DuVoice

Integration Notes-Switch 144
PARTNER Plus 3.1 and above
PARTNER II 3.0 and above
PARTNER ACS 1.0 and above
Endeavor (ECS) 1.0 and above

Introduction

Duvoice VM provides complete integration with the Partner Plus, Partner II, Partner ACS, and Partner Endeavor telephone systems. This document gives the basic information on integrating the Duvoice VM with these systems. Refer to the Partner Programming & Use Manual for more information.

Switch Hardware Required

- Partner Plus Rel 3.1 or above, Partner II Rel 3.0 or above, Partner ACS Rel 1.0 or above, or Partner Endeavor Rel 1.0 or above. (Ensure a proper ground on the Partner. An improperly grounded Partner can adversely affect the operation of the Duvoice VM)
- One extension on a 206 module per Duvoice VM port is required. Combine two extensions into one RJ-14 to plug into the Duvoice VM. Even though there are 6 extensions per 206 module we suggest putting no more than Duvoice VM ports per 206 because of the limited number of DTMF receivers. The Partner Endeavor can have VM attached only to the bottom two ports of every 362 module.
- Connect external music source to music RCA jack. This will provide music on hold while a call is being transferred. Press #602 in programming. If no music on hold source is available, use Ring on Transfer feature **#119** on 4.1 Partner systems or ECS systems.
- One extension on a 206 module for the modem is recommended. If no extensions are available wire a trunk line to the modem using a TKM switch.
- If using Centrex, ensure that the central office is providing loop current drop on disconnect.

Switch Programming

All programming must be done from station 10 or 11. Use the programming overlay to press next item or previous item to select the next extension or line. With the set on hook press Feature 00 then the left Intercom button twice, the LCD display will read System Program.

Voice Mail

- Assigning Duvoice VM extensions to the voice mail group 7: a. Press **#505** b. Enter Group: **7** c. Enter the first Duvoice VM extension number d. Press 1 to assign the extension to that group. Note: Put only the extensions that the Duvoice VM is using to access the Partner into this Hunt Group.
- After assigning the Duvoice VM extensions to Group 7, set the Transfer Return Extension on each Duvoice VM Extension by: a. Press **#306** b. Enter the Duvoice VM extension number c. Enter the extension where a call should go if the all the Duvoice VM extensions are busy(usually this is ext. 10) .
- Auto Forward a station to a Personal Greeting: a. Press **#310** b. Enter the extension number c. Press 1 to assign auto forwarding. Note: Assign only the extensions that will have VM coverage. Do not assign the extensions that the Duvoice VM is using.
- Set the number of extension rings before forwarding to VM: On Partner Rel 3.1 or earlier the number of rings is set for all extensions to 4 rings and cannot be changed. On Partner Plus Rel 4.0 or above systems, and Partner ACS 2.0 or earlier systems the number of rings before forwarding can be changed on a system wide basis by programming the following: Press **#117** and set from 1 to 9 rings. On Partner ACS 3.0 or above systems the number of rings before forwarding can be set on an individual extension basis by: a. Press **#321** b. enter the extension number c. set from 1 to 9 rings.
- Message waiting lights and pager outdialing: Set the Duvoice VM outdialing port extension to have intercom dial tone first and trunk access by dialing 9. Go into central telephone programming and program Auto Line Select by doing the following : a. Press FEA-00 b. Press the Left Intercom button twice c. Press the Right Intercom button d. Enter the extension number of the Duvoice VM outdialing port e. Press the star button twice f. Press the Left then the Right Intercom button g.

Press the Line buttons in the order in which the Duvoice VM should try to gain access for outdialing
h. Press the star button twice i. Press FEA-00.

- In central telephone programming be sure all Duvoice VM and modem extensions are set to "no ring" by pushing each line button twice for a fast LED blink.
- If you have a Partner ACS, ensure that toll restrictions have not been assigned to the Duvoice VM outdialing port. : a. Press **#401** b. Enter the Duvoice VM outdialing port extension number c. Press 1 for no toll restrictions.

Auto Attendant Day Delayed & Night Delayed
(Incoming calls are picked up by the Duvoice VM *after 4 rings 24 hours a day.)*
- Assign Outside Lines to Duvoice VM: a. Press **#206** b. Enter the group number 7 c. enter the line # (i.e. 03). d. Press 1 to assign.
- Duvoice VM Hunt Delay: a. Press **#506** b. Press 2 for delayed pickup (4 rings).
- Duvoice VM answer schedule: a. Press **#507** b. Press 1 for always.

