

Lucent Technologies  
Bell Labs Innovations



PARTNER™ Plus  
Communications System  
**System Manager's Guide**



*Lucent Technologies –  
formerly the communications  
systems and technology  
units of AT&T*

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The order number for this book is 999-506-142. To order copies of this document, call 1 800 432-6600 in the U.S. and 1 800 255-1242 in Canada. For more information on how to order this and other PARTNER™ Plus system reference materials, refer to "Reference Materials" in the Introduction. For information on ordering replacement parts, accessories, and other compatible equipment, refer to appendix B, "Product Ordering Information."

## **Support Telephone Numbers**

AT&T provides several toll-free customer helplines 24 hours a day. In the U.S., call the Helpline at 1 800 628-2888 if you need assistance when installing, programming, or using your system. In Canada, call one of the following Technical Assistance Centers for service or technical assistance:

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## About This Guide

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The *PARTNER™ Plus System Manager's Guide* is a non-technical reference that provides instructions for using the PARTNER Plus Communications System. It explains what the PARTNER Plus system can do, and how to get the most out of its many features and capabilities.

This guide assumes that your system has already been installed and programmed, as described in the *Installation and Programming Guide*.

## How to Use This Guide

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- If you are a new user, read chapter 1 through chapter 5 to familiarize yourself with the system's abilities and basic functions.
- Once you are experienced with the PARTNER Plus system, use the Table of Contents or Index to locate the information you need.

## Product Safety Labels

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This book contains product safety labels, identified by a . A **CAUTION** label indicates the presence of a hazard that will or can cause property damage or minor personal injury if the hazard is not avoided.

## Reference Materials

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The following materials are available to help you install, program, and use the PARTNER Plus system (the order numbers are in parentheses):

- *System Planner* provides the forms needed to plan and record how your system and telephones are to be programmed. If you need a *System Planner*, contact your AT&T customer service representative or authorized dealer.
- *Installation and Programming Guide* (999-506-141) provides instructions for installing the hardware and programming the system.
- *System Manager's Guide*, (999-506-142) provides instructions for using the system and its many features.
- *Quick Reference for Users with MLS-Model Telephones* (999-506-145, package of 6) contain basic instructions for using MLS phones with the PARTNER Plus system.

To order additional reference materials (except the *System Planner*), call the AT&T Customer Information Center:

In the U.S.: 1 800 432-6600

In Canada: 1 800 255-1242

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## **How to Comment on This Guide**

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A feedback form is located at the end of this guide, after the appendices. If the feedback form is missing, send your comments and recommendations for changes to:

A. Sherwood  
AT&T General Business Systems  
99 Jefferson Road (Room 2B-63)  
Parsippany, NJ 07054  
Fax: 201 887-6898



# The System Manager's Role

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This guide is the system manager's reference. Wherever a PARTNER Plus Communications System is installed, there is usually one person who becomes responsible for its overall operation and for providing the rest of the staff with help and instruction. We refer to this person as the *system manager*, who is typically a company's telecommunications manager or receptionist, but could be any employee who is designated as the "resident expert" in the operation of the PARTNER Plus system.

This guide will help you, the system manager, do the following:

- **Train Co-Workers.** The system manager makes sure that co-workers are trained in basic call handling, programming a telephone with the proper features, and using those features effectively. In short, the system manager helps the staff get the most out of their telephones. To help with this task, give each telephone user a Quick Reference Card, and filled-in copies of the "Speed Dial Numbers" form and the "Extension Programming Information" form, both found in appendix A. If anyone on your system uses a standard rotary or touch-tone phone, they should also get a copy of chapter 6, "Using Standard Telephones."
- **Change the System.** The PARTNER Plus system changes easily to accommodate expanding needs. This guide will help you accomplish whatever system changes you need to make, whether they be reprogramming or adding equipment and lines.
- **Solve Problems.** If the system should malfunction, you may be able to solve the problem by following the steps provided in chapter 8, "Troubleshooting." This chapter can also help you with problems co-workers may have using their telephones.

# Features and Capabilities

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The PARTNER Plus system is a digital telephone system that can connect as many as 8 telephone lines with up to 24 extensions. It is sophisticated and powerful, yet it is easy to use and can readily change to accommodate your growing needs.

- **Display-assisted programming** makes it easy to reconfigure the system yourself when you need to.
- **Direct connection of standard telecommunications devices** means you do not have to buy extra lines or expensive adapters to connect devices such as standard touch-tone and rotary telephones, answering machines, and fax machines to the PARTNER Plus system.
- **Fax Management feature** lets users monitor fax machines from their telephones and transfer calls to them with a single touch.
- **Dialing restriction features** allow you to control telephone activity and keep phone bills down by restricting the kinds of calls your users can make, including long-distance calls and calls to 900 number "chat lines."
- **Programmable telephone buttons** give quick and convenient use of call handling features such as Last Number Redial, Do Not Disturb, Auto Dialing, and Privacy.
- **Quick Dialing** allows users to dial frequently called numbers by dialing a short code or pressing a single button.
- **Group features** allow users to call or page a group of phones simultaneously and to automatically pick up calls ringing at a group of extensions.
- **Night Service** prevents unauthorized use of telephones after normal business hours while allowing incoming calls to be answered.
- **Hotline feature** lets you create a special hotline telephone that automatically calls a predetermined extension when someone lifts the handset.
- **Doorphone feature** lets you screen visitors from your phone without having to walk to and from a normally locked door.
- **Direct connection of a loudspeaker paging system and an audio source for Music On Hold\*** means you do not have to buy special adapters or additional phone lines to connect loudspeakers or an audio source.
- **Interchangeable system components** make the PARTNER Plus system easy to install, maintain, and upgrade.

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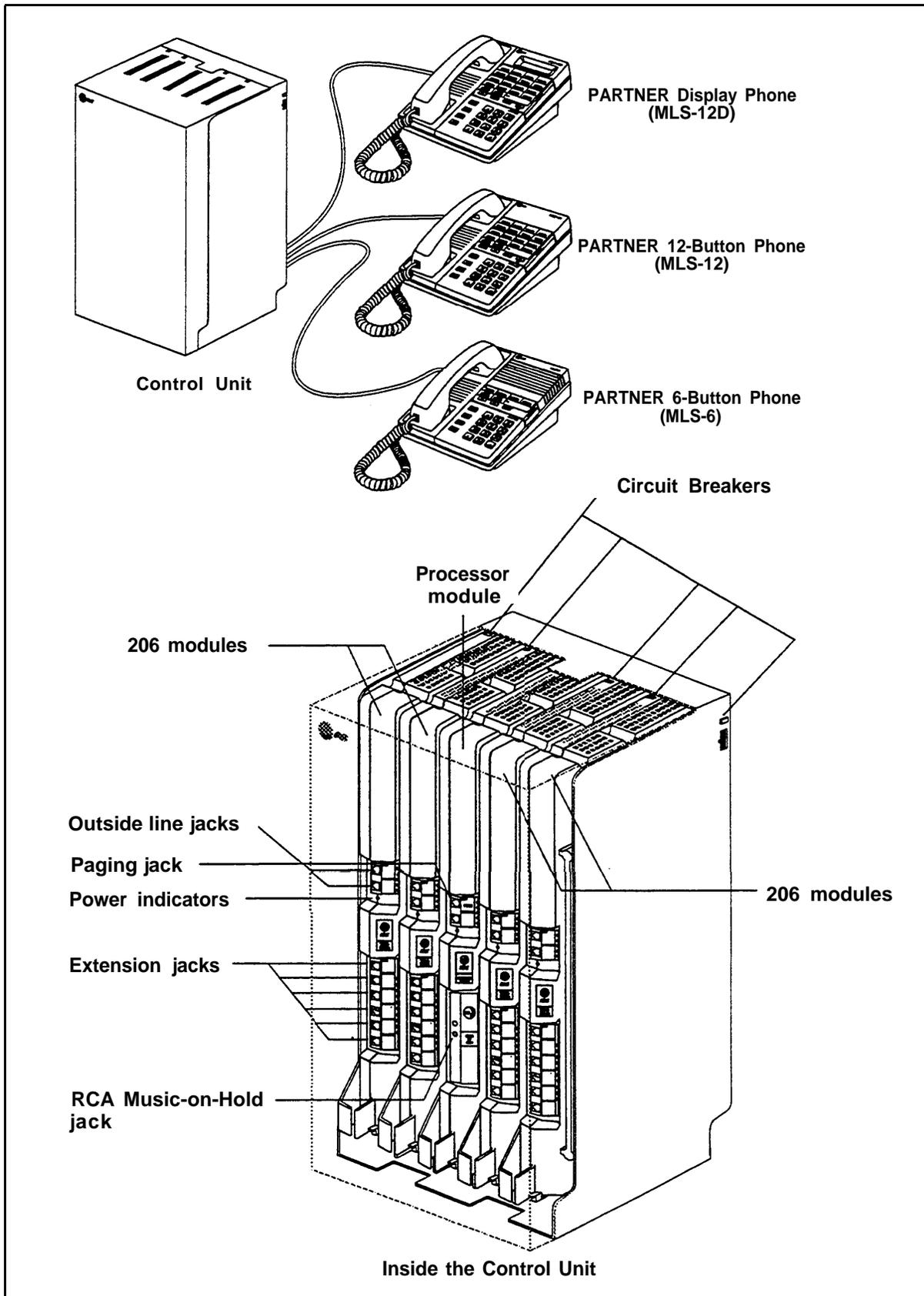
# System Components

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Figure 1-1 on the next page shows a basic PARTNER Plus system. A brief description of each component follows.

- **Control Unit.** The control unit is the heart of the PARTNER Plus system. It consists of a backplane, cover, a processor module, and one to four 206 modules.
  - **206 Module.** Each 206 module has jacks to connect a maximum of 2 outside telephone lines and 6 extensions. Other telecommunications devices (fax machines, answering machines, modems, etc.) can also be connected. Each 206 module has a power indicator, a green light that shows that the system is turned on.
  - **Processor Module.** The processor module provides the intelligence that controls most of the system's features. It also has an RCA jack for a music-on-hold audio source and a jack for a loudspeaker paging system.
- **AT&TMLS-12D™ Telephone.** This phone has 12 buttons with lights, which include eight buttons for outside lines or programmable features, two intercom buttons, two lighted programmable buttons, and six additional programmable buttons without lights. It has a built-in speaker and microphone, and a display that shows the date, time, the number dialed, programming messages when in the program mode, and the amount of time elapsed during a call. *In order to program the system, you must install an MLS-12D phone at extension 10.* Throughout this guide, the AT&T MLS-12D telephone is referred to as the *PARTNER display phone*.
- **AT&T MLS-12™ Telephone.** This telephone is identical to the MLS-12D telephone except that it has no display. Throughout this guide, the AT&T MLS-12 telephone is referred to as the *PARTNER 12-button phone*.
- **AT&T MLS-6™ Telephone.** This telephone has six buttons with lights, which include four buttons for outside lines or programmable features, and two intercom buttons. It also has a built-in speaker. Throughout this guide, the AT&T MLS-6 telephone is referred to as the *PARTNER 6-button phone*.

*"MLS" stands for Multi-Line Series telephones, so designated because they can handle more than one outside line.*



**Figure 1-1 Basic PARTNER Plus System**

## Optional Equipment

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The PARTNER Plus system works with many telecommunications devices, not only PARTNER telephones. You can connect these other devices without having to invest in more lines, expensive adapters, or circuit cards.

### Industry Standard Devices

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Many types of *industry-standard* telecommunications devices will work with your PARTNER Plus system. They include:

- Touch-tone and rotary telephones
- Cordless telephones
- Fax machines
- Answering machines
- Modems
- Credit card verification terminals

### Limitations

You can connect the above devices to your system regardless of the manufacturer. However, the following limitations apply:

- It must be a single-line device.
- It must be industry standard. That is, it cannot be made specifically for use on a particular telephone system. (For example, you cannot connect an AT&T MERLIN® phone because it is specifically designed for use on a MERLIN system.)
- The device's Ringer Equivalence Number (REN) cannot be greater than 2. For more information on RENs, refer to the section "Hardware" of chapter 1 in the *Installation and Programming Guide*.

### Connecting and Using Standard Devices

You can connect the standard device so that it is on an extension by itself, or it can share an extension with another piece of equipment (either another standard device or a PARTNER phone). To connect two devices on one extension, you will need an inexpensive AT&T 267F2 bridging adapter, two of which are provided free with each 206 module. In addition, the *total* RENs for both devices must not exceed 2. See the *Installation and Programming Guide* (figure 2-3) for installation instructions.

For information on using standard devices with your PARTNER Plus system, see chapter 6 and chapter 7 in this guide.

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## Other Devices

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You can also connect other devices to your system, but only *specific models are compatible with the PARTNER Plus system*. These devices include:

- Loudspeaker paging systems
- Doorphones
- Headsets
- Extra alerts (such as chimes or loud bells)

### Connecting and Using Other Devices

For instructions on connecting these devices to your system, see chapter 2 in the *Installation and Programming Guide*.

For information on how to use your loudspeaker paging system with the PARTNER Plus system, see chapter 4 in this guide. For information on using doorphones, headsets, and extra alerts, follow the manufacturer's instructions.

## Ordering Information

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Optional equipment is available from many AT&T sources. Contact any of the following for sales information and advice on the equipment that would best meet your needs.

AT&T Catalog Sales	1 800 451-2100
AT&T General Business Systems Sales Office	1 800 247-7000
AT&T PhoneCenter Store	1 800 222-3111
AT&T Authorized Dealer	1 800 247-1212

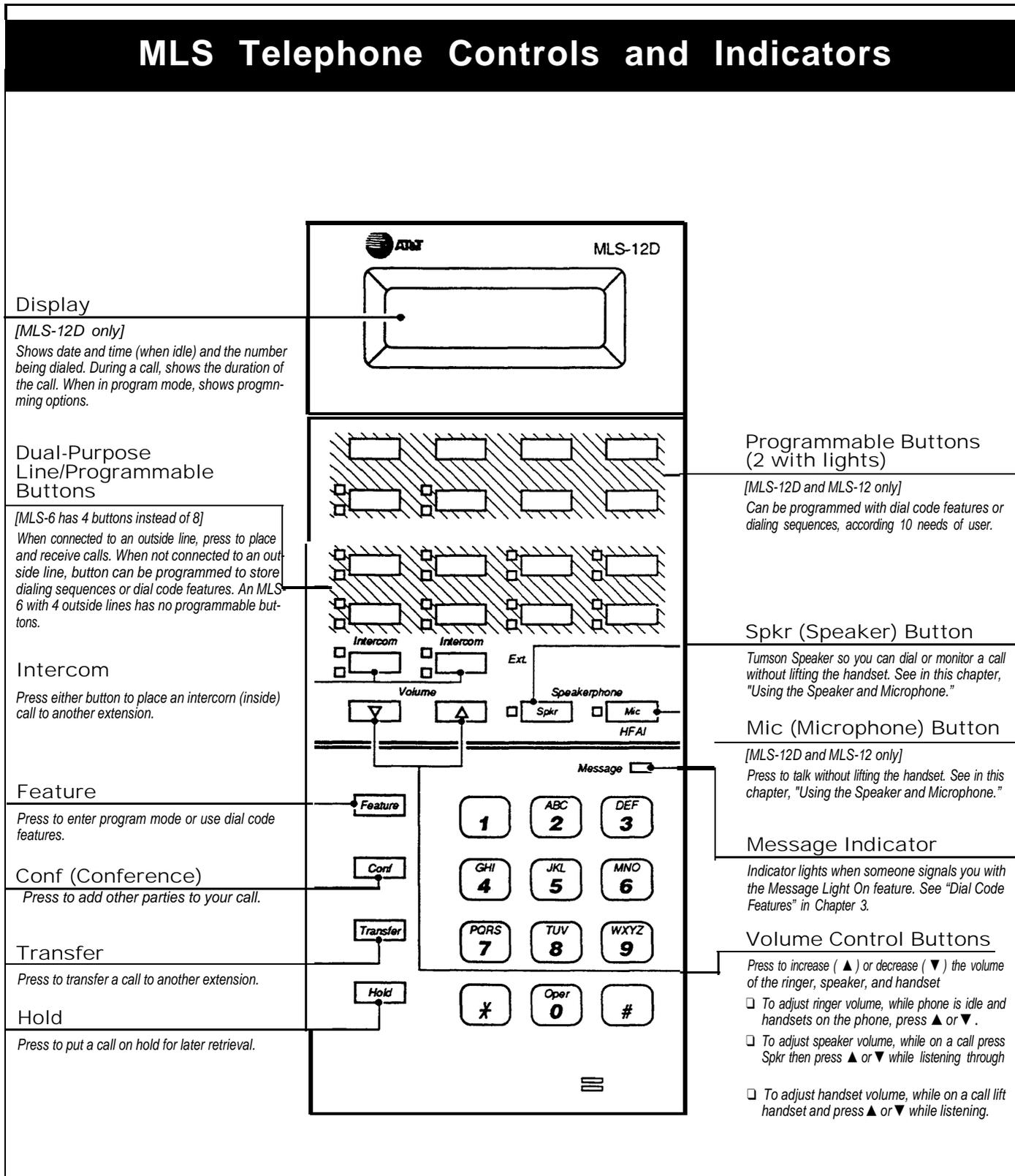
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**Basic Call Handling  
with PARTNER Phones**

**2**

# PARTNER Phone Controls

Figure 2-1 Shows the buttons and displays on the PARTNER display telephone.



**Figure 2-1 PARTNER Telephone Controls**

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## Lights

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*These light patterns apply only for buttons that have lines assigned to them. Lights for unused buttons are always off. Light patterns are different when the phone is in program mode.*

There is a green and a red light next to each line button. These lights work in different ways to show calling activity on each line. Green lights indicate activity at *your* extension; red lights indicate activity at *other* extensions. The various light patterns are shown below.

- **Steady On**   
A steady on light signifies a busy line. When the green light is on, your extension is busy on that line. When the red light is on, someone at another extension is busy on that line.
- **Off (off continuously)**   
An off light signifies an idle line, or an unused button.
- **Flash**   
A flash pattern (long off, long on) signifies a ringing call. When the green light flashes, a call is ringing on that line at your extension. When the red light flashes, it means that the line is ringing, but not at your extension.
- **Wink**   
A wink pattern (long on, short off) signifies a call on hold. When the green light winks, a call is on hold at your extension. When the red light winks, a call is on hold at another extension.
- **Flutter**   
A flutter pattern (short on, short off) signifies a call on Exclusive Hold (only you can retrieve the call). When the green light flutters, a call is on Exclusive Hold at your extension.
- **Broken Flutter**   
A broken flutter (short on and off followed by long off) signifies fax trouble when the button is programmed as a Fax Management Button (see "Fax Management Button" in chapter 7).
- **Alternate Red/Green Flash**   
An alternating red and green flash (red on, green on, red on, green on) appears on both extensions on a joined call. It also appears on an extension connected in a conference call.

These light pattern definitions are used throughout this guide.

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## Using the Speaker and Microphone

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Every PARTNER telephone has a speaker, which you can turn on by pressing [Spkr]. The PARTNER display phone and the PARTNER 12-button telephone also have a microphone, which you can turn on by pressing [Mic]. When the green light next to the button is on, the speaker or microphone is on.

On PARTNER phones that have a speaker and a microphone, you can make and answer calls without lifting the handset by turning both the speaker and the microphone on. When you turn on the speaker, you will hear a dial tone. Turning the speaker on and off is the same as lifting and replacing the handset.

On PARTNER phones that have a speaker only, you can turn on the speaker to get a dial tone, dial the call, and hear the call ringing. When the other party answers, you *must* lift the handset to talk.

You can switch from the handset to the speaker and microphone by pressing [Spkr] and [Mic] and hanging up the handset. To go from the speaker and microphone to the handset, lift the handset.

### **Hands-Free Answer on Intercom (HFAI)**

This feature allows you to automatically answer a *voice-signaled* intercom call. If you leave the microphone on all the time, you can respond to a voice-signaled intercom call without lifting the handset. The incoming voice-signaled intercom call will automatically turn on your speaker. This is called *Hands-Free Answer on Intercom*. If the microphone is on and an outside call comes in, press [Spkr] to answer the call.

# Basic Call Handling

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As soon as your system is installed and programmed, you can make and handle basic calls as described in this section. Basic call handling involves using the buttons on the PARTNER phone that are permanently labeled, such as [Hold] , [Conf] , [Transfer] and [Intercom] .

For instructions on how to handle calls using standard rotary and touch-tone phones, see chapter 6.

## Using the Handset or the Speaker

The procedures in this section direct you to use the handset to make and answer calls. However, if you prefer to dial and conduct calls without lifting the handset, you can use the speaker and the microphone instead. If you have a PARTNER display phone or a PARTNER 12-button telephone, leave the microphone on all the time. When you want to make or answer a call (or when the instructions direct you to “Lift the handset,”) simply press [Spkr] . If you receive a voice-sigaled intercom call while your microphone is on, you will hear the caller’s voice and be able to respond without lifting the handset or turning the speaker on. For more detail on speakerphone operation, see “Using the Speaker and Microphone” in this chapter.

## A Word About Dial Tones

You will encounter two different dial tones when making calls with the PARTNER Plus system.

- **Outside dial tone.** Generated by your local phone company, indicates that you are connected with an outside line.
- **Intercom dial tone.** Generated by the PARTNER Plus system, indicates that you are connected with an inside line. Used to make inside, or *intercom*, calls.

