

Installing the Attendant on the

PARTNER® II

Communications System

Read This First !!

The PARTNER Attendant is compatible with the PARTNER II system as well as the PARTNER Plus system (Release 2 or greater). Except for the following, the information provided in the *Installation and Use* guide, which is packaged with the Attendant, applies to both systems.

More system capacity

Since the PARTNER II system has a greater line and extension capacity than the PARTNER Plus system, lines 01-24 can be answered by the Attendant, and extensions 10-57 can be destination extensions. Depending on your configuration, these new ranges also apply during both System and Attendant programming (see *Installation and Use*, pp. 2-6 through 2-11).

More power failure transfer extensions (p. 1-6)

Do not connect Attendants to extensions 10, 16, 22, 28, 34, 40, 46, and 52. These are the "power failure transfer" extensions on the PARTNER II system.

Maximum number of Attendants (pp. 1-5, C-1)

The PARTNER II system can support one Attendant per 206 module and two Attendants per 400 module. Therefore, you can connect up to eight Attendants on a 16 x 48 system (16 lines/48 extensions) and up to twelve Attendants on a 24 x 24 system (24 lines/24 extensions).

More Attendant programming required to set highest system extension (pp. 2-6 through 2-9, B-4)

When programming the Attendant, this programming code must be added:

DIAL * 9 7 1 0 5 7

This procedure sets the highest system extension to 57 (the factory setting is 33). If you have more than 33 extensions and do not use this procedure, when an outside caller directly dials an extension above 33, the second digit would be ignored and the caller would be transferred to the corresponding route instead.

System programming extension (pp. 2-4, 2-10)

You can perform system programming from extension 10 or 11.

Extension Hunt Groups

You can use the system's Extension Hunt Group feature to share call volume among destination extensions. Extensions in the Hunt Group receive transferred calls in succession. When the Attendant answers an outside call, and the caller selects a route that is designated as a Hunt Group, the Attendant will transfer the



call to the next available extension in the group, passing over extensions in a circular hunt. The system supports up to six Hunt Groups.

For example, you could place all sales assistants in Hunt Group 1 and program a route on the Attendant with Hunt Group 1 as a destination. Callers selecting this route would be transferred to the next available sales assistant.

To use the Hunt Group feature with the Attendant, you must first assign extensions to Hunt Groups. While in system programming mode at extension 10 or 11, do the following:

- DIAL # 5 0 5
- DIAL the Hunt Group number (1-6)
- DIAL the first extension to be assigned to that group
- DIAL 1 or 2
 - 1 to assign that extension to the Hunt Group, or
 - 2 to remove that extension from the Hunt Group
- PRESS [Next Item] to cycle through the remaining extensions to be assigned to (or removed from) the Group, then press 1 to assign (or 2 to remove) the extension
- REPEAT all steps to create additional Hunt Groups

The Hunt Group can now be programmed as a route destination on the Attendant. The number to be programmed for a Hunt Group is 77 followed by the group number (1-6). Therefore, 771 through 776 may be substituted for any of the Day/Night/Primary/Secondary destination extensions when programming routes on the Attendant. Refer to pp. 2-8 for instructions on programming routes.

For example, to program route 2 with the Saks Hunt Group (group number 1) as the primary destination during hours, and extension 10 as the primary destination out of hours, you would program * 3 2 7 7 1 # # 1 0 # #.

If all extensions in a Hunt Group are busy, or there are no extensions assigned to the group when the Attendant attempts to transfer a call to the Hunt Group, the Attendant would retrieve the call, play the Transfer Fail announcement, and wait for another user response.

Call Forwarding

The system's Call Forwarding feature should not be used to forward calls to the Attendant extension.

Station Message Detail Recording (SMDR) device reporting

If you are using an SMDR device to record incoming call activity, calls answered by the Attendant will be reported to the device (unless #608, SMDR Record Type, is set to report outgoing calls only). The "station" field will show the extension the Attendant transferred the call to, or (if the system transferred the call to the Transfer Return extension when the Destination did not answer) it will show the Transfer Return extension number.

Planning form

Use the planning form that starts on the facing page, instead of the one in the *Installation and Use* guide.

