PARTNER®
Advanced Communications System

Installation, Programming, and Use

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1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
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⚠ CAUTION:

DO NOT block or cover the ventilation slots or openings; they prevent the product from overheating. DO NOT place the product in a separate enclosure unless proper ventilation is provided. DO NOT place the product flat on a surface. The control unit must be wall-mounted.

SAVE THESE INSTRUCTIONS

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Overview

1

Welcome!

Welcome to the PARTNER® Advanced Communications System (ACS). This dynamic communications system comes complete with intuitive call handling combined with a variety of features that give you the efficient and flexible system you need.

The system also supports a full line of system telephones, many with displays that show you programming and operation feedback. But don't throw that old telephone away, because the PARTNER ACS includes support for many single-line telephones. And you can connect many auxiliary devices, such as fax machines, answering machines, modems, and credit card scanners, to the system.

The PARTNER ACS can operate in two modes, Key and Hybrid, and can also operate as part of a Centrex system. With the system in Hybrid mode, you can group lines into pools to provide easier trunk selection and simpler call answering.

The PARTNER ACS supports a number of voice messaging systems, ensuring that incoming calls are always answered.

Structure of the Book

This book contains eleven chapters, which supply information as follows:

- Chapter 1, Overview—briefly describes the features, modes of operation, system capacities, and system components.
- Chapter 2, Installation—intended primarily for the technician, explains the physical installation of the control unit and the telephones.
- Chapter 3, Initial System Programming—describes the programming the System Administrator must do to get the system up and running. This chapter also explains how to use System Programming and Telephone Programming.
- Chapter 4, Programming System Options—describes the programming of system features that the System Administrator can do.
- Chapter 5, Initial Telephone Programming—explains the telephone programming required of the System Administrator.
- Chapter 6, Using the Telephones—explains for the user and the System Administrator how to use the system telephones and single-line telephones, including the handling of calls.
- Chapter 7, Operator Features—explains the programming and use of features specific to the operator positions at extensions 10 and 11. This chapter is intended for the System Administrator and the operators.
- Chapter 8, Programming & Using Telephone Features—describes the programming and use of features available to any user on the system.
- Chapter 9, Using Auxiliary Equipment—intended primarily for technicians and the System Administrator, describes typical equipment that is supported by the PARTNER ACS, including voice messaging systems.
- Chapter 10, Upgrading the System—explains how the system software and hardware can be upgraded as new modules and releases become available. This chapter is intended for technicians and the System Administrator.
- Chapter 11, Troubleshooting—intended for both technicians and the System Administrator, describes possible problems with the system and the solutions to these problems.

This book also contains five appendices:

- Appendix A, Cross-Reference of Features—contains a table cross-referencing the most commonly used features and tables of feature codes arranged numerically.
- Appendix B, Special Characters—describes the unique characters entered via the dialpad into strings of dialed numbers.
- Appendix C, Speed Dial Form—contains a form for users to enter both Personal and System Speed Dial numbers.
- Appendix D, Programming Mixed Telephone Types—describes for the System Administrator how to program MLS telephones with a PARTNER telephone, and vice versa.
- Appendix E, Flow Charts—contains flowcharts for System Programming, Centralized Telephone Programming, and Extension Telephone Programming.

Features

As each new version of system software is released, more valuable features become available.

Features Available with Release 8.0

- Caller ID provided to tip/ring devices. If your tip/ring device has a display, you will see the Caller ID (if available) when you receive a call.
- **Absent Text Message** to allow you to post a message (such as “Do Not Disturb” or “Away from desk”) on the display of your PARTNER 34D or PARTNER 18D system phone. When another extension calls your extension, your active Absent Text Message appears on the caller’s display. Using this feature button, you can also view the active Absent Text Message of another extension without calling that extension.
- **Network Time Synchronization** to allow you to specify whether you want to synchronize the PARTNER system clock with the network time delivered by your service provider over Caller ID.
- **Hot Dial** to allow you to set your PARTNER or MLS system phone to go off-hook and start dialing a number as soon as you press a button on the dialpad.
- **Message Alert Notification** to allow you to program a button on your PARTNER or MLS telephone to see the status of another extension’s message light.
- **Personalized Station Ringing** to allow you to assign a personalized ring pattern to an extension. Once a personalized ring pattern is assigned to the extension, all incoming intercom calls to that extension ring with the assigned ring pattern.
- **Override Line Ringing** to allow you to override the **Unique Line Ringing** settings for an extension and set all incoming calls to that extension to ring with the assigned **Personalized Station Ringing** pattern.
- Support for the Avaya 3920 Wireless telephone.
- Support for PARTNER ACS R8.0 PC Administration software.

Modes of Operation

The system supports two modes of operation. The mode of operation determines how users access outside lines from their telephones:

- **Key Mode**. You access individual outside lines to make and receive calls.
- **Hybrid Mode**. *Y*ou can access individual outside lines as in Key mode. However, you also can create up to four groups, or *pools,* of multiple outside lines. When you access a pool to make a call, the system selects an available line from the pool. Since multiple lines are associated with the pool, you do not know which line within the pool is being used to make the call.

System mode is determined by administered information. The system is factory-set for Key mode. Changing to Hybrid mode requires a system programming change modifying the processor module. For more information about programming the mode of operation, see "Mode of Operation (#198)" on page 4-52.

The mode for your system should be decided before installation. (Changing the system mode after the system is installed and configured requires significant administration changes to the system programming.) In Key mode, no outside lines can be pooled, and, in Hybrid mode, lines can be pooled and individual lines can be assigned directly to line buttons.

Key Mode

When the system operates in Key mode, individual outside lines are assigned to users' extensions for making and receiving calls. At extensions with system telephones, each individual line (Line 1, Line 2, Line 3, etc.) assigned to the extension is represented by its own line button. You can press any of the available line buttons on a system telephone to make outside calls. (Single-line telephone users must dial 9 at intercom dial tone to make an outside call since their telephones do not have line buttons.)

With Key mode, you can easily join calls, since each line button can be labeled with a unique line number. For example, if you want to join a call on Line 2, you simply press the line button labeled "Line 2." Key mode also lets you monitor call activity by using the lights next to the line button—anyone with a line assigned to his or her extension can tell when an incoming call is ringing on that line, when a call on that line is on hold, and when that line is in use.

At installation, the system assigns outside lines to the buttons on all system telephones from left to right, starting with the bottom row of buttons. On an extension basis, you can change which lines are assigned and which buttons are used to select the lines, if desired. All extensions in a system configured for Key mode are referred to as *key extensions*.

Hybrid Mode

Hybrid mode offers you flexibility in accessing outside lines from your telephone. As in Key mode, individual lines can be assigned to system extensions. Additionally, multiple outside lines can be grouped together in *pools*. The system can have up to four pools, including a *main* pool and three *auxiliary* pools. Each pool is identified by a *pool access code*—880, 881, 882, and 883 respectively.

Pools are represented on system telephones by *pool buttons.* Unlike line buttons, pool buttons give you access to *multiple* lines from a single button. Each auxiliary pool is associated with only *one* pool button. Since the main pool typically contains most of your company's outside lines, it is associated with *two* pool buttons. This setup allows you to place a call by using one of the main pool buttons, place that call on hold, and make another call by using the second main pool button. Or you can establish a conference call by using lines in the main pool. The main pool and each auxiliary pool can be assigned to an extension, for a maximum of five pool buttons per extension.

System telephone users can press any of the available pool buttons on their telephones, or they can enter the pool access code at intercom dial tone to make an outside call. (Single-line

telephone users must dial 9 or enter the pool access code at intercom dial tone to access a pool since their telephones do not have pool buttons.) After you press a pool button or enter a pool access code, the system selects a free line from the pool for you to make the call. You can access a pool as long as there is at least one available line in the pool.

Hybrid mode allows users who have system telephones with fewer buttons to have access to multiple outside lines and various types of pools. You can make efficient use of outside lines by grouping those of a similar type or function together. For example, you can create an auxiliary pool of WATS or international lines and assign the pools to different groups of users. Additionally, individual lines can be assigned to a manager's extension so that he or she always has access to an outside line.

In Hybrid mode, extension 10 *always* operates like an extension in Key mode. This means that every outside line in the system is associated with a specific line button at extension 10.

All other extensions can be set up with access to only lines, only pools, or a combination of lines and pools:

- Those extensions that have pool buttons, even if they also have individual line buttons, are called *pooled extensions.*
- Those extensions that have only line buttons (including extension 10) are called *key extensions.* Key extensions cannot access pools.

If your system is configured for Hybrid mode, keep in mind:

- A line can be assigned to only one pool.
- Individual extensions can be restricted access to specific pools.
- Individual lines can be assigned to an extension with pool buttons as long as the lines are not part of any pool.

At installation, the system assigns all outside lines to the main pool and assigns the main pool to the two leftmost buttons on the bottom row of all system telephones, except extension 10. If desired, you can remove some of the lines from the main pool and create auxiliary pools. Then, you can assign pools and/or individual lines on a per extension basis.

System Capacity

The PARTNER ACS release you have, the carrier you use, and the combination of modules installed, determine the number of available lines and extensions:

PARTNER ACS Release 8.0 systems allow up to 31 lines and up to 48 extensions; however, these maximums cannot be achieved simultaneously.

Table 1-1. Release 8.0 Capacities

Configuration	Maximum Lines	Maximum Extensions
Stand-alone	5 lines, 9 extensions PARTNER ACS 509 processor module	9 extensions, 5 lines PARTNER ACS 509 processor module
2-slot carrier	21 lines, 9 extensions PARTNER ACS 509 processor module and T1 module	21 extensions, 5 lines PARTNER ACS 509 processor module and 012E module
5-slot carrier	31 lines, 25 extensions PARTNER ACS 509 processor module, T1 module or 1600 DSL module, two 308EC modules, and one 400 module	45 extensions, 21 lines PARTNER ACS 509 processor module, T1 module or 1600 DSL module, and three 012E modules *OR* 48 extensions, 11 lines PARTNER ACS 509 processor module, two 308EC modules, and two 012E modules

NOTES

- In Release 7.0 and later, the system extension maximum is 48. However, in some configurations, the 012E module and/or the PARTNER Messaging module will physically permit more than 48 stations to be installed in the 5-slot carrier. In these configurations, only station ports and voice messaging ports up to 48 will function. Station ports and voice messaging ports above 48 will not function with ETR or T/R telephones because they are outside the PARTNER ACS dial plan.
- You can have only one T1 module or DSL module in a system.

System Components

Modular hardware design makes the system easy to install and expand. The most basic system consists of a PARTNER ACS 509 processor module, which supports five lines and nine extensions. Using these lines and extensions, you can add optional devices and telephones to configure your system to meet your needs.

To expand the system to include more lines and extensions, simply attach additional modules and a carrier to contain them. The term “control unit” refers to the PARTNER ACS 509 processor module and any other modules in the system.

⚠ WARNING:

There are no customer-serviceable components inside the system modules or carrier. There are hazardous voltages within that can cause severe or fatal personal injury. DO NOT OPEN THE MODULES.

Configurations

You can install the PARTNER ACS system in one of three basic configurations, all of which must be wall-mounted:

- Stand-alone PARTNER ACS processor module. This configuration does not use a carrier.
- 2-slot carrier, which can hold the PARTNER ACS 509 processor module and one other module.
- 5-slot carrier, which can hold up to five modules, including the PARTNER ACS 509 processor module. The processor module resides in the center slot.

In either carrier, only one of the modules can be a PARTNER ACS 509 processor module. The modules slide into the carrier, which channels power to the system.

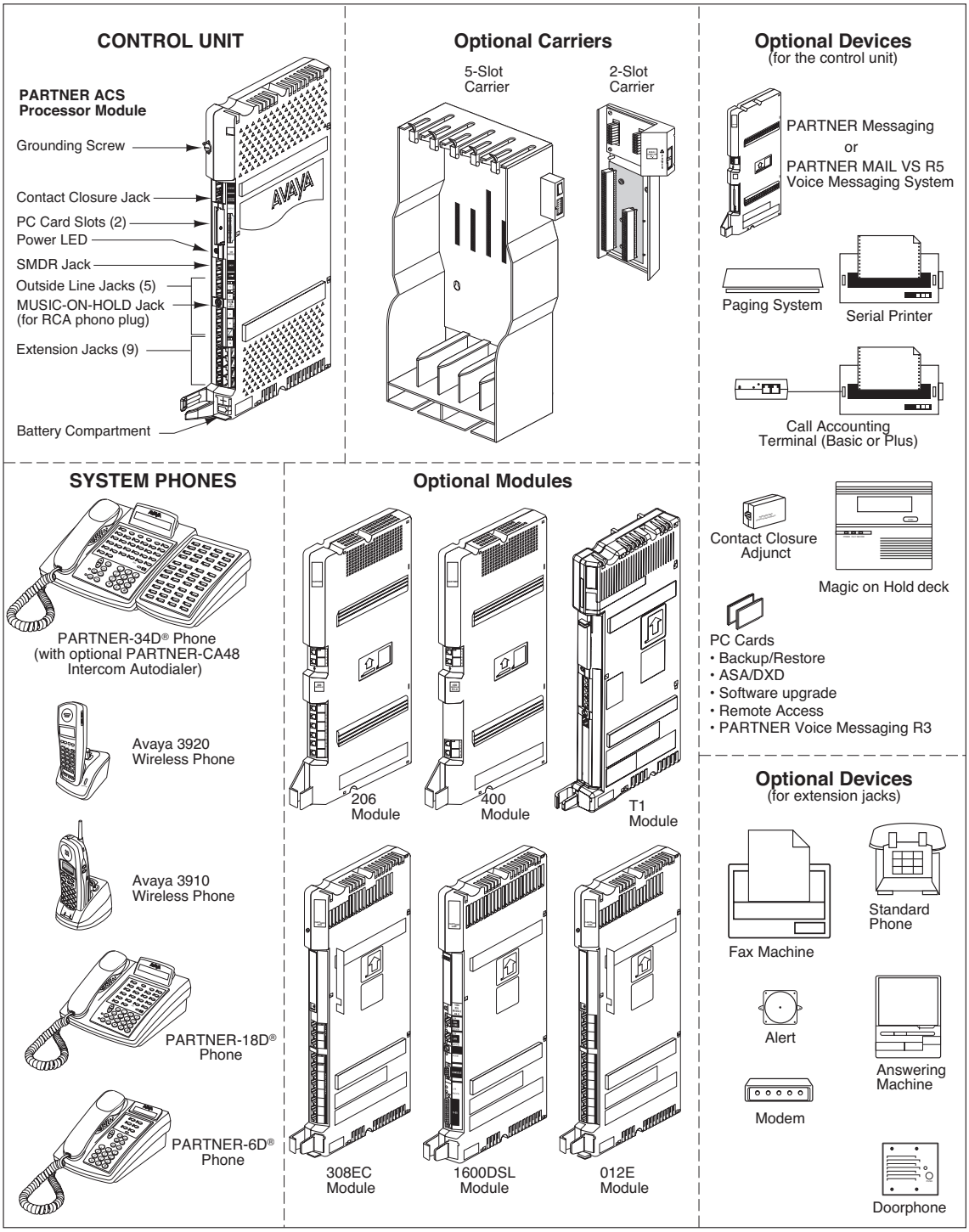

Figure 1-1. System Configurations

System Modules

A system must contain a processor module. A 2-slot or 5-slot system also contains line/extension modules.

Processor Module

The PARTNER ACS 509 processor module provides the software intelligence that controls the system's features. It has jacks for five outside lines, nine enhanced tip/ring extensions, a Music-On-Hold audio source, a grounding screw, a jack that supports an adjunct for two Contact Closures, and a jack for a call reporting (SMDR) device, such as a printer. You can connect a loudspeaker paging system to any line jack on the PARTNER system. (If your loudspeaker paging system requires a "dry contact relay," you must connect the loudspeaker paging system to line jack 5.) The processor module also has two PC Card slots, a two-color red and green light-emitting diode (LED), and two AAA user-replaceable batteries. The module provides support for integrated Caller ID information on system display telephones and tip/ring display telephones. The system requires one processor module.

Line/Extension Modules

Table 1-2 shows the line/extension modules used in the PARTNER ACS.

Table 1-2. Line/Extension Modules

Name	Line Jacks	Extension Jacks	Additional Information
012E	0	12	Provides up to 12 extension jacks. You can connect telephones and other devices (such as fax machines and modems) to the extension jacks. Green power indicator
200	2	0	No longer available for ordering
206E	2	6	You can connect telephones and other devices (such as fax machines and modems) to the extension jacks. Green power indicator No longer available for ordering
206EC	2	6	You can connect telephones and other devices (such as fax machines and modems) to the extension jacks. Supports Caller ID[1] No longer available for ordering

Table 1-2. Line/Extension Modules—*Continued*

Name	Line Jacks	Extension Jacks	Additional Information
362EC (Endeavor module)	3	8	Provides 6 ETR and 2 T/R extension jacks.You can connect PARTNER Endeavor telephones and other devices (such as fax machines and modems) to the extension jacks. No longer available for ordering
400E	4	0	Green power indicator No longer available for ordering
400EC	4	0	Green power indicator Supports Caller ID[1]
308EC Expansion Module	3	8	You can connect telephones and other devices (such as fax machines and modems) to the extension jacks. Green power indicator Supports Caller ID[1]
1600 DSL Module	1	0	Although the 1600 DSL module has only one line jack, it supports up to 16 lines. Green power indicator Two touch-tone receivers No longer available for ordering
T1 Module	1	0	Although the T1 module has only one line jack, it supports up to 16 lines. Green power indicator Eight touch-tone receivers Supports Direct Inward Dialing (DID) service

1 To receive Caller ID information, you must first subscribe to the service from your local telephone company (if available) on a per-line basis. Then connect those lines associated with Caller ID to the line jacks on the module. Any users with system display telephones or single-line display telephones who receive calls on Caller ID lines will get Caller ID information.

Hereafter, references to 206 modules include 206E, 206EC, and all 206 modules used with previous releases of the PARTNER product line. Similarly, references to 400 modules include 400E, 400EC, and all 400 modules used with previous releases of the PARTNER product line. Any 200 modules can be used.

System Batteries

The system uses two user-replaceable AAA-size standard alkaline batteries in the processor module to ensure that system programming, telephone programming, and time of day clock settings are not lost in case of a power failure.

PC Card Slots

The processor module has two PCMCIA (Personal Computer Memory Card International Association) interface slots (hereafter referred to as PC Card slots). You can buy PC Cards to use in these slots for the following purposes:

- Use a Backup and Restore PC Card to backup or restore telephone and system programming.
- Use a PC Upgrade card. After powering down the system, you insert the PC Upgrade Card and turn the power back on. While the system upgrades, the bicolor (red/green) power LED on the processor flashes for about 20 seconds (40 seconds when a 1600 DSL module has been installed; one minute when a T1 module has been installed); then the power LED becomes steady green. If there is firmware on the PC Card that is downloaded to the module, then it will take longer for the power LED to become steady green. All of your system and extension programming is saved and ready to work with the new release.
- Use a PC Card to store **Automatic System Answer** and **Direct Extension Dial** (ASA/DXD) messages.
- Use a PARTNER Voice Messaging PC Card to provide messaging features (store personal greeting and store and retrieve callers' messages) for an increased number of mailboxes.
- Use PARTNER Remote Access PC Card, which allows you to program the system remotely or locally from a PC and perform backup and restore functions. In order to program the system remotely, you must use the PARTNER ACS R8.0 PC Administration software, which is available from your Avaya representative or authorized dealer.

If you use the PARTNER ACS R8.0 PC Administration software, the content of the PC Cards that are installed in the PARTNER ACS processor module as well as all modules installed in the carrier will be displayed in an inventory screen.

For complete information on installing PC Cards, see the instructions that came with the card.

Telephones

The telephones supported by the PARTNER ACS fall into two categories:

- System telephones—telephones specifically designed to work with the PARTNER ACS
- Single-line telephones—touch-tone or rotary telephones, fax machines, card scanners, modems, etc.

System Telephones

System telephones include the following:

- PARTNER telephones
  - PARTNER-34D
  - PARTNER-18D
  - PARTNER-18
  - PARTNER-6D
  - PARTNER-6
- MLS telephones
- MLC-6
- TransTalk© 9000-series wireless telephones
- Avaya 3910 wireless telephones
- Avaya 3920 wireless telephones

PARTNER ACS 8.0 supports PARTNER Endeavor telephones when an Endeavor 362EC module is installed in the carrier. The Endeavor telephones include:

- PARTNER Endeavor-34D
- PARTNER Endeavor-18D
- PARTNER Endeavor-18
- PARTNER Endeavor-6

PARTNER system telephones have a built-in auxiliary jack to which you can connect a single-line telephone. (See “Combination Extensions” on page 9-3.)

Only the PARTNER telephones are discussed in this guide. (See Chapter 6, “Using the Telephones”.) For information about an MLS, MLC, TransTalk 9000-series, Avaya 3910, Avaya 3920, or PARTNER Endeavor telephone, refer to the documentation that came with the telephone.

Intercom Autodialers

PARTNER telephones support the PARTNER-CA48 Call Assistant Intercom Autodialer at extensions 10 and 11. The autodialer provides **Auto Dial** buttons for all of the extensions in your system. The status lights next to each button also indicate calling activity at that extension. You can program the **Auto Dial** buttons for either intercom ringing, voice signaling, or manual

signaling. (Each user can have only one **Auto Dial** button—either on the system telephone or on the autodialer—for another extension in the system.) The **Auto Dial** buttons allow you to dial, signal, or transfer calls to system extensions with one touch.

Single-Line Telephones

You can also use industry-standard single-line rotary or touch-tone telephones, including feature telephones with built-in feature buttons and lights, with the system. Certain single-line telephones are recommended because of their compatibility with the Message Waiting Light capability of the system.

NOTE For message waiting capability, you must connect single-line telephones with LED-compatible Message Waiting Lights.

Auxiliary Equipment

You can connect many types of telecommunications devices to your system without expensive adapters or additional telephone lines—for example, answering machines, credit card scanners, and fax machines. Many industry-standard, tip/ring devices work with the system regardless of the manufacturer.

Auxiliary equipment also includes voice messaging systems. The following are supported by the PARTNER ACS:

- PARTNER Messaging
- PARTNER MAIL VS (PMVS) R5
- PARTNER Voice Messaging (PVM) PC Card R3

For more information, see Chapter 9, “Using Auxiliary Equipment” or contact your local Authorized Dealer.

Installation 2

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Installation

2

Overview

This chapter explains how to install the PARTNER Advanced Communications System (ACS) Release 8.0.

The installation of the PARTNER ACS involves the following:

- Evaluating the environmental requirements
- Installing the control unit
- Connecting lines and extensions
- Installing telephones
- Connecting auxiliary equipment

If your company already has modular jacks for all outside lines and extensions, you may be able to use the existing wiring to install the system hardware and connect telephones to the system yourself.

Evaluating the Environment

Before you begin the physical installation of the system, you must check that all environmental factors are within the acceptable ranges, as shown in Table 2-1.

Table 2-1. Environmental Requirements

Specification	Value
Environmental Requirements-Control Unit	■ Mount on a wall at least 2 feet (0.6 meters) from the floor (wall mounting required) ■ Locate within 5 feet (1.5 meters) of the network interface jacks and a properly grounded electrical outlet not controlled by a switch, using supplied 7-foot (2.1-meter) cords ■ Operating temperature 32° to + 104°F (0° to + 40°C), not in direct sunlight ■ Humidity 15%-90%, noncondensing ■ For proper ventilation and easy replacement of modules, provide the following minimum clearance around the control unit: — *5-slot carrier:* 1 foot (0.3 meter) clearance at the top and sides and 2 feet (0.6 meter) at the front and bottom — *2-slot carrier or Stand-alone ACS 509 processor module:* 1 foot (0.3 meter) clearance at the front, top and right side, and 2 feet (0.6 meter) at the bottom and left side ■ Locate in an area free of excess moisture, corrosive gases, dust, and chemicals
Electrical Requirements-Control Unit	■ U.S. and Canada: 90-264 VAC, 47-63 Hz, 3-prong outlet separate ground, separately fused at 15 Amps ■ Other countries: 90-264 VAC (220 VAC fused at 10 Amps) ■ Grounding to comply with Underwriters Laboratories (UL) 1459: a. An insulated grounding conductor that is not smaller in size and equivalent in insulation material and thickness to the grounded and ungrounded branch circuit supply conductors, except that it is green with or without one or more yellow stripes, is to be installed as part of the circuit that supplies the product or system b. The grounding conductor mentioned in item A is to be connected to ground at the service equipment c. The attachment-plug receptacles in the vicinity of the product or system are all to be of a grounding type, and the grounding conductors serving these receptacles are to be connected to earth ground at the service equipment

Table 2-1. Environmental Requirements—*Continued*

Specification	Value
Requirements for Out-of-Building Installations	■ Installation of a telephone or other standard (tip/ring) device in another building requires the following In-Range-Out-Of-Building (IROB) protectors to protect the control unit and device from electrical surges: — System phone: two IROB protectors — Standard phone: two IROB protectors plus one carbon block protector ■ Installation of a Contact Closure Adjunct controlled device outside the building requires a 146G Surge Protector-SCL/8 to protect the control unit from electrical surges
Wiring	■ System phones: SYSTIMAX® Bulk Nonplenum (DIW) cable, SYSTIMAX Bulk Plenum (HALAR/HALAR) cable, or at least 2-pair (4-wire) star (“home run” not “loop”) ■ Other standard telecommunications equipment (single-line phones, fax machines, answering machines, etc.): 1-pair (2-wire) D2R mounting cords recommended ■ Bridging adapter: 267F2 ■ Range: 1,000 feet (305 meters) for system phones; 3,000 feet (915 meters) for standard devices
Safety Requirements	■ U.S.: Meets UL 1459 Issue 2 — Class 2 power standards: UL 1012 Standard for Safety – Power Supplies UL 1310 Standard for Safety – Direct Plug-in Transformers UL 1585 Standard for Safety – Class 2 and Class 3 Transformers ■ Canada: Meets CSA C22.2, No. 0.7-M1985

Installing the Control Unit

The stand-alone 509 processor module or a carrier and its modules are referred to as the control unit. The control unit must always be wall-mounted.

NOTE Before installing the system, be sure you read the safety instructions in the front of this guide.

WARNING:

There are no customer-serviceable components inside the system modules or carrier. There are hazardous voltages within that can cause severe or fatal personal injury. DO NOT OPEN MODULES.

To install the control unit, you must do the following:

- Wall-mount the control unit.
- Label the jacks.
- Ground the system.
- Insert the batteries into the processor module.
- Initialize the system.
- Check the LEDs on the modules.

Wall-Mounting the Control Unit

The PARTNER Advanced Communications System can be installed in one of three configurations:

- Stand-alone PARTNER ACS 509 processor module
- 2-Slot Carrier, which can hold up to two modules
- 5-Slot Carrier, which can hold up to five modules

Wall-Mounting a Stand-Alone Processor Module and a 2-Slot Carrier

Install the processor module within 5 feet (1.5 meters) of a properly grounded wall outlet (not controlled by a switch) and the network interface jacks.

Follow these steps to wall-mount the module(s):

1. Using the enclosed template, mark the screw locations on the wall. Make sure the screw locations are directly over wall studs. The screws must be securely anchored in these studs. (Alternatively, you can screw the processor module directly into plywood backing if such backing is provided. In this case, 2-inch #8 sheet metal screws are adequate.)
2. Hold the processor module against the wall with the line and extension jacks facing left.

   Leave at least 1 foot (0.3 meters) clearance at the top, front, and right side, and at least 2 feet (0.6 meter) at the bottom and left side (see Figure 2-1). This allows you to access the jacks or expand the system with another module, and ensures adequate ventilation.

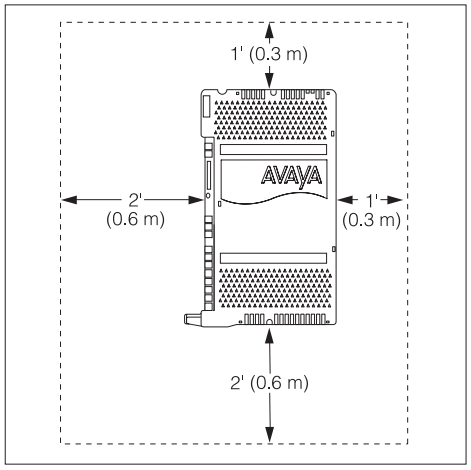

Figure 2-1. Processor Module Clearance

3. Insert a 2-1/2 inch #8 sheet metal screw into the screw hole at the top of the processor module (see Figure 2-2).
4. If you are installing a second module, go to Step 5. If you are *not* installing a second module (stand-alone configuration):
   a. Insert another 2-1/2 inch #8 sheet metal screw into the screw hole at the bottom of the module.
   b. Tighten the screws until the mounting tracks are snug against the wall. Do not overtighten the screws or the module will warp and fail to operate.
   c. Go to the next procedure, "Labeling Jacks" on page 2-9.

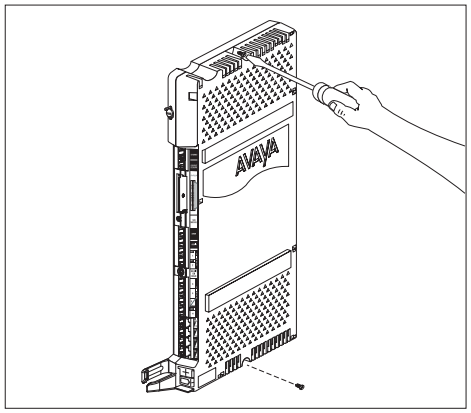

Figure 2-2. Screwing in a Processor Module

5. Remove the clear plastic protectors from the connectors on the right side of the wall-mounted PARTNER ACS 509 processor module and the module to be added by grasping the tabs on the ends of the protector and lifting (see Figure 2-3).

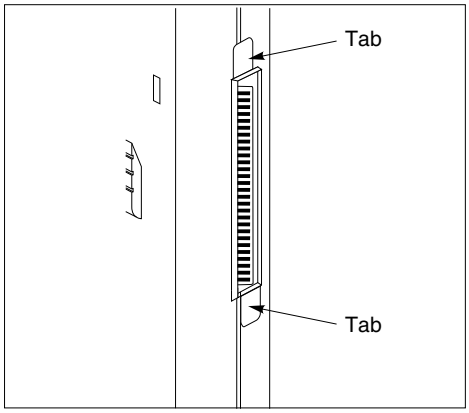

Figure 2-3. Removing the Plastic Protector

6. Slide the second module onto the PARTNER ACS 509 processor module, making sure the mounting tracks interlock (see Figure 2-4).

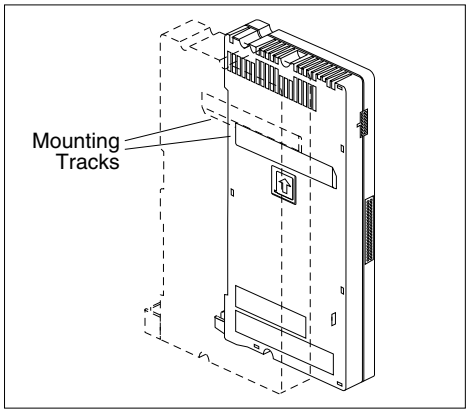

Figure 2-4. Module Mounting Tracks

7. Attach the 2-slot carrier to the top right side of the two modules (see Figure 2-5), properly engaging the connectors on the modules to the carrier.

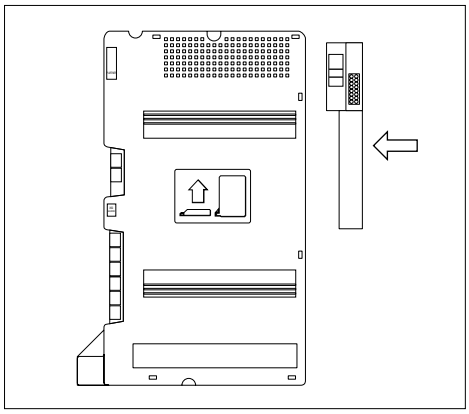

Figure 2-5. Attaching the 2-Slot Carrier

8. Fasten the carrier to the modules by using the two #4 screws included with the carrier (see Figure 2-6).

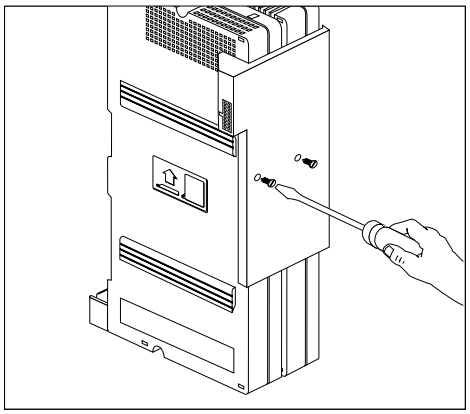

Figure 2-6. Fastening the 2-Slot Carrier

9. Insert the 4-1/2 inch #8 screw into the bottom of the modules (see Figure 2-7). Tighten it until the mounting tracks of the PARTNER ACS 509 processor module are flush against the wall. Do not overtighten or the module will warp. Then go to the next procedure, “Labeling Jacks” on page 2-9.

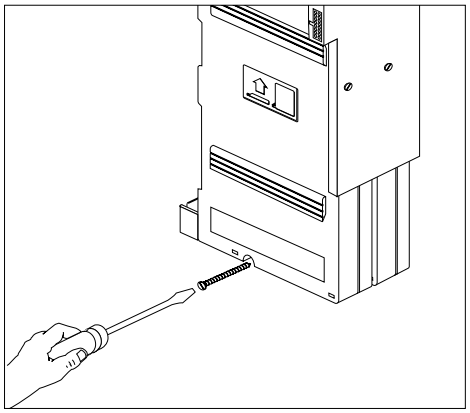

Figure 2-7. Tightening the Bottom Screw

Wall-Mounting a 5-Slot Carrier and Modules

Install the 5-slot carrier within 5 feet (1.5 meters) of a properly grounded wall outlet (not controlled by a switch) and the network interface jacks. When you mount the carrier on the wall, leave at least 1 foot (0.3 meter) of clearance at the top and sides, and 2 feet (0.6 meter) at the front and bottom to ensure proper ventilation.

NOTE The location of each module within the carrier is important; place the modules as instructed in the following procedure.

For a 5-slot carrier, you need four #12 screws of the appropriate type for the wall and weight of the control unit (a control unit with four expansion modules and a processor module weighs approximately 31 pounds or 14 kilograms). The weight of other configurations may vary slightly.

Follow these steps to wall-mount the 5-slot carrier and modules:

1. Using the enclosed template, mark the screw locations on the wall (see Figure 2-8). If you are mounting the carrier on plywood, start four #12 screws supplied with the carrier, leaving the screw heads extending approximately 1/4 inch (0.64 cm) from the wall. If you are mounting on drywall, use wall anchors, which must be purchased separately.

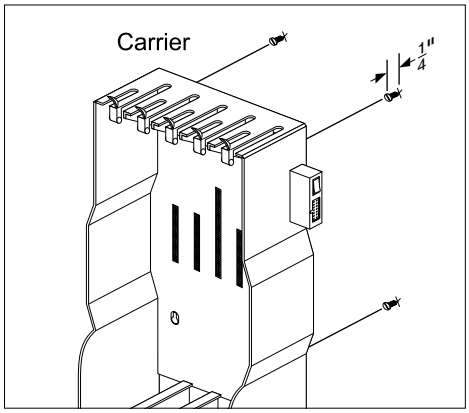

Figure 2-8. Mounting Screw Locations

2. Before installing any modules, make sure the clear, plastic protector has been removed from the connector area on the rear of each module. To remove the protector, grasp the tabs on the ends of the protector and lift (see Figure 2-9).
3. Insert the PARTNER ACS 509 processor module in the center slot of the carrier.

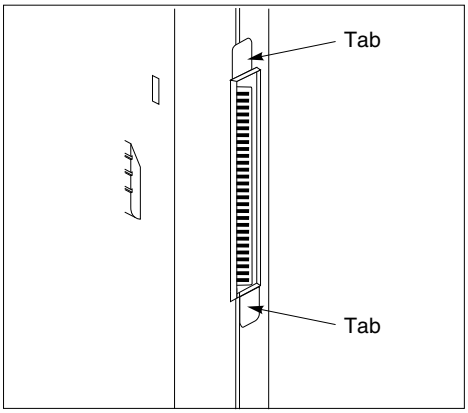

Figure 2-9. Removing the Plastic Protector

4. In the other slots, from left to right, first install the T1 module or 1600 DSL module, then the 012E, 308EC, or 206 modules, followed by the 400 or 200 modules and/or a PARTNER Messaging or PARTNER MAIL VS module. Align the module carefully in the appropriate slot. For proper engagement of the connectors, the module must be inserted straight into the carrier (see Figure 2-10). Once the module is properly seated, firmly push the center of the module until the connectors on the module lock into place. A slight click indicates the connectors are engaged.

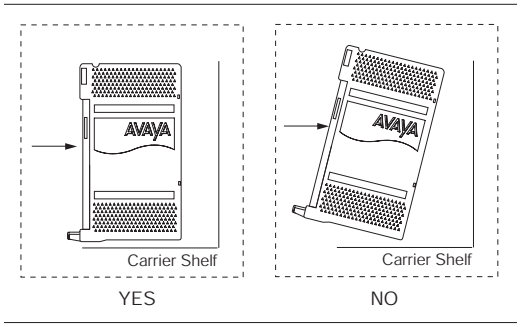

Figure 2-10. Inserting a Module

NOTE

If you use a T1 module or a 1600 DSL module, it must be in the first slot on the left. The 012E, 308EC, and 206 modules must be to the left of any 400 and 200 module.

PARTNER ACS Release 8.0 supports Endeavor telephones when an Endeavor 362EC module is installed in the carrier. Install the Endeavor 362EC module(s) to the right of the T1 module or 1600 DSL module, if one is installed, and to the left of all 400 and 200 modules.

The system extension maximum is 48. However, in some configurations, the 012E module and/or the PARTNER Messaging module will physically permit more than 48 stations to be installed in the 5-slot carrier. In these configurations, only station ports and voice messaging ports up to 48 will function. Station ports and voice messaging ports above 48 will not function with ETR or T/R telephones because they are outside the PARTNER ACS dial plan.

CAUTION:

Do not force the module. Use the carrier shelf as a reference and do not tilt, slant, or rotate the module. If the module does not insert easily, remove it, clear any obstruction, and reinsert it.

Labeling Jacks

After you have mounted the control unit on the wall, you must label the line and extension jacks. The line jacks are on the top of the modules, and the extension jacks on the bottom (see Figure 2-11).

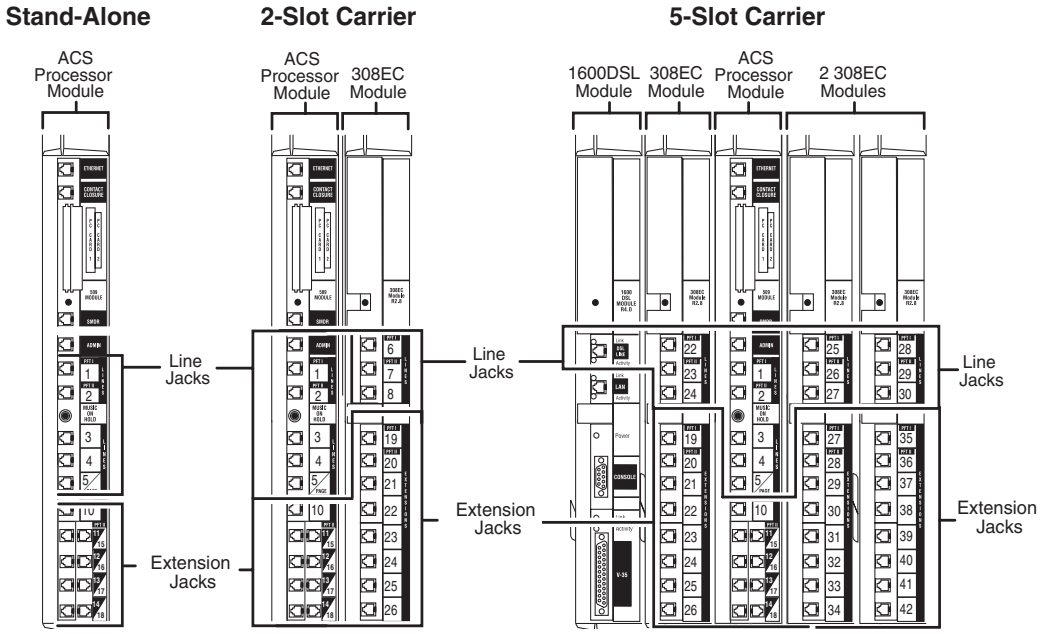

Figure 2-11. Labeling Jacks

Follow these steps to label the line and extension jacks:

1. Label the line jacks on the processor module, beginning with “1” at the top line jack.
2. Do one of the following:
   a. For a 2-slot carrier, label the line jacks on the other module.
   b. For a 5-slot carrier, label the line jacks on the other modules by starting with the leftmost module and ending with the rightmost module.

NOTES

- The T1 module is assigned 16 lines, even though it has only one line jack. If you have a T1 module in a 5-slot carrier, label the line jacks on the module after the T1 module to begin with “22.”
- The 1600 DSL module is assigned 16 lines, even though it has only one line jack. If you have a 1600 DSL module in a 5-slot carrier, label the line jacks on the module after the 1600 DSL module to begin with “22.”

3. Label the extension jacks on the processor module, beginning with “10” at the topmost extension jack.
4. Do one of the following:
   a. For a 2-slot carrier, label the extension jacks on the other module.
   b. For a 5-slot carrier, label the extension jacks on the other modules by starting with the leftmost module and ending with the rightmost module.

Grounding the System

You ground the system by running a solid copper wire from the processor module to an appropriate earth ground. Follow these steps to ground the system:

1. Attach one end of a #12 AWG or #14 AWG solid copper wire to the grounding screw on the processor module (see Figure 2-12). The length of the wire must not exceed 35 feet (7.6 meters).
2. Route the wire through the wire manager on the front of the module.
3. Attach the other end of the wire to the approved earth ground, such as building steel or a cold water pipe.

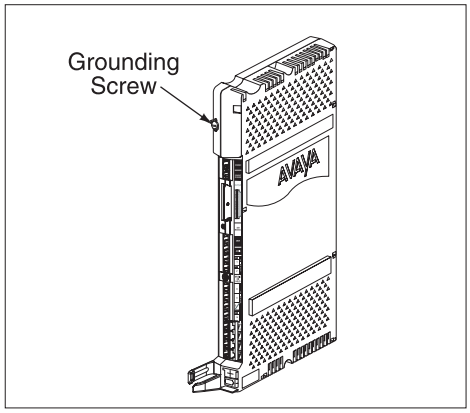

Figure 2-12. Grounding Screw

Inserting Batteries in the Processor Module

The processor module uses two AAA-size standard alkaline batteries to guard against the loss of system programming and time of day clock settings in case of a power failure for 45 days to six months, depending on the freshness of the batteries. You should replace the batteries every year.

NOTE The configuration of the 1600 DSL module is not backed up to the PCMCIA card. Instead, the configuration is retained in the flash memory of the 1600 DSL module.

CAUTION:

Batteries and battery cover are packaged in a separate box. If you are replacing batteries, the old batteries must be removed with the power on or the system programming will be lost. You should back up the system programming before changing the batteries. See "Battery Replacement" on page 10-1.

Follow these steps to insert the batteries:

1. Locate the battery compartment at the bottom of the PARTNER ACS 509 processor module, below the extension jacks.
2. Push gently on the battery icon (the locking latch) and slide the battery icon up to cover the plus icon; this unlocks the battery assembly (see Figure 2-13).
3. Remove the battery assembly by gently pulling the tab at the bottom of the battery compartment cover.

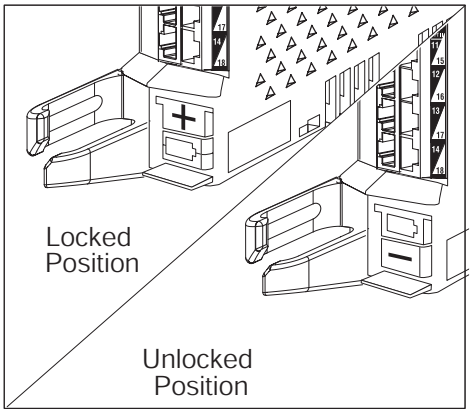

Figure 2-13. Locked and Unlocked Positions

4. Insert two new AAA-size standard alkaline batteries into the metal battery clips by pushing them straight in, placing the negative (–) end of one battery into the bottom clip and the positive (+) end of the other battery into the top clip (see Figure 2-14).

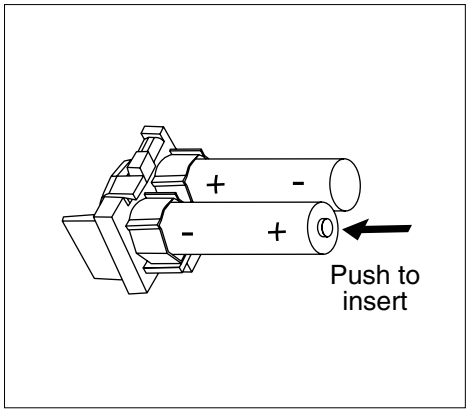

Figure 2-14. Inserting the Batteries

5. With the locking latch in the unlocked position (battery icon and “minus” icon visible), slide the battery assembly into the processor module along the battery guides on the inside of the battery compartment (see Figure 2-15). Push the battery assembly in far enough that the edges of the assembly slip behind the plastic housing of the processor module.

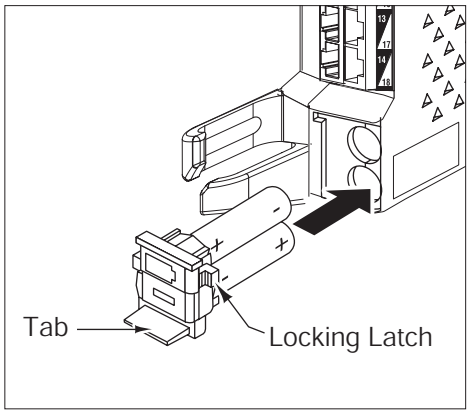

Figure 2-15. Sliding the Battery Assembly into the Processor Module

6. Pressing lightly on the battery icon on the front of the battery assembly, slide the locking latch downward to secure the assembly in place. The “plus” icon and the battery icon should now be visible on the front of the battery assembly (see Figure 2-13).

Initializing the System

Before you initialize the system, you may insert any of the supported PC Cards: Backup/Restore card, Automatic System Answer/Direct Extension Dial (ASA/DXD) card, PARTNER Voice Messaging Small/Large card, and PARTNER Remote Access PC Card.

NOTE You must power down the system before you insert or remove a PC Card.

Follow these steps to initialize a system:

1. If you have a 5-slot carrier, make sure the carrier’s On/Off switch is at the Off (“O”) position.
2. If you have a PC card, perform the following steps:
   a. If your PC Card comes with a write-protect tab, verify that the write-protect tab on the PC Card is not in the write-protected position. If it is, use a paperclip or another pointed object to push the write-protect tab on the end of the PC Card upward to the nonprotected position.
   b. To insert the PC Card, hold it with the label facing to the right, and slide it gently into one of the PC Card slots on the processor module. When inserted properly, the PC Card projects about 1-5/8” (4 cm) from the module.

3. Press the power cord firmly into the power jack on the carrier or the stand-alone processor module until the cord locks into place (see Figure 2-16).
4. Plug the other end of the power cord into a properly grounded three-prong wall outlet that is not controlled by a switch.
5. If you have a 5-slot carrier, move the On/Off switch to the On (“—”) position.

CAUTION:

The power cord should hang straight down from the connector for the entire length of the module or carrier. Do not install the power cord at an angle to the case or with a loop in it.

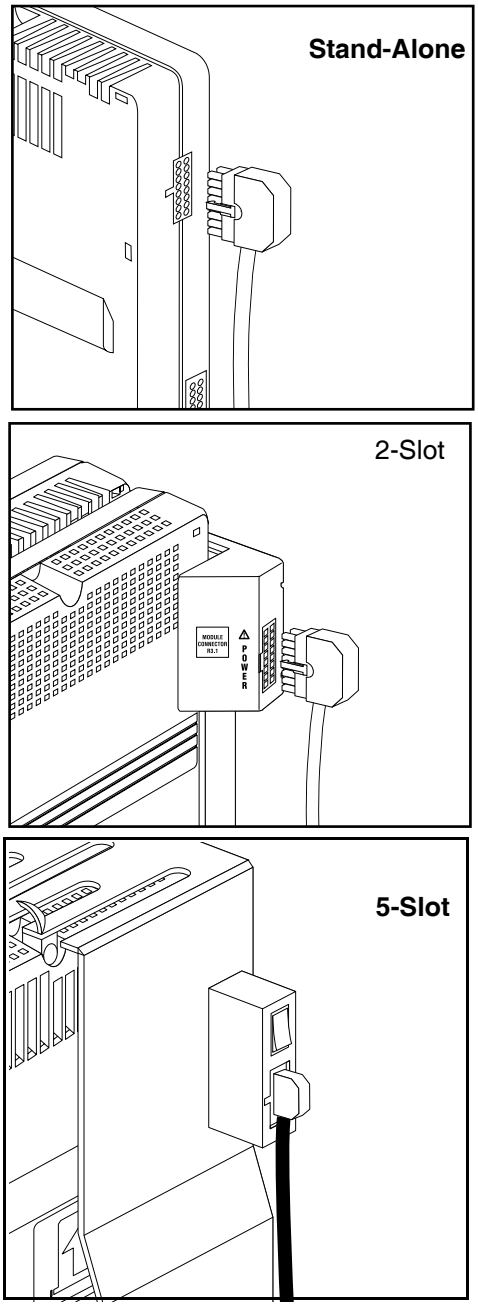

Figure 2-16. Attaching the Power Cord

NOTES

- If your system has a T1 module, initialization may take up to one minute.
- If your system has a 1600 DSL module, initialization of the line and extension ports may take up to 40 seconds. The initialization of the 1600 DSL module itself may take from 2 to 7 minutes.

Checking the LEDs

After you power up your system, check the green lights on the fronts of the modules (see Figure 2-17):

- If a single light is out, power down the control unit, reseat the module, and then power up the carrier.
- If multiple lights are out, power down the control unit, reseat either both modules (2-slot carrier) or the leftmost module that has a light out (5-slot carrier), and then power up the carrier.

If the lights are still out, see the Customer Support Document on the accompanying compact disc for information about whom you should contact.

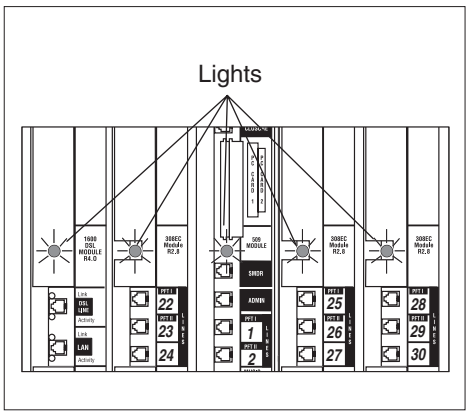

Figure 2-17. Module LEDs

Connecting Lines and Extensions

NOTES
- If extensions are not wired to any modular jacks, call a qualified service technician.
- Residential (Class B) PARTNER ACS users must connect a Wurth Elektronik's part number 74271142 or equivalent to each extension jack on the PARTNER ACS 509 processor module.

Use the following procedure to connect analog lines and extensions:

1. Test for a dial tone at the network interface jacks before connecting outside lines to the control unit. For the test, connect a tip/ring telephone to the first network interface jack.
   a. Lift the handset and listen for a dial tone. (If there is no dial tone, contact your local telephone company before continuing.)
   b. Repeat for each network interface jack.
2. Connect line cords to the line jacks on the modules. Start at the top with the line jacks on the processor module, and then move to the leftmost module. Fill each module before moving to the next module to the right (see Figure 2-18).
3. Route each cord through the wire manager on the front of the module (see Figure 2-18).

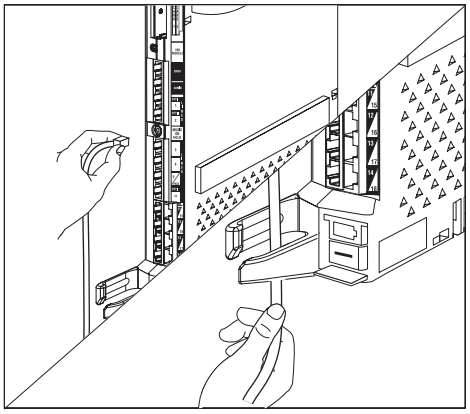

Figure 2-18. Connecting Line Cords to Line Jacks

4. Connect the free end of each line cord to the appropriate network interface jack (see Figure 2-19).
5. Test the lines by plugging a system telephone into extension jack 10. Press the line button for each outside line and listen for a dial tone.
6. Test the extensions by doing the following:
   a. Plug a system telephone into the first extension jack on each module.
   b. Press the line button on the telephone for each outside line and listen for a dial tone.

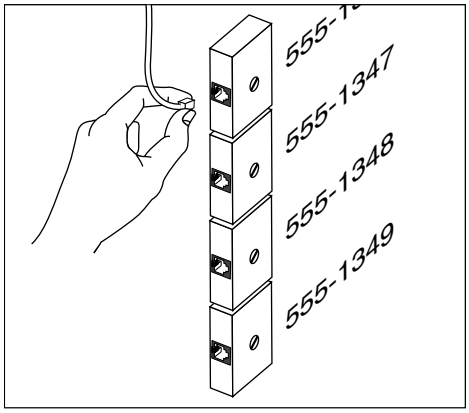

Figure 2-19. Connecting the Line Cord to the Network Interface Jack

7. Connect modular telephone cords to the extension jacks, starting at the top extension jack on the processor module (see Figure 2-20). When that module is full, move to the leftmost module. Fill each module before moving on to the next module to the right.
8. Route each cord through the wire manager on the front of the module (see Figure 2-20).
9. Connect the free end of each modular telephone cord to the modular wall jacks for system extensions.
10. Gather the line and extension cords hanging below the wire managers of the first two modules, and twist-tie or wire-wrap them. Repeat for the remaining cords. For the 5-slot carrier, place each bundle of wires in the indentations cut out of the bottom edge of the carrier.

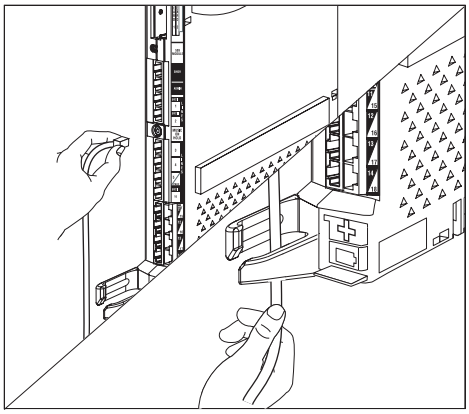

Figure 2-20. Connecting Cords to Extension Jacks

The T1 Module

The T1 module provides up to 16 lines, even though it contains only one line jack.

The T1 module provides 24 channels, but a maximum of 16 channels can be used for voice lines. (Channels 9 through 24 are used for voice.) These channels can be assigned to line or pool buttons and used for incoming and outgoing calls. The eight unused (that is, unequipped) channels (channels 1 through 8), and any channels you do not use for voice lines, can be used for data connectivity by placing an external Channel Service Unit (CSU)/DSU (Data Service Unit) between the T1 module and your T1 service provider.

The T1 module also provides Direct Inward Dialing (DID) capabilities, allowing calls to be routed automatically to particular extensions, hunt groups, and calling groups based on the digits received from the T1 service provider. With DID, a caller can dial a PARTNER extension directly, without the assistance of an attendant. Note that you can make outgoing calls on T1 lines with DID. You must contact your T1 service provider for DID.

The T1 module contains:

- one RJ-45 port to connect your service provider to the T1 module
- three pairs of bantam jacks (labeled Transmit, Receive, and Monitor) for maintenance testing and diagnostics
- an internal CSU for voice call connectivity to the T1 service provider and diagnostics (see Figure 2-21)

To configure and maintain a T1 module, you must use the PARTNER ACS R8.0 PC Administration software. You cannot program a T1 module via System Programming from extensions 10 or 11.

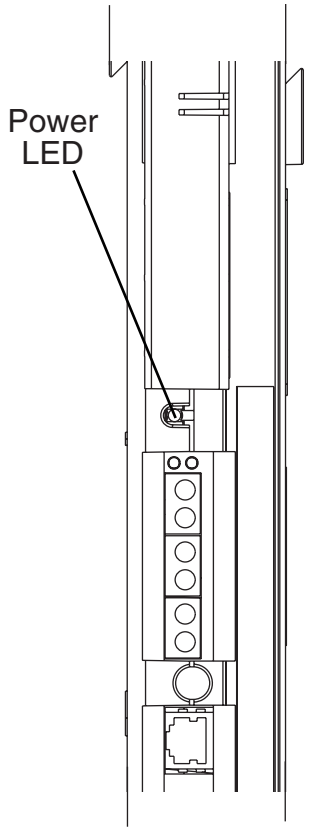

Figure 2-21. T1 Module Ports

Initial Configuration of the T1 Module

To configure and maintain a T1 module, you must use the PARTNER ACS R8.0 PC Administration software. You cannot program a T1 module via System Programming from extensions 10 or 11. For instructions on how to install and use PARTNER ACS R8.0 PC Administration, see the *PARTNER® ACS R8.0 PC Administration Getting Started*.

To set up a T1 module in a PARTNER system:

1. Start PARTNER ACS R8.0 PC Administration.
   a. Perform one of the following steps:
      — Click on the Start menu, and select **Programs>PARTNER ACS R8.0 PC Administration>PC Administration**. (This is the default location. If you chose to save your files to an alternate location during installation, your path will be different.)
      — If you created a Start menu short-cut, click on the Start menu, and select **PC Administration**.
      — If you created a desktop short-cut, double-click on the **PC Administration** icon on the desktop.

      The New Translation Creation dialog box appears.
   b. Choose **PARTNER ACS R8.0**, and click the **OK** button.

      The New Translation Creation Confirmation dialog box appears.
   c. Click the **OK** button.

      A new translation file for the PARTNER ACS R8.0 system appears in the workspace. All of the defaults are selected in this file.
2. Connect to the PARTNER system. (See the online help or the *PARTNER® ACS R8.0 PC Administration Getting Started*.)
3. Back up and retrieve the translations from the PARTNER system.
   a. From the Administration menu, select **Retrieve System Information**.

      The PARTNER System Information Retrieval dialog box appears
   b. Make sure the **Remote Backup** check box is selected to copy the current system translation from the PARTNER system to the Remote Access card.
   c. Make sure the **Retrieve System Translations** check box is selected to copy the system translation from the Remote Access card to your PC.
   d. Click the **Next** button.

      The Save As dialog box appears.
   e. Select the file or enter a new name for the translation you are retrieving, and then click the **Save** button.

      The PARTNER System Information Retrieval status box appears, showing the status of the retrieval. When the retrieval is complete, a message box appears.

f. Click the **OK** button.

The translation you retrieved is displayed in the PARTNER ACS R8.0 PC Administration workspace as a read-only file.

4. Save this file as a new file.
   a. Select **Save As** from the File menu.

      The Save As dialog box appears.

   b. Enter the name for the file, and click the **Save** button.
5. Verify that the PARTNER system has a T1 module.
   a. In the PARTNER ACS System window, click on **System**.

      The System Components window appears.

   b. Click the **General Parameters** button.

      The General Parameters window appears.

   c. From the System Mode box in the System Identification area, verify that **Loop Start Lines and a T1 module** is selected.
6. Configure the settings for the T1 module.
   a. In the PARTNER ACS System window, click on **System**.

      The System Components window appears.

   b. Click the **T1 Parameters** button.

      The T1 Parameters window appears.

   c. From the Clock Type box, set whether the T1 service provider (Loop) or the PARTNER T1 module (Local) will provide the clock source.

   d. From the CSU Activation box, set whether the PARTNER T1 module will provide CSU functionality.

   e. From the Framing Type box, set the framing type.

   f. From the Line Encoding box, set the line encoding.

   g. From the Transmit Line Build Out box, set the transmit line build out parameter to match the signal level and the transmission line. This setting is enabled only when CSU Activation is set to “Enabled.”

   h. From the Line Equalization Transmission Length box, set the line equalization length to match the signal level and the transmission line. This setting is enabled only when CSU Activation is set to “Disabled.”
7. Administer the settings for each line (channel) you will use on the T1 module.
   a. In the PARTNER ACS System window, click on **Lines**.

      The Lines window appears.

   b. Double-click on the T1 line you want to program. Lines 6 - 21 are T1 lines.

      The Line window appears for the selected line.

c. In the Line Type area, perform one of the following steps:

   — If the PARTNER system will use this line, click the **T1-E&M** option button, and then go to Step d.

   — If the PARTNER system will not use this line, click the **T1-UNEQ** option button. Since this line will not be used by the PARTNER system, you are finished with this procedure. Go to Step 8.

d. From the Disconnect Time box, choose the outward disconnect time interval for the line.

e. From the Ring Pattern box, choose the ringing pattern for the line.

f. From the Group Call Distribution box, choose the Hunt Group to which you want to assign the line. *This setting is not used for T1 lines with Direct Inward Dialin*g.

g. From the Line Coverage Extension box, choose the extension to be assigned ownership of the line. *This setting is not used for T1 lines with Direct Inward Dialing*.

h. In the Voice Mail System (VMS) area, choose when outside calls should be answered by the Automated Attendant Service of the voice messaging system during the day and when outside calls should be answered by the Automated Attendant Service of the voice messaging system when the system is in Night Service. *This setting is not used for T1 lines with Direct Inward Dialing*.

i. In the Voice Mail System (VMS) area, choose whether the outside lines assigned to Hunt Group 7 hunt through the VMS Hunt Group all the time, only during Day operation (Night Service is off), or only during Night operation (Night Service is on). This feature affects only the Automated Attendant Service of the voice messaging system. *This setting is not used for T1 lines with Direct Inward Dialing*.

j. If the PARTNER system is operating in Hybrid (pooled) mode, choose the pool to which this line will be assigned. *This setting is available only when the PARTNER system is operating in Hybrid (Pooled) mode*.

k. From the Assign Line for DID Operation box, choose whether Direct Inward Dialing is administered for this line by your T1 Service Provider.

l. From the Incoming Seizure Type box, choose the type of incoming signaling for this line.

m. From the Outgoing Seizure Type box, choose the type of outgoing signaling for this line.

n. From the Supply Local Dial Tone box, choose whether the PARTNER system should provide dial tone when PARTNER users go offhook.

o. From the Incoming Answer Supervision Time (msec) box, choose the incoming answer supervision time for the line.

   Repeat Steps b through o for each T1 line you are using.

8. If you will be using the Direct Inward Dialing (DID) feature from the T1 service provider, configure the DID Mapping Table. To map DID lines to extensions, hunt groups, and calling groups:

   a. In the PARTNER ACS System window, double-click on **System**.

   b. In the PARTNER ACS System window, click on **DID Mapping Table**.

      The DID Mapping Table window appears.

c. From the Expected Number of Digits box, choose the number of digits the PARTNER system will receive from the T1 service provider.

d. Perform either of the following steps:

— If you want to automatically assign a consecutive range of DID numbers to a range of extensions/hunt groups/calling groups:

a. From the Last box in the Automatic Numbering area, choose the last item number on this page you want to map.

b. From the First box, choose the first item number on this page you want to map.

c. In the DID No. box, enter the first DID number you want to map. For example, if you have the DID numbers 100 through 109, you would enter 100.

d. From the Ext./Grp box, select the first extension you want to map to the first DID number.

e. Click the **Update** button.

The Item No. you specified in the First box is assigned the DID number you specified in the DID No. box, and the extension, hunt group, or calling group you specified in the Ext./Grp box is mapped to that DID number. The next Item No. is assigned to the next DID number in the range, and the next extension, hunt group, or calling group is mapped to that DID number. Each Item No. in the range you specified is mapped to next DID number and extension, hunt group, calling group.

— If you want to manually assign a range of DID numbers to a range of extensions/hunt groups/calling groups:

a. In the first DID No. box, enter a DID number. (You can only enter each DID number once in the DID Mapping Table.)

b. From the corresponding Extension/Hunt/Call Group box, select the extension, hunt group, or calling group you want to “map” to the DID number. (You can map an extension, hunt group, or calling group to multiple DID numbers.)

c. Repeat Steps a and b for each DID number.

e. From the DID Backup Destination box, select the backup extension that will receive DID calls that do not match any of the entries in the DID Mapping Table.

9. Program the other features (such as extension features and restrictions) you want. (See the procedures in “Program PARTNER Features in a PC Administration File” in the online help.)

10. Save the file. Select **Save** from the File menu to save your changes to the file.

11. Program the settings in this file to the PARTNER system.

a. Make sure you are connected to the PARTNER system.

b. From the Administration menu, select **Send System Information**.

The Open dialog box appears.

c. Select the translation file you want to send to the PARTNER system, and click the **Open** button.

   The PARTNER System Translation Send status box appears, showing the status of the transfer. When the transfer is complete, a message box appears stating that the transfer was successful.

d. Click the **OK** button.

   The translation file now resides on the Remote Access card in the PARTNER system. This translation file will not be used by the PARTNER system until you “restore” it to the PARTNER system.

e. From the Administration menu, select **Restore System Translations**.

   A message box appears stating that the restore has started and that your connection to the PARTNER system will be disconnected.

f. Click the **OK** button.

   A message box appears stating that your connection to the PARTNER system was ended.

g. Click the **OK** button.

   The PARTNER system is now using the system translation you programmed and restored.

The 1600 DSL Module

The 1600 DSL module provides 16 lines, even though it contains only one line jack. The 1600 DSL module provides Symmetrical Digital Subscriber Line (SDSL) and router capabilities.

Besides the RJ-45 port used to connect the central office line to the 1600 DSL module, three other ports exist on the module (see Figure 2-22):

- A 10/100BaseT Ethernet RJ-45 port used to connect a LAN to the 1600 DSL module. After the initial module configuration has been done, you can also program the 1600 DSL module over a LAN connected to this port.
- A Console serial port used for configuring the 1600 DSL module locally using a PC.
- A V.35 port used to connect external equipment, such as an external router.

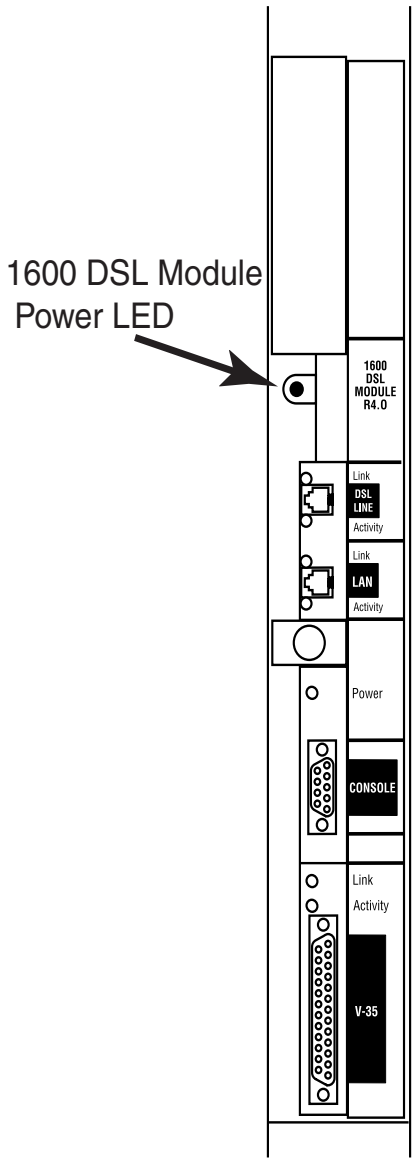

Figure 2-22. 1600 DSL Module Ports

Programming Connections for the 1600 DSL Module

The programming of the 1600 DSL module is separate from the programming of the PARTNER ACS. You can program the 1600 DSL module either locally or remotely.

To locally program the module, connect a cable from a PC's serial port to the Console port on the module.

You can set up the module for remote programming by following these steps (see Figure 2-23):

1. Connect a cable from an extension port on the system to the Line jack on an external modem. The modem should have the following parameters:
   - 14.4 kbps or greater
   - Auto-Answer is enabled
   - DTR override is enabled
   - Echo commands are Suppressed
   - Result and Error codes are Suppressed
2. Connect a cable from the serial port on the modem to a null modem.
3. Connect a cable from the null modem to the Console port on the 1600 DSL module.

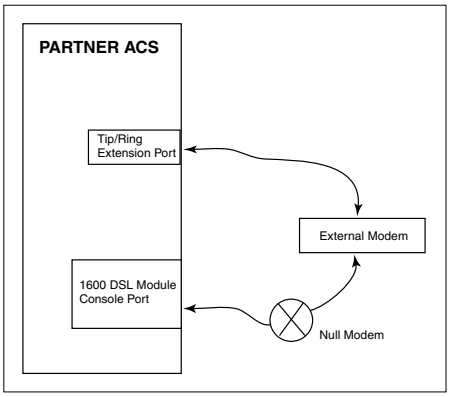

Figure 2-23. Remote Programming Setup

Initial Configuration of the 1600 DSL Module

Remote administration of the 1600 DSL module is available through the PARTNER ACS R8.0 PC Administration software. You must have the following:

- Release 5.0 or later software on the 1600 DSL module
- Release 8.0 software version of PARTNER ACS
- PARTNER ACS R8.0 PC Administration software

For more information, see the *PARTNER® ACS R8.0 PC Administration Getting Started*.

You can use any terminal emulation software to configure the 1600 DSL module, including Hyperterminal that is packaged with Windows. For a local serial port connection, the terminal emulator must be configured as follows:

- Data Bits—8
- Stop Bits—1
- Parity—None
- Flow Control—None
- Speed—19,200 bps

To configure the 1600 DSL module, you must know the voice gateway that is used on the remote end and program the following:

- SDSL interface
- Voice gateway configuration
- Router configuration for voice (PathStar only)
- Router configuration for data
- LAN configuration

NOTE For any changes you make to take effect, you must perform a cold start on the system by powering down and powering up the system, or by using the **Restore Programming (#125)** or **System Reset—Programming Saved (#728)** feature.

For more information about voice and data configuration of the 1600 DSL module, see the *PARTNER® ACS 1600 DSL Module* manual.

SDSL Interface Configuration

Follow these steps to configure the SDSL interface for a 1600 DSL module:

1. Select “5. Configure WAN” from the Main Menu.
2. Select “1. SDSL” at the Available WAN Interfaces prompt.
3. Select “0. Quick Configuration” from the WAN Configuration Menu.
4. Select the appropriate Digital Subscriber Line Access Multiplexer (DSLAM) from the Quick Configuration menu.

   The 1600 DSL module automatically resets. After five minutes if the LED above the SDSL port on the 1600 DSL module is a steady green, go to Step 8. If after five minutes the LED is flashing or not on at all, proceed with Step 5.
5. Select “2. Configure Physical Interface” from the WAN Configuration Menu.

6. From the SDSL Configuration menu, select the speed of the connection as directed by your service provider. You will most likely do one of the following:
   - Select one of the following for negotiated speed:
     - 3. Set SDSL Speed to Auto Cycle (Nokia)
     - 4. Set SDSL Speed to Auto Sense (Copper Mountain)
     - 5. Enable Conexant AutoBaud Mode
     - 6. Set SDSL Sync Delay (Lucent)
   - Select “7. Set SDSL Speed Manually” to manually set the speed. At the prompt, enter the speed in kbps for the connection, and press Enter.
7. Press Esc until you return to the WAN Configuration Menu.
8. Select “1. Configure Datalink Protocol.”
9. Select one of the following from the WAN Datalink Protocol Configuration Menu, according to the equipment of your service provider, and press Esc:
   - 6. ATM
   - 7. Frame Relay
10. If you selected “6. ATM” in Step 9, follow these steps:
    a. Select “3. Configure PVCs” from the WAN Configuration Menu.
    b. Select “4. Show Current PVCs” from the ATM PVC Config Menu.
    c. The PVC port screen appears, showing the present ATM PVC ports and their configurations. Press any key to return to the ATM PVC Config Menu.
    d. Select “2. Modify Existing PVC” from the ATM PVC Config Menu if you need to change the ATM PVC.
    e. At the PVC port screen, type the number of the port you want to configure, and press Enter. This should be the PVC the service provider has designated for voice.
    f. Type the Virtual Port Identifier (VPI) at the prompt, and press Enter.
    g. Type the Virtual Circuit Identifier (VCI) at the prompt, and press Enter.
    h. At the ATM Encapsulation Configuration menu, select one of the following:
       - “3. Proprietary Voice” for CopperCom and Jetstream gateways.
       - “4. RFC 1483” for PathStar gateways.
    i. If you selected “4. RFC 1483” in Step h above, select “1. CBR” from the ATM Service Category Configuration menu. Press Enter at the Select Peak Cell Rate prompt.
    j. Press Esc until you return to the WAN Configuration Menu.
11. If you selected “7. Frame Relay” in Step 9, follow these steps:
    a. Select “3. Configure DLCIs” from the WAN Configuration Menu.
    b. Select “4. Show Current DLCIs” from the FR DLCI Config Menu.
    c. The DLCI port screen appears, showing the present DLCI ports and their encapsulation. Press any key to return to the FR DLCI Config Menu.

d. Select “2. Modify Existing DLCI” from the FR DLCI Config Menu.

e. Do one of the following:

- If you are configuring a voice connection, type the port number for “Proprietary Voice DLCI,” and press Enter.
- If you are configuring a data connection or a voice or data connection for a PathStar gateway, type the port number for “RFC 1490,” and press Enter.

f. Select one of the following from the FR Encapsulation Configuration menu:

- Select “3. RFC 1490” for a PathStar gateway.
- Select “2. Proprietary Voice DLCI” for another gateway.

g. Select “1. Configure Transmit CIR” from the FR DLCI Options menu.

h. Type the “committed burst size” in bits, as provided by the service provider, at the prompt, and press Enter. A rule of thumb is 100,000 bits x the number of channels used.

i. Type the bits/second of the Circuit Throughput at the prompt, and press Enter. Usually you enter the factory setting of 272,000.

j. Type “0” at the “excess burst size” prompt, and press Enter.

k. Select “2. Configure Receive CIR” from the FR DLCI Options menu.

l. Repeat Steps h, i, and j above for the Receive CIR.

m. Press Esc to return to the WAN Configuration Menu.

