AVAYA communication

PARTNER Advanced Communications System



Communication without boundaries

Simply powerful, powerfully simple

When you consider how important your communications system is to your business, it is important to remember that the very next phone call you receive will most likely be from a customer—someone you really want to talk to.

If the caller is not a customer, chances are good that the call will be from a vendor, a supplier, an employee, or someone else you depend on to help meet your customers' needs.

Either way, you want to be sure that this call—that every call—gets through to your business, to the right person, and is handled efficiently and professionally, with nothing left to chance. That's why you need PARTNER® Advanced Communications System (ACS)—the full-featured system from Avaya.

PARTNER ACS is the communications system designed expressly for small businesses. PARTNER ACS delivers powerful yet easy-to-use features you can use now. Additionally, the ability to add new applications and options and to have them work together is part of the system design. This gives you the flexibility to easily extend PARTNER ACS as your needs change, without surprises.

That means PARTNER ACS delivers reliable communications capabilities that you and your business will use long into the future.

Ready for business, for you, right now

PARTNER ACS delivers the business features you want and expect in a communications system. Use it with your choice of telephone sets made for PARTNER communications systems and you'll have all the dialing and call controls you need. For instance:

- Built-in speakerphone
- Intercom
- Conference ability (up to five parties)
- Hold feature
- Transfer feature
- Message waiting notification
- Backlit swivel telephone displays, in a choice of languages
- Call forwarding (to another extension)

With a PARTNER display telephone and the integrated Caller ID capability that's built into PARTNER ACS, you have the option of seeing the caller name and phone number for incoming calls. This integration saves you the cost of investing in separate Caller ID display units.

You can also connect most phones, modems, fax machines, credit card readers, and other communications equipment directly to PARTNER ACS, without any special adapters or help from a service technician. So you can continue to use some of the equipment you already own and tailor the system to your needs easily and cost-effectively.

Move your business forward with confidence

PARTNER ACS is unique among small business telephone systems in its ability to grow. Its compact, modular design means you can keep adding to the system to have more lines and phones—or add options such as voice mail—as your business needs them.

As PARTNER ACS grows, nothing goes to waste. You can continue to use your original system processor alongside additional modules for up to 15 lines and 40 telephones.

In addition, PARTNER ACS enables you to add more powerful features, as needed, without making your system harder to use. For example, as your communications capabilities become more advanced, using your telephones and accessing system features is still straightforward, with simple one-, two-, or three-digit commands.

PARTNER ACS makes it easy to keep your business moving forward, using smart applications that help you to be more productive and deliver more satisfying service to customers.

Personalize your service on every call

Because virtually every caller is important to your business success, PARTNER ACS offers tools to help ensure that each call gets the personalized response it deserves. For example:

- Know who you'll be talking to before you pick up the phone, with a PARTNER display telephone and integrated Caller ID.[1]

- Return a missed call quickly and easily by viewing a phone display of missed calls and dialing the caller's number at the touch of a button, with built-in Caller ID Logging and Dialing.[1]
- Automatically see a caller's existing data records—such as a customer's previous purchases or contact history—by linking your PCs and business data with your PARTNER telephones. You'll see the records on your PC screen as the call comes in.
- Keep calls coming in to the right people when your receptionist is busy—or to give your customers direct access to employees that the customers regularly work with—by enabling callers to dial straight through, using Direct Extension Dialing (DXD).

Be more available to all your callers

PARTNER ACS supports a variety of capabilities to help you stay connected to your customers and other callers and to be accessible whenever you are needed, wherever you may be. Here are just a few examples:

- For backup at those times when you can't get to every call right away, help make sure callers still get through to your business with Automatic System Answer (ASA). It can automatically answer calls with a friendly greeting and send each caller to an available employee or phone extension.



