. Record the greeting (up to two minutes), then press [1].
5. Press one of the following:
 - [*] [#] to approve. *Bilingual only:* Repeat Steps 3 through 5 for the secondary language.
 - [2] [3] to play back. Then repeat Steps 5.
 - [2] [1] to re-record. Then repeat from Step 4.
 - [*] [0] ([*] [3]) to delete the new greeting. Return to Step 3.

Programming the Automated Attendant Menus

Following is a list of the factory settings for the Automated Attendant menu features covered in this section:

Parameter	Factory Setting
Main Menu Prompt	See Appendix D, "Day/Night Main Menu"
Main Menu Selector Codes	1-5 = Direct Extension Transfer
Dial 0/Timeout Action	Day: Transfer to Call Answer Service Operator Night: Record Message in General Mailbox
Submenus	None
Announcements	None

Check mail system Planning Forms G through K to see if you need to change any of these settings.

- If you do NOT, skip to "Creating Group Lists" on page 3-30.
- If you do, continue with the procedures in this section. For these procedures, you select the Automated Attendant option from the System Administration Menu. The Automated Attendant Menu plays. Figure 3-6, earlier in this chapter, shows the options available from the Automated Attendant Menu.



Security Alert:

Automated Attendants should be programmed to give callers access only to system extensions, mailboxes (including Bulletin Boards), submenus, and announcements.

You must program Announcements and Submenus before you program the higher-level menu options that select them. Therefore, record all Announcements first. Then create Submenus, starting with the lowest-level Submenu and continuing up the Submenu levels so that the Main Menus are the last ones programmed. To help you, reorganize the mail system Planning Forms in the following order:

- Form K, Announcements
- Form J, Submenu Definition
- Form I, Submenu Prompt
- Form H, Main Menu Definition
- Form G, Main Menu Prompt

Recording Announcements

Use this procedure to record Announcements that callers hear when they select them from Automated Attendant menus. Announcements are specified on mail system Planning Form K. For more information, see **Announcements (Automated Attendant)** in Chapter 5.

1. From the System Administration Menu, press [3] for Automated Attendant.
2. *Multiple Automated Attendant only:* Enter the Automated Attendant number.
3. Press [4] for Announcements.
4. Press [7] to record.
5. Enter an Announcement Number + [#].
6. Press [9] to approve that you want to record or [6] to cancel. For better sound quality, be sure to use the handset rather than the speakerphone to record the announcement.
7. Record the Announcement (up to two minutes), then press [1].
8. Press one of the following:
 - [*] [#] to approve. Then go to Step 9.
 - [2] [3] to play back. Then repeat Step 8.
 - [2] [1] to re-record. Then repeat from Step 7.
 - [*] [0] ([*] [3]) to delete the new Announcement.
1. *Bilingual only:* Repeat Steps 7 and 8 for the secondary language.
2. If you need to record another Announcement for this Automated Attendant, repeat from Step 4.
3. *Multiple Automated Attendant only:* If you need to record Announcements for another Automated Attendant, press [*] [7], then repeat from Step 2.

Creating Submenus

Use this procedure to create Submenus for Automated Attendants as specified on mail system Planning Forms I and J. For more information, see **Submenus (Automated Attendant)** in Chapter 5.

1. From the System Administration Menu, press [3] for Automated Attendant.
2. *Multiple Automated Attendant only:* Enter the Automated Attendant number.
3. Press [3] for Submenus.
4. Press [4] to create a Submenu.

5. Enter the Submenu Number + [#].
6. Enter a Selector Code.
7. Enter the corresponding Action as follows:
 - Selector Code Transfer: [1] + *extension number* + [#].
 - Play Submenu: [2] + *Submenu number* + [#].
 - Play Announcement: [3] + *Announcement number* + [#].
 - Prompted Transfer: [4].
 - Direct Extension Transfer: [5].or
[*] [0] ([*] [3]) to delete. When prompted, press [9] to approve or [6] to cancel the deletion.
8. Repeat Steps 6 and 7 until finished programming Selector Codes.
9. Press [*] [#].
10. Record the Submenu prompt (up to two minutes), then press [1]. For better sound quality, be sure to use the handset rather than the speakerphone to record the prompt.
11. Press one of the following:
 - [*] [#] to approve. Then go to Step 12.
 - [2] [3] to play back. Then repeat Step 11.
 - [2] [1] to re-record. Then repeat from Step 10.
 - [*] [0] ([*] [3]) to delete the new Submenu prompt.
1. *Bilingual only*: Repeat Steps 10 and 11 for the secondary language.
2. If you need to record another Submenu for this Automated Attendant, repeat from Step 4.
3. *Multiple Automated Attendant only*: If you need to create Submenus for another Automated Attendant, press [*] [Z]. Then repeat from Step 2.

Programming Day and Night Menus

Use this procedure to program the Day and Night Main Menus that callers hear when an Automated Attendant answers a call. Main Menu information is specified on mail system Planning Forms G and H. Remember that, even if the Night Main Menu is identical to the Day Main Menu, you must program both menus. For more information, see **Main Menus (Automated Attendant)** in Chapter 5.

1. From the System Administration Menu, press [3] for Automated Attendant.
2. *Multiple Automated Attendant only*: Enter the Automated Attendant number.

3. Press [1] for day; if you do not need to record a Day Menu, skip to Step 16.
4. Press [6] to modify the menu.
5. Enter a Selector Code.
6. If prompted, press [2] to approve, or [6] to cancel and return to Step 5.
7. Enter the corresponding Action as follows:

Selector Code Transfer:	[1] + <i>extension number</i> + [#].
Play Submenu:	[2] + <i>Submenu number</i> + [#].
Play Announcement:	[3] + <i>Announcement number</i> + [#].
Prompted Transfer:	[4].
Direct Extension Transfer:	[5].

or

[*] [0] ([*] [3]) to delete. When prompted, press [2] to approve or [6] to cancel the deletion.
8. Repeat Steps 5 through 7 until finished programming Selector Codes.
9. Press [*] [#].
10. Choose the Dial 0/Timeout Action:

Transfer to Call Answer Service Operator	[0]. Go to Step 12.
Record Message In General Mailbox	[1]. Go to Step 12.
Disconnect	[2]. Go to Step 12.
Transfer to Extension	[3]. Go to Step 11.
Quit (keep current setting)	[*] [#]. Go to Step 12.
11. Enter the extension number + [#].
12. Choose one of the following:
 - Press [#] to use the existing prompt.
 - Record a new prompt, then press [1]. For better sound quality, be sure to use the handset rather than the speakerphone to record the prompt.
13. Press one of the following:
 - [*] [#] to approve. Then go to Step 14.
 - [2] [3] to play back. Then repeat Step 13.
 - [2] [1] to re-record. Then repeat from Step 12.
 - [*] [0] ([*] [3]) to delete the new prompt.
14. *Bilingual only*: Repeat Steps 12 and 13 for the secondary language.

15. Press [**⌘**] [**#**] to program the Night Main Menu and continue with Step 16; otherwise, skip to Step 18.
16. Press [**2**] for Night.
17. Repeat Steps 4 through 14 for the Night Main Menu.
18. *Multiple Automated Attendant only:* If you need to program Main Menus for another Automated Attendant, press [**⌘**] [**Z**]. Then repeat from Step 2.

Creating Group Lists

Check mail system Planning Form L to see if you need to create Group Lists.

- If you do NOT, skip to “Assigning Line Ownership” on page 3-31.
- If you do, continue with the procedure in this section. For this procedure, you select the Group Lists option from the System Administration Menu. The Group Lists Menu plays. Figure 3-8 shows the options available from the Group Lists Menu.

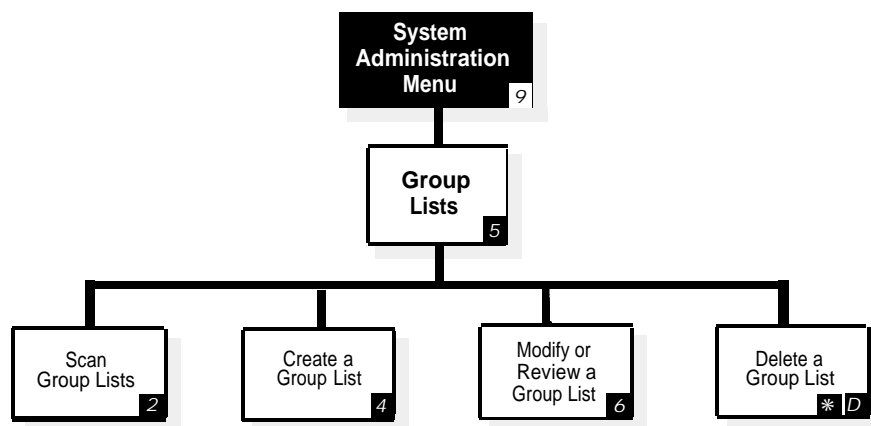


Figure 3-8. Group Lists Administration

Use this procedure to create Group Lists as specified on mail system Planning Form L. For more information, see **Group Lists** in Chapter 5.

1. From the System Administration Menu, press [**5**] for Group Lists.
2. Press [**4**] to create a Group List.
3. Enter the Group List Number + [**#**].

4. Enter the Mailbox No. + [#].

NOTE:

If you make a mistake, press [*] [2] ([*] [2]) to delete the entry. Then enter the mailbox you want.

5. Repeat Step 4 until finished.
6. Press [*] [#] to quit.
7. If you need to create another Group List, repeat from Step 2.

Assigning Line Ownership

Check mail system Planning Form M to see if you need to assign Line Ownership.

- If you do NOT, skip to “Setting System Security Options” on page 3-32.
- If you do, continue with the procedure in this section. For this procedure, you select the Line Ownership option from the System Administration Menu. The Line Ownership Menu plays. Figure 3-9 shows the options available from the Line Ownership Menu.

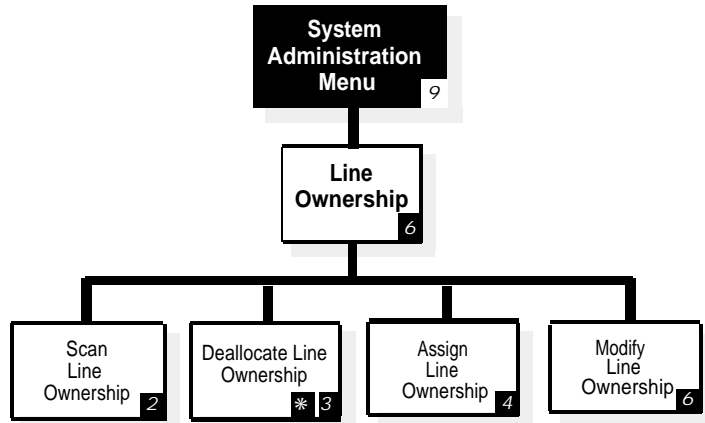


Figure 3-9. Line Ownership Assignment

Use this procedure to assign Line Ownership as specified on mail system Planning Form M. If this system has Multiple Automated Attendants, each VMS-Mail line for which Group Call Distribution (#206) is used to assign Voice Mail coverage (VMS Line Cover) should be assigned Line Ownership. Lines not assigned ownership will be directed to Automated Attendant 1’s General Mailbox. For more information, see **Line Ownership** in Chapter 5.

1. From the System Administration Menu, press [6] for Line Ownership.
2. Press [4] to assign Line Ownership.
3. Enter a Line No. + [#].
4. Enter the Line Owner's Extension + [#].
5. Repeat Steps 3 and 4 until finished.
6. Press [*] [#] to quit.

Setting System Security Options

Security options include Minimum Password Length and Security Violation Notification. There are factory settings for both options. Check mail system Planning Form N to see if you need to change the setting for either option.

- If you do NOT, skip to “After Initial Programming” on page 3-34.
- If you do, continue with the procedures in this section. For these procedures, you select the System Security option from the System Administration Menu. The System Security Menu plays. Figure 3-10 shows the options available from the System Security Menu.

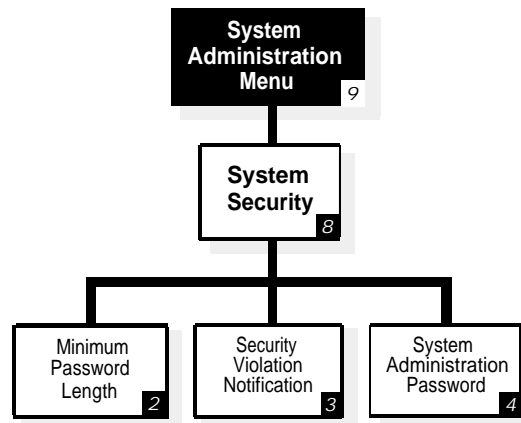


Figure 3-10. System Security Administration

Minimum Password Length



Security Alert:

*A minimum password length of at least six digits is **strongly recommended**. The shorter the minimum password length, the more vulnerable your system is to abuse by unauthorized persons. Choose the largest acceptable minimum length in order to maximize the security of your system.*

Use this procedure to set the minimum number of digits in user passwords as specified on mail system Planning Form N. For more information, see **Passwords** in Chapter 5.

1. From the System Administration Menu, press [8] for System Security.
2. Press [2] for Password Length.
3. Enter the minimum number of digits required for a password + [#].

Security Violation Notification



Security Alert:

*The System Administrator should use the most restrictive form of the feature that the business allows. Use the Mailbox Lock option unless this would be too restrictive for the business. Use the Warning Message option otherwise. The System Administrator should investigate all warning messages received. Programming a system without Security Violation Notification is **strongly discouraged**.*

Use this procedure to select the action to be taken after unsuccessful attempts to log in to a mailbox, and to specify the number of attempts permitted before the action occurs as specified on mail system Planning Form N. For more information, see **Security Violation Notification** in Chapter 5.

1. From the System Administration Menu, press [8] for System Security.
2. Press [3] for Security Violation Notification.
3. Press one of the following:
 - [1] for Mailbox Lock. Continue with Step 4.
 - [2] for Warning Message. Continue with Step 4.
 - [3] for No Security Violation Notification. The procedure is complete.
4. Enter the maximum consecutive unsuccessful login attempts allowed + [#].

Mail system initial programming is complete. Continue with "After Initial Programming."

After Initial Programming

When initial programming is completed, notify the System Administrator of the passwords you have assigned. Then work with the System Administrator to change the passwords, using the following procedures.



Security Alert:

*It is **strongly recommended** that the System Administrator change the System Administrator's mailbox password and the System Administration Password after initial programming is complete.*

Assigning the System Administrator's Mailbox Password

The System Administrator should perform the following procedure:

1. Log in to the System Administrator's mailbox.
 - a. Press [*Intercom*] [Z] [Z] [Z].
 - b. Enter the System Administrator's mailbox number + [#].
 - c. Enter the System Administrator's mailbox password + [#].
2. Press [*5*] to change the password.
3. Enter a new password + [#]. For system security, make the password a difficult-to-guess value.
4. Re-enter the new password + [#].

This new password must be used in the future to log in to the System Administrator's mailbox.

Assigning a System Administration Password

The System Administrator should perform the following procedure:

1. Log in to System Administration.
 - a. Press [*Intercom*] [Z] [Z] [Z].
 - b. Enter the System Administrator's mailbox number + [#].
 - c. Enter the System Administrator's mailbox password, as assigned in the procedure above, + [#].
 - d. Press [*9*] for System Administration.
 - e. Enter the System Administration password + [#].

2. Press [2] for System Security.
3. Press [4] for System Administration Password.
4. Enter a new password + [#]. This password must be different from the System Administrator's mailbox password. For system security, make the password a difficult-to-guess value.
5. Re-enter the new password + [#].

This new password must be used in the future to access System Administration.

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Communications System Initial Programming

Introduction

This chapter contains procedures for communications system features that must be programmed for proper operation of the mail system. This information assumes that communications system forms have been completed and that you are familiar with communications system programming.

For information about communications system forms, refer to Appendix B. For information about communications system programming and features, refer to the *Programming and Use* guide for the communications system.

References to forms throughout this chapter are based on communications system Release 4.1 forms. The terminology and page numbers may vary slightly on forms for other releases of the communications system.

The procedures in this chapter assume that this is the first time a mail system is being installed on an existing communications system. If this is not the case, some of the communications system's settings may already be changed to the values specified here. It is recommended that you perform each procedure and verify all of the settings.

Before You Begin

Before you begin, locate communications system Planning Forms A, B1, B2, C and D.

Entering Programming Mode

To enter programming mode, at extension 10 or 11, press
[*Feature*] [0] [0] [*System Program*] [*System Program*].

Automated Attendant Service

Check communications system Planning Form A, Page 1, Line Coverage, to see if any lines are checked for VMS-AA. If so, use the procedures in this section to program Automated Attendant Service; otherwise, skip to “Call Answer Service” on page 4-8.

Group Call Distribution

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

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

1. Press [#] [2] [0] [6].
2. At the **Group:** prompt, press [7].
3. At the **Line:** prompt, enter the first VMS-AA line.
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 6 and 7 for each VMS-AA line on Form A.

VMS Hunt Delay

Check communications system Planning Form A, Page 2, VMS Hunt Delay. If Delayed (Del) is specified, follow the procedure below. Otherwise, skip to the next section, “Fax Machine Extensions.”

To change the VMS Hunt Delay setting from Immediate to Delayed as specified on Form A, Page 2:

1. Press [#] [6] [0] [6].
2. Press [*Next Data*] until the appropriate value displays.

Fax Machine Extensions

To assign Fax Machine Extensions specified on communications system Planning Form B1:

1. Press [#] [6] [0] [1].
2. At the **Extension:** prompt, enter the extension to which the fax machine is connected.
3. Press [*Next Data*] until the display reads 1 *Assigned*.
4. To identify another extension, press [*Next Item*] or [*Prev Item*] until the extension number shows on the display. Then repeat Step 3.

Fax Hunt Group

Check communications system Planning Form B2 to see if a Hunt Group of fax machines is desired. If so, follow the procedure below. If not, skip to the next section, "Line Ringing."

To create a fax Hunt Group:

1. Press [#] [6] [0] [5].
2. At the **Group:** prompt, enter the group number.
3. Enter the number of the first extension to be assigned to the group.
4. Press [*Next Data*] until the display reads 1 *Assigned*.
5. To assign another extension, press [*Next Item*] or [*Prev Item*] until the extension number shows on the display.
6. Press [*Next Data*] until the display reads 1 *Assigned*.
7. Repeat Steps 5 and 6 for each extension to be assigned to the group.

Line Ringing

For Fax Machine Extensions or extensions in a fax Hunt Group, change the Line Ringing setting to No Ring. Otherwise, skip to the next section, "Automatic Extension Privacy."

To change the line ringing setting:

1. Press [*Central Tel Program*].
2. Enter the extension number to be programmed. *The green lights next to the line buttons show the current Line Ringing settings for all lines assigned to the extension. (If a line is not assigned to a button, the green light next to the button is Off.) The ringing options are as follows:*
 - **Immediate Ring**—green light on steady
 - **Delayed Ring**—green light flashes slowly
 - **No Ring**— green light flutters quickly

3. Press each line button until the green light signifies No Ring.
4. Press [*Central Tel Program*].
5. Repeat Steps 2 through 4 for each extension to be programmed.
6. When you are finished, press [*Central Tel Program*], then [*System Program*].

Automatic Extension Privacy

If VMS Hunt Delay is set to Immediate, use this procedure to prevent subscribers from accidentally picking up calls sent to the mail system. Also use this procedure for all Fax Machine Extensions and all extensions assigned to a fax Hunt Group.

To set Automatic Extension Privacy (#304) to Assigned for the PARTNER MAIL extensions and the Fax Machine Extensions specified on communications system Planning Form B1, as well as all extensions assigned to a fax Hunt Group on communications system Planning Form B2:

1. Press [#][3][0][4].
2. Enter the first PARTNER MAIL extension number specified on Form B1.
3. Press [*Next Data*] until the display reads 1 Assigned.
4. Press [*Next Item*] or [*Prev Item*] until the next PARTNER MAIL extension number displays.
5. Press [*Next Data*] until the display reads 1 Assigned.
6. If additional PARTNER MAIL extensions are specified, repeat Steps 4 and 5 for each one.
7. If Fax Machine Extensions are specified on Form B1, repeat Steps 4 and 5 for each one.
8. If extensions are assigned to a fax Hunt Group on Form B2, repeat Steps 4 and 5 for each extension.

VMS Hunt Schedule

Check communications system Planning Form A, Page 2, VMS Hunt Schedule. If either Day Only or Night Only is selected, follow the procedure below. Otherwise, skip to the next section, "Night Service."

To change the VMS Hunt Schedule setting as specified on communications system Planning Form A, Page 2:

1. Press [#][5][0][7].
2. Press [*Next Data*] until the appropriate value appears.

Night Service

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

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

1. Press [#][1][0][3].
2. At this point, do one of the following:
 - If you want to assign Night Service to the first available button on the system phone, press [*Next Data*] until the display reads:

```
Night Service  
1 Assigned-Ext10
```

- 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.

Music on Hold

The Music on Hold feature activates or deactivates the Music on Hold jack on the primary processor module. The jack must be active and an audio source must be connected to the jack in order to provide recorded music or messages to callers on hold. It is strongly recommended that Music on Hold be used for communications systems prior to Release 4.1.

Check communications system Planning Form A, Page 2, Music on Hold, to see if the Music on Hold jack is active. If so, follow the procedure below. Otherwise, skip to the next section, "Disallowed Phone Numbers."

To activate the Music on Hold jack:

1. Press [#][1][0][2].
2. Press [*Next Data*] until the appropriate value displays.

Disallowed Phone Numbers

If Outcalling is permitted, a Disallowed Phone Number List (#404) can be created to restrict calls.

Creating a Disallowed List

Check communications system Planning Form D to see if a Disallowed Phone Number List is needed for Outcalling. If so, continue with the procedures in this section; otherwise, skip to “Allowed Phone Numbers.”

To create a list of Disallowed Phone Numbers:

1. Press [#][4][0][4].
2. At the `List Number:` prompt, enter the list number (1–4).
3. At the `Entry:` prompt, select a list entry (01–10).
4. At the `Data-----` prompt, enter the first number.
5. **To save the number in memory**, you must press [*Enter*].
6. At this point:
 - To change the number you just entered, press [*Remove*] and repeat Steps 4 and 5.
 - To delete the number you just entered, press [*Remove*].
 - To enter other numbers in this list, press [*Next Item*] and repeat Steps 4 and 5.

Assigning the Disallowed Phone Number List

The Disallowed Phone Number List that was created for Outcalling should be assigned to the extension(s) that are connected to the Outcalling port(s)—port 2 on a two-port system, port 4 on a four-port system, or ports 5 and 6 on a six-port system.

To assign the Disallowed Phone Number List to the extensions:

1. Press [#][4][0][5].
2. Enter the number of the extension to be programmed.
3. Enter the list number (1-4).
4. To assign the list, press [*Next Data*] until the display reads 1 *Assigned*.
5. To program another extension, press [*Next Procedure*] [*Prev Procedure*] and repeat from Step 2.

Allowed Phone Numbers

If Outcalling is permitted, an Allowed Phone Number List (#407) can be created to identify numbers to which Outcalling is allowed.

⇒ NOTE:

If the PARTNER MAIL extensions were restricted to Inside Only using Outgoing Call Restriction (#401), Outcalling *will not work* unless an Allowed Phone Number List is created and assigned. Outcalls can be made only to the numbers included in the list.

Creating an Allowed Phone Number List

Check communications system Planning Form D to see if an Allowed Phone Number List is needed for Outcalling. If so, continue with the procedures in this section; otherwise, skip to “Call Answer Service” on page 4-8.

To create a list of Allowed Phone Numbers:

1. Press [#][4][0][z].
2. At the `List Number:` prompt, enter the list number (1–4).
3. At the `Entry:` prompt, select a list entry (01–10).
4. At the `Data-----` prompt, enter the first number.
5. **To save the number in memory**, you must press [*Enter*].
6. At this point:
 - To change the number you just entered, press [*Remove*] and repeat Steps 4 and 5.
 - To delete the number you just entered, press [*Remove*].
 - To enter other numbers in this list, press [*Next Item*] and repeat Steps 4 and 5.

Assigning the Allowed Phone Number List

The Allowed Phone Number List that was created for Outcalling should be assigned to the extension(s) that are connected to the Outcalling port(s)—port 2 on a two-port system, port 4 on a four-port system, or ports 5 and 6 on a six-port system.

To assign the Allowed Phone Number List to the extensions:

1. Press [#][4][0][g].
2. Enter the number of the extension to be programmed.
3. Enter the list number (1–4).
4. To assign the list, press [*Next Data*] until the display reads 1 `Assigned`.
5. To program another extension, press [*Next Procedure*] [*Prev Procedure*] and repeat from Step 2.

Call Answer Service

Before you begin, locate communications system Planning Forms A and B2.

Line Coverage

Check communications system Planning Form A, Page 1, Line Coverage, VMS-Mail:

- If check marks appear for any lines in this column, use the procedure in “VMS Line Cover,” below.
- For communications system Release 4.0 or later: If extension numbers are specified for any lines in this column, use the procedure in “Line Coverage Extension (Communications System Release 4.0 or later)” below.
- If there are no entries in this column, skip to “Automatic VMS Cover” on page 4-9.

VMS Line Cover

To assign VMS-Mail lines checked on communications system Planning Form A, Page 1, Line Coverage, to Hunt Group 7:

1. Press [#][2][0][6].
2. At the **Group:** prompt, press [7].
3. At the **Line:** prompt, enter the first line checked in the VMS-Mail column.
4. Press [*Next Data*] until the display reads 3 VMS Line Cover .
5. To program another line, press [*Next Item*] or [*Prev Item*] until the appropriate line number displays.
6. Press [*Next Data*] until the display reads 3 VMS Line Cover .
7. Repeat Steps 5 and 6 for each VMS-Mail line checked on Form A.

Line Coverage Extension (Communications System Release 4.0 or later)

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

1. Press [#][2][0][6].
2. At the **Line:** prompt, enter the first line for which an extension is specified.
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. At the **Data:** prompt, enter the number of the next extension.

6. Repeat Steps 4 and 5 for each VMS-Mail line for which an extension number is written in the VMS-Mail column.

Automatic VMS Cover

Check communications system Planning Form B2 to see if Automatic VMS Cover is assigned to any extensions. If it is, follow the procedure below. If not, skip to “VMS Cover Rings.”

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

1. Press [#] [3] [1] [0].
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. Press [*Next Data*] until the display reads 1 Assigned.
6. Repeat Steps 4 and 5 for each extension to which Automatic VMS Cover is to be assigned.

VMS Cover Rings (Communications System Release 4.0 or later)

Check communications system Planning Form A, Page 2, to see if VMS Cover Rings (#117) is different from the factory setting of 3. If it is, follow the procedure below. If not, skip to “Exiting Programming Mode.”

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

1. Press [#] [1] [1] [7].
2. Enter the VMS Cover Rings setting.

Exiting Programming Mode

To exit programming mode, press [*Feature*] [0] [0].

Telephone Button Programming

Before you begin, locate communications system Planning Form C. Be sure you have a version of the form for each subscriber's phone.

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

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

VMS Cover

This button enables the subscriber to turn voice mail coverage On and Off.

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

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

Do Not Disturb

This button can be used to prevent calls for the extensions from audibly alerting (lights still flash). For communications system Release 4.0 or later, Do Not Disturb can be used in conjunction with either Automatic VMS Cover or manual VMS Cover to enable the subscriber to send callers immediately to his or her mailbox (without ringing the extension first).

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

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [*Central Tel Program*].
2. Enter the number of the extension to be programmed.
3. Press a programmable button with lights.
4. Press [*Feature*] [0] [1].

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

Voice Mailbox Transfer

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

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

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

Voice Mail Messages

This intercom Auto Dial button enables the subscriber to access the mail system with the touch of one button.

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

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [*Central Tel Program*].
2. Enter the number of the extension to be programmed.
3. Press a programmable button.
4. Press left [*Intercom*] [Z] [Z] [Z].
5. Press [*Feature*] [0] [0] to exit.

After Initial Programming

When initial programming for the mail system and communications system is complete, you should perform the verification tests in Chapter 6.

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Understanding the Mail System Features

Administering Features

This chapter contains PARTNER MAIL features, arranged alphabetically. The following sections are included for each feature, if appropriate:

- At a Glance—A summary of the key information about the feature.
- Description—A detailed description of the feature.
- Considerations and Constraints—Things to be aware of when using the feature.
- Related Communications System Features—Interactions between this feature and communications system features.
- Related Mail System Features—Interactions between this feature and other mail system features. Related features appear in **boldface** type to indicate that they are described in greater detail elsewhere in this chapter.
- Programming—Instructions for you, the System Administrator, explaining how to administer the feature.
- Procedures—Instructions for using the feature. These procedures can be used by subscribers as well as by the System Administrator.

Features of the mail system that are available to subscribers are accessed from the Voice Mail Activity Menu (see “Logging In to Voice Mail,” on page 5-2). The “At a Glance” sections for those features begin with the option you choose from the Voice Mail Activity Menu.

Features of the mail system that are used only by the System Administrator are accessed from the System Administration Menu. The “At A Glance” sections for those features begin with the option you choose from that menu.

Before you can perform any *mail system administration* tasks, you must log in to the System Administrator’s mailbox and System Administration (see “Logging In to System Administration,” on page 5-2). Once you have logged in to System Administration, you can return to the System Administration Menu by pressing [*] [Z] and continue with another procedure without logging in again.

Logging In to Voice Mail

To log in to voice mail:

1. Press [*intercom*] [Z] [Z] [Z].

The Voice Mail greeting plays. The system prompts you to enter the extension and [#].

2. Enter the *number of the mailbox* you want to access, followed by [#].

The password prompt plays.

3. Enter the *mailbox password* followed by [#].

The name of the mailbox owner plays if the name has been programmed. If not, the extension number plays. The system announces the number of new and old messages, then plays the Voice Mail Activity Menu.

Logging In to System Administration

To log in to System Administration:

1. Press [*intercom*] [Z] [Z] [Z].

The Voice Mail greeting plays. The system prompts you to enter the extension and [#].

2. Enter the *System Administrator's extension* followed by [#].



NOTE:

The factory setting for the System Administrator's extension is [9] [9] [9] [Z].

This extension may have been changed when the mail system was installed. If it was not changed from the factory setting, you should do so now. See "Re-assigning the System Administrator's Mailbox" under **System Administrator's Mailbox** for instructions.

The password prompt plays.

3. Enter the *System Administrator's mailbox password* followed by [#].

The System Administrator's name plays. The system announces the number of new and old messages, then plays the Voice Mail Activity Menu.

4. Press [9] for System Administration.



NOTE:

This option is not heard on the Voice Mail Activity Menu.

The system prompts you to enter the password and [#].

5. Enter the *System Administration Password* followed by [#].

The system plays the security message, then the System Administration Menu.

Announcements (Automated Attendant)

At a Glance

System Administration Menu	[3] Automated Attendant [4] Announcements [2] Play Announcement [Z] Record Announcement [*] [0] ([*] [3]) Delete Announcement
Programmable by	System Administrator
Caller Options	
Hear Announcement again	[*] [4]
Play Automated Attendant Main Menu	[*] [Z]
Play previous menu	[*] [#]
Dial 0/Timeout Action	[0]
Transfer to another extension	[*] [T] ([*] [8])
Play Announcement in alternate language (<i>Bilingual mode only</i>)	[*] [1]
Capacities	
Announcement Length	Up to two minutes each
Maximum Number of Announcements	99
Selector Code Action	[3] Play an Announcement
Mail System Planning Form	K

Description

Announcements are recordings of up to two minutes in length that are included as options on Automated Attendant Main Menus and Submenus. If the system is in bilingual mode, each Announcement consists of one recording in each language.

Announcements can be programmed only by you, the System Administrator. To program an Announcement, you must first record it. Then you can include it in Main Menu and Submenu definitions by assigning it a Selector Code and Action 3.

You can record up to 99 Announcements. You can include the same Announcement as an option on more than one menu.

Announcement Options

A caller plays an Announcement by selecting its Selector Code from a Main Menu or Submenu. The call is disconnected four seconds after the Announcement finishes playing unless the caller presses one of the following:

- [*][4] Hear the Announcement again.
- [*][Z] Play the Automated Attendant Main Menu.
- [*][#] Play the previous menu.
- [0] Perform the Automated Attendant's Dial 0/Timeout Action.
- [*][I] ([*][9]) Transfer to another extension.
- [*][1] Play the Announcement in the alternate language (*bilingual mode only*).

Announcements and Bulletin Boards

Announcements are similar in function to Bulletin Board messages, but have some significant differences as follows:

- Announcements can be up to two minutes long. Bulletin Board messages can be up to four minutes long.
- Announcements must be created before they can be assigned to a Main Menu or Submenu. Bulletin Board messages can be created any time.
- An Announcement can be changed only by the System Administrator. A Bulletin Board message is changed by the Bulletin Board mailbox owner.
- Announcements can be accessed only from Automated Attendant Service menus. Bulletin Board messages can be accessed from Voice Mail Service or Call Answer Service, as well as from Automated Attendant Service.
- Pressing [0] while listening to an Announcement or within four seconds after it finishes playing takes you to the Dial 0/Timeout Action destination specified for the Automated Attendant Main Menu from which the Announcement was accessed. Each Bulletin Board can have its own Dial 0 Destination.
- Pressing [*][Z] while listening to an Announcement takes you to the Main Menu for the Automated Attendant. Pressing [*][Z] while listening to a Bulletin Board message takes you back to the Voice Mail Greeting.



Security Alert:

For security reasons, it is unwise to allow more than one person to access System Administration. Therefore, if someone other than you will be changing informational messages, consider using Bulletin Board messages instead of Announcements.

Applications

Announcements can provide callers with frequently requested information.

For example, an Announcement could describe quarterly profits for your corporation for stockholders:

“Zippy Electronics has posted a \$1.1 million profit for the third quarter. This is due primarily to a 5% increase in sales of Zip-Widgets and cost-cutting measures implemented on a company-wide basis. To hear this Announcement again, press [*] [4]. To play the previous menu, press [*] [#]. To transfer to another extension press [*] [1].”

Or an Announcement could provide information about annual awards:

“The winners of the Martin Kruskel award for excellence in actuarial skills are Joe Smith, Fred Martinez, and Sally Jackson. We congratulate them on their fine work. To return to the Main Menu, press [*] [Z]. To reach the operator, press [0].”

Or an Announcement could provide directions to your office:

“Our offices are located at 400 Route 9 North in Eastview, just one mile north of the intersection of Routes 9 and 18. To repeat these directions, press [*] [4]. If you need additional assistance, press [0] to speak to our receptionist. To return to the Main Menu, press [*] [Z].”

Related Mail System Features

- In some cases, a **Bulletin Board** message may be more appropriate to your needs than an Announcement. See “Announcements and Bulletin Boards” on page 5-4 for a comparison.
- If you change the **Language** mode (bilingual or monolingual), you do not need to re-record the Announcements.
- If you delete an Announcement, it is automatically removed from the menu definition for all **Main Menus (Automated Attendant)** and **Submenus (Automated Attendant)** to which it is assigned. You must re-record all menu prompts that are affected.

Programming

Recording an Announcement

Before recording an Announcement, complete mail system Planning Form K.

Include in the Announcement the information about how to access options ([*] [4], [*] [7], [*] [#], [0], [*] [1] ([*] [8]), and [*] [1]) if callers can use these options. If the system is in bilingual mode, record the Announcement in both the primary and the secondary language.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	Prompt to enter the System Administration password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [2] for Automated Attendant.	<i>(Multiple Automated Attendant)</i> Prompt to enter the Automated Attendant number. <i>(Single Automated Attendant)</i> Automated Attendant Service Administration Menu. <i>Go to Step 6.</i>
Step 5	<i>(Multiple Automated Attendant Only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant number, then Automated Attendant Service Administration Menu.
Step 6	Press [4] for Announcements.	Announcement Administration Menu.
Step 7	Press [7] to record an Announcement.	Prompt to enter the Announcement Number.
Step 8	<i>Announcement number</i> (1–99) + [#].	Prompt stating whether or not the Announcement exists, then asking whether you want to record the Announcement.
Step 9	Choose an option: [9] for Yes to confirm that you want to record the Announcement. [8] for No to cancel the recording. [2] to play the Announcement if it already exists.	<i>(Announcement does not exist)</i> Prompt to record at the tone. <i>(Announcement exists)</i> Prompt to record, or to use the current Announcement. Confirmation of cancellation, then the Announcement Administration Menu. <i>Procedure is complete.</i> The Announcement. <i>Repeat Step 9.</i>

Action	You Hear...
<p>Step 10 Choose an option: Record the Announcement (up to 2 minutes), then press [1].</p> <p>Press [#] to use the current Announcement. (This option is offered only if the Announcement already exists.)</p>	<p>Message Editing Menu.</p> <p>“The existing Announcement will be used.” (<i>Monolingual mode</i>) Announcement Administration Menu. (<i>Bilingual mode</i>) Prompt to record the Announcement in the secondary language. <i>Repeat Step 10 for the secondary language.</i></p>
<p>Step 11 Choose an option: [2] [3] to play back the Announcement.</p> <p>[2] [1] to re-record the Announcement.</p> <p>[*] [2] ([*] [3]) to delete the Announcement and use the one previously recorded.</p> <p>[*] [#] to approve the new Announcement.</p>	<p>Announcement, then Message Editing Menu. <i>Repeat Step 11.</i></p> <p>A tone to record the Announcement. <i>Return to Step 10.</i></p> <p><i>If there is no previously recorded Announcement:</i> “Deleted. No Announcement created,” then the Announcement Administration Menu.</p> <p><i>If there is a previously recorded Announcement:</i> “Deleted. The existing Announcement will be used.” (<i>Monolingual mode</i>) <i>Procedure is complete.</i> (<i>Bilingual mode, primary language</i>) Prompt to record the Announcement in the secondary language. <i>Return to Step 10.</i> (<i>Bilingual mode, secondary language</i>) <i>Procedure is complete.</i></p> <p>“Approved.” (<i>Monolingual mode</i>) Announcement Administration Menu. <i>Procedure is complete.</i> (<i>Bilingual mode, primary language</i>) Prompt to record the Announcement in the secondary language. <i>Return to Step 10.</i> (<i>Bilingual mode, secondary language</i>) Announcement Administration Menu. <i>Procedure is complete.</i></p>

Playing an Existing Announcement

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	Prompt to enter the System Administration password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [3] for Automated Attendant.	<i>(Multiple Automated Attendant)</i> Prompt to enter the Automated Attendant number. <i>(Single Automated Attendant)</i> Automated Attendant Service Administration Menu. <i>Go to Step 6.</i>
Step 5	<i>(Multiple Automated Attendant Only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant Service Administration Menu.
Step 6	Press [4] for Announcements.	Announcement Administration Menu.
Step 7	Press [2] to play the Announcement.	Prompt to enter the Announcement number.
Step 8	Enter the <i>Announcement number</i> (1–99) + [#].	The Announcement. (In bilingual mode, the Announcement is played first in the primary and then in the secondary language.) Then, the system prompts you to enter an Announcement number.
Step 9	Choose an option: Repeat Step 8 to play another Announcement. Press [*] [#] to return to the Announcement Administration Menu.	

Deleting an Announcement

When you delete an Announcement, all Selector Codes that refer to the Announcement are automatically removed from all Main Menu and Submenu definitions. You must remember to update mail system Planning Forms I and J, and then re-record any Main Menu or Submenu prompts that are affected.

IMPORTANT:

If the system has multiple Automated Attendants, the Announcement is deleted from the menus of all Automated Attendants that contained the Announcement.

To delete an Announcement, use the following procedure:

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	Prompt to enter the System Administration password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [3] for Automated Attendant.	<i>(Multiple Automated Attendant)</i> Prompt to enter the Automated Attendant number. <i>(Single Automated Attendant)</i> Automated Attendant Service Administration Menu. <i>Go to Step 6.</i>
Step 5	<i>(Multiple Automated Attendant Only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant Service Administration Menu.
Step 6	Press [4] for Announcements.	Announcement Administration Menu.
Step 7	Press [5] [2] ([5] [3]) to delete the Announcement.	Prompt to enter the Announcement number.
Step 8	<i>Announcement number</i> (1–99) + [#].	Prompt to confirm the deletion.
Step 9	Choose an option: [9] for Yes to confirm that you want to delete the Announcement. [6] for No to cancel the deletion. [2] to play the Announcement.	“Announcement deleted,” then the Announcement Administration Menu. <i>Procedure is complete.</i> “Deletion canceled,” then the Announcement Administration Menu. <i>Procedure is complete.</i> Announcement, then prompt to confirm the deletion. <i>Repeat Step 9.</i>

Automated Attendant Service

At a Glance

System Administration Menu	[3] Automated Attendant [1] Day Menu [2] Night Menu [3] Submenus [4] Announcements [5] Touch-Tone Gate [6] Line Assignments (Multiple Automated Attendant Operation only)
Programmable by	System Administrator
Capacities	
Maximum Number of Automated Attendants	3

Description

Automated Attendant Service provides the mail system's call handling features. This service can answer calls and present callers with menus of selectable options, such as transferring to specific extensions or playing recorded Announcements. Automated Attendant Service can also automatically route calls, accept fax calls, and answer calls based on a programmed Business Schedule.

Automated Attendant Service can be programmed only by you, the System Administrator, by logging in to System Administration and selecting option [3] from the System Administration Menu.

Important Information about Multiple Automated Attendants: All calls routed to the mail system for Automated Attendant Service using Group Call Distribution (#206), Setting 1—Assigned will have the same VMS Hunt Schedule and VMS Hunt Delay. For information about alternative Multiple Automated Attendant configurations, see **Single/Multiple Automated Attendant**.

Related Communications System Features

- Group Call Distribution (#206) Setting 1—Assigned is used to identify which lines are answered by Automated Attendant Service.
- VMS Hunt Delay (#506) is used to specify Immediate or Delayed call handling.
- VMS Hunt Schedule (#507) is used to specify when calls should be routed to the Automated Attendant(s).

Related Mail System Features

- **Announcements (Automated Attendant)** can be included as options on Automated Attendant Main Menus and Submenus.
- A **Bulletin Board** mailbox can provide an informational message that callers can hear when they access the Automated Attendant.
- **Business Schedule and Temporarily Closed** specifies the hours and days that your company is open or closed if the **Schedule Controller** for an Automated Attendant is set to follow the PARTNER MAIL Business Schedule.
- **Dial 0/Timeout Action (Automated Attendant)** determines what the Automated Attendant does if the caller presses [0], does not make a selection from a Main Menu or a Submenu, or does not respond to a Touch-Tone Gate Greeting. The choices are:
 - Transfer to the **Call Answer Service Operator**
 - Record a message in the **General Mailbox**
 - Disconnect
 - Transfer to an Extension
- **Fax Extension and Fax Message Receiver** can specify a Fax Extension or Fax Hunt Group to which the Automated Attendant automatically routes fax calls and the extension to be notified when a fax is received.
- The Touch-Tone Gate Greeting is heard by any caller who reaches an Automated Attendant for which the Touch-Tone Gate is On. See **Greetings (System)**.
- **Language** specifies monolingual or bilingual mode and the language in which callers hear prompts and menus.
- If you have multiple Automated Attendants for which lines are assigned using communications system Group Call Distribution (#206) Setting 1—Assigned, **Line Assignments** must be used to assign lines to Automated Attendant 2 and Automated Attendant 3. Lines not assigned to either Automated Attendant 2 or 3 are assigned automatically to Automated Attendant 1.
- **Main Menus (Automated Attendant)** specify what callers hear when an Automated Attendant answers the call.
- **Schedule Controller** specifies whether the Automated Attendant follows the Switch Mode or the PARTNER MAIL Business Schedule to determine Day and Night operation.
- **Single/Multiple Automated Attendant** is used to configure your mail system with one or up to three Automated Attendants.
- **Submenus (Automated Attendant)** provide additional options to callers.
- **Touch-Tone Gate** can tell the Automated Attendant whether the caller is calling from a touch-tone or a rotary phone.

Broadcast Message

At a Glance

Voice Mail Activity Menu	[1] Record message
Used by	System Administrator
Parameters	
Message Length	Up to two minutes

Description

Unlike most mail system features, **Broadcast Message** is accessed from the Voice Mail Activity Menu, even though you, the System Administrator, are the only one who can create and send a Broadcast Message.

A Broadcast message can be up to two minutes in length. Broadcast Messages are sent to all Call Answer Service mailboxes (mailboxes with Class of Service 1–6 or 18), *except the System Administrator's Mailbox and the General Mailboxes*. Although the message is placed in the mailboxes immediately, the mailbox owners' message lights do not light until 3 a.m. Outcalling is not performed for Broadcast Messages.

Broadcast Messages and Group Lists

The System Administrator can send a **Broadcast Message** to all Call Answer Service mailboxes. This feature differs from **Group Lists** in three important ways:

- Group Lists can be used by any subscriber to send messages. Broadcast Messages can be sent only by the System Administrator.
- When a message is sent to a Group List, the message light on each extension in the Group List is lighted immediately. Although the Broadcast Message is sent out immediately, the message light on each telephone does not light until 3 a.m.
- Messages sent using a Group List cause Outcalling to be activated if Outcalling has been administered for any of the extensions in the group. No Outcalling is done for Broadcast Messages.

Related Mail System Features

If you want to include the System Administrator's mailbox and the General Mailboxes among the message recipients, to light recipients' message lights immediately, and to cause Outcalling, consider creating a Group List including every Call Answer Service mailbox in the system, and using **Group Lists** instead of a Broadcast Message.

Programming

Sending a Broadcast Message

To send a Broadcast Message to every Call Answer Service mailbox in the system, use the following procedure:

	Action	You Hear...
Step 1	Log in to Voice Mail as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [1] for Record Message.	Prompt to record at the tone.
Step 3	Record the message (up to 2 minutes), then press [1].	Message Approval Menu.
Step 4	Choose an option: [2][3] to play back the message. [2][1] to re-record the message. [*][0] ([*][3]) to delete the message. [*][#] to approve the message.	Recorded message, then the Message Approval Menu. <i>Repeat Step 4.</i> A tone to record the message. <i>Return to Step 3.</i> Confirmation of deletion, then the Voice Mail Activity Menu. Prompt to enter an extension number or a Group List.
Step 5	Press [*][6] to send to all users.	Confirmation that the message will be sent to all users, then the Voice Mail Activity Menu.

NOTES:

- Broadcast messages are not sent to the System Administrator's mailbox or the General Mailboxes.
- If you enter extensions or Group List numbers before pressing [*][6], you will not be able to use **Broadcast Message** to send that message. To delete the extension or Group List number, press [*][0] ([*][3]) as many times as needed. Then press [*][6] to use **Broadcast Message**.
- The [*][6] option (in Step 5) is not mentioned in the message addressing prompt in Step 4.

Bulletin Board

At a Glance

Bulletin Board Activity Menu	[3] Bulletin Board Message
	[1] Record message
	[0] Listen to message
	[*] [0] ([*] [3]) Delete message
	[4] Dial 0 Destination
	[0] Transfer to Call Answer Service Operator
	[1] Transfer to Automated Attendant Menu
	[2] Transfer to an extension
	[5] Change Password
Programmable by	System Administrator Users
Factory Settings	
Dial 0 Destination	Call Answer Service Operator
Caller Options	
Play Bulletin Board message again	[*] [4]
Transfer to another extension	[*] [1] ([*] [8])
Hear Bulletin Board message in alternate language (<i>Bilingual mode only</i>)	[*] [1]
Dial 0 Destination	[0]
Go to Voice Mail Greeting	[*] [7]
Parameters	
Class of Service	19
Message Length	Up to four minutes

Description

You can create Bulletin Board mailboxes, which allow users (called Bulletin Board mailbox owners) to record messages that can be accessed by callers. These messages can be modified easily, without entering System Administration.

When a caller reaches a Bulletin Board mailbox, the system plays the Bulletin Board message, and then waits four seconds for the caller to press a button. If this does not happen, the mail system says “Good-bye” and disconnects the call.

Callers cannot leave a message in the Bulletin Board mailbox. Subscribers cannot send messages to a Bulletin Board mailbox.

Monolingual or Bilingual Mode

If the mail system is in bilingual mode, the mailbox owner should record the Bulletin Board message in both the primary and secondary languages. Each message can be up to four minutes long.

Bulletin Boards and Announcements

Bulletin Board messages are similar in function to Automated Attendant Announcements, but have some significant differences as follows:

- Bulletin Board messages can be up to four minutes in length. Announcements can be up to two minutes in length.
- Bulletin Board messages can be created any time. Announcements must be created before they can be assigned to a Main Menu or Submenu.
- Bulletin Board messages are changed by the Bulletin Board mailbox owner. Announcements can be changed only by the System Administrator.
- Bulletin Board messages can be accessed from Voice Mail Service or Call Answer Service, as well as from Automated Attendant Service. Announcements can be accessed only from Automated Attendant Service menus.
- Each Bulletin Board can have its own Dial 0 Destination. Pressing [0] while listening to an Announcement or within four seconds after it finishes playing takes you to the Dial 0/Timeout Action destination specified for the Automated Attendant Main Menu from which the Announcement was accessed.
- Pressing [*] [z] while listening to a Bulletin Board message takes you back to the Voice Mail Greeting. Pressing [*] [z] while listening to an Announcement takes you to the Main Menu for the Automated Attendant.



Security Alert:

For security reasons, it is unwise to allow multiple people to access System administration. If you are the only person who will be changing informational messages, consider using Announcements. If someone other than you will be changing informational messages, you should consider using Bulletin Board mailboxes to provide this information instead.

Dial 0 Destination

The Dial 0 Destination is the extension, mailbox, or Automated Attendant Main Menu to which callers are transferred if they press [0] while listening to the Bulletin Board message, or within four seconds after the message finishes playing. The default Dial 0 Destination is Transfer to Call Answer Service Operator. The mailbox owner can change the destination.

If the mailbox owner chooses an extension as the Dial 0 Destination, the extension must have a mailbox. This can be a mailbox of any type (Call Answer, Bulletin Board, Transfer-Only, or Automated Attendant). If the mailbox for an extension that is administered as the Dial 0 Destination is deleted, the Dial 0 Destination is reset to the factory setting (Transfer to Call Answer Service Operator).

If the mail system has multiple Automated Attendants, and the Dial 0 Destination is an Automated Attendant Main Menu, the mailbox owner must specify which Automated Attendant's Main Menu should be played.

Other Bulletin Board Options

Besides the Dial 0 Destination, callers have three other options:

- [*] [4] Play the Bulletin Board message again.
- [*] [1] ([*] [8]) Transfer to another extension.
- [*] [1] Hear the Bulletin Board message in the alternate language (*bilingual mode only*).

If the caller presses [0], [*] [4], [*] [1] ([*] [8]), or [*] [1] while the Bulletin Board message is playing or within four seconds after the message ends, the appropriate action is taken. If the caller does not select any of these options, the mail system says "Good-bye" and disconnects the call.

NOTE for Bilingual Mode:

If callers can transfer to the Bulletin Board mailbox from another mailbox or can select the Bulletin Board from an Automated Attendant menu, you do not need to include the [*] [1] option in the Bulletin Board message, since the callers already will have selected their preferred language. It is necessary to include this option only if communications system users will transfer callers directly to the Bulletin Board mailbox.

Bulletin Board Mailbox Password

A Bulletin Board mailbox has a password that can be changed by the mailbox owner. The password must be at least as long as the length specified in the Minimum Password Length parameter, and can be up to fifteen digits in length.

If the Bulletin Board mailbox owner forgets the password, you can reinitialize the password in order for the owner to gain access to the mailbox. Initializing the password does not affect the Bulletin Board message.

Applications

A Bulletin Board message could advertise a product for a sales office. The Dial 0 Destination for the Bulletin Board can be the extension of the account representative for that product. For example:

"Cruise the Hawaiian Islands for \$1299. Arrive in Honolulu on November 3rd, spend a day on Oahu touring Pearl Harbor and Diamond Head, then board the ship on November 4th for stops at Maui, Lanai, and the big island, Hawaii. This trip includes shipboard meals, tours, and transfers. This trip does not include airfare. To speak to a travel agent who can answer your questions or book your cruise, press [0] now.

Or a Bulletin Board message could list the homework assignments for a class at a school. In this case, the Dial 0 Destination might be the Automated Attendant Main Menu. For example:

“The homework assignment for March 15th is to read pages 61 through 84 in your Geography textbook and to answer questions 1 through 10 on page 78. There will be a quiz on Chapters 1 through 3 on Thursday. To hear this message again, press [*] [4] now. To get homework assignments for other classes, press [0]. If you are finished, please hang up.”

Considerations and Constraints

A Bulletin Board mailbox cannot be changed to a mailbox of another type by modifying the mailbox's Class of Service. The Bulletin Board mailbox must be deleted and a new mailbox should be created. Similarly, the Class of Service of a non-Bulletin Board mailbox cannot be changed to that of a Bulletin Board mailbox. The old mailbox must be deleted and a new Bulletin Board mailbox should be created.

When a caller is listening to a Bulletin Board message, the mail port that the caller is using is not available for other calls. Therefore, you must take into account port usage when creating Bulletin Board mailboxes. If you want to have many Bulletin Board mailboxes, you may want to add more ports to the system. Contact your salesperson or authorized dealer.

Callers cannot leave a message in the Bulletin Board mailbox. Subscribers cannot send messages to a Bulletin Board mailbox.

Related Communications System Features

You can create a Bulletin Board mailbox for an unused extension within the dial plan (extensions 10–57 for a PARTNER II system or extensions 10–33 for a PARTNER Plus system, 71–74, 771–776) and assign a communications system Voice Mail Transfer button to the users' phones so calls can be sent to the mailbox with one touch. Refer to communications system Planning Forms B1 and B2 to identify unused extensions.