12. Select “4. Configure Maintenance Protocol” from the WAN Configuration Menu.
13. Select the appropriate Frame Relay Maintenance Protocol from the following. Obtain this information from your service provider.
    - 0. None
    - 1. CCITT Q.933 Annex A Network
    - 2. CCITT Q.933 Annex A User
    - 3. CCITT Q.933 Annex A Both
    - 4. ANSI T1.617 Annex D Network
    - 5. ANSI T1.617 Annex D User
    - 6. ANSI T1.617 Annex D Both
    - 7. LMI Network (FRF.1.1)
    - 8. LMI User (FRF.1.1)
    - 9. LMI Both (FRF.1.1)
14. Press Esc to return to the Main Menu.

Voice Gateway Configuration

Follow these steps to configure the voice gateway path:

1. Select “P. VoicePath Configure” from the Main Menu.
2. Select “V. Set Voice Gateway” from the Voice Configuration menu.
3. Select one of the following voice gateways according to your service provider from the Voice Gateway Selection menu:
   - 1. CopperCom
   - 2. MGCP 0.1/NCS 1.0 (PathStar)
   - 3. Jetstream

   NOTE If you selected Jetstream or CopperCom, you are done with the voice gateway configuration. If you selected MGCP 0.1/NCS 1.0 (PathStar), continue with the procedure.

4. Select “M. Manage MGCP/NCS Embedded Client” from the Main Menu.
5. Select “C. Configure MGCP/NCS parameters” from the MGCP/NCS Management Menu.
6. Type the default IP address for the Notified Entity. Get this address from your service provider; this is the IP address for the gateway (the PathStar).
7. Type the IP address to use for MGCP signaling (data signaling). This is the IP address of the voice PVC/DLCI on the SDSL port; get it from your service provider.
8. Enter the TOS byte value for Signalling packets at the prompt; get this from your service provider.
9. Type the IP address to use for RTP transport (voice). Usually this is the same address as the voice PVC/DLCI; get it from your service provider.
10. Enter the TOS byte value for RTP (Voice) packets at the prompt; get this from your service provider.
11. Press Esc to return to the Main Menu.

Router Configuration for Voice (PathStar Only)

When you are connecting to a PathStar gateway, you must configure the voice PVC. Follow these steps to configure the voice PVC for the 1600 DSL module when you are connecting to a PathStar gateway:

1. Select “2. Configure IP Router” from the Main Menu.
2. Select “C. Configure Port IP Address” from the Router Configuration Menu.
3. Select “1. SDSL” from the Available Interfaces list.

4. Do one of the following:
   - If you have the SDSL set for ATM, select the RFC 1483 port for the voice PVC (get this from the service provider).
   - If you have the SDSL set for Frame Relay, select the RFC 1490 port for the voice DLCI (get this from the service provider).
5. Type the IP address of the voice PVC/DLCI, and press Enter.
6. Press Esc to return to the Main Menu.

Router Configuration for Data

Follow these steps to configure the data PVC for the 1600 DSL module for any gateway:

1. Select “2. Configure IP Router” from the Main Menu.
2. Select “C. Configure Port IP Address” from the Router Configuration Menu.
3. Select “1. SDSL” from the Available Interfaces list.
4. Do one of the following:
   - If you have the SDSL set for ATM, select the RFC 1483 port for the data PVC. For a CopperCom or Jetstream gateway, only one RFC 1483 port appears; for a PathStar gateway, you must get the number of the port from the service provider.
   - If you have the SDSL set for Frame Relay, select the RFC 1490 port for the voice DLCI. For a CopperCom or Jetstream gateway, only one RFC 1490 port appears; for a PathStar gateway, you must get the number of the port from the service provider.
5. Type the IP address of the data PVC/DLCI, and press Enter.
6. Press Esc to return to the Main Menu.

LAN Configuration

Follow these steps to configure the LAN for the 1600 DSL module:

1. Select “2. Configure IP Router” from the Main Menu.
2. Select “C. Configure Port IP Address” from the Router Configuration Menu.
3. Select “2. 10/100BaseT Ethernet” from the Available Interfaces list.
4. Type the port number of the IP interface, and press Enter.
5. Type the customer’s LAN’s IP address at the new IP address prompt, and press Enter.
6. Type the customer’s subnet mask address at the subnet mask prompt, and press Enter.
7. Type “N” at the “Select priority Normal/High” prompt.
8. Type “Y” at the “Save new IP Information?” prompt.
9. Select “S. Add/Remove a Static Route” from the Router Configuration Menu.
10. Select “F. Add/Change the Default Route” from the Router Modification Menu.

11. Type the gateway address given by the service provider at the “Enter Gateway address for Default Route” prompt, and press Enter.
12. Type “Y” at the “Save this as the default route in the static configuration?” prompt.
13. Press Esc to return to the Main Menu.

NOTE For any changes you make to take effect, you must perform a cold start on the system by powering down and powering up the system, or by using the **Restore Programming (#125)** or **System Reset—Programming Saved (#728)** feature.

The 012E Module

The 012E module provides 12 ETR extensions and no lines. All ports support full T/R capability along with ETR. The 012E module provides the capability for PARTNER ACS Release 8.0 to support a maximum of 48 extensions.

NOTE There is no limitation on the number of 012E modules that can be installed in a 5-slot carrier. However, in some configurations, the 012E module will physically permit more than 48 extensions to be installed. For example, if four 012E modules and one processor module are installed in the carrier, there are 56 extensions present. In configurations where more than 48 extensions are present, only extensions up to 48 stations will function. Station ports above 48 will not function with ETR or T/R telephones because they are outside the PARTNER ACS dial plan.

The 012E module provides the following:

- 10 Touch-Tone Receivers (TTRs)
- Support for Fax CNG detection
- When installed in slot 1, supplies the system tones and system clocks

Placement Within the Carrier

If a 1600 DSL module is installed in a 5-slot carrier, it must be in the first slot on the left. The 012E module can be installed in any remaining slots with the exception that it must be to the left of any 200 and 400 modules. These placement guidelines help you avoid holes in the dial plan.

Physical Design

The 012E module provides one power LED and 12 extension jack positions (see Figure 2-24). Consistent with all other PARTNER ACS modules, the extension jacks are labeled from the top down. The lowest extension number assigned to an 012E module occupies the jack position closest to the top of the module; the highest extension number occupies the jack position closest to the bottom of the module.

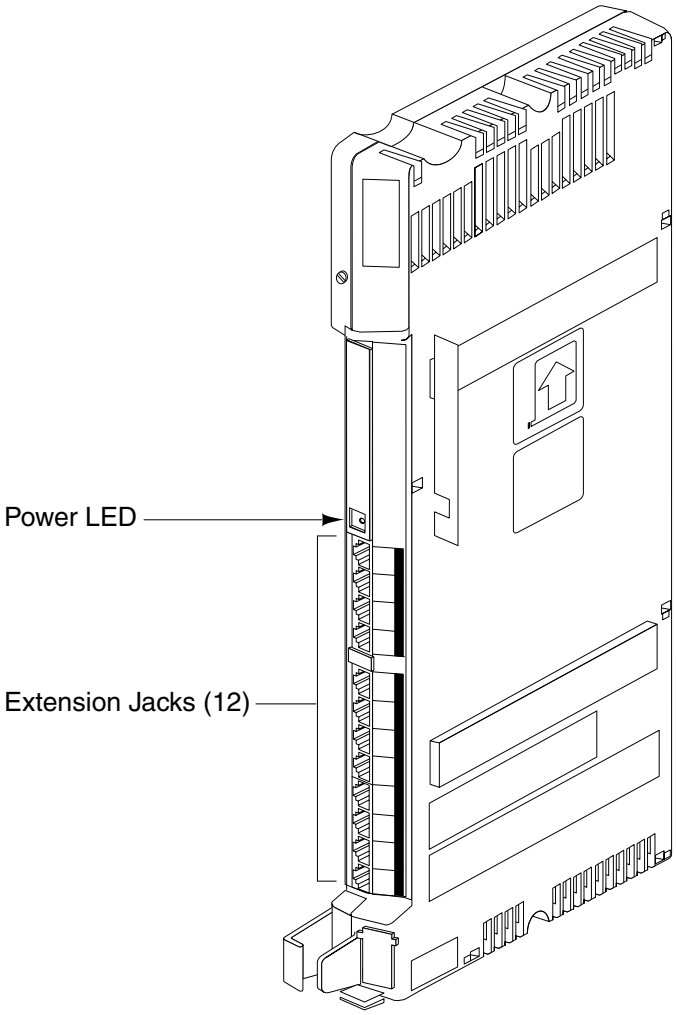

Figure 2-24. The 012E Module

Connecting the Loudspeaker Paging System

Perform the steps in this section if you have a loudspeaker paging system.

Loudspeaker paging systems allow you to broadcast a message over a large area. The PARTNER system supports all Avaya paging systems, including the entire PagePac line. The PARTNER system also supports most paging systems from other manufacturers when the paging systems are connected using a paging interface device.

The PARTNER system supports a maximum of one paging device. You can connect secondary units by treating them as lines. However, certain features interactions will not be blocked (for example, bridging).

Follow these steps to connect a loudspeaker paging system to the PARTNER system:

NOTE If you connect a loudspeaker paging system from another manufacturer, a paging interface may be required.

1. Insert the modular plug from the loudspeaker paging system into an available line jack on any PARTNER module. A loudspeaker paging system can be connected to a line jack on the following PARTNER modules:
   - PARTNER ACS 509 processor module
   - 308EC module
   - 400E module, 400EC module.
   - 200E module
   - 206 module, 206E module, 206EC module

   NOTE It is recommended that you connect the loudspeaker paging system to the last line jack in your PARTNER system to help prevent any future conflict with your line assignments. When you administer a loudspeaker paging system to a line jack on the PARTNER system, that line is “removed” from the system. For example, suppose your system has four lines, and you connect your loudspeaker paging system to line jack 4. (The lines are connected to Line jack 1, Line jack 2, Line jack 3, and Line jack 5.) When you administer the lines, the PARTNER system will label these four lines as Line 1, Line 2, Line 3, and Line 5. Line 4 is removed.

   NOTE If the loudspeaker paging system requires a “dry contact relay,” you must connect the loudspeaker paging system to line jack 5 on the PARTNER ACS 509 processor.

2. Route the RJ-11 cord through the processor module’s wire manager. If the loudspeaker paging system requires a dry contact relay, you must use a four-wire RJ-11 cord. If the loudspeaker paging system does not require a dry contact relay, you may use a two-wire cord.
3. Connect the other end of the cord to the paging system.

Installing the Cover

If you have a 5-slot carrier, it is important to install the cover to keep the modules dust-free and properly seated, and the system working efficiently.

If you have a 5-slot carrier, install the cover by following these steps:

1. Position the carrier cover over the modules so that the openings on the top of the carrier cover align correctly with the tabs at the top of the installed 5-slot carrier and modules.
2. Rotate the carrier cover into position so that it aligns correctly with the thumb screw opening on the bottom of the carrier.
3. Tighten the thumb screw. *To ensure proper alignment and safe operation, tighten the thumb screw securely.*

Installing Telephones

After you have installed the control unit and have connected the line and extension cords, you are ready to install the telephones. Installing the telephones includes assembling, connecting, and testing the telephone. As desired, you also can connect an Intercom Autodialer to certain telephones.

Assembling PARTNER Telephones

All PARTNER telephones are shipped with a stand for either desk-mounting or wall-mounting the telephone. For other telephones, see the instructions that are provided with the telephone.

Desk-Mounting the Telephone

Follow these steps to desk-mount a telephone:

1. Gently place the telephone upside down.
2. Route the telephone cord through the hole in the top center of the stand (see Figure 2-25).

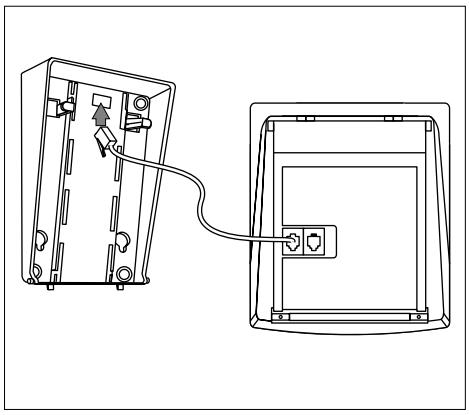

Figure 2-25. Routing the Telephone Cord

3. Insert the tabs on the narrow end of the stand into the slots on the inside bottom edge of the telephone (see Figure 2-26).

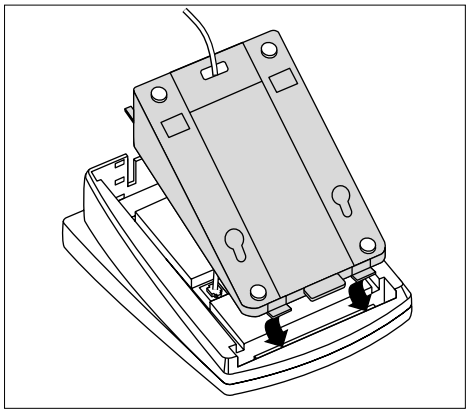

Figure 2-26. Inserting the Tabs

4. While pressing in the tabs that protrude from the wide end of the stand, lower the stand to the telephone (see Figure 2-27).
5. Release the tabs to lock the stand into one of the three positions provided by the openings in the back of the telephone. The height of the stand is adjustable to three positions: low, medium, and high. The telephone height can be adjusted by moving the locking tabs to a different position.
6. Turn the telephone over.

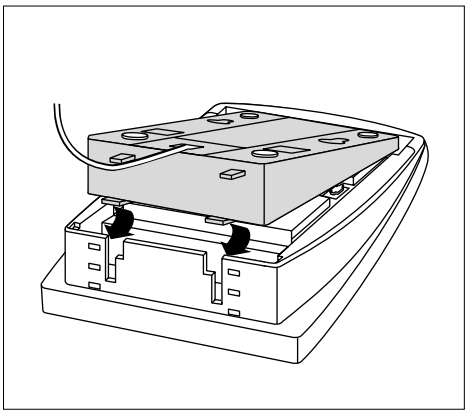

Figure 2-27. Lowering the Stand to the Telephone

7. Remove the plastic cover from the telephone (see Figure 2-28). Label the button sheet to show any programmed lines or button features, then place the button sheet on the telephone so the holes fit over the buttons. Carefully replace the plastic cover.
8. Adjust the swivel display to the desired angle (low, medium, or high).

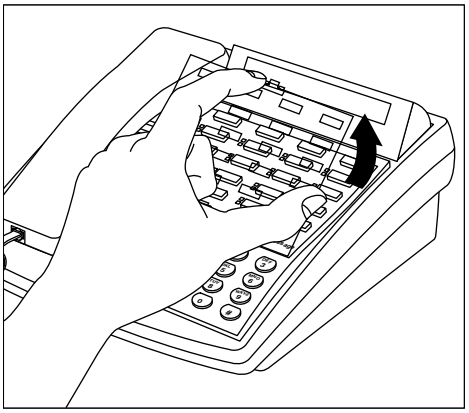

Figure 2-28. Removing the Plastic Cover

Wall-Mounting

Follow these steps to wall-mount a PARTNER telephone:

1. Reverse the plastic hook that sits in the earpiece part of the handset cradle (see Figure 2-29).
2. Turn the telephone upside down. If you have a tray on the bottom of your telephone, remove the tray that holds the *User Instruction* cards by pressing the tabs on both sides of the tray near the pull-out tab while sliding the tray straight out.

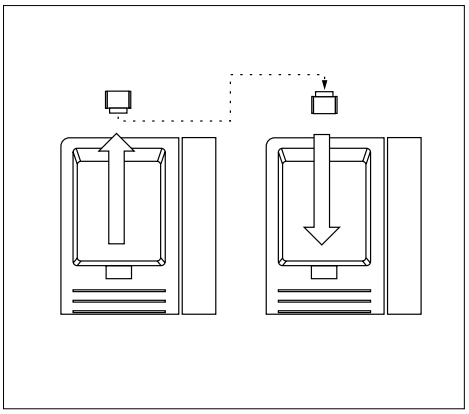

Figure 2-29. Reversing the Plastic Hook

3. Holding the stand with the wide edge down, mount the stand on the wallplate by using the keyholes on the base of the stand (see Figure 2-30).

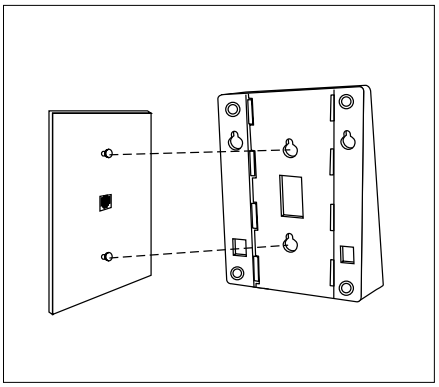

Figure 2-30. Mounting the Stand on the Wallplate

4. Plug one end of the telephone cord into the jack in the center of the wall plate (see Figure 2-31).
5. Plug the other end of the telephone cord into the LINE jack on the bottom of the telephone.
6. Wrap any excess cord around the cord wrap posts on the bottom inside of the stand.

NOTE With certain telephones, you can wall-mount the telephone and use the slide tray and tray card. Do one of the following:

- If you have an 18/18D, 34D, or Intercom Autodialer telephone, remove the tray from the "desk" end of the stand and insert it into the "wall" end. If a 630B wall plate is used, the tray hangs down from the telephone.
- If you do *not* use the wall plate with the 18/18D and 34D telephones, the tray can slide under the set. To do this, two mounting holes on the left and right sides of the stand allow the tray to slide underneath.

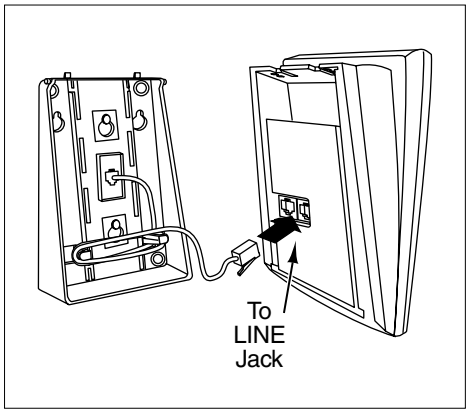

Figure 2-31. Plugging in the Telephone Cord

7. To mount the telephone onto the stand, insert the tabs on the top of the stand into the *middle* set of notches on the top edge of the telephone (see Figure 2-32).
8. Make sure the telephone cord is neatly wrapped inside the telephone; then rotate the telephone down until the bottom edge snaps into position.

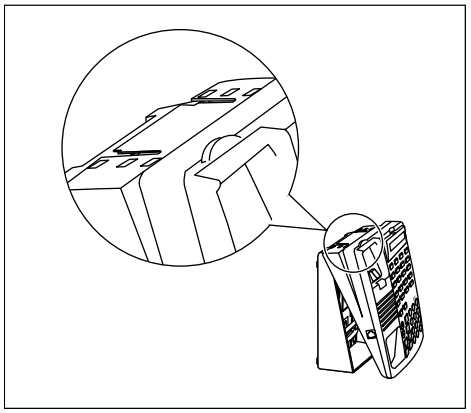

Figure 2-32. Mounting the Telephone onto the Stand

9. Remove the plastic cover from the telephone (see Figure 2-33). Label the button sheet to show any programmed lines or button features. Then place the button sheet on the telephone so the holes fit over the buttons. Carefully replace the plastic cover.
10. Make sure the swivel display is set to the lowest position.

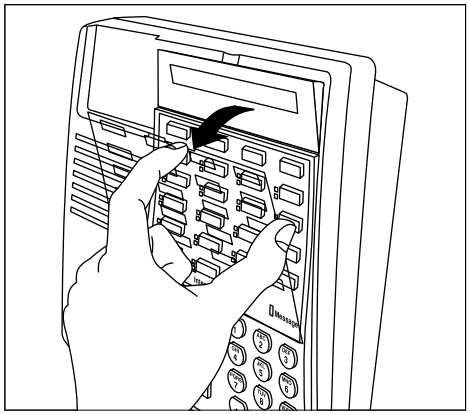

Figure 2-33. Removing the Plastic Cover

Connecting and Testing Telephones

Follow these steps to connect and test a telephone:

1. To connect a telephone, plug the modular telephone mounting cord into a modular wall jack or directly into a module extension jack (see Figure 2-34).

   NOTE To install two telephones (or other devices) on a single extension jack, see "Combination Extensions" on page 9-3.

2. Test the power and lights on a system telephone:

   a. While the telephone is idle, press and hold the # button for five seconds.

   b. Before releasing the # button, lift the handset.

      All lights should light, the ringer should sound, and (on system display telephones only) a test pattern should appear on the display. If these do not occur, call for support as instructed on the copyright page of this guide.

   c. Replace the handset; the telephone is now in normal operating mode.

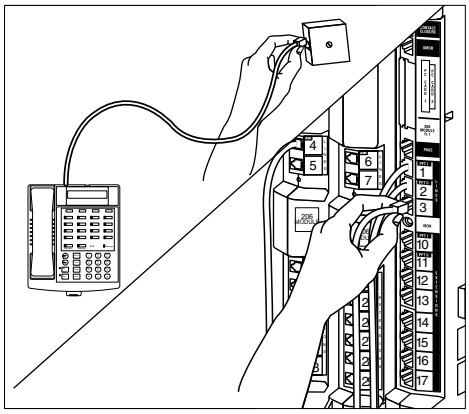

Figure 2-34. Plugging in Telephone Cords

Connecting a PARTNER-CA48 Intercom Autodialer

You can connect a PARTNER-CA48 Intercom Autodialer to a PARTNER telephone at an operator's extension. The Intercom Autodialer is shipped with an adapter, a D8W line cord, a power cord, a power unit, and a button-labeling sheet.

NOTE You can wall-mount the Intercom Autodialer to work next to a wall-mounted system telephone. See the instructions provided with the Autodialer.

Follow these steps to connect an Intercom Autodialer to a PARTNER telephone:

1. Plug the adapter into the wall jack (see Figure 2-35).
2. Plug one end of the D8W line cord into the J1 jack on the adapter.
3. Plug the other end of the D8W line cord into the IN jack on the bottom of the Autodialer.
4. Plug the blue-tinted connector (labeled D8AC) of the power cord into the jack on the power unit.

   ⚠ CAUTION:

   Use only the power unit supplied with the PARTNER-CA48 Intercom Autodialer.

5. Plug the other end (clear tinted) of the power cord into the J2 jack on the adapter.
6. Plug the power unit into an electrical outlet.
7. Plug the telephone's modular telephone cord (LINE jack) into the OUT jack on the bottom of the Autodialer.

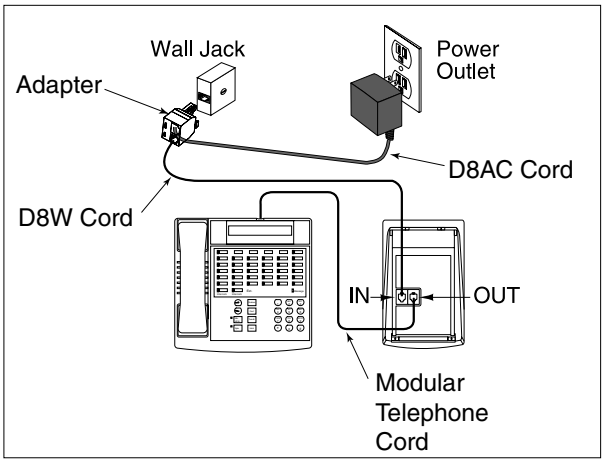

Figure 2-35. Connection of Cords for the Intercom Autodialer

8. Place the Autodialer on the desk to the right of the telephone (see Figure 2-36).
9. Remove the plastic cover from the autodialer and label the button sheet extension numbers and corresponding persons' names. Place the button sheet on the Autodialer, and carefully replace the plastic cover.
10. Adjust the height of the Autodialer to match the system telephone.

NOTE If you unplug the telephone connected to an Autodialer, you must reset the Autodialer. To do so, unplug the D8W line cord (connected to the IN jack on the bottom of the Autodialer) from the J1 jack on the adapter; then plug it back in.

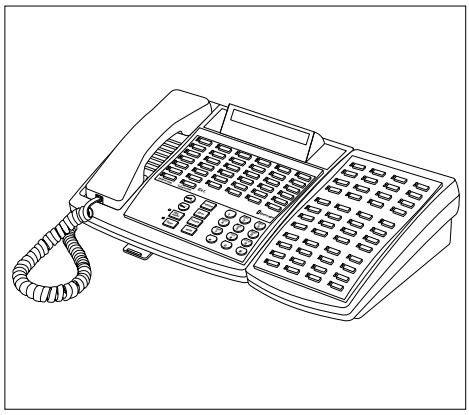

Figure 2-36. System Telephone and Intercom Autodialer

Connecting Auxiliary Equipment

You can connect many types of telecommunications devices to your system without expensive adapters or additional telephone lines—for example, answering machines, credit card scanners, and fax machines. Many tip/ring, single-line devices work with the system regardless of the manufacturer. See Chapter 9, "Using Auxiliary Equipment" for further details about connecting auxiliary equipment, including voice messaging systems.

Initial System Programming

3

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Initial System Programming

3

Overview

After you install the system hardware, you must program basic system settings, assign lines, and customize extensions. To do this, you must understand the basics of programming.

Programming a PARTNER System

You can program a PARTNER system in either of the following ways:

- from a PC running PARTNER ACS R8.0 PC Administration software (PC Administration)
- from a system display telephone at extension 10 or extension 11 (Set Administration)

PC Administration

The PARTNER ACS R8.0 PC Administration software enables you to program and administer all features for a PARTNER system from a local (that is, on-site) or remote PC. Using this application, you can:

- upgrade the PARTNER system software
- program features to the PARTNER system
- set the date and time on the PARTNER system
- copy buttons from one set to another
- back up the programming (translations) from the PARTNER system to the PC card or the internal flash memory in the PARTNER system
- retrieve a copy of the translation from the PC card or the internal flash memory in the PARTNER system to your PC
- print the system programming information to a text file
- retrieve and view diagnostic information from the PARTNER system
- administer the DSL module

- administer the T1 module
- administer the Direct Inward Dialing (DID) service
- set and view the All Lines Busy Event

For instructions on how to install and use PARTNER ACS R8.0 PC Administration, see the *PARTNER® ACS R8.0 PC Administration Getting Started*.

NOTE If your PARTNER system has a T1 module, you must use the PARTNER ACS R8.0 PC Administration software to program and administer the T1 module. You cannot program a T1 module via Set administration.

If you have a T1 module, go to "Configuring the T1 Module" on page 3-9 for instructions on how to start configuring your PARTNER system.

Set Administration

Set Administration enables you to program and administer the features for a PARTNER system from a system display telephone at extension 10 or extension 11. However, you cannot program the settings for T1 lines via Set Administration.

The remainder of this guide describes how to program and administer a PARTNER system via Set Administration.

System Programming Basics

After the control unit is installed, you set up the system by using a combination of the following two types of programming. Use the *System Planning Guide* when programming.

- **System Programming** allows you to customize the system to meet the needs of your business. When the system is first installed, it uses factory settings that reflect the most commonly used options. You can change system settings as needed. You can perform System Programming from extension 10 or extension 11. Because an extension cannot be in programming mode and handle calls at the same time, you should use extension 11 for programming. By doing so, you can program without disrupting call handling at extension 10.
- **Telephone Programming** allows telephones to be customized to meet individual users' needs. There are two types of Telephone Programming, depending from where you program.
  - — Centralized Telephone Programming—programming individual telephones from extension 10 or 11.
  - — Extension Programming—programming an individual system telephone from the extension to which it is connected.

You need a system display telephone for System and Centralized Telephone Programming. If you have any 34-button telephones in the system, you must use a 34-button display telephone to program. An 18-button telephone *cannot* be used to program a 34-button telephone. Also, if your system has both PARTNER and MLS telephones, you should use a PARTNER display telephone at the programming extension.

NOTE Endeavor telephones are supported in PARTNER ACS Release 8.0 when an Endeavor 362EC module is installed in the carrier. The Endeavor telephones are programmed the same as PARTNER-34D, -18D, -18 and -6 telephones and have the same button layouts.

NOTE The PARTNER ACS Release 8.0 supports the PARTNER Remote Access PC Card, which is a PCMCIA card that allows you to program the system remotely or locally from a PC and perform backup and restore functions. You must have the PARTNER ACS R8.0 PC Administration software to program the system remotely. See your Avaya representative or authorized dealer for more information.

Programming procedures use line and extension numbers. The line number represents the line jack on a module to which the outside line is connected. The extension number represents the extension jack on a module to which the system telephone or tip/ring device is connected.

NOTE If you are installing a voice messaging system with the PARTNER ACS, you must assign the voicemail ports to Hunt Group 7 to avoid having the voicemail ports answering all calls immediately. See "Programming a Voice Messaging System" on page 9-44.

Using System Programming

System Programming changes settings for the system as a whole, or for individual lines, pools, or extensions. You can also use System Programming to set up dialing restrictions, define groups, or set up auxiliary equipment. Refer to the filled-out *System Planner* when you are changing system settings, and be sure that any changes in programming are recorded there.

Programming Overlays

To do System Programming, you place a Programming Overlay over the dialpad of the system display telephone at extension 10 or 11. (Overlays are provided with the system documentation.) Figure 3-1 on page 3-5 shows the Programming Overlays for the PARTNER-34D and PARTNER-18D telephones.

During System Programming, the normal functions of several buttons on the display telephone at extension 10 or 11 change. For example, the left (Intercom) button becomes (System Program) and the right (Intercom) button becomes (Central Tel Program). The Programming Overlay identifies these buttons.

You use the following special buttons while programming:

- (Next Procedure) and (Prev Procedure) cycle forward and backward through the programming procedures. You can use these buttons to select a procedure.

  (If a procedure instructs you to press (Next Procedure) + (Prev Procedure), pressing these buttons one after the other enables you to repeat the current programming procedure.)
- (Next Item) and (Prev Item) cycle forward and backward through a procedure's parameters. A parameter is typically an outside line, a pool, an extension, or a telephone list entry.
- (Next Data) and (Prev Data) cycle forward and backward through the valid entries. These buttons work only for fixed data, such as a line or extension number. They do not work for variable data such as date, time, password, telephone numbers, or doorphone assignments.
- (Remove) returns the current setting to the factory setting. When you are programming **Line Assignment (#301)**, pressing (Remove) removes lines from an extension; when you are programming **Pool Extension Assignment (#314)**, pressing (Remove) removes pools from an extension.
- (Enter) ends an entry of variable length, such as a telephone number in an **Allowed Phone Number List**.
- (System Program) starts the System Programming process.
- (Central Tel Program) starts the Centralized Telephone Programming process (to customize individual telephones centrally from extension 10 or 11).
- (Feature), when followed by (0)(0), enters or exits programming mode.
- (Wild) enters a "wildcard" (a character that matches any digit dialed) in telephone numbers in **Allowed Phone Number Lists (#407)**, **Disallowed Phone Number Lists (#404)**, and the **Forced Account Code List (#409)**. The wildcard character is represented as an exclamation mark (**!**).

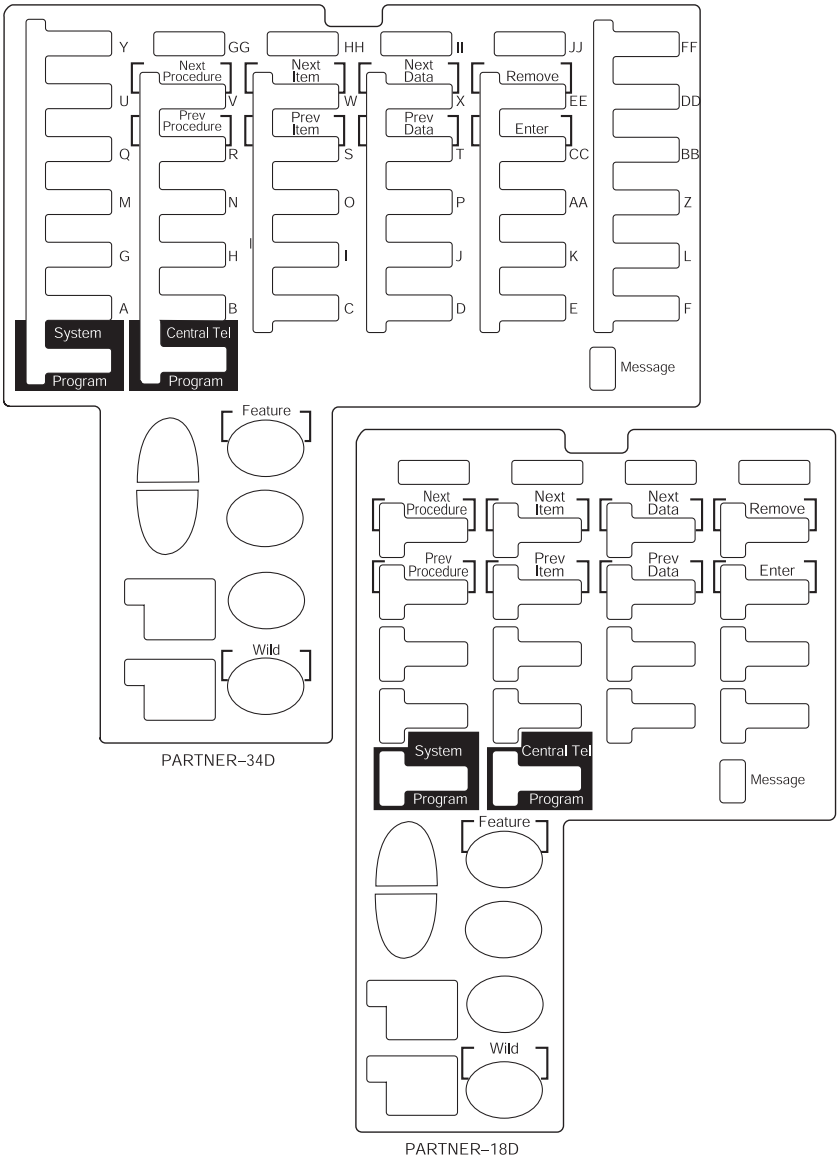

Figure 3-1. Programming Overlays

Button Locations

When you program from a PARTNER telephone at extension 10 or 11, the button you press on the telephone at the programming extension may be in a different location on the telephone being programmed. Figure 3-2 shows the relative location of buttons on each PARTNER telephone.

For example, the button labeled E on the PARTNER-34D telephone in Figure 3-2 is in the bottom row. The equivalent button on the PARTNER-18D telephone is in the leftmost position of the second row from the bottom. If your system has a mix of PARTNER and MLS telephones, see Appendix D, “Programming Mixed Telephone Types” for information about programming from a PARTNER to an MLS telephone or from an MLS to a PARTNER telephone.

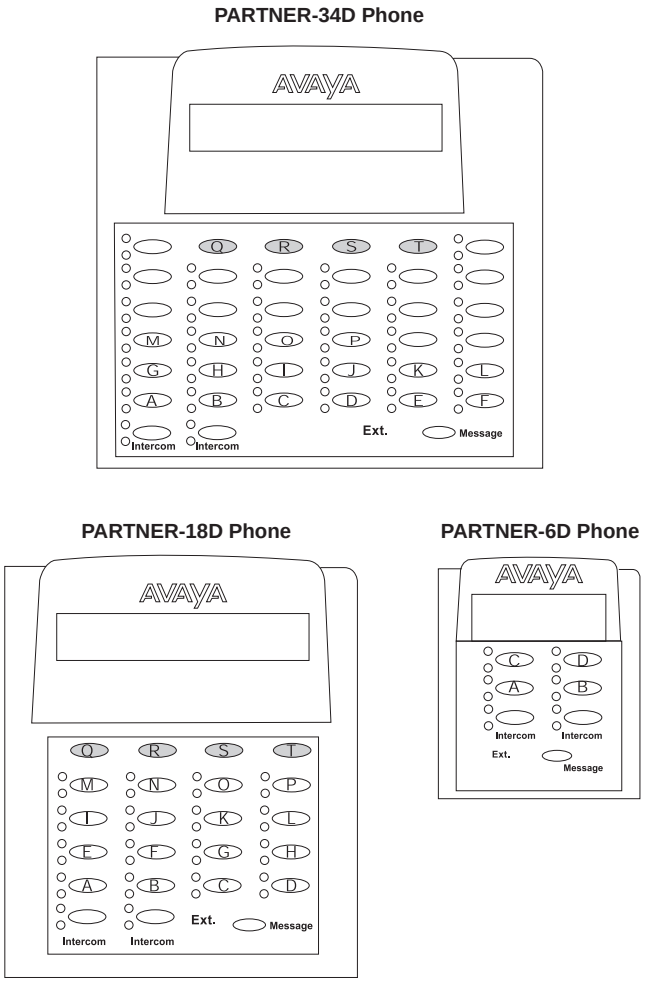

Figure 3-2. Button Locations on PARTNER Telephones

Programming Mode

When you are ready to program a system or telephone feature, you must enter programming mode. Follow these steps to enter programming mode.

1. Place the Programming Overlay over the dialpad of the system display telephone at extension 10 or 11.
2. To enter programming mode, press (Feature)(0)(0). A display similar to the following appears:

   ```
   PROGRAM EXTENSION 10
   ```

   (If you are programming from extension 11, “11" appears instead of “10.”)
3. Press (System Program). A display similar to the following appears:

   ```
   10 Enter Extension Name
   ```

   This display is for the **Extension Name Display** feature. When you are entering System Programming mode, skip it by moving on to Step 4.
4. Press (System Program) again. A display similar to the following appears:

   ```
   SYSTEM PROGRAM
   ```
5. Specify a programming procedure in one of two ways:
   - **Direct Method*:*** Dial the code for that procedure. System Programming procedures in this guide are identified by a # and a three-digit code (for example, **System Date** is **#101**). This method is best when you are using only a few procedures during a programming session and you know the codes.
   - **Cycle Method*:*** Cycle through the procedures in numerical order. Press (Next Procedure) and (Prev Procedure) to cycle forward and backward through the programming procedures. This method is best when you are using multiple procedures during a programming session, or if you do not know the codes.
6. To exit programming mode, you can press (Feature)(0)(0). Or you can lift the handset and then place it back in the cradle.

NOTE You can talk on the telephone while you program. This is useful if you call for support while programming. However, you must call before you enter programming mode, and you must use the handset to talk, not the speaker and microphone.

Changing Programming Type

When you are in programming mode, you can move between System Programming and Centralized Telephone Programming. To change to Centralized Telephone Programming when you are in System Programming, press (Central Tel Program). To move back to System Programming when you are in Centralized Telephone Programming, press (Central Tel Program), then (System Program).

Using Centralized Telephone Programming

Use Centralized Telephone Programming from extension 10 or 11 to program features or store telephone numbers for individual extensions. All features that can be programmed at an extension can also be programmed by using Centralized Telephone Programming. Most features also can be programmed on a system telephone at the user's extension, except for the following:

- **Automatic Line Selection**, **Line Ringing**, and **Call Screening (F25)** always must be programmed by using Centralized Telephone Programming.
- If an extension has a single-line telephone, you must program all features for the extension by using Centralized Telephone Programming.
- If an extension has a non-display system telephone, you must use Centralized Telephone Programming to program **Extension Name Display** for the extension.

During Centralized Telephone Programming, the display telephone at extension 10 or 11 takes on the characteristics of the telephone being programmed, including any System Programming settings and lines assigned to the telephone. See "Using System Programming" on page 3-4 for more information about System Programming and the use of overlays.

To program a telephone from extension 10 or 11, follow these steps:

1. Place the Programming Overlay over the dialpad of the system display telephone at extension 10 or 11.
2. Press *Feature* 0 0. A display similar to the following appears:

   ```
   PROGRAM EXTENSION 10
   ```

   (If you are programming from extension 11, "11" displays instead of "10.")
3. Press *System Program*. A display similar to the following appears:

   ```
   10 Enter Extension Name
   ```

   This display is for the **Extension Name Display** feature. Skip to Step 4.
4. Press *System Program* again. The display reads:

   ```
   SYSTEM PROGRAM
   ```
5. Press *Central Tel Program*. A display similar to the following appears:

   ```
   CENTRAL TELEPHONE PROG
   Extension:
   ```

6. Dial the extension number of the telephone to be programmed.

   The green lights next to buttons on which lines or pools are assigned show the current Line Ringing settings. The remaining buttons can be programmed with telephone numbers, extension numbers, or system features.

7. At this point, program the features that must use Centralized Telephone Programming.
8. To change the settings for another extension, press Central Tel Program; then dial the new extension number.
9. To exit programming mode, you can press Feature 0 0, or lift the handset and place it back in the cradle.

Configuring the T1 Module

To configure a T1 module, you must use the PARTNER ACS R8.0 PC Administration software. You cannot program or view the administration of a T1 module via System Programming from extensions 10 or 11. For instructions on how to install the PARTNER ACS R8.0 PC Administration software on a PC, see the *PARTNER® ACS R8.0 PC Administration Getting Started*.

Configuring a T1 module consists of the following steps:

1. Start PARTNER ACS R8.0 PC Administration.
2. Connect to the PARTNER system.
3. Back up and retrieve the translations from the PARTNER system.
4. Save this file as a new file.
5. Verify that the PARTNER system has a T1 module.
6. Configure the settings for the T1 module.
7. Administer the settings for each line (channel) you will use on the T1 module.
8. If you will be using the Direct Inward Dialing (DID) service from the T1 service provider, configure the DID Mapping Table. (You will “map” extensions, hunt groups or calling groups to DID numbers.)
9. Program the other features (such as extension features and restrictions) you want. (See the procedures in “Program PARTNER Features in a PC Administration File” in the online help.)
10. Save the file.
11. Program the settings in this file to the PARTNER system.

Refer to “Initial Configuration of the T1 Module” on page 2-19 or “Program a T1 Module” in the PARTNER ACS R8.0 PC Administration online help for detailed instructions on how to perform these procedures.

After configuring the T1 module, you may perform the Set Administration procedures in this guide to administer non-T1 settings. You can also administer non-T1 settings from the PARTNER ACS R8.0 PC Administration software.

Setting the Date and Time

After supplying power to the control unit, use the following procedures to set the system clock:

- **System Date (#101)** to set the month, day, and year
- **System Time (#103)** to set the hour and minutes
- **Automatic Daylight/Standard Times (#126)** to automatically update the system clock

NOTE Turn this feature off if you live in an area without daylight savings time.

Considerations

- **Backup Programming—Automatic (#123)** uses the **System Date** and **System Time** to schedule the automatic backups.
- **Backup Programming—Automatic (#123)** and **Backup Programming—Manual (#124)** do not back up the **System Date** or the **System Time**.
- **Restore Programming (#125)** does not restore the **System Date** or **System Time**.
- Be sure that the **System Date** and **System Time** are set correctly before using backup procedures.

System Date (#101)

Use this feature to set the month, day, and year. The system displays only the month and day on display telephones when the telephone is idle; the month, day, and year print on SMDR call reports.

Considerations

- The **System Date** date-stamps the backup files when you use Backup Programming.

Programming

To change the **System Date**:

1. Press *Feature* 0 0 *System Program* *System Program* # 1 0 1 at extension 10 or 11.
2. Enter today's date in the form "mmddyy" (month, day, and year), including leading zeros for single-digit months or days. For example, to enter April 26, 2001, press 0 4 2 6 0 1. A display similar to the following appears:

   ```
   System Date
   Data 042609
   ```

3. Select another procedure, or exit programming mode.

System Time (#103)

Use this feature to set the time that appears on system display telephones.

Considerations

- Enter the time in 24-hour notation. In this scheme, the hours of the day are 0000 (12 midnight) to 2359 (11:59 p.m.). Since each time must have four digits, use leading zeros when necessary.
- The time appears on system display phones as a.m. or p.m. (not in 24-hour notation).

Programming

To change the **System Time**:

1. Press Feature 00 System Program System Program #103 at extension 10 or 11.
2. Enter a new time in 24-hour notation. For example, to set the time to 2:15 p.m., press 1415.

   A display similar to the following appears:

   ```
   System Time
   Data 1415
   ```

   This time appears on system display phones as `2:15 p`.
3. Select another procedure, or exit programming mode.

Automatic Daylight/Standard Times (#126)

This feature automatically updates the system clock for annual Daylight Savings Time and Standard Time changes. Turn this feature off if you live in an area without daylight savings time.

Programming

To change the status of **Automatic Daylight/Standard Time**:

1. Press Feature 00 System Program System Program #126 at extension 10 or 11.
2. Press Next Data until the appropriate value appears:
   - 1 = Active (the factory setting) ✔
   - 2 = Not Active
3. Select another procedure, or exit programming mode.

Administering the Loudspeaker Paging System

Use the feature **Loudspeaker Paging Line (#617)** to specify the line jack to which you connected the loudspeaker paging system. See "Loudspeaker Paging Line (#617)" on page 9-27.

NOTE You should administer **Loudspeaker Paging Line (#617)** before you assign lines.

Assigning Lines

Use the feature **Number of Lines (#104)** to determine in Key mode the number of outside lines that are automatically assigned to all system extensions, or to determine in Hybrid mode the number of lines assigned to the main pool. After you use the **Number of Lines** feature, you can use other features to refine the assignment of lines.

Line assignment is also based upon whether an extension is a Key or Pooled extension. Refine the line assignment accordingly after you use the **Number of Lines** feature.

Number of Lines (#104)

Use this feature to determine in Key mode the number of outside lines that are automatically assigned to all system extensions. In Hybrid mode, use this feature to determine the number of lines assigned to the main pool. (This number does not have to match the actual number of lines connected at the control unit.) This feature should be used only for initial system setup.

CAUTION:
*Do not use **Number of Lines (#104)** after initial setup.*

Considerations

- You can use this feature to tell the system how many lines are actually connected at the control unit. If you do not use this feature, the line numbers associated with empty jacks are assigned to telephones as though there were actually lines connected.
- You can use this procedure to limit the number of lines that are automatically assigned to all extensions. For example, if there are ten lines connected to the control unit, you can use this procedure to set the number of lines to eight, so that only the first eight lines are assigned to all system extensions. You can then use **Line Assignment (#301)** to assign lines 9 and 10 to specific extensions.

- To change pool assignments without affecting other settings, use **Pool Line Assignment (#207)** and **Pool Extension Assignment (#314)**.
- In Hybrid mode, do not use this feature to add lines to the system after initial setup, because it changes the following features for existing pools back to factory settings:
  - **Pool Line Assignment**
  - **Pool Extension Assignment**
  - **Pool Access Restriction**
  - **Automatic Line Selection**
  - **Line Ringing**
- In Hybrid and Key mode, do not use this feature to add lines to the system after initial setup, because it changes the following features for individual lines back to factory settings:
  - **Line Assignment**
  - **Line Access Restriction**
  - **Automatic Line Selection**
  - **Line Ringing**
- To change line assignments without affecting other settings, use **Line Assignment (#301)**.
- If your system has a 1600 DSL module, the module is automatically assigned 16 lines. If you have less than 16 lines actually equipped for service, you may remove the unequipped line appearances from the extension telephones by using **Line Assignment (#301)**.

Programming

To assign lines to the system at initial system setup:

1. Press Feature 0 0 System Program System Program # 1 0 4 at extension 10 or 11.
2. Enter two digits for the number of outside lines in the system to assign to all extensions or the main pool. For example, entering 0 6 means that all extensions are assigned lines 1 through 6 or lines 1 through 6 are assigned to the main pool.

   NOTE If the Loudspeaker Paging Line was line 5, the system would assign lines 1,2,3,4,6, and 7 to the main pool. Line 5 would be excluded because it is used for the loudspeaker paging system.

3. Select another procedure, or exit programming mode.

Key Extensions

In Key mode, all extensions are Key extensions; in Hybrid mode, extension 10 and any extensions set to Key by using **Line Access Mode (#313)** are key extensions.

After you program the **Number of Lines**, use the following features as needed:

- **Dial Mode (#201)** to identify any rotary lines (the default for all lines is “touch-tone”).
- **Line Assignment (#301)** to assign lines to specific extensions (if the line was not assigned using the **Number of Lines** procedure), to remove lines from some extensions, or to change the button used to pick up a line at a specific extension.
- **Line Access Restriction (#302)** to prevent an extension from receiving and/or making outside calls on specific lines.
- **Line Ringing** (Centralized Telephone Programming) to specify when a line starts ringing at each extension that has the line.
- **Automatic Line Selection** (Centralized Telephone Programming) to specify the order in which the system selects an available line (intercom or outside) when a user at the extension lifts the handset or presses Spkr to make a call without first selecting a specific line button.

  For extensions with tip/ring telephones, set **Automatic Line Selection** to intercom first. This enables tip/ring telephones to access system features, including intercom calling. When users lift the handsets on tip/ring telephones, they hear intercom dial tone. To access an outside line, they must dial 9.

Pooled Extensions

If your system will be configured for Hybrid mode, use the features described in this section to change the assignment of lines in pools, to assign auxiliary pools to pooled extensions, or to remove the main pool from pooled extensions. (See “Mode of Operation (#198)” on page 4-52 to change the mode of operation of the system.) If a pooled extension also has an individual line, see “Key Extensions” on page 3-14 to assign that individual line.

After you program the **Number of Lines** to assign lines to the main pool, use the following features as needed:

- **Dial Mode (#201)** to identify any rotary lines (the default for all lines is “touch-tone”).
- **Pool Line Assignment (#207)** to remove lines from the main pool and assign lines to auxiliary pools.
- **Line Access Mode (#313)** to change a specific extension’s operation from Pooled to Key. Refer to “Key Extensions” to assign lines to those extensions.
- **Pool Extension Assignment (#314)** to remove the main pool, assign auxiliary pools, or change the location of the button used to select an auxiliary pool at specific extensions. (The location of the two main pool buttons cannot be changed.)
- **Pool Access Restriction (#315)** to prevent an extension from receiving and/or making outside calls on all lines in specific pools.

- **Line Ringing** (Centralized Telephone Programming) to specify when a line or pool starts ringing at each extension that has the line or pool. Lines are factory-set to Immediate Ring and pools are factory-set to No Ring.
- **Automatic Line Selection** (Centralized Telephone Programming) to specify the order in which the system selects an available line or pool when a user at the extension lifts the handset or presses (Spkr) to make a call.

  For extensions with tip/ring telephones, set **Automatic Line Selection** to intercom first. This enables tip/ring telephones to access equipment features, including intercom calling. When users lift the handsets on tip/ring telephones, they hear intercom dial tone. To access a pool, they can dial the pool access code 880, 881, 882, or 883 or dial 9 to access the first available line or pool in the sequence.

Customizing Extensions

Use the following features to customize an extension:

- Coverage features
  - **Line Coverage Extension (#208)** to identify an extension as the "owner" of a specific outside line. A user at the extension can activate **Call Coverage** or **VMS Cover** for the specified line.
  - **Call Coverage Rings (#320)** to specify the number of times a call should ring at the owner's extension before it is sent to the covering extension, or **VMS Cover Rings (#321)** to specify the number of times a call should ring at the owner's extension before it is sent to the owner's voice mailbox.
- **Caller ID Call Log Line Association (#318)** to select the lines to associate with extensions for logging unanswered calls. Users can view the **Caller ID** information for unanswered calls on the telephone's display panel and autodial the numbers of the unanswered calls.
- **Display Language (#303)** to specify the language (English, French, or Spanish) for messages that appear on a system display telephone.
- **Automatic Extension Privacy (#304)** to prevent other extensions with the same line from joining a call at the extension. Also use this feature for extensions connected to a modem, fax, or any device whose function can be disrupted by someone trying to join it.
- **Forced Account Code** features
  - **Forced Account Code Entry (#307)** to prevent the extension from making an outside call until a required account code is entered.
  - **Forced Account Code List (#409)** to create a list of valid account codes; this ensures that only authorized users with valid account codes can make outside calls.
- **Call Waiting (#316)** to identify tip/ring telephone extensions that can receive the system (not the local telephone company) call-waiting tone for a second incoming call when active on a call.
- **Outgoing Call Restriction (#401)** to prevent the extension from making certain types of outgoing calls on *all* system lines.

- **Disallowed/Allowed List** features
  - **Disallowed List Assignments (#405)** to assign one or more **Disallowed Phone Number Lists** to the extension.
  - **Disallowed Phone Number Lists (#404)** to create the lists of outside numbers that extensions *cannot* dial.
  - **Allowed List Assignments (#408)** to assign one or more **Allowed Phone Number Lists** to the extension.
  - **Allowed Phone Number Lists (#407)** to create the lists of outside numbers that otherwise-restricted extensions *can* dial.
- **Pickup Group Extensions (#501)**, **Calling Group Extensions (#502)**, **Night Service Group Extensions (#504)**, and **Hunt Group Extensions (#505)** to place the extension in any of these groups. See "Groups of Extensions" on page 4-34 for more information.
- **Fax Machine Extensions (#601)**, **Doorphone Extension (#604 and #605)**, **Doorphone Alert Extensions (#606)**, **AA Extensions (#607)**, **External Hotline (#311)**, or **Hotline (#603)** to identify the extension as one of these equipment types.

Copy Settings (#399)

Set up your system by programming one extension for each type of telephone in the system. Then use **Copy Settings (#399)** to program other telephones of the same type. For example, you can program one PARTNER-18D telephone and then copy its settings to any other extensions that have PARTNER-18D or PARTNER-18 telephones. See "Copy Settings (#399)" on page 4-17 for more information.

Changing Settings to Support PBX or Centrex Services

Your system may work behind a PBX or Centrex system:

- PBX services are provided by a private telephone switch.
- Centrex services are provided by your local telephone company from a Central Office (CO) outside your premises. These services include the Centrex lines connected to your control unit modules and some set of features—such as hold, conference, or transfer—available on those lines. Centrex services may be offered in your area under a different name. For specific Centrex features to be available to you, your company must subscribe to those features. For specific information about using Centrex features, see the Centrex documentation provided by your local telephone company.

Consider the following when setting up your system to work effectively behind a PBX or Centrex system:

- **Recall** setting
- **Dialing** restrictions
- **Speed Dial** and **Auto Dial** numbers

Recall Setting

Set the **Recall Timer Duration (#107)** to match the setting used by your PBX or Centrex system (usually 800 msec, or “32”). This setting affects the length of a Recall signal sent by the control unit to access PBX or Centrex services.

Dialing Restrictions

Outgoing Call Restriction (#401) is a PARTNER system restriction intended to limit an extension’s dialing to “inside calls only” (using the Intercom buttons on system telephones) or to “inside and local calls only” (allowing calls within the PBX or Centrex system and local calls outside the PBX or Centrex system). However, if users in your system use a dial-out code (9 on most PBX or Centrex systems) before dialing numbers outside the PBX or Centrex system, the PARTNER system cannot prevent toll calls for extensions restricted to “inside and local calls only” (unless you use **Disallowed Phone Number Lists (#404)** to prevent dialing to specific classes of numbers).

If your PBX or Centrex system includes dialing restrictions, use those instead of the PARTNER system restrictions. If you have PBX or Centrex dialing restrictions on a line and also program PARTNER system restrictions, both the PBX or Centrex system and PARTNER system restrictions apply. However, PARTNER system dialing permissions do not override PBX or Centrex system restrictions.

Speed Dial and Auto Dial Numbers

When you program numbers outside the PBX or Centrex system as **Speed Dial** and **Auto Dial** numbers, include the PBX or Centrex system dial-out code (9 on most systems), followed by one or more pauses, in the stored number.

Emergency Phone Number List (#406)

Use this feature to create a list of up to 10 telephone numbers that all users can dial regardless of dialing restrictions, provided they have access to an outside line. Typical list entries include fire, police, and emergency services numbers.

You can use **Emergency List** entries to override numbers that would otherwise be disallowed. For example, if you created **Disallowed List** entries to prevent calls to area code 201, but you want to allow calls to a specific number in that area code (such as the number of a manager who is on call after hours), put the number in the **Emergency List**.

Considerations

- Each telephone number can include up to 12 digits.
- Enter the telephone number exactly as you would dial it, including any toll prefixes.
- When programming emergency numbers and/or making test calls to emergency numbers, you should:
  - — Remain on the line and briefly explain to the dispatcher the reason for the call before hanging up.
  - — Perform such activities in the off-peak hours, such as early morning or late evening.
- Users at **Forced Account Code** extensions can dial numbers on the **Emergency Phone Number List** without entering an account code. Users can make 911 calls from the **Forced Account Code** extensions without entering the account code as long as 911 has been entered into the **Emergency Phone Number List**.

Programming

To create an **Emergency Phone Number List**:

1. Press Feature 0 0 System Program System Program # 4 0 6 at extension 10 or 11.
2. Select a list entry (01–10). A display similar to the following appears:

   ```
   Emergency List 03
   Data - - - - - - - - - - - -
   ```

3. Enter the telephone number.
4. To save the telephone number in memory, you must press Enter.
5. Do one of the following:
   - To enter other telephone numbers, press Next Item to select a different list entry and repeat Steps 3 and 4.
   - To change the telephone number you just entered, press Remove and repeat Steps 3 and 4.
   - To delete the telephone number you just entered, press Remove.
6. Select another procedure, or exit programming mode.

Programming System Options

4

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Programming System Options

4

Overview

As a System Administrator, after you have initialized the system, you should program features for the entire system. In addition, you need to be able to back up and restore programming.

Many of these features affect individual extensions, but they are programmed from extension 10 or 11, or from a PC connected to the system. For instructions on system programming, see “Using System Programming” on page 3-4.

The features are listed alphabetically. When a group of features deals with the same overall function, they are grouped accordingly (for example, **Doorphone Alert Extensions** and **Doorphone Extension** under **“Doorphone Programming.”**)

Abbreviated Ringing (#305)

Use this feature to activate or deactivate **Abbreviated Ringing** at the system telephone at a specific extension. When you are on a call and **Abbreviated Ringing** is Active, any incoming call rings only once. The green light next to the line or pool button flashes until the call is answered or the caller hangs up (or for a transferred call, until the call returns to the transfer return extension). This feature prevents incoming calls from distracting you when you are busy on another call. To allow calls to ring repeatedly, set **Abbreviated Ringing** to Not Active.

Considerations

- **Abbreviated Ringing** applies only to system telephones.
- **Abbreviated Ringing** is typically set to Not Active for operators and others who handle many calls quickly so they have an audible reminder of incoming calls.
- **Abbreviated Ringing** applies to outside, transferred, and intercom calls.
- The volume of an abbreviated ring is lower than a normal ring.
- Calls to a busy extension ring at a lower volume than normal even if **Abbreviated Ringing** is set to Not Active.

Programming

To change the **Abbreviated Ringing** setting for an extension:

1. Press *Feature* 0 0 *System Program* *System Program* # 3 0 5 at extension 10 or 11.
2. Enter the number of the extension to be programmed.
3. To set **Abbreviated Ringing**, press *Next Data* until the appropriate value appears.
   - 1 = Active (incoming calls ring once; the factory setting) ✔
   - 2 = Not Active (incoming calls ring repeatedly)
4. To program another extension, press *Next Item* or *Prev Item* until the extension number appears on the display. Then repeat step 3.
5. Select another procedure, or exit programming mode.

All Lines Busy Event

Use this feature to determine how often all lines administered in the system (excluding the Loudspeaker Paging Line) are busy. When all lines are busy, a record is generated in the PARTNER ACS event log. This record will include the time of day when all lines were busy and length of time this event lasted. When at least one of the lines is no longer busy, an All Lines Cleared event is generated in the PARTNER ACS event log. You can use this feature to determine if your PARTNER system has enough lines. You can view the PARTNER ACS event log via PC Diagnostics.

Considerations

- You must use the PARTNER ACS R8.0 PC Administration software to program the **All Lines Busy Event** feature and access the PARTNER ACS event log.
- Every 10 seconds the PARTNER system checks automatically whether all lines are busy.
- The Loudspeaker Paging Line is not considered a line.

Programming

To change the **All Lines Busy Event** setting, you must use the PARTNER ACS R8.0 PC Administration software.

Automatic Extension Privacy (#304)

Use this feature to prevent a user from joining an active call at an extension. When **Automatic Extension Privacy** is Assigned for an extension, other users *cannot* join active calls at that extension. This feature is typically used for single-line telephones and extensions connected to fax machines, modems, and credit card scanners, which make and receive data calls that should not be interrupted. This feature can provide the **Privacy (F07)** function for single-line telephones.

Considerations

- If you want to be able to intercept calls routed to an auxiliary device—such as an answering machine, a voice messaging system, or an auto attendant—make sure **Automatic Extension Privacy** is Not Assigned for the auxiliary equipment extension.
- Single-line telephones and system telephones without a programmed **Privacy** button cannot override this feature once it is assigned to an extension.
- If **Automatic Extension Privacy** is Assigned at an extension, the green light is lit automatically after programming the **Privacy** button to indicate that **Privacy** is currently active.
- **Automatic Extension Privacy** applies only to active calls. Any user can retrieve a held call unless **Exclusive Hold** is used.

- If the voice messaging system extension does not have **Automatic Extension Privacy** turned on, other users can bridge onto the call. If a user bridges onto the call, a forward disconnect signal is sent to the voice messaging system, causing it to disconnect from the call. This causes the screening extension to be dropped from the call, and the person who bridged onto the call is now talking to the calling party.

Programming

To change the **Automatic Extension Privacy** setting for an extension:

1. Press (Feature) (0) (0) (System Program) (System Program) (#) (3) (0) (4) at extension 10 or 11.
2. Enter the number of the extension to be programmed.
3. Press (Next Data) until the appropriate value displays:
   - 1 = Assigned
   - 2 = Not Assigned (the factory setting) ✔
4. To program another extension, press (Next Item) or (Prev Item) until the extension number appears on the display. Then repeat step 3.
5. Select another procedure, or exit programming mode.

Backup and Restore

You should back up the system programming periodically especially if you are changing the processor module or upgrading the system, or before and after any major programming changes. You can back up your system programming to either the internal memory of the PARTNER ACS 509 processor module or a Backup/Restore PC Card. You can back up the programming automatically or manually. Occasionally, you may have to restore programming from the backed-up file. The system may automatically restore a backup translation image if the system detects that the battery backed up translation image is corrupted.

NOTES
- If you make any changes to the system programming, PARTNER ACS R8.0 will automatically back up the system programming to the internal memory of the processor at 3 A.M. the next morning.
- PARTNER ACS Release 8.0 supports the PARTNER Remote Access PC Card, which allows you to program the system and perform backup and restore functions remotely or locally with a PC.

Considerations

- Whenever you change the setting for **Backup Programming—Automatic** from Not Active to Active Internal or Active PC Card, a backup occurs at the next occurrence of 2:00 a.m. After that, backups are done at 2:00 a.m. on the first day of each month until you change the setting back to Not Active.
- Slot 2 is recommended for the Backup/Restore PC Card; however, you can use either slot. If the system detects Backup/Restore PC Cards in *both* slots when a backup to a PC Card begins, the first slot is used and the second is ignored.
- The same Backup/Restore PC Card can be used for both automatic and manual backups to a PC Card, since the data is recorded in two separate files. An automatic backup replaces the INTERNAL AUTO.mmddyy file or PC CARD AUTO.mmddyy file only, and a manual backup replaces the INTERNAL MAN.mmddyy file or PC CARD MAN.mmddyy file only.
- Verify that the **System Date (#101)** and **System Time (#103)** are set correctly. These settings are not backed up.
- Calls continue to be handled normally during an automatic or manual backup.
- The configuration of the 1600 DSL module is not backed up to the PARTNER ACS 509 processor module or a PCMCIA card. Instead, the configuration is retained in the flash memory of the 1600 DSL module. Upon a system cold-start, the configuration retained in the flash memory becomes the “active” configuration of the 1600 DSL module.
- Your custom Absent Text Messages are not backed up.

Backup Programming—Automatic (#123)

Use this feature to set up the automatic backup of all programming (except the system date and time). When **Backup Programming—Automatic** is set to Active Internal or Active PC Card, the information is backed up at 2:00 a.m. on the first day of each month (determined by the system date and time settings) to either the internal memory of the processor module or a Backup/Restore PC Card.

If **Backup Programming—Automatic** is Active Internal or Active PC Card and an automatic backup fails, a Backup-Failure Alarm message appears (instead of the system date and time) on the top line of the telephone display at idle Extensions 10 and 11. The message is one of the following:

- `Backup Failed:Memory Err`
- `Backup Failed:Check Card`
- `Backup Failed:SystemBusy`
- `Backup Failed:InsertCard`

See Chapter 11, “Troubleshooting” for an explanation of these messages and suggested corrective actions, and for the procedure for clearing the Backup-Failure Alarm message.

Programming

To change the setting for **Backup Programming—Automatic**:

1. If you want to back up to a PC Card, check that only one Backup/Restore PC Card is in the processor module. If you do not have a PC Card installed, see "Using a PC Card" on page 10-2 or refer to the *PARTNER PC Card Installation Instructions* that came with your PC Card.
2. Press Feature 0 0 System Program System Program # 1 2 3 at extension 10 or 11.

   The current setting appears.
3. To change the setting, press Next Data or Prev Data until the setting you want appears, or press Remove to return the setting to the factory setting. The possible settings are:
   - 1 = Active Internal
   - 2 = Active PC Card
   - 3 = Not Active (the factory setting) ✔
   - 4 = Backup Alarm Cleared
4. Exit programming mode.

For information about using Option 3, Backup Alarm Cleared, see "Clearing a Backup-Failure Alarm" on page 11-4.

Backup Programming—Manual (#124)

Use this feature to manually back up all the programming (except the system date and time) to either the internal memory of the processor module or a Backup/Restore PC Card.

Programming

To begin a manual backup of system settings:

1. If you want to back up to a PC Card, verify that only one Backup/Restore Card is in the processor module. If you do not have a PC Card installed, see "Using a PC Card" on page 10-2 or refer to the *PARTNER PC Card Installation Instructions* that came with your PC Card.
2. Press Feature 0 0 System Program System Program # 1 2 4 at extension 10 or 11.

   The current setting appears.
3. To change the setting, press Next Data or Prev Data until the setting you want appears, or press Remove to return the setting to the factory setting. The possible settings are:
   - 1 = Internal Memory (the factory setting) ✔
   - 2 = PC Card

If there is a problem, one of the following messages appears (see Chapter 11, "Troubleshooting" for explanations and corrective actions):

- `Memory Error`
- `Insert Valid Card`
- `SystemBusy`

If there is no problem, press Enter to begin the backup.

4. Press Enter.

   A status message is displayed indicating that a backup is in progress, and within 30 seconds, a message appears indicating the result.

   If the backup was successful, the new backup information replaces the information in the MAN.mmddyy file on the processor module or Backup/Restore PC Card, and the mmddyy extension now reflects the current date. Backup information on one media type (PC Card or internal flash memory) is not impacted when you save to the other media type.

   If the backup failed, you see one of the following error messages (see Chapter 11, "Troubleshooting" for explanations and corrective actions):

   - `Backup Failed:Check Card`
   - `Backup Failed:SystemBusy`

5. Exit programming mode.

NOTE If you exit the procedure before the backup finishes, you do not interrupt the backup, but you do not see feedback messages on the display.

Restore Programming (#125)

Use this feature to reinstate your system and telephone programming (except the **System Date** and **System Time**) to the settings saved on the processor module or a PC Card at the last system backup (manual or automatic). You should restore the system settings if your system settings become corrupted, if you make changes and decide you would rather use the former settings, or if you replace your processor module and want to retain the system settings you had on the previous processor module. A successful restore takes about five seconds.

NOTE When a restore completes successfully, the Restore Complete message appears for two seconds at idle extensions 10 and 11. Then a **System Reset—Programming Saved (#728)** occurs, *disconnecting any calls in progress*. You should warn users before beginning a restore, or do the restore during nonbusiness hours.

Considerations

- Make sure that you have saved the most recent system settings before you begin the **Restore** procedure.
- If the restore is not successful, the display shows `Restore Failed` or `Restore Failed-Try Again` for two seconds. All calls in progress are disconnected, and all of the system and telephone programming settings revert to the factory settings.
- The configuration of the 1600 DSL module is not saved on the processor module or PC card; it is retained in the flash memory of the 1600 DSL module. To restore this configuration, you must perform a cold-start by using **Restore Programming** or **System Reset—Programming Saved (#728)**.

Using Restore

To initiate a restore:

1. f you want to restore from a PC Card, verify that only one Backup/Restore Card is in the processor module. If you do not have a PC Card installed, see "Using a PC Card" on page 10-2 or refer to the *PARTNER PC Card Installation Instructions* that came with your PC Card.
2. Press Feature 0 0 System Program System Program # 1 2 5 at extension 10 or 11.

   The top line of the display shows `Sys Set Restore` or `System Settings Restore`.
3. Choose the backup file you want to use for the restore:
   - `1 Internal MAN.mmddyy`, where "mmddyy" represents the date of the manual backup to the internal memory of the processor module.
   - `2 PC Card MAN.mmddyy`, where "mmddyy" represents the date of the manual backup on the PC Card.
   - `3 Internal AUTO.mmddyy`, where "mmddyy" represents the date of the automatic backup to the internal memory of the processor module.
   - `4 PC Card AUTO.mmddyy`, where "mmddyy" represents the date of the automatic backup on the PC Card.

   NOTES
   - If the date of the file (AUTO. mmddyy or MAN. mmddyy) indicates that this is not the file you intended to use, see the instructions packaged with the PC Upgrade card for how to install the Backup/Restore PC Card.
   - If the Backup/Restore PC Card is fresh from the factory, and no backups have been recorded on it yet, the filenames are `PC CARD MAN.******` and `PC CARD AUTO.******`, respectively. You cannot use these files for a restore; they generate the error message `Empty File` after you press Enter in Step 4.
   - If the processor card is fresh from the factory, and no backups have been recorded on it yet, the filenames are `PC CARD MAN.******` and `PC CARD AUTO.******`, respectively. You cannot use these files for a restore; they generate the error message `Empty File` after you press Enter in Step 4.
4. Press Enter to start the restore.

If the system detects an error before beginning the restore, the bottom line of the display shows one of the following messages (See Chapter 11, “Troubleshooting” for more information about these messages):

- `Insert Card` or `Insert Valid Card`
- `Bad File` or `Bad File-Try Again`
- `Incompat Version` or `Incompatible Versions`
- `Empty File`
- `System Busy`

If the system does not detect an error, the restore begins. One of the following occurs:

- When the restore has completed successfully, the bottom line of the display shows `Restore Complete` for two seconds. Then the system resets itself, which means that all calls in progress are disconnected. You are no longer in System Programming mode.
- If the restore is not successful, the display shows `Restore Failed` or `Restore Failed-Try Again` for two seconds. All calls in progress are disconnected and all of the system and telephone programming settings revert to the factory settings. You are no longer in System Programming mode. Try the restore again.

Call Coverage Rings (#320)

Use this feature to define the number of times intercom, transferred, and outside calls on lines assigned ownership ring at an extension before they are sent to the covering extension. You can program **Call Coverage Rings (#320)** on an individual extension basis.

Considerations

- If an extension has **Call Coverage** and **VMS Cover** active, covered calls ring at the covering extension for the specified number of **Call Coverage Rings**:
  - — If the covering extension does not answer, the call is routed to the voice mailbox of the extension that activated **Call Coverage** after the specified number of **VMS Cover Rings (#117)** or **(#321)**.
  - — If the covering extension has **Do Not Disturb** active, the call is routed immediately to the voice mailbox of the extension that activated **Call Coverage**.

