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AVAYA PARTNER ACS

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PARTNER Messaging System

User's Guide

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Notice

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Preventing Toll Fraud

“Toll fraud” is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there may be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

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Responsibility for Your Company's Telecommunications Security

The final responsibility for securing both this system and its networked equipment rests with you - Avaya's customer system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

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Getting Started

Logging In From an On-Site Location

Use this procedure to log in from a telephone that is connected to your company's communications system.

- 1 Dial the PARTNER Messaging extension, **7 7 7**, to access the Voice Messaging system.
- 2 Choose an option:
 - If you are at your own extension, press **#**.
 - If you are at another telephone, enter your extension number, then press **#**.
- 3 Enter your Password, then press **#**.

The first time you log in, your Password is not set. Press **#** for Step 3, then follow the system prompts to enter your new Password and record your name.

The system announces the number of new and old messages in your mailbox.

Logging In From an Off-Site Location

Use this procedure to log in from a telephone that is not connected to your company's communications system (for example, from your home or cell phone).

- 1 Call in on a line answered by PARTNER Messaging Automated Attendant or Call Answer Service, and press when you hear the menu or greeting. (See your System Manager for the Call Answer Service number.)
- 2 Enter your extension number, then press .
- 3 Enter your Password, then press .

The first time you log in, your Password is not set. Press for Step 3, then follow the system prompts to enter your new Password and record your name.

The system announces the number of new and old messages in your mailbox.

Options

After you log in, choose an option.

Press...	To...
<ul style="list-style-type: none"> 3 4 5 8 	<ul style="list-style-type: none"> Change your name or Personal Greeting. Change your Personal Operator. Change your Password. Change Call Answer Mode.
<ul style="list-style-type: none"> 2 1 	<ul style="list-style-type: none"> Listen to messages. Record and send messages.
<ul style="list-style-type: none"> 9 	<ul style="list-style-type: none"> Access more mailbox options (Release 6.0 or later): 1 Message retrieval order 2 New message preview 3 Last heard message
<ul style="list-style-type: none"> 7 	<ul style="list-style-type: none"> Program Personal Group Lists.
<ul style="list-style-type: none"> 6 	<ul style="list-style-type: none"> Program Outcalling (if Outcalling permission is activated for your mailbox).

Hints

- To transfer to another extension at any time, press *** 8**, then the extension number followed by **#**.
- To transfer to another extension using the Directory, press *** 8**, then press *** 2**.
- To replay a Voice Messaging menu, press *** 4**.
- To go back to the previous Voice Messaging menu, press *** #**.
- To return to the Voice Messaging Activity Menu, press *** 7**.
- To replay message header only, press **2 3**.
- To change message status back to new, press *** 6** (Release 6.0 or later).
- To return to previous message, press *** 5** (Release 6.0 or later).
- While a message is playing, you can:
 - Press **3** to pause the playback and **3** again to resume playback.
 - Press **4** to raise the volume or **7** to lower it.
 - Press **5** to rewind the message four seconds and play, or **6** to skip forward four seconds and play.
 - Press **9** to increase speed or **8** to decrease (Release 6.0 or later).

Using Dial Code/Button Features

To...	Press...
Call Voice Mail Service	Intercom 7 7 7 or programmed Voice Mail Auto Dial button.
Turn voice mail coverage on and off	Programmed VMS Cover button. VMS Coverage is on when the light is on.
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, Automatic VMS must be on.
Transfer outside callers to another user's mailbox	Feature 1 4 or programmed Voice Mailbox Transfer (VMBox) button, then dial the extension number.
Lock your telephone	Feature 2 1 or programmed Station Lock button, then dial the four-digit code. Reenter the code.
Record an active call	Programmed Record-a-Call (RAC) button.
Listen to a caller leaving a message in your voice mailbox	Programmed Call Screening button before the call is answered by the PARTNER Messaging System.

NOTE

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

Personalizing Your Mailbox

Recording Your Name

- 1 Log into Voice Messaging.
- 2 Press **3** to change your name recording or greeting.
- 3 Press **2** to change your name recording.
- 4 Choose an option:
 - Press **0** to listen to the current name.
 - Press **1** to record your name.
- 5 Record your name, then press **1**.
- 6 Choose an option:
 - Press *** #** to approve your name.
 - Press **2 3** to play back your name.
 - Press **2 1** to re-record your name.