Related Mail System Features

- In some cases, **Announcements (Automated Attendant)** may be more appropriate to your needs than Bulletin Board messages. See “Bulletin Boards and Announcements” on page 5-15 for a comparison.
- Callers can use the **Directory** to reach a Bulletin Board mailbox.
- If the system is in bilingual mode, the Bulletin Board message should be recorded in both the primary and the secondary language. If you change the **Language** mode (bilingual or monolingual), the Bulletin Board message may need to be re-recorded.
- If you want callers to be able to transfer to a Bulletin Board mailbox by entering the mailbox number (for example, [*] [1] ([*] [0]) transfer, or Direct Extension Transfer or Prompted Transfer from an Automated Attendant menu), the mailbox number must be within the **Maximum Digit Length** that you set.

- You create Bulletin Board mailboxes (see **Mailbox**). After you create a Bulletin Board mailbox, it can be assigned to a user, who accesses and maintains it using the Bulletin Board Activity Menu.
- If you delete a Bulletin Board mailbox that was assigned as a Selector Code Transfer destination on **Main Menu (Automated Attendant)** or **Submenus (Automated Attendant)**, you must re-record all menu prompts that are affected.
- A Bulletin Board mailbox has a password that can be changed by the mailbox owner. See **Passwords**.
- When **Security Violation Notification** is set to Send a Warning Message or to Mailbox Lock, the rules for login attempts apply to Bulletin Board mailboxes; however, a message is sent only to the System Administrator's mailbox, since the Bulletin Board cannot accept messages.

If the Bulletin Board mailbox is locked, callers can still hear the message, but the mailbox owner cannot access the mailbox to change the message until the System Administrator reinitializes the password. For information about initializing the password, see **Mailbox**.

Programming

To create a Bulletin Board mailbox or reinitialize the Bulletin Board password, see **Mailbox**.

Procedures

Accessing a Bulletin Board Message

From Voice Mail Service, Call Answer Service, or Automated Attendant Service, you can press [*] [1] ([*] [2]) and enter the mailbox number, or press [*] [1] ([*] [2]) + [*] [4] ([*] [2]) + the first four letters of the Bulletin Board mailbox name.

If the Bulletin Board mailbox is included as an option on an Automated Attendant menu, you can select it as instructed by the menu prompt.

Recording or Deleting a Bulletin Board Message

Include in the Bulletin Board message information about how to access options [*] [4], [*] [1] ([*] [2]), [*] [1], and [0] if callers can use them.

	Action	You Hear...
Step 1	Log in to Voice Mail using the Bulletin Board mailbox number and password.	Bulletin Board Activity Menu.
Step 2	Press [2] to administer the Bulletin Board message.	<p><i>(Monolingual mode)</i> Prompt to record the Bulletin Board message, listen to the current message, or delete the current message. <i>Go to Step 4.</i></p> <p><i>(Bilingual mode)</i> Prompt to administer the Bulletin Board message in the primary language or in the secondary language.</p>
Step 3	<p><i>(Bilingual mode only)</i> Choose an option: [1] to administer the Bulletin Board message in the primary language.</p> <p>[2] to administer the Bulletin Board message in the secondary language.</p>	<p>Prompt to record the Bulletin Board message or to listen to the current message.</p> <p>Prompt to record the Bulletin Board message or to listen to the current message.</p>
Step 4	<p>Choose an option: [1] to record the Bulletin Board message.</p> <p>[0] to listen to the current message.</p> <p>[*] [0] ([*] [2]) to delete the current message.</p>	<p>Prompt to record the message.</p> <p>Current message. <i>Repeat Step 4.</i></p> <p>Prompt to confirm the deletion. <i>Go to Step 7.</i></p>
Step 5	Record the message (up to 4 minutes), then press [1].	Message Approval Menu.

Action	You Hear...
Step 6	Choose an option:
[2] [3] to play back the new message.	Message, then Message Approval Menu. <i>Repeat Step 6.</i>
[2] [1] to re-record the new message.	A tone to record the message. <i>Return to Step 5.</i>
[*] [2] ([*] [3]) to delete the new message and use the previous message.	Confirmation of the deletion. The previously recorded message will be used. Go to Step 7.
[*] [#] to approve the new message.	"Approved." <i>(Monolingual mode)</i> Bulletin Board Administration Menu. <i>Procedure is complete.</i> <i>(Bilingual mode, primary language)</i> Prompt to record the message in the secondary language. <i>Return to Step 5</i> <i>(Bilingual mode, secondary language)</i> Bulletin Board Administration Menu. <i>Procedure is complete.</i>
Step 7	Choose an option:
[2] to confirm deletion.	Confirmation of the deletion. <i>Procedure is complete.</i>
[3] to cancel deletion	"Deletion canceled." <i>Procedure is complete.</i>

Setting a Dial 0 Destination

	Action	You Hear...
Step 1	Log in to Voice Mail using the Bulletin Board mailbox number and password.	Bulletin Board Activity Menu.
Step 2	Press [4] to change the Dial 0 Destination.	The current Dial 0 Destination, then the Dial 0 Destination Menu.
Step 3	Choose an option: [2] for Transfer to Call Answer Service Operator. [1] for Transfer to Automated Attendant Main Menu. [2] for Transfer to an Extension. [*] [#] to quit.	Confirmation of Dial 0 Destination. <i>Procedure is complete.</i> (Single Automated Attendant) Confirmation of Dial 0 Destination, then the Bulletin Board Activity Menu. <i>Procedure is complete.</i> (Multiple Automated Attendant) Prompt to enter the Automated Attendant number. <i>Go to Step 4.</i> Prompt to enter extension. <i>Go to Step 5.</i> Bulletin Board Activity Menu. <i>Procedure is complete.</i>
Step 4	(Multiple Automated Attendant only) Enter <i>Automated Attendant number</i> .	Automated Attendant number, then confirmation of the Dial 0 Destination, then the Bulletin Board Activity Menu. <i>Procedure is complete.</i>
Step 5	Enter <i>extension number + [#]</i> .	Confirmation of the Dial 0 Destination, then the Bulletin Board Activity Menu. <i>Procedure is complete.</i>

Changing a Bulletin Board Mailbox Password

	Action	You Hear...
Step 1	Log in to Voice Mail as the Bulletin Board Mailbox owner.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [5] to change the password.	Prompt to enter the new password.
Step 3	Enter Password + [#].	Prompt to re-enter the new password.
Step 4	Re-enter Password + [#].	Confirmation that the password changed. <i>Procedure is complete.</i>

Business Schedule and Temporarily Closed

At a Glance

System Administration Menu	[2] Schedule
	[2] Automated Attendant Schedule
	[0] Play the schedule
	[2] Weekly Business Schedule or schedule a Temporary Closing
	[1] Open
	[2] Closed
	[3] Temporarily Closed
	[1] Regular Night Greeting
	[2] Temporary Closure Greeting
Programmable by	System Administrator
Factory Settings	
Schedule Controller	Follow the Switch Mode
PARTNER MAIL Business Schedule	Closed All Days
Temporary Closure Greeting	See Appendix C
Mail System Planning Form	D

Description

When the **Schedule Controller** is set to Follow the PARTNER MAIL Business Schedule, the Business Schedule tells the Automated Attendant your regular weekly schedule. This includes which days your company is open and the time it opens and closes each day. The Automated Attendant uses this information to determine when to use the Day Menu and the Night Menu.

When the Schedule Controller is set to Follow the Switch Mode, the Business Schedule is used only to schedule a Temporary Closing. In this case, the Temporary Closing overrides all Switch Mode changes until midnight.

To change your regular weekly schedule, see "Creating or Changing the Weekly Business Schedule" on page 5-25. To schedule a Temporary Closing for the current week only, see "Programming a Temporary Closing" on page 5-27. To accommodate a change in the schedule for today, such as for an emergency closing or a special opening, see **Open or Closed for Today** in this chapter.

NOTE:

You can program remotely from any touch-tone telephone all schedule and associated greeting changes.

Weekly Business Schedule

These are the most common reasons for changing your regular weekly schedule:

- A change in your regular business hours
- Extended hours for a sale or promotion
- Holiday hours or a holiday closure

If you use the Business Schedule and you change your hours of operation, you must reprogram the Business Schedule for the days that changed.

Temporarily Closed

You can program a planned Temporary Closing no matter which **Schedule Controller** setting you use. The Temporary Closing overrides the Switch Mode and the PARTNER MAIL Business Schedule.

When you schedule a Temporary Closing, callers hear the Automated Attendant Night Main Menu.

If the Touch-Tone Gate is On, you have to choose one of the following options:

- Use the Night Touch-Tone Gate Greeting.
- Use the default Temporary Closure Greeting. (See Appendix C.)
- Record a Temporary Closure Greeting.

IMPORTANT:

If you record a Temporary Closure Greeting, you must remember to do the following:

- If the system is in monolingual mode, prompt callers to press [1] if they are calling from a touch-tone telephone.
- If the system is in bilingual mode, prompt callers to press [1] to hear prompts in the primary language or [*] [1] to hear prompts in the secondary language.

If the Touch-Tone Gate is Off, normally a greeting does *not* play before the Main Menu. However, when you use Close for Today, you have the following options:

- Use the regular Night Greeting. If you choose this option, no greeting plays before the Night Main Menu (that is, only the Night Main Menu plays).
- Use the default Temporary Closure Greeting. (See Appendix C.) The greeting plays before the Night Main Menu.
- Record a Temporary Closure Greeting. The Temporary Closure Greeting that you record plays before the Night Main Menu.

IMPORTANT:

If you record a Temporary Closure Greeting and the system is in bilingual mode, greet callers in both the primary and secondary languages. The Main Menu will prompt callers to select a language.

When you schedule a Temporary Closing, the programming remains in effect only for the day or days you specify; then the regular schedule resumes automatically at midnight.

You can program the Temporary Closing up to six days in advance. For example, on Monday you can schedule a Temporary Closing for any day including the current day through the following Sunday.

Related Communications System Features

The Night Service button has no effect on the Business Schedule.

Related Mail System Features

- The Business Schedule is used if the **Schedule Controller** is set to Follow the PARTNER MAIL Business Schedule.
- If you want to override a Weekly Business Schedule Temporary Closing, you can use the Resume Regular Schedule option of **Open or Closed for Today**. The regular schedule resumes immediately for that given day, without waiting until midnight. If the Temporary Closing was for multiple days, you will need to use the Resume Regular Schedule option each day that the business was programmed to be Temporarily Closed.
- To accommodate an unplanned change in the schedule for today, such as an emergency closing because of inclement weather, use **Open or Closed for Today**.

Programming

Playing the Business Schedule

By playing the Business Schedule for an Automated Attendant, you can review:

- The Schedule Controller setting.
- The Business Schedule (if the Schedule Controller is set to Follow the PARTNER MAIL Business Schedule).
- Temporary Closings that have been scheduled.

An opening or closing for the current day that was programmed using **Open or Closed for Today** will not be reported.

	Action	You Hear...
Step 1	Log in to the mail system as System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [<i>g</i>] for System Administration.	Prompt to enter the System Administration password + [#].

	Action	You Hear...
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [2] for Schedule.	Schedule Administration Menu.
Step 5	Press [2] for Automated Attendant Schedule options.	<i>(Multiple Automated Attendant)</i> Prompt to enter the Automated Attendant Number. <i>(Single Automated Attendant)</i> Automated Attendant Schedule Administration Menu. <i>Go to Step 7.</i>
Step 6	<i>(Multiple Automated Attendant Only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant number, then the Automated Attendant Schedule Administration Menu.
Step 7	Press [2] to play the Business Schedule.	The Schedule Controller setting, the PARTNER MAIL Business Schedule (if any), and scheduled Temporary Closings (if any).

Creating or Changing the Weekly Business Schedule

Before creating or changing the Weekly Business Schedule, complete mail system Planning Form D.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [2] for System Administration.	Prompt to enter the System Administration password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [2] for Schedule.	Schedule Administration Menu.
Step 5	Press [2] for Automated Attendant Schedule options.	<i>(Multiple Automated Attendant)</i> Prompt to enter the Automated Attendant Number. <i>(Single Automated Attendant)</i> Automated Attendant Schedule Administration Menu. <i>Go to Step 7.</i>
Step 6	<i>(Multiple Automated Attendant Only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant number, then the Automated Attendant Schedule Administration Menu.
Step 7	Press [2] for Weekly Business Schedule.	Prompt to choose a day.

Action	You Hear...
<p>Step 8 Choose a day:</p> <ul style="list-style-type: none"> [1] Sunday [2] Monday [3] Tuesday [4] Wednesday [5] Thursday [6] Friday [7] Saturday [9] All days [#] Program the schedule for the next consecutive day. <p>[*] [#] save changes and return to the Schedule Administration Menu.</p>	<p>Prompt to enter Open, Closed, or Temporarily Closed.</p> <p><i>Procedure is complete.</i></p>
<p>Step 9 Choose an option:</p> <ul style="list-style-type: none"> [1] Open [2] Closed 	<p>Prompt to enter opening time. <i>Go to Step 10.</i></p> <p>Prompt to choose a day. <i>Return to Step 8.</i></p>
<p>Step 10 Enter opening time in hhmm format where: hh=hour (01–12) or (00–23), mm=minute (00–59).</p> <p><i>If System Administrator mailbox language is English or Spanish:</i> Use 12 hour format (0100–1259).</p> <p><i>If System Administrator's mailbox language is French:</i> Use 24 hour format (0000–2359).</p>	<p><i>(12-hour format entered)</i> Prompt to enter a.m. or enter p.m. <i>Go to Step 11.</i></p> <p><i>(24-hour format entered)</i> Prompt to enter closing time. <i>Go to Step 12.</i></p>
<p>Step 11 If System Administrator's mailbox language is English or Spanish, choose an option:</p> <ul style="list-style-type: none"> [1] for a.m. [2] for p.m. 	<p>Prompt to enter closing time.</p>
<p>Step 12 Enter closing time in hhmm format where: hh=hour (01–12) or (00–23), mm=minute (00–59).</p> <p><i>If System Administrator's mailbox language is English or Spanish:</i> Use 12 hour format (0100–1259).</p> <p><i>If System Administrator's mailbox language is French:</i> Use 24 hour format (0000–2359).</p>	<p><i>(12-hour format entered)</i> Prompt to enter a.m. or enter p.m. <i>Go to Step 13.</i></p> <p><i>(24-hour format entered)</i> Prompt to choose a day. <i>Return to Step 8.</i></p>

	Action	You Hear...
Step 13	If System Administrator's mailbox language is English or Spanish, choose an option. [1] for a.m. [2] for p.m.	Prompt to choose a day. <i>Return to Step 8.</i>

Programming a Temporary Closing

To program a Temporary Closing for today or for any of the next six days, use the following procedure:

	Action	You Hear...
Step 1	Log in to the mail system as System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [2] for System Administration.	Prompt to enter the System Administration password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [2] for Schedule.	Schedule Administration Menu.
Step 5	Press [2] for Automated Attendant Schedule options.	<i>(Multiple Automated Attendant)</i> Prompt to enter the Automated Attendant Number. <i>(Single Automated Attendant)</i> Automated Attendant Schedule Administration Menu. <i>Go to Step 7.</i>
Step 6	<i>(Multiple Automated Attendant Only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant number, then the Automated Attendant Schedule Administration Menu.
Step 7	Press [2] for Weekly Business Schedule.	Prompt to choose a day.
Step 8	Choose a day: [1] Sunday [2] Monday [3] Tuesday [4] Wednesday [5] Thursday [6] Friday [7] Saturday [8] All days [#] Program the schedule for the next consecutive day.	Prompt to enter Open, Closed, or Temporarily Closed.
	[1] [#] save changes and return to the Schedule Administration Menu.	<i>Procedure is complete.</i>

	Action	You Hear...
Step 9	Press [3] for Temporarily Closed.	If you chose the current day, prompt to confirm. <i>Go to Step 10.</i> If you chose a day other than the current one, prompt to choose the regular Night Service greeting or a Temporary Closure Greeting. <i>Go to Step 11.</i>
Step 10	Choose an option: [9] to confirm. [6] to cancel.	Prompt to choose the regular Night Service greeting or a Temporary Closure Greeting. Prompt to choose a day. <i>Return to Step 8.</i>
Step 11	Choose a greeting: [1] to use the regular Night Service greeting. Note: If the Touch-Tone Gate is Off and the regular Night Service greeting is chosen, no greeting will play before the Night Main Menu. If the Touch-Tone Gate is On, the regular Night Service greeting is the Automated Attendant Night Touch-Tone Gate Greeting. [2] to use a Temporary Closure Greeting.	Confirmation that the business will be temporarily closed for the chosen day(s), then prompt to choose a day for programming. <i>Return to Step 8.</i> Temporary Closure Greeting Menu.
Step 12	Choose an option: [1] to record a Temporary Closure greeting. [0] to listen to the current greeting. [2] to use the system default Temporary Closure greeting. [*][#] to quit.	Prompt to record at the tone. Current greeting, then the Temporary Closure Greeting Menu. <i>Repeat Step 12.</i> Confirmation that the system default greeting will be used. <i>Return to Step 8.</i> Confirmation of changes made, then prompt to choose a day for programming. <i>Return to Step 8.</i>
Step 13	Record the greeting (up to 2 minutes), then press [1]. Note: In bilingual mode, your greeting must include information in both the primary and the secondary languages.	Message Editing Menu.

Step 14

Choose an option:

[2][3] to play back the new greeting.

New Greeting, then Message Editing Menu. *Repeat Step 14.*

[2][1] to re-record the new greeting.

A tone to record the greeting.
Return to Step 13.

[*][2]([*][3]) to delete the new greeting and use the previous greeting.

“Deleted,” then the Temporary Closure Greeting Menu. *Return to Step 12.*

[*][#] to approve the greeting.

Confirmation that the new greeting will be used. *Return to Step 8.*

Call Answer Service Operator

At a Glance

System Administration Menu	[1] System Parameters [5] Call Answer Service Operator extension
Programmable by	System Administrator
Factory Setting	
Call Answer Service Operator extension	10
Mail System Planning Form	C

Description

The Call Answer Service Operator is the extension to which callers needing help are transferred. The following situations can cause a call to be transferred to the Call Answer Service Operator:

- In Automated Attendant Service, if the Dial 0/Timeout Action is set to Transfer Calls to the Call Answer Service Operator and any of the following actions occurs:
 - The caller does not respond to the Touch-Tone Gate Greeting.
 - The caller does not make a selection from the Main Menu.
 - The caller does not make a selection from a Submenu.
 - The caller dials [0].
- While in a Bulletin Board mailbox, if the Call Answer Service Operator is programmed as the Dial 0 Destination and the caller dials [0].
- In a Call Answer Service or Transfer-Only mailbox, if the mailbox does not have a Personal Operator programmed and the caller dials [0] before or after leaving a message in the mailbox.
- In Voice Mail Service, if a subscriber dials [*][1][0] ([*][5][0]).

The factory setting for the Call Answer Service Operator is extension 10, but you can change it to any extension in the system.

Related Mail System Features

Call Answer Service Operator can be used for the following:

- Dial 0 Destination for **Bulletin Board** mailboxes.
- Dial 0/Timeout Action for **Main Menus (Automated Attendant)**.
- Dial 0 Destination for Call Answer Service or Transfer-Only mailboxes if a **Personal Operator** has not been programmed.

Programming

Changing the Call Answer Service Operator Extension

Before changing the Call Answer Service Operator's extension, update mail system Planning Form C.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [2] for System Administration.	Prompt to enter the System Administration password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [1] for System Parameters.	System Parameters Menu.
Step 5	Press [5] for Call Answer Service Operator.	Current Call Answer Service Operator's extension, then prompt to enter new Call Answer Service Operator extension.
Step 6	Choose an option: <i>Call Answer Service Operator's Extension</i> + [#] to change the Call Answer Service Operator.	Call Answer Service Operator's extension, then the System Parameters Menu. <i>Procedure is complete.</i>
	[*] [#] to keep the current Call Answer Service Operator.	System Parameters Menu. <i>Procedure is complete.</i>

Dial 0/Timeout Action (Automated Attendant)

At a Glance

System Administration Menu	[2] Automated Attendant [1] Day Menu [6] Modify Menu [0] Transfer to Call Answer Service Operator [1] Record a Message in the General Mailbox [2] Disconnect [3] Transfer to Extension [2] Night Menu [6] Modify Menu [0] Transfer to Call Answer Service Operator [1] Record a Message in the General Mailbox [2] Disconnect [3] Transfer to Extension
Programmable by	System Administrator
Factory Settings	
Day	Transfer to Call Answer Service Operator
Night	Record a Message in the General Mailbox
Mail System Planning Form	H

Description

The Dial 0/Timeout Action is used by Automated Attendant Service to determine what happens to a call in the following situations:

- The caller does not respond to the Touch-Tone Gate Greeting.
- The caller does not make a selection from a Main Menu or Submenu.
- The caller dials [0] at any time (from a Main Menu, Submenu or Announcement).

The Dial 0/Timeout Action can be one of the following:

- Transfer to Call Answer Service operator
- Record a Message in the General Mailbox
- Disconnect
- Transfer to an Extension

Each Automated Attendant has a Day and a Night Dial 0/Timeout Action. The default for the Day Dial 0/Timeout Action is Transfer to Call Answer Service Operator. The default for the Night Dial 0/Timeout Action is Record a Message in the General Mailbox.

Related Mail System Features

Changes to the Dial 0/Timeout Action may require adjustments to **Announcements (Automated Attendant)**, **Call Answer Service Operator**, **General Mailbox**, **Main Menus (Automated Attendant)**, and **Submenus (Automated Attendant)**.

Programming

Changing a Dial 0/Timeout Action

Before changing the Dial 0/Timeout Action, update mail system Planning Form H.

This procedure must be followed to the end for the change to be made. If you do not hear the “Menu saved” prompt at the end of the procedure, the change will not be made.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [2] for System Administration.	Prompt to enter the System Administration password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [3] for Automated Attendant.	<i>(Multiple Automated Attendant)</i> Prompt to enter the Automated Attendant Number. <i>(Single Automated Attendant)</i> Automated Attendant Administration Menu. <i>Go to Step 6.</i>
Step 5	<i>(Multiple Automated Attendant Only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant Administration Menu.
Step 6	Choose an option: [1] for Day Menu. [2] for Night Menu.	Menu Administration Menu.
Step 7	Press [4] to modify the Main Menu.	Prompt to enter a Selector Code.
Step 8	Press [5] [#] to indicate no changes to this menu's Selector Codes.	The current Dial 0/Timeout Action, then the Timeout Action Menu.

Action	You Hear...
<p>Step 9 Choose a Dial 0/Timeout Action:</p> <p>[2] for Transfer to the Call Answer Service Operator.</p> <p>[1] for Record a Message in the General Mailbox.</p> <p>[2] for Disconnect.</p> <p>[3] for Transfer to Extension.</p> <p>[*] [#] to use the existing Dial 0/Timeout Action.</p>	<p>Confirmation of the setting, then prompt to record the Main Menu prompt. <i>Go to Step 11.</i></p> <p>Confirmation of the setting, then prompt to record the Main Menu prompt. <i>Go to Step 11.</i></p> <p>Confirmation of the setting, then prompt to record the Main Menu prompt. <i>Go to Step 11.</i></p> <p>Prompt to enter extension. <i>Go to Step 10.</i></p> <p>Prompt to record the Main Menu prompt. <i>Go to Step 11.</i></p>
<p>Step 10 Enter extension + [#].</p>	<p>Confirmation of the setting, then prompt to record the Main Menu prompt.</p>
<p>Step 11 Choose an option: Press [#] to use the existing prompt.</p> <p>Record the Main Menu prompt (up to 2 minutes), then press [1].</p>	<p><i>(Monolingual mode)</i> "The existing menu prompt will be used," then the Menu Administration Menu. <i>Procedure is complete.</i></p> <p><i>(Bilingual mode)</i> "The existing menu prompt will be used," then prompt to record the Main Menu prompt in the secondary language. <i>Repeat Step 11.</i></p> <p>Message Editing Menu.</p>

	Action	You Hear...
Step 12	<p>Choose an option:</p> <p>[2] [3] to play back the new prompt.</p> <p>[2] [1] to re-record the new prompt.</p> <p>[*] [2] ([*] [3]) to delete the new menu prompt and use the previous menu prompt.</p>	<p>New Main Menu prompt. <i>Repeat Step 12.</i></p> <p>A tone to record the Main Menu prompt. <i>Return to Step 11.</i></p> <p><i>(Monolingual mode)</i> “Deleted. The existing menu prompt will be used,” then the Menu Administration Menu. <i>Procedure is complete.</i></p> <p><i>(Bilingual mode, primary language)</i> “Deleted. The existing menu prompt will be used,” then prompt to record the Main Menu prompt in the secondary language. <i>Return to Step 11.</i></p> <p><i>(Bilingual mode, secondary language)</i> “Deleted. The existing menu prompt will be used,” then the Menu Administration Menu. <i>Procedure is complete.</i></p>
	<p>[*] [#] to approve.</p>	<p>“Approved. Menu saved.”</p> <p><i>(Monolingual mode)</i> Menu Administration Menu <i>Procedure is complete.</i></p> <p><i>(Bilingual mode, primary language)</i> Prompt to record the Main Menu prompt in the secondary language. <i>Return to Step 11.</i></p> <p><i>(Bilingual mode, secondary language)</i> Menu Administration Menu <i>Procedure is complete.</i></p>

Directory

At a Glance

Caller Options	[2][4]([2][2])
Used by	Internal or external callers

Description

Callers and mail system subscribers can use the **Directory** to reach a subscriber whose extension they do not know. In addition, subscribers can use the directory to address messages to other subscribers. If a caller does not know the extension of the person called, the caller can enter the first four letters of the destination name and the system will announce the matches it finds so that the caller can select the correct extension. If only one match is found, the call is transferred automatically.

Related Mail System Features

- Record instructions for using the **Directory** on the Automated Attendant Main Menus or Submenus. Tell callers to press [**2**][**4**]([**2**][**2**]) to access the Directory and tell them whether people are listed by first names or last names. For example, "If you know the last name of the person to whom you want to transfer, press [**2**][**4**]. You will then be prompted to enter the first four letters of the last name." See **Main Menus (Automated Attendant)**, and **Submenus (Automated Attendant)**.

You may also want to instruct callers and subscribers who reach Voice Mail Service, Call Answer Service, or an Automated Attendant Announcement that they can press [**2**][**1**]([**2**][**4**]) followed by [**2**][**4**]([**2**][**2**]) to access the Directory at any time. See **Announcements (Automated Attendant)**.

- Subscribers can use the **Directory** when sending or forwarding a message to another subscriber. See **Personal Mailbox Administration**.
- You enter a Directory name for each mailbox when you create the mailbox. Use either first names or last names consistently. See **Mailbox**.

Procedure

Using the Directory to Reach a Subscriber

	Action	You Hear...
Step 1	<p><i>From an Automated Attendant Menu or Submenu:</i> Press [*] [Δ] ([*] [2]) to use the Directory.</p> <p><i>From Voice Mail Service, Call Answer Service, or an Automated Attendant Announcement:</i> Press [*] [1] ([*] [Δ]).</p>	<p>Prompt to enter the first four letters of the person's name. <i>Go to Step 3.</i></p> <p>Prompt to enter an extension number.</p>
Step 2	Press [*] [Δ] ([*] [2]) to use the Directory.	Prompt to enter the first four letters of the person's name. <i>Go to Step 3.</i>
Step 3	<p>Enter the first four letters of the name. Use [Z] for the letter Q. Use [Δ] for the letter Z.</p> <p><i>Example:</i> to find the extension of Joe Conlin, if names are listed by last name, dial [2] [Δ] [Δ] [Δ] (CONL).</p>	
Step 4	<p>One of the following actions occurs:</p> <p>A match is found.</p> <p>The letters match more than one person.</p> <p>No match is found.</p>	<p>The matching name and extension number, then a statement that the call is being transferred. <i>Procedure is complete.</i></p> <p>Statement of the number of matches found, then the matching names. <i>Go to Step 5.</i></p> <p>The system announces that no matches were found. <i>Procedure is complete.</i></p>
Step 5	Select the correct entry.	Extension number for future reference, then statement that the call is being transferred. <i>Procedure is complete.</i>

Using the Directory to Address a Message

To send a message to a subscriber using the Directory, see "Recording and Sending a Message" under **Personal Mailbox Administration**. To forward a message, see "Forwarding a Message" under **Personal Mailbox Administration**.

Changing a Directory Listing

To change a Directory entry, see "Changing a Mailbox Name" under **Mailbox**.

Fax Extension and Fax Message Receiver

At a Glance

System Administration Menu	[1] System Parameters [4] Fax Extension and Fax Message Receiver [1] Fax Extension [2] Fax Message Receiver
Programmable by	System Administrator
Factory Setting	
Fax Extension	None
Fax Message Receiver	None
Mail System Planning Form	C

Description

Fax Extension

If VMS Hunt Delay (#506) on the communications system is set to Immediate, Automated Attendant Service can automatically transfer calls from fax machines that produce industry-standard fax calling (CNG) tones to a Fax Extension. A Fax Extension can be an extension to which a fax machine is connected or a Hunt Group with multiple fax machines. The Fax Extension should not have a mailbox.

If the mail system has multiple Automated Attendants, each Automated Attendant can have its own Fax Extension.



IMPORTANT:

If Automated Attendant Service is to transfer fax calls automatically, you must set Line Ringing on the communications system to No Ring for the Fax Extensions.

Fax Message Receiver

If you desire, you can also program a Fax Message Receiver extension for each Fax Extension. A Fax Message Receiver must be an extension that has a Call Answer Service mailbox and a phone with a message light.

When a call is transferred to a Fax Extension, a Fax Notification Message is sent to the Fax Message Receiver and the Fax Message Receiver's message light is turned on. The Fax Notification Message announces that a fax was delivered to the Fax Extension, and provides the date and time of the *last* fax received. If the mail system finds a prior Fax Notification Message in the mailbox, that message is replaced by the newer one. Therefore, only one Fax Notification Message will be in the Fax Receiver's mailbox even if multiple faxes were received.

The fax message:

- Is left even if the mailbox is full.
- Is *always* the first message played.
- Cannot be forwarded or replied to.

The message light stays on until the Fax Notification Message is *deleted* and there are no other new messages in the mailbox.

If the mailbox owner has **Outcalling** and it is On, Outcalling occurs (subject to the Outcalling Schedule). The mailbox owner should check to see who the faxes are for and notify the intended recipients.

Considerations and Constraints

The message light will light only if the phone is a system phone or (for a Release 3.1 or later communications system) a standard phone with an LED-compatible message light connected to a Release 3.1 or later 206 module.

Related Communications System Features

- Automatic VMS Cover should be set to Off for the Fax Extension.
- Line Ringing must be used to set all lines for Fax Extensions to No Ring.
- Hunt Group Extensions (#505) can be used to assign multiple fax machines to a Hunt Group.
- Faxes can be routed automatically only if VMS Hunt Delay (#506) is set to Immediate. It cannot work if the VMS Hunt Delay setting is Delayed, because the sending machine will stop sending the fax calling (CNG) tone and hang up after 35 seconds.
- Fax Machine Extensions (#601) must be used to identify extensions to which fax machines are connected.

Related Mail System Features

You can assign Fax Extensions or Fax Message Receivers to any Automated Attendant. See **Single/Multiple Automated Attendant**.

Programming

Creating a Fax Extension or Fax Message Receiver

Before creating a Fax Extension or a Fax Message Receiver, update mail system Planning Form C.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	Prompt to enter the System Administration password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [1] for System Parameters.	System Parameters Menu.
Step 5	Press [4] for Fax Extension and Fax Message Receiver.	<i>(Multiple Automated Attendant)</i> Prompt to enter the Automated Attendant Number. <i>Go to Step 6.</i> <i>(Single Automated Attendant)</i> Fax Administration Menu. <i>Go to Step 7.</i>
Step 6	Enter <i>Automated Attendant Number</i> .	Automated Attendant Number, then the Fax Administration Menu.
Step 7	Choose an option: [1] for Fax Extension (or Fax Hunt Group). [2] for Fax Message Receiver.	Automated Attendant Number (for multiple Automated Attendants), the current Fax Extension, if any, then prompt to enter the Fax Extension. <i>Go to Step 8.</i> Automated Attendant Number (for multiple Automated Attendants), the current Fax Message Receiver, if any, then prompt to enter the Fax Message Receiver. <i>Go to Step 9.</i>
Step 8	Choose an option. Enter <i>Fax Extension</i> (or Fax Hunt Group) + [#]. Enter [*] [#] to quit without making changes.	Confirmation of the fax extension or Fax Hunt Group. <i>Procedure is complete.</i> <i>Procedure is complete.</i>

	Action	You Hear...
Step 9	Choose an option: Enter <i>Fax Message Receiver</i> + [#].	Confirmation of the Fax Message Receiver extension. <i>Procedure is complete.</i>
	Enter [*] [#] to quit without making changes.	<i>Procedure is complete.</i>

Deleting a Fax Extension or Fax Message Receiver

Before deleting a Fax Extension or a Fax Message Receiver, update mail system Planning Form C.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [g] for System Administration.	Prompt to enter the System Administration password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [1] for System Parameters.	System Parameters Menu.
Step 5	Press [4] for Fax Extension and Fax Message Receiver.	<i>(Multiple Automated Attendant)</i> Prompt to enter the Automated Attendant Number. <i>Go to Step 6.</i> <i>(Single Automated Attendant)</i> Fax Administration Menu. <i>Go to Step 7.</i>
Step 6	Enter <i>Automated Attendant Number</i> .	Automated Attendant Number, then the Fax Administration Menu.
Step 7	Choose an option: [1] for Fax Extension (or fax Hunt Group).	Automated Attendant Number (for multiple Automated Attendants), the current Fax Extension, if any, then prompt to delete the Fax Extension. <i>Go to Step 8.</i>
	[2] for Fax Message Receiver.	Automated Attendant Number (for multiple Automated Attendants), the current Fax Message Receiver, if any, then prompt to delete the Fax Message Receiver. <i>Go to Step 9.</i>

	Action	You Hear...
Step 8	Choose an option: [0] [#] to delete the Fax Extension (or Fax Hunt Group). [*] [#] to quit without making changes.	Confirmation that there is no Fax Extension. <i>Procedure is complete.</i> <i>Procedure is complete.</i>
Step 9	Choose an option: [0] [#] to delete the Fax Message Receiver. [*] [#] to quit without making changes.	Confirmation that there is no Fax Message Receiver. <i>Procedure is complete.</i> <i>Procedure is complete.</i>

General Mailbox

At a Glance

System Administration Menu	[1] System Parameters [6] General Mailbox Owner
Programmable by	System Administrator
Factory Settings	
General Mailbox Owner (All Automated Attendants)	Extension 10
General Mailbox AA1	9991
General Mailbox AA2	9992
General Mailbox AA3	9993
Mailbox Class of Service	5
General Mailbox Password	blank (not set)
General Mailbox Greeting	See Appendix C
Mail System Planning Form	C

Description

Calls are directed to the Automated Attendant's General Mailbox when the Automated Attendant's Dial 0/Timeout Action is set to Record a Message in the General Mailbox and any of the following actions occur:

- The caller does not respond to the Touch-Tone Gate greeting.
- The caller does not make a selection from the Main Menu or a Submenu.
- The caller dials [0] at any time from a Main Menu, Submenu, or Announcement.

The mail system has one General Mailbox for each Automated Attendant. The General Mailbox numbers are 9991, 9992, and 9993 for Automated Attendant 1, Automated Attendant 2, and Automated Attendant 3, respectively. The General Mailbox numbers cannot be changed. The factory-set Class of Service for each General Mailbox is 5. The Class of Service can be changed if needed.

Each General Mailbox has a factory-set owner, which is extension 10. The message light at the General Mailbox Owner's extension is turned On whenever a message is placed in the General Mailbox. The General Mailbox Owner can be changed to any extension. It is not necessary for the owner also to have a personal mailbox. You can assign a General Mailbox Owner for each General Mailbox, or you can have one owner for all of the General Mailboxes. The General Mailbox Owner should retrieve messages from the General Mailbox and forward them to the appropriate mailboxes.

Considerations and Constraints

If the General Mailbox Owner also has a personal mailbox, or is the owner of any other mailboxes (for example, a Group Mailbox), the message light on the Owner's telephone remains lit if there are any new messages in any of the mailboxes. The Owner must remember to check all mailboxes for which he or she is responsible when the message light is lit.

The message light will light only if the phone is a system phone or (for a Release 3.1 or later communications system) a standard phone with an LED-compatible message light connected to a Release 3.1 or later 206 module.

Related Mail System Features

- **Broadcast Messages** do not go to General Mailboxes.
- The **Dial 0/Timeout Action** functions for an Automated Attendant's **Main Menus (Automated Attendant), Submenus (Automated Attendant), Announcements (Automated Attendant)** and Touch-Tone Gate Greetings—see **Greetings (System)**.
- Each General Mailbox has a default greeting. The greeting can be changed, if desired, by logging into the General Mailbox and recording the greeting as described in **Greetings (Personal)**.
- The Class of Service for each General Mailbox is 5. The Class of Service can be changed, if desired. (See **Mailbox.**)
- The subscriber assigned as the General Mailbox Owner uses the Voice Mail Activity Menu to maintain the password for the mailbox. (See **Passwords.**)
- The system provides one General Mailbox for each Automated Attendant. You can change the number of Automated Attendants. (See **Single/Multiple Automated Attendant.**)

Programming

Changing the General Mailbox Owner's Extension

Before changing the General Mailbox Owner's extension, update mail system Planning Form C.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [2] for System Administration.	Prompt to enter the System Administration password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.

	Action	You Hear...
Step 4	Press [1] for System Parameters.	System Parameters Menu.
Step 5	Press [6] for General Mailbox.	<p><i>(Multiple Automated Attendant)</i> Prompt to enter the Automated Attendant Number.</p> <p><i>(Single Automated Attendant)</i> Current General Mailbox Owner extension, then prompt to enter the new General Mailbox Owner extension. <i>Go to Step 7.</i></p>
Step 6	<p><i>(Multiple Automated Attendant Only)</i> Enter <i>Automated Attendant Number</i>.</p> <p>Press [*] [#] to quit.</p>	Current General Mailbox Owner extension, then prompt to enter the new General Mailbox Owner extension.
Step 7	Enter <i>General Mailbox Owner</i> + [#].	<p><i>(Single Automated Attendant)</i> Confirmation of the General Mailbox Owner extension. <i>Procedure is complete.</i></p> <p><i>(Multiple Automated Attendant)</i> Confirmation of the General Mailbox Owner extension. <i>Return to Step 6, if desired.</i></p>

Procedure

Forwarding a Message from the General Mailbox

	Action	You Hear...
Step 1	Log in to Voice Mail using the General Mailbox number and password.	Name, number of new messages and old messages, then Voice Mail Activity Menu.
Step 2	Press [2] to get messages.	Message header.
Step 3	Press [2] to listen to the message and determine who the message is for.	The message.
Step 4	After the message plays, press [1] to respond to the message.	Message Responding Menu.
Step 5	Press [2] to forward the message.	Prompt to record at the tone.
Step 6	Record your comments, then press [1]. <i>Example:</i> "Pat, this is a message from the General Mailbox."	Message Editing Menu.

Action	You Hear...
<p>Step 7 Choose an option:</p> <p>[2] [3] to play back your comments.</p> <p>[2] [1] to re-record your comments.</p> <p>[*] [0] ([*] [3]) to delete your comments and cancel the forwarding.</p> <p>[*] [#] to approve your comments.</p>	<p>Your comments, then the Message Editing Menu. <i>Repeat Step 7.</i></p> <p>A tone to record your comments. <i>Return to Step 6.</i></p> <p>"Deleted. Message not created. No response sent," then you are returned to the original message. <i>Go to Step 12.</i></p> <p>"Approved," then prompt to enter an extension or Group List.</p>
<p>Step 8 Choose an option:</p> <p>Enter <i>receiving extension</i> (the person to receive the forwarded message) + [#].</p> <p>[*] [4] ([*] [2]) to address the message using the Directory.</p> <p>[*] [5] + <i>Group List number</i> + [#].</p> <p>[*] [0] ([*] [3]) to discard the last extension or Group List number entered.</p> <p>[*] [#] to send the message.</p>	<p>Prompt to enter an extension or Group List. <i>Repeat Step 8.</i></p> <p><i>Go to step 9.</i></p> <p>Prompt to enter an extension or Group List. <i>Repeat Step 8.</i></p> <p>Prompt to enter an extension or Group List. <i>Repeat Step 8.</i></p> <p>"Approved. Delivery scheduled." <i>Go to Step 12.</i></p>
<p>Step 9 Enter the first four letters of the name. Use [z] for the letter Q. Use [0] for the letter Z.</p> <p><i>Example:</i> to find the extension of Joe Conlin, if names are listed by last name, dial [2] [6] [6] [3] (CONL).</p>	

Action	You Hear...
<p>Step 10 One of the following actions occurs:</p> <p>A match is found.</p> <p>The letters match more than one person.</p> <p>No match is found.</p>	<p>The matching name and extension number, then a statement that the call is being transferred. <i>Repeat Step 8.</i></p> <p>Statement of the number of matches found, then the matching names. <i>Go to Step 11.</i></p> <p>Statement that no matches were found, then prompt to enter an extension or Group List. <i>Repeat Step 8.</i></p>
<p>Step 11 Select the correct entry.</p>	<p>Extension number for future reference, then prompt to enter an extension or Group List. <i>Repeat Step 8.</i></p>
<p>Step 12 Press [*] [Δ] ([*] [Δ]) to delete the original message if it is no longer needed, or press [#] to save the message.</p>	<p>Next message header, if there are more messages; otherwise the Voice Mail Activity Menu. <i>Procedure is complete.</i></p>

Greetings (Personal)

At a Glance

Voice Mail Activity Menu	[3] Record name or personal greeting [1] Administer Personal Greeting [1] Record, delete, or listen to Greeting 1. [2] Record, delete, or listen to Greeting 2. [3] Record, delete, or listen to Greeting 3. [2] Activate a greeting.
Programmable by	Users
Factory Setting	
Active greeting	Default greeting (See Appendix C)
Capacities	
Maximum Number of Greetings	3
Greeting Length	Up to two minutes each

Description

Callers hear a greeting when they reach a Call Answer Service or a Transfer-Only mailbox. Each subscriber can record up to three Personal Greetings. Each greeting can be up to two minutes long.

Users might want to record more than one Personal Greeting if they need to change their greeting frequently. For example, someone who works at another site one day a week might want the greeting for that day to be different from the greeting used on other days. Rather than *re-record* the same greeting multiple times, the user can record two suitable greetings once, store them, and *activate* the appropriate one as needed.

Since a Transfer-Only mailbox usually has no owner, you should identify the person responsible for recording the greeting. A Personal Greeting for a Transfer-Only mailbox for an extension in a conference room might be, for example, "The Conference Room phone is busy. To reach the receptionist, press 0. Otherwise, please try your call later."

When callers reach a Call Answer Service mailbox, they hear the mailbox's Personal Greeting followed by a beep tone. For example: "This is Pat Smith. I am out of the office this morning. Please leave a message after the tone, and I will return your call this afternoon. If you need immediate assistance, press 0 to speak to my assistant, Lynn." (In this example, Pat has programmed Lynn's extension as the **Personal Operator** for her phone.)

If no Personal Greeting is recorded, callers hear a default greeting followed by a beep tone. The default greeting contains the mailbox name followed by "...is not available. After recording, either hang up or press [1] for more options. Record at the tone." If a mailbox's name is not recorded, the mailbox number is played instead.

Callers who press [1] after recording a message hear the following prompt: "To approve, press [*] [#]. To play back, press [2] [3]. To re-record, press [2] [1]. To delete, press [*] [0]." If they approve or delete the message, they are given the option of recording another message in the mailbox, transferring to another extension, or transferring to the operator (Personal Operator or Call Answer Service Operator, depending upon what the subscriber has programmed.)

The "...press [1] for more options..." instruction is not heard if a Personal Greeting is recorded. Therefore, if subscribers want to notify callers of other options, they need to state the options in their Personal Greetings.

Monolingual or Bilingual Mode

If the system is in bilingual mode, the subscriber can record Personal Greetings in both the primary and secondary language. Each greeting in each language can be up to two minutes long. The Personal Greeting should inform callers that they can press [*] [1] to hear the greeting in the alternate language.

Related Mail System Features

The subscriber can choose a **Personal Operator** to whom callers will be transferred if they press [0] during or after the Personal Greeting or after leaving a message. If a Personal Operator is not programmed, callers pressing [0] will be transferred to the **Call Answer Service Operator**.

Procedures

Recording a Personal Greeting

	Action	You Hear...
Step 1	Log in to Voice Mail using your extension number and password.	Name, number of new messages and old messages, then Voice Mail Activity Menu.
Step 2	Press [3] to administer your name or greeting.	Prompt to press [1] to administer your greeting or [2] to administer your name.

Action	You Hear...
Step 3 Press [1] to administer your greeting.	Announcement of which greeting is active, then menu of choices.
Step 4 Enter the number of the greeting you want to record.	<p><i>Monolingual Mode:</i> Prompt to choose whether to listen to, record, or delete the Personal Greeting. <i>Go to Step 6.</i></p> <p><i>Bilingual Mode:</i> Prompt to choose the primary or secondary language.</p>
<p>Step 5 <i>(Bilingual Mode Only)</i> Choose an option: [1] to administer your personal greeting in the primary language.</p> <p>[2] to administer your personal greeting in the secondary language.</p>	<p>Prompt to record, delete, or listen to the greeting for the primary language</p> <p>Prompt to record, delete, or listen to the greeting for the secondary language.</p>
<p>Step 6 Choose an option: [0] to listen to the current greeting.</p> <p>[1] to record your greeting.</p>	<p>Current greeting, if any. <i>Repeat Step 6.</i></p> <p>Prompt to record the greeting.</p>
Step 7 Record your greeting (up to 2 minutes), then press [1].	Greeting Editing Menu.
<p>Step 8 Choose an option: [* [#]] to approve your greeting.</p>	<p><i>For Monolingual Mode, procedure is complete.</i></p> <p><i>For Bilingual Mode, primary language:</i> <i>Repeat Steps 5 through 8 for the secondary language.</i></p> <p><i>For Bilingual Mode, secondary language:</i> <i>Procedure is complete.</i></p>
[2 [3]] to play back your greeting.	The greeting you just recorded. <i>Repeat Step 8.</i>
[2 [1]] to re-record your greeting.	A tone to record the greeting. <i>Return to Step 7.</i>
[* [0]] ([* [3]]) to delete your greeting and use the one previously recorded.	Announcement of which greeting is active. <i>Procedure is complete.</i>

Activating a Personal Greeting

	Action	You Hear...
Step 1	Log in to Voice Mail using your extension number and password.	Name, number of new messages and old messages, then Voice Mail Activity Menu.
Step 2	Press [3] to administer your name or greeting.	Prompt to administer your greeting or your name.
Step 3	Press [1] to administer your greeting.	Announcement of which greeting is active, then menu of choices.
Step 4	Press [0] to activate a greeting.	Prompt to enter the number of the greeting that you want to activate.
Step 5	Choose an option: Enter the greeting number to activate a Personal Greeting.	Announcement of the number of the active greeting. <i>Procedure is complete.</i>
	[0] to activate the system default greeting.	Announcement that the default greeting is active. <i>Procedure is complete.</i>
	[*] [#] to quit.	Announcement that the current greeting remains active. <i>Procedure is complete.</i>

Deleting a Personal Greeting

When your system is in bilingual mode, you can choose to delete a Personal Greeting in only one of the two languages. If you delete *both* languages for the active greeting, the system default greeting becomes the active greeting until you activate another greeting.

	Action	You Hear...
Step 1	Log in to Voice Mail using your extension number and password.	Name, number of new messages and old messages, then Voice Mail Activity Menu.
Step 2	Press [3] to administer your name or greeting.	Prompt to press [1] to administer your greeting or [2] to administer your name.
Step 3	Press [1] to administer your greeting.	Announcement of which greeting is active, then menu of choices.
Step 4	Enter the number of the greeting you want to delete.	<i>Monolingual Mode:</i> Prompt to choose whether to listen to, record, or delete the Personal Greeting. <i>Go to Step 6.</i> <i>Bilingual Mode:</i> Prompt to choose the primary or secondary language.

Action	You Hear...
<p>Step 5 <i>(Bilingual Mode Only)</i> Choose an option: [1] to administer your personal greeting in the primary language.</p> <p>[2] to administer your personal greeting in the secondary language.</p>	<p>Prompt to record, delete, or listen to the greeting in the primary language</p> <p>Prompt to record, delete, or listen to the greeting in the secondary language.</p>
<p>Step 6 Press [*] [2] ([*] [3]) to delete the greeting.</p>	<p>Prompt to confirm the deletion.</p>
<p>Step 7 Choose an option: [2] to confirm the deletion.</p> <p>[6] to cancel the deletion.</p>	<p>Confirmation of deletion. <i>For Monolingual Mode, procedure is complete.</i></p> <p>Confirmation of cancellation. <i>For Monolingual Mode, procedure is complete.</i></p>
<p>Step 8 <i>(Bilingual Mode Only)</i> Press [*] [#].</p>	<p><i>Primary Language:</i> <i>Repeat Steps 5 through 8 to delete the greeting in the secondary language.</i></p> <p><i>Secondary Language:</i> <i>Procedure is complete.</i></p>

Greetings (System)

At a Glance

System Administration Menu	[7] System Greetings [1] Voice Mail Greeting [3] Automated Attendant Touch-Tone Gate Greeting [1] Day Greeting [2] Night Greeting
Programmable by	System Administrator
Factory Settings	
Voice Mail Greeting (English)	"Welcome to PARTNER MAIL. Please enter extension and pound sign." See Appendix C for other languages.
Automated Attendant Touch-Tone Gate Greeting (English)	"Welcome to PARTNER MAIL. If you are calling from a Touch-Tone telephone, press 1 now; otherwise, please wait for assistance." See Appendix C for other languages.
Capacities	
Voice Mail Greeting Length	Up to two minutes
Touch-Tone Gate Greeting Length	Up to two minutes
Mail System Planning Forms	E and F

Description

The mail system has two types of system greetings: *Voice Mail Greetings* and *Touch-Tone Gate Greetings*.

Voice Mail Greeting

The Voice Mail Greeting plays when a subscriber calls Voice Mail Service. If your system is in bilingual mode, the Voice Mail Greeting plays first in the primary and then in the secondary language.

There is a factory-set Voice Mail Greeting. Although you can change the greeting, it is recommended that you leave it at the factory setting.

If you customize your Voice Mail Greeting, you must tell subscribers to enter their extension number followed by the pound sign. The greeting can be up to two minutes long.

Automated Attendant Touch-Tone Gate Greeting

The Touch-Tone Gate Greeting is heard by any caller who reaches an Automated Attendant that has the Touch-Tone Gate turned On. There is a Day Touch-Tone Gate Greeting and a Night Touch-Tone Gate Greeting.

The primary purpose of the Touch-Tone Gate Greeting is to allow callers to notify the system that they are calling from a telephone that supports touch-tone signaling.

In bilingual mode, the Touch-Tone Gate Greeting must prompt the caller to press [1] or to press [*] [1]. If the caller presses [1], the Automated Attendant recognizes that the call is from a touch-tone phone, and plays the Main Menu and all other prompts in the primary language. If the caller presses [*] [1], Automated Attendant also recognizes that the call is from a touch-tone phone, but plays the Main Menu and all other prompts in the secondary language. If the caller does not press [1] or [*] [1] within four seconds after the Touch-Tone Gate Greeting ends, the call is handled as determined by the Dial 0/Timeout Action setting for the Main Menu.

Considerations and Constraints

For better sound quality, use the handset instead of the speakerphone when recording greetings. Speakerphones pick up background and feedback noises more readily than the handset does.

Examples

Following are examples of Main Menus and Touch-Tone Gate Greetings.

Monolingual Mode—Touch-Tone Gate On

Touch-Tone Gate Greeting

Welcome to Linco. If you are calling from a touch-tone telephone press [1] now. Otherwise, please wait for assistance.

Main Menu

For sales, press [1].

For customer service, press [2].

If you know the extension of the person you are calling, press [3].

For a directory of employees listed by last name, press [*] [4].

To reach the operator, press [0].

Bilingual Mode—Touch-Tone Gate On (Primary Language, English; Secondary Language, Spanish)

Touch-Tone Gate Greeting

Welcome to Linco. Bienvenidos a Linco. Si cuenta con teléfono de tonos, marque [*] [1] para español ahora. If you are calling from a touch-tone telephone, to hear the prompts in English, press [1] now.

Main Menu, Primary Language

For sales, press [1].

For customer service, press [2].

If you know the extension of the person you are calling, press [3].

For a directory of employees listed by last name, press [*] [4].

To reach the operator, press [0].

Main Menu, Secondary Language

Para el departamento de ventas, marque el [1].

Para servicio de los clientes, marque el [2].

Si sabe la extensión de la persona a quien llama, marque el [3].

Para el directorio de empleados listado por apellido, marque [*] [4].

Para la operadora, marque el [0].

Monolingual Mode—Touch-Tone Gate Off

Main Menu

Thank you for calling XYZ Company.

For sales, press [1].

For customer service, press [2].

If you know the extension of the person you are calling, press [3].

For a directory of employees listed by last name, press [*] [4].

To reach the operator, press [0].

**Bilingual Mode—Touch-Tone Gate Off
(Primary Language, English; Secondary Language, Spanish)**

Main Menu, Primary Language

Welcome to Linco. Bienvenidos a Linco. Para español, marque [*] [1] ahora.

For sales, press [1].

For customer service, press [2].

If you know the extension of the person you are calling, press [3].

For a directory of employees listed by last name, press [*] [4].

To reach the operator, press [0].

Main Menu, Secondary Language

Para el departamento de ventas, marque el [1].

Para servicio de los clientes, marque el [2].

Si sabe la extensión de la persona a quien llama, marque el [3].

Para el directorio de empleados listado por apellido, marque [*] [4].

Para la operadora, marque el [0].