Programming

For Call Coverage Rings (#320)

1. Press *Feature* 0 0 *System Program* *System Program* # 3 2 0 at extension 10 or 11.

   The current ring setting displays.

2. Enter the number of the extension to be programmed.

3. Press (Next Data) until the appropriate value appears (1–9; 2 is the factory setting).
4. To program another extension, press (Next Item) or (Prev Item) until the extension number appears on the display. Then repeat step 3.
5. Select another procedure, or exit programming mode.

Caller ID Programming

Although the Caller ID service itself requires no programming, other system features enhance the use of Caller ID:

- **Caller ID Log Answered Calls**
- **Caller ID Call Log Line Association**
- **Caller ID Log All Calls**
- **Caller ID Type**

NOTE Caller ID is unavailable on T1 lines.

Caller ID

Caller ID is available on *system display telephones* and *single-line display telephones* on all lines for which you subscribe to **Caller ID** service. **Caller ID** information is the caller's telephone number (and name, if available). When active on a call, you automatically receive **Caller ID** information for the duration of the call. When an extension is idle, you receive **Caller ID** information for a call coming in to your extension. This feature requires no special programming; however, you must subscribe to **Caller ID** service (if it is available) on a per-line basis from your local telephone company and connect **Caller ID** lines to the appropriate system modules.

NOTE You receive both the caller's number and name on a two-line display telephone while the call is ringing. The TransTalk telephones only receive either the caller's number or the caller's name, depending on the status of the **Caller ID Name Display** feature.

Considerations

- The lines associated with **Caller ID** must be connected to a line jack on the PARTNER ACS 509 processor module, 206EC module, 308EC module, or 400EC module.
- To receive **Caller ID** information, wait until the second ring before answering the call.
- Individuals with **Call Waiting** from the local telephone company do not receive **Caller ID** information for the second call.
- Not all calls on **Caller ID** lines are displayed. This varies by local telephone company. When **Caller ID** information is not captured, the system date and day (default) appears instead.

- Caller ID is unavailable on T1 lines. The message “Direct In Dial” or “DID” is displayed for incoming calls on T1 lines with **Direct Inward Dialing** (DID).
- The incoming telephone number replaces the system date and time display on system telephones for the duration of the call. An out-of-area message (- - - - - - - - - - - -) appears if a call is being dialed from a region that does not support **Caller ID**. A privacy message (`Priv.`) appears if the caller has blocked transmission of **Caller ID** information.
- If you use SMDR, telephone numbers of incoming calls print on call reports after the call is completed, provided you have **Caller ID**. (Private and out-of-area numbers are reported as “IN” on call reports.)
- Any users who have access to **Caller ID** line(s) receive **Caller ID** information on their system display telephones or single-line display telephones. You can restrict users from viewing **Caller ID** information by using the following:
  - For *ringing* calls, you can block **Caller ID** from being displayed at specific extensions by restricting access to the Caller ID lines. Use **Line Access Restriction (#302)** to restrict access to lines, **Pooled Access Restriction (#315)** to restrict access to all lines within a specific pool, or both procedures for pooled extensions that have pools and lines.
  - For *active* calls, you can activate **Privacy** at your extension to prevent other users from joining your calls and from accessing the **Caller ID** information displayed at your extension.
  - For *held* calls, use **Exclusive Hold** rather than **Hold** to prevent other users from picking up your held call and from accessing the **Caller ID** information associated with the held call.
- There are two ways to inspect **Caller ID** lines:
  - *If you are active on a call,* you automatically get **Caller ID** information for that call. However, If you want to view **Caller ID** information for a second call without ending the active call or putting it on hold, use **Caller ID Inspect** (see “Caller ID Inspect (F17)” on page 8-25).
  - *If you are not active on a call,* you can press line buttons to view **Caller ID** information for those lines. However, keep in mind that if you pick up the handset, you will join or answer the call shown on the display.
- **Caller ID** information does not display for extensions active on **Conference Calls**.
- If you receive a call routed to your extension by **Direct Extension Dial**, a voice messaging system, or automated attendant, the **Caller ID** information is passed to your extension when you answer the call.
- If you transfer a call, the **Caller ID** information is passed to the destination extension.
- If you send calls for **Call Coverage**, the **Caller ID** information is not passed to the covering extension. “Coverage Call for XX” appears instead so the user at the covering extension can identify the person for whom the call was originally intended.
- **Caller ID** information is displayed if you **Join** a call; however, you cannot join a call at any extension that has **Privacy** activated.
- **Caller ID** information is displayed if users pick up calls with **Direct Line Pickup—Active Line**, **Call Pickup**, or **Group Pickup**.

- For incoming calls, **Caller ID** information appears only when a call is audibly alerting at an extension. This means that extensions with **Do Not Disturb** activated or extensions that have lines with **Line Ringing** set to No Ring do not receive **Caller ID** information. However, **Caller ID** information is displayed once the call is answered or if the line is preselected.

Caller ID Log Answered Calls (#317)

Use this feature to program extensions to log answered **Caller ID** calls so that calls answered at an individual extension can be viewed in the **Caller ID Call Log**. Once the feature is activated for an extension, when a user activates the **Caller ID Call Logging and Dialing (F23)**, all **Caller ID** calls that are answered by that extension are logged. A telephone symbol (a vertical handset) appears in the Call Status Display to indicate that the call being viewed has been answered.

NOTE **Caller ID Log Answered Calls** is available on 24-character PARTNER-18D and -34D display telephones. It is not available for MLS, MLC, Transtalk 9000-Series, Avaya 3910 Wireless telephones, Avaya 3920 Wireless telephones, or tip/ring telephones.

Caller ID Log Answered Calls helps to track callers' telephone numbers. For example, a sales representative who takes telephone orders could find a number in the log for a caller whose credit card information was later determined to be invalid.

Considerations

- **Transfer Return** calls that are answered at the return extension are not logged even if **Caller ID Log Answered Calls** is set to active.

Programming

To program the extension to log answered calls:

1. Press (Feature) 0 0 (System Program) (System Program) # 3 1 7 at extension 10 or 11.
2. Enter the number of the extension to be programmed.
3. Press (Next Data) until the appropriate value appears:
   - 1 = Active (answered calls logged)
   - 2 = Not active (answered calls are not logged; the factory setting) ✔
4. To set **Call ID Log Answered Calls** for another extension, press (Next Item) or (Prev Item) until the extension number appears on the display. Then repeat Step 3.
5. Select another procedure, or exit programming mode.

Caller ID Call Log Line Association (#318)

Use this feature to associate lines with extensions for the purposes of logging unanswered **Caller ID** calls. You can associate multiple lines with an extension and multiple extensions with the same line. **Caller ID** calls can be logged only if they ring on an extension that is associated with a line that has been programmed for **Call Logging**.

NOTE **Caller ID Call Log Line Association** is available on 24-character PARTNER-18D and -34D display telephones. It is not available for MLS, MLC, Transtalk 9000-Series, Avaya 3910 Wireless telephones, Avaya 3920 Wireless telephones, or tip/ring telephones.

Considerations

- **Use Caller ID Call Log Line Association** to associate lines with the one extension that will log all calls. Then use **Caller ID Log All Calls (#319)** to allow the extension to log all **Caller ID** calls on the associated lines.
- It is not necessary to associate lines and extensions to log unanswered transferred calls. Unanswered transferred calls are logged automatically.

Programming

To associate a line with an extension for the purpose of logging **Caller ID** information:

1. Press (Feature) (0) (0) (System Program) (System Program) (#) (3) (1) (8) at extension 10 or 11.
2. At the extension prompt, enter the number of the extension to be programmed.
3. At the `Line` prompt, enter the two-digit line number to be associated with the extension.
4. Press (Next Data) until the appropriate value appears:
   - 1 = Assigned (line is associated with an extension or the extension is associated with a line)
   - 2 = Not assigned (line is not associated with an extension; the factory setting) ✔. Do one of the following:
     - — To associate another line with this extension, press (Next Item) or (Prev Item) until the line number appears on the display. Then repeat Step 4.
     - — To associate another extension, press (Next Procedure) or (Prev Procedure), and begin at Step 2.
5. Select another procedure, or exit programming mode.

Caller ID Log All Calls (#319)

Use this feature to program a maximum of one extension to log *all* answered **Caller ID** calls and *all* unanswered **Caller ID** calls received at *any* extension on specific lines. You must use the **Caller ID Call Log Line Association (#318)** programming procedure to associate lines with the extension that will log all calls. Then use the **Caller ID Log All Calls** feature to allow the extension to log all **Caller ID** calls on the associated lines. Once the features are activated for an extension, when the user activates the **Caller ID Call Logging and Dialing (F23)**, all **Caller ID** calls that are answered or unanswered by any extension on the associated lines are logged. A telephone symbol (a vertical handset) appears in the Call Status Display to indicate that the call being viewed has been answered.

NOTE **Caller ID Log All Calls** is available on 24-character PARTNER-18D and -34D display telephones. It is not available for MLS, MLC, Transtalk 9000-series, Avaya 3910 Wireless telephones, Avaya 3920 Wireless telephones, or tip/ring telephones.

The Caller ID Log All Calls feature is useful when a user needs information for all calls received in the system. For example, a supervisor could use the log for quality assurance by contacting callers and inquiring about the customer's satisfaction with the results of the call.

Considerations

- To view the Caller ID Call Log, a **Caller ID Call Logging and Dialing** button must be programmed on a button with lights on a system display telephone. (This feature is not supported on a button without lights.)
- **Transfer Return** calls that are answered at the return extension are not logged even if **Caller ID Log All Calls** is set to active.

Programming

To program the extension to log answered calls:

1. Press *Feature* 0 0 *System Program* *System Program* # 3 1 9 at extension 10 or 11.
2. Enter the number of the extension to be programmed.
3. Select another procedure, or exit programming mode.

Caller ID Type (#122)

Set this feature for Singapore or USA operation.

In the USA, **Caller ID** normally displays the number from which the incoming call is coming, replacing the system date and time display on system telephones for the duration of the call. An out-of-area message (`- - - - - - - - - - - -`) displays if a call is being dialed from a region that does not support **Caller ID**. A privacy message (`Priv.`) displays if the caller has blocked transmission of **Caller ID** information.

In Singapore, **Caller ID** normally displays the number from which the incoming call is coming. When there is no incoming number, the system detects a “P” or an “O” in the “reason for DN (Directory Number) absence” field, and substitutes the information sent by the local telephone company central office in the Name parameter field:

- If the name is supplied, the system displays it.
- If the name is not supplied, either `Priv.` or `- - - - - - - - - - - -` is displayed.

Considerations

- The **Caller ID Type** you set applies to the entire system.
- A change to the **Caller ID Type** setting takes effect when the next **Caller ID** call comes into the system.

Programming

To change the **Caller ID Type** setting:

1. Press *Feature* 0 0 *System Program* *System Program* # 1 2 2 at extension 10 or 11.

   The system shows the current setting.

2. Press *Next Data* or *Prev Data* until the appropriate value appears, or press *Remove* to return to the factory setting:
   - 1 = USA (the factory setting) ✔
   - 2 = Singapore
3. Select another procedure, or exit programming mode.

Call Waiting (#316)

Use this feature to activate **Call Waiting**. When you are on a call and a second intercom, transferred, or outside call comes in, you hear two beeps to indicate you have a second call waiting to be answered. Press the switchhook (or Recall or Flash button, if available) to put the current call on hold and retrieve the second call. To return to the first call, press the switchhook again.

Considerations

- This feature is distinct from the local telephone company's **Call Waiting** feature. If you use this system feature, do not use your local telephone company's **Call Waiting** feature.
- The **Call Waiting** tone (two beeps) is *not* repeated.
- Use **Call Waiting** only for single-line telephone extensions. Do not assign **Call Waiting** to extensions that have fax machines, credit card scanners, modems, or auto attendants because the call-waiting tone interrupts the data connection.
- You cannot transfer either party connected by **Call Waiting**, conference in additional parties, or use feature codes while both calls are active.
- Transfer-return, group call distribution, hunt group, and wake-up calls are not considered incoming calls for this feature.
- For instructions on using **Call Waiting**, see "Answering Calls" on page 6-20.
- **Call Waiting** does not apply to parked calls.

Programming

To change the **Call Waiting** setting for an extension:

1. Press Feature 0 0 System Program System Program # 3 1 6 at extension 10 or 11.
2. Enter the number of the extension to be programmed.
3. To assign or unassign **Call Waiting**, press Next Data until the appropriate value appears.
   - 1 = Assigned
   - 2 = Not Assigned (the factory setting) ✔
4. To program another extension, press Next Item or Prev Item until the extension number appears on the display. Then repeat step 3.
5. Select another procedure, or exit programming mode.

Copy Settings (#399)

Set up your system by programming one extension for each type of telephone in the system. Then use **Copy Settings (#399)** to program other telephones of the same type. For example, you can program one PARTNER-18D telephone and then copy its settings to any other extensions that have PARTNER-18D or PARTNER-18 telephones.

Use this feature to copy all of the following settings from one extension to another:

- **#301 Line Assignment**
- **#302 Line Access Restriction**
- **#303 Display Language**
- **#304 Automatic Extension Privacy**
- **#305 Abbreviated Ringing**
- **#307 Forced Account Code Entry**
- **#308 Distinctive Ring**
- **#309 Intercom Dial Tone**
- **#310 Automatic VMS Cover**
- **#311 External Hotline**
- **#312 Voice Interrupt On Busy**
- **#313 Line Access Mode Line Ringing**
- **#314 Pool Extension Assignment**
- **#315 Pool Access Restriction**
- **#316 Call Waiting**
- **#317 Caller ID Call Logging and Dialing**
- **#318 Caller ID Log Answered Calls**
- **#320 Call Coverage Rings**
- **#321 VMS Cover Rings**
- **#323 Personalized Station Ringing**
- **#324 Override Line Ringing**
- **#401 Outgoing Call Restriction**
- **#405 Disallowed List Assignments**
- **#408 Allowed List Assignments**
- **#501 Pickup Group Extensions**
- **#502 Calling Group Extensions**
- **#504 Night Service Group**
- **#505 Hunt Group Extensions**
- **#601 Fax Machine Extensions**
- **#607 AA Extensions**
- **#612 Contact Closure Group**
- **Automatic Line Selection**
- **Line Ringing**

Considerations

- This procedure is skipped in the sequence of programming procedures when cycling. To use this procedure, enter the code **(#399)** directly.
- Pooled extension settings can be copied to key extensions, except for extension 10. Key extension settings can be copied to pooled extensions.

Programming

To copy the programmed settings from one extension to another of the same type:

1. Press Feature 0 0 System Program System Program # 3 9 9 at extension 10 or 11.
2. At the `Extension`: prompt, enter the source extension to copy from.
3. At the `Data- -` prompt, enter the target extension to copy to—any extension except the source extension is valid.
4. Do one of the following:
   - To copy the same settings to another extension, enter the new extension number.
   - To copy another extension's settings, press Next Item or Prev Item until the extension number appears on the display. Repeat Step 3.
5. Select another procedure, or exit programming mode.

Dialing Restrictions and Permissions

You can restrict outside calling from an extension by using these various features:

- **Allowed Phone Number Lists**
- **Allowed List Assignments**
- **Disallowed Phone Number Lists**
- **Disallowed List Assignments**
- **Line Access Restriction**
- **Outgoing Call Restriction**

⚠SECURITY ALERT:

While procedures that restrict dialing are very effective, absolute protection against misuse cannot be guaranteed. System telephones give you more protection against such misuse than single-line telephones. Therefore, you should install system telephones where restricting telephone use is important.

Allowed Phone Number Lists (#407)

Use this feature to specify telephone numbers that users can dial regardless of other dialing restrictions, as long as they have access to an outside line. For example, if you restrict an entire category of calls through **Disallowed Phone Number Lists (#404)**, you can permit calls to a specific number in that category by placing that number on an **Allowed Phone Number List**.

You can create up to eight **Allowed Phone Number Lists** of up to 10 telephone numbers each. An Allowed Phone Number can be up to 12 digits long and may include 0–9, #, *, and Hold (the wildcard character, displayed as "!").

Considerations

- For specific telephone numbers, enter the number exactly as you would dial it. To restrict dialing numbers in an entire area code, enter that area code exactly as you would dial it (for example, “800” or “1800”).
- After programming the **Allowed Phone Number Lists**, you must use **Allowed List Assignments (#408)** to assign the lists to specific extensions.
- **Allowed Phone Number Lists** override **Disallowed Phone Number Lists (#404)** and **Outgoing Call Restriction (#401)**, but not **Line Access Restriction (#302)**, **Pool Access Restriction (#315)**, or **Night Service Button (#503)** with a **System Password (#403)**.
- The entries you must make to permit or restrict long-distance calls differ depending on the setting for **Toll Call Prefix (#402)**. This setting tells the system whether a “0” (for operator-assisted calls) or a “1” (for direct-dial calls) is required when users make long-distance calls.
- If **Star Code Dial Delay (#410)** is active, after a valid star code is dialed, the system resets the dialing restrictions to check the number beginning with the first digit after the star code.
- If you want to go to another programming procedure when entering telephone numbers in a list, you must press (Next Procedure) + (Prev Procedure), since entering (#) and a three-digit code is considered part of the telephone number.

⚠SECURITY ALERT:

*If you are restricting an extension from placing long-distance calls, do not place numbers beginning with a “0” on an **Allowed Phone Number List** for the extension. Once a user is active on an operator-assisted call, the user can avoid dialing restrictions by asking the operator to dial restricted numbers.*

Programming

To create a list of **Allowed Phone Numbers**:

1. Press (Feature) (0) (0) (System Program) (System Program) (#) (4) (0) (7) at extension 10 or 11.
2. At the `List Number:` prompt, enter a list number (1–8).
3. At the `Entry:` prompt, select a list entry (01–10).
4. At the `Data- - - - - - - - - - - -` prompt, enter the first telephone number.
5. To save the telephone number in memory, press (Enter).
6. Do one of the following:
   - To change the telephone number you just entered, press (Remove) and repeat Steps 4 and 5.
   - To delete the telephone number you just entered, press (Remove).
   - To add other telephone numbers to this list, press (Next Item) and repeat Steps 4 and 5.
   - To create another list, press (Next Procedure) + (Prev Procedure) and go to Step 2.
7. Select another procedure by using (Next Procedure) + (Prev Procedure), or exit programming mode.

Allowed List Assignments (#408)

Use this feature to assign up to eight **Allowed Phone Number Lists** to a specific extension.You must use **Allowed Phone Number Lists (#407)** to create the lists of allowed telephone numbers *before* you use this procedure.

Programming

To assign **Allowed Phone Number Lists** to an extension:

1. Press Feature 0 0 System Program System Program # 4 0 8 at extension 10 or 11.
2. Enter the number of the extension to be programmed.
3. Enter the list number (1–8).
4. To assign or unassign the list, press Next Data until the appropriate value appears.
   - 1 = Assigned to extension
   - 2 = Not Assigned to extension (the factory setting) ✔
5. Do one of the following:
   - To assign or unassign another list to this extension, press Next Item until the list number appears on the display. Then repeat Step 4.
   - To program another extension, press Next Procedure + Prev Procedure and begin at Step 2.
6. Select another procedure, or exit programming mode.

Disallowed Phone Number Lists (#404)

Use this feature to specify telephone numbers that users cannot dial. For example, you may want to prevent calls to a specific telephone number or to categories of numbers, such as international numbers.

You can create up to eight **Disallowed Phone Number Lists** of up to 10 telephone numbers each. A Disallowed Phone Number can be up to 12 digits long and may include 0–9, #, *, and Hold (the wildcard character, displayed as "!").

Considerations

- After completing this procedure, you must use **Disallowed List Assignments (#405)** to assign the **Disallowed Phone Number Lists** to specific extensions.
- To restrict dialing specific telephone numbers, enter the telephone number exactly as you would dial it. For example, to prevent calls to the local number 555-5678, press 5 5 5 5 6 7 8.
- To restrict dialing numbers in an entire area code, enter that area code exactly as you would dial it (for example, "900," "1900," or "0900," depending on the Toll Call Prefix required). This setting tells the system whether a "0" (for operator-assisted calls) or a "1" (for direct-dial calls) is required when you make toll calls.

- To prevent dialing all telephone numbers in one exchange when a toll prefix is required, see Table 4-1. (The table uses exchange “976” as the example.)

Table 4-1. Preventing Dialing of Numbers in One Exchange When Toll Prefix Required

Entry	Restriction
976	Prevents local calls
1!!!976	Prevents direct-dial calls to the specified exchange in all area codes
0!!!976	Prevents operator-assisted calls to the specified exchange in all area codes
1976	Prevents direct-dial toll calls in the same area code (needed only when 0 or 1 is required for toll calls in the same area code)
0976	Prevents operator-assisted toll calls in the same area code (needed only when 0 or 1 is required for toll calls in the same area code)

- To prevent dialing all telephone numbers in one exchange when no toll prefix is required, see Table 4-2. (The table uses exchange “976” as the example.)

Table 4-2. Preventing Dialing of Numbers in One Exchange When No Toll Prefix Required

Entry	Restriction
976	Prevents local calls
!0!976	Prevents calls to area codes with “0” as the second digit, such as 203
!1!976	Prevents calls to area codes with “1” as the second digit, such as 212

- To prevent international calls, enter the international prefix number, ⓪①①.
- To prevent the use of all star codes, enter ⊛ (for touch-tone telephones) and ①① (equivalent to a ⊛ on rotary telephones).
- To prevent the use of a specific star code (for example, ⊛⑥⑦ to block Caller ID information), enter the ⊛ plus the 2- or 3-digit code (for touch-tone telephones) or ①① (equivalent to a ⊛ on rotary telephones) plus the 2- or 3-digit code.
  - For touch-tone telephones, entering ⊛⑥⑦ prevents the use of ⊛⑥⑦ to block Caller ID information.
  - For rotary telephones, entering ①①⑥⑦ prevents the use of ①①⑥⑦ to block Caller ID information.
- If **Star Code Dial Delay (#410)** is active, after a valid star code is dialed, the system resets the dialing restrictions to check the number beginning with the first digit after the star code.
- **Allowed Phone Numbers**, **Emergency Phone Numbers**, and **Marked System Speed Dial** numbers override the **Disallowed List**.

- When a user dials a number that is on a **Disallowed List** for the user's extension, the user hears a reorder tone (fast busy signal) after dialing the part of the number that is stored in the list (for example, an area code).
- The entries you must make to permit or restrict toll calls differ depending on the setting for **Toll Call Prefix (#402)**.
- If you want to go to another programming procedure when entering telephone numbers in a list, you must press (Next Procedure) + (Prev Procedure), since entering (#) and a three-digit code is considered part of the telephone number.

Programming

To create a list of **Disallowed Phone Numbers**:

1. Press (Feature) (0) (0) (System Program) (System Program) (#) (4) (0) (4) at extension 10 or 11.
2. At the `List Number:` prompt, enter a list number (1–8).
3. At the `Entry`: prompt, select a list entry (01–10).
4. At the `Data- - - - - - - - - - - -` prompt, enter the first telephone number.
5. To save the telephone number in memory, press (Enter).
6. Do one of the following:
   - To add other telephone numbers to this list, press (Next Item) to select a different list entry and repeat Steps 4 and 5.
   - To change the telephone number you just entered, press (Remove) and repeat Steps 4 and 5.
   - To delete the telephone number you just entered, press (Remove).
   - To create another list, press (Next Procedure) + (Prev Procedure) and repeat from Step 2.
7. Select another procedure, or exit programming mode.

Disallowed List Assignments (#405)

Use this feature to assign up to eight **Disallowed Phone Number Lists** to specific extensions.

Considerations

- You should use **Disallowed Phone Number Lists (#404)** to create the lists of disallowed telephone numbers *before* you use this procedure.
- When a **Disallowed Phone Number List** is assigned to an extension, the list applies to *all* lines to which the extension has access.

Programming

To assign **Disallowed Phone Number Lists** to an extension:

1. Press Feature 0 0 System Program System Program # 4 0 5 at extension 10 or 11.
2. Enter the number of the extension to be programmed.
3. Enter the list number (1–8).
4. To assign or unassign the list, press Next Data until the appropriate value appears.
   - 1 = Assigned to extension
   - 2 = Not Assigned to extension (the factory setting) ✔
5. Do one of the following:
   - To assign or unassign another list for this extension, press Next Item or Prev Item until the list number appears on the display. Then repeat Step 4.
   - To program another extension, press Next Procedure + Prev Procedure, and begin at Step 2.
6. Select another procedure, or exit programming mode.

Line Access Restriction (#302)

Use this feature to restrict an extension from receiving and/or making outside calls on a specific line. For example, you may want a secretary to answer calls on a manager's line, but not to make any outgoing calls on the line; in this case you can assign the manager's line to the secretary's extension and restrict it to In Only.

This procedure is the most extreme way to restrict dialing. For example, an extension with a line set to In Only or No Access cannot select the line to dial out—*even for numbers on the* **Emergency Phone Number List (#406)**.

Considerations

- For pooled extensions, use **Pool Access Restriction (#315)** to assign restrictions to all the lines assigned to a specific pool. (**Pool Access Restriction** overrides **Line Access Restriction**.) For individual lines on pooled extensions, use **Line Access Restriction**.
- To prevent an extension from using a line, restrict the line even if it is not assigned to the extension, so the line cannot be accessed by **Direct Line Pickup**.
- If an extension's access to a line is set to No Access or In Only, the extension cannot place calls on that line, neither by pressing the line button, nor by using **Direct Line Pickup—Idle Line**.
- If an extension's access to a line is set to No Access or Out Only, the extension cannot receive calls on that line that are ringing at other extensions, neither by pressing the line button, nor by using **Direct Line Pickup—Active Line**.
- **Caller ID** information does not appear for ringing calls on lines programmed for Out Only or No Access.
- If a line is assigned to a telephone but is restricted to No Access, the line button LEDs show calling activity; but the line cannot be used to place or receive calls.
- You can use Lines Access Restriction to prevent extensions from accessing the **Loudspeaker Paging Line (#617)**.

Programming

To restrict an extension from making calls on a specific line:

1. Press (Feature) (0) (0) (System Program) (System Program) (#) (3) (0) (2) at extension 10 or 11.
2. At the `Extension`: prompt, enter the extension number to be programmed.
3. At the `Line`: prompt, enter the line number to be restricted at this extension.

   The current restriction appears.
4. To change the line restriction for this extension, press (Next Data) until the appropriate value appears.
   - 1 = No Restriction (calls permitted on that line; this is the factory setting) ✔
   - 2 = Out Only (can only make outside calls, not receive them, on that line)
   - 3 = In Only (can only receive calls, not make them, on that line)
   - 4 = No Access (cannot receive or make calls, but can join calls, receive transferred calls, or pick up calls on hold on that line)
5. Do one of the following:
   - To restrict another line at this extension, press (Next Item) or (Prev Item) until the line number shows on the display. Repeat Step 4.
   - To restrict another extension, press (Next Procedure) + (Prev Procedure) and begin at Step 2.
6. Select another procedure, or exit programming mode.

Outgoing Call Restriction (#401)

Use this feature to specify the types of outgoing calls that can be made on all lines at an extension.

Considerations

- If the system is connected to a PBX or Centrex system and a dial-out code (usually 9) is needed to place calls outside the PBX or Centrex system, the control unit may not be able to prevent calls for extensions restricted to Local Only. If dialing restrictions are needed on Centrex lines, use Centrex restrictions instead.
- **Outgoing Call Restriction** also applies to lines that a user has access to with **Direct Line Pickup—Idle Line**.
- To override this feature, users can dial Marked **System Speed Dial** numbers and numbers from an **Allowed Phone Number List (#407)** and the **Emergency Phone Number List (#406)**. Also, if a **System Password (#403)** is defined, MLS system telephone users can enter it to override restrictions.
- You can program a button on the system telephone at extension 10 to be used to quickly change an extension's **Outgoing Call Restriction** setting. See programming for **Outgoing Call Restriction** for information below.
- If **Star Code Dial Delay (#410)** is active, the system checks for allowed and disallowed telephone numbers *again*, beginning with the first digit after the star code.
- If you want to restrict the use of star codes, include them in the **Disallowed Phone Number Lists.**

Programming

To identify the types of outgoing calls that can be made on all lines at an extension:

1. Press Feature 0 0 System Program System Program # 4 0 1 at extension 10 or 11.
2. At the `Extension:` prompt, enter the number of the extension to be programmed.
3. To change the type of call restriction, press Next Data until the appropriate value appears:
   - 1 = No Restriction (can make toll, local, and intercom calls; this is the factory setting.) ✔
   - 2 = Inside (intercom) Only
   - 3 = Local (intercom and local) Only
4. To program another extension, press Next Item or Prev Item until the extension number shows on the display. Repeat Step 3.
5. Select another procedure, or exit programming mode.

Dial Mode (#201)

Use this feature to identify individual lines as touch-tone or rotary. Check with your local telephone company if you are not sure which type of line is being provided to you.

Considerations

- If you are having difficulty using touch-tone telephones on rotary lines, you may need to adjust the **Rotary Dialing Timeout (#108)**.
- If the system has rotary lines, you can use **Touch-Tone Enable (F08)** to send touch-tone signals over a rotary line (for example, to access bank-by-telephone services).
- If **Dial Mode** is set to Rotary, star codes are entered by dialing 11 instead of ⊛. If you have users at extensions with **Outgoing Call Restriction (#401)** set to Local Only who are calling out on lines with the **Dial Mode** set to Rotary, you should add "11" to an **Allowed Phone Numbers List (#407)** and assign the list to these extensions. Otherwise, when the users at the restricted extensions dial 1 to begin a star code, the system interprets this as an attempt to place a long-distance call, the call is blocked, and the user hears the reorder tone.
- The 1600 DSL module supports only touch-tone signaling.

Programming

To change the **Dial Mode** setting for a specific line:

1. Press Feature 0 0 System Program System Program # 2 0 1 at extension 10 or 11.
2. Enter the first line to be programmed.
3. Press Next Data until the appropriate value appears:
   - 1 = Touch-Tone line (the factory setting) ✔
   - 2 = Rotary line
4. To program another line, press Next Item or Prev Item until the line number appears on the display. Then repeat Step 3.
5. Repeat Steps 3 and 4 for all lines that you want to change.
6. Select another procedure, or exit programming mode.

Direct Inward Dialing (DID)

Use this feature to have **Direct Inward Dialing** (DID) numbers on a T1 line routed automatically to the PARTNER extensions, hunt groups, or calling groups you specify. When a **Direct Inward Dialing** (DID) call arrives, the PARTNER system "collects" the digits from the T1 service provider (that is, the number that was dialed) and matches the number to a DID Mapping Table you created. If the incoming number matches an entry in the DID Mapping table, the call rings at the matching extension or hunt group.

To use this feature, you must:

- purchase a "block" of Direct Inward Dialing (DID) telephone numbers from your T1 service provider
- use PARTNER ACS R8.0 PC Administration to map extensions, hunt groups, or calling groups to the Direct Inward Dialing (DID) telephone numbers

See the PARTNER ACS R8.0 PC Administration online help for more information.

NOTE Outgoing calls can be made on T1 lines administered for Direct Inward Dialing (DID).

Considerations

- A T1 module is required for **Direct Inward Dialing** (DID).
- You must use the PARTNER ACS R8.0 PC Administration software to program **Direct Inward Dialing** (DID) on T1 lines.
- You can have a call on a T1 line with **Direct Inward Dialing** (DID) ring at an extension that cannot access a T1 line from a line or pool button. If the line or pool button is not programmed at an extension, or the line or pool button is busy, the call rings at one of the extension's Intercom buttons.
- Outgoing calls can be made on T1 lines administered for **Direct Inward Dialing** (DID).
- **Automatic System Answer** features are disabled on T1 lines with **Direct Inward Dialing** (DID).
- **Direct Extension Dialing** features are disabled on T1 lines with **Direct Inward Dialing** (DID).
- **Caller ID** information is unavailable on T1 lines. The message "Direct In Dial" or "DID" is displayed for incoming calls on T1 lines with **Direct Inward Dialing** (DID).
- You should not assign T1 lines with **Direct Inward Dialing** (DID) to **Hunt Groups**. If a **Hunt Group** contains T1 lines with **Direct Inward Dialing** (DID), callers will receive busy signal when all extensions in the **Hunt Group** are busy (for example, off-hook), have **Do Not Disturb** activated, or are in programming mode.
- **Group Call Distribution (#206)** is disabled on T1 lines with **Direct Inward Dialing** (DID). DID calls are routed to hunt groups and calling groups via the DID Mapping Table. (See the PARTNER ACS R8.0 PC Administration online help for more information.)

- **Hands Free Answer On Intercom (HFAI)** is disabled on T1 lines with **Direct Inward Dialing** (DID).
- **Line Coverage Extension (#208)** is disabled on T1 lines with **Direct Inward Dialing** (DID). DID calls will go to the DID destination coverage.
- Incoming calls on T1 lines with **Direct Inward Dialing** (DID) will ring immediately at the specified extension. The **Line Ringing** options and **Pool Ringing** options are ignored.
- **Pool Access Restriction (#315)** is disabled for incoming calls on a T1 line with **Direct Inward Dialing** (DID). To prevent DID calls from ringing at an extension, do not include that extension in the DID Mapping Table.
- **Line Access Restriction (#302)** is disabled for incoming calls on a T1 line with **Direct Inward Dialing** (DID). To prevent DID calls from ringing at an extension, do not include that extension in the DID Mapping Table.
- You can assign (map) a DID line to a calling group.
- **Night Service** features are disabled for incoming calls on a T1 line with **Direct Inward Dialing** (DID). During Night Service, DID calls will ring only at the DID destination and will follow the coverage for that destination (if active).
- **Recall** is disabled on T1 lines with **Direct Inward Dialing** (DID).
- Call records for incoming calls on T1 lines with **Direct Inward Dialing** (DID) will be reported when **SMDR Record Type (#608)** is set to 1=All Calls.
- For incoming calls on T1 lines, the Number field on call reports for **Station Message Detail Recording (SMDR)** does not display telephone numbers. The Number field displays “IN” for incoming calls on T1 lines.
- You must use the PARTNER ACS R8.0 PC Administration software to program **Unique Line Ringing (#209)** for T1 lines with **Direct Inward Dialing** (DID).
- **VMS Hunt Delay (#506)** and **VMS Hunt Delay (#507)** are disabled on T1 lines with **Direct Inward Dialing** (DID).
- You can assign a T1 line with DID to a **Calling Group**. However, you cannot assign a coverage path for a calling group that has T1 lines with **Direct Inward Dialing** (DID).
- If you use T1 lines with **Direct Inward Dialing** (DID) that are not administered for **Direct Inward Dialing** (DID) in PARTNER ACS R8.0 PC Administration, set **Automatic System Answer Delay (#110)** to 1 ring or more.
- If you use T1 lines with **Direct Inward Dialing** (DID) that are not administered for **Direct Inward Dialing** (DID) in PARTNER ACS R8.0 PC Administration, set **Direct Extension Dial Delay (#112)** to 1 ring or more.
- If you are using **Fax CNG Detection (#505, Group 8)** on a T1 line with **Direct Inward Dialing** (DID), set your fax machine to answer in less than four rings.

Programming

To program Direct Inward Dialing (DID), you must use the PARTNER ACS R8.0 PC Administration software.

Display Language (#303)

Use this feature to change the language in which display messages appear if the extension has a system display telephone. The language is set for each extension, so telephones in the same system can display different languages.

Considerations

If SMDR is used, the call report header is printed in the language specified for extension 10.

Programming

To change the **Display Language** setting for an extension:

1. Press Feature 0 0 System Program System Program # 3 0 3 at extension 10 or 11.

   The current **Display Language** displays.
2. Enter the number of the extension to be programmed.
3. To change the **Display Language**, press Next Data until the appropriate value appears.
   - 1 = English (the factory setting) ✔
   - 2 = Spanish
   - 3 = French
4. To program another extension, press Next Item or Prev Item until the extension number appears on the display. Then repeat step 3.
5. Select another procedure, or exit programming mode.

Distinctive Ring (#308)

Use this feature to determine whether calls should ring at a tip/ring device using the system's distinctive ringing patterns—different patterns for outside, intercom, and transferred calls—or whether all calls to the tip/ring device should ring like outside calls.

Considerations

- Change the setting to Not Active if a tip/ring device such as a modem or answering machine does not pick up intercom or transferred calls.
- If distinctive ring is set to Not Active for an extension with both a system telephone and a tip/ring device, the system telephone continues to use the system's distinctive ringing patterns, but all calls ring at the tip/ring device using a single ring burst.
- The system does not pass distinctive ringing patterns generated by a PBX or central office through to extensions (regardless of the setting for this feature).

Programming

To change the **Distinctive Ring** setting:

1. Press *Feature* 0 0 *System Program* *System Program* # 3 0 8 at extension 10 or 11.
2. At the `Extension:` prompt, enter the number of the extension to be programmed.
3. Press *Next Data* until the appropriate value appears.
   - 1 = Active (outside, intercom, and transferred calls ring differently, using the system's distinctive ringing patterns; the factory setting) ✔
   - 2 = Not Active (outside, intercom, and transferred calls all ring using a single ring burst)
4. To program another extension, press *Next Item* or *Prev Item* until the extension number appears on the display. Repeat Step 3.
5. Select another procedure, or exit programming mode.

External Hotline (#311)

Use this feature to identify an external hotline extension. When a user lifts the handset of an external hotline, a predetermined outside number is dialed automatically. The external number might be, for example, a frequently called service bureau. The external hotline must be a single-line telephone, not a system telephone, and should not have a dialpad.

After you identify an external hotline extension, you must store the external telephone number for the hotline extension as **Personal Speed Dial** code 80.

Considerations

- Under certain conditions of heavy telephone usage, the external hotline may be unable to dial the programmed number immediately (for example, if many of the tip/ring devices connected to your system dial out at the same time).
- You can identify several extensions as external hotlines.
- Do not assign an external hotline to extension 10, 11, or to the first two extensions of any 206 or 308EC module, which are reserved as power-failure extensions.
- Use **Hotline (#603)** to identify an internal hotline extension.
- Use **Line Assignment (#301)** to assign outside lines to the external hotline extension, **Pool Extension Assignment (#314)** to assign pools to the external hotline extension, and **Automatic Line Selection** to set the extension to select outside lines or pools first.

  If your use of the external hotline requires immediate dialing of the programmed number, assign a line for use only by this extension.
- Set **Line Ringing** to No Ring for all lines or pools assigned to the external hotline to prevent incoming calls from ringing at the extension.
- Make sure there are no call, line, or pool restrictions assigned to an external hotline.
- Do not use **Station Lock** at an external hotline because it will prevent the outside number from being dialed.
- Remove external hotlines from **Night Service Group Extensions (#504)**, **Calling Group Extensions (#502)**, and **Hunt Group Extensions (#505)**.
- Do not assign **Forced Account Code Entry (#307)** to the external hotline.

Programming

To identify an external hotline extension:

1. Press Feature 0 0 System Program System Program # 3 1 1 at extension 10 or 11.
2. At the `Extension`: prompt, enter the external hotline extension number.

3. Press (Next Data) until the appropriate value appears:
   - 1 = Assigned
   - 2 = Not Assigned (the factory setting) ✔
4. To program another extension, press (Next Item) or (Prev Item) until the extension number appears on the display. Repeat Step 3.
5. Select another procedure, or exit programming mode.

To program the external hotline telephone number as **Personal Speed Dial** code 80:

1. Press (Feature) (0) (0) (System Program) (System Program) (Central Tel Program).
2. Dial the extension number of the external hotline.
3. Press (Feature) (8) (0).
4. Enter the external hotline telephone number exactly as you would dial it.
5. Continue programming, or exit programming mode.

Forced Account Codes

When you set up forced account codes on the system, users at specific extensions must enter an account code before they can dial outside calls. Setting up forced account codes involves two features: **Forced Account Code Entry** and, optionally, **Forced Account Code List**.

See "Account Code Entry (F12)" on page 8-8 for instructions on entering forced account codes at a telephone.

Forced Account Code Entry (#307)

NOTE This feature applies only to system telephones.

Forced Account Code Entry identifies extensions at which users must enter an account code before making outside calls. The account code can be used to charge telephone calls to a department or client.

Considerations

- You can dial numbers on the **Emergency Phone Number List (#406)** without entering an account code at a **Forced Account Code Entry** extension. You can make 911 calls from the **Forced Account Code** extensions without entering the account code as long as 911 has been entered into the **Emergency Phone Number List**.
- You can enter account codes manually or by using **System Speed Dial** numbers**, Personal Speed Dial** numbers, or **Auto Dialing** (but not Marked **System Speed Dial** numbers).

- **Automatic Line Selection** does not apply for an extension programmed with **Forced Account Code Entry**; you must *manually* select a line or pool after entering an account code.
- Do not assign **Forced Account Code Entry** to an **External Hotline (#311)** extension.
- If a **System Password (#403)** is required to override dialing restrictions for an extension, you must enter it *before* entering the account code.
- If SMDR is used, the account code assigned to incoming or outgoing calls prints on call reports. If a **Forced Account Code List** exists, only valid account codes are printed on the call report.
- You do not need a forced account code to answer incoming calls.

Programming

To program an extension for **Forced Account Code Entry**:

1. Press Feature 0 0 System Program System Program # 3 0 7 at extension 10 or 11.
2. At the `Extension:` prompt, enter the number of the extension to be programmed.
3. Press Next Data until the appropriate value appears:
   - 1 = Assigned
   - 2 = Not Assigned ✔
4. To program another extension, press Next Item or Prev Item until the extension number shows on the display. Then repeat Step 3.
5. Select another procedure, or exit programming mode.

Forced Account Code List (#409)

Forced Account Code List lets you create a list of up to 99 account code verification entries for extensions that are forced to enter account codes. Once a list is created, any user at an extension programmed for **Forced Account Code Entry** must enter a valid account code—one that matches a list entry—before being allowed to make an outside call. This feature ensures that only authorized users with valid account codes can make outside calls.

Considerations

- An extension must be programmed for **Forced Account Code Entry (#307)** for the **Forced Account Code List** to have any effect.
- If you do not create a **Forced Account Code List**, the system *does not* verify the account codes dialed at extensions that are required to enter them.
- The system compares the first six digits of an account code to the entries on the **Forced Account Code List**. If the match is successful, you can dial an outside number. If no match occurs, you cannot dial an outside line and must re-enter a valid account code to dial out.
- Each list entry can include up to six digits.

- You can use the wildcard character (by pressing the Hold button on a system telephone) to match any single digit (it appears as "!" on the telephone display.) For example, your company's Sales Department has a three digit account code—the first digit represents the department and second and third digits represent the individuals in the department. You enter 4 Hold Hold as the list entry.
- You can enter more than the required digits for an account code for tracking purposes. For example, a Customer Service Department's account code is 123. Representatives in the department must dial at least 1 2 3 to get an outside line but can enter additional digits to track a specific customer or item number.

Programming

To create a **Forced Account Code List**:

1. Press Feature 0 0 System Program System Program # 4 0 9 at extension 10 or 11.
2. Select a list entry (01–99). A display similar to the following appears:

```
Forced Act Code List 03
Data - - - - - - - - - - - -
```

3. Enter up to six digits for the list entry.
4. If the account code is five digits or less, you must press Enter to save the account code in memory.
5. Do one of the following:
   - To enter other account codes, press Next Item to select a different list entry and repeat Steps 3 and 4.
   - To change the account code you just entered, press Remove and repeat Steps 3 and 4.
   - To delete the account code you just entered, press Remove.
6. Select another procedure, or exit programming mode.

Groups of Extensions

Placing extensions into groups allows users to help each other in answering calls. You can set up the following groups:

- **Calling Groups**
- **Hunt Groups**
- **Night Service Group**
- **Pickup Groups**

Calling Group Extensions (#502)

Use this feature to place extensions in a **Calling Group**—a group of extensions that can be called at the same time. Any user in the system can ring or page all extensions in a **Calling Group** at the same time or transfer a call to a **Calling Group**. The first extension to pick up the call is connected to the caller. A typical use of this feature is to have callers ring into a **Calling Group** of sales representatives. The system can have up to four **Calling Groups**.

For instructions on making a ringing call or paging call to a **Calling Group**, see "Group Calling—Ring/Page (I7G/I*7G)" on page 8-45.

You can assign a T1 line with DID to a calling group. However, you cannot assign a coverage path for a calling group that has T1 lines with **Direct Inward Dialing** (DID). See "Direct Inward Dialing (DID)" on page 4-27.

Considerations

- Extensions can be in more than one **Calling Group**. In addition, you can assign *all* extensions in the system to one group—this helps in making paging announcements to all employees.
- Do not assign extensions that connect auxiliary equipment (auto attendants, voice messaging systems, fax machines, answering machines, hotline telephones, or doorphones) or extensions assigned as External Hotline telephones to a **Calling Group**.
- Users can make simultaneous announcements over the loudspeaker paging system and the system telephones assigned to **Calling Group 1**. See "Simultaneous Paging (I*70)" on page 8-59.
- You cannot assign a coverage path for a calling group that has T1 lines with **Direct Inward Dialing** (DID).

Programming

To create a **Calling Group**:

1. Press Feature 0 0 System Program System Program # 5 0 2 at extension 10 or 11.
2. At the `Group:` prompt, enter a group number (1–4).
3. At the `Extension`: prompt, enter the number of the extension to be programmed.
4. To assign or unassign the extension, press Next Data until the appropriate value appears:
   - 1 = Assigned to group
   - 2 = Not Assigned to group (the factory setting) ✔
5. Do one of the following:
   - To program another extension, press Next Item or Prev Item until the extension number appears on the display. Repeat Step 4.
   - To program another group, press Next Procedure + Prev Procedure and repeat Steps 2 through 4.
6. Select another procedure, or exit programming mode.

Hunt Group Extensions (#505)

Use this feature to assign any number of extensions to a **Hunt Group**. When extensions are in a Hunt Group, an incoming call searches or "hunts" for the first available extension. The system supports up to eight **Hunt Groups**; however, **Hunt Group** 7 is used exclusively for the voice messaging system, and **Hunt Group** 8 is used exclusively for transferring and detecting fax calls.

For instructions on ringing or paging extensions in a **Hunt Group** or transferring calls to a **Hunt Group,** see "Group Calling—Ring/Page (I7G/I*7G)" on page 8-45.

Considerations

- Any number of extensions can be assigned to each **Hunt Group**. In addition, extensions can be in more than one **Hunt Group**.
- You can include multiple fax machines or answering machines in a **Hunt Group**.
- If a ringing call to the **Hunt Group** is not answered within three rings, the call moves to the next available extension in the **Hunt Group**. If users in the **Hunt Group** leave their desks, they should turn on **Do Not Disturb** at their extensions so calls hunt immediately to the next available extension.
- Hunt Group calls are not eligible for **Call Coverage** or **VMS Cover**.
- For instructions on making outside calls ring directly in a **Hunt Group**, see "Group Call Distribution (#206)" on page 4-37.
- If you have a PARTNER MAIL system and multiple fax machines, assign the fax machines to a Hunt Group. Then program the PARTNER MAIL system so that when an automatic fax call comes in on a line covered by the PARTNER MAIL's Automated Attendant Service, the PARTNER MAIL system recognizes it as a fax call and automatically transfers it to the first available fax machine in the group.
- With PARTNER MAIL Release 3 or later, a call to a busy Hunt Group can be sent to a Hunt Group mailbox.
- **Hunt Group** 7 is used exclusively for the extensions associated with the voice messaging system. Do not assign any other extensions to this group. A voice messaging system requires special hardware and set up procedures—see "Voice Messaging Systems" on page 9-44 and the documentation shipped with the voice messaging system for more information.
- After you assign the extensions associated with the voice messaging system hardware to **Hunt Group** 7, you should set the **Transfer Return Extension (#306)** for those extensions to extension 10 (or another extension with a person who can assist the caller).
- **Hunt Group** 8 is used exclusively for fax machines. Do not assign any other extensions to this group. (See "Fax CNG Detection (#505, Group 8)" on page 9-23 of this guide.)
- You should not assign T1 lines with **Direct Inward Dialing** (DID) to **Hunt Groups**. If a **Hunt Group** contains T1 lines with **Direct Inward Dialing** (DID), callers will receive busy signal when all extensions in the **Hunt Group** are busy (for example, off-hook), have **Do Not Disturb** activated, or are in programming mode.

Programming

To assign extensions to a Hunt Group:

1. Press Feature 0 0 System Program System Program # 5 0 5 at extension 10 or 11.
2. At the `Group:` prompt, enter a group number (1–8).
3. Enter the desired extension number.
4. To assign or unassign the extension, press Next Data until the appropriate value appears.
   - 1 = Assigned to group
   - 2 = Not Assigned to group (the factory setting) ✔
5. Do one of the following:
   - To assign or unassign another extension, press Next Item or Prev Item until the extension number appears on the display. Repeat Step 4.
   - To program another group, press Next Procedure + Prev Procedure, enter a new group number, and repeat Steps 3 and 4.
6. Select another procedure, or exit programming mode.

Group Call Distribution (#206)

Use this feature to assign outside lines to **Hunt Groups**. Doing so allows outside calls to ring directly into a **Hunt Group** instead of being answered and transferred by the receptionist. You can assign lines to **Hunt Groups** 1–7. (Hunt Group 7 is used exclusively for the voice messaging system, and **Hunt Group** 8 is used for fax transfer and detection.)

Considerations

- Each outside line can be assigned to only one **Hunt Group**.
- Incoming calls hunt for an available extension in a circular manner.
- If a **Hunt Group** that has outside lines assigned receives an outside call and all members of that **Hunt Group** are busy (or have **Do Not Disturb** on), the caller hears ringing, which continues until the call is answered.
- Use **Hunt Group Extensions (#505)** to assign extensions to **Hunt Groups**.
- If you assign lines to **Hunt Group** 7 for the voice messaging system's Automated Attendant Service, you may want to adjust when the lines should ring in the group. See "Auto Attendant" on page 9-8 for more information.
- If you are using a voice messaging system, you have two **Group Call Distribution** options: Automated Attendant Service or calls routed directly to the voice mailbox of a specific user. See "Voice Messaging Systems" on page 9-44 for more information.
- You should not assign T1 lines with **Direct Inward Dialing** (DID) to **Hunt Groups**. If a **Hunt Group** contains T1 lines with **Direct Inward Dialing** (DID), callers will receive busy signal when all extensions in the **Hunt Group** are busy (for example, off-hook), have **Do Not Disturb** activated, or are in programming mode. See "Direct Inward Dialing (DID)" on page 4-27.

Examples

Here are some useful applications for **Group Call Distribution** and **Hunt Groups**:

- Place the extensions of employees who work in a department in a **Hunt Group** and assign one or more outside lines to the group. This lets outside callers ring the group directly without being transferred by the receptionist. For example, a mail-order company assigns the extensions of its sales representatives to a **Hunt Group** and assigns a line to the group. The company then publishes the number as its customer service number so that a caller can reach a sales representative directly to place an order.
- If you install a voice messaging system, assign the system extensions associated with the voice messaging system to **Hunt Group** 7. Then assign outside lines to **Hunt Group** 7 for Automated Attendant Service. Callers hear a greeting and are prompted to enter digits to transfer to a specific extension or group without the assistance of the receptionist.

Programming

To set up lines for **Group Call Distribution**:

1. Press (Feature) 0 0 (System Program) (System Program) # 2 0 6 at extension 10 or 11.
2. At the `Group:` prompt, enter a group number (1–6; 7 for the voice messaging system).
3. At the `Line:` prompt, enter the desired line number (01–31).
4. To assign or remove a line for groups 1–6, or to assign or remove a line or use **VMS Line Cover** for group 7, press (Next Data) until the appropriate value appears.
   - 1 = Assigned (for hunting to groups 1–6, or to group 7 for the voice messaging system's Automated Attendant Service)
   - 2 = Not Assigned (the factory setting) ✔
   - 3 = VMS Line Cover (available only for **Hunt Group** 7)
5. Do one of the following:
   - To program another line, press (Next Item) or (Prev Item) until the line number appears on the display. Then repeat Step 4.
   - To program another group, press (Next Procedure) + (Prev Procedure), enter a new group number, and repeat Steps 3 and 4.
6. Select another procedure, or exit programming mode.

Night Service Group Extensions (#504)

Use this feature to assign extensions to the **Night Service Group**. When **Night Service** is on and a call comes in, all extensions in the **Night Service Group** ring immediately, regardless of normal **Line Ringing** settings. Any extensions that would normally ring during the day also ring.

Considerations

- Do not include extensions connected to certain auxiliary equipment (auto attendants, voice messaging systems, internal or external hotline telephones, or doorphones) in the **Night Service Group**.
- A user in the **Night Service Group** can receive an after-hours outside call only if it comes in on a line or pool that is assigned to that user's telephone. Line or pool assignments for extensions in the **Night Service Group** can vary from one extension to another.
- If you program a **System Password (#403)** when Night Service is on, users in the **Night Service Group** can dial only numbers on the **Emergency Phone Number List (#406)** and **Marked System Speed Dial** numbers without entering the System Password.
- If you have a voice messaging system, lines that are assigned to the user's telephones in the **Night Service Group** are covered by the voice messaging system, depending on the status of **VMS Hunt Delay (#506)** and **VMS Hunt Schedule (#507)**.
- Night Service is ignored on T1 lines with DID.

Programming

1. Press Feature 0 0 System Program System Program # 5 0 4 at extension 10 or 11.
2. Enter the number of the extension to be programmed.
3. To assign or unassign the extension, press Next Data until the appropriate value appears.
   - 1 = Assigned to group
   - 2 = Not Assigned to group (the factory setting) ✔
4. To assign or unassign another extension, press Next Item or Prev Item until the extension number appears on the display. Repeat Step 3.
5. Select another procedure, or exit programming mode.

Pickup Group Extensions (#501)

Use this feature to assign extensions to a **Pickup Group**. When a call rings at an extension in a **Pickup Group**, a user at any other extension in the system can answer the ringing call by dialing the **Pickup Group** code. The **Pickup Group** feature helps when a user needs to answer calls on lines or pools not assigned to his or her telephone. The system supports up to four **Pickup Groups**.

Considerations

- You can assign an extension to as many as four different **Pickup Groups**.
- You can assign extensions where extra alerts (such as a loud bell) are installed to a **Pickup Group** to enable anyone who hears the alert to answer the call.
- For instructions on answering calls in a **Pickup Group**, see "Group Pickup (I66G)" on page 8-51.

Programming

To assign extensions to a **Pickup Group**:

1. Press Feature 0 0 System Program System Program # 5 0 1 at extension 10 or 11.
2. At the `Group:` prompt, enter a group number (1–4).
3. At the `Extension:` prompt, enter the number of the extension to be programmed.
4. To assign or unassign the extension, press Next Data until the appropriate value appears.
   - 1 = Assigned to group
   - 2 = Not Assigned to group (the factory setting) ✔
5. Do one of the following:
   - To assign or unassign another extension, press Next Item or Prev Item until the extension number appears on the display. Then repeat Step 4.
   - To program another group, press Next Procedure + Prev Procedure and enter a new group number. Then repeat Steps 3 and 4.
6. Select another procedure, or exit programming mode.

Hold Disconnect Time (#203)

Use this feature to change the hold disconnect time for an outside line. When a caller on hold hangs up, the local telephone company may send a special signal to the system to free the line. Different telephone companies use different length signals. The length of the signal is called the hold disconnect time. If you place a call on hold and the caller hangs up, but the call does not disconnect within a minute after the caller hangs up, the hold disconnect time is probably set too high, or set at No Detection.

Considerations

- If the telephone company does not send a signal, keep the hold disconnect time set to 450 msec, the factory setting. The user must disconnect a held call manually by retrieving the call and then hanging it up.
- Shorten the hold disconnect time only if abandoned calls on hold do not disconnect.
- Lengthen the hold disconnect time only if calls are being disconnected prematurely.
- Using Set administration, you can program and view the hold disconnect time for analog lines only. You must use the PARTNER ACS R8.0 PC Administration software to program and view the hold disconnect time for lines on the T1 module.
- The range of values for the hold disconnect time is different for lines on the T1 module. For these lines, the values are No Detection, or 10 to 2400 msec. in 20 msec. increments. The default setting is 300 msec. See the PARTNER ACS R8.0 PC Administration software for more information.

Programming

To change the hold disconnect time for a non-T1 line:

1. Press *Feature* 0 0 *System Program* *System Program* # 2 0 3 at extension 10 or 11.
2. At the `Line`: prompt, enter the two-digit number of the line for which you are adjusting the hold disconnect time.

   The current hold disconnect time for the line number you specified is displayed. For example, if line 1 is set to the factory setting, `09-450 msec` appears on the display.

3. Press (Next Data) until the appropriate value appears:
   - 00 = No Detection
   - 01 = 50 msec
   - 02 = 100 msec
   - 03 = 150 msec
   - 04 = 200 msec
   - 05 = 250 msec
   - 06 = 300 msec
   - 07 = 350 msec
   - 08 = 400 msec
   - 09 = 450 msec (the factory setting) ✔
   - 10 = 500 msec
   - 11 = 550 msec
   - 12 = 600 msec
4. To program the next line, press (Next Item) then repeat Step 3.
5. Repeat Step 4 for each line in the system.
6. Select another procedure, or exit programming mode.

Hold Reminder Tone (#127)

Use this feature to set the time interval at which the PARNTER system will provide a reminder tone for a call on hold at a system telephone. When you place a call on hold, the PARTNER system will provide the Hold Reminder Tone at your extension if the call remains on hold for the time interval specified. You can disable the Hold Reminder Tone. (If you disable the Hold Reminder Tone, the PARTNER system will not provide a reminder tone when a call is on hold.)

Considerations

- When you program this feature via Set administration, the setting you specify will apply to all analog lines. It will not apply to T1 lines. You must use the PARTNER ACS R8.0 PC Administration software to program the Hold Reminder Tone for T1 lines.

Programming

To change the hold reminder tone time:

1. Press (Feature) 0 0 (System Program) (System Program) # 1 2 7 at extension 10 or 11. A display similar to the following appears, showing the current Hold Reminder Tone setting:

```
Hold Timer
5 60 seconds
```

2. Press (Next Data) until the appropriate value appears:
   - 0 = Not Active
   - 1 = 10 seconds
   - 2 = 20 seconds
   - 3 = 30 seconds
   - 4 = 45 seconds
   - 5 = 60 seconds (the factory setting) ✔
   - 6 = 90 seconds
   - 7 = 120 seconds
   - 8 = 150 seconds
   - 9 = 180 seconds

3. Select another procedure, or exit programming mode.

Hotline (#603)

Use this feature to identify an internal hotline extension and its alert extension. When a user lifts the handset of the hotline telephone, the alert extension rings. You can set up several hotline and alert extension pairs. The alert extension can be the same or different for multiple hotline extensions.

Use a single-line telephone as the hotline telephone since this feature makes use only of the telephone's intercom. The alert extension can be any type of telephone; or it can be the loudspeaker paging system so the hotline telephone can be used to make announcements over the loudspeaker.

For example, a supermarket installs a hotline telephone at its meat counter. When a customer uses the hotline telephone, the butcher's telephone rings. If the loudspeaker paging system is programmed as the alert extension, a sales clerk could request a "price check" over the loudspeaker simply by lifting the handset of the hotline telephone.

Considerations

- The same extension cannot be assigned as both a hotline and a doorphone. Assigning a doorphone extension as a hotline extension cancels the doorphone setting.
- You should not assign hotline telephones to extension 10, 11, or to the first two extensions of any 206 or 308EC modules, which are reserved as power-failure extensions.
- The hotline telephone can receive transferred calls (but the user at that extension should not pick up the handset until the telephone rings).
- To prevent outside calls from being made or received on the hotline telephone, use **Line Assignment (#301)** to remove all outside lines or **Pool Extension Assignment (#314)** to remove all pools from the hotline extension.
- Set **Automatic Line Selection** for the hotline extension to intercom only.

- Remove hotline extensions from **Night Service Group Extensions (#504)**, **Calling Group Extensions (#502)**, and **Hunt Group Extensions (#505)**.
- Use **External Hotline (#311)** to identify an extension that automatically dials a programmed outside number when a user lifts the handset.

Programming

To identify a hotline extension and its alert extension:

1. Press Feature 0 0 System Program System Program # 6 0 3 at extension 10 or 11.
2. At the `Extension`: prompt, enter the hotline extension number.
3. At the `Data - - - - - - - - - - - -` prompt, enter the alert extension number (use 70 for the loudspeaker paging system). A display similar to the following appears:

   ```
   Internal Hotline Ext 33
   Data 32
   ```

4. Do one of the following:
   - To change the hotline and alert extension numbers you just entered, repeat Steps 2 and 3.
   - To delete the existing hotline and alert extension numbers, press Remove.
   - To identify another hotline and alert extension pair, press Next Item or Prev Item until the new hotline extension number appears on the display. Then repeat Step 3.
5. Select another procedure, or exit programming mode.

Intercom Dial Tone (#309)

Use this feature to determine the type of dial tone that the system provides at an extension. It may be necessary to change this setting to Machine (outside line) dial tone for an autodialing device, such as a fax or modem, that has trouble making calls. For example, if you have a modem that checks for outside line dial tone before dialing, use this procedure to change from Regular to Machine dial tone.

NOTE Use this procedure *only* if an autodialing device has trouble making calls.

Programming

To change the **Intercom Dial Tone** setting for an extension:

1. Press Feature 0 0 System Program System Program # 3 0 9 at extension 10 or 11.
2. At the `Extension`: prompt, enter the number of the extension to be programmed.

3. Press (Next Data) until the appropriate value appears.
   - 1 = Regular dial tone (the factory setting) ✔
   - 2 = Machine (outside line) dial tone
4. To program another extension, press (Next Item) or (Prev Item) until the extension number appears on the display. Then repeat Step 3.
5. Select another procedure, or exit programming mode.

Line Access Mode (#313)

Use this feature to identify individual extensions that are to operate as key extensions even though the system is configured for Hybrid mode. If an extension's **Line Access Mode** is changed to Key, individual lines can be assigned to specific buttons on that extension's telephone regardless of whether they are part of a pool.

This feature applies only to systems that are configured for Hybrid mode.

Considerations

- Extension 10 operates as a key extension regardless of how the system is configured. The **Line Access Mode** for extension 10 cannot be changed.
- Users at extensions programmed as key extensions cannot access pools either by pressing pool buttons or by dialing pool access codes.
- When an extension is changed from Pooled to Key, any previously assigned pool buttons are removed from the extension and **Pool Access Restriction (#315)** is set to No Access. Additionally, the extension is programmed with factory settings for **Line Assignment (#301)**, **Line Access Restriction (#302)**, **Automatic Line Selection**, and **Line Ringing**.
- When an extension is changed from Key to Pooled, any previously assigned line buttons are removed from the extension and **Pool Access Restriction (#315)** is set to No Restriction. Additionally, the extension is programmed with factory settings for **Pool Line Assignment (#314)**, **Pool Extension Assignment (#314)**, **Automatic Line Selection**, and **Line Ringing**.

Programming

To change the **Line Access Mode** setting for a specific extension:

1. Press (Feature) 0 0 (System Program) (System Program) # 3 1 3.
2. Enter the desired extension number. For example, to program extension 18, press 1 8.
3. Press (Next Data) until the appropriate value appears:
   - 1 = Pooled—(When this is chosen, the factory setting is all extensions except 10.)
   - 2 = Key—(When this is chosen, the factory setting is extension 10 only.)

4. To program another extension, press Next Item or Prev Item until the extension number appears on the display. Then repeat Step 3.
5. Repeat Steps 3 and 4 for all extensions that you want to change.
6. Select another procedure, or exit programming mode.

Line Assignment (#301)

Use this feature to assign the outside lines that are available at an extension. If **Loudspeaker Paging Line (#617)** is not assigned, the default order of line assignment to the buttons on a system telephone is from left to right, starting in the bottom left corner (see Figure 4-1 below). If **Loudspeaker Paging Line (#617)** is assigned within the number of lines, it is skipped or replaced depending on the order in which you performed **Number of Lines (#104)** and **Loudspeaker Paging Line (#617)**.

To put the lines in a different order, first use this procedure to remove all assigned lines; then assign lines in the desired order. This procedure applies to key extensions or to individual lines on pooled extensions.

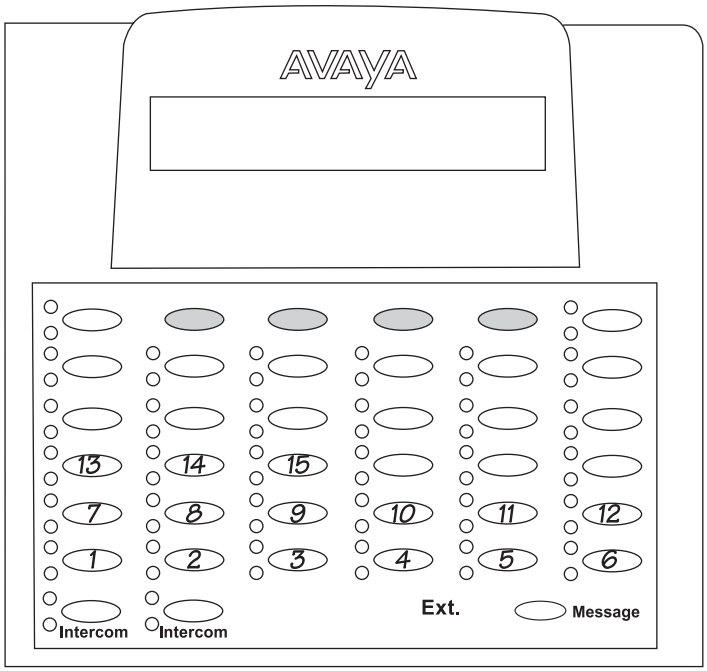

Figure 4-1. Default Line Assignments

Considerations

- You cannot assign a line that belongs to a pool as an individual line on that pooled extension.
- A line must be assigned to a button with lights. If a line is assigned to a button *without* lights, you cannot access that line, nor can you program anything else on the button.
- You can assign multiple lines (up to 31) to a standard telephone, but a single-line telephone can handle only one call at a time. To make a call, you lift the handset and dial 9 at the intercom dial tone; the system selects the first available line based on the **Automatic Line Selection** programmed for the extension. (Alternatively, you can use **Direct Line Pickup** to access a specific line.)
- Use **Number of Lines (#104)** only during initial system setup to assign a subset of lines to all extensions. Use **Line Assignment** to assign additional lines to specific extensions. For example, if five lines were assigned to all extensions using **Number of Lines (#104)** and there are eight lines in the system, use **Line Assignment (#301)** to assign lines 6, 7, and 8 to specific extensions.
- After you finish **Line Assignment**, use **Line Ringing** to identify when each outside line assigned to an extension should start ringing. If you add a line to the system, its factory setting is Immediate Ring.
- Use **Automatic Line Selection** to determine the order in which the system selects a line for an extension when the user at that extension lifts the handset or turns on the speaker to make a call. If you add a line to the system, it becomes the last line in the selection sequence.

Programming

To assign lines to a specific extension:

1. Press Feature 0 0 System Program System Program # 3 0 1 at extension 10 or 11.
2. Enter the extension number to be programmed. For example, to program extension 15, press 1 5. The red light next to each button that has a line assigned is on steady; the red light next to each button that has a pool assigned flashes.
3. To remove all existing line assignments, press Remove before selecting a line.
4. Enter the line number to be assigned. For example, to select line 1, press 0 1.
5. Do one of the following:
   - If you want to assign the line to the first available button with lights, press Next Data until the display reads:

     Line Assignment 15 L01
     1 Assigned

     1 Assigned is the factory setting. ✔
   - If you want to remove a line assignment, press Next Data until a display like the following appears:

     Line Assignment 15 L01
     2 Not Assigned

- If you want to assign the line to a specific button, press 3. A display like the following appears:

  Line Assignment 15 L01
  3 Select a Button

  Then press a button with lights to assign the line to that button. If you use option 3 after a line already has been assigned, the line moves from the old button to the new button you select.

6. Do one of the following:
   - To program another line for this extension, press Next Item or Prev Item until the line number appears on the display. Then repeat Step 5.
   - To program another extension, press Next Procedure Prev Procedure and begin at Step 2.
7. Select another procedure, or exit programming mode.

Line Coverage Extension (#208)

Use this feature to identify an extension as the "owner" of a specific outside line, so the extension can activate **Call Coverage** or **VMS Cover** for that line.

Considerations

- This feature applies only if you have a voice messaging system.
- Only one owner can be assigned to a specific line. However, multiple lines can be owned by the same extension.
- This feature provides an alternative method of routing outside calls to the voice messaging system for Call Answer Service.
- This feature has no effect on the CO Line Ownership procedure in PARTNER Messaging, PARTNER MAIL, PARTNER MAIL VS or the PARTNER Voice Messaging PC Card.
- An extension's "owned" line is eligible for coverage only if **Line Ringing** is set to Immediate Ring or Delayed Ring and **Line Access Restriction (#302)** or **Pool Access Restriction (#315)** is set to No Restriction or In Only.
- Use **Call Coverage** to redirect an extension's calls on owned lines to the covering extension.
- Use **Call Coverage Rings (#320)** to specify the number of times a call rings at the owner's extension before it is sent to the covering extension.
- Use **VMS Cover** or **Automatic VMS Cover (#310)** to redirect the extension's calls on owned lines to the voice messaging system.
- Use **VMS Cover Rings (#321)** to specify the number of times a call rings at the owner's extension before it is sent to the voice messaging system.
- To use **Call Screening (F25)**, the station must be the **Line Coverage Extension** for that line.

Programming

To change the **Line Coverage** setting for an extension:

1. Press Feature 0 0 System Program System Program # 2 0 8 at extension 10 or 11.
2. Enter the desired line number.
3. Enter the number of the extension to be assigned ownership of the line.
4. Do one of the following:
   - To delete the current setting, press Remove.
   - To program another line, press Next Item or Prev Item until the line number appears on the display. Then repeat Step 3.
5. Select another procedure, or exit programming mode.

Network Time Synchronization (#128)

Use this feature to specify whether you want to synchronize the PARTNER system clock with the network time delivered by your service provider over Caller ID. If **Network Time Synchronization** is set to Active, the PARTNER system will use the network time provided by your service provider; if it is set to Not Active, the PARTNER system will use the time provided by its system clock.

Considerations

- If Network Time Synchronization is set to Active, and your service provider sends Caller ID from another time zone, the PARTNER system clock will not match your local time.

Programming

To change **Network Time Synchronization**:

1. Press Feature 0 0 System Program System Program # 1 2 8 at extension 10 or 11.
2. Press Next Data until the appropriate value appears:
   - 1 = Active (the factory setting) ✔
   - 2 = Not Active
3. Select another procedure, or exit programming mode.

Outside Conference Denial (#109)

Use this feature to determine if users can include more than one outside party in a conference call.

Considerations

- This feature setting applies to all system users.
- A conference call connects up to five parties (including the conference originator). If outside conference is allowed, you can have up to two outside parties and up to three inside parties. If outside conference is disallowed, you can have one outside party and up to four inside parties.

Programming

To allow or disallow conferences with two outside parties:

1. Press Feature 0 0 System Program System Program # 1 0 9 at extension 10 or 11.
2. Press Next Data until the appropriate value appears:
   - 1 = Allow conference calls with up to two outside parties (the factory setting) ✔
   - 2 = Disallow conference calls with two outside parties
3. Select another procedure, or exit programming mode.

Override Line Ringing (#324)

Use this feature to override the **Unique Line Ringing (#209)** settings for the extension and set all incoming calls to that extension to ring with the assigned **Personalized Station Ringing (#323)** pattern.

Considerations

- This feature applies only to PARTNER and MLS telephones.
- You must program MLC 6 telephones with Pattern 1. If they are programmed with another pattern, they do not ring.
- The system does not pass distinctive ringing patterns generated by a PBX or central office through to extensions (regardless of the setting for this feature).

Programming

To set **Override Line Ringing**:

1. Press (Feature) (0) (0) (System Program) (System Program) (#) (3) (2) (4) at extension 10 or 11.
2. Enter the number of the extension to be programmed.
3. Press (Next Data) until the appropriate value appears:
   - 1 = Active (override line ringing settings)
   - 2 = Not active (use line ringing settings; the factory setting) ✔
4. To set Override Line Ringing for another extension, press (Next Item) or (Prev Item) until the extension number appears on the display. Then repeat Step 3.
5. Select another procedure, or exit programming mode.

Personalized Station Ringing (#323)

Use this feature to assign a personalized ring pattern (maximum of eight) to an extension. Once a personalized ring pattern is assigned to the extension, all incoming intercom calls to that extension ring with the assigned ringing pattern. You can use the **Override Line Ringing feature (#324)** to override the **Unique Line Ringing (#209)** settings for the extension and set all incoming calls to that extension to ring with the assigned personalized station ringing pattern.