Recording or Deleting a Personal Greeting

You can have up to six different Personal Greetings.

HINT:

If the system is set for Bilingual Mode, you can record your Personal Greeting(s) in both languages. Your greeting(s) should tell the callers they can press *** 1** to hear the Personal Greeting in an alternate language.

- 1 Log into Voice Messaging.
- 2 Press **3** to change your greeting.

- 3 Press **1** to change your name recording.
The system announces the current setting(s).
- 4 Enter the greeting number [1-6].
- 5 Choose an option:
 - If the system is set for Monolingual Mode, go to Step 6.
 - If the system is set for Bilingual Mode, press **1** to record your greeting in the Primary Language, or press **2** to record your greeting in the Secondary Language. Then go to Step 6.
- 6 Choose an option:
 - Press **0** to listen to your greeting.
 - Press **1** to record your greeting.
 - Press *** 3** to delete your greeting.
- 7 Record your greeting, then press **1**.
- 8 Choose an option:
 - Press *** #** to approve your greeting. Go to Step 6 of [“Activating a Personal Greeting”](#).
 - Press **2 3** to play back your greeting.
 - Press **2 1** to re-record your greeting.
 - Press *** 3** to delete the greeting just recorded.
- 9 Do one of the following:
 - If greeting is not already active, go to Step 6 of [“Activating a Personal Greeting”](#).
 - If greeting is currently active, choose one of the following:
 - Press *** #** to keep current activation setting.
 - Press **1** to change, then go to Step 6 of [“Activating a Personal Greeting”](#).

Activating a Personal Greeting

You can record up to six Personal Greetings. Activate the Personal Greeting you want a caller to hear. You can activate up to two Personal Greetings. You can have one greeting for internal calls and one greeting for external calls, or you can use the same greeting for both internal and external calls.

- 1 Log into Voice Messaging.
- 2 Press **3** to change your name or greeting.
- 3 Press **1** to change your greeting.
- 4 Press **9** to activate a greeting.

If a Personal Greeting is not active, the system greeting is used.

- 5 Choose an option:
 - Enter the number of the greeting you want to activate.
 - Press **0** to activate the system default greeting.
- 6 Choose an option:
 - Press **0** to use this greeting for all calls.
 - Press **1** to use this greeting for internal calls only.
 - Press **2** to use this greeting for external calls only.
 - Press ***** **#** if finished.

Changing Your Personal Operator

Your Personal Operator is the person you want to handle your calls when the caller needs immediate assistance and you are not available. In your greeting, be sure to mention that callers can press **0** to reach your Personal Operator or the System Operator.

- 1 Log into Voice Messaging.
- 2 Press **4** to change your Personal Operator.
- 3 Choose an option:
 - Enter your Personal Operator's extension, then press **#**.
 - Press *** 3** to delete your Personal Operator.
 - Press *** #** if finished.

Changing Your Password

- 1 Log into Voice Messaging.
- 2 Press **5** to change your Password.
- 3 Enter the new Password, then press **#**.
- 4 Re-enter the new Password, then press **#**.

Choosing Call Answer Mode

Call Answer Mode determines whether or not the system allows callers to leave a message after listening to your Personal Greeting. When your mailbox is in Record Mode, callers can leave a message; when it is in Answer-Only Mode, they cannot. Auto-Copy Mode (Release 6.0 or later) allows you to designate that a copy of all messages left in your mailbox also be left in another mailbox. The caller leaving the message is not aware of this unless you explain it in your Personal Greeting. Private messages are not copied to the other mailbox.

- 1 Log into Voice Messaging.
- 2 Press **[8]** to change Call Answer Mode.
- 3 Choose an option:
 - Press **[1]** for Record Mode.
 - Press **[2]** for Answer-Only Mode.
 - Press **[3]** for Auto-Copy Mode. Then do one of the following:
 - Enter destination extension, then press **[#]**.
 - If mailbox is already in Auto-Copy Mode, do one of the following:
 - Press **[#]** to keep current destination.
 - To change current destination, enter new destination extension, then press **[#]**.