Related Mail System Features

- A Touch-Tone Gate Greeting is used only if the **Touch-Tone Gate** is On.
- The Day Touch-Tone Gate Greeting plays when the mail system is in Day mode, and the Night Touch-Tone Gate Greeting plays when the mail system is in Night mode. See **Business Schedule and Temporarily Closed** and **Schedule Controller** for more information.
- If you use the Temporary Closing option of **Business Schedule and Temporarily Closed**, you can record and play a Temporary Closure Greeting in place of the regular Night Touch-Tone Gate Greeting.
- If you use the Close for Today option of **Open or Closed for Today**, you can record and play a Temporary Closure Greeting in place of the regular Night Touch-Tone Gate Greeting.
- Personal Greetings are personal messages recorded by the mailbox owner for Call Answer Service and Transfer-Only mailboxes. For more information, see **Greetings (Personal)**.
- If you change the **Language** mode (bilingual or monolingual), you must re-record the Touch-Tone Gate Greeting. If you recorded a Voice Mail Greeting, you must also re-record it.
- If you add an Automated Attendant and set its Touch-Tone Gate to On, you may want to record a Touch-Tone Gate Greeting for the new Automated Attendant(s). See **Single/Multiple Automated Attendant**.

Programming

Recording the Voice Mail Greeting

Before recording the Voice Mail Greeting, complete mail system Planning Form F.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [<i>g</i>] for System Administration.	Prompt to enter the System Administration password + [<i>#</i>].
Step 3	Enter <i>System Administration Password</i> + [<i>#</i>].	Security message, then System Administration Menu.
Step 4	Press [<i>z</i>] for System Greetings.	System Greetings Menu.
Step 5	Press [<i>1</i>] for Voice Mail Greeting.	Voice Mail Greeting Menu.

	Action	You Hear...
Step 6	<p>Choose an option:</p> <p>[1] to record a greeting.</p> <p>[2] to listen to the greeting.</p> <p>[2] to use the system default greeting.</p> <p>[*] [#] to use the current greeting.</p>	<p>Prompt to record the greeting. <i>Go to Step 7.</i></p> <p>Current greeting, then the Voice Mail Greeting Menu. <i>Repeat Step 6.</i></p> <p><i>(Monolingual mode)</i> System default greeting confirmation, then the System Greetings Menu. <i>Procedure is complete.</i></p> <p><i>(Bilingual mode, primary language)</i> System default greeting confirmation, then the Voice Mail Greeting Menu. <i>Repeat Step 6 for the secondary language.</i></p> <p><i>(Bilingual mode, secondary language)</i> Voice Mail Greeting Menu. <i>Procedure is complete.</i></p> <p><i>(Monolingual mode)</i> Current greeting confirmation, then the System Greetings Menu. <i>Procedure is complete.</i></p> <p><i>(Bilingual mode, primary language)</i> Current greeting confirmation, then the Voice Mail Greeting Menu. <i>Repeat Step 6 for the secondary language.</i></p> <p><i>(Bilingual mode, secondary language)</i> Voice Mail Greeting Menu. <i>Procedure is complete.</i></p>
Step 7	<p>Record the greeting (up to 2 minutes), then press [1].</p>	<p>Greeting Editing Menu.</p>

	Action	You Hear...
Step 8	Choose an option: [2] [3] to play back the greeting.	New greeting. <i>Repeat Step 8.</i>
	[2] [1] to re-record the greeting.	A tone to record the greeting. <i>Return to Step 7.</i>
	[*] [0] ([*] [3]) to delete the new greeting.	"Deleted," then the Voice Mail Greeting Menu. <i>Return to Step 6.</i>
	[*] [#] to approve the greeting.	<i>(Monolingual Mode)</i> "Approved. This new greeting will be used," then the System Greetings Menu. <i>Procedure is complete.</i> <i>(Bilingual Mode, primary language)</i> "Approved. This new greeting will be used," then the Voice Mail Greeting Menu. <i>Repeat Steps 6 through 8 to record the greeting in the secondary language.</i> <i>(Bilingual Mode, secondary language)</i> "Approved. This new greeting will be used," then the Voice Mail Greeting Menu. <i>Procedure is complete.</i>

Recording a Touch-Tone Gate Greeting

Before recording the Touch-Tone Gate Greeting, complete mail system Planning Form E.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	Prompt to enter the System Administration password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [7] for System Greetings.	System Greetings Menu.
Step 5	Press [3] for Automated Attendant Touch-Tone Gate Greeting.	<i>(Multiple Automated Attendant)</i> Prompt to enter the Automated Attendant Number. <i>(Single Automated Attendant)</i> Automated Attendant Touch-Tone Gate Greeting Menu. <i>Go to Step 7.</i>

	Action	You Hear...
Step 6	<i>(Multiple Automated Attendant Only)</i> Enter <i>Automated Attendant Number</i> .	Prompt to choose the Day or Night Greeting.
Step 7	Choose an option: [1] for Day Greeting. [2] for Night Greeting. [*] [#] to quit	Automated Attendant Touch-Tone Gate Greeting Menu. Automated Attendant Touch-Tone Gate Greeting Menu. <i>Procedure is complete.</i>
Step 8	Choose an option: [1] to record a greeting. [0] to listen to the greeting. [2] to use system default greeting. [*] [#] to use the current greeting.	Prompt to record the greeting. <i>Go to Step 9.</i> Current greeting, then the Automated Attendant Touch-Tone Gate Greeting Menu. <i>Repeat Step 8.</i> System default greeting confirmation, then prompt to choose the Day or Night Greeting or to quit. <i>Return to Step 7.</i> Current greeting confirmation, then prompt to choose the Day or Night Greeting or to quit. <i>Return to Step 7.</i>
Step 9	Record the greeting (up to 2 minutes), then press [1].	Greeting Editing Menu.
Step 10	Enter one of the following selections: [2] [3] to play back the greeting. [2] [1] to re-record the greeting. [*] [0] ([*] [3]) to delete the new greeting and use the previous greeting. [*] [#] to approve the greeting.	New greeting. <i>Repeat Step 10.</i> A tone to record the greeting. <i>Return to Step 9.</i> "Deleted," then the Automated Attendant Touch-Tone Gate Greeting Menu. <i>Return to Step 8.</i> "Approved. This new greeting will be used," then prompt to choose the Day or Night Greeting or to quit. <i>Return to Step 7.</i>

Group Lists

At a Glance

System Administration Menu	<ul style="list-style-type: none"> [5] Group Lists [2] Scan Group Lists [4] Create a Group List [6] Modify or review a Group List <ul style="list-style-type: none"> [1] Add entry [*] [0] ([*] [3]) Delete entry [#] Next entry [*] [1] Go to beginning of list [*] [0] ([*] [3]) Delete a Group List
Programmable by	System Administrator
Subscriber Option	
Send Message using Group List	[*] [5]
Parameters	
Maximum Number of Group Lists	99
Maximum Number of Mailboxes in a Group List	100
Mail System Planning Form	L

Description

A Group List consists of multiple mailbox numbers. It is identified by a Group List number. A Group List can be used to address a message to more than one subscriber by entering the Group List number, rather than entering each subscriber's mailbox number individually. For example, you can create a Group List including the mailbox numbers of all Payroll department members. Any subscriber can use that Group List to send a message to all Payroll Department members.

When a message is addressed to a Group List, the message is deposited immediately in the mailboxes of all subscribers contained in the Group List, the subscribers' message lights are turned On, and Outcalling is performed for the subscribers who have Outcalling assigned and activated.

Since only the System Administrator can create Group Lists, it is your responsibility to maintain these lists and to provide information about them to subscribers. Note the following when creating Group Lists:

- You can create up to 99 Group Lists.
- You can include the same mailbox on more than one Group List.
- You can assign up to 100 Call Answer Service mailboxes to each Group List.
- You cannot include Bulletin Board mailboxes, Transfer-Only mailboxes, and Automated Attendant mailboxes as Group List members.
- You cannot include one Group List as a member of another Group List.
- You can forward a message to a Group List.
- You can address a message to more than one Group List.
- You can combine extension number, Directory, and Group List addressing methods when sending or forwarding a message.

Using the Group Lists Administration Menu, you can scan to see which Group Lists exist and how many entries there are in each list, create a Group List, modify or review a Group List to see which mailboxes are assigned, or delete a Group List.

Group Lists and Broadcast Messages

Group Lists differ from **Broadcast Messages** in three important ways:

- Group Lists can be used by any subscriber to send messages. Broadcast Messages can be sent only by the System Administrator.
- When a message is sent to a Group List, the message light on the telephone at each extension turns On immediately. Although the Broadcast Message is sent out immediately, the message light on each telephone does not turn On until 3 a.m.
- Messages sent using a Group List cause Outcalling to occur if Outcalling is assigned and turned On for any of the extensions in the group. Outcalling is not done for Broadcast Messages.

Related Mail System Features

- As System Administrator, you can send a **Broadcast Message** to all Call Answer Service mailboxes. See “Group Lists and Broadcast Messages,” above, for a comparison of these two features.
- You can forward a message to more than one subscriber using Group Lists. See **Personal Mailbox Administration** for instructions.

Programming

Creating Group Lists

Before creating a Group List, complete mail system Planning Form L.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [<i>g</i>] for System Administration.	Prompt to enter the System Administration password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [<i>s</i>] for Group Lists.	Group Lists Administration Menu.
Step 5	Press [<i>a</i>] for Create a Group List.	Prompt to enter a Group List number.
Step 6	Enter <i>Group List number</i> + [#].	Prompt to enter an extension number.
Step 7	Choose an option: Enter <i>Extension number</i> + [#].	Prompt to enter extension number. <i>Repeat Step 7 until all extensions are entered.</i>
	[<i>x</i>] [<i>d</i>] ([<i>x</i>] [<i>s</i>]) to delete the last entry.	Confirmation of deletion, then prompt to enter an extension number. <i>Repeat Step 7 until all extensions are entered.</i>
	[<i>x</i>] [#] when finished.	Group Lists Administration Menu. <i>Procedure is complete.</i>

Scanning Group Lists

Scanning tells you what Group Lists exist and how many entries there are in each list. You can also delete a Group List using the Scan Group Lists option.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [<i>g</i>] for System Administration.	Prompt to enter the System Administration password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [<i>s</i>] for Group Lists.	Group List Administration Menu.

	Action	You Hear...
Step 5	Press [2] for Scan Group Lists.	Information about the first Group List.
Step 6	Choose an option: [*] [2] ([*] [2]) to delete the list. [#] to scan the next list. [*] [#] to quit.	Prompt to confirm deletion. <i>Go to Step 7.</i> Information about the next Group List. <i>Repeat Step 6.</i> Group List Administration Menu. <i>Procedure is complete.</i>
Step 7	Choose an option: [2] to confirm deletion of the list. [2] to cancel deletion of the list.	Confirmation of deletion, then the Group List Administration Menu. Confirmation of cancellation, then the Group List Administration Menu.

Modifying or Reviewing a Group List

Before modifying a Group List, update mail system Planning Form L.

Use this procedure to review all mailboxes assigned to a Group List. You can also use this procedure to add or delete mailboxes.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [2] for System Administration.	Prompt to enter the System Administration password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [2] for Group Lists.	Group List Administration Menu.
Step 5	Press [2] for Modify or Review a Group Lists.	Prompt to enter the Group List Number.
Step 6	Enter <i>Group List Number</i> + [#].	The number of entries, then the first entry, then the Group List Modification Menu.

	Action	You Hear...
Step 7	Choose an option: [+] [0] ([+] [0]) to delete the entry played. [#] to review the next Group List entry. [1] to add an extension to the Group List. [+] [1] to go to the beginning of the Group List. [+] [#] to return to the Group List Administration Menu.	"Deleted," then the next entry. <i>Repeat Step 7.</i> Next entry. <i>Repeat Step 7.</i> When there are no more entries in the list, the system says so, then plays the Group List Administration Menu. <i>If desired, return to Step 5.</i> Prompt for the new entry if the Group List has less than 100 entries. <i>Go to Step 8.</i> The number of entries, then the first entry, then the Group List Modification Menu. <i>Repeat Step 7.</i> Group List Administration Menu. <i>Procedure is complete.</i>
Step 8	Enter <i>extension</i> + [#].	Prompt to enter extension. <i>Repeat Step 8 for each mailbox to be added to the Group List. When finished, go to Step 9.</i>
Step 9	Press [+] [#].	The next entry in the list, if any, then the Group List Modification Menu. <i>Return to Step 7.</i> If there are no more entries, the system says so, and returns to the Group List Modification Menu. <i>Return to Step 7.</i>

Deleting Group Lists

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [0] for System Administration.	Prompt to enter the System Administration password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [0] for Group Lists.	Group List Administration Menu.
Step 5	Press [+] [0] ([+] [0]) for Delete a Group List.	Prompt to enter the Group List number.

	Action	You Hear...
Step 6	Enter <i>Group List Number</i> + [#].	Prompt to confirm that you want to delete the Group List.
	[*][#] to return to the Group List Administration Menu.	Group List Administration Menu. <i>Procedure is complete.</i>
Step 7	Choose an option: [2] to confirm deletion of the list.	Confirmation of deletion, then prompt to enter the number of the next Group List to be deleted. <i>Return to Step 6.</i>
	[3] to cancel deletion of the list.	Confirmation of the cancellation, then prompt to enter the number of the next Group List to be deleted. <i>Return to Step 6.</i>

Procedure

Sending a Message to a Group List

	Action	You Hear...
Step 1	Log in to Voice Mail using your extension number and password.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [1] to record a message.	Prompt to record at the tone.
Step 3	Record your message (up to 2 minutes), then press [1].	Message Editing Menu.
Step 4	Choose an option: [2][3] to play back the message.	The message, then Message Editing Menu. <i>Repeat Step 4.</i>
	[2][1] to re-record the message.	A tone to record the message. <i>Return to Step 3.</i>
	[*][2]([*][3]) to delete the message.	"Deleted," then the Voice Mail Activity Menu.
	[*][#] to approve the message.	Prompt to enter an extension or a Group List.
Step 5	Press [*][5] to send the message to subscribers on a Group List.	"Approved," then prompt to enter a Group List number.
Step 6	Enter <i>Group List number</i> (1–99) + [#].	Prompt to enter another extension or Group List.

	Action	You Hear...
Step 7	Choose an option: To address the message to another Group List, press [*] [*].	Prompt to enter a Group List number. <i>Return to Step 6.</i>
	To address the message to an individual mailbox, enter the mailbox number + [#].	Prompt to enter an extension or a Group List. <i>Repeat Step 7.</i>
	To address the message using the Directory , press [*] [Δ] ([*] [2]) and follow the prompts.	Prompt to enter an extension or a Group List. <i>Repeat Step 7.</i>
	Press [*] [Δ] ([*] [3]) to discard the last extension or Group List number entered.	Prompt to enter an extension or a Group List. <i>Repeat Step 7.</i>
	Press [*] [#] when you are finished addressing your message.	Announcement that the message is scheduled for delivery, then the Voice Mail Activity Menu. <i>Procedure is complete.</i>

Forwarding a Message to a Group List

To forward a message to a Group List, see the instructions for forwarding a message under **Personal Mailbox Administration**.

Group Mailbox Owner

At a Glance

System Administration Menu	[4] Mailboxes [z] Assign a Group Mailbox Owner
Programmable by	System Administrator
Mail System Planning Form	B

Description

You can create mailboxes of any type (Call Answer Service, Bulletin Board, Automated Attendant, or Transfer-Only) for Hunt Groups (771-776) and Calling Groups (71-74). Then if the group is busy when a caller tries to transfer from the mail system to the group, the caller will be transferred to the mailbox.

**NOTE:**

The mail system considers a Hunt Group to be busy if all members of the group are on the phone or have Do Not Disturb turned On. A Calling Group is considered busy if all members of the group have Do Not Disturb turned On, if a call is already ringing for the group, or if the group is being paged. *There is no voice mail coverage for calls that are ringing in a Hunt Group or a Calling Group.*

If the Group Mailbox is a Call Answer Service mailbox, callers can leave messages. You may want to assign a group member to act as the Group Mailbox Owner. You can have as many Group Mailbox Owners as you have Group Mailboxes. When messages are left in the Group Mailbox, the message light on the Group Mailbox Owner's extension is lighted.

The Group Mailbox owner should:

- Administer the Group Mailbox password.
- Administer the Group Mailbox greeting.
- Administer a Personal Operator for the Group Mailbox.
- Forward Group Mailbox messages to the appropriate recipients.

The Group Mailbox Owner does not need to have a mailbox but does need to have a telephone with a message light. The telephone must be a system phone or (for a Release 3.1 or later communications system) a standard phone with an LED-compatible message light connected to a Release 3.1 or later 206 module.

If the Group Mailbox Owner also has a personal mailbox, or is responsible for any other mailboxes (for example, a General Mailbox), the message light on the owner's telephone remains On if there are any new messages in any of the mailboxes. The owner must remember to check all mailboxes for which he or she is responsible for new messages when the message light is On.

Related Communications System Features

A Group Mailbox is used for Calling Groups and for Hunt Groups. To assign extensions to a Calling Group or Hunt Group, use the following communications system features:

- Calling Group Extensions (#502).
- Hunt Group Extensions (#505).

Related Mail System Features

- For information about creating mailboxes, see **Mailboxes**.
- If the Group Mailbox is a Call Answer Service or Transfer-Only mailbox, it can have a Password, a **Personal Operator**, and a Personal Greeting. For information about passwords and Personal Greetings, see **Passwords and Greetings (Personal)**.
- If the Group Mailbox is a Call Answer Service mailbox, a Group Mailbox Owner can record a name, listen to messages, forward messages, and perform all the functions described in **Personal Mailbox Administration**.

Programming

Assigning or Deleting the Group Mailbox Owner

Before assigning or deleting a Group Mailbox Owner, update mail system Planning Form B.

	Action	You Hear...
Step 1	Log in to mail system as the System Administrator.	Name, Number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [2] for System Administration.	Prompt to enter the System Administration password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [4] for Mailbox Administration.	Mailbox Administration Menu.
Step 5	Press [z] for Group Mailbox Owner.	Prompt to enter the Group Mailbox number.

Action	You Hear...
Step 6 Enter <i>Group Mailbox Number</i> (71–74, 771–776) + [#].	Mailbox number. <i>If the mailbox has an owner:</i> Name of the mailbox owner (or the number if the name is not recorded), then prompt to delete the owner. <i>If the mailbox has no owner:</i> “The mailbox has no owner,” then prompt to enter the owner’s extension.
Press [*] [#] to quit.	Mailbox Administration Menu. <i>Procedure is complete.</i>
Step 7 Choose an option: Press [0] [#] to delete the Group Mailbox Owner.	Mailbox number, then “The mailbox has no owner.” <i>Return to Step 6.</i>
Enter a valid extension for a Mailbox Owner + [#].	Mailbox number, then the name of the owner (if a name was recorded). <i>Return to Step 6.</i>
Press [*] [#] to quit.	<i>If desired, return to Step 6.</i>

Language

At a Glance

System Administration Menu	[1] System Parameters [2] System Language [1] Monolingual mode [1] English [2] French [3] Spanish [2] Bilingual mode [1] English [2] French [3] Spanish
Programmable by	System Administrator
Caller Option	
Change Language (<i>bilingual mode only</i>)	[*][1]
Factory Settings	
Mode	Monolingual
Language	English
Mail System Planning Form	A

Description

The mail system can operate in monolingual mode or bilingual mode. The three languages available are English (North American), French (Canadian), and Spanish (Latin American). If the system is in bilingual mode, one of the languages *must* be English.

If the system is in bilingual mode, callers can choose the language when they first reach the Automated Attendant. Callers can also choose the language after reaching Call Answer Service by pressing [*][1] at any time to hear prompts and Personal Greetings in the alternate language. Subscribers should notify callers in their Personal Greetings that the alternate language is available.

The language mode (monolingual or bilingual) and choice of language(s) apply to the entire mail system. If the system has Multiple Automated Attendants, all Automated Attendants use the same language mode and the same languages.

Considerations and Constraints

If you change from bilingual to monolingual mode, the mail system retains all greeting, menu, and Announcement recordings for bilingual mode. If you later choose to return to bilingual mode for the same languages, you can use the old recordings regardless of which language is primary or secondary. However, if you change to a different language combination, the system will need to be reinitialized and reprogrammed. For assistance, call for support, as described on the inside front cover of this book.

Related Mail System Features

If you change the language mode (bilingual or monolingual) or the languages, the Main Menu and Submenu prompts and the Announcements and greetings may need to be re-recorded. See the following features for more information:

- **Announcements (Automated Attendant)**
- **Bulletin Board** (Messages are changed by the Bulletin Board Mailbox owner.)
- **Greetings (Personal)** (The greetings for individual mailboxes are changed by the mailbox owners.)
- **Greetings (System)** (for the Touch-Tone Gate Greeting and the Voice Mail Greeting)
- **Main Menus (Automated Attendant)**
- **Submenus (Automated Attendant)**

Programming

Recovering from a Language Choice Error

If you make a mistake while programming the system language and find yourself in a language that you do not understand, do the following:

1. Hang up and log in again to System Administration.
2. At the System Administration Menu, press [1] [2] [1].
3. Press [1] for English, [2] for French, or [2] for Spanish.
4. Press [*] [#].
5. Hang up and log in again.

This procedure will put your mail system in monolingual mode in the language you specify. You can then proceed to program the system for bilingual mode if you wish.

Changing the Language Mode or the Language

Before changing the mode or the language, update mail system Planning Form A.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [2] for System Administration.	Prompt to enter the System Administration Password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [1] for System Parameters.	System Parameters Menu.
Step 5	Press [2] for System Language.	Current mode and language(s), then the System Language Mode Menu.
Step 6	Choose an option: [1] for Monolingual. [2] for Bilingual. [*] [#] to quit and keep the current setting.	Prompt to enter a language. Prompt to enter a language. System Parameters Menu. <i>Procedure is complete.</i>
Step 7	Choose an option: [1] for English. [2] for French. [3] for Spanish.	<i>(Monolingual mode):</i> The mode and language selected. <i>Go to Step 8.</i> <i>(Bilingual mode):</i> Prompt to enter the secondary language. <i>Repeat Step 7.</i>
Step 8	Choose an option: [*] [#] to confirm the selection. [1] to re-enter the language selection.	System Parameters Menu. <i>Procedure is complete.</i> Prompt to enter a language. <i>Return to Step 7.</i>

Line Assignments

At a Glance

System Administration Menu	[2] Automated Attendant [6] Line Assignments [1] Review line assignments [2] Add line [*] [2] ([*] [2]) Delete line
Programmable by	System Administrator
Factory Setting Line Assignment	All lines assigned to AA 1
Mail System Planning Form	A

Description

If you have only one Automated Attendant, or if your system does not provide Automated Attendant Service, do not program Line Assignments.

If Multiple Automated Attendants are used, Line Assignments identifies which lines assigned Automated Attendant Service using Group Call Distribution (#206) Setting 1—Assigned are to be answered by Automated Attendant 2 and Automated Attendant 3. Lines that are not specifically assigned to Automated Attendant 2 or Automated Attendant 3 are answered by Automated Attendant 1.

Considerations and Constraints



IMPORTANT:

If you delete a Line Assignment from Automated Attendant 2 or 3, the mail system automatically reassigns the line to Automated Attendant 1. If you do not want a line to receive Automated Attendant Service, you must change Group Call Distribution (#206) for that line to 2—Not Assigned.

Related Communications System Features

- Line Assignments should be used only for lines that are assigned Automated Attendant Service using Group Call Distribution (#206) Setting 1—Assigned.
- Do *not* use Line Assignments with Group Call Distribution (#206) Setting 3, or with Line Coverage Extension (#208).

Related Mail System Features

Line Assignments is used only when the system is configured for Multiple Automated Attendants. See **Single/Multiple Automated Attendant**.

Programming

Reviewing Line Assignments

To review lines assigned to Automated Attendant 2 or 3, use the following procedure:

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	Prompt to enter the System Administration Password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [9] for Automated Attendant.	Prompt to enter the Automated Attendant Number.
Step 5	Enter <i>Automated Attendant Number</i> (2 or 3).	Automated Attendant Service Administration Menu.
Step 6	Press [6] for Line Assignments.	Line Assignment Menu.
Step 7	Press [1] to review Line Assignments.	Lines assigned to the Automated Attendant. <i>Procedure is complete.</i>

Adding Line Assignments

Before adding lines to Automated Attendant 2 or 3, update mail system Planning Form A.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	Prompt to enter the System Administration Password + [#].

	Action	You Hear...
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [3] for Automated Attendant.	Prompt to enter the Automated Attendant number.
Step 5	Enter <i>Automated Attendant Number</i> ([2] or [3]).	Automated Attendant Service Administration Menu.
Step 6	Press [6] for Line Assignments.	Line Assignment Menu.
Step 7	Press [2] to add a line to Automated Attendant 2 or 3.	Prompt to enter the line number.
Step 8	Choose an option: Enter the <i>Line Number</i> + [#].	<i>If the line is not currently assigned to Automated Attendant 2 or 3:</i> The line number, then prompt to enter the next line number. <i>Repeat Step 8 until finished.</i> <i>If the line currently is assigned to Automated Attendant 2 or 3:</i> Prompt to confirm the assignment.
	[*] [#] when finished.	Line Assignment Menu. <i>Procedure is complete.</i>
Step 9	Choose an option: [2] to confirm assignment.	Confirmation of assignment, then prompt to enter a line number. <i>Return to Step 8.</i>
	[6] to cancel assignment.	"Canceled," then prompt to enter a line number. <i>Return to Step 8.</i>

Removing Line Assignments

Before removing lines from Automated Attendant 2 or 3, update mail system Planning Form A.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [2] for System Administration.	Prompt to enter the System Administration Password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [3] for Automated Attendant.	Prompt to enter the Automated Attendant Number.
Step 5	Enter <i>Automated Attendant Number</i> ([2] or [3]).	Automated Attendant Service Administration Menu.

	Action	You Hear...
Step 6	Press [g] for Line Assignments.	Line Assignment Menu.
Step 7	Press [x] [d] ([x] [g]) to delete a line.	Prompt to enter the line number.
Step 8	Choose an option: Enter <i>line number</i> + [#]. [x] [#] when finished.	Prompt to confirm the deletion. Line Assignment Menu. <i>Procedure is complete.</i>
Step 9	Choose an option: [g] to confirm deletion. [g] to cancel deletion.	Confirmation of deletion, then prompt to enter the next line number. <i>Return to Step 8.</i> "Canceled," then prompt to enter the next line number. <i>Return to Step 8.</i>

Line Ownership

At a Glance

System Administration Menu	[6] Line Ownership [2] Scan Line Ownership [5] [2] ([5] [2]) Deallocate Line Ownership [4] Assign Line Ownership [6] Modify Line Ownership
Programmable by	System Administrator
Factory Settings	None
Mail System Planning Form	M

Description

Line Ownership determines how the mail system handles calls that come into the mail system on lines for which Group Call Distribution (#206) Setting 3—VMS Line Cover was used to assign Voice Mail coverage:

- If the line was assigned a line owner, the call gets the treatment associated with the mailbox type of the owner.
 - Call Answer Service Mailbox—the owner's Personal Greeting (or default greeting, if a Personal Greeting was not recorded) is played to the caller.
 - Automated Attendant Mailbox—the Automated Attendant's Touch-Tone Gate Greeting or Main Menu (as appropriate) is played.
 - Bulletin Board Mailbox—the Bulletin Board message is played.
- If the line was *not* assigned an owner, the call is transferred to the General Mailbox for Automated Attendant 1.

Only Call Answer Service mailboxes (including the General Mailboxes and the System Administrator's Mailbox, if they are administered as Call Answer Service mailboxes), Bulletin Board mailboxes, and Automated Attendant mailboxes can be line owners. A Transfer-Only mailbox cannot be a line owner.

Using the Line Ownership Administration Menu, you can scan to see which lines are owned and by whom, assign owners to lines, modify Line Ownership, or deallocate Line Ownership.

Considerations and Constraints

If you do not use line Ownership to assign owners to lines for which Group Call Distribution (#206) Setting 3—VMS Line Cover was used to assign Voice Mail coverage, all calls on those lines will be directed to the General Mailbox for Automated Attendant 1.

If you change Group Call Distribution (#206) to Setting 2—Not Assigned for a line on the communications system, remember to deallocate Line Ownership for that line on the mail system.

A Transfer-Only mailbox cannot be a line owner.

Related Communications System Features

- **Line Ownership** should be used only for lines for which Group Call Distribution (#206) Setting 3—VMS Line Cover was used to assign Voice Mail coverage.
- Do not use **Line Ownership** with Line Coverage Extension (#208) or with Group Call Distribution (#206) Setting 1—Assigned.

Related Mail System Features

Calls that come in on a line that has an assigned owner get the treatment associated with the mailbox type of the owner. For more information about mailbox types, see **Mailbox**.

Programming

Scanning Line Ownership

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	Prompt to enter the System Administration Password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [6] for Line Ownership.	Line Ownership Administration Menu.
Step 5	Press [2] to scan Line Ownership.	Prompt to enter the line number.

	Action	You Hear...
Step 6	<p>Choose an option:</p> <p>If you know the line number, enter it + [#].</p> <p>If you do not know the line number, press [#].</p> <p>Press [*] [#] to quit.</p>	<p><i>If a line owner is assigned:</i></p> <p>The line number, then the owner's name (or the mailbox number if no name is recorded).</p> <p><i>If no owner is assigned:</i></p> <p>Announcement of this fact.</p> <p>The first line number, then the line owner's name (or mailbox number if no name is recorded).</p> <p>Line Ownership Administration Menu. <i>Procedure is complete.</i></p>
Step 7	Repeat Step 6 until finished.	

Assigning Line Ownership

Before assigning Line Ownership, update mail system Planning Form M.



NOTE:

You cannot use this procedure to *change* a line's owner. Use the Modifying Line Ownership option to change Line Ownership.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	Prompt to enter the System Administration Password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [6] for Line Ownership.	Line Ownership Administration Menu.
Step 5	Press [4] to assign Line Ownership.	Prompt to enter the line number.

	Action	You Hear...
Step 6	Enter a <i>line number</i> + [#].	<p><i>If the line number has an owner:</i> The line owner's name (or the mailbox number if no name is recorded). <i>Repeat Step 6 to assign ownership for another line. (To change the line owner, see "Modifying Line Ownership.")</i></p> <p><i>If no owner is assigned:</i> Prompt to enter the owner's mailbox number.</p>
	Press [*] [#] to quit.	Line Ownership Administration Menu. <i>Procedure is complete.</i>
Step 7	Enter the line owner's <i>mailbox number</i> + [#].	The line number, then the owner's name (or the mailbox number if no name is recorded). <i>Return to Step 6.</i>

Modifying Line Ownership

Before modifying Line Ownership, update mail system Planning Form M.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [*] for System Administration.	Prompt to enter the System Administration Password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [*] for Line Ownership.	Line Ownership Administration Menu.
Step 5	Press [*] to modify Line Ownership.	Prompt to enter the line number.
Step 6	Enter a <i>line number</i> + [#].	The line number, then the line owner's name (or the mailbox number if no name is recorded), then prompt to enter the new line owner's mailbox number.
	Press [*] [#] to quit.	Line Ownership Administration Menu. <i>Procedure is complete.</i>
Step 7	Enter the mailbox number of the new line owner + [#].	The line number, then the owner's name (or the mailbox number if no name is recorded). <i>Return to Step 6.</i>

Deallocating Line Ownership

Before deallocating Line Ownership, update mail system Planning Form M. After Line Ownership is deallocated, the mail system prompts callers who call in on this line to leave a message in the General Mailbox.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [2] for System Administration.	Prompt to enter the System Administration Password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [6] for Line Ownership.	Line Ownership Administration Menu.
Step 5	Press [#][2] ([2][#]) to deallocate a line owner.	Prompt to enter the line number.
Step 6	Enter a <i>line number</i> + [#].	The line number, then the line owner's name (or the mailbox number if no name is recorded), then prompt to confirm the deallocation.
	Press [2][#] to quit.	Line Ownership Administration Menu. <i>Procedure is complete.</i>
Step 7	Choose an option: Enter [2] to deallocate ownership.	"Deleted." <i>Return to Step 6.</i>
	Enter [6] to cancel the deallocation.	"Deletion canceled." <i>Return to Step 6.</i>

Mailbox

At a Glance

System Administration Menu	<ul style="list-style-type: none"> [4] Mailboxes <ul style="list-style-type: none"> [2] Play a mailbox configuration [4] Create a mailbox [5] [0] ([5] [3]) Delete a mailbox [6] Modify a mailbox <ul style="list-style-type: none"> [1] Modify name [2] Modify Class of Service [3] Initialize password [4] Change language (<i>bilingual mode only</i>) [7] Assign a Group Mailbox Owner
Programmable by	System Administrator
Factory Settings	
System Administrator's Mailbox	9997
Mailbox COS	5
System Administrator's Password	blank (not set)
General Mailbox Number	
Automated Attendant 1	9991
Automated Attendant 2	9992
Automated Attendant 3	9993
General Mailbox COS	5 (all Automated Attendants)
General Mailbox Owner	Extension 10 (all Automated Attendants)
General Mailbox Password	blank—not set (all Automated Attendants)
Capacities	
Individual Call Answer Service Mailbox Storage	10 or 60 minutes
Message Length, Call Answer Service Mailboxes	5, 10, or 30 minutes
Greeting Length	
Call Answer Service and Transfer-Only Mailboxes	Up to two minutes
Bulletin Board Mailboxes	Up to four minutes
Maximum Combined Number of Call Answer Service, Bulletin Board, & Automated Attendant Mailboxes	100
Maximum Number of Transfer-Only Mailboxes	58
Total Mailbox Storage	6 hours for two-port system 11 hours for four-port system 16 hours for six-port system
Mail System Planning Form	B

Description

The System Administrator's Mailbox and the General mailboxes are factory-set. You, the System Administrator, must create all other mailboxes.



Security Alert:

For security reasons, the mail system will not transfer a call to any destination that does not have a mailbox. Therefore, you must create a mailbox for every extension, Hunt Group, and Calling Group that callers need to reach from the mail system.

There are two exceptions:

- *The extension designated as the Call Answer Service Operator is not required to have a mailbox.*
- *The extensions or Hunt Groups designated as Fax Extensions should not have mailboxes.*

To prevent possible toll fraud abuse, mailboxes should exist only when they are needed. That means that they should be created only as they are needed, and that they should be deleted when they are no longer needed.

Class of Service (COS)

You must assign a Class of Service to each mailbox that you create. Table 5-1 summarizes the characteristics associated with each Class of Service. An explanation of each characteristic follows the table.

Table 5-1. Class of Service Table

COS	Mailbox Storage	Message Length	Greeting Length	Transfer Permitted *	Mailbox Type	Outcalling Permission
1	10 min	5 min	2 min	Yes	Call Answer Service	No
2	60 min	10 min	2 min	Yes	Call Answer Service	No
3	10 min	5 min	2 min	Yes	Call Answer Service	Yes
4	60 min	10 min	2 min	Yes	Call Answer Service	Yes
5	60 min	10 min	2 min	No	Call Answer Service	No
6	60 min	10 min	2 min	No	Call Answer Service	Yes
15	0 min	0 min	N/A	No	Automated Attendant 1	No
16	0 min	0 min	N/A	No	Automated Attendant 2	No
17	0 min	0 min	N/A	No	Automated Attendant 3	No
**18	60 min	30 min	2 min	No	Call Answer Service	No
19	0 min	0 min	4 min	No	Bulletin Board	No
20	0 min	0 min	2 min	Yes	Transfer-Only	No
21	0 min	0 min	N/A	Yes	Automated Attendant 1	No
22	0 min	0 min	N/A	Yes	Automated Attendant 2	No
23	0 min	0 min	N/A	Yes	Automated Attendant 3	No

* Only mailboxes 10–57, 71–74, and 771–776 can be assigned a COS with Transfer Permitted (COS 1-4 and 20-23).

** COS 18 is for special purposes, such as dictation, where a long message needs to be recorded.

Mailbox Storage

The Mailbox Storage value defines the maximum minutes available for storing messages in an individual mailbox. Each Call Answer Service mailbox has either 10 or 60 minutes of storage available, depending on its Class of Service. Bulletin Board, Automated Attendant, and Transfer-Only mailboxes have no message storage space.



IMPORTANT:

The factory-set total storage time for all mailboxes is 6 hours for a two-port system, 11 hours for a four-port system, and 16 hours for a six-port system. The total message storage time that you assign for all mailboxes can exceed the total storage time available for the system. However when the total storage time has been used, the mail system will not take any more messages, even though an individual's mailbox may not be full. Call Answer Service mailbox owners must delete messages to free space for new messages.

When a caller reaches a full mailbox, the system prompts the caller to transfer to another extension or to press [9] for assistance. If the caller presses [9], the call is transferred to the mailbox's Personal Operator, or the Call Answer Service Operator if a Personal Operator is not administered.

Message Length

Messages can be stored only in Call Answer Service mailboxes. The maximum length of an individual message that can be recorded by a caller is 5, 10, or 30 minutes, depending upon the mailbox's Class of Service.

Greeting Length

For Call Answer Service and Transfer-Only mailboxes, each Personal Greeting can be up to two minutes long. Each subscriber can record up to three Personal Greetings. If the system is in bilingual mode, each greeting in each language can be up to two minutes long.

Bulletin Board mailboxes have a message in place of a Personal Greeting. A Bulletin Board message can be up to four minutes long. If the system is in bilingual mode, the Bulletin Board mailbox can have a four-minute message in the primary language and a four-minute message in the secondary language.

Transfer Permitted

Transfer permitted determines how the mail system handles a call when a caller identifies this mailbox as a transfer destination:

- If transfer is permitted, the mail system attempts to transfer the call to the extension, Calling Group, or Hunt Group associated with the mailbox identified by the caller.
- If transfer is not permitted, the system does not attempt to transfer the call to the extension, Calling Group, or Hunt Group specified by the caller. Instead, the system transfers the call directly to the mailbox. This is used for mailboxes that do not have extensions, Calling Groups, or Hunt Groups associated with them.

To illustrate, suppose the receptionist at extension 10 has an Automated Attendant mailbox. Now suppose a caller identifies extension 10 as the transfer destination.

- If the mailbox has COS 22, transfer is permitted. The call goes to extension 10 and the receptionist has an opportunity to answer it. If the receptionist is not available, the caller hears the menu of options for Automated Attendant 2.
- If the mailbox has COS 17, transfer is not permitted. The call goes directly to the mailbox, and the caller hears the menu of options for Automated Attendant 3.

Mailbox Type

There are four functional types of mailboxes that you can create:

- **Call Answer Service Mailboxes** provide message storage capability. Each mailbox has a greeting, password, mailbox name, and Personal Operator. You should create a Call Answer Service mailbox for each user who needs to be able to receive messages.

When a caller reaches a Call Answer Service mailbox, the caller hears the mailbox's greeting (Personal Greeting, if recorded, or a default greeting if no Personal Greeting is recorded). The caller is prompted to leave a message or to transfer to another extension.

Call Answer Service mailboxes with Class of Service 5, 6, or 18 also can be created for people who need to be able to receive messages, but who do not have their own extensions, such as temporary workers, contract workers, and consultants. These are called Guest Mailboxes.

- **Transfer-Only Mailboxes** allow transfers to extensions that do not need mailboxes with message storage capability. For example, you can create a Transfer-Only mailbox to allow transfers to an extension in a conference room, factory area, or warehouse.

Each Transfer-Only mailbox has a greeting, password, mailbox name, and Personal Operator. You should identify the person who will be responsible for maintaining the mailbox.

When callers request that the mail system transfer them to an extension that has a Transfer-Only mailbox, if the extension is not busy, the mail system transfers the call. However, if the extension is busy, the caller hears the mailbox's Personal Greeting (if one is recorded) or a default greeting (if a Personal Greeting is not recorded). The caller cannot leave a message, but can request a transfer to another extension. If the caller presses [0], the call is transferred to the mailbox's Personal Operator (or to the Call Answer Service Operator, if a Personal Operator is not administered).

- **Bulletin Board Mailboxes** provide informational messages up to four minutes long to callers. Callers cannot leave messages in Bulletin Board mailboxes.

Bulletin Board messages are particularly useful for information that changes frequently. These messages can be modified easily, without entering System Administration. You should identify the person who will be responsible for updating the Bulletin Board message and maintaining the mailbox password.

The following is an example of a Bulletin Board message used to provide homework assignment information:

“The homework assignment for March 15th is to read pages 61–84 in your Geography textbook and to answer questions 1–10 on page 78. There will be a quiz on Chapters 1 through 3 on Thursday. To hear this message again, press [*] [0] now. To get homework assignments for other classes, press [0]. If you are finished, please hang up.”

- **Automated Attendant Mailboxes** provide access to a predetermined Automated Attendant. A caller who reaches an Automated Attendant mailbox hears whatever was recorded for that Automated Attendant; the caller cannot leave a message. This type of mailbox may or may not have an associated extension.

An Automated Attendant mailbox can be used to provide Automated Attendant Service for lines that you want to be handled differently than the communications system VMS Hunt Delay (#506) and/or VMS Hunt Schedule (#507) settings specified.

Mailboxes of any type (Call Answer Service, Automated Attendant, Bulletin Board, or Transfer-Only) can be created for Calling Groups (71, 72, 73, 74) and Hunt Groups (771, 772, 773, 774, 775, 776). Then, if the group is busy when a caller tries to transfer from the mail system to the group, the caller will be transferred to the mailbox.

**NOTE:**

The system considers a Hunt Group to be busy if all members of the group are on the phone or have Do Not Disturb turned On. A Calling Group is busy if all members of the group have Do Not Disturb turned On, a call is ringing in the Calling Group, or the Calling Group is being paged. **Be aware that there is no Voice Mail coverage for calls that are ringing in a Calling Group or a Hunt Group.**

Outcalling Permission

If Outcalling is permitted and turned On, whenever a new message is placed in the subscriber's mailbox, the mail system calls up to five telephone numbers designated by the subscriber.

**Security Alert:**

*Use discretion when allowing **Outcalling**, as there are no constraints placed on the destination of the outside call other than those imposed by the communications system's Outgoing Call Restriction (#401), Disallowed Phone Number Lists (#404), and Allowed Phone Number Lists (#407). Business needs should dictate the use of Outcalling.*

The factory setting for **Outcalling** is Off for subscribers who have this feature assigned. The individual subscriber must use Voice Mail Service to administer Outcalling numbers and turn On Outcalling.

Mailbox Language (Bilingual Mode only)

If the mail system is in bilingual mode, you must select a mailbox language when creating the mailbox. Once the subscriber has successfully logged into Voice Mail Service, this is the language in which all menus and prompts are played.

When the communications system directs an unanswered call to the subscriber's mailbox for Call Answer Service treatment, the caller hears the subscriber's Personal Greeting played in the mailbox language. The caller can choose to have the greeting and prompts play in the alternate language by pressing [*] [1].

If Automated Attendant Service transfers the caller to a mailbox, the mailbox's Personal Greeting or Bulletin Board message plays in the language selected in Automated Attendant Service. The caller can change to the alternate language at any time by pressing [*] [1].

When creating an Automated Attendant mailbox with the system in bilingual mode, you will be prompted to select a language for the mailbox, but it is never used and does not affect the functioning of the mailbox in any way.

Mailbox Name

If the mail system is to offer a **Directory** of subscribers, you should specify a name as you create each Call Answer Service and Transfer-Only mailbox. Use consistently either the first four letters of the first name or the first four letters of the last name. You can enter a name such as "CONF" (for Conference Room) for a Transfer-Only mailbox. The letters are programmed using two-digit numbers, as shown in the following Letter Key.

Table 5-2. Letter Key

Letter Key					
A	=	21	Ñ	=	64
B	=	22	O	=	63
C	=	23	P	=	71
D	=	31	Q	=	72
E	=	32	R	=	73
F	=	33	S	=	74
G	=	41	T	=	81
H	=	42	U	=	82
I	=	43	V	=	83
J	=	51	W	=	91
K	=	52	X	=	92
L	=	53	Y	=	93
M	=	61	Z	=	94
N	=	62			



NOTE:

The letter Ñ can be entered if the System Administrator's mailbox language is Spanish.

You should record a name for each mailbox when you create the mailbox. Each subscriber can re-record his or her own name. The mailbox name is played to subscribers when they address a message using extension numbers or the **Directory**. This helps assure the subscriber that he or she has addressed the message to the correct mailbox. The mailbox name is also played after a subscriber successfully logs in to Voice Mail.

Considerations and Constraints

- For security reasons, the mail system will not transfer a call to any destination that does not have a mailbox. Therefore, you must create a mailbox for every extension, Hunt Group, and Calling Group that callers need to reach from the mail system.

There are two exceptions:

- The extension designated as the Call Answer Service Operator is not *required* to have a mailbox.
 - The extensions or Hunt Groups designated as Fax Extensions *should not have* mailboxes.
- A total of 100 mailboxes (Automated Attendant mailboxes, Call Answer Service mailboxes, and Bulletin Board mailboxes) can be created, but to avoid call traffic problems, a maximum of 60 is recommended for a six-port system, 40 for a four-port system, and 20 for a two-port system.
 - Up to 58 Transfer-Only mailboxes can be created.
 - When a caller is listening to a Bulletin Board message, the mail port that the caller is using is not available for other calls. Therefore, you must take into account port usage when creating Bulletin Board mailboxes. If you want to have many Bulletin Board mailboxes, you may want to add more ports to the system. Contact your salesperson or authorized dealer.
 - You can modify the Class of Service for a mailbox if the new Class of Service is for the same Mailbox Type. For example, you can change a mailbox from Class of Service 2 to 3 because both are Call Answer Service mailboxes. You *cannot*, for example, change a Bulletin Board mailbox (Class of Service 19) into a Call Answer Service mailbox (Class of Service 1–6 or 18). If you want a mailbox of a different type, you must delete the unwanted mailbox and create a new mailbox with the desired Class of Service.

Related Communications System Features

- Calling Group Extensions (#502) is used to assign extensions to a Calling Group.
- Hunt Group Extensions (#505) is used to assign extensions to a Hunt Group.
- Automatic VMS Cover (#310) automatically routes an extension's unanswered intercom and transferred calls to Call Answer Service so that callers can leave a message.
- For Release 4.0 and later communications systems only, VMS Cover Rings (#117) determines the number of times calls ring before they are sent to Call Answer Service.
- Users can program the VMS Cover feature on a button with lights to manually turn Voice Mail On and Off.
- Users can program a Voice Mailbox Transfer button to transfer callers directly to a specific extension's mailbox.
- Users can program a Do Not Disturb button to prevent incoming calls from audibly alerting.

- For Release 4.0 and later communications system only, users with Automatic VMS Cover (#310) assigned or with VMS Cover turned On can activate Do Not Disturb to Send All Calls immediately to their mailbox.
- Users can program [*Intercom*] [z] [z] [z] on an Auto Dial button for one-touch access to their mailbox.

Related Mail System Features

- **Bulletin Board** mailboxes allow users to record messages up to four minutes long that can be accessed by callers.
- Callers and subscribers can use the **Directory** to reach a subscriber whose extension they do not know. In addition, users can use the Directory to address messages to other users.
- A **General Mailbox** is created automatically by the system, not by the System Administrator.
- Call Answer Service and Transfer-Only mailboxes have Personal Greetings. See **Greetings (Personal)**.
- A Group Mailbox can be created for each Calling Group and Hunt Group. If the Group Mailbox is a Call Answer Service mailbox, you may want to assign a **Group Mailbox Owner**.
- If you change the **Language** mode (bilingual or monolingual) or the languages administered for your mail system, you may need to change the language for each mailbox. See “Changing the Mailbox Language (*Bilingual Mode Only*)” on page 5-97.
- If an extension, Calling Group, Hunt Group, Bulletin Board, Automated Attendant, or Guest Mailbox that is included as an option on a menu is deleted, you may need to re-record the **Main Menus (Automated Attendant)** and **Submenus (Automated Attendant)** that are affected.
- **Outcalling** dials up to five telephone numbers to notify a subscriber that a new message arrived.
- Each Call Answer Service mailbox, Transfer-Only mailbox, and Bulletin Board mailbox has a password that must be entered to gain access to the mailbox. You should identify someone to be responsible for each mailbox (a subscriber). This person should create and maintain the mailbox password. You must tell the subscribers the **Minimum Password Length** that you have set for the mail system. If a subscriber forgets the password for his or her mailbox or if the mailbox is locked because of too many unsuccessful login attempts, you can reinitialize the password (set it to blank). See **Passwords**.
- Subscribers administer their own mailboxes using **Personal Mailbox Administration**.
- Call Answer Service and Transfer-Only mailboxes can have a **Personal Operator** to handle calls from callers who dial [*o*] after reaching the mailbox.
- If your system is in bilingual mode, you can change the mailbox language for the **System Administrator’s Mailbox**. After you change it, hang up, then log in again to hear the prompts in the newly chosen language.

Programming

Playing a Mailbox Configuration

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [2] for System Administration.	Prompt to enter the System Administration Password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [4] for Mailbox Administration.	Mailbox Administration Menu.
Step 5	Press [2] for mailbox configuration.	Prompt to enter the mailbox number.
Step 6	Enter <i>Mailbox Number</i> + [#].	Mailbox number and mailbox name (if recorded), Class of Service, mailbox language (<i>bilingual mode only</i>), then prompt to enter another mailbox number.
Step 7	Choose an option: [#] for next mailbox. [*] [#] to quit.	Mailbox number and mailbox name (if recorded), Class of Service, mailbox language (<i>bilingual mode only</i>), then prompt to enter another mailbox number. Mailbox Administration Menu. <i>Procedure is complete.</i>

Creating Mailboxes

Before creating a mailbox, update mail system Planning Form B.



IMPORTANT:

You must follow this procedure to the end (until you hear “Approved”), or the mailbox will not be created.



Security Alert:

Before you create a mailbox with Outcalling privileges, it is strongly recommended that you read “System Security” in Chapter 1.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	Prompt to enter the System Administration Password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [4] for Mailbox Administration.	Mailbox Administration Menu.
Step 5	Press [4] to create a new mailbox.	Prompt to enter the mailbox number.
Step 6	Enter <i>Mailbox Number</i> + [#].	Prompt to enter the Class of Service.
Step 7	<i>Class of Service</i> + [#]. If necessary, review the information in the Class of Service Table on page 5-84.	<i>(Bilingual mode only)</i> Prompt to select a mailbox language. <i>(Monolingual mode only)</i> Prompt to enter the mailbox name. <i>Go to Step 10.</i>
Step 8	<i>(Bilingual mode only).</i> Choose an option: [1] to select the primary language as the mailbox language. [2] to select the secondary language as the mailbox language. [#] to review the current mailbox language. [*] [#] to use the primary language as the mailbox language.	Language selected, then prompt to approve or re-enter the language. Language selected, then prompt to approve or re-enter the language. Current mailbox language, then prompt to approve or re-enter the language. Prompt to enter the mailbox name. <i>Go to Step 10.</i>

Action	You Hear...
<p>Step 9 (Bilingual mode only). Choose an option: [2] [#] to approve the language selected.</p> <p>[1] to re-enter the language selected.</p>	<p>Prompt to enter the mailbox name. <i>Go to Step 10.</i></p> <p>Prompt to select a mailbox language. <i>Return to Step 8.</i></p>
<p>Step 10 Substituting number codes for letters, as shown in the Letter Key on page 5-88, use the dialpad to enter the first four letters of the mailbox name + [#], or press [2] if you do not want to enter a name. Note: If you press [2], do not press [#].</p>	<p>Prompt to confirm the mailbox name.</p>
<p>Step 11 Choose an option: [2] to confirm the mailbox name.</p> <p>[6] to cancel the mailbox name.</p>	<p>Prompt to record the mailbox name.</p> <p>Prompt to enter the mailbox name. <i>Return to Step 10.</i></p>
<p>Step 12 Record the mailbox name, then press [1].</p>	<p>Name Approval Menu.</p>
<p>Step 13 Choose an option: [2] [2] to play back the mailbox name recording.</p> <p>[2] [1] to re-record the mailbox name.</p> <p>[2] [2] ([2] [2]) to delete the mailbox name. (The mailbox number will be used for the mailbox name.)</p> <p>[2] [#] to approve the mailbox name recording.</p>	<p>The name, then the Name Approval Menu. <i>Repeat Step 13.</i></p> <p>A tone to record the mailbox name. <i>Return to Step 12.</i></p> <p>Prompt to enter another mailbox number. <i>Go to Step 14.</i></p> <p>"Approved," then prompt to enter another mailbox number. <i>Go to Step 14.</i></p>
<p>Step 14 Choose an option: Repeat Steps 6 through 13 to add another mailbox.</p> <p>Press [2] [#] to return to the Mailbox Administration Menu.</p>	<p>Mailbox Administration Menu. <i>Procedure is complete.</i></p>

Deleting a Mailbox

Before deleting a mailbox, update mail system Planning Form B.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [<u>g</u>] for System Administration.	Prompt to enter the System Administration Password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [<u>d</u>] for Mailbox Administration.	Mailbox Administration Menu.
Step 5	Press [<u>x</u>] [<u>d</u>] ([<u>x</u>] [<u>d</u>]) to delete a mailbox.	Prompt to enter the mailbox number.
Step 6	Enter <i>Mailbox Number</i> + [#].	Mailbox number and mailbox name (if recorded), then a prompt to confirm deletion.
Step 7	Choose an option: [<u>g</u>] to confirm deletion.	<i>The mailbox and any messages in it are deleted.</i> Announcement that the mailbox has been deleted, then the Mailbox Administration Menu. <i>Procedure is complete.</i>
	[<u>g</u>] to cancel deletion.	“Deletion canceled.” <i>The mailbox and messages are saved.</i> Mailbox Administration Menu. <i>Procedure is complete.</i>

Changing a Mailbox Name

Before changing a mailbox name, update mail system Planning Form B.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [<u>g</u>] for System Administration.	Prompt to enter the System Administration Password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [<u>d</u>] for Mailbox Administration.	Mailbox Administration Menu.
Step 5	Press [<u>g</u>] to modify a mailbox.	Prompt to enter the mailbox number.