Auto Attendant Night Only
(Incoming calls are picked up by the Duvoice VM *immediately or after 4 rings in night mode only.)*
- Use above procedure except set Duvoice VM answer schedule **#507** to 3 for night only.
- Duvoice VM Hunt Delay: a. Press **#506** b. Press 1 for immediate or 2 for delayed pickup (4 rings).

Auto Attendant Day Delayed & Night Immediate (Partner ACS 3.0 and above)
(Incoming calls are picked up by the Duvoice VM *immediately if the night button is pressed)*
- Assign Outside Lines to Duvoice VM: a. Press **#206** b. Enter the group number 7 c. enter the line # (i.e. 03). d. Press 1 to assign.
- Program a night button on extension 10: a. Press **#503** b. Press 1 to assign to first available button with light, or 3 to choose a specific button with a light.
- Duvoice VM Hunt Delay: a. Press **#506** b. Press 2 for Night c. Press Next Data until number of rings is 0.
- Duvoice VM answer schedule: a. Press **#507** b. Press 1 for always.

Auto Attendant Day and Night Immediate
(All incoming calls are picked up by the Duvoice VM *immediately 24 hours a day.)*
- Assigning Duvoice VM extensions to the ring group 6: a. Press **#505** b. Enter Group: **6** c. Enter the first Duvoice VM extension number d. Press 1 to assign the extension to that group. Note: For best performance of message lights and outdialing to pagers you may opt to exclude the Duvoice VM port 1 extension in groups 6 & 7. (Port 1 is inside pair on the bottom right RJ-14 looking at the back of the unit or see installation chapter in Technical Reference manual.)
- Assign Outside Lines to Duvoice VM: a. Press **#206** b. Enter the group number 6 c. enter the line number. d. Press 1 to assign.
- Operator overflow: In central telephone programming set the operator extension to "delayed ring" on all incoming lines by pushing each line button until the line LED blinks slowly. This allows any calls that do not get answered by the Duvoice VM due an overflow to ring the operator station.
    (Using group 6 allows the Duvoice VM *to pickup on the first ring because group 7 immediate answer is actually on the 2nd ring.)*

Optional Station Buttons:
To program a system phone: a. Press Feature 0 0 b. press the button you wish to program c. enter the feature or code you wish to program d. Press Feature 0 0.
- **Voice Mail Messages** (Int 777): This allows a user to press this button to retrieve messages.
- **Voice Mailbox Transfer** (FEA 14 + Ext No): This allows an operator or user to transfer a caller directly to a voice mail box by pressing this button and the extension number or DSS key. Since the Partner Telephone Systems know what are viable extension numbers, you will not be able to do a transfer to voice mail on a message only mailbox(virtual mailbox) that is above the highest possible extension number. The Partner Plus's highest extension number is 33, the Partner ACS's highest extension number is 41, and the Partner II's highest extension number is 57. If you need to transfer to a mailbox above these numbers press transfer, 777, *, *, the mailbox number, and then hang up.
- **Do Not Disturb**(FEA 01): This will send all calls to voice mail immediately, this can be pressed at any time even while your telephone is ringing.
- **VMS Cover** (FEA 15): This button enable/disables extension call forwarding to the mailbox.

- **Record-a-Call** (FEA 24): This feature allows the user to record a conversation into the users mailbox. This feature requires a Partner ACS Rel 3.0, a Duvoice VM Version 2.41\Release 5.08 or above with 4 or more ports, a MLS or Partner system phone, and must be on a programmable button with LEDs.
- **Call Screening** (FEA 25): This feature allows a user to listen to a caller leaving a message in their mailbox, and retrieve and speak to the caller if so desired. This feature requires a Partner ACS Rel 3.0, a MLS or Partner system phone, and must be on a programmable button with LEDs. Note: If the user retrieves a caller, a new message consisting of the callers conversation up to the point that the user retrieved the caller will appear in the users mailbox.

Private Line Coverage to a Mailbox:
- This allows a user who has a private line to have calls forwarded to their voice mail box on a ring no answer or DND. In System Programming press **#208,** enter the line number, enter the extension number, then press 1 to assign . (Also called Line Coverage Extension)

Call Center Application for the Partner:
- Calls originating from the Duvoice VM can be transferred to a group of phones (Calling Group 71 for example), then returned to VM where a statement such as "All operators are currently busy, please hold for the next available operator" is played, then the Duvoice VM will send the call back to the group of phones. For more information on how to set this up please see the DuVoice Technical Bulletin entitled **Call Center Application for the Partner**.

DUVOICE VM Programming

- Use switch integration number 144.
- **Do not** make mailboxes equal to the extension numbers that are assigned to the DUVOICE VM ports.