

# Oregon Phone Quick Reference Guide For Partner Mail R1.5-R1.9 – Setup

1 - Determine which station ports of the Partner system the Partner Mail will utilize. These stations will be assigned to **Hunt Group 7**. Connect a standard line cord from each Partner Mail port to the station ports being used on the Partner system. **Do not** power on the Partner Mail yet.

2 - Go into Partner system programming from either station 10 or 11 (**Feature 00**, press the **Left Intercom** 2 times). Perform the following tasks:

**Voice Mail Hunt Group 7** - Dial #505, dial 7, then assign (1) the voice mail hunt group stations as determined in step 1.

**Group Call Distribution** - Dial #206, dial 7, dial the line number (01-31) to be answered by the Auto Attendant, then assign (1) the line. Repeat for each line to be answered by the auto attendant. If this is a private line going to an individual station, you will instead assign **VMS Line Cover** (3) so that the Auto Attendant will answer with the individual's mailbox greeting instead of the main company greeting. You must also assign **Line Ownership** for private lines in Partner Mail programming.

**VMS Hunt Delay** (Partner Plus R3.1 or higher, Partner II R3.1 or higher, or Partner ACS R1 & R2) - Dial #506, assign Immediate (1), or Delayed (2) answer. The auto attendant will answer on either the 2nd ring (Immediate), or 4th ring (Delayed).

**VMS Hunt Delay** (Partner ACS R3 or higher) – Dial #506, dial 1 (Day) or 2 (Night), dial line number (01-31), dial number of rings before auto attendant answers (0-6)

**VMS Hunt Schedule** (Partner Plus R3.1 or higher, Partner II R3.1 or higher, or Partner ACS R1 & R2) - Dial #507, assign Always (1), Day Only (2), or Night Only (3). If the auto attendant hunt schedule is set to either Day Only or Night Only, then a **Night Service Button** must be assigned to station 10 to toggle between day mode and night mode.

**VMS Hunt Schedule** (Partner ACS R3 or higher) - Dial #507, dial line number (01-31), assign Always (1), Day Only (2), or Night Only (3). If the auto attendant hunt schedule is set to either Day Only or Night Only, then a **Night Service Button** must be assigned to station 10 to toggle between day mode and night mode.

**Night Service Button** - Dial #503, dial 3, then touch a programmable button with lights to assign the **Night Service Button** to station 10.

**VMS Cover Rings** (Partner Plus R4.0 or higher, Partner II R3.1 or higher, or Partner ACS R1 & R2) - Dial #117, dial the number of rings (1-9) before a transferred call is sent to a mailbox.

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**VMS Cover Rings** (Partner ACS R3 or higher) – Dial #321, dial an extension number, dial the number of rings (1-9) before a transferred call is sent to this extension's mailbox.

**Automatic VMS Cover** - Dial #310, dial an extension number, then assign (1) or unassign (2) **Automatic VMS Cover**. This feature will automatically send calls for an extension to its mailbox after the assigned number of **VMS Cover Rings**. **VMS Cover** can also be activated manually by dialing **Feature 15** at an extension, or pressing a programmed **VMS Cover** button.

3 – Power on the Partner Mail. Allow about 5 minutes for the Partner Mail to boot up. All Partner Mail port green lights will be lit steady when it is ready for operation.

# Oregon Phone Quick Reference Guide For Partner Mail R1.5-R1.9 – Auto Attendant

## Selector Codes

**Selector Codes** are 1-9. Codes 1-5 are factory set for **Direct Extension Transfer**. This means that the Auto Attendant sees the digits 1-5 as the first digit of an extension number. Make sure that **Selector Codes** do not conflict with the dialing plan if **Direct Extension Transfer** will be used.

Selector codes can be changed to **Selector Code Transfer** to allow one digit transfer to an extension, **Calling Group** (71-74), or **Hunt Group** (770-776).

Selector codes can be changed to **Announcement** to play a recorded announcement. The **Announcement** must be recorded first before it can be assigned to a selector code.

Selector codes can be changed to transfer to a **Submenu**. The **Submenu** must be created first before it can be assigned to a selector code.

Selector codes can be changed to **Prompted Transfer**. This allows direct extension transfer when other selector codes are being used for **Submenus** and **Announcements**.