	Action	You Hear...
Step 6	Enter <i>Mailbox Number</i> + [#].	Mailbox number and mailbox name (if recorded), then the Mailbox Modification Menu.
Step 7	Press [1] to change the mailbox name.	Prompt to enter the mailbox name.
Step 8	Substituting number codes for letters, as shown in the Letter Key on page 5-88, use the dialpad to enter the first four letters of the mailbox name + [#] or press [0] if you do not want to enter a name. Note: If you press [0], do not press [#].	Letters entered, then prompt to confirm the mailbox name.
Step 9	Choose an option: [2] to confirm the mailbox name. [6] to cancel the mailbox name.	Prompt to record the mailbox name. Prompt to enter the mailbox name. <i>Return to Step 8.</i>
Step 10	Record the mailbox name, then press [1].	Name Approval Menu.
Step 11	Choose an option: [2] [3] to play back the mailbox name recording. [2] [1] to re-record the mailbox name. [*] [0] ([*] [3]) to delete the mailbox name. (The mailbox number will be used for the mailbox name.) [*] [#] to approve the mailbox name recording.	The name, then the Name Approval Menu. <i>Repeat Step 11.</i> A tone to record the mailbox name. <i>Return to Step 10.</i> "Deleted," then prompt to enter another mailbox number. <i>Return to Step 6.</i> "Approved," then the Mailbox Modification Menu. <i>Procedure is complete.</i>

Changing the Class of Service

Before changing a Class of Service, update mail system Planning Form B.



IMPORTANT:

You can only change a Class of Service to that of a mailbox of the same type. If you need to change to a different mailbox type, delete the mailbox and create it again with the new Class of Service.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [2] for System Administration.	Prompt to enter the System Administration Password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [4] for Mailbox Administration.	Mailbox Administration Menu.
Step 5	Press [6] to modify a mailbox.	Prompt to enter the mailbox number.
Step 6	Enter <i>Mailbox Number</i> + [#].	Mailbox number and mailbox name (if recorded), then the Mailbox Modification Menu.
Step 7	Press [2] for Class of Service. If necessary, review the information in the Class of Service Table on page 5-84.	Prompt to enter the Class of Service.
Step 8	Enter <i>Class of Service</i> + [#].	New Class of Service, then the Mailbox Modification Menu. <i>Procedure is complete.</i>

Initializing a Mailbox Password

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [2] for System Administration.	Prompt to enter the System Administration Password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [4] for Mailbox Administration.	Mailbox Administration Menu.
Step 5	Press [6] to modify a mailbox.	Prompt to enter the mailbox number.
Step 6	Enter <i>Mailbox Number</i> + [#].	Mailbox number and mailbox name (if recorded), then the Mailbox Modification Menu.

	Action	You Hear...
Step 7	Press [2] to initialize the password.	Confirmation that the password has been initialized, then the Mailbox Modification Menu. <i>Procedure is complete.</i>

Changing the Mailbox Language (*Bilingual Mode Only*)

Before changing the mailbox language, update mail system Planning Form B.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, Number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [2] for System Administration.	Prompt to enter the System Administration Password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [4] for Mailbox Administration.	Mailbox Administration Menu.
Step 5	Press [6] to modify a mailbox.	Prompt to enter the mailbox number.
Step 6	Enter <i>Mailbox Number</i> + [#].	Mailbox number and mailbox name (if recorded), then the Mailbox Modification Menu.
Step 7	Press [4] to change the mailbox's language.	Language Selection Menu.
Step 8	Choose an option: [1] to select the primary language.	Language selected, then prompt to approve or re-enter the language.
	[2] to select the secondary language.	Language selected, then prompt to approve or re-enter the language.
	[#] to review the current mailbox language.	Current mailbox language, then prompt to approve or re-enter the language.
Step 9	Choose an option: [*] [#] to approve.	Mailbox Modification Menu. <i>Procedure is complete.</i>
	[1] to re-enter.	Language Selection Menu. <i>Return to Step 8.</i>

Main Menus (Automated Attendant)

At a Glance

System Administration Menu	[3] Automated Attendant [1] Day Menu [2] Play menu [6] Modify menu [2] Night Menu [2] Play menu [6] Modify menu
Programmable by	System Administrator
Factory Settings	
Day Dial 0/Timeout Action	Transfer to Call Answer Service Operator
Night Dial 0/Timeout Action	Record a Message in the General Mailbox
Selector Codes 1–5	Direct Extension Transfer
Selector Codes 6–9	None
Caller Options	
Re-play Menu	[*][4]
Dial 0/Timeout Action	[0]
Transfer to Another Extension	[*][1] ([*][6])
Play Menu in Alternate Language (<i>Bilingual Mode only</i>)	[*][1]
Capacity	
Maximum length for Main Menu prompt	Up to two minutes each
Mail System Planning Form	G and H

Description

When Automated Attendant Service answers a call, the caller hears the Touch-Tone Gate Greeting (if Touch-Tone Gate is On) followed by a Main Menu. If the Touch-Tone Gate is Off, the Main Menu is the first thing callers hear; the Touch-Tone Gate Greeting is not played if the Touch-Tone Gate is Off.

Each Automated Attendant has two Main Menus:

- The Day Main Menu plays when your business is open.
- The Night Main Menu plays when your business is closed.

Menu Prompt

If the system is in monolingual mode, each Main Menu has a prompt (up to two minutes long). If the system is in bilingual mode, each Main Menu has a prompt (up to two minutes long) recorded in the primary language and a prompt (up to two minutes long) in the secondary language.

The Main Menu prompt should tell callers what options are available on the Main Menu. Options can include transferring to an extension, Hunt Group, Calling Group, or mailbox, or playing an Announcement or Submenu. In addition, the prompt should include the following information:

- If Touch-Tone Gate is Off, include a greeting welcoming callers to your company. (If the Touch-Tone Gate is On, this information should be included in the Touch-Tone Gate Greeting, and should not be included in the Main Menu prompt.)

If the system is in bilingual mode, the primary language prompt should inform the callers in the secondary language that they may switch to the secondary language by dialing [*] [1]. (If the Touch-Tone Gate is On, this information should be included in the Touch-Tone Gate Greeting, and should not be included in the Main Menu prompt.)

- If you want to allow callers to use the **Directory**, provide instructions for accessing it ([*] [Δ] or [*] [2]) and inform callers whether employees are listed by first or last names.
- Tell callers using rotary phones or callers needing assistance to stay on the line or dial [0] (zero).

Following are examples of Touch-Tone Gate Greetings and Main Menus in monolingual and bilingual mode:

Monolingual Mode Example with Touch-Tone Gate On

Touch-Tone Gate Greeting:

Welcome to Linco. If you are calling from a touch-tone phone press [1] now. Otherwise, please wait for assistance.

Main Menu:

For sales, press [1].

For customer service, press [2].

If you know the extension of the person you are calling, press [Δ] and dial the extension now.

For a directory of employees listed by last name, press [*] [Δ].

To reach the operator, press [0].

Bilingual Mode Example with Touch-Tone Gate On (Primary Language, English; Secondary Language, Spanish)

Touch-Tone Gate Greeting:

Welcome to Linco. Bienvenidos a Linco. Si cuenta con teléfono de tonos, marque [*] [1] para español ahora. If you are calling from a touch-tone telephone and want to hear the prompts in English, press [1] now.

Main Menu, Primary Language:

For sales, press [1].
For customer service, press [2].
If you know the extension of the person you are calling, press [3].
For a directory of employees listed by last name, press [*] [4].
To reach the operator, press [0].

Main Menu, Secondary Language:

Para el departamento de ventas, marque el [1].
Para servicio de los clientes, marque el [2].
Si sabe la extensión de la persona a quien llama, marque el [3].
Para el directorio de empleados listado por apellido, marque [*] [4].
Para la operadora, marque el [0].

Monolingual Mode Example with Touch-Tone Gate Off

Main Menu:

Thank you for calling XYZ Company.
For sales, press [1].
For customer service, press [2].
If you know the extension of the person you are calling, press [3] and dial the extension now.
For a directory of employees listed by last name, press [*] [4].
To reach the operator, press [0].

**Bilingual Mode Example with Touch-Tone Gate Off
(Primary Language, English; Secondary Language, Spanish)**

Main Menu, Primary Language:

Welcome to Linco. Bienvenidos a Linco. Para español, marque [*] [1] ahora.
For sales, press [1].
For customer service, press [2].
If you know the extension of the person you are calling, press [3].
For a directory of employees listed by last name, press [*] [4].
To reach the operator, press [0].

Main Menu, Secondary Language:

Para el departamento de ventas, marque el [1].
Para servicio de los clientes, marque el [2].
Si sabe la extensión de la persona a quien llama, marque el [3].
Para el directorio de empleados listado por apellido, marque [*] [4].
Para la operadora, marque el [0].

Selector Codes

The Main Menu prompt lists menu options and the corresponding digit (Selector Code) that the caller presses on the touch-tone telephone keypad to select each option. When the caller presses a button to select a menu option, the Automated Attendant performs the action (Selector Code Action) designated for that option.

Selector Code Action 5 (Direct Extension Transfer) is the factory setting for Selector Codes 1 through 5 on all Main Menus. However, you can change the Selector Code

Action to meet the needs of your business. In the menu definition, each Selector Code can be assigned one of the following five Selector Code Actions:

- **Action 1—Selector Code Transfer** —When a caller presses the Selector Code, the call is transferred to the predetermined extension, Hunt Group, Calling Group, or mailbox (Call Answer Service, Bulletin Board, Transfer-Only, or Automated Attendant) that is assigned to the Selector Code.

For example, for a Travel Agency a caller might be instructed to press [2] for corporate travel. When the caller presses [2], the call is connected to extension 11, the corporate travel agent's extension.

- **Action 2—Play Submenu** —When a caller presses the Selector Code, another menu plays to offer the caller additional options.

For example, for a Travel Agency a caller might be instructed to press [1] for cruises. When the caller presses [1], the following Submenu plays:

For Caribbean cruises, press [1].

For Hawaiian cruises, press [2].

For Alaskan cruises, press [3].

- **Action 3—Play an Announcement** —When a caller presses the Selector Code, a recorded Announcement plays. If information needed by callers, such as your business hours or mailing address, can be provided in a two-minute Announcement, use this Selector Code Action.

For example, for a Travel Agency a caller might be instructed to press [4] to hear about special discounted trips. When the caller presses [4], the following Announcement plays:

We are pleased to offer the following discounted trips in November.

Spend a week in Mexico City for \$1599. Price includes round-trip airfare, transfers, rental car, and seven nights in a luxurious hotel. Departure dates are November 12th and 15th only.

Cruise the Hawaiian Islands for \$1299. Arrive in Honolulu on November 3rd, spend a day on Oahu touring Pearl Harbor and Diamond Head, then board the ship on November 4th for stops at Maui, Lanai, and the big island, Hawaii. Take the island tours included in this package, or feel free to explore each island on your own. The price includes shipboard meals, tours, and transfers; it does not include airfare. Speak to your travel agent for prices on round-trip airfare to Honolulu.

- **Action 4—Prompted Transfer** —When a caller presses the Selector Code, the caller is prompted to dial an extension of his or her choice. Use this Selector Code Action if the first digit of your company's extensions coincides with the Selector Codes you want to use for something other than Direct Extension Transfer. For example, if all company extensions begin with 1 or 2, and you want to use Selector Code 1 for a Submenu and Selector Code 2 for an Announcement, program an unused Selector Code for Prompted Transfer. When the caller presses the Selector Code programmed for Prompted Transfer, the mail system will prompt the caller to enter the desired extension.

For example, the Travel Agency has eighteen travel agents with extensions ranging from 11 to 29. The Travel Agency wants callers to be able to reach these agents from the Main Menu, but wants to use Selector Codes 1 and 2 for other options (Cruises and Corporate Travel). The Travel Agency assigns Action 4 to Selector Code 8. The Travel Agency's Main Menu says, "If you know your party's extension, press [8]." When a caller presses [8], the system says, "Please enter the extension." After the caller enters the extension, the transfer is completed.

- **Action 5—Direct Extension Transfer** —Callers can dial an individual extension, Hunt Group, Calling Group, or mailbox of any type (Call Answer Service, Bulletin Board, Transfer-Only, or Automated Attendant) from the Main Menu if the Selector Codes matching the first digit are reserved for this Selector Code Action.

For example, if all company extensions begin with 1 and 2, you can assign Action 5 for Selector Codes 1 and 2 to enable callers to dial extensions 10 through 29 directly from the Main Menu.

If you know the extension of the person you are calling, dial the extension now.

For cruises, press [3].

For corporate travel, press [4].

For personal travel, press [5].

For discounted trip information, press [6].

Or stay on the line for assistance.

If the caller presses [1] or [2], the system recognizes the caller's selection as the first digit of an extension number instead of a menu option selection.

Caller Options

In addition to the Selector Codes, the following options are available from the Main Menu:

- [*][4] Replay the Menu
- [0] Perform the Dial 0/Timeout Action
- [*][1] ([*][8]) Transfer to Another Extension
- [*][1] Play the Menu in the Alternate Language (bilingual mode only)

Considerations and Constraints

The Day and Night Main Menus are the top-level menus from which callers can transfer to an extension, Hunt Group, Calling Group, or mailbox or play a Submenu or an Announcement. You must program the Day and Night Main Menus *after* you have programmed the Announcements and Submenus they offer as menu options.

Both the Day and the Night Main Menu *must* be programmed, even if they are identical.



RECOMMENDATION:

Although you can create up to 99 menus with up to nine options on each menu, it is recommended that you limit the number of menu levels to three and the number of options on each menu to five so as not to confuse callers. Also, remind callers from each menu that they can get assistance by dialing [0].

If you delete a Bulletin Board mailbox, Announcement, or Submenu that is assigned as a Selector Code transfer destination on a Main Menu, the Selector Code is deleted automatically from the menu definition. However, you must re-record all menu prompts that refer to the item that is deleted.

If you delete an extension, Calling Group, Hunt Group, Bulletin Board, Guest mailbox, or Automated Attendant, you may need to re-record any menu prompt that refers to the item that is deleted.

Related Mail System Features

- **Announcements (Automated Attendant)** must be created before they can be assigned to a menu.
- If the caller does not press a button within four seconds after the menu finishes playing, or if the caller presses [0], the call is handled as specified by the **Dial 0/Timeout Action (Automated Attendant)** for the Day or Night Main Menu.
- If you change the **Language** mode (bilingual or monolingual) or the languages administered, you may need to re-record the Main Menu prompts.
- **Submenus (Automated Attendant)** must be created before they can be assigned to a Main Menu.

Programming

Playing a Main Menu Prompt or Definition

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [0] for System Administration.	Prompt to enter the System Administration Password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.

	Action	You Hear...
Step 4	Press [3] for Automated Attendant.	<i>(Multiple Automated Attendant)</i> Prompt to enter the Automated Attendant Number. <i>(Single Automated Attendant)</i> Automated Attendant Administration Menu. <i>Go to Step 6.</i>
Step 5	<i>(Multiple Automated Attendant only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant Administration Menu.
Step 6	Choose an option: [1] Day Menu [2] Night Menu	Menu Administration Menu. Menu Administration Menu.
Step 7	Press [2] to play the Main Menu.	Prompt to select the menu prompt or the menu definition.
Step 8	Choose an option: [1] to play the menu prompt. [2] to play the menu definition. [*] [#] to return to the Menu Administration Menu.	The Main Menu prompt, then prompt to select the menu prompt or the menu definition. <i>Repeat Step 8.</i> The Main Menu Selector Codes, then prompt to select the menu prompt or the menu definition. <i>Repeat Step 8.</i> Menu Administration Menu. <i>Procedure is complete.</i>

Recording the Main Menu Prompt Only

Before recording a Main Menu prompt, complete mail system Planning Form G.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [2] for System Administration.	Prompt to enter the System Administration Password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [3] for Automated Attendant.	<i>(Multiple Automated Attendant)</i> Prompt to enter the Automated Attendant Number. <i>(Single Automated Attendant)</i> Automated Attendant Administration Menu. <i>Go to Step 6.</i>
Step 5	<i>(Multiple Automated Attendant only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant Administration Menu.

Action	You Hear...
Step 6 Choose an option: [1] Day Menu	Menu Administration Menu.
[2] Night Menu	Menu Administration Menu.
Step 7 Press [6] to modify the Main Menu.	Prompt to enter a Selector Code.
Step 8 Press [*] [#] or just [#] to indicate that there are no changes to Selector Codes.	Current Dial 0/Timeout Action, then the Dial 0/Timeout Action Menu.
Step 9 Press either [*] [#] or just [#] to indicate that there are no changes to the Dial 0/Timeout Action.	Prompt to record the Main Menu prompt or to use the existing menu prompt.
Step 10 Choose an option: Press [#] to use the existing prompt.	<p>“The existing menu prompt will be used.”</p> <p><i>(Monolingual mode)</i></p> <p>Menu Administration Menu Procedure is complete.</p> <p><i>(Bilingual mode)</i></p> <p>Prompt to record the Main Menu prompt in the secondary language. Repeat Step 10.</p>
Record the Main Menu prompt (up to 2 minutes), then press [1].	Message Editing Menu.

Action	You Hear...
Step 11	
Choose an option: [2][3] to play back the new Main Menu prompt.	New Main Menu prompt, then the Message Editing Menu. <i>Repeat Step 11.</i>
[2][1] to re-record the new Main Menu prompt.	A tone to record the Main Menu prompt, <i>Return to Step 10.</i>
[*][2] ([*][3] to delete the new Main Menu prompt and use the previous Main Menu prompt.	<p>“Deleted. The existing menu prompt will be used. Menu saved.”</p> <p><i>(Monolingual mode)</i> Menu Administration Menu. <i>Procedure is complete.</i></p> <p><i>(Bilingual mode, primary language)</i> Prompt to record the Main Menu prompt in the secondary language. <i>Return to Step 10.</i></p> <p><i>(Bilingual mode, secondary language)</i> Menu Administration Menu. <i>Procedure is complete.</i></p>
[*][#] to approve.	<p>“Approved. Menu saved.”</p> <p><i>(Monolingual mode)</i> Menu Administration Menu. <i>Procedure is complete.</i></p> <p><i>(Bilingual mode, primary language)</i> Prompt to record the Main Menu prompt in the secondary language. <i>Return to Step 10.</i></p> <p><i>(Bilingual mode, secondary language)</i> Menu Administration Menu. <i>Procedure is complete.</i></p>

Modifying a Day or Night Main Menu

The following procedure can be used to:

- Add, change, or delete Selector Codes.
- Change Selector Code Actions.
- Change the **Dial 0/Timeout Action**.
- Record a Main Menu prompt.

Before you modify a Main Menu, update mail system Planning Forms G and H.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	Prompt to enter the System Administration Password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [3] for Automated Attendant.	<i>(Multiple Automated Attendant)</i> Prompt to enter the Automated Attendant Number. <i>(Single Automated Attendant)</i> Automated Attendant Administration Menu. <i>Go to Step 6.</i>
Step 5	<i>(Multiple Automated Attendant only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant Administration Menu.
Step 6	Choose an option: [1] Day Menu [2] Night Menu	Menu Administration Menu. Menu Administration Menu.
Step 7	Press [6] to modify the Main Menu.	Prompt to enter a Selector Code.
Step 8	Choose an option: Enter a <i>Selector Code</i> (1–9). Press [*] [#] to quit Selector Code Assignment.	<i>If the Selector Code is already assigned:</i> The Selector Code definition and a prompt to confirm that you want to modify it. <i>Go to Step 9.</i> <i>If the Selector Code is not already assigned:</i> Selector Code Menu. <i>Go to Step 10.</i> Current Dial 0/Timeout Action, then the Dial 0/Timeout Action Menu. <i>Go to Step 15.</i>

	Action	You Hear...
Step 9	Choose an option: [9] to confirm [6] to cancel	Confirmation of Selector Code, then Selector Code Menu. <i>Go to Step 10.</i> Prompt to enter a Selector Code. <i>Return to Step 8.</i>
Step 10	Choose an option: [1] for Selector Code Transfer. [2] for Submenu. [3] for Announcement. [4] for Prompted Transfer. [5] for Direct Extension Transfer. [*] [9] ([*] [3]) to delete the Selector Code. [*] [#] to quit.	Prompt to enter the extension. <i>Go to Step 11.</i> Prompt to enter the Submenu number. <i>Go to Step 12.</i> Prompt to enter the Announcement number. <i>Go to Step 13.</i> Confirmation that the Selector Code is programmed for Prompted Transfer, then prompt to enter a Selector Code. <i>Return to Step 8.</i> Confirmation that the Selector Code is programmed for Direct Extension Transfer, then prompt to enter a Selector code. <i>Return to Step 8.</i> Prompt to confirm deletion. <i>Go to Step 14.</i> <i>Return to Step 8.</i>
Step 11	Enter the extension, Hunt Group, Calling Group, or mailbox number + [#].	Confirmation of Selector Code, Selector Code Action, transfer destination, then prompt to enter a Selector Code. <i>Return to Step 8.</i>
Step 12	Enter the Submenu number + [#].	Confirmation of Selector Code, Submenu number, then prompt to enter a Selector Code. <i>Return to Step 8.</i>
Step 13	Enter the Announcement number + [#].	Confirmation of Selector Code, Announcement number, then prompt to enter a Selector Code. <i>Return to Step 8.</i>
Step 14	Choose an option: [9] to confirm the deletion. [6] to cancel the deletion.	Confirmation that the Selector Code is not used, then prompt to enter a Selector Code. <i>Return to Step 8.</i> "Deletion canceled," then prompt to enter a Selector Code. <i>Return to Step 8.</i>

Action	You Hear...	
Step 15	Choose an option: [0] for Transfer to system operator.	The selected Dial 0/Timeout Action, then prompt to record the Main Menu prompt or to use the existing menu prompt. <i>Go to Step 17.</i>
[1] for Record a message in the General Mailbox.	The selected Dial 0/Timeout Action, then prompt to record the Main Menu prompt or to use the existing menu prompt. <i>Go to Step 17.</i>	
[2] for Disconnect.	The selected Dial 0/Timeout Action, then prompt to record the Main Menu prompt or to use the existing menu prompt. <i>Go to Step 17.</i>	
[3] for Transfer to an extension.	Prompt to enter the extension.	
[*] [#] to quit and keep the current Dial 0/Timeout Action.	Prompt to record the Main Menu prompt or to use the existing menu prompt. <i>Go to Step 17.</i>	
Step 16	Enter the extension number + [#].	The selected Dial 0/Timeout Action, then prompt to record the Main Menu prompt or to use the existing menu prompt.
Step 17	Choose an option: [#] to use the existing menu prompt.	<p>"The existing menu prompt will be used."</p> <p><i>(Monolingual mode)</i> Menu Administration Menu. <i>Procedure is complete.</i></p> <p><i>(Bilingual mode, primary language)</i> Prompt to record the Main Menu prompt in the secondary language. <i>Repeat Step 17.</i></p> <p><i>(Bilingual mode, secondary language.)</i> Menu Administration Menu. <i>Procedure is complete.</i></p>
Record the Main Menu prompt (up to 2 minutes), then press [1].	Message Editing Menu.	

Action	You Hear...
Step 18 Choose an option: [2] [3] to play back the new Main Menu prompt.	New Main Menu prompt, then the Message Editing Menu. <i>Repeat Step 18.</i>
[2] [1] to re-record the new Main Menu prompt.	A tone to record the Main Menu prompt. <i>Return to Step 17.</i>
[*] [2] ([*] [3]) to delete the new Main Menu prompt and use the previous Main Menu prompt.	“Deleted. The existing menu prompt will be used.” <i>(Monolingual mode)</i> Menu Administration Menu. <i>Procedure is complete.</i> <i>(Bilingual mode, primary language)</i> Prompt to record the Main Menu prompt in the secondary language <i>Return to Step 17.</i> <i>(Bilingual mode, secondary language)</i> Menu Administration Menu. <i>Procedure is complete.</i>
[*] [#] to quit.	“Approved.” <i>(Monolingual mode)</i> Menu Administration Menu. <i>Procedure is complete.</i> <i>(Bilingual mode, primary language)</i> Prompt to record the Main Menu prompt in the secondary language. <i>Return to Step 17.</i> <i>(Bilingual mode, secondary language)</i> Menu Administration Menu. <i>Procedure is complete.</i>

Maximum Digit Length

At a Glance

System Administration Menu	[1] System Parameters [2] Maximum Digit Length [2] Two digits [3] Three digits [4] Four digits
Programmable by	System Administrator
Factory Setting Maximum Digit Length	Two digits
Mail System Planning Form	A

Description

The mail system needs to know the maximum number of digits that a caller or subscriber is allowed to dial to transfer to an extension, Calling Group, Hunt Group, or mailbox.

If the only three-digit extensions that callers need to transfer to are 771–776, and there are no other three- or four-digit mailboxes, leave the Maximum Digit Length set to 2. However, if there are three- or four-digit mailboxes other than 771–776, you must set the Maximum Digit Length to 3 or 4, as appropriate.

Programming

Changing the Maximum Digit Length

Before changing the Maximum Digit Length, update mail system Planning Form A.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [2] for System Administration.	Prompt to enter the System Administration Password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then the System Administration Menu.
Step 4	Press [1] for System Parameters.	System Parameters Menu.
Step 5	Press [2] for Maximum Digit Length.	Prompt to enter the Maximum Digit Length.

	Action	You Hear...
Step 6	Enter <i>Maximum Digit Length</i> (2–4).	Confirmation of the maximum digit length, then the System Parameters Menu. <i>Procedure is complete.</i>

Open or Closed for Today

At a Glance

System Administration Menu	[2] Schedule
	[2] Automated Attendant Schedule Menu
	[3] Open or Closed for Today
	[1] Open for Today
	[2] Close for Today
	[1] Regular Night Greeting
	[2] Temporary Closure Greeting
	[3] Resume Regular Schedule
Programmable by	System Administrator
Factory setting	
Temporary Closure Greeting	See Appendix C

Description

Your company's business schedule may change unexpectedly due to an emergency, such as severe weather. This may require the company to be open on a day that it is normally closed, or closed on a day that it is normally open. Open or Closed for Today allows you to change the current day's schedule. You must provide this information to *each* Automated Attendant, so that it can use the Day Main Menu and the Night Main Menu properly.

An Open or Closed for Today change is effective immediately, but only for the day you change it. The regular schedule resumes automatically at midnight.

If you want to revert immediately to the schedule that should be in effect for the current day and time, rather than waiting for the regular schedule to resume at midnight, you can use the Resume Regular Schedule option.



NOTE:

You can program an Open or Closed for Today change from any on-site or off-site touch-tone telephone.

Open for Today

When you change an Automated Attendant to Open for Today, callers hear the Automated Attendant's Day Main Menu. If the Touch-Tone Gate is On, the Day Touch-Tone Gate Greeting plays before the Main Menu.

Close for Today

When you change an Automated Attendant to Close for Today, callers hear the Automated Attendant's Night Main Menu.

If the Touch-Tone Gate is On, you have to choose one of the following options:

- Use the Night Touch-Tone Gate Greeting.
- Use the default Temporary Closure Greeting. (See "Default Temporary Closure Greetings" on page 5-115.)
- Record a Temporary Closure Greeting.

IMPORTANT:

If you record a Temporary Closure Greeting, you must remember to do the following:

- If the system is in monolingual mode, prompt callers to press [1] if they are calling from a touch-tone telephone.
- If the system is in bilingual mode, prompt callers to press [1] to hear prompts in the primary language or [2] [1] to hear prompts in the secondary language.

If the Touch-Tone Gate is Off, normally a greeting does *not* play before the Main Menu. However, when you use Close for Today, you have the following options:

- Use the regular Night Greeting. If you choose this option, no greeting plays before the Night Main Menu (that is, only the Night Main Menu plays).
- Use the default Temporary Closure Greeting. (See "Default Temporary Closure Greetings" on page 5-115.) The greeting plays before the Night Main Menu.
- Record a Temporary Closure Greeting. The Temporary Closure Greeting that you record plays before the Night Main Menu.

IMPORTANT:

If you record a Temporary Closure Greeting and the system is in bilingual mode, greet callers in both the primary and secondary languages. The Main Menu will prompt callers to select a language.

Resume Regular Schedule

When you have used Open for Today or Close for Today for a temporary deviation from your regular business schedule, the regular schedule automatically resumes at midnight. If you want to revert to the regular schedule immediately, you can use the Resume Regular Schedule option.

The Resume Regular Schedule option overrides Open for Today, Close for Today, or the Temporarily Closed option of the **Business Schedule**. The Automated Attendant reverts either to the Switch Mode or the Business Schedule, whichever the **Schedule Controller** is programmed to follow.

Default Temporary Closure Greetings

Touch-Tone Gate Off—Monolingual

English

Welcome to PARTNER MAIL.
Our business is temporarily closed.

French

PARTNER MAIL vous souhaite la bienvenue.
Nos bureaux sont temporairement fermés.

Spanish

Bienvenido a PARTNER MAIL
Nuestra empresa está cerrada temporalmente.

Touch-Tone Gate On—Monolingual

English

Welcome to PARTNER MAIL.
Our business is temporarily closed.
If you are calling from a touch-tone telephone, press one now;
otherwise, please wait for assistance.

French

PARTNER MAIL vous souhaite la bienvenue.
Nos bureaux sont temporairement fermés.
Si vous appelez d'un appareil téléphonique touch-tone, appuyez sur le un maintenant.
Sinon, veuillez patienter pour un instant.

Spanish

Bienvenido a PARTNER MAIL
Nuestra empresa está cerrada temporalmente.
Si cuenta con un teléfono de tonos, marque el uno ahora.
Si no, por favor espere un momento.

Touch-Tone Gate Off—Bilingual

English Primary/French Secondary

Welcome to PARTNER MAIL.
Our business is temporarily closed.
PARTNER MAIL vous souhaite la bienvenue.
Nos bureaux sont temporairement fermés.

English Primary/Spanish Secondary

Welcome to PARTNER MAIL.
Our business is temporarily closed.
Bienvenido a PARTNER MAIL.
Nuestra empresa está cerrada temporalmente.

French Primary/English Secondary

PARTNER MAIL vous souhaite la bienvenue.
Nos bureaux sont temporairement fermés.
Welcome to PARTNER MAIL.
Our business is temporarily closed.

Spanish Primary/English Secondary

Bienvenido a PARTNER MAIL.
Nuestra empresa está cerrada temporalmente.
Welcome to PARTNER MAIL.
Our business is temporarily closed.

Touch-Tone Gate On—Bilingual

English Primary/French Secondary

Welcome to PARTNER MAIL.
PARTNER MAIL vous souhaite la bienvenue.
Nos bureaux sont temporairement fermés.
Pour le français, appuyez sur l'étoile suivit du un maintenant.
Si vous n'appellez pas d'un appareil téléphonique touch-tone, veuillez patienter.
Our business is temporarily closed.
If you are calling from a touch-tone telephone, press one now;
otherwise, please wait for assistance.

English Primary/Spanish Secondary

Welcome to PARTNER MAIL.
Bienvenido a PARTNER MAIL.
Nuestra empresa está cerrada temporalmente.
Para español, marque asterisco uno ahora.
Si usted no está llamada de un teléfono de tonos, por favor espere un momento.
Our business is temporarily closed.
If you are calling from a touch-tone telephone, press one now;
otherwise, please wait for assistance.

French Primary/English Secondary

PARTNER MAIL vous souhaite la bienvenue.
Welcome to PARTNER MAIL.
Our business is temporarily closed.
For English, press star one now.
If you are not calling from a touch-tone phone, please wait for assistance.
Nos bureaux sont temporairement fermés.
Si vous appelez d'un appareil téléphonique touch-tone, appuyez sur le un maintenant.
Sinon, veuillez patienter pour un instant.

Spanish Primary/English Secondary

Bienvenido a PARTNER MAIL.
Welcome to PARTNER MAIL.
Our business is temporarily closed.
For English, press star one now.
If you are not calling from a touch-tone phone, please wait for assistance.
Nuestra empresa está cerrada temporalmente.
Si cuenta con un teléfono de tonos, marque el uno ahora.
Si no, por favor espere un momento.

Related Mail System Features

- If you want to program a closing in advance, you can use the Temporarily Closed option of the **Business Schedule and Temporarily Closed**.
- You may want to listen to the Main Menu prompts and the Touch-Tone Gate Greeting. See **Main Menu (Automated Attendant)** and **Greetings (System)**.
- The **Schedule Controller** determines whether the communications system (Night Service) or the mail system Business Schedule controls the Day and Night operation of the Automated Attendant.
- If you have multiple Automated Attendants, the schedule is set independently for each Automated Attendant. See **Single/Multiple Automated Attendants**.

Programming

Programming Open or Closed for Today

To temporarily change the current day's schedule, use the following procedure:

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [2] for System Administration.	Prompt to enter the System Administration password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [2] for Schedule.	Schedule Administration Menu.
Step 5	Press [2] for Automated Attendant Schedule options.	<i>(Multiple Automated Attendant)</i> Prompt to enter the Automated Attendant Number. <i>(Single Automated Attendant)</i> Automated Attendant Schedule Administration Menu. <i>Go to Step 7.</i>
Step 6	<i>(Multiple Automated Attendant Only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant Schedule Administration Menu.
Step 7	Press [3] for Open or Closed for Today.	Prompt to choose Open for Today or Close for Today.
Step 8	Choose an option: [1] for Open for Today.	Confirmation of Open for Today, then Schedule Administration Menu. <i>Procedure is complete.</i>
	[2] for Close for Today.	Closure Greeting Menu.

Action	You Hear...
<p>Step 9 Choose an option: [1] to use the regular Night Greeting for the Automated Attendant. Note: If the Touch-Tone Gate is Off and Night Greeting is chosen, no greeting plays before the Main Menu.</p> <p>[2] to select a Temporary Closure Greeting.</p>	<p>Confirmation of Closed for Today, then the Automated Attendant Schedule Administration Menu. <i>Procedure is complete.</i></p> <p>Temporary Closure Greeting Menu.</p>
<p>Step 10 Choose an option: Press [1] to record a Temporary Closure greeting.</p> <p>Press [2] to listen to the current greeting.</p> <p>Press [2] to use the default Temporary Closure greeting.</p> <p>Press [*] [#] to quit.</p>	<p>Prompt to record at the tone. <i>Go to Step 11.</i></p> <p>Current greeting. <i>Repeat Step 10.</i></p> <p>Confirmation that the default greeting will be used and that the business will be closed for today. <i>Procedure is complete.</i></p> <p>Confirmation that the current Temporary Closure greeting will be used and that the business will be closed for today, then the Schedule Administration Menu. <i>Procedure is complete.</i></p>
<p>Step 11 Record the greeting (up to 2 minutes), then press [1]. Note: In bilingual mode, your greeting must include information in both the primary and secondary languages.</p>	<p>Greeting Approval Menu.</p>
<p>Step 12 Choose an option: [2] [3] to play back the new greeting.</p> <p>[2] [1] to re-record the new greeting.</p> <p>[*] [2] ([*] [3]) to delete the new greeting and use the previous Temporary Closure greeting.</p> <p>[*] [#] to approve the greeting.</p>	<p>New greeting, then Greeting Approval Menu. <i>Repeat Step 12.</i></p> <p>A tone to record the greeting. <i>Return to Step 11.</i></p> <p>“Deleted,” then the Temporary Closure Greeting Menu. <i>Procedure is complete.</i></p> <p>“Approved. The new greeting will be used. The business will be closed for today.” <i>Procedure is complete.</i></p>

Resuming the Regular Schedule

To override Open for Today, Close for Today, or the Temporarily Closed option of the Business Schedule, use the following procedure:

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [<u>g</u>] for System Administration.	Prompt to enter the System Administration password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [2] for Schedule.	Schedule Administration Menu.
Step 5	Press [2] for Automated Attendant Schedule options.	<i>(Multiple Automated Attendant)</i> Prompt to enter the Automated Attendant Number. <i>(Single Automated Attendant)</i> Automated Attendant Schedule Administration Menu. <i>Go to Step 7.</i>
Step 6	<i>(Multiple Automated Attendant Only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant Schedule Administration Menu.
Step 7	Press [<u>g</u>] for Open or Closed for Today.	Prompt to choose Open for Today, Close for Today, or Resume Regular Schedule.
Step 8	Press [<u>g</u>] for Resume Regular Schedule.	Confirmation that the regular schedule will be resumed, then the Automated Attendant Schedule Administration Menu. <i>Procedure is complete.</i>

Outcalling

At a Glance

Voice Mail Activity Menu	[6] Outcalling Main Menu
	[1] On/Off
	[2] Review Outcalling List
	[3] Listen to Instructions
	[4] Outcalling List
	[5] Outcalling Schedule
	[6] Minimum Time between Outcalls
	[7] Number of Outcalling Cycles
Programmable by	Owners of Class of Service 3, 4, and 6 mailboxes
Factory Settings	
Outcalling	Off
Minimum Time Between Outcalling Attempts	15 minutes (5–99 min.)
Outcalling Cycles	3 cycles (1–9 cycles)
Outcalling Schedule	All hours (24 hours)
Capacity	
Outcalling List	Up to 5 numbers
Outcalling ports	
Two-port system	Port 2
Four-port system	Port 4
Six-port system	Port 5 and port 6

Description

Outcalling dials up to five designated telephone numbers or pager/beeper numbers to notify a subscriber that a new message has arrived in the subscriber's mailbox. Subscribers who use Outcalling can be notified about new messages whether they are at their desk, on the road, or at an alternate work location.



Security Alert:

The mail system does not place restrictions on the Outcalling destinations programmed by subscribers. Outcalling introduces the risk of toll fraud abuse. If you want to restrict Outcalling destinations, you must use the communications system Outgoing Call Restriction (#401), Disallowed Phone Number Lists (#404), Disallowed List Assignments (#405), Allowed Phone Number Lists (#407), and Allowed List Assignments (#408). Provide Outcalling only to users who have a business need for the feature.

If the designated Outcalling number is a telephone number or voice pager, the mail system dials the Outcalling number when the subscriber gets a new message, announces the mailbox name, identifies the call as coming from the mail system, and delivers the following message:

*“You have a new message. To access your new message, enter extension and [#]. To avoid further notification about this message, press [*] [#].”*

If the designated Outcalling number is for a digital pager/beeper, the mail system does not play this message. The pager displays the callback number that is programmed as part of the pager’s Outcalling number. The subscriber must call in to the mail system to retrieve the messages.

To set up Outcalling, the following activities must take place:

- You must assign a Class of Service (COS) to the subscriber’s mailbox that permits Outcalling. Classes of Service that permit Outcalling are 3, 4, and 6.
- The subscriber must turn on Outcalling.
- The subscriber must specify at least one Outcalling number.
- For a digital pager/beeper, the subscriber can program a callback number as part of the Outcalling number.

Outcalls are made consecutively to each number in the Outcalling list until one of the following occurs:

- The subscriber cancels Outcalling for that message by pressing [*] [#] or logging into the mailbox during the outcall.
- The subscriber logs in to the mailbox.
- The subscriber turns Outcalling off.
- The subscriber’s Outcalling Schedule specifies that Outcalling should stop.
- All of the numbers on the Outcalling list have been dialed the number of times specified for the Outcalling Cycles.

Using a touch-tone telephone, subscribers with Outcalling can retrieve their messages, change the numbers on their Outcalling list, change the number of Outcalling Cycles, change the Outcalling Schedule, change the minimum time between Outcalling attempts, and turn Outcalling On or Off.

Outcalling List

The Outcalling list contains the numbers that are called when a message is left in the mailbox. Outcalling numbers can be up to 60 digits (0–9) and can include pauses ([*]) and pound signs ([#]). Each [*] causes a 1.5-second pause before dialing the next digit in the Outcalling number.

When entering a number in the Outcalling list, include any access code needed. For example, for Outcalling to an outside number, you must include [9] to access an outside line and [*] to allow time to get dial tone. Then end the Outcalling number by dialing the combination [*] [#]. The final [*] [#] is not counted in the 60-digit limit.

Use the following examples as a guide.

Example 1: For a standard telephone number, 1 800 555-2020.

1. Enter [9] [*] [1] [8] [0] [0] [5] [5] [5] [2] [0] [2] [0]
2. Enter [*] [#] to signal the end of the number.

Explanation: The [9] accesses an outside line. The [*] causes a 1.5-second pause. The rest of the digits are the telephone number to be called.

Example 2: For a digital pager/beeper number, 555-1234, that requires a Personal Identification Number (1244 followed by a [#]) and a callback number (555-3456 followed by a [#]).

1. Enter [9] [*] [5] [5] [5] [1] [2] [3] [4] [*] [*] [*] [*] [*] [1] [2] [4] [4] [#] [5] [5] [5] [3] [4] [5] [6] [#]
2. Enter [*] [#] to signal the end of the number.

Explanation: The [9] accesses an outside line. The first [*] causes a 1.5-second pause. The next seven digits are the paging service's telephone number. The five [*]'s cause a 7.5-second pause, which is needed to give the paging service enough time to answer the call before the Personal Identification Number (PIN) and callback number are dialed. The next four digits are the PIN, as required by the paging system, followed by a [#] to denote the end of the PIN. The last set of digits is the callback number that is displayed on the pager (the number that you call to retrieve mail messages). The [#] that follows these digits signals the end of the callback number.



NOTE:

When programming Outcalling to a pager, you may need to experiment to determine the right number of pauses ([*]) needed after the pager service telephone number to ensure that you allow enough time for the call to be dialed and answered before additional information (such as the PIN and callback number) is dialed.

Minimum Time Between Outcalling Attempts

The mail system waits for the programmed number of minutes (factory setting: 15 minutes, range: 5–99 minutes) before trying the next number on the Outcalling list. This is a minimum time. When the mail system is very busy, an Outcalling port may not be available. This will delay the Outcalling attempt.

If Outcalling has begun for a message and a new message is received, the mail system does not wait for the minimum time between Outcalling attempts to elapse. Instead, the system dials the next number on the Outcalling list immediately to provide notification of the new message.

Outcalling Cycles

This is the maximum number of times the mail system will call all the numbers in the Outcalling list for a new message (factory setting: 3 cycles, range: 1–9). If the subscriber does not log in or cancel Outcalling for that message within the programmed number of cycles, the mail system waits until a new message arrives for the mailbox before Outcalling again.

Outcalling Schedule

The Outcalling Schedule defines the hours when outcalls are made. The default setting is all hours (24 hours). Subscribers can specify a starting and stopping time for Outcalling, for example, 9 a.m.–5 p.m. or 7 p.m.–2 a.m. If a message is received outside these hours, an outcall will not be made for that message. Outcalling resumes for the next message received within the Outcalling hours.

Outcalls stop when the Outcalling Schedule stop time has been reached, even if the system has not called the numbers on the Outcalling list the number of times specified in Outcalling Cycles.

Considerations and Constraints

Outcalling is not done for **Broadcast Messages**.

When the mail system is very busy, an Outcalling port may not be available. This will delay the Outcalling attempt. If there is heavy usage of Outcalling on your mail system, a six-port system is strongly recommended.

Related Communications System Features

The mail system does not place restrictions on the Outcalling destinations programmed by subscribers. Outcalling destinations can be restricted only by assigning Outgoing Call Restriction (#401), Disallowed Phone Number Lists (#404), Disallowed List Assignments (#405), Allowed Phone Number Lists (#407), and Allowed List Assignments (#408) to the ports used for Outcalling: Port 2 on a two-port system, Port 4 on a four-port system, or Port 5 or 6 on a six-port system.

Related Mail System Features

For a subscriber to use Outcalling, the subscriber's mailbox must have Class of Service 3, 4, or 6. See **Mailbox** for more information.

Procedures

Turning Outcalling On/Off

	Action	You Hear...
Step 1	Log in to Voice Mail (the mailbox must have Outcalling privileges).	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [6] for Outcalling.	Outcalling Main Menu.
Step 3	Press [1] to turn Outcalling On or Off.	Confirmation that Outcalling is On or Off.

Reviewing the Outcalling List

	Action	You Hear...
Step 1	Log in to Voice Mail (the mailbox must have Outcalling privileges).	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [6] for Outcalling.	Outcalling Main Menu.
Step 3	Press [2] to review the Outcalling list.	Outcalling numbers, then the Outcalling Main Menu.

Listening to Instructions for Outcalling

	Action	You Hear...
Step 1	Log in to Voice Mail (the mailbox must have Outcalling privileges).	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [6] for Outcalling.	Outcalling Main Menu.
Step 3	Press [3] to listen to instructions.	Instructions on how to use Outcalling, then the Outcalling Main Menu.

Creating or Changing the Outcalling List

	Action	You Hear...
Step 1	Log in to Voice Mail (the mailbox must have Outcalling privileges).	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [6] for Outcalling.	Outcalling Main Menu.

Action	You Hear...
Step 3 Press [4] to change your Outcalling list.	Outcalling List Menu.
Step 4 Enter the number ([1]-[6]) of the entry you want to change.	Statement that the entry is or is not used. If it is used, the system plays the Outcalling number, then the Outcalling Number Menu.
Step 5 Choose an option: [1] to change the Outcalling number.	Prompt for Outcalling to a telephone number or voice pager, or to a digital pager. <i>Go to Step 7.</i>
[2] [2] ([2] [2]) to delete the Outcalling number.	Prompt to confirm the deletion. <i>Go to Step 6.</i>
[2] to listen to the Outcalling number.	Current Outcalling number. <i>Repeat Step 5.</i>
Step 6 Choose an option: [2] to confirm the deletion.	Confirmation of deletion, then the Outcalling List Menu. <i>Return to Step 4.</i>
[2] to cancel the deletion.	Confirmation of cancellation, then Outcalling List Menu. <i>Return to Step 4.</i>
Step 7 Choose an option: [1] for telephone or voice pager number. [2] for digital pager number.	Prompt to enter the Outcalling number. Prompt to enter the Outcalling number.
Step 8 Enter <i>Outcalling number</i> + [2] [#]. Note: For an outside number, enter [2] [2] before the number.	Outcalling number, then prompt to approve the Outcalling number or re-enter it.
Step 9 Choose an option: [2] [#] to approve the Outcalling number.	"Approved," then Outcalling List Menu. <i>Return to Step 4.</i>
[1] to re-enter the Outcalling number.	Prompt to enter the Outcalling number. <i>Return to Step 8.</i>

Setting Up the Outcalling Schedule

	Action	You Hear...
Step 1	Log in to Voice Mail (the mailbox must have Outcalling privileges).	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [6] for Outcalling.	Outcalling Main Menu.
Step 3	Enter [5] for Outcalling Schedule.	Current Outcalling schedule, then the Schedule Change Menu.
Step 4	<p><i>(Not set to all hours)</i> Choose an option: [1] to set the Outcalling schedule to all hours.</p> <p>[2] to change the starting and/or ending time.</p> <p><i>(Set to all hours)</i> [1] to change the Outcalling schedule.</p>	<p>Confirmation that all hours was chosen, then prompt to re-enter or approve the schedule. <i>Go to Step 9.</i></p> <p>Prompt to enter the new starting time or keep the current starting time.</p> <p>Current starting time, then prompt to enter a new starting time or keep the current starting time.</p>
Step 5	<p>Choose an option: Enter time in hhmm format where: hh=hour (01–12) or (00–23), mm=minute (00–59).</p> <p><i>If System Administrator's mailbox language is English or Spanish:</i> Use 12 hour format (0100–1259).</p> <p><i>If System Administrator's mailbox language is French:</i> Use 24 hour format (0000–2359).</p>	<p><i>(12-hour format entered)</i> Prompt to enter a.m. or enter p.m. <i>Go to Step 6.</i></p> <p><i>(24-hour format entered)</i> Prompt to enter the ending time. <i>Go to Step 7.</i></p>
	[#] to keep current starting time.	Prompt to enter the ending time. <i>Go to Step 7.</i>
Step 6	<p>Choose an option: Press [1] for a.m. Press [2] for p.m.</p>	Current setting, then prompt to enter the ending time or to keep the current ending time.

	Action	You Hear...
Step 7	<p>Choose an option: Enter ending time in hhmm format where: hh=hour (01–12) or (00–23), mm=minute (00–59).</p> <p>If System Administrator's mailbox language is English or Spanish, use 12-hour format (0100–1259).</p> <p>If System Administrator's mailbox language is French, use 24-hour format (0000–2359).</p> <p>[#] to keep the current ending time.</p>	<p>(12-hour format entered) Prompt to select [1] for a.m. or [2] for p.m. <i>Go to Step 8.</i></p> <p>(24-hour format entered) The starting and ending times entered, then prompt to re-enter or approve. <i>Go to Step 9.</i></p> <p>Starting and ending times entered, then prompt to re-enter or approve. <i>Go to Step 9.</i></p>
Step 8	<p>Choose an option: Press [1] for a.m. Press [2] for p.m.</p>	<p>Starting and ending times entered, then prompt to confirm or re-enter the times.</p>
Step 9	<p>Choose an option: Press [1] [#] to accept the new starting and ending time.</p> <p>[1] to re-enter the schedule.</p>	<p>Confirmation that the schedule is approved, then the Outcalling Main Menu. <i>Procedure is complete.</i></p> <p><i>Return to Step 4.</i></p>

Setting the Minimum Time Between Outcalling Attempts

	Action	You Hear...
Step 1	Log in to Voice Mail (the mailbox must have Outcalling privileges).	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [6] for Outcalling.	Outcalling Main Menu.
Step 3	Press [6] for minimum number of minutes between Outcalling attempts.	Current setting, then prompt to enter the minimum number of minutes the mail system should wait between Outcalling attempts.
Step 4	<p>Choose an option: Enter number of minutes between outcalls (5–99) + [#].</p> <p>Press [1] [#] to quit without changing.</p>	<p>New setting, then the Outcalling Main Menu. <i>Procedure is complete.</i></p> <p>Outcalling Main Menu. <i>Procedure is complete.</i></p>

Setting the Number of Outcalling Cycles

	Action	You Hear...
Step 1	Log in to Voice Mail (the mailbox must have Outcalling privileges).	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [6] for Outcalling.	Outcalling Main Menu.
Step 3	Press [z] for Outcalling Cycles.	Current setting, then prompt to enter the maximum number of times the entire Outcalling list should be dialed.
Step 4	Choose an option: Enter number of times the Outcalling list is dialed (1–9) + [#].	New Outcalling cycles, then the Outcalling Main Menu. <i>Procedure is complete.</i>
	Press [*] [#] to quit without changing.	Outcalling Main Menu. <i>Procedure is complete.</i>

Passwords

At a Glance

System Administration Menu	[8] System Security [2] Minimum Password Length [4] System Administration Password
Programmable by	System Administrator Users
Factory Settings	
Mailbox Password	Blank (Not Set)
System Administration Password	Blank (Not Set)
Minimum Password Length	6 digits (0–15 digits)
Maximum Password Length	15 digits (not changeable)

Description

Every Call Answer Service mailbox, Bulletin Board mailbox, and Transfer-Only mailbox has a password that must be entered to access Voice Mail Service. The initial mailbox password is not set. If the Minimum Password Length is not set to 0, then the first time the person responsible for the mailbox attempts to access the mailbox, a password must be entered. The password must be at least as long as the Minimum Password Length.

System Administrator's Passwords

There are two passwords associated with the System Administrator's mailbox:

- System Administrator's *mailbox* password.
- System *Administration* Password.

The System Administrator's mailbox password is used to log in to the System Administrator's mailbox. The System Administration Password is used to access the menus needed to administer the system. The System Administrator's mailbox password must be different from the System Administration Password.



Security Alert:

The System Administrator's mailbox number, System Administrator's mailbox password, and the System Administration Password should be kept secure.



IMPORTANT:

If you change the System Administrator's mailbox, the previously selected System Administration Password becomes the System Administration Password for the new mailbox. The mailbox password, however is not transferred to the new mailbox. It is a good idea to change the System Administration Password when you transfer System Administration privileges to a different mailbox.

Minimum Password Length

You can set the Minimum Password Length to any value from 0–15 digits. The default value is six digits. Every subscriber's mailbox password and the System Administration Password must be at least as long as this value.

Setting the minimum password length to 0 (zero), means that subscribers can choose not to have a password for their mailbox. Subscribers who choose this option leave their mailboxes completely unprotected. The longer the minimum password length, the harder it is for unauthorized people to gain access to stored messages.



Security Alert:

A Minimum Password Length of at least six digits is strongly recommended. The shorter the Minimum Password Length, the more vulnerable your system is to abuse by unauthorized persons. Choose the largest acceptable minimum length in order to maximize the security of your system.

Password Cautions

Subscribers should be made aware of the following guidelines for passwords.

The password should be:

- A number that cannot be guessed easily. For example, a password of 123456 should not be chosen.
- Changed at least once every three months.

The password should *not* be:

- Based on the subscriber's extension number or on any of the subscriber's personal information (such as birthdate or social security number) that may be found out by others.
- Written down or shared with others.

Password Initialization

If a user forgets the password for his or her mailbox or the mailbox is locked because of too many unsuccessful login attempts, you can reinitialize the password (set it to blank) so the subscriber can retrieve the messages in the mailbox.

To protect the mailbox, as soon as its password is initialized, the subscriber should log in to the mailbox and change the password. Failure to do so leaves the mailbox unprotected.

When you initialize a password, all other information associated with the mailbox remains unchanged, including greetings, messages, and so on.

If you forget the System Administrator's mailbox password or the System Administration Password, or if the System Administrator's mailbox needs to be unlocked, call for support as instructed on the inside front cover of this book. You should have the following information available:

- System Administrator's mailbox number.
- Serial number of the system. (The serial number is located on the right side panel of the mail system unit. See Figure 2-5 in Chapter 2, "Installation," for the location of the serial number label.)
- Phone number of the Remote Maintenance Device.

Related Mail System Features

- If a user forgets his or her mailbox password or a mailbox is locked because of too many unsuccessful login attempts, you can reinitialize the password. See **Mailbox** for the initialization procedure.
- The **System Administrator's Mailbox** is used for all administration of the mail system.