Considerations

- This feature applies only to PARTNER and MLS telephones.
- You must program MLC 6 telephones with Pattern 1. If they are programmed with another pattern, they do not ring.
- The system does not pass distinctive ringing patterns generated by a PBX or central office through to extensions (regardless of the setting for this feature).

Programming

To set **Personalized Station Ringing**:

1. Press (Feature) (0) (0) (System Program) (System Program) (#) (3) (2) (3) at extension 10 or 11.
2. At the `Extension:` prompt, enter the number of the extension to be programmed.
3. At the pattern prompt, enter a ringing pattern number (1–8; 1 is the factory setting), or press (Next Data) until the desired value appears. The display looks like this:

```
RING PATTERN XX
PATTERN X
```

4. To set the ring pattern for another extension, press Next Item or Prev Item until the extension number appears on the display. Then repeat Step 3.
5. Select another procedure, or exit programming mode.

Pool Programming

When a system is operating in Hybrid mode, you can group lines into pools to help the routing of calls. Use the following features to program the use of pools in the system:

- **Mode of Operation**
- **Pool Access Restriction**
- **Pool Extension Assignment**
- **Pool Line Assignment**

Mode of Operation (#198)

Use this feature to change the operating mode of your system. Your system must be operating in Hybrid mode to support the use of pools.

Programming

Follow these steps to change the mode of operation of the system to Hybrid mode:

1. Press Feature 0 0 System Program System Program # 1 9 8.
2. Enter the system password which is 863285.
3. Enter the number for the mode of operation:
   - 1 for Key (the factory setting) ✔
   - 2 for Hybrid

   The system resets.

Pool Access Restriction (#315)

Use this feature to restrict a pooled extension from receiving and/or making outside calls on all lines belonging to a specific pool. For example, you may want customer service representatives to make calls using the WATS lines that belong to auxiliary pool 881, but not receive incoming calls on the lines in that pool; in this case, you assign pool 881 to the customer service representative's telephones and restrict the pool to Out Only.

This procedure is the most extreme way to restrict dialing. For example, an extension set to In Only or No Access for a particular pool cannot select that pool to dial out—even for numbers on the **Emergency Phone Number List (#406)**.

Considerations

- For extension 10 and any extensions for which **Line Access Mode (#313)** is set to Key, this feature is automatically set to No Access.
- When a user has access to a pool for outgoing calls, you can customize dialing restrictions for the user's extension by using **Outgoing Call Restriction (#401)** and **Disallowed Phone Number Lists (#404)**.
- To restrict a pooled extension from receiving and/or making calls on individual lines, you must use **Line Access Restriction (#302)**.
- **Caller ID** information does not appear for ringing calls on lines belonging to a pool programmed for Out Only or for No Access.

Programming

To restrict an extension from making or receiving calls on all the lines in a specific pool:

1. Press *Feature* 0 0 *System Program* *System Program* # 3 1 5.
2. Enter the number of the extension to be programmed. A display similar to the following appears:

   ```
   Pool Access Rstr 23
   Pool:
   ```

3. Enter the pool number (880, 881, 882, or 883) to be restricted at this extension. The current restriction is displayed.
4. Press *Next Data* until the appropriate value appears:
   - 1 = No Restriction (calls permitted on all lines in that pool; the factory setting) ✔
   - 2 = Out Only (can only make outside calls, not receive them, on lines in that pool)
   - 3 = In Only (can only receive calls, not make them, on lines in that pool)
   - 4 = No Access (cannot receive or make calls, but can receive transferred calls on lines in that pool)
5. Do one of the following:
   - To restrict another pool at this extension, press *Next Item* or *Prev Item* until the pool number shows on the display. Then repeat Step 4.
   - To restrict another extension, press *Next Procedure* or *Prev Procedure* and begin at Step 2.
6. Select another procedure, or exit programming mode.

Pool Extension Assignment (#314)

Use this feature to identify the pools that are assigned to buttons at a pooled extension. The system uses two buttons to represent the main pool (880) and one for each auxiliary pool (881, 882, 883). You can assign up to five pool buttons per extension.

Considerations

- You cannot assign pool buttons to extension 10 or to any key extension.
- The main pool buttons are always assigned to the two leftmost buttons on the bottom row of a system telephone. You cannot use Select Button (Setting 3) for the main pool (880).
- If you select Not Assigned (Setting 2) for the main pool (880) during **Pool Extension Assignment** programming, the main pool is removed from the two leftmost buttons on the bottom row of the system telephone at that extension. The buttons are then available for programming lines, auxiliary pools, or system features. If the main pool is ever reassigned to that extension, previous programming is erased.
- Auxiliary pool buttons are located next to the main pool buttons unless you select Setting 3 to choose a button location when programming.
- You can assign up to four pools to a single-line telephone, but a single-line telephone can make only one call at a time. To make a call, the user lifts the handset and dials ⑨; the system selects the first available pool based on the **Automatic Line Selection** programmed for that extension. Alternately, the user can dial a pool access code to make a call by using a specific pool.
- You should use **Pool Line Assignment (#207)** prior to this procedure to assign lines to or remove lines from pools.
- You can use **Line Assignment (#301)** to assign individual outside lines to buttons on a pooled extension.
- Users must have access to an outside line or pool in order to dial numbers on the **Emergency Phone Number List (#406)**.
- You can use **Line Ringing** to identify when each pool and individual line assigned to an extension should start ringing (the factory setting for pools is No Ring and for lines is Immediate Ring).
- If you want to prevent a user at an extension from accessing all the lines in a pool, you must restrict the extension using **Pool Access Restriction (#315)**.
- Remove pools from **Hotline (#603)** and **Doorphone (#604/#605)** extensions to prevent calls from being made or received on them.
- You can use **Line Access Mode (#313)** to change an extension from a pooled extension to a key extension.
- When you use **Unique Line Ringing (#209)**, incoming calls that ring at a pool button ring with the pattern assigned to that line. You can assign individual ring patterns to lines within a pool.

Programming

To assign pools to a pooled extension:

1. Press (Feature) 0 0 (System Program) (System Program) # 3 1 4.
2. Enter the system extension number to be programmed.

   There is a steady red light next to each button that has a line assigned and a flashing red light next to each button that has a pool assigned. To remove all existing pool assignments, press (Remove) before selecting a pool.
3. Enter the desired pool access code (880, 881, 882, or 883). For example, to select pool 881, press 8 8 1.
4. Do one of the following:
   - If you want to assign the pool to the first available button with lights, press (Next Data) until a display similar to the following appears:

     ```
     Pool Ext Assign 15 P881
     1 Assigned
     ```
   - If you want to remove a pool assignment, press (Next Data) until a display similar to the following appears:

     ```
     Pool Ext Assign 15 P881
     2 Not Assigned
     ```
   - For auxiliary pools only, if you want to assign the pool to a specific button, press 3. A display similar to the following appears:

     ```
     Pool Ext Assign 15 P881
     3 Select a Button
     ```

     Then press a button with lights to assign the auxiliary pool to that button. If you use option 3 after an auxiliary pool has been assigned, the auxiliary pool moves from the old button to the new button you select.
5. Do one of the following:
   - To assign another pool for this extension, press (Next Item) or (Prev Item) until the pool access code appears on the display. Then repeat Step 4.
   - To program another extension, press (Next Procedure) + (Prev Procedure) and begin at Step 2.
6. Select another procedure, or exit programming mode.

Pool Line Assignment (#207)

Use this feature to assign lines to or remove lines from the main and auxiliary pools supported for Hybrid mode. You can change line assignments in the main pool (880) or in any of three auxiliary pools (881, 882, or 883).

Considerations

- You can assign some or all outside lines to a specific pool, but you cannot assign a specific outside line to more than one pool.
- Because users cannot control which line they get when they access a pool, you should group lines with similar purposes (WATS lines, FX lines, lines designated for a particular set of users) together in a unique pool.
- If you have individual lines assigned to a pooled extension and you use this feature to change pool line assignment, do not press (Next Data) or (Prev Data) to specify a pool assignment. If you do, the system removes that line from all extensions that have the line assigned.
- You can use **Pool Extension Assignment (#314)** to assign pools created with this feature to specific extensions.
- If you want to prevent a user at an extension from accessing all lines in a specific pool, you must restrict the extension by using **Pool Access Restriction (#315)**.
- You cannot place the **Loudspeaker Paging Line (#617)** into a pool.
- If you assign **Loudspeaker Paging Line (#617)**, that line is removed from all pools to which it was assigned.

Programming

To change the assignment of lines to pools:

1. Press (Feature) 0 0 (System Program) (System Program) # 2 0 7.
2. Enter the first line to be programmed. A display similar to the following appears:

   ```
   Lines to Pools L08
   2 Pool 880
   ```

3. Enter the desired value (1–5):
   - 1 = No Pool
   - 2 = Main Pool 880 all lines assigned (the factory setting) ✔
   - 3 = Pool 881
   - 4 = Pool 882
   - 5 = Pool 883
4. To program another line, press (Next Item) or (Prev Item) until the line number appears on the display. Then repeat Step 3.
5. Select another procedure, or exit programming mode.

Recall Timer Duration (#107)

Use this feature to change the length of the timed signal, or switchhook flash, generated by the system **Recall** feature (as well as by the Recall option used in **Auto Dial** and **Speed Dial** numbers). Recall sends this timed signal over the telephone line to the local telephone company or PBX to which the system is connected. Typically, you use the **Recall** feature to access a PBX, central office, or Centrex feature, such as **Call Waiting**. Your local telephone company can tell you the correct setting—for most Centrex systems, the correct setting is 800 msec. (or 32).

Considerations

- You should change the factory setting only under two conditions:
  - — If using the system **Recall** feature has no effect, lengthen the time.
  - — If the system is connected to a PBX or Centrex system and **Recall** drops calls, shorten the time.

Programming

To change the duration of the **Recall Timer** signal:

1. Press (Feature) 0 0 (System Program) (System Program) # 1 0 7 at extension 10 or 11. A display similar to the following appears:

   ```
   Recall Timer Duration
   18 450-msec
   ```

2. Enter a different **Recall Timer** setting by pressing (Next Data) or (Prev Data). For example, to increase the **Recall Timer** setting to 750 msec., press (Prev Data) until a display similar to the following appears:

   ```
   Recall Timer Duration
   30 750-msec
   ```

   You also can enter the setting number directly. For example, to set the **Recall Timer** to 750 msec., press 3 0.

   Recall Timer settings run from 01 to 80 (25 to 2000 msec. in 25 msec. increments); 18 (450 msec.) is the factory setting.

3. Select another procedure, or exit programming mode.
4. If you are using **Recall** to access PBX or Centrex features, test the new **Recall Timer** setting:
   - If a call is disconnected, shorten the time.
   - If the **Recall** signal has no effect, lengthen the time.

Remote Administration Password (#730)

Use this feature to create a password for remote or local PC administration of the system. To perform remote administration, the remote party must have the password created by the System Administrator.

This feature prevents unauthorized use of the remote administration capability.

Considerations

- This feature can be used only from a system telephone.
- The password can be changed only locally at Extension 10 or 11. It cannot be changed at the PC.
- You must enter a password before you can use remote administration.
- Only one administration tool can be active at a time. If remote administration is active, local administration is blocked. If local administration is active, and you start a remote session, the local session drops.

Programming

To program a password:

1. At extension 10 or 11, press Feature 0 0 System Program System Program # 7 3 0. The Remote Password prompt appears.

   ```
   REMOTE PASSWORD

   DATA - - - - - - - - - - - -
   ```

   Dashes appear if there is no current password. If there is a password, it appears in place of the dashes.
2. Enter or change the password by entering the two-digit character codes found in Table 5-1 on page 5-4. The password can contain up to eight alphanumeric characters.
3. To save the password, press Enter. The bottom line of the display shows the password as it has been entered.
4. To remove an existing password, repeat steps 1 and 2, and press Remove.
5. Select another procedure, or exit programming mode.

Remote Call Forwarding (#322)

Use this feature to activate **Remote Call Forwarding** for an extension. When activated, you can forward all intercom, transferred, and outside calls from your extension to an outside telephone number via **Remote Call Forwarding** or **Cell Phone Connect**. See "Remote Call Forwarding (F11)" on page 8-67 and "Cell Phone Connect (F11)" on page 8-33 for more information.

Considerations

- **Remote Call Forwarding** must be enabled before you can forward calls via **Cell Phone Connect** and **Remote Call Forwarding**.
- For analog lines and T1 lines without DID, the extension must be the **Line Coverage Extension (#208)** for that line.
- You can forward outside, intercom, transferred, and voice-signaled calls.
- You cannot forward group calls, calls to doorphone alert extensions, **Voice Interrupt On Busy** calls, coverage calls, transfer-return calls, **Wake Up Service** calls, and **Night Service** calls.
- **Remote Call Forwarding** does not apply to parked calls. See "Call Park" on page 8-21.
- You cannot use **Call Screening (F25)** for calls that are forwarded.
- The PARTNER system will forward only calls on lines that have reliable disconnect. For these lines, **Hold Disconnect Time (#203)** must be set to a value other than 00 (No Detection).
- The extension must have an available line to forward the call to an outside number.
- The PARTNER system uses the extension's **Automatic Line Selection** to determine which line to use for the outgoing call.

Programming

To change the **Remote Call Forwarding** setting for an extension:

1. Press Feature 0 0 System Program System Program # 3 2 2 at extension 10 or 11.
2. Enter the number of the extension to be programmed.
3. To assign or unassign **Remote Call Forwarding**, press Next Data until the appropriate value appears.
   - 1 = Assigned
   - 2 = Not Assigned (the factory setting) ✔
4. To program another extension, press Next Item or Prev Item until the extension number appears on the display. Then repeat step 3.
5. Select another procedure, or exit programming mode.

Ring on Transfer (#119)

Use this feature to specify what callers hear while they are being transferred. If **Ring on Transfer** is set to Active, callers hear ringing as they are being transferred; if it is set to Not Active, callers hear silence unless **Music-On-Hold** is activated and an audio source is connected to the system. If this is the case, callers hear music while the call is being transferred to the destination extension. Once there, callers hear ringing until the call is answered or is sent to the voice messaging system.

Considerations

- If you have an audio source connected to the system, set **Music-On-Hold (#602)** to Active and **Ring on Transfer** to Not Active so callers hear music as they are being transferred to the destination extension.
- This feature has no effect on **Direct Extension Dial** or **Call Park**.

Programming

To change **Ring on Transfer**:

1. Press Feature 0 0 System Program System Program # 1 1 9 at extension 10 or 11.
2. Press Next Data until the appropriate value appears:
   - 1 = Active (the factory setting) ✔
   - 2 = Not Active
3. Select another procedure, or exit programming mode.

Rotary Dialing Timeout (#108)

Use this feature to change the length of the **Rotary Dialing Timeout**. You may need to change the length of the timeout if you have any rotary lines and you are having trouble calling out on tip/ring touch-tone telephones. For example, if users dial slowly and calls are not completed or are connected to wrong numbers, lengthen the timeout.

Considerations

- Do not change this setting unless the system is experiencing problems.
- Use this feature only if the **Dial Mode (#201)** for at least one outside line in the system is set to rotary.

Programming

To change the length of the **Rotary Dialing Timeout**:

1. Press Feature 0 0 System Program System Program # 1 0 8 at extension 10 or 11.
2. Press Next Data until the appropriate value appears:
   - 1 = 4 seconds
   - 2 = 8 seconds (the factory setting) ✔
   - 3 = 12 seconds
3. Select another procedure, or exit programming mode.

Star Code Dial Delay (#410)

Central offices of some telephone companies support the use of star codes before the dialed telephone number to obtain special services. For example, in some areas you can dial * 6 7 to prevent Caller ID information from being sent to the called party. (Rotary telephones use 11 in place of the *.) **Star Code Dial Delay** is designed to help prevent misdialing when star codes are used. For information about the star codes that your central office supports, contact your local telephone company.

If **Star Code Dial Delay** is Not Active, the system uses the normal processing of restricted numbers: it checks, digit by digit, to see whether the number is restricted. If the first digit dialed is a * and is not restricted, the call goes through without further checking, since it can no longer match any number on the list.

If **Star Code Dial Delay** is Active, the system permits the following star codes:

- 2-digit codes, where the first digit is 0, 1, or 4–9 and the second digit is 0–9 (for example * 6 7, * 7 0)
- 3-digit codes, where the first digit is 2 or 3, the second digit is 0–9, and the third digit is 0–9 (for example * 2 1 0)

When **Star Code Dial Delay** is Active, the system checks the first two digits dialed. If the first digit is a * or the first two digits are 11, the system checks whether the following two or three digits are a star code. If the digits are a recognized star code, the system resets dialing restrictions after accepting the star code digits. The digits that follow the star code are compared again to the restrictions.

More than one star code can be dialed at the beginning of a dialing sequence; the system resets to check dialing restrictions as often as necessary. For example, * 6 7 * 7 0 5 5 5 2 5 3 9 can be dialed to block Caller ID information and to turn off Call Waiting; the system still checks to see whether the 555-2539 number is restricted.

After a star code is dialed, some central offices respond by providing a second dial tone as a prompt for the caller to enter more digits. Usually the second dial tone is provided immediately, but if the tone is delayed, the caller should wait for the dial tone before continuing to dial. The system may not recognize the numbers dialed before the second dial tone, which may cause the call to be misrouted.

Use the **Star Code Dial Delay** setting to force a delay in **Auto Dialed** calls after the star code so that the system waits to dial the rest of the digits until the second dial tone begins. You can program an automatic pause of 0 to 5 seconds after each star code that is autodialed, whether from a touch-tone or a rotary telephone.

Considerations

- The **Star Code Dial Delay** is not inserted in manually dialed numbers.
- If your central office provides the second dial tone immediately, you do not need the delay provided by **Star Code Dial Delay**. In this case, choose the 0 setting to enable restriction checking but avoid the delay.
- You can include star codes in **Allowed Phone Number Lists** and **Disallowed Phone Number Lists**.
- **Star Code Dial Delay** settings apply to **Auto Dialing**, **Last Number Redial**, **Personal Speed Dial** numbers, **Save Number Redial**, and **System Speed Dial** numbers.
- If **Dial Mode (#201)** is set to Rotary, star codes are entered by dialing 11 instead of ⓐ. If you have users at extensions with **Outgoing Call Restriction (#401)** set to Local Only who are calling out on lines with the **Dial Mode (#201)** set to Rotary, you should add “11” to an **Allowed Phone Numbers List (#407)** and assign the list to these extensions. Otherwise, when the users at the restricted extensions dial 1 to begin a star code, the system interprets this as an attempt to place a long-distance call, the call is blocked, and the user hears the reorder tone.
- **System Speed Dial** numbers can begin with a star code; the system automatically inserts a delay based on the **Star Code Dial Delay** setting. To program, enter a Pause followed by the star code and the telephone number. For example, press Hold ⓐ⑥⑦⑤⑤⑤①⓪⓪①.
- A Marked **System Speed Dial** number can also begin with a star code. To enter it, press ⓐ followed by the star code and the telephone number. For example, press ⓐⓐ⑥⑦⑤⑤⑤①⓪⓪①.

Programming

To change the **Star Code Dial Delay** setting:

1. Press Feature 0 0 System Program System Program # 4 1 0 at extension 10 or 11.

   The current setting is displayed.

2. Press the number on the dialpad for the setting you want, or press Next Data or Prev Data until the correct setting appears:
   - 0 = 0 Second Delay (the factory setting) ✔
   - 1 = 1 Second Delay
   - 2 = 2 Seconds Delay
   - 3 = 3 Seconds Delay
   - 4 = 4 Seconds Delay
   - 5 = 5 Seconds Delay
   - 6 = Not Active
3. To return to the default setting, press Remove.
4. Select another procedure, or exit programming mode.

System Password (#403)

Use this feature to define a four-digit password that users can enter from PARTNER and MLS telephones to override dialing restrictions (if the extension has access to an outside line).

Considerations

- This feature is available only on PARTNER and MLS telephones.
- The password overrides all dialing restrictions except **Line Access Restriction (#302)** and **Pool Access Restriction (#315)**.
- Once a password is programmed, you must enter it to turn **Night Service** on and off. Additionally, if **Night Service** is on, users in the **Night Service Group** must enter the password to make any outgoing calls (except calls to numbers on the **Emergency Phone Number List (#406)** and **Marked System Speed Dial** numbers). Dialing restrictions for extensions not in the **Night Service Group** remain the same as during normal daytime operation.

Programming

To program a **System Password**:

1. Press (Feature) 0 0 (System Program) (System Program) # 4 0 3 at extension 10 or 11. A display similar to the following appears:

   ```
   Set System Password
   Data - - - - - - - - - - - -
   ```

2. Enter a four-digit password, or press (Remove) to delete the existing password.
3. Select another procedure, or exit programming mode.

System Reset—Programming Saved (#728)

Use this feature to reset the system while retaining the currently programmed settings. Reset the system only when advised to do so by technical support personnel.

Considerations

- Resetting the system disconnects all active calls.
- This procedure is skipped in the sequence of programming procedures when cycling. To use this procedure, enter the code directly.
- The system reset begins immediately and takes only a few seconds.
- You cannot interrupt the reset process or use any telephones in the system during the reset process.
- Most of the system and telephone programming settings that were in effect before the power failure or down period are retained; they do not revert to the default settings.
- **Automatic System Answer Button (#111), Direct Extension Dial Button (#113)**, **Night Service Button (#503)**, and **Station Lock** return to the status (on or off) that they were in immediately prior to the system reset.
- The **VMS Cover** button and **Privacy** button return to the status (on or off) determined by the programmed setting of **Automatic VMS Cover (#310)** and **Automatic Extension Privacy (#304)**, respectively. For example, if **Automatic Extension Privacy** is Assigned and the **Privacy** button is on when a system reset occurs, the **Privacy** button will be on again after the system reset. However, if **Automatic Extension Privacy** is Not Assigned and the **Privacy** button is on when a system reset occurs, the **Privacy** button will be off after the system reset.
- A successful use of **Restore Programming (#125)** causes a **System Reset—Programming Saved** to occur.
- The information stored in the **Save Number Redial (F04)** and the **Last Number Redial (F05)** buffers is lost when a **System Reset—Programming Saved** occurs.
- You can use **System Reset—Programming Saved** to restore the configuration in the 1600 DSL module.

Programming

To reset the system, press Feature 0 0 System Program System Program # 7 2 8 at extension 10 or 11. A display similar to the following appears:

```
Reset - Save All
```

When the reset is completed, the system is no longer in Programming Mode and the date and time appear on the display.

System Speed Dial

Program a list of up to 100 frequently-dialed numbers for the system by using **System Speed Dial**. After you have programmed the numbers, anyone on the system can dial a **System Speed Dial** number by pressing Feature (or # at intercom dial tone on a single-line telephone) and the three-digit code, from 600 through 699, for that number. You can *mark* **System Speed Dial** numbers to override dialing restrictions.

A **System Speed Dial** number can be up to 28 characters in length and can consist of the digits 0–9, *, #, and the special dialing characters (see Appendix B, “Special Characters”). You assign the number to one of the codes 600 through 699.

Considerations

- For instructions on entering special characters (such as Pause) in a number, see Appendix B.
- You can store account codes as **System Speed Dial** numbers for use with the **Account Code Entry** feature.
- A **System Speed Dial** number can begin with a star code; the system automatically inserts a delay based on the **Star Code Dial Delay (#410)** setting. To program, enter a **Pause** followed by the star code and the telephone number. (For example, press Hold * 6 7 5 5 5 1 0 0 1.)
- To program **System Speed Dial** numbers that override dialing restrictions, *mark* them by entering a star * before the telephone number. **Marked System Speed Dial** numbers appear on the SMDR call report as Feature *nnn*, where *nnn* is the **Speed Dial** code. The digits in a **Marked Speed Dial** number do not appear on displays.
- A **Marked System Speed Dial** number can begin with a star code. To enter it, press * followed by the star code and the telephone number. (For example, press * * 6 7 5 5 5 1 0 0 1.)
- You cannot program **System Speed Dial** codes on **Auto Dial** buttons.
- You can program **System Speed Dial** numbers only from extension 10 or 11, but you can use them from any extension.

- Use a completed **System Speed Dial** form to program the list of numbers. After programming the numbers, distribute a copy of the completed form to users. See Appendix C for a blank form.
- If the system is connected to a PBX or Centrex system and a dial-out code (usually 9) is needed to place calls outside the PBX or Centrex system, include the dial-out code and one or more pauses (if available) in Speed Dial numbers that must dial out of the PBX or Centrex system.
- If you program 911 or other emergency numbers as Speed Dial numbers and want to place test calls, do the following:
  - — Perform such activities in the off-peak hours, such as early morning or late evening.
  - — Remain on the line and explain to the dispatcher the reason for the call before hanging up.
- You can use multiple **Auto Dial** buttons and **Speed Dial** numbers during the course of a single call. For example, you can use an **Auto Dial** button or **Speed Dial** number to dial the **Account Code Entry** feature code, and another **Speed Dial** number to dial the account code.

Programming

To program **System Speed Dial** numbers:

1. Press Feature 0 0 at extension 10 or 11.
2. Select a three-digit code by pressing Feature and dialing three digits between 600 and 699.

   If a number is assigned already to the code, the number appears on the display. If no number is assigned to the code, `Blank` appears.
3. Enter the number. For example, to program 555-4757, press 5 5 5 4 7 5 7.

   NOTE To mark the **System Speed Dial** number to override dialing restrictions, precede the number by a *. For example, to mark the number 555-1001, press * 5 5 5 1 0 0 1.
4. Continue programming **System Speed Dial** numbers:
   - To program another **System Speed Dial** number, start from Step 2.
   - To program over an existing number, enter the new number after selecting the three-digit code.
   - To remove a **System Speed Dial** number, enter the number's three-digit code and press Mic/HFAI once.
5. Press Feature 0 0 to exit programming mode.

Toll Call Prefix (#402)

Use this feature to indicate whether users must dial a 0 or 1 before the area code to make a long-distance call, or just the area code and number. Set **Toll Call Prefix** to reflect the dialing patterns of your local telephone company.

Considerations

This feature affects the operation of dialing restrictions and permissions.

Programming

To change the **Toll Call Prefix** setting:

1. Press Feature 0 0 System Program System Program # 4 0 2 at extension 10 or 11.
2. Press Next Data until the appropriate value appears:
   - 1 = 0 or 1 required before Area Code and Number (the factory setting) ✔
   - 2 = Area Code and Number Only
3. Select another procedure, or exit programming mode.

Transfer Return Programming

By the factory setting, transferred calls return to the originating extension if they are not answered. However, you can program the transferred call to return to another extension. And you also can program the number of times a transferred call rings before it returns to an extension. Program the following features for **Transfer Return**:

- **Transfer Return Extension**
- **Transfer Return Rings**

Transfer Return Extension (#306)

Use this feature to identify a different return extension for the extension that transfers a call.

Considerations

- An unanswered transferred call returns to the transfer return extension identified for the extension *transferring* the call, not the extension receiving the call.
- Do not designate an extension associated with auto attendant or voice messaging system hardware as the transfer return extension for any user extension.
- The transfer return extension for any extensions associated with auto attendant or voice messaging system hardware should be extension 10 (or another extension with a person who can assist the caller). **AA Extensions (#607)** is used to identify the extensions associated with auto attendant hardware and **Hunt Group Extensions (#505)** is used to identify the extensions associated with voice messaging system hardware.
- Transfer return calls do not receive call coverage or voice mail coverage.
- If an extension has **VMS Cover** active, unanswered calls to that extension are routed to the voice messaging system rather than to the **Transfer Return Extension**.
- For transferred calls that are sent to a covering extension with **Call Coverage**: if the covering extension does not answer within the specified number of **Call Coverage Rings (#320)**, the call rings the specified number of **Transfer Return Rings (#105)** before it transfer returns. If the covering extension has **Do Not Disturb** active, the call rings one more time after the specified number of **Call Coverage Rings (#320)** before it transfer returns.

Programming

To change the **Transfer Return Extension** for a specific extension:

1. Press Feature 0 0 System Program System Program # 3 0 6 at extension 10 or 11.
2. Dial the number of the originating extension.
3. Dial the number of the extension to which the call should return if it is not answered.
4. To program another extension, press Next Item or Prev Item until the extension number appears on the display. Repeat Step 3.
5. Select another procedure, or exit programming mode.

Transfer Return Rings (#105)

Use this feature, which applies to all system extensions, to define the number of times a transferred call rings before it goes to the transfer return extension.

Considerations

- If you have a fax machine or an answering machine connected to the system, set **Transfer Return Rings** to a number greater than the number of rings at which these devices answer.
- The system does not start counting the number of rings for a transferred call (to determine when it goes to the transfer return extension if it is not answered) until the transfer originator hangs up.
- If you program **Hunt Group Extensions (#505)**, make sure this setting is four or more rings. This setting allows the call to continue hunting to other group extensions if it is not answered by the first group extension where it rings.

Programming

To change the number of times a transferred call rings before returning to the transfer return extension:

1. Press *Feature* 0 0 *System Program* *System Program* # 1 0 5 at extension 10 or 11.
2. Enter a setting (0–9; 4 is the factory setting), or press *Next Data* until a display with the desired amount of rings appears, similar to the following:

   ```
   Transfer Return
   5 Rings
   ```

3. Select another procedure, or exit programming mode.

Unique Line Ringing (#209)

Use this feature to assign a ringing pattern (maximum of eight) to a line for users to differentiate, by sound, which line is ringing. Once a ring pattern is assigned to a line, incoming calls on that line ring with the assigned ring pattern. Incoming calls that are transferred to another station ring with the assigned ring pattern followed by two “transfer beeps.” Transfer returned calls also ring with the two “transfer beeps.”

Considerations

- This feature applies only to MLS and PARTNER telephones.
- You can program single-line telephones for any ring pattern, but they ring with Pattern 1 only.
- You must program MLC 6 telephones with Pattern 1. If they are programmed with another pattern, they do not ring.
- Since only one audible alert can be heard at a station at one time, the ringing pattern present at that extension that has multiple lines alerting is for the line that rang first. Once the call is answered, the extension begins ringing by using the pattern associated with the next alerting line for that extension.
- Incoming calls that are ringing at a pool button ring with the pattern assigned to the line. Lines within a pool may be assigned individual ring patterns.

Programming

1. Press Feature 0 0 System Program System Program # 2 0 9 at extension 10 or 11.
2. At the line prompt, enter the number of the line to be programmed with the pattern.
3. At the pattern prompt, enter a ringing pattern number (1–8; 1 is the factory setting), or press Next Data until the desired value appears. The display looks like this:

   ```
   RING PATTERN LXX
   PATTERN X
   ```

4. To set the ring pattern for another line, press Next Item or Prev Item until the line number appears on the display. Then repeat Step 3.
5. Select another procedure, or exit programming mode.

Voice Interrupt On Busy (#312)

Use this feature to identify extensions that can receive **Voice Interrupt On Busy** calls. A **Voice Interrupt On Busy** call is a special intercom call that lets a user (the originator) interrupt and speak to another user (the recipient) who is busy on an intercom or outside call. When **Voice Interrupt On Busy** is initiated, the recipient hears two beeps before hearing the originator's voice. The third party to whom the recipient is speaking probably can hear both the beeps and the faint sound of the originator's voice. This feature typically is used by the receptionist to alert the boss to an important incoming call or event when the boss is already on a call.

NOTE ▶ **Voice Interrupt On Busy** is available only on system telephones.

Considerations

- The **Voice Interrupt On Busy** tone (two beeps) is unique to distinguish it from a voice-signaled intercom call tone (one beep).
- If a **Voice Interrupt On Busy** call is made to an *idle* extension, the originator and the recipient hear a voice-signaled intercom call tone (one beep) instead.
- If you receive a **Voice Interrupt On Busy** call and press (Hold), the third party is put on hold and the originator hears two beeps that indicate you have ended the **Voice Interrupt On Busy** call. Do one of the following:
  - To talk to the originator, if the green light next to the (Intercom) button is flashing, press (Intercom). (You cannot use the Voice Interrupt On Busy Talk-Back button once a **Voice Interrupt On Busy** call has ended.)
  - To resume your conversation with the third party, press the line or pool button next to the winking green light.
- Any party involved in a **Voice Interrupt On Busy** call cannot be involved in a second Voice Interrupt On Busy call until the first is finished.
- **Voice Interrupt On Busy** cannot be performed on **Record-a-Call**.
- The recipient can use a Voice Interrupt on Busy Talk-Back button to respond to the originator of the **Voice Interrupt On Busy** call. The recipient's response is not heard by the third party.
- Users cannot receive **Voice Interrupt On Busy** calls if:
  - **Do Not Disturb** is active at their extension.
  - They are part of a joined call (**Joining Calls**).
  - They are part of a **Conference Call**.
  - They are recording a call by using **Record-a-Call (F24)**.
  - They are screening a call by using **Call Screening (F25)**.

Programming

To change the **Voice Interrupt On Busy** setting for an extension:

1. Press (Feature) 0 0 (System Program) (System Program) # 3 1 2 at extension 10 or 11.
2. Enter the number of the extension to be programmed with this feature.
3. To assign or unassign **Voice Interrupt On Busy**, press (Next Data) until the appropriate value appears.
   - 1 = Assigned
   - 2 = Not Assigned (the factory setting) ✔
4. Select another procedure, or exit programming mode.

Initial Telephone Programming

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Initial Telephone Programming

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Overview

As the System Administrator, you should program telephones at individual extensions with certain features. There are two types of telephone programming:

- — Centralized Telephone Programming—programming individual telephones from extension 10 or 11.
- — Extension Programming—programming an individual system telephone from the extension to which it is connected.

Use Centralized Telephone Programming to program the features presented in this chapter. You need a system display telephone for Centralized Telephone Programming.

NOTE If you have any 34-button telephones in the system, you must use a 34-button display telephone to program since an 18-button telephone *cannot* be used to program a 34-button telephone. Also, if your system has both PARTNER and MLS telephones, you should use a PARTNER display telephone at the programming extension.

Required Telephone Programming

For *all telephones*, you should program these features:

- **Automatic Line Selection** to change the order in which the telephone selects a line or pool when the user picks up the handset. (If you want to change **Automatic Line Selection** for an extension, you must do so immediately after you enter programming mode and dial the extension number.)
- **Extension Name Display** to assign a user's name to the extension. (Like **Automatic Line Selection**, you must do this procedure immediately after you enter programming mode and dial the extension number. If you want to change both **Automatic Line Selection** and **Extension Name Display**, first change **Automatic Line Selection**, press (Central Tel Program), redial the extension number, and then use **Extension Name Display**.)
- **Line Ringing** to change the ringing for an individual line or pool.

  For *single-line telephones*, you must now also program all other extension features.

  For *non-display system telephones*, you may also want to program all extension features at this point.

  To erase the current programming from a button, press the button, and then press (Mic/HFAI).

Automatic Line Selection

This feature determines the line or pool a user is connected to after lifting the handset or turning on the speaker to make a call. The system looks for lines or pools in the order specified by **Automatic Line Selection** and selects the first available line or pool. For example, if you specify outside lines or pools first for an extension, but all outside lines or pools are busy, the user hears the intercom dial tone after lifting the handset or turning on the speaker.

At key extensions, with **Automatic Line Selection** at its factory setting, the system first searches to find an idle outside line in numerical order (starting with the lowest line number). If all outside lines are busy, the system searches for an idle intercom line. This order can be changed, however, to accommodate your business needs. For example, a telemarketing firm with a WATS line (line 5) to reduce telephone expenses would set **Automatic Line Selection** for all telemarketers' extensions to "05, 01, 02, 03, 04, Intercom." This way the WATS line is selected first.

At pooled extensions, with **Automatic Line Selection** at its factory setting, the system first searches to find an available line in the main pool (pool 880 button 1, then button 2). If all outside lines in the pool are busy, the system selects an idle intercom line. However, you can change the order to accommodate a different automatic line selection. For example, your boss prefers her individual line (line 15) to be selected when she lifts the handset; then she wants auxiliary pool 881 to be selected, which is used for making international calls. To do this, set **Automatic Line Selection** to "15, 881, Intercom."

If a single-line telephone user intends to place intercom calls and access system features, **Automatic Line Selection** for his or her extension should be set to intercom first for proper operation. For example, the setting for a single-line telephone in a lobby used for internal calling or making local calls on Line 1, would be “Intercom, 1.”

Considerations

- If **Forced Account Code Entry (#307)** is assigned to an extension, **Automatic Line Selection** for that extension does not apply. This means the user must *manually* select a line or pool after entering a required account code.
- For an extension identified as a **Hotline (#603)** or **Doorphone Extension (#604/#605)**, program the extension to select only the intercom, with no outside lines in the selection sequence.
- For an extension identified as an **External Hotline (#311)**, program the extension to select outside lines or pools first.
- For single-line touch-tone or rotary telephones, or for any telephone used mainly to call other extensions, program the extension to select intercom first.
- For combination extensions, the **Automatic Line Selection** for both devices (including a tip/ring device) follows the automatic line selection for the extension.
- You do not need to include all available lines or pools for an extension, only the ones you want the system to search through and connect automatically.

Programming

To program **Automatic Line Selection** for an extension:

1. Press Feature 0 0 System Program System Program Central Tel Program at extension 10 or 11.
2. Enter the number of the extension to be programmed for **Automatic Line Selection**.
3. Press ✱✱.
4. Press the line, pool, or Intercom buttons in the desired order. The valid entries for **Automatic Line Selection** depend upon the type of extension:
   - Key Extension: Outside system lines, Left Intercom (the factory setting) ✔
   - Pooled Extension: Pool 880 button 1, button 2, Left Intercom, Right Intercom (the factory setting), Pools 881-883, individual lines

   For each button pressed, a display similar to the following appears:

   ```
   Automatic Line Selection
   ```
5. To exit **Automatic Line Selection**, press ✱✱.
6. Press Central Tel Program and enter a new extension number, or exit programming mode.

Extension Name Display

You can assign a name to an extension: up to 20 characters long on PARTNER telephones, up to 12 characters long on MLS telephones. Then, when that extension is used to make an intercom, group, or transferred call, the name appears on the system display telephone receiving the call. Similarly, users receiving a transfer return call see the name of the person assigned to the extension that did not answer the transferred call. Table 5-1 shows the valid character entries for **Extension Name Display**.

Table 5-1. Valid Character Entries

Letters		Numbers
A = 21	N = 62	blank = 11
B = 22	O = 63	0 = 00
C = 23	P = 71	1 = 10
D = 31	Q = 72	2 = 20
E = 32	R = 73	3 = 30
F = 33	S = 74	4 = 40
G = 41	T = 81	5 = 50
H = 42	U = 82	6 = 60
I = 43	V = 83	7 = 70
J = 51	W = 91	8 = 80
K = 52	X = 92	9 = 90
L = 53	Y = 93	
M = 61	Z = 94	

Considerations

- You can program a name through Centralized Telephone Programming for any extension, regardless of the telephone type on that extension. If a user wants to program his or her own extension name, he or she must have a system display telephone at that extension.
- Only extension numbers—not names—are printed on SMDR reports.
- Program **Extension Name Display** when you first enter Centralized Telephone Programming, before programming any other features. If you want to program both **Extension Name Display** and **Automatic Line Selection** (which also must be programmed when you first enter Centralized Telephone Programming), first program **Automatic Line Selection**. Then exit and re-enter Centralized Telephone Programming to program **Extension Name Display**.

- **Display Language (#303)** has no effect on this feature. This means that the extension name displays exactly as it is programmed.

Programming

To assign a name to an extension:

1. Press (Feature) (0) (0) (System Program) (System Program) (Central Tel Program) at extension 10 or 11.
2. Enter the number of the extension to be programmed.
3. Press left (Intercom). For extension 12, the display reads:

   `12 Enter Extension Name`

   If a name was assigned previously to this extension, that name appears instead.
4. Enter the two-digit code for each character you want to enter. For example, the name “Ed” is (3)(2)(3)(1).
5. If you make a mistake, press (Mic/HFAI) to clear the display. Repeat Step 4 to enter the correct name.
6. Program a button for this extension or exit programming mode.

Line Ringing

This feature determines how each outside line or pool assigned to an extension rings. You can specify Immediate Ring, Delayed Ring (telephone rings after a 20-second delay), or No Ring. The factory setting for line buttons is Immediate Ring; the factory setting for pool buttons is No Ring. Delayed Ring is useful for backup coverage on shared lines or pools, such as for secretaries who cover each other’s lines. No Ring is useful for all extensions except 10 when an operator answers all calls, or for telephones with no regular users, such as those in conference rooms.

Immediate Ring is the factory setting for lines; No Ring is the factory setting for pools.

Considerations

- System telephone users see the light patterns for the lines assigned to their extensions even if **Line Ringing** is set to Delayed Ring or No Ring. Light patterns do not appear for incoming calls on pool buttons that are set to No Ring.
- If a line at an extension is set to No Ring, you must manually select the line to answer a call.
- If a line is set to No Ring, **Call Screening (F25)** cannot be used.
- Users automatically receive **Caller ID** information when calls ring at the extension.
- If an extension receives a call on a T1 line with **Direct Inward Dialing** (DID), the incoming call will ring immediately at the extension. The Line Ringing setting is ignored.

Programming

To change the way outside lines or pools ring at an extension:

1. Press Feature 0 0 System Program System Program Central Tel Program at extension 10 or 11.
2. Enter the number of the extension to be programmed for **Line Ringing.**

   The green lights next to the line or pool buttons show the current **Line Ringing** settings for all lines or pools assigned to the extension. (If a line or pool is not assigned to a button, the green light next to that button is off.) The following ringing options can be shown by the green light next to the line or pool button:

   - Immediate Ring — on steady
   - Delayed Ring — flashes slowly
   - No Ring — flutters quickly
3. Press the line or pool button until the button light shows the correct setting (the setting for the currently selected line or pool also appears on the display).
4. Continue programming, or exit programming mode.

Using the Telephones

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Using the Telephones

6

Overview

This chapter explains how system and single-line telephones work with the system. The buttons on the telephones are discussed, as well as the basic call handling features and the display.

System Telephones

PARTNER telephones have several buttons and indicators in common. The following pages explain where they are and how they work. For information about an MLC-6, MLS, TransTalk 9000-series, Avaya 3910, or Avaya 3920 telephones, see the documentation that came with the telephone.

NOTE Endeavor telephones are supported in PARTNER ACS Release 8.0 when an Endeavor 362EC module is installed in the carrier. The Endeavor telephones are programmed the same as PARTNER-34D -18D, -18, and -6 telephones and have the same button layouts. For more information about these telephones, see the documentation that came with the telephones.

Buttons and Indicators

PARTNER telephones have fixed buttons that are already imprinted and line buttons that you can press to connect to an inside (intercom) or outside line. If a line button is not assigned as an intercom or outside line button, you can program an extension number or a feature on it. Some telephones also have a display, which provides feedback messages and prompts from the system.

Figure 6-1 shows a PARTNER-34D telephone, the largest of the PARTNER telephones.

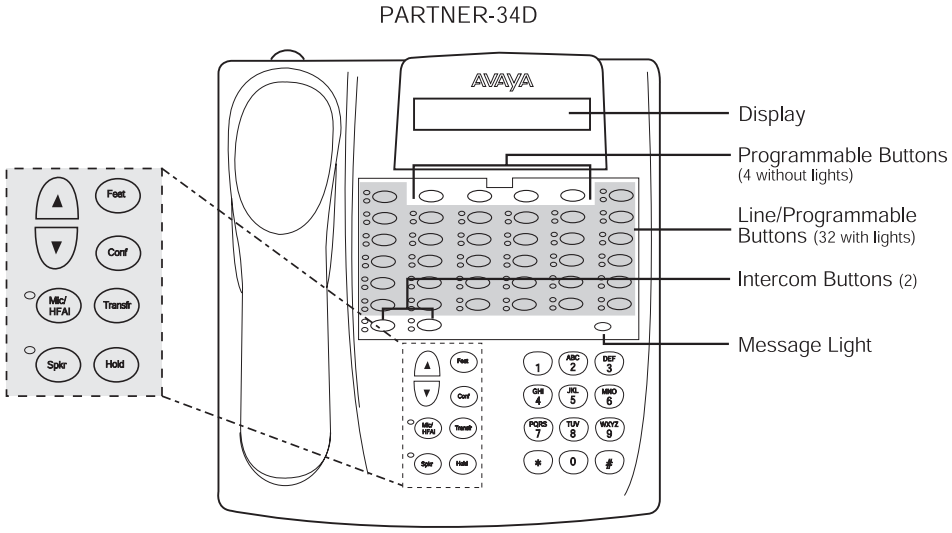

Figure 6-1. PARTNER-34D Telephone

The following buttons and indicators appear on system telephones:

- **Display** (PARTNER-34D, PARTNER-18D, and PARTNER-6D telephones only). The display shows the following:
  - — Date, day, and time when the telephone is idle
  - — Number dialed when placing a call
  - — Extension number (and name if programmed) calling you or transferring a call to you
  - — Duration while a call is in progress
  - — During programming, the settings, options, and prompts

  To adjust the display contrast on the PARTNER-34D and PARTNER-18D telephones, press ✳ then ⊖ to decrease the brightness or ⊕ to increase the brightness, while the telephone is idle and the handset is in the cradle.

  Caller ID is available on all lines for which you subscribe to **Caller ID** service. **Caller ID** information is the caller's telephone number (and name, if available). When active on a call, you automatically receive **Caller ID** information for the duration of the call. When an extension is idle, you receive **Caller ID** information for a call coming in to your extension.

  Caller ID is unavailable on T1 lines.

  NOTE You receive both the caller's number and name on a two-line display telephone while the call is ringing.

- **Line/Programmable Buttons**. Used for individual outside lines or (if no line is assigned on a button) for programming telephone or extension numbers, or system features (such as **Last Number Redial**). When a line is assigned, press the line button to make a call on that specific line (lights show status of line). When a number feature is programmed, press the button to dial the number or use the feature. The PARTNER-34D has 36 programmable buttons (32 with lights and 4 without lights); the PARTNER-18D has 20 programmable buttons (16 with lights and 4 without lights); the PARTNER-18 has 16 programmable buttons (all with lights); the PARTNER-6 has 4 programmable buttons (all with lights).
- **Fixed Buttons.** In addition to the line buttons, the telephones have some or all of the following fixed buttons, which are already imprinted:
  - **Intercom Buttons.** Press to make (or answer) a call to (or from) another extension in the system.

    If you receive a call on a T1 line with Direct Inward Dialing (DID), and you cannot access that line from the line or pool buttons on your telephone, the call will appear on your Intercom button. Press the button to answer this outside call.
  - **Feature.** Press to change programmed settings or use system features.
  - **Conf (Conference).** Press to add other parties to your call.
  - **Transfr (Transfer).** Press to pass a call to another extension.
  - **Hold.** Press to put a call on hold.
  - **Spkr (Speaker).** Press to turn on and off the speaker and microphone (if available), so you can dial and have a conversation without lifting the handset. The light next to this button shows when the speaker is turned on.
  - **Mic/HFAI.** Press to turn the microphone on and off. The light next to this button shows when the microphone is turned on. Leave on to use Hands-Free Answer on Intercom (HFAI) feature.
  - **Volume Control Buttons.** Press – to decrease or + to increase the volume as follows:
    - To adjust ringer volume, press while the telephone is idle and the handset is in the cradle.
    - To adjust speaker volume, press while listening to a call through the speaker.
    - To adjust handset volume, press while listening through the handset.
    - To adjust background music volume, press while listening to music through the telephone's speaker.

Figure 6-2 shows the PARTNER-18D, PARTNER-18, and PARTNER-6 telephones.

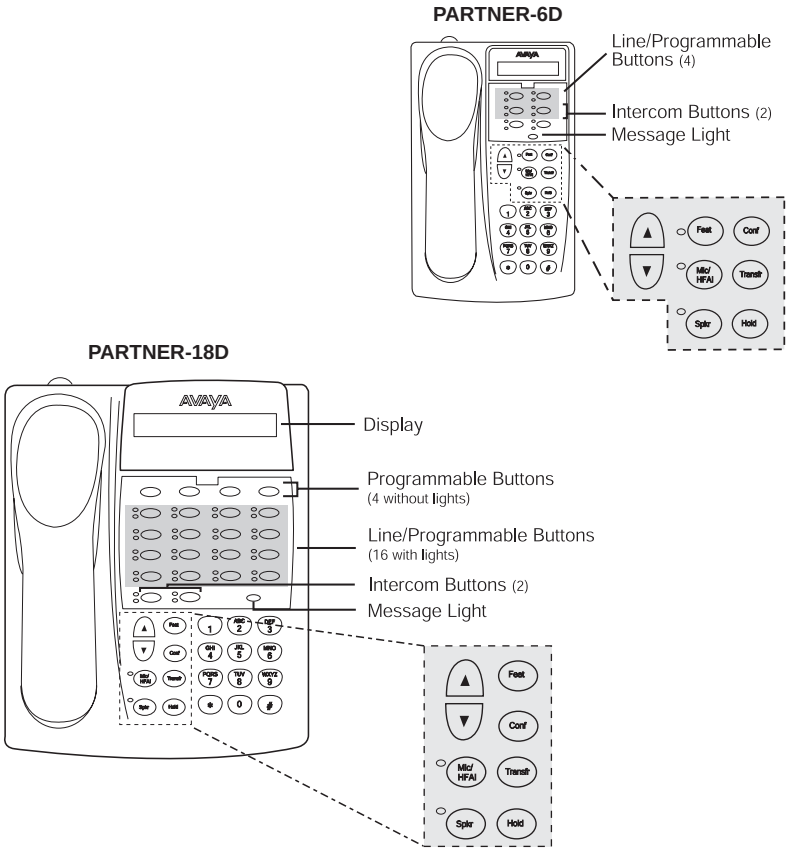

Figure 6-2. PARTNER-18D and PARTNER-6D Telephones

If the PARTNER telephone has a display, indicated by a “D” in the model name, you receive messages and prompts when making calls and when programming. A system display telephone is *required* for system programming.

Valid system lines and extensions are as follows:

- Lines range from 01 to 31
- Extensions range from 10 to 57

Table 6-1 summarizes PARTNER system telephone features.

Table 6-1. PARTNER Telephones

Feature	PARTNER-34D	PARTNER-18D	PARTNER-6D
Number of programmable buttons with lights	32	16	4
Number of programmable buttons without lights	4	4	0
Key mode line button capacity	24	16	4
Hybrid mode pool button capacity[1]	5	5	4
Line capacity	31[2]	16[3]	
Intercom buttons	2	2	2
Display	✔	✔	✔
Speakerphone	✔	✔	✔

1 The main pool uses two buttons.

2 The system supports a maximum of 31 lines; when the system is configured for the maximum number of lines. You can use up to 31 buttons on these telephones for outside lines.

3 The system supports a maximum of 31 lines; when the system is configured for the maximum number of lines, You can use up to 16 buttons on these telephones for outside lines.

Lights

Each line or pool button has a green light and a red light. The meaning of these lights varies depending on whether the button is used to access an outside line or pool, is programmed with a system feature, or is programmed for Auto Dialing an extension number (**Intercom Auto Dial** button). **Auto Dial** buttons for fax extensions show additional information.

Table 6-2 shows the meanings of the various light patterns for each possible button assignment.

Table 6-2. Light Patterns on System Telephones

Light Pattern	Line Button	Pool Button	Feature Button	Intercom Auto Dial Button
Steady On	Line is in use. ■ Green means you are using the line. ■ Red means someone at another extension is using the line.	—	Green means feature[1] is on.	Red means the extension programmed on the button is busy.
Off (steady off)	Line is idle.	—	Feature[1] is off.	Extension programmed on the button is idle.
Flash (long on, long off)	A call is ringing on the line. ■ Green flash means a call is ringing at your extension. ■ Red flash means a call is ringing on the line, but not at your extension.	—	A user is entering a four-digit code to lock or unlock his or her extension.	Green flash means someone at the extension programmed on the button is calling you.
Alternating Red/ Green Flash	Alternating green and red flash appears at both extensions in a joined call, and at any extension connected in a conference call. Also for Call Screening and Record-a-Call.	—	Call Screening and Record-a-Call	—
Wink (long on, short off)	A call on the line is either on hold or parked. ■ Green wink means the call is on hold or parked at your extension. ■ Red wink means the call is on hold or parked at another extension. (Anyone who has the line can retrieve the held call.)	Green wink means the call is either on hold or parked at your extension. (Anyone who has the line can retrieve the held call.)	—	—

Table 6-2. Light Patterns on System Telephones—*Continued*

Light Pattern	Line Button	Pool Button	Feature Button	Intercom Auto Dial Button
Green Flutter (short on, short off)	A call is on Exclusive Hold at your extension (and can only be retrieved from your extension).	A call on a line in the pool is on Exclusive Hold at your extension and can be retrieved only from your extension.	Caller ID Inspect is on, or a Wake Up Service call is being scheduled from extension 10.	A call transferred to the extension programmed on the button is now returning to your telephone, or you are being manually signaled by the extension.
Red Broken Flutter (short on/ off, long off)	—	—	—	Fax Management only—the fax extension is not answering calls (may be out of paper).

1 Applies to **Caller ID Name Display**, **Do Not Disturb**, **Night Service**, **Outgoing Call Restriction Button**, **Privacy**, **Voice Interrupt On Busy Talk-Back**, and **VMS Cover**, all of which require programming on a button with lights. Can also apply to **Account Code Entry**, **Background Music**, and **Call Forwarding/Call Follow-Me**, if any of them are programmed on a button with lights.

Ringing Patterns

System telephones have these ringing patterns:

- An outside call—*ring... ring... ring.* [See "Unique Line Ringing (#209)" on page 4-69].
- An intercom call—*ring BEEP... ring BEEP... ring BEEP*. If you have a system display telephone, the caller's extension number (and name if programmed) appears on the display.
- A transferred call, or an unanswered transferred or parked call that is ringing back at your extension—*ring BEEP BEEP... ring BEEP BEEP... ring BEEP BEEP*. [See "Unique Line Ringing (#209)" on page 4-69].

NOTE If you use the system with PBX or Centrex lines, the PBX/Centrex distinctive ringing patterns are not passed to telephones. Telephones use the ringing patterns described here instead.

Dial Tones

There are two different dial tones when you call with a system telephone:

- **Outside dial tone** is generated by your local telephone company to indicate that you are connected with an outside line.
- **Intercom dial tone** is generated by the system to indicate that you are connected with an inside line. You hear this dial tone when you are making an inside or intercom call.

To hear the difference between the two types of dial tones on a system telephone, press a line or pool button. The dial tone you hear is an outside dial tone. To hear an intercom dial tone, press Intercom.

Using the Handset, Speaker, and Microphone

Every PARTNER and MLS system telephone (except the MLS-6 telephone) has a speaker and a microphone, which you can turn on by pressing Spkr. In addition, you can turn just the microphone on and off by pressing Mic/HFAI. When the green light next to Mic/HFAI is on, the microphone is on.

If you prefer to dial and conduct calls without lifting the handset, you can use the speaker and the microphone instead. Use these techniques to make calls with the speaker and the microphone:

- To make a call without lifting the handset, press Spkr to get a dial tone, then dial the number (you hear the call ringing). When the other party answers, you can talk without lifting the handset.
- If you are already on a call, you can switch from the handset to the speaker and microphone by pressing Spkr and hanging up the handset. Conversely, if you are using the speaker and microphone and want to switch to the handset, lift the handset (the speaker and microphone turn off).
- To turn off the microphone when you are using the speaker, press Mic/HFAI. This will mute your voice so the other party cannot hear you.

Hands-Free Answer on Intercom (HFAI)

When you receive a voice-signaled intercom call, your telephone beeps once to indicate that your speaker has been turned on automatically, and you hear the caller's voice over your telephone's speaker. If you leave your microphone on all the time, you can start talking when you hear the caller, without lifting the handset. This feature is called **Hands-Free Answer on Intercom**.

Any user in the system can make a voice-signaled call to an idle system telephone by pressing Intercom * and then either dialing an extension number or pressing an **Auto Dial** button programmed for voice signaling. (You can make a voice-signaled call *from* either a system telephone or a single-line telephone. However, if you try to make a voice-signaled call *to* a single-line telephone or an MLC-6 or TransTalk 9000-series telephone, it rings instead.)

You cannot make a voice-signaled call to an extension that has the **Cell Phone Connect** feature active. (The call will not appear at the extension.)

Consider the following:

- The **HFAI** feature can be turned on or off only when your telephone is idle. Muting your voice while you are on a call only turns off the microphone for the duration of the call.
- If **HFAI** is on and you are already on a call, you will not receive any voice-signaled calls to your extension—they ring instead.
- If you make a voice-signaled intercom call to a *busy* extension, it may result in a **Voice Interrupt On Busy** call to that extension.

Voice Interrupt On Busy Calls (#312)

A **Voice Interrupt On Busy** call is a special intercom call that lets you interrupt and speak to another user who is busy on a call and who has the **Voice Interrupt On Busy(#312)** feature activated. When you use **Voice Interrupt On Busy**, the interrupted user hears two beeps before hearing your voice. Be aware that the third party to whom the interrupted user is speaking will probably hear the two beeps and the faint sound of your voice. Therefore, the message you deliver with the interruption should be brief and discreet. If the interrupted user wants to answer you, he or she can press a programmed Talk-Back button—the interrupted user's response cannot be heard by the third party in this case.

Speakerphone Performance Tips

The speaker on your system telephone has a sensitive sound-activated switch. Room acoustics and background noise can affect the proper operation of the speakerphone. To ensure that your speakerphone works effectively, follow these guidelines:

- Avoid placing your telephone in areas with high background noise caused by sources such as motor vehicles, manufacturing equipment, loud voices, radios, printers, copiers, typewriters, other noisy office equipment, and heater and air conditioning fans.
- Avoid talking before the other person is finished speaking. When you both talk at the same time, only one person's voice comes through.
- Do not use your speaker to make announcements over a loudspeaker paging system connected to your telephone system.
- When talking, always face your telephone and stay within two feet of it.
- Place your telephone at least six inches (15 cm) away from the edge of your desk.
- If you have difficulty hearing the other party, try increasing the speaker volume. If you have background noise, try turning off the microphone when the party at the other end is speaking and turning it on when you speak. If the difficulty persists, lift your handset to continue the conversation.
- In conference rooms, a separate speakerphone is recommended, since the built-in speaker on a system telephone is designed for individual use.

Single-Line Telephones

In addition to system telephones, you can connect industry-standard touch-tone or rotary dial telephones—and even some feature telephones (which have built-in calling features)—directly to the system. You can also combine single-line telephones on the same extension with system telephones or other devices, without using expensive adapters or connectors.

Single-line telephones can do many of the things that system telephones can do, and you can save money by using them in certain situations when a system telephone is not needed. Follow these guidelines when using single-line telephones:

- Use single-line telephones as power-failure backups; system telephones will not work. If you connect single-line telephones to the first two extensions on the PARTNER ACS 509 processor module, users can place and answer outside calls on the first two lines. If you connect a single-line telephone to the first extension on each 206 module, users can place and answer outside calls on the first line of each 206 module. You can connect single-line telephones in combination with system telephones at power failure extensions, or you can simply keep spare single-line telephones at those extensions to serve as replacements in case of a power failure.
- To use a system feature, press # (in place of *Feature* used on system telephones) followed by its two-digit code when you hear intercom dial tone. For features that use *Intercom* on system telephones, dial only the two-digit code when you hear intercom dial tone.
- To use a **Speed Dial** number, press # followed by its two- or three-digit code when you hear intercom dial tone.
- If **Call Waiting (#316)** is assigned to an extension with a single-line telephone connected, the user hears a call-waiting tone (two beeps) when a second call comes in to the extension. The call-waiting tone is not repeated.
- Use the switchhook on a single-line telephone to place calls on hold, park a call, transfer a call, answer a call-waiting call, or set up a conference call.
- If the single-line telephone has a message light, use it to notify users of messages. If you have a voice messaging system, the light indicates that a message has been left in your mailbox. On a single-line telephone, the message light flashes when the telephone is idle to indicate that the extension has received a message.

Ringing Patterns

Single-line telephones have these ringing patterns:

- An outside call will *ring... ring... ring.*
- An intercom call will *ring-ring... ring-ring... ring-ring*.
- A transferred call, or an unanswered transferred or parked call that is ringing back, will *ring-ring-ring... ring-ring-ring... ring-ring-ring.*

NOTE If you use the system with PBX or Centrex lines, the PBX/Centrex distinctive ringing patterns are not passed to telephones. Telephones use the ringing patterns described here instead.

Dial Tones

Single-line telephones have two different dial tones:

- **Outside dial tone** is generated by your local telephone company to indicate that you are connected with an outside line.
- **Intercom dial tone** is generated by the system to indicate that you are connected with an inside line. You hear this dial tone when you are making an inside or intercom call.

To hear the difference between the two dial tones, lift the handset. The dial tone you hear (assuming the telephone is set to select intercom first, as recommended) is an intercom dial tone. To hear an outside dial tone, press ⑨.

Using the Switchhook

Some of the instructions in this guide direct you to “rapidly press and release the switchhook.” Pressing and releasing the switchhook for 1/2 to 1 second sends a signal over the line called a *switchhook flash* or *Recall*. However, do not press and release the switchhook *too* quickly. If you press and release the switchhook and nothing happens, try again and press it a little longer before releasing it.

NOTE If your feature telephone has a button labeled “Recall” or “Flash,” use the button instead of pressing and releasing the switchhook. If you use the system with PBX or Centrex lines, your PBX or Centrex documentation may tell you to press and release the switchhook to access PBX or Centrex features. Use the **Recall** feature instead.

Single-Line Telephone Limitations

Each tip/ring device requires one touch-tone receiver to be available in order to dial a call (intercom or outside) or to activate a feature by using a code. Each PARTNER ACS 509 processor module has two touch-tone receivers, a T1 module has eight touch-tone receivers, each 012E module has ten touch-tone receivers, each 206 module has one touch-tone receiver, and each 400 module has two touch-tone receivers. The combination of modules in your system determines the number of tip/ring devices that can dial simultaneously. For example, if you have one PARTNER ACS 509 processor module, two 206 modules, and two 400 modules, eight tip/ring devices can dial out at the same time. If nine tip/ring devices try to dial out simultaneously, the ninth device does not get dial tone until one of the other eight finishes dialing. (PARTNER MAIL VS contains its own touch-tone receivers and does not require any from the system.)

Because single-line telephones do not have system line or pool buttons, Feature buttons, or dedicated function buttons, basic call-handling procedures are sometimes different from those for system telephones. In addition, you *cannot* perform the following actions at a single-line telephone:

- You cannot enter programming mode.
- Because there are no line buttons on single-line telephones, you must use **Direct Line Pickup—Idle Line** to select a specific line; otherwise, the system selects an idle line automatically when you dial a 9 at intercom dial tone. Similarly, because there are no pool buttons on single-line telephones, you must dial pool access codes at the intercom dial tone to request access to an idle pooled line. (See “Making Calls” on page 6-16 for instructions on using pool access codes.) Otherwise, the system selects an idle line from a pool automatically when the user dials a 9 at intercom dial tone.
- Unless **Call Waiting (#316)** is assigned to specific single-line telephone extensions, there is no indication of a second call and an inside caller hears a busy tone if a single-line telephone is in use. If **Call Waiting** is assigned, the user hears a call-waiting tone (two beeps) when a second call comes in for the extension. (The call-waiting tone is not repeated.) Use the switchhook to put the first call on hold and speak to the party on the second call, and to switch back and forth between the two parties.
- You can make a voice-signaled call *from* a single-line telephone, but if you try to make a voice-signaled call *to a* single-line telephone, it rings because the single-line telephone does not have a system speaker.
- You cannot use the **System Password**.
- You cannot access the following system features: **Account Code Entry**, **Background Music**, **Caller ID Name Display**, **Caller ID Inspect**, **Do Not Disturb**, **Caller ID Logging and Dialing Feature**, **Exclusive Hold**, **Manual Signaling**, **Privacy**, **Save Number Redial**, **VMS Cover**, **Voice Interrupt On Busy**, **Voice Interrupt On Busy Talk-Back**, or **Voice Mailbox Transfer**.

  You can, however, use **Automatic Extension Privacy (#304)** and **Automatic VMS Cover (#310)**, which are similar to the **Privacy** and **VMS Cover features**.
- Do not use **Forced Account Code Entry** with a single-line telephone, because the telephone cannot get dial tone and make calls.

- A display on a single-line telephone will show **Caller ID** information.
- A display on a single-line telephone will not show system messages or **Caller ID Call Logging** information.
- A speaker on a single-line telephone is not a system integrated speaker; therefore, it cannot receive “voice” type calls, such as a group page.

Feature Telephones

A feature telephone is a single-line telephone that has Feature buttons in addition to the regular 12-key dialpad. For example, there are feature telephones that have programmable **Auto Dial** buttons, last number Recall buttons, Hold buttons, and built-in speakers. You can use most of the system’s dial-code features from a feature telephone, and program them onto a feature telephone button. However, there are some limitations to what these telephones can do.

The capabilities of a feature telephone are in the telephone itself. For example, if you store a number on a feature telephone’s **Auto Dial** button, that number is stored in the feature telephone. (This is different from storing a number on a system telephone’s **Auto Dial** button. When you program a button on a system telephone, the number is actually stored in the control unit.) Similarly, when you press a Hold button on a feature telephone, the call is held at the telephone itself. (Callers do not hear the system’s **Music-On-Hold**. Other telephones in the system cannot see that the call is on hold; it appears as a busy line.)

If you want to program an outside number on a feature telephone’s **Auto Dial** button, you must add a 9 and one or more pauses (if available) before each outside number. (The 9 gets an outside line, and each pause allows a few seconds to get an outside dial tone.)

The feature telephone’s last number Recall button may not work for an outside call. To redial the last number, use the system’s **Last Number Redial** feature by pressing #05.

Display

PARTNER display telephones have a 2-line, 24-character (per line) adjustable display area for calling and programming feedback. Specifically, the display shows:

- Current date (excluding year), day, time, extension name (if programmed), and extension number when the telephone is idle.
- Account code, as it is entered.
- Number dialed when making a call.
- Duration of call (call timer).
- Number (and name if programmed) of the extension calling when receiving an intercom call or transferred call.
- Number (and name if programmed) of the extension returning a transferred call when no one answers at the destination extension.
- `Automated Attendant`, `Voice Messaging System`, or `Direct Extension Dial` when a call is transferred from an auto attendant, a voice messaging system, or the **Direct Extension Dial** feature, respectively. `Transfer from Auto Att`, `Transfer from VMS`, or `Transfer from Direct Extension Dial` if a call is returning to your extension after an unsuccessful transfer by an auto attendant, a voice messaging system, or the **Direct Dial Extension** feature, respectively.
- **Caller ID** number (or name) of calling party, if applicable.
- **Caller ID** number and name of calling party, if applicable, while the call is ringing.
- `Direct In Dial` (on 24-character displays) or `DID` (on 16-character displays) for incoming calls on T1 lines with **Direct Inward Dialing** (DID). Caller ID is unavailable on T1 lines.
- `Coverage Call` for `XX` on the display of users receiving a coverage call (XX represents the number of the extension that activated call coverage).
- `Forward xx xx` on the display of users forwarding their calls. (The first xx represents the number of the user's extension; the second xx represents the number of the destination extension.)
- `Wake Up Call` on the display of users receiving a wake up call.
- Volume or display contrast level bars, as volume or display contrast is adjusted.
- Programming messages and prompts when in programming mode.
- When you are in Telephone Programming mode, the current line assignment, feature code, or **Speed Dial** number (if any) assigned to a button displays when the button is pressed. `Blank` displays if nothing is programmed.
- Your active **Absent Text Message** (if programmed) when your telephone is idle.
- The **Absent Text Message** (if programmed) of the extension you are calling.

- *At idle extensions 10 and 11 only*, specific messages appear on the top line of the display instead of the usual day/date message in the following circumstances. Users at these two extensions should notify the System Manager when such a message appears.
  - `ChgBat W/PowerOn` or `ReplaceSysBat W/Power On` appears when processor module batteries need to be replaced. The message may flicker on and off as the batteries near the low-power threshold. These batteries retain system programming settings during a power failure. See "Inserting Batteries in the Processor Module" on page 2-11 for instructions for replacing the batteries.
  - Backup-Failure Alarm messages appear if an automatic backup is unsuccessful. The message is displayed until you clear the alarm (or until the next successful automatic backup or system restart). See "Clearing a Backup-Failure Alarm" on page 11-4.

Considerations

- The call timer records the total time an outside call is in progress in the PARTNER system (including the time a call is placed on hold). It begins when the handset is lifted out of the cradle (or the Speakerphone is turned on) and ends when the handset is placed back in the cradle (or the Speakerphone is turned off). For outgoing T1 calls, the call timer restarts when the call is answered if the T1 service provider provides answer supervision.
- The call timer is displayed along with the factory-set display.
- Most messages (other than the factory-set display and **Caller ID**) are displayed for approximately 15 seconds. The number you dial will remain on the display until you perform another action that displays information (such as transferring a call).
- **Marked System Speed Dial** numbers do not appear when they are dialed.
- Adjust the display contrast by pressing ⊛ and then using the "up" volume control button to increase the brightness or the "down" volume control button to decrease the brightness. Adjust the contrast while the telephone is idle and the handset is in the cradle.
- You can adjust the angle of the display to three positions: low, medium, and high.
- The **System Date (#101)** and **System Time (#103)** settings appear as the factory-set display.
- You can use **Display Language (#303)** to identify the language in which messages appear if the extension has a system display telephone.
- The system administrator can assign a name to the user's extension. Then, when that extension is used to make an intercom call, group call, or transferred call, the name and extension number appear on the system display telephone receiving the call. Similarly, users receiving a transfer return call see the name and extension number of the person assigned to the extension that did not answer the transferred call. See "Extension Name Display" on page 5-4 for more information.

Handling Calls

The following call-handling functions are available from both system and single-line telephones:

- Making calls
- Answering calls
- Placing calls on hold
- Conference calls
- Transferring calls
- Joining calls

Making Calls

You can make a call by dialing an outside telephone number or an extension number. There are also several ways to speed dial a number.

Hybrid Mode Only

Making calls on a system operating in Hybrid mode is the same as in Key mode except you can select a pool button rather than a line button to access an outside line. When you press a pool button, the system automatically selects an idle line belonging to the pool.

To access a line in a pool that is not assigned to that extension or to access a line in a pool that you are already using, press Intercom and dial the pool access code. If all lines in a pool are busy, you hear busy tone.

You can program **Automatic Line Selection** to change the way the system selects pools when a user lifts the handset to make a call.

To restrict an extension's access to all lines assigned to a pool, use **Pool Access Restriction (#315)**. If users are not allowed outgoing access to a pool, they hear a reorder tone after dialing the pool access code at the intercom dial tone.

Considerations

Consider the following when you make calls:

- You can store an outside number, an intercom number, or a feature code on a button, so a user can dial the number with a single touch. For information about programming and using **Auto Dial** buttons, see "Auto Dialing" on page 8-11.
- You can program outside numbers for one extension or for the entire system, so a user can dial a number by pressing Feature (or # on a single-line telephone) plus a two- or three-digit code (80–99 for **Personal Speed Dial** numbers, 600–699 for **System Speed Dial** numbers). For more information, see "Personal Speed Dial" on page 8-72 and "System Speed Dial" on page 8-74.

- If you lift the handset before pressing a line or pool button, the system automatically selects the first available outside line or pool, or the intercom. The order in which the system makes the selection is determined by the **Automatic Line Selection** for the extension.
- On either a system telephone or a single-line telephone, you also can use **Direct Line Pickup—Idle Line (I8LL)** to access a line for making an outside call.
- You can ring or page any of four **Calling Groups**. For more information, see "Group Calling—Ring/Page (I7G/I*7G)" on page 8-45.
- You can ring any of the seven **Hunt Groups** or voice signal **Hunt Groups** 1–6. For more information, see "Group Hunting—Ring/Voice Signal (I77G/I*77G)" on page 8-48.
- If **Station Lock** is used at an extension, you cannot dial outside numbers except **Marked System Speed Dial** numbers and numbers on the **Emergency Phone Number List (#406)**.
- If dialing restrictions are programmed for an extension, the system may prevent you from placing certain calls at that extension. For example, you may not be allowed to dial 900 numbers from the extension. (Or an extension may be programmed to take incoming calls only, so you cannot dial out at all.) The following features provide dialing restrictions: **Disallowed Phone Number Lists (#404)**, **Line Access Restriction (#302)**, **Pool Access Restriction (#315)**, and **Outgoing Call Restriction (#401)**.
- Use the following features to override dialing restrictions: **Allowed Phone Number Lists (#407)**, **Emergency Phone Number List (#406)**, **Marked System Speed Dial numbers,** and **System Password (#403)**.
- Users with system telephones can enter account codes to track incoming and outgoing calls. For more information, see "Account Code Entry (F12)" on page 8-8. You also can use **Forced Account Code Entry (#307)** to identify extensions that must enter account codes prior to dialing outside telephone numbers (including those on the Emergency Phone Number List).
- You can signal, then speak to, system telephone users who are already active on a call to alert them of important business matters, provided **Voice Interrupt On Busy (#312)** is Assigned for the recipient.

