Lucent Technologies
Bell Labs Innovations

Using PARTNER®
Voice Messaging

This booklet contains instructions for using the PARTNER Voice Messaging system Release 2.0, Release 3.0, and later.

Logging In

1. Do one of the following:
   - If you are at an internal extension, call PARTNER Voice Messaging by pressing `Intercom` `7` `7` `7` or a programmed button.
   - If you are at an external telephone, call in on a line answered by the PARTNER Voice Messaging and press `*` `7` when you hear the greeting.

2. Do one of the following:
   - If you are at your own extension, press `#`.
   - If you are at another telephone, enter your extension number and press `#`.

3. Enter your password and press `#`.

   Note: Until you change it, the default password is 1234. Press `5` and follow the prompts to change your password.

Getting Started

Options	After you have logged in, you can choose any of the following options:

Press:	To:
2	Get messages.
3	Change personal greeting.
5	Change password.
8	Change Call Answer Mode. *
* 8	Transfer to another extension.
* 9	Return to login prompt.**

Hints:

- To delete a message, press * 3.
- To rewind five seconds and replay a message that you are listening to, press 5.*
- To fast forward (skip ahead) five seconds in a message, press 6.*
- To return to the mailbox activity menu, press * 7.
- To return to the login prompt after leaving a message, press * 9.**

* Available only with Release 3.0 or later.

** Available only with Release 3.0 (R3L) or later. Consult your System Manager.

Your Messages

Listening to Messages	**1.** Log into PARTNER Voice Messaging.

2. Press **2** to get messages.
The header plays.

3. Do one of the following:
- Press **0** to play the message. (New messages play before old messages in the order in which they were received.)
- Press **#** to skip the message. (The message will remain as "new" until you listen to the body of the message.)

Note: While the message plays, you can press **5** to rewind five seconds and play, or press **6** to fast forward five seconds and play (Release 3.0 or later).

4. After the message plays, do any of the following:
- Press **2** **3** to replay the current message header. Go back to Step 3.
- Press **0** to replay the current message. Repeat Step 4.
- Press ***** **3** to delete the message. Go back to Step 3.
- Press **#** to skip the message and go to the next message header. Go back 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, the message is saved in your mailbox as an old message.

Using Dial Code/Button Features

Call PARTNER Voice Messaging	**Intercom** **7** **7** **7** or programmed 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 (and VMS cover button, if applicable) and VMS Coverage must be on
Transfer callers to another subscriber's mailbox	**Feature** **1** **4** or programmed Voice Mailbox Transfer button, then dial the extension number

Personalizing Your Mailbox

Choosing Call Answer Mode (Release 3.0 or later)	Call Answer Mode determines whether the system allows callers to leave a message after listening to your personal greeting. Your mailbox is factory set to allow callers to leave a message after listening to your personal greeting (Record Mode).
	You can change your mailbox to Answer-Only Mode when you cannot respond to messages left in your mailbox for an extended period of time. Although callers will be unable to leave a message, five seconds after hearing your personal greeting, they have the option to transfer to the receptionist or another extension for assistance before the system disconnects the call.
	1. Log into PARTNER Voice Messaging.
	2. Press **8** to choose Call Answer Mode.
	3. Do one of the following: • Press **1** for Record Mode. • Press **2** for Answer-Only Mode.
Recording Your Personal Greeting	You can record a personal greeting of approximately one minute. Keep in mind that the Call Answer Mode (Release 3.0 or later) specified for your mailbox determines the options available to callers hearing your personal greeting, so you may want to prompt callers accordingly.
	When your mailbox is set to Record Mode, callers hearing your personal greeting can do the following: • Leave a message after listening to your personal greeting. • Enter ***** **8** while listening to your personal greeting to transfer to another extension. • Enter **0** at any time to transfer to the receptionist.▶

Personalizing Your Mailbox

Recording Your Personal Greeting *(continued)*	When your mailbox is set to Answer-Only Mode, callers must do one of the following within five seconds after your personal greeting has finished playing: • Enter ***** **8** while listening to your personal greeting to transfer to another extension. • Enter **0** at any time to transfer to the receptionist. **1.** Log into PARTNER Voice Messaging. **2.** Press **3** to administer your personal greeting. **3.** Press **1** to record your personal greeting and lift the handset. **4.** After the tone, record your personal greeting. **Example:** *"This is Joe Conlin. I'm in the office today but away from my desk. To transfer to another extension, press ***** **8** 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 **1** after recording. **6.** Choose an option: • Press ***** **#** to approve the greeting. • Press **2** **3** to play back the greeting. Repeat Step 6. • Press **2** **1** to re-record the greeting. Go to Step 4. • Press *****7 to exit. This action restores the factory-set prompt. **Note:** If you hang up before saving your personal greeting, the system returns to the factory-set personal greeting.

Personalizing Your Mailbox

Changing Your Password	1. Log into PARTNER Voice Messaging.
	2. Press **5** to change your password.
	3. Enter four digits for the new password and press **#**.
	4. Enter the new four-digit password again and press **#**.

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