Programming

Initializing a Mailbox Password

For instructions, see **Mailbox** in this chapter.

Setting the Minimum Password Length

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [<i>g</i>] for System Administration.	Prompt to enter the System Administration Password + [<i>#</i>].
Step 3	Enter <i>System Administration Password</i> + [<i>#</i>].	Security message, then System Administration Menu.
Step 4	Press [<i>g</i>] for System Security.	System Security Menu.
Step 5	Press [<i>2</i>] for Minimum Password Length.	Current Minimum Password Length, then prompt to enter the Minimum Password Length.

	Action	You Hear...
Step 6	Enter <i>Minimum Password Length</i> + [#].	Confirmation of password length, then the System Security Menu. If the password length is less than six digits, the system warns you that the setting leaves your system vulnerable to toll fraud by unauthorized persons. <i>Procedure is complete.</i>

Changing the System Administration Password

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [<i>g</i>] for System Administration.	Prompt to enter the System Administration Password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [<i>g</i>] for System Security.	System Security Menu.
Step 5	Press [<i>d</i>] for the System Administration Password.	Statement of how long the password must be, then prompt to enter new password.
Step 6	Enter <i>Password</i> + [#]. The Password must be different from the System Administrator's mailbox password.	Prompt to re-enter the new password.
Step 7	Re-enter <i>Password</i> + [#].	Confirmation that the password is changed, then System Security Menu. <i>Procedure is complete.</i>

Procedures

Changing a Mailbox Password

	Action	You Hear...
Step 1	Log in to Voice Mail as the mailbox owner.	Name, number of new messages and old messages, then the Voice Mail Activity Menu.
Step 2	Press [<i>g</i>] to change the password.	Prompt to enter the new password.
Step 3	Enter the new password + [#].	Prompt to re-enter the password.

	Action	You Hear...
Step 4	Re-enter the password + [#].	Confirmation that the password is changed.

Changing a Bulletin Board Mailbox Password

	Action	You Hear...
Step 1	Log in to Voice Mail as the Bulletin Board mailbox owner.	Bulletin Board Activity Menu.
Step 2	Press [5] to change the password.	Prompt to enter the new password.
Step 3	Enter the new password + [#].	Prompt to re-enter the password.
Step 4	Re-enter the password + [#].	Confirmation that the password is changed.

Personal Mailbox Administration

At a Glance

Voice Mail Activity Menu	<p>[1] Record and send messages</p> <p>[2] Listen to messages</p> <p>[3] Record name or Personal Greeting</p> <p>[4] Choose Personal Operator</p> <p>[5] Change Password</p> <p>[6] Administer Outcalling (if available)</p> <p>[7] [1] ([8] [9]) Transfer to another extension</p>
Programmable by	Subscriber
Factory Settings	
Voice Mail Greeting (English)	"Welcome to PARTNER MAIL. Please enter extension and pound sign." For other languages, see Appendix C.

Description

Voice Mail Service allows people responsible for Call Answer Service mailboxes and Transfer-Only mailboxes to manage their own mailboxes once you have created them. To do this, the subscriber logs into Voice Mail (see "Logging In to Voice Mail" on page 5-136). The subscriber then hears the following information:

- Mailbox Name.
- The number of new and old messages.
- A prompt to delete unneeded messages if the mailbox is 80% or more full. (This message plays in its entirety even if the subscriber enters touch-tones.)
- The Voice Mail Activity Menu.

From this point, the subscriber can choose from any of the Voice Mail Activity Menu options shown above in the "At a Glance" section.

Transfer-Only Mailboxes

Transfer-Only mailboxes cannot record messages from callers. These mailboxes typically are used for conference room telephones or phones that are shared by several people. These mailboxes do permit someone to record a Mailbox Name and Personal Greeting, to assign a Personal Operator that the caller can transfer to by pressing [9], and to maintain the password.

Old and New Messages

Once a new message has been played, it becomes an old message. If only the message header is played, the message remains a new message. The message light goes off when there are no new messages in a subscriber's mailbox.

Mailbox Name

You record the Mailbox Name initially (or the extension number) when you create the mailbox. The subscriber can then re-record the name in his or her own voice. The mail system uses the recorded name in the **Directory**, in message headers, and when addressing messages. In addition, if the subscriber has not recorded a Personal Greeting, the system uses the recorded name as part of the default greeting.

Personal Greetings

Each subscriber can have up to three Personal Greetings; each greeting can be up to two minutes long.

If the system is in bilingual mode, each subscriber can record up to three Personal Greetings in the primary language and a corresponding greeting for each one in the secondary language. Personal Greetings should tell callers to press [**2**] [**1**] if they want to hear a greeting in the alternate language.

Personal Operator

Each user can set up a Personal Operator to handle calls if a caller presses [**0**] before or after leaving a message in the user's mailbox. The extension specified as the Personal Operator must have a mailbox.

If a Personal Operator is not specified, callers who press [**0**] are transferred to the mail system's Call Answer Service Operator. Although Transfer-Only mailboxes cannot receive messages, they can have a Personal Operator or they can be a Personal Operator, or both. In their Personal Greetings, subscribers may want to let callers know about this option.

Password

Each mailbox should have a password that must be entered to access that mailbox.

The password should be:

- A number that cannot be guessed easily. For example, a password of 123456 should not be chosen.
- Changed at least once every three months.

The password should *not* be:

- Based on the subscriber's extension number or on any of the subscriber's personal information (such as birthdate or social security number) that may be found out by others.
- Written down or shared with others.

Outcalling

You can assign a Class of Service to the subscriber's mailbox that permits Outcalling. This allows the mail system to dial up to five telephone numbers to notify the subscriber that a message has arrived in the subscriber's mailbox.



Security Alert:

You should provide Outcalling only to subscribers who have a business need for this feature.

The subscriber can turn Outcalling On and Off, create and maintain the list of Outcalling numbers, set up the Outcalling Schedule, and specify the minimum time between Outcalling attempts and the number of Outcalling Cycles.

ss System Features

- Callers and mail system users can use the **Directory** to reach a subscriber whose extension they do not know.
- To administer a Mailbox Name or Personal Greeting, see **Greetings (Personal)**.
- To administer Outcalling, see **Outcalling**.
- To change a mailbox password, see **Passwords**.
- To specify the extension to be used as a Personal Operator, see **Personal Operator**. If no Personal Operator is selected, calls are transferred to the **Call Answer Service Operator** if callers press [0] while in the mailbox.

Programming

Logging In to Voice Mail

	Action	You Hear...
Step 1	<i>From an on-site telephone:</i> Press [<i>Intercom</i>] [Z] [Z] [Z].	Voice Mail greeting plays, then prompt to enter the mailbox number.
	<i>From Automated Attendant:</i> Press [*] [Z] while listening to the Touch-Tone Gate Greeting or Main Menu.	Voice Mail greeting plays, then prompt to enter the mailbox number.
Step 2	Enter the mailbox number + [#].	Prompt to enter your password.
Step 3	Enter the password + [#].	Name, number of new messages and old messages, then the Voice Mail Activity Menu.

Recording and Sending a Message

To record and send a message to one or more subscribers, use the following procedure:

	Action	You Hear...
Step 1	Log in to Voice Mail.	Name, number of new messages and old messages, then the Voice Mail Activity Menu.
Step 2	Press [1] to record a message.	Prompt to record your message.
Step 3	Record your message, then press [1].	Prompt to choose an option.
Step 4	Choose an option: [*] [#] to approve the message.	"Approved," then prompt to address the message.
	[2] [3] to play back the message.	The message. <i>Repeat Step 4.</i>
	[2] [1] to re-record the message.	Prompt to re-record the message. <i>Return to Step 3.</i>
	[*] [2] or ([*] [3]) to delete the message.	Voice Mail Activity Menu. <i>Return to Step 2.</i>
Step 5	Choose an option to send the message: Extension (or mailbox number) + [#].	<i>Repeat Step 5 until finished.</i>
	[*] [5] + Group List Number (1-99) + [#].	<i>Repeat Step 5 until finished.</i>
	[*] [4] ([*] [2]) for the Directory.	Prompt to enter the first four letters of the person's name. <i>Go to Step 6.</i>
	[*] [#] when finished addressing.	"Delivery scheduled," then Voice Mail Activity Menu. <i>Procedure is complete.</i>

Action	You Hear...
<p>Step 6 Enter the first four letters of the name. <i>Example:</i> To find the extension for John Conlin if subscribers are listed by last name, enter [2][6][6][6] (CONL). If subscribers are listed by first name, enter [6][6][4][6] (JOHN).</p> <p>Use [z] for the letter Q; [2] for the letter Z.</p> <p>One of the following actions occurs: A match is made.</p> <p>The letters match more than one person.</p> <p>No match is found.</p>	<p>Announcement that a match was found, the extension number, then prompt for the next extension or Group List. <i>Return to Step 5.</i></p> <p>Announcement of the number of matches found, then the matching names. <i>Go to Step 7.</i></p> <p>Announcement that no matches were found, then prompt for the next extension or Group List. <i>Return to Step 5.</i></p>
<p>Step 7 Choose an option: Select the correct entry.</p> <p>If more than five matches are found, press [#] to hear more matching entries.</p>	<p>Extension number for future reference, then prompt for the next extension or Group List. <i>Return to Step 5.</i></p> <p><i>Repeat Step 7.</i></p>

Listening to Messages

	Action	You Hear...
Step 1	Log in to Voice Mail.	Name, number of new messages and old messages, then the Voice Mail Activity Menu.
Step 2	Press [2] to get messages..	Message header.
Step 3	Press [0] to play the message.	The message.
Step 4	Choose an option: [3] to pause. [2] (again) to resume playing. [5] to rewind four seconds and play. [6] to skip forward four seconds and play.	Message stops. Message resumes.
Step 5	After the message plays, choose an option: Press [*] [0] ([*] [3]) to delete the message and listen to the next message header. Press [#] to save the message and skip to the next message header. Press [1] to respond to the message. Press [2] [0] to rewind and play the current message. Press [2] [3] to rewind and play the message header. Press [*] [#] to quit.	Return to Step 3. Return to Step 3. Prompt to reply or forward the message. Go to Step 5 of "Replying to a Message," on page 5-140, or "Forwarding a Message" on page 5-141. Return to Step 4. Return to Step 4. Voice Mail Activity Menu. Procedure is complete.

Replying to a Message

After listening to a message, you may want to reply. You can record a response and send it. (To forward the message to another user without adding a response, see “Forwarding a Message” on page 5-141.)

	Action	You Hear...
Step 1	Log in to Voice Mail.	Name, number of new messages and old messages, then the Voice Mail Activity Menu.
Step 2	Press [2] to get messages..	Message header.
Step 3	Press [2] to play the message.	The message.
Step 4	After the message plays, press [1] to respond to the message.	Prompt to reply or forward the message.
Step 5	Press [1] to reply.	Prompt to record your reply.
Step 6	Record your reply, then press [1].	Message Editing Menu.
Step 7	Choose an option: Press [2] [#] to approve and send your reply.	“Approved,” then prompt to address the message.
	Press [2] [2] to play back your response.	<i>Repeat Step 7.</i>
	Press [2] [1] to re-record your response.	<i>Return to Step 6.</i>
	Press [2] [2] ([2] [2]) to delete your response.	<i>Return to Step 5.</i>
Step 8	Choose an option to send the message: Extension (or mailbox number) + [#].	<i>Repeat Step 8 until finished.</i>
	[2] [2] + Group List Number (1-99) + [#].	<i>Repeat Step 8 until finished.</i>
	[2] [2] ([2] [2]) for the Directory.	Prompt to enter the first four letters of the person’s name.
	[2] [#] when finished addressing.	“Delivery scheduled,” then Voice Mail Activity Menu. <i>Procedure is complete.</i>

Action	You Hear...
<p>Step 9 Enter the first four letters of the name. <i>Example:</i> To find the extension for John Conlin if subscribers are listed by last name, enter [2] [6] [6] [5] (CONL). If subscribers are listed by first name, enter [5] [6] [4] [6] (JOHN).</p> <p>Use [z] for the letter Q; [9] for the letter Z.</p> <p>One of the following actions occurs: A match is made.</p> <p>The letters match more than one person.</p> <p>No match is found.</p>	<p>Announcement that a match was found, the extension number, then prompt for the next extension or Group List. <i>Return to Step 8.</i></p> <p>Announcement of the number of matches found, then the matching names. <i>Go to Step 10.</i></p> <p>Announcement that no matches were found, then prompt for the next extension or Group List. <i>Return to Step 8.</i></p>
<p>Step 10 Choose an option: Select the correct entry.</p> <p>If more than five matches are found, press [#] to hear more matching entries.</p>	<p>Extension number for future reference, then prompt for the next extension or Group List. <i>Return to Step 8.</i></p> <p><i>Repeat Step 10.</i></p>

Forwarding a Message

After listening to a message, you can forward it to another subscriber using the following procedure. (To record a response and forward it with the message, see "Replying to a Message" on page 5-140.)

Action	You Hear...
<p>Step 1 Log in to Voice Mail.</p>	<p>Name, number of new messages and old messages, then the Voice Mail Activity Menu.</p>
<p>Step 2 Press [2] to get messages..</p>	<p>Message header.</p>
<p>Step 3 Press [9] to play the message.</p>	<p>The message.</p>

Action	You Hear...
Step 4 After the message plays, press [1] to respond to the message.	Prompt to reply or forward the message.
Step 5 Press [2] to forward.	Prompt to enter the extension or Group List number.
Step 6 Choose an option to send the message: Extension (or mailbox number) + [#].	<i>Repeat Step 6 until finished.</i>
[*] [5] + Group List Number (1–99) + [#].	<i>Repeat Step 6 until finished.</i>
[*] [Δ] ([*] [2]) for the Directory.	Prompt to enter the first four letters of the person's name.
[*] [#] when finished addressing.	"Delivery scheduled," then Voice Mail Activity Menu. <i>Procedure is complete.</i>
Step 7 Enter the first four letters of the name. <i>Example:</i> To find the extension for John Conlin if subscribers are listed by last name, enter [2] [6] [6] [5] (CONL). If subscribers are listed by first name, enter [5] [6] [4] [6] (JOHN). <i>Use [Z] for the letter Q; [9] for the letter Z.</i>	
One of the following actions occurs: A match is made.	Announcement that a match was found, the extension number, then prompt for the next extension or Group List. <i>Return to Step 6.</i>
The letters match more than one person.	Announcement of the number of matches found, then the matching names. <i>Go to Step 8.</i>
No match is found.	Announcement that no matches were found, then prompt for the next extension or Group List. <i>Return to Step 6.</i>
Step 8 Choose an option: Select the correct entry.	Extension number for future reference, then prompt for the next extension or Group List. <i>Return to Step 6.</i>
If more than five matches are found, press [#] to hear more matching entries.	<i>Repeat Step 8.</i>

Recording a Mailbox Name

	Action	You Hear...
Step 1	Log in to Voice Mail.	Name, number of new messages and old messages, then the Voice Mail Activity Menu.
Step 2	Press [3] to administer a name or greeting.	Prompt to select greeting or name.
Step 3	Press [2] to administer a name.	Name Editing Menu.
Step 4	Choose an option: Press [0] to listen to the name.	The name (if one is recorded). <i>Repeat Step 4.</i>
	Press [1] to record the name.	Prompt to record the name.
Step 5	Record the name, then press [1].	Name Editing Menu.
Step 6	Choose an option: [*] [#] to approve the name.	<i>Procedure is complete.</i>
	[2] [3] to play back the name.	The name you just recorded. <i>Repeat Step 6.</i>
	[2] [1] to re-record the name.	<i>Return to Step 5.</i>
	[*] [0] ([*] [3]) to delete the name and use the one previously recorded.	Confirmation that the name was deleted. <i>Return to Step 4.</i>

Recording and Activating Personal Greetings

To record the greeting that callers hear when they reach a Call Answer Service or a Transfer-Only mailbox, see “Recording a Personal Greeting” in **Greetings (Personal)**. For information about activating a Personal Greeting, see “Activating a Personal Greeting” in **Greetings (Personal)**.

Choosing a Personal Operator

For information about choosing a Personal Operator, see “Administering a Personal Operator” in **Personal Operator**.

Personal Operator

At a Glance

Voice Mail Activity Menu	[4] Personal Operator <i>Operator's No. + [#]</i> : Add Personal Operator [0] + [#]: Remove Personal Operator
Programmable by	Subscriber
Factory Setting Personal Operator	No Personal Operator. (Calls are transferred to the Call Answer Service Operator).

Description

A Call Answer Service or Transfer-Only mailbox can have a Personal Operator to handle calls if a caller dials [0]:

- For Call Answer Service mailboxes, callers can dial [0] before, during, or after leaving a message.
- For Transfer-Only mailboxes, callers can dial [0] while the mailbox greeting is playing or up to four seconds after the greeting has finished playing.

A Personal Operator can be any extension that has a mailbox, or it can be a mailbox of the following types:

- Call Answer Service mailbox
- Transfer-Only mailbox
- Bulletin Board mailbox
- Automated Attendant mailbox

When a Personal Operator is not administered, a caller who dials [0] is transferred to the system's Call Answer Service Operator.

The mailbox's Personal Greeting should inform callers that they have the option of pressing [0].

Applications

A secretary's extension is administered as a boss' Personal Operator. The boss' Personal Greeting says, "This is Pat. I am unavailable at the moment. You can leave a message after the beep, or press [0] to speak to my secretary."

An employee on vacation wants callers to be able to reach a person covering for her: The employee's Personal Greeting says, "Hello, this is Lou. I'll be on vacation until July 25. If you leave a message, I'll call you when I return. If you need immediate assistance, press [9] now."

A teacher administers a Bulletin Board mailbox as his Personal Operator. The teacher's Personal Greeting says, "This is Les Brown. To leave me a message, wait for the tone. To hear the homework assignment for today, press [9]."

Related Mail System Features

If a mailbox has a Personal Operator that callers can reach by pressing [9], the mailbox's Personal Greeting should include information about this option. See **Greetings (Personal)**.

Programming

Administering a Personal Operator

To assign or remove a Personal Operator for a mailbox, use the following procedure:

	Action	You Hear...
Step 1	Log in to Voice Mail.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Dial [9] to change the Personal Operator.	Current setting, then prompt to enter the Personal Operator extension or to delete the Personal Operator.
Step 3	Choose an option: Assign Personal Operator: <i>Operator's extension + [#]</i> .	Confirmation of the extension, then the Voice Mail Activity Menu. <i>Procedure is complete.</i>
	Remove Personal Operator: [9] + [#].	Confirmation that there is no Personal Operator, then the Voice Mail Activity Menu. <i>Procedure is complete.</i>

Schedule Controller

At a Glance

System Administration Menu	[2] Schedule
	[2] Automated Attendant Schedule
	[1] Schedule Controller
	[1] Follow the Switch Mode
	[2] Follow the PARTNER MAIL Business Schedule
Programmable by	System Administrator
Factory Setting	
Schedule Controller	Follow the Switch Mode
Mail System Planning Form	D

Description

The Schedule Controller determines whether the communications system (Night Service) or the mail system Business Schedule controls the Day and Night operation of the Automated Attendant. Each Automated Attendant has its own Schedule Controller.

The Schedule Controller can be set to one of two options:

- **Follow the Switch Mode**—Use this setting if you want the Automated Attendant to go into Night mode when the communications system Night Service is On and into Day mode when the communications system Night Service is Off.
- **Follow the PARTNER MAIL Business Schedule**—A Business Schedule you program for the Automated Attendant will determine when the Automated Attendant operates in Day mode and in Night mode. Use this setting if you want the schedule to be independent of the communications system Night Service feature.

Follow the Switch Mode

The communications system notifies the mail system when Night Service begins and ends. When the mail system is notified that Night Service is On, the Automated Attendant plays the Night Main Menu. When the mail system is notified that Night Service is Off, the Automated Attendant plays the Day Main Menu.

Follow the PARTNER MAIL Business Schedule

You use **Business Schedule** to enter your normal hours of operation. If you set the Schedule Controller to Follow the PARTNER MAIL Business Schedule, Night Service notifications from the communications system are ignored.

Considerations and Constraints

No matter which of the two Schedule Controller settings you use to control the Automated Attendant's Day and Night operation, you can override the operation by using either of the following features:

- You can use the Business Schedule's Temporarily Closed option to schedule a temporary closing up to a week in advance.
- You can use Open or Closed for Today to set the current day to open or closed in case of an unexpected change to your regular schedule.

If you program the Automated Attendant to be Open for Today, the Automated Attendant operates in Day mode until midnight. If you use the Close for Today or Temporarily Closed option, the Automated Attendant operates in Night mode until midnight. At midnight the Automated Attendant reverts back to Day or Night mode as determined by the Schedule Controller. You can revert to the regular schedule for the current day by using the Resume Regular Schedule option of **Open or Closed for Today**.

Related Communications System Features

If you set the Schedule Controller to Follow the Switch Mode, use Night Service Button (#503) to identify a button on the system phone at extension 10 to be used to turn Night Service On and Off.

Related Mail System Features

- If you set the Schedule Controller to Follow the PARTNER MAIL Business Schedule, you must program your regular weekly schedule. See **Business Schedule**.
- To schedule a planned temporary closing up to six days in advance, you can use the Temporarily Closed option of **Business Schedule**.
- To accommodate an unexpected change of schedule, you can use **Open or Closed for Today**.

Programming

Setting the Schedule Controller

Before setting the Schedule Controller, complete mail system Planning Form D.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	Prompt to enter the System Administration Password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [2] for Schedule.	Schedule Administration Menu.
Step 5	Press [2] for Automated Attendant Schedule options.	<i>(Multiple Automated Attendant)</i> Prompt to enter the Automated Attendant Number. <i>(Single Automated Attendant)</i> Schedule Control Menu. <i>Go to Step 8.</i>
Step 6	<i>(Multiple Automated Attendant Only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant Schedule Administration Menu.
Step 7	Press [1] for Schedule Controller.	Current setting, then the Schedule Control Menu.
Step 8	Choose an option: [1] to Follow the Switch Mode.	Confirmation of the setting, then Automated Attendant Schedule Administration Menu. <i>Procedure is complete.</i>
	[2] to Follow the PARTNER MAIL Business Schedule.	Confirmation of the setting, then Automated Attendant Schedule Administration Menu. <i>Procedure is complete.</i>
	[*] [#] to keep current setting.	Automated Attendant Schedule Administration Menu. <i>Procedure is complete.</i>

Security Violation Notification

At a Glance

System Administration Menu	[3] System Security [3] Security Violation Notification [1] Mailbox Lock [2] Warning Message [3] No Security Violation Notification
Programmable by	System Administrator
Factory Settings	
Notification type	Warning Message
Unsuccessful login attempts	5 (2–18 attempts)
Mail System Planning Form	N

Description

You can program one of three Security Violation Notification settings systemwide for the mail system. This feature is used to reduce the likelihood of unauthorized persons accessing mailboxes and System Administration.

- **Mailbox Lock**—Lock the mailbox and send a warning message to the mailbox and to the System Administrator's mailbox.
- **Warning Message**—Send a warning message to the mailbox and to the System Administrator's mailbox.
- **No Security Violation Notification**



Security Alert:

*You should use the most restrictive form of the feature that the business allows. Use the Mailbox Lock option unless this would be too restrictive for your business. Use the Warning Message option otherwise. Administering a system without Security Violation Notification is **strongly discouraged**. Be sure to investigate all warning messages received.*

Unsuccessful Login Attempts

An attempt to log in is counted when a person enters the mailbox number followed by the pound sign. An unsuccessful attempt occurs if the person does not enter a correct password (followed by the pound sign). The default is to permit five unsuccessful attempts before invoking **Security Violation Notification**.

The maximum number of attempts to log in *per call* is three. However, if the maximum number of unsuccessful attempts is reached earlier, no additional tries are permitted on that call. For example, suppose the mail system is set to send a warning message after five consecutive unsuccessful login attempts. A person tries unsuccessfully three times on the first call and is disconnected. The person calls back and is given only two more attempts to log in, then the caller hears the message "Too many unsuccessful login attempts. The System Administrator has been notified. Good-bye," and the call is disconnected. A message is sent to the mailbox owner and to the System Administrator.

Mailbox Unlock

To unlock a mailbox, you must reinitialize the mailbox password. When the user logs in to the mailbox, he or she will be prompted to enter a new password.

A locked Call Answer Service mailbox can receive messages as long as there is enough space in the mailbox. However, the subscriber cannot retrieve these messages until you reinitialize the mailbox's password.

If a Bulletin Board mailbox is locked, callers are still able to listen to the Bulletin Board message, but the mailbox owner is not able to change the message until you reinitialize the mailbox password.

To unlock the System Administrator's mailbox, or System Administration, you must call for support, using the information on the inside front cover of this book. You should have the following information available:

- System Administrator's mailbox number.
- Serial number of the system. (The serial number is located on the right side panel of the mail unit. See Figure 2-5 in Chapter 2, "Installation," for the location of the serial number label.)
- Phone number of the Remote Maintenance Device.

Related Mail System Features

- If a **Bulletin Board** mailbox is locked, callers are still able to listen to the Bulletin Board message, but the mailbox owner is not able to change the message until you reinitialize the mailbox.
- If a mailbox is locked, you must initialize the mailbox's password. See **Mailbox** for the initialization procedure.

- You are responsible for establishing a systemwide **Minimum Password Length**.
- Users are responsible for their own mailbox **Passwords**.

Programming

Changing the Security Violation Notification

Before changing the Security Violation Notification setting, update mail system Planning Form N.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [2] for System Administration.	Prompt to enter the System Administration Password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [2] for System Security Options.	System Security Menu.
Step 5	Press [3] for Security Violation Notification.	Current setting, then the Security Violation Notification Menu.
Step 6	Choose an option: [1] Mailbox Lock.	Prompt to enter number of Login attempts. <i>Go to Step 7.</i>
	[2] Warning Message.	Prompt to enter number of Login attempts. <i>Go to Step 7.</i>
	[3] No Security Violation Notification.	Confirmation of the setting, then the System Security Menu. <i>Procedure is complete.</i>
	[*] [#] Keep current option.	Confirmation of the setting, then the System Security Menu. <i>Procedure is complete.</i>
Step 7	Enter <i>login attempts</i> (2–18)+ [#].	Confirmation of the setting, then the System Security Menu. <i>Procedure is complete.</i>

Single/Multiple Automated Attendant

At a Glance

System Administration Menu	[1] System Parameters [1] Single or Multiple Automated Attendant [1] Single Automated Attendant [2] Multiple Automated Attendants
Programmable by	System Administrator
Factory Setting Single/Multiple Automated Attendant Operation	Single Automated Attendant
Mail System Planning Form	A

Description

You can have one or up to three separate Automated Attendants.

With Single Automated Attendant operation, there is one Day Main Menu and one Night Main Menu. If you select Multiple Automated Attendant operation, each Automated Attendant has its own Day and Night Main Menu.

Multiple Automated Attendant operation should be used if you want different incoming lines answered in different ways. For example, if two businesses or departments share your communications system, you may want to greet callers differently and present them with different options from which to choose.

Related Communications System Features

All Automated Attendants for which lines are assigned using communications system Group Call Distribution (#206) Setting 1 follow the same communications system VMS Hunt Delay (Immediate or Delayed) *and* the same VMS Hunt Schedule (Always, Day Only, or Night Only). If you require multiple Automated Attendants but not all Automated Attendants can follow the same VMS Hunt Delay and VMS Hunt Schedule settings, then you cannot use Group Call Distribution (#206) Setting 1 for all of the lines. You can use one of the following methods for the lines that you want to be handled differently:

- Use Group Call Distribution ([#] [2] [2] [2]) Setting 3 to assign coverage for the Voice Mail line(s).

On the mail system, create an Automated Attendant mailbox and use **Line Ownership** to assign the Automated Attendant mailbox as the owner of the line(s).

The communications system will direct calls both day and night to the Automated Attendant mailbox after four rings. Using this method, there is no way to send calls immediately to the mailbox.

For more information, see “Form A: Page 1 Description” in Appendix B.

- For Release 4.0 and later communications systems only, use Line Coverage Extension [#] [2] [2] [2] to assign extension coverage for the line(s) to a system phone dedicated for Automated Attendant use. Program VMS Cover and Do Not Disturb buttons on the phone.

On the mail system, create an Automated Attendant mailbox for the extension.

When the VMS Cover button is Off, calls will not be sent to the Automated Attendant. When the VMS Cover button is On, calls will be sent to the Automated Attendant. The status of the Do Not Disturb button will determine how quickly the calls are sent. When the Do Not Disturb button is On, calls will be sent to the Automated Attendant immediately. When the Do Not Disturb button is Off, calls will be sent to the Automated Attendant after the number of rings specified by VMS Cover Rings (#117).

Related Mail System Features

For each Automated Attendant, you can program the following:

- Day and Night **Dial 0/Timeout Action (Automated Attendant)**
- **Fax Extension and Fax Message Receiver**
- **General Mailbox** Owner
- **Line Assignments** (for lines assigned using communications system Group Call Distribution (#206) Setting 1 that are to be answered by Automated Attendant 1 or Automated Attendant 2)
- Day and Night **Main Menus (Automated Attendant)**
- **Schedule Controller** (and **Business Schedule**, if the Schedule Controller is set to follow the PARTNER MAIL Business Schedule)
- **Touch-Tone Gate** setting [and Touch-Tone Gate Greetings if the Touch-Tone Gate is On; see **Greetings (System)**]

You can use Group Call Distribution (#206) Setting 3, **Line Ownership**, and an Automated Attendant **Mailbox** to provide Automated Attendant Service.

On Release 4.0 or later communications systems, you can use Line Coverage Extension (#208) and an Automated Attendant **Mailbox** to provide Automated Attendant Service.

Programming

Setting Single or Multiple Automated Attendants

Before changing the Single/Multiple Automated Attendant setting, update mail system Planning Form A:

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [2] for System Administration.	Prompt to enter the System Administration Password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [1] for System Parameters.	System Parameters Menu.
Step 5	Press [1] for Single/Multiple Automated Attendant.	Current setting, then the Single/Multiple Automated Attendant Menu.
Step 6	Choose an option: [1] Single Automated Attendant.	Confirmation of Single Automated Attendant operation, then the System Parameters Menu. <i>Procedure is complete.</i>
	[2] Multiple Automated Attendant.	Confirmation of Multiple Automated Attendant operation, then the System Parameters Menu. <i>Procedure is complete.</i>

Submenus (Automated Attendant)

At a Glance

System Administration Menu	[3] Automated Attendant [3] Submenus [2] Play menu [4] Create menu [6] Modify menu [*][0] ([*][3]) Delete menu
Programmable by	System Administrator
Parameters	
No. of Submenus	99
Caller Options	
Play Submenu again	[*][4]
Play Automated Attendant Main Menu	[*][Z]
Play previous menu	[*][#]
Dial 0/Timeout Action	[0]
Transfer to another extension	[*][T] ([*][0])
Play Submenu in alternate language (<i>bilingual mode only</i>)	[*][1]
Mail System Planning Forms	I and J

Description

A Submenu provides additional options to callers when there are more options than can fit on the Day or Night Main Menu. In Submenus, as in Main Menus, the caller presses a digit (Selector Code) on the touch-tone telephone keypad in response to a prompt. Automated Attendant Service directs the caller to one of the following destinations based on the Selector Code entered:

- An extension, Hunt Group, Calling Group, or mailbox
- Another Submenu
- An Announcement

If a caller does not respond to a Submenu, the call is handled according to the Automated Attendant's Day or Night Dial 0/Timeout Action, as appropriate.

There can be up to 99 Submenus. Each Submenu can have up to nine options on it. The same submenu can be assigned to more than one Automated Attendant.

Selector Codes and Selector Code Actions

Selector Codes on a Submenu have no default Selector Code Actions to determine the action performed when the caller presses the Selector Code. You can assign one of the following five Selector Code Actions:

- **Action 1—Selector Code Transfer**—When a caller presses the Selector Code, the call is transferred to the predetermined extension, Hunt Group, Calling Group, or mailbox (Call Answer Service, Bulletin Board, Transfer-Only, or Automated Attendant) that is assigned to the Selector Code.
- **Action 2—Play a Submenu**—When a caller presses the Selector Code, another menu plays offering the caller additional options.
- **Action 3—Play an Announcement**—When a caller presses the Selector Code, a recorded Announcement plays. If information needed by callers, such as your business hours or mailing address, can be provided in a two-minute Announcement, use this Selector Code Action.
- **Action 4—Prompted Transfer**—When a caller presses the Selector Code, the caller is prompted to dial an extension of his or her choice. Use this Selector Code Action if the first digit of your company's extensions coincides with the Selector Codes you want to use for something other than Direct Extension Transfer. For example, if all company extensions begin with 1 or 2, and you want to use Selector Code 1 for a Submenu and Selector Code 2 for an Announcement, program an unused Selector Code for Prompted Transfer. When the caller presses the Selector Code programmed for Prompted Transfer, the mail system will prompt the caller to enter the desired extension.
- **Action 5—Direct Extension Transfer**—Callers can dial an individual extension, Calling Group, Hunt Group, or mailbox of any type (Call Answer Service, Bulletin Board, Transfer-Only, or Automated Attendant) from the Submenu if the Selector Codes matching the first digit are reserved for this Selector Code Action. For example, if all company extensions begin with 1 or 2, you can assign Action 5 for Selector Codes 1 and 2 to enable callers to dial extensions 10 through 29 directly from the Submenu. This Selector Code Action enables the system to recognize the caller's selection as the first digit of an extension, Calling Group, Hunt Group, or mailbox instead of a menu option selection.

For examples and further discussion of Selector Code Actions see **Main Menu (Automated Attendant)** in this chapter.

Other Submenu Options

In addition to the Selector Codes, the following options are available from the Submenu:

- [*][4] Replay the Submenu
- [*][7] Play the Automated Attendant Main Menu
- [*][#] Play the Previous Menu
- [0] Perform the Automated Attendant's (Day or Night) Dial 0/Timeout Action.
- [*][1] ([*][8]) Transfer to Another Extension
- [*][1] Play the Submenu in the Alternate Language (*bilingual mode only*)

Submenu Creation

Plan Submenus using mail system Planning Forms I and J. If the mail system is in bilingual mode, be sure to record the Submenu prompt in both the primary and secondary languages.

Submenu Modification

Changing a Submenu may require one or more of the following tasks:

- Adding or deleting Selector Codes
- Changing Selector Code Actions
- Recording a revised menu prompt

Plan your changes using mail system Planning Forms I and J. If the mail system is in bilingual mode, be sure to record the Submenu prompt in both the primary and secondary languages.

Considerations and Constraints

Submenus and Announcements must be created before they can be assigned to the Main Menu or Submenu from which they are accessed.



RECOMMENDATION:

Although you can create up to 99 menus with up to nine options on each menu, it is recommended that you limit the number of menu levels to three and the number of options on each menu to five to avoid confusing the callers.

If a Bulletin Board mailbox, Announcement, or Submenu that is assigned as a Selector Code transfer destination on a Submenu is deleted, the Selector Code is deleted automatically from the menu definition. However, you must re-record all menu prompts that refer to the item that is deleted.

If an extension, Calling Group, Hunt Group, Bulletin Board, Guest mailbox, or Automated Attendant is deleted, it may be necessary to re-record any Submenu prompt that refers to it.

Related Mail System Features

- **Announcements (Automated Attendant)** must be created before they can be assigned to the Submenus.
- If the caller does not press a button within four seconds after the menu finishes playing, or if the caller presses [0], the call is handled as specified by the **Dial 0/Timeout Action (Automated Attendant)** for the Automated Attendant's (Day or Night) Main Menu.
- If you change the **Language** mode (bilingual or monolingual) or the languages administered, you may need to re-record the Submenu prompts.

Programming

Playing a Submenu Prompt or Definition

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	Prompt to enter the System Administration Password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [3] for Automated Attendant.	<i>(Multiple Automated Attendant)</i> Prompt to enter the Automated Attendant Number. <i>(Single Automated Attendant)</i> Automated Attendant Administration Menu. <i>Go to Step 6.</i>
Step 5	<i>(Multiple Automated Attendant Only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant Administration Menu.
Step 6	Press [2] for Submenus.	Submenu Administration Menu.
Step 7	Press [2] to play the Submenu.	Prompt to enter a Submenu number.

	Action	You Hear...
Step 8	Submenu number + [#].	Prompt to select the Submenu prompt or the Submenu definition.
Step 9	Choose an option: [1] to play the Submenu prompt.	Submenu prompt. <i>Procedure is complete.</i>
	[2] to play the Submenu Selector Codes and Selector Code Actions.	Submenu Selector Codes and Selector Code Actions. <i>Procedure is complete.</i>
	[*] [#] to return to the Submenu Administration Menu.	Submenu Administration Menu. <i>Procedure is complete.</i>

Creating a Submenu

Before creating a Submenu, complete mail system Planning Form I and J.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [2] for System Administration.	Prompt to enter the System Administration Password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [3] for Automated Attendant.	<i>(Multiple Automated Attendant)</i> Prompt to enter the Automated Attendant Number. <i>(Single Automated Attendant)</i> Automated Attendant Administration Menu. Go to Step 6.
Step 5	<i>(Multiple Automated Attendant Only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant Administration Menu.
Step 6	Press [3] for Submenus.	Submenu Administration Menu.
Step 7	Press [4] to create the Submenu.	Prompt to enter a Submenu number.
Step 8	Submenu number + [#].	Prompt to enter a Selector Code.
Step 9	Choose an option: Enter a <i>Selector Code</i> (1–9).	Selector Code Action Menu.
	Press [*] [#] to quit Selector Code Assignment.	Prompt to record the Submenu prompt. Go to Step 15.

Action	You Hear...
<p>Step 10 Choose an option:</p> <p>[1] for Selector Code Transfer.</p> <p>[2] for Submenu.</p> <p>[3] for Announcement.</p> <p>[4] for Prompted Transfer.</p> <p>[5] for Direct Extension Transfer.</p> <p>[*][2] ([*][3]) to delete the Selector Code.</p> <p>[*][#] to quit.</p>	<p>Prompt to enter the extension. <i>Go to Step 11.</i></p> <p>Prompt to enter the Submenu number. <i>Go to Step 12.</i></p> <p>Prompt to enter the Announcement number. <i>Go to Step 13.</i></p> <p>Confirmation that the Selector Code is programmed for Prompted Transfer. then prompt to enter a Selector Code. <i>Return to Step 9.</i></p> <p>Confirmation that the Selector Code is programmed for Direct Extension Transfer, then prompt to enter a Selector code. <i>Return to Step 9.</i></p> <p>Prompt to confirm deletion. <i>Go to Step 14.</i></p> <p><i>Return to Step 9.</i></p>
<p>Step 11 Enter the extension, Hunt Group, Calling Group, or mailbox number + [#].</p>	<p>Confirmation of Selector Code, Selector Code Action, transfer destination, then prompt to enter a Selector Code. <i>Return to Step 9.</i></p>
<p>Step 12 Enter the Submenu number + [#].</p>	<p>Confirmation of Selector Code, Submenu number, then prompt to enter a Selector Code. <i>Return to Step 9.</i></p>
<p>Step 13 Enter the Announcement number + [#]</p>	<p>Confirmation of Selector Code, Announcement number, then prompt to enter a Selector Code. <i>Return to Step 9.</i></p>
<p>Step 14 Choose an option:</p> <p>[2] to confirm deletion.</p> <p>[2] to cancel deletion.</p>	<p>Confirmation that the Selector Code is not used, then prompt to enter a Selector Code. <i>Return to Step 9.</i></p> <p>“Deletion canceled, ” then prompt to enter a Selector Code. <i>Return to Step 9.</i></p>
<p>Step 15 Record the Submenu prompt (up to 2 minutes), then press [1].</p>	<p>Message Editing Menu.</p>

	Action	You Hear...
Step 16	Choose an option: [2] [3] to play back the Submenu prompt.	Submenu prompt, then the Message Editing Menu. <i>Repeat Step 16.</i>
	[2] [1] to re-record the Submenu prompt.	A tone to record the Submenu prompt. <i>Return to Step 15.</i>
	[*] [D] ([*] [3]) to delete the new Submenu prompt.	Confirmation of the deletion, then prompt to record the Submenu prompt. <i>Return to Step 15.</i>
	[*] [#] to approve the Submenu prompt.	“Approved.” (<i>Monolingual mode</i>) Submenu Administration Menu. <i>Procedure is complete.</i> (<i>Bilingual mode, primary language</i>) Prompt to record the Submenu prompt in the secondary language. <i>Return to Step 15.</i> (<i>Bilingual mode, secondary language</i>) Submenu Administration Menu. <i>Procedure is complete.</i>

Recording the Submenu Prompt Only

Before recording a Submenu prompt, complete mail system Planning Form I.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	Prompt to enter the System Administration Password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [3] for Automated Attendant.	(<i>Multiple Automated Attendant</i>) Prompt to enter the Automated Attendant Number. (<i>Single Automated Attendant</i>) Automated Attendant Administration Menu. <i>Go to Step 6.</i>
Step 5	(<i>Multiple Automated Attendant Only</i>) Enter <i>Automated Attendant Number</i> .	Automated Attendant Administration Menu.

	Action	You Hear...
Step 6	Press [3] for Submenus.	Submenu Administration Menu.
Step 7	Press [6] to modify the Submenu.	Prompt to enter a Submenu number.
Step 8	<i>Submenu number + [#].</i>	Prompt to enter a Selector Code.
Step 9	Press [*] [#] to indicate that there are no changes to Selector Codes.	Prompt to record the Submenu prompt or to use the existing Submenu prompt.
Step 10	Choose an option: Press [#] to use the existing prompt.	<p>“The existing menu prompt will be used. Menu saved.” <i>(Monolingual mode)</i> Submenu Administration Menu. <i>Procedure is complete.</i></p> <p><i>(Bilingual mode)</i> Prompt to record the Submenu prompt in the secondary language. <i>Repeat to Step 10.</i></p>
	Record the Submenu prompt (up to 2 minutes), then press [1].	Message Editing Menu.
Step 11	Choose an option: [2] [3] to play back the new Submenu prompt. [2] [1] to re-record the new Submenu prompt. [*] [0] ([*] [3]) to delete the new Submenu prompt. [*] [#] to approve.	<p>New Submenu prompt, then the Message Editing Menu. <i>Repeat Step 11</i></p> <p>A tone to record the Submenu prompt. <i>Return to Step 10.</i></p> <p>“Deleted. The existing menu prompt will be used,” then the Submenu Administration Menu.</p> <p>“Approved. Menu saved.” <i>(Monolingual mode)</i> Submenu Administration Menu. <i>Procedure is complete.</i></p> <p><i>(Bilingual mode, primary language.)</i> Prompt to record the Submenu prompt in the secondary language. <i>Return to Step 10.</i></p> <p><i>(Bilingual mode, secondary language.)</i> Submenu Administration Menu. <i>Procedure is complete.</i></p>

Modifying a Submenu

The following procedure can be used to:

- Add, change, or delete Selector Codes.
- Change Selector Code Actions.
- Record a Submenu prompt.

Before you change a Submenu, update mail system Planning Forms I and J.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [g] for System Administration.	Prompt to enter the System Administration Password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [z] for Automated Attendant.	<i>(Multiple Automated Attendant)</i> Prompt to enter the Automated Attendant Number. <i>(Single Automated Attendant)</i> Automated Attendant Administration Menu. <i>Go to Step 6.</i>
Step 5	<i>(Multiple Automated Attendant Only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant Administration Menu.
Step 6	Press [z] for Submenus.	Submenu Administration Menu.
Step 7	Press [d] to modify the Submenu.	Prompt to enter a Submenu number.
Step 8	Submenu number + [#].	Prompt to enter a Selector Code.
Step 9	Choose an option: Enter a <i>Selector Code</i> (1–9).	<i>If the Selector Code is already assigned:</i> The Selector Code definition and a prompt to confirm that you want to modify it. <i>Go to Step 10.</i> <i>If the Selector Code is not already assigned:</i> Selector Code Menu. <i>Go to Step 11.</i>
	Press [*] [#] to quit Selector Code Assignment.	Prompt to record a Submenu prompt or to use the existing Submenu prompt. <i>Go to Step 16.</i>

Action	You Hear...	
Step 10	Choose an option: [9] to confirm. [6] to cancel.	Confirmation of Selector Code, then Selector Code Menu. <i>Go to Step 11.</i> Prompt to enter a Selector Code. <i>Return to Step 9.</i>
Step 11	Choose an option: [1] for Selector Code Transfer. [2] for Submenu. [3] for Announcement. [4] for Prompted Transfer. [5] for Direct Extension Transfer. [*] [2] ([*] [3]) to delete the Selector Code. [*] [#] to quit.	Prompt to enter the extension. <i>Go to Step 12.</i> Prompt to enter the Submenu number. <i>Go to Step 13.</i> Prompt to enter the Announcement number. <i>Go to Step 14.</i> Confirmation that the Selector Code is programmed for Prompted Transfer, then prompt to enter a Selector Code. <i>Return to Step 9.</i> Confirmation that the Selector Code is programmed for Direct Extension Transfer, then prompt to enter a Selector code <i>Return to Step 9.</i> Prompt to confirm deletion. <i>Go to Step 15.</i> <i>Return to Step 9.</i>
Step 12	Enter the extension, Hunt Group, Calling Group, or mailbox number + [#].	Confirmation of Selector Code, Selector Code Action, transfer destination, then prompt to enter a Selector Code. <i>Return to Step 9.</i>
Step 13	Enter the Submenu number + [#].	Confirmation of Selector Code, Submenu number, then prompt to enter a Selector Code. <i>Return to Step 9.</i>
Step 14	Enter the Announcement number + [#].	Confirmation of Selector Code, Announcement number, then prompt to enter a Selector Code. <i>Return to Step 9.</i>

Action	You Hear...
<p>Step 15 Choose an option: [9] to confirm deletion.</p> <p>[6] to cancel the deletion.</p>	<p>Confirmation that the Selector Code is not used, then prompt to enter a Selector Code. <i>Return to Step 9.</i></p> <p>“Deletion canceled,” then prompt to enter a Selector Code. <i>Return to Step 9.</i></p>
<p>Step 16 Choose an option: [#] to use the existing Submenu prompt.</p> <p>Record the Submenu prompt (up to 2 minutes), then press [1].</p>	<p><i>(Monolingual mode)</i> “The existing Submenu prompt will be used. Menu saved,” then the Menu Administration Menu. <i>Procedure is complete.</i></p> <p><i>(Bilingual mode)</i> Prompt to record the Submenu prompt in the secondary language. <i>Repeat Step 16.</i></p> <p>Message Editing Menu.</p>
<p>Step 17 Choose an option: [2] [3] to play back the new Submenu prompt.</p> <p>[2] [1] to re-record the new Submenu prompt.</p> <p>[*] [0] ([*] [3]) to delete the new Submenu prompt.</p> <p>[*] [#] to approve the Submenu prompt.</p>	<p>New Submenu prompt, then the Message Editing Menu. <i>Repeat Step 17.</i></p> <p>A tone to record the Submenu prompt. <i>Return to Step 16.</i></p> <p>“Deleted. The existing menu prompt will be used,” then the Submenu Administration Menu. <i>Procedure is complete.</i></p> <p>“Approved. Menu saved.” <i>(Monolingual mode)</i> Submenu Administration Menu. <i>Procedure is complete.</i></p> <p><i>(Bilingual mode, primary language)</i> Prompt to record the Submenu prompt in the secondary language. <i>Return to Step 16.</i></p> <p><i>(Bilingual mode, secondary language)</i> Submenu Administration Menu. <i>Procedure is complete.</i></p>

Deleting a Submenu

When you delete a Submenu, all Selector Codes that refer to the Submenu are automatically removed from Main Menu and Submenu definitions. Be sure to re-record all Main Menu and Submenu prompts that are affected.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	Prompt to enter the System Administration Password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [3] for Automated Attendant.	<i>(Multiple Automated Attendant)</i> Prompt to enter the Automated Attendant Number. <i>(Single Automated Attendant)</i> Automated Attendant Administration Menu. <i>Go to Step 6.</i>
Step 5	<i>(Multiple Automated Attendant Only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant Administration Menu.
Step 6	Press [3] for Submenus.	Submenu Administration Menu.
Step 7	Press [*] [0] ([*] [3]) to delete a Submenu.	Prompt to enter the Submenu number.
Step 8	<i>Submenu number</i> + [#].	Prompt to confirm deletion.
Step 9	Choose an option: [9] to confirm the deletion.	Confirmation of the deletion, then the Submenu Administration Menu. <i>Procedure is complete.</i>
	[6] to cancel the deletion.	Confirmation of cancellation, then the Submenu Administration Menu. <i>Procedure is complete.</i>

System Administrator's Mailbox

At a Glance

System Administration Menu	[1] System Parameters [2] System Administrator Mailbox
Programmable by	System Administrator
Factory Settings	
System Administrator Mailbox	9997
System Administrator's Mailbox Password	Blank (Not Set)
System Administration Password	Blank (Not Set)
Mail System Planning Form	C

Description

The System Administrator's mailbox is used for all administration of the mail system. Logging in to the System Administrator's mailbox allows you to enter System Administration by selecting [2] from the Voice Mail Activity Menu. (For security reasons, this selection is not mentioned in the prompt.)

You must enter a password to gain access to the mailbox, just like any other mailbox. After selecting [2] from the Voice Mail Activity Menu, you are prompted to enter a System Administration Password. This second password gives added security.



Security Alert:

The installer has to assign a System Administrator Mailbox password and a System Administration Password during installation of the mail system. You should change both passwords after the installation is complete.

If the System Administrator's Mailbox or System Administration is locked because of too many unsuccessful login attempts, you must call for support as described on the inside front cover of this book. You should have the following information available:

- System Administrator's mailbox number.
- Serial number of the system. (The serial number is located on the right side panel of the mail system unit. See Figure 2-5 in Chapter 2, for the location of the serial number label.)
- Phone number of the Remote Maintenance Device.

Changing the System Administrator's Mailbox

The factory-set System Administrator's mailbox is 9997. You can change the System Administrator's mailbox to any existing Call Answer Service mailbox (a mailbox with Class of Service 1–6 or 18).



Security Alert:

Changing the System Administrator's Mailbox after installation is complete is strongly recommended for security of the system.

If you change the System Administrator's mailbox, the previously assigned System Administration Password remains the System Administration Password for the new mailbox. However, the System Administrator's mailbox password does not carry over to the new System Administrator's mailbox. The mailbox retains the password it had prior to becoming the System Administrator's mailbox.

Considerations and Constraints

Before you can reassign the System Administrator's Mailbox to a different mailbox, the new mailbox must exist.

The System Administrator's Mailbox must be a Call Answer Service mailbox (Class of Service 1–6 and 18).

The System Administrator's mailbox password must be different from the System Administration Password.

Related Mail System Features

- If the system is in bilingual mode, change the mailbox **Language** for the new mailbox if it is not correct.
- To change the System Administrator's mailbox assignment, you must first create the new mailbox. See **Mailbox**.
- For information on how to change the System Administration Password and the System Administrator's mailbox password, see **Passwords**.

Programming

Re-assigning the System Administrator's Mailbox

Before re-assigning the System Administrator's mailbox, update mail system Planning Form C.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [<i>g</i>] for System Administration.	Prompt to enter the System Administration Password + [<i>#</i>].
Step 3	Enter <i>System Administration Password</i> + [<i>#</i>].	The security message, then the System Administration Menu.
Step 4	Press [<i>l</i>] for System Parameters.	System Parameters Menu.
Step 5	Press [<i>z</i>] for System Administrator Mailbox.	System Administrator's Mailbox number, then prompt to enter the System Administrator's extension.
Step 6	Choose an option: Enter <i>new extension</i> + [<i>#</i>].	System Administrator's extension, then the System Parameters Menu. <i>Procedure is complete.</i>
	Press [<i>x</i>] [<i>#</i>] to keep the current setting.	System Parameters Menu. <i>Procedure is complete.</i>

Changing the System Administration Password

To change the System Administration Password, see the procedure in **Passwords** in this chapter.

Changing the System Administrator's Mailbox Password

The procedure for changing the System Administrator's mailbox password is the same as that for changing other Call Answer Service mailbox passwords. See **Passwords**.

System Date and Time

At a Glance

System Administration Menu	[2] Schedule [1] Update System Date and Time
Programmable by	System Administrator

Description

System Date and Time is used to control the Business Schedule. It is also used to stamp each message that is deposited into the subscriber's mailbox. The subscriber can obtain that information by listening to the message header.

System Date and Time is programmed when the mail system is installed. It should be updated as necessary (for example, for changes to and from Daylight Savings Time).

Related Mail System Features

- The System Date and Time is used by the **Business Schedule**.
- The System Date and Time is included in each message header. See **Personal Mailbox Administration**.

Programming

Updating the System Date and Time

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	Prompt to enter the System Administration Password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.

	Action	You Hear...
Step 4	Press [2] for Schedule.	Schedule Administration Menu.
Step 5	Press [1] for System Date and Time.	Current date, then prompt to enter a new date.
Step 6	<p>Choose an option: Enter <i>date</i> (mm=01–12, dd=01–31, yy=91–99, 00–65). <i>If System Administrator's mailbox language is English:</i> Use mmddy format. <i>If System Administrator's mailbox language is French or Spanish:</i> Use ddmmy format.</p> <p>[#] to keep the current date.</p>	<p>Prompt to confirm or re-enter the date.</p> <p>Prompt to confirm or re-enter the date.</p>
Step 7	<p>Choose an option: [2] [#] to confirm</p> <p>[1] to re-enter</p>	<p>Date, then prompt to enter the time.</p> <p>Prompt to enter the date. <i>Return to Step 6.</i></p>
Step 8	<p>Choose an option: Enter time in hhmm format where: hh=hour (01–12) or (00–23), mm=minute (00–59). <i>If System Administrator's mailbox language is English or Spanish:</i> Use 12 hour format (0100–1259). <i>If System Administrator's mailbox language is French:</i> Use 24 hour format (0000–2359).</p> <p>[#] to keep current starting time.</p>	<p>(12-hour format entered) Prompt to enter a.m. or p.m.</p> <p>(24-hour format entered) Prompt to confirm or re-enter the time. <i>Go to Step 10.</i></p> <p>Prompt to confirm or re-enter the time. <i>Go to Step 10.</i></p>
Step 9	<p>Choose an option: [1] for a.m. [2] for p.m.</p>	<p>Time, then prompt to confirm or re-enter the time.</p>
Step 10	<p>Choose an option: [2] [#] to confirm</p> <p>[1] to re-enter.</p>	<p>Schedule Administration Menu. <i>Procedure is complete.</i></p> <p>Prompt to enter time. <i>Return to Step 8.</i></p>

System Language

For information about System Language, see **Language**.

