

Lucent Technologies
Bell Labs Innovations



PARTNER MAIL VS[®]

Voice Messaging System
Release 5

Planning Forms

585-322-533
Comcode 108355132
Issue 1
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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.

Federal Communications Commission 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.

Canadian Department of Communications (DOC) Interference Information

This digital apparatus does not exceed the Class A limits for radio noise emissions set out in the radio interference regulations of the Canadian Department of Communications.

Le Présent Appareil Numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class A prescrites dans le règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

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Support Telephone Number

In the continental U.S., 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. Consultation charges may apply. Outside the continental U.S., contact your local Lucent Technologies authorized representative.

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If you *suspect you are being victimized* by toll fraud and you need technical support or assistance, call Technical Service Center Toll Fraud Intervention Hotline at **1 800 643-2353**.

WWW Home Page

The WWW home page for Lucent Technologies is www.lucent.com.

Form 1: Language

A

Language Mode:

- ☐ Monolingual ✓
- ☐ Bilingual

B

Monolingual Mode—System Language:

- ☐ U.S. English ✓
- ☐ Latin American Spanish
- ☐ Canadian French

C

Bilingual Mode—Primary Language:

- ☐ U.S. English ✓
- ☐ Latin American Spanish
- ☐ Canadian French

Bilingual Mode—Secondary Language:

- ☐ U.S. English
- ☐ Latin American Spanish ✓
- ☐ Canadian French

General Information

- Factory defaults are identified by the ✓ symbol.
- If the system is set for Bilingual Mode, make sure you record the Automated Attendant Day Menu Prompts and Night Menu Prompts and Announcements (if any) in both the Primary and Secondary Languages. Also, subscribers can record two personal greetings—one in the Primary Language and another in the Secondary Language.
- Subscribers can have a Mailbox Language different from the languages selected here. Mailbox Language is specified on Form 2.
- You can specify a language for programming prompts that is different from the system language specified in **B** or **C** above. If you change the System Administration Language (that is, the language in which programming prompts are played), specify the language here _____.

Completing this Form

- A Language Mode** Check “Bilingual” if the Language Mode should be set to Bilingual. If you check Bilingual, also see **C** below; if not, see **B**.
- B Monolingual Mode—System Language** Check the Primary language desired if different from the default.
- C Bilingual Mode—Primary Language** Check the Primary Language desired if different from the default.
Bilingual Mode—Secondary Language Check the Secondary Language desired if different from the default.

Programming Language

- To program the Language Mode, as well as the System Language in Monolingual Mode *or* the Primary and Secondary Languages in Bilingual Mode, dial **7** from the Programming Main Menu.
- To program the System Administration Language, call the Voice Mail Service and enter the login and password. Then dial **0**.

Form 2: Mailbox Assignments

(Copy this form for each Automated Attendant. Save the original blank form for future use.
Check a number to indicate for which Automated Attendant this form is used.)

A	B	C	D	E	F	G	A	B	C	D	E	F	G
10 ✓							(34 ✓)						
(11 ✓)							(35 ✓)						
(12 ✓)							(36 ✓)						
(13 ✓)							(37 ✓)						
(14 ✓)							(38 ✓)						
(15 ✓)							(39 ✓)						
(16 ✓)							(40 ✓)						
(17 ✓)							(41 ✓)						
(18 ✓)							(42 ✓)						
(19 ✓)							(43 ✓)						
(20 ✓)							(44 ✓)						
(21 ✓)							(45 ✓)						
(22 ✓)							(46 ✓)						
(23 ✓)							(47 ✓)						
(24 ✓)							(48 ✓)						
(25 ✓)							(49 ✓)						
(26 ✓)							(50 ✓)						
(27 ✓)							(51 ✓)						
(28 ✓)							(52 ✓)						
(29 ✓)							(53 ✓)						
(30 ✓)							(54 ✓)						
(31 ✓)							(56 ✓)						
(32 ✓)							(57 ✓)						
(33 ✓)													