- When you're on the move within your business, you can make and take calls just as you do back at your desk with a flexible TransTalk® wireless pocket phone from Avaya.
- Be responsive to customers 24 hours a day, 7 days a week with one of the voice mail options available for PARTNER ACS. Greet callers with your personalized recording and access their messages anywhere, at any time, from a touch-tone phone.
- When you're out of the office, have your PARTNER voice mail system automatically call you at any phone number to alert you to a new message in your mailbox by using the outcalling feature. The system can dial up to five phone numbers in turn—such as your cell phone first, then your car phone, home office, home phone, and pager. When you receive a call from the system, you can log directly in to your voice mailbox and retrieve the message on the spot.

Use all your resources more efficiently—with the help of your telephone system

PARTNER ACS can help your business handle incoming calls more efficiently and effectively, in different situations and with callers who have different needs. And, it provides the controls you need to manage your people, time, telephones, and costs more easily than ever before. For instance:

- Use automated announcements to provide a friendly greeting and directions to your business, your hours of operation, and other routine information that customers frequently call to obtain. It gives callers the information they need, quickly and easily, and frees your employees to field calls requiring personal attention.
- Limit toll calls with Station Lock or Allowed/Disallowed Phone Number Lists on a per-telephone basis to control costs and prevent misuse of phones in your waiting room or other public areas of your office.

- Work more quickly with fast, cost-effective data transfer and Internet access by using PARTNER ACS with optional Integrated Services Digital Network (ISDN) or T1 digital circuits.[2]
- Evaluate the effectiveness of your customer service operations—and whether you might need more staff, phone lines, or features to improve service—using PARTNER ACS call data reporting capabilities. For instance, capture details such as call lengths, call volume, peak calling periods, hold times, and more.

Backed by unique levels of support

With PARTNER ACS, your business communications needs are backed by a choice of exceptional service and support options available from Avaya and authorized Avaya BusinessPartners.

For example, the Remote Administration capability of PARTNER ACS can enable your Avaya BusinessPartner[3] to perform valuable system diagnostics and programming for you, offsite. That means you can receive expert assistance with programming changes and troubleshooting, while experiencing minimal disruption to your business day.

In addition, back up your telephone system using state-of-the-art PC card technology.[4] It saves time if your telephone programming ever needs to be reinstalled, because all the system programming is stored on a PC card—a large-memory diskette that saves all your system and individual phone feature programming.

To learn more about how PARTNER ACS can add value to your business communications, contact your Avaya representative or Avaya BusinessPartner. And for breaking news, be sure to visit our Web site at avaya.com/solutions.

1 Optional Caller ID number and name availability as offered by your local telephone company.
2 Requires ISDN or T1 service from a service provider, plus an additional termination device.
3 Services and availability may vary.
4 Meets Personal Computer Memory Card International Association (PCMCIA) standards.



PARTNER ACS Specifications

- FCC Part 68, FCC Part 15 Class A (5-slot configuration, 2-slot configuration with **PARTNER** MAIL VS system and 308EC), FCC Part 15 Class B (stand-alone PARTNER ACS, 2-slot configuration with 200E, 206E, 206EC, 400E, or 400EC module)
- System capacities: Maximum 15 lines/40 phones or 19 lines/8 phones
- Dimensions
  - —Stand-alone **PARTNER** ACS Module: 17" H x 1.5" W x 11" D (43.2 cm x 3.8 cm x 27.9 cm)
  - —2-slot carrier: 9.75" H x 5.5" W x 2" D (24.8 cm x 14 cm x 5.1 cm)
  - —5-slot carrier: 19" H x 11" W x 12" D (48.3 cm x 27.9 cm x 30.5 cm)
- Environmental conditions
  - —Temperature: 32°–104° F (0°–40° C)
  - —Humidity: 15%–90%, noncondensing
- **PARTNER** products are designed, developed, and manufactured using ISO 9000 certified processes

Features and Functionality

Productivity:

- Abbreviated ringing
- Account code entry—Regular/Forced/Verified
- Conference calling (5-party)/Call bridging
- Conference drop/Conference denial
- Contact closure—optional 2-button control of up to 2 devices
- Direct line pickup (active or idle line)
- Distinctive ring—CO/ICOM/Transfer
- Do not disturb
- Emergency number list
- External/Internal hotline
- Fax CNG detection and call routing
- Hands-free answer on intercom (HFAI)
- Intercom call ring/voice/manual signaling
- Last number redial
- Loudspeaker paging
- Manual signaling
- Message light on/off (system and single-line sets)
- **PARTNER** telephones—6-button, 18-button, 18-button with display, and 34-button with display
- Power failure transfer
- Save number redial
- Simultaneous paging/group paging
- Speakerphone (built-in)
- Speed dial/auto dial (100 system numbers, 20 personal numbers)
- System Message Detail Recording (SMDR)/ talk time
- Touch-tone enable
- Unique line ringing

Options:

- Alerting devices: horns, bells, chimes, strobes
- Credit card readers
- DSS console
- Fax machines
- Headsets/cord-free headsets
- ISDN/T1 termination devices
- Modems
- **PARTNER** Doorphone
- **PARTNER** Reporter
- PassageWay® Direct Connection PC Integration
- Record-a-Call (with **PARTNER** MAIL VS® System Release 5)

Cost Control:

- Allowed/disallowed lists (8 lists of 10 numbers each)
- Call restriction (outward/toll/none)
- Dial restriction override (via system password)
- Enhanced tip/ring capability
- Fax management
- In-range/out-of-building protectors
- Star code dial delay
- Station lock/unlock
- Toll restriction

Options:

- Single-line phones
- Specialty handsets (K-style)

Customer Service/Accessibility:

- Call coverage
- Call forwarding/Call Follow Me
- Caller ID (Number or Name)[5]
- Caller ID Logging and Dialing[5]
- Calling Groups (up to 4)
- Direct Group calling
- Group call distribution
- Group call/pickup
- Hospitality package
- Hunt Groups
- Music on Hold[6]
- Night service
- Transfer return to programmable extension
- Voice mail support[7]:
  —Programmable VMS Cover Ring Interval
  —Automatic VMS coverage
  —Line coverage extension
  —Live call screening
  —Send All calls
  —Programmable VMS hunt schedule/hunt delay
  —Voice mailbox transfer

Options:

- Answering machines
- Automatic System Answer (ASA)
- Cordless phones/TransTalk pocket phones
- Direct Extension Dialing (DXD)
- Magic on Hold® System
- **PARTNER** MAIL® System (2, 4, or 6 ports)
- **PARTNER** MAIL VS System (2 or 4 ports)
- **PARTNER** Voice Messaging PC Card[8]

Convenience/Administration:

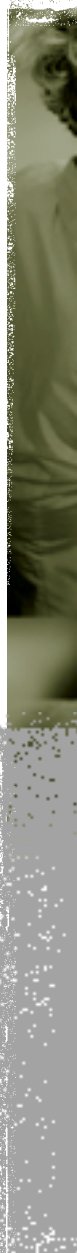
- Automatic Daylight Savings Time Adjustment
- Automatic line selection
- Background music[6]
- Backup/restore (automatic/manual)
- Backup failure/automatic backup failure alarm
- Call park
- Call pickup
- Call waiting (single-line sets)
- Central telephone programming
- Dial mode (rotary or touch-tone)
- Display (multilingual)
- Extension Name Display
- Hold/exclusive hold/hold reminder tone
- Intercom autodial
- Line access restrictions
- Line assignment (flexible)
- Line pooling
- Line ringing options
- Personal lines
- Privacy/automatic extension privacy
- Recall
- Remote Administration Support
- Ringing Line Preference

- Second Attendant Position
- Speakerphone
- System ID
- System Password
- System Release Status
- Transfer (one-touch/manual/ring on)
- Transfer Return Rings
- Voice Interrupt on Busy with Talkback
- Volume Control (handset, speakerphone, and ringing)

Options:

- Call Accounting Terminals
- ***PARTNER*** Reporter
- Remote Administration—Windows-based PC Software
- Uninterruptible Power Supply (UPS) Systems

5 Optional Caller ID number and name availability as offered by your local telephone exchange company.
6 With customer-provided music source.
7 Applies to systems with voice mail.
8 Meets Personal Computer Memory Card International Association (PCMCIA) standards.
Windows is a registered trademark of Microsoft Corporation.



AVAYA communication

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