Touch-Tone Gate

At a Glance

System Administration Menu	[3] Automated Attendant [5] Touch-Tone Gate [6] Deactivate [9] Activate
Programmable by	System Administrator
Factory Setting Touch-Tone Gate	Off
Mail System Planning Form	E

Description

A caller's response to the Touch-Tone Gate allows the system to know whether or not the caller is calling from a touch-tone telephone. If the Touch-Tone Gate is On, callers who do not respond to the Touch-Tone Gate are assumed to have a rotary telephone.

The Touch-Tone Gate can be used in both monolingual and bilingual modes of operation. If the system is in bilingual mode, the Touch-Tone Gate also enables callers to choose the language in which they want to hear the prompts played. The default Touch-Tone Gate setting is Off.

Touch-Tone Gate Setting

If the Touch Tone Gate is On, Automated Attendant Service answers calls and plays the Day or Night Touch-Tone Gate Greeting:

- When the mail system is in monolingual mode, the Touch-Tone Gate Greeting must prompt the caller to press [1] to indicate that the call is being made from a touch-tone telephone. If the caller presses [1], the Automated Attendant Main Menu plays. If the caller does not press [1] within four seconds, the call is handled as determined by the Dial 0/Timeout Action setting for the Day or Night Main Menu:
 - Transfer to the Call Answer Service Operator
 - Transfer to the General Mailbox
 - Disconnect
 - Transfer to a designated extension

- When the mail system is in bilingual mode, the Touch-Tone Gate Greeting must prompt the caller to press [1] to indicate that the call is being made from a touch-tone telephone and the caller wants to hear prompts in the primary language, or to press [*] [1] to indicate the call is from a Touch-Tone telephone and the caller wants to hear prompts in the secondary language. If the caller does not press [1] or [*] [1] within four seconds, the call is handled as determined by the Dial 0/Timeout Action setting for the Day or Night Main Menu:
 - Transfer to the Call Answer Service Operator
 - Transfer to the General Mailbox
 - Disconnect
 - Transfer to a designated extension

If the Touch-Tone Gate is Off, Automated Attendant Service answers calls and plays the Automated Attendant Day or Night Main Menu. If the caller does not respond to the menu within four seconds after it finishes playing, the call is handled as specified by the Automated Attendant's Dial 0/Timeout Action:

- Transfer to the Call Answer Service Operator
- Transfer to the General Mailbox
- Disconnect
- Transfer to a designated extension

Considerations and Constraints

When the Touch-Tone Gate is Off, the mail system does not assume that a call is coming from a rotary phone until the Day or Night Menu finishes playing and four more seconds elapse. Therefore, if you expect a large number of calls from rotary telephones, consider setting the Touch-Tone Gate to On to save your callers time.

Related Mail System Features

- If you turn On the Touch-Tone Gate for an Automated Attendant, you will need to record the Automated Attendant's Day and Night Touch-Tone Gate Greetings. See **Greetings (System)**.
- If you change the **Language** mode (bilingual or monolingual) and the Touch-Tone Gate is set to On, you will need to re-record the Touch-Tone Gate Greeting.
- If you change the Touch-Tone Gate setting for an Automated Attendant, you will need to re-record the Automated Attendant's Day and Night Main Menus. See **Main Menus (Automated Attendant)**.

- If you have Multiple Automated Attendants, each Automated Attendant has its own Touch-Tone Gate setting. See **Single/Multiple Automated Attendant**.

Programming

Turning the Touch-Tone Gate On or Off

Before changing the Touch-Tone Gate setting, update mail system Planning Form E.

	Action	You Hear...
Step 1	Log in to the mail system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	Prompt to enter System Administration Password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [3] for Automated Attendant.	<i>(Multiple Automated Attendant)</i> Prompt to enter the Automated Attendant Number. <i>(Single Automated Attendant)</i> Automated Attendant Administration Menu. <i>Go to Step 6.</i>
Step 5	<i>(Multiple Automated Attendant Only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant Administration Menu.
Step 6	Press [5] for Touch-Tone Gate.	Current setting, then the Touch-Tone Gate Setting Menu.
Step 7	Choose an option: [9] to turn On.	"The Touch-Tone Gate is On. Please remember to record Touch-Tone Gate Greetings for the Automated Attendant," then the Automated Attendant Administration Menu. <i>Procedure is complete.</i>
	[6] to turn Off.	"The Touch-Tone Gate is Off. Touch-Tone Gate Greetings will not be used," then the Automated Attendant Administration Menu. <i>Procedure is complete.</i>
	[1] [#] to keep the current setting.	Automated Attendant Administration Menu. <i>Procedure is complete.</i>

Verifying System Operation and Troubleshooting

6

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Verifying System Operation and Troubleshooting

6

Verifying System Operation

The procedures in this section can be used to verify that the mail system is operating properly. If you have any problems, check the programming as described in Chapters 3 and 4. If you cannot resolve the problem, call for support: **in the continental U.S., call the hotline at 1 800 628-2888; outside the continental U.S., call your Sales Representative or local Authorized Dealer.**

Voice Mail Service

To check for correct operation of Voice Mail Service, you should verify that the Voice Mail greeting plays when you call each extension that is connected to a port on the mail system.

Verify Mail Service Greeting

Make a call to each PARTNER MAIL extension by pressing [*Intercom*] and dialing the extension number. (PARTNER MAIL extensions are identified on communications system Planning Form B1.) You should hear the Voice Mail Service greeting.

 **NOTE:**

If the mail system is in bilingual mode, you should hear the Voice Mail Greeting in the primary and the secondary languages.

Automated Attendant Service

If Automated Attendant Service is used, perform the following procedures as applicable. *If there are multiple Automated Attendants, repeat the procedures for each Automated Attendant.*

Immediate Call Handling

Use this procedure if the mail system is using Immediate Call Handling.

1. Call in on a line answered by Automated Attendant Service. Automated Attendant Service should answer after one or two rings.
2. If multiple Automated Attendants are programmed, verify that the correct Automated Attendant answers.
3. Verify that the Automated Attendant answers the call correctly:
 - If the Automated Attendant's Touch-Tone Gate is Off, the Main Menu should play when the mail system answers.
 - If the Automated Attendant's Touch-Tone Gate is On, the Touch-Tone Gate Greeting should play before the Main Menu.
4. Repeat this test for each line answered by Automated Attendant Service.

Delayed Call Handling

Use this procedure if the mail system is using Delayed Call Handling. To test Delayed Call Handling during business hours, you must ask the primary call handler not to answer the call.

1. Call in on a line assigned to Automated Attendant Service. Automated Attendant Service should answer after approximately four rings.
2. If multiple Automated Attendants are programmed, verify that the correct Automated Attendant answers.
3. Verify that the Automated Attendant answers the call correctly:
 - If the Automated Attendant's Touch-Tone Gate is Off, the Main Menu should play when the mail system answers.
 - If the Automated Attendant's Touch-Tone Gate is On, the Touch-Tone Gate Greeting should play before the Main Menu.
4. Repeat this test for each line assigned to Automated Attendant Service.

Day Menu

If the communications system VMS Hunt Schedule is set to Always or Day Only, use this procedure to verify the correct functioning of the Day Main Menu.

1. Use the Open for Today feature to put the Automated Attendant in Day Mode. (For instructions, see **Open or Closed for Today** in Chapter 5.)
2. Call in on a line answered by the Automatic Attendant.
3. The Automated Attendant should answer as follows:
 - If *Immediate Call Handling*, after one or two rings.
 - If *Delayed Call Handling*, after approximately four rings.
4. If the Touch-Tone Gate is On, respond to the Touch-Tone Gate Greeting.
5. Listen for the Day Main Menu prompt.
6. After the prompt, choose an option from the Day Main Menu.
7. Make sure that the mail system responds correctly.
8. Repeat Steps 2 through 7 for each option on the Day Menu.
9. If the mail system is in bilingual mode, press [*] [1] to check the Day Menu prompt in the secondary language.

Night Menu

If the communications system VMS Hunt Schedule is set to Always or to Night Only, use this procedure to verify the correct functioning of the Night Main Menu.

1. Use the Close for Today feature to put the Automated Attendant in Night Mode. (For instructions, see **Open or Closed for Today** in Chapter 5.)
2. Call in on a line answered by the Automated Attendant.
3. The Automated Attendant should answer as follows:
 - If *Immediate Call Handling*, after one or two rings.
 - If *Delayed Call Handling*, after approximately four rings.
4. If the Touch-Tone Gate is On, respond to the Touch-Tone Gate Greeting.
5. Listen for the Night Menu prompt.
6. After the prompt, choose an option from the Night Menu.
7. Make sure that the mail system responds correctly.
8. Repeat Steps 2 through 7 for each option on the Night Menu.
9. If the mail system is in bilingual mode, press [*] [1] to check the Night Menu prompt in the secondary language.

Resume Regular Schedule

After verifying the Day Menu and/or Night Menu functions, return the mail system to its normal schedule by using the Resume Regular Schedule feature. (For instructions, see **Open or Closed for Today** in Chapter 5.)

Fax Machines

Use this procedure if Automated Attendant Service should automatically transfer fax calls to a Fax Extension.

1. Send a fax to one of the incoming lines assigned to Automated Attendant Service.
2. Verify that the fax is received by the proper fax machine.
3. If a Fax Message Receiver was programmed, check to see that its message light is On.

Call Answer Service

If Call Answer Service is used, perform the following procedure, as applicable.

VMS Extension Coverage

1. Press the Do Not Disturb button at the appropriate destination extensions to route your test calls quickly to Call Answer Service.
2. For extensions that do not have Automatic VMS Cover, turn on coverage by pressing the VMS Cover button at those extensions.
3. Call the first extension that has VMS coverage (either automatic or manual).
The mail system should answer the call and you should hear a greeting or prompt appropriate for the mailbox (Automated Attendant, Bulletin Board, or Call Answer Service) assigned to that extension.
4. Repeat this procedure for every extension that has coverage.

VMS Line Coverage

1. Call in on the first line that is programmed for VMS Line Cover.
The mail system should answer after approximately four rings.
 - *If a Line Owner is assigned, you should hear a greeting or prompt appropriate for the Line Owner's mailbox (Automated Attendant, Bulletin Board, or Call Answer Service).*
 - *If no Line Owner is assigned, you should hear the greeting for Automated Attendant 1's General Mailbox.*
2. Repeat this procedure for every line that has VMS Line Cover.

Troubleshooting

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

Callers hear ringing, but the mail system does not answer

Possible Cause	Corrective Action
All mail system ports are busy.	Check the red lights on the mail system unit during busy hours. If the red lights are all on and you have a two-port or a four-port system, consider adding more ports.
Power to the mail system is turned off.	Check to be sure power to the mail system is turned on.
The modular cords connecting the mail system unit to the communications system 206 module are loose.	Check the modular cords to make sure they are securely connected. Call each extension connected to a mail system port to see if the call is answered. If it is not answered, you may need to replace the modular cord to that port. Call for support as described above.
The mail system is not programmed properly.	Call for support as described above.

The mail system does not answer immediately

Possible Cause	Corrective Action
Automated Attendant Service is administered for Delayed Call Handling.	Check the communications system VMS Hunt Delay (#506) setting. If it is Immediate, calls should be answered after one or two rings. If it is Delayed, calls should be answered after approximately four rings.

Continued on next page

The mail system does not answer immediately—Continued

Possible Cause	Corrective Action
The modular cords connecting the mail system unit to the communications system 206 module are loose.	Check the modular cords to make sure they are securely connected. Call each extension connected to a mail system port to see if the call is answered. If it is not answered, you may need to replace the modular cord to that port. Call for support as described on page 6-5.

Calls are routed to the wrong Automated Attendant

Possible Cause	Corrective Action
The line is assigned to the wrong Automated Attendant.	Check mail system Line Assignments. Make necessary corrections. (Remember, any line not explicitly assigned to Automated Attendant 2 or 3 is assigned to Automated Attendant 1 by default.)
The Automated Attendant mailbox is not set up correctly.	Check to be sure that the Class of Service for the Automated Attendant mailbox is correct for the Automated Attendant desired. Also check communications system Line Coverage Extension (#208) or Group Call Distribution (#206) Setting 3, if appropriate.

Calls are not transferred properly

Possible Cause	Corrective Action
Automated Attendant Service is not administered properly.	Make sure the menu prompt matches the programmed Selector Codes. If the problem involves the Call Answer Service Operator, be sure the proper extension has been designated as the Call Answer Service Operator. There may be a hardware problem. Call for support as described on page 6-5.

Transferred calls ring first on intercom then on a line button

Possible Cause	Corrective Action
When the mail system transfers a call to a phone that has a line appearance for the line on which the call is received, the call rings on the intercom button until the mail system finishes the transfer. Then the call moves to a line button. This is normal operation.	Wait until the ringing pattern changes from "ring...BEEP" to "ring...BEEP...BEEP." Then pick up the call.

No one is on the line when you first answer a transferred call

Possible Cause	Corrective Action
You picked up the call while the transfer was still in progress.	Wait until the ringing pattern changes from "ring...BEEP" to "ring...BEEP...BEEP" before you answer the call.

Touch-tones are entered but not detected

Possible Cause	Corrective Action
The system is not able to interpret touch-tones while a prompt or greeting plays because the line is too noisy.	<ol style="list-style-type: none"> 1. Wait until the prompt or greeting finishes before entering touch-tones. If the problem is solved, you may want to call the telephone company to correct the noisy lines, If the problem is not solved, go to Step 2.
	<ol style="list-style-type: none"> 2. If you are using a speakerphone. turn off the microphone. If you are not using a speakerphone or if turning off the speakerphone does not correct the problem, go to Step 3.
	<ol style="list-style-type: none"> 3. There may be a hardware problem. Call for support as described on page 6-5.

A message cannot be left in a mailbox

Possible Cause	Corrective Action
The Call Answer Service mailbox is full.	The subscriber must delete unneeded messages from the mailbox.
You reached a Transfer-Only mailbox.	Messages cannot be left in a Transfer-Only mailbox.



NOTE:

Mailbox storage capacity is either 10 or 60 minutes, depending on the mailbox's Class of Service. If subscribers with mailboxes with 10-minute capacity frequently hear the Mailbox 80% Full or Mailbox Full message, you may want to change the Class of Service to increase the storage size of their mailboxes.

A caller is cut off while leaving a message in a mailbox

Possible Cause	Corrective Action
The message exceeded the time limit.	See Appendix C for maximum message length.
The mail system interpreted the caller's voice as a touch-tone signal.	No action is required.

A subscriber receives a busy signal when calling Voice Mail

Possible Cause	Corrective Action
If it is 3 a.m., maintenance is being performed on the mail system.	This is normal. Try again later.
All mail system ports are busy.	Check the red lights on the mail system unit during busy hours. If the red lights are all on and you have a two-port or a four-port system, consider adding more ports.

A subscriber is unable to log in to Voice Mail

Possible Cause	Corrective Action
A mailbox was not created for this user.	Verify that a mailbox exists.
The password is not correct.	Verify that the subscriber is using the correct password. If the subscriber forgot the correct password, re-initialize the mailbox password.

Continued on next page

A subscriber is unable to log in to Voice Mail—Continued

Possible Cause	Corrective Action
If the Security Violation Notification option is set to Mailbox Lock, the mailbox may be locked because of too many unsuccessful login attempts.	You can unlock a Call Answer Service, Transfer-Only, or Bulletin Board mailbox by re-initializing the mailbox's password. If system administration or the System Administrator's mailbox is locked, you must call for support as described on page 6-5.
Someone else is already logged in to that mailbox.	Only one person can log in to a mailbox at a time. If necessary, the user should change the mailbox password to prevent unauthorized use.

A subscriber is cut off while recording a mailbox name, greeting, or message

Possible Cause	Corrective Action
The recording exceeded the time limit set for it.	Be sure the name, greeting, or message does not exceed the time limit (see Appendix C), then re-record it.
The mail system interpreted the speaker's voice as a touch-tone signal.	Re-record the name, greeting, or message.

A message light on a single telephone is not turned On and Off in a timely manner

Possible Cause	Corrective Action
It takes about 30 seconds for the mail system to turn the message light On or Off. If there is heavy call traffic, it may take slightly longer.	No action is required.
There are new messages in the mailbox.	Once you listen to all new messages, the message light goes Off. If the subscriber is responsible for multiple mailboxes (for example, a personal mailbox, General Mailboxes, and/or Group Mailboxes), the subscriber must check all of the mailboxes to make sure there are no new messages in any of them.
The message light is defective.	<p>Check the message light:</p> <ol style="list-style-type: none"> 1. Lift the handset. 2. Press [<i>Feature</i>][0][0] (or [#][0][0] on a standard phone) followed by the extension number to turn on the light. 3. Press [<i>Feature</i>][1][0] (or [#][1][0] on a standard phone) followed by the extension number to turn off the light. <p>If the light does not work, call for support as described on page 6-5.</p>

Message lights on multiple telephones are not turned On and Off in a timely manner

Possible Cause	Corrective Action
There is heavy call traffic and Outcalling volume on the mail system. The same port used for message light activation and deactivation is used for Outcalling and call handling.	Reduce Outcalling volume. If the problem is not resolved, consider adding more ports to the mail system.
The modular cord connecting the mail system Outcalling port to the communications system 206 module is loose.	Check the connections between the Outcalling port and the 206 module: <ul style="list-style-type: none">■ On a two-port system, check the connection to port 2.■ On a four-port system, check the connection to port 4.■ On a six-port system, check the connections to ports 5 and 6.
If the problem occurs during times of heavy call traffic, there may be insufficient touch-tone receivers on the communications system modules, or there may be a defective touch-tone receiver.	Call for support as described on page 6-5.

Continued on next page

Message lights on multiple telephones are not turned On and Off in a timely manner—Continued

<u>Possible Cause</u>	<u>Corrective Action</u>
The mail system port or the 206 extension jack is defective.	<p>To test whether one of the elements is faulty:</p> <ol style="list-style-type: none">1. Unplug port 2 on a two-port system, port 4 on a four-port system, or ports 5 and 6 on a six-port system from the mail system and connect the modular cord to a standard telephone.2. Pick up the handset and verify that you have dial tone.3. Dial any extension on the communications system:<ul style="list-style-type: none">■ If the call goes through, there is a problem with the mail system's voice processing card.■ If there is no dial tone, and you have a sufficient number of touch-tone receivers, there is a problem with the 206 module. <p>Call for support as described on page 6-5.</p>

Outcalling is delayed

Possible Cause	Corrective Action
There is heavy call traffic and Outcalling volume on the mail system. The same port used for Outcalling also is used for message light activation and deactivation and call handling.	Reduce Outcalling volume. If the problem is not resolved, consider adding more ports to the mail system.
If the problem occurs during times of heavy call traffic, there may be insufficient touch-tone receivers on the communications system modules, or there may be a defective touch-tone receiver.	Call for support as described on page 6-5.

Outcalling is not working

Possible Cause	Corrective Action
The message arrived outside the hours programmed in the subscriber's Outcalling Schedule, or the Outcalling period was over.	This is normal operation. Outcalling is performed only during the hours specified by the subscriber's Outcalling Schedule. Outcalling will be done only for messages received during the Outcalling period.
Outcalling is not turned On.	Verify that the subscriber has Outcalling turned On.

Continued on next page

Outcalling is not working—continued

Possible Cause	Corrective Action
The Outcalling number is not programmed properly.	Check that the Outcalling number is correct. If the number is an outside (external) number, be sure [9] [*] precedes the telephone number. All numbers must end with [*] [2]. If the Outcalling number is not programmed properly, the subscriber should re-program the number.
If the Outcalling number is for a digital pager or beeper, there may not be enough pauses in the number.	There must be a sufficient number of pauses between the pager number and the Personal Identification Number (PIN), or between the pager number and the callback number for the paging system to answer before the PIN and/or callback number is dialed. The subscriber may need to experiment to find the correct number of pauses.
A line is not available to place a call.	If all lines are in use when the mail system attempts to outcall, the outcall does not go through. The mail system waits the amount of time programmed as the Outcalling Delay before trying to call again. The subscriber can increase the number of Outcalling Cycles or increase the minutes between outcalls. If the problem is not solved, consider adding more lines.

Continued on next page

Outcalling is not working—continued

Possible Cause	Corrective Action
The communications system extension connected to the mail system Outcalling port is restricted.	Check the communications system Outgoing Call Restriction (#401), Disallowed Phone Number Lists (#404), Disallowed List Assignment (#405), Allowed Phone Number Lists (#407), and Allowed List Assignment (#408) settings.
The modular cord connecting the mail system Outcalling port to the communications system 206 module is loose.	Check the connections between the Outcalling port and the 206 module: <ul style="list-style-type: none"> ■ On a two-port system, check the connection to port 2. ■ On a four-port system, check the connection to port 4. ■ On a six-port system, check the connections to ports 5 and 6.
If the problem occurs during times of heavy call traffic, there may be insufficient touch-tone receivers on the communications system modules, or there may be a defective touch-tone receiver.	Call for support as described on page 6-5.

While programming, you find yourself in a language that you do not understand

Possible Cause	Corrective Action
You inadvertently changed the system language to one that you do not understand.	<ol style="list-style-type: none">1. Hang up and log in again to System Administration.2. From the System Administration Menu, press [1] [2] [1].3. Press [1] for English, [2] for French, or [3] for Spanish.4. Press [*] [#].5. Hang up and log in again. <p>This puts the mail system in monolingual mode in the language you specify. You can then program the system for bilingual mode if you wish.</p>

Upgrading the System

7

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Introduction

Customers with a two-port or four-port mail system may want to upgrade to a four-port or six-port system to support more users or a greater volume of calls. To increase the number of ports, a voice processing card must be added to the mail system unit. Each voice processing card provides two ports.

This chapter contains instructions for adding a voice processing card. It is intended for qualified installers only.



WARNING:

Only a qualified installer should open the system unit and add or replace voice processing cards. Hazardous voltage is inside. Failure to comply could cause electric shock.

Disconnecting the Mail System



CAUTION:

Attach a grounded wrist-strap to the bare skin of your body before handling any components sensitive to electrostatic discharge. The wrist strap should be connected to ground through a one-megaohm resistor (usually built into the grounding cord).

1. Turn off the power switch on the right side panel of the system unit.
2. Unplug the power cord.



WARNING:

The mail system unit must be unplugged before removing the cover. Hazardous voltage is inside. Failure to comply could cause electric shock.

3. Disconnect all modular telephone cords and the modem cable from the system unit.
4. Loosen the captive retaining screw securing the cabinet to the bracket (see Figure 7-1).

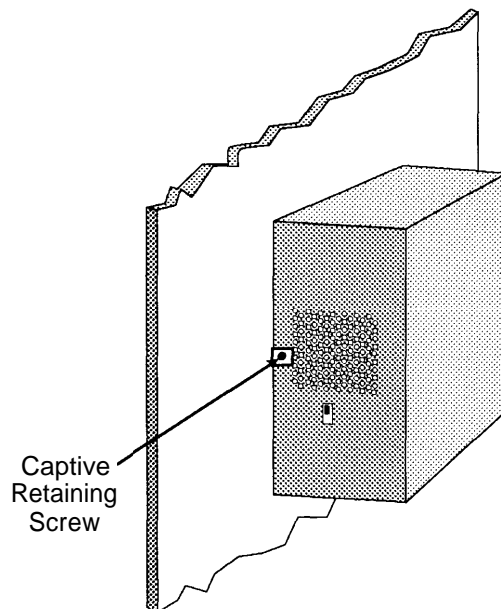


Figure 7-1. Captive Retaining Screw Location

5. Carefully lift the cabinet from the bracket (see Figure 7-2). Place the cabinet on a sturdy, flat tabletop with the bracket side down.
-

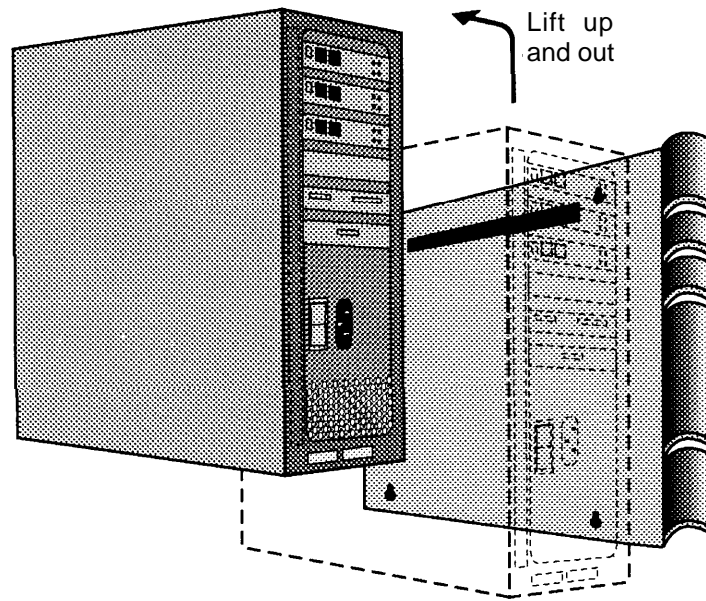


Figure 7-2. Removing the Mail System Unit from the Wall

Removing the Cover

1. Using a Phillips®-head screwdriver, loosen the four cover screws (see Figure 7-3).

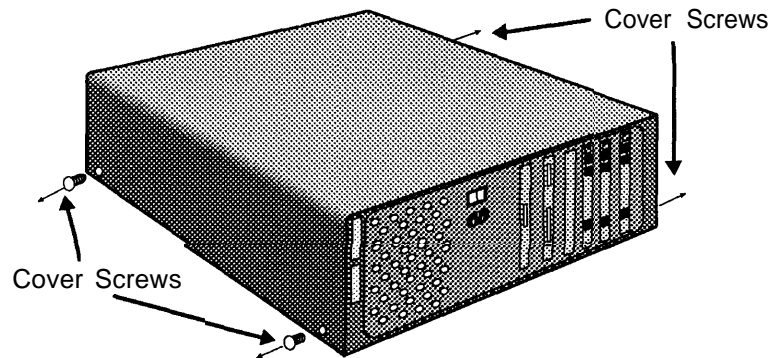


Figure 7-3. Removing the Cover Screws

2. Slide the cover back slightly to release the slip-clasp that holds the cover to the chassis frame (see Figure 7-4).

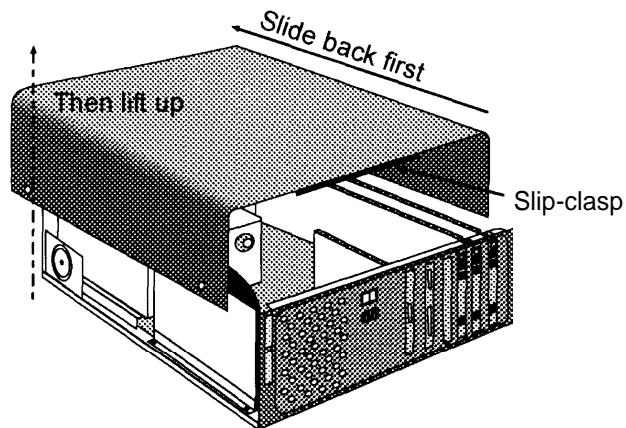


Figure 7-4. Removing the Cover

3. Carefully lift the cover up, remove it from the chassis, and set it aside.

Adding a Voice Processing Card

1. Set the bank of eight DIP switches (switch S1) and the bank of four DIP switches (switch S2) on the card being installed as shown in Figure 7-5.

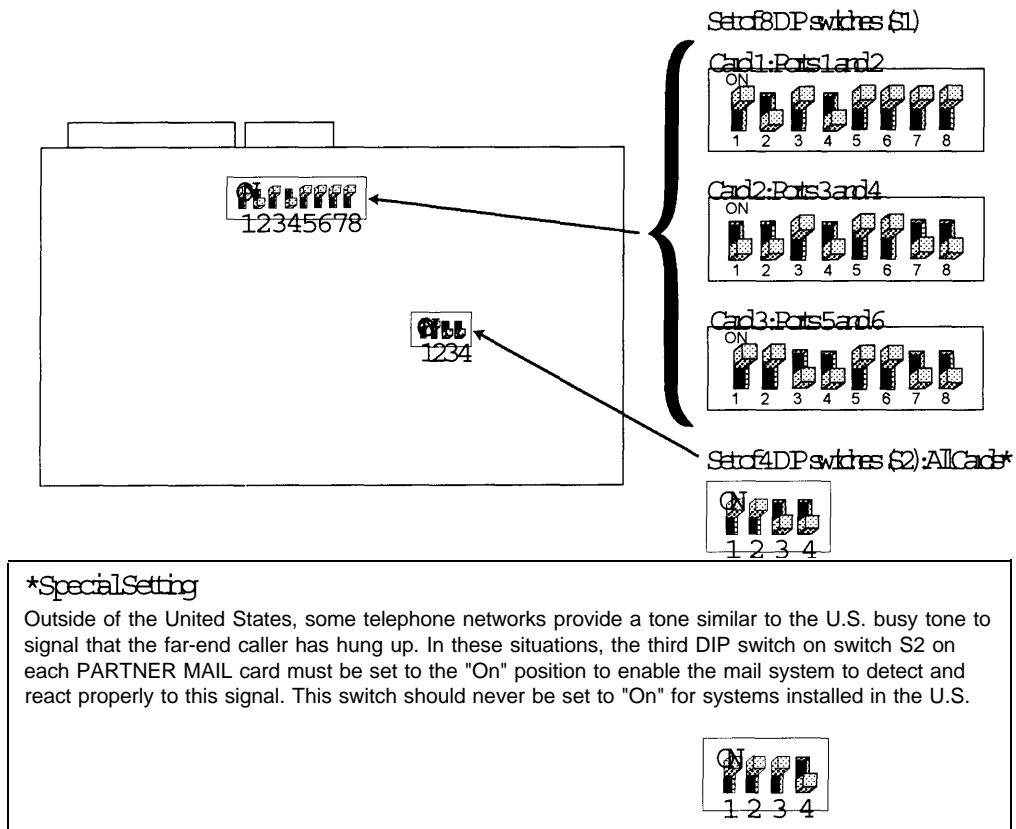


Figure 7-5. Voice Processing Card DIP Switch Settings

2. Remove the slot plate from the slot where the new voice processing card will be placed. Save the screw for use in Step 4.
 3. Insert the voice processing card (see Figure 7-6) into the appropriate slot. Card 1 goes in Slot 1, Card 2 goes in Slot 2, and Card 3 goes in Slot 3. Make sure the gold fingers of the voice processing card are firmly connected into the expansion socket (slot).
-

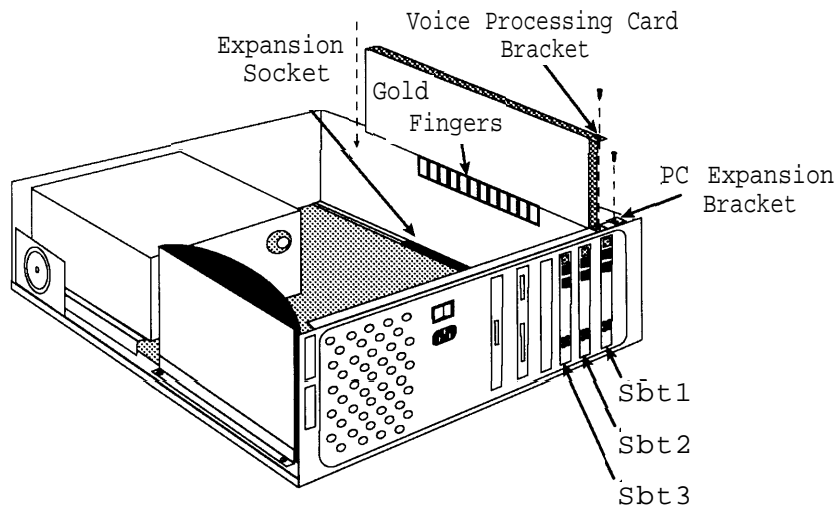


Figure 7-6. Installing the Voice Processing Card

4. Insert the screw from Step 2 into the voice processing card bracket to hold the card in place. Tighten the screw.

Putting the System Unit Back Together

1. Replace the cover, first lowering it over the chassis and then sliding it forward to engage the slip-clasp (see Figure 7-4).
2. Tighten the four cover screws (see Figure 7-3).
3. Lift the cabinet and securely position it on the bracket, placing the cabinet's bracket lip into the hanger slot on the bracket (see Figure 7-2).
4. Tighten the captive retaining screw on the bracket into the mounting hole on the cabinet (see Figure 7-1).
5. Reconnect the modular telephone cords to the correct mail system ports.
6. Reconnect the modem cable to the COM 1 port.
7. Route the new telephone cords through the slots on the bracket and connect them to the appropriate ports on the new voice processing card.
8. Connect the other end of the telephone cords to the appropriate extension jacks on 206 modules in the communications system control unit. Refer to communications system Planning Form B1 for proper extension assignments.
9. Program the extensions connected to the new mail system ports. See Chapters 3 and 4 for instructions.
 - a. Add the new extensions to the VMS Hunt Group, using Hunt Group Extensions (#505).
 - b. If the new extensions are Pooled extensions, use Line Access Mode (#313) to change them to Key extensions.
 - c. Use Transfer Return Extension (#306) to identify where unanswered transferred calls from the new extensions should go, typically extension 10.
 - d. Restrict the new extensions using Outgoing Call Restriction (#401).
 - If Outcalling is not permitted, the extensions should be restricted to Inside Only.
 - If Outcalling is permitted, Outgoing Call Restriction should be used with Allowed and Disallowed Lists to meet the needs of the business while maintaining the security of the system.



Security Alert:

Outcalling introduces the risk of toll fraud abuse. Outgoing Call Restriction, Allowed Lists, and Disallowed Lists can reduce the risk. Extensions connected to the mail system ports should be restricted as much as the needs of the business allow.

For the extensions connected to port 1 on a two-port system, ports 1, 2, and 3 on a four-port system, or ports 1 through 4 on a six-port system, Outgoing Call Restriction should be set to Inside Only.

For the extensions connected to the Outcalling ports (port 2 on a two-port system, port 4 on a four-port system or ports 5 and 6 on a six-port system), Outgoing Call Restriction should be set to the most restrictive value that the business allows; then Allowed and Disallowed Lists should be assigned as needed. For example, if Outgoing Call Restriction is set to Inside Only, an Allowed List containing all numbers to which Outcalls are allowed must be assigned to the extensions connected to port 2, port 4, or ports 5 and 6.

10. Plug in the power cord.
11. Turn on the power switch.
12. When the green LEDs at the top of the voice processing cards light, place a call to each of the mail ports, and verify that the Voice Mail Greeting plays.

Mail System Planning



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Introduction

This appendix contains the mail system Planning Forms and provides information about filling them out. The forms are used to record information that is necessary to program the mail system.

Table A-1. PARTNER MAIL Mail System Planning Forms

Form	Name
Form A	System Parameters–Part 1
Form B	Mailboxes
Form C	System Parameters–Part 2
Form D	Schedule
Form E	Touch-Tone Gate
Form F	Voice Mail Greeting
Form G	Main Menu Prompt
Form H	Main Menu Definition
Form I	Submenu Prompt
Form J	Submenu Definition
Form K	Announcement
Form L	Group List
Form M	Line Ownership
Form N	System Security
Form O	Security Checklist

It is important to keep an accurate, up-to-date record of the programming for the mail system. If you change the system after installation, you should update the forms that were used when the system was installed. If that is not possible, copy the forms in this appendix and record the changes on the copied forms.

 **NOTE:**

It is recommended that you not write on the forms in the book. Copy the forms that you need and leave the originals in the book for future use.

Planning Responsibilities

As part of the planning process for the mail system, the customer should identify a person in the company to act as System Administrator. The System Administrator is the person who is responsible for the mail system.

The System Administrator should work with the salesperson or systems consultant to fill out the PARTNER MAIL Planning Forms. The System Administrator should also participate in the training for the system. The System Administrator can then make changes to the system after installation, answer questions for mail system users, and train new users.

The same person may function as System Manager for the communications system and System Administrator for the mail system, or the roles may be served by two different people.

When to Fill Out the Forms

The Planning Forms must be filled out *before the mail system is installed*. These forms are required by the person who installs and programs the system.

After installation, the System Administrator should use the forms to record changes, so there is an ongoing record of the programming for the mail system.

How to Fill Out the Forms

Before you begin to fill out the mail system Planning Forms, you need a complete, updated copy of the communications system Planning Forms.

For each mail system Planning Form, there is a page or more of descriptive information to help you understand each feature and decide between the available options. In most cases, instructions for filling out the form are provided on the form itself.

Read through the entire set of forms before you attempt to fill them out. If you don't understand a feature or if you don't have enough information to decide between available options, consult Chapter 5 of *PARTNER MAIL Voice Messaging System Release 3 Planning, Installation, and Use*.

Then, fill out the forms one at a time in order, rereading the descriptive information as needed.

Information for the Installer

Because it is necessary to program Announcements and Submenus before the higher-level menu options that select them, the installer should reorder the forms as follows:

A, B, C, D, E, F,

K, J, I, H, G,

L, M, N, O

The installer should record all Announcements first. Then program Submenus, starting with the lowest-level Submenu and continuing up the Submenu levels so that the Main Menus are the last ones programmed.

Form A: System Parameters—Part 1 Description

1. System Language (✓ = Monolingual English)

The mail system comes with recorded greetings and prompts in U.S. English, Canadian French, and Latin American Spanish. It can operate in monolingual or bilingual mode.

- In monolingual mode, callers and mail system users hear language.
- In bilingual mode, callers and mail system users can choose between two languages. One of the languages must be English.

The mode and language selections on mail system Planning Form A apply to the entire mail system. If bilingual mode is selected, any customized menu prompts, announcements, and greetings should be recorded in both the Primary Language and the Secondary Language.

2. Maximum Digit Length (✓ = 2)

The mail system needs to know the maximum number of digits that a person can *dial to transfer* to an extension, group, or mailbox. Choose 2, 3, or 4.

If the only 3-digit destinations that people need to transfer to are Hunt Groups 771 through 776 and there will be no 4-digit mailbox numbers, leave the Maximum Digit Length setting at 2. However, if there will be 3-digit (other than 771 through 776) or 4-digit mailbox numbers, change the setting to 3 or 4, as appropriate.

3. Single or Multiple Automated Attendant (✓ = Single)

Automated Attendant Service can answer and handle calls, similar to a receptionist. Answered calls can be handled as predetermined by the System Administrator or as determined by the caller making a selection from a menu of options.

For interaction with Automated Attendant Service, the communications system must specify:

- which lines are answered by Automated Attendant Service (VMS-AA Lines).
- whether calls are answered by Automated Attendant Service all the time, only during the day, or only at night (VMS Hunt Schedule).
- whether Automated Attendant Service answers calls immediately or after a delay, giving the receptionist a chance to answer the calls if he or she is available (VMS Hunt Delay).

All of these specifications are made on communications system Planning Form A.

The mail system must specify:

- what callers hear when Automated Attendant Service answers. This can include a greeting, as well as prompts for a day main menu, night main menu, submenus, and announcements (Greeting and Menu Structure).
- what controls Automated Attendant Service's day and night operation (Schedule Controller). This may be the communications system's Night Service or a mail system schedule that is programmed specifically for this purpose.

The mail system can have one (Single) or up to three (Multiple) Automated Attendants.

- For a *Single* Automated Attendant, all VMS-AA Lines use the same Greeting, Menu Structure, and Schedule Controller setting.

- For *Multiple* Automated Attendants, different VMS-AA Lines are answered by different Automated Attendants. Each Automated Attendant has its own Greeting, Menu Structure, and Schedule Controller setting. The VMS Hunt Schedule and VMS Hunt Delay settings are the same for all Automated Attendants.

4. Line Assignment (✓ = Automated Attendant 1)

Complete this section only if there are Multiple Automated Attendants.

Line Assignment identifies which VMS-AA Lines (specified on communications system Planning Form A) are answered by each Automated Attendant.

Form B: Mailboxes Description

The mail system comes with the following *factory-set* mailboxes.

General Mailbox for Automated Attendant 1	Mailbox No. 9991
General Mailbox for Automated Attendant 2	Mailbox No. 9992
General Mailbox for Automated Attendant 3	Mailbox No. 9993
System Administrator's Mailbox	Mailbox No. 9997

All other mailboxes must be created. For security reasons, the mail system will not transfer a call to any communications system extension, Calling Group, or Hunt Group that does not have a mailbox. Therefore, you must create a mailbox for every extension, Calling Group, and Hunt Group that callers need to reach from the mail system, with two exceptions:

- The extension designated as the Call Answer Service Operator does not *have* to have a mailbox.
- Fax Extensions should *not* have mailboxes.



Security Alert:

To prevent possible toll fraud abuse, mailboxes should exist only when they are needed. That means that they should be created only as they are needed, and that they should be deleted when they are no longer needed.

Class of Service

Each mailbox is assigned a class of service (COS) that defines the characteristics of that mailbox as shown in the COS Table on page A-8. Following is a description of each column of the COS Table.

- *Mailbox Storage* is the total time available for stored messages in an individual mailbox.

The factory-set total storage time available for *all* mailboxes is six hours for a two-port system, 11 hours for a four-port system, and 16 hours for a six-port system. The storage time for all mailboxes that are created can exceed the total storage time available for the system. However, when the total storage time has been used, the mail system will not take any more messages, even though an individual mailbox may not be full. Call Answer Service mailbox owners (called subscribers) must delete messages to free space for new messages.
- *Message Length* is the maximum length of a message that can be recorded by a caller.
- *Greeting Length* is the maximum length of the personal greeting for a Call Answer Service or Transfer-Only mailbox and for a Bulletin Board message. In bilingual mode, the greeting length applies to each language. For example, a subscriber can record a 2-minute personal greeting in the primary language and a 2-minute personal greeting in the secondary language.
- *Transfer Permitted* defines how the mail system processes a call when a caller identifies this mailbox as a transfer destination:
 - If transfer is permitted, the mail system tries to transfer the call to the extension, Calling Group, or Hunt Group associated with the mailbox as identified by the caller.
 - If transfer is not permitted, the system does not try to transfer the call to the extension, Calling Group, or Hunt Group identified by the caller. Instead, the system transfers the call directly to the mailbox. Use this for mailboxes that do not have extensions, Calling Groups, or Hunt Groups associated with them.

- *Mailbox Type* identifies the function that the mailbox performs:
 - A *Call Answer Service mailbox* provides message storage space. A caller who reaches a Call Answer Service mailbox hears a greeting; the caller can leave a message. This is the most commonly-used type of mailbox for extensions.
 Call Answer Service mailboxes with Class of Service 5, 6, or 18 also can be created for people who need to be able to receive messages, but who do not have their own extension (for example, consultants). These are called Guest Mailboxes.
 - An *Automated Attendant mailbox* provides access to a predetermined Automated Attendant. A caller who reaches an Automated Attendant mailbox hears whatever has been recorded for that Automated Attendant; the caller cannot leave a message. This type of mailbox may or may not have an associated extension. The receptionist's extension, for example, could have an Automated Attendant mailbox.
 - A *Bulletin Board mailbox* provides an informational message up to four minutes long. A caller who reaches a Bulletin Board mailbox hears the message; the caller cannot leave a message. This type of mailbox can be used, for example, in a real estate office to advertise new listings.
 - A *Transfer-Only mailbox* provides access to an extension that does not need a mailbox with storage space; for example, the extension in a conference room or at a loading dock. A caller who reaches a Transfer-Only mailbox hears a greeting; the caller cannot leave a message but can transfer to another extension. A Transfer-Only mailbox should be created for the extension to which the Remote Maintenance Device is connected.

Mailboxes of any type (Call Answer, Automated Attendant, Bulletin Board, or Transfer-Only) can be created for Calling Groups (71, 72, 73, 74) and Hunt Groups (771, 772, 773, 774, 775, 776). Then, if the group is busy when a caller tries to transfer from the mail system to the group, the caller will be transferred to the mailbox.

 **NOTE:**

The system considers a Hunt Group to be busy if all members of the group are on the phone or have Do Not Disturb on. A Calling Group is busy if all members of the group have Do Not Disturb on, a call is ringing in the Calling Group, or the Calling Group is being paged. **Be aware that there is no Voice Mail coverage for calls that are ringing in a Calling Group or a Hunt Group.**

A combined total of 100 Call Answer Service, Automated Attendant, and Bulletin Board mailboxes can be created. But to avoid call traffic problems, a maximum of 60 is recommended for a six-port system, 40 for a four-port system, and 20 for a two-port system. In addition, up to 58 Transfer-Only mailboxes can be created.

- *Outcalling Permission* defines whether or not the mailbox allows Outcalling. If Outcalling is permitted and activated, whenever a new message is placed in the mailbox, the mail system calls up to five telephone numbers designated by the subscriber.



Security Alert:

Use discretion when creating mailboxes that permit Outcalling. No constraints are placed on the destination of the outside call other than those imposed by the communications system's Outgoing Call Restriction (#401), Disallowed Phone Number Lists (#404), and Allowed Phone Number Lists (#407). Business needs should dictate the use of Outcalling.

Instructions

5. Fill in a row of the table on Form B for each mailbox to be created, as follows:

- a. Description:** Write the name of the person, group, location, or other descriptive label for the mailbox. Examples are Joe Jones, Billing Department, Conference Room 201, and New Product Bulletin Board. Leave this field blank for the Transfer-Only mailbox for the Remote Maintenance Device.
- b. Mailbox No.:** For mailboxes with associated extensions, Calling Groups, or Hunt Groups, write the extension or group number. Extensions are specified on communications system Form B1; groups are specified on Form B2.

For mailboxes without associated extensions, such as Bulletin Board and Guest Mailboxes, write an unused extension number. This can be a vacant extension jack in an installed 206 module or an extension in the dialplan higher than the last extension jack in the last installed 206 module.

- c. COS (Class of Service):** Write the COS number that identifies the characteristics of the mailbox:

COS	Mailbox Storage	Message Length	Greeting Length	Transfer Permitted *	Mailbox Type	Outcalling Permission
1 ✓	10 min	5 min	2 min	Yes*	Call Answer Service	No
2	60 min	10 min	2 min	Yes*	Call Answer Service	No
3	10 min	5 min	2 min	Yes*	Call Answer Service	Yes
4	60 min	10 min	2 min	Yes*	Call Answer Service	Yes
5	60 min	10 min	2 min	No	Call Answer Service	No
6	60 min	10 min	2 min	No	Call Answer Service	Yes
15	0 min	0 min	N/A	No	Automated Attendant 1	No
16	0 min	0 min	N/A	No	Automated Attendant 2	No
17	0 min	0 min	N/A	No	Automated Attendant 3	No
18**	60 min	30 min	2 min	No	Call Answer Service	No
19	0 min	0 min	4 min	No	Bulletin Board	No
20	0 min	0 min	2 min	Yes*	Transfer-Only	No
21	0 min	0 min	N/A	Yes*	Automated Attendant 1	No
22	0 min	0 min	N/A	Yes*	Automated Attendant 2	No
23	0 min	0 min	N/A	Yes*	Automated Attendant 3	No

✓ Indicates the default for all created mailboxes.

* Only mailboxes 10–57, 71–74, and 771–776 can be assigned a COS with Transfer Permitted.

** COS 18 is for special purposes (for example, dictation) where a long message needs to be recorded.

- d. Lang.:** If the mail system is in bilingual mode, write 1 for Primary Language or 2 for Secondary Language to indicate the language preference of the mailbox owner.

- e. **Mailbox Name:** The name is used to create a directory that callers and subscribers can access when they do not know the extension number. Write the first four letters of the name of the person associated with the mailbox. Use first or last names consistently. Then, write a 2-digit code beneath each letter as follows:

A = 21	J = 51	R = 73
B = 22	K = 52	S = 74
C = 23	L = 53	T = 81
D = 31	M = 61	U = 82
E = 32	N = 62	V = 83
F = 33	Ñ = 64	W = 91
G = 41	O = 63	X = 92
H = 42	P = 71	Y = 93
I = 43	Q = 72	Z = 94

 **NOTE:**

The letter Ñ can be entered only if the System Administrator's Mailbox language is Spanish.

Leave the Mailbox Name column blank for the Transfer-Only mailbox that is associated with the extension to which the Remote Maintenance Device is connected.


- f. **Group Mailbox Owner:** If Mailbox No. 71, 72, 73, 74, 771, 772, 773, 774, 775, or 776 is a Call Answer Service mailbox (COS 1–6 or 18), you can assign an owner. The message light on the owner's telephone will go on when a new message arrives in the Group Mailbox. The owner does not need to have a personal mailbox, but does need a telephone with a message light.

Write the extension number of a Group Mailbox Owner.

Form C: System Parameters—Part 2 Description

6. Fax Extension and Fax Message Receiver

Fax Extension is the destination to which fax calls answered by the Automated Attendant are transferred. This can be an extension to which a fax machine is connected or a Hunt Group consisting of multiple fax machines.

 **NOTE:**

In order for the Automated Attendant to transfer fax calls automatically, VMS Hunt Delay (#506) on the communications system must be set to Immediate.

For each Fax Extension, you can identify a Fax Message Receiver to be notified when a fax arrives. The Fax Message Receiver must have a Call Answer Service mailbox and a telephone with a message light.

For Multiple Automated Attendants, the Fax Extension and the Fax Message Receiver can be the same for all Automated Attendants, or each Automated Attendant can have a different Fax Extension and Fax Message Receiver.

Extension assignments are specified on communications system Planning Form B1; Hunt Groups assignments are specified on communications system Planning Form B2.

7. Call Answer Service Operator (✓ = 10)

Call Answer Service Operator is the extension to which callers needing help are transferred. Although the Call Answer Service Operator can be any extension, it should be an extension belonging to someone who usually is available to answer calls.

Extension assignments are specified on communications system Planning Form B1.

8. General Mailbox Owner (✓ = 10)

If the Automated Attendant's Dial 0/Timeout Action (see Form H) is set to Transfer the Caller to the General Mailbox, the caller can leave a message in the General Mailbox. An owner is assigned for each General Mailbox. When a message is placed in the General Mailbox, the message light on the owner's telephone lights.


Although the General Mailbox Owner can be any extension that has a telephone with a message light, it should be an extension belonging to a person who can frequently check the mailbox, retrieve the messages, and forward them to the appropriate people.

For Multiple Automated Attendants, there is a General Mailbox for each Automated Attendant. The owner can be the same for all, or each General Mailbox can have a different owner.

Extension assignments are specified on communications system Planning Form B1.

9. System Administrator's Mailbox (✓ = 9997)

The mail system is administered from the System Administrator's Mailbox. This must be a Call Answer Service mailbox.

 **Security Alert:**

It is strongly recommended that the System Administrator's Mailbox be changed from the factory setting.

Extension assignments are specified on communications system Planning Form B1.

Form D: Schedule Description

10. System Date and Time

The installer must set the date and the time for the mail system. You do not need to write anything on the form for this item.

11. Multiple Automated Attendant ONLY

If there are Multiple Automated Attendants, check one of the three boxes to show to which Automated Attendant this form applies.

12. Schedule Controller (✓ = Follow the Switch Mode)

An Automated Attendant operates in *day mode* when the business is open and in *night mode* when the business is closed. Each mode has its own menu structure.

The Schedule Controller setting determines what controls day and night mode. The Automated Attendant can Follow the Switch Mode or Follow the PARTNER MAIL Business Schedule.

- For *Follow the Switch Mode*, the Automated Attendant is in day mode when the communications system's Night Service is off and in night mode when Night Service is on.
- For *Follow the PARTNER MAIL Business Schedule*, the Automated Attendant is in day mode when the Weekly Business Schedule identifies that the business is open and in night mode when the Weekly Business Schedule identifies that the business is closed. The Weekly Business Schedule is completely independent of the communications system's Night Service.



NOTE:

Either Schedule Controller setting can be overridden if circumstances require a change to the business' normal hours of operation. The System Administrator can use the Temporarily Closed option of the Weekly Business Schedule or the Open or Closed for Today feature. These features are described under "Business Schedule" and "Open or Closed for Today" in Chapter 5 of the *Planning, Installation, and Use* guide.

For Multiple Automated Attendants, there is a Schedule Controller for each Automated Attendant. The Schedule Controller settings can be the same for all Automated Attendants, or they can be different.

13. Weekly Business Schedule (✓ = Closed)

Complete this section only if the Schedule Controller is set to Follow the PARTNER MAIL Business Schedule.

The Weekly Business Schedule identifies the business' normal hours of operation. It identifies which days the business is open, and the time that the business opens and closes each day.

For Multiple Automated Attendants for which the Schedule Controller is set to Follow the PARTNER MAIL Business Schedule, the associated Weekly Business Schedules can be the same or they can be different.

Form E: Touch-Tone Gate Description

14. Multiple Automated Attendant ONLY

If there are Multiple Automated Attendants, check one of the three boxes to show to which Automated Attendant this form applies.

15. Touch-Tone Gate (✓ = Off)

It is recommended that the Touch-Tone Gate be On if most callers have rotary telephones and Off if most callers have touch-tone telephones.

When the Touch-Tone Gate is on, calls from rotary telephones can be handled more quickly.