## Changes to selector codes are made as follows:

- 1 - Dial **Intercom** 777
- 2 - Dial 9997#
- 3 - Dial password (1234 is default) and #
- 4 - Dial 9
- 5 - Dial 3 for Auto Attendant
- 6 - Dial 1 for day menu, or 2 for night menu
- 7 - Dial 6 to modify the menu
- 8 - Dial a selector code (1-9) to modify
- 9 - Dial 9 to confirm that you want to modify this selector code, or dial 6 to cancel
- 10 - Dial 1 for **Selector Code Transfer**, and dial extension or group number; dial 2 to play a **Submenu**, and dial **Submenu** number (01-99); or dial 3 for **Announcement**, and dial an **Announcement** number (01-99); or dial 4 for **Prompted Transfer**; or dial 5 for **Direct Extension Transfer**.
- 11 - Repeat steps 8-10 to modify other selector codes
- 12 - Dial \* # when finished modifying selector codes
- 13 - Choose the **Dial 0/Timeout** option: 0=System Operator, 1=General Mailbox, 2=Disconnect caller, # = accept current setting.
- 14 - Dial # to use the existing **Main Menu Script**, or lift the handset and record the **Main Menu Script**.
- 15 - Dial \* # to save the menu.

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## Auto Attendant Greetings

These are the greetings first played when the Auto Attendant answers a call, depending on whether the Partner system is in day or night mode. These greetings are in the format, “Thank you for calling XYZ Company,” immediately followed by the Auto Attendant **Main Menu Script**. Also instruct the caller to dial 1 if the **Touchtone Gate** is turned on. If the **Touchtone Gate** is turned on calls will be sent to the **General Mailbox** unless the caller dials 1 instead of playing the Auto Attendant **Main Menu Script**. Changes to the **Auto Attendant Greetings** are made as follows:

- 1 - Dial **Intercom** 777
- 2 - Dial 9997#
- 3 - Dial password (1234 is default) and #
- 4 - Dial 9
- 5 - Dial 7 for **System Greetings**
- 6 - Dial 3 for Auto Attendant
- 7 - Dial 1 for day greeting, or 2 for night greeting
- 8 - Dial 1 to record greeting
- 9 - Lift handset and record after the tone (10 seconds max)
- 10 - Dial 1 when finished recording
- 11 - Dial 21 to re-record, 23 to play back, or \*3 to delete the new greeting and use the current greeting.
- 12 - Dial \* # to save the greeting.

**Auto Attendant Main Menu Scripts.** These are the greetings played when the Auto Attendant answers a call, depending on whether the Partner system is in day or night mode. These greetings play immediately following the **Auto Attendant Greetings**. Changes to the **Auto Attendant Main Menu Scripts** are made as follows:

- 1 - Dial **Intercom** 777
- 2 - Dial 9997#
- 3 - Dial password (1234 is default) and #
- 4 - Dial 9
- 5 - Dial 3 for Auto Attendant
- 6 - Dial 1 for day menu, or 2 for night menu
- 7 - Dial 6 to modify the menu
- 8 - Dial \* # if no changes will be made to **Selector Codes**
- 9 - Dial # if no changes will be made to **Dial 0/Timeout** action.
- 10 - Lift the handset, record the **Main Menu Script** (up to 2 minutes)
- 11 - Dial 1 when finished recording
- 12 - Dial 21 to re-record, 23 to play back, or \*3 to delete the new prompt and use previously recorded prompt.
- 13 - Dial \* # to save the **Main Menu Script**

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**Submenus** – Up to 99 **Submenus** can be created, but it is suggested that no more than 3 menu levels be used so as not to confuse callers. **Submenus** are created as follows:

- 1 - Dial **Intercom** 777
- 2 - Dial 9997 #
- 3 - Dial password (1234 is default) and #
- 4 - Dial 9
- 5 - Dial 3 for Auto Attendant
- 6 - Dial 3 for **Submenus**
- 7 - Dial 4 to create a **Submenu**
- 8 - Dial **Submenu** (01-99) and #
- 9 - Dial **Selector Code** (1-9)
- 10 - Dial **Selector Code** action (1=Selector Code transfer, 2=Play a Submenu, 3=Play an Announcement, 4=Prompted transfer. Go to step 12, 5=Direct extension transfer. Go to step 12)
- 11 - Dial the extension, **Submenu** or **Announcement** number and #
- 12 - Repeat steps 9-11 for each **Selector Code**. Go to step 13 when finished.
- 13 - Dial \* # to save **Selector Codes**
- 14 - Lift handset and record the **Submenu** script after the tone (2 minutes max)
- 15 - Dial 1 when finished recording
- 16 - Dial 21 to re-record, 23 to play back, \*3 to delete, or \* # to save menu

# Oregon Phone Quick Reference Guide For Partner Mail R1.5-R1.9 – Greetings & Announcements

**Voice Mail Greeting** – This is the greeting that plays when a subscriber logs into a mailbox, “Welcome to Partner Mail. Please enter extension and pound sign.” It is recommended that this greeting be left at default. It can be changed as follows:

- 1 – Dial **Intercom 777**
- 2 – Dial 9997 #
- 3 – Dial password (1234 is default) and #
- 4 – Dial 9
- 5 – Dial 7 for **System Greetings**
- 6 – Dial 1 for **Voice Mail Greeting**
- 7 – Dial 1 to record greeting
- 8 – Lift handset and record greeting after the tone (10 seconds max).
- 9 – Dial 1 when finished recording
- 10 – Dial 21 to re-record, 23 to play back, \*3 to delete new greeting and use current greeting, or \* # to save the greeting.

**Announcements** – Up to 99 **Announcements** can be recorded in Partner Mail. These **Announcements** are then assigned to **Selector Codes** in the **Auto Attendant** day or night menus, or **Selector Codes** in **Submenus**. **Announcements** can be up to 2 minutes long. Tell callers to dial \* # to return to the previous menu, or \* 4 to repeat the **Announcement**. **Announcements** are recorded as follows:

- 1 – Dial **Intercom 777**
- 2 – Dial 9997 #
- 3 – Dial password (1234 is default) and #
- 4 – Dial 9
- 5 – Dial 3 for **Auto Attendant**
- 6 – Dial 4 for **Announcements**
- 7 – Dial 7 to record an **Announcement**
- 8 – Dial an **Announcement** (01-99) and #
- 9 – Dial 9 to confirm, or 6 to cancel
- 10 – Lift handset and record **Announcement** after the tone (2 minutes max)
- 11 – Dial 1 when finished
- 12 – Dial 21 to re-record, 23 to play back, \* 3 to delete, or \* # to save the **Announcement**

# Oregon Phone Quick Reference Guide For Partner Mail R1.5-R1.9 – Mailboxes

## Adding a mailbox:

- 1 - Dial **Intercom 777**
- 2 - Dial 9997#
- 3 - Dial password (1234 is default) and #
- 4 - Dial 9
- 5 - Dial 4 for Mailboxes
- 6 - Dial 4 to create a new mailbox
- 7 - Dial mailbox number to be added and #
- 8 - Dial mailbox **Class Of Service** (1-9) and #
- 9 - Enter the first 10 characters of the user's last name
- 10 - Dial 9 to approve the name, or 6 to reenter
- 11 - Lift handset and record the user's name, dial 1 when finished.
- 12 - Dial 21 to re-record, 23 to play back, \*3 to delete, or \* # to save

## Deleting a mailbox

- 1 - Dial **Intercom 777**
- 2 - Dial 9997#
- 3 - Dial password (1234 is default) and #
- 4 - Dial 9
- 5 - Dial 4 for Mailboxes
- 6 - Dial \* 3 to delete the mailbox
- 7 - Dial mailbox number to be deleted and #
- 8 - Dial 9 to confirm mailbox deletion, or 6 to cancel

## Assigning Line Ownership

- 1 - Dial **Intercom 777**
- 2 - Dial 9997#
- 3 - Dial password (1234 is default) and #
- 4 - Dial 9
- 5 - Dial 6 for **Line Ownership**
- 6 - Dial 4 to assign **Line Ownership**
- 7 - Dial a line number (01-24) and #
- 8 - Dial the line owner's mailbox number and #

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