The Call Answer Mode of the destination mailbox must be set to Record Mode in order for Auto-Copy to work.

Your Messages

About Message Categories

You can assign Priority, Private, and/or Return Receipt categories to messages you send. New Priority messages are heard first when listening to new messages. Private messages cannot be forwarded. Return Receipt messages notify you when the message is listened to by the recipient. You can assign one, two, or all three categories to a message. In Release 6.0 or later, you can receive an Auto-Copy message, which is sent to you by an originating mailbox that has designated your mailbox as an Auto-Copy destination. The message header indicates the mailbox where the message originated and that the message is an Auto-Copy.

Listening to Messages

- 1 Log into Voice Messaging.
- 2 Press **[2]** to get messages.
The system plays the message header.
- 3 Choose an option:
 - Press **[0]** to listen to the message body.
 - Press **[#]** to skip the message. (The message will remain as “new” until you listen to the body.)
 - Press **[*] [3]** to delete the message.

HINTS:

While the message plays, you can choose additional options:

- Press **3** to pause and **3** again to resume.
- Press **5** to rewind four seconds and play.
- Press **6** to skip forward four seconds and play.
- Press **4** to increase volume or **7** to decrease volume.
- Press **9** to increase speed or **8** to decrease. Change in speed lasts for current Voice Messaging connection (Release 6.0 or later).

4 While or after the message plays, choose an option:

- Press **#** to save (skip) the message.
- Press **0** to replay the message.
- Press **2 3** to replay the header only.
- Press *** 6** to change the message status back to new, then press **#** to go to the next message. The next time you log in for messages, you will hear this as a new message (Release 6.0 or later).
- Press *** 5** to return to the previous message. Repeatedly press *** 5** to backup to the desired message (Release 6.0 or later).
- Press **1** to respond to the message (see next section).

Responding to a Message

- 1 After the recorded message plays, press **[1]** to respond to the recorded message.
- 2 Choose an option:
 - Press **[1]** to reply to the sender. (In order to reply, the sender must have a mailbox in the system.)
 - Press **[2]** to forward the recorded message.
 - Press **[3]** to return the call to an internal sender.
- 3 Record your message, then press **[1]** again.
- 4 Choose an option:
 - Press **[*] [#]** to approve. (If replaying, skip to Step 7.)
 - Press **[2] [3]** to play back your comments.
 - Press **[2] [1]** to re-record your comments.
 - Press **[*] [3]** to cancel replying or forwarding.
- 5 If forwarding, do one of the following:
 - Enter the extension of an individual, then press **[#]**.
 - Press **[*] [5]** and a Group List number, then **[#]**. Use Personal Group Lists 1-10 or System Group Lists 50-59.
 - Press **[*] [2]** to use the Directory. (See [“Using the Directory”](#).)
 - Press **[*] [3]** to delete the last entry.

Repeat Step 5 to address the message to others.
- 6 Press **[*] [#]** when finished addressing.

7 Choose an option:

- Press **1** to make this a Private message.
- Press **2** to make this a Priority message.
- Press **3** to request a Return Receipt.
- Press **0** to cancel the previously selected category.
- Press **#** to send the recorded message.

After you assign a category to a message, the system gives you the options to assign the other two categories.

8 Return to Step 4 of [“Listening to Messages”](#).

Sending a Message

1 Log into Voice Messaging.**2** Press **1** to record a message.**3** Record your message.**4** Press **1** when finished recording.**5** Choose an option:

- Press *** #** to approve the recorded message. (Go to Step 6.)
- Press **2 3** to play back the recorded message.
- Press **2 1** to re-record the message. (Go to Step 3.)
- Press *** 3** to delete the recorded message and return to the Voice Messaging Activity Menu.

6 Choose an option:

- Enter the extension of an individual, then press **#**.
- Press ***** **5** and a Group List number, then **#**. Use Personal Group Lists 1-10 or System Group Lists 50-59.
- Press ***** **2** to use the Directory. (See [“Using the Directory”](#).)
- Press ***** **3** to delete the last entry.