- If the Touch-Tone Gate is *on*, the caller hears the Touch-Tone Gate Greeting before the Automated Attendant menu prompt.
 - In monolingual mode, the greeting should tell the caller to press [1] if calling from a touch-tone telephone.
 - In bilingual mode, the greeting should tell the caller to press [1] to choose the Primary Language or [*] [1] to choose the Secondary Language.

If the caller does not respond, the Automated Attendant assumes that the caller has a rotary telephone and handles the call as determined by the Dial 0/Timeout Action. The caller does not have to listen to the Automated Attendant Main Menu prompt before the call is handled.

- If the Touch-Tone Gate is *off*, a caller with a rotary telephone must listen to the entire Main Menu prompt, then wait an additional four seconds before the call is handled.

For Multiple Automated Attendants, each Automated Attendant has its own Touch-Tone Gate setting. The settings can be the same for all Automated Attendants, or they can be different.

16. Touch-Tone Gate Greetings

Complete this section only if the Touch-Tone Gate is set to On.

A Touch-Tone Gate Greeting plays only if the Touch-Tone Gate is On. There are factory-set greetings in English, French, and Spanish. For example, this is the factory-set greeting for a monolingual English system:

“Welcome to PARTNER MAIL. If you are calling from a touch-tone telephone, press 1 now; otherwise, please wait for assistance.”

And this is the greeting for a bilingual system with English as the Primary Language and French as the Secondary Language:

“Welcome to PARTNER MAIL. PARTNER MAIL vous souhaite la bienvenue. Pour le français, appuyez sur l'étoile suivit du un maintenant. Si vous n'appelez pas d'un appareil téléphonique touch-tone, veuillez patienter. If you are calling from a touch-tone telephone, press 1 now; otherwise, please wait for assistance.”

If a customized greeting is to be recorded, keep the following things in mind:

- This greeting is the first thing that callers hear when the Automated Attendant answers.
- The greeting should welcome callers to the company.
- There is a *day greeting* and a *night greeting*.
- In monolingual mode, both day and night greetings must tell callers to press [1] if calling from a touch-tone telephone.

- In bilingual mode, both day and night greetings first must tell callers in the Secondary Language to press [2] [1] to hear prompts in the Secondary Language. Then the greetings must tell them in the Primary Language to press [1] if they are calling from a touch-tone telephone.

For Multiple Automated Attendants, there is a day and a night Touch-Tone Gate Greeting for each Automated Attendant for which the Touch-Tone Gate is turned on. The greetings can be the same for all Automated Attendants, or they can be different.

Form F: Voice Mail Greeting Description

17. Voice Mail Greeting

Although the Voice Mail Greeting can be changed, it is recommended that the factory-set Voice Mail Greeting be used.

The Voice Mail Greeting plays when subscribers call Voice Mail Service to get or send messages or administer their mailboxes. In bilingual mode, the Voice Mail Greeting plays first in the Primary Language and then in the Secondary Language.

Here is the factory-set Voice Mail Greeting in each language:

English: "Welcome to PARTNER MAIL. Please enter extension and pound sign."

French: "PARTNER MAIL vous souhaite la bienvenue. Veuillez composer le numéro de poste suivi d'un dièse."

Spanish: "Bienvenido a PARTNER MAIL. Favor de marcar la extensión y después el signo de números."

Form G: Main Menu Prompt Description

Creating a Main Menu consists of multiple tasks.

- Form G must be used to write the Main Menu *prompt*.
- Form H must be used to specify the Main Menu option *definitions*.
- Forms I and J may be used for Submenus.
- Form K may be used for Announcements.

18. Multiple Automated Attendant ONLY

If there are Multiple Automated Attendants, check one of the three boxes to show to which Automated Attendant this form applies.

19. Day or Night Main Menu

Check one of the two boxes to show whether this prompt is for the Day Main Menu or the Night Main Menu.

20. Main Menu Prompt

When an Automated Attendant in day mode answers a call, the *Day Main Menu* prompt plays. The *Night Main Menu* prompt plays if the Automated Attendant is in night mode. If the Touch-Tone Gate is on, the Touch-Tone Gate Greeting plays *before* the Main Menu prompt.

There are various factory-set Main Menu prompts. For example, here is the English prompt for a monolingual mail system with the Touch-Tone Gate on:

“Please enter the extension number of the person you wish to reach. For a directory of extensions, press star A. For assistance, press zero or wait on the line.”

Customized Main Menus can be created. For example, here is a customized Main Menu prompt for a bilingual English Primary/Spanish Secondary mail system with the Touch-Tone Gate off:

“Hello. You have reached Good Health Medical Associates. Para español, marque asterisco uno ahora. Si no cuenta con un teléfono de tonos, por favor espere un momento.
To make an appointment, press 1.
For billing information, press 2.
For directions to the office, press 3.
If you know the extension of the person you are calling, press 4.
Or stay on the line for assistance.”

The following things should be considered when writing the Main Menu prompt:

- If the mail system is in bilingual mode, the prompt must be written and recorded in both the Primary Language and the Secondary Language.
- If the Touch-Tone Gate is off, this prompt is the first thing that callers hear when the Automated Attendant answers. Include a welcome. In bilingual mode, in the Primary Language prompt, tell callers in the Secondary Language to press [*] [1] if they want to hear the prompt in the Secondary Language.
- If the Touch-Tone Gate is on, callers hear the Touch-Tone Gate Greeting before this menu.
- Include five or fewer menu options.
- List menu options in order from the one expected to be most frequently selected to the one expected to be least frequently selected.
- If a directory of subscribers exists, tell callers to press [*] [Δ] (or [*] [2]) to access the directory. Also tell them whether employees are listed by first name or last name.

- If desired, include an option for callers who send faxes from older-model fax machines that do not send the industry-standard fax (CNG) tone. Tell callers to wait for the fax machine to answer before pressing the Start button on their fax machine.
- Tell callers using rotary phones or callers needing assistance to stay on the line.
- You can tell callers to press [★] [⌵] to replay the menu.

For Multiple Automated Attendants, there is a Day Main Menu and a Night Main Menu for each Automated Attendant. The Main Menus can be the same for all Automated Attendants, or they can be different.

Form H: Main Menu Definition Description

21. Multiple Automated Attendant ONLY

If there are Multiple Automated Attendants, check one of the three boxes to show to which Automated Attendant this form applies.

22. Day or Night Main Menu

Check one of the two boxes to show whether this prompt is for the Day Main Menu or the Night Main Menu.

23. Main Menu Definition

The number that the caller presses to make a selection from an Automated Attendant menu is called the *Selector Code*. There are nine possible Selector Codes. The Automated Attendant's response to the caller's selection is called the Selector Code *Action*. There are five possible Actions:

Action	Automated Attendant	Caller
1	Performs Selector Code Transfer	Is transferred to a predetermined extension, Calling Group, Hunt Group, or mailbox.
2	Plays a Submenu	Hears another menu of options.
3	Plays an Announcement	Hears a recorded announcement.
4	Prompts for Transfer	Is prompted to dial an extension number.
5	Performs Direct Extension Transfer	Is transferred to the extension, Calling Group, Hunt Group, or mailbox that the caller dials.

For Action 1, the transfer destination must be programmed as part of the menu definition. For example, suppose Jane Brown on extension 20 is ABC Bank's mortgage expert. If the bank's menu prompt says "Press 3 for information about mortgages," extension 20 can be programmed as the transfer destination. When a caller presses [3], the call is transferred to Jane Brown.

In contrast to Action 1, the transfer destination for Action 5 must be identified by the caller. For example, the menu prompt might say "If you know the extension of the person you wish to reach, please enter it now." In the ABC Bank scenario described earlier, if the caller dials 20, the caller is transferred to Jane Brown.

Action 5 indicates that the first number dialed by the caller is the first digit of an extension, Calling Group, Hunt Group, or mailbox number, not a menu selection. If callers should be able to dial extension, Calling Group, Hunt Group, and mailbox numbers directly from the Main Menu, Action 5 must be assigned to all Selector Codes that match the first digit of all extensions, groups, and mailboxes in the system. For example, if the system has extensions 10 through 24, Guest Mailboxes 60 through 65, Calling Group 71, and Bulletin Board mailboxes 80 through 83, Action 5 must be assigned to Selector Codes 1, 2, 6, 7, and 8. The remaining Selector Codes can be used for other Actions.

Action 4 is similar to Action 5; it lets callers dial extension, Calling Group, Hunt Group, or mailbox numbers. However, it uses only one Selector Code. The menu prompt says something like, "If you know the extension number of the person you wish to reach, press [3]." When the caller presses [3], another prompt says, "Please enter the extension number now." Using the ABC Bank scenario, to reach Jane Brown, the caller would dial [3], then [2] [0].

For Action 2, a unique Submenu Number must be programmed as part of the menu definition. Then, Form I is used to write the Submenu prompt. Form J is used for the Submenu definition.

For Action 3, a unique Announcement Number must be programmed as part of the menu definition. Then, Form K is used to write the Announcement.

24. Multiple Automated Attendant ONLY

If there are Multiple Automated Attendants, check one of the three boxes to show to which Automated Attendant this form applies.

25. Dial 0/Timeout Action (Day ✓ = Transfer to Call Answer Service Operator; Night ✓ = Transfer to General Mailbox)

The Dial 0/Timeout Action specifies the action that the Automated Attendant takes if the caller dials 0 or does not enter a Selector Code. The Automated Attendant can disconnect the call, or transfer it to the Call Answer Service Operator, the General Mailbox, or a pre-defined extension.

Form I: Submenu Prompt Description

A Submenu provides callers with additional options when there are more options than can fit on the Day or Night Main Menu. A Submenu can be invoked from an option on a Day Main Menu, a Night Main Menu, or another Submenu.

Up to 99 Submenus can be created. It is recommended that no more than three levels be used; too many menu levels can confuse callers. The same Submenu can be invoked from more than one menu. For Multiple Automated Attendants, the same Submenu can be invoked for more than one Automated Attendant.

When creating a submenu, Form I is used to write the prompt and Form J is used for the Submenu definition.

26. Submenu Number

The number for a Submenu that is invoked from a Main Menu is specified on Form H. The number for a Submenu that is invoked from another Submenu is specified on Form J.

27. Submenu Name

The name for a Submenu that is invoked from a Main Menu is specified in the Description column on Form H. The name for a Submenu that is invoked from another Submenu is specified in the Description column on Form J.

28. Submenu Prompt

The following things should be considered when writing a Submenu prompt:

- If the mail system is in bilingual mode, the prompt must be written and recorded in both the Primary Language and the Secondary Language.
- Include five or fewer options.
- List the options in order from the one expected to be most frequently selected to the one expected to be least frequently selected.
- In addition to Selector Code choices, a Submenu can ask the caller to press:
 - [*][4] to play the Submenu again.
 - [*][Z] to play the Main Menu.
 - [*][#] to play the previous menu.
 - [0] to perform the Dial 0/Timeout Action.
 - [*][T] (or [*][8]) to transfer to another extension.
 - [*][1] to play the Submenu in the alternate language (bilingual mode only).

Form J: Submenu Definition Description

29. Submenu Number

The number for a Submenu that is invoked from a Main Menu is specified on Form H. The number for a Submenu that is invoked from another Submenu is specified on Form J.

30. Submenu Name

The name for a Submenu that is invoked from a Main Menu is specified in the Description column on Form H. The name for a Submenu that is invoked from another Submenu is specified in the Description column on Form J.

31. Submenu Definition

Submenu definitions are similar to Main Menu definitions. However, Submenu definitions are different from Main Menu definitions in the following ways:

- There are *no factory-set Actions* assigned to Selector Codes on Submenus.
- Submenus *do not have their own Dial 0/Timeout Action*. If a caller does not respond to a Submenu, the call is handled according to the Dial 0/Timeout Action on the Day Main Menu or the Night Main Menu that is in effect at the time of the call.

Form K: Announcement Description

An Announcement provides up to two minutes of frequently requested information, such as directions and hours of operation. Announcements can be updated regularly to provide callers with the latest information about frequently-changing topics, such as weather reports, interest-rate quotes, product prices, and entertainment listings.

An Announcement can be invoked from a Day Main Menu, a Night Main Menu, or a Submenu. Up to 99 Announcements can be created. The same Announcement can be invoked from more than one menu. For Multiple Automated Attendants, the same Announcement can be invoked from more than one Automated Attendant.

Announcements are similar to Bulletin Board messages. However, the following differences exist:

- Announcements can be up to two minutes long, while Bulletin Board messages can be up to four minutes long.
- Announcements are recorded by accessing System Administration from the System Administrator's Mailbox. System Administration is not accessed to record a Bulletin Board message.



Security Alert:

For security reasons it is unwise to allow more than one person to access System Administration. Therefore, if someone other than the System Administrator will be recording informational messages, it is strongly recommended that Bulletin Board mailboxes be used rather than Announcements.

32. Announcement Number

The number for an Announcement that is invoked from a Main Menu is specified on Form H. The number for an Announcement that is invoked from a Submenu is specified on Form J.

33. Announcement Name

The name for an Announcement that is invoked from a Main Menu is specified in the Description column on Form H. The name for an Announcement that is invoked from a Submenu is specified in the Description column on Form J.

34. Announcement

The following things should be considered when creating Announcements:

- If the mail system is in bilingual mode, the Announcement must be written and recorded in both the Primary Language and the Secondary Language.
- Near the end of the Announcement, the caller can be instructed to press:
 - [*][4] to play the Submenu again.
 - [*][Z] to return to the Main Menu.
 - [*][#] to return to the previous menu.
 - [0] to perform the Dial 0/Timeout Action.
 - [*][I] (or [*][8]) to transfer to another extension.
- After the Announcement, if the caller makes no response within the four seconds, the call is disconnected.

Form L: Group List Description

If there are groups of subscribers who frequently need to be sent the same message, Group Lists can be created. Each list is assigned a number. Then, subscribers can send messages to the group by dialing the list number, rather than dialing each recipient's mailbox number individually.

Up to 99 Group Lists can be created.

35. Group List Number

Write a number (1–99) to identify this Group List.

36. Group List Name

Write a descriptive name to identify this Group List.

37. Group List Members

The following things should be considered when creating Group Lists:

- Up to 100 Call Answer Service mailboxes, including Guest Mailboxes, can be included on a list. Automated Attendant mailboxes, Bulletin Board mailboxes, and Transfer-Only mailboxes cannot be included.
- A mailbox can be on more than one list.
- A Group List cannot be a member of another Group List.
- The System Administrator should provide each subscriber with a copy of the Group Lists so they can use them.

Mailbox assignments are specified on mail system Planning Form B.

Form M: Line Ownership Description

Complete this form only if VMS-Mail Lines specified on communications system Planning Form A are to be assigned coverage using Group Call Distribution (#206) Setting 3. This form should *not* be used if VMS-Mail Lines are to be assigned coverage using Line Coverage Extension (#208); skip to Form N.

Mail system Planning Form M identifies line owners for VMS-Mail Lines for which Group Call Distribution (#206) Setting 3 is used to assign VMS coverage. These lines are identified on communications system Planning Form A.

- If a line owner is assigned, calls are sent to the line owner's mailbox after four rings. The mailbox's Class of Service (COS) determines how the call is handled.
 - If the COS is 1 through 6 or 18, the call receives Call Answer Service.
 - If the COS is 15 through 17 or 21 through 23, the call receives Automated Attendant Service.
 - If the COS is 19, the call is transferred to a Bulletin Board mailbox.
- If a line owner is not assigned, unanswered calls go to the General Mailbox after four rings. If there are Multiple Automated Attendants, there are Multiple General Mailboxes. However, if line owners are not assigned, all unanswered calls go to the General Mailbox for Automated Attendant 1.

For Release 4.0 and later communications system, Line Coverage Extension (#208) can be used in place of Group Call Distribution (#206) Setting 3 with Line Ownership. Line Coverage Extension assigns the line to the owner's extension. This provides more flexibility because calls are sent to the owner's mailbox after the number of rings specified by VMS Cover Rings (#117), if VMS Cover is on. Also, while VMS Cover is on, the owner can turn on Do Not Disturb to send calls immediately to the mailbox.

38. Line Ownership

If VMS-Mail Lines specified on communications system Planning Form A are to be assigned coverage using Group Call Distribution (#206) Setting 3, this form should be used to identify the line owner's name and mailbox number. Each line owner must have a Call Answer Service mailbox, an Automated Attendant mailbox, or a Bulletin Board mailbox. Mailbox assignments are specified on mail system Planning Form B.

Form N: System Security Description

There are two programmable system security features that are designed to maintain the confidentiality of subscribers' messages, ensure the integrity of the mail system, and protect the communications system against toll fraud abuse. These features are:

- Passwords
- Security Violation Notification

39. Minimum Password Length (✓ = 6)

Every Call Answer Service mailbox (including the System Administrator's Mailbox), Transfer-Only mailbox, and Bulletin Board mailbox has a password. The System Administrator can select the minimum password length, which can be from 0 to 15 digits. Every mailbox password (including the System Administrator's Mailbox password) and the System Administration Password must meet the length requirement established by this setting.



Security Alert:

*Use the most restrictive values that the business allows. Use Lock the Mailbox unless it is too restrictive for the business. Use Send a Warning Message otherwise. Using No Security Violation Notification is **strongly discouraged**.*

40. Security Violation Notification

The System Administrator can select the maximum number of consecutive unsuccessful attempts to log in that are allowed and the action to be taken when that maximum number is exceeded.



Security Alert:

*Use the most restrictive values that the business allows. Use Lock the Mailbox unless it is too restrictive for the business. Use Send a Warning Message otherwise. Using No Security Violation Notification is **strongly discouraged**.*

Form O: Security Checklist Description

Form O is a security checklist. It should be completed as the last step of mail system planning to ensure that all available security features have been implemented.

⇒ NOTE for Item 12:

Extension(s) used for Outcalling are as follows:

If the system has...	The Outcalling port is...
2 ports	No. 2
4 ports	No. 4
6 ports	No. 5 and 6

When Form O is completed, it should be filed for safekeeping with the other planning forms as a record of the programming for this system.

Customer Name: _____
 Contact Name: _____
 Phone: _____

Form A: System Parameters—Part 1

Instructions:

✓ indicates the factory setting.

To indicate your selection, check the box or the line provided.

Numbers in brackets and *Programming Path* are for the installer. Ignore when filling out the form.

For more information, see "Form A: System Parameters—Part 1 Description."

1. System Language [1] Monolingual Mode [2] Bilingual Mode

If Monolingual: [1] English [2] French [3] Spanish

If Bilingual: Primary: [1] English [2] French [3] Spanish

Secondary: [1] English [2] French [3] Spanish

Programming Path: [1] System Parameters, [9] System Language

2. Maximum Digit Length 2 3 4

Programming Path: [1] System Parameters, [8] Maximum Digit Length

3. Single or Multiple Automated Attendant [1] Single [2] Multiple

If Multiple, go to Item 4; otherwise, go to Form B.

Programming Path: [1] System Parameters, [1] Single or Multiple Automated Attendant

4. Line Assignment (Multiple Automated Attendant Only)

Line	AA1 ✓	AA2	AA3
01			
02			
03			
04			
05			
06			
07			
08			
09			
10			
11			
12			

Line	AA1 ✓	AA2	AA3
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			

Programming Path: [3] Automated Attendant, Automated Attendant [2 or 3],
 [6] Line Assignments, [2] Add a Line

Form B: Mailboxes

Instructions:

If necessary, make copies of this form for additional mailboxes.
 For information about mailboxes, see "Form B: Mailboxes Description."
Programming Path is for the installer. Ignore when filling out the form.

5.

a. Description	b. Mailbox No.	c. COS	d. Lang.	e. Mailbox Name				f. Group Mailbox Owner

Programming Path to Create Mailboxes: [4] Mailboxes, [4] Create a Mailbox
 Programming Path to Assign Group Mailbox Owners: [4] Mailboxes, [7] Assign a Group Mailbox Owner

Instructions:

✓ indicates the factory setting.

To indicate your selection, write the information on the lines provided.

Programming Path is for the installer. Ignore when filling out the form.

For more information, see “Form C: System Parameters—Part 2 Description.”

6. Fax Extension and Fax Message Receiver	Fax Ext. or Hunt Group	Fax Message Receiver Ext.
Automated Attendant 1:		
Automated Attendant 2*:		
Automated Attendant 3*:		

Programming Path: [1] System Parameters, [4] Fax Extension and Fax Message Receiver, (If Multiple Automated Attendants, [1, 2, or 3]), [1] Fax Extension and [2] Fax Message Receiver

7. Call Answer Service Operator Ext. _____ (✓ = 10)

Programming Path: [1] System Parameters, [5] Operator Extension

8. General Mailbox Owner Automated Attendant 1: Ext. _____ (✓ = 10)

Automated Attendant 2*: Ext. _____ (✓ = 10)

Automated Attendant 3*: Ext. _____ (✓ = 10)

Programming Path: [1] System Parameters, [6] General Mailbox Owner

9. System Administrator's Mailbox Mailbox No. _____ (✓ = 9997)



Security Alert:

It is **strongly recommended** that the System Administrator's Mailbox be changed from the factory setting.

Programming Path: [1] System Parameters, [7] System Administrator's Mailbox

* Multiple Automated Attendant Only

Instructions:

If necessary, make copies of this form for additional Automated Attendants.

✓ indicates the factory setting.

To indicate your selection for Items 11 and 12, check the box provided.

Numbers in brackets and *Programming Path* are for the installer. Ignore when filling out the form.

For more information, see "Form D: Schedule Description."

10. System Date and Time

Programming Path: [2] Schedule, [1] Update System Date and Time

11. Multiple Automated Attendant ONLY This applies to: AA1 AA2 AA3

12. Schedule Controller [1] Follow Switch Mode ✓ [2] Follow PARTNER MAIL Business Schedule

If Follow PARTNER MAIL Business Schedule, go to Item 12; otherwise, go to Form E.

Programming Path: [2] Schedule, [2] Automated Attendant Schedule, (If Multiple Automated Attendants, [1, 2, or 3]), [1] Schedule Controller

13. Weekly Business Schedule

Day	a. Open/Closed	b. Opening Time	Closing Time
[1] Sunday	/ Closed ✓		
[2] Monday	/ Closed ✓		
[3] Tuesday	/ Closed ✓		
[4] Wednesday	/ Closed ✓		
[5] Thursday	/ Closed ✓		
[6] Friday	/ Closed ✓		
[7] Saturday	/ Closed ✓		

a. Write 1 on the line for each day the business is open.

b. For each Open day, write the Opening Time and Closing Time. Use hhmm format where hh = hour (01-12) or (00-23) and mm = minute (00-59).

Use 12- or 24-hour format depending on the System Administrator's Mailbox language:

- If English or Spanish, use 12-hour format (0100-1259) and specify a.m. or p.m.
- If French, use 24-hour format (0000-2359).

If the business is open 24 hours a day, use Opening Time = 0000 and Closing Time = 0000.

Programming Path: [2] Schedule, [2] Automated Attendant Schedule, (If Multiple Automated Attendants, [1, 2, or 3]), [2] Weekly Business Schedule

Instructions:

If necessary, make copies of this form for additional Automated Attendants.

✓ indicates the factory setting.

To indicate your selection for Items 13 and 14, check the box provided.

Numbers in brackets and *Programming Path* are for the installer. Ignore when filling out the form.

For more information, see "Form E: Touch-Tone Gate Description."

14. Multiple Automated Attendant ONLY This applies to: AA1 AA2 AA3

15. Touch-Tone Gate [6] Off ✓ [9] On

If On, go to Item 16; otherwise, go to Form F.

Programming Path: [3] Automated Attendant, (If Multiple Automated Attendant, [1, 2, or 3]),
[5] Touch-Tone Gate

16. Touch-Tone Gate Greetings

a. Write the day greeting (maximum two minutes) that callers hear when the business is open.

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b. Write the night greeting (maximum two minutes) that callers hear when the business is closed.

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Programming Path: [7] System Greetings, [3] Automated Attendant Touch-Tone Gate Greeting,
(If Multiple Automated Attendant, [1, 2, or 3]), [1] Day Greeting and [2] Night Greeting

Instructions:

Programming Path is for the installer. Ignore when filling out the form.

For more information, see "Form F: Voice Mail Greeting Description."

17. Voice Mail Greeting

a. Write the greeting (maximum two minutes). Be sure to tell subscribers to enter extension and pound sign.

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b. Bilingual Mode ONLY, write the greeting (maximum two minutes) in the Secondary Language.

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Programming Path: [7] System Greetings, [1] Voice Mail Greeting

Instructions:

If necessary, make copies of this form for additional Main Menus.
Numbers in brackets and *Programming Path* are for the installer. Ignore when filling out the form.
For more information, see "Form G: Main Menu Prompt Description."

- 18. **Multiple Automated Attendant ONLY** This applies to: AA1 AA2 AA3
- 19. **Day or Night Main Menu** [1] Day [2] Night
- 20. **Main Menu Prompt**

a. Write the prompt (maximum two minutes).

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b. Bilingual Mode ONLY, write the prompt (maximum two minutes) in the Secondary Language.

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Programming Path: See Form H, Page 2 of 2.

Instructions:

If necessary, make copies of this form for additional Main Menus.

✓ indicates the factory setting.

Numbers in brackets and *Programming Path* are for the installer. Ignore when filling out the form.

For more information, see "Form H: Main Menu Definition Description."

21. **Multiple Automated Attendant ONLY** This applies to: AA1 AA2 AA3

22. **Day or Night Main Menu** [1] Day [2] Night

23. Main Menu Definition

Selector Code	a. Action	b. Number	Description
1	(5 ✓)		
2	(5 ✓)		
3	(5 ✓)		
4	(5 ✓)		
5	(5 ✓)		
6			
7			
8			
9			

a. For each desired Selector Code, indicate the Action to take if the caller presses that Selector Code:

Action 1 = Transfer the caller to the specified destination

Action 2 = Play the specified Submenu

Action 3 = Play the specified Announcement

Action 4 = Prompt the caller to dial an extension number

Action 5 = Transfer the caller to the destination that the caller dials

b. For each Selector Code for which the Action is 1, 2, or 3, complete the table as follows:

If the Action is...	In the Number column...	In the Description column...
1	Write the extension, Calling Group, Hunt Group, Guest Mailbox, Automated Attendant mailbox, or Bulletin Board mailbox number.	Write a description of the destination; for example, Joe Smith, Billing Department, Automated Attendant 2, or New Product Bulletin Board.
2	Assign a unique Submenu number (01-99).	Write a descriptive name for the Submenu.
3	Assign a unique Announcement number (1-99).	Write a descriptive name for the Announcement.

Instructions:

If necessary, make copies of this form for additional Main Menus.

✓ indicates the factory setting.

Numbers in brackets and *Programming Path* are for the installer. Ignore when filling out the form.

For more information, see "Form H: Main Menu Definition Description."

24. Multiple Automated Attendant ONLY This applies to: AA1 AA2 AA3

25. Dial 0/Timeout Action

- 0 = Transfer the caller to the Call Answer Service Operator (✓ Day Main Menu)
- 1 = Transfer to the General Mailbox so the caller can leave a message (✓ Night Main Menu)
- 2 = Disconnect the call
- 3 = Transfer the caller to Extension _____

Programming Path: [3] Automated Attendant, (If Multiple Automated Attendants, [1, 2, or 3]), [1] Day or [2] Night, [6] Modify the Menu

Instructions:

If necessary, make copies of this form for additional Submenus.
Programming Path is for the installer. Ignore when filling out the form.
For more information, see "Form I: Submenu Prompt Description."

26. Submenu Number _____ (01-99)

27. Submenu Name _____

28. Submenu Prompt

a. Write the prompt (maximum two minutes).

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b. Bilingual Mode ONLY,write the prompt (maximum two minutes) in the Secondary Language.

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Programming Path: See Form J.

Instructions:

If necessary, make copies of this form for additional Submenus.

Programming Path is for the installer. Ignore when filling out the form.

For more information, see "Form J: Submenu Definition Description."

29. Submenu Number _____ (01-99)

30. Submenu Name _____

31. Submenu Definition

Selector Code	a. Action	b. Number	Description
1			
2			
3			
4			
5			
6			
7			
8			
9			

a. For each desired Selector Code, indicate the Action to take if the caller presses that Selector Code:

Action 1 = Transfer the caller to the specified destination

Action 2 = Play the specified Submenu

Action 3 = Play the specified Announcement

Action 4 = Prompt the caller to dial an extension number

Action 5 = Transfer the caller to the destination that the caller dials

b. For each Selector Code for which the Action is 1, 2, or 3, complete the table as follows:

If the Action is...	In the Number column...	In the Description column...
1	Write the extension, Calling Group, Hunt Group, Guest Mailbox, Automated Attendant mailbox, or Bulletin Board mailbox number.	Write a description of the destination; for example, Joe Smith, Billing Department, Automated Attendant 2, or New Product Bulletin Board.
2	Assign a unique Submenu number (01-99).	Write a descriptive name for the Submenu.
3	Assign a unique Announcement number (1-99).	Write a descriptive name for the Announcement.

Programming Path: [3] Automated Attendant, (If Multiple Automated Attendants, [1, 2, or 3]),
[3] Submenus, [4] Create

Form K: Announcement

Instructions:

If necessary, make copies of this form for additional Announcements.

Programming Path is for the installer. Ignore when filling out the form.

For more information, see "Form K: Announcement Description."

32. **Announcement Number** _____ (01-99)

33. **Announcement Name** _____

34. **Announcement**

a. Write the Announcement (maximum two minutes).

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b. Bilingual Mode ONLY, write the Announcement (maximum two minutes) in the Secondary Language.

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Programming Path: [3] Automated Attendant, (If Multiple Automated Attendants, [1, 2, or 3]),
[4] Announcements, [7] Record

Form L: Group List

Instructions:

If necessary, make copies of this form for additional mailboxes or additional Group Lists.

Programming Path is for the installer. Ignore when filling out the form.

For more information, see "Form L: Group List Description."

35. **Group List Number** _____ (1-99)

36. **Group List Name** _____

37. **Group List Members**

Mailbox No.	Name

Mailbox No.	Name

Programming Path: [5] Group Lists, [4] Create a Group List

Form M: Line Ownership**Instructions:**

Programming Path is for the installer. Ignore when filling out the form.

For more information, see "Form M: Line Ownership Description."

38. Line Ownership

Line No.	Line Owner's Mailbox No.	Line Owner's Name
01		
02		
03		
04		
05		
06		
07		
08		
09		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		

Programming Path: [6] Line Ownership, [4] Assign Line Ownership

Instructions:

✓ indicates the factory setting.

Programming Path is for the installer. Ignore when filling out the form.

For more information, see "Form N: System Security Description."

39. Minimum Password Length _____ (0-15, ✓ = 6)**Security Alert:**

A minimum password length of at least 6 digits is **strongly recommended**. The shorter the minimum password length, the more vulnerable the system is to abuse by unauthorized persons.

Programming Path: [8] System Security, [2] Password Length

40. Security Violation Notification

a. Action to take if someone exceeds the value in b. below:

- 1 = Lock the mailbox; notify the System Administrator and the subscriber
- 2 = Send a warning message to the System Administrator and the subscriber ✓
- 3 = Perform no security violation notification

b. Maximum consecutive unsuccessful login attempts allowed _____ (2-18, ✓ = 5)

**Security Alert:**

Use the most restrictive values that the business allows. Use Lock the Mailbox unless it is too restrictive for the business. Use Send a Warning Message otherwise. Using No Security Violation Notification is **strongly discouraged**.

Programming Path: [8] System Security, [3] Security Violation Notification

Instructions:

To complete this security checklist, for each item, check the Yes column if the item is done or the No column if the item is not done. For more information, see "Form O: Security Checklist Description."

Mail System

Item	Yes	No
1. Create only mailboxes that are necessary.		
2. Permit no Outcalling, or permit it only for those requiring it.		
3. Change System Administrator's Mailbox.		
4. Set Minimum Password Length to 6 digits or more.		
5. Set Security Violation Notification action and number of attempts to the most restrictive values the business allows.		
6. Set System Administrator's Mailbox password to a hard-to-guess value.		
7. Set System Administration Password to a hard-to-guess value.		
8. Turn off Remote Maintenance Device when it is not in use.		

Communications System

Item	Yes	No
9. Remove all lines from the Remote Maintenance Device using Line Assignment (#301).		
10. Restrict the Remote Maintenance Device to Inside Only using Outgoing Call Restriction (#401).		
11. If Outcalling is <i>not</i> permitted, restrict extensions associated with the mail system unit to Inside Only using Outgoing Call Restriction (#401).		
12. If Outcalling is permitted:		
■ Set extensions connected to ports that are <i>not</i> used for Outcalling to Inside Only using Outgoing Call Restriction (#401).		
■ Set extensions connected to ports that <i>are</i> used for Outcalling to the most restrictive value that the business allows.		
■ Create Disallowed Phone Number List (#404) and Allowed Phone Number List (#407) and assign them to extensions connected to ports that are used for Outcalling using Disallowed List Assignment (#405) and Allowed List Assignment (#408) respectively.		

Security Policy

Item	Yes	No
13. Establish a security policy as described in Chapter 1 of the <i>Planning, Installation, and Use</i> guide.		

For any security checklist item that is not done, on the back of this page, write the number of the item and explain why it is not done.

Communications System Planning

B

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Communications System Planning

B

Introduction

This appendix provides information about the communications system planning forms. It describes the features that interact with the mail system. It is for reference purposes only.

Forms shown are from the *System Planner* for Release 4.1 of the communications system. The appearance and the terminology in column headings may vary slightly on forms for earlier releases of the communications system.

To order a complete set of communications system forms, call 1 800 457-1235 or 1 317 361-5353 and ask for the order number appropriate for your communications system, as follows:

<u>Communications System</u>	<u>Order Number</u>
PARTNER II or PARTNER Plus system Release 4.1	518-455-338
PARTNER II or PARTNER Plus system Release 4.0	518-455-328
PARTNER II or PARTNER Plus system Release 3.1	518-455-319
PARTNER II system Release 3.0	518-455-315

Form A: System Configuration, Page 1

Form A: System Configuration PAGE 1 of 3

Required for PARTNER II System and PARTNER Plus System.
For additional instructions, see page 2.

1. Customer Billing Name			
2. Installation Address			
3. Contact Name		Phone () -	
4. Person to be Trained		Phone () -	Alternate Trainee's Name
5. Sold by <input type="checkbox"/> AT&T Sales Force		Salesperson's Name	
<input type="checkbox"/> Dealer:		Phone () -	

6. Configure Hardware for Hybrid Mode (PARTNER II system only):
 No Yes If yes, call local telephone company—
 MF Mode and FCC # ASS USA-21312-MF-E

7. Features Customer is most interested in (most important first)

Line Jack No.	Write the Telephone Numbers in order customer desires (list personal and dedicated lines last)	Write R if Rotary (Dial Pulse) Line (#201)	Hybrid Mode Only: Write auxiliary pool 881, 882 883 or No Pool (207)	Line Coverage—You can select one per line							Write User's Name for Personal or Owned Line or Identify Equipment for Dedicated Line	Check if Caller ID Service	Identify other Local Telephone Company Subscription Services (e.g., Repeat Call)
				AA	DXD	VMS-AA	ASA	Hunt Group (write no.) (#206)	VMS-Mail (#206) or (#208)	Write Ext No. for Call Cover (#208)			
01													
02													
03													
04													
05													
06													
07													
08													
09													
10													
11													
12													
13													
14													
15													
16													
17													
18													
19													
20													
21													
22													
23													
24													

1. Check if desired. Also see Form B1, AA Extension (#607) column.

2. Check if desired. Also see Form A, Item 10—DXD and Form C, Direct Extension Dial Button (#113).

3. Check if desired. Also see Form A, Item 10—VMS-AA, and Form B1, PARTNER MAIL or PARTNER MAIL VS column.

4. Check if desired. Also see Form A, Item 10—ASA and Form C, Automatic System Answer Button (#111).

5. Write group number (1-6) covering this line. Also see Form B2, Hunt Group Extensions (#505) 1-6.

6. Check desired line for #206 or enter line owner's extension number for #208. Also see Form B1, PARTNER MAIL or PARTNER MAIL VS column.

7. Write extension number of line owner eligible for Call Coverage. Also write line owner's name in next column.

Form A: Page 1 Description

VMS-AA

For PARTNER II Release 3.0 systems, VMS-AA is written in the **Line Coverage** column.

Lines that are to be answered by the mail system's Automated Attendant Service are identified in this column. These lines are programmed using Group Call Distribution (#206) Setting 1 for Hunt Group 7. Calls on these lines go directly to Automated Attendant Service, rather than having to be answered and transferred by the receptionist. For these lines:

- VMS Hunt Schedule (#507) determines whether calls go to Automated Attendant Service all the time, only during the day, or only at night. The VMS Hunt Schedule setting is specified on Form A Page 2.

- VMS Hunt Delay (#506) determines whether Automated Attendant Service answers calls immediately (on the second ring) or after a delay (after the fourth ring). The VMS Hunt Delay setting is specified on Form A Page 2.

If the mail system will have multiple Automated Attendants and not all Automated Attendants can follow the same VMS Hunt Schedule and VMS Hunt Delay, you cannot use Group Call Distribution (#206) Setting 1 to configure all of the Automated Attendants. In such cases, you can use one of the following alternative methods:

- *Method 1:*

Communications system feature: Group Call Distribution (#206) Setting 3.

Mail system features: Line Ownership, Automated Attendant mailbox.

1. Set Group Call Distribution (#206) to Setting 3 for the lines requiring Automated Attendant service.
2. Create an Automated Attendant mailbox with the appropriate Class of Service (COS):

Automated Attendant 1	COS 15 or 21
Automated Attendant 2	COS 16 or 22
Automated Attendant 3	COS 17 or 23
3. Use the voice mail system's Line Ownership feature to assign the Automated Attendant mailbox as the owner of the line(s).

Result: The communications system will direct calls both day and night to the Automated Attendant mailbox after four rings. Using this method, there is no way to send calls immediately to the mailbox.

- *Method 2 (Available only for Release 4.0 and later communications systems):*

Communications system features: Line Coverage Extension (#208), VMS Cover button, Do Not Disturb button. This method requires a system telephone for each Automated Attendant.

Mail system feature: Automated Attendant mailbox.

1. Use Line Coverage Extension (#208) to assign the lines requiring Automated Attendant Service to the system phone's extension.
2. Assign a VMS Cover button and a Do Not Disturb button to the phone. Both of these features must be assigned to buttons with lights.
3. Create an Automated Attendant mailbox for the extension:

Class of Service 15 or 21	Automated Attendant 1
Class of Service 16 or 22	Automated Attendant 2
Class of Service 17 or 23	Automated Attendant 3

Result: When the VMS Cover button is Off, calls will not be sent to the Automated Attendant. When the VMS Cover button is On, calls will be sent to the Automated Attendant mailbox. The status of the Do Not Disturb button will determine how quickly the calls are sent. When the Do Not Disturb button is On, calls will be sent to the Automated Attendant immediately. When the Do Not Disturb button is Off, calls will be sent to the Automated Attendant after the number of rings specified with the VMS Cover Rings (#117) feature.

The following table summarizes the interactions between the VMS Cover button and the Do Not Disturb button.

	Do Not Disturb ON	Do Not Disturb OFF
VMS Cover ON	Calls sent to Automated Attendant immediately.	Calls sent to Automated Attendant after VMS Cover Rings interval.
VMS Cover OFF	No Automated Attendant service.	No Automated Attendant Service.

VMS-Mail

For PARTNER II Release 3.0 systems, VMS-MAIL is written in the **Line Coverage** column.

“Covered” or “owned” lines, which are to be answered by the mail system’s Call Answer Service, are identified in this column.

Group Call Distribution (#206) Setting 3 can be used to assign VMS-Mail lines to Hunt Group 7. Calls on these lines go to Voice Mail coverage after four rings. This is useful for personal lines or for Automated Attendant service for certain multiple Automated Attendant configurations (see **VMS-AA**, Method 1 on the previous page).

- If a line owner is assigned using the mail system’s Line Ownership feature, calls are sent to the line owner’s mailbox. The mailbox’s Class of Service (COS) determines how the call is handled.
 - If the COS is 1–6 or 18, the caller hears the mailbox owner’s personal greeting if the line owner does not answer. The caller can leave a message.
 - If the COS is 15–17 or 21–23, calls are answered after the fourth ring, both day and night, by the associated Automated Attendant.
 - If the COS is 19, the caller hears a Bulletin Board message.
- If a line owner is *not* assigned, unanswered calls go to the General Mailbox. If there are multiple Automated Attendants, there are multiple General Mailboxes. However, if line owners are not assigned, all unanswered calls go to the General Mailbox for Automated Attendant 1.

For information about Line Ownership and Class of Service, see the Descriptions for mail system Planning Forms M and B, respectively.

For Release 4.0 and later communications systems, there is an additional way to implement Voice Mail coverage. Line Coverage Extension (#208) can be used to assign the line to the owner’s extension. This provides more flexibility because calls are sent to the owner’s mailbox after the number of rings specified by VMS Cover Rings (#117), if VMS Cover is on. Also, the owner can turn on Do Not Disturb to send calls immediately to the mailbox. The line owner’s extension should be written in the VMS-Mail column; it is programmed as part of Line Coverage Extension (#208). The type of mailbox (Call Answer, Bulletin Board, or Automated Attendant) assigned to the line owner’s extension determines the type of service that unanswered calls to the extension receive. The Line Ownership feature of the mail system is not used in this case.

Form A: System Configuration, Page 2

Form A: System Configuration

PAGE
2 of 3

Required for PARTNER II System and PARTNER Plus System.
For additional instructions, see page 3.

9. System Settings. Write response on line for each item.

- Receptionist answers calls during business hours? Write "Yes" or "No"_____.
- Number of Lines (#104)—By default, 2 lines per 206 module and 4 lines per 400 module are assigned to each extension (or to pool 880 in PARTNER II Hybrid Mode). Write number if different from default_____.
- Transfer Return Rings (#105)—By default a transferred call rings 4 times before going to the transfer return extension. Write number (0-9, 0 = no return) if different from default_____.
- Outside Conference Denial (#109)—By default, a conference call can include 2 outside parties. Write "No" if 2 outside parties are not allowed_____.
- Call Coverage Rings (#116) (PARTNER II only)—By default a covered call rings 2 times before going to the covering extension. Write number (1-9) if different from default_____.
- VMS Cover Rings (#117)—By default, a call rings 3 times before going to the user's mailbox. Write number (1-9) if different from default_____.
- Ring on Transfer (#119)—By default, the caller hears ringing when the call is transferred. Write "NA" if music on hold or silence is desired_____.
- Toll Call Prefix (#402)—By default, 0 or 1 must be dialed before the area code for a long distance call. Write "No" if 0 or 1 is not required_____.
- System Password (#403)—By default, no password is programmed to override dialing restrictions and to turn Night Service on and off. Write 4 digits if password is desired_____.
- Music on Hold (#602)—By default, the Music Hold jack on the processor module is active. Write "No" if the jack is deactivated_____.

10. Line Coverage. Complete items based on Line Coverage selection on Form A, Item B.

DXD. (PARTNER II system only) If DXD is checked specify the following:

- Direct Extension Dial delay (#112)—By default, a call rings 2 times before it is answered by the system. Write number (0-9) if different from default_____.
- Direct Extension Dial Record/Playback (I 892)—message of up to 20 seconds that caller hears when call is answered with the Direct Extension Dial feature. Write message below and record from extension 10 or 11:

VMS-AA: If VMS-AA is checked, specify the following:

- VMS Hunt Delay (#506)—By default, VMS answers calls after 2 rings. Write "Del" if calls ring 4 times before VMS answers_____.
- VMS Hunt Schedule (#507)—By default, VMS is on all the time. Check if Day only or Night only is desired:
 Day only
 Night only

ASA: (PARTNER II system only). If ASA is checked, specify the following:

- Automatic System Answer Delay (#110)—By default, a call rings 2 times before it is answered by the system. Write number (0-9) if different from default_____.
- Automatic System Answer Mode (#121)—By default, ASA calls are put on hold after the greeting plays. Check if calls should continue to ring or be disconnected:
 Ring
 Disconnect
- ASA Record/Playback (I 891)—message of up to 10 seconds that caller hears when the call is answered by the Automatic System Answer feature. Write message below and record from extension 10 or 11:

Form A: Page 2 Description

Receptionist answers calls during business hours?

Release 3.1 and later communications systems ONLY

If "Yes" and Automated Attendant Service is *implemented using Group Call Distribution (#206) Setting 1* for Hunt Group 7, VMS Hunt Delay (#506) should be set to Delayed to allow the receptionist time to answer the phone before the Automated Attendant does. VMS Hunt Delay is described below.

VMS Cover Rings (#117) (✓ = 3)

Release 4.0 and later communications systems ONLY

The number of times that calls ring (1-9) before they are routed to the mail system's Call Answer Service is identified in this field. This feature applies to all intercom calls, transferred calls, and outside calls on owned lines *specified using Line Coverage Extension (#208)* for extensions that have VMS Cover or Automatic VMS Cover (#310) active.

Ring on Transfer (#119) (✓ = Active)

Release 4.1 communications system ONLY

If Music on Hold is desired, so callers hear music or recorded messages while the mail system transfers their calls, "NA" should be written in this field. If "NA" is specified, an audio source must be connected to the MUSIC ON HOLD jack on the primary processor module. If this field is blank, callers hear ringing while their calls are being transferred.

Music on Hold (602) (✓ = Active)

This field is used to indicate whether Music on Hold is Active or Not Active.

For communications system Release 4.0 and earlier, it is recommended that Music on Hold be Active so that callers hear music or recorded messages (rather than silence) while the mail system transfers their calls. If Music on Hold is Active, an audio source must be connected to the MUSIC ON HOLD jack on the primary processor module.

For communications system Release 4.1, Music on Hold may be Active; or the Ring on Transfer (#119) setting can be left at the default so that callers hear ringing while they are being transferred. Ring on Transfer (#119) is described above.

VMS-AA

The next two items apply only to lines receiving Automated Attendant Service that is implemented using Group Call Distribution (#206) Setting 1 for Hunt Group 7.

VMS Hunt Delay (#506) (✓ = Immediate)

This field is used to indicate whether calls on VMS-AA lines specified on Form A Page 1 should be answered by Automated Attendant Service immediately (on the second ring) or after a delay (after the fourth ring).

VMS Hunt Schedule (#507) (✓ = Always)

This field is used to indicate whether calls on VMS-AA lines specified on Form A Page 1 should be answered by Automated Attendant Service all the time, during the Day Only (Night Service is Off) or during the Night Only (Night Service is On). A Night Service button is required at extension 10 (see Form C).

Form B1: System Extensions

Form B1: System Extensions

Required for PARTNER II System and PARTNER Plus System.
For additional instructions, see page 5

Ext. Jack No.	Write Name/Description	Identify Telephone Attached to this Extension														Identify Auxiliary Equipment Attached to this Extension										Write in Other Equipment	Write Transfer Return Ext. No. (#306)											
		34-Button Display?	34-Button Display?	18-Button Display?	18-Button Display?	12-Button Display?	12-Button Display?	4-Button?	Standard?	Call Waiting (#319)?	Extension Transfer (#317)?	Rolling (#803)?	Alert Extension for Hotline?	PARTNER MAIL 6?	PARTNER MAIL 6S?	Answering Machine?	Extra Alert	ISDN?	Holdem?	Passage/Way	FAX Machine Extension (#801)?	Disophonic? (#804)?	Alert Extensions (#806) for Telephone 1?	Disophonic 2 (#808)?	Alert Extensions (#808) for Disophonic 2?			AA Extension (#807)?										
10																																						
11																																						
12																																						
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33																																						

IMPORTANT: A system display phone is required for programming at extension 10 or 11. Extension 10 typically is the receptionist's extension. Extension 11 is recommended as a second programming extension (typically the System Manager's extension).

1. If checked, see Form B1, Page 3 of 4.
2. If there is a mix of PARTNER-model and MLS-model phones, write "P" for PARTNER and "M" for MLS.
3. Write "T" for touch-tone or "R" for rotary. If Call Waiting is desired, check next column.
4. Must be standard phone. If immediate dialing is required, use a dedicated line. Do not assign restrictions that prevent dialing the outside number, Forced Account Entry (#307) or groups. Also see Form D External Hotline (#311).
5. Standard phone is recommended. Write extension number of corresponding alert extension or "10" for loud-speaker paging system in next column.
6. Also write Transfer Return Ext. No. (#306) on the form (usually extension 10). Also see Form B2. Identify Group Assignments; VMS Only.
7. To prevent other extensions from interrupting calls, assign Automatic Extension Privacy (#304) on Form B2.
8. Check corresponding alert extensions in next column. To prevent outside calls, remove all outside lines, see Lines/Pool Not Assigned on Form B2.
9. Also write Transfer Return Ext. No. (#306) on this form.

Form B1: Description

Write Name/Description

"VMS-Port 1," "VMS-Port 2" and so forth should be written in this column to identify the extensions to which the mail system unit is to be connected. Two extensions should be identified for a two-port mail system, 4 extensions for a four-port mail system, or 6 extensions for a six-port mail system.

Also, "VMS-RMD" should be written for the extension to which the Remote Maintenance Device is to be connected.

PARTNER MAIL

For PARTNER II Release 3 systems, this column heading is **VMS**.

The extensions to which the mail system unit is to be connected are identified in this column. Two extensions should be checked for a two-port mail system, 4 extensions for a four-port mail system, or 6 extensions for a six-port mail system.

Also, the extension to which the Remote Maintenance Device is to be connected should be checked.

NOTE:

The first extension jack on 206 modules should not be used as a PARTNER MAIL extension. These jacks should be reserved for use during a power failure.

FAX Machine Extensions (#601)

The extensions to which fax machines are connected are identified in this column.

If VMS Hunt Delay is set to Immediate and a fax call comes in on a line covered by Automated Attendant Service that is implemented using Group Call Distribution (#206) Setting 1 for Hunt Group 7, the call will be transferred automatically to the fax extension (or to a fax Hunt Group if there are multiple fax machines). Also, a Fax Message Receiver can be identified; this extension is notified when a fax arrives. For more information, see the Description for mail system Planning Form C.

If the mail system will automatically transfer fax calls, Line Ringing for the fax extension should be set to No Ring. Line Ringing is specified on communications system Form B2.

Write Transfer Return Ext. No. (#306)

By default, a transferred call returns to the originating extension if the call is not answered. This must be changed for all extensions to which the mail system unit is connected.

IMPORTANT:

For the two, four, or six PARTNER MAIL extensions identified above, select a different transfer return extension—usually extension 10—where a person can pick up unanswered calls that are transferred from the mail system.

Form B2: Customized Extension Settings

Form B2: Customized Extension Settings PAGE 1 of 2

Required if you want to change extension settings from defaults for PARTNER II System and PARTNER Plus System. For additional instructions, see pages 6 and 7.

Ext. Ident. No.	Identify Extension Settings If Different than Default							Identify Line Ringing (CTP) Option If Different than Default				Identify Restriction Permissions If Different than Defaults			Identify Group Assignments								
	Display Language (#604)	Automatic Extension Privacy (#304)	Abbreviated Ringing (#605)	Priority Access Code Entry (#607)	Distraction Rings (#608)	Automatic VMS Cover (#310)	Voicemail Pickup On-Busy (#312)	Line Access Mode (#313) Hybrid Mode Only:	Write line numbers or pool access codes in each column to show desired Line Ringing options				Write line numbers or pool access codes for Line Access Restrictions (#302) or Pool Access Restriction (#315)			Outgoing Call Restriction (#401) ¹	Disallowed List ² Assignment (#405)	Allowed List ³ Assignment (#408)	Hookup Group Extensions (#601)	Calling Group ⁴ Subsequent (#602)	Fax Group Extensions (#606)	Not Service Group Extensions (#609)	
E ✓	NA ✓	A ✓	NA ✓	A ✓	NA ✓	A ✓	NA ✓	Immediate ✓ lines	Delayed	No Ring ✓ pools	Lines/Pools ⁵ Not Assigned	Outgoing only	Incoming only	No Access	NR ✓	1-4	1-4	1-4	1-4	1-6	7	NA ✓	
10							K																
11																							
12																							
13																							
14																							
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- | | |
|---|---|
| <ol style="list-style-type: none"> 1. Write S for Spanish for F for French. 2. In Hybrid Mode only, write K for Key extension. Extension 10 always operates as a key extension. 3. In Key Mode, use Line Assignment (#301) to remove lines from or assign lines to extensions. In Hybrid Mode, use Pool Extension Assignment (#314) to remove pools from or assign pools to extensions. 4. Write IN for inside Only or LOC for local Only to indicate restrictions for all outgoing calls on all lines. | <ol style="list-style-type: none"> 5. Write list number (1-4). Also see Form D, Disallowed Phone Number Lists (#404). 6. Write list number (1-4). Also see Form D, Allowed Phone Number Lists (#407). 7. Write group number (1-4). 8. Write group number (1-4). If a loudspeaker is connected and Simultaneous Paging is desired, put appropriate extensions in Calling Group 1. Also see Form C, Simultaneous Paging. 9. Write group number (1-6). 10. Check off the same PARTNER MAIL or PARTNER MAIL VS extensions indicated on Form B1. |
|---|---|

- Assignments**
- ✓ = Default
 - A = Assigned or Active
 - E = English
 - NA = Not Assigned or Not Active
 - NR = No restriction
 - P = Pooled
 - (CTP) = Centralized Telephone Programming

Form B2: Description

Automatic Extension Privacy (#304) (✓ = Not Assigned)

There should be an "A" (Assigned) in this column for the VMS-RMD extension and Fax Machine Extensions (#601) identified on Form B1. This feature prevents users from accidentally interrupting Remote Maintenance Device or fax transmissions.

Also, if VMS Hunt Delay (#506) is set to Immediate (see Form A Page 2), there should be an "A" (Assigned) for the two, four, or six PARTNER MAIL extensions identified on Form B1. This prevents users from accidentally picking up calls sent to Automated Attendant Service.

Automatic VMS Cover (#310) (✓ = Not Assigned)

There should be an "A" (Assigned) in this column for each extension for which unanswered calls are to be sent automatically to the mailbox associated with that extension.