- A** Mailbox
- B** Subscriber Name
- C** Mailbox Language
- D** Outcalling Assigned
- E** RAC Assigned
- F** Message Length
- G** Mailbox Size

Form 2: Mailbox Assignments

*(Copy this form for each Automated Attendant. Save the original blank form for future use.
Check a number to indicate for which Automated Attendant this form is used.)*

General Information

- Factory defaults are identified by the ✓ symbol.
- The system comes with 48 mailboxes.
- Mailbox 10 is reserved for the receptionist at extension 10 and cannot be deleted.
- Mailbox 10 provides 60 minutes of message recording time. All other mailboxes provide 20 minutes of message recording time. Each message is four minutes long.

To change the default message length and mailbox size, see “Resizing a Mailbox” in Chapter 5.
- For system security, mailboxes should be deleted where they are not needed; for example, mailboxes should be deleted for extensions in use by auxiliary equipment (such as a fax or doorphone) and the extensions assigned to the VMS Hunt Group.
- Guest mailboxes can be created for users who don't have their own phone by assigning an unused extension number as the mailbox number. Unused extension numbers include: 1) vacant extension jacks in installed 206 or 308 modules and 2) extensions in your DIAL plan higher than the last extension jack in the last installed module. See “Guest Mailboxes” in Chapter 5 for more information.

Completing this Form

- Ⓐ **Mailbox** Cross out any unused mailboxes.
- Ⓑ **Subscriber Name** For every mailbox in use, write the name of the mailbox subscriber. Mailboxes cannot be assigned to Hunt Groups or Calling Groups.
- Ⓒ **Mailbox Language** For each mailbox that requires a language different from the System Language or Primary Language indicated on Form 1, write the name of the language in this space. Supported languages are listed on Form 1.
- Ⓓ **Outcalling Assigned** For each mailbox in use, indicate whether Outcalling is assigned.
- Ⓔ **RAC Assigned** For each mailbox in use, indicate whether Record-A-Call privilege is assigned. (Only for PARTNER ACS 3.0 or later with a 4-port PMVS configuration.)
- Ⓕ **Mailbox Size** For each mailbox in use, indicate the mailbox size, if different from the default (60 minutes for receptionist's and 20 minutes for all others).
- Ⓖ **Message Length** For each mailbox in use, indicate the message length if different from the default (4 minutes).

Programming Mailboxes

- To program mailboxes, dial 4 from the Programming Main menu.

Automated Attendant: ☐ 1 ☐ 2 ☐ 3 ☐ 4

Form 3: Menu Definition

(Copy this form for each Automated Attendant. Save the original blank form for future use.
Check a number to indicate for which Automated Attendant this form is used.)

Lines assigned: _____

Required for Automated Attendant Service

A Description	B Selector Code	C Selector Code Action*	D Number/Range of Numbers
	1	(5 ✓)	
	2	(5 ✓)	
	3	(5 ✓)	
	4	(5 ✓)	
	5	(5 ✓)	
	6		
	7	(5 ✓)	
	8		
	9	(6 ✓)	(Mailbox 10 ✓)

* Selector Code Action Key
1 Selector Code Transfer
3 Announcement
5 Direct Extension Transfer
6 Mailbox Transfer
7 Centrex Transfer

Dial 0/Timeout Extension: _____

Specify the extension to which calls are transferred if the caller dials "0" or does not enter a Selector Code.

General Information

- Factory defaults are identified by the ✓ symbol.
- This Menu Definition applies to both the Day and Night Menu prompts.
- The **Lines Assigned**: area is reserved for you to specify the lines assigned to this Automated Attendant.
- The **Selector Code** is the first digit dialed by the caller in response to menu prompts.
- In **Direct Extension Transfer**, Selector Codes 1-5 and 7 represent the first digit for a range of extensions (see table). These Selector Codes let callers dial extension numbers directly.
- In **Selector Code Transfer**, Selector Codes 1-9 represent a specific extension, Group Calling number (if available), Hunt Group number, Centrex number, or guest mailbox number that you specify, to which the caller is transferred. (See the range of extensions table.)
Selector Code Transfer lets callers dial a single digit to reach a single extension or group, such as the VP of Sales at extension 37 or the order processing operators assigned to Hunt Group 774.

