



Partner ACS Fast Start Guide

To pick up a call

Pick up the handset of the blinking green light coming through on the “Line” buttons on your phone. You will know if it’s an internal or outside call by what the display on your telephone says.

To place a call on hold

With the caller on the phone, just press the red hold button. You will be able to distinguish between what calls are holding by the seeing the steady flashing green light on your line buttons. If you’re on the main operator phone, you will see steady flashing green lights on the buttons labeled, “line 1, line 2, etc.”.

To transfer a call to an extension

With the caller on the phone, push the Transfer button on your telephone and dial the extension. You can either announce who the caller is to that extension or just send it straight through.

- a. To send it straight through, simply hang up after you have dialed the extension number.
- b. If you want to announce to the party who the caller is, just wait for the party to pick up, announce who the caller is and hang up. The caller will be immediately transferred.

To transfer a call to voice mail

If you want to transfer a call straight to someone’s voice mail without the caller speaking to the party, just simply push the VM Trans button, dial the extension and hang up.

Partner ACS Cheat Sheet

Setup new voice mail box

1. Push the button on your telephone labeled "VMS" located on your phone. Wait a second to hear, "Welcome to Partner Messaging", please enter extension number followed by the # sign". You will then enter your extension number that is on your phone (unless specified differently) or press # if you are at your extension. The voicemail will recognize what ext you're at.
2. Enter password followed by the # sign which is 123456#.
3. To record a personal greeting, press prompt 3.
4. To listen to your messages, press 2.
5. To change your password, press 5.
6. To setup outcalling to a pager, press 6 (A Telcom Solutions Technician will need to set this feature up).

To check your voice mail messages

1. Push the "Get Messages" button on your telephone.
2. When prompted by the voice mail, enter your extension number and # sign or press # if you're at your extension.
3. When prompted by the voice mail, enter your password and # sign. If you haven't setup your password, the default password is 123456#.
4. The voice mail will now give you a list of options. You want to press 2 to get messages.
5. The voice mail will tell you how many new and old messages you have and the date and time the 1st message was sent.
6. Press 0 to listen to the message, # to skip or *3 to delete message.

To forward a voice mail message to another mailbox

7. After the message plays, press 1 to forward message.
8. a. If you want to record a message to the mailbox your sending the message to, press 1. After recording the message, press 1. You can then press 23 to replay, 21 to record or *# to approve message.
b. If you don't want to record a message, press 2.
9. Enter the extension of mailbox and press #.
10. Press *# to send message to the mailbox or mailboxes you have entered.

Partner ACS Cheat Sheet

To pick up voice mail from an outside line

If an automated attendant picks up instead of a receptionist

1.Wait for the automated attendant to pick up and press *7. You will get the voice mail prompt, "Welcome to Partner Messaging".

2.From there, enter your extension and password information.

If a receptionist answers the phone

1.Have them transfer you to "VMS" You will get the voice mail prompt, "Welcome to Partner Messaging".

2.From there, enter your extension and password information.