Repeat Step 6 to address the recorded message to others.

7 Press ***** **#** when finished addressing.**8** Choose an option:

- Press **1** to make this a Private message.
- Press **2** to make this a Priority message.
- Press **3** to request a Return Receipt.
- Press **0** to cancel the previously selected category.
- Press **#** to send the recorded message.

After you assign a category to a message, the system gives you the options to assign the other two categories.

Using the Directory

To use the Directory to transfer to an extension:

- 1 Press then to transfer to a user's extension.
- 2 Enter up to the first ten letters of the name, then . (Ask your System Manager if users are listed by first or last name.)

To use the Directory to address a message, or to add entries to a Group List:

- 1 Press to access the Directory.
- 2 Enter up to the first ten letters of the name, and then .
Use for the letter Q.
Use for the letter Z.

More Mailbox Options

Options

In Release 6.0 or later, additional mailbox options are available.

- Change the Message Retrieval Order – you can listen to your messages in First-In First-Out order or Last-In First-Out order.
- Use Message Preview Mode – you can listen to the message body of all new messages and keep the message status marked as new. This feature is particularly helpful when accessing your new messages remotely from a cell phone. Minimal button presses are required to listen to all your new messages.
- Listen to Last Heard Message – you can listen to the last message you heard during your previous message retrieval session.

Changing Message Retrieval Order

- 1 Log into Voice Messaging.
- 2 Press **9** for more mailbox options.
- 3 Press **1** to change the message retrieval order.
The system plays the current setting.
- 4 Choose an option:
 - Press **1** to listen to messages in First-In First-Out order.
 - Press **2** to listen to messages in Last-In First-Out order.
 - Press ***** **#** if finished.

Listening to New Messages in Preview Mode

- 1 Log into Voice Messaging.
- 2 Press **[9]** for more mailbox options.
- 3 Press **[2]** to preview new messages.
- 4 Choose an option:
 - Press **[0]** to immediately begin listening to the first new message.
 - Press **[* 4]** for options to use while a message is playing. See [“Listening to Messages”](#).
 - Press **[* #]** to exit Preview Mode.

HINT:

To quickly listen to new messages when you log into your mailbox, set your message retrieval order to Last-In First-Out and listen to your messages in Preview Mode.

Listening to Last Heard Message

- 1 Log into Voice Messaging.
- 2 Press **[9]** for more mailbox options.
- 3 Press **[3]** to listen to the last message you heard.

The system plays the message header.

- 4 Press **[0]** to listen to the message body.

See [“Listening to Messages”](#) for options to use while and after the message plays. You cannot press **[#]** to skip forward to the next message or **[* 5]** to return to the previous message. Both of these options return you to the Voice Messaging Activity Menu.

If you deleted the last message you heard and exited your mailbox, there is no last message to hear.

Using Personal Group Lists

Creating Personal Group Lists

You can use Group Lists to address messages to sets of mailboxes without entering each extension individually. You can create up to 10 Personal Group Lists, each with up to 50 mailboxes in it.

- 1 Log into Voice Messaging.
- 2 Press **7** to select Group Lists.
- 3 Press **1** to create a list.
- 4 Enter the Group List number [1-10], then press **#**.
- 5 Choose an option:
 - Enter the extension of the mailbox, then press **#**.
 - Press ***** **2** to use the Directory. (See [“Using the Directory”](#).)
 - Press ***** **3** to delete the last entry.Repeat Step 5 for each mailbox that you want to add.
- 6 Press ***** **#** when finished.

Reviewing or Modifying Personal Group Lists

- 1 Log into Voice Messaging.
- 2 Press **7** to select Group Lists.
- 3 Press **3** to review or modify Group Lists.
The system announces the number of entries in the first Group List.
- 4 Choose an option:
 - Press **1** to review or modify the list. (Go to Step 5.)
 - Press *** 3** to delete the list.
 - Press **#** to skip to the next list. (Repeat Step 4.)
- 5 Choose an option:
 - Press **#** to skip the extension.
 - Press *** 3** to delete the extension.
 - Press **1** to add an extension, then choose an option:
 - Enter the extension of the mailbox, then press **#**.
 - Press *** 2** to use the Directory. (See [“Using the Directory”](#).)
- 6 Press *** #** when finished.