To hear the difference between the two types of dial tones, press a line button. The dial tone you hear is an outside line dial tone. To hear an intercom dial tone, press either [Intercom] button.

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## Making an Outside Call

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*If you lift the handset before pressing a line button, you will be automatically connected to the first idle line. The sequence of idle lines to which you are connected is determined by the Automatic Line Selection procedure. See chapter 4 in the Installation and Programming Guide.*

### To make an outside call:

1. Press any idle line button. (An idle line button is one that is unlit.)  
*The light next to the line button is steady green.*
2. Lift the handset.
3. Dial the number.  
*On a PARTNER display telephone, the dialed number appears on the display and the call timer begins.*

If an outside line you want to use is busy (steady red light), you can reserve it so that when the line becomes free you can make your call on it. Simply press the busy line button without lifting the handset or touching the [Spkr] button. When the line is free, your phone will beep. Then lift the handset and dial the number. This Line Reserve feature is useful when you have to share a line—such as a WATS line—with coworkers.

If more than one person reserves a line, each phone on which the line is reserved beeps when the line is free. The first person to pick up the phone is connected to the reserved line; all other reservations for the line are canceled.

### Feature Hints

- **System Speed Dial.** Allows you to store up to 60 outside numbers that all system users can dial with a few button presses. See chapter 4.
- **Personal Speed Dial.** Allows each user to store up to 20 outside numbers that can be dialed with a few button presses. See “Quick Dialing” in chapter 3.
- **Auto Dial.** Allows each user to dial a number with a single touch by storing the number on a button. See “Quick Dialing” in chapter 3.
- **Last Number Redial.** All users can redial the last dialed number by pressing a few buttons. Or, by programming Last Number Redial on a button, you can redial a number by pressing the button. See “Dial Code Features” in chapter 3.
- **Line Assignment.** You can create private lines (such as a “boss’s line”), or regulate outgoing calls by assigning specific lines to specific telephones. See chapter 3 in the *Installation and Programming Guide*.
- **Outgoing Call Restriction.** You can reduce your phone bills by preventing callers from making specific kinds of outside calls. See “Call Restrictions and Permissions” in chapter 4.

---

## Making an Intercom Call

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An *intercom call*, or inside call, is a call between two extensions in the PARTNER Plus system. When you make an intercom call, there are two ways you can signal the extension you are calling: by ringing or by voice. A ringing intercom call causes the called telephone to ring, whereas a voice-signal call causes the caller's voice to be heard on the called telephone's speaker.

### To make a ringing intercom call:

1. Lift the handset.
2. Press an idle **[Intercom]** button.  
*You hear the intercom dial tone, and the light next to the Intercom button is green steady.*
3. Dial the 2-digit extension number.

### To make a voice-signal intercom call:

1. Lift the handset.
2. Press an idle **[Intercom]** button.  
*You hear the intercom dial tone, and the light next to the Intercom button is green steady.*
3. Press **[\*]** and the 2-digit extension number. Speak into the handset.  
*Your voice is heard on the other extension's speaker. If the other extension is busy, it will ring instead.*

*You can only voice-signal a PARTNER phone.*

## Feature Hints

- **Auto Dial.** Allows each user to dial an intercom number with a single touch by storing the number on a button. See "Quick Dial" in chapter 3.
- **Calling Group.** Anyone can ring or voice-signal a group of extensions at once. For example, if you need to talk to anyone in the sales group, you can call all the phones in the group at the same time. See chapter 4.
- **Hotline.** You can set up a standard telephone as a Hotline. When anyone lifts the receiver at a Hotline telephone, an intercom call is automatically made to another specified extension. See chapter 4.
- **Loudspeaker Paging.** This allows you to broadcast an announcement over a large area if you have a paging system connected to your PARTNER Plus system. See chapter 4.

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## Answering a Call

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*If a call comes in on a line that has been programmed for "delayed ring" or "no ring," or if the Do Not Disturb feature is turned on, the call will appear as a flashing red light, but will not audibly ring. To answer the call, press the line button and lift the handset.*

### To answer a call:

*When the telephone is ringing. . .*

1. Lift the handset.

*You are connected to the incoming call. If more than one line is ringing, you are connected to the line that has been ringing longest.*

*If the call is an intercom call and you have a PARTNER display phone, the caller's extension number will briefly appear on your display.*

### To answer a call ringing on a specific line (when more than one line is ringing):

1. Press the line button for the line you want to answer.
2. Lift the handset.

*You are connected to the incoming call.*

The procedure below describes how to answer a call ringing at another extension. Note that the call ringing at the other extension can be *any type* of call, including a transferred call, or an intercom call. It can even be a call on a line not assigned to your extension.

### To answer a call ringing at another extension:

1. Lift the handset.
2. Press **[Intercom]**.
3. Dial **[6]** plus the 2-digit number of the extension that is ringing.

*You are connected to the incoming call.*

## Ringling Patterns

*A transferred call will ring like an intercom call (ring BEEP) until the person transferring the call hangs up, at which time the call will ring like a transferred call (ring BEEP BEEP).*

You can tell what kind of call you are receiving by the way your telephone rings.

- A single ring (*ring. . . ring. . . ring. . .*) signifies an outside call.
- A ring and a beep (*ring BEEP. . . ring BEEP. . . ring BEEP. . .*) signifies an intercom call.
- A ring and two beeps (*ring BEEP BEEP. . . ring BEEP BEEP. . . ring BEEP BEEP. . .*) signifies either a transferred call, or a transferred call that was not answered and is ringing back.

Standard rotary and touch-tone phones ring differently. See chapter 6.

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## Feature Hints

- **Do Not Disturb.** When you need quiet or do not want to be interrupted by telephone calls, you can stop calls from ringing at your extension. See “Dial Code Features” in chapter 3.
- **Abbreviated Ringing.** You can program an extension to only ring once while you are on another call. See chapter 3 in the *Installation and Programming Guide*.
- **Pickup Group.** If one person is responsible for answering calls to a certain group of phones, or if people in a group have to answer each other’s phones, a call ringing at any extension can be answered from any other extension by dialing a code. This feature is useful when calls often ring at unattended telephones. See chapter 4.
- **Line Ringing Options.** You can program a phone to have a delayed ring or no ring at all. For example, if a boss and a secretary share the same line and the boss wants the secretary to answer the line first, the boss’s phone is set to delayed ring. When the secretary is not there to answer a call, the call will eventually ring at the boss’s phone. See chapter 4 in the *Installation and Programming Guide*.
- **Night Service.** You can prevent unauthorized use of phones after regular business hours while changing which phones ring on incoming calls. See chapter 4.

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## Putting a Call on Hold

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There are two types of hold: *Hold* and *Exclusive Hold*. Any extension can retrieve a call on Hold as long as it has access to the line on which it is held. A call on Exclusive Hold can only be retrieved at the telephone at which it is held. You can put both outside calls and intercom calls on Hold. Note, however, that a held intercom call is always on Exclusive Hold.

### To put an outside or intercom call on Hold:

1. Press [Hold].  
*The light next to the line button winks green.*

### To put an outside call on Exclusive Hold:

1. Press [ Feature ] [ 0 ] [ 2 ].  
*The light next to the line button flutters green.*

### To retrieve a call from either type of hold:

1. Press the line button on which the call is held. (For a call on Exclusive Hold, you must be at your own phone.)  
*The light next to the line button changes from winking or fluttering to steady green.*

## Notes

- A user is free to make and receive other calls while a call is on hold.
- If a call is left on hold for longer than one minute, the extension at which the call is held generates a short *Hold Reminder Tone*. The reminder tone is sounded once every minute until the held call is retrieved, or until the caller hangs up.
- Only one party on an intercom call can put the call on hold. If both parties try to put the call on Hold, the call will be disconnected.

## Feature Hints

- **Exclusive Hold Button.** If you put calls on Exclusive Hold frequently, program a button to do it with a single touch. See “Dial Code Features” in chapter 3.
- **Music On Hold.** You can provide music or news to outside callers on hold. See chapter 2 in the *Installation and Programming Guide* for instructions on how to connect a stereo or other audio source.

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## Transferring a Call

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*A transferred call will ring like an intercom call (ring BEEP) until the person transferring the call hangs up, at which time the call will ring like a transferred call (ring BEEP BEEP).*

To transfer a call means to pass the call from one extension to another. You can transfer both outside calls and intercom calls.

There are three ways to transfer a call:

- You can announce the call when it is picked up.
- You can announce the call through the speaker.
- You can transfer the call with no announcement.

### **To transfer a call with an announcement over the handset:**

1. While active on a call, press [Transfer] .  
*You hear the intercom dial tone. The call is put on Hold and its associated light winks green.*
2. Dial the 2-digit number of the extension to which you want the call transferred.
3. When someone answers, announce the call. If the call is accepted, hang up. If no one answers or the call is refused, press the held line button next to the winking light and you are reconnected with the caller.

### **To transfer a call with announcement over speaker:**

1. While active on a call, press [Transfer] .  
*You hear the intercom dial tone. The call is put on Hold and its associated light winks green.*
2. Dial [\*] plus the 2-digit number of the extension to which you want the call transferred.
3. Announce the call.  
*The other party's speaker is automatically turned on, and your voice is heard on it. The other party can pick up the call by pressing [Mic] or lifting the handset.*
4. If you hang up and the party does not pickup the call, the call will ring back at your phone. Press the held line button next to the winking light (or press the lit [Intercom] button), and you are reconnected with the caller.

*You can only announce a call through the speaker of a PARTNER phone. If it is busy, or if it is a standard phone, it will ring instead.*

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### To transfer a call with no announcement:

1. While active on a call, press **[Transfer]** .  
*You hear the intercom dial tone. The call is put on Hold.*
2. Dial the 2-digit number of the extension to which you want the call transferred.
3. Hang up.  
*If no one answers, the call will ring back at your extension.*

### Feature Hints

*Another way to transfer an outside call is to put it on Hold, and then have another user pick the call up at another extension by pressing the line button (they see it as winking red) of the held call.*

- **One Touch Transfer.** If you program an intercom number onto a button, you can transfer calls to that extension simply by pressing the button. See “Quick Dialing Features” in chapter 3.

### Notes

- You cannot transfer calls to the Calling Group (see page 4-7).
- When you transfer a call to another extension from a PARTNER display phone, the extension number you transfer the call to briefly appears on the display. If that extension does not pickup within a certain number of rings, the call will ring back at your phone with the transfer ring pattern, and the extension number will again briefly appear on the display.

Your system is set at the factory to return a transferred call after it rings four times. You can change this number if you need to. See “Transfer Return Rings” in the *Installation and Programming Guide*, chapter 3.

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## Making a Conference Call

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A *conference call* connects up to five parties (including the conference originator) in a single call. You can connect both outside calls and intercom calls in a conference call; however, the call cannot include more than two outside parties.

During the conference call, any inside party can exit the call at any time simply by hanging up. However, if an outside party hangs up during a conference call, the callers that remain on the conference will hear a dial tone. A PARTNER Plus system feature called Conference Drop removes the last added outside party from a conference call. Therefore, when setting up a conference call, plan carefully. If you have two outside parties on a conference call, and you think that one of those parties may exit the call before the other, add that party last so that you can remove it using Conference Drop while maintaining the connection with the other parties.

The conference originator can put his or her end of the call on Hold during the conference. Other parties can continue to talk while the call originator is on Hold. Other inside parties cannot put their extensions on Hold. When the conference originator hangs up, the conference is disconnected.

### To setup a conference call:

1. Set up the call to the first party. (You can call the party, or pick up the call from Hold, or answer an incoming call.)  
*You are connected with the first party.*
2. Press **[Conf]** .  
*The first party is now on Hold.*
3. Set up the call to the second party.  
*You are connected with the second party.*
4. Press **[Conf]** again.  
*You can now speak with the first and second parties.*
5. Return to step 2 to add one or two more parties.

*If you are adding an intercom extension to a call, you must wait until the party answers before you press **[Conf]** to add the party.*

### To drop the last added outside call from a conference call:

1. Press **[Feature][0][6]** .  
*The outside call is dropped.*

### Notes

- You can use System Speed Dial, Personal Speed Dial, or Auto Dial numbers to add calls to the conference.
- You should not add a busy or ringing outside call to a conference; if you do, all callers will hear the busy or ringing signal. If you hear a busy signal or the

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party does not answer, reconnect with the held party by pressing the line button.

- You cannot transfer a conference call.
- You cannot join a conference call. That is, the conference initiator must add each party to the conference.
- You cannot add outside calls to a conference call if your system is programmed for Outside Conference Denial. See chapter 3 in the *Installation and Programming Guide*.

### **Feature Hints**

- **Conference Drop.** If you make conference calls frequently, you can program the Conference Drop feature onto a button. See “Dial Code Features” in chapter 3.
- **Quick Dialing.** You can use Speed Dialing or Auto Dialing to add parties to the conference call. See chapter 3.

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## Joining a Call

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One extension can connect itself to an outside call at another extension by *joining*. For example, if John is on an outside call and wants you to participate in that call, you can join in by pressing the line button of the line on which the call is being conducted. You cannot join an intercom call, and you can only join a call on a line that is assigned to your extension.

### To join a call:

*A steady red light at a line button indicates a call in progress. . .*

1. Press the line button.
2. Lift the handset to speak.

*The red and green lights alternately flash. You are now joined with the call.*

### Notes

- You can tell when someone has joined your call when the steady green light next to the line button changes to an alternately flashing red and green light.
- Do not confuse *joining* with *conferencing*. In joining, you *add yourself* to a call in progress in the same way you would on a home telephone by picking up an extension. In conferencing, the call originator *calls you* in the process of setting up the call.
- You cannot put a joined call on hold.
- If you call an outside line, up to three PARTNER extensions can join you on the call (for a total of one outside caller and four inside parties).

### Feature Hints

- **Privacy.** Can be turned on and off as needed to prevent other extensions from joining a call on your telephone. Any user can program Privacy onto a button so that it can be turned on and off as needed. See “Dial Code Features” in chapter 3.
- **Automatic Privacy.** Prevents other extensions from joining calls on a specific extension. This is typically used for answering machines, fax machines, modems, and credit card verification terminals, because trying to join one of these devices could interfere with its operation. See chapter 3 in the *Installation and Programming Guide*.

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**User-Programmable Features**

**3**

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The *user-programmable features* described in this chapter are those features that *anyone* on the PARTNER Plus system can use at his or her telephone. User-programmable features are divided into two groups:

- **Dial Code Features.** Used to handle calls more quickly and efficiently, to customize a PARTNER phone for an individual user's needs, or to activate certain capabilities of the PARTNER Plus system.
- **Quick Dialing Features.** Spare you from constantly having to look up long telephone numbers by allowing you to dial those numbers with three button presses or fewer.

# Dial Code Features

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*Two dial code features, Do Not Disturb and Privacy, must be programmed onto a button with a light.*

There are 10 dial code features. Table 3-1 lists each dial code feature, what the feature does, and how to use it.

If there are certain dial code features that someone uses often, he or she can program those features onto a programmable button. This allows the feature to be activated or turned on and off with a single touch. *All dial code features can be programmed onto a button.* Since there are more features than buttons, each person should decide which features are most useful to him or her before assigning them to a button.

Immediately following table 3-1 are instructions on how to program a dial code feature onto a button.

**Table 3-1 Dial Code Features**

<b><u>Feature</u></b>	<b><u>What It Does</u></b>	<b><u>How to Use It</u></b>	<b><u>Dial Code</u></b>
<b>Do Not Disturb</b>	Prevents your phone from ringing. Outside callers hear ringing; intercom callers hear a busy signal. If you transfer a call and it is not answered and returns to you, your phone will ring even if Do Not Disturb is on.	This feature <i>must</i> be programmed onto a button with a light. (See instructions in this chapter.) Use button like a switch—when the light is on, Do Not Disturb is on.	01
<b>Exclusive Hold</b>	Prevents any other extension from picking up a call you put on hold.	Press [Feature] [0] [2] , or the programmed button, to hold call. Retrieve the call by pressing the line button on which the call is held.	02
<b>Recall</b>	Gives you a dial tone without having to press the switchhook. (Many PBX/Centrex features often require a Recall operation in order to work. ) Recall will disconnect an intercom call.	Press [Feature] [0] [3] or the programmed button.	03
<b>Save Number Redial</b>	Saves the most recently dialed outside number (maximum 20 digits per phone number). After it is saved, the number can be redialed any time until you save a different number. Allows you to make calls before redialing a number.	To save a number into memory: before hanging upon the outside call, press [Feature] [0] [4] or the programmed button. To redial the saved number: lift the handset, then press [Feature] [0] [4] , or the programmed button.	04
<b>Last Number Redial</b>	Redials the last outside number dialed (maximum 20 digits per phone number). Good for redialing a busy number.	Lift the handset and press [Feature] [0] [5] , or press the programmed button.	05

**Table 3-1 Dial Code Features (cont.)**

<b><u>Feature</u></b>	<b><u>What It Does</u></b>	<b><u>How to Use It</u></b>	<b><u>Dial Code</u></b>
<b>Conference Drop</b>	Drops the last added outside party from a conference call without disconnecting the other parties.	Press [Feature] [0] [6] or the programmed button.	06
<b>Privacy</b>	Prevents other extensions who share lines with you from joining a call on your phone. (If Automatic Privacy—a system programming procedure—is programmed for an extension, using Privacy will override it.)	This feature <i>must</i> be programmed onto a button with a light. Use the button like a switch; when the light is on, Privacy is on.	07
<b>Touch-Tone Enable</b>	Sends touch-tone signals over the line. Good for services that require touch-tone digits, such as telephone banking, paging, and automatic answering.	Press [Feature] [0] [8] or the programmed button, at the point in the call when you need touch-tone signals. Touch-Tone Enable stays on for the rest of the call.	08
<b>Message Light On</b>	Turns on the Message light on another PARTNER phone. Although anyone can use this feature, it is typically used by a receptionist to let someone know a message is waiting.	Press [Feature] [0] [9] , or the programmed button, then dial the extension number or press an Intercom Auto Dial button.	09
<b>Message Light Off</b>	Turn off a previously lit Message light.	Press [Feature] [1] [0] , or the programmed button, then dial the extension number or press an Intercom Auto Dial button.	10

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## Programming Dial Code Features onto Buttons

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Any user can program a dial code feature onto a button at his or her own phone. Or, you can program other users' telephones for them by working from extension 10. For instructions on how to do this, see chapter 4 in the *Installation and Programming Guide*.

Note that a PARTNER 6-button telephone with 4 outside lines assigned to it has no programmable buttons. However, any unused line button on a PARTNER 6-button phone can be used as a programmable button. In fact, any unused line button on any PARTNER phone can be used as a programmable button.

### To program a dial code feature onto a programmable button on an individual telephone:

*You can also use this procedure to program a new dial code feature over another one already assigned to a button. Simply enter the new dial code.*

1. Press **[Feature] [0] [0]** .  
*You are in program mode.*
2. Press the button to which you want the dial code feature assigned.  
*On a PARTNER display phone, the display shows what feature, if any, is currently assigned to that button.*
3. Press **[Feature]** .
4. Enter the dial code. (See table 3-1.) For example, to program Last Number Redial, enter **[0] [5]** .  
*The button is now programmed.*
5. To program more feature buttons, repeat steps 3 and 4. To exit program mode, press **[Feature] [0] [0]** , or lift the handset and replace it.

### To remove a dial code feature from a programmed button:

*You cannot remove a dial code feature from a button on a PARTNER 6-button phone. You must do it by working from extension 10. See chapter 4 in the Installation and Programming Guide.*

1. Press **[Feature] [0] [0]** .  
*You are now in program mode.*
2. Press the button from which you want the dial code feature removed.  
*On a PARTNER display phone, the display shows what feature, if any, is currently assigned to that button.*
3. Press **[Mic]** .
4. To clear another programmed button, return to step 2. To exit program mode, press **[Feature] [0] [0]** , or lift the handset and replace it.

# Quick Dialing Features

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*Quick Dialing* allows you to dial frequently called numbers by pressing three or fewer buttons. Quick Dialing spares you from memorizing or constantly looking up different telephone numbers. You can also use Quick Dialing to dial such additional numbers as bank account or credit card numbers.

There are three different Quick Dialing features:

*Each Auto Dial, Personal Speed Dial, or System Speed Dial number can contain up to 20 digits.*

- **Auto Dialing.** Any user can program numbers onto a telephone's programmable button and dial the number by pressing that button. Or, you can program a user's telephone from extension 10.
- **Personal Speed Dialing.** Any user can program up to 20 numbers of up to 20 digits in each telephone's memory. Each Personal Speed Dial number is assigned a 2-digit code. The number is dialed by pressing [Feature] plus the 2-digit code. Any user can program Personal Speed Dial numbers at his or her telephone. Or, you can program a user's telephone from extension 10.
- **System Speed Dialing.** From extension 10, you can program up to 60 numbers in the system's memory that any user can dial. Each System Speed Dial number is assigned a 2-digit code. The number is dialed by pressing [Feature] plus the 2-digit code. (System Speed Dialing is covered in chapter 4.)

**IMPORTANT:** When programming and/or testing emergency numbers (such as 911 or other emergency services):

1. Remain on the line and briefly explain to the dispatcher the reason for the call before hanging up.
2. Perform such activities during the off-peak hours, such as early morning or late evening.