- If you use the **Centrex Transfer** option, all lines assigned to this Automated Attendant must be Centrex lines.
- If you use the **Mailbox Transfer** option, Selector Codes 1-9 represent a mailbox number that you specify to which the call is transferred.
- The Selector Code 9 factory setting lets callers transfer directly to mailbox 10 (receptionist's mailbox) where they can leave a message.
- The Description and Selector Code number from this form will be used to complete the Day and Night Menu Prompts (Forms 4, 4A, 5, and 5A).
- Announcement entries in **Description**, **Selector Code**, and **Number/Range of Numbers** of this form will be used to complete Forms 3A and 3B.

PARTNER System	Range of Extensions
Advanced, R1.0, 1.1	10-41, 71-74, or 771-776
Advanced, R3.0 or later	10-49, 71-74, or 771-776
Endeavor, R1.0 or later	10-49, 71-74, or 771-776
II/Plus	10-57, 71-74, or 771-776

Automated Attendant: ☐ 1 ☐ 2 ☐ 3 ☐ 4

Form 3: Menu Definition

(Copy this form for each Automated Attendant. Save the original blank form for future use.
Check a number to indicate for which Automated Attendant this form is used.)

Completing this Form

For Direct Extension Transfer...

- A Description** Write "Direct Extension Transfer."
- C Selector Code Action** Leave the factory default.
- D Number/Range of Numbers** Enter the appropriate range (see table).

For Announcement...

- A Description** Write "Announcement."
- C Selector Code Action** Enter the appropriate code (see table).
- D Number/Range of Numbers** Enter the announcement number (1 or 2).

For Selector Code Transfer...

- A Description** Write the name of the person or group to receive the transfer.
- C Selector Code Action** Enter the appropriate code (see table).
- D Number/Range of Numbers** Enter the extension, announcement, or group number to receive the transfer.

For Mailbox Transfer...

- A Description** Write the name of the mailbox owner to receive the transfer.
- C Selector Code Action** Enter the appropriate code (see table).
- D Number/Range of Numbers** Enter the mailbox number to receive the transfer.

For Centrex Transfer...

- A Description** Write "Centrex Transfer."
- C Selector Code Action** Enter the appropriate code (see table).
- D Number/Range of Numbers** Enter the Centrex number to receive the transfer.

Programming the Menu

- To program the menu definition, dial ☐ 3 from the Programming Main Menu, specify an Automated Attendant number, and select the Day Menu.

After defining the menu, the system will prompt you to record the menu prompt. See Form 4 for the Day Menu Prompt and Form 5 for the Night Menu Prompt; for Bilingual Mode, also see Forms 4A and 5A. See Form 3A for Automated Attendant Announcement(s); for Bilingual Mode, also see Form 3B.

- To program the lines, dial ☐ 3 from the Programming Main Menu, specify an Automated Attendant number, and select Line Assignment.
- To program the Dial 0/Timeout Extension, dial ☐ 3 from the Programming Main Menu, specify an Automated Attendant number, and select the Day Menu.

Automated Attendant: ☐ 1 ☐ 2 ☐ 3 ☐ 4

**Form 3A: Automated Attendant Announcement—
System Language or Primary Language**

*(Copy this form for each Automated Attendant. Save the original blank form for future use.
Check a number to indicate for which Automated Attendant this form is used.)*

Required if Selector Code Transfer is set to Announcement

Announcement # _____ :
Announcement # _____ :

General Information

- An Announcement can be up to four minutes long.
- In the Announcement, you can offer callers the option of pressing *4 (to repeat this Announcement), *7 (to return to the Main Menu), *8 (to transfer to an extension), or 0 (to transfer to the programmed Dial 0/Timeout Extension). After playing the Announcement, the system waits five seconds to allow the caller to press one of these digit. If the caller does not press a digit, the system hangs up.
- If the system is set for Bilingual Mode, let callers know they can switch the language they hear while listening to the Announcement. For example, "Para español, marque *1."
- Announcements can supply frequently requested information so that your staff is free to assist customers or to perform other tasks more efficiently.