Making an Outside Call

The following instructions assume that system telephones are set (via **Automatic Line Selection**) to automatically select outside lines first, and single-line telephones are set to select intercom first. This means that when you lift the handset of a system telephone, you hear outside dial tone (if an outside line is available); but when you lift the handset of a single-line telephone, you hear intercom dial tone.

Making an Outside Call on a System Telephone

To make an outside call on a system telephone:

1. Lift the handset or press Spkr.

   The green light next to a line or pool button is on steady and you hear the outside dial tone.

2. Dial the telephone number.

   On a system display telephone, the dialed number appears on the display.

   If you are using a PBX or Centrex line, you also may need to use a dial-out code (usually 9) before you dial a number outside the system.

To make an outside call on a specific line:

1. Press the idle line button (red and green lights are both off), or dial Intercom 8 plus the two-digit line number.
2. If desired, lift the handset.
3. Dial the telephone number.

To make an outside call using a specific pool:

1. Press the idle pool button (red and green lights are both off), or dial Intercom plus the three-digit pool access code (880, 881, 882, or 883).
2. If desired, lift the handset.
3. Dial the telephone number.

To reserve a busy line or pool so your telephone beeps when the line or pool becomes free (useful when you share a line, such as a WATS line, with other people):

1. Press the busy line or pool button (red light is on steady) without lifting the handset or pressing Spkr.
2. When the line is free and your telephone beeps, lift the handset and dial the number.

NOTE If more than one person reserves a line, all their telephones beep when the line is free. The first person to pick up the telephone after the beep gets the line, and the other reservations are canceled.

Making an Outside Call on a Single-Line Telephone

To make an outside call on a single-line telephone:

1. Lift the handset.

   You hear intercom dial tone.

2. Dial 9 to get an outside line.

   You hear outside line dial tone.

3. Dial the telephone number. (If you are using a PBX or Centrex line, you also may need to use a dial-out code, usually 9, before you dial a number outside the PBX or Centrex system.)

To make an outside call on a specific line:

1. Lift the handset.

   You hear intercom dial tone.

2. Dial 8 plus the two-digit line number.
3. Dial the telephone number.

To make an outside call using a specific pool:

1. Lift the handset.

   You hear intercom dial tone.

2. Dial the three-digit pool access code (880, 881, 882, or 883).
3. Dial the telephone number.

Making an Intercom Call

An intercom call, or inside call, is a call between two extensions without using an outside line. There are two ways you can signal the extension you are calling: by ringing or by voice.

NOTE You cannot make a voice-signaled call to an extension that has the **Cell Phone Connect** feature active. (The call will not appear at the extension.)

To make an intercom call on a telephone:

1. Do one of the following:
   - For a system telephone:
     a. Lift the handset or press Spkr before dialing.
     b. Press an idle Intercom button (red and green lights are both off).

        You hear intercom dial tone, and the green light next to the Intercom button is on steady.
   - For a single-line telephone, lift the handset.

     You hear intercom dial tone.
2. Do one of the following:
   - To *ring* the extension, dial the two-digit extension number.
   - To *voice-signal* a system telephone at the extension, press * plus the two-digit extension number and listen for one of the following responses:
     — If you hear *one beep,* you have reached an idle system telephone. You can speak after the beep.

       Your voice is heard through the other extension's speaker. If the recipient is present, he or she can reply.

— If you hear *two beeps,* you have reached a busy system telephone with **Voice Interrupt On Busy** assigned. You can speak after the beeps. Be aware that the third party to whom the recipient is speaking probably also hears the two beeps and the faint sound of your voice. Be brief and discreet in your interruption. If the recipient has a **Voice Interrupt On Busy Talk-Back** button, wait for a response.

— If you hear *ringing,* you have reached an idle single-line, MLC-6, TransTalk 9000-series telephone, or a busy system telephone with **Voice Interrupt On Busy** not assigned. Your call is not completed until someone answers.

Answering Calls

This section describes how you can answer calls ringing at your extension. Additional features allow you to pick up calls at other extensions.

Considerations

- Calls that are answered by pressing a pool button can be held, conferenced, or transferred; however, pool buttons cannot be used to join calls.
- There are several ways to access a line for answering calls:
  - — On either a system telephone or a single-line telephone, lift the handset to answer a ringing call (if more than one call is ringing at a system telephone, you get the call that has been ringing for the longest time).
  - — On a system telephone, press a specific line, pool, or Intercom button. You can also use **Direct Line Pickup** to pick up a ringing or held call, or to join an active call, by dialing Intercom 6 8 and the two-digit line number.
  - — On a single-line telephone, you can use **Direct Line Pickup** to pick up a ringing or held call, or to join an active call on a specific line: at intercom dial tone, dial 6 8 and the two-digit line number.
- For system telephones and most single-line telephones, you can identify the type of call by the system's ringing patterns. System display telephones can also display the type of call that is ringing at the extension. (See "Ringing Patterns" on page 6-7.) There are no unique ringing patterns for coverage calls or forwarded calls.
- You can join a call in progress at another extension, as long as **Privacy (F07)** is not on for that extension (see "Joining Calls" on page 6-30).
- You can answer a call ringing at another specific extension or at any extension in a group. For more information, see "Call Pickup (I6XX)" on page 8-22 and "Group Pickup (I66G)" on page 8-51.
- You can use **Direct Line Pickup—Active Line (I68LL)** to answer calls on lines not assigned to the user's telephone.
- You can program the **Voice Interrupt On Busy Talk-Back (F18)** feature on a button with lights to respond to a **Voice Interrupt On Busy** call. Also see "Voice Interrupt On Busy (#312)" on page 4-70.
- You can use **Call Waiting (#316)** to specify single-line telephone extensions that can receive a call-waiting tone and a second incoming call.

Answering Calls Ringing at Your Extension

The way you answer a call varies depending on whether you are using a system telephone or a single-line telephone.

Answering a Call on a System Telephone

You can answer a call on any line or pool that is ringing, or select a specific line or pool if more than one is ringing:

- When the telephone is ringing, lift the handset.

  You are connected to the incoming call. If more than one line or pool is ringing, you are connected to the line or pool that has been ringing for the longest time. If the call is an intercom call and you have a display telephone, the caller's extension number, and name if programmed, appear on your display until you pick up the handset or press (Spkr).

- To answer a call on a specific line, pool, or (Intercom) button:

  1. Press line, pool, or (Intercom) button for the line you want to answer.
  2. Lift the handset or press (Spkr).

     You are connected to the call.

- To answer a call when you are already on a call:

  1. Press (Hold).

     The call you are on is placed on hold.

  2. Press the button for the new call.

     You are connected to the new call.

  3. To return to the first call, put the second call on hold; then press line, pool, or (Intercom) button for the first call.

- To answer a voice-signaled call (your telephone beeps and you hear the caller's voice):

  — If the microphone is on, you can speak after the beep.
  — If the microphone is not on, press (Mic/HFAI) or lift the handset.

- To respond to a **Voice Interrupt On Busy** call (you hear two beeps and the originator's voice—be aware that the third party to whom you are speaking probably also hears the two beeps and the faint sound of the originator's voice):

  1. Ask the party with whom you are speaking to hold, but do not put the call on hold.
  2. Press the **Voice Interrupt On Busy Talk-Back** button.

     The green light next to the **Voice Interrupt On Busy Talk-Back** button turns on. **Voice Interrupt On Busy Talk-Back** is activated.

  3. Respond to the originator of the voice interrupt on busy call.

     The third party with whom you were originally speaking does not hear your response, but you can hear that third party.

4. Press the **Voice Interrupt On Busy Talk-Back** button again (whether or not the originator has hung up) to resume the conversation with the third party.

   The green light next to the **Voice Interrupt On Busy Talk-Back** button turns off. **Voice Interrupt On Busy Talk-Back** is deactivated. The originator hears two beeps if he or she did not hang up previously.

- To answer a coverage call:

1. If your telephone is a covering extension and it rings, check your display to see if the ringing call is a coverage call. Also, if you have an **Auto Dial** button for the originating extension, the green light next to the button flutters while the coverage call is ringing at your extension (and it is the next ringing call you answer if you lift the handset).
2. Lift the handset.

   You are connected to the coverage call.
3. The first coverage call to ring at your extension is identified in the display. If more than one coverage call rings at your extension, you can press the **Caller ID** Inspect button. Then press line, pool, or (*Intercom*) button next to the flashing green light to view the number of the extension from which a coverage call is being sent.

Answering a Call on a Single-Line Telephone

If your single-line telephone has a button labeled "**Recall**" or "**Flash**," use this button whenever you are instructed to press the switchhook.

- To answer a call:

  When the telephone is ringing, lift the handset.

  You are connected to the incoming call.

- To answer a call when you are already on a call (you hear a call waiting tone—two beeps):

1. Press the switchhook.

   The call you are on is placed on hold and you are connected to the new call.
2. To return to the first call, press the switchhook again.
3. You can continue to press the switchhook to move back and forth between the two calls.

   You cannot transfer either party, conference in additional parties, or use feature codes while both calls are active.

Placing Calls on Hold

You can place and retrieve calls on hold by using either the (Hold) button on a system telephone or the switchhook on a single-line telephone. (You can make and receive other calls on another line or pool while a call is on hold.)

Considerations

- For system telephones, if a call is left on hold for longer than the specified Hold Reminder Tone interval (if administered), the extension at which the call is held generates a short Hold Reminder Tone. This tone continues to sound at the specified interval (for example, 60 seconds) 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 is disconnected.
- If you are using the system behind a PBX or Centrex system, the PBX or Centrex system may include a call hold feature that lets you place a call on hold and place another call on the same line. For more information, see the documentation for your PBX or Centrex system. (When your Centrex or PBX documentation tells you to use a switchhook flash, use the **Recall** feature instead.)
- Hold acts differently on feature telephones (single-line telephones with feature buttons). When you press a (Hold) button on a feature telephone, the call is held at the telephone itself. This means other telephones in the system cannot see that the call is on hold (it appears as a busy line). Also, callers on hold at a feature telephone do not hear the system's **Music-On-Hold**.
- You can use **Exclusive Hold (F02)** to put calls on hold that can be retrieved only from your own extension. (Placing a call on **Exclusive Hold** also prevents other users from accessing **Caller ID** information for the held call.)
- If you put a call on a line in a pool on hold and another user picks up that call, the call no longer is available to you. To ensure that no on else can retrieve your held call on a pooled line, use **Exclusive Hold (F02)**.
- Use **Call Park** to put a call on a special type of hold so it can be picked up from any telephone in the system. This type of hold typically is used for pooled extensions in Hybrid mode because it allows the user to retrieve a call without having to know which line the call is on.
- Callers on hold hear **Music-On-Hold (#602)** only if it is active and an audio source is connected to the processor module.
- Single-line telephone users can put a call on hold to retrieve a second call provided **Call Waiting (#316)** is programmed for their extensions.

Using Hold on a System Telephone

Follow these instructions to place and retrieve a call on hold on a system telephone:

- To place a call on hold on a system telephone, press Hold.

  The green light next to the Intercom, line, or pool button winks.

- To retrieve a call that you put on hold:

  1. Press Intercom, line, or pool button next to the winking green light.
  2. If the handset is in the cradle, lift it up or press Spkr.

  You are reconnected to the held call. The green light next to the line or pool button changes to on steady.

- To retrieve a call that a person at another extension put on hold, press the button next to the winking red light (or press Intercom 6 8 and the two-digit line number).

Using Hold on a Single-Line Telephone

Follow these instructions to place and retrieve a call on hold on a system telephone:

- To place a call on hold, press the switchhook down once rapidly.

  You hear intercom dial tone. The call is on hold. (Do not hang up the handset while the call is on hold. If you hang up the handset, the telephone rings. Lifting the handset reconnects you to the held call.)

- To retrieve a call that you put on hold:

  1. Hang up.

     The call “rings back.”

  2. Lift the handset.

     You are reconnected to the held call.

- To retrieve a call that a person at another extension placed on hold:

  1. Lift the handset.
  2. At the intercom dial tone, dial 6 8 and the two-digit line number.

- To answer a call when you are already on a call (you hear a call-waiting tone—two beeps):

  1. Press the switchhook.

     The first call is placed on hold and you are connected to the new call.

  2. To return to the first call, press the switchhook again.
  3. You can continue to press the switchhook to move between the two calls.

Conference Calls

You can set up conference calls by using the Conf button on a system telephone or the switchhook on a single-line telephone. A conference call connects up to five parties (including the conference originator) in a single call. Users can connect both outside and inside parties in a conference call, *but the call cannot include more than two outside parties*.

NOTE A single-line telephone user can connect with a maximum of three parties, including the conference originator.

Considerations

- Users can use **System Speed Dial**, **Personal Speed Dial**, or **Auto Dial** numbers to add parties to the conference.
- Do not add a busy or ringing outside call to a conference; if you do, all callers hear the busy or ringing signal. If you hear a busy signal or the party does not answer, reconnect with the held party by pressing the line button.
- Users cannot join a conference call; the originator must add each party to the conference.
- If the conference originator puts the call on hold, other parties can continue to talk. Other inside parties can put their extensions on hold if there are outside parties on the conference call.
- When the originator hangs up, the conference is disconnected.
- You cannot transfer conference calls.
- If you are using the system behind a PBX or Centrex system, the PBX or Centrex system may include a conference calling feature that lets you connect multiple callers on a single PBX or Centrex line. The number of callers you can connect depends on your PBX or Centrex system. For more information about such features, see the documentation for your PBX or Centrex system. (When your Centrex or PBX documentation tells you to use a switchhook flash, use the **Recall** feature instead.)
- Outside parties may be harder to hear on a conference call than on a two-party call, depending on the number of parties and the outside lines connected to the system.
- You cannot conference calls and use **Call Screening (F25)** at the same time.
- With single-line telephones, you can do only three-way conferencing.
- You can use **Outside Conference Denial (#109)** to disallow conference calls with multiple 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 in the conference may hear a dial tone. Use **Conference Drop (F06)** to remove the last-added outside party from a conference call.
- **Caller ID** information does not display for extensions that are active on a conference call.

Using Conference on a System Telephone

Follow these steps to originate a conference call on a system telephone:

1. Set up the call to the first party. (You can call the party, pick up the call from hold, or answer an incoming call.)
2. Press Conf.

   The first party is now on hold.
3. Set up the call to the second party.

   If you are adding an inside party to a call, you must wait until the party answers. If you are active on a call using a pool button and you want to set up a conference call by using one of the other lines in that pool, you can press Intercom and dial the pool's access code to gain access to another line in that pool.
4. Press Conf again to add the second party to the call.

   You can now speak with the first and second parties.
5. Repeat Steps 2 through 4 to add more parties.

Using Conference on a Single-Line Telephone

Follow these steps to originate a conference call on a single-line telephone:

1. Set up the call to the first party. (You can call the party, pick up the call from hold, or answer an incoming call.)
2. Press the switchhook down once rapidly.

   The first party is now on hold. You hear intercom dial tone.
3. Do one of the following:
   - To add an outside party, dial 9 or a pool access code plus the outside number. If the number is busy or does not answer, hang up and the first party rings back.
   - To add an inside party, dial the two-digit extension number. If the extension is busy or does not answer, press the switchhook down once rapidly and you are reconnected with the first party.
4. When the second party answers, press the switchhook down once rapidly.
5. You are now connected with both parties.

Transferring Calls

You can transfer calls using the Transfr button on a system telephone or the switchhook on a single-line telephone. Transferring a call lets users "pass" a call from one extension to another. Users can transfer both outside calls and intercom calls to other extensions.

Considerations

- When you press Transfr, the call is put on hold and its associated green light winks.
- A transferred call appears on the destination extension's Intercom button unless the destination extension has a line button for the line on which the call was received.
- When a call you transferred is answered, if you began the call on an individual line, the red light next to the line button goes on; if you began the call on a line in a pool, the call no longer appears on your telephone.
- If you transfer a call to an extension for which you have an **Auto Dial** button and the call is unanswered, the green light next to the **Auto Dial** button flutters when the call returns to your extension.
- Calls can be transferred to **Calling Groups** and **Hunt Groups**. **Hunt Group** calls do not **Transfer Return** if the call is not answered and **Transfer Return Rings (#105)** is set to 4 or more rings.
- When you transfer a call from a display telephone, the number to which you are transferring the call briefly appears on the display. If a transferred call is unanswered, the number of the extension that is returning the transferred call also appears on display telephones.
- If you are using the system behind a PBX or Centrex system, the PBX or Centrex system may include a call transfer feature that lets you transfer a call to another Centrex extension, so that the line on which the call came in is free to place and receive other calls. However, to use Centrex transfer, you must be able to dial the extension directly by using the Centrex extension number. If a Centrex line is shared by several extensions, you cannot use Centrex transfer to direct the call to a specific extension. For more information about such features, see the documentation for your PBX or Centrex system. (When your Centrex or PBX documentation tells you to use a switchhook flash, use the system **Recall** feature instead.)
- On a system telephone, a transferred call rings with an intercom ring (ring BEEP) until the originator hangs up. Then it changes to a transfer ring (ring BEEP BEEP). On a single-line telephone, a transferred call rings with an intercom ring (ring ring) until the originator hangs up. Then it changes to a transfer ring (ring ring ring).
- To transfer calls to an extension with a single touch, you can program the extension number on an **Auto Dial** button—see "Auto Dialing" on page 8-11.
- To transfer calls to an extension for which you have a **Manual Signaling (F13XX or F13*XX)** button, press Transfr before pressing the **Manual Signaling** button.
- While a call is being transferred, the caller hears ringing if **Ring on Transfer (#119)** is Active. If it is Not Active and **Music-On-Hold (#602)** is Active and an audio source is connected to the system, the caller hears **Music-On-Hold** while the call is being transferred to the destination extension. If **Music-On-Hold** is Not Active and **Ring on Transfer (#119)** is Not Active, the caller hears silence.

- The system is factory-set to return a transferred call, after it rings four times at the destination extension, to the extension that transferred it. You can use **Transfer Return Rings (#105)** to change the number of rings for all system extensions. You can use **Transfer Return Extension (#306)** to program a different extension to which unanswered calls from a particular extension should return.
- If you transfer a call, **Caller ID** information (if it is available) is passed to the destination extension.
- If you have a voice messaging system, you can use **Voice Mailbox Transfer** to transfer a caller directly to a subscriber's voice mailbox.
- An extension programmed with **Call Waiting (#316)** cannot transfer either of two active calls.
- You cannot use **Transfer** with **Record-a-Call (F24)**, **Call Screening (F25)**, and **Voice Interrupt On Busy (#312)**.
- If you transfer a call without announcing it to an extension that has the **Cell Phone Connect** feature active, the caller will hear silence or music (if the Music On Hold feature is active) during the transfer.

Transferring a Call on a System Telephone

Follow these instructions to transfer a call by using a system telephone:

- To transfer a call to another extension:
  1. While active on the call, press (*Transfr*).

     The call is put on hold and you hear intercom dial tone. The green light next to the line or pool button winks.
  2. Dial the extension number (or 77 and a **Hunt Group** number, or 7 and a **Calling Group** number) to which you want the call transferred.
  3. When someone answers, announce the call and then hang up.
  4. If no one answers or the call is refused, press the line or pool button next to the winking green light to reconnect to the caller.
- If you do not wish to announce the call, hang up as soon as you hear ringing. If no one answers, the call rings back at your extension (unless a different transfer return extension is programmed for your extension). Lift the handset to reconnect to the caller.
- To make a voice-signaled transfer to a system telephone, in Step 2 of the procedure above, press * plus the two-digit extension number. Then listen for one of the following responses:

  — If you hear *one beep,* you have reached an idle system telephone. You can speak after the beep.

  Your voice is heard through the other extension's speaker. If no one answers or the call is refused, press the line or pool button next to the winking green light to reconnect to the caller. If the call is accepted, hang up.

— If you hear *two beeps,* you have reached a busy system telephone with Voice Interrupt On Busy Assigned. You can speak after the beeps.

Your voice is heard through the recipient's handset or speaker. Be aware that the third party to whom the recipient is speaking probably also hears the two beeps and the faint sound of your voice. Be brief and discreet in your interruption. If the recipient has a Voice Interrupt On Busy Talk-Back button, wait for a response. If the call is accepted, hang up to complete the transfer. The call rings at the recipient's extension. If the call is refused, press the line or pool button next to the winking green light to reconnect to the caller.

— If you hear *ringing,* you have reached a single-line telephone, an idle MLC-6 or TransTalk 9000-series telephone, or a busy system telephone with **Voice Interrupt On Busy** Not Assigned.

When someone answers, announce the call and then hang up. If no one answers or the call is refused, press the line or pool button next to the winking green light to reconnect to the caller.

NOTE You cannot make a voice-signaled call to an extension that has the **Cell Phone Connect** feature active. (The call will not appear at the extension.)

■ To transfer a call with one button touch:

While on a call, press the **Auto Dial** button programmed for the extension, or the Hunt Group or Calling Group button for the group, to which you want to transfer the call. (There is no need to press *Transfr* or *Next Item*; this takes the place of Steps 1 and 2 in the procedure on the previous page.)

For an extension that has a system telephone, you can program ✱ plus the extension number on the **Auto Dial** button, so you can announce the calls when you transfer them.

Transferring a Call on a Single-Line Telephone

Follow these instructions to transfer a call by using a single-line telephone:

■ To transfer a call to another extension:

1. While on a call, press the switchhook down once rapidly.

   You hear intercom dial tone.

2. Dial the extension number (or 77 and a **Hunt Group** number, or 7 and a **Calling Group** number) to which you want the call transferred.
3. When someone answers, announce the call and then hang up.
4. If no one answers or the call is refused, press the switchhook again to reconnect to the caller.

■ If you do not wish to announce the call, hang up as soon as you hear ringing. If no one answers, the call rings back at your extension (unless a different transfer return extension is programmed for your extension). Lift the handset to reconnect to the caller.

- To make a voice-signaled transfer to a system telephone, in Step 2 above, press * plus the two-digit extension number. Then listen for one of the following responses:
  - — If you hear *one beep,* you have reached an idle system telephone. You can speak after the beep.

    Your voice is heard through the other extension's speaker. If no one answers or the call is refused, press the switchhook again to reconnect to the caller. If the call is accepted, hang up.
  - — If you hear *two beeps,* you have reached a busy system telephone with **Voice interrupt On Busy Assigned**. You can speak after the beeps.

    Your voice is heard through the recipient's handset or speaker. Be aware that the third party to whom the recipient is speaking probably also hears the two beeps and the faint sound of your voice. Be brief and discreet in your interruption. If the recipient has a **Voice Interrupt On Busy Talk-Back** button, wait for a response. If the call is accepted, hang up to complete the transfer. The call rings at the recipient's extension. If the call is refused, press the switchhook again to reconnect to the caller.
  - — If you hear *ringing,* you have reached a single-line telephone, an idle MLC-6 or TransTalk 9000-series telephone, or a busy system telephone with **Voice Interrupt On Busy** Not Assigned.

    When someone answers, announce the call and then hang up. If no one answers or the call is refused, press the switchhook again to reconnect to the caller.

Joining Calls

Joining is adding yourself to a call in progress, the same way you do on a home telephone by picking up an extension. (This is different from conferencing, in which the originator "pulls you into" the call.) Up to three system extensions can join a call on an outside line (for a total of one outside and four inside parties).

Considerations

- You cannot join a call by pressing a pool button.
- You cannot join an intercom call or a conference call at another extension.
- You cannot join a call on an extension that has a **Voice Interrupt On Busy** call in progress.
- You can join a call that is being answered by the voice messaging system, but only if **Automatic Extension Privacy** is Not Assigned for the extensions associated with the voice messaging system hardware. If this is the case, when you join the call, the voice messaging system disconnects automatically so you can speak to the caller.
- You cannot put a joined call on hold.
- You can tell when someone has joined a call of yours when the lights next to the line or pool button change to alternately flashing red and green.
- If a system telephone joins a call on a single-line telephone, there is a momentary "break" in the call on the single-line telephone.

- You can use **Automatic Extension Privacy (#304)** to prevent other extensions from joining calls on a specific extension. This is especially useful for answering machines, fax machines, modems, and credit card scanners, because trying to join one of these devices can interfere with its operation.
- You can program **Privacy (F07)** onto a system telephone button to allow or prevent others from joining your calls.
- **Caller ID** information is displayed if you join a call; however, you cannot join a call at any extension that has **Privacy (F07)** activated.
- If a line is not assigned to your extension and access to that line is not restricted for that extension, you can use **Direct Line Pickup—Active Line (I68LL)** to join a call on that line.
- You can join a call answered by **Automatic System Answer** or **Direct Extension Dial** by pressing the line button and lifting the handset. The message stops playing when you join the call.
- Pooled extension users can add other parties to a call by pressing pool buttons.

Joining a Call on a System Telephone

A steady red light next to a line button indicates a call is in progress at another extension. To join a call by using a system telephone, do one of the following:

- Press the line button next to the steady red light and lift the handset.
- Lift the handset and press Intercom 6 8 and the two-digit line number.

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

Joining a Call on a Single-Line Telephone

A steady red light next to a line button indicates a call is in progress at another extension. To join a call by using a single-line telephone:

1. Lift the handset.

   You hear intercom dial tone.
2. Dial 6 8 and the number of the line on which the call is being conducted.

Operator Features 7

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Operator Features

7

Overview

A typical setup of the PARTNER ACS includes using extension 10 as the system operator position. The person at extension 10 thus becomes the primary operator for calls coming into the system. Certain system features are used only by the system operator; these are explained in this chapter.

Programming an Operator's Extension

One of the initial programming duties in programming extensions is to set up operator extensions. To set up an operator's extension, you must program call handling options, backup answering options, and buttons used for specific operator features.

Call Handling Options

If you set up a centralized telephone answering position at extension 10, use the following settings to customize it:

- **Call Answering**. If the operator should answer *all calls*, use **Line Assignment (#301)** to assign all lines to extension 10. Set **Line Ringing** for all lines at extension 10 to the desired number of Rings; set the lines assigned at each user's extension to Delayed Ring or No Ring.

  In Hybrid mode, Immediate Call Answering is the factory setting. (Lines are assigned as individual line buttons on the telephone at extension 10 and all pool buttons assigned to users' extensions are set to No Ring.)

- **Backup Call Answering.** If the operator should answer some lines *only when a user does not pick up*, set **Line Ringing** for those lines at extension 10 to Delayed Ring; set the lines or pools assigned at each user's extension to Immediate Ring.

- **No Answering.** If some lines should not be picked up by the operator at all, either set **Line Ringing** for those lines at extension 10 to No Ring, or simply use **Line Assignment (#301)** to remove those lines from extension 10. In either case, set **Line Access Restriction (#302)** to No Access for those lines at extension 10 to prevent the operator from using Direct Line Pickup to access those lines.

Backup Answering Options

To assist the operator in handling calls, consider the following features:

- **Automatic System Answer.** When activated, this feature answers incoming calls after a specified number of rings and plays a customized greeting. Then, depending on how **Automatic System Answer Mode (#121)** is programmed, the system either:
  - places the call on hold at extension 10 (the light next to the line button winks green at extension 10 and winks red at all other extensions that have the line).
  - continues to ring all extensions that have access to the line (the green light next to the line button at those extensions flashes).
  - disconnects the call.
- **Direct Extension Dial.** When activated, this feature answers incoming calls after a specified number of rings and plays a customized message prompting the caller to dial the digits of the designated extension or hunt group.
- **Call Forwarding/Call Follow-Me.** When activated, this feature forwards calls to a backup answering extension.
- **Call Coverage.** When activated, this feature allows other users to answer calls coming in to the operator's extension.

Also, you can install a voice messaging system to provide an automated backup answering position. When the operator is busy on calls or away from the desk, the voice messaging system answers incoming calls after a specified number of rings, plays a customized greeting, requests callers to enter an extension number, and transfers the caller to the appropriate extension. If no one answers at the destination extension, the caller can leave a personal message in that extension's mailbox.

Button Programming

You must program an operator's console with buttons that help with the handling of calls. Figure 7-1 on page 7-3 shows a PARTNER-34D telephone with the following buttons:

- **Extension Numbers.** Auto Dial buttons are programmed for extensions 11 through 28. The operator can use these buttons to dial or transfer calls to the extensions with one touch. In addition, the lights of these **Auto Dial** buttons show the status of the extension:
  - Idle (no lights on)
  - Busy (red on)
  - Calling the operator (green flash)
  - Sending coverage calls to or manually signaling the operator (green flutter)
  - Ringing back after the operator transferred a call (green flutter)

- **Manual Signaling.** A **Manual Signaling** button (labeled MS-Bill) is programmed to signal the target extension. When the button is pressed, the user at the target extension hears a tone for as long as the button is pressed. This feature is typically used by an operator to alert the boss to an important incoming call when the boss is already on a call. The lights of a **Manual Signaling** button work like an **Auto Dial** button to show the status of the target extension. Additionally, you can use a **Manual Signaling** button to place intercom calls. (**Manual Signaling** applies only to system telephones.)

  NOTE You can have only one button for a target extension per extension. The button can be programmed as a **Manual Signaling** button or as an **Auto Dial** button for intercom ringing or voice signaling.

- **Fax Management**. A button (labeled Fax-30) is programmed as a **Fax Management** button for the fax machine connected to extension 30. The lights next to the button show what is happening at the fax machine (for example, red flutter indicates that the fax machine is not responding—for example when it is out of paper).

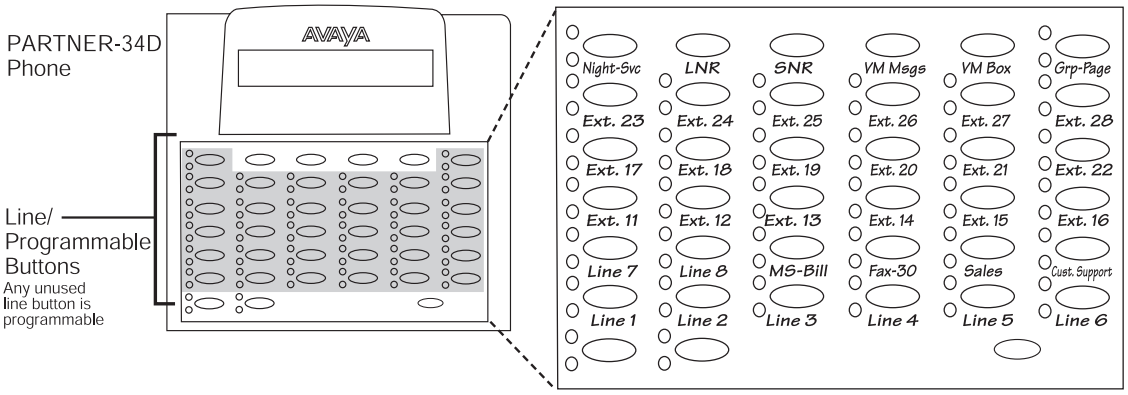

Figure 7-1. PARTNER-34D Telephone as an Operator Console

Also, the operator can use an Intercom Autodialer for the extensions the operator dials most frequently. This leaves buttons on the telephone free for more features and telephone numbers.

Automatic System Answer Features

The **Automatic System Answer** features help the system operator handle outside calls during peak calling periods. When an outside call rings on a line programmed with **Automatic System Answer**, the system answers it after a specified number of rings and plays a short user-recorded greeting to the caller. Then, depending on how **Automatic System Answer Mode (#121)** is programmed, the system does one of the following:

- Places the call on hold at extension 10 (the light next to the line button winks green at extension 10 and winks red at all other extensions that have the line). The outside caller hears **Music-On-Hold**, if it is available.
- Continues to ring all extensions that have access to the line (the green light next to the line button at those extensions flash). The outside caller hears **Music-On-Hold**, if it is available.
- Disconnects the call.

The **Automatic System Answer** features consist of:

- **Automatic System Answer Button**
- **Automatic System Answer Delay**
- **Automatic System Answer Lines**
- **Automatic System Answer Mode**
- **Automatic System Answer Record/Playback**

Considerations

- **The Automatic System/Direct Extension Dial** PC card is purchased separately.
- Use the **Automatic System Answer Record/Playback** feature to record a message before using **Automatic System Answer** since there is no default message.
- **Automatic System Answer** features are unavailable on T1 lines with **Direct Inward Dialing** (DID).

Automatic System Answer Button (#111)

Use this feature to program a button to turn **Automatic System Answer (ASA)** on and off. This feature helps the operator answer calls during busy periods.

Considerations

- This feature is available only on the system telephone at extension 10.
- Program an **Automatic System Answer Button** on a button with lights on the system display telephone at extension 10. (This feature is not supported on a button *without* lights.)
- The **Automatic System Answer Button** returns to the status (on/off) it was in before a power failure occurred or **System Reset (#728)** was used.

- **Direct Extension Dial** is an alternative system answering feature that lets outside callers dial an extension or Hunt Group number directly, without the aid of the operator.

Programming

To assign or unassign an **Automatic System Answer Button** with lights at extension 10:

1. Press Feature 0 0 System Program System Program # 1 1 1.
2. Do one of the following:
   - If you want to assign **Automatic System Answer** to the first available button, press Next Data until a display similar to the following appears:

     ```
     ASA Button
     1 Assigned - Ext10
     ```

   - If you want to unassign **Automatic System Answer**, press Next Data until a display similar to the following appears:

     ```
     ASA Button
     2 Not Assigned
     ```
     (the factory setting) ✔

   - If you want to assign **Automatic System Answer** to a specific button, press 3. A display similar to the following appears:

     ```
     ASA Button
     3 Select a Button
     ```

     Then press a programmable button with lights to assign **Automatic System Answer** to that button.
3. Select another procedure, or exit programming mode.
4. Label the **Automatic System Answer Button** at extension 10.

Using the Automatic System Answer Button

Use the **Automatic System Answer Button** as a toggle button to turn ASA on or off. When ASA is on, the green light next to the button is on steady. When ASA is off, the green light goes off.

If you turn **Automatic System Answer** on when calls are ringing, the calls are answered immediately by the system. If you turn ASA off when calls are in the process of being answered, the callers continue to hear the recorded message and are placed on hold.

Automatic System Answer Delay (#110)

Use this feature to specify the number of times (0–9) an incoming call should ring before it is answered by **Automatic System Answer**.

Considerations

- **Automatic System Answer Delay** works independently of **Line Ringing**, which determines how an outside call rings at an extension—immediately, after a 20 second delay, or not at all. **Automatic System Answer Delay** specifies the number of rings a caller hears before the system answers the call.
- If you use **Caller ID**, make sure **Automatic System Answer Delay** is set to 2 rings or more to ensure that **Caller ID** information is captured.
- If you use T1 lines with **Direct Inward Dialing** (DID) that are not administered for **Direct Inward Dialing** (DID) in PARTNER ACS R8.0 PC Administration, set the number of rings to 1 ring or more.

Programming

To change the number of times an incoming call rings at extension 10 before the system answers it:

1. Press Feature 0 0 System Program System Program # 1 1 0.
2. To change the number of rings, press Next Data until the appropriate value appears. The number of rings can be from 0 to 9, with 0 meaning immediate answering of the call. The factory setting is 2 rings.
3. Select another procedure, or exit programming mode.

Automatic System Answer Lines (#204)

Use this feature to identify the lines on which incoming calls should be answered by **Automatic System Answer**.

Considerations

- All lines programmed with **Automatic System Answer** should be assigned to extension 10.
- Only outside calls on **Automatic System Answer** lines are answered automatically. Intercom, transferred, and transfer-return calls are not answered automatically.
- You can set **Caller ID Log Answered Calls (#317)** to Active to log calls on lines answered by **Automatic System Answer**.

Programming

To identify the lines on which outside calls should be answered by the system:

1. Press Feature 0 0 System Program System Program # 2 0 4.
2. Enter the two-digit system line number of the desired line.
3. To assign or unassign the line, press Next Data until the appropriate value appears.
   - 1 = Assigned
   - 2 = Not Assigned (the factory setting) ✔
4. To identify another line, press Next Item or Prev Item until the line number appears on the display. Then repeat Step 3.
5. Repeat Steps 3 and 4 for all the lines that you want to identify.
6. Select another procedure, or exit programming mode.

Automatic System Answer Mode (#121)

Use this feature to determine how the system handles **Automatic System Answer** calls after the greeting plays. There are three available modes:

- **Hold—**places the call on hold at extension 10 (the light next to the line button winks green at extension 10 and winks red at all other extensions that have the line). The outside caller hears **Music-On-Hold**, if it is available.
- **Ring—**continues to ring and the green light next to the line button continues to flash at all extensions that have access to the line. The outside caller hears **Music-On-Hold**, if it is available.
- **Disconnect—**ends the call immediately after the **Automatic System Answer** greeting plays.

Considerations

- If **Automatic System Answer Mode** is set to Hold, calls are placed on hold at extension 10; however, any extension with access to the line on which the call is held can retrieve the call.
- If **Automatic System Answer Mode** is set to Hold and a call is placed on hold for longer than the interval specified by **Hold Reminder Tone (#127)**, the system generates a short Hold Reminder Tone at extension 10. This tone sounds at the interval specified by **Hold Reminder Tone (#127)** until the held call is retrieved, or until the caller hangs up.
- If **Automatic System Answer Mode** is set to Hold or Disconnect, you can intercept a call while the message is playing—the light for the call is steady red. To intercept the call, press the line button and lift the handset. The message stops playing when the call is retrieved.
- If **Automatic System Answer Mode** is set to Ring, the line button on which an outside call rings flashes green continuously, even while the system answers the call and plays the **Automatic System Answer** greeting. To answer the call, lift the handset. If the message was playing, it stops automatically.
- **Automatic System Answer Mode** should not be set to Hold or Ring if the disconnect signal from the local telephone company is not recognized by **Hold Disconnect Time (#203)**.

Programming

To change the **Automatic System Answer Mode**:

1. Press Feature 0 0 System Program System Program # 1 2 1.
2. To change the mode, press Next Data until the appropriate value appears:
   - 1 = Hold (the factory setting) ✔
   - 2 = Disconnect
   - 3 = Ring
3. Select another procedure, or exit programming mode.

Automatic System Answer Record/Playback (I891)

Use this feature to record and play back the message that callers hear when a call is answered by **Automatic System Answer**. The maximum length of the message is 20 seconds.

Considerations

- If you do not record a message for **Automatic System Answer**, calls are placed on hold, continue to ring, or are disconnected immediately after the system answers, depending on the setting of **Automatic System Answer Mode (#121)**.
- You must record the **Automatic System Answer** message from the system display telephone at extension 10 or 11.
- You cannot record or play a message while **Automatic System Answer** or **Direct Extension Dial** is answering a call. When you want to record or play a message, turn off **Automatic System Answer** and **Direct Extension Dial** and wait for any calls in the process of being answered by the system to be completed.
- The message must be at least eight seconds to use the **Fax CNG Detection (#505, Group 8)** feature. The system takes seven seconds to determine if the incoming call is a fax.
- You can set **SMDR Talk Time (#611)** to Active to include the Talk field on call reports. For an incoming outside call answered by **Automatic System Answer**, this field shows the call duration minus the time the greeting played and the caller waited for someone to answer the call.

Programming

To record an **Automatic System Answer** message:

1. As needed, install the **Automatic System/Direct Extension Dial** PC card (see *PARTNER PC Card Installation Instructions*).
2. Turn off **Automatic System Answer** and **Direct Extension Dial** and wait for any calls in the process of being answered by these features to be completed.
3. Lift the handset of the system display telephone at extension 10 or 11.
4. Press Intercom.

5. Dial ⑧⑨①. The current time of day remains on the second line of the display for the duration of this procedure. The top line of the display reads:

   ```
   ASA: 1=Record
   ```

   If a message was recorded previously, a display similar to the following appears:

   ```
   ASA: 1=Record 2=Play
   ```

6. Press ①. A display similar to the following appears for three seconds:

   ```
   Record at the tone
   ```

7. After three seconds, you hear a confirmation tone. Begin recording your message.
8. Press ⑪ when you are done recording. If the allotted time (20 seconds) for the message is completed before you press ⑪, you hear a tone to let you know that the system has stopped recording.

   When you finish recording, a display similar to the following appears:

   ```
   ASA: 1=Record 2=Play
   ```

9. Do one of the following:
   - To re-record the message, follow the instructions from Step 5 in this current procedure.
   - To play back the message, follow the instructions from Step 5 in the following procedure.
   - To exit from the procedure, hang up the handset.

To play back an **Automatic System Answer** message:

1. Turn off **Automatic System Answer** and **Direct Extension Dial** and wait for any calls in the process of being answered by these features to be completed.
2. Lift the handset of the system display telephone at extension 10 or 11.
3. Press the *Intercom* button.
4. Dial ⑧⑨①. A display similar to the following appears:

   ```
   ASA: 1=Record 2=Play
   ```

5. Press 2. A display similar to the following appears:

   ```
   Message Playback
   ```

   After the message is played back, you hear a confirmation tone and a display similar to the following appears:

   ```
   ASA: 1=Record 2=Play
   ```

6. Do one of the following:
   - To re-record the message, follow the instructions from Step 5 in the procedure for recording a message.
   - To play back the message, follow the instructions from Step 5 in this current procedure.
   - To exit from the procedure, hang up the handset.

Direct Extension Dial Features

Direct Extension Dial answers incoming calls after a specified number of rings and plays a customized message. This message prompts the caller to dial the digits of the designated extension, **Hunt Group**, or **Calling Group**. The **Direct Extension Dial** features that you must program are:

- **Direct Extension Dial Lines**
- **Direct Extension Dial Button**
- **Direct Extension Dial Delay**
- **Direct Extension Dial Record/Playback**

Considerations

- The **Automatic System/Direct Extension Dial** PC card is purchased separately.
- Use the **Direct Extension Dial Record/Playback** feature to record a message before using **Direct Extension Dial**, since there is no factory-set message. This message can prompt callers to dial an extension, **Hunt Group**, or **Calling Group** number after the system answers an outside call.
- **Direct Extension Dial** features are unavailable on T1 lines with Direct Inward Dialing (DID).

Direct Extension Dial Lines (#205)

Use this feature to identify the lines on which incoming calls are to be answered for **Direct Extension Dial**.

Considerations

- Assign all lines programmed with **Direct Extension Dial** to extension 10 or its transfer return extension.
- If a caller enters an invalid extension number or does not enter one at all, the call is transferred to the operator at extension 10 (or to the designated transfer return extension for extension 10).
- To intercept a call while the message is playing—the red light next to the line button is on steady—press the line button and lift the handset. The message stops playing when the call is retrieved.
- You must program a button on the system display telephone at extension 10 to turn **Direct Extension Dial** on and off. Use **Direct Extension Dial Button (#113)** to program the button.
- Calls that ring on lines programmed with **Direct Extension Dial** are picked up after two rings, as a factory setting. To change the number of rings, use **Direct Extension Dial Delay (#112)**.

- You can set **SMDR Talk Time (#611)** to Active to include the Talk field on call reports. For an incoming outside call answered by **Direct Extension Dial**, this field shows the call duration minus the time the greeting played and the caller waited for someone to answer the call.

Programming

To identify the lines on which outside calls should be answered for **Direct Extension Dial**:

1. Press Feature 0 0 System Program System Program # 2 0 5.
2. Enter the desired two-digit system line number.
3. To assign or unassign **Direct Extension Dial**, press Next Data until the appropriate value appears:
   - 1 = Assigned
   - 2 = Not Assigned (the factory setting) ✔
4. To specify another line, press Next Item or Prev Item until the line number appears on the display, then repeat Step 3.
5. Repeat Steps 3 and 4 for all desired lines.
6. Select another procedure, or exit programming mode.

Direct Extension Dial Button (#113)

Use this feature to program a button to turn **Direct Extension Dial (DXD)** on and off. **Direct Extension Dial** permits an outside caller to dial an extension or **Hunt Group** directly, without the aid of the operator. DXD calls also can be transferred directly into a **Calling Group.** It is ideal for outside callers who frequently talk with specific employees or service groups and know the extension number they are trying to reach. When an outside call rings on a line programmed with **Direct Extension Dial**, the system picks it up after a specified number of rings and plays a short message prompting the caller to dial the digits of the designated extension, **Hunt Group**, or **Calling Group**.

Considerations

- This feature is available only on the system telephone at extension 10.
- Use only one automated answering option for incoming calls (either this feature, the **Automated Attendant Service** of the voice messaging system, or a PARTNER Attendant).
- This feature can handle three outside calls simultaneously.
- If you have lines programmed for **Direct Extension Dial** and **Automatic System Answer**, **Direct Extension Dial** answers the call first.
- A **Direct Extension Dial Button** must be programmed on a button with lights on the system display telephone at extension 10. (This feature is not supported on a button without lights.)
- Do not use **Direct Extension Dial** in places where **Hold Disconnect Time (#203)** is not recognized, because if a caller hangs up after **Direct Extension Dial** answers, the line appears to be busy.

- The **Direct Extension Dial Button** returns to the status (on/off) it was in before a power failure occurred or **System Reset (#728)** was used.
- **Direct Extension Dial** affects incoming calls only on lines identified using **Direct Extension Dial Lines (#205)**.
- If **Direct Extension Dial** is on, callers hear ringing when the call is transferred regardless of the **Music-on-Hold (#602)** or **Ring on Transfer (#119)** setting.
- By default, unanswered calls return to extension 10. You can use **Transfer Return Extension (#306)** to specify a different **Transfer Return Extension** for extension 10. In this case, all unanswered **Direct Extension Dial** calls return to the specified extension as do unanswered calls manually transferred by extension 10.
- If **Do Not Disturb (F01)** is active at a directly dialed extension, the call returns to extension 10 (or its transfer return extension), unless **Call Forwarding (F11)**, **Call Coverage Rings**, or **VMS Cover Rings** is used or on.

Programming

To assign or unassign a **Direct Extension Dial Button** with lights at extension 10:

1. Press *Feature* 0 0 *System Program* *System Program* # 1 1 3.
2. Do one of the following:
   - If you want to assign **Direct Extension Dial** to the first available button, press *Next Data* until a display similar to the following appears:

     ```
     DXD Button
     1 Assigned - Ext10
     ```

   - If you want to unassign **Direct Extension Dial**, press *Next Data* until a display similar to the following appears:

     ```
     DXD Button
     2 Not Assigned
     ```
     (the factory setting) ✔

   - If you want to assign **Direct Extension Dial** to a specific button, press 3. The display reads:

     ```
     DXD Button
     3 Select a Button
     ```

     Then press a programmable button with lights to assign **Direct Extension Dial** to that button.
3. Select another procedure, or exit programming mode.
4. Label the **Direct Extension Dial Button** at extension 10.

Using the Direct Extension Dial Button

To turn **Direct Extension Dial** on, press the **Direct Extension Dial Button** at extension 10. The green light is on steady and **Direct Extension Dial** is on. If calls are ringing when you turn **Direct Extension Dial** on, the calls are answered immediately by the system.

To turn **Direct Extension Dial** off, press the **Direct Extension Dial Button** at extension 10. The green light goes off and **Direct Extension Dial** is off. Any calls being answered by the system continue to hear the recorded message and are prompted to enter a destination extension.

Direct Extension Dial Delay (#112)

Use this feature to specify the number of times (0–9) an incoming call should ring before it is answered by the **Direct Extension Dial** feature.

Considerations

- This feature works independently of **Line Ringing**, which determines how an outside call rings at the extension—immediately, after a 20 second delay, or not at all. **Direct Extension Dial Delay** specifies the number of rings a caller hears before the system answers the call.
- If you use **Caller ID**, make sure **Direct Extension Dial Delay** is set to 2 rings or more to ensure that **Caller ID** information is captured.
- If you use T1 lines with **Direct Inward Dialing** (DID) that are not administered for **Direct Inward Dialing** (DID) in PARTNER ACS R8.0 PC Administration, set the number of rings to 1 ring or more.

Programming

To change the number of times an incoming call rings at extension 10 before the system answers it:

1. Press *Feature* 0 0 *System Program* *System Program* # 1 1 2.
2. To change the number of rings, press *Next Data* until the appropriate value appears. Values range from 0 to 9, where 0 means the call is answered immediately. The factory setting is 2.
3. Select another procedure, or exit programming mode.

Direct Extension Dial Record/Playback (I892)

Use this feature to record and play back the message that callers hear when a call is answered by the **Direct Extension Dial** feature. The maximum length of the message is 40 seconds.

Considerations

- You can record only one message for **Direct Extension Dial**.
- You must record the **Direct Extension Dial** message from the system display telephone at extension 10.
- You cannot record or play a message while **Direct Extension Dial** or **Automatic System Answer** is answering a call. When you want to record or play a message, turn off **Direct Extension Dial** and **Automatic System Answer** and wait for any calls in the process of being answered by the system to be completed.
- You can set **SMDR Talk Time (#611)** to Active to include the Talk field on call reports. For an incoming outside call answered by **Direct Extension Dial**, this field shows the call duration minus the time the greeting played and the caller waited for someone to answer the call.

Programming

To record a **Direct Extension Dial** message:

1. Turn off **Direct Extension Dial** and **Automatic System Answer** at extension 10, and wait for any calls in the process of being answered by these features to be completed.
2. Lift the handset of the system display telephone at extension 10.
3. Press the (Intercom) button.
4. Dial 892. The current time of day remains on the second line of the display for the duration of this procedure. The top line of the display reads:

   ```
   DXD: 1=Record
   ```

   If a message was previously recorded, a display similar to the following appears:

   ```
   DXD: 1=Record 2=Play
   ```

5. Press 1. A display similar to the following appears for three seconds:

   ```
   Record at the tone
   ```

6. After three seconds, you hear a tone. Begin recording your message.
7. Press # when you are done recording.

   If the allotted time (40 seconds) for the message is completed before you press #, you hear a tone to let you know that the system has stopped recording.

   When you finish recording, a display similar to the following appears:

   ```
   DXD: 1=Record 2=Play
   ```

8. Do one of the following:
   - To re-record the message, follow the instructions from Step 5 in this procedure.
   - To play back the message, follow the instructions from Step 5 in the playback procedure that follows.
   - To exit the procedure, hang up the handset.

To play back a **Direct Extension Dial** message:

1. Turn off **Direct Extension Dial** and **Automatic System Answer** at extension 10 and wait for any calls in the process of being answered by these features to be completed.
2. Lift the handset of the system display telephone at extension 10 or 11.
3. Press the Intercom button.
4. Dial 8 9 2. A display similar to the following appears:

   ```
   DXD: 1=Record 2=Play
   ```

5. Press 2. The following display appears:

   ```
   Message Playback
   ```

   After the message is played back, you hear a confirmation tone and a display similar to the following appears:

   ```
   DXD: 1=Record 2=Play
   ```

6. Do one of the following:
   - To re-record the message, follow the instructions from Step 5 in the procedure for recording a message.
   - To play back the message, follow the instructions from Step 5 in this procedure.
   - To exit the procedure, hang up the handset.

Night Service Button (#503)

Use this feature to program a button on the system telephone at extension 10 to turn **Night Service** on and off. When **Night Service** is on, all lines and pools assigned to the telephones of the users in the **Night Service Group** ring immediately, regardless of their normal **Line Ringing** settings.

Night Service is useful if you want phones to ring after regular business hours. For example, although Shipping Department workers do not answer calls directly during the day, you want them to answer incoming calls after hours.

Considerations

- You must program a **Night Service Button** on the system telephone at extension 10.
- Program **Night Service** on a button with lights. This feature is not supported on a button without lights.
- Dialing restrictions for extensions not in the **Night Service Group** remain the same as during normal daytime operation.
- If you reassign the **Night Service Button**, it is removed from the button where it was previously assigned.
- If you program a **System Password (#403)**, you must enter the password when turning **Night Service** on or off. In addition, when **Night Service** is on, users in the **Night Service Group** can dial only numbers on the **Emergency Phone Number List (#406)** and Marked **System Speed Dial** numbers without entering the **System Password**. **Night Service** with a **System Password** is useful for controlling unauthorized use of phones after hours.
- If you have a voice messaging system, **VMS Hunt Schedule (#507)** determines when outside calls should ring the **VMS Hunt Group** (always, day only, or night only). The status of the **Night Service Button** at extension 10 tells the voice messaging system to operate in day or night mode.
- The **Night Service Button** returns to the status (on/off) it was in immediately prior to a power failure or to **System Reset (#728)** being used.
- **Night Service** is unavailable on T1 lines with Direct Inward Dialing (DID).

Programming

To program a **Night Service Button** at extension 10:

1. Press *Feature* 0 0 *System Program* *System Program* # 5 0 3 at extension 10.
2. Do one of the following:
   - If you want to assign **Night Service** to the first available button, press *Next Data* until a display similar to the following appears:

     ```
     Night Service Button
     1 Assigned - Ext10
     ```

   - If you want to remove the **Night Service Button** assignment, press *Next Data* until a display similar to the following appears:

     ```
     Night Service Button
     2 Not Assigned
     ```
     (the factory setting) ✔

   - If you want to assign **Night Service** to a specific button, press 3. A display similar to the following appears:

     ```
     Night Service Button
     3 Select a Button
     ```

     Then press a programmable button with lights to assign **Night Service** to that button.

3. Select another procedure, or exit programming mode.
4. Label the **Night Service Button** at extension 10.

Using the Night Service Button

To turn **Night Service** on:

1. Press the **Night Service Button** at extension 10.
   - If a **System Password** is programmed, the green light next to the button flashes; you must continue with Step 2.
   - If no **System Password** is programmed, the green light is on steady and **Night Service** is on.
2. Enter the password.

   The green light is on steady. **Night Service** is on.

To turn **Night Service** off:

1. Press the **Night Service Button** at extension 10.
   - If a **System Password** is programmed, the green light next to the button flashes; you must continue with Step 2.
   - If no **System Password** is programmed, the green light goes out and **Night Service** is off.
2. Enter the password.

   The green light goes out. **Night Service** is off.

Outgoing Call Restriction Button (#114)

Use this feature to program a button on the system telephone at extension 10 to change the current **Outgoing Call Restriction** setting for an extension. For example, after a guest's departure, a hotel manager can change the **Outgoing Call Restriction** setting of the room telephone from No Restriction to Inside Only so outside calls cannot be made from the telephone after the guest checks out. Conversely, an operator can change the **Outgoing Call Restriction** setting of a conference room telephone from Local Only (which prevents users from making long distance calls) to No Restriction so a client can dial long distance.

Considerations

- You must program an **Outgoing Call Restriction Button** on the system telephone at extension 10.
- You must program **Outgoing Call Restriction (#114)** on a button with lights. This feature is not supported on a button without lights.

- The system considers extension 10 busy while you are using the **Outgoing Call Restriction Button**, and the telephone acts as if it is in System Programming mode. You cannot use other features or handle calls at extension 10 until you are through using the feature.
- You cannot use the **Outgoing Call Restriction Button** to change an extension's setting while extension 11 is in System Programming mode.
- Rather than using an **Outgoing Call Restriction Button**, you can use **Outgoing Call Restriction (#401)** to change an extension's **Outgoing Call Restriction** setting through System Programming if you prefer.
- You must use an **Auto Dial** button with lights to designate the extension you want to change after you press the **Outgoing Call Restriction Button**. You should use an **Auto Dial** button on the PARTNER-CA48 Intercom Autodialer. However, you can use an intercom **Auto Dial** button on the system telephone at extension 10, provided the button has lights.

Programming

To program an **Outgoing Call Restriction Button** at extension 10:

1. Press *Feature* 0 0 *System Program* *System Program* # 1 1 4 at extension 10.
2. Do one of the following:
   - If you want to assign **Outgoing Call Restriction** to the first available button, press *Next Data* until a display similar to the following appears:

     ```
     Outgoing CallRstr Button
     1 Assigned - Ext10
     ```

   - If you want to remove the **Outgoing Call Restriction Button** assignment, press *Next Data* until a display similar to the following appears:

     ```
     Outgoing CallRstr Button
     2 Not Assigned
     ```
     (the factory setting) ✔

   - If you want to assign **Outgoing Call Restriction** to a specific button, press 3. A display similar to the following appears:

     ```
     Outgoing CallRstr Button
     3 Select a Button
     ```

     Then press a programmable button with lights to assign **Outgoing Call Restriction** to that button.
3. Select another procedure, or exit programming mode.
4. Label the **Outgoing Call Restriction Button** at extension 10.

Using the Outgoing Call Restriction Button

To change an extension's **Outgoing Call Restriction** setting:

1. Press the **Outgoing Call Restriction Button** at extension 10.

   The green light next to the **Outgoing Call Restriction Button** turns on, and extension 10 appears busy to the system.

2. Press the **Auto Dial** button for the desired extension repeatedly until its lights show the correct setting as follows:

   - **No Restriction**. The green light next to the **Auto Dial** button is on steady.
   - **Inside Only**. The red light next to the **Auto Dial** button is on steady.
   - **Local Only**. The green light next to the **Auto Dial** button flashes.

3. Press the **Outgoing Call Restriction Button** at extension 10, or lift the handset and replace it back in the cradle.

   The green light next to the **Outgoing Call Restriction Button** goes off, and extension 10 resumes normal operation.

Station Unlock (F22)

Use this feature to unlock a specific user's locked extension. Use this feature when a user forgets the code he or she used to lock the extension.

Considerations

- This feature is available only at extension 10 or 11.
- Do not program this feature on a button.
- Use **Station Lock** to lock and unlock from an extension.

Using Station Unlock on a System Telephone

From extension 10 or 11 only:

1. Press *Feature* 2 2.
2. Dial the extension number, or use an **Auto Dial** or **Manual Signaling** button for the extension that you want to unlock.

   The extension is unlocked. If that extension used a **Station Lock** button with lights to activate the feature, the green light goes off.

Using Station Unlock on a Single-Line Telephone

From extension 10 or 11 only:

1. Lift the handset.

   You hear the intercom dial tone.

2. Press #22.

3. Dial the number of the extension that you want to unlock.

   The extension is unlocked.

Wake Up Service Button (#115)

Use this feature to program a button on the system telephone at extension 10 to schedule wake up (or reminder) calls for system extensions. When a wake up call is scheduled, the system makes an intercom call to the target extension at the scheduled time. If the first call is not answered or the called extension is busy, the system makes a second attempt five minutes later.

Considerations

- You must program a **Wake Up Service Button** on the system display telephone at extension 10.
- You must program **Wake Up Service** on a button with lights. This feature is not supported on a button *without* lights.
- A scheduled wake up call occurs *once* in a 24-hour period. If you want to send a wake up call at the same time on the next day, you must reschedule the call.
- Wake up calls ring the target extension for approximately 30 seconds (or six rings).
- Wake up calls are not placed to extensions assigned as doorphones.
- Wake up time is based on **System Time (#103)**.
- If users answer a wake up call, they hear **Music-On-Hold (#602)** if it is Active. If **Music-On-Hold** is Not Active, users hear silence.
- Wake up calls ring at target extensions even if **Do Not Disturb** is active at the extension.
- Wake up calls to a target extension that has **Call Forwarding** active ring at the extension—the calls are not forwarded
- Wake up calls that are not answered do not go to voice mail coverage, even if **VMS Cover** is active at the target extension.

Programming

To program a **Wake Up Service Button** at extension 10:

1. Press Feature 0 0 System Program System Program # 1 1 5 at extension 10.
2. Do one of the following:
   - If you want to assign **Wake Up Service** to the first available button, press Next Data until a display similar to the following appears:

     ```
     Wake Up Service Button
     1 Assigned - Ext10
     ```

   - If you want to remove the **Wake Up Service Button** assignment, press Next Data until a display similar to the following appears:

     ```
     Wake Up Service Button
     2 Not Assigned
     ```
     (the factory setting) ✔

   - If you want to assign **Wake Up Service** to a specific button, press 3. A display similar to the following appears:

     ```
     Wake Up Service Button
     3 Select a Button
     ```

     Then press a programmable button with lights to assign **Wake Up Service** to that button.
3. Select another procedure, or exit programming mode.
4. Label the **Wake Up Service Button** at extension 10.

Using Wake Up Service

To schedule a wake up call for a specific extension:

1. Press the **Wake Up Service Button** at extension 10.

   The green light next to the **Wake Up Service Button** flutters. Wake Up Service is activated.
2. Dial the two-digit extension number of the desired extension (or use an **Auto Dial** button).
3. Enter the wake-up time in 24-hour notation. For example, to set the time to 2:15 p.m., press 1 4 1 5. When you have finished entering the time, the display reads:

   ```
   Wake Up Call 32 14:15
   ```

   The wake up call is scheduled, and the green light next to the **Wake Up Service Button** turns off.

To review a scheduled wake up time for a specific extension:

1. Press the **Wake Up Service Button** at extension 10.
2. Dial the two-digit target extension number (or use an **Auto Dial** button).
3. Review the displayed wake up time and target extension number.

4. Press the **Wake Up Service Button** to exit.
5. Repeat Steps 1 through 4 to review wake up times for other extensions.

To cancel a scheduled wake up call:

1. Press the **Wake Up Service Button** at extension 10.
2. Dial the two-digit target extension number (or use an **Auto Dial** button).
3. Press #.
4. Repeat Steps 1–3 to cancel a scheduled wake-up call for another extension.

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Programming & Using Telephone Features

8

Overview

You can program many of the system's features right from your telephone. When you program a feature from your telephone, you are using Extension Programming.

The features discussed in this chapter are features often programmed by individual users. However, they can be programmed by the System Administrator as well from a system display telephone at extension 10 or 11. Some of the features only show the instructions for using the feature because the feature usually is programmed by the System Administrator.

Extension Programming

Extension Programming is the programming that you perform at your own telephone, not at the telephone at extension 10 or 11.

To program at an extension, use the following procedure:

1. To start programming, dial Feature 0 0.

   The green lights next to buttons on which lines or pools are assigned for the extension show the current **Line Ringing** settings. You can program the remaining buttons with telephone numbers, extension numbers, or system features.

2. To assign a name to the extension, press left Intercom and enter the character codes. See "Extension Name Display" on page 5-4 for the codes.
3. Program features as described in this chapter.
4. To erase the current programming from a button, press the button, then press Mic/HFAI.
5. To exit programming mode, do one of the following:
   - Press Feature 0 0.
   - Lift the handset off-hook, then place it back in the cradle.

Dial-Code Features

You can access some features by dialing a feature code at the telephone dialpad. From a system telephone, you can dial Feature or Intercom, followed by the two- or three-digit code (or press a programmed **Auto Dial** button). From a single-line telephone, you typically dial # followed by the two- or three-digit code when you have intercom dial tone. See Table A-2 in Appendix A, "Cross-Reference of Features" for a listing of dial-code features.

Absent Text Message (F28)

Use this feature to post a message (such as "Do Not Disturb" or "Away from desk") on the display of your PARTNER 34D or PARTNER 18D system phone. When another extension calls your extension, your active Absent Text Message appears on the caller's display. Using this feature button, you can also view the active Absent Text Message of another extension without calling that extension.

The system provides the following default Absent Text Messages:

- Do Not Disturb
- On vacation
- Out to lunch
- At home
- Away from desk
- Be right back

You can also create two custom Absent Text Messages.

Considerations

- An Absent Text Message button must be programmed on a button with lights on a PARTNER 34D or PARTNER 18D system phone.
- You can only program one Absent Text Message button on your system phone.
- Custom Absent Text Messages are not backed up.
- Custom Absent Text Messages are lost during a frigid start.
- You cannot administer custom Absent Text Messages via PARTNER R8.0 PC Administration.
- The Absent Text Message button is not copied from one extension to another via **Copy Settings (#399)**.

Programming

To program an **Absent Text Message** button:

1. Press Feature 0 0.
2. Press a programmable button with lights.
3. Press Feature 2 8.
4. Program another button for this extension, or exit programming mode.

Using Absent Text Message

Using the Absent Text Message feature, you can:

- activate an Absent Text Message
- create a custom Absent Text Message
- modify an Absent Text Message
- delete an Absent Text Message
- view (inspect) the Absent Text Message of another extension

Activating Your Absent Text Message

The system provides the following Absent Text Messages:

- Do Not Disturb
- On vacation
- Out to lunch
- At home
- Away from desk
- Be right back
- two custom messages that you can create

To activate your Absent Text Message:

1. Press your preprogrammed **Absent Text Message** button.

   The green light flutters and the first Absent Text Message appears (shown in Figure 8-1).

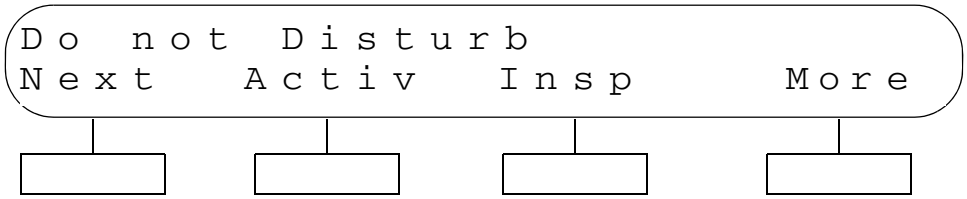

Figure 8-1. Absent Text Message Display

2. Press the `Next` button to scroll through the Absent Text Messages.
3. When you find the Absent Text Message you want to use, press the `Activ` button.
4. Press the **Absent Text Message** button.

   The selected Absent Text Message appears on the display.

Deactivating Your Absent Text Message

To deactivate your Absent Text Message:

1. Press your preprogrammed **Absent Text Message** button.

   The green light flutters and the active Absent Text Message appears (shown in Figure 8-2).

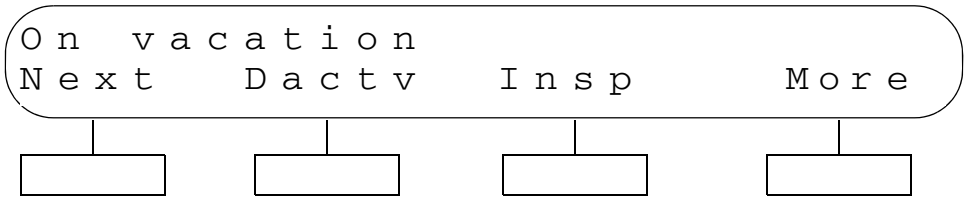

Figure 8-2. Absent Text Message Display

2. Press the `Dactv` button.
3. Press the **Absent Text Message** button.

Creating a Custom Absent Message

You can create two Absent Text Messages.

To create a custom Absent Text Message:

1. Press your preprogrammed **Absent Text Message** button.

The green light flutters and the first Absent Text Message appears (shown in Figure 8-3).

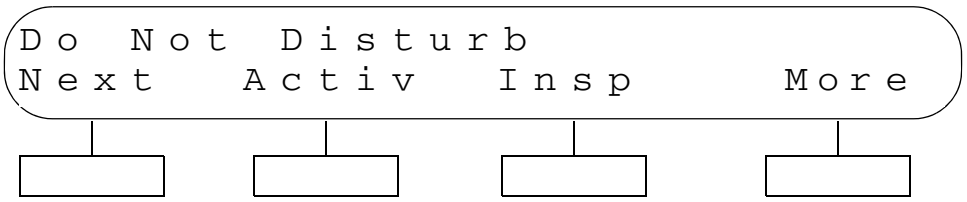

Figure 8-3. Absent Text Message Display

2. Press the `More` button to access the New option (shown in Figure 8-4).

NOTE

The `More` button will be unavailable if two custom messages already exist. The system allows a maximum of two custom messages.

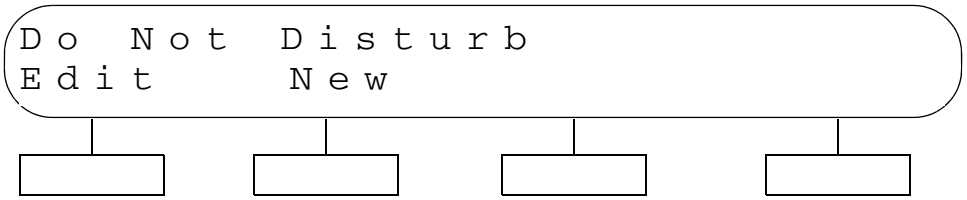

Figure 8-4. Absent Text Message Display - New option

3. Press the `New` button to access the Dial characters prompt (shown in Figure 8-4).

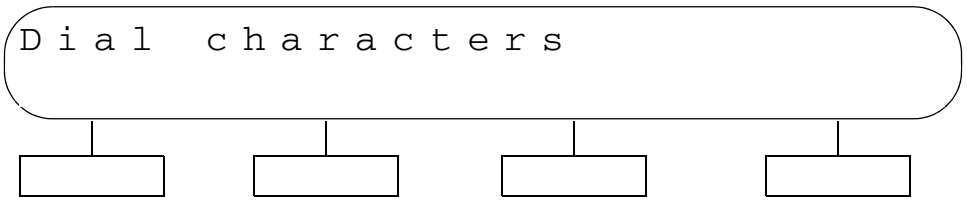

Figure 8-5. Dial Character Display

4. Enter your custom Absent Text Message.
5. When finished entering the message, press the `Ok` button.

6. Press the **Absent Text Message** button.

Modifying an Absent Text Message

To modify an Absent Text Message:

1. Press your preprogrammed **Absent Text Message** button.

   The green light flutters and the first Absent Text Message appears (shown in Figure 8-6).

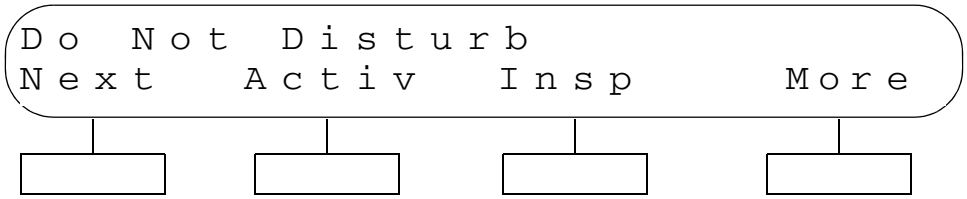

Figure 8-6. Absent Text Message Display

2. Press the `Next` button to select the Absent Text Message you want to modify.
3. Press the `More` button.
4. Press the `Edit` button (shown in Figure 8-7).

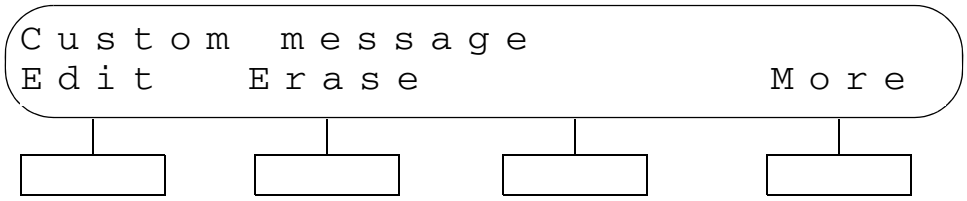

Figure 8-7. Absent Text Message Display - Edit option

5. Make your changes to the Absent Text Message.
6. When finished, press the `Ok` button.
7. Press the **Absent Text Message** button.

Delete an Absent Text Message

To delete an Absent Text Message:

1. Press your preprogrammed **Absent Text Message** button.

The green light flutters and the first Absent Text Message appears (shown in Figure 8-8).

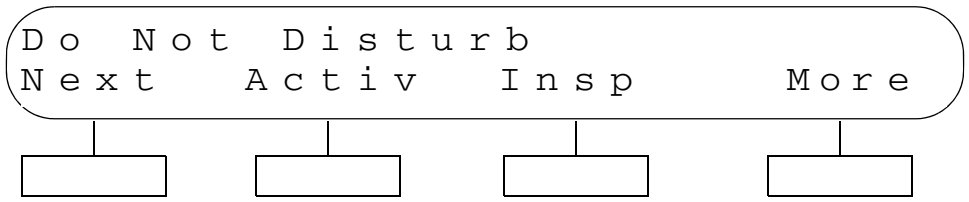

Figure 8-8. Absent Text Message Display

2. Press the `Next` button to select the Absent Text Message you want to delete.
3. Press the `More` button.
4. Press the `Erase` button (shown in Figure 8-9).

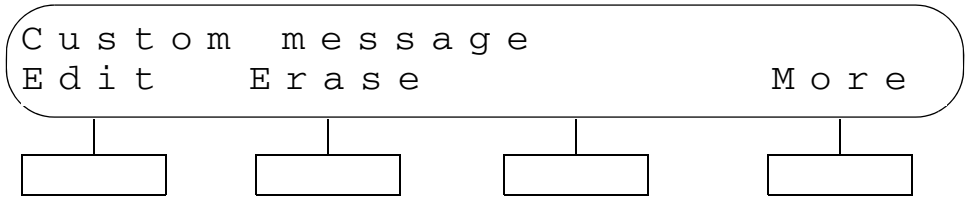

Figure 8-9. Absent Text Message Display - Edit option

5. Press the **Absent Text Message** button.

Inspecting the Absent Text Message of Another Extension

To inspect the Absent Text Message of another extension:

1. Press your preprogrammed **Absent Text Message** button.

   The green light flutters and the Absent Text Message display appears (shown in Figure 8-10).