## Auto Dialing

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*You can program a fax extension number as an Auto Dial number on a PARTNER phone at another extension (the Auto Dial button must have a light). You can then use the Auto Dial number to quickly transfer calls from that extension to the fax machine. In addition, the light on that button shows whether the fax machine is in use, busy, returning a call you transferred to it, or not answering calls. If your AT&T fax machine includes the "Notify" feature, the fax machine can also notify you when a fax has been received.*

*Auto Dialing* allows any user to dial a number with a single touch. To use the Auto Dial feature, you must first program the number onto a programmable button. You can program both outside numbers and intercom numbers for Auto Dialing.

There are added benefits when you store an intercom number for Auto Dialing. They are:

- **One Touch Transfer.** You can transfer a call to an extension simply by pressing the Auto Dial button.
- **Intercom Status.** You can monitor the calling activity at another extension by programming the extension onto a button *with a light*. The light patterns next to the button show the activity at the extension. Table 3-2 shows what each light pattern means.

**Table 3-2 Light Patterns on Intercom Auto Dial Button**

<u>Light Pattern</u>	<u>Status</u>
steady red	extension is busy or has Do Not Disturb on
green flash	extension is calling you
green flutter	a call you transferred to another extension is returning

Since there are more features than there are programmable buttons, you should consider using Auto Dial only for your most frequently dialed numbers, or for the extra capabilities you get from programming an intercom number for Auto Dial.

*You can also program an Auto Dial number onto an extension while working from extension 10. See chapter 4 in the Installation and Programming Guide.*

**To program an Auto Dial number (at any extension):**

1. Press **[Feature] [0] [0]** .  
*You are now in program mode.*
2. Press the programmable button to which you want the number assigned.
3. To program an intercom number, press the left **[Intercom]** button and dial the extension number. To program an outside number, dial the number. If you want to insert special functions into an outside number or numeric sequence, such as Pause, Stop, Touch-Tone Enable, or Recall, see “Programming Special Functions Into a Telephone Number” in this chapter.
4. To program another button, return to step 2. To leave program mode, press **[Feature] [0] [0]** , or lift the handset and replace it.  
*You are now out of program mode. The Auto Dial number is stored and ready to use.*

*You can also use this procedure to program a new Auto Dial number over another one already assigned to a button. Simply enter the new number.*

**To remove an Auto Dial number from a programmable button:**

1. Press **[Feature] [0] [0]** .  
*You are now in program mode.*
2. Press the programmable button from which you want the Auto Dial number removed.  
*On a PARTNER display telephone, the display shows what number, if any, is currently assigned to that button.*
3. Press **[Mic]** .
4. To clear another programmable button, return to step 2. To exit program mode, press **[Feature] [0] [0]** , or lift the handset and replace it.

*You cannot remove an Auto Dial number from a button on a PARTNER 6-button phone. You must do it by working from extension 10. See chapter 4 in the Installation and Programming Guide.*

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*You can dial an Auto Dial number while on an outside call. For example, you can do this to dial an account number for an automatic banking service. However, you cannot dial an Auto Dial number while on an intercom call.*

#### **To dial an Auto Dial number:**

1. Press the programmable button on which the Auto Dial number is programmed.  
*A line is automatically selected, the speaker comes on, and the Auto Dial number dials automatically.*

If you want to call on a specific line, press the line button before pressing the Auto Dial button.

## **Personal Speed Dialing**

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*Personal Speed Dialing* allows anyone to store up to 20 numbers that can be dialed with only three button presses. (This is different from Auto Dialing, which allows you to dial a number with a single button press.) Personal Speed Dial numbers are stored into memory and assigned a 2-digit code from 80 through 99. To dial the number, press [Feature] plus the 2-digit code associated with the number. Only outside numbers can be stored for Personal Speed Dialing.

Personal Speed Dialing is used for those personal numbers that are dialed frequently, but not frequently enough to be programmed onto a button as an Auto Dial number. The *Quick Reference Card* has a form on which each user can record Personal Speed Dial numbers.

*You can use this procedure to program a Personal Speed Dial number over another one without first clearing the old number. Simply enter the new number.*

#### **To program a Personal Speed Dial number:**

1. Press [Feature] [0] [0] .  
*You are now in program mode.*
2. Press [Feature] and then press the 2-digit number between 80 and 99 that you want to assign to the Personal Speed Dial number.
3. Enter the number, up to 20 digits long. (If you want to include special functions into the number, such as Pause, Stop, Touch-Tone Enable, or Recall, see "Programming Special Functions into a Telephone Number" in this chapter.)
4. To program another Personal Speed Dial number, return to step 2. To leave program mode, press [Feature] [0] [0] , or lift the handset and replace it.  
*You are now out of program mode. The Personal Speed Dial number is now stored and ready to use.*

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*You cannot remove a Personal Speed Dial number while working from a PARTNER 6-button phone. You must do it by working from extension 10. See chapter 4 in the Installation and Programming Guide.*

### **To remove a Personal Speed Dial number from memory:**

1. Press **[Feature] [0] [0]** .  
*You are now in program mode.*
2. Press **[Feature]** and then press the 2-digit code of the Personal Speed Dial number you want to remove.
3. Press **[Mic]** .
4. To remove another number, return to step 2. To leave program mode, press **[Feature] [0] [0]** , or lift the handset and replace it.

### **To dial a Personal Speed Dial number:**

1. Press **[Feature]** and then press the 2-digit Personal Speed Dial number code.  
*A line is automatically selected, the speaker comes on, and the Personal Speed Dial number dials automatically.*

If you want to call on a specific line, press the line button before pressing **[Feature]** .

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## **Programming Special Functions into a Telephone Number**

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Table 3-3 (p. 3-10) lists certain actions you can program into any Quick Dial number that give it added capabilities for special situations.

**Table 3-3 Special Dialing Functions**

<u>Function</u>	<u>Button</u>	<u>Display</u>	<u>Description and Example</u>
<b>Pause</b>	[Hold]	P	<p>Inserts a 1.5-second pause in the dialing sequence to wait for a response, such as a dial tone or computer voice message.</p> <p><b>Example:</b> To call an answering machine at 555-0529, wait 4.5 seconds, then dial 321 to retrieve messages, enter [5] [5] [5] [0] [5] [2] [9] [Hold] [Hold] [Hold] [3] [2] [1] .</p>
<b>Recall</b>	[Spkr]	R	<p>Sends a timed switchhook flash needed to alert the system on the other end (such as a PBX or Centrex), and to use some local telephone company custom calling features (such as Call Waiting). Use Recall <i>only</i> as the first entry in a speed dial number.</p> <p><b>Example:</b> To use a favorite Centrex feature, you have to send a timed switchhook flash and then dial 388. Enter [Spkr] [3] [8] [8] .</p>
<b>Stop</b>	[Mic]	S	<p>Stops the dialing sequence so the user can enter additional digits, such as a credit card number or password. Press [Feature] and the 2-digit speed dial code to continue.</p> <p><b>Note:</b> Since PARTNER 6-button phones have no [Mic] button, the Stop dialing function is not available on those phones.</p> <p><b>Example:</b> Your local bank-by-phone service requires you to enter a password before the account number. To program a marked speed dial number to call the bank at 555-7898, include a stop for manually entering the password, and continue with the bank account number (679 556 88), enter [*] [5] [5] [5] [7] [8] [9] [8] [Mic] [6] [7] [9] [5] [5] [6] [8] [8] . Marking the phone number prevents the account number from being displayed when users dial it.</p>
<b>Touch-Tone Enable</b>	[Transfer]	T	<p>Sends touch tones over a rotary line to electronic equipment such as answering machines and bank computers.</p> <p><b>Example:</b> Your system is connected to rotary lines but you want to tail an answering machine at 555-3454 to retrieve messages. Since the answering machine requires touch tones, enter [5] [5] [5] [3] [4] [5] [4] [Transfer] . All digits pressed during the rest of the call are sent as touch tones.</p>

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## **System Features**

# **4**

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*System features* affect the operation of the entire system and can be programmed only at extension 10. These features are normally programmed when the system is installed. However, you may from time to time have need to change, remove, or reinstate them. For complete instructions on system programming procedures, see chapter 3 in the *Installation and Programming Guide*.

## System Speed Dialing

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*Do not confuse the System Speed Dial feature with Personal Speed Dial, which allows each user to create an individual list of speed dial numbers.*

*System Speed Dialing* allows you to program phone numbers that any user can dial by pressing only three buttons. System Speed Dial numbers are typically numbers that users may often need to dial, such as suppliers, repair services, customers, or other business associates. You can store up to 60 System Speed Dial numbers of up to 20 digits each. Each System Speed Dial number is assigned a 2-digit code from 20 through 79.

You can designate System Speed Dial numbers to override all call restrictions except those imposed by Line Use Restriction (#302). (See “Call Restrictions and Permissions” in this chapter for more information.) These specially designated numbers are called *Marked System Speed Dial Numbers*.

Appendix A in this guide provides a form on which to record System Speed Dial numbers. Please give a photocopy to each user.

*You can use this procedure to program a System Speed Dial number over another one without first clearing the old number. Simply enter the new number.*

*Marked System Speed Dial numbers cannot contain a Recall character. (See “Programming Special Functions into a Telephone Number” in chapter 3 for more information.)*

### To program a System Speed Dial number (from extension 10):

1. Press **[Feature] [0] [0]** .  
*You are now in program mode.*
2. Press **[Feature]** and then dial the 2-digit code (20 through 79) you want assigned to the System Speed Dial number.
3. Enter the System Speed Dial number (up to 20 digits). If you want the number to override call restrictions, enter a **[\*]** in front of the number. (If you want to insert special functions into the number, such as Pause, Stop, Touch-Tone Enable, or Recall, see “Programming Special Functions into a Telephone Number” in chapter 3.)
4. To program another Speed Dial number, return to step 2. To leave program mode, press **[Feature] [0] [0]** , or lift the handset and replace it.  
*You are now out of program mode. The System Speed Dial number is stored and ready to use.*

**IMPORTANT:** When programming and/or testing emergency numbers (such as 911 or other emergency services):

1. Remain on the line and briefly explain to the dispatcher the reason for the call before hanging up.
2. Perform such activities during the off-peak hours, such as early morning or late evening.

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*You cannot remove a System Speed Dial number while working from a PARTNER 6-button phone. You must do it by working from extension 10. See chapter 4 in the Installation and Programming Guide.*

#### **To remove a System Speed Dial number from memory:**

1. Press **[Feature] [0] [0]** .  
*You are now in program mode.*
2. Press **[Feature]** and then dial the 2-digit System Speed Dial code of the number you want to remove.
3. Press **[Mic]** .
4. To delete another number, return to step 2. To leave program mode, press **[Feature] [0] [0]** , or lift the handset and replace it.

#### **To dial a System Speed Dial number (from any extension):**

1. Lift the handset.
2. Press **[Feature]** and press the 2-digit System Speed Dial code.  
*The phone number dials automatically.*

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## **Dialing Restrictions and Permissions**

The PARTNER Plus system has several programmable procedures that are used to restrict telephone use, and several that are used to override those restrictions.\* You can use any combination of these procedures to design a system that meets your needs.

There are three basic categories of restrictions that you can program into your system. These are:

*All system programming procedures are identified by a # and a 3-digit number. See chapter 3 of the Installation and Programming Guide for detailed instructions.*

- **Restrictions on Lines.** Allow you to restrict activity on *specific lines* at specific extensions. (See “Line Use Restriction (#302),” below.)
- **Restrictions on Extensions.** Allow you to restrict the type of calls an *extension* can make. (See “Outgoing Call Restrictions (#401 ),” below.)
- **Restrictions on Numbers.** Allow you to restrict what kind of *numbers* an extension can dial. (See “Disallowed Phone Number List (#404 ),” below.)

You can also program an extension with the ability to override these restrictions in several ways. See “Restriction Override Procedures, ” below. For instructions on system programming, see chapter 3 in the *Installation and Programming Guide*.

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\* While procedures that restrict dialing are very effective, absolute protection against misuse cannot be guaranteed. PARTNER phones give you more protection against such misuse than standard phones. Therefore, we strongly recommend that you install PARTNER phones where restricting phone use is important.

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## Dialing Restrictions

The procedures that restrict telephone activity are:

- **Line Use Restriction (#302).** Allows you to impose incoming and outgoing restrictions *on the specific lines* assigned to an extension. These restrictions are:

- *Out only.* The extension can make but not receive calls (except transferred calls) on this line.

**Example:** If part of your business involves heavy outside phone calling, such as telemarketing or phone surveys, you can program a phone so that all its lines are “out only.” The phone can make outside calls, but not receive calls, thereby preventing employees from receiving calls while working.

- *In only.* The extension can receive but not make calls on this line.

**Example:** If part of your business involves taking phone orders, you can set up one or more lines for “in only.” Employees will be unable to make outgoing calls on those lines, thereby keeping them open for incoming calls.

- *No access.* The extension cannot make or receive calls on this line. However, calls can be transferred to it. The employee using this extension can also monitor calling activity on the line by looking at light indicators.

**Example:** The boss may have a private line that no one else can use. However, the boss may want his or her secretary to be able to see whether or not he or she is busy on the phone. The secretary’s phone could have the boss’s line assigned to it, but set for “no access.” This would allow the secretary to see when the boss is on the phone. It would also allow the boss to transfer a call to the secretary.

- **Outgoing Call Restriction (#401).** Defines the type of calls an extension can make. There are two types of call restriction:

- *Intercom calls only* (i.e., cannot make outside calls)

- *Local calls only* (i.e., cannot make toll calls)

Once you program a restriction for an extension, it applies to *all* the lines on that extension.

**Example:** You can set up an extension in your lobby as a “courtesy phone” from which visitors can make intercom calls and local calls but not toll calls. The courtesy phone would be set for “local calls only.”

- **Disallowed Phone Number List (#404).** Creates a list of numbers that cannot be dialed. The numbers on a disallowed list do not have to be specific; they can be numbers of a certain length, or of a certain type, such as all numbers in a certain area code, or all 900 numbers. You can store up to four different lists of up to 10 numbers each. After you create the Disallowed

---

Phone Number List, use the Disallowed List Assignment (#405) procedure to assign one or more of the lists to a specific extension. When a Disallowed Phone Number List is assigned to an extension, it applies to *all* the lines on that extension.

**Example:** Use the Disallowed Phone Number List to restrict calls to 900 entertainment numbers.

## Overriding Dialing Restrictions

The following procedures allow an extension to override dialing restrictions imposed by the outgoing Call Restriction (#401) procedure and the Disallowed Phone Number List (#404) procedure. *Restrictions imposed by the Line Use Restriction (#302) procedure cannot be overridden.*

- **Emergency Phone Number List (#406).** Allows you to create a list of numbers that all extensions in the system can dial, at any time, overriding all dialing restrictions except Line Use Restriction (#302), even when Night Service is on. It is typically used to list emergency numbers, such as doctor or police, or service numbers such as 611. The emergency list holds up to 10 numbers.
- **Marked System Speed Dialing.** (This is not a procedure. See “System Speed Dialing,” in this chapter.) This allows you to “mark” a system Speed Dial number so that it can override the above-mentioned restrictions.
- **System Password (#403).** This procedure allows you to create a password that, when entered, enables a user to override all dialing restrictions except those imposed by Line Use Restriction (#302). See “Using the Password” in this chapter.
- **Allowed Phone Number List (#407).** Allows you to create a list of numbers that an extension is allowed to dial, despite the Outgoing Call Restriction and Disallowed Phone Number List procedures. The PARTNER Plus system stores up to four different lists of up to 10 numbers each. After creating allowed lists, use the Allowed List Assignment (#408) procedure to assign one or more of the lists to a specific extension.

**Example:** You have restricted outside calling. However, there are certain business numbers, such as suppliers, repair services, etc., that your employees need to call. Place these numbers on the allowed list.

## Night Service

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The Night Service feature allows you to change how a group of extensions operate, usually outside of normal business hours. When Night Service is turned on, all incoming calls will ring immediately at the extensions in the Night Service Group. These incoming calls will override any other previously programmed Line Ringing options (“delayed ring” or “no ring”).

In addition, if the system is programmed with a password, the extensions in the Night Service Group are restricted from calling any outside numbers except

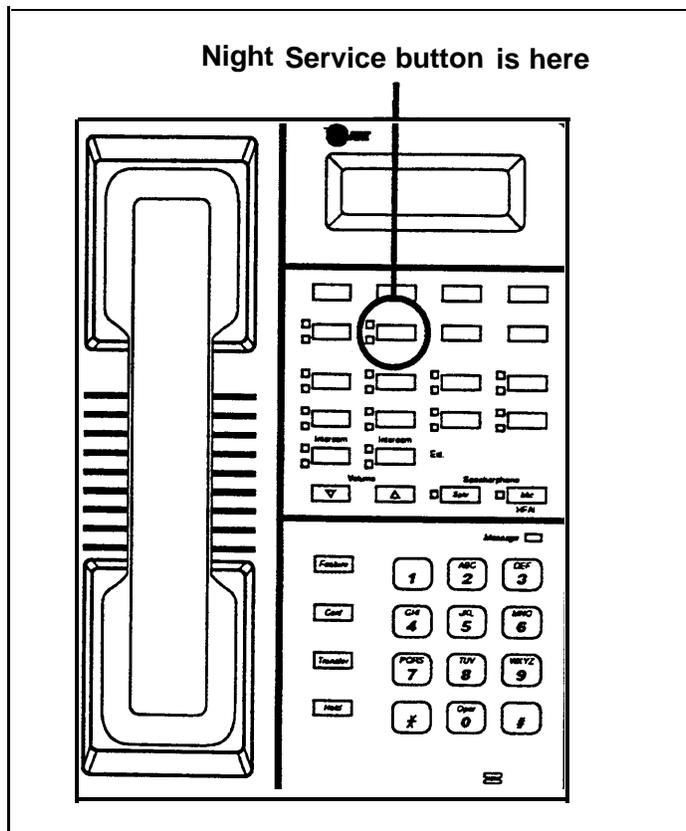
Marked System Speed Dial numbers or those on the Emergency Phone Number List. Users can, however, make an outside call if they first enter the system password. (See “Entering the Password” in this chapter.)

**Example:** Night Service is typically used in the following scenario: The system is set up in an office where all calls normally come through a receptionist. The receptionist goes home at 5:00 in the evening, but there are often people who stay to work later. At 5:00, the receptionist turns on Night Service, which causes all the phones in the Night Service Group to ring immediately when a call comes in.

Programming your system for Night Service requires two basic steps: deciding which extension belong in the Night Service Group, and assigning a Night Service button to extension 10. If you want to restrict outward calling while Night Service is on, program a system password.

For detailed instructions on how to program Night Service, see the following procedures in chapter 3 of the *Installation and Programming Guide*:

- **Night Service Group (#504)**
- **Night Service Button (#503)**
- **System Password (#403)** (optional)



**Figure 4-1 Night Service Button**

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## Turning On Night Service

### To turn on Night Service (without a password):

1. Press the Night Service button on extension 10.  
*The light is steady green. Night Service is on.*

### To Turn On Night Service (with a password):

1. Press the Night Service button on extension 10.  
*The light is flashing green.*
2. Enter the password.  
*The light is steady green. Night Service is on.*

## Turning Off Night Service

### To Turn Off Night Service (without a password):

1. Press the Night Service button on extension 10.  
*The green light goes off. Night Service is off.*

### To Turn Off Night Service (with a password):

1. Press the Night Service button on extension 10.  
*The light is flashing green.*
2. Enter the password.  
*The green light goes out. Night Service is off.*

---

## Pickup Group

The Pickup Group feature allows you to create a group of extensions in which any outside call can be answered *from any other extension* in the system by dialing a special code. In other words, when an outside call rings in the Pickup Group, you can answer that call from any extension by dialing a code. You can create one Pickup Group.

The Pickup Group is typically used for a group of people who can handle each other's incoming calls.

**Example:** A group of word processors work in a large room separated by cubicles. If any one of the word processors is away from his or her desk, anyone else in the group can answer an incoming call *without knowing whose phone is ringing* simply by pressing [\[Intercom\]](#) plus the Pickup Group dial code. Another way to use this feature is to leave *all* extensions in the Pickup Group. This allows anyone on the system to answer any ringing phone.

The PARTNER Plus system comes preset with all extensions in the Pickup Group. If you want to customize a Pickup Group, use the Pickup Group Extensions (#501) procedure to remove extensions from the group until only those you want in the group remain. For detailed instructions on how to program this procedure, see chapter 3 in the *Installation and Programming Guide*.

---

## Answering a Call to the Pickup Group

### To answer a call to the Pickup Group:

*When an extension in the Pickup Group is ringing:*

1. Lift the handset at any extension.
2. Press **[Intercom] [6] [6]** .

---

## Calling Group

The Calling Group feature allows you to make an intercom call—either ringing or voice-signaled—to an entire group of extensions simultaneously. If one extension in the group answers the call, the ringing stops at the other extensions in the group. You can create one Calling Group.

**Example:** One way to use the Calling Group is to place *all* extensions in the Calling Group. This allows anyone to make an intercom call (either ringing or voice-signaled) that will be heard at every extension. Another way is to place only those extensions belonging to a certain group (such as all the phones in the sales department or warehouse) in the Calling Group. Then, if you need to talk to anyone in that group, you can make an intercom call to the group.

The PARTNER Plus system is preset at the factory with all extensions in the Calling Group. If you want to customize the Calling Group, use the Calling Group (#502) procedure to remove extensions from the group until only those you want in the group remain. For detailed instructions on how to program a Calling Group, see chapter 3 in the *Installation and Programming Guide*.