Completing this Form

Write the Announcement and its number in the space provided.

Recording the Announcement(s)

- To record the Announcement, dial from the Programming Main Menu.

Automated Attendant: ☐ 1 ☐ 2 ☐ 3 ☐ 4

Form 3B: Automated Attendant Announcement—Secondary Language

(Copy this form for each Automated Attendant. Save the original blank form for future use.

Check a number to indicate for which Automated Attendant this form is used.)

Required for Bilingual Mode only if Selector Code transfer is set to Announcement

Announcement # _____ :
Announcement # _____ :

General Information

- An Announcement can be up to four minutes long.
- In the Announcement, you can offer callers the option of pressing *4 (to repeat this Announcement), *7 (to return to the Main Menu), *8 (to transfer to an extension), or 0 (to transfer to the programmed Dial 0/Timeout Extension). After playing the Announcement, the system waits five seconds to allow the caller to press one of these digit. If the caller does not press a digit, the system hangs up.
- Let callers know they can switch to the Primary Language while listening to the Announcement. For example, "For English, press *1."
- Announcements can supply frequently requested information so that your staff is free to assist customers or to perform other tasks more efficiently.

Completing this Form

Write the Announcement and its number in the space provided.

Recording the Announcement(s)

- To record the Announcement, dial  from the Programming Main Menu.

(Copy this form for each Automated Attendant. Save the original blank form for future use. Check a number to indicate for which Automated Attendant this form is used.)

[illegible]

- The Day Menu Prompt plays to callers when the VMS Hunt Schedule is set to Always or Day Only and Night Service is off. The Day Menu Prompt and the Night Menu Prompt use the **same** Menu Definition.
- The Day Menu Prompt should contain a welcome and a list of menu options.
- The welcome should introduce the company. For example, “Thank you for calling the Any Travel Agency.”
- If the system is set for Bilingual Mode, let callers know they can switch the language they hear while on the call. For example, “Para español, marque * 1.”
- The menu options should contain instructions that correspond to the Menu Definition set up on Form 3.
 - If callers can dial extension numbers (Direct Extension Transfer), the prompt should instruct callers to dial the extension number. For example, “If you know the extension of the person you want to reach, dial it now.”
 - If callers can dial a single digit to transfer to an extension or group (Selector Code Transfer), to a mailbox (Mailbox Transfer), or to a Centrex number (Centrex) Transfer), the prompt should provide instructions such as “To speak to someone in sales, press 6.”
 - If callers can choose an Announcement, include that information. For example, “For directions to our office, press 4.”

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

- To record the Day Menu Prompt, dial **[3]** from the Programming Main Menu.

(Copy this form for each Automated Attendant. Save the original blank form for future use.
Check a number to indicate for which Automated Attendant this form is used.)

[illegible]

- The Day Menu Prompt plays to callers when the VMS Hunt Schedule is set to Always or Day Only and Night Service is off. The Day Menu Prompt and the Night Menu Prompt use the **same** Menu Definition.
- The Day Menu Prompt should contain a welcome and a list of menu options.
- The welcome should introduce the company. For example, "Thank you for calling the Any Travel Agency."
- Let callers know they can switch back to the Primary Language. For example, "For English, press * 1."
- The menu options should contain instructions that correspond to the Menu Definition set up on Form 3.
 - If callers can dial extension numbers (Direct Extension Transfer), the prompt should instruct callers to dial the extension number. For example, "If you know the extension of the person you want to reach, dial it now."
 - If callers can dial a single digit to transfer to an extension or group (Selector Code Transfer), to a mailbox (Mailbox Transfer), or to a Centrex number (Centrex) Transfer), the prompt should provide instructions such as "To speak to someone in sales, press 6."
 - If callers can choose an Announcement, include that information. For example, "For directions to our office, press 4."

