

**Lucent Technologies**  
Bell Labs Innovations



## **Using PARTNER<sup>®</sup> Voice Messaging Release 2**

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#### **Notice**

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

#### **Your Responsibility for Your System's Security**

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

You and your system manager are responsible for the security of your system, such as programming and configuring your equipment to prevent unauthorized use. The system manager is also responsible for reading all installation, instruction, and system administration documents provided with this product in order to fully understand the features that can introduce risk of toll fraud and the steps that can be taken to reduce that risk. Lucent Technologies 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. Lucent Technologies will not be responsible for any charges that result from such unauthorized use.

#### **Lucent Technologies Fraud Intervention**

If you suspect that you are being victimized by toll fraud and you need technical support or assistance, call the National Customer Care Center at 1 800 643-2353.

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#### **Support Telephone Number**

In the continental US, Lucent Technologies provides a toll-free customer helpline 24 hours a day. Call the Lucent Technologies Helpline at 1 800 628-2888 or your Lucent Technologies authorized dealer if you need assistance when installing programming, or using your system. Outside the continental US, contact your local Lucent Technologies representative.

#### **WWW Home Page**

The home page for Lucent Technologies is [www.lucent.com](http://www.lucent.com).

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## Using PARTNER Voice Messaging Release 2

This system serves as your personal answering machine. Callers from inside and outside your company can hear your personal greeting and leave messages in your mailbox. You can listen to your messages, save, and discard them. And you can create your own password to keep messages private.

### Helpful Hints

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- While using PARTNER Voice Messaging, you can:
  - Dial the next step of any procedure without waiting for a greeting or prompt to finish.
  - Use the following key sequences:
    - ⓈⓈ to delete a message
    - ⓈⓏ to restart
  - Dial ⓈⓂ to transfer to another extension.
- PARTNER Voice Messaging turns on the message light on your system phone when a message is sent to your mailbox, and turns off the message light after you listen to all of your new messages.
- Your mailbox accommodates up to 10 minutes of stored messages (or up to 30 messages, whichever comes first).
- When you log into PARTNER Voice Messaging and your mailbox is 80% full, you will hear the “Mailbox is 80% Full” warning. If your mailbox is full, your callers are notified that they cannot leave messages and can transfer to another extension by dialing ⓈⓂ or to the receptionist by dialing @.
- Remember to update your personal greeting on a regular basis.
- To prevent unauthorized access to your mailbox and maximize system security, change your password the first time you log into PARTNER Voice Messaging and periodically thereafter.

### Getting Help

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- If you have a problem with your voice messaging system, contact your System Manager.

## Logging into the System

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To log into the voice messaging system at a system telephone:

1. Call PARTNER Voice Messaging by pressing **(Intercom) 7 7 7** or a programmed button.

The system plays: "Please enter extension number followed by a password."

2. Enter your extension number and press **#**.

The system plays: "Enter password and #."

3. Enter your password and press **#**.

### **NOTE:**

Until you change it, the default password is 1234. The system announces the number of new and old messages in your mailbox.

4. Select an option from the Voice Mail Menu:
  - Press **2** to get messages.
  - Press **3** to change your personal greeting.
  - Press **5** to change your password.

## **Logging into the System from Another Location**

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To log into the voice messaging system at a telephone outside the system:

1. Call on a line answered by the PARTNER Voice Messaging.
2. When the voice messaging system answers, press **ⓧ** **Ⓩ**.  
The system plays: "Please enter extension number followed by a password."
3. Enter your extension number and press **#**.  
The system plays: "Enter password and #."
4. Enter your password and press **#**.

### **⇒ NOTE:**

Until you change it, the default password is 1234. The system announces the number of new and old messages in your mailbox.

5. Select an option from the Voice Mail Menu:
  - Press **Ⓣ** to get messages.
  - Press **ⓓ** to change your personal greeting.
  - Press **ⓔ** to change your password.

## Retrieving Messages

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To get voice mail messages in your mailbox:

1. Log into PARTNER Voice Messaging.  
The system announces the number of new and old messages in your mailbox and then plays the Voice Mail Menu.
2. Press **2** to get messages.  
The message header plays followed by: "To listen press 0, to skip press #, to delete press \*3, to replay the message header press 23."  
The message plays.
3. Press **0** to play the message.  
The message plays.