## Making a Call to a Calling Group

*You can program **[Intercom] [7] [1]** onto a programmable button to call the Calling Group with a single touch.*

### To make a ringing call to the Calling Group:

1. Lift the handset and press **[Intercom]** (in either order).  
*You hear the intercom dial tone.*
2. Dial **[7] [1]** .  
*All available extensions in the Calling Group ring.*

### To make a voice-signaled call to the Calling Group:

1. Lift the handset and press **[Intercom]** (in either order).  
*You hear the intercom dial tone.*
2. Dial **[\*] [7] [1]** .
3. Speak into handset.  
*Your voice is heard through the speakers of all PARTNER telephones that are not busy in the calling group. When the call is answered, either by someone lifting the handset or pressing **[Mic]** , your voice is no longer heard on all telephones, only on the phone that answered the call.*

**NOTE:** You cannot transfer calls to the Calling Group.

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## Loudspeaker Paging

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You can connect a loudspeaker paging system directly to your system without having to buy additional jacks or phone lines. Any phone can make an announcement over the loudspeaker paging system.

### To make an announcement over the loudspeaker paging system:

1. Lift the handset and press **[Intercom]** (in either order).
2. Dial **[7][0]**.
3. If your paging system is an AT&T PagePac 6, speak into the handset. Your voice is heard through the system.

If your paging system is an AT&T PagePac 6 Plus, dial **[1]** to make an announcement in zone 1; dial **[2]** for zone 2; dial **[3]** for zone 3; dial **[4]** for zones 2 and 3; dial **[5]** for zones 1 and 3; dial **[6]** for zones 1 and 2; dial **[7]** for all zones. Speak into the handset. Your voice is heard through the system.

If you have a paging system other than a PagePac 6 or Pagepac 6 Plus follow the manufacturer's instructions.

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## Hotline

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The Hotline feature allows you to create a Hotline extension. Lifting the handset on a Hotline extension automatically makes an intercom call to another predetermined extension.

**Example:** Many supermarkets install a Hotline phone near their meat counters. When customers lift the handset on the Hotline phone, they automatically ring the butcher's phone on the other side of the glass.

For instructions on programming a Hotline, see the following procedures in chapters 3 and 4 of the *Installation and Programming Guide*:

- **Hotline (#603)**
- **Automatic Line Selection.** The Hotline extension's Automatic Line Selection *must* be programmed to Intercom only.
- **Line Assignment (#301).** Use this procedure to make sure that no outside lines are assigned to the Hotline extension.
- **Calling Group Extensions (#502).** Use this procedure to remove the Hotline extension from the Calling Group.

*You must use a standard rotary or touch-tone telephone for the Hotline extension.*

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## Using the Password

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If a password has been programmed for the system, you can use the password to override all dialing restrictions except those imposed by Line Use Restriction (#302). You must enter the password for each call you want to make.

To program a password, use the System Password (#403) procedure. See chapter 3 in the *Installation and Programming Guide*.

### **To enter the password:**

*Before lifting the handset or turning on the speaker. . .*

1. Press [Hold] .
2. Enter the password.
3. Press an outside line button.
4. Lift the handset and dial the number.

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**Changing System Settings**

**5**

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Although your PARTNER Plus system was programmed to meet your requirements at the time it was installed, you may occasionally want to change those settings as the needs of your business change. For example, your business may grow, and you may need to add more lines or extensions to your system. Or, your local telephone company might upgrade from rotary dial to touch-tone service, in which case some of the procedures in your system will need to be changed. Or you might simply want to change the system time to Daylight Savings Time.

*All system programming procedures are identified by a # and a 3-digit number. See chapter 3 of the Installation and Programming Guide for detailed instructions.*

*In the following list of situations that require re-programming the system, the specific procedures are listed and briefly described. For detailed instructions on how to actually change the settings, refer to chapters 3 and 4 of the Installation and Programming Guide.*

This section does not list *all* system procedures, only those that are most commonly changed. For a complete list of system procedures and settings, see the inside back cover.

## Changing the System Clock

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You may have to change or reset the system clock for Daylight Savings Time, after a prolonged power failure, or after a complete system reset. To change the system clock, use the following procedures:

- **System Date (#101).** Sets the month, day, and year.
- **System Day (#102).** Sets the day of the week.
- **System Time (#103).** Sets the hour.

## Adding an Outside Line

---

If you add an outside line to your system, you may need to use the following procedures:

- **Line Assignment (#301).** Assigns the new line to specific extensions in the system.
- **Dial Mode (#201).** Identifies the new line as a rotary dial line or a touch-tone line.
- **Line Type (#202).** Identifies the new line as connected directly to the local telephone company or to a PBX/Centrex.
- **Line Ringing Options.** Specifies, for each outside line, how an extension rings when a call comes in. The choices are:
  - *Immediate ring*
  - *Delayed ring*
  - *No ring*

- 
- **Line Use Restriction (#302).** Restricts call activity on specific lines assigned to the extension. You can specify the following calling activity:
    - *No restriction*
    - *Out only*
    - *In only*
    - *No access*

## Adding an Extension

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*The Copy Settings (#399) procedure copies settings from one extension to another. If the new extension has the same settings as any other extension, you can use the Copy Settings (#399) procedure to save time. See chapter 3 of the Installation and Programming Guide.*

If you add an extension to the system, you may need to use the following procedures:

- **Automatic Line Selection.** Specifies to which lines a user is automatically connected when the handset is lifted.
- **Line Ringing Options.** Specifies, for each outside line, how an extension rings when a call comes in. The choices are:
  - *Immediate ring*
  - *Delayed ring*
  - *No ring*
- **Line Assignment (#301).** Assigns specific lines to the extension (only if lines in your system are assigned on a per-extension basis).
- **Line Use Restriction (#302).** Restricts call activity on specific lines assigned to the extension. You can specify the following calling activity:
  - *No restriction*
  - *Out only*
  - *In only*
  - *No access*
- **Display Language (#303).** Specifies what language (English, French, or Spanish) appears on PARTNER display phones,
- **Automatic Privacy (#304).** Prevents anyone from joining a call at the extension. Typically used for an extension connected to a modem, fax, or answering machine—any device whose function can be disrupted by someone attempting to join it.
- **Outgoing Call Restriction (#401).** Specifies the type of call the extension is allowed to make. The three choices are:
  - *No restriction*
  - *Inside (intercom) only*
  - *Local (inside and local calls only)*

- 
- **Disallowed List Assignment (#405).** Assigns a Disallowed Phone Number List to the extension. Use the Disallowed Phone Numbers List (#404) procedure to compile a list of outside numbers that extensions are restricted from dialing.
  - **Allowed List Assignment (#408).** Assigns an Allowed Phone Number List to the extension. Use the Allowed Phone Numbers List (#407) procedure to compile a list of outside numbers that extensions can dial, overriding all other dialing restrictions except Night Service (#504) and Line Use Restriction (#302).
  - **Pickup Group Extensions (#501).** Assigns the extension to a Pickup Group.
  - **Calling Group Extensions (#502).** Assigns the extension to a Calling Group.
  - **Night Service Group (#504).** Assigns the extension to the Night Service Group.

## **Adding or Removing Restricted Telephone Numbers**

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If you want to add or remove numbers that users are *not* allowed to dial, use the following procedure:

- **Disallowed Phone Number Lists (#404).** Compiles lists of outside numbers that certain extensions are restricted from dialing. You can compile up to four different lists of up to 10 numbers each. After compiling the list, use the Disallowed List Assignment (#405) procedure to assign lists to specific extensions.

## **Adding or Removing Allowed Numbers**

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If you need to add or remove numbers that users are allowed to dial despite dialing restrictions, use the following procedure:

- **Allowed Phone Number Lists (#407).** Compiles lists of outside numbers that certain extensions can dial, overriding dialing restrictions except Night Service and Line Use Restriction (#302). You can compile up to four different lists of up to 10 numbers each. After compiling the list, use the Allowed List Assignment (#408) procedure to assign lists to specific extensions.

## **Adding or Changing Emergency Numbers**

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If you want to add or change emergency numbers that users can dial, overriding all dialing restrictions including Night Service, but not Line Use Restriction (#302), use the following procedure:

- **Emergency Phone Number List (#406).** Compiles a list of outside numbers that, when dialed at any telephone in the system, will override all dialing

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restrictions except those imposed by Line Use Restriction (#302). This list is typically used for numbers such as doctor, police, or the boss's home number. The emergency list holds up to 10 numbers.

## **Changing the Password**

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If you want to change the password, or program one when there was none before, use the following procedure:

- **System Password (#403).** Specifies a system password. Any user can override dialing restrictions by entering the password.

## **Connecting the System to PBX or Centrex**

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If you want to connect your PARTNER Plus system to a PBX or Centrex system, see appendix A in the *Installation and Programming Guide* for instructions.

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**Using Standard Telephones**

**6**

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*Single-line cordless phones, and fax machines and answering machines with built-in phones, function the same way standard phones do as described in this chapter.*

This chapter provides instructions for using standard single-line touch-tone or rotary dial telephones with your PARTNER Plus system.

You can connect standard touch-tone or rotary dial telephones directly to the PARTNER Plus system without using expensive adapters or connectors. Standard telephones can do many of the things that the PARTNER telephones can do, and you can save money by using them in certain applications where a PARTNER telephone is not needed. Because standard phones do not have PARTNER line buttons, feature buttons, or dedicated function buttons, basic call handling procedures are sometimes different from those for PARTNER telephones. In addition, the following actions *cannot* be performed at a standard telephone:

- Because a standard phone does not have line buttons, you cannot make or answer a call on a specific line. You can only make calls on automatically selected lines.
- You cannot join a call at another extension.
- You cannot pickup a call on hold at another extension.
- You cannot enter program mode.
- You cannot use the System Password.
- You cannot use the following dial code features: Do Not Disturb, Exclusive Hold, Save Number Redial, or Privacy.

In addition, a PARTNER phone cannot turn on a standard phone's message waiting light.

## **Programming Extensions for Standard Phones**

You *must* set the Automatic Line Selection to "Intercom first" for all standard telephones expected to make any intercom calls, regardless of whether the standard phone is at an extension by itself or shares an extension with a PARTNER phone. This means that when you lift the handset on a standard phone, you are automatically connected to an intercom line. Then, to get an outside line, dial [9] . (To set Automatic Line Selection, see chapter 4 in the *Installation and Programming Guide*.)

## **Using Feature Phones**

A *feature phone* is a standard telephone that has additional buttons other than the regular 12-key dial pad. For example, there are feature phones that have programmable auto dial buttons, last number redial buttons, hold buttons, and built-in speakerphones. Most of the features on these phones will work with the PARTNER Plus system. You can use the PARTNER Plus system's dial code features from a feature phone, and program them onto a feature phone button. However, there are some limitations to what these phones can do.

The capabilities of a feature phone are *in the phone itself*. For example, if you store a number on a feature phone's auto dial button, that number is stored *in* the feature phone. (This is different from storing a number on a PARTNER phone's Auto Dial button. When you program a button on a PARTNER phone, the number is actually stored in the control unit.) Similarly, when you press a

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[Hold] button on a feature phone, the call is held at the phone itself. Other phones in the system cannot see that the call is on hold (it appears as a busy line). Nor can you retrieve a call on hold at a feature phone from another extension.

If you want to program an outside number on a feature phone's auto dial button, you must add a [9] [pause] [pause] before each outside number. (The [9] gets an outside line, and the [pause] accounts for the few seconds it takes for the outside line to connect.)

Note that the feature phone's last number redial button will not work for an outside call. To redial the last number, use the PARTNER Plus system's Last Number Redial feature by pressing [#] [0] [5] .

# Basic Call Handling

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## Making an Outside Call

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### To make an outside call:

1. Lift the handset.  
*You hear the intercom dial tone.*
2. Dial [9] to get an outside line.  
*You hear the outside line dial tone.*
3. Dial the number.

## Making an Intercom Call

---

### To make a ringing intercom call:

1. Lift the handset.  
*You hear the intercom dial tone.*
2. Dial the 2-digit extension number.

### To make a voice-signaled intercom call:

1. Lift the handset.  
*You hear an intercom dial tone.*
2. Dial [\*] plus the 2-digit extension number.
3. When you hear a “beep,” speak into the handset.  
*Your voice is heard on the other extension’s speaker. If the extension you are calling is a busy PARTNER phone, it will ring instead, and you will hear a ringing signal instead of a “beep.” If it is a standard phone, you will hear a busy signal.*

*You can only voice-signal a PARTNER phone.*

## Answering a Call

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### To answer a call:

*When the telephone is ringing. . .*

1. Lift the handset.  
*You are connected to the incoming call.*

## Ringling Patterns

*A transferred call will ring like an intercom call (Ring-Ring) until the person transferring the call hangs up, at which time the call rings like a transferred call (Ring-Ring).*

You can tell what kind of call you are receiving by the way your standard telephone rings.

- A single ring pattern (*RING. . . RING. . . RING. . .*) means you are receiving an outside call.
- Two rings (*RING-RING. . . RING-RING. . . RING-RING . . .*) means you are receiving an intercom call.
- Three rings (*RING-RING-RING. . . RING-RING-RING. . . RING-RING-RING . . .*) means you are receiving a transferred call, or, that a call you transferred was not answered and is returning to you.

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## Putting a Call on Hold

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*You cannot put a call on Exclusive Hold at a standard phone.*

### To put a call on hold:

*While active on the call. . . .*

1. Press the switchhook down once rapidly.  
*You hear the intercom dial tone. The call is on hold. **Do not hang up the handset while the call is on hold.** If you do hang up the handset, the phone will ring. Answering the ring will reconnect you with the held call.*

### To retrieve a call from hold:

1. Hang up.  
*The call "rings back."*
2. Lift the handset.  
*You are reconnected with the held call.*

---

## Transferring a Call

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### To transfer a call with an announcement:

1. While active on the call, press the switchhook down once rapidly.  
*You hear the intercom dial tone. The call is put on hold.*
2. Dial the 2-digit number of the extension to which you want the call transferred.
3. When someone answers, announce the call. If the call is accepted, hang up. If no one answers, press the switchhook down once rapidly and you are reconnected with the caller. If the call is refused, wait for the person who refused the transfer to hang up. Then, hang up, and the call will ring back. (If the person who refused the transfer does not hang up, press the switchhook twice and you will be reconnected with the call.)

### To transfer a call with no announcement:

1. While active on the call, press the switchhook down once rapidly.  
*You hear the intercom dial tone. The call is put on hold.*
2. Dial the 2-digit number of the extension to which you want the call transferred.
3. Hang up.  
*If no one answers, the call will ring back.*

---

## Making a Conference Call

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You can set up a conference call from a standard telephone that connects you and two other parties together at the same time. All rules and considerations regarding conference calling with PARTNER telephones also apply to standard telephones.

### To add a second party to an existing call:

*You are connected with the first party. . .*

1. Press the switchhook down once rapidly:  
*The first party is put on hold. You hear the intercom dial tone.*
2. To add an outside party, dial [9] plus the outside number. If the number is busy or does not answer, hang up and the first party will ring back.  
  
To add an inside party, dial the 2-digit extension number. If the extension is busy or does not answer, press the switchhook down once rapidly and you will be reconnected with the first party.
3. When the second party answers, press the switchhook down once rapidly.  
*You are now connected with both parties.*

### To drop the second added party from a conference call:

1. Press the switchhook down once rapidly.  
*The last added party is dropped.*

---

## Speed Dialing

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*You cannot program Speed Dial numbers from a standard phone. It must be done from extension 10.*

### To dial a Personal or System Speed Dial number:

1. Lift the handset.  
*You hear the intercom dial tone.*
2. Press [#] plus the 2-digit Speed Dial code.  
*The system automatically selects an outside line and dials the Speed Dial number.*

# Using Dial Code Features

You can use several dial code features with a standard touch-tone telephone by pressing [#] instead of [Feature] . See table 6-1.

**Table 6-1 Dial Code Features with Standard Phones**

<u>Feature</u>	<u>How to Use It</u>
Recall	Press [#] [0] [3] .
Last Number Redial	Press [#] [0] [5] .
Touch-Tone Enable	Press [#] [0] [8] .
Message Light On	Press [#] [0] [9] plus ext. number.
Message Light Off	Press [#] [1] [0] plus ext. number.

You cannot use Do Not Disturb, Exclusive Hold, Save Number Redial, or Privacy with standard telephones.

*You cannot use dial code features from a rotary telephone.*

### To use a dial code feature on a standard touch-tone telephone:

*If you are not on a call. . .*

1. Lift the handset.  
*You hear the intercom dial tone.*
2. Dial [#] plus the 2-digit dial code.

*If you are on an outside call. . .*

1. Press the switchhook down once rapidly.  
*You hear an intercom dial tone and the call is put on hold.*
2. Press [#] plus the 2-digit dial code. If you are using the Message Light On or Message Light Off feature, you must *also* dial the extension number and then press the switchhook.  
*The system automatically returns you to the outside line you were on and then activates the feature.*

For a complete description of what dial code features do, and when to use them, see “Dial Code Features” in chapter 3.

## Using a Combination Extension

---

A *combination extension* is a PARTNER telephone and a standard telephone that share a single extension. For complete instructions on how to install a combination extension, see the *Installation and Programming Guide* (figure 2-3).

The following are examples of useful combination extensions:

- PARTNER phone plus standard telephone, for power failure backup (extensions 10, 16, 22, and 28).
- PARTNER phone plus answering machine with built-in phone
- PARTNER phone plus fax machine with built-in phone

*For a combination extension, use Automatic Line Selection to ensure that the extension connects to an intercom (not to an outside line) when you pick up the handset.*

Using the telephones in a combination extension is fairly simple. The main thing to understand is that the two telephones share a single PARTNER Plus extension in the same way several home telephones share a single number. For example:

- Both phones share the same extension number.
- Both phones share the same “voicepath;” that is, when either one is busy, the extension is busy.
- The lights on the PARTNER phone show what the standard telephone is doing as well as what the PARTNER phone is doing. For an explanation of light patterns on PARTNER phones, see “Lights” in chapter 2.
- An incoming call rings at both phones.

In the combination extension, a PARTNER telephone works like it always does and a standard telephone works like it always does when connected to the PARTNER Plus system. And, only one phone can be used at a time, unless you want to join the two on a single call, the same way you can on your home phones have two people on the same call on different telephones.

There are, however, the following differences from normal operation:

- You can manipulate a call on the standard telephone by pressing buttons on the PARTNER telephone. For example, you can use the PARTNER phone to select a specific outside line, and conduct the call on the standard phone. Or, if someone is on a call using the standard telephone, someone else can put that call on hold by pressing **[Hold]** on the PARTNER phone. To do this, it is not necessary to lift the handset of the PARTNER phone.
- You can also activate dial code features from the PARTNER telephone while the standard phone is on a call. Simply press **[Feature]** plus the 2-digit dial code.
- A voice-sigaled call will not signal at a standard phone.
- Held calls cannot be retrieved from a standard phone in a combination extension.

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## **Using Optional Equipment**

# **7**

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This chapter provides suggestions for using—and instructions for programming—the industry-standard single-line telecommunication devices described in chapter 1:

- Fax machines
- Answering machines
- Modems
- Credit card scanners

In general, there are many ways to setup this equipment—the setup you choose depends upon your needs and the number of devices you have.

This chapter does not cover how to connect the optional equipment or how to perform the necessary programming. For installation instructions, see chapter 2 in the *Installation and Programming Guide*. For detailed programming instructions, see chapters 3 and 4 in the *Installation and Programming Guide*.

# Fax Machines

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You get several benefits from connecting a fax machine to your PARTNER Plus system. One is that you can set up one or more fax machines in different ways to suit your needs, as described below. Another benefit is the *Fax Management Button*, which is programmed on a PARTNER phone and allows you to monitor the status of a fax machine and to transfer calls to a fax machine with a single touch. (See in this section, "Fax Management Button.") Different ways you can set up fax machines with the PARTNER Plus system are listed below. (The first two examples are the most basic and easy to use.)

- **Single fax machine.** Good for light or moderate fax traffic. This basic setup uses a published fax number.
- **Fax line saver.** Good for light fax traffic, with no need for a published fax number. Works well with the Fax Management button.
- **Send and receive fax machines.** Good for high volume fax traffic. One machine sends, the other receives.

If your fax traffic is either very important or very heavy, there are several different ways you can set up a *backup* fax machine so that you will not miss a fax transmission:

- **Backup fax machine.** If one machine is busy or not working, the backup machine will get the incoming calls. Each machine is connected to its own extension.
- **Line saver backup fax.** If you want a backup machine, but cannot spare an extra extension for it, you can connect both machines to a single extension.
- **Double backup fax machines.** Good for heavy traffic situations. This setup has two fax machines and two dedicated fax lines. Each machine sends and receives full time, and each serves as a backup for the other.

Other ways to use a fax machine, explained at the end of this section, are:

- **Fax Management Button**
- **Using an AT&T fax machine's "Notify" feature**

You can install both a telephone and a fax machine on the same extension using an AT&T 267F2 bridging adapter. This lets you receive both voice and fax calls on the same line (but not at the same time). If you pick up the phone and hear a fax signal, you can simply hang up to let the fax machine receive the call.

## Using Dialing Restrictions

You can use dialing restrictions to restrict calling activity on a fax machine. For example, you can use the Outgoing Call Restrictions (#401) procedure to restrict the fax machine to local calls only. For a more detailed discussion of dialing restrictions, see chapter 4.