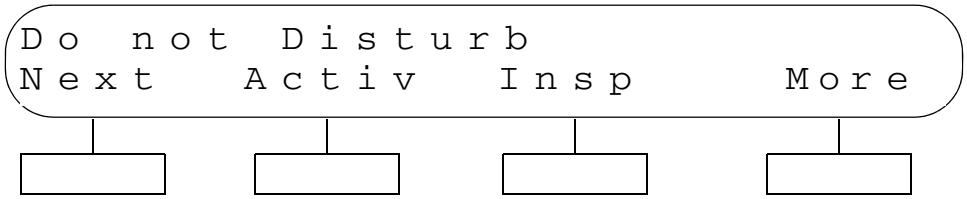

Figure 8-10. Absent Text Message Display

2. Press the `Insp` button. The system prompts you to specify the extension in which you are interested (Figure 8-13).

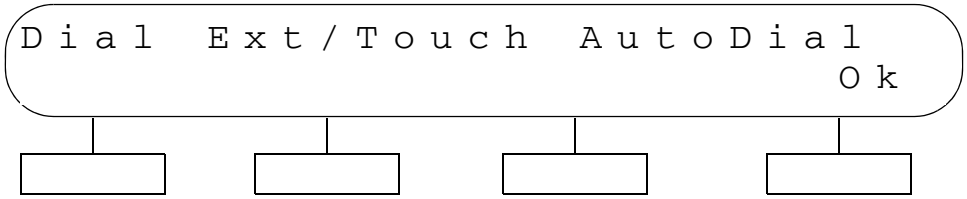

Figure 8-11. Absent Text Message Dial Display

3. Enter the extension or press an Auto Dial button for the extension. The extension number and active Absent Text Message for the associated extension are displayed.
4. When finished, press the `Ok` button.
5. Press the **Absent Text Message** button.

Account Code Entry (F12)

Use this feature to enter an account code (up to 16 digits) for an outside call (incoming or outgoing). An account code typically is used to identify a department, project, or client for charge-back or tracking purposes.

Considerations

- You can use **Account Code Entry** only on system telephones.
- When an account code is entered during a call, the caller on the other end does not hear the touch-tone digits dialed.

- If **SMDR** is used, the account code assigned to incoming or outgoing calls prints on call reports.
- If an account code is entered for an *outgoing* call and the call is transferred to another extension, the call report shows the *originating* extension as the owner of the call. Conversely, if an account code is entered for an *incoming* call and the call is transferred to another extension, the call report shows the *destination* extension as the owner of the call.
- Account codes can be changed during a call. However, only the person who entered the original account code can enter a different account code. **SMDR** prints changed account codes as follows:
  - For optional or forced account code entry *without* a **Forced Account Code List**, the call report prints the last account code entered.
  - For forced account code entry *with* a **Forced Account Code List,** the call report prints the last valid account code entered. If the changed account code is not valid, the report prints the original account code.
- If a **Forced Account Code List** exists, you can check to see if an account code is valid when entering or changing an account code by pressing Feature 1 2 after entering the account code. If the account code is not valid, you hear a denial tone.
- The **Call Accounting Terminal** uses less than 16 digits for an account code. Refer to the device's documentation to determine the maximum digits supported.
- You can program the **Account Code Entry** feature code on a button on a system telephone. Use a button with lights. (This button can be used for optional **Account Code Entry** or **Forced Account Code Entry**.)
- Use **Forced Account Code Entry (#307)** to identify system telephone extensions that are required to enter an account code prior to dialing *any* outside number (including those on the **Emergency Phone Number List**). A *forced* account code must be entered at the beginning of a call; however, a different account code can be entered any time during the call.

  NOTE Users can make 911 calls from the **Forced Account Code** extensions without entering the account code as long as 911 has been entered into the **Emergency Phone Number List (#406)**.

- You can use **Forced Account Code List (#409)** to create a list of valid account codes, which should be distributed to the appropriate users. If a **Forced Account Code List** exists, the system checks the list whenever a user enters a forced account code. If the code is valid, the system provides the user access to an outside line. If the code is invalid, the system denies the user access to an outside line.
- For faster entry of frequently used account codes, you can program an account code on an **Auto Dial** button or as a **System** or **Personal Speed Dial** number (but not as a **Marked System Speed Dial** number). See "Auto Dialing" on page 8-11, "System Speed Dial" on page 4-65, and "Personal Speed Dial" on page 8-72 for programming instructions.

Programming

To program an **Account Code Entry** button:

1. Press Feature 0 0.
2. Press a programmable button, preferably one with lights.
3. Press Feature 1 2.
4. Program another button for this extension, or exit programming mode.

Using Account Code Entry

To enter or change an *optional* account code:

1. From a system telephone, if a password is programmed for the system, enter it before lifting the handset.
2. After lifting the handset (or while already active on an outside call), press the programmed **Account Code Entry** button, or press Feature 1 2.

   If the **Account Code Entry** button has lights, the green light turns on.
3. Enter an account code by doing one of the following:
   - Dial the account code manually by using the telephone's dialpad.
   - Dial a **System** or **Personal Speed Dial** number programmed with the account code.
   - Press an **Auto Dial** button programmed with the account code.
4. Press the programmed **Account Code Entry** button or press Feature 1 2 to indicate the end of the code.

   If the **Account Code Entry** button has lights, the green light turns off.
5. Make the call, if you are not already on a call.
6. To change the account code, repeat Steps 2 through 4.

To enter or change a *forced* account code:

1. From a system telephone, if a password is programmed for the system, enter it before lifting the handset.
2. Lift the handset or press Spkr.
3. Press the programmed **Account Code Entry** button or press Feature 1 2.

   If the **Account Code Entry** button has lights, the green light turns on.
4. Enter an account code (supplied by your System Manager) by doing one of the following:
   - Dial the account code manually by using the telephone's dialpad.
   - Dial a **System** or **Personal Speed Dial** number programmed with the account code.
   - Press an **Auto Dial** button programmed with the account code.

5. Press an idle line or pool button:
   - If a **Forced Account Code List** exists and the account code is valid (or if the **Forced Account Code List** is empty), you hear outside dial tone. Go to Step 6.
   - If a **Forced Account Code List** exists and the account code is not valid, you are denied access to the outside line. Verify the account code with your System Manager, then repeat this procedure, starting from Step 1.
6. Make the telephone call.
7. To change the account code while on a call:
   a. Press the programmed **Account Code Entry** button, or press Feature 1 2.
   b. Enter a different account code.
   c. Press the programmed **Account Code Entry** button, or press Feature 1 2.

   If a **Forced Account Code List** exists and the account code is invalid, you hear a denial tone. Verify the account code, then repeat Step 7, making sure to enter a valid account code.

Auto Dialing

Use this feature to dial outside numbers, extension numbers, feature codes, or account codes with a single touch by pressing a programmed button. If an extension number is stored on an **Auto Dial** button, the user can dial, signal, or transfer calls to the extension by pressing the button. An **Auto Dial** number can be stored on any programmable button (a button with no line or pool assigned) on a system telephone.

Considerations

- You can program an **Auto Dial** button only on a system telephone.
- If you program an extension number on a button with lights, the lights show calling activity at the extension.
- You can connect an Intercom Autodialer to the system telephones at extension 10 and 11 to have **Auto Dial** buttons for all of the extensions in your system.
- You can have only one **Auto Dial** button—either on the system telephone or on the Autodialer—for another extension in the system. You can program that button for intercom ringing, intercom voice signaling, or manual signaling.
- When programming emergency numbers for **Auto Dialing** and/or making test calls to those numbers, you should: 1) Remain on the line and briefly explain to the dispatcher the reason for the call before hanging up and 2) Perform such activities in the off-peak hours, such as early morning or late evening.
- **Auto Dial** buttons do not override dialing restrictions for an extension.
- PARTNER-6 telephones have only four buttons available for lines, pools, and/or **Auto Dial** numbers.

- A combined total of 800 outside **Auto Dial** and **Personal Speed Dial** numbers can be programmed.
- For PBX or Centrex systems that require a dial-out code to make calls outside the PBX or Centrex system, include the dial-out code followed by one or more pauses (if available) on an **Auto Dial** button for a number outside the PBX or Centrex system. (See "Changing Settings to Support PBX or Centrex Services" on page 3-16 for more information.)
- You can use the **Auto Dial** button instead of dialing the two-digit extension number required for these features: **Call Coverage**, **Call Forwarding/Call Follow-Me**, **Call Park**, **Message Light On**, **Message Light Off**, **Station Unlock**, and **Voice Mailbox Transfer**.
- To set up a **Fax Management** button, program the fax extension number on an **Auto Dial** button with lights. Special light patterns on the **Auto Dial** button for the fax extension indicate fax machine status. Identify fax extensions using **Fax Machine Extensions (#601)**.
- You can include special functions, such as a pause, in the **Auto Dial** number.
- An **Auto Dial** number can begin with a star code; the system automatically inserts a delay based on the **Star Code Dial Delay (#410)** setting.
- You cannot use **Auto Dialing** with **Call Screening (F25)**.

Programming

To program an **Auto Dial** button:

1. Press Feature 0 0.
2. Press a programmable button.
3. Enter an account code, PBX/Centrex feature access code, or one of the following:
   - Outside telephone number. Enter the telephone number (up to 28 digits) exactly as you would dial it.
   - Extension number. Press the left Intercom button, and enter the two-digit extension number. Press * before the extension number to program the **Auto Dial** button to voice-signal an extension. For example, to program extension 20 for voice signaling, press Intercom 2 0.
   - Feature code. Enter the appropriate code. For example, to program a button to turn on the message light at extension 20, press Feature 0 9 2 0. When you press the programmed button, the message light at extension 20 turns on.
4. Repeat Steps 3 and 4 to program additional **Auto Dial** buttons, or exit programming mode.

Using Auto Dialing

From a system telephone, to dial an outside number or extension number (you can lift the handset or press Spkr, but you do not have to do so):

1. Do one of the following:
   - If you want to call on a specific line, press the line button (or press Intercom 8 and dial the two-digit line number).

     If you did not lift the handset, the lights next to Spkr and Mic/HFAI go on, and you are active on the speakerphone.
   - If you want to call by using a specific pool on a pooled extension, press the pool button (or press Intercom and dial the three-digit pool access code).

     If you did not lift the handset, the lights next to Spkr and Mic/HFAI go on, and you are active on the speakerphone.
2. Press the **Auto Dial** button on which the outside number or extension number is programmed.

   The system automatically selects a line if you did not specify one, turns on the speaker (if you did not lift the handset), and dials the **Auto Dial** number. The number being dialed appears on a display telephone.

To use an **Auto Dial** button programmed with a feature code or account code, follow the directions for the feature you want to use.

Background Music (F19)

Use this feature to provide background music through the speaker of an idle system telephone for your work area. **Background Music** plays the recorded material from the **Music-On-Hold** audio source.

Considerations

- **Background Music** is available only if **Music-On-Hold** is active and an audio source is connected to the processor module.
- **Background Music** is available only on system telephones with speakers.
- The **Background Music** feature broadcasts music over telephone lines. The performance of music over telephone lines is a public performance under United States Copyright law. In order for the performance of that music to be lawful, it must be licensed annually to the user by the copyright owners or their representatives (such as ASCAP or BMI).

  The Magic on Hold system includes the required license for the first year. This license must be renewed annually.
- **Background Music** stops when you make or answer a call, but resumes when the telephone becomes idle again.

- If a system telephone and a single-line telephone with a message waiting light are connected in a combination extension, the single-line telephone's message waiting light does not light if **Background Music** is on at the system telephone.
- You can program a **Background Music** button on a system telephone to use the feature with one touch. Use a button with lights.
- **Call Screening (F25)** overrides **Background Music**.

Programming

To program a **Background Music** button:

1. Press Feature 0 0.
2. Press a programmable button (preferably a button with lights).
3. Press Feature 1 9.
4. Program another button for this extension, or exit programming mode.

Using Background Music

To turn **Background Music** on:

1. From a system telephone with a speaker, press the programmed button, or press Feature 1 9.

   If the telephone is idle, you hear **Background Music**. If the **Background Music** button has lights, the green light turns on.
2. To adjust the volume of **Background Music**, use the telephone's volume control buttons while listening to the **Background Music**.

To turn **Background Music** off, press the programmed button, or press Feature 1 9.

If the **Background Music** button has lights, the green light turns off.

Call Coverage (F20,XX,XX)

Use this feature to redirect all intercom, transferred, DID, and outside calls on lines assigned ownership from a user's extension to another system extension (where XX is a system extension number) for coverage. When **Call Coverage** is activated, covered calls are routed to the covering extension after a specified number of rings. Callers can then leave a message with the person at the covering extension. This feature helps users who want their callers to have personalized service when they are unable to answer calls.

Considerations

- Use a system display telephone for the covering extension so the user can identify coverage calls. `Coverage Call for XX` appears on the display when a coverage call rings at a covering extension instead of **Caller ID** information, if available.
- If the covering extension has an **Auto Dial** button for the originating extension, the light shows green flutter while the coverage call is ringing at the covering extension. If the user at the extension lifts the handset, he or she is connected to this call.
- Intercom, transferred, DID, and outside calls on lines assigned ownership can be covered.
- Group calls, forwarded calls, transfer-return calls, voice-signaled calls, **Voice Interrupt On Busy** calls, **Wake-Up Service** calls, and calls to doorphone alert extensions cannot be covered.
- Do not designate any of the extensions in **Hunt Group** 7, which contains the extensions associated with the voice messaging system, as a covering extension.
- A single extension can cover multiple extensions; however, an extension programmed for **Call Coverage** can have only one covering extension. Only one **Call Coverage** button can be programmed per extension.
- If you activate **Call Coverage** at your extension, you still can intercept an outside call routed for coverage by pressing the outside line button that has the call appearance.
- You can program **Call Coverage** on a button on a system telephone. Use a button with lights if you want a visual indication when your calls are being covered. When the green light is on, your calls are being covered; when the green light is off, **Call Coverage** is not active.
- If the **Call Coverage** feature code and optional originating and covering extensions are programmed on a button with lights, you can use the button to turn **Call Coverage** on and off with one touch. (The lights show when **Call Coverage** is on, even if calls are covered by a different extension from the one stored on the button, and you can still use the button to turn **Call Coverage** off.)
- If **Call Coverage** and **Do Not Disturb** are active, covered calls are routed immediately to the covering extension, without ringing the covered extension.
- You can turn on **Call Coverage** while a call is ringing to send a call immediately for coverage. Similarly, if **Call Coverage** is on and a call begins to ring, you can turn on **Do Not Disturb** to send that call immediately for coverage. (See "Send All Calls" on page 8-71.)

- If an extension has **Call Coverage** and **VMS Cover** active, covered calls ring at the covering extension for the specified number of **Call Coverage Rings**:
  - — If the covering extension does not answer, the call is routed to the voice mailbox of the extension that activated **Call Coverage** after the specified number of **VMS Cover Rings**.
  - — If the covering extension has **Do Not Disturb** active, the call is routed immediately to the voice mailbox of the extension that activated **Call Coverage**.
- If an extension has **Call Coverage** active without voice mail coverage, covered calls ring at the covering extension for the specified number of **Call Coverage Rings**. Outside and intercom calls continue to ring at the covering extension until the call is answered or the caller hangs up.

  For transferred calls:
  - — If the covering extension does not answer, the call goes to the transfer return extension after the specified number of **Transfer Return Rings**.
  - — If the covering extension has **Do Not Disturb** active, the call rings one more time at the user's extension before it goes to the transfer return extension.
- If an extension has **Call Coverage** and **Call Forwarding** active, calls are routed to the **Call Forwarding** destination extension (**Call Forwarding** takes precedence).
- If a user at a covering extension has a system display telephone and is busy on a call, he or she can use **Caller ID Inspect** to view the number of the extension from which a coverage call is being sent. If a user is not active on a call and multiple coverage calls are ringing, he or she can press the line, pool, or Intercom buttons to view the number of the extension from which each coverage call is being sent. However, if the user picks up the handset, he or she joins or answers the call that was previously ringing at the originating extension shown on the display.
- **Call Coverage** does not apply to parked calls. See "Call Park" on page 8-21.
- If you want calls answered by **Call Coverage** to be logged as unanswered calls, use **Call Log Line Associations** to associate the lines with extensions for logging unanswered calls.
- You can use this feature while using **Call Screening (F25)**.

Programming

To program a **Call Coverage** button:

1. Press Feature 0 0.
2. Press a programmable button, preferably a button with lights.
3. At this point, you can do one of the following:
   - Press Feature 2 0.
   - Press Feature 2 0 and the number of the originating extension.
   - Press Feature 2 0, the number of the originating extension, and the number of the covering extension.
4. Program another button for this extension, or exit programming mode.

Using Call Coverage at a System Telephone

To send calls for coverage manually:

1. Press Feature 2 0.
2. Dial your extension number.
3. Dial the extension number of the covering extension.

To remove **Call Coverage** manually:

1. Press Feature 2 0.
2. Dial your extension number twice.

To send calls for coverage by using the programmed button:

1. Press the programmed button.

   If an originating extension and a covering extension were programmed on the button, **Call Coverage** is activated (on a button with lights, the green light is on). Skip Steps 2 and 3.
2. If no originating extension was programmed, dial your extension number.
3. If no covering extension was programmed, dial the extension number of the covering extension.

   Call Coverage is activated (on a button with lights, the green light is on).

To remove **Call Coverage** by using the programmed button:

1. Press the programmed button.

   If an originating extension and a covering extension were programmed on the button, **Call Coverage** is deactivated (on a button with lights, the green light is off). Skip Steps 2 and 3.
2. If no originating extension was programmed, dial your extension number.
3. If no covering extension was programmed, dial your extension number again.

   Call Coverage is deactivated (on a button with lights, the green light is off).

Using Call Coverage at a Single-Line Telephone

To send your calls for coverage:

1. Lift the handset.

   You hear intercom dial tone.
2. Press # 2 0.
3. Dial your extension number.
4. Dial the extension number of the covering extension.

To remove **Call Coverage**:

1. Lift the handset.

   You hear intercom dial tone.

2. Press #20.

3. Dial your extension number twice.

Call Forwarding/Call Follow-Me (F11,XX,XX)

Use this feature to forward all intercom, transferred, and outside calls from your extension to another system extension (where XX is an extension number). You can activate this feature from your extension (**Call Forwarding**) or from any other extension in the system (**Call Follow-Me**).

See "Cell Phone Connect (F11)" on page 8-33 and "Remote Call Forwarding (F11)" on page 8-67 to forward calls to outside telephone numbers.

Considerations

- You can forward outside, intercom, and transferred calls.
- You cannot forward group calls, calls to doorphone alert extensions, voice-signaled calls, **Voice Interrupt On Busy** calls, coverage calls or transfer-return calls. Calls *cannot* be forwarded outside the system.
- The telephone at the extension from which calls are being forwarded beeps once each time a call is forwarded (unless **Do Not Disturb** is active).
- Do not forward your calls to any of the extensions in **Hunt Group** 7, which contains the extensions associated with the voice messaging system.
- At an extension that has **Call Forwarding** activated, if multiple calls are ringing, the system forwards them one at a time. This means that each subsequent call is not forwarded until the previous call is finished.
- You can program **Call Forwarding** on a button on a system telephone. Use a button with lights if you want a visual indication when your calls are forwarded. When the green light is on, your calls are forwarded; when the green light is off, calls ring at your extension.
- If you press the **Call Forwarding** button after a call starts to ring, that call is not forwarded.
- If the **Call Forwarding** feature code and optional originating and destination extensions are programmed on a button with lights, you can use the button to turn **Call Forwarding** on and off with one touch. (The lights show when **Call Forwarding** is on, even if calls are forwarded to a different extension than the one stored on the button, and you can still use the button to turn **Call Forwarding** off.)
- An extension's outside calls on lines or pools assigned to the extension are eligible for **Call Forwarding** only if **Line Ringing** is set to Immediate Ring or Delayed Ring and **Line Access Restriction** or **Pool Access Restriction** is set to No Restriction or In Only.

- If an extension in a **Hunt Group** activates **Call Forwarding**, the system considers the extension unavailable when a call goes to the **Hunt Group**.
- If an extension has **VMS Cover** and **Call Forwarding** active, calls ring at the **Call Forwarding** destination extension; they are not covered by the voice messaging system.
- If an extension has **Call Coverage** and **Call Forwarding** active, calls are routed to the **Call Forwarding** destination extension (**Call Forwarding** takes precedence).
- Calls forwarded and unanswered at both the originating extension and the forwarded extension are logged as unanswered calls by the **Caller ID Logging** feature at both extensions. If the forwarded call is answered at the forwarded extension, it is not logged unless the **Caller ID Log Answered Calls (#317)** feature is set to log answered calls.
- **Call Forwarding** does not apply to parked calls. See "Call Park" on page 8-21.
- You can use this feature while using **Call Screening (F25)**.

Programming

To program a **Call Forwarding** button:

1. Press Feature 0 0.
2. Press a programmable button, preferably a button with lights.
3. Do one of the following:
   - Press Feature 1 1.
   - Press Feature 1 1 and the number of the originating extension.
   - Press Feature 1 1, the number of the originating extension, and the number of the destination extension.
4. Program another button for this extension, or exit programming mode.

Using Call Forwarding on a System Telephone

To forward calls manually:

1. Press Feature 1 1.
2. Dial your extension number.
3. Dial the extension number at which you want the calls to ring.

To remove **Call Forwarding** manually:

1. Press Feature 1 1.
2. Dial your extension number *twice.*

To forward calls using the programmed button:

1. Press the programmed button.

   If an originating extension and a destination extension were programmed on the button, **Call Forwarding** is activated (on a button with lights, the green light is on). Skip Steps 2 and 3.
2. If no originating extension was programmed, dial your extension number.
3. If no destination extension was programmed, dial the extension number at which you want the calls to ring.

   Call Forwarding is activated (on a button with lights, the green light is on).

To remove **Call Forwarding** by using the programmed button:

1. Press the programmed button.

   If an originating extension and a destination extension were programmed on the button, **Call Forwarding** is deactivated (on a button with lights, the green light is off). Skip Steps 2 and 3.
2. If no originating extension was programmed, dial your extension number.
3. If no destination extension was programmed, dial your extension number again.

   Call Forwarding is deactivated (on a button with lights, the green light is off).

Using Call Forwarding on a Single-Line Telephone

To forward your calls:

1. Lift the handset.

   You hear intercom dial tone.
2. Press #11.
3. Dial your extension number.
4. Dial the number of the extension at which you want your calls to ring.

To remove **Call Forwarding**:

1. Lift the handset.

   You hear intercom dial tone.
2. Press #11.
3. Dial your extension number *twice.*

Call Park

Use this feature to “park” a call, or place it on a special type of hold, so it can be picked up from any telephone in the system.

Considerations

- **Call Park** typically is used for pooled extensions in Hybrid mode, because users can retrieve calls without knowing which line the call is on.
- You should park only one call at a time from your extension to ensure that you know which caller you are talking to when you pick up the parked call.
- **Call Park** is useful for single-line telephone users because they can retrieve a parked call without knowing which line the call is on.
- Use **Call Pickup** to retrieve parked calls.
- If you frequently park calls and you have a system telephone, program your extension number on an **Auto Dial** button, so you can park a call simply by pressing the button. See “Auto Dialing” on page 8-11.
- Parked calls do not receive **Call Waiting**, **Call Coverage**, **Call Forwarding**, **Cell Phone Connect**, **Remote Call Forwarding**, or **VMS Cover**.

Using Call Park on a System Telephone

To park a call:

1. While on a call, press Transfr and dial your two-digit extension number, or press the **Auto Dial** button programmed for your extension.
2. Hang up.
   If the call is not picked up within three minutes, it rings back at your extension. If you used an **Auto Dial** button, the green light next to the button flutters.

To retrieve a parked call using **Call Pickup**:

1. Dial Intercom 6.
2. Dial the extension number, or press an **Auto Dial** button for the extension where the call is parked.

Using Call Park on a Single-Line Telephone

To park a call:

1. While on a call, press the switchhook or Recall.

   The call is put on hold and you hear intercom dial tone.
2. Dial your two-digit extension number.

3. Hang up.

   If the call is not picked up within three minutes, it rings back at your extension. If you are on another call when the parked call returns, you will not receive notification even if **Call Waiting** is assigned to your extension. The parked call rings back when your telephone is idle.

To retrieve a parked call using **Call Pickup**:

1. Lift the handset.

   You hear intercom dial tone.

2. Dial 6 and the extension number where the call is parked.

Call Pickup (I6XX)

Use this feature to answer any intercom, outside, or transferred call ringing at another specified extension (where XX is a system extension number). This feature is useful for officemates who agree to answer each other's calls.

Considerations

- You can program a **Call Pickup** button on a system telephone to pick up with one touch a call that is ringing or parked at another specified extension.
- Use this feature to retrieve a parked call. If you use **Call Pickup** to answer a call that is parked at an extension that also has ringing calls, you are connected to the parked call—parked calls take precedence over ringing calls.

Programming

To program a **Call Pickup** button:

1. Press Feature 0 0.
2. Press a programmable button.
3. To specify the extension to be answered, press left Intercom, followed by 6 and the two-digit system extension number. For example, to answer a call ringing at extension 23, press left Intercom 6 2 3.
4. Program another button for this extension, or exit programming mode.

Using Call Pickup on a System Telephone

1. Lift the handset.
2. Press the programmed button, or press Intercom 6 and the two-digit number of the extension at which the call is ringing or parked.

Using Call Pickup on a Single-Line Telephone

1. Lift the handset.

   You hear intercom dial tone.

2. Dial ⑥ plus the two-digit number of the extension at which the call is ringing or parked.

Call Screening (F25)

Call Screening allows you to listen to a caller leaving a message in your mailbox. This feature applies only if you have a voice messaging system and an MLS or PARTNER system telephone. This feature is not available on tip/ring telephones.

⚠SECURITY ALERT:

*Use **Station Lock (F21)** to prevent misuse of this feature. If **Station Lock** is activated, **Call Screening** does not work.*

You must program **Call Screening** on a line button with LEDs by using Centralized Telephone Programming. Once the button is programmed, the user can turn the feature on by pressing the button. Calls are now screened until the user turns the feature off by pressing the button again.

When the feature is on, **Call Screening** begins once the voice mail system has answered the call. While the call is being screened, the user is connected to the call in a listen-only mode on the speakerphone. The user can hear both the outgoing announcement and the incoming caller leaving the message.

One call can be screened at a time at an extension. If more than one call is ringing, the system uses the ringing line order procedure to determine which of the eligible calls to screen.

Once **Call Screening** begins, the user can:

- Answer the screened call by going off-hook on the handset. This causes voice mail to drop off the call.
- Turn the feature off by pressing the **Call Screening** button again. The telephone drops off the call, but the voice mail system does not drop off the call.
- Answer or place another call. This causes the telephone to drop off the call.

A green steady LED for the button indicates that **Call Screening** is on but not currently screening any calls. While a call is being screened, the button LEDs alternately flash red and green to indicate that the connection has been established.

NOTE▶ You cannot screen a call if the **Cell Phone Connect** feature is active.

Considerations

- **Call Screening** must be programmed on a button with lights.
- This feature is not available at tip/ring, proprietary cordless, or wireless telephones.
- This feature can be turned on only by pressing the programmed button. It cannot be accessed by dialing the **Call Screening** feature access code.
- An incoming call can be screened at that extension only if the extension is the **Line Coverage Extension** for that line, the call has been transferred to that extension, the call is a DID call, or the call is an intercom call to the extension.
- If the user is currently on a line or intercom call, **Call Screening** is ignored.
- After a call has been sent to the voice mail system, you cannot use the **Call Screening** feature to screen that call. **Call Screening** must be on before or while the call is ringing at the telephone.
- Users cannot create a conference call while screening a call.
- While a call is being screened, dialpad button pushes are ignored.
- A user cannot enter program mode while screening a call.
- Dialable features that interrupt **Call Screening** are: **Last Number Redial (F05)**, **Station Lock (F21)**, **Personal Speed Dial (F80-89)**, and **System Speed Dial (F600-699)**.
- Programmed buttons that interrupt **Call Screening** are: **Do Not Disturb (F01)**, **Save Number Redial (F04)**, **Last Number Redial (F05)**, and **Station Lock (F21)**.
- If the voice messaging system extension does not have **Automatic Extension Privacy (#304)** turned on, other users can bridge onto the call. If a user bridges onto the call, a forward disconnect signal is sent to the voice messaging system, and it disconnects from the call. This causes the screening extension to be dropped from the call, and the person who bridged onto the call is now talking to the calling party.
- You cannot screen a call if the **Cell Phone Connect** feature is active.

Programming

1. Press Feature 0 0 System Program System Program Central Tel Program at extension 10 or 11.
2. Enter the number of the extension to be programmed with the feature.
3. Press a programmable button with LEDs.
4. Press Feature 2 5.
5. Program another extension, or exit programming mode.

Caller ID Features

Caller ID is available on *system display telephones* and *single-line display telephones* on all lines for which you subscribe to **Caller ID** service. **Caller ID** information is the caller's telephone number (and name, if available). When active on a call, you automatically receive **Caller ID** information for the duration of the call. When your extension is idle, you receive **Caller ID** information for the call you will be connected to when you lift the handset.

NOTE You receive both the caller's number and name on a two-line display telephone while the call is ringing. The TransTalk telephones only receive either the caller's number or the caller's name, depending on the status of the **Caller ID Name Display** feature.

The following **Caller ID** features can be implemented by individual telephone users:

- **Caller ID Inspect**
- **Caller ID Call Logging and Dialing**
- **Caller ID Name Display**

You can use all these features while using **Call Screening (F25)**.

NOTE **Caller ID** information is unavailable on T1 lines. The message "Direct In Dial" or "DID" is displayed for incoming calls on T1 lines with **Direct Inward Dialing** (DID).

Caller ID Inspect (F17)

Use this feature to view **Caller ID** information for a second call, without disconnecting the current call or putting it on hold. You can inspect ringing, active, or held calls.

Considerations

- Program **Caller ID Inspect** on a button with lights on a system display telephone.
- Make sure the green light next to the **Caller ID Inspect** button is fluttering before pressing a line or pool button; otherwise, the call you are on is disconnected, and you are connected to the call on the line or pool button that was pressed.
- You can inspect outside calls that appear on intercom buttons. (If the call is an intercom call, the factory-set display is shown.)
- If you are not active on a call, you can press line, pool, and intercom buttons to view **Caller ID** or **Call Coverage** information for those lines; however, if you pick up the handset, you join or answer the call shown on the display.
- If you program a **Caller ID Name Display** button, you can toggle between **Caller ID** name and **Caller ID** number while inspecting lines.
- You can view the **Caller ID** name and number on a two-line display telephone while a call is ringing on systems.

- A user at a covering extension who has a system display telephone and who is busy on a call can use **Caller ID Inspect** to view the number of the extension from which a **Call Coverage** call is being sent.
- **Caller ID** information is unavailable on T1 lines.

Programming

To program a **Caller ID Inspect** button:

1. Press Feature 0 0.
2. Press a programmable button with lights.
3. Press Feature 1 7.
4. Program another button for this extension, or exit programming mode.

Using Caller ID Inspect

To use **Caller ID Inspect**:

1. While active on a call, press the programmed button.

   The green light flutters. **Caller ID Inspect** is activated.

2. Press a line, pool, or Intercom button.

   The **Caller ID** or **Call Coverage** information for the selected line, pool, or intercom is displayed.

3. Press the programmed button to deactivate the feature.

   The feature is deactivated automatically if you hang up the handset or press any button other than a line, pool, or Intercom button. The green light is off when the feature is deactivated.

Caller ID Call Logging and Dialing (F23)

Once the system administrator assigns the **Caller ID Call Log Line Association, Caller ID Log Answered Calls**, and/or the **Caller ID Log All Calls** features to log **Caller ID** calls, you use **Caller ID Logging and Dialing (F23)** to view the log. **Caller ID Call Logging and Dialing** is available on system display telephones for all lines for which you subscribe to a **Caller ID** service. Use this feature to view **Caller ID** information for central office calls.

NOTE You must program **Caller ID Logging and Dialing** onto a line button with LEDs to use the feature.

Up to 400 call records can be stored for the system. Each line associated with an extension to log **Caller ID** calls is guaranteed a minimum of 20 call records.

You also can automatically dial the number stored in the log.

NOTE If an extension has unviewed calls in the Call Log, an exclamation mark (**!**) appears at the right-most corner of the display.

The call records stored in each user's call log and available for viewing depend on the following:

- Unanswered transferred calls are logged automatically, whether or not the line and extension are associated with the **Call Logging** features.
- If **Caller ID Log Answered Calls** is used alone, all **Caller ID** calls that are answered by that extension are logged.
- If **Caller ID Log Line Association** is used alone, all unanswered **Caller ID** calls that ring on a line associated with the extension are logged.
- If both **Caller ID Log Answered Calls** and **Caller ID Log Line Association** are used, all **Caller ID** calls that are answered by that extension and all unanswered **Caller ID** calls that ring on a line associated with the extension are logged.
- If both **Caller ID Log Line Association** and **Caller ID Log All Calls** are used, *all* answered **Caller ID** calls and *all* unanswered **Caller ID** calls received at *any* extension on specific lines are logged. This combination can be assigned to a maximum of one extension per system.

The **Caller ID** information appears on three screens:

- The first screen shows the caller's number (or the reason that the number is not available).
- The second screen shows the caller's name (or the reason that the name is not available).
- The third screen shows the date and time of the call.

In addition, the system logs the line the call came in on, whether the log entry was viewed, whether the call was answered or not answered, and whether an attempt was made to return the call by using the dialing option.

Considerations

- This feature is available on 24-character PARTNER 18D and 34D display telephones. It is not available for the MLS, MLC, TransTalk 9000-Series, Avaya 3910, Avaya 3920, or tip/ring telephones.
- Any users who have system display telephones and have lines with **Caller ID** can view and dial the numbers of logged **Caller ID** calls.
- You cannot use **Caller ID Logging and Dialing (F23)** if **Station Lock (F21)** or **Caller ID Inspect (F17)** is active.
- To view the **Caller ID Call Log**, you must program a **Caller ID Call Logging and Dialing** button on a button with lights on a system display telephone. (This feature is not supported on a button without lights.)
- All unanswered **Caller ID** calls that are transferred to another extension are logged at that extension.

- **Caller ID** calls transferred to a group are logged at every extension that alerts in the group if no one in the group answers the call. However, if a user answers the call at any extension in the group, it is not logged as unanswered at any extension.
- If a **Caller ID** call is answered by the **Direct Extension Dial** feature and the caller hangs up without dialing an extension, the call is not logged at any extension. However, if a caller dials an extension that is associated with the **Caller ID Logging** feature, the call is logged as unanswered if it is not answered at the extension.
- To prevent unauthorized persons from viewing the log, **Caller ID** calls cannot be viewed at a locked station.
- The date and time of an incoming call is logged from the central office. Therefore, the date and time of the call that you see on the system display telephone may be different from the date and time reported in the **SMDR** report for the extension.
- You can use this feature while using **Call Screening (F25)**.
- **Caller ID** information is unavailable on T1 lines.

Examples

The examples below show how unanswered **Caller ID** information is logged:

- Line 6 is associated with extensions 11 and 12 for **Call Logging**. If a central office call rings and is not answered on line 6, it is logged as “unanswered” on extensions 11 and 12. If it is answered, it is logged only if the answering extension has been programmed to log answered calls or to log all calls.
- Line 5 is associated with extension 11 for **Call Logging**. A user at extension 11 answers a call, transfers it to extension 12, and the caller hangs up before it is answered. The call is logged as unanswered at extension 12.
- When a call is answered, it is not logged unless the system has been programmed to log answered calls by using **Caller ID Log Answered Calls**, or an extension is programmed to answer all calls by using **Caller ID Log Line Assignment** and **Caller ID Log All Calls**.

Programming

To program a **Call Log Display** button:

1. Press Feature 0 0.
2. Press a programmable button with lights.
3. Press Feature 2 3.
4. Program another button for this extension, or exit programming mode.

Using the Caller ID Logging and Dialing Feature

When **Caller ID** information is logged for your extension and you have programmed a **Call Log** button, an exlamation mark (**!**) is displayed in the right-hand corner, as shown in Figure 8-12.

Figure 8-12. System Telephone Display Showing Logged Calls

To view the log:

1. Press your preprogrammed **Call Log** button.

   The green light flutters and the **Call Log** is activated. One of several messages appears.

2. Press the `More` button repeatedly until you see the Telephone Number Display (shown in Figure 8-13).

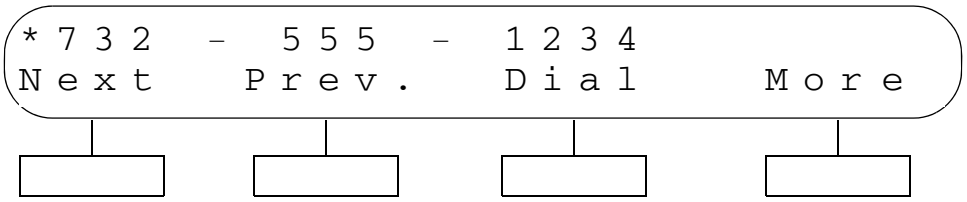

Figure 8-13. Telephone Number Display

On the Telephone Number Display, the newest call in the log is shown. The log shows the calls in last-in-first-out order.

An `Out-of-Area` message appears if the call was dialed from a region that does not support **Caller ID**. A `Privacy` message appears if the caller blocked transmission of **Caller ID** information. A No Number message displays if no information was received.

You have several options at the Telephone Number Display:

- Press the `Next` button to view the next logged call.

  If you have a second call logged, it is displayed.

- Press the `Prev`. button to view the Telephone Number Display of the previous log record.
- Press the `Dial` button to dial the telephone number and return the call (see dialing instructions that follow).
- Press the `More` button to view the caller's name.

At the Name Display, shown in Figure 8-14, the caller's name is shown. If the caller's name is not available, one of the following messages displays:

- An `Out-of-Area` message appears if the call was dialed from a region that does not support **Caller ID**.
- A `Privacy` message appears if the caller blocked transmission of **Caller ID** information.
- A `No Name` message appears if no information was received.

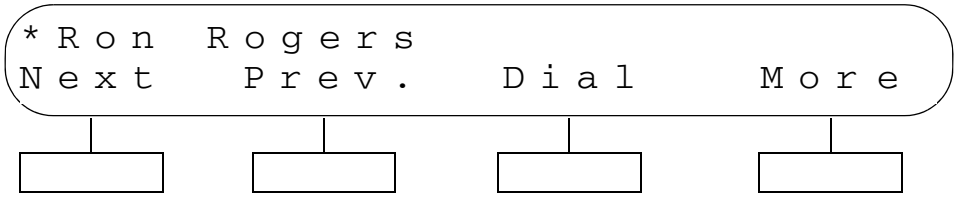

Figure 8-14. Caller ID Name Display

You have several options at the Name Display:

- Press the `Next` button to view the next logged call.

  If you have a second call logged, it is displayed.
- Press the `Prev.` button to view the Name Display of the previous log record.
- Press the `Dial` button to dial the telephone number and return the call (see dialing instructions that follow).
- Press the `More` button to view the Call Status display.

At the Call Status display, shown in Figure 8-15, you see the following information:

- At the left of the display, you see the date and time of the call and either `am` or `pm` to indicate whether the call arrived in the morning or afternoon.
- The entry in the next column indicates the line that the call came in on.
- The next entry (a vertical handset symbol) indicates whether the call was answered at the extension. If the call was not answered, this column is blank.
- In the next column, (Next Data) indicates that a user attempted to use automatic dialing to return the call. If no callback was attempted, the column is blank.

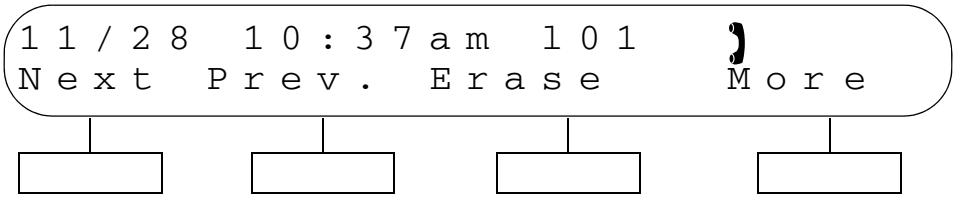

Figure 8-15. Call Status Display

You have several options at this display:

- Press the `Next` button to view the next logged call.

  If you have a second call logged, it is displayed.
- Press the `Prev`. button to view the Call Status Display of the previous log record.
- Press the `Erase` button to erase the log record (see instructions that follow).
- Press the `More` button to view the Telephone Number Display.

Erasing Call Log Records

When the `Erase` button is pressed on the Call Status Display, `Entry Erased` appears (see Figure 8-16).

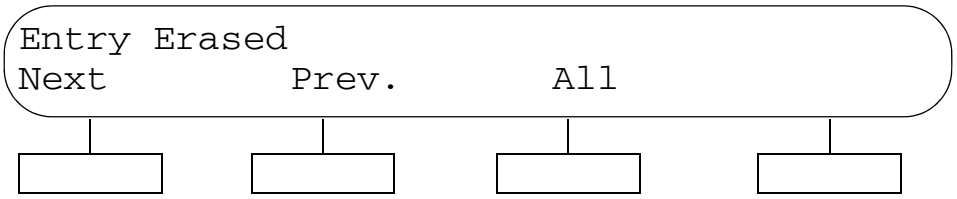

Figure 8-16. Entry Erased Display

You have several options at the Entry Erased Display:

- Press the `Next` button to view the next logged call.

  If you have a second call logged, it is displayed.
- Press the `Prev`. button to view the Call Status Display of the previous log record.
- Press the `All` button to erase all call log records for this extension.

Dialing Instructions

To dial the telephone number and return the call from the display:

1. Press the `Dial` button on either the Telephone Number Display or the Name Display. When you press the `Dial` button on either display, the Dial Display appears (see Figure 8-17).

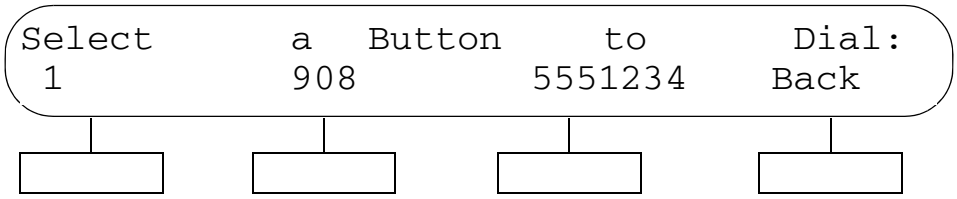

Figure 8-17. Call Log Dial Display

2. The button you press to dial the call depends on the number of digits you must dial to complete the call from your area:
   - To dial the complete number including the 1, press the button under the `1` (left button).
   - To include the area code but not the 1, press the button under the area code (the second button).
   - To dial the seven-digit number only, press the button under the seven-digit telephone number displayed (the third button).

You also have the following options at the Call Log Dial display:

- Press the `Back` button to return to the Telephone Number or Name Display.
- Press the **Call Log Display** button to exit the **Call Log**.

  The green light goes off when the feature is deactivated.

Caller ID Name Display (F16)

Use this feature to toggle the display between **Caller ID** number and **Caller ID** name. **Caller ID** name is an optional feature of the **Caller ID** service provided by your local telephone company and may not be available in your area (even if **Caller ID** number is available).

Considerations

- Program this feature on a button with lights on a system display telephone. When **Caller ID Name Display** is on, the green light is on, indicating that the **Caller ID** name will be displayed rather than the **Caller ID** number.
- **SMDR** reports print *only* **Caller ID** number (where available). (If a number is not available, it is reported as “IN” on the call report.)

- **Caller ID Name Display** has no effect on **Call Coverage** calls. Coverage calls always display the extension number of the user who is sending calls for coverage.
- You can use this feature while using **Call Screening (F25)**.
- While a TransTalk telephone is ringing, you can use **Caller ID Name Display** to pre-select **Caller ID** name or **Caller ID** number to appear on the display.
- **Caller ID** information is unavailable on T1 lines.

Programming

To program a **Caller ID Name Display** button:

1. Press Feature 0 0.
2. Press a programmable button with lights.
3. Press Feature 1 6.
4. Program another button for this extension, or exit programming mode.

Using Caller ID Name Display

Press the programmed button to turn **Caller ID Name Display** on; press it again to turn it off.

Cell Phone Connect (F11)

Use this feature to forward all intercom, transferred, and outside calls from your extension to an outside telephone number. (This outside number must be programmed to a Personal Speed Dial code for your extension.) Unlike the **Remote Call Forwarding**, the incoming call will ring at both the outside telephone number you specify and your extension, allowing to you answer the call at your extension or have the call answered by the coverage for your extension (for example, your voice mail system). You activate this feature from your extension or from extension 10 or 11.

When **Cell Phone Connect** is active, all calls that ring at the extension are forwarded to the telephone number programmed to the specified Personal Speed Dial code. As soon as the call rings at the extension, the PARTNER system places a call to the specified telephone number. The destination (that is, your extension telephone or the telephone number in the Personal Speed Dial code) that answers first is connected to the call, and the call stops ringing at the other destination.

Cell Phone Connect has the following requirements:

- Your PARTNER system must have a T1 module, and your extension must be able to access a line on the T1 module.
- The **Remote Call Forwarding (#322)** feature must be enabled for your extension.
- For analog lines and T1 lines without DID, the extension must be the **Line Coverage Extension (#208)** for that line.

Considerations

- You can forward outside, intercom, transferred, and voice-signaled calls.
- **Line Coverage Extension (#208)** must be assigned to the extension for that extension to use **Cell Phone Connect** for a line. However, for **Direct Inward Dialing (DID)** lines on a T1 module, **Line Coverage Extension (#208)** is not required to be assigned to the extension for that extension to use **Cell Phone Connect** for a line.
- If your extension has voice mail and the outside telephone number has voice mail, and you do not answer the call at your extension or the outside telephone number, one of the two voice mail systems will answer the call. Which voice mail system will answer the call depends on the following factors:
  - The time it takes for the call to ring at the outside telephone number. (For example, it sometimes takes a few seconds for the call to ring at the cellular phone.)
  - The number of rings at which each voice mail system is set to answer. For example, if the voice mail system at your extension answers after three rings, you may want to increase the number of rings to allow yourself more time to answer the call before the voice mail system does. Keep in mind that you may also need to increase the number of rings for the voice mail system of the outside telephone number.
- The extension's calling restrictions are applied before the calls are forwarded. If the destination number is restricted, the call will not be forwarded.
- You cannot forward calls if **Send All Calls** is active. (The calls go to voice mail immediately.)
- You cannot forward group calls, calls to doorphone alert extensions, **Voice Interrupt On Busy** calls, coverage calls, paging calls, transfer-return calls, **Wake Up Service** calls, and **Night Service** calls.
- You can program **Cell Phone Connect** on a button on a system telephone. Use a button with lights if you want a visual indication when **Cell Phone Connect** is enabled. When the green light is on, the **Cell Phone Connect** feature is enabled. (The display shows "Forward.")
- If you press the **Cell Phone Connect** button after a call starts to ring, that call is not forwarded.
- If the **Cell Phone Connect** feature code, optional originating extension, and destination personal speed dial code are programmed on a button with lights, you can use the button to turn **Cell Phone Connect** on and off with one touch. (The lights show when **Cell Phone Connect** is on, even if calls are forwarded to a different Personal Speed Dial code from the one stored on the button, and you can still use the button to turn **Cell Phone Connect** off.)
- An extension's outside calls on lines or pools assigned to the extension are eligible for **Cell Phone Connect** only if **Line Ringing** is set to Immediate Ring or Delayed Ring and **Line Access Restriction** or **Pool Access Restriction** is set to No Restriction or In Only.
- If an extension in a **Hunt Group** activates **Cell Phone Connect**, the system considers the extension unavailable when a call goes to the **Hunt Group**.
- If an extension has **VMS Cover** and **Cell Phone Connect** active, calls ring at the **Cell Phone Connect** destination extension; they are not covered by the voice messaging system.
- If an extension has **Call Coverage** and **Cell Phone Connect** active, calls are routed to the **Cell Phone Connect** destination. (**Cell Phone Connect** takes precedence).
- **Cell Phone Connect** does not apply to parked calls. See "Call Park" on page 8-21.

- You cannot use **Call Screening (F25)** when the **Cell Phone Connect** feature is active.
- You cannot forward calls to a **System Speed Dial** code.
- The PARTNER system will forward only outside calls on lines that have reliable disconnect. For these lines, **Hold Disconnect Time (#203)** must be set to a value other than 00 (No Detection).
- You can activate **Cell Phone Connect** while the **Station Lock (F21)** feature is enabled for your extension.
- If an **Allowed Phone Number List (#407)** is assigned to the extension, the destination telephone number must be included in that list.
- If a **Disallowed Phone Number List (#404)** is assigned to the extension, the destination telephone number must not be included in that list.
- The extension must have an available T1 line to forward the call to an outside number.
- The PARTNER system uses the extension's **Automatic Line Selection** to determine which line to use for the outgoing call.
- You cannot make a voice-signaled call to an extension that has the **Cell Phone Connect** feature active. (The call will not appear at the extension.)
- If you transfer a call without announcing it to an extension that has the **Cell Phone Connect** feature active, the caller will hear silence or music (if the **Music On Hold** feature is active) during the transfer.

Programming

To program a **Cell Phone Connect** button:

1. Program a Personal Speed Dial that contains the telephone number to which you want to forward calls. See "Personal Speed Dial" on page 8-72.
1. Press Feature 0 0.
2. Press a programmable button, preferably a button with lights.
3. Do one of the following:
   - Press Feature 1 1.
   - Press Feature 1 1 and the number of the originating extension.
   - Press Feature 1 1, the number of the originating extension, *, and the two-digit Personal Speed Dial code (80-99) that contains the destination outside telephone number at which you want the calls to ring.
4. Program another button for this extension, or exit programming mode.

Using Cell Phone Connect on a System Telephone

To forward calls manually:

1. Press Feature 1 1.
2. Dial your extension number.
3. Dial * and the two-digit Personal Speed Dial code (80-99) that contains the destination outside telephone number at which you want the calls to ring.

To remove **Cell Phone Connect** manually:

1. Press Feature 1 1.
2. Dial your extension number *twice.*

To forward calls using the programmed button:

1. Press the programmed button.

   If an originating extension, *, and a Personal Speed Dial code (80-99) were programmed on the button, **Cell Phone Connect** is activated (on a button with lights, the green light is on). Skip Steps 2 and 3.
2. If no originating extension was programmed, dial your extension number.
3. If no destination telephone number was programmed, dial * and the two-digit Personal Speed Dial code (80-99) that contains the destination outside number at which you want the calls to ring.

   Cell Phone Connect is activated (on a button with lights, the green light is on).

To remove **Cell Phone Connect** by using the programmed button:

1. Press the programmed button.

   If an originating extension and a destination extension were programmed on the button, **Cell Phone Connect** is deactivated (on a button with lights, the green light is off). Skip Steps 2 and 3.
2. If no originating extension was programmed, dial your extension number.
3. If no destination extension was programmed, dial your extension number again.

   Cell Phone Connect is deactivated (on a button with lights, the green light is off).

Using Cell Phone Connect on a Single-Line Telephone

To forward your calls:

1. Lift the handset.

   You hear intercom dial tone.
2. Press # 1 1.
3. Dial your extension number.

4. Dial ⊛ and the two-digit Personal Speed Dial code (80-99) that contains the destination outside telephone number at which you want the calls to ring.

To remove **Cell Phone Connect**:

1. Lift the handset.

   You hear intercom dial tone.

2. Press #11.
3. Dial your extension number *twice.*

Conference Drop (F06)

Use this feature to drop the last outside party added to a conference call without disconnecting the other parties.

Considerations

- You can program a **Conference Drop** button on a system telephone to use the feature with one touch.
- This feature cannot be used with **Call Screening (F25)**.

Programming

To program a **Conference Drop** button:

1. Press Feature 00.
2. Press a programmable button.
3. Press Feature 06.
4. Program another button for this extension, or exit programming mode.

Using Conference Drop on a System Telephone

Press the programmed button or Feature 06. The last-added outside party is dropped from the conference.

Using Conference Drop on a Single-Line Telephone

Press the switchhook down once rapidly. The last-added party (inside or outside) is dropped from the conference.

Contact Closure (F41 and F42)

The system can drive an optional **Contact Closure Adjunct** with two **Contact Closures** to operate auxiliary devices such as electronic door locks. If the System Administrator has assigned your extension to a **Contact Closure Group** for one or both of these **Contact Closures**, you can activate the **Contact Closure** from your telephone. This way you can open an electric door lock or activate other electronic devices by entering the feature code or pressing the programmed **Contact Closure** button.

Considerations

- Program Feature 4 1 and/or Feature 4 2 on buttons with lights so you can monitor the status of the **Contact Closures**. The button's green light lights when the **Contact Closure** is activated by you, and the red light lights when the **Contact Closure** is activated by another user in that **Contact Closure Group**. The light turns off when the **Contact Closure** is deactivated.
- Before you can activate a **Contact Closure**, your extension must be assigned to the **Contact Closure Group** for that **Contact Closure**.
- Use **Contact Closure Operation Type** to specify how long the **Contact Closure** remains active when activated.

  If the **Contact Closure Operation Type** is set to Toggle, one user can activate the **Contact Closure** and another user can deactivate it, provided both users are included in the **Contact Closure Group** for that **Contact Closure**.

  When the **Contact Closure Operation Type** is set to Toggle, if a user activates the **Contact Closure** (so that the toggle is On) and then a power failure occurs, the toggle automatically changes to Off as a security measure.
- If you plan to use a **Contact Closure** to control a door lock, you may also want to install a doorphone at that door. Use **Doorphone Extension** to identify the extension to which the doorphone is connected, and **Doorphone Alert Extensions** to identify the extensions that signal when the doorphone button is pressed. You can assign some or all of the Doorphone Alert extensions to a **Contact Closure Group**, so that users at those extensions can control the door lock.
- You can use this feature while using **Call Screening (F25)**.

Programming

To program a **Contact Closure** button:

1. Press Feature 0 0.
2. Press a programmable button, preferably one with lights.
3. Press Feature 4 1 (for **Contact Closure 1**) or Feature 4 2 (for **Contact Closure 2**).
4. Program another button for this extension, or exit programming mode.

Using Contact Closure on a System Telephone

To activate a **Contact Closure**:

1. Press the programmed button or press Feature 4 1 (for **Contact Closure 1**) or Feature 4 2 (for **Contact Closure 2**).

   The green light is on steady.

2. If the **Contact Closure Operation Type** for that **Contact Closure** is set to Toggle, repeat Step 1 to deactivate the **Contact Closure**.

   The green light goes off.

Using Contact Closure on a Single-Line Telephone

To activate a **Contact Closure**:

1. Pick up the handset to get an intercom dial tone.
2. Press # 4 1 (for **Contact Closure 1**) or # 4 2 (for **Contact Closure 2**).
3. If the **Contact Closure Operation Type** for that **Contact Closure** is set to Toggle, repeat Steps 1 and 2 to deactivate the **Contact Closure**.

Direct Line Pickup Features

With the **Direct Line Pickup** features, you can access a ringing or held call or a call in progress. You can also select a line to use that is not assigned to your telephone. The **Direct Line Pickup** features are:

- **Direct Line Pickup—Active Line**
- **Direct Line Pickup—Idle Line**

Direct Line Pickup—Active Line (I68LL)

Use this feature to access a ringing or held call, or to join a call in progress on a specific outside line (where `LL` is a system line number).This feature is useful for picking up a ringing or held call or for joining a call on a line that is not assigned to the telephone.

Considerations

- This feature is useful when you are requested or paged to pick up a call on a specific line that does not appear on your telephone.
- You *cannot* access conference calls by using this feature.
- You can program a **Direct Line Pickup—Active Line** button on a system telephone to pick up a line by pressing the button and then dialing the two-digit line number.

- If a line is *idle*, you cannot access it with this feature (you hear busy tone). For information about accessing an idle line, see "Direct Line Pickup—Idle Line (I8LL)" on page 8-41.
- If **Line Access Restriction** or pool **Access Restriction** is set to No Access or Out Only for a line assigned to an extension or lines within a pool, a user at the restricted extension hears busy tone if **Direct Line Pickup** is used to answer a call on that line when the line is ringing at another extension. The user can join a call or access a held or transferred call on the line.
- You cannot use **Direct Line Pickup** to access an active call at an extension that has **Privacy** activated or that is part of a **Conference Call**, or to access a held call at an extension that used **Exclusive Hold**.
- Calls picked up with this feature get **Caller ID** information, unless **Line Access Restriction** or **Pool Access Restriction** is used to prevent users at specific extensions from viewing **Caller ID** for ringing calls.

Programming

To program a **Direct Line Pickup—Active Line** button:

1. Press Feature 0 0.
2. Press a programmable button.
3. Press left Intercom 6 8.
4. Program another button for this extension, or exit programming mode.

Using Direct Line Pickup—Active Line on a System Telephone

To use **Direct Line Pickup—Active Line** on a system telephone:

1. As desired, lift the handset.
2. Do one of the following:
   - Press a button programmed with **Direct Line Pickup—Active Line**, and dial the two-digit system line number of the line you want to pick up or join
   - Press Intercom 6 8 and the two-digit line number.

   If you did not lift the handset, the speaker comes on automatically.

Using Direct Line Pickup—Active Line on a Single-Line Telephone

To use **Direct Line Pickup—Active Line** on a single-line telephone:

1. Lift the handset.

   You hear intercom dial tone.
2. Dial 6 8 and the two-digit system line number of the line you want to pick up or join.

Direct Line Pickup—Idle Line (I8LL)

Use this feature to access a specific outside line (where `LL` is a system line number) when the line is not in use. This feature is useful for accessing a line that is not assigned to the telephone.

Considerations

- This procedure applies to individual lines. If you have a pooled extension and you want to access lines in pools that are not assigned to your extension, dial the pool access code at the intercom dial tone.
- If a line is *in use,* you cannot access it with this feature (you hear busy tone). For information about accessing a ringing or held call, or joining a call in progress, see "Direct Line Pickup—Active Line (I68LL)" on page 8-39.
- If **Line Access Restriction** or **Pool Access Restriction** is set to No Access or In Only for a line assigned to an extension or lines within a pool, a user at the restricted extension hears busy tone if **Direct Line Pickup** is used to access that line to place a call.
- You can also use **Direct Line Pickup—Idle Line (I8LL)** to access the **Loudspeaker Paging Line (#617)**. The call converts automatically to a Loudspeaker Paging call (same as I70).

Programming

To program a **Direct Line Pickup—Idle Line** button:

1. Press Feature 0 0.
2. Press a programmable button.
3. Press left Intercom 8.
4. Program another button for this extension, or exit programming mode.

Using Direct Line Pickup—Idle Line on a System Telephone

To use **Direct Line Pickup—Idle Line** on a system telephone:

1. If you want, lift the handset.
2. Do one of the following:
   - Press the programmed button and dial the two-digit system line number of the idle line you want to access
   - Press Intercom 8 and the two-digit line number.

   If you did not lift the handset, the speaker comes on automatically.

Using Direct Line Pickup—Idle Line on a Single-Line Telephone

To use **Direct Line Pickup—Idle Line** on a single-line telephone:

1. Lift the handset.

   You hear intercom dial tone.

2. Dial ⑧ and the two-digit system line number of the idle line you want to access.

Do Not Disturb (F01)

Use this feature to be able to press a programmed button to prevent incoming calls for the extension from ringing (lights still flash). When **Do Not Disturb** is on, outside callers hear ringing while inside callers hear a busy signal. You should use **Do Not Disturb** only if someone answers outside calls for your extension when you do not answer them.

Considerations

- **Do Not Disturb** is available only on system telephones.
- **Do Not Disturb** requires a button with lights. When the **Do Not Disturb** feature is on, the light is also on, indicating that the telephone will not ring.
- Use **Do Not Disturb** when you do not want the auto attendant or the voice messaging system to transfer calls to you.
- Use **Do Not Disturb** if you are assigned to a **Hunt Group** and you leave your desk, so calls to the **Hunt Group** will skip your extension and ring immediately at the next available extension in the group.
- To avoid missing calls when **Do Not Disturb** is not needed, turn it off.
- If **Do Not Disturb** is active at a doorphone alert extension, the person at the doorphone hears signaling, but the alert extension is not signaled.
- Unanswered calls that are transferred from an extension with **Do Not Disturb** active ring at that extension if they transfer return.
- Extensions with **Do Not Disturb** activated do not receive **Caller ID** information, unless the call is answered.
- Users with **Automatic VMS Cover** Assigned or with **VMS Cover** turned on can activate **Do Not Disturb** to **Send All Calls** immediately to their voice mailbox.
- Users with **Call Coverage** turned on can activate **Do Not Disturb** to Send All Calls immediately to the covering extension.
- You cannot use **Call Screening (F25)** when **Do Not Disturb** is turned on.

Programming

To program a **Do Not Disturb** button:

1. Press Feature 0 0.
2. Press a programmable button with lights.
3. Press Feature 0 1.
4. Program another button for this extension, or exit programming mode.

Using Do Not Disturb

From a system telephone, press the programmed button to turn **Do Not Disturb** on; press it again to turn it off.

Exclusive Hold (F02)

Use this feature to prevent other extensions from picking up outside calls placed on hold at a specific extension with a system telephone.

Considerations

- This feature is available only on system telephones.
- You can program an **Exclusive Hold** button on a system telephone to use the feature with one touch.
- For system telephones, if a call is left on hold for longer than the specified Hold Reminder Tone interval (if administered), the extension at which the call is held generates a short Hold Reminder Tone. This tone continues to sound at the specified interval (for example, 60 seconds) until the held call is retrieved, or until the caller hangs up.
- If you place a call on a line or a pool on hold and another user picks up that call, it no longer is available to you. To ensure that no one else can retrieve your held call on a pooled line, use **Exclusive Hold**.
- This feature cannot be used with **Call Screening (F25)**.

Programming

To program an **Exclusive Hold** button:

1. Press Feature 0 0.
2. Press a programmable button.
3. Press Feature 0 2.
4. Program another button for this extension, or exit programming mode.

Using Exclusive Hold

While active on an outside call on a system telephone:

1. Press the programmed button or Feature 0 2 to put the call on **Exclusive Hold**.

   The green light next to the line, pool, or Intercom button flutters. At all other extensions, the line appears busy (steady red).

2. To retrieve the call, press the line, pool, or Intercom button on which the call is held, and lift the handset or press Spkr.

NOTE ▶ You can pick up a call on **Exclusive Hold** only at the extension at which it was put on **Exclusive Hold**.

Extension Name Display

You can assign a name to your extension: up to 20 characters long on PARTNER telephones, or up to 12 characters long on MLS telephones. When that extension is used to make an intercom, group, or transferred call, the name appears on the system display telephone receiving the call. Similarly, users receiving a transfer return call see the name of the person assigned to the extension that did not answer the transferred call.

The System Administrator usually programs names for the extensions in the system. However, as the individual user, you can change the name from your telephone. See “Extension Name Display” on page 5-4 for more details.

External Hotline

The System Administrator assigns the **External Hotline** to extensions. When you pick up the handset of a single-line telephone at one of these extensions, a number is automatically dialed. The external number might be, for example, a frequently called service bureau.

Considerations

- Under certain conditions of heavy telephone usage, the **External Hotline** may be unable to dial the programmed number immediately (for example, if many of the tip/ring devices connected to your system dial out at the same time).
- A single-line telephone without a dialpad is recommended for use as the **External Hotline**.

Using an External Hotline

1. Lift the handset of the **External Hotline**.

   After approximately three seconds, the programmed telephone number is dialed automatically.
2. If you do not hear dial tone or dialing noises, hang up for about 20 seconds and try again.
3. When the call is answered, speak into the handset.

Group Calling—Ring/Page (I7G/I*7G)

Use this feature to ring, page, or transfer calls simultaneously to all of the extensions in any one of four **Calling Groups**. (G represents a **Calling Group** number from 1–4.) When paging, you hear a beep and can begin speaking. Your voice is heard on the speakers of all idle system telephones in the selected **Calling Group**. The first extension to answer the call (by picking up the handset or pressing Spkr, or by pressing Mic/HFAI to answer a page) is connected to the caller. You can group page employees for general announcements; this is an inexpensive alternative to a paging system. (Remember to install system telephones with built-in speakers where you want employees to hear announcements.)

Considerations

- Extensions can be in more than one **Calling Group**.
- If some extensions in a **Calling Group** have single-line, MLC-6, or TransTalk 9000-series telephones, those extensions are *not signaled* for voice-paged calls to the group (because they do not have built-in speakers).
- If no members of a **Calling Group** are on hook idle, a user attempting to page that group hears a busy tone.

- If you leave the microphone on for hands-free answer on intercom (HFAI), the microphone is turned off when that telephone receives a group page; you must lift the handset or press Mic/HFAI to answer the page.
- Calls can be transferred to a **Calling Group** manually or by using a button programmed to ring the **Calling Group**.
- You can program a **Group Calling** button on a system telephone to ring or page a specified **Calling Group** or to transfer a call to a **Calling Group** with one touch.
- When a call is transferred to a **Calling Group** and the call is not answered, it goes back to the specified **Transfer Return Extension (#306)**. The call must be ringing, not a voice page.
- Extensions assigned to **Calling Group** 1 can receive **Simultaneous Paging**.
- DID calls can be routed to calling groups to ring all available members.

Programming

To program a **Calling Group** button:

1. Press Feature 0 0.
2. Press a programmable button.
3. Do one of the following:
   - If you want calls to *ring* the group, press left Intercom 7.
   - If you want calls to *page* the group, press left Intercom * 7. (Buttons programmed for paging a **Calling Group** cannot be used to transfer a call to that **Calling Group**.)
4. Dial a **Calling Group** number (1–4).
5. Program another button for this extension, or exit programming mode.

Using Group Calling—Ring/Page on a System Telephone

To use the programmed button:

- To *ring or page* the **Calling Group**, press the programmed button first; then lift the handset.
  - — If you *ring* the group, all available extensions in the **Calling Group** ring.
  - — If you *page* the group, start talking after the beep.

    Your voice is heard through the speakers of all system telephones that are idle or have **Do Not Disturb** turned off in the **Calling Group**. If someone answers the page, you are connected to that person and the rest of the **Calling Group** no longer hears the page.
- To *transfer* a call to the **Calling Group**, while on a call, press the button programmed for *ringing* a **Calling Group**. You can hang up or stay on the line to announce the call.

  All available extensions in the **Calling Group** ring.

To manually ring or page a **Calling Group**:

1. Lift the handset and press (Intercom).

   You hear intercom dial tone.

2. Do one of the following:

   - To make a *ringing* call, dial 7 and a group number (1–4).

     All available extensions in the **Calling Group** ring.

   - To make a *paging* call, press *7 and a group number (1–4). After the beep, start talking.

     Your voice is heard through the speakers of all system telephones that are not busy in the **Calling Group**. If someone answers the page, you are connected to that person and the rest of the **Calling Group** no longer hears the page.

To manually transfer a call to a **Calling Group**:

1. While on a call, press (Transfr).
2. Dial 7 and a group number (1–4). You can hang up or stay on the line to announce the call.

   All available extensions in the **Calling Group** ring.

Using Group Calling—Ring/Page on a Single-Line Telephone

To ring or page a **Calling Group**:

1. Lift the handset.

   You hear intercom dial tone.

2. Do one of the following:

   - To make a *ringing* call, dial 7 and a group number (1–4).

     All available extensions in the **Calling Group** ring.

   - To make a *paging* call, press *7 and a group number (1–4). After the beep, start talking.

     Your voice is heard through the speakers of all system telephones that are not busy in the **Calling Group**. If someone answers the page, you are connected to that person and the rest of the **Calling Group** no longer hears the page.

To transfer a call to a **Calling Group**:

1. While on a call, press the switchhook down once rapidly.

   You hear intercom dial tone.

2. Dial 7 and a group number (1–4). You can hang up or stay on the line to announce the call.

   All available extensions in the **Calling Group** ring.

Group Hunting—Ring/Voice Signal (I77G/I*77G)

Use this feature to distribute call volume among extensions in a group, to off-load call activity from a single user. When an intercom or transferred call is placed to a **Hunt Group** (where G is a **Hunt Group** number from 1–8), the system rings or voice-signals the first available extension in the group, passing over busy extensions (or those with **Do Not Disturb** on) in a circular hunt. If a ringing call is not answered within three rings, the call moves to the next available extension, and so on, until the call is answered or the caller hangs up.

For a voice-signaled call, only the first available extension is signaled; if that extension does not answer, the call does not keep hunting. After an extension receives a **Hunt Group** call, the next call to the **Hunt Group** will not ring or voice-signal that extension first unless all other extensions in the group are busy or do not answer.

The system supports up to eight **Hunt Groups**; however, **Hunt Group** 7 is used exclusively for the voice messaging system and **Hunt Group** 8 is used exclusively for fax machines.

Considerations

- Extensions can be in more than one **Hunt Group**.
- Outside calls can be answered and transferred to a **Hunt Group**. The voice messaging system and the auto attendant also can transfer calls to a **Hunt Group**.
- Calls cannot be transferred to a **Hunt Group** if all extensions in that group are busy.
- If only one extension in a **Hunt Group** is available and that extension does not answer an incoming call, the call returns to the extension that transferred the call (or to that extension's transfer return extension) after the programmed amount of **Transfer Return Rings**.
- You can program a **Group Hunting** button on a system telephone to ring or voice signal a **Hunt Group** with one touch.
- If you have a voice messaging system, you can program **Hunt Group** 7 (Intercom 7 7 7) on a button to retrieve messages with one touch.
- Use **Do Not Disturb** if you are assigned to a **Hunt Group** and you leave your desk. A call to your extension will then move directly to the next available extension in the group.
- **Hunt Group** calls are not eligible for **Call Coverage** or **VMS Cove**r.
- When using PARTNER MAIL Release 3 or later, a call to a busy **Hunt Group** can be sent to a **Hunt Group** mailbox.

Programming

To program a **Hunt Group** button:

1. Press Feature 0 0.
2. Press a programmable button.
3. Do one of the following:
   - To program the button to *ring* the next available extension in the **Hunt Group**, press left Intercom 7 7 and dial a **Hunt Group** number (1–8 for ringing calls; 1–7 for voice-signaled calls).
   - To program the button to *voice-signal* the next available extension in a **Hunt Group**, press left Intercom * 7 7 and dial a **Hunt Group** number (1–8 for ringing calls; 1–7 for voice-signaled calls).
4. Program another button for this extension, or exit programming mode.

Using Group Hunting—Ring/Voice Signal on a System Telephone

To use the programmed button:

- To *ring* or *voice-signal* an extension in the **Hunt Group**, simply lift the handset or press Spkr, and press the programmed button. If you are voice-signaling, start talking after the beep.
- To *transfer* a call to an extension in the **Hunt Group** while on a call, press the programmed button.

To manually ring or voice signal a **Hunt Group**:

1. Lift the handset and press Intercom.

   You hear intercom dial tone.

2. Do one of the following:
   - To make a *ringing* call, dial 7 7 and a group number (1–8).

     The next available extension in the **Hunt Group** rings. If no one answers within three rings, the call hunts to the next available extension.
   - To make a voice-signaled call, press * 7 7 and a group number (1–8). After the beep, start talking.

     Your voice is heard through the speaker of the first available system telephone that is not busy. If no one answers, the call does not keep hunting.

To manually transfer a call to a **Hunt Group**:

1. While on a call, press Transfr.
2. Dial 77 and a group number (1–8).

   The next available extension in the **Hunt Group** rings. If no one answers within three rings, the call hunts to the next available extension. However, if **Transfer Return Rings** is programmed for less than four rings, the call returns to the extension that transferred the call or to that extension's transfer return extension.

Using Group Hunting—Ring/Voice Signal on a Single-Line Telephone

To ring or voice-signal a **Hunt Group**:

1. Lift the handset.

   You hear intercom dial tone.

2. Do one of the following:

   - To make a ringing call, dial 77 and a group number (1–8).

     The next available extension in the **Hunt Group** rings. If no one answers within three rings, the call hunts to the next available extension.

   - To make a voice-signaled call, press *77 and a group number (1–8). After the beep, start talking.

     Your voice is heard through the speaker of the first available system telephone that is not busy. If no one answers, the call does not keep hunting.

To transfer a call to a **Hunt Group**:

1. While on a call, press the switchhook down once rapidly.

   You hear intercom dial tone.