No Ring

If the mail system will automatically transfer fax calls, Line Ringing for the fax extensions should be set to No Ring. Fax Machine Extensions (#601) are identified on communications system Form B1.

Lines/Pools Not Assigned

For PARTNER II Release 3 and 3.1 systems and PARTNER Plus Release 3.1 systems, this column heading is **Line Assignment (#301)**.

This column must indicate that all lines are to be removed from the VMS-RMD extension identified on Form B1.



Security Alert:

All lines must be removed from the Remote Maintenance Device extension to limit the possibility of toll fraud abuse.

Outgoing Call Restriction (#401) (✓ = No Restriction)

This column should indicate that the VMS-RMD extension identified on Form B1 is to be restricted to Inside Only.

In addition,

- If Outcalling is not permitted on the mail system, the PARTNER MAIL extensions identified on Form B1 also should be restricted to Inside Only.
- If Outcalling is permitted, Outgoing Call Restriction should be used with Allowed and Disallowed Lists to meet the needs of the business while maintaining the security of the system.



Security Alert:

Outcalling introduces the risk of toll fraud abuse. Outgoing Call Restriction, Allowed Lists, and Disallowed Lists can reduce the risk. Extensions connected to the mail system ports should be restricted as much as the needs of the business allow.

For the extensions connected to port 1 on a two-port system, ports 1, 2, and 3 on a four-port system, or ports 1 through 4 on a six-port system, Outgoing Call Restriction should be set to Inside Only.

For the extensions connected to the Outcalling ports (port 2 on a two-port system, port 4 on a four-port system or ports 5 and 6 on a six-port system), Outgoing Call Restriction should be set to the most restrictive value that the business allows; then Allowed and Disallowed Lists should be assigned as needed. For example, if Outgoing Call Restriction is set to Inside Only, an Allowed List containing all numbers to which Outcalls are allowed must be created. This list must be assigned to the extensions connected to port 2, port 4, or ports 5 and 6.

Allowed and Disallowed Lists are created using communications system Form D. They are assigned as described below.

Disallowed List Assignment (#405)

If the mail system permits Outcalling, this column can identify the Disallowed Phone Number List that is to be assigned to the PARTNER MAIL extensions that are connected to the Outcalling ports (port 2 on a two-port system, port 4 on a four-port system, or ports 5 and 6 on a six-port system), as identified on Form B1. The Disallowed Phone Number List is created using communications system Form D.

Allowed List Assignment (#408)

If the mail system permits Outcalling, this column can identify the Allowed Phone Number List that is to be assigned to the PARTNER MAIL extensions that are connected to the Outcalling ports (port 2 on a two-port system, port 4 on a four-port system, ports 5 and 6 on a six-port system), as identified on Form B1. The Allowed Phone Number List is created using communications system Form D.

VMS Only (Hunt Group 7)

There should be a check in this column for each of the two, four, or six PARTNER MAIL extensions identified on Form B1. These extensions should *not* be assigned to any other Hunt Group, to any Calling Group or Pickup Group, or to the Night Service Group.

Form C: Phone

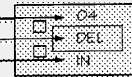
Form C1: PARTNER-34D Phone

Make as many copies as you need. Use template and/or checklist. For additional instructions, see page 8.

Template Instructions

- If desired, write in line number, pool access code, dial code feature, or auto dial number.
- If desired, write in Line Ringing (Imm, Del, or No) from Form B2.
- If desired, write in Line Access Restriction or Pool Access Restriction (Out, In, or No) from Form B2.

SAMPLE



<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []
<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []
<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []
<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []
<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []
<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []
<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []
<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []	<input type="checkbox"/> []
Intercom []		Intercom []		Ext. []	

* For PARTNER II systems in Hybrid mode only, if poll 880 is assigned, these two buttons are associated with this pool.

Specify Automatic Line Selection: _____
Identify extensions programmed as shown: _____

Check Desired Features

Also write in extension or group number

Automatic System Answer Button (#111) ¹	ASA	PARTNER 34D
Direct Extension Dial Button (#113)	DXD	
Night Service Button (#503)	NightSvc	
Outgoing Call Restriction Button (#114) ¹	OCR	
Wake Up Service Button (#115)	Wake	
Caller ID Inspect (F 17)	ID-Inspect	
Caller ID Name Display (F 16)	ID-Name	
Do Not Disturb (F 01)	DND	
Privacy (F 07)	Priv	
VMS Cover (F 15)	VMSCover	
Voice Interrupt on Busy Talk-Back (F 18)	VIQIB	PARTNER 34D
Account Code Entry (F 12)	ACE	
Background Music (F 19) ¹	Music	
Call Coverage (F 20 XX XX) ^{1,11}	Cover-XX XX	
Call Forwarding/Call Follow-Me (F 11 XX XX) ¹	CF-XX XX	
Call Park (I XX) ¹	Park	
Call Pickup (I 6 XX)	Pickup-XX	
Conference Drop (F 06)	Drop	
Direct Line Pickup-Active Line (I 68)	DLPA	
Direct Line Pickup-Idle Line (I 8)	DLPI	
Exclusive Hold (F 02)	ExtHold	
Fax Management (I XX) ¹	FAX-XX	
Group Calling-Ring/Page (I 7 G or I 7 G)	GCall-g	
Group Hunt-Ring/Signal (I 77 G or I 77 G)	Hunt-g	
Group Pickup (I 66 G)	PIU Grp-g	
Intercom Autodial (I XX or I *XX) ¹	Ext-XX	
Last Number Redial (F 05)	LNR	
Loudspeaker Paging (I 70)	Loudspk	
Manual Signaling (F 13 XX or F 13 *XX)	MS-XX	
Message Light Off (F 10 XX) ¹	MsgOff-XX	
Message Light On (F 09 XX) ¹	MsgOn-XX	
Recall (F 03)	Recall	
Save Number Redial (F 04)	SNR	
Simultaneous Paging (I * 70)	SPAGE	
Station Lock (F 21) ¹	Lock	
Touch-Tone Enable (F 08)	TT-EN	
Voice Mail Messages Button (I 777)	VMMsgs-777	
Voice Mailbox Transfer (F 14)	VMBx	

F = Feature button G = Group I = Left Intercom button XX = Extension

- PARTNER system only.
- Requires Auto Dial button for each extension.
- Button with lights is recommended, but not required.
- Extension number can be programmed as Auto Dial button.
- You can program the origination and destination extension only or both the origination and destination extension.
- You can program the extension number.

Form C: Description

Night Service Button (#503) (✓ = Not Assigned)

Night Service must be Assigned to a button with lights at extension 10 if VMS Hunt Schedule (#507) is set to Day Only or Night Only. The VMS Hunt Schedule setting is specified on Form A Page 2.

Do Not Disturb (Feature 0 1)

A Do Not Disturb button lets a system phone user press the button to prevent calls from audibly alerting (lights still flash) at an extension. If the extension has a mailbox, calls are sent to the mailbox when they finish alerting at the extension. A Do Not Disturb button can be Assigned to a button with lights at any extension with a system phone. The button is used to turn the feature on and off. When Do Not Disturb is on, outside callers hear ringing while inside callers hear a busy signal.

On communications systems Release 4.0 or later, if Do Not Disturb is on at the same time as Automatic VMS Cover (#310) is Active or VMS Cover is on, intercom, transferred, and outside calls on lines identified using Line Coverage Extension (#208) do not alert at the extension; they go to the extension's mailbox.

VMS Cover (Feature 1 5)

A VMS Cover button lets a system phone user at an extension with a mailbox press the button to turn VMS Cover on and off. VMS Cover routes unanswered intercom and transferred calls to the extension's mailbox. In addition, on communications systems Release 4.0 or later, VMS Cover routes unanswered calls on lines identified using Line Coverage Extension (#208) to the extension's mailbox.

A VMS Cover button can be Assigned to a button with lights at any extension with a system phone. If a VMS Cover button is Assigned to an extension, it overrides the Automatic VMS Cover (#310) setting for the extension, which is specified on communications system Form B2.

Voice Mail Messages (Intercom 7 7 7)

An Auto Dial button on a system phone can be programmed to place an intercom call to the mail system, so the user can check messages, send messages, or administer greetings.

Voice Mailbox Transfer (Feature 1 4)

A Voice Mailbox Transfer button lets a system phone user press the button and dial an extension number to transfer a caller directly to an extension's mailbox, so that the caller can leave a message without first having to ring the extension. A Voice Mailbox Transfer button can be Assigned to a button at any extension with a system phone. The extension does not need to have a mailbox.

Form D: Number Lists

Form D: Number Lists

PAGE
1 of 2

Required if Form B1 identifies External Hotlines, or if Form B2 identifies Disallowed or Allowed List Assignments. For additional instructions, see pages 14 and 15.

Disallowed Phone Number Lists {#404}							
Required only if Disallowed List Assignment {#405} is specified on Form B2.							
Write the telephone numbers that users are prevented from dialing.							
List 1		List 2		List 3		List 4	
Entry	Telephone Number ¹	Entry	Telephone Number ¹	Entry	Telephone Number ¹	Entry	Telephone Number ¹
01		01		01		01	
02		02		02		02	
03		03		03		03	
04		04		04		04	
05		05		05		05	
06		06		06		06	
07		07		07		07	
08		08		08		08	
09		09		09		09	
10		10		10		10	

Emergency Phone Number List {#406}		
Write Emergency Phone Numbers that can be dialed from any phone that has access to an outside line regardless of assigned restrictions.		
Entry	Telephone Number ¹	Person/Place
01		
02		
03		
04		
05		
06		
07		
08		
09		
10		

Allowed Phone Number Lists {#407}							
Required only if Allowed List Assignment {#408} is specified on Form B2.							
Write the telephone numbers that users can dial regardless of assigned restrictions.							
List 1		List 2		List 3		List 4	
Entry	Telephone Number ¹	Entry	Telephone Number ¹	Entry	Telephone Number ¹	Entry	Telephone Number ¹
01		01		01		01	
02		02		02		02	
03		03		03		03	
04		04		04		04	
05		05		05		05	
06		06		06		06	
07		07		07		07	
08		08		08		08	
09		09		09		09	
10		10		10		10	

External Hotline {#311}	
Required if External Hotline {#311} is checked on Form B1.	
Write Extension Jack number specified on Form B1, and the corresponding telephone number to be assigned to Personal Speed Dial Code 80 for that extension.	
Ext Jack	Telephone Number ²

1. Telephone Number can be up to 12 characters, including (0-9), *, and #. Write ! for wildcard (press Hold to program).
 2. Telephone Number can be up to 12 digits (0-9).
 3. Telephone Number can be up to 28 characters, including (0-9), *, #, and special dialing functions. You can have more than 10 External Hotlines.

NOTE: An External Hotline phone is a phone that dials this specified telephone number when the handset is lifted.

Form D: Description

Disallowed Phone Number Lists {#404}

A Disallowed Phone Number List prevents users from dialing specific telephone numbers or categories of telephone (for example, international calls, calls to 976 exchanges for pre-recorded messages such as horoscopes, and calls to 900 area code “chat lines.”)

If the mail system permits Outcalling, a Disallowed Phone Number List can be created and used in conjunction with Outgoing Call Restriction (#401) and Allowed Phone Number Lists (#407) to meet the needs of the business while maintaining the security of the system. (For more information, see Outgoing Call Restriction under Form B2: Description.)

It is recommended that List 4 be used for Outcalling restrictions. Using Disallowed List Assignment (#405) (see Form B2), the List should be assigned to the extensions that are connected to the Outcalling ports (port 2 on a two-port system, port 4 on a four-port system, or ports 5 and 6 on a six-port system), as identified on Form B1.

Allowed Phone Number Lists (#407)

An Allowed Phone Number List identifies specific numbers that are exceptions to restrictions.

If the mail system permits Outcalling, an Allowed Phone Number List can be created and used in conjunction with Outgoing Call Restriction (#401) and Disallowed Phone Number Lists (#404) to meet the needs of the business while maintaining the security of the system. (For more information, see Outgoing Call Restriction under Form B2: Description). It is recommended that List 4 be used for Outcalling numbers. Using Allowed List Assignment (#408) (see Form B2), the List should be assigned to the PARTNER MAIL extensions that are connected to the Outcalling ports (port 2 on a two-port system, port 4 on a four-port system, or ports 5 and 6 on a six-port system), as identified on Form B1.



IMPORTANT:

If Outgoing Call Restriction is set to Inside Only for the PARTNER MAIL extensions that are connected to the Outcalling ports, an Allowed Phone Number List *must* be created and assigned to these extensions. Outcalls can be made only to the numbers specified on that Allowed List.

Mail System Factory Settings

C

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Mail System Factory Settings

C

Introduction

This appendix contains:

- A table of features showing the factory setting and valid entries.
- A table of mail system capacities.
- Default greetings and menus.

Factory Settings

The table below shows the factory settings and valid entries for system feature options.

Table D-1. Factory Settings

Feature	Factory Setting	Valid Entries
System Parameters		
Automated Attendants	Single AA	[1] Single AA [2] Multiple AA
Fax Extension—AA1	None	Any valid extension or fax Hunt Group
Fax Extension—AA2	None	Any valid extension or fax Hunt Group
Fax Extension—AA3	None	Any valid extension or fax Hunt Group

Feature	Factory Setting	Valid Entries
System Parameters (continued)		
Fax Message Receiver—AA1	None	Any Call Answer Service Mailbox
Fax Message Receiver—AA2	None	Any Call Answer Service Mailbox
Fax Message Receiver—AA3	None	Any Call Answer Service Mailbox
Call Answer Service Operator Extension	10	Any valid extension
Maximum Digit Length	2	[2] [3] [4]
Language Mode	Monolingual	[1] Monolingual [2] Bilingual
System Languages—Monolingual	English	[1] English [2] French [3] Spanish
System Languages—Bilingual	None	English/French French/English English/Spanish Spanish/English
General Mailbox Owner—AA1	10	Any valid extension
General Mailbox Owner—AA2	10	Any valid extension
General Mailbox Owner—AA3	10	Any valid extension
Schedule		
Schedule Controller	Follow Switch Mode	[1] Follow Switch mode [2] Follow PARTNER MAIL Business Schedule
PARTNER MAIL Business Schedule	Closed All Days	For each day in the week: [1] Open Opening time (hhmm) Closing time (hhmm) [2] Closed

Feature	Factory Setting	Valid Entries
Automated Attendant Service		
Main Menu Selector Codes 1–5	Action 5—Direct Extension Transfer	[1] Selector Code Transfer [2] Play an existing Submenu [3] Play an existing Announcement [4] Prompted transfer [5] Direct Extension Transfer
Main Menu Selector Codes 6–9	None	[1] Selector Code Transfer [2] Play an existing Submenu [3] Play an existing Announcement [4] Prompted transfer [5] Direct Extension Transfer
Line Assignments	All lines AA1	AA2 AA3
Day Dial 0/Timeout Action	Transfer to Call Answer Service Operator	[0] Transfer to Call Answer Service Operator [1] Record a message in the General Mailbox [2] Disconnect [3] Transfer to an extension
Night Dial 0/Timeout Action	Record a Message in the General Mailbox	[0] Transfer to Call Answer Service Operator [1] Record a message in the General Mailbox [2] Disconnect [3] Transfer to an extension
Touch-Tone Gate	Off	[0] Off [1] On
Mailboxes		
General Mailbox Number (AA1)	9991	Not changeable
General Mailbox Number (AA2)	9992	Not changeable
General Mailbox Number (AA3)	9993	Not changeable
System Administrator's Mailbox	9997	Any Call Answer Service Mailbox

Feature	Factory Setting	Valid Entries
Line Ownership	None	Any valid mailbox
Security System		
Minimum Password Length	6 digits	0-15 digits (≥ 6 digits strongly recommended)
Security Violation Notification	Warning Message	[1] Mailbox Lock [2] Warning Message [3] No Notification
Unsuccessful login attempts before violation notification	5 unsuccessful attempts	2–18 unsuccessful attempts
Personal Operator		
Personal Operator	No Personal Operator (Transfer to Call Answer Service Operator)	Any extension that has a mailbox (Call Answer, Bulletin Board, Automated Attendant, or Transfer-Only)
Outcalling		
Outcalling	Off	Off On
Schedule	All hours (24 hours)	[1] All hours [2] Starting/ending time
Minimum Time Between Outcalls	15 minutes	5–99 minutes
Outcalling Cycles	3 cycles	1–9 cycles

Table D-2. Mail System Capacities

Mail Setting	Value
Automated Attendant Service	
Number of Automated Attendants	3 maximum
Submenu Numbers	1–99
Announcement Length	2 minutes maximum
Announcement Numbers	1–99
Main Menu/Submenu Prompts	2 minutes maximum
Mailboxes	
Name Recording	4 seconds maximum
Personal Greetings	2 minutes maximum
Number of Personal Greetings	3
Maximum Password Length	15 digits
Message Length, COS 1 and 3	5 minutes maximum
Message Length, COS 2, 4, 5, and 6	10 minutes maximum
Message Length, COS 18	30 minutes maximum
Greeting Length, COS 1, 2, 3, 4, 5, 6, 18, 20	2 minutes maximum
Bulletin Board (COS 19) Message Length	4 minutes maximum
Mailbox Storage, COS 1 and 3	10 minutes maximum
Mailbox Storage, COS 2, 4, 5, 6, and 18	60 minutes maximum
Call Answer + Bulletin Board + Automated Attendant Mailboxes	100
Transfer-Only Mailboxes	58
Group Lists	
Group List Numbers	1–99
Maximum Number of Mailboxes in a Group List	100
System Greetings	
Voice Mail Greeting	2 minutes maximum
Automated Attendant Touch-Tone Gate Greeting	2 minutes maximum
Messages	
Length of Broadcast Message	2 minutes maximum
Outcalling	
Outcalling List	5 numbers maximum

Default Greetings

The greetings that are heard depend on whether the system is in monolingual or bilingual mode, what languages are used, and whether the Touch-Tone Gate is On or Off.

The types of greetings listed below are:

- Automated Attendant Touch-Tone Gate Greeting
- Temporary Closure Greetings
- Voice Mail Greetings
- Personal Mailbox Greetings
- General Mailbox Greetings

Unless you have recorded your own greetings, the following greetings are heard by callers.

Automated Attendant Touch-Tone Gate Greeting

The Automated Attendant Touch-Tone Gate Greeting is heard by callers only if the Touch-Tone Gate is On.

Touch-Tone Gate On—Monolingual

English

Welcome to PARTNER MAIL.

If you are calling from a touch-tone telephone, press one now; otherwise, please wait for assistance.

French

Bonjour, PARTNER MAIL vous souhaite la bienvenue.

Si vous appelez d'un appareil téléphonique touch-tone, appuyez sur le un maintenant.

Sinon, veuillez patienter pour un instant.

Spanish

Bienvenido a PARTNER MAIL.

Si cuenta con un teléfono de tonos, marque el uno ahora.

Si no, por favor espere un momento.

Touch-Tone Gate On—Bilingual

English Primary/French Secondary

Welcome to PARTNER MAIL

PARTNER MAIL vous souhaite la bienvenue.

Pour le français, appuyez sur l'étoile suivit du un maintenant.

Si vous n'appellez pas d'un appareil téléphonique touch-tone, veuillez patienter.

If you are calling from a touch-tone telephone, press one now; otherwise, please wait for assistance.

English Primary/Spanish Secondary

Welcome to PARTNER MAIL.

Bienvenido a PARTNER MAIL.

Para español, marque asterisco uno ahora.

Si usted no está llamada de un teléfono de tonos, por favor espere un momento.

If you are calling from a touch-tone telephone, press one now; otherwise, please wait for assistance.

French Primary/English Secondary

PARTNER MAIL vous souhaite la bienvenue.

Welcome to PARTNER MAIL.

For English, press star one now.

If you are not calling from a touch-tone phone, please wait for assistance.

Si vous appelez d'un appareil téléphonique touch-tone, appuyez sur le un maintenant.

Sinon, veuillez patienter pour un instant.

Spanish Primary/English Secondary

Bienvenido a PARTNER MAIL.

Welcome to PARTNER MAIL.

For English, press star one now.

If you are not calling from a touch-tone phone, please wait for assistance.

Si cuenta con un teléfono de tonos, marque el uno ahora.

Si no, por favor espere un momento.

Temporary Closure Greetings

Touch-Tone Gate Off—Monolingual

English

Welcome to PARTNER MAIL.
Our business is temporarily closed.

French

PARTNER MAIL vous souhaite la bienvenue.
Nos bureaux sont temporairement fermés.

Spanish

Bienvenido a PARTNER MAIL
Nuestra empresa está cerrada temporalmente.

Touch-Tone Gate On—Monolingual

English

Welcome to PARTNER MAIL.
Our business is temporarily closed.
If you are calling from a touch-tone telephone, press one now;
otherwise, please wait for assistance.

French

PARTNER MAIL vous souhaite la bienvenue.
Nos bureaux sont temporairement fermés.
Si vous appelez d'un appareil téléphonique touch-tone, appuyez sur le un
maintenant.
Sinon, veuillez patienter pour un instant.

Spanish

Bienvenido a PARTNER MAIL
Nuestra empresa está cerrada temporalmente.
Si cuenta con un teléfono de tonos, marque el uno ahora.
Si no, por favor espere un momento.

Touch-Tone Gate Off—Bilingual

English Primary/French Secondary

Welcome to PARTNER MAIL.
Our business is temporarily closed.
PARTNER MAIL vous souhaite la bienvenue.
Nos bureaux sont temporairement fermés.

English Primary/Spanish Secondary

Welcome to PARTNER MAIL.
Our business is temporarily closed.
Bienvenido a PARTNER MAIL.
Nuestra empresa está cerrada temporalmente.

French Primary/English Secondary

PARTNER MAIL vous souhaite la bienvenue.
Nos bureaux sont temporairement fermés.
Welcome to PARTNER MAIL.
Our business is temporarily closed.

Spanish Primary/English Secondary

Bienvenido a PARTNER MAIL.
Nuestra empresa está cerrada temporalmente.
Welcome to PARTNER MAIL.
Our business is temporarily closed.

Touch-Tone Gate On—Bilingual

English Primary/French Secondary

Welcome to PARTNER MAIL.
PARTNER MAIL vous souhaite la bienvenue.
Nos bureaux sont temporairement fermés.
Pour le français, appuyez sur l'étoile suivit du un maintenant.
Si vous n'appellez pas d'un appareil téléphonique touch-tone, veuillez patienter.
Our business is temporarily closed.
If you are calling from a touch-tone telephone, press one now;
otherwise, please wait for assistance.

English Primary/Spanish Secondary

Welcome to PARTNER MAIL.
Bienvenido a PARTNER MAIL.
Nuestra empresa está cerrada temporalmente.
Para español, marque asterisco uno ahora.
Si usted no está llamada de un teléfono de tonos, por favor espere un momento.
Our business is temporarily closed.
If you are calling from a touch-tone telephone, press one now;
otherwise, please wait for assistance.

French Primary/English Secondary

PARTNER MAIL vous souhaite la bienvenue.

Welcome to PARTNER MAIL.

Our business is temporarily closed.

For English, press star one now.

If you are not calling from a touch-tone phone, please wait for assistance.

Nos bureaux sont temporairement fermés.

Si vous appelez d'un appareil téléphonique touch-tone, appuyez sur le un maintenant.

Sinon, veuillez patienter pour un instant.

Spanish Primary/English Secondary

Bienvenido a PARTNER MAIL.

Welcome to PARTNER MAIL.

Our business is temporarily closed.

For English, press star one now.

If you are not calling from a touch-tone phone, please wait for assistance.

Nuestra empresa está cerrada temporalmente.

Si cuenta con un teléfono de tonos, marque el uno ahora.

Si no, por favor espere un momento.

Voice Mail Greetings

English

Welcome to PARTNER MAIL.

Please enter extension and pound sign.

French

PARTNER MAIL vous souhaite la bienvenue.

Veillez composer le numéro de poste suivi d'un dièse.

Spanish

Bienvenido a PARTNER MAIL.

Favor de marcar la extensión y después el signo de números.

Personal Mailbox Greetings

Bilingual English/French

Your call is being answered by PARTNER MAIL.
Pour le français, appuyez sur l'étoile suivit du un.
[name or mailbox number] is not available.
After recording, either hang up or press one for more options.
Record at the tone.

Bilingual English/Spanish

Your call is being answered by PARTNER MAIL.
Para español, marque asterisco uno.
[name or mailbox number] is not available.
After recording, either hang up or press one for more options.
Record at the tone.

Bilingual French/English

Votre appel est répondu par le système de messagerie vocale PARTNER MAIL.
For English, press star one.
[name or mailbox number] n'est pas disponible.
Après l'enregistrement, vous pouvez soit raccrocher ou appuyer sur le un pour
obtenir de nouvelles options.
Enregistrez après le signal sonore.

Bilingual Spanish/English

Su llamada ha sido contestada por el correo de voz PARTNER MAIL.
For English, press star one.
[name or mailbox number] no está disponible.
Después de grabar cuelgue, o marque el uno si desea más opciones.
Grabe al oír el tono.

Monolingual English

Your call is being answered by PARTNER MAIL.
[name or mailbox number] is not available.
After recording, either hang up or press one for more options.
Record at the tone.

Monolingual French

Votre appel est répondu par le système de messagerie vocale PARTNER MAIL.
[name or mailbox number] n'est pas disponible.
Après l'enregistrement, vous pouvez soit raccrocher ou appuyer sur le un pour
obtenir de nouvelles options.
Enregistrez après le signal sonore.

Monolingual Spanish

Su llamada ha sido contestada por el correo de voz PARTNER MAIL.
[name or mailbox number] no está disponible.
Después de grabar cuelgue, o marque el uno si desea más opciones.
Grabe al oír el tono.

General Mailbox Greetings

English Default Mailbox Name: General Mailbox

English Default Greeting: At the tone, please record your name, your telephone number, the name of the person you are trying to reach, and a brief message.

French Default Mailbox Name: Boîte Vocale Centrale

French Default Greeting: Après le signale sonore veuillez enregistrer votre nom, votre numéro de téléphone, et la nom de la personne avec qui vous désirez communiquer ainsi qu'un bref message.

Spanish Default Mailbox Name: Buzón General

Spanish Default Greeting: Al oír el tono, por favor grabe su nombre, su número de teléfono, el nombre de la persona con quien desea hablar, y un breve mensaje.

Default Menus

The menus that are heard depend on whether the system is in monolingual or bilingual mode, what languages are used, and whether the Touch-Tone Gate is On or Off.

Unless you have recorded your own menu, the following menus are heard by callers:

Day/Night Main Menu

The Day/Night Main Menus offer callers choices on how their calls should be handled.

Touch-Tone Gate On—Monolingual and Bilingual

English Day/Night Menu

Please enter the extension number of the person you wish to reach.
For a directory of extensions, press star A.
For assistance, press zero or wait on the line.

French Day/Night Menu

Veillez composer le numéro du poste désiré.
Pour le répertoire des postes, appuyez sur l'étoile suivit du deux.
Si vous désirez de l'aide, appuyez sur le zéro ou veuillez rester en ligne.

Spanish Day/Night Menu

Favor de marcar la extension deseada.
Para el directorio de extensiones, marque asterisco dos.
Si necesita ayuda, marque el cero o espere en la línea.

Touch-Tone Gate Off—Monolingual

English Day/Night Menu

Welcome to PARTNER MAIL.
Please enter the extension number of the person you wish to reach.
For a directory of extensions, press star A.
For assistance, press zero or wait on the line.

French Day/Night Menu

PARTNER MAIL vous souhaite la bienvenue.
Veillez composer le numéro du poste désiré.
Pour le répertoire des postes, appuyez sur l'étoile suivit du deux.
Si vous désirez de l'aide, appuyez sur le zéro ou veuillez rester en ligne.

Spanish Day/Night Menu

Bienvenido a PARTNER MAIL.
Favor de marcar la extension deseada.
Para el directorio de extensiones, marque asterisco dos.
Si necesita ayuda, marque el cero o espere en la línea.

Touch-Tone Gate Off—Bilingual

English Primary/French Secondary—English Day/Night Menu

Welcome to PARTNER MAIL.

PARTNER MAIL vous souhaite la bienvenue.

Pour le français, appuyez sur l'étoile suivit du un maintenant.

Si vous n'appellez pas d'un appareil téléphonique touch-tone, veuillez patienter.

Please enter the extension number of the person you wish to reach.

For a directory of extensions, press star A.

For assistance, press zero or wait on the line.

English Primary/Spanish Secondary—English Day/Night Menu

Welcome to PARTNER MAIL.

Bienvenido a PARTNER MAIL.

Para español, marque asterisco uno ahora.

Si usted no está llamada de un teléfono de tonos, por favor espere un momento.

Please enter the extension number of the person you wish to reach.

For a directory of extensions, press star A.

For assistance, press zero or wait on the line.

French Primary/English Secondary—French Day/Night Menu

PARTNER MAIL vous souhaite la bienvenue.

Welcome to PARTNER MAIL.

For English, press star one now.

If you are not calling from a touch-tone phone, please wait for assistance.

Veillez composer le numéro du poste désiré.

Pour le répertoire des postes, appuyez sur l'étoile suivit du deux.

Si vous désirez de l'aide, appuyez sur le zéro ou veuillez rester en ligne.

Spanish Primary/English Secondary—Spanish Day/Night Menu

Bienvenido a PARTNER MAIL.

Welcome to PARTNER MAIL.

For English, press star one now.

If you are not calling from a touch-tone phone, please wait for assistance.

Favor de marcar la extensión deseada.

Para el directorio de extensiones, marque asterisco dos.

Si necesita ayuda, marque el cero o espere en la línea.

**Letter Key and Class of Service
Table**

D

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Letter Key	D-1
Class of Service Table	D-2

Letter Key and Class of Service Table

D

Letter Key

Table D-1 should be used to convert letters of the alphabet into numbers. The numbers must be used to program names for the mail system Directory.

Table D-1. Letter Key

Letter Key					
A	=	21	Ñ	=	64
B	=	22	O	=	63
C	=	23	P	=	71
D	=	31	Q	=	72
E	=	32	R	=	73
F	=	33	S	=	74
G	=	41	T	=	81
H	=	42	U	=	82
I	=	43	V	=	83
J	=	51	W	=	91
K	=	52	X	=	92
L	=	53	Y	=	93
M	=	61	Z	=	94
N	=	62			



NOTE:

The letter Ñ can be entered if the System Administrator's mailbox language is Spanish.

Class of Service Table

Table D-2 summarizes the Classes of Service of mailboxes.

Table D-2. Class of Service

COS	Mailbox Storage	Message Length	Greeting Length	Transfer Permitted	Mailbox *Type	Outcalling Permission
1	10 min	5 min	2 min	Yes	Call Answer	No
2	60 min	10 min	2 min	Yes	Call Answer	No
3	10 min	5 min	2 min	Yes	Call Answer	Yes
4	60 min	10 min	2 min	Yes	Call Answer	Yes
5	60 min	10 min	2 min	No	Call Answer	No
6	60 min	10 min	2 min	No	Call Answer	Yes
15	0 min	0 min	N/A	No	Automated Attendant 1	No
16	0 min	0 min	N/A	No	Automated Attendant 2	No
17	0 min	0 min	N/A	No	Automated Attendant 3	No
**18	60 min	30 min	2 min	No	Call Answer	No
19	0 min	0 min	4 min	No	Bulletin Board	No
20	0 min	0 min	2 min	Yes	Transfer-Only	No
21	0 min	0 min	N/A	Yes	Automated Attendant 1	No
22	0 min	0 min	N/A	Yes	Automated Attendant 2	No
23	0 min	0 min	N/A	Yes	Automated Attendant 3	No

* Only the mailboxes for extensions 10–57, 71–74, and 771–776 can have a “Transfer Permitted” Class of Service (COS 1-4 and 20-23).

** Class of Service 18 should be used only for special situations, such as dictation where a long message needs to be recorded.

Glossary

A

Announcement

An informative message that provides frequently requested information. It is recorded by the System Administrator and plays to callers who select it from an Automated Attendant's Main Menu or Submenu.

Automated Attendant mailbox

A mailbox with Class of Service 15–17 or 21–23 that provides Automated Attendant Service. Callers who reach an Automated Attendant mailbox hear a menu of options. If the Touch-Tone Gate is On, the menu is preceded by the Automated Attendant Touch-Tone Gate Greeting.

Automated Attendant Service

A mail system service that automatically answers incoming calls and transfers them to an extension, Calling Group, Hunt Group, or mailbox or plays a Submenu or an Announcement. The transfer destination can be predetermined by the System Administrator or specified by the caller. The System Administrator can program up to three Automated Attendants.

Automated Attendant Touch-Tone Gate Greeting

If the Touch-Tone Gate is On, this is the first thing that callers hear when an Automated Attendant answers calls. A Day Greeting plays when the company is open for business; a Night Greeting plays when the company is closed.

B

Bilingual mode

Mail system operation that allows callers to select one of two languages in which prompts, menus, and Announcements are played. Bilingual language combinations are English/French, French/English, English/Spanish, and Spanish/English. Contrast with *Monolingual mode*. See also *Primary language* and *Secondary language*.

Broadcast Message

A feature that lets the System Administrator send a message to all Call Answer Service mailboxes at the same time without having to address the message individually to each mailbox.

Bulletin Board mailbox

A mailbox with Class of Service 19 in which the owner can record a message that can be accessed by callers. A Bulletin Board message can be modified easily, without entering System Administration.

Business Schedule

The days and hours that a business is open or closed. This programmable option can be used to determine when the Automated Attendant Day and Night Main Menus play.

C

Call Answer Service

The mail system service that picks up unanswered calls and transfers them to pre-defined mailboxes. Callers can leave a message or transfer to another extension.

Call Answer Service mailbox

A mailbox with Class of Service 1–6 or 18 that provides storage space where messages can be left for a subscriber. Call Answer Service mailbox numbers usually are the same as the subscriber's extension number.

Call Answer Service Operator

The extension to which callers are transferred for help, for example, when they press [] or make no selection from the Automated Attendant's Main Menu.

Class of Service (COS)

This parameter defines the characteristics of a mailbox. It identifies the mailbox storage space, maximum message length, transfer permission, Outcalling permission, and mailbox type (Call Answer, Automated Attendant, Bulletin Board, or Transfer-Only).

CNG

In the data communications environment, an industry-standard tone that indicates that a fax machine is ready to transmit.

D

Delayed Call Handling

Mode in which the communications system receptionist (or other extensions) is the principal handler for incoming (external) calls. The mail system serves as backup.

Dial plan

The extension assignments possible in the communications system. For PARTNER Plus systems, extensions 10–33, 71–74, and 771–776; for PARTNER II systems, extensions 10–57, 71–74, and 771–776.

Dial 0/Timeout Action

Automated Attendant feature that determines how a call is processed when a caller presses [0] (zero) or when a caller does not make a selection from the Main Menu or from a Submenu. With the Touch-Tone Gate On, this feature also determines how a call is processed if the caller does not respond within four seconds after the Touch-Tone Gate Greeting finishes playing. Calls can be transferred to the Call Answer Service Operator, the General Mailbox, or an extension, or they can be disconnected. This feature is programmed separately for day and night operation by the System Administrator.

Directory

Subscribers are listed in the Directory by either their last name or their first name. Callers and subscribers can use the Directory to transfer from within the mail system to a subscriber whose extension they do not know. In addition, subscribers can use the Directory to address messages to other subscribers.

E

Extension

Number that identifies an end-point within the communications system. A phone or other voice or data equipment typically is connected to the extension.

F

Factory setting

The setting that is in effect when the communications system or the mail system is shipped from the factory. Sometimes these settings are referred to as default settings.

Fax Message Receiver

The extension designated to receive notification that a fax has been transferred to the Fax Extension.

Fax tone

See *CNG*.

G

General Mailbox

A Call Answer Service mailbox where callers can leave messages if they are dialing from a rotary phone, or do not know the extension of the person they would like to contact. There is one General Mailbox for each Automated Attendant. See also *General Mailbox Owner*.

General Mailbox Owner

The extension whose message light is turned on whenever a message is placed in the General Mailbox.

Greeting

Initial message that plays to callers. See also *Automated Attendant Touch-Tone Gate Greeting*, *Personal Greeting*, *Temporary Closure Greeting*, and *Voice Mail Greeting*.

Group List

A list of mailboxes that is assigned a number (1–99). Subscribers can record a single message and send it to all of the mailboxes on the list at the same time simply by using the Group List number. The System Administrator maintains Group Lists.

Group Mailbox

A mailbox that is assigned to a Hunt Group (extension 771-776) or Calling Group (extensions 71–74). A Group Mailbox can be any type mailbox (Call Answer, Automated Attendant, Bulletin Board, or Transfer-Only).

Group Mailbox Owner

The System Administrator can assign an Owner for each Group Mailbox that is a Call Answer Service mailbox. The message light on the Group Mailbox Owner's telephone is turned on whenever a message is deposited in the Group Mailbox.

Guest Mailbox

A Call Answer Service mailbox (with Class of Service 5, 6, or 18) that is assigned to a visitor, guest, or employee who needs to receive messages but does not have a phone assigned.

I

Immediate Call Handling

Mode in which Automated Attendant Service serves as the primary call handler for incoming (external) calls. The communications system receptionist (or other extensions) serves as backup for the Automated Attendant.

L

Line Assignments

A feature used to assign the lines identified using Group Call Distribution (#206) Setting 1 that are to be answered by Automated Attendant 2 and Automated Attendant 3, when the mail system is configured for Multiple Automated Attendants. Lines not specifically assigned to Automated Attendant 2 or Automated Attendant 3 are answered by Automated Attendant 1.

Line ownership

Line ownership associates a mailbox with a line. It can be implemented using Group Call Distribution (#206) Setting 3 or Line Coverage Extension (#208). The mail system handles the call based on the type of mailbox that owns the line.

M

Mailbox

See *Automated Attendant mailbox*, *Bulletin Board mailbox*, *Call Answer Service mailbox*, *General mailbox*, *Group Mailbox*, *Guest Mailbox*, and *Transfer-Only mailbox*.

Main Menu

A list programmed for an Automated Attendant from which the caller selects an option by entering the corresponding Selector Code. Based on pre-define associations between menu options and Selector Codes, the Automated Attendant transfers the call to a specific extension, Calling Group, Hunt Group, mailbox, Submenu, or Announcement. The System Administrator programs Day and Night Main Menus. See also *Selector Code*.

Monolingual mode

Mail system operation in which a single language is used for prompts, menus, and Announcements. The available languages are English, French, and Spanish. Contrast with *Bilingual Mode*.

Multiple Automated Attendant

A feature that allows the mail system to be set up with up to three Automated Attendants. Each Automated Attendant has its own Day and Night Main Menu and its own Touch-Tone Gate, Dial 0/Timeout Action, General Mailbox, and Schedule Controller.

N

Numbering Plan

See *Dial Plan*.

O

Outcalling

A mail system feature that calls up to five outside or inside numbers, or pager/beepers, to inform a subscriber when a new message arrives in his or her mailbox. Subscribers administer their own Outcalling list, Outcalling Schedule, the number of times (cycles) the Outcalling list is dialed, and the minimum number of minutes to wait between Outcalling attempts. Subscribers also can turn Outcalling On or Off as required. This feature is available only if a subscriber's mailbox has a Class of Service that permits its use.

Outcalling Cycles

The number of times the system dials the designated numbers in the Outcalling list when Outcalling is On and a new message is received in the subscriber's mailbox.

Outcalling list

The programmed numbers that the mail system dials when Outcalling is On and a new message is received in the subscriber's mailbox. An Outcalling list can contain up to five numbers.

Outcalling Schedule

The time during which Outcalling is attempted when Outcalling is On and a new message is received in the subscriber's mailbox.

P

Personal Greeting

A message recorded by the subscriber that callers hear when they are transferred to the subscriber's mailbox. Each subscriber can record up to three Personal Greetings.

Personal Operator

The extension to which calls are transferred if a caller dials [*o*] while in the subscriber's mailbox. Each subscriber can program a Personal Operator. If a Personal Operator is not programmed, the calls are transferred to the Call Answer Service Operator.

Primary language

In bilingual mode, the default language used for playing prompts, menus, and Announcements to callers. Contrast with *Secondary Language*.

R

RMD

Remote Maintenance Device. A piece of mail system equipment that allows authorized service personnel to call the mail system and perform maintenance and diagnostic services from a remote location.

S

Schedule Controller

A mail system feature that determines whether the communications system's Switch Mode or the PARTNER MAIL Business Schedule controls the Day and Night operation of the Automated Attendant. Each Automated Attendant has its own Schedule Controller.

Secondary language

In bilingual mode, the alternate language in which callers can choose to play prompts, menus, and Announcements. Contrast with *Primary Language*.

Security Violation Notification

An action that takes place when there are too many consecutive unsuccessful attempts to log into a mailbox.

Selector Code

A one-digit number (1–9) representing a menu option that callers select from a Main Menu or a Submenu to transfer them to an extension, Calling Group, Hunt Group, or mailbox, or to play a Submenu or an Announcement. Selector Codes can also be reserved for direct dialing of individual extension numbers. See also *Selector Code Action*.

Selector Code Action

The type of action taken when a caller enters a Selector Code. The possible actions are: transfer the caller to a predetermined extension, Calling Group, Hunt Group, or mailbox, play a Submenu, play an Announcement, prompt to transfer to an extension, or direct (unprompted) transfer to an extension of the caller's choice. See also *Selector Code*.

Submenu

A lower-level menu that is selected from a Main Menu or from another Submenu. It presents additional options that a caller can select by entering the corresponding Selector Code. Based on pre-defined associations between menu options and Selector Codes, the Automated Attendant routes the call to an extension, Calling Group, Hunt Group, mailbox, Submenu, or Announcement. See also *Selector Code*.

Subscriber

A person who owns or has responsibility for a mailbox.

System Administrator

The person who updates and maintains the mail system to meet the company's requirements.

System Administration Password

A password used to access the menus needed to update and maintain the mail system.

System Language

See *Primary language* and *Secondary language*.

T

Temporary Closure Greeting

A greeting that callers can hear when a company closes for a holiday or unexpectedly because of inclement weather, emergency, or other reasons.

Toll Fraud

The unauthorized use of your telecommunications system by third parties to make long distance telephone calls. Under the law, you, the customer are responsible for paying for part or all of those unauthorized calls.

Touch-Tone Gate

A programmable feature that determines quickly whether a caller is dialing from a rotary phone. When the Touch-Tone Gate is On, callers who reach an Automated Attendant must press [1] for monolingual mode; [1] for the primary language or [2] [1] for the secondary language for bilingual mode before the Main Menu plays. If this is done, the mail system plays the Main Menu. If it is not done, the call is handled as specified by the Automated Attendant Dial 0/Timeout Action. If the Touch-Tone Gate is Off, callers who are calling from a rotary phone must listen to the entire Main Menu before their calls are handled according to the Dial 0/Timeout Action.

Touch-Tone Gate Greeting

See *Automated Attendant Touch-Tone Gate Greeting*.

Touch-tone receivers

Components in communications system modules that decode DTMF (dual-tone multifrequency) touch-tones. Touch-tone receivers are shared by the mail system and the communications system.

Transfer-Only Mailbox

A mailbox with Class of Service 20 that allows calls to be transferred to extensions that do not need Call Answer Service mailboxes. A Transfer-Only mailbox has no message storage space allotted to it. It can have a Personal Greeting, mailbox name, and Personal Operator.

Transfer Permitted

A characteristic defined by the mailbox's Class of Service that determines whether or not transfer is permitted. If transfer is permitted, the mail system will transfer callers to the communications system extension associated with the mailbox. If transfer is not permitted, the mail system will send calls directly to the mailbox.

U

User

See *Subscriber*.

V

Voice Mail Greeting

The greeting that plays to subscribers who call Voice Mail.

Voice Mail Service

A mail system service that enables subscribers to send messages to other subscribers, retrieve their own messages, record their own greetings, create their own passwords, and program their own Personal Operator.

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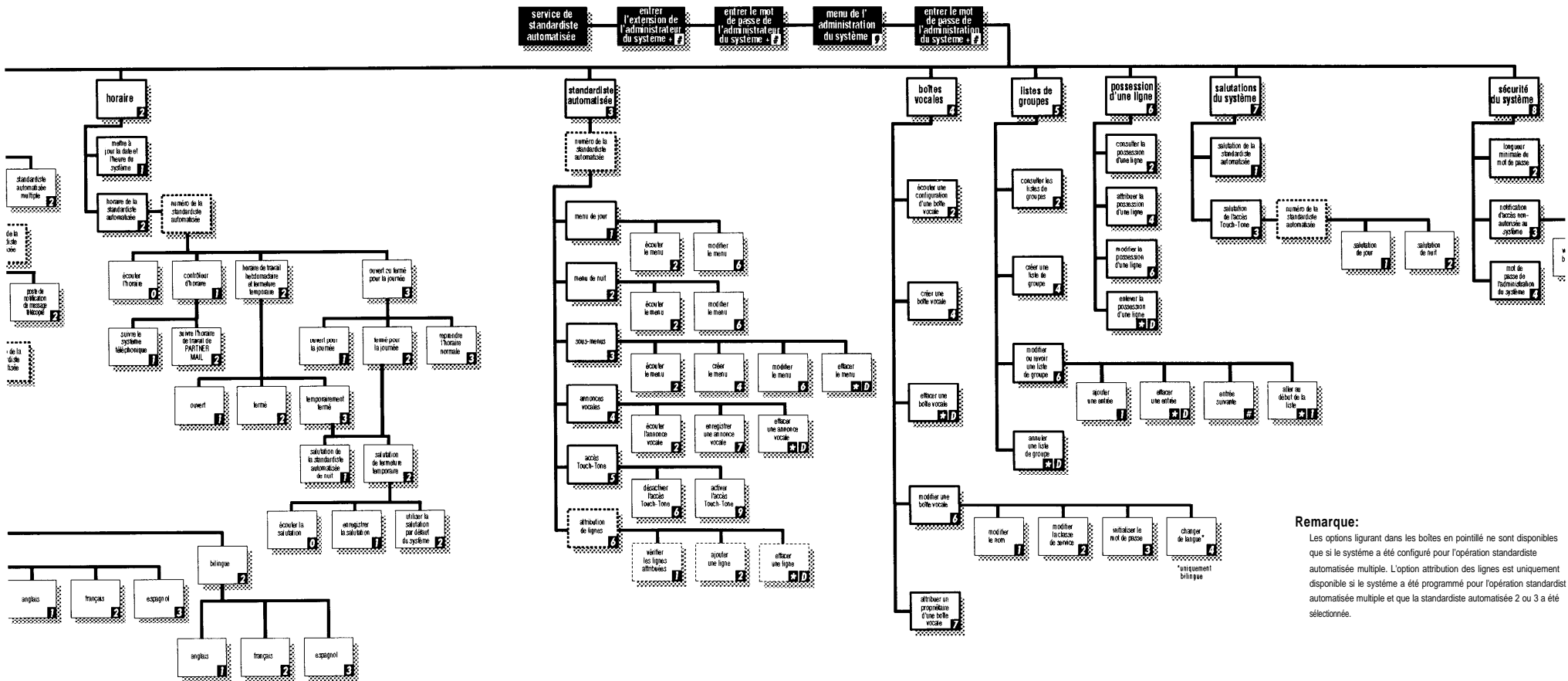
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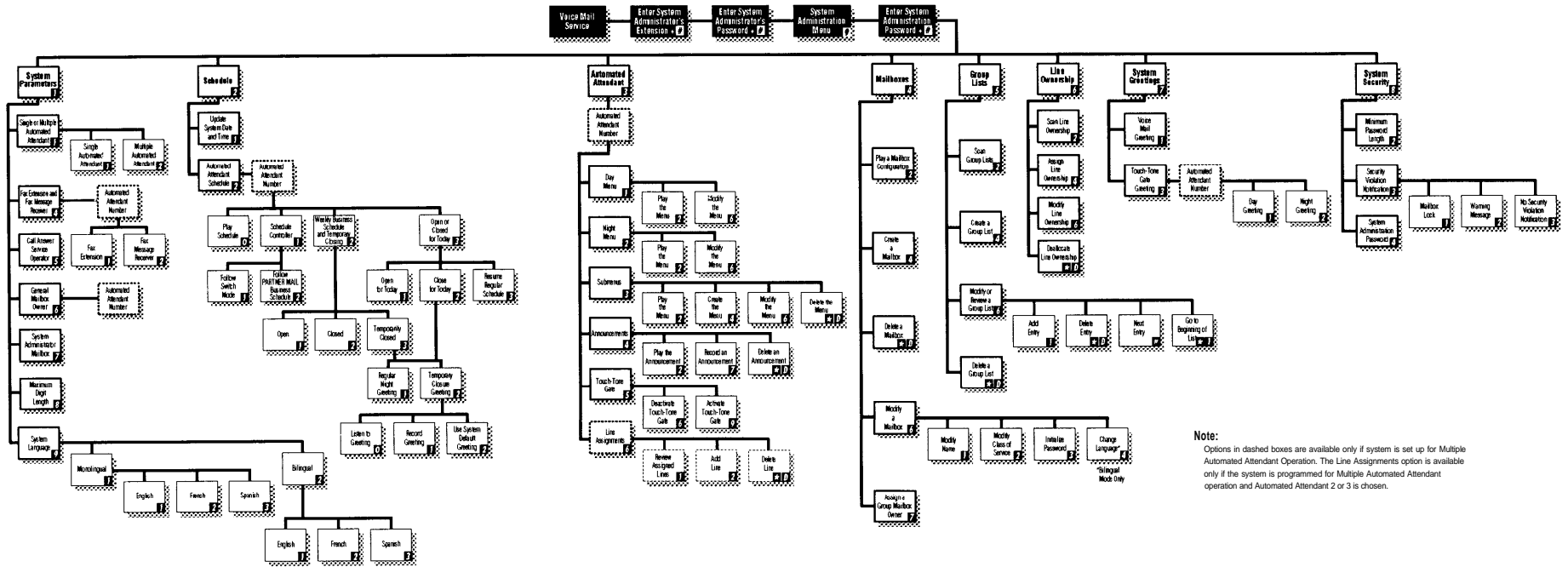
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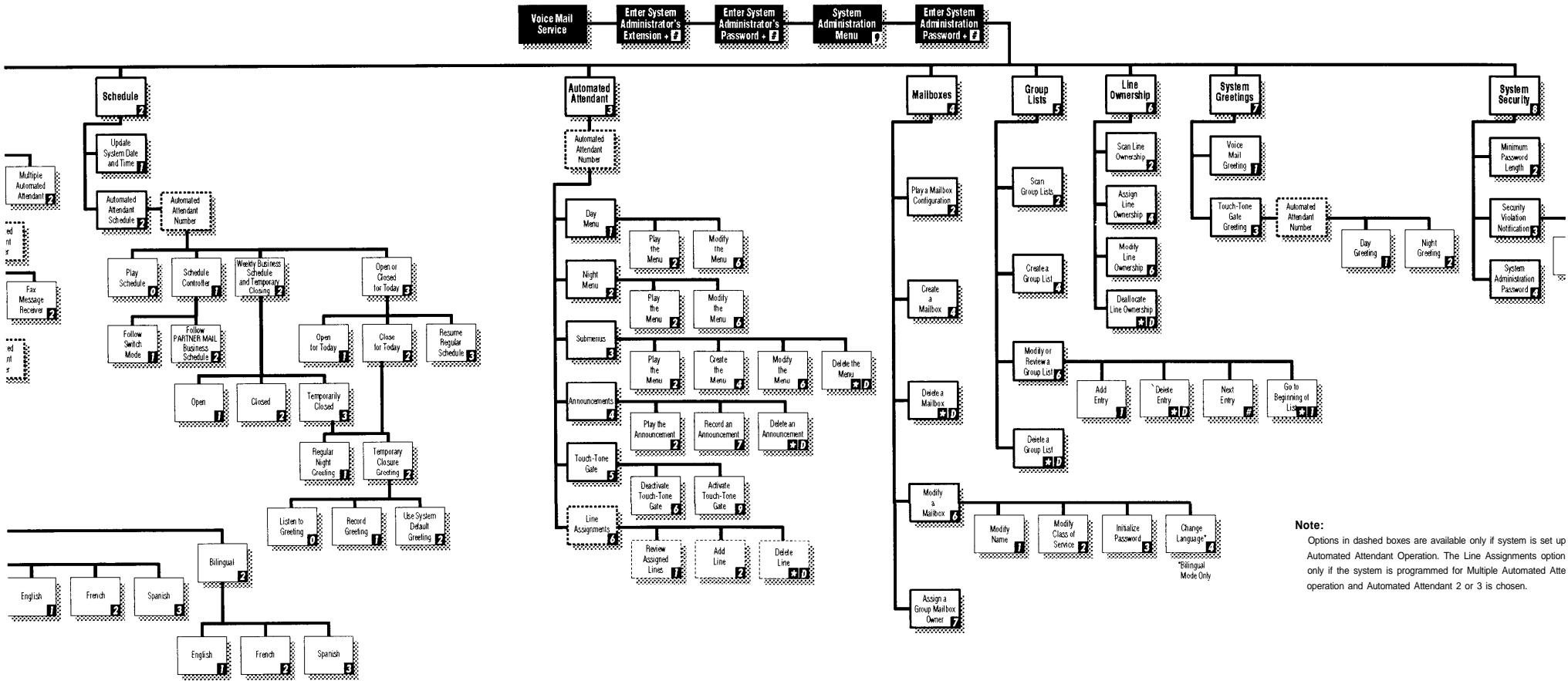
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Note:
Options in dashed boxes are available only if the system is set up for Multiple Automated Attendant Operation. The Line Assignments option is available only if the system is programmed for Multiple Automated Attendant operation and Automated Attendant 2 or 3 is chosen.



Note:
Options in dashed boxes are available only if system is set up Automated Attendant Operation. The Line Assignments option only if the system is programmed for Multiple Automated Attendant operation and Automated Attendant 2 or 3 is chosen.