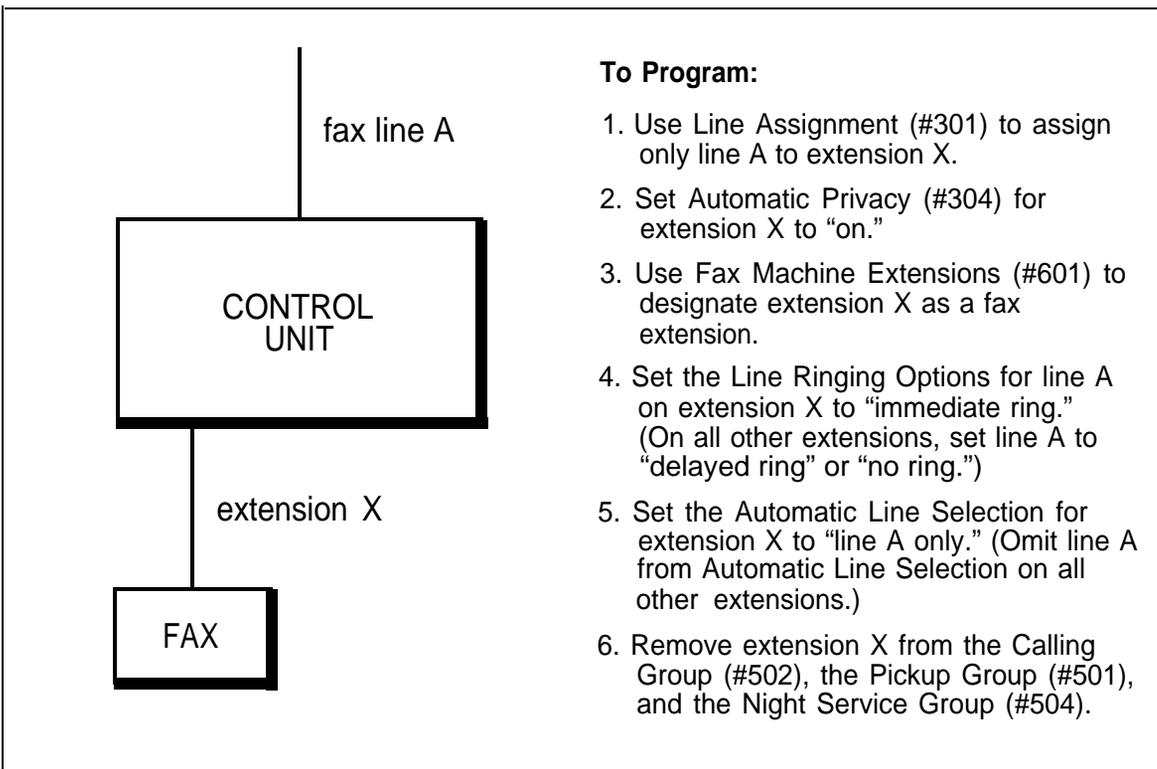
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## Single Fax Machine

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The single fax machine setup is shown in figure 7-1. The fax machine has its own line (Line A), the number of which is published as the fax number. The fax machine is connected to its own extension (extension X).

**To use:** All fax calls that come in on the fax line will be automatically answered by the fax machine. When you send a fax, the fax line will be automatically selected when you lift the handset on the fax machine. If a fax call comes in on a line other than the fax line, you can transfer the call to the fax extension (see in this section, "Transferring a Call to the Fax Machine"). If you have programmed a Fax Management button, you can transfer the call with a single touch, as well as monitor the status of the fax machine (see in this section, "Fax Management Button").



**Figure 7-1 Single Fax Machine**

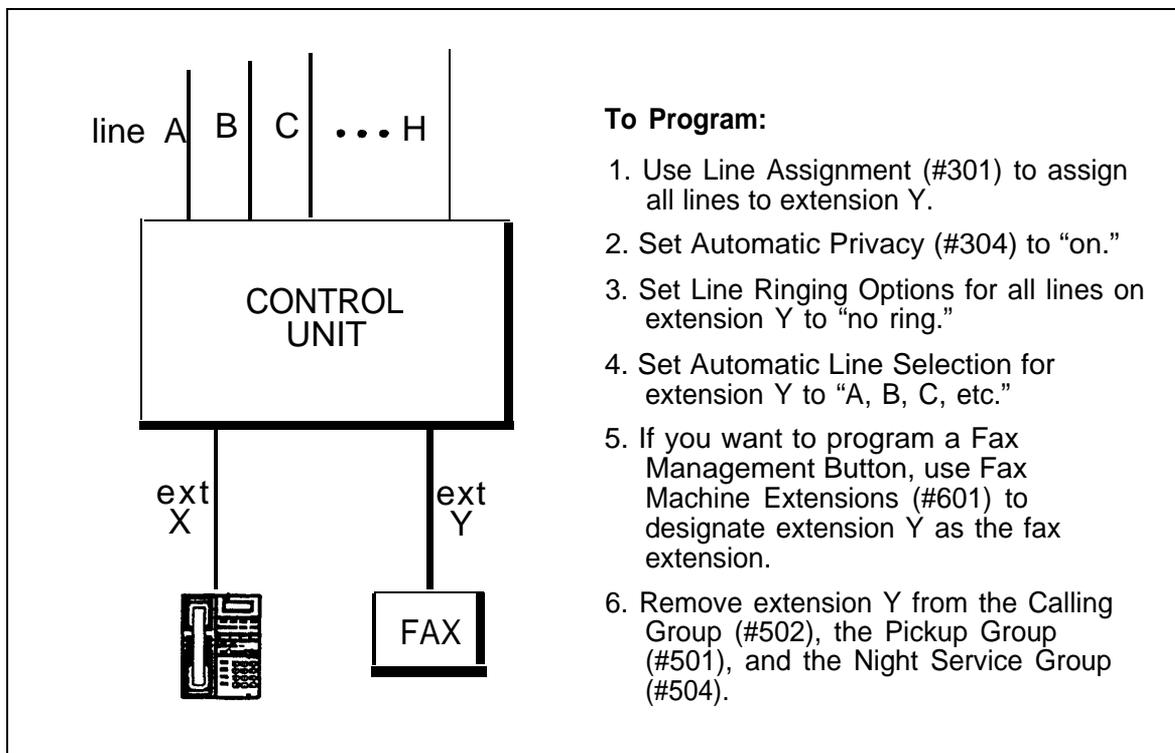
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## Fax Line Saver

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If you don't use your fax machine enough to justify paying for its own outside line, you can put the fax on its own extension if you don't mind manually transferring calls to it. Figure 7-2 shows the setup.

**To use:** The person at extension X answers a call and hears a fax machine signaling on the other end. Realizing that a fax call is coming in, this person transfers the call to extension Y—the fax machine extension. To send a fax transmission in this configuration, simply lift the handset on the fax machine—an outside line will be automatically selected.



**Figure 7-2 Fax Machine Line Saver**

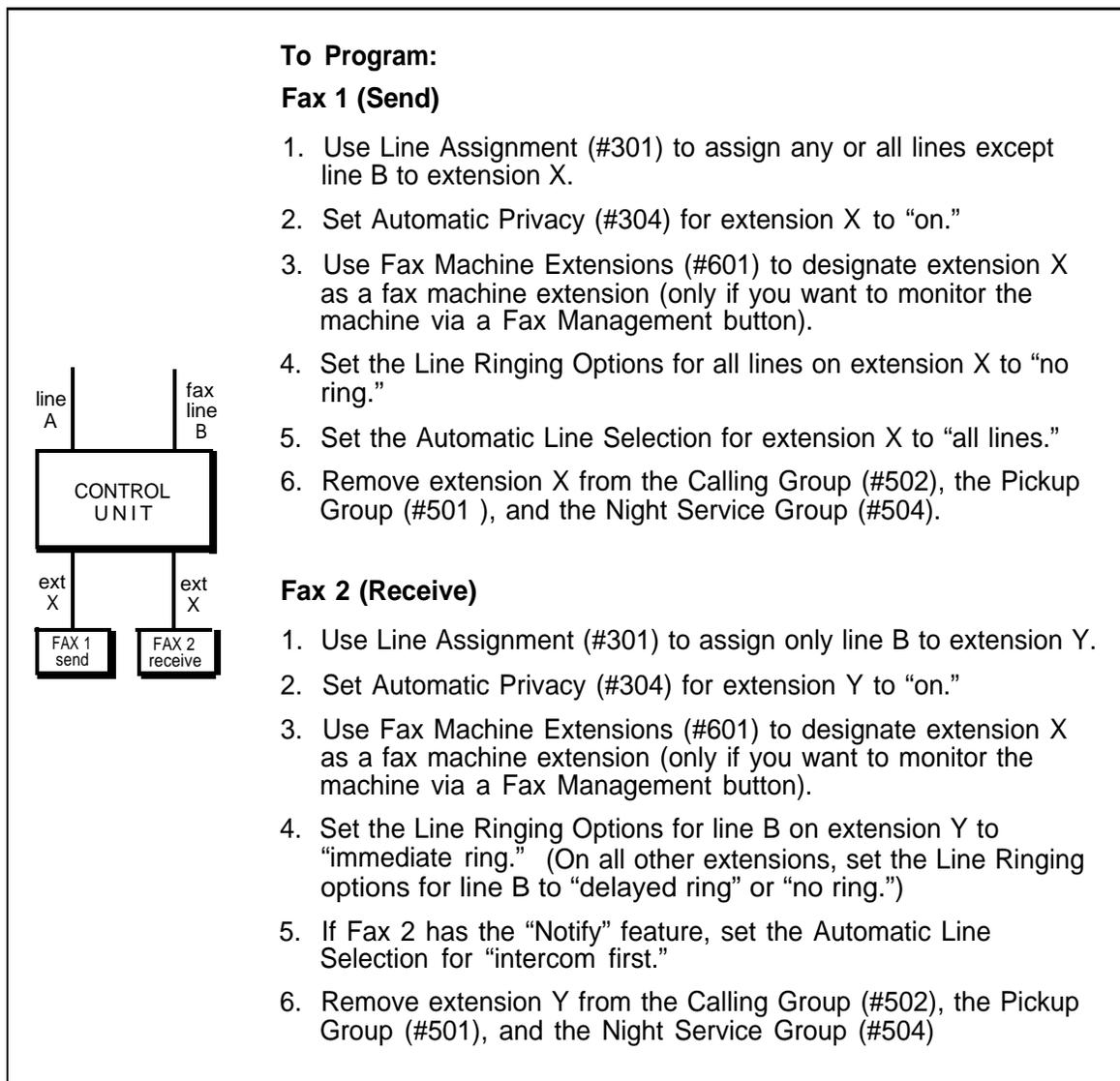
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## Send and Receive Fax Machines

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If your business has high volume fax traffic, you can set up two fax machines, one that only sends and the other that only receives. For example, in figure 7-3, there are two fax machines. Fax 1 is the *send* machine, fax 2 is the *receive* machine. Line B is the fax line, the number of which is published as the fax number.

**To use:** When you want to send a fax, just lift the handset of fax 1 and an outside line will be automatically selected. Incoming fax calls on the fax line are answered automatically by fax 2. If a fax comes in on a line other than line B, you can transfer the call to fax 2 (see in this chapter, "Transferring a Call to the Fax Machine"). If you program Fax Management buttons, you can transfer the call with a single touch, as well as monitor the status of the fax machines (see in this chapter, "Fax Management Button").

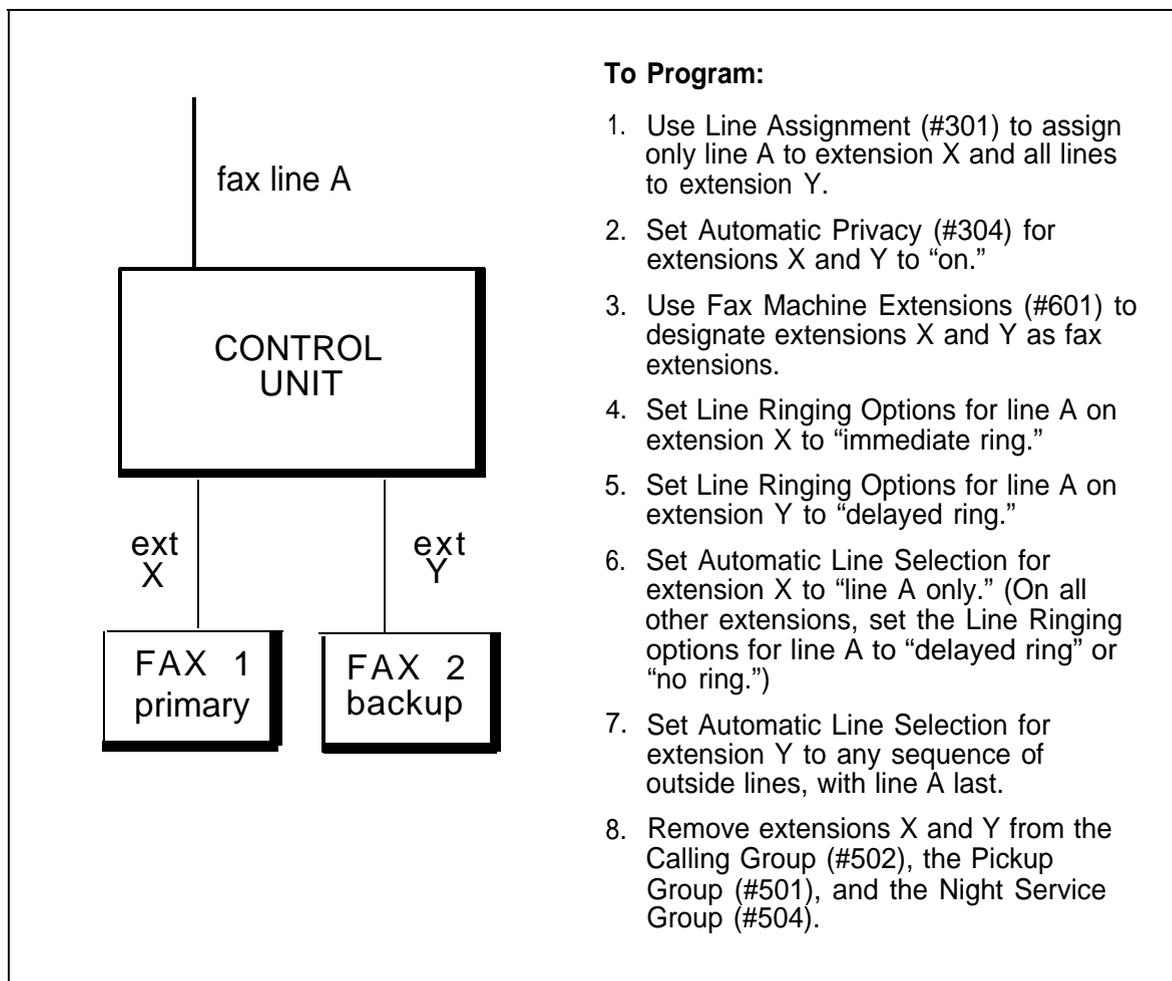


**Figure 7-3 Send and Receive Fax Machines**

## Backup Fax Machine

If your business absolutely depends on fax service—if reliability is essential—you can set up two fax machines so that one serves as a backup for the other. In the example shown in figure 7-4, fax 1 is set up as the primary machine; fax 2 is the backup. If fax 1 runs out of paper or otherwise malfunctions, fax 2 will answer the call after three rings. This setup uses a dedicated fax line.

**To use:** Use the primary fax machine as described under “Single Fax Machine.” If a call comes in when the primary machine is busy, the backup machine will take the call. If the primary machine is busy, you can send a fax on the backup machine. An outside line will be automatically selected when you make a call from the backup machine.

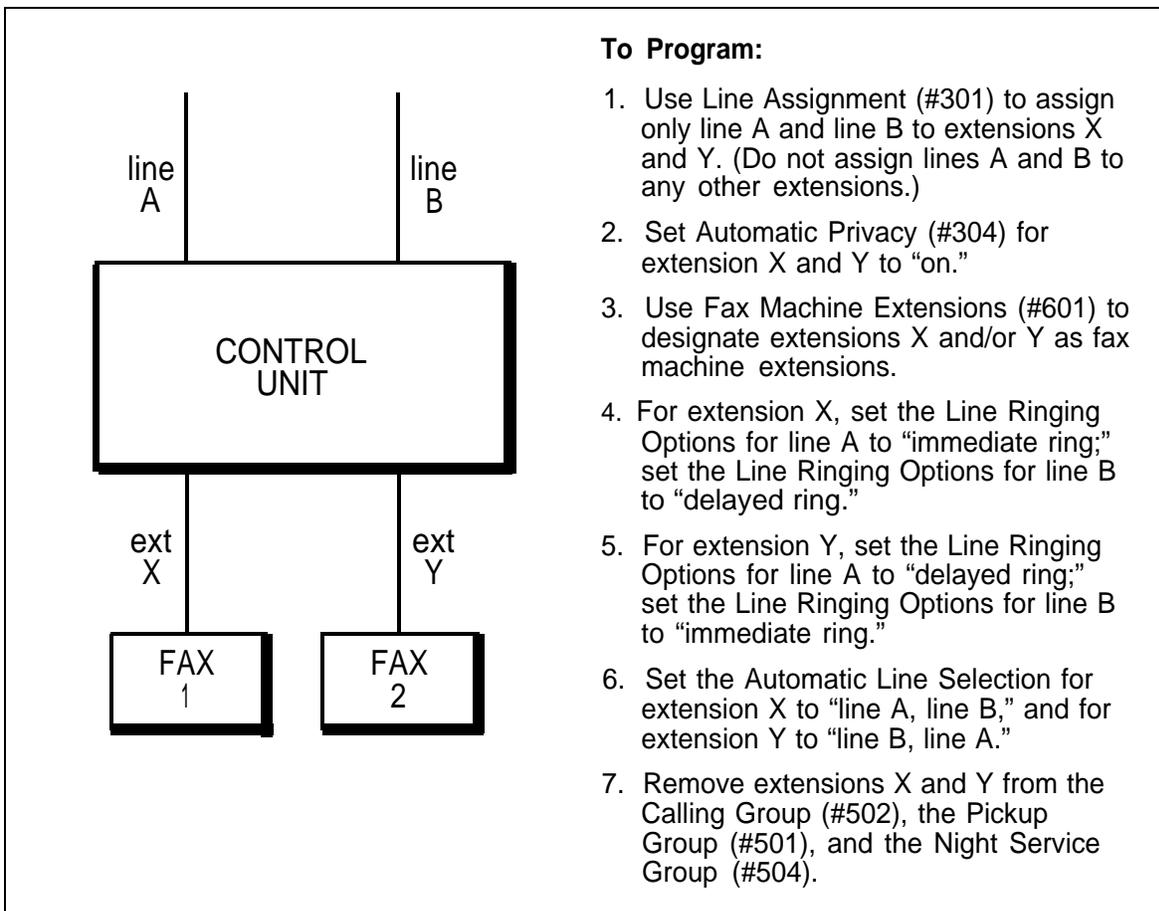


**Figure 7-4 Backup Fax Machine**

## Double Backup Fax Machines

If you have very heavy fax traffic, and don't want to miss a call, you can setup two fax machines that back each other up. For example, in figure 7-5, fax 1 and fax 2 each works independently of the other. Lines A and B are both dedicated fax lines, the number or numbers of which are published as the fax number. However, if for any reason either machine does not answer a call, the other machine will answer for it.

**To use:** Use each machine as described under "Single Fax Machine." If either machine fails to answer, the other machine will answer for it. If a fax comes in on a line other than line A or line B, you can transfer the call to either machine (see in this chapter, "Transferring a Call to the Fax Machine"). If you have programmed a Fax Management button, you can transfer the call with a single touch, as well as monitor the status of the fax machines (see in this chapter, "Fax Management Button").



**Figure 7-5 Double Backup Fax Machines**

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## Fax Management Button

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You can program a button with a light on any PARTNER telephone to serve as a Fax Management button. The light next to this button can tell you when the fax machine is in use, when it is available, or when it is not answering (for example, when it is out of paper). You can also use the button to transfer calls from your extension to the fax machine with a single touch.

### Programming the Fax Management Button

It takes two steps to program a Fax Management button:

1. Program an intercom Auto Dial button for the fax machine extension. See “Auto Dialing” in chapter 3.
2. Use the Fax Machine Extensions (#601) procedure to designate the fax extension. See chapter 3 in the *Installation and Programming Guide*.

### Using the Fax Management Button

The light next to the fax management button shows what is happening at the fax machine.

**Table 7-1 Fax Management Button Light Patterns**

<u>Light Pattern</u>	<u>Indicates . . .</u>
Red broken flutter	<b>Fax trouble.</b> Fax machine is not answering. If broken flutter occurs because machine is out of paper, refill the paper. The light clears the next time machine makes or answers a call. If machine takes longer than 4 rings to answer, light shows <b>fax trouble</b> ; when machine does answer, light changes to <b>fax busy</b> .
Red steady	<b>Fax busy.</b> Fax machine is busy making or answering a call.
Green flash	<b>Fax calling.</b> An AT&T fax machine with the “Notify” feature can call you after it receives a transmission. See in this chapter, “Using the Fax Machine’s Notify Feature.”
Green flutter	<b>Fax transfer return.</b> A call You transferred to the fax machine is returning:

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## Transferring a Call to the Fax Machine

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There are two situations in which you would want to transfer a call to your fax machine:

- You might answer an outside call and hear a fax machine signaling. (A fax signal is a single beep sequence— *beep. . . beep. . . beep*). If you hear this, you should transfer the call immediately to the fax machine extension.
- You might be on a call and the person to whom you are speaking has a fax machine connected to his or her phone and wants to fax you something. You can receive the fax by transferring the call to the fax extension. Tell the other party to wait until he or she hears the fax tone before pressing the **[Start]** button.

