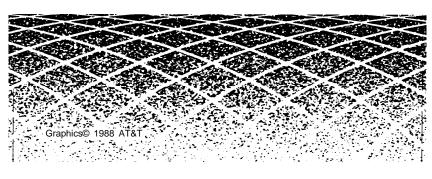**AT&T**

Using the
PARTNER MAIL VS™

Voice Messaging System

PARTNER MAIL VS System

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 them, or discard them. You can create your own password to keep messages private.

Helpful Hints

- While using Voice Mail Service, you can:
    - Dial the next step of any procedure without waiting for a greeting or prompt to finish.
    - Press [★] [#] to go back to the previous menu.
    - Use the following key sequences:

        [★] [3] or [★] [D] to *delete* a message

        [★] [4] or [★] [H] to access *help*

        [★] [7] or [★] [R] to *restart*

        [★] [8] or [★] [T] to *transfer*

    In addition, you can press [★] [★] [9] or [★] [★] [X] to exit Voice Mail Service and make other calls without having to hang up the handset. (This is useful when you are calling from a pay phone or making credit card calls.)

- While using Voice Mail Service, you can listen to messages and prompts in one of several available languages. See your System Manager for more information.

- The PARTNER MAIL VS system 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 delete all of your messages.

- Your mailbox accommodates up to 10 minutes of stored messages (or 40 messages). The receptionist's mailbox at extension 10 accommodates up to 30 minutes of stored messages (or 120 messages).

- When your mailbox is 80% full, you will hear the "Mailbox is 80% Full" warning when you log in to Voice Mail Service. If your mailbox is 100% full, you will hear the "Mailbox is Full" warning.

Logging In to the System

1. If you are calling from:

    - Outside your company:
        - Call in on a line answered by the PARTNER MAIL VS system.
        - Press [★] [7] to access your mailbox when you hear either the Automated Attendant Service greeting or a subscriber's personal greeting.

        If someone answers the call, ask them to transfer you to the PARTNER MAIL VS system by dialing [_Transfer_] [7] [7] [7] (or pressing a programmed button).

    - Inside your company:
        - Press a programmed button to log in to the PARTNER MAIL VS system or:
        - **From a system phone,** press [_Intercom_] [7] [7] [7].
        - **From a standard phone,** press [7] [7] [7] after you hear intercom dial tone.

2. Enter your extension number followed by [#].

    NOTE: When dialing from your extension, just press [#].

3. Enter your password followed by [#].

    NOTE: Until you change it, the password is 1 2 3 4.

    The system announces the number of messages in your mailbox.

4. Select an option from the Voice Mail Menu:

    Press [2] to get messages.

    　　　 [3] to change your personal greeting (s).

    　　　 [5] to change your password.

    　　　 [★] [8] to transfer to another extension.

    　　　 [0] to transfer to the receptionist at extension 10.

Listening to Messages

1. Log in to the PARTNER MAIL VS system.
   The Voice Mail Menu plays.

2. Press [2] to get messages.
   The message header plays.

3. Press [0] to play the message.
   The message plays.

4. After the message plays:

    - Press [2] [3] to replay the current message header. Go back to Step 3.

    - Press [0] to replay the current message.

    - Press [#] to save the message and skip to the next message header. Go back to Step 3.

    - 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

You can transfer to another extension:

- While logged in to Voice Mail Service,
- After hearing someone's personal greeting,
- From a system extension or a remote telephone,

To transfer:

1. Press [★] [8].
   The prompt says, "Please enter extension number."

2. Enter the extension number to which you want to be connected. To transfer to the receptionist's extension, press [0].

Using Dial Code/Button Features

To:	Press:
Log in	[*Intercom*] [7] [7] [7] or programmed VMMsgs 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)
Transfer outside callers to another subscriber's mailbox	[*Feature*] [1] [4]* or programmed VMBox button, then dial the extension number

Help

While using Voice Mail Service, you can press [★] [4] to access help.

If you have a problem with your voice messaging system, contact your System Manager. If the problem is not solved, in the continental U.S. call the AT&T Helpline at 1 800 628-2888. Outside the continental U.S., contact your AT&T Representative or local Authorized Dealer.

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* 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 [8] [1] [5] then the extension number. Check with your System Manager.

Changing Your Password

To prevent unauthorized access to your mailbox, change your password occasionally.

1. Log in to the PARTNER MAIL VS system.
   The Voice Mail Menu plays.

2. Press [5] to change your password.
   The prompt says, "Please enter new password and #."

3. Enter up to four digits for the new password followed by [#]. You should use random, non-sequential digits.
   The prompt says "Re-enter password and #."

4. Enter the new password again followed by [#].

Using the Tutor Feature

Tutor is a help feature that allows you to access and listen to information about commonly-used phone system features.

To access the Tutor menu:

1. Dial [*Intercom*] [7] [7] [7].

2. Press [*] [4] after you hear the "Please enter extension and #" prompt.
   Voice prompts request you to enter the topic and subtopic numbers.

3. At any time during the voice prompts, enter a topic and subtopic number:

   1 Autodial Features
   1 Last Number Redial
   2 Save Number Redial
   3 Personal Speed Dial
   4 Intercom Auto Dial
   5 Outside Auto Dial

   2 Internal Calls
   1 Hands Free Answer on Intercom
   2 Voice Interrupt On Busy
   3 Group Paging

   3 Fixed Features
   1 Transfer
   2 Conference

   4 About Your Phone
   1 Buttons and Lights
   2 Display
   3 Speakerphone
   4 Volume
   5 Ring Patterns

   One beep after an information segment means there is more information about the subtopic. Two beeps indicate the end of the information.

   At **one beep:**
   - Press [*] [4] to replay the previous segment.
     or
   - Press [#] to play the next segment.

   At **two beeps:**
   - Press [*] [4] to replay the previous segment.
     or
   - Press [#] to return to the main menu.

Recording Personal Greeting(s)

Before you record, note that callers who hear your personal greeting can press [★] [8] to transfer to another extension, or they can press [0] to reach the receptionist before or after your greeting plays. Also, if the system is set for Bilingual Mode*, callers can press [★] [1] to switch between the Primary and Secondary Languages used for your personal greeting. In your personal greeting, you may want to prompt the caller to press [★] [8], [0], or [★] [1] for these options.

Note: If your mailbox is full, callers hear your personal greeting then the message "Sorry Mailbox is Full." To leave a message, they must transfer either to the receptionist's extension or to another subscriber's extension.

1. Log in to PARTNER MAIL VS.
   The Voice Mail Menu plays.

2. Press [3] to change your personal greeting.
   The Greeting Menu plays.

3. If the system is set for Bilingual Mode, press [1] to change your primary personal greeting or [2] to change your secondary personal greeting. Otherwise, skip this step.

4. If you want to listen to the current greeting before you change it, press [0]. If not, go to Step 5.

5. Lift the handset and press [1] to change your greeting.
   The prompt says, "After recording, press 1. Record at the tone."

6. After you hear the tone, record your personal greeting (two minutes maximum).
   Example: "This is Joe Conlin. I'm in the office today but away from my desk. 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."

7. Press [1] after recording.

8. Choose an option or go to Step 9:
   - Press [2] [3] to play back the greeting.
   - Press [2] [1] to re-record the greeting. Go to step 6.
   - Press [★] [3] to delete the greeting. The old greeting remains in effect.

9. Press [★] [#] to approve the greeting.

10. If the system is set for Bilingual Mode, repeat this procedure from Step 2 for the other greeting.

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* See your System Manager about the languages your system supports.