Planning Form

Complete one form for each Attendant

Attendant: _____

System Programming

Attendant Extension: ____
System extension where Attendant is connected

Call Answering Mode:

- ☐ **Immediate.** Attendant answers first (immediate time Ringing for Attendant; delayed or no ring for receptionist)
- ☐ **Backup.** Receptionist answers first (immediate Line Ringing for receptionist; delayed ring for Attendant)

☐ Attendant in Night Service Group

Extension 10 should be able to turn Attendant on and off using Night Service button (The Attendant extension cannot be in the Night Service Group if System Password is programmed).

Automatic Extension Privacy

- ☐ Receptionist can pick up calls after Attendant has already answered (Privacy "not assigned")
- ☐ Receptionist cannot pick up calls after Attendant has already answered (Privacy "assigned")

Attendant Transfer Return Extension: ____
System extension where calls transferred by the Attendant return if the Destination extension does not answer

Transfer Return Rings: ____

(0-9 rings; factory setting is 4 rings) Number of times a call rings Destination extension before returning to Transfer Return extension (Attendant rings once before giving control of call to system, so total number of rings is one more than this setting).

Lines Attendant Will Answer:

☐ None (2nd-level Attendants)

Attendant Programming

Answer Delay: ____ rings during day
____ rings at night

1-15 rings (factory setting is 1 ring). Number of times incoming call will ring before Attendant answers. If multiple Attendants are answering the same lines, set the Answer Delay differently on each Attendant.

Automatic Tries to Route 0: ____ tries during day
____ tries at night

1-20 tries (factory setting is 3 tries). Number of times Attendant will automatically transfer a call to route 0 when caller does not dial a route or extension number. After the specified number of tries, the Attendant will hang up.

Business Schedule

Specify times as a.m. or p.m., or enter in military notation
(9:00 a.m. = 09:00;
9:00 p.m. = 17:00)

- ☐ Check here instead if schedule is Monday - Friday 8:30 - 5:00 p.m. (factory setting)

(same hours all 7 days) Entire week

Business Days

Sunday
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
or
Entire week

Opening Time

____:____
____:____
____:____
____:____
____:____
____:____
____:____
____:____

Closing Time

____:____
____:____
____:____
____:____
____:____
____:____
____:____
____:____

		DAY ROUTE PLAN			NIGHT ROUTE PLAN		
Rte	Business Function	Destination Ext.	Name	★ Dis-connect	Destination Ext.	Name	★ Dis-connect
0		Primary:			Primary:		
		Secondary:			Secondary:		
1		Primary:			Primary:		
		Secondary:			Secondary:		
2		Primary:			Primary:		
		Secondary:			Secondary:		
3		Primary:			Primary:		
		Secondary:			Secondary:		
4		Primary:			Primary:		
		Secondary:			Secondary:		
5		Primary:			Primary:		
		Secondary:			Secondary:		
6		Primary:			Primary:		
		Secondary:			Secondary:		
7		Primary:			Primary:		
		Secondary:			Secondary:		
8		Primary:			Primary:		
		Secondary:			Secondary:		
9		Primary:			Primary:		
		Secondary:			Secondary:		

★ Check this column (✓) if Attendant should hang up when this route is chosen (especially useful at night when Attendant's greeting gives no choice of routes).

Announcements

	Standard Announcement	If Your Announcement Is Different	Duration (secs*)
Day	Thank you for calling _____. If you know the two-digit extension you want and are at a touch-tone phone, please dial it now: For _____, press 1 now. For _____, press 2 now. For _____, press 3 now. For _____, press 4 now. For _____, press 5 now. Or stay on the line for assistance.	_____ _____ _____ _____ _____ _____ _____ _____	____ ____ (20 secs)
Night	Thank you for calling _____. Sorry we're closed now. Please call again tomorrow during our business hours: _____. _____. Good night.	_____ _____ _____ _____	____ ____ (14 secs)
Day Transfer Fail	Sorry, that extension is unavailable. Please hold for assistance or try again. For _____, press 1. For _____, press 2. For _____, press 3. For _____, press 4. For _____, press 5.	_____ _____ _____ _____ _____ _____	____ ____ (15 secs)
Hold	Please hold.	_____ _____ _____	____ ____ (05 secs)
Night Transfer Fail	Sorry, that extension is unavailable. Please hold for assistance or try again.	_____ _____ _____	____ ____ (10 secs)

* Time your announcements; if any exceed the default duration (shown in parentheses), enter the number of seconds in the blanks provided. **The total duration of all messages cannot exceed 64 seconds.**

Notes