### **NOTE:**

New messages play before old messages in the order in which they were received.

4. After the message plays, do one of the following:
  - Press **23** to replay the current message header. Return to Step 3.
  - Press **0** to replay the current message. Repeat Step 4.
  - Press **#** to skip the message and go to the next message header. Return to Step 3.

### **NOTE:**

If you press **#** after listening only to the message header of a new message, the message remains as a new message. If you listen to all or part of the message and do not delete it, it becomes an old message.

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

## Transferring to an Extension

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To transfer to another extension while using your mailbox or listening to another subscriber's personal or system greeting:

1. Press **\*8**.  
The system prompts you to enter an extension and #.
2. Enter the extension number to which you want to be connected followed by **#**.

## Changing Your Password

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You should choose four random, non-sequential digits for your password.

1. Log into PARTNER Voice Messaging.  
The system announces the number of new and old messages in your mailbox and then plays the Voice Mail Menu.
2. Press **5** to change your password.  
The prompt says, "Please enter new password and #."
3. Enter four digits for the new password and press **#**.  
The prompt says, "Re-enter password and #."
4. Enter the new four-digit password again and press **#**.

## Recording Your Personal Greeting

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You can record a personal greeting of up to one minute. Before you record, note that callers who hear your personal greeting can enter **\*9** to transfer to another extension, or they can press **0** to reach the receptionist. Callers can transfer to the receptionist at any time, but they must enter **\*9** while listening to your personal greeting to transfer to another extension. In your personal greeting, you may want to prompt the caller for these options.

**Example:** *"This is Joe Conlin. I'm in the office today but away from my desk. To transfer to another extension, press \*9 now. If you would like to talk to the receptionist, press 0. Otherwise, please leave your name, phone number, and a brief message at the sound of the tone."*

### NOTE:

If your mailbox is full, callers hear your personal greeting then the message: "Sorry, you can not leave a message now because this user's mailbox is full. To transfer to another extension, press \*8, or to reach the receptionist, press 0."

1. Log into PARTNER Voice Messaging.  
The system announces the number of new and old messages in your mailbox and then plays the Voice Mail Menu.
2. Press **9** to administer your personal greeting.
3. Press **7** to record your personal greeting, and lift the handset.  
The prompt says, "After recording, press 1. Record at the tone."
4. After the tone, record your personal greeting (one minute maximum).  
**Example:** *"This is Joe Conlin. I'm in the office today but away from my desk. To transfer to another extension, press \*9 now. If you would like to talk to the receptionist, press 0. Otherwise, please leave your name, phone number, and a brief message at the sound of the tone."*
5. Press **7** after recording.

6. Choose an option:
  - Press ① to approve the greeting.
  - Press ② to re-record the greeting. Return to Step 3.
  - Press ③ to play back the greeting. Repeat Step 5.
  - Press ⓧ⑦ to exit. This action restores the factory-set greeting.



**NOTE:**

If you record a new greeting but do not approve it, the greeting is automatically reset to the factory-set greeting: "Your party is not available. Please leave a message after the tone."

## Listening to Your Personal Greeting

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To listen to your personal greeting:

1. Log into PARTNER Voice Messaging.  
The system announces the number of new and old messages in your mailbox and then plays the Voice Mail Menu.
2. Press ③ to administer your personal greeting.
3. Press @ to listen your personal greeting.  
The system plays your personal greeting.

## Using Dial Code/Button Features

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| <b>To:</b>  | <b>Press:</b>  |
|---|--|
| Call PARTNER Voice Messaging                                    | (Intercom) ⑦⑦⑦ or Voice Mail Auto Dial button  |
| Turn voice mail coverage on and off                             | Programmed VMS Cover button  |
| Send calls to your mailbox without ringing your extension first | Programmed DND button to turn it on (and VMS cover button, if present). If no VMS Cover button is programmed, VMS Coverage must be on. |
| Transfer callers to another subscriber's mailbox                | (Feature) ①④ or programmed Voice Mailbox button, then dial the extension number  |