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

- To record the Day Menu Prompt, dial **[3]** from the Programming Main Menu.

(Copy this form for each Automated Attendant. Save the original blank form for future use. Check a number to indicate for which Automated Attendant this form is used.)

[illegible]

- If Selector Code 9 is left as the default, the prompt should instruct callers to press 9 to leave a message with the receptionist.

- “Dial 9 or remain on the line to leave a message.”
- “To hear this menu again, dial * 4.”

- To record the Night Menu Prompt, dial **[3]** from the Programming Main Menu.

Automated Attendant: ☐ 1 ☐ 2 ☐ 3 ☐ 4
Form 5A: Night Menu Prompt—Secondary Language
(Copy this form for each Automated Attendant. Save the original blank form for future use.
Check a number to indicate for which Automated Attendant this form is used.)

Required for Bilingual Mode only if VMS Hunt Schedule is set to Night Only or Always

General Information

- The Night Menu Prompt plays to callers when the VMS Hunt Schedule is set to Always or Night Only and Night Service is on. The Night Menu Prompt and the Day Menu Prompt use the **same** Menu Definition.
- The Night Menu Prompt should contain a welcome and a list of menu options.
- The welcome should introduce the company. For example, "You have reached the Any Travel Agency. Our hours are 9 AM to 5 PM, Monday through Friday."
- Let callers know they can switch back to the Primary Language. For example, "For English, press *1."
- The menu options should contain instructions that correspond to the Menu Definition set up on Form 3.
 - If callers can dial extension numbers (Direct Extension Transfer), the prompt should instruct callers to dial the extension number. For example, "If you know the extension of the person you want to reach, dial it now and leave a message."
 - If callers can dial a single digit to transfer to an extension or group (Selector Code Transfer), to a mailbox (Mailbox Transfer), or to a Centrex number (Centrex) Transfer), the prompt should provide instructions such as "To leave a message for Pat, press 6." Keep in mind that there are no group mailboxes.

- If Selector Code 9 is left as the default, the prompt should instruct callers to press 9 to leave a message with the receptionist.

Completing this Form

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

Suggested options include:

- "Dial 9 or remain on the line to leave a message."
- "To hear this menu again, dial * 4."

Recording the Night Menu Prompt

- To record the Night Menu Prompt, dial ☐ 3 from the Programming Main Menu.

Form 6: Line Ownership

Required if VMS Line Coverage exists for one or more lines

A Line #	B Telephone Number	C Line Owner (Subscriber Name)	D Mailbox

General Information

- Lines in the system are assigned either ownership or Automated Attendant Service coverage—a single line **cannot** be assigned both types of coverage.
- Note that more than one line may be assigned to the same mailbox, but a single line cannot be assigned to more than one mailbox.
- Lines that are assigned ownership typically are used for personal lines or outside access to the voice messaging system if Automated Attendant Service is not used. If the company has users who need to access mailboxes when no one is around to transfer them to their mailboxes, you can set up the system as follows:
 - Assign extension 10 as owner of the covered lines.
 - Instruct users to press ☐ ☐ when they hear the personal greeting from extension 10.
- See the communications system planning forms to determine line numbers, telephone numbers, and line owners' extensions.
- As an alternative to VMS Line Coverage you can use Extension Line Coverage. See Chapter 5 for more information.

Completing this Form

- A Line #** Write the number of the outside line to be covered by the voice mailbox of the line owner.
 - For PARTNER PLUS, specify an outside line number from 01–12.
 - For PARTNER Advanced and Endeavor, specify an outside line number from 01–15.
 - For PARTNER II, specify an outside line number from 01–24.
- B Telephone Number** Write the telephone number of the outside line to be covered.
- C Line Owner** Write the name of the person responsible for picking up messages on this line. This is a subscriber from Form 2, "Mailbox Assignments."
- D Mailbox** Write the mailbox number assigned to the subscriber.

Programming Line Ownership

- To program line ownership, dial ☐ from the Programming Main Menu.