Use this page to keep track of your Personal Group Lists and their members.	
Group List Number	Members (Name and/or Extension)
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

You can put up to 50 extensions in each Personal Group List.

Using Outcalling

About Outcalling

If you turn on Outcalling, PARTNER Messaging calls the numbers which you have programmed to signal that a new message has arrived in your mailbox. You can have Outcalling for all messages or just Priority messages.

HINT:

- If you choose Outcalling for Priority messages only, give your callers instructions on how to leave a Priority message.

Check with your System Manager to see if your mailbox has been assigned Outcalling privileges.

Outcalling continues until one of the following happens:

- During the Outcalling message call, you press to cancel Outcalling until a new message arrives for you.
- You log into your mailbox and listen to the message.
- The interval specified in your Outcalling Schedule expires.
- PARTNER Messaging has called all numbers in your Outcalling List the number of times specified by the Cycles option.

Turning Outcalling On or Off

- 1 Log into Voice Messaging.
- 2 Press **[6]** to select Outcalling.
- 3 Press **[1]** and then choose an option:
 - Press **[1]** to turn Outcalling On for all messages.
 - Press **[2]** to turn Outcalling On for Priority messages only.
 - Press **[0]** to turn Outcalling Off.
 - Press **[* #]** to return to the Outcalling menu.

Setting Your Outcalling Numbers

- 1 Log into Voice Messaging.
- 2 Press **[6]** to select Outcalling.
- 3 Press **[4]** to change your list of Outcalling Numbers.
- 4 Choose the entry number [1-5].

If an Outcalling Number is programmed, you hear the Outcalling entry information. If an Outcalling Number is not programmed, you hear, "Entry number x is not used."
- 5 Choose an option:
 - Press **[1]** to change or add an Outcalling Number. (Go to Step 6.)
 - Press **[* 3]** to delete the Outcalling Number.
 - Press **[* #]** to keep the Outcalling Number and return to the Outcalling menu.

6 Choose an option:

- Press **1** to enter a telephone Outcalling Number.
- Press **2** to enter a pager Outcalling Number.
- Press ***** **#** to return to the Outcalling menu without making a change.

7 Enter the Outcalling Number and wait five seconds for the system confirmation.

See [“Guidelines for Setting Outcalling Numbers”](#) for further details and examples of how to set your Outcalling Numbers.

8 Choose an option:

- When prompted, press ***** **#** if you are finished entering the number. Listen to the Outcalling entry information and go to Step 9.
- Press **1** to enter more digits, then repeat Step 7.

9 Choose an option:

- Press **9** to confirm your entry.
- Press **6** to cancel your entry.

Return to Step 4 to program more Outcalling Numbers.

Guidelines for Setting Outcalling Numbers

You may enter any combination of up to 60 digits including 0 - 9, * (for a 1.5-second pause), and # in an Outcalling Number. The Outcalling Number can consist of:

- 9 * to access an outside line. (This is required to reach an external number.)
- The telephone number and/or paging system numbers (including area codes, if necessary).
- Your paging system Personal Identification Number (PIN), if any.
- A Callback Number, if Outcalling to a pager.

EXAMPLE:

Your Outcalling Number is a paging system. To place the call, the Voice Messaging system must access an outside line, dial the number, wait several seconds for the paging system to answer, enter your PIN followed by #, and a Callback Number followed by #.

The Outcalling Number you would enter is:

9 * 5 5 5 1 2 3 4 * * * * * * * * 3 7 5 # 8 8 9 9 #

To enter this Outcalling Number, you must dial:

- 9 * (where * represents a pause) to allow the Voice Messaging system time to access an outside line.
- 5 5 5 1 2 3 4 to reach your paging system.
- * * * * * * * to allow several seconds for the paging system to answer.
- 3 7 5 followed by # as your PIN.
- 8 8 9 9 followed by # as your Callback Number.

