



# PARTNER MAIL VS<sup>®</sup> System

Voice Messaging Designed  
for *Your* Business Needs

The **PARTNER MAIL VS<sup>®</sup>** System is specially designed to offer *your* business the advantages of voice messaging. Flexible and easy to use, the system does *much* more than any answering machine or answering service can do, by actually helping you and your callers *interact* rather than just play “telephone tag.”

The **PARTNER MAIL VS** System gives callers more ways to reach you, *any time*, to provide information, place an order, or request help or service. That helps you respond quickly and effectively, to satisfy your callers' needs.

## Available to All Your Callers, All the Time

The **PARTNER MAIL VS** System includes individual voice mailbox capabilities that let you and your staff handle calls and be accessible to callers 24 hours a day, seven days a week.

A new, expanded four-port capacity lets you have up to 40 individual mailboxes for your business. You can have “guest mailboxes” for off-site workers, so that they can receive voice mail messages at your company telephone number. You can even allow workers who do not have their own telephones to have their own individual voice mailboxes.

With the **PARTNER MAIL VS** System, calls to an individual voice mailbox are answered with a recorded greeting that the mailbox “owner”

can personalize and change as needed. And customers, suppliers, and coworkers can leave detailed messages, and be assured that each message goes to the right person, directly and confidentially.

## Easy Message Retrieval and Management

The **PARTNER MAIL VS** System allows callers to leave individual messages up to 4 minutes long, with up to 20 minutes of messages per mailbox.

In your office, the Message Waiting Lamp on your **PARTNER** telephone lights up when you have a new message in your voice mailbox. New messages are played back before any “saved” messages, and each message includes the date and time, so you'll know exactly when the call came in.

For convenient, timely message retrieval *outside the office*, you can dial in to hear your messages from virtually any touch-tone phone, using an individual password. The **PARTNER MAIL VS** System can even be programmed to initiate a call to you at a predesignated phone number—such as your pager number—to alert you when you have a new message in your voice mailbox.

And when you receive an important message that you want to share with coworkers word for word, the **PARTNER MAIL VS** System even lets you attach a voice comment and forward the message to other users' voice mailboxes.



The **PARTNER MAIL VS** module slides right into the control unit.

## Quick, Automatic Call Routing

The Automated Attendant feature of the **PARTNER MAIL VS** System answers calls to your business with a custom-recorded company greeting. The feature then lets callers transfer to a particular extension, department, voice mailbox, or announcement by following a series of voice prompts. (“Thank you for calling ABC Company. For customer service, please press 1. For Jane Smith, press 2. For a list of products, press 3. To speak with our receptionist, press 0,” and so on.)

You can have the Automated Attendant answer and route all your calls, or use it as backup when your receptionist is especially busy. Set up a special greeting for after hours, and give callers the option of leaving a voice mail message on any extension. Or, let callers access up to two company announcements recorded by your system administrator.

The Call Answer feature automatically routes calls to your voice mailbox when you are unavailable to answer them. It also lets callers transfer directly to another extension after they’ve left a message in your mailbox.

Both Automated Attendant and Call Answer help you provide a “personalized touch” while making sure your calls are answered and routed quickly and professionally every time—which in turn can help you increase productivity and provide the kind of service your callers deserve.

## Built-in Phone Training

The **PARTNER MAIL VS** System includes a unique Tutor Service that gives you step-by-step voice instructions on how to use your **PARTNER** telephones. You can access the built-in service simply by pressing a few buttons on the **PARTNER** phone.

The Tutor Service can help reduce the time it takes for new or temporary employees to learn how to use your phones—or serve as a quick “refresher course” on how to operate features that you may use only occasionally.

## Multilingual Capabilities

The **PARTNER MAIL VS** System lets you greet and interact with callers in a choice of languages — U.S. English, U.K. English, Latin American Spanish, Mandarin, and Canadian French— so you can customize your messaging to meet your callers’ needs. You can even set up your greetings and voice prompts in two languages, and let your callers select the one they wish to hear.

## Seamless Integration and Growth Potential

The **PARTNER MAIL VS** System is specially designed to take full advantage of the features and architecture of the **PARTNER**® Advanced Communication System (ACS), **PARTNER Plus System**, and **PARTNER II**® Telephone System. With the circuit pack design, there are no additional space or electrical requirements. The **PARTNER MAIL VS** module slides simply into your system, and you’re ready to start using your new voice messaging capabilities.

The **PARTNER MAIL VS** System can grow as your business grows. For example, you can add more mailboxes—up to a total of 40, with approximately 17 hours of voice storage—as your voice mail needs increase.

## Superior Quality and Customer Care

With the **PARTNER MAIL VS** System, your voice messaging and the rest of your communications system are all part of one family of products, so you have one number to call if you ever have questions or need service.

Best of all, your **PARTNER MAIL VS** System is backed by our Bell Laboratories expertise and Lucent Technologies dedicated customer service. That means help is available 24 hours a day, seven days a week.

To learn more about what the **PARTNER MAIL VS** System can do for your business, just talk to your Lucent Technologies representative. Or, visit our Web site at [[www.lucent.com/enterprise](http://www.lucent.com/enterprise)].

With the <b>PARTNER MAIL VS</b> System, you can:	Using:
Be accessible to callers 24 hours a day, seven days a week.	Basic Voice Messaging, with up to 40 individual voice mailboxes
Answer calls automatically, and let callers transfer to the person, extension, department, mailbox, or announcement they want.	Automated Attendant Feature
Be called at a predesignated number when you have a new message waiting	Outcalling Feature
Access step-by-step instructions that reduce training time on your <b>PARTNER</b> telephone system.	Tutor Service
Customize your greetings and voice prompts to meet your callers’ needs.	Multilingual Capabilities