There are two ways to transfer the call to the fax extension:

- If you have a Fax Management button, simply press the button.
- If you do not have a Fax Management button, press **[Transfer]** plus the fax's extension number. When the fax machine answers, hang up.

## Using the Fax Machine's Notify Feature

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Some AT&T fax machines (for example, models 9025FX and 9035FX) have a feature called *Notify*. After such a machine receives a fax call, it automatically dials a number and plays a recorded message, such as, "You have just received a fax." If you need to know exactly when a fax comes in, or if your fax machine is located in an isolated part of your building, you can use Notify in any of the following ways:

- Program the fax machine to make a ringing or voice-signaled intercom call to an individual extension or to a Calling Group. (Program the fax machine to dial **[\*]** plus the extension number for a voice-signaled call; **[7][1]** for a call to the Calling Group.)
- Program the fax machine to turn on the Message light at someone's extension by dialing **#[0][9]** plus the extension number.
- Program the fax machine to dial **[7][0]** to make its recorded announcement over your loudspeaker paging system.

For all of the above examples, program the fax machine extension's Automatic Line Selection for "Intercom first," followed by whatever outside lines you want to assign to it. If the machine has an auto dial feature, program a **[9] [pause] [pause]** before each auto dial number. When manually making a call, dial **[9]** to get an outside line. For instructions on how to set the Automatic Line Selection, see chapter 4 in the *Installation and Programming Guide*.

## Answering Machines

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You can use an answering machine to answer calls at night when no one is around, or during business hours when no one can get to the phone. The following are ways you can connect answering machines to your system:

- **Single answering machine.** This basic setup can cover all the lines in the system. Anyone on the system can call the machine to retrieve messages.
- **Multiple answering machines.** If you get too many calls for one machine to cover, you can connect two or more machines to cover all calls.
- **Personal answering machine.** An answering machine can share an extension with a phone (via a bridging adapter) to answer all calls to the extension.
- **Answering machine backup for fax machine.** You can back up your fax machine with an answering machine so that no incoming fax call goes unanswered.

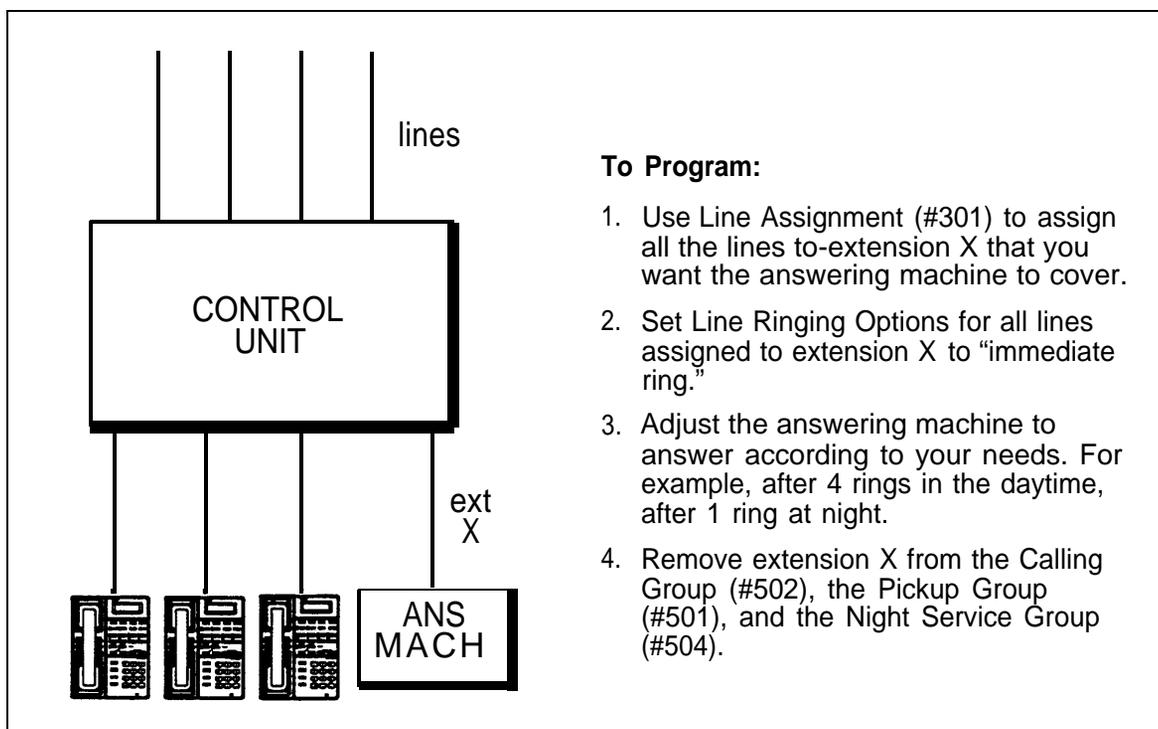
The following pages describe the programming required for each of these examples.

## Single Answering Machine

The single answering machine setup (figure 7-6) serves the entire system. It is connected to its own extension, and can cover all the lines in the system, or as many lines as you assign to it.

To retrieve messages:

- Go to the machine to manually play back messages.
- From inside the system, make an intercom call to the answering machine extension. When the machine answers, dial its message retrieval code.
- From outside the system, call in on any line assigned to the machine. When the machine answers, dial its message retrieval code.



**Figure 7-6 Single Answering Machine**

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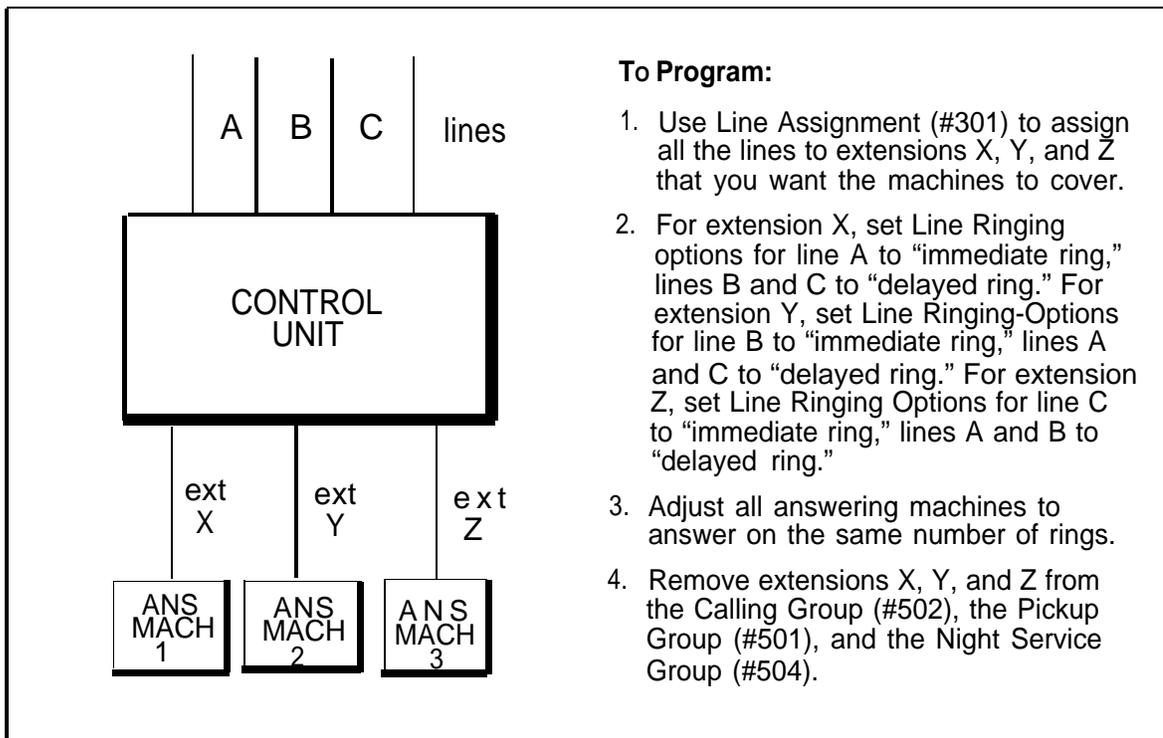
## Multiple Answering Machines

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If a single answering machine cannot handle all your calls, you can setup two or more machines to answer (figure 7-7). A setup such as this might be used by a movie theater to announce movie times to people calling for information.

To retrieve messages:

- Go to the machines to manually play back messages.
- From inside the system, make an intercom call to an answering machine extension. When the machine answers, dial its message retrieval code.
- From outside the system, call in on any line assigned to the machine. When the machine answers, dial its message retrieval code. Note, however, that when calling in from outside, you can only retrieve messages from the first machine that answers.



**Figure 7-7 Multiple Answering Machines**

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## Personal Answering Machine

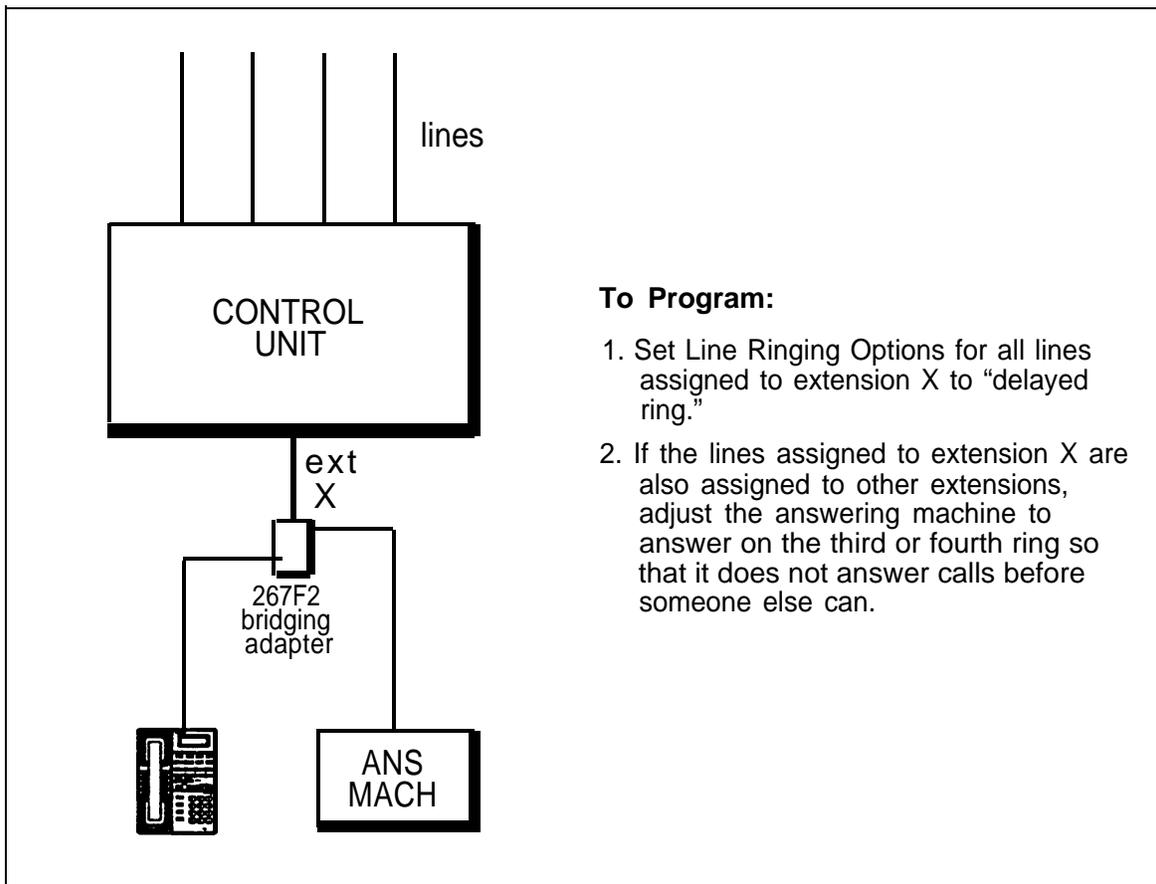
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A personal answering machine is used to answer all the calls that ring on the lines at a certain extension (figure 7-8). It is useful for the following situations:

- When the extension receives a lot of intercom calls
- When outside calls come through a receptionist and are transferred to the extension
- When an extension has a private line.

To retrieve calls:

- From inside the system, make an intercom call to the extension. When the machine answers, dial the retrieval code.
- From outside the system, call in and have someone transfer you to the extension. When the machine answers, dial the message retrieval code. Or, call in when no one will answer before the answering machine does.



### To Program:

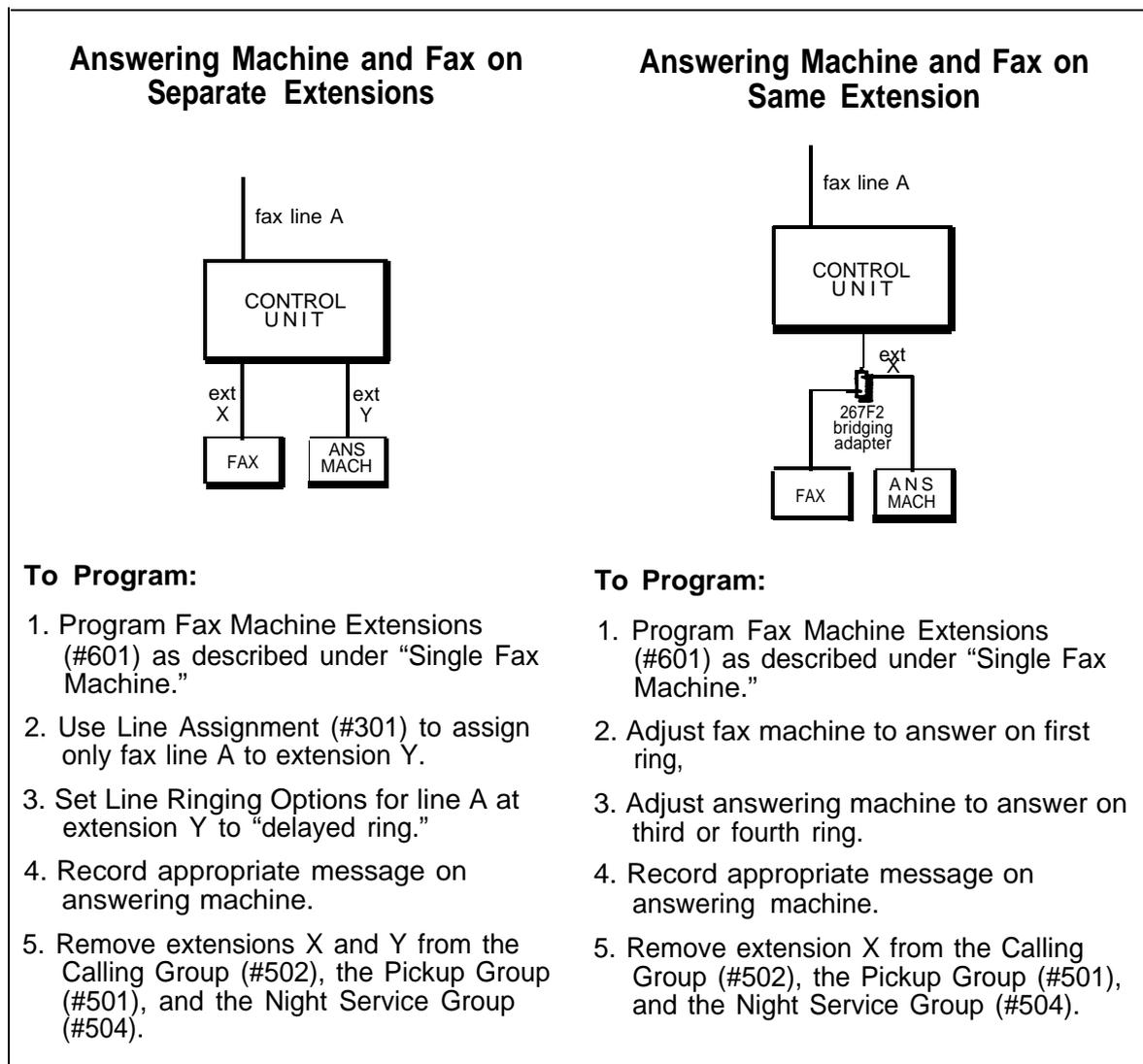
1. Set Line Ringing Options for all lines assigned to extension X to "delayed ring."
2. If the lines assigned to extension X are also assigned to other extensions, adjust the answering machine to answer on the third or fourth ring so that it does not answer calls before someone else can.

**Figure 7-8 Personal Answering Machine**

## Answering Machine Backup for Fax Machine

If you have a fax machine, and do not want to let an incoming fax call go unanswered because the fax machine is out of paper, you can back up the fax machine with an answering machine. In this setup (figure 7-9), if for any reason your fax machine does not answer, the call is switched over to the answering machine. The answering machine plays a message like: “The fax machine is busy—please call back in five minutes.”

You can install the answering machine in two different ways: the answering machine and fax machine can each go on their own extensions, or they can share the same extension via an AT&T 267F2 bridging adapter.



**Figure 7-9 Answering Machine Backup for Fax Machine**

# Modems

There are two ways to use modems with your system:

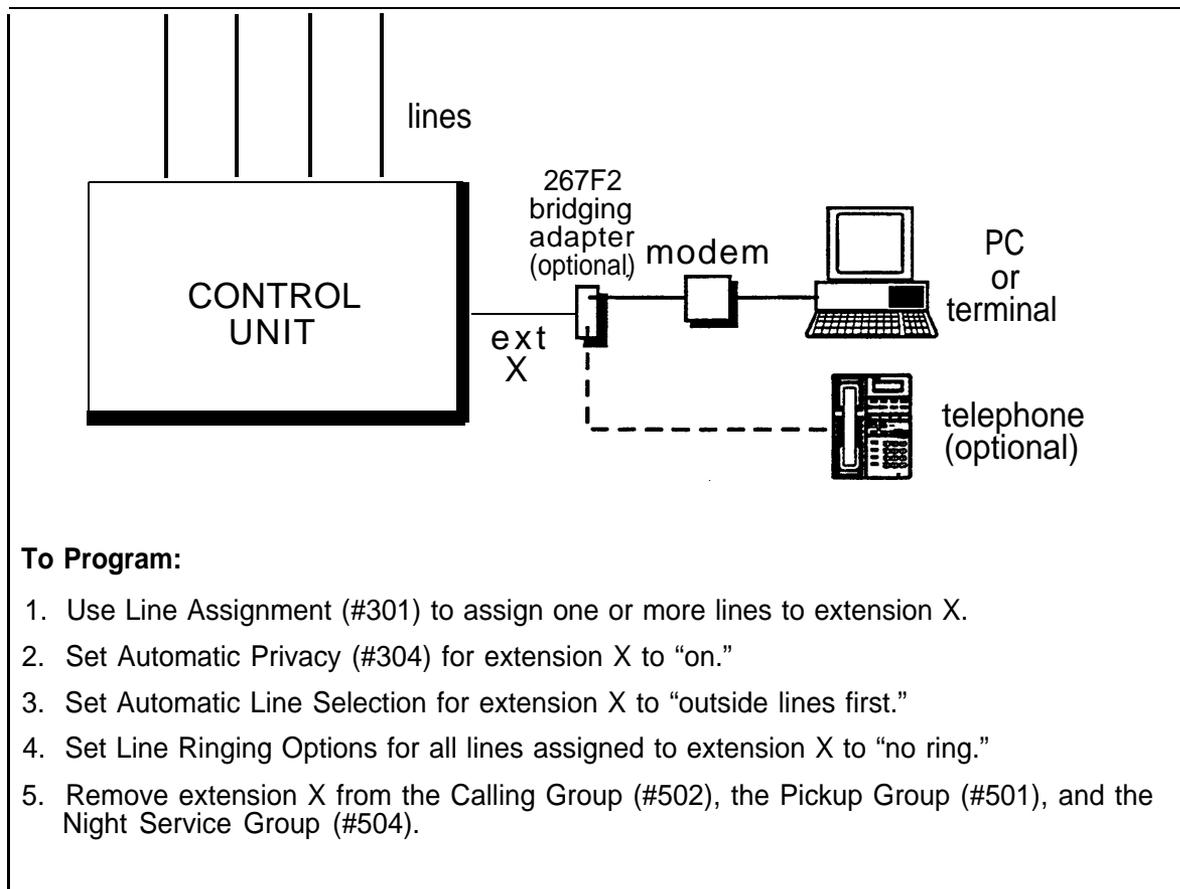
- **Stand-alone modem.** This allows you to dial out into the phone network to connect with computer bulletin boards and other data services.
- **Modem pool.** Uses your PARTNER Plus system like a data switch. Allows several users to simultaneously use an on-premises computer.

Modems can connect directly to an extension jack without an adapter. To connect modems to the system, see chapter 2 in the *Installation and Programming Guide*.

## Stand-Alone Modem

A modem and a terminal allow you to dial out and connect to computer bulletin boards and other data services. The setup is shown in figure 7-10. Note that the 267F2 bridging adapter and telephone are optional, and can be used if you want the terminal to share an extension with a phone.