Reviewing Your Outcalling Numbers

- 1 Log into Voice Messaging.
- 2 Press **6** to select Outcalling.
- 3 Press **2** to review your Outcalling Numbers.

The system announces your list of Outcalling Numbers.

Setting Your Outcalling Cycles

Your Outcalling Cycles setting determines the number of times the system will call your list of Outcalling Numbers. The default setting is three times. It is suggested that you use at least two cycles.

- 1 Log into Voice Messaging.
- 2 Press **6** to select Outcalling.
- 3 Press **7** to change the number of your Outcalling Cycles.

The system plays the current setting.

- 4 Choose an option:
 - Enter the number of times [1-9] your Outcalling List should be called, then press **#**.
 - Press ***** **#** to keep the current setting and return to the Outcalling menu.

Setting Your Outcalling Interval

Your Outcalling Interval is the minimum amount of time (in minutes) the system will wait before calling the next number in your Outcalling List. The system default is 15 minutes.

- 1 Log into Voice Messaging.
- 2 Press **6** to select Outcalling.
- 3 Press **6** to change the Outcalling Interval.

The system plays the current setting.

- 4 Choose an option:
 - Enter the number of minutes [5-99] for the Outcalling Interval, then press **#**.
 - Press *** #** to keep the current setting and return to the Outcalling menu.

Setting Your Outcalling Schedule

You can set the time period during which the system will perform Outcalling for your mailbox. The default schedule is set to perform Outcalling 24 hours a day.

- 1 Log into Voice Messaging.
- 2 Press **6** to select Outcalling.
- 3 Press **5** to change the Outcalling Schedule.

The system plays the current setting.

- 4 Choose an option:
 - Press **1** to change starting time and/or ending time.
 - Press *** #** to keep the current schedule and return to the Outcalling menu.

- 5 Enter the starting time in 24-hour format in the form hhmm (hh=hour, mm=minute), or to keep the current starting time, press .
 - 6 Enter the ending time in 24-hour format in the form hhmm, or to keep the current ending time, press .
- The system plays the current setting.
- 7 Choose an option:
 - Press to approve your new schedule and return to the Outcalling menu.
 - Press to re-enter. (Return to Step 5.)

Recording/Screening Calls

Using the Record-a-Call Feature

This feature allows you to record a conversation while you are active on a call at your extension.

NOTE ►

The Record-a-Call feature is not available to all users on all systems. See your System Manager for feature availability and about programming a Record-a-Call button on your telephone.

When on a call you want to record, do the following to begin recording:

- 1 Press the preprogrammed Record-a-Call (RAC) button.

When the system answers, if there is space in your mailbox, the system confirms that it will begin recording. While the system is recording, the RAC button flashes green and red.

- 2 You and your party should begin speaking.

NOTE ►

If the system detects silence for a period of 15 seconds after you have begun recording a conversation, the system automatically turns off the Record-a-Call feature. The system announces the message is saved. If this happens, you can begin recording again by pressing the Record-a-Call button. When you resume recording, the system saves the new recording as a separate message.

If the maximum recording time is reached, the system tells you, and the Record-a-Call feature is turned off.

- 3 To stop recording the conversation, do one of the following:
 - Press the Record-a-Call button again. (You will still be connected to the other party.)
 - Hang up. (Recording stops, and you are disconnected from your party.)

Using the Call Screening Feature

This feature allows you to listen to a caller leaving a message in your voice mailbox.

NOTE

The Call Screening feature is not available on all systems. See your System Manager for feature availability. For more information about using this feature, see the instructions that came with your communications system.

- You must have a Call Screening button programmed on your telephone in order to use this feature. This feature must be programmed by the System Manager.
- You must activate this feature before or while the incoming call is ringing at your telephone. (It cannot be activated after the call has been sent to the Voice Messaging system.)
- You cannot be active on another call while using this feature.

To use Call Screening:

- Press the preprogrammed Call Screening button to have your telephone begin screening incoming calls automatically.
- If you want to speak to the calling party, pick up your phone's handset and begin speaking. The Voice Messaging system will say goodbye.
- Press the preprogrammed Call Screening button to turn off this feature when you no longer want to screen calls.