2. Dial 77 and a group number (1–8).

   The next available extension in the **Hunt Group** rings. If no one answers within three rings, the call hunts to the next available extension. However, if **Transfer Return Rings** is programmed for less than four rings, the call returns to the extension that transferred the call or to that extension's transfer return extension.

Group Pickup (I66G)

Use this feature to answer any outside, intercom, or transferred call ringing at an extension in a **Pickup Group** (where G is a **Pickup Group** number from 1–4). In other words, when a call rings at an extension that is in a **Pickup Group**, you can answer the call at any extension without knowing which extension or line is ringing and without being in the same **Pickup Group**. The system can have up to four **Pickup Groups**.

Considerations

- Extensions can be in more than one **Pickup Group**.
- You can program a **Group Pickup** button on a system telephone to pick up calls in a **Pickup Group** with one touch.

Programming

To program a **Group Pickup** button:

1. Press Feature 0 0.
2. Press a programmable button.
3. Press left Intercom 6 6.
4. Dial a **Pickup Group** number (1–4).
5. Program another button for this extension, or exit programming mode.

Using Group Pickup on a System Telephone

To use the **Group Pickup** programmed button, press the button.

To use **Group Pickup** manually:

1. Lift the handset and press Intercom.

   You hear intercom dial tone.
2. Dial 6 6 and a group number (1–4) to pick up a call ringing at any extension in the group.

Using Group Pickup on a Single-Line Telephone

To use **Group Pickup**:

1. Lift the handset.

   You hear intercom dial tone.
2. Dial 6 6 and a group number (1–4) to pick up a call ringing at any extension in the group.

Hot Dial (F26)

Use this feature to set your PARTNER or MLS system phone to go off-hook and start dialing a number as soon as you press a button on the dialpad. When the **Hot Dial** feature is Active, you do not have to press Spkr or lift the handset to make a call.

Considerations

- A **Hot Dial** button must be programmed on a button with lights on a system phone.
- The line that the PARTNER system selects to dial on is determined by the extension's **Automatic Line Selection** list.
- If you want to adjust the display backlight, you must first turn off the **Hot Dial** feature button.
- If you want to test your phone by holding down the # key for five seconds and lifting the handset, you must first turn off the **Hot Dial** feature button.
- Do not program the **Hot Dial** feature button onto a **Doorphone**.

Programming

To program a **Hot Dial** button:

1. Press Feature 0 0.
2. Press a programmable button with lights.
3. Press Feature 2 6.
4. Program another button for this extension, or exit programming mode.

Using Hot Dial

From a system telephone, press the programmed button to turn **Hot Dial** on. Press it again to turn it off. Use the button like a switch—when the light is on, **Hot Dial** is on.

Hotline

The System Administrator programs internal **Hotline** extensions and their alert extensions. When you lift the handset of a **Hotline** telephone, the alert extension rings.

Considerations

- The **Hotline** telephone can receive transferred calls, but do not pick up the handset at that extension until the telephone rings.

Using a Hotline Telephone

To use the **Hotline** telephone:

1. Lift the handset of the **Hotline** telephone.

   The designated alert extension rings.

2. When the call is answered, speak into the handset.

Manual Signaling (F13XX or F13*XX)

Use this feature to program a button on your PARTNER or MLS telephone to signal a predetermined co-worker's extension. **Manual Signaling** is typically used by a receptionist to alert a user when the user is busy on another call. You can use a **Manual Signaling** button to beep, ring, or voice-signal the user at the target extension.

Considerations

- A PARTNER or MLS telephone is required at both extensions to use this feature.
- You must program the **Manual Signaling** feature code and the target extension number on a button. Use a button with lights if you want to view the status of the target extension, similar to an **Auto Dial** button.
- You can have only one button per extension—either on the system telephone *or* on the Intercom Autodialer—for a target extension. The button can be programmed as a **Manual Signaling** button or as an **Auto Dial** button. The lights next to the button show calling activity.
- If you signal an extension that has an **Auto Dial** or **Manual Signaling** button programmed for your extension, the green light next to that button flutters to identify your extension as the signaling extension.
- You can signal the target extension while you are on an outside call. (This does not initiate a one-touch transfer.)

- Pressing a **Manual Signaling** button does not initiate an intercom call unless you lift the handset or press Spkr, press Intercom, and then press the **Manual Signaling** button.
- To respond to a signal, the target extension must place an intercom call to the person signaling.
- You can use the **Manual Signaling** button instead of dialing the two-digit extension number required for these features: **Call Coverage**, **Call Forwarding/Call Follow-Me**, **Message Light On**, **Message Light Off**, **Station Lock**, and **Voice Mailbox Transfer**.
- To transfer a call to an extension for which you have a **Manual Signaling** button, press Transfr before pressing the **Manual Signaling** button.

Programming

To program a **Manual Signaling** button:

1. Press Feature 0 0.
2. Press a programmable button.
3. Press Feature 1 3.
4. Dial the two-digit extension number of the target extension. Enter * before the extension number if you want to use the button for voice signaling.
5. Program another button for this extension, or exit programming mode.

Using Manual Signaling

To beep the target extension, press the programmed button while the handset is in the cradle. The extension beeps for as long as the button is pressed.

To ring or voice signal the target extension:

1. Lift the handset or press Spkr.
2. Press Intercom.
3. Press the programmed button.

To transfer a call to the target extension:

1. While active on the call, press Transfr.
2. Press the programmed button.

Message Alert Notification (F27)

Use this feature to program a button on your PARTNER or MLS telephone to see the status of another extension's message light. To use this feature, you must have an intercom Auto Dial button or Manual Signal button programmed for the extension you want to monitor. When Message Alert Notification is "on," you will see the status of the message light for every intercom Auto Dial button and Manual Signaling button programmed on your telephone.

Considerations

- **Message Alert Notification** must be programmed on a button with lights on a system phone.
- **Message Alert Notification** can be turned on and off at any time, even during a call.
- **Message Alert Notification** must be used with the intercom **Auto Dial** feature or the **Manual Signaling** feature.
- When **Message Alert Notification** is "on," the intercom **Auto Dial** buttons and **Manual Signaling** buttons display the status of the message light at the corresponding extensions. A blinking red light indicates that the message light is lit and the extension is idle.
- After system restarts, there may be a slight delay in updating the status of the message light at the other extension(s). There may also be a momentary delay in turning off the message light when all the new messages are reviewed in the extension's voice mailbox.
- **Message Alert Notification** also works with the PARTNER-CA48 Intercom Autodialer.

Programming

To program a **Message Alert Notification** button:

1. Press Feature 0 0.
2. Press a programmable button with lights.
3. Press Feature 2 7.
4. Program another button for this extension, or exit programming mode.

Using Message Alert Notification

From a system telephone, press the programmed button to turn **Message Alert Notification** on. Press it again to turn it off. Use the button like a switch—when the light is on, **Message Alert Notification** is on.

Message Light On (F09XX) and Message Light Off (F10XX)

A lit message light indicates that you have a message in your mailbox. You can turn the message light on or off by using **Message Light On** or **Message Light Off**, respectively. The “XX” in the code represents the extension number.

Considerations

- For message-waiting capability, single-line telephones with LED-compatible message-waiting lights must be connected to a processor module, a 308EC module, or to an R3.0 or later 206 module.
- Do not use this feature for an extension that is covered by the voice messaging system. The voice messaging system automatically turns on/off the message light at a subscriber’s extension when messages in the mailbox have been received/deleted.

  If a message light is inadvertently turned off at an extension that has a message in the mailbox, the message light is refreshed during the voice messaging system’s daily maintenance (3 a.m.).
- You can use **Message Light On** with a doorphone (for example, the doorphone’s light flashes as a prearranged signal to a delivery person) provided the doorphone is connected to a processor module or to an R3.0 or later 206 module. If you use the **Message Light On** feature to signal someone at a doorphone extension, you must use **Message Light Off** to turn the light off.
- You can program a **Message Light On** or a **Message Light Off** button on a system telephone to turn the **Message Light On** or off at a specific extension with one touch.
- On a single-line telephone, the message light flashes (only when the telephone is idle) to indicate that the extension has received a message.

Programming

To program a **Message Light On** or a **Message Light Off** button:

1. Press Feature 0 0.
2. Press a programmable button.
3. Press Feature 0 9 for a **Message Light On** button or Feature 1 0 for a **Message Light Off** button.
4. Optionally, dial the two-digit extension number of your most common destination, or skip to Step 5 if you want only the feature code on the button.
5. Program another button for this extension, or exit programming mode.

Using Message Light Off on a System Telephone

To turn on or off the message light:

1. Press the programmed button, or press Feature 0 9 for On or Feature 1 0 for Off.

   If you programmed the destination extension number on the button, the message light for the destination extension goes on/off. Skip Step 2.

2. If no extension number was programmed on the button, dial the extension number of the telephone whose message light you want to turn on/off, or use an **Auto Dial** button or **Manual Signaling** button.

Using Message Light Off on a Single-Line Telephone

To turn on or off the message light:

1. Lift the handset.

   You hear intercom dial tone.

2. Press # 0 9 for On or # 1 0 for Off.
3. Dial the extension number of the telephone whose message light you want to turn on/off.

Paging Features

You can page your colleagues over the **Loudspeaker Paging** system, or over the **Loudspeaker Paging** system and telephone speakers by using the following features, respectively:

- **Loudspeaker Paging**
- **Simultaneous Paging**

Loudspeaker Paging (I70)

Use this feature to access the **Loudspeaker Paging** system if you have one connected to the system through the PAGE jack on the processor module.

Considerations

- You can program a **Loudspeaker Paging** button on a system telephone to access the loudspeaker with one touch.
- If the **Loudspeaker Paging** system is in use, a user attempting to make an announcement hears a busy tone.
- You can specify the **Loudspeaker Paging** system as a **Hotline** alert extension so that the **Hotline** telephone can be used to make announcements over the loudspeaker.

- You must administer a Loudspeaker Paging Line via **Loudspeaker Paging Line (#617)**. If you do not administer **Loudspeaker Paging Line (#617)**, calls to I70 and I*70 will receive intercept tone.

Programming

To program a **Loudspeaker Paging** button:

1. Press Feature 0 0.
2. Press a programmable button.
3. Press left Intercom 7 0.
4. Program another button for this extension, or exit programming mode.

Using Loudspeaker Paging on a System Telephone

To make an announcement over the **Loudspeaker Paging** system:

1. Press the programmed button or Intercom 7 0; then lift the handset.
2. Speak into the handset. (To avoid feedback, do not use the speakerphone.)

   Your voice is heard through the **Loudspeaker Paging** system.

NOTE If your paging system supports announcements to zoned areas, refer to the instructions packaged with the paging device to make zoned announcements.

Using Loudspeaker Paging on a Single-Line Telephone

To make an announcement over the **Loudspeaker Paging** system:

1. Lift the handset to hear intercom dial tone.
2. Dial 7 0.
3. Speak into the handset.

   Your voice is heard through the **Loudspeaker Paging** system.

NOTE For touch-tone telephones only, if your **Loudspeaker Paging** system supports announcements to zoned areas, refer to the instructions packaged with the paging device to make zoned announcements.

Simultaneous Paging (I*70)

Use this feature to access the **Loudspeaker Paging** system if you have one connected to the system through the PAGE jack on the primary processor module, and all of the idle system telephones with speakers assigned to **Calling Group** 1.

Considerations

- You can program a **Simultaneous Paging** button on a system telephone to access with one touch the **Loudspeaker Paging** system and idle system telephones with speakers in **Calling Group** 1.
- If the **Loudspeaker Paging** system or **Calling Group** 1 is in use, a user attempting to make an announcement hears a busy tone.
- If someone answers a loudspeaker page from a system telephone in **Calling Group** 1, the page becomes an intercom call.
- If some extensions in **Calling Group** 1 have single-line, MLC-6, or TransTalk 9000-series telephones, those extensions are not included in the simultaneous page (because they do not have built-in speakers).
- Use **Loudspeaker Paging** to make announcements only over the **Loudspeaker Paging** system.
- You must administer a Loudspeaker Paging Line via **Loudspeaker Paging Line (#617)**. If you do not administer **Loudspeaker Paging Line (#617)**, calls to I70 and I*70 will receive intercept tone.

Programming

To program a **Simultaneous Paging** button:

1. Press Feature 0 0.
2. Press a programmable button.
3. Press left Intercom * 7 0.
4. Program another button for this extension, or exit programming mode.

Using Simultaneous Paging on a System Telephone

To make an announcement over the **Loudspeaker Paging** system and the idle system telephones with speakers in **Calling Group** 1:

1. Press the programmed button or Intercom * 7 0; then lift the handset.
2. Speak into the handset. (To avoid feedback, do not use the speakerphone.)

Your voice is heard through the **Loudspeaker Paging** system and the speakers of all idle system telephones in **Calling Group** 1.

NOTE If your paging system supports announcements to zoned areas, refer to the instructions packaged with the paging device to make zoned announcements.

Using Simultaneous Paging on a Single-Line Telephone

To make an announcement over the **Loudspeaker Paging** system and the idle system telephones with speakers in **Calling Group** 1:

1. Lift the handset.

   You hear intercom dial tone.

2. Dial ⊛⑦⓪.

3. Speak into the handset.

   Your voice is heard through the **Loudspeaker Paging** system and the speakers of all idle system telephones in **Calling Group** 1.

NOTE For touch-tone telephones only, if your **Loudspeaker Paging** system supports announcements to zoned areas, refer to the instructions packaged with the paging device to make zoned announcements.

Privacy (F07)

Press a programmed button to turn **Privacy** on and off, preventing or allowing other users to join calls at the your extension as needed. You can use **Privacy** only with a system telephone.

Considerations

- Privacy must be programmed on a button with lights. (You cannot dial the **Privacy** code manually or use a programmed button without lights to activate this feature.) When **Privacy** is on, the button light at the extension is also on, indicating that others *cannot* join calls.
- **Privacy** can be turned on and off at any time, even during a call.
- Users cannot join calls by using pool buttons regardless of the **Automatic Extension Privacy** setting or the state of the **Privacy** button.
- If **Automatic Extension Privacy** is assigned for an extension, that extension normally is private. However, if you need to have co-workers join conversations, you can program a **Privacy** button to turn **Privacy** on and off as needed. Once a **Privacy** button is programmed, you *must* use the button to turn **Privacy** on and off even though **Automatic Extension Privacy** is assigned. **Automatic Extension Privacy** is appropriate for use with single-line telephones.
- **Privacy** applies to active calls—any user can retrieve a held call unless the call is placed on hold with **Exclusive Hold**.
- If you have **Caller ID**, you can use **Privacy** at your extension to prevent other users from joining your call and from accessing the **Caller ID** information displayed for active calls at your extension.

Programming

To program a **Privacy** button:

1. Press Feature 0 0.
2. Press a programmable button with lights.
3. Press Feature 0 7.
4. Program another button for this extension, or exit programming mode.

Using Privacy

From a system telephone, press the programmed button to turn **Privacy** on. Press it again to turn it off. Use the button like a switch—when the light is on, **Privacy** is on.

Recall (F03)

Use this feature to send a timed switchhook flash over the telephone line to “recall” a new dial tone or to access a PBX, central office, or Centrex feature, such as **Call Waiting**.

Considerations

- Using **Recall** on an intercom call or a Loudspeaker Paging Line disconnects the call.
- Using **Recall** while using the **Record-a-Call (F24)** feature on an intercom call disconnects the call.
- Whenever your PBX or Centrex documentation tells you to press the switchhook when you are on an outside call, use the **Recall** feature instead. If you are already on a call, most PBX or Centrex systems require that you press the switchhook to get a new dial tone and then dial a feature access code to access a specific PBX or Centrex service.
  - — On a system telephone, press a programmed button or press Feature 0 3 to use **Recall**.
  - — On a single-line telephone, first press and release the switchhook to get intercom dial tone. Then send a **Recall** signal by pressing # 0 3.
  - — On a (single-line) feature telephone that has a **Recall** or **Flash** button, first press the **Recall** or **Flash** button to get intercom dial tone. Then send a system **Recall** signal by pressing # 0 3.
- You can program a **Recall** button on a system telephone to send a **Recall** signal with one touch.
- **Recall** cannot be used with **Call Screening (F25)**.
- If users have trouble with **Recall**, use **Recall Timer Duration** to adjust the length of the **Recall** signal. Your local telephone company can tell you the correct setting—for most Centrex systems, the correct setting is 800 msec. (or 32).
- You can press Spkr to insert a **Recall** signal in an **Auto Dial** or **Speed Dial** number, provided it is the first character in the stored number.
- Recall is ignored on T1 lines.

Programming

To program a **Recall** button:

1. Press Feature 0 0.
2. Press a programmable button.
3. Press Feature 0 3.
4. Program another button for this extension, or exit programming mode.

Using Recall on a System Telephone

To access a PBX, central office, or Centrex feature (such as **Call Waiting**) while active on an outside line:

1. Press the programmed button or Feature 0 3.
2. Enter the access code for the feature (if required).
3. To return to your original call, press the programmed button or Feature 0 3 again.

Using Recall on a Single-Line Telephone

To access a PBX, central office, or Centrex feature (such as **Call Waiting**) while active on an outside line:

1. Press the switchhook (or press the **Recall** or **Flash** button on a feature telephone that has one).

   You hear intercom dial tone.
2. Press # 0 3.
3. Enter the access code for the feature (if required).
4. To return to your original call, press the switchhook (or press the **Recall** or **Flash** button on a feature telephone) again.

Record-a-Call (F24)

Use this feature to record an active conversation in the PARTNER Messaging or PARTNER MAIL VS (PMVS) mailbox. **Record-a-Call (F24)** applies to systems that have a PARTNER Messaging system or a PMVS Release 5.0 or later system equipped with four ports or six ports and an MLS or PARTNER system telephone. This feature is not available on tip/ring telephones. You must enable the Record-a-Call feature for the mailbox, which is programmed through the messaging system, and also program a button on the telephone for that extension using **Record-a-Call (F24)**. For more information about PARTNER Messaging programming, refer to the *PARTNER Messaging System Manager's Quick Reference*. For more information about PMVS programming, refer to the *PARTNER MAIL VS Installation and Programming Guide.*

⚠ WARNING:

If silence is detected on the line for 15 seconds, call recording will terminate.

For PARTNER Messaging or PMVS, before you can set up **Record-a-Call** for an extension, you must:

- Install PARTNER Messaging or PMVS.
- Go into PARTNER Messaging or PMVS programming and program **Record-a-Call** for that extension.

To install PARTNER Messaging, refer to the *PARTNER Messaging Installation, Programming, and Troubleshooting Online Guide.* To install PMVS, refer to the *PARTNER MAIL VS Installation and Programming Guide.*

Considerations

- A **Record-a-Call** button with LEDs must be programmed on a telephone.
- A maximum of two conversations can be recorded at one time. When two conversations are being recorded, the red LED associated with this feature becomes red steady.
- If you attempt to record a call while two others are being recorded and push the red steady **Record-a-Call** button, the system ignores it.
- To use this feature, you must assign four ports into **Hunt Group** 7. This requires PARTNER Messaging with four or six ports or PMVS Release 5.0 and an upgrade card, which allows the increase from two to four ports.
- The person initiating this feature can add additional parties to the conference call until the conference limit is exceeded. A user active on a conference call may turn on this feature during the conference.
- You can place the **Record-a-Call** on hold, just as if you were placing a conference call on hold. Outside parties do not hear **Music-On-Hold,** since PMVS is still connected to the call. If PMVS detects 15 seconds of silence, it drops off the call.
- A call that is being recorded cannot be transferred. Pressing the transfer button is ignored.
- A call that is being recorded cannot receive a **Voice Interrupt On Busy** call.
- If you press the **Recall** button while recording an intercom call, the entire conversation is dropped.
- You cannot join a call that is being recorded.
- You cannot use **Record-a-Call** with **Call Screening (F25)**.

Programming

To program a **Record-a-Call** button:

1. Press Feature 0 0.
2. Press a programmable button with LEDs.
3. Press Feature 2 4.
4. Program another extension, or exit programming mode.

Using Record-a-Call

To activate the feature, press the programmed feature button when active on an intercom or CO call. The green LED at the feature button is turned on steady to indicate that feature activation has been initiated. When PMVS connects, the LEDs become an alternating red and green flash.

Any one of the following deactivates **Record-a-Call**:

- You press the **Record-a-Call** button again.
- You hang up the call.
- PMVS drops the call because the recording time limit was exceeded.
- Call recording terminates because silence was detected on the line for 15 seconds.

Redialing Features

Use the following features to redial telephone numbers:

- **Last Number Redial**
- **Save Number Redial**

Last Number Redial (F05)

Use this feature to redial the last outside number dialed (maximum 28 digits). **Last Number Redial** is useful for *immediately* redialing a busy number.

Considerations

- **Last Number Redial** redials all digits dialed on the last outside call except account codes.
- You can program a **Last Number Redial** button on a system telephone to redial a number with one touch.
- You can use **Save Number Redial (F04)** to temporarily save the last number dialed. The difference between **Last Number Redial** and **Save Number Redial** is that **Save Number Redial** allows you to make other outside calls before redialing the saved number.
- **System Speed Dial** numbers cannot be redialed with this feature.
- A **Last Number Redial** number can begin with a star code; the system automatically inserts a delay based on the **Star Code Dial Delay** setting.
- A number dialed automatically by using the **Caller ID Call Logging and Dialing** feature can be redialed with **Last Number Redial**.
- **Last Number Redial** interrupts **Call Screening (F25)**.

Programming

To program a **Last Number Redial** button:

1. Press Feature 0 0.
2. Press a programmable button.
3. Press Feature 0 5.

4. Program another button for this extension, or exit programming mode.

Using Last Number Redial on a System Telephone

To use **Last Number Redial**:

1. Lift the handset.
2. Press the programmed button or Feature 0 5.

   Digits are displayed on system display telephones as they are dialed.

Using Last Number Redial on a Single-Line Telephone

To use **Last Number Redial**:

1. Lift the handset.

   You hear intercom dial tone.
2. Press # 0 5.

Save Number Redial (F04)

Use this feature to save into temporary memory the last outside number (up to 28 digits) dialed from an extension with a system telephone. Use this feature to save a number before you hang up on a busy or unanswered call. Once saved, the number can be redialed at any time. The number stays in memory until a different one is saved.

NOTE **Save Number Redial** is available only on system telephones.

Considerations

- **Save Number Redial** redials all digits dialed on the outside call for which the feature was used, except account codes.
- You can program a **Save Number Redial** button on a system telephone to access the feature with one touch. Press the button to save the number, and press the button later to redial the number.
- You can program **Save Number Redial** on more than one button to save more than one number.
- Unlike **Last Number Redial (F05)**, **Save Number Redial** lets you make other calls before redialing the saved number.
- **System Speed Dial** numbers cannot be saved by using this feature.
- A **Save Number Redial** number can begin with a star code; the system automatically inserts a delay based on the **Star Code Dial Delay** setting.

- When you automatically dial the number displayed in the **Caller ID Call Logging and Dialing** feature, you can save the number by using **Save Number Redial**.
- If **Save Number Redial** is programmed on a button, it interrupts **Call Screening (F25)**.

Programming

To program a **Save Number Redial** button:

1. Press Feature 0 0.
2. Press a programmable button.
3. Press Feature 0 4.
4. Program another button for this extension, or exit programming mode.

Using Save Number Redial

To save a number, from a system telephone, press the programmed button or Feature 0 4 after dialing the number, but before hanging up.

To redial a stored number, press the programmed button again or press Feature 0 4 again.

Remote Call Forwarding (F11)

Use this feature to forward all intercom, transferred, and outside calls from your extension to an outside telephone number. (This outside number must be programmed to a Personal Speed Dial code for your extension.) You activate this feature from your extension or from extension 10 or 11. However, before you can forward calls to outside telephone numbers, the **Remote Call Forwarding (#322)** feature must be enabled for your extension.

When **Remote Call Forwarding** is active, all calls that ring at the extension are forwarded to the telephone number programmed to the specified Personal Speed Dial code. As soon as the call rings at the extension, the PARTNER system places a call to the specified telephone number and conferences the two calls together.

Remote Call Forwarding has the following requirements:

- The **Remote Call Forwarding (#322)** feature must be enabled for your extension.
- For analog lines and T1 lines without DID, the extension must be the **Line Coverage Extension (#208)** for that line.

Considerations

- You can forward outside, intercom, transferred, and voice-signaled calls.
- **Line Coverage Extension (#208)** must be assigned to the extension for that extension to use **Remote Call Forwarding** for a line.
- You cannot forward group calls, calls to doorphone alert extensions, **Voice Interrupt On Busy** calls, coverage calls, transfer-return calls, **Wake Up Service** calls, and **Night Service** calls.
- The telephone at the extension from which calls are being forwarded beeps once each time a call is forwarded (unless **Do Not Disturb** is active).
- The extension's calling restrictions are applied before the calls are forwarded. If the destination number is restricted, the call will not be forwarded.
- You can program **Remote Call Forwarding** on a button on a system telephone. Use a button with lights if you want a visual indication when **Remote Call Forwarding** is enabled. When the green light is on, **Remote Call Forwarding** is enabled, and your calls are forwarded. (The displays shows "Forward.") When the green light is off, **Remote Call Forwarding** is disabled, and calls ring at your extension.
- If you press the **Remote Call Forwarding** button after a call starts to ring, that call is not forwarded.
- If the **Remote Call Forwarding** feature code and optional originating extension and destination personal speed dial code are programmed on a button with lights, you can use the button to turn **Remote Call Forwarding** on and off with one touch. (The lights show when **Remote Call Forwarding** is on, even if calls are forwarded to a different Personal Speed Dial code from the one stored on the button, and you can still use the button to turn **Remote Call Forwarding** off.)
- An extension's outside calls on lines or pools assigned to the extension are eligible for **Remote Call Forwarding** only if **Line Ringing** is set to Immediate Ring or Delayed Ring and **Line Access Restriction** or **Pool Access Restriction** is set to No Restriction or In Only.
- If an extension in a **Hunt Group** activates **Remote Call Forwarding**, the system considers the extension unavailable when a call goes to the **Hunt Group**.
- If an extension has **VMS Cover** and **Remote Call Forwarding** active, calls ring at the **Remote Call Forwarding** destination; they are not covered by the voice messaging system.
- If an extension has **Call Coverage** and **Remote Call Forwarding** active, calls are routed to the **Remote Call Forwarding** destination. (**Remote Call Forwarding** takes precedence).
- **Remote Call Forwarding** does not apply to parked calls. See "Call Park" on page 8-21.
- You cannot use **Call Screening (F25)** for calls that are forwarded.
- You cannot forward calls to a **System Speed Dial** code.
- The PARTNER system will forward only calls on lines that have reliable disconnect. For these lines, **Hold Disconnect Time (#203)** must be set to a value other than 00 (No Detection).
- You can activate **Remote Call Forwarding** while the **Station Lock (F21)** feature is enabled for your extension.
- If an **Allowed Phone Number List (#407)** is assigned to the extension, the destination telephone number must be included in that list.

- If a **Disallowed Phone Number List (#404)** is assigned to the extension, the destination telephone number must not be included in that list.
- The extension must have an available line to forward the call to an outside number.
- The PARTNER system uses the extension's **Automatic Line Selection** to determine which line to use for the outgoing call.

Programming

To program a **Remote Call Forwarding** button:

1. Program a Personal Speed Dial that contains the telephone number to which you want to forward calls. See "Personal Speed Dial" on page 8-72.
1. Press Feature 0 0.
2. Press a programmable button, preferably a button with lights.
3. Do one of the following:
   - Press Feature 1 1.
   - Press Feature 1 1 and the number of the originating extension.
   - Press Feature 1 1, the number of the originating extension, and the two-digit Personal Speed Dial code (80-99) that contains the destination outside telephone number at which you want the calls to ring.
4. Program another button for this extension, or exit programming mode.

Using Remote Call Forwarding on a System Telephone

To forward calls manually:

1. Press Feature 1 1.
2. Dial your extension number.
3. Dial the two-digit Personal Speed Dial code (80-99) that contains the destination outside telephone number at which you want the calls to ring.

To remove **Remote Call Forwarding** manually:

1. Press Feature 1 1.
2. Dial your extension number *twice.*

To forward calls using the programmed button:

1. Press the programmed button.

   If an originating extension and a Personal Speed Dial code (80-99) were programmed on the button, **Remote Call Forwarding** is activated (on a button with lights, the green light is on). Skip Steps 2 and 3.

2. If no originating extension was programmed, dial your extension number.
3. If no destination telephone number was programmed, dial the two-digit Personal Speed Dial code (80-99) that contains the destination outside number at which you want the calls to ring.

   Remote Call Forwarding is activated (on a button with lights, the green light is on).

To remove **Remote Call Forwarding** by using the programmed button:

1. Press the programmed button.

   If an originating extension and a destination extension were programmed on the button, **Remote Call Forwarding** is deactivated (on a button with lights, the green light is off). Skip Steps 2 and 3.
2. If no originating extension was programmed, dial your extension number.
3. If no destination extension was programmed, dial your extension number again.

   Remote Call Forwarding is deactivated (on a button with lights, the green light is off).

Using Remote Call Forwarding on a Single-Line Telephone

To forward your calls:

1. Lift the handset.

   You hear intercom dial tone.
2. Press #11.
3. Dial your extension number.
4. Dial the two-digit Personal Speed Dial code (80-99) that contains the destination outside telephone number at which you want the calls to ring.

To remove **Remote Call Forwarding**:

1. Lift the handset.

   You hear intercom dial tone.
2. Press #11.
3. Dial your extension number *twice.*

Send All Calls

You can use **Call Coverage** or **VMS Cover** with **Do Not Disturb** buttons to send intercom and transferred calls, DID calls, and outside calls on owned lines immediately to your voice mailbox:

- If **Call Coverage** is on and a call that is eligible for coverage begins to ring, you can turn on **Do Not Disturb** to send that call and any subsequent calls immediately to the covering extension. This allows callers to receive coverage without waiting for the number of rings specified with **Call Coverage Rings**.
- If **VMS Cover** is on and a call that is eligible for coverage begins to ring, you can turn on **Do Not Disturb** to immediately send that call and subsequent calls to your voice mailbox. This allows callers to leave a message without waiting for the number of rings specified with **VMS Cover Rings**.
- If **Call Coverage** and **VMS Cover** are both on, you can turn on **Do Not Disturb** to send that coverage call and all subsequent calls immediately to the covering extension. If there is no answer at the covering extension, the calls go to your voice mailbox after the number of rings specified with **VMS Cover Rings**.

Using Send All Calls

To send a covered call immediately to the covering extension:

- If **Call Coverage** is not turned on, while the call is ringing, press the **Call Coverage** button.

  The ringing call is sent immediately to the covering extension; subsequent calls go to the covering extension after the specified number of **Call Coverage Rings**.
- If **Call Coverage** is turned on, press the **Do Not Disturb** button.

  All covered calls are sent immediately to the covering extension until you turn off **Do Not Disturb**.

To send a call immediately to the voice messaging system:

- If **VMS Cover** is not turned on, while the call is ringing, press the **VMS Cover** button.

  The ringing call is sent immediately to your voice mailbox; subsequent calls go to your voice mailbox after the specified number of **VMS Cover Rings**.
- If **VMS Cover** is already turned on, press the **Do Not Disturb** button.

  All covered calls are sent immediately to the voice messaging system until you turn off **Do Not Disturb**.

To send covered calls immediately to coverage when **Call Coverage** and **VMS Cover** are both on, press **Do Not Disturb**. All calls go to the covering extension. If there is no answer, the calls go to your voice mailbox.

Speed Dialing Features

You can quickly dial numbers from your telephone by using one of these features:

- **Personal Speed Dial**
- **System Speed Dial**

Personal Speed Dial

Use this feature to store up to 20 frequently-dialed numbers for each extension. **Personal Speed Dial** numbers can be dialed quickly by pressing Feature (or #) at intercom dial tone on a single-line telephone) and the two-digit code from 80 through 99. The **Personal Speed Dial** numbers programmed for a particular extension are for use only at that extension.

Personal Speed Dialing, which lets you dial a number by pressing three buttons, is different from **Auto Dialing**, which lets you dial a number by pressing a single button.

Considerations

- If the system is connected to a PBX or Centrex system and a dial-out code (usually 9) is needed to place calls outside the PBX or Centrex system, include the dial-out code in **Speed Dial** numbers that must dial out of the PBX or Centrex system.
- You cannot program **Personal Speed Dial** numbers onto **Auto Dial** buttons.
- You can dial **Personal Speed Dial** numbers on a single-line telephone, but the numbers must be programmed from extension 10 or 11.
- A combined total of 800 outside **Auto Dial** and **Personal Speed Dial** numbers can be programmed.
- You can store account codes as **Personal Speed Dial** numbers for use with the **Account Code Entry** feature.
- **External Hotline (#311)** uses **Personal Speed Dial** code 80 for the **External Hotline** telephone number.
- A **Personal Speed Dial** number can begin with a star code; the system automatically inserts a delay based on the **Star Code Dial Delay** setting.
- **Personal Speed Dial** cannot be used with **Call Screening (F25)**.
- **Cell Phone Connect** and **Remote Call Forwarding** require **Personal Speed Dial** numbers for the destination telephone number. Do not use the special dialing functions when entering a Personal Speed Dial number for these features.
- You can program **Personal Speed Dial** numbers when the **Station Lock** feature is used.

Programming

To program **Personal Speed Dial** numbers:

1. Press Feature 0 0.
2. Select a two-digit code by pressing Feature and dialing two digits between 80 and 99.

   If a number is assigned already to the code, the number appears on the display. If no number is assigned to the code, the display reads `Blank`.
3. Enter the telephone number exactly as you would dial it. The number can be up to 28 characters consisting of the digits 0–9, *, #, and special dialing functions that you can access by pressing Hold (**Pause**), Mic/HFAI (**Stop**), Spkr (**Recall**), and Transfr (**Touch-Tone Enable**).
4. Do one of the following:
   - To program another **Personal Speed Dial** number, start from Step 2.
   - To program over an existing number, enter the new number after selecting the two-digit code.
   - To remove a **Personal Speed Dial** number, enter the number's two-digit code and press Mic/HFAI once.
5. Continue programming, or exit programming mode.

Using Personal Speed Dial on a System Telephone

To use **Personal Speed Dial** on a system telephone:

1. Lift the handset or press Spkr before dialing:
2. Do one of the following:
   - If you want to call on a specific line, press the line button (or press Intercom 8 and the two-digit line number).
   - If you want to call using a specific pool, press the pool button (or press Intercom and the three-digit pool access code).
3. Press Feature.
4. Dial the two-digit **Personal Speed Dial** code (80–99).

   If you did not specify an outside line or pool, the system automatically selects one, turns on the speaker if the handset is in the cradle, and dials the number. The number being dialed shows on a display telephone.

Using Personal Speed Dial on a Single-Line Telephone

You can dial **Personal Speed Dial** on a single-line telephone, but the numbers must be programmed from extension 10 or 11. To dial a programmed **Personal Speed Dial** number:

1. Lift the handset.

   You hear intercom dial tone.

2. Press #.

3. Dial the two-digit **Personal Speed Dial** code (80–99).

   The system automatically selects an outside line and dials the number.

System Speed Dial

Use this feature to dial a **System Speed Dial** number by pressing Feature (or # at intercom dial tone on a single-line telephone) and the three-digit code from 600 through 699. The System Administrator has programmed up to 100 frequently used numbers as **System Speed Dial** numbers. Any user on the system can dial these numbers.

Considerations

- **System Speed Dial** numbers cannot be programmed on **Auto Dial** buttons.
- You can use multiple **Auto Dial** buttons and **System Speed Dial** numbers during the course of a single call. For example, you can use an **Auto Dial** button or **System Speed Dial** number to dial the **Account Code Entry** feature code, and another **System Speed Dial** number to dial the account code.
- **System Speed Dialing**, which lets you dial a number by pressing four buttons, is different from **Auto Dialing**, which lets you dial a number by pressing a single button.
- **System Speed Dial** cannot be used with **Call Screening (F25)**.

Using System Speed Dial on a System Telephone

To use **System Speed Dial** on a system telephone:

1. Lift the handset or press Spkr before dialing:
2. Do one of the following:
   - If you want to call on a specific line, press the line button (or press Intercom 8 and the two-digit line number).
   - If you want to call on a line in a specific pool at a pooled extension, press the pool button (or press Intercom and dial the three-digit pool access code 880, 881,882, or 883).
3. Press Feature.
4. Dial the three-digit **System Speed Dial** code (600–699).

If you did not specify an outside line or pool, the system automatically selects one, turns on the speaker if the handset is in the cradle, and dials the number. The number being dialed appears on a display telephone unless it is a **Marked System Speed Dial** number.

Using System Speed Dial on a Single-Line Telephone

To use **System Speed Dial** on a single-line telephone:

1. Lift the handset.

   You hear intercom dial tone.

2. Press #.

3. Dial the three-digit **System Speed Dial** code (600–699).

   The system automatically selects an outside line and dials the number.

Station Lock (F21)

Use this feature to enter a four-digit code on your telephone dialpad to "lock" your extension. Later, you enter the identical code to unlock the extension. **Station Lock** helps to prevent unauthorized people from making outside calls from these extensions. You should lock your extension whenever you leave your desk for an extended period of time.

Considerations

- **Station Lock** is available only on system and single-line touch-tone telephones.
- You can program a **Station Lock** button on a system telephone. Use a button with lights so you can quickly determine whether or not the extension is locked.
- You can enter a different code each time you lock your extension.
- A user at a locked extension can make intercom calls and can receive intercom and outside calls.
- All outside numbers except **Marked System Speed Dial** numbers and numbers on the **Emergency Phone Number List** are restricted from locked extensions.
- If you forget the code, use Station Unlock to unlock the extension.
- Do not lock **External Hotline** extensions.
- **Station Lock** returns to the status (on/off) it was in before a power failure occurred or **System Reset** was used.
- You cannot use the **Caller ID Call Logging and Dialing** feature when your extension is locked.
- For security purposes, use **Station Lock** to prevent misuse of **Call Screening (F25)**.
- You can program **Personal Speed Dial** numbers at a locked extension.

- You can activate and deactivate **Cell Phone Connect** and **Remote Call Forwarding** at a locked station.

Programming

To program a **Station Lock** button:

1. Press Feature 0 0.
2. Press a programmable button.
3. Press Feature 2 1.
4. Program another button for this extension, or exit programming mode.

Using Station Lock on a System Telephone

To lock an extension when the telephone is idle or while active on an intercom or outside call:

1. Press the **Station Lock** button or Feature 2 1.

   On a programmed button with lights, the green light flashes.
2. Enter a four-digit code by using digits 0–9.
3. Re-enter the four-digit code.
   - If the code entered in Step 3 matches the code entered in Step 2, the extension is locked. On a button with lights, the green light changes to on steady. On a display telephone, the display shows ****.
   - If the code entered in Step 3 does not match the code entered in Step 2, the extension remains unlocked. On a button with lights, the green light turns off. Repeat the locking procedure.

To unlock a locked extension:

1. Press the **Station Lock** button, or press Feature 2 1.

   On a programmed button with lights, the green light flashes.
2. Enter the four-digit code that you used to lock the extension.
   - If the code entered in Step 2 matches the code used to lock the extension, the extension is unlocked. On a button with lights, the green light turns off.
   - If the code entered in Step 2 does not match the code used to lock the extension, the extension remains locked. On a button with lights, the green light remains on steady. Repeat the unlocking procedure.

Using Station Lock on a Single-Line Telephone

To lock a single-line touch-tone telephone:

1. Lift the handset.

   You hear intercom dial tone.

2. Press #21.

   You hear intercom dial tone again.

3. Enter a four-digit code by using digits 0–9.

   You hear intercom dial tone again.

4. Re-enter the four-digit code.

   - If the code entered in Step 4 matches the code entered in Step 3, you hear silence. The extension is locked.
   - If the code entered in Step 4 does not match the code entered in Step 3, you hear fast busy tone and the extension remains unlocked. Repeat the locking procedure.

To unlock a single-line touch-tone telephone:

1. Lift the handset.

   You hear intercom dial tone.

2. Press #21.

   You hear intercom dial tone again.

3. Enter the four-digit code that you used to lock the extension.

   - If the code entered in Step 3 matches the code used to lock the extension, you hear silence and the extension is unlocked.
   - If the code entered in Step 3 does not match the code used to lock the extension, you hear fast busy tone and the extension remains locked. Repeat the unlocking procedure.

System Password

The System Administrator programs a four-digit password that you can enter from PARTNER and MLS telephones to override dialing restrictions (if the extension has access to an outside line).

Considerations

- The password overrides all dialing restrictions except **Line Access Restriction** and **Pool Access Restriction**.
- Once a password is programmed, you must enter it to turn **Night Service** on and off. Additionally, if **Night Service** is on, users in the **Night Service Group** must enter the password to make any outgoing calls (except calls to numbers on the **Emergency Phone Number List** and **Marked System Speed Dial** numbers). Dialing restrictions for extensions not in the **Night Service Group** remain the same as during normal daytime operation.

Using System Password

To use **System Password**:

1. Before lifting the handset or turning on the speaker at a PARTNER or MLS telephone, press (Hold).
2. Enter the password.

   The **System Password** does not appear on display telephones.
3. Press an outside line button (or press (Intercom)(8) and a two-digit line number) or a pool button (or press (Intercom) and a three-digit access code), and lift the handset.
4. Dial the number.

   The password is in effect until you hang up the telephone.

Touch-Tone Enable (F08)

Use this feature to send touch-tone signals on an outside call over a rotary line. For example, you may need to dial touch-tone digits while on a call to a bank-by-telephone service. You can use **Touch-Tone Enable** only from a system telephone.

Considerations

- **Touch-Tone Enable** is needed only when dialing on a rotary line.
- Use **Touch-Tone Enable** only after a call is connected. For example, use this feature after dialing a bank-by-telephone service that requires you to dial touch-tone digits.
- You can program a **Touch-Tone Enable** button on a system telephone to turn on **Touch-Tone Enable** with one touch.
- You cannot use **Touch-Tone Enable** with **Call Screening (F25)**.
- To activate this feature from within a number stored on an **Auto Dial** button or as part of a **Speed Dial** number, press Transfr when storing the number.

Programming

To program a **Touch-Tone Enable** button:

1. Press Feature 0 0.
2. Press a programmable button.
3. Press Feature 0 8.
4. Program another button for this extension, or exit programming mode.

Using Touch-Tone Enable

From a system telephone, press the programmed button or press Feature 0 8 when you need to enter touch-tone digits. **Touch-Tone Enable** stays in effect until you hang up.

VMS Cover (F15)

Use this feature to program a button to turn **VMS Cover** on and off, routing unanswered intercom and transferred calls for users extensions to the **Call Answer Service** of the voice messaging system after the specified number of rings (factory setting is three rings). You must have a voice messaging system to use **VMS Cover**, and you can use it only from a system telephone.

Considerations

- Program **VMS Cover** on a button with lights.
- **VMS Cover** does not apply to coverage calls, forwarded calls, group calls, parked calls, transfer-return calls, **Voice Interrupt On Busy** calls, or voice-signaled calls.
- If **Automatic VMS Cover** is assigned to an extension, that extension normally is covered by the voice messaging system. For greater flexibility, you can program a **VMS Cover** button to turn coverage on and off as needed. Once a **VMS Cover** button is programmed, you *must* use the button to turn **VMS Cover** on and off even though **Automatic VMS Cover** is assigned.
- **VMS Cover** also applies to outside calls on lines assigned ownership with **Line Coverage Extension**.
- Use **VMS Cover Rings** to change the number of times intercom and transferred calls or outside calls on lines assigned ownership ring at extensions before they are sent to the voice messaging system.
- A user can turn on **VMS Cover** while a call is ringing to send that call immediately to his or her voice mailbox.
- Users with **VMS Cover** already turned on can activate **Do Not Disturb** to **Send All Calls** immediately to their voice mailboxes.
- If an extension has **VMS Cover** and **Call Coverage** active, calls ring at the covering extension for the specified number of **Call Coverage Rings**. If the covering extension does not answer, the call is routed to the voice mailbox of the extension that activated Call Coverage after the specified number of **VMS Cover Rings**.
- If an extension has **VMS Cover** and **Call Forwarding** active, calls ring at the **Call Forwarding** destination extension; they are not covered by the voice messaging system.

Programming

To program a **VMS Cover** button:

1. Press Feature 0 0.
2. Press a programmable button with lights.
3. Press Feature 1 5.
4. Program another button for this extension, or exit programming mode.

Using VMS Cover

From a system telephone, press the programmed button to turn **VMS Cover** on; press it again to turn it off. When the light is on, **VMS Cover** is on and your unanswered intercom, DID, and transferred calls or outside calls on lines assigned ownership go to your voice mailbox after the specified number of **VMS Cover Rings**.

If you turn on **VMS Cover** while a call is ringing, the call is sent immediately to your voice mailbox.

If **VMS Cover** is already on and a call begins to ring, you can turn on **Do Not Disturb** to send that call and any subsequent calls immediately to your voice mailbox.

Voice Interrupt Features

Use the **Voice Interrupt On Busy** feature to talk to a user who is active on a call. The user then can use **Voice Interrupt On Busy Talk-Back** to speak to you.

Voice Interrupt On Busy

A **Voice Interrupt On Busy** call is a special intercom call that lets a user (the originator) interrupt and speak to another user (the recipient) who is busy on an intercom or outside call. When **Voice Interrupt On Busy** is initiated, the recipient hears two beeps before hearing the originator's voice. The third party to whom the recipient is speaking probably can hear both the beeps and the faint sound of the originator's voice. This feature typically is used by the operator to alert the boss to an important incoming call or event when the boss is already on a call.

The System Administrator programs **Voice Interrupt On Busy** to identify extensions that can receive **Voice Interrupt On Busy** calls.

You can use **Voice Interrupt On Busy** only from a system telephone.

Considerations

- The **Voice Interrupt On Busy** tone (two beeps) is unique to distinguish it from a voice-signaled intercom call tone (one beep).
- If a **Voice Interrupt On Busy** call is made to an *idle* extension, the originator and the recipient hear a voice-signaled intercom call tone (one beep) instead.
- If you receive a **Voice Interrupt On Busy** call and press (Hold), the third party is put on hold and the originator hears two beeps that indicate you have ended the **Voice Interrupt On Busy** call. Do one of the following:
  - — To talk to the originator, if the green light next to the (Intercom) button is flashing, press (Intercom). (You cannot use the **Voice Interrupt On Busy Talk-Back** button once a **Voice Interrupt On Busy** call has ended.)
  - — To resume your conversation with the third party, press the line or pool button next to the winking green light.

- Any party involved in a **Voice Interrupt On Busy** call cannot be involved in a second **Voice Interrupt On Busy** call until the first is finished.
- The recipient can use a **Voice Interrupt on Busy Talk-Back** button to respond to the originator of the **Voice Interrupt On Busy** call. The recipient's response is not heard by the third party.
- You cannot receive **Voice Interrupt On Busy** calls if:
  - **Do Not Disturb** is active at your extension.
  - You are part of a joined call **(Joining Calls)**.
  - You are part of a **Conference Call**.
  - You are recording a call by using **Record-a-Call (F24)**.
  - You are screening a call by using **Call Screening (F25)**.

Using Voice Interrupt On Busy

To initiate a **Voice Interrupt On Busy** call:

1. From a system telephone, press (Intercom).
2. Press ✱ plus a two-digit extension number (or use an **Auto Dial** button).
3. Listen for one of the following responses:
   - If you hear *one beep,* you have reached an idle system telephone. You can speak after the beep.

     Your voice is heard through the other extension's speaker. If the recipient is present, he or she can reply.
   - If you hear *two beeps,* you have reached a busy system telephone with **Voice Interrupt On Busy** assigned. You can speak after the beeps. The third party to whom the recipient is speaking probably also hears the two beeps and the faint sound of your voice.

     If the recipient has a **Voice Interrupt On Busy Talk-Back** button, wait for a response. If you hear a second set of beeps, the recipient has ended the **Voice Interrupt On Busy** call. In either case, hang up to end your part of the **Voice Interrupt On Busy** call.
   - If you hear *ringing,* you have reached a single-line telephone, an idle MLC-6 or TransTalk 9000-series telephone, or a system telephone that is idle, has **Do Not Disturb** turned off, and has **Voice Interrupt On Busy** not assigned. Your call is not completed until someone answers.

Voice Interrupt On Busy Talk-Back (F18)

This feature lets you program a button that is used to respond to a **Voice Interrupt On Busy** call while the user is active on another call. You can use **Voice Interrupt On Busy Talk-Back** only from a system telephone.

Considerations

- Program **Voice Interrupt On Busy Talk-Back** on a button with lights. This feature is not supported on a button without lights.

Programming

To program a **Voice Interrupt On Busy Talk-Back** button:

1. Press Feature 0 0.
2. Press a programmable button with lights.
3. Press Feature 1 8.
4. Program another button for this extension, or exit programming mode.

Using Voice Interrupt On Busy Talk-Back

To respond to a **Voice Interrupt On Busy** call:

1. Ask the party with whom you are speaking to hold, but *do not* put the call on hold.
2. Press the **Voice Interrupt On Busy Talk-Back** button.

   The green light next to the **Voice Interrupt On Busy Talk-Back** button turns on. **Voice Interrupt On Busy Talk-Back** is activated.
3. Respond to the originator of the **Voice Interrupt On Busy** call.

   The third party with whom you were originally speaking does not hear your response, but you can hear that third party.
4. Press the **Voice Interrupt On Busy Talk-Back** button again (whether or not the originator has hung up) to resume the conversation with the third party.

   The green light next to the **Voice Interrupt On Busy Talk-Back** button turns off. **Voice Interrupt On Busy Talk-Back** is deactivated. The originator hears two beeps if he or she did not hang up previously.

Voice Mailbox Transfer (F14)

Use this feature to transfer a caller directly to a specific extension's voice mailbox in order for the caller to leave a message without first ringing the extension. This feature is useful when you know that a co-worker is away from his or her desk. You must have a voice messaging system to use Voice Mailbox Transfer, and you can use it only from a system telephone.

Considerations

- You can program a **Voice Mailbox Transfer** button on a system telephone to transfer a caller directly to a voice mailbox by pressing the button and then dialing the mailbox subscriber's extension number.
- While a call is being transferred, the caller hears ringing if **Ring on Transfer (#119)** is active. If it is not active and **Music-On-Hold** is active and an audio source is connected to the system, the caller hears **Music-On-Hold** while the call is being transferred to the voice mailbox. If **Music-On-Hold** is not active and **Ring on Transfer** is not active, the caller hears silence.
- Voice Mailbox Transfer cannot be used with **Call Screening (F25)**.

Programming

To program a **Voice Mailbox Transfer** button:

1. Press Feature 0 0.
2. Press a programmable button.
3. Press Feature 1 4.
4. Program another button for this extension, or exit programming mode.

Using Voice Mailbox Transfer

To transfer a caller to a specific subscriber's mailbox:

1. From a system telephone, press the programmed button or press Feature 1 4.
2. Dial the two-digit extension number (or press an **Auto Dial** button) of the mailbox subscriber for whom the caller wants to leave a message.

   The caller is routed to the mailbox and hears the recorded greeting for that mailbox.
3. Hang up.

Using Auxiliary Equipment 9

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Using Auxiliary Equipment

9

Overview

You can use various auxiliary equipment with the PARTNER ACS. The connection and the programming for the following equipment is explained in this chapter:

- Answering Machines
- Contact Closure Adjuncts
- Credit Card Scanners
- Fax Machines
- Modems
- Music-On-Hold
- Station Message Detail Recording (Call reporting)

This chapter also discusses the programming of:

- Automated Attendants
- Doorphones
- Night Service with Auxiliary Equipment
- Voice Messaging Systems

Besides these, the chapter explains the connecting of a loudspeaker paging system to a line jack. The auxiliary equipment is discussed in alphabetical order.

In addition, you can connect the following devices to your system:

- **Extra alerts** help make users aware of incoming calls. For example, you can use an audible alert (chime, horn, or bell) to replace a telephone ring in a noisy area, such as a factory. Similarly, you can use a visual alert (strobe or light) to replace a telephone ring in a quiet area, such as a library.
- **Speakerphones** provide hands-free two-way operation of a telephone without lifting the handset.
- **Headsets** allow users to hold hands-free conversations.

- **Specialty Handsets** are designed for those individuals who need greater functionality than that provided by the handsets on system telephones and single-line telephones. For example, an amplified handset is available for all PARTNER phones for hard-of-hearing users.
- **In-Range Out-of-Building (IROB) protectors** are required to prevent electrical surges from damaging your system when telephones or other devices (such as a doorphone) are installed in a location other than the building where the control unit is installed. IROBs must be installed by a qualified technician. Contact your Avaya business partner or distributor for more details.
- **Off-Premises Range Extender (OPRE)** allows you to connect a single-line touch-tone telephone beyond 3,000 feet (915 meters) in another building on the same continuous property. Contact your Avaya business partner or distributor for more details.
- **Electromagnetic Interference (EMI) filters** block “noise” generated by a nearby radio station, as well as most electrical devices.
- **Caller ID devices** allow you to store and process **Caller ID** information. The system provides **Caller ID** on system display phones and single-line display phones. You can also connect other devices if you subscribe to the service from your local telephone company and connect the device *to an extension jack.*

Tip/Ring Device Requirements

A tip/ring device must meet the following conditions:

- It must be nonproprietary; that is, it cannot be made specifically for use on a particular telephone system.
- Its Ringer Equivalence Number (REN) cannot be greater than 2.0. (REN) is a measure of the power it takes to ring a telephone. Each extension jack in your system handles up to 2.0 RENs.) The REN is shown on a label on the device, usually on the bottom.

NOTE You can connect a tip/ring two-line device to the system, but it should be installed and used as if it were a single-line device.

Combination Extensions

When you connect a tip/ring device (such as a single-line telephone or an answering machine) and another piece of equipment (either another tip/ring device or a system telephone) on one extension, the extension is called a *combination extension*. (If you combine a single-line telephone and a system telephone on one extension, you may want to turn off the single-line telephone's ringer during normal use.)

You cannot install two system telephones on the same extension, and the combined REN (Ringer Equivalence Number) of two devices on one extension cannot exceed 2.0. (The REN for a system telephone is 0.0.)

NOTE You can connect a tip/ring device to a system telephone that also has an Intercom Autodialer installed.

PARTNER telephones have a built-in auxiliary jack so you can connect a tip/ring device directly to the telephone without using a bridging adapter; this is called a *direct connection*. If your telephone does not have a built-in auxiliary jack, or if you want to connect two tip/ring devices together, you must use a 267F2 Bridging Adapter.

Using a Direct Connection

You can connect a tip/ring device directly to a system telephone by plugging the cord from the tip/ring device into the AUX jack on the bottom of the system telephone (see Figure 9-1).

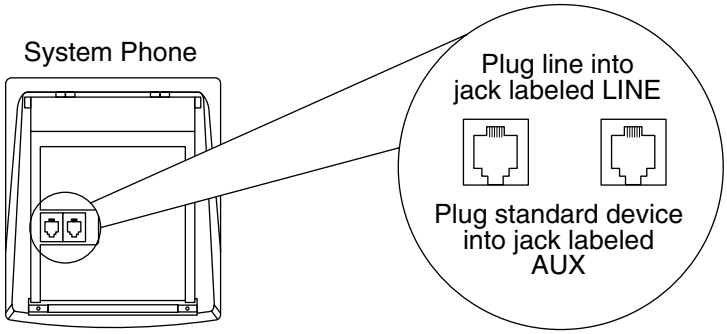

Figure 9-1. Combination Extension Using Direct Connection

Using a Bridging Adapter

You can connect a system telephone and a tip/ring device, or two tip/ring devices by using a 267F2 Bridging Adapter. Connect the system telephone and/or the tip/ring device(s) according to Figure 9-2.

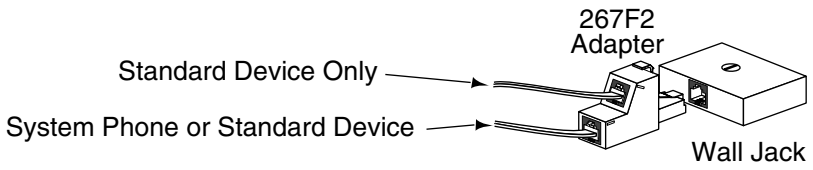

Figure 9-2. Combination Extension Using Bridging Adapter

If a Device Has Trouble

If a device has trouble answering calls or dialing out, use two System Programming features to adjust the system settings for auxiliary equipment installed at an extension. If a device (such as an answering machine) does not pick up transferred or intercom calls, use **Distinctive Ring (#308)** to change the ringing, so that all calls ring like outside calls at that extension. If an autodialing device (such as a modem) has trouble autodialing, use **Intercom Dial Tone (#309)** to change the intercom dial tone for the extension to Machine (outside line) dial tone.

Answering Machines

Use an answering machine to answer calls when no one can get to the telephone. If you have an answering machine with the **Call Intercept** feature, you can pick up a call that has been answered by the answering machine by joining the call from any system telephone. When you do so, the system sends the answering machine a signal that makes it hang up.

You can connect answering machines to your system in the following ways:

- **System answering machine.** One or more answering machines can cover all the lines in the system. Anyone on the system can call the machine(s) to retrieve messages.
- **Personal answering machine.** An answering machine can share an extension with a telephone to answer calls to that extension.

NOTE If you have an answering machine and a system telephone on the same extension, the answering machine can answer calls only when the telephone is idle.

System Answering Machine

One or more answering machines can serve the entire system (see Figure 9-3). The answering machine can cover all the lines in the system or as many lines as you assign to it. You can install the answering machine on an extension by itself or combine it with a telephone on the same extension (see “Combination Extensions” on page 9-3).

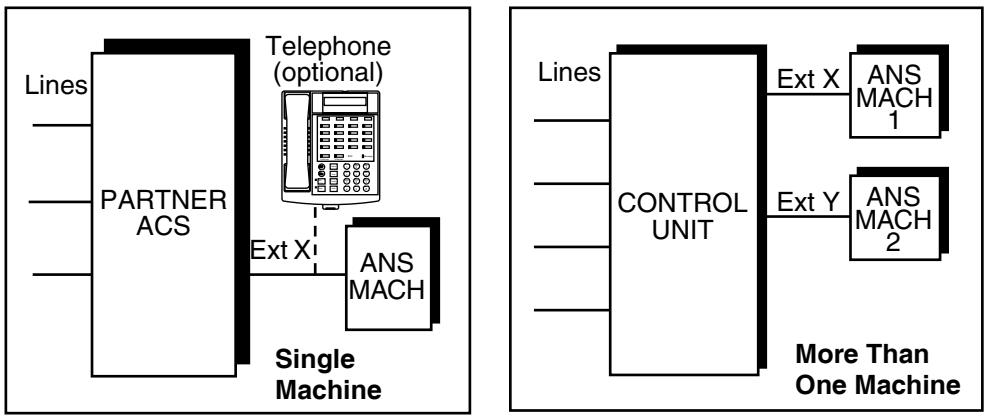

Figure 9-3. System Answering Machines

Retrieving Messages

Do one of the following to retrieve messages:

- Go to the machine to manually play back messages.
- From any system extension, 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. When you call from the outside, you can retrieve messages only from the first machine that answers.

Programming

To program the system for an answering machine:

1. Do one of the following:
   - If you use only one answering machine, do one of the following:
     - — If extension X is a key extension, use **Line Assignment (#301)** to assign all the lines to extension X that you want the answering machine to cover.
     - — If extension X is a pooled extension, use **Line Extension Assignment (#314)** to assign all the pools to extension X that you want the answering machine to cover. Also, use **Line Assignment (#301)** to assign any individual lines to extension X that you want the answering machine to cover.
   - If you use more than one answering machine:
     a. If your system is configured for Hybrid mode, use **Line Access Mode (#313)** to change extensions X and Y from Pooled to Key.
     b. Use **Line Assignment (#301)** to assign all the lines to extensions X and Y that you want the machines to cover.
2. Set **Line Ringing** for all lines and pools assigned to extensions X and Y to Immediate Ring.
3. Make sure extensions X and Y are not assigned as a **Call Waiting (#316)** extension, **Pickup Group Extension (#501)**, **Calling Group Extension (#502)**, **Night Service Group Extension (#504)**, or **Hunt Group Extension (#505)**.
4. Adjust the answering machine(s) to answer according to your needs. For example, set the machine(s) to answer on the fourth ring during the day so someone has a chance to pick up the call.

Personal Answering Machine

A personal answering machine answers calls that ring at a certain extension (Figure 9-4). It is useful for the following situations:

- When you do not want to dedicate an extension to an answering machine
- When the extension receives a lot of intercom calls
- When outside calls come through an operator and are transferred to the extension
- When an extension has a private line

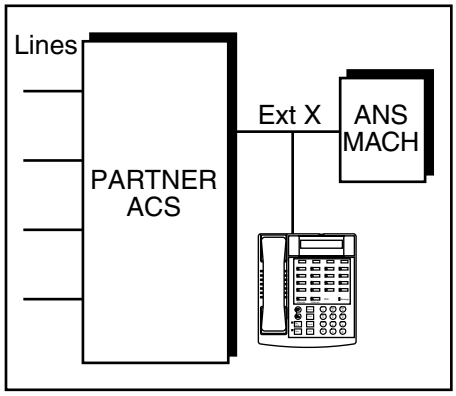

Figure 9-4. Personal Answering Machine

Retrieving Messages

To retrieve messages from a personal answering machine, do one of the following:

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

Programming

1. Set **Line Ringing** for all lines and pools assigned to extension X to the desired ring (Immediate, Delayed, or No 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. (If the answering machine is to cover transferred or coverage calls, make sure the number of rings is less than the amount of transfer return rings set for the extension. This way the answering machine picks up transferred or coverage calls *before* they return to the transfer return extension or are sent to the covering extension.)

   If you intercept a call from the answering machine, you hear a click to notify you that the answering machine has turned off.

Auto Attendant

An auto attendant answers calls and directs them to a specified extension, **Calling Group**, or **Hunt Group** based on the digits a caller dials after listening to a list of choices in a recorded greeting. For example, the auto attendant answers calls and tells callers to press 1 for Sales, 2 for Parts, or 3 for Service. You can set up an auto attendant for immediate call handling or delayed call handling.

A common use of an auto attendant is as a backup for the operator. If the operator cannot pick up a call within a specified number of rings, the auto attendant answers and plays a recorded message, such as: “Please hold for the operator or dial an extension number now.” This prevents calls from going unanswered.

Connect an auto attendant to any extension on the system.

Using an Auto Attendant

Follow the instructions packaged with the auto attendant. Make sure that the unit is in backup call-answering mode.

Programming

To program the system for an auto attendant:

1. Use **Line Assignment (#301)** to assign all the lines that you want the auto attendant to cover to extension X.
2. Set **Line Ringing** for all lines assigned to extension X to Delayed Ring.
3. Make sure extension X is not assigned as a **Call Waiting (#316)** extension.
4. Use **AA Extensions (#607)** to identify extension X as the auto attendant.
5. Set **Transfer Return Extension (#306)** for extension X to extension 10.
6. Set the auto attendant to pick up within a specific number of rings, so if the operator does not pick up a call, the auto attendant does.

AA (Automated Attendant) Extensions (#607)

This feature lets you identify extensions where auto attendants are connected to the system. Doing so lets the system notify users with display telephones when they are receiving a call that has been transferred from the auto attendant. (This procedure applies only to auto attendants—do not use it with the Automated Attendant Service of a voice messaging system.)

Considerations

- On system display telephones, `Automated Attendant` appears when a call is being transferred from an auto attendant. The Caller ID information (if available) will be displayed automatically after the transfer is completed. `Transfer from AA` or `Transfer from Auto Att` appears when a call transferred by an auto attendant was not answered and is being returned to your extension.
- For each auto attendant extension, use **Transfer Return Extension (#306)** to identify the extension to which a call should be routed if the destination extension does not answer.
- Set **Automatic Extension Privacy (#304)** to Not Assigned for the auto attendant extension if you want to be able to intercept calls routed to the device.

Programming

To identify an extension where an auto attendant is installed:

1. Press Feature 0 0 System Program System Program # 6 0 7 at extension 10 or 11.
2. Enter the extension number to which the auto attendant is connected.
3. To assign or unassign the extension, press Next Data until the appropriate value appears:
   - 1 = Assigned
   - 2 = Not Assigned (the factory setting) ✔
4. To assign or unassign a second auto attendant extension, press Next Item or Prev Item until the extension number appears on the display. Then repeat Step 3.
5. Select another procedure, or exit programming mode.

Contact Closure Adjunct

The Contact Closure Adjunct plugs into a jack on the processor module and has two Contact Closures to control devices such as an electronic door lock (as shown in Figure 9-5) or an alert. The device being controlled must be wired to the Adjunct by an electrician in accordance with local electrical codes.

Program the following features to enable the use of the Contact Closure Adjunct:

- **Contact Closure Group**
- **Contact Closure Operation Type**

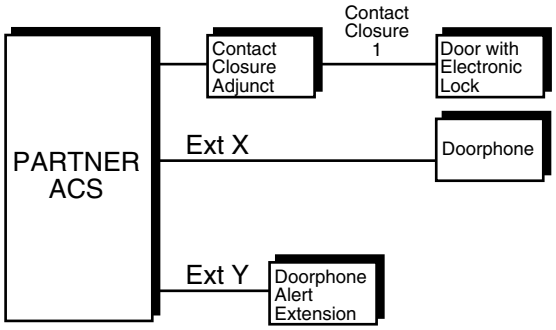

Figure 9-5. Contact Closure Adjunct

Connecting the Contact Closure Adjunct

Follow these steps to connect the Contact Closure Adjunct (see Figure 9-6):

1. Insert the modular plug into the **Contact Closure** jack, the first jack on the PARTNER ACS 509 processor module.
2. Route the cord through the processor module's wire manager.
3. Connect the other end of the cord to the jack in the Contact Closure Adjunct.
4. Have a qualified electrician wire the **Contact Closure** device or devices (such as an electronic lock or alert) to the wiring receptacles in the other end of the Contact Closure Adjunct. See the information shipped with the Contact Closure Adjunct for wiring instructions.

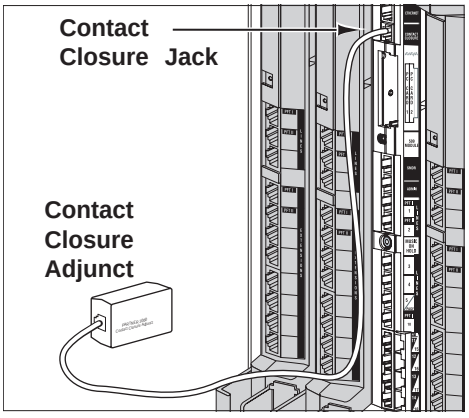

Figure 9-6. Connecting the Contact Closure Adjunct

Contact Closure Group (#612)

Use this feature to specify which system extensions can activate each **Contact Closure**. Before a user can activate a contact closure, you must assign the user's extension to the **Contact Closure Group (#612)** for that **Contact Closure**.

Considerations

- If a **Contact Closure** is used to control a door lock and a doorphone is installed at that door, you may want to assign the extensions in the **Contact Closure Group** to also be the **Doorphone Alert Extensions (#606)** for that doorphone.
- When an extension is included in the appropriate **Contact Closure Group**, the user at that extension can use **Contact Closure** to activate the contact closure device.

Programming

To assign extensions to a **Contact Closure Group**:

1. Press (Feature) (0) (0) (System Program) (System Program) (#) (6) (1) (2) at extension 10 or 11.
2. At the `Contact Number`: prompt, enter the number for the **Contact Closure** (1 or 2).
3. At the `Extension`: prompt, enter the two-digit extension number that you want to assign to this **Contact Closure Group**.
4. To assign or unassign the extension, press (Next Data) until the appropriate value appears:
   - 1 = Assigned to the **Contact Closure Group**
   - 2 = Not Assigned to the **Contact Closure Group** (the factory setting) ✔
5. Do one of the following:
   - To assign or unassign another extension to the same **Contact Closure Group**, press (Next Item) or (Prev Item) until the correct extension appears. Then repeat Step 4.
   - To assign extensions to the other **Contact Closure Group**, press (Next Procedure), press (Prev Procedure), enter the number for the other **Contact Closure** (1 or 2), and then begin at Step 3.
6. Select another procedure, or exit programming mode.

Contact Closure Operation Type (#613)

Use this feature to specify how long the **Contact Closures** remain active when they are activated. A **Contact Closure** can be activated for 1, 3, or 5 seconds; or the **Contact Closure** can be set to toggle.

For example, if a **Contact Closure** that controls a door lock has a Contact Closure Operation Type of "5-Seconds On," the door lock is released for 5 seconds when a user activates the **Contact Closure**. If the **Contact Closure** has a Contact Closure Operation Type of "Toggle," the **Contact Closure** must be activated and deactivated. One user can activate the **Contact Closure** and another user can deactivate it (provided both users are included in the **Contact Closure Group** for that **Contact Closure**), or the same user can both activate and deactivate the **Contact Closure**.

Programming

To specify the Operation Type for a **Contact Closure**:

1. Press (Feature) (0) (0) (System Program) (System Program) (#) (6) (1) (3) at extension 10 or 11.
2. At the `Contact Number:` prompt, enter the number (1 or 2) for the **Contact Closure**.

   The display shows the current setting for that **Contact Closure**.
3. Press (Next Data) or (Prev Data) until the appropriate value appears, or press (Remove) to return to the default setting:
   - 1 = 1-Second On
   - 2 = 3-Seconds On (the factory setting) ✔
   - 3 = 5-Seconds On
   - 4 = Toggle
4. To assign the Operation Type for the other **Contact Closure**, press (Next Item) or (Prev Item), and repeat Step 3.
5. Select another procedure, or exit programming mode.

Credit Card Scanners

Many retail businesses and restaurants use credit card scanners to get instant approval of credit card purchases. The system allows your credit card scanners to share the lines in your system (as shown in Figure 9-7). You can install the credit card scanner on an extension by itself, or combine it with a telephone on the same extension (see "Combination Extensions" on page 9-3).

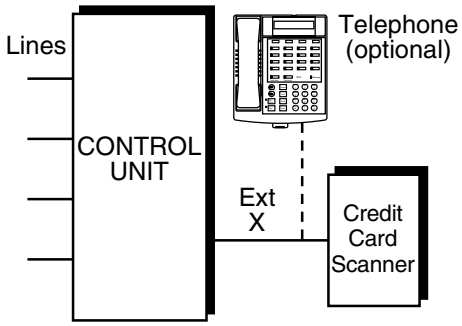

Figure 9-7. Credit Card Scanner

Using Credit Card Scanners

When you make a call on the credit card scanner, an outside line is automatically selected. If you combine the credit card scanner with a telephone, you cannot use the telephone while the credit card scanner is operating.

Programming Credit Card Scanners

To program the system for a credit card scanner:

1. Do one of the following:
   - If extension X is a key extension, use **Line Assignment (#301)** to assign the lines you want the scanner to use to extension X.
   - If extension X is a pooled extension, use **Pool Extension Assignment (#314)** to assign the pools you want the scanner to use to extension X. Also use **Line Assignment (#301)** to assign any individual lines you want the scanner to use to extension X.
2. Set **Automatic Line Selection** for extension X to select the pools and outside lines that the scanner is to use.
3. Set **Automatic Extension Privacy (#304)** for extension X to Assigned.
4. Make sure extension X is not assigned as a **Call Waiting (#316)** extension.

5. If the scanner has an auto answer feature, turn it off.
6. Repeat Steps 1–5 for each additional scanner.

Doorphone Programming

When a person uses the doorphone, it signals all alert extensions at the same time. If the alert extension is a system telephone, the call signals with a unique *ding-dong* sound to distinguish it from other calls. If you have two doorphones, they signal with different tones so you can distinguish between them.

To use the doorphone functionality, program the following features:

- **Doorphone Alert Extensions**
- **Doorphone Extension**

Doorphone Alert Extensions (#606)

Use this feature to identify extensions that are signaled when a doorphone button is pressed.

Considerations

- You cannot bridge two doorphones together.
- If **Do Not Disturb** is active at a doorphone alert extension, the person at the doorphone hears signaling, but the alert extension is not signaled.
- If a **Contact Closure** on the **Contact Closure Adjunct** controls a door lock, consider assigning the **Doorphone Alert Extensions** to the **Contact Closure Group (#612**) for that **Contact Closure**. Only extensions assigned to that **Contact Closure Group** can activate the door lock.

Programming

To identify doorphone alert extensions:

1. Press Feature 0 0 System Program System Program # 6 0 6 at extension 10 or 11.
2. Enter the first alert system extension number.
3. Press Next Data until the appropriate value appears:
   - 1 = Not an Alert Extension (the factory setting) ✔
   - 2 = Doorphone 1 Alert Extension
   - 3 = Doorphone 2 Alert Extension
   - 4 = Doorphones 1 and 2 Alert Extension

4. To identify another alert extension, press (Next Item) or (Prev Item) until the extension number appears on the display, then repeat Step 3.
5. Select another procedure, or exit programming mode.

Doorphone Extension (#604 and #605)

Use these features to identify an extension to which a doorphone is connected. A doorphone is usually placed near an entrance, to screen visitors. You can connect up to two doorphones to the system—use **Doorphone 1 Extension (#604)** to identify the extension for the first doorphone and **Doorphone 2 Extension (#605)** to identify the extension for the second doorphone.

Considerations

- An extension cannot be used for a doorphone and a hotline at the same time. However, hotlines and doorphones can have the same alert extensions.
- You should not assign doorphones to extension 10, 11, or to the first two extensions of any 308EC or 206 modules.
- Remove voice messaging system mailboxes from doorphone extensions.
- You cannot bridge two doorphones together.
- To prevent outside calls from being made or received on the doorphone, use **Line Assignment (#301)** to remove all outside lines and/or **Pool Extension Assignment (#314)** to remove all pools from the doorphone extension. (**Automatic Line Selection** for the doorphone extension will be automatically set to select intercom lines first.)
- You can use **Message Light On** with the doorphone (for example, the doorphone's light flashes as a prearranged signal to a delivery person) provided the doorphone is connected to a processor module or to a Release 3.0 or later 206 module.

Programming

To program a doorphone extension:

1. Press (Feature) 0 0 (System Program) (System Program) # 6 0 4 for doorphone 1 (or # 6 0 5 for doorphone 2) at extension 10 or 11.
2. Enter the doorphone two-digit extension number, or press (Remove) to unassign an existing doorphone extension.
3. Select another procedure, or exit programming mode.

Fax Machines

You can set up fax machines in several ways to work with your system. This section includes instructions for programming and using a **Fax Management** button on a system telephone (in order to monitor the status of a fax machine and transfer calls to it with a single touch), and for transferring calls to the fax machine extension. To use fax machines on the system, you must program lines for fax calling tone (CNG) detection, as desired, and identify the extensions that have fax machines.

Preventing Inappropriate Fax Answering

When lines appear on a fax extension, you want to make sure that the fax machine does not automatically answer outside calls on these lines. There are three ways you can do this:

- Set the fax machine for delayed pickup.
- Use **Line Ringing** to change the ring options on the fax extension to delayed ring or no ring.
- Use **Line Assignment (#301)** to remove all outside lines from the fax extension. *This is the recommended way*.

Transferring a Call to the Fax Machine

Automatic Transfer of Calls to Fax Machines

When an incoming call is answered by PARTNER Messaging, PVM, PMVS, PARTNER MAIL, or ASA/DXD, the PARTNER ACS determines if the incoming call is a fax. If the system is set up to automatically route incoming fax calls to the fax machine, it automatically transfers the call to a fax hunt group (see “Setting Up Fax Machines” on page 9-17).

For this feature to work, you must have a voice messaging system or ASA/DXD. You must also configure your system in one of these ways:

- PARTNER ACS 509 processor module as a stand-alone module.
- T1 module in slot 1; PARTNER ACS 509 processor module in center slot; any modules in remaining slots.
- 1600 DSL module in slot 1; PARTNER ACS 509 processor module in center slot; any modules in remaining slots.
- 012E/362EC module in slot 1; PARTNER ACS 509 processor module in center slot; any modules in remaining slots.
- 308EC Release 3.0 or later/200/206/400 module in slot 1; PARTNER ACS 509 processor module in center slot; any modules in remaining slots.
- 308EC module prior to Release 3.0 in slot 1; PARTNER ACS 509 processor module in center slot; at least one 308EC Release 3.0 or later in remaining slots.
- 308EC module prior to Release 3.0 in slot 1; PARTNER ACS 509 processor module in center slot; at least one 308EC/012E/362EC in remaining slots.

Manual Transfer of Calls to Fax Machines

There are two situations when you want to transfer a call to your fax machine:

- You answer an outside call and hear a fax machine signaling. (A fax signal is a single beep sequence—*beep.... beep.... beep*). Transfer the call immediately to the fax machine extension.
- You are on a call with a person who wants to send you a fax by using the fax machine that is connected to his or her telephone. You can receive the fax by transferring the call to your fax extension. Tell the other party to wait until he or she hears the fax signal before sending the fax.

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

- Press the **Fax Management** button. When the fax machine answers, hang up.
- If you do not have a **Fax Management** button, press Transfr plus the fax machine's extension number. When the fax machine answers, hang up.
- On a standard telephone, rapidly press and release the switchhook to place the call on hold. Then dial the fax extension number and hang up.
- If you have multiple fax machines in an extension **Hunt Group**, press Transfr, then Intercom 7 7 plus the fax extension **Hunt Group** number. When a fax machine answers, hang up.

NOTE If you have a PARTNER Messaging or PARTNER MAIL system and a fax call comes in on a line covered by the PARTNER Messaging or PARTNER MAIL system, you can program its Automated Attendant Service to automatically transfer the call to a fax extension or (if you have multiple fax machines) to the extension Hunt Group for the fax machines.

Setting Up Fax Machines

There are many ways to set up fax machines. The following configurations are basic and easy to use:

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

You can install both a telephone and a fax machine on the same extension. This lets you receive both voice and fax calls on the same line (but not at the same time). If you pick up the telephone and hear a fax signal, push the Start button on your fax machine and hang up.

If you are using PARTNER Messaging or the PARTNER MAIL system's Automated Attendant Service, you can program PARTNER Messaging or PARTNER MAIL to transfer fax calls to the fax extension or a group of fax extensions automatically. For PARTNER Mail, use **Fax Machine Extensions (#601)** to identify fax extensions. If you have multiple fax machines, put all of the fax extensions into a single Hunt Group (any group 1–6) using **Hunt Group Extensions (#505)**.

You can use dialing restrictions to restrict calling activity on a fax machine. For example, you can use **Outgoing Call Restriction (#401)** to restrict the fax machine to local calls only.

For information on how to program PARTNER Messaging to transfer fax calls to the fax extension or a group of fax extensions automatically, see the *PARTNER Messaging Installation, Programming, and Troubleshooting Online Guide* or the *PARTNER Messaging System Manager's Quick Reference*.

Single Fax Machine

The single fax machine setup (shown in Figure 9-8) is good for moderate traffic. The fax machine has its own line (line A), the number of which is published as the fax number. (The fax line can be used by other telephones when all other lines are busy.) The fax machine is connected to its own extension (extension X).

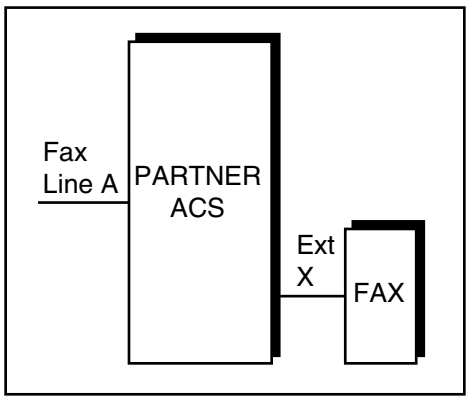

Figure 9-8. Single Fax Machine

The fax machine automatically answers all calls that come in on the fax line. If a call comes in on another line, you can transfer the call to the fax extension. If you have programmed a **Fax Management** button, you can transfer a call to the fax machine with a single touch, as well as monitor the status of the fax machine.

When you send a fax, the system automatically selects the fax line.

Programming

To program a single fax machine:

1. Do one of the following:
   - If extension X is a key extension, use **Line Assignment (#301)** to assign *only* line A to extension X.
   - If extension X is a pooled extension, use **Pool Line Assignment (#207)** to remove line A from all pools. Then use **Line Assignment (#301)** to assign only line A to extension X.
2. Set **Automatic Line Selection** for extension X to select line A only. Set **Automatic Line Selection** to select line A last on all other extensions, or remove line A from all other extensions if they should not use it to make outgoing calls.
3. Set **Line Ringing** for line A on extension X to Immediate Ring. On all other extensions, set line A to Delayed Ring or No Ring.
4. Set **Automatic Extension Privacy (#304)** for extension X to Assigned.

   NOTE Make sure extension X is not assigned as a **Call Waiting (#316)** extension, **Pickup Group Extension (#501)**, **Calling Group Extension (#502)**, **Night Service Group Extension (#504)**, or **Hunt Group Extension (#505)**.

5. To monitor the fax machine, use **Fax Machine Extensions (#601)** to identify extension X as a fax extension, and program a **Fax Management** button by programming the fax machine extension number on an **Auto Dial** button.

Fax Line Saver

If you do not use your fax machine enough to justify paying for its own outside line, place the machine on its own extension (see Figure 9-9). With this setup, you must transfer calls to it manually. If you have programmed a **Fax Management** button, you can transfer a call to the fax machine with a single touch, as well as monitor the status of the fax machine.

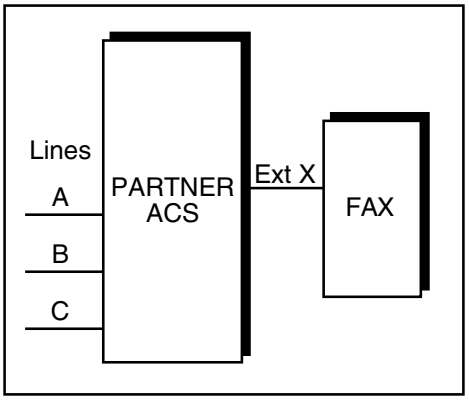

Figure 9-9. Fax Line Saver

When you answer a call and hear a fax machine signaling on the other end, transfer the call to the fax machine extension. To send a fax transmission, simply lift the handset on the fax machine—an outside line is automatically selected.

Programming

To program a fax line saver setup:

1. Do one of the following:
   - If extension X is the key extension, use **Line Assignment (#301)** to assign all lines to extension X.
   - If extension X is a pooled extension, use **Pool Extension Assignment (#314)** to assign the pools you want the fax machine to use to extension X. Also use **Line Assignment (#301)** to assign any individual lines you want the fax machine to use to extension X.
2. Do one of the following:
   - If extension X is a key extension, set **Automatic Line Selection** for extension X to line A, B, C,....
   - If extension X is a pooled extension, set **Automatic Line Selection** for extension X to Pool D, line A, B, C,....
3. Set **Line Ringing** for all lines and pools on extension X to No Ring.
4. Set **Automatic Extension Privacy (#304)** for extension X to Assigned.

   NOTE Make sure extension X is not assigned as a **Call Waiting (#316)** extension, **Pickup Group Extension (#501)**, **Calling Group Extension (#502)**, **Night Service Group Extension (#504)**, or **Hunt Group Extension (#505)**.

5. To monitor the fax machine, use **Fax Machine Extensions (#601)** to identify extension X as a fax extension, and program a **Fax Management** button by programming the fax machine extension number on an **Auto Dial** button.

Send and Receive Fax Machines

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 (see Figure 9-10).

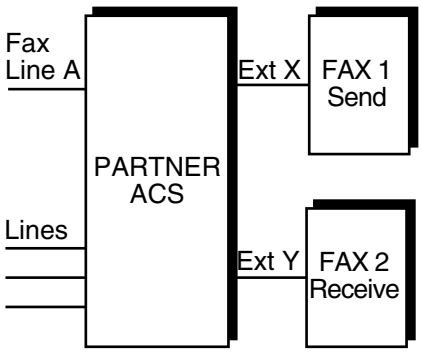

Figure 9-10. Send and Receive Fax Machines

When you send a fax, an outside line is 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 A, you can transfer the call to fax 2. If you have programmed a **Fax Management** button, you can transfer a call to the fax machine with a single touch, as well as monitor the status of the fax machine. If fax 1 is set for Delayed Ring on line A, fax 1 can pick up fax transmissions when fax 2 does not answer.

Programming Fax 1 (Send—Ext. X)

To program the send fax machine:

1. Do one of the following:
   - If extension X is a key extension, use **Line Assignment (#301)** to assign one or more lines to extension X (including line A).
   - If extension X is a pooled extension, use **Pool Line Assignment (#207)** to remove line A from all pools. Then use **Pool Extension Assignment (#314)** to assign pools to extension X. Also use **Line Assignment (#301)** to assign line A and any other individual lines to extension X.
2. Do one of the following:
   - If extension X is a key extension, set **Automatic Line Selection** for extension X to select outside lines first (line A selected last).
   - If extension X is a pooled extension, set **Automatic Line Selection** for extension X to select pools and outside lines first (line A selected last).
3. Set **Line Ringing** for line A at extension X to Delayed Ring; set all other lines and pools to No Ring.

4. Set **Automatic Extension Privacy (#304)** for extension X to Assigned.

   NOTE Make sure extension X is not assigned as a **Call Waiting (#316)** extension, **Pickup Group Extension (#501)**, **Calling Group Extension (#502)**, **Night Service Group Extension (#504)**, or **Hunt Group Extension (#505)**.

5. To monitor the fax machine at extension X, use **Fax Machine Extensions (#601)** to identify extension X as a fax extension, and program a **Fax Management** button by programming the fax machine extension number on an **Auto Dial** button.

Programming Fax 2 (Receive—Ext. Y)

To program the receive fax machine:

1. Do one of the following:
   - If extension Y is the key extension, use **Line Assignment (#301)** to assign *only* line A to extension Y.
   - If extension Y is a pooled extension, use **Pool Line Assignment (#207)** to remove line A from all pools. Then use **Line Assignment (#301)** to assign line A and any other individual lines to extension Y.
2. If you want to dial out when fax 1 is unavailable, set **Automatic Line Selection** for extension Y to select outside lines first (line A selected last).
3. Set **Line Ringing** for line A at extension Y to Immediate Ring; set all other lines and pools at extension Y to No Ring. (For all other extensions, set line A to No Ring or Delayed Ring.)
4. Set **Automatic Extension Privacy (#304)** for extension Y to Assigned.

   NOTE Make sure extension Y is not assigned as a **Call Waiting (#316)** extension, **Pickup Group Extension (#501)**, **Calling Group Extension (#502)**, **Night Service Group Extension (#504)**, or **Hunt Group Extension (#505)**.

5. To monitor the fax machine at extension Y, use **Fax Machine Extensions (#601)** to identify extension Y as a fax extension, and program a **Fax Management** button by programming the fax machine extension number on an **Auto Dial** button.

Using the Fax Management Feature

On any system telephone, you can program a button with lights to serve as a **Fax Management** button. The lights next to this button tell you when the fax machine is in use, available, or not answering (see Table 9-1). You can also use the button to transfer calls from your extension to the fax machine with a single touch.

Table 9-1. Fax Management Button Lights

Light Pattern	Indication
Red broken flutter	**Fax trouble.** The fax machine is not answering. If the fax machine is out of paper, refill the paper. The light clears the next time the machine transmits or receives a call. If the machine takes longer than four rings to answer, the light shows **fax trouble**; when the machine does answer, the light changes to **fax busy** (red steady).
Red steady	**Fax busy.** The fax machine is busy transmitting or receiving a call.
Green flutter	**Fax transfer return.** A call you transferred to the fax machine was not answered and is returning to you.

Programming for Fax Management Button

To program a **Fax Management** button:

1. Assign the fax machine extension by using **Fax Machine Extensions (#601)**.
2. Program the fax machine extension number on an **Auto Dial** button (see "Auto Dialing" on page 8-11).

Fax CNG Detection (#505, Group 8)

Use this feature to allow voice calls and fax calls to be received on the same line, which eliminates the need for a dedicated fax line.

When the start button on a fax machine is pressed, the fax machine sets up to send a fax. The sending fax machine sends a special tone called a calling tone or CNG tone. This tone is sent until the call is answered. If another fax machine answers, the appropriate signals are sent back to the calling fax machine to send the fax transmission.

NOTE If you are using this feature on a T1 line with **Direct Inward Dialing** (DID), set your fax machine to answer in less than four rings.

When an incoming call is answered by PVM, PMVS, PARTNER MAIL, or ASA/DXD, the system determines if the incoming call is a fax. If the system is set up to automatically route incoming fax calls to fax machine(s), it automatically transfers the call to Hunt Group 8.

NOTE If your voice messaging system is PARTNER Messaging and you use the Fax CNG Detection feature, do not program PARTNER Messaging to assign a fax extension to an Automated Attendant. For more information, see the *PARTNER Messaging System Manager's Quick Reference*.

Considerations

- To use Fax CNG Detection, you must have a voice messaging system or ASA/DXD. You must also have your system configured in one of these ways:
  - PARTNER ACS 509 processor module as a stand-alone module.
  - T1 module in slot 1; PARTNER ACS 509 processor module in center slot; any modules in remaining slots.
  - 1600 DSL module in slot 1; PARTNER ACS 509 processor module in center slot; any modules in remaining slots.
  - 012E/362EC module in slot 1; PARTNER ACS 509 processor module in center slot; any modules in remaining slots.
  - 308EC Release 3.0 or later/200/206/400 module in slot 1; PARTNER ACS 509 processor module in center slot; any modules in remaining slots.
  - 308EC module prior to Release 3.0 in slot 1; PARTNER ACS 509 processor module in center slot; at least one 308EC Release 3.0 or later in remaining slots.
  - 308EC module prior to Release 3.0 in slot 1; PARTNER ACS 509 processor module in center slot; at least one 308EC/012E/362EC in remaining slots.
- When lines appear on a fax extension, make sure that the fax machine does not automatically answer outside calls on these lines. There are three ways you can do this:
  - Set the fax machine for delayed pickup.
  - Use **Line Ringing** to change the ring options on the fax extension to either delayed ring or no ring.
  - Use **Line Assignment (#301)** to remove all outside lines from the fax extension (this is the recommended way).
- Incoming fax detection is activated automatically by assigning extensions to **Hunt Group** 8.
- If a PARTNER MAIL system is connected to the system and fax detection is being done via PARTNER MAIL, no extensions should be assigned to **Hunt Group** 8.
- If there are no touch-tone receivers capable of detecting a CNG tone, the call is treated as an incoming voice call.
- It can take up to eight seconds after a call is answered before the system determines that the incoming call is a fax call. The voice messaging system message should be at least this long so that the CNG tone can be detected before the message ends and the call can be transferred.
- You may use **Automatic Extension Privacy (#304)** to prevent other extensions with the same line from joining a fax call at the extension and interrupting it.

Programming

1. Press Feature 0 0 System Program System Program # 5 0 5 at extension 10 or 11.
2. At the `Hunt Group` prompt, enter 8.
3. At the `Extension:` prompt, enter the desired extension number.
4. To assign (or remove) an extension from Hunt Group 8, press Next Data until the appropriate value appears.
   - 1 = Assigned to group
   - 2 = Not Assigned to group (the factory setting) ✔
5. To program another extension, press Next Item or Prev Item, until the extension number appears on the display. Then repeat step 4.
6. Program another extension, or exit programming mode.

Fax Machine Extensions (#601)

Use this feature to identify the extensions to which fax machines are connected.

Considerations

- If you want to monitor fax machine status and make one-touch transfers to the fax machine, program a **Fax Management** button (see "Using the Fax Management Feature" on page 9-23).
- To prevent other extensions from interrupting a fax call, program the fax extension for **Automatic Extension Privacy (#304)**.
- Remove voice messaging system mailboxes from extensions before assigning them as fax extensions.
- If an automatic fax call comes in on a line covered by PARTNER Messaging or the PARTNER MAIL system, the Automated Attendant Service of that system can be programmed to automatically transfer the call to a fax extension or to the extension Hunt Group for the fax machines (if you have multiple fax machines). For PARTNER Messaging, see the *PARTNER Messaging Installation, Programming, and Troubleshooting Online Guide* or the *PARTNER Messaging System Manager's Quick Reference* for instructions. For PARTNER Mail, see the PARTNER MAIL documentation for instructions.

Programming

To identify a Fax Machine extension:

1. Press Feature 0 0 System Program System Program # 6 0 1 at extension 10 or 11.
2. At the `Extension:` prompt, enter the extension to which the fax machine is connected.
3. To assign or unassign the extension, press Next Data until the appropriate value appears.
   - 1 = Assigned
   - 2 = Not Assigned (the factory setting) ✔

4. To program another extension, press Next Item or Prev Item until the extension number appears on the display. Repeat Step 3.
5. Select another procedure, or exit programming mode.

Loudspeaker Paging System

Loudspeaker paging systems allow you to broadcast a message over a large area. The system supports all Avaya paging systems, including the entire PagePac line. The system also supports most paging systems from other manufacturers when the paging systems are connected using a paging interface device. Follow these steps to connect a paging system to a line jack on the a PARTNER module (see Figure 9-11):

NOTE If you connect a loudspeaker paging system from another manufacturer, a paging interface may be required.

1. Insert the modular plug into an available line jack on a PARTNER module. A loudspeaker paging system can be connected to a line jack on the following PARTNER modules:
   - PARTNER ACS 509 processor module
   - 308EC module
   - 362EC module
   - 400E module, 400EC module.
   - 200E module
   - 206 module, 206E module, 206EC module

   NOTE It is recommended that you connect the loudspeaker paging system to the last line jack in your PARTNER system to prevent any conflict with your line assignments. When you provision a loudspeaker paging system to a line jack on the PARTNER system, that line is “removed” from the system. For example, suppose your system has four lines, and you connect your loudspeaker paging system to line jack 4. (The lines are connected to Line jack 1, Line jack 2, Line jack 3, and Line jack 5.) When you administer the lines, the PARTNER system will label these four lines as Line 1, Line 2, Line 3, and Line 5. Line 4 is removed.

   NOTE If the loudspeaker paging system requires a “dry contact relay,” you must connect the loudspeaker paging system to line jack 5 on the PARTNER ACS 509 processor.

2. Route the cord through the processor module’s wire manager.
3. Connect the other end of the cord to the paging system.

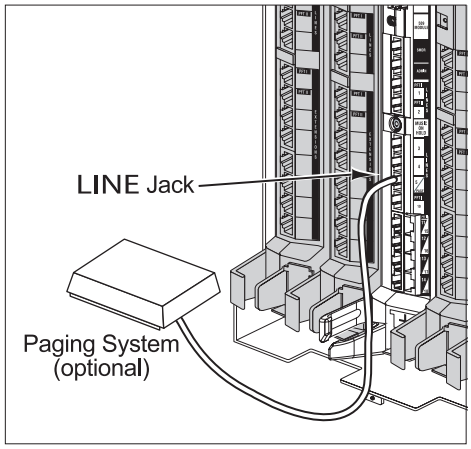

Figure 9-11. Connecting the Paging System

Loudspeaker Paging Line (#617)

Use this feature to specify the line jack to which you connected the loudspeaker paging system.

Considerations

- Whenever the Loudspeaker Paging Line is added or changed, the new line is removed from all **Automatic Line Selection** lists and pools to which it was assigned. If an extension has a line appearance button for that line (and no autodial button programmed for I70), the associated line appearance button is converted to an autodial button for an external page. If the extension has a line appearance button for that line and an autodial button programmed for I70, the associated line appearance button is “erased.”

Programming

To specify the line to which the loudspeaker paging system is connected:

1. Press Feature 0 0 System Program System Program # 6 1 7 at extension 10 or 11.
2. At the `Line`: prompt, enter the two-digit line number of the line jack to which the loudspeaker paging system is connected.
3. Press Enter.
4. Select another procedure, or exit programming mode.

Modems

You can use a modem to send calls only, or you can use a modem to send and receive calls.

NOTE Modems can connect directly to an extension jack without an adapter. However, if you connect a high-speed modem through the control unit, you may experience some degradation of efficiency and throughput, depending on the quality of the central office lines connected to the system. To solve the problem, either connect modems directly to the network interface jacks, or contact your local telephone company for information about upgrading line quality.

Modem for Sending Calls Only

You can set up a modem to dial out only (see Figure 9-12). The telephone shown is optional and can be used if you want the terminal to share an extension with a telephone.

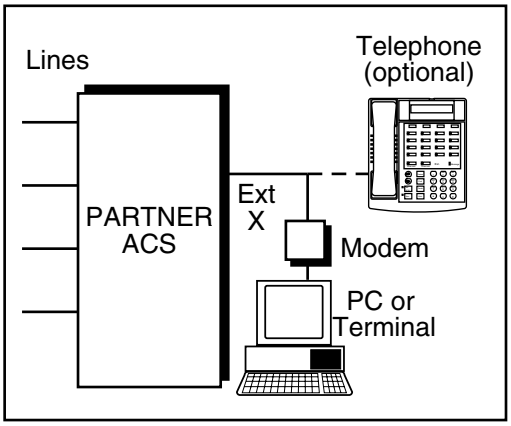

Figure 9-12. Modem for Sending Only

Follow the modem manufacturer's instructions to use the modem.

Programming

To program a modem for sending only:

1. Do one of the following:
   - If extension X is a key extension, use **Line Assignment (#301)** to assign one or more lines to extension X.
   - If extension X is a pooled extension, use **Pool Extension Assignment (#314)** to assign the pools you want the modem to use to extension X. Also use **Line Assignment (#301)** to assign any individual lines you want the modem to use to extension X.
2. If the modem only dials outside the system, set **Automatic Line Selection** for extension X to select outside lines first. If you also use the modem for calls within the system, set **Automatic Line Selection** to select intercom first and include a 9 or a pool access code and a couple of pauses in the modem's dialing sequence for outside calls.
3. Set **Line Ringing** for all lines and pools assigned to extension X to No Ring.
4. Set **Automatic Extension Privacy (#304)** for extension X to Assigned.

   NOTE Make sure extension Y is not assigned as a **Call Waiting (#316)** extension, **Pickup Group Extension (#501)**, **Calling Group Extension (#502)**, **Night Service Group Extension (#504)**, or **Hunt Group Extension (#505)**.

5. Set the auto answer feature of the modem to Off.

Send and Receive Modem

If you need to place and receive calls with the modem, use the setup shown in Figure 9-13. This setup makes line A the primary modem line but keeps the line available for users at other extensions when all other lines are busy.

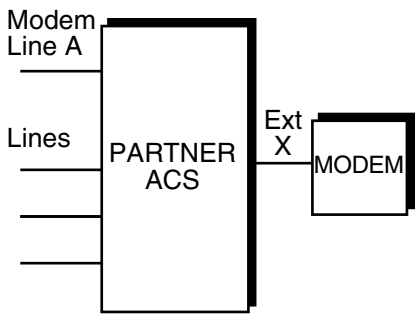

Figure 9-13. Send and Receive Modem

Calls on the modem line (line A) ring only at extension X. Also, line A is the *last* line selected by other extensions, so the modem line is available for the modem *unless all lines in the system are being used*.

Programming

To program for a send and receive modem:

1. Do one of the following:
   - If extension X is a key extension, use **Line Assignment (#301)** to assign one or more lines to extension X (including line A).
   - If extension X is a pooled extension, use **Pool Line Assignment (#207)** to remove line A from all pools. Then use **Pool Extension Assignment (#314)** to assign pools to extension X. Also use **Line Assignment (#301)** to assign line A and any other individual lines to extension X.
2. For extension X, set **Automatic Line Selection** to select pools and outside lines first (line A selected first).
3. For all other extensions, set **Automatic Line Selection** so that line A is the last line in the select sequence. This way the modem line is used for outgoing voice calls only when all other lines are busy.
4. Set **Line Ringing** for line A at extension X to Immediate Ring. Set all other lines or pools assigned to extension X to No Ring. (For all other extensions, set line A to No Ring.)
5. Set **Automatic Extension Privacy (#304)** for extension X to Assigned.

NOTE▶ Make sure extension X is not assigned as a **Call Waiting (#316)** extension, **Pickup Group Extension (#501)**, **Calling Group Extension (#502)**, **Night Service Group Extension (#504)**, or **Hunt Group Extension (#505)**.

Music-On-Hold

When **Music-On-Hold** is activated and a **Music-On-Hold** audio source is connected to the processor module, a caller on hold hears music.

NOTE▶ The performance of music over telephone lines is a public performance under United States Copyright law. Accordingly, for the performance of that music to be lawful, it must be licensed annually to the user by the copyright owners or their representatives.

You can activate and deactivate **Music-On-Hold** and adjust the volume level by programming these features:

- **Music-On-Hold**
- **Music-On-Hold Volume**

Connecting a Music-On-Hold Audio Source

You can connect an audio source to the **Music-On-Hold** jack on the processor module so that a caller hears music when placed on hold when the **Music-On-Hold** feature has been activated.

Follow these steps to connect an audio source to the **Music-On-Hold** jack:

1. Insert an RCS phono plug into the **Music-On-Hold** jack on the processor module, located near the middle of the processor module, below the line jacks (see Figure 9-14).
2. Route the cord through the processor module's wire manager.
3. Place a call on hold and listen. If you do not hear music at any setting, the **Music-On-Hold** feature may not be activated or properly programmed.

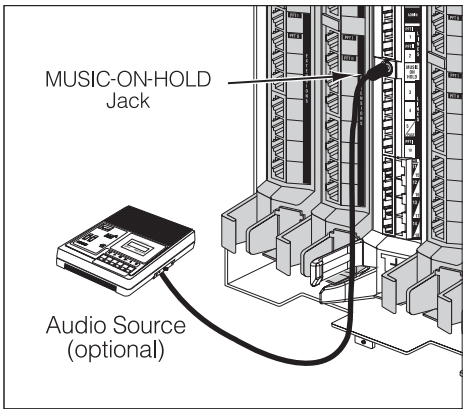

Figure 9-14. Connecting a Music-On-Hold Audio Source

Music-On-Hold (#602)

Use this feature to activate or deactivate the **Music-On-Hold** jack on the processor module. The jack must be active and an audio source must be connected to the jack to provide recorded music or messages to callers on hold.

Considerations

- If **Music-On-Hold** is Not Active or if no audio source is connected, callers on hold hear silence.
- The audio source must be connected to the control unit by using an RCA phono plug. The **Music-On-Hold** input jack accepts a maximum input of 2 Volts at 50 Kohms.
- If the audio source develops trouble (such as a bad tape), you can quickly turn it off by changing the **Music-On-Hold** setting to Not Active until you are able to solve the problem.
- You can adjust the volume of **Music-On-Hold** using **Music-On-Hold Volume (#614)**.

- If **Ring on Transfer (#119)** is Not Active and **Music-On-Hold** is Active, transferred callers hear **Music-On-Hold** until the call is answered.
- If **Music-On-Hold** is Active, users with system telephones with speakers can play **Background Music** through their telephones' speakers.
- If **Automatic System Answer** is on, callers hear **Music-On-Hold** while waiting for someone to answer the call.
- If **Direct Extension Dial** is on, callers hear ringing when the call is transferred regardless of the settings for **Music-On-Hold** and **Ring on Transfer (#119)**.
- If the operator at extension 10 uses the **Wake Up Service Button (#115)** to schedule wake up calls, the recipients hear **Music-On-Hold** when they answer their wake up calls.

Programming

To change the setting of the **Music-On-Hold** jack:

1. Press Feature 0 0 System Program System Program # 6 0 2 at extension 10 or 11.
2. Press Next Data until the appropriate value appears:
   - 1 = Active (the factory setting) ✔
   - 2 = Not Active
3. Select another procedure, or exit programming mode.

Music-On-Hold Volume (#614)

Use this feature to select one of seven volume settings for the external music source provided through the **Music-On-Hold** jack on the processor module. This setting is system-wide.

Considerations

- Changes to the **Music-On-Hold** Volume setting have immediate effect on all calls currently receiving **Music-On-Hold** treatment.

Programming

To change the **Music-On-Hold Volume** setting:

1. Press Feature 0 0 System Program System Program # 6 1 4 at extension 10 or 11.

   The display shows the current setting.
2. Press the number of the setting on the dialpad, or press Next Data or Prev Data until the correct setting appears. (Setting ranges from 1 to 7, with 4 being the factory setting.)
3. If you want to return the volume to the default setting, press Remove.

Night Service with Auxiliary Equipment

You can set up modems, fax machines, and answering machines to receive calls automatically after hours. When **Night Service** is on, calls ring immediately at the appropriate extensions, so that no human intervention is required to transfer calls to the fax, modem, or answering machine. When **Night Service** is off, you can use the auxiliary equipment lines for normal business purposes; the lines are dedicated to auxiliary equipment *only* after hours.

By placing auxiliary equipment in the **Night Service Group**, auxiliary equipment can start sending and answering calls whenever you press the **Night Service** button at extension 10.

NOTE If you have a voice messaging system, turning **Night Service** on *also* activates **Night Service** operation of the voice messaging system.

Figure 9-15 shows a system with a fax machine and a modem connected to separate extensions. Line A is published as the fax line, and line B is published as the modem line.

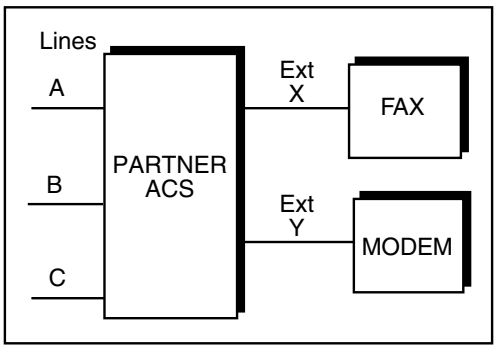

Figure 9-15. Night Service with Fax Machine and Modem

Programming

To program auxiliary equipment with **Night Service**:

1. Do one of the following:
   - If extension X and Y are key extensions, use **Line Assignment (#301)** to assign only line A to extension X (for the fax machine to cover) and only line B to extension Y (for the modem to cover).
   - If extensions X and Y are pooled extensions, use **Pool Line Assignment (#207)** to remove lines A and B from all pools and **Pool Extension Assignment (#314)** to remove all pools from extensions X and Y. Also use **Line Assignment (#301)** to assign only line A to extension X (for the fax machine to cover) and only line B to extension Y (for the modem to cover).

2. Set **Line Ringing** for line A at extension X and for line B at extension Y to No Ring.

   NOTE Make sure extension X and Y are not assigned as **Call Waiting (#316)** extensions, **Pickup Group Extensions (#501)**, **Calling Group Extensions (#502)**, or **Hunt Group Extensions (#505)**.

3. Assign a **Night Service Button (#503)** at extension 10.
4. Assign extensions X and Y to the **Night Service Group (#504)**.

Station Message Detail Recording (SMDR)

The **Station Message Detail Recording (SMDR)** is a *call reporting* feature that provides records of call activity. Call reporting information allows you to:

- Detect any unauthorized calls.
- Bill clients or projects.
- Bill back by department.
- Reduce telephone costs by identifying the need to change telecommunications services (like adding a WATS line for calls to a particular area code).
- Print **Caller ID** information.

Call information is recorded after each call is completed. For outgoing calls, the system records information for each call that lasts more than 10 seconds. The timing begins when you lift the handset or press (Spkr) to access an outside line. For calls on T1 lines, the timer is reset when the call is answered. For incoming calls, the timing begins when the call is answered. Timing stops when the call is disconnected.

The system sends the information through a 1200-baud serial interface to either a serial printer or a call accounting device. The device connects directly to the SMDR jack on the processor module.

Considerations

- **Display Language (#303)**—specifies the language used for display messages. The call report header is printed in the same language as that specified for extension 10.
- **System Date (#101)** and **System Time (#103)**—set correctly to ensure accurate call reports.
- If a report cannot print because the printer is jammed or out of paper, the system stores up to 45 records in its memory until they can be printed. Additional calls are not recorded.
- Before including the Talk field on call reports or changing the output format to 24 digits, check the documentation shipped with the call accounting device to verify that these options are supported.

- If **SMDR Talk Time (#611)** is set to Active and **SMDR Output Format (#610)** is set to 24 digits, the combined length of the fields for a call record is greater than the 80 characters supported by most printers. If call records wrap around to the next line, reduce the font size or increase the characters-per-inch setting for the printer. If necessary, change the SMDR Output Format back to 15 digits.
- In the event of a power failure, records of any calls in progress are lost.
- Inside (intercom) calls are not recorded.
- If you place a call on hold and the caller hangs up, the call is considered complete and the record is sent to the call reporting device.
- Conference calls appear as two outside calls. (This means two records are generated on the report.)
- Outside calls made by **Cell Phone Connect** and **Remote Call Forwarding** will contain a "#" as the last digit of the telephone number in the report.
- For incoming calls on T1 lines, the Number field on call reports does not display telephone numbers. The Number field displays "IN" for incoming calls on T1 lines.
- SMDR and **Application Programming Interface (API) (#615)** cannot both be active at the same time. Turning either one on will turn the other one off.

Call Reports

A *call report* is a page of information that begins with a header. The header includes field names that describe the information in each call record. The call record is a line of information that includes the fields shown in Figure 9-16.

	DATE	TIME	NUMBER	DUR.	LINE	STN.	ACCOUNT
C	04/26/09	11:11	1028812015558014	00:01:40	08	18	
C	04/26/09	11:34	1023319085556036	00:04:28	02	32	1725
I	04/26/09	13:35	IN	00:02:12	01	10	
I	04/26/09	13:38	9085559111	00:01:22	12	15	

Figure 9-16. Sample Call Report

Each page contains up to 59 records. The report has the following fields:

- **Call Type.** "C" indicates outgoing calls; "I" indicates incoming calls.
- **Date.** The date of the call is shown in *mm/dd/yy* format, where *mm* is the month, *dd* is the day, and *yy* is the year.
- **Time.** The time of the connection is shown in *hh:mm* format, where *hh* is the hour and *mm* is the minute in 24-hour (military) time.

- **Number.** For an outgoing call, this is the dialed number or the speed dial code of a Marked **System Speed Dial number** (preceded by an “F”). This field holds a maximum of either 15 or 24 digits, depending on the setting of **SMDR Output Format (#610)**. (The Number field in Figure 9-16 is set to hold 24 digits.)

  A “]” character prints as the last digit of a dialed number if the called party hangs up before the system user; a “?” prints if the number of digits dialed exceeds the digits that this field holds. If both of these conditions occur, the “]” takes precedence. A “#” prints as the last digit for an outside number dialed by **Cell Phone Connect** or **Remote Call Forwarding**.

  For an incoming call, “IN” appears, unless the system is set up to receive **Caller ID** information. In that case, telephone numbers of incoming calls on lines with **Caller ID** service print in this field. For an incoming call on a T1 line, “IN” appears in the Number field.

- **Duration.** The duration of the call is shown in *hh:mm:ss* format, where *hh* is the hour, *mm* is the minutes, and *ss* is the seconds. This is the total time of the call, including any time the call is on hold or being handled. If an incoming call lasts less than one second, this field contains all zeroes.

- **Line Number.** This is the outside line used to make or receive the call, including a line in a pool.

- **Station (Extension).** This usually is the extension that answered or placed the call. For redirected incoming calls, the last extension on the call appears on the report:

  — For transferred incoming calls: the destination extension
  — For transferred outgoing calls: the originator extension
  — For pickup calls: the extension picking up the call
  — For forwarded calls: the extension answering the forwarded call
  — For coverage calls: the extension answering the coverage call

  If the calling party hangs up on an **Automatic System Answer** or **Direct Extension Dial** call before someone at an extension answers, this field shows 00.

- **Account Code.** This is the account code (up to 16 digits) assigned to the call. This code typically is used for charging calls to a specific client, project, or department.

- **Talk.** This is the time a user spends on an incoming outside call—from the time the user answers the call to the time the call is disconnected from the system. The talk time is shown in hh:mm:ss format, where hh is the hour, mm is the minutes, and ss is the seconds.

  If the call is answered by the **Automatic System Answer** or **Direct Extension Dial** feature, this field does not include the time the caller listens to the greeting or waits for someone to answer the call. For all other calls, the time in this field is the same as the time in the Duration field.

  This field is included on the call report only if **SMDR Talk Time (#611)** is set to Active.

Output Format

Use the following RS-232 serial transmission protocol for SMDR records:

- 1200 baud
- No parity
- 8 data bits
- 2 stop bits

The call reporting feature also supports XON/XOFF protocol, carriage returns, and line feeds.

Serial Printers

Use a 355A adapter, which converts a modular jack interface to an RS-232 25-pin connector, to connect a serial printer to the processor module. If you connect a printer, make sure the printer can receive SMDR data in the format described above (refer to the printer's instructions or contact the printer's manufacturer if you need help).

Call Accounting Devices

You can send call information to a call accounting device if you want to further analyze call activity. The device stores rate table information and processes the information into meaningful reports that can help you optimize your communications system. The primary application for call accounting devices is "accounting" or pricing of the calls.

The call accounting device connects directly to the SMDR jack on the processor module and can also print out reports that include summaries by hour, line, and extension. See the manual provided with the call accounting device for instructions on connecting it to your system.

Connecting a Device to the SMDR Jack

You can connect an SMDR printer, a PC, or a Call Accounting device connected to a serial printer or PC port to the SMDR jack on the processor module. The SMDR printer produces reports that monitor call activity.

Follow these steps to connect a device to the SMDR jack (see Figure 9-17):

1. You must install a ferrite core on the SMDR cable right below the PC Card slots by doing the following (see Figure 9-18):
   a. Wrap the cable around the ferrite core once.
   b. Snap the core closed.
2. Insert one end of a D8W modular cord into the SMDR jack, the second jack on the processor module.
3. Route the cord through the processor module's wire manager.

4. Plug the other end of the cord into a 355A adapter
5. Plug the adapter into the printer's or PC's RS-232C serial port.

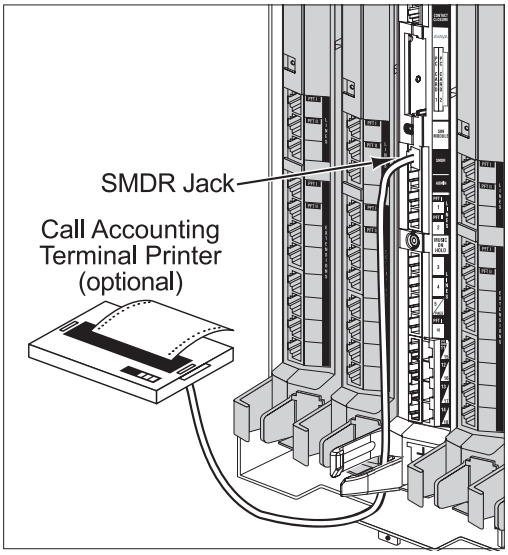

Figure 9-17. Connecting to the SMDR Jack

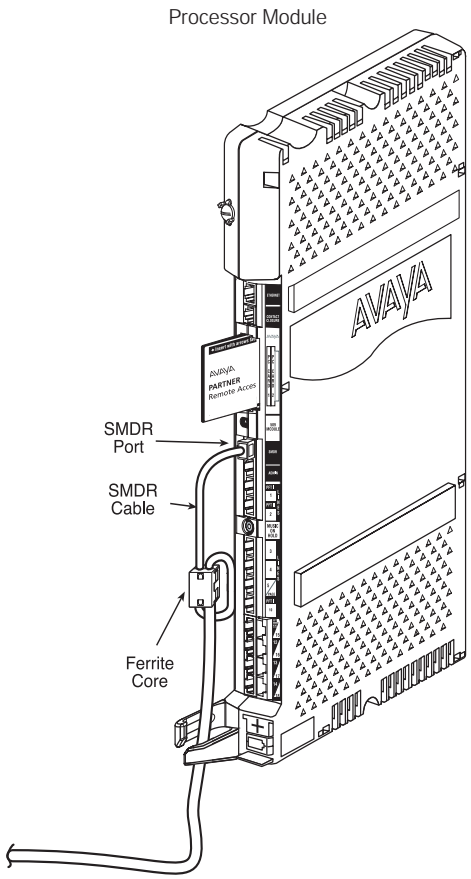

Figure 9-18. Installing the Ferrite Cord

SMDR Programming

The **Station Message Detail Recording (SMDR)** function of the system provides detailed tracking of telephone usage in a printed report. Use the following features to program the SMDR:

- **SMDR Record Type**
- **SMDR Top of Page**
- **SMDR Output Format**
- **SMDR Talk Time**

SMDR Record Type (#608)

Use this feature to specify whether all calls or outgoing calls only are to be included on call reports.

Considerations

- The date and time that appear on call reports are determined by **System Date (#101)** and **System Time (#103)**.
- The call report page header prints in the **Display Language (#303)** specified for extension 10.
- If **Account Code Entry** (optional or forced) is used to enter an account code for a call, the account code prints on the call report. If there are entries in the **Forced Account Code List (#409)**, only valid account codes and any other entered digits up to 16 print on the call report.
- Marked **System Speed Dial** numbers appear on the call report as F *nnn*, where *nnn* is the Speed Dial code.
- If you use **Caller ID**, SMDR reports include the telephone numbers of incoming calls.
- Call records for incoming calls on T1 lines with **Direct Inward Dialing** (DID) are reported only if **SMDR Record Type (#608)** is set to 1=All Calls.

Programming

To identify the type of calls to include for call reporting:

1. Press Feature 0 0 System Program System Program # 6 0 8 at extension 10 or 11.
2. Press Next Data until the appropriate value appears:
   - 1 = All Calls (outgoing and incoming; the factory setting) ✔
   - 2 = Outgoing Only
3. Select another procedure, or exit programming mode.

SMDR Top of Page (#609)

Use this feature to notify the system that the printer has been aligned to the top of a new page. Use this feature after inserting paper, clearing a jam, or to print a new header after changing **SMDR Output Format** or **SMDR Talk Time**. When this feature is used, the system prints a new call report header.

Considerations

- This procedure is skipped in the sequence of programming procedures when cycling. To use this procedure, enter the code directly.
- You can use **Display Language (#303)** to specify the language in which the call report page header should print.

Programming

To program SMDR Top of Page:

1. Make sure the paper in the printer is aligned at the top of a new page.
2. Press Feature 0 0 System Program System Program # 6 0 9.

   The system responds by printing the call report page header.
3. Select another procedure, or exit programming mode.

SMDR Output Format (#610)

Use this feature to specify whether a maximum of 15 digits or 24 digits is printed for dialed numbers in the Number field on the call report. The longer field is useful for businesses, such as law offices and hotels, that need to record many digits for outgoing calls for billing purposes.

Before changing to 24 digits, check the documentation for your call accounting device to verify that 24 digit output is supported.

Considerations

- If the output format is set to 15 digits and a "?" prints as the last digit of a dialed number on a call report (indicating that the digits dialed exceed the 15 digits the Number field can hold), you may want to change the output format to 24 digits.
- If the output format is set to 24 digits and **SMDR Talk Time (#611)** is set to Active, the combined length of the fields for a call record is greater than the 80 characters supported by most printers. If call records wrap around to the next line, reduce the font size or increase the characters-per-inch setting for the printer. If necessary, change the output format back to 15 digits.
- When you change the output format, the length of the Number field is adjusted for the next call record that prints. To print a new header, use **SMDR Top of Page (#609)**.

Programming

To change the maximum number of digits for dialed numbers that can print on call reports:

1. Press Feature 0 0 System Program System Program # 6 1 0 at extension 10 or 11.
2. Press Next Data until the appropriate value appears:
   - 1 = 15 Digits (the factory setting) ✔
   - 2 = 24 Digits
3. Select another procedure, or exit programming mode.

SMDR Talk Time (#611)

Use this feature to indicate whether or not you want to include a Talk field on call reports. The Talk field records talk time for all incoming outside calls.

For **Automatic System Answer** and **Direct Extension Dial** calls, talk time does not include the time during which the greeting plays or the time that the caller spends waiting for someone to answer the call. For all other calls, talk time is the same as call duration.

Considerations

- If talk time is set to Active and **SMDR Output Format (#610)** is set to 24 digits, the combined length of the fields for call record is greater than the 80 characters supported by most printers. If call records wrap around to the next line, reduce the font size or increase the characters-per-inch setting for the printer. If necessary, change the output format back to 15 digits.
- If you use **Automatic System Answer** or **Direct Extension Dial**, you may want to set **SMDR Talk Time (#611)** to Active to print on call reports the time a user spends on an incoming outside call—from the time the user answers the call to the time the call is disconnected from the system.
- When you change this feature to Active, the next call record that prints includes talk time as the last field on the call report. To print a new header, use **SMDR Top of Page (#609)**.

Programming

To include the Talk field on call reports:

1. Press Feature 0 0 System Program System Program # 6 1 1.
2. Press Next Data until the appropriate value appears:
   - 1 = Active
   - 2 = Not Active (the factory setting) ✔
3. Select another procedure, or exit programming mode.

Application Programming Interface (API)

Application Programming Interface (API) allows new and existing server-based applications from Avaya's Developer Connection (DevConnect) program to work with and enhance the operation of PARTNER ACS systems.

Application Programming Interface (API) (#615)

Use this feature in place of **Station Message Detail Recording (SMDR)**.

Considerations

- The feature enables and disables API. WIth API disabled, normal SMDR output is provided. With API enabled, API events are provided via the SMDR report.
- SMDR and API cannot both be active at the same time. Turning either one on will turn the other one off.
- API operates near real time with a load of less than 15 calls per minute.

Programming

To change the setting for **Application Programming Interface (API)**:

1. Press *Feature* 0 0 *System Program* *System Program* # 6 1 5 at extension 10 or 11.

   The current setting appears.

2. To change the setting, press *Next Data* or *Prev Data* until the setting you want appears, or press *Remove* to return the setting to the factory setting. The possible settings are:
   - 1 = API On ✔
   - 2 = API Off
3. Exit programming mode.

Application Programming Interface (API) Internal Monitor (#616)

Use this feature with **Application Programming Interface (API) (#615)**.

Considerations

- When the API Internal Monitor feature is enabled, it increases the events provided by the system.
- API performance in larger configurations of PARTNER could be affected when the API Internal Monitor feature is turned on. Check with your applications provider on whether the API Internal Monitor needs to be active.

Programming

To change the setting for **Application Programming Interface (API) Internal Monitor**:

1. Press Feature 0 0 System Program System Program # 6 1 6 at extension 10 or 11.

   The current setting appears.

2. To change the setting, press Next Data or Prev Data until the setting you want appears, or press Remove to return the setting to the factory setting. The possible settings are:

   - 1 = All Calls
   - 2 = External Calls ✔

3. Exit programming mode.

Voice Messaging Systems

Four voice messaging systems are compatible with your system.

- PARTNER Messaging resides in the control unit in a 2-, 4-, or 6-port configuration.
- The PARTNER MAIL VS Voice Messaging System (PMVS) R5 resides in the control unit in a 2- or 4-port configuration.
- PARTNER Voice Messaging (PVM) R3 PC Card (2-port configuration only)

NOTE

- The system extension maximum is 48. However, in some configurations, the 012E module and/or the PARTNER Messaging module will physically permit more than 48 stations to be installed in the 5-slot carrier. In these configurations, only station ports and voice messaging ports up to 48 will function. Station ports and voice messaging ports above 48 will not function with ETR or T/R telephones because they are outside the PARTNER ACS dial plan.
- PARTNER Voice Messaging (PVM) does not support the full dial plan available in Release 7.0 and later.

Programming a Voice Messaging System

PARTNER Messaging requires programming for both the communications system and PARTNER Messaging. Some features must first be programmed on the communications system. Then PARTNER Messaging programming is performed, followed by additional communications system programming. See the *PARTNER Messaging Installation, Programming, and Troubleshooting Online Guide* or the *PARTNER Messaging System Manager's Quick Reference* for the programming required to use PARTNER Messaging with your PARTNER ACS.

To program any of the other three voice messaging systems, perform the following tasks.

- Assign the PARTNER MAIL VS extensions to Hunt Group 7 using **Hunt Group Extensions (#505)** (see page 4-36).
- Set the **Transfer Return Extension (#306)** (see page 4-68) for each of the messaging system extensions to extension 10 (or other extension of your choosing). This ensures that unanswered calls transferred by the messaging system to extensions that do not have VMS Coverage return to the extension you designate as the Transfer Return Extension.
- Program a **VMS Cover** button (Feature 15) (see page 8-80) on phones to allow subscribers to turn VMS Coverage on and off.
- Program **Line Coverage Extension (#208)** (see page 4-48) to determine which subscriber's mailbox should receive unanswered calls that come in on the specified line.
- Program a **Voice Mailbox Transfer** button (Feature 14) (see page 8-84) at extension 10 so that the operator can transfer calls directly to an extension's mailbox without first ringing its telephone. (This is useful when the operator knows that the subscriber is not available to answer the call.)
- Program an **Auto Dial** button (see page 8-11) for the VMS Hunt Group (left intercom ⑦⑦⑦) on phones for one-touch dialing to the messaging system.
- Use **Group Call Distribution (#206 option 1)** (see page 4-37) to assign outside lines that require Automated Attendant Service to Hunt Group 7 (the VMS hunt group).
- If Automated Attendant Service will be used at night, make sure a **Night Service Button (#503)** (see page 7-15) is assigned at extension 10.
- Assign appropriate **Outgoing Call Restrictions (#401)** (see page 4-25) as well as **Allowed Phone Numbers List (#407)** (see page 4-18) or **Disallowed Phone Numbers Lists (#404)** (see page 4-20) to voice messaging extensions.

Additional Voice Messaging System Programming

Following are additional features used to program the communication system for a voice messaging system. The procedures to program these tasks are provided below.

- Program **Automatic VMS Cover (#310)** to automatically route an extension's unanswered calls to the voice messaging system's Call Answer Service after a specified number of rings so the caller can leave a message.
- Program **VMS Cover Rings (#321)** individually for subscriber extensions to determine how many times the extension should ring before the call is sent to the messaging system to be answered.
  If Automated Attendant Service will be used, set the **VMS Hunt Delay (#506)** to meet your business's needs.
- If Automated Attendant Service will be used, set the **VMS Hunt Schedule (#507)** to meet your business's needs.

Automatic VMS Cover (#310)

Use this feature to automatically route an extension's unanswered intercom and transferred calls to the **Call Answer Service** of the voice messaging system after a specified number of rings (factory setting for all system extensions is three rings), so callers can leave a message.

Considerations

- Single-line telephones and system telephones without a programmed **VMS Cover** button cannot override this feature once it is assigned to an extension.
- To manually change an extension's **VMS Cover** state, program the **VMS Cover** feature on a button with lights.
- **Automatic VMS Cover** also applies to outside calls on lines assigned ownership with **Line Coverage Extension (#208)**.
- Users with **Automatic VMS Cover** turned on can activate **Do Not Disturb** to **Send All Calls** immediately to their voice mailbox.
- If an extension has **Automatic VMS Cover** and **Call Coverage** active, calls ring at the covering extension after the specified number of **Call Coverage Rings (#320)**. If the covering extension does not answer, the call is routed to the voice mailbox of the extension that activated **Call Coverage** after the specified amount of **VMS Cover Rings**.
- If an extension has **Automatic VMS Cover** and **Call Forwarding** active, calls ring at the forwarding destination; they are not covered by the voice messaging system.

Programming for Automatic VMS Cover

To change the **Automatic VMS Cover** setting for an extension:

1. Press Feature 0 0 System Program System Program # 3 1 0 at extension 10 or 11.
2. Enter the number of the extension to be covered by the voice messaging system.
3. To assign or unassign **Automatic VMS Cover**, press Next Data until the appropriate value appears.
   - 1 = Assigned
   - 2 = Not Assigned (the factory setting) ✔
4. To program another extension, press Next Item or Prev Item until the extension number appears on the display. Then repeat Step 3.
5. Select another procedure, or exit programming mode.

VMS Cover Rings (321#)

Use this feature to define the number of times a call rings before it is sent to a user's voice mailbox. This feature programs the number of rings on a per-extension basis.

Considerations

- VMS Cover Rings also applies to lines that have been designated an owner with **Line Coverage Extension (#208)**.
- If an extension has **VMS Cover (F15)** or **Automatic VMS Cover (#310)** active, unanswered calls to that extension are routed to the voice messaging system after the specified number of **VMS Cover Rings**.

Programming For VMS Cover Rings

To change the number of times calls ring before being sent to the voice messaging system:

1. Press Feature 0 0 System Program System Program # 3 2 1 at extension 10 or 11.
2. At the extension prompt, enter an extension number.

   The Cover Rings prompt appears:

   ```
   VMS Cover Rings XX
   3 Rings
   ```

3. Enter a setting (1–9; 3 is the factory setting), or press Next Data until the correct value appears:
4. To set **VMS Cover Rings** for another extension, press Next Item or Prev Item until the extension number appears on the display. Then repeat Step 3.
5. Select another procedure, or exit programming mode.

VMS Hunt Delay (#506)

Use this feature to determine when outside calls should be answered by the Automated Attendant of the voice messaging system. You can set the system for any number of rings, 0–6. Assigning more rings gives the operator an opportunity to answer calls before they go to the Automated Attendant.

VMS Hunt Delay is programmable on a per-line basis. In addition, you can program this feature so that calls can be handled one way during the day and a different way when the system is in **Night Service**.

Considerations

- If you do *not* subscribe to ICLID services and want immediate call handling, set this option to 0 rings.
- If you do subscribe to ICLID services and want immediate call handling, set this option to at least 2 rings. This allows the ICLID information to be detected before the call is sent to the Automated Attendant.

Programming

To change the **VMS Hunt Delay** setting for the voice messaging system's Automated Attendant service:

1. Press Feature 0 0 System Program System Program # 5 0 6 at extension 10 or 11.
2. Select Day or Night mode by entering 1 or 2 respectively (the factory setting is 1 = Day).

3. Enter the line number.

   The current setting is displayed.

4. To set **VMS Hunt Delay**, press (Next Data) until the appropriate value for the number of rings appears: 0–6 (2 is the factory setting).

5. To set **VMS Hunt Delay** for another line, press (Next Item) or (Prev Item) until the line number appears on the display. Then repeat Step 4.

6. Select another procedure, or exit programming mode.

VMS Hunt Schedule (#507)

Use this feature to determine whether the outside lines assigned to **Hunt Group** 7 hunt through the **VMS Hunt Group** all the time, only during Day operation (**Night Service** is off), or only during Night operation (**Night Service** is on). This feature affects only the Automated Attendant service of the voice messaging system. You can program **VMS Hunt Schedule** on a per-line basis.

Considerations

- You must use **Hunt Group Extensions (#505)** to assign the extensions associated with the voice messaging system hardware to **Hunt Group** 7.
- If you set the **VMS Hunt Schedule** for Day Only or Night Only, you must use **Night Service Button (#503)** to program a **Night Service Button** for extension 10.
- When the **VMS Hunt Schedule** is set to Day Only and **Night Service** is turned off (in Day mode), calls coming in on lines assigned to the hunt group are sent to the hunt group. If **Night Service** is turned on (in Night mode), incoming calls do not go to the hunt group.
- When the **VMS Hunt Schedule** is set to Night Only and **Night Service** is turned off (in Day mode), calls coming in on lines assigned to the hunt group are not sent to the hunt group. If **Night Service** is turned on (in Night mode), incoming calls go to the hunt group.

Programming

To change the **VMS Hunt Schedule** setting for the voice messaging system's Automated Attendant Service:

1. Press (Feature) 0 0 (System Program) (System Program) # 5 0 7 at extension 10 or 11.

2. Enter the line number.

   The current setting is displayed.

3. Press (Next Data) until the appropriate value appears:

   - 1 = Always (the factory setting) ✔
   - 2 = Day Only
   - 3 = Night Only

4. To set **VMS Hunt Schedule** for another line, press (Next Item) or (Prev Item) until the line number appears on the display. Then repeat Step 3.

5. Select another procedure, or exit programming mode.

Upgrading the System 10

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Upgrading the System

10

Overview

You can upgrade your system software to a new release of the PARTNER ACS by using a PCMCIA card. You also can add or replace modules and add lines, pools, and extensions.

Both old and new (introduced in system Release 4.0) 5-slot carriers are compatible with PARTNER ACS R8.0.

NOTE You can upgrade the PARTNER system software via the PARTNER ACS R8.0 PC Administration software. See the *PARTNER® ACS R8.0 PC Administration Getting Started* for more information.

Battery Replacement

The processor module uses two user-replaceable AAA alkaline batteries. These batteries provide enough power to retain the system programming settings during a power failure for 45 days to six months, depending on the freshness of the batteries. When battery power is getting low, the system displays a `ChgBat W/PowerOn` or `ReplaceSysBat W/Power On` message on the top line of display telephones at extensions 10 and 11 in place of the default day/date/time message. Users at these extensions should notify the System Administrator when they see this message. You should replace the batteries within 45 days of seeing the message.

NOTE The message may flicker on and off as the batteries approach the low-power threshold.

CAUTION:

Do not turn off the power or remove the processor module before replacing the batteries! If you do, all settings for system and telephone programming revert to the factory settings. If you have a Backup/Restore PC Card, do a backup before changing the batteries.

NOTE PARTNER ACS Release 7.0 and later supports the PARTNER Remote Access PC Card, which allows you to program the system remotely and perform backup and restore functions.

Change the batteries in the processor module every year, even if the system has not yet displayed the `ReplaceSysBat W/Power On` message. Choose good quality alkaline batteries. (See "Inserting Batteries in the Processor Module" on page 2-11.)

Using a PC Card

Follow these steps to upgrade your system's software with a PC card:

NOTE A firmware upgrade can be performed on the 1600 DSL module by using a Backup/Restore PC Card that is configured for the firmware upgrade. See "Upgrading 1600 DSL and 012E Module Firmware" on page 10-7 for more information.

A firmware upgrade can be performed on the 012E module by using a Backup/Restore PC Card that is configured for the firmware upgrade. See "Upgrading 1600 DSL and 012E Module Firmware" on page 10-7 for more information.

A firmware upgrade can be performed on the T1 module.

CAUTION:

Before starting, verify that you have batteries installed in the processor module by viewing the display of the telephone at extension 10.

1. If you have a 5-slot carrier, move the carrier's On/Off switch to the "Off" position ("O"). See Figure 10-1.

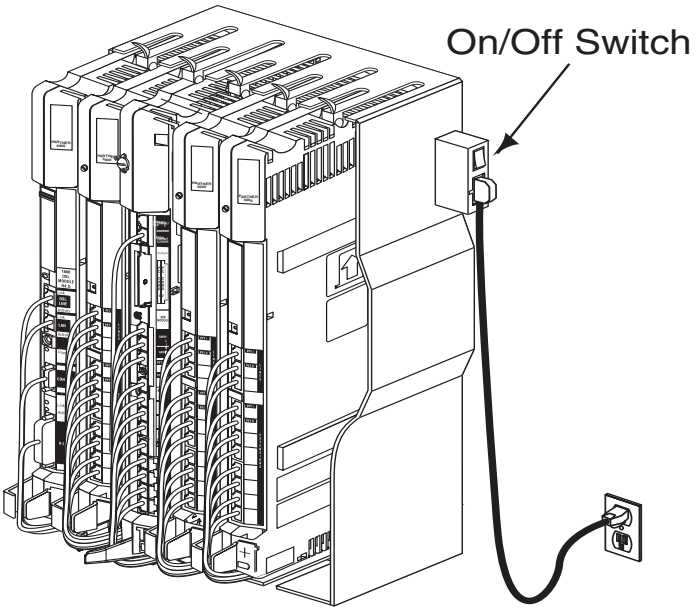

Figure 10-1. On/Off Switch on a 5-Slot Carrier

2. For all types of installations, disconnect the power cord from the wall outlet.
3. If you do not have a 5-slot carrier, go to Step 4.

   If you have a 5-slot carrier:

   a. Loosen the thumb screw at the bottom of the carrier cover.

   b. Rotate the carrier cover to disengage the tabs at the top of the modules from the openings on the top of the carrier.

⚠CAUTION:

Remove all other PC Cards from the processor before initiating an upgrade.

4. To insert the PC Card, hold it with the label facing to the right and slide it gently into either PC Card slot on the processor module (see Figure 10-2). When inserted properly, the PC Card projects about 1-5/8 inch (4 cm) from the module.

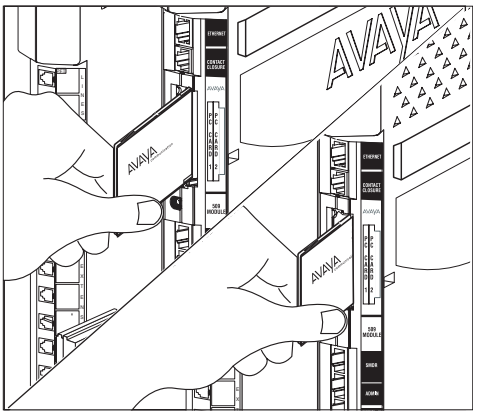

Figure 10-2. Inserting the PC Card

5. Power up the system:

   a. Reconnect the power cord.

   CAUTION:

   The power cord should hang straight down from the connector, flush against the plastic case. Do not install the power cord at an angle to the case or with a loop in it.

   b. If you have a 5-slot carrier, move the carrier's On/Off switch to the "On" position ("—").

   While the system upgrades, the LED on the processor module flashes green and red alternately. When the upgrade has finished (in about 20 to 40 seconds), the LED becomes steady green.

NOTES

- If the system has a T1 module, the module itself may take up to one minute to initialize.
- If the system has a 1600 DSL module, the module itself may take from 2 to 7 minutes to initialize.

6. Check that all green lights on the fronts of the modules are lit:

   - *If a single light is out,* power down the control unit, reseat the module and power up the control unit.
   - *If multiple lights are out,* power down the control unit, reseat the leftmost module that has a light out, and power up the control unit.
   - *If the lights are still out*, call for support as instructed on the inside front cover of this guide.

7. If you are upgrading PARTNER ACS R8.0, do not remove the PC card. The card automatically converts to a backup/restore. If you removed other PC cards, PVM or ASA/DXD, for example, power down the system and reinstall the PC cards after the upgrade is complete.
8. Perform one of the following steps:
   - If you have a 2-slot carrier or a stand-alone configuration, you are finished with this procedure.
   - If you have a 5-slot carrier, continue with Step 9.
9. Make sure all modules are seated properly.
10. Position the carrier cover over the modules so that the openings on the top of the carrier cover align correctly with the tabs at the top of the installed 5-slot carrier and modules.
11. Rotate the carrier cover into position so that it aligns correctly with the thumb screw opening on the bottom of the carrier.
12. Tighten the thumb screw. *To ensure proper alignment and safe operation, tighten the thumb screw securely*.

Restoring a PARTNER R6.0/7.0 Backup File to a PARTNER R8.0 System

Use this procedure to restore a PARTNER R6.0 or R7.0 backup translation file to a PARTNER R8.0 system. The PARTNER R8.0 system will automatically convert the R6.0 or R7.0 translation file to an R8.0 translation working copy, enabling you to upgrade an existing PARTNER system more quickly and easily.

Considerations

- After the restore operation is complete, the original R6.0/R7.0 backup file is still present on the processor module or PCMCIA card.
- Since the PARTNER ACS 509 module has one more extension and two more lines than the PARTNER ACS 308 processor module, the extension cords for each extension will need to be moved to the preceding extension jack at the system location. For example, if the PARTNER R6.0 system had extensions beyond extension 17, you would need to move these extension cords down by one physical extension jack. Similarly, if the PARTNER R6.0 system had lines beyond line 3, you would need to move these lines down by two line extension jacks.
- If the PARTNER R6.0 system had a PARTNER Messaging expansion module (which does not contain physical extension jacks), you will need to increase the extension numbers in the Voice Mail Hunt Group by one and reprogram them manually.
- When restoring a PARTNER R6.0 backup translation file to a PARTNER R8.0 system, and the R6.0 system uses Simultaneous Paging or Loudspeaker Paging, you must manually move the loudspeaker paging cord to an available line jack and then manually program that line as the Loudspeaker Paging Line (#617).

- When restoring a PARTNER R6.0 backup translation file to a PARTNER R8.0 system, and the R6.0 system has automatic backup enabled, the R8.0 system keeps automatic backup enabled to the PC Card destination. Therefore, you must physically move the backup card from the R6.0 system to the R8.0 system processor so that the automatic backups continue to function.

Procedure

To restore a PARTNER R6.0/7.0 backup to a PARTNER R8.0 system:

1. Back up the existing PARTNER R6.0/R7.0 system to a PC Card. See "Backup Programming—Manual (#124)" on page 4-6.
2. Upgrade the PARTNER system to Release 8.0.
3. Restore the PARTNER R6.07/R7.0 back up from the PC Card to the PARTNER R8.0 system. See "Restore Programming (#125)" on page 4-7.
4. Back up the PARTNER ACS system. See "Backup Programming—Manual (#124)" on page 4-6.

At this point, you should modify the system programming (if necessary).

NOTES
- If the PARTNER R6.0 system uses Simultaneous Paging or Loudspeaker Paging, you must manually move the loudspeaker paging cord to an available line jack and then manually program that line as the Loudspeaker Paging Line (#617).
- If the PARTNER R6.0 system has automatic backup enabled, the R8.0 system keeps automatic backup enabled to the PC Card destination. Therefore, you must physically move the backup card from the R6.0 system to the R8.0 system processor so that the automatic backups continue to function.

Upgrading T1 Module Firmware

PARTNER ACS Release 7.0 and later provides a firmware upgrade capability for the T1 module, which is equipped with programmable flash memory. The firmware to upgrade this module resides on a PC Card. This PC Card contains the T1 module firmware upgrade software only. It does not contain the system software.

The steps to perform a firmware upgrade are the same as those to upgrade the system software. See "Using a PC Card" on page 10-2.

Once a successful firmware upgrade as been completed, all power LEDs are steady green.

Upgrading 1600 DSL and 012E Module Firmware

PARTNER ACS Release 7.0 and later provides a firmware upgrade capability for the 1600 DSL module, which is equipped with programmable flash memory. The firmware to upgrade this module resides on a Backup/Restore PC Card.

PARTNER ACS Release 7.0 and later provides a firmware upgrade capability for the 012E module, which is equipped with programmable flash memory. The firmware to upgrade this module resides on a Backup/Restore PC Card.

The steps to perform a firmware upgrade are the same as those to upgrade the system software. See “Using a PC Card” on page 10-2.

Check the LEDs

While a 1600 DSL or 012E module is undergoing a firmware upgrade, the power LEDs appear as follows:

- The power LED on the 1600 DSL and/or the 012E module is initially steady green for 10 to 20 seconds, then flashes for another 5 to 10 seconds.
- The LED on the processor module flashes green while the firmware upgrade is in progress.
- The LEDs on other modules residing in the carrier that are not being upgraded are off.

NOTE Some modules do not display the LED off during a firmware upgrade of other modules. The power LED on the 1600 DSL module is steady green and the power LED on the PARTNER Messaging module is steady amber while firmware is upgraded on other modules.

The firmware upgrade process occurs for one module at a time. After successful completion of the upgrade for one module, the system resets after 3 to 10 seconds and begins the firmware upgrade of the next module, if required. The firmware upgrades begin with modules in the left-most slot to the right-most slot of the carrier. Once a successful firmware upgrade as been completed for all modules, all power LEDs are steady green.

Adding New Modules

Adding new modules to an existing 5-slot carrier is very similar to installing the control unit.

CAUTION:
Adding new modules may change line and extension assignments when the system is powered up.

NOTE Use these instructions if you are adding modules to an existing 5-slot carrier. If you are upgrading from a stand-alone PARTNER ACS processor module to a 2-slot carrier, see "Wall-Mounting a Stand-Alone Processor Module and a 2-Slot Carrier" on page 2-5 for instructions.

CAUTION:
Before starting, verify that you have batteries installed in the processor module by viewing the display of the telephone at extension 10.

Follow these steps to add a module to an existing 5-slot carrier:

1. Move the On/Off switch to the "Off" position ("O").
2. Remove the power cord from the wall outlet.
3. Loosen the thumb screw at the bottom of the carrier cover.
4. Rotate the carrier cover to disengage the tabs at the top of the modules from the openings on the top of the carrier.
5. Before installing a module, remove the clear, plastic protector from the connector area on the rear of the module by grasping the tabs on the ends of the protector and lifting (see Figure 10-3).

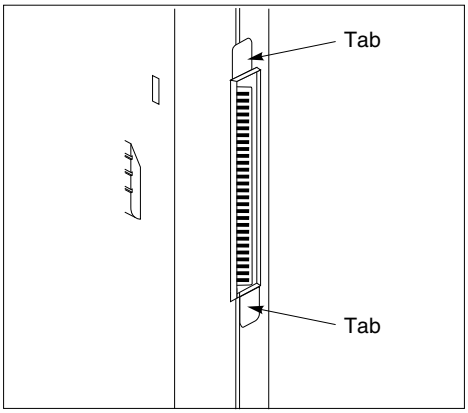

Figure 10-3. Removing the Plastic Protector

6. Before you insert the new module, make sure that all 400 (or 200) modules are installed to the right of all 012E, 308EC, or 206 modules. If you have a T1 module or a 1600 DSL module, it must be in the first slot on the left of the carrier (see Figure 10-4). If you need to move a module to accommodate the new one, see "Replacing Modules" on page 10-11.

NOTE PARTNER ACS Release 7.0 and later supports Endeavor telephones when an Endeavor 362EC module is installed in the carrier. Install the Endeavor 362EC module(s) to the right of the T1 module (if installed) or 1600 DSL module (if installed), and