**To use:** Follow the modem manufacturer's instructions.



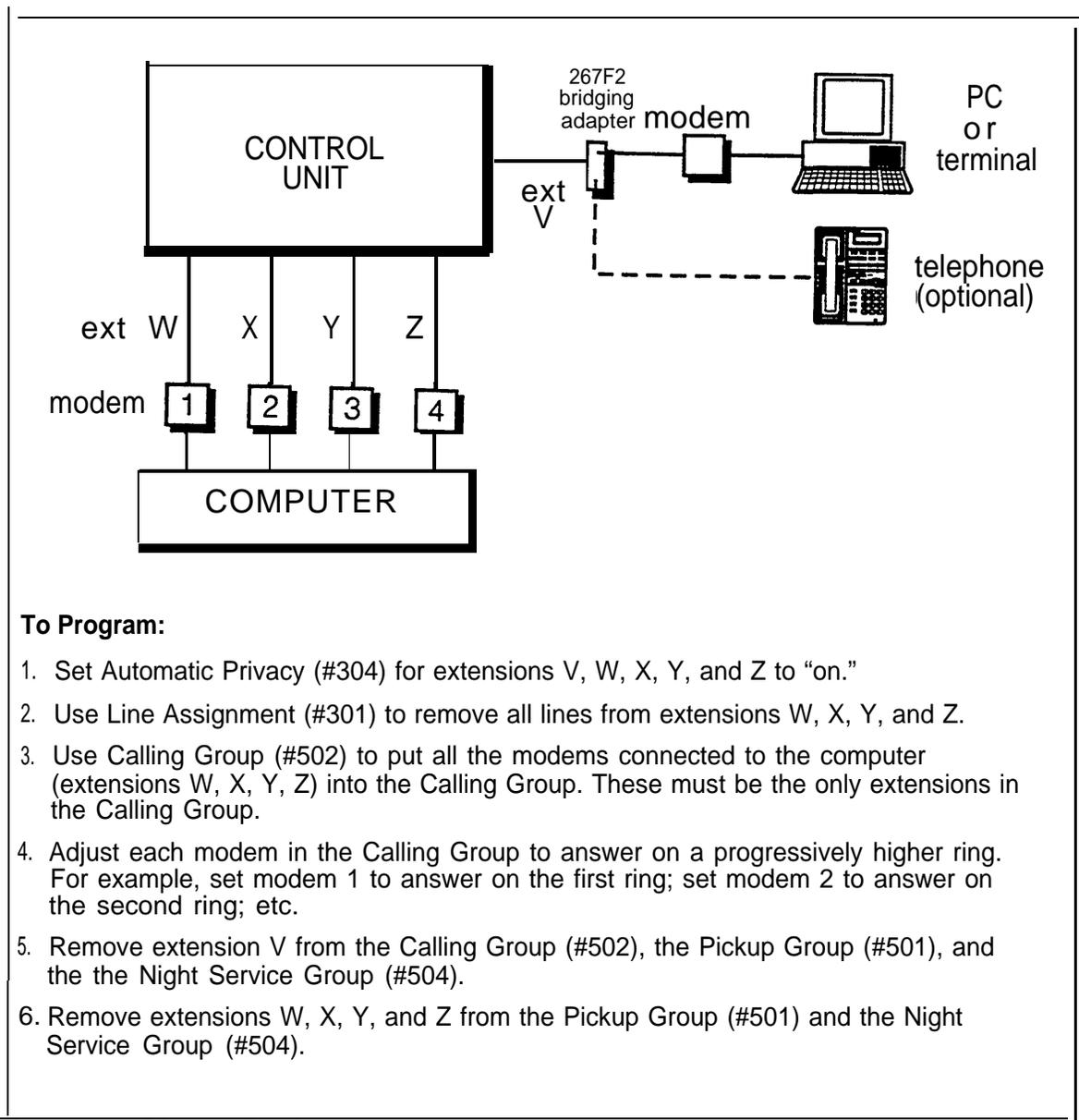
**Figure 7-10 Standalone Modem**

## Modem Pool

You can set up your PARTNER Plus system as a small data switch that allows several people to simultaneously use a single on-premises computer (figure 7-11).

**To install:** Plug each modem connected to the computer into its own extension

**To use:** Any extension with a modem can dial into the computer by making a call to the Calling Group. It will be connected to the first available modem.



### To Program:

1. Set Automatic Privacy (#304) for extensions V, W, X, Y, and Z to "on."
2. Use Line Assignment (#301) to remove all lines from extensions W, X, Y, and Z.
3. Use Calling Group (#502) to put all the modems connected to the computer (extensions W, X, Y, Z) into the Calling Group. These must be the only extensions in the Calling Group.
4. Adjust each modem in the Calling Group to answer on a progressively higher ring. For example, set modem 1 to answer on the first ring; set modem 2 to answer on the second ring; etc.
5. Remove extension V from the Calling Group (#502), the Pickup Group (#501), and the the Night Service Group (#504).
6. Remove extensions W, X, Y, and Z from the Pickup Group (#501) and the Night Service Group (#504).

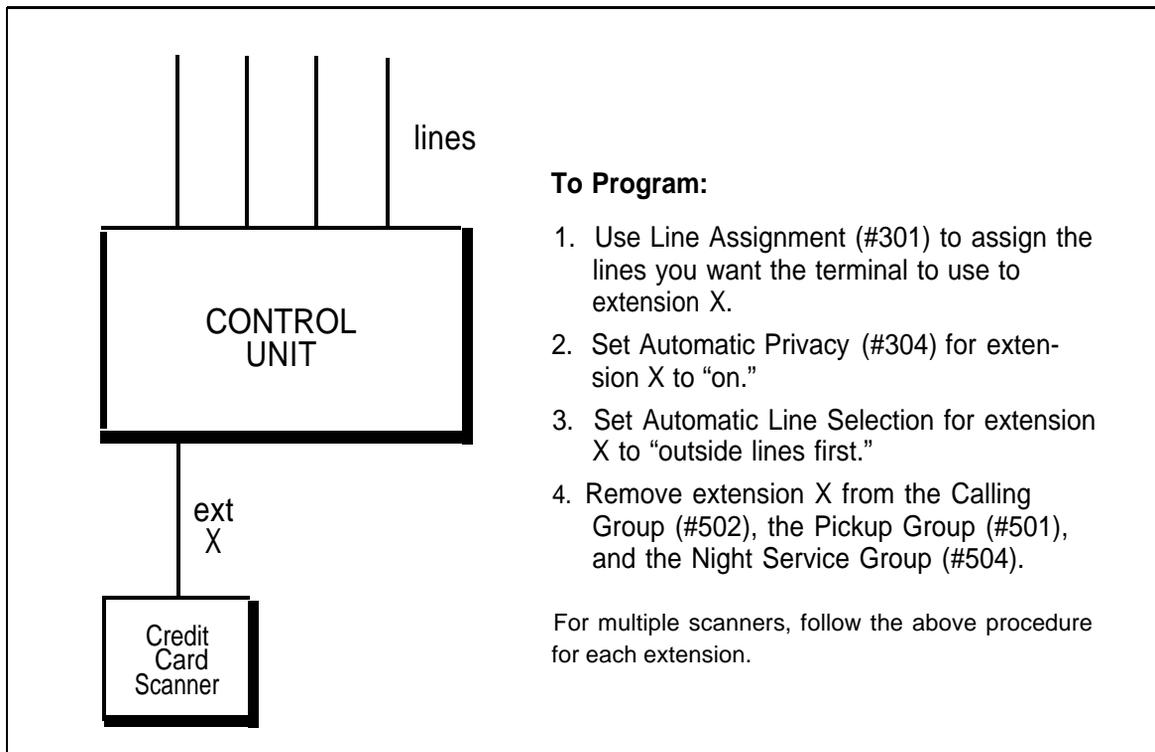
**Figure 7-11 Modem Pool**

# Credit Card Scanners

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Many retail businesses and restaurants use credit card scanners to get instant approval of credit card purchases. The PARTNER Plus system allows your credit card scanners to share the lines in your system.

**To use:** When you make a call on the credit card scanner, an outside line is automatically selected.



**Figure 7-12 Credit Card Scanner**



# When You Have a Problem

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If you should have a problem with your system, there is a good chance you can solve it by following the appropriate procedure in this section.

If you need help, call:

*The Helpline is open 24 hours a day.*

**National Service Assistance Center Helpline  
1 800 628-2888**

If you call, the Helpline representatives can better help you if you have the following information ready:

- The kind of system you have (PARTNER Plus)
- The number of lines and extensions in your system
- The model number of the problem phone, if applicable (located on the upper right-hand corner of the phone—MLS-12D, MLS-12, or MLS-6).

If you followed a troubleshooting procedure and need more help, tell the representative what you did.

## All Phones Dead: No Dial Tone or Lights

<b><u>Possible Cause</u></b>	<b><u>Do This</u></b>	<b><u>If...</u></b>	<b><u>Then:</u></b>
1. Control unit not receiving power.	Locate the control unit. Make sure the power cord is plugged securely into the wall outlet. Also make sure <i>all</i> circuit breakers (little plastic pop-up tabs) are in the "ON" position, i.e., pushed down. (For location of circuit breakers, see figure 1-1 in chapter 1.) To view all circuit breakers, remove the cover from the control unit.	The green indicator lights on the modules are "ON" and the trouble is gone,	The problem is corrected.
		The green indicator lights on the modules are "ON" but the trouble remains,	Call 1 800 628-2888.
		The green indicator lights on the modules are "OFF,"	Go to Possible Cause 2.
		Any green indicator lights on the modules are "OFF" or "FLASHING,"	Call 1 800 628-2888.
2. The power outlet may be faulty.	Test the outlet by plugging in an appliance, like a lamp or radio.	The appliance does not work,	The outlet is faulty. If possible, plug the control unit into a different outlet. Check fuse box or call an electrician.
		The appliance works,	Call 1 800 628-2888.

## Phone Has Lights but No Dial Tone

<u>Possible Cause</u>	<u>Do This</u>	<u>If...</u>	<u>Then:</u>
1. Faulty telephone.	Unplug the cord from the base of the problem phone and plug it into a phone that works.	The other phone works,	The old phone was faulty. Call 1800628-2888 to arrange for a replacement.
		The other phone does not work,	Go to Possible Cause 2.
2. Bad telephone cord.	Unplug the cord from the base of the phone and the wall jack. Replace it with a cord that works.	If the phone works,	The cord is bad. Call 1 800 628-2888 to arrange for a replacement.
		If the phone does not work, and it is part of a combination extension,	Go to Possible Cause 3.
		If the phone does not work, and it is not part of a combination extension,	Call 1 800 628-2888.
3. Bad adapter or combination device.	If the phone is part of a combination extension with another phone or device, unplug the adapter from the wall jack. Unplug the phone's cord from the adapter and plug it directly into the wall jack.	The phone works,	There is a problem with the other device attached to the extension or the bridging adapter. Replace the other device. If the problem is still not fixed, call 1 800 628-2888.
		The phone does not work,	Call 1 800 628-2888.

## Trouble Making Outside Calls

Trouble making outside calls could be one of the following:

- You hear a dial tone, but the dial tone continues as you try to dial.
- You hear a dial tone, the dial tone cuts off when you dial, but the line does not ring.
- You hear a busy signal as you dial.
- You hear nothing at all.

<b>Possible Cause</b>	<b>Do This</b>	<b>If...</b>	<b>Then:</b>
1. Local phone company changed service from rotary to touch-tone.	If your system was setup for rotary service, find out if your local telephone company has changed to touch-tone. If it has changed, you must change the Dial Mode (#201) from "rotary" to "touch-tone." See chapter 3 in the <i>Installation and Programming Guide</i> .	You can make a call,	The problem is solved.
		The dial mode is already set correctly,	Go to Possible Cause 2.
2. Someone may have changed your Call Restriction settings.	Find out: were you able to make a call without any trouble before?	If you were able to call on the phone before,	Someone may have intentionally changed the system's or extension's setting. Check to see if this is true. If you find out that no one has changed any system settings, and the phone used to work, go to Possible Cause 3.
3. Local phone company is not accurately receiving the dialing signals.	Isolate the problem. Make calls on the telephone using different lines. Then, make calls on different phones using the same line.	If you cannot make calls from one phone on all lines,	Follow procedure for "Phone Has Lights but No Dial Tone," Possible Cause 1.
		If you cannot make calls using different phones,	Go to Possible Cause 4.
4. Local phone company wiring is faulty.	One at a time, unplug each outside line from the 206 module inside the control unit. Plug it into a standard telephone and try to make a call.	The trouble appears on the standard phone,	There may be a problem with your outside line. Report the trouble to your local phone company.
		The trouble does not appear on the standard phone,	The trouble is with the control unit. Call 1 800 628-2888.

## Phone Does Not Ring

<u>Possible Cause</u>	<u>Do This</u>	<u>If...</u>	<u>Then:</u>
1. Volume control set too low.	Press the volume control button to increase ringer volume.	Phone rings increasingly louder, Phone still does not ring,	Problem is solved. Go to Possible Cause 2.
2. Do Not Disturb feature turned on.	Check to see if Do Not Disturb is turned on.	If Do Not Disturb is turned on, If Do Not Disturb is not turned on,	Turn it off by pressing the programmed button. Go to Possible Cause 3.
3. Phone's Line Ringing may be programmed for "no ring" or "delayed ring."	Check to see if phone's Line Ringing is programmed for "no ring" or "delayed ring." Refer to chapter 4 in the <i>Installation and Programming Guide</i> .	Line Ringing is set for "no ring" or "delayed ring," Line Ringing is set for "immediate ring,"	Change programming if necessary. Phone may be faulty. Follow troubleshooting procedure for "Phone Has Lights but No Dial Tone."

## Calls are Answered Automatically

Problem: A call rings once, then disappears as if it were answered.

<u>Possible Cause</u>	<u>Do This</u>	<u>If...</u>	<u>Then:</u>
1. An optional device, such as a fax machine, answering machine, or modem, answers when it should not.	Be sure the device is set to answer correctly. If the device answers before it is supposed to, adjust it to answer on a later ring. If the device is not supposed to answer calls at all, turn its auto-answer feature off. Refer to the device's user manual.	The optional device was set properly,	Go to Possible Cause 2.
		The optional device was set improperly,	Reset device. if problem remains, go to Possible Cause 2.
2. PARTNER Plus system is programmed incorrectly.	For every optional device connected to your system, be sure its extension's Line Ringing is set to "delayed ring." if it is set to "immediate ring," adjust the device to answer on a later ring.	If the problem is not solved,	Call 1 800 628-2888.

## Trouble Hearing Called Party Answer

<u>Possible Cause</u>	<u>Do This</u>	<u>If..</u>	<u>Then:</u>
If the system is set for rotary dialing, the Rotary Dialing Timeout interval is too long. (If the system is set for touch-tone dialing, you could have a faulty phone and/or cord. See "Phone Has Lights but No Dial Tone.")	Reset the Rotary Dialing Timeout interval. Refer to chapter 3 in the <i>Installation and Programming Guide</i> .	You can hear the called party answer,	The problem is solved.
		The problem is not solved,	Reset the Rotary Dialing Timeout interval to 12 seconds. If problem is still not solved, call 1 800 628-2888.

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## Using the Recall Feature Has No Effect

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<u>Possible Cause</u>	<u>Do This</u>	<u>If...</u>	<u>Then:</u>
Recall Timer Duration set too short.	Increase the Recall Timer Duration by 100 milliseconds. See chapter 3 in the <i>Installation and Programming Guide</i> .	The Recall feature works,	The problem is solved.
		The Recall feature still doesn't work,	Continue increasing the Recall Timer Duration by increments of 100 milliseconds until the problem is solved.

## Using the Recall Feature Disconnects Call

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This problem applies when the PARTNER Plus is installed behind a PBX or Centrex.

<u>Possible Cause</u>	<u>Do This</u>	<u>If...</u>	<u>Then:</u>
Recall Timer Duration set too long.	Decrease the Recall Timer Duration by 100 milliseconds. See chapter 3 in the <i>Installation and Programming Guide</i> .	The Recall feature works properly,	The problem is solved.
		The Recall feature still disconnects calls,	Continue decreasing the Recall Timer Duration by increments of 100 milliseconds until the problem is solved.

## Calls on Hold Are Disconnected

<u>Possible Cause</u>	<u>Do This</u>	<u>If...</u>	<u>Then:</u>
Hold Disconnect Time is programmed incorrectly—too short.	Change the Hold Disconnect Time from “short” to “long.” See chapter 3 in the <i>Installation and Programming Guide</i> .	Calls on hold are no longer disconnected,	The problem is solved.
		Calls on hold still get disconnected,	Call 1 800 628-2888.
		The Hold Disconnect Time was already set to “long,”	Call 1800 628-2888.

## Call on Hold Hangs Up, but Line Does Not Disconnect

<u>Possible Cause</u>	<u>Do This</u>	<u>If...</u>	<u>Then:</u>
Hold Disconnect Time is programmed incorrectly—too long.	Change the Hold Disconnect Time from “long” to “short.” See chapter 3 in the <i>Installation and Programming Guide</i> .	Abandoned calls on hold are disconnected,	The problem is solved.
		Calls on hold still get disconnected,	Call 1 800 628-2888.
		The Hold Disconnect Time was already “short,”	Call 1 800 628-2888.

## Phone Rings Back After Intercom Call with NO One at Other End

<u>Possible Cause</u>	<u>Do This</u>	<u>If...</u>	<u>Then:</u>
Automatic Line Selection is programmed incorrectly.	If one of the phones involved is a standard single-line rotary or touch-tone telephone, program its Automatic Line Selection to "Intercom first."	The problem is not solved,	Call 1 800 628-2888.

## Combination Extension Problem: Phone Does Not Ring Properly

<u>Possible Cause</u>	<u>Do This</u>	<u>If...</u>	<u>Then:</u>
1. Ringer equivalents are too high for the extension.	If this is a combination extension (two devices), be sure the total of their Ringer Equivalence Numbers (REN) does not exceed 2. (See chapter 2 in the <i>Installation and Programming Guide</i> .) If it exceeds 2, unplug the extra device.	The ringer functions properly,	Problem is with optional device. The system is okay.
		Trouble still appears,	Go to Possible Cause 2.
2. Optional device (fax, answering machine, etc.) is faulty.	Remove the optional device from the extension.	The ringer functions properly,	Problem is in the optional device. The system is okay.
		Trouble still appears,	Problem is with control unit. Call 1 800 628-2888.

## Phone Display Does Not Work

<u>Possible Cause</u>	<u>Do This</u>	<u>If...</u>	<u>Then:</u>
1. Phone has to be reset.	To reset the phone, unplug the cord from the bottom of the phone and plug it in again. <i>IMPORTANT: Make sure the handset is hung up when you plug the cord in.</i>	The display works,	Problem is solved.
		The display still does not work,	Follow procedure for "Phone Has Lights but No Dial Tone."
2. Phone is faulty.	Replace problem phone with another PARTNER display phone.	New phone works,	Old phone was bad. Call 1 800 628-2888 to arrange for a replacement.
		New phone does not work,	Call 1 800 628-2888.

## PARTNER Phone Does Not Work When Standard Phone Handset Is Lifted

This problem relates to combination extensions that have a PARTNER phone and a standard phone.

<u>Possible Cause</u>	<u>Do This</u>	<u>If...</u>	<u>Then:</u>
Wrong cord and wrong bridging adapter used to connect standard phone.	First, unplug the bridging adapter from the wall jack. Then, unplug the PARTNER phone from the adapter and plug it into the wall jack.	The PARTNER phone works properly,	Either the cord or the adapter must be replaced. (Use only an AT&T 267F2 bridging adapter.) Call 1 800 628-2888 for details.

## Combination Extension Problem: PARTNER Phone Shows Line Is Busy

<u>Possible Cause</u>	<u>Do This</u>	<u>If...</u>	<u>Then:</u>
Standard phone is not hung up.	Hang up standard phone.	PARTNER phone light goes off,	Problem is solved.
		Standard phone is hung up,	Reset PARTNER phone according to procedure given under "Other Problems with Phones."

## Other Problems with Phones

This procedure resets a PARTNER telephone. Use it if you have any problems that are not mentioned above.

<u>Possible Cause</u>	<u>Do This</u>	<u>If...</u>	<u>Then:</u>
Phone needs to be reset.	Unplug the cord from the bottom of the phone and plug it in again. <i>IMPORTANT: Make sure the handset is hung up when you plug the cord in.</i>	The problem remains,	Call 1 800 628-2888

## Other Problems With System

This procedure resets the system. Use it only when you have any problems that are not mentioned above.

<u>Possible Cause</u>	<u>Do This</u>	<u>If...</u>	<u>Then:</u>
1. System needs a software reset.	At extension 10: 1. Press [Feature] [0] [0] 2. Press [Intercom] [Intercom] (the left [Intercom] button) 3. Press [#] [7] [2] [8] NOTE: A system reset will disconnect all calls in progress. However, it will <i>not</i> erase any system programming.	The problem is not solved,	Proceed to Possible Cause 2.
2. System needs a hardware reset.	Unplug the control unit's power cord. Wait 10 seconds, then plug it back in.	The problem is not solved,	Call 1 800 628-2888.

## In Case Of Power Failure

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When power to the system is cut off, the first line on each 206 module automatically connects to the first extension on the module. For example, Line 1 connects to extension 10, Line 3 connects to extension 16, Line 5 connects to extension 22, and Line 7 connects to extension 28. This allows the system to maintain telephone service during a power outage.

PARTNER telephones do not work during a power failure— *you must use a standard touch-tone or rotary telephone*. For this reason, *it is strongly suggested* that you have at least one standard telephone connected—either directly or by 267F2 bridging adapter—to the first extension of every 206 module (extensions 10, 16, 22, or 28). For more information on preparing for operation during a power failure, see “General Guidelines” in chapter 2 of the *Installation and Programming Guide*.

The PARTNER Plus system has an internal power supply that allows it to stay programmed for approximately four days after it stops receiving power. After four days elapse, all of the system’s programmed settings return to the factory settings.

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**Maintenance and  
Customer Support**

**9**

# Maintenance

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Your PARTNER Plus system is designed to provide trouble-free performance without any special maintenance procedures. However, there are a few precautions you can take to prevent accidental damage to your system.

## Control Unit

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To prevent damage to the system modules:

- Keep the system modules in an area free of dust, smoke, and moisture.
- Do not block the air vents by placing objects on top of the control unit.
- Place control unit in a place with a temperature between 32 degrees and 104 degrees Fahrenheit.
- Do not place the control unit in direct sunlight.

## PARTNER Telephones

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To prevent damage to PARTNER telephones:

- Do not place your telephones near a heating duct, radiator, or other heat source.
- Do not drop your telephones or expose them to excessive shock or vibration.
- Unplug the telephone if:
  - Its cord is damaged
  - Liquid is spilled into it
  - Its housing becomes cracked or otherwise damaged
- To clean your telephone, wipe the outside housing with a soft, dust-free cloth. If absolutely necessary, you may clean it with a soft cloth *slightly* dampened with a mild soap and water solution. Dry quickly with a soft cloth.



**CAUTION:** Your telephone contains sensitive electronic parts. Never submerge it in any kind of liquid, and never use detergents, alcohols, solvents, abrasive cleaners, or an excessive amount of water when cleaning the housing and faceplate. To do so could result in irreparable damage.

# Customer Support

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AT&T customer support personnel can help you program or use the system and telephones. In the U.S., call the following toll-free number 24 hours a day:

**AT&T  
General Business Systems  
National Service Assistance Center Helpline  
1 800 628-2888**

In Canada, call the nearest Technical Assistance Center:

**Eastern Canada and Ottawa: 1 800 363-1882  
Ontario: 1 800 387-4268  
Central and Western Canada: 1 800 663-9817**

Before calling the Helpline, refer to "Troubleshooting," chapter 8.

## Warranty and Post-Warranty Repair

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### In-Warranty Repairs

If you purchased or leased your PARTNER Plus system directly from AT&T, AT&T will repair it free of charge during the one-year warranty period. Simply call the Helpline at 1 800 628-2888 to ask for service.

Business-Day service is standard during the warranty period for both the control unit and PARTNER phones. Business-Day service is performed during normal business hours. However, if you need 24-hour service protection during the warranty period on the control unit in case there is a major system failure, you can purchase an Around-the-Clock service contract from your local AT&T sales office (1 800 247-7000). (Around-the-Clock service is not available for phones.)

If you purchased or leased your system through an AT&T-authorized dealer, contact your dealer for repairs.

### Post-Warranty Repairs

If you purchased your system from AT&T and you have a post-warranty service contract, AT&T service is provided under the terms of that contract.

If you do not have a contract, AT&T service is provided on a time-and-materials basis by calling the Helpline at 1 800 628-2888. To eliminate unexpected repair costs after the warranty period, you can purchase a post-warranty service contract from AT&T. A contract entitles you to unlimited service calls with no charge for parts and labor, plus preferred dispatch priority. Both Business-Day and Around-the-Clock coverages of varying lengths are available. To order a post-warranty service contract, please call 1 800 247-7000.

If you leased your system from AT&T, Business-Day service is included in your lease. To upgrade to Around-the-Clock service, call 1 800 247-7000.

If you purchased or leased your system through an AT&T-authorized dealer, contact your dealer for repairs.

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## AT&T Limited Warranty and Limitation of Liability

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AT&T warrants to you that your PARTNER Plus Communications System will be in good working order when you take title and that it will remain in good working order for a period of one year (the warranty period) or AT&T will, at its option, repair or replace the system component that is not in good working order. Any repair or replacement components may be new or refurbished and will be provided on an exchange basis. If AT&T determines that your PARTNER Plus system cannot be repaired or replaced, AT&T will refund the purchase price of the PARTNER Plus system to you. If you purchased your PARTNER Plus system directly from AT&T, AT&T will perform warranty repair on your premises in accordance with the terms and conditions of AT&T's "Business Day" or "Around the Clock" warranty plans. The details of AT&T's warranty plans may be obtained from AT&T by calling 1 800 247-7000. If you purchased your PARTNER Plus system from an AT&T authorized dealer, you will be covered by AT&T's Authorized Dealer Warranty Plan during the warranty period. Contact your Authorized Dealer for details of AT&T's Authorized Dealer Warranty Plan. *AT&T's obligation to repair, replace, or refund as set forth above is your exclusive remedy.*

The limited warranties provided above do not cover damages, defects, malfunctions, or product failures caused by:

- Failure to follow AT&T's installation, operation, or maintenance instructions.
- Unauthorized modification or alteration of the PARTNER Plus system or its components.
- Product abuse, misuse, or the negligent acts of persons not under the reasonable control of AT&T.
- Actions of third parties and acts of God other than power surges (e.g., lightning).

This warranty applies to a PARTNER Plus system purchased directly from AT&T or purchased directly from an authorized AT&T Dealer.

*Except as specifically set forth above, AT&T, its affiliates, suppliers, and dealers make no warranties, express or implied, and specifically disclaim any warranties of merchantability or fitness for a particular purpose.*

*Except for personal injury, the liability of AT&T, its affiliates, suppliers and dealers for any claim, loss, damage, or expense from any cause whatsoever regardless of the form of the action, whether in contract, tort, or otherwise, shall not exceed the lesser of direct damages proven or the repair or replacement cost of the PARTNER Plus system or the PARTNER Plus system's purchase price. In no event shall AT&T, its affiliates, suppliers, or dealers be liable for incidental, reliance, consequential or any other indirect loss or damage (including lost profits or revenues) sustained or incurred in connection with the PARTNER Plus system. This limitation of liability shall survive failure of the exclusive remedy set forth in the limited warranty above.*

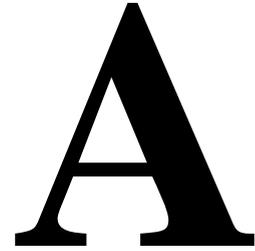
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Except for damages for personal injury, the liability of AT&T, its affiliates, suppliers and dealers for any loss or damage resulting from any product defect or performance under this warranty and regardless of the form of action shall be limited to repair or replacement of the product or a refund of the product's purchase price. In no event shall AT&T, its affiliates, suppliers, and dealers be liable for indirect, reliance, incidental or consequential damage or loss (including loss of profits) caused or alleged to have been caused by this product.

This warranty applies only to a product purchased directly from AT&T or purchased directly from a dealer authorized by AT&T to sell the product.

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## User Forms



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This appendix contains two forms to be photocopied and handed out to system users. These forms are:

- **System Speed Dial Form.** Provides space on which to write System Speed Dial numbers and system extension numbers. For instructions on programming System Speed Dial numbers, see chapter 4 in this guide.
- **Extension Programming Information Form.** Provides information for users about what their phones can and cannot do, according to how each extension is programmed. Instructions for completing the form are on the reverse side of the form.

We suggest you fill in a *photocopy* of the forms, leaving blank originals in the book, in case you need to distribute revisions in the future.



## SYSTEM SPEED DIAL NUMBERS

**To Dial**    .On MLS model telephone, press **[Feature] + Code**    .On standard touch-tone telephone, press **[#] + Code** while receiving intercom dial tone.

CODE	NAME/COMPANY	*	TELEPHONE NUMBER
20			
21			
22			
23			
24			
25			
26			
27			
28			
29			
30			
31			
32			
33			
34			
35			
36			
37			
38			
39			

CODE	NAME/COMPANY	*	TELEPHONE NUMBER
40			
41			
42			
43			
44			
45			
46			
47			
48			
49			
50			
51			
52			
53			
54			
55			
56			
57			
58			
59			

CODE	NAME/COMPANY	*	TELEPHONE NUMBER
60			
61			
62			
63			
64			
65			
66			
67			
68			
69			
70			
71			
72			
73			
74			
75			
76			
77			
78			
79			

\* You can dial System Speed Dial codes with a (\*) at any time, regardless of dialing restrictions placed on your extension.  
 Hint: You can program your phone to store 20 more telephone numbers for your personal use. See Personal Speed Dial Numbers on the *Quick Reference* card.  
 System Speed Dial numbers are programmed by the System Manager. Report problems and suggested revisions to your System Manager.

## SYSTEM EXTENSIONS

**To call another extension**    .On MLS model telephone, press **[Intercom] + Ext**    .On standard telephone, dial **Ext** while receiving intercom dial tone

EXT	NAME	CALL PICKUP GROUP*	CALLING GROUP*	NIGHT SERVICE GROUP*
▲ 10				
11				
12				
13				
14				
15				
16				
17				

EXT	NAME	CALL PICKUP GROUP*	CALLING GROUP*	NIGHT SERVICE GROUP*
18				
19				
20				
21				
22				
23				
24				
25				

EXT	NAME	CALL PICKUP GROUP*	CALLING GROUP*	NIGHT SERVICE GROUP*
26				
27				
28				
29				
30				
31				
32				
33				

\* An "X" in the column means the extension is a member of the Call Pickup, Calling, or Night Service Groups.  
 ▲ System Manager's extension.

# EXTENSION PROGRAMMING INFORMATION

**Line Assignments and Ringing.** The lines checked are on your extension. Unless otherwise indicated on the chart, you can use the line to make and answer calls, your phone will start ringing immediately when a call comes in on the line, and to get an outside dial tone just press an idle line button.

	Line	Description	You can use line only to...			Ringing: the line will		To call out first dial...
			Place Calls*	Answer Calls	Monitor Calls**	Start Ringing after 20 sec delay	Not Ring	
<input type="checkbox"/>	1							
<input type="checkbox"/>	2							
<input type="checkbox"/>	3							
<input type="checkbox"/>	4							
<input type="checkbox"/>	5							
<input type="checkbox"/>	6							
<input type="checkbox"/>	7							
<input type="checkbox"/>	8							

\* You cannot receive regular inside or outside calls, but calls on the line can be transferred to you.

\*\* The line appears on your phone and you cannot use it to place or answer regular calls, but calls on the line can be transferred to you.

**Transfer Return Rings.** if a call you transfer is not answered within \_\_\_\_\_ rings, it will ring back at your phone.

**Outside Conference Restriction.** Conferencing outside parties is *not* permitted on this system.

**No Abbreviated Ringing.** When you are on a line when another call comes in, your phone will ring repeatedly until the call is picked up or the caller hangs up. (if box is not checked, your phone will ring once, and the light next to the line button will flash repeatedly.)

**Automatic Privacy.** Others on the same line cannot join your calls. If you want the ability to let others join in when you want them to, program Privacy on a programmable button (see p. 4, *Quick Reference*).

**Pickup Group.** You are in this group. An outside call ringing at your phone can be answered by any other extension. (See p. 6, *Quick Reference*.)

**Calling Group.** You are in this group. Anyone on the system can place a single call to all extensions in your group simultaneously. If you pick up first, you will be connected to the call. (See p. 6, *Quick Reference*.)

**Outgoing Call Restrictions.** You *cannot* make these kinds of calls:

- Long-distance toll calls (extension is programmed for "local only")
- Outside calls (extension is programmed for "inside only")

However you *can* call these numbers if you have an outside line:

**Allowed Phone Numbers**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

see separate list

**Disallowed Phone Numbers**

Following are numbers you *cannot* call

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

see separate list

**Emergency Phone Numbers.** You can dial these numbers at any time, *regardless of any dialing restrictions.*

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Night Service.** Your extension is in the Night Service Group.

- After hours all lines will ring immediately when calls come in. You can only dial Emergency numbers or Marked System Speed Dial numbers.
- After hours all lines will ring immediately, and you can dial normally.

**Hotlines.** The following hotlines are on our system. When someone picks up the handset of a hotline phone, the extension shown will ring automatically.

Ext	Description	Rings Ext	Instructions

**Doorphones.** The following doorphones are connected to our system. When someone presses the button at a doorphone, the extensions shown will ring automatically, with unique DING-DONG ringing.

Ext	Description	Rings Ext	Instructions

## INSTRUCTIONS

We suggest using this form as a training aid, to communicate to your staff how their extensions are programmed in the system. To avoid completing an entire form for each user, first use one form to fill in information that applies to everyone, photocopy enough of them for each user, and finally complete the individual forms.

All the information you need is already shown on forms A, C, and D in the *System Planner*, and the instructions below tell you where to find the information in the Planner.

- Line Assignments and Ringing**
- Form A2: Check box next to each line assigned to this extension,
  - Form A1: If you wish, describe the line (with a telephone number, etc...).
  - Form A2 (Line Use Restrictions): Check the appropriate box for any restricted line.
    - = Place Calls ("Outgoing Calls Only")
    - I = Answer Calls ("Incoming Calls Only")
    - N = Monitor Calls ("No Access to Line")
  - Form A2 (Line Ringing Options): Check appropriate box if any of the lines are Delayed Ring (D) or No Ring (N).
  - Form A1 (sections 7 and 9): If any line is Centrex or PBX, enter the dial-out code (example: "9").
- Transfer Return Rings**
- Form A1, section 9: Enter Transfer Return Rings. If there is no entry on form A1, enter a "4", (the factory setting).
- Outside Conference Restriction**
- Form A1, section 9: Check box if appropriate.

**No Abbreviated Ringing**

**Automatic Privacy**

**Call Pickup Group  
Calling Group**

**Outgoing Call Restrictions**

**Allowed, Disallowed,  
and Emergency Phone Numbers**

**Night Service**

**Hotlines  
Doorphones**

Form A2: Check appropriate boxes that apply to this extension.

Form A2: Check box if extension is in any of these groups.

Form A2: Check appropriate boxes that apply to this extension.

Form C: Show the numbers assigned to this extension, or photocopy forms.

If your system has a password (form A1, Section 9), check the first box. If no password, check the second box.

Form A1, Section 9: if your system has any hotline phones or doorphones, check boxes and complete charts. If you wish, include a description ("copy room") and any special instructions ("service machines please").

---

## Product Ordering Information

# B

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Ordering additional telephones and modules, accessories, and replacement parts for your PARTNER Plus system is convenient. The table on the next page shows where you can buy them in the U.S.

You can obtain most items from more than one source, either directly from AT&T or from authorized dealers. Sources are:

- **AT&T Catalog Sales.** This source is AT&T's national phone/mail sales center in Cincinnati. A Catalog Associate will place your order, including AT&T installation if you need it. Or you can charge your order on a VISA, Mastercard, or American Express card. The Catalog Associate can also give you sales advice and mail you our "Sourcebook" catalog. Call 1 800 451-2100.
- **AT&T General Business Systems Sales Offices.** GBS sales offices, located throughout the country, serve the small business customer. To contact the office closest to you, call 1 800 247-7000. A representative will place your order, including AT&T installation if you want it.
- **AT&T PhoneCenter Stores.** Your local PhoneCenter Store carries most items. To locate the nearest store, call 1 800 222-3111 or see your local white pages under "AT&T PhoneCenter Store."
- **AT&T-Authorized Dealers.** You can also buy most items from one of AT&T's authorized dealers. To find the dealer nearest you, call 1 800 247-1212.

In Canada, order these items from AT&T Canada:

Eastern Canada and Ottawa:	1 514 335-7200
Ontario:	1 416 756-5236
Central and Western Canada:	1 800 561-5165

The above sources can also provide you with the optional equipment you might want for your system, such as AT&T fax machines, answering machines, standard phones, modems, paging systems, doorphones, headsets, extra alerts, and MAGIC-ON-HOLD.

- **AT&T National Parts Sales Center.** This national sales center, located in Denver, stocks replacement parts for the control unit and telephones. Telephone orders can be placed by calling 1 800 222-PART.

To use the table, first locate the item you want. A triangle ( ▲ ) indicates where you can obtain it.

	SOURCE (US.)				
	AT&T Catalog Sales (Sourcebook) (800) 451-2100	AT&T General Business Systems Sales (800)247-7000	AT&T PhoneCenter Store *	AT&T Authorized Dealer **	AT&T National Parts Sales Center (600) 222-PART
<b>Control Unit and Wiring:</b>					
Processor module				▲	▲
206 module (two line jacks, 6 ext jacks, two 7-foot line cords, two 267F2 bridging adapters, and installation instructions)	▲	▲	▲	▲	
Backplane				▲	▲
System cover				▲	▲
AC power cord				▲	▲
Line cords (D2R) Connects Control Unit to Network Interface (clear color) Specify length: 7 (standard length), 14, or 25 foot	▲		▲	▲	▲
267F2 bridging adapter Connects 2 devices to one extension	▲		▲	▲	▲
<b>MLS-Model Telephones and Accessories:</b>					
MLS-12D telephone (with display), black or white	▲	▲	▲	▲	
MLS-12 telephone (no display), black or white	▲	▲	▲	▲	
MLS-6 telephone (no display), black of white	▲	▲	▲	▲	
Telephone stand, black or white	▲			▲	▲
Button label package (specify telephone model) 12 labels with clear plastic cover	▲			▲	▲
Handset (K2S1), black or white	▲			▲	▲
Handset cords, 9 foot, black or white, coiled connects handset to telephone	▲		▲	▲	▲
Telephone mounting cords (D4BU) Connects phone to wall jack, jack panel, or directly to 206 module ext jack Specify length 2, 7, or 14 foot (14 foot, standard). For 25 foot, specify D4DF cord.	▲		▲	▲	▲
Telephone mounting extension cords Extends the D4BU mounting cords Specify length: 14, 25, 50, 75, or 100 foot	▲		▲	▲	▲
* To locate the AT&T PhoneCenter Store nearest you, see the listing in your local telephone directory's white pages (under AT&T), or call 1 800 222-3111.					
** To locate the nearest AT&T Authorized Dealer, call 1 800 247-1212.					

**Table B-1 Sources of Additional Equipment and Replacement Parts (U.S.)**

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# System Programming Procedures

<u>Procedure</u>	<u>Code</u>	<u>Valid Entries</u>
System Date	#101	date = mmddy ✓ 010100
System Day	#102	✓ 1 = Sun, 2 = Mon, 3 = Tues, 4 = Wed, 5 = Thurs, 6 = Fri, 7 = Sat
System Time	#103	time = hhmm (24) ✓ 0000
Number of Lines	#104	1–8 lines ✓ 2 lines per 206 module
Transfer Return	#105	0-9 rings (0= no return) ✓ 4 rings
PBX Dial-Out Code	#106	0-9 ✓ 9
Recall Timer Duration	#107	01–80 (1 = 25 msec) ✓ 18 (450 msec)
Rotary Dialing Timeout	#108	1 = 4 seconds ✓ 2 = 8 seconds 3 = 12 seconds
Outside Conference	#109	✓ 1 = allowed 2 = not allowed
Dial Mode	#201	✓ 1 = touch-tone 2 = rotary
Line Type	#202	✓ 1 = CO (outside line) 2 = PBX
Hold Disconnect Time	#203	✓ 1 = long (450 msec) 2 = short (50 msec)
Line Assignment	#301	✓ 1 = assigned 2 = not assigned
Line Use Restriction	#302	✓ 1 = no restriction 2 = outgoing only 3 = incoming only 4 = no access
Display Language	#303	✓ 1 = English 2 = Spanish 3 = French
Automatic Privacy	#304	1 = assigned ✓ 2 = not assigned
Abbreviated Ringing	#305	✓ 1 = active (on—one ring) 2 = not active (off—repeated ringing)
Copy Settings	#399	(Enter source extension # followed by target extension #)

✓ = Factory Setting

<u>Procedure</u>	<u>Code</u>	<u>Valid Entries</u>
Outgoing Call Restrictions	#401	✓ 1 = no restriction 2 = inside only (intercom) 3 = local only (intercom plus local outside)
Toll Call Prefix	#402	✓ 1 = 0 or 1 plus area code 2 = area code only
System Password	#403	(Enter 4 digit password)
Disallowed Phone Number Lists	#404	(Create up to 4 lists with up to 10 entries for each list, each entry having up to 12 digits)
Disallowed List Assignment	#405	1 = assigned ✓ 2 = not assigned
Emergency Phone Number List	#406	(Enter up to 10 numbers of up to 12 digits each)
Allowed Phone Number Lists	#407	(Create up to 4 lists with up to 10 entries for each list, each entry having up to 12 digits)
Allowed List Assignments	#408	1 = assigned ✓ 2 = not assigned
Pickup Group Extensions	#501	✓ 1 = assigned 2 = not assigned
Calling Group Extensions	#502	✓ 1 = assigned 2 = not assigned
Night Service Button	#503	1 = assigned ✓ 2 = not assigned
Night Service Group	#504	✓ 1 = assigned 2 = not assigned
Fax Machine Extensions	#601	1 = assigned ✓ 2 = not assigned
Music On Hold	#602	✓ 1 = active 2 = not active
Hotline	#603	(enter # of hot line ext., followed by # of alerted ext.)
Doorphone 1 Extension	#604	(enter ext. #: 12-15, 18-21, 24-27, 30-33)
Doorphone 2 Extension	#605	(enter ext. #: 12-15, 18-21, 24-27, 30-33)
Doorphone Alert Extensions	#606	✓ 1 = not an alert 2 = doorphone 1 alert 3 = doorphone 2 alert 4 = both doorphones alert
System Reset— Programming Saved	#728	(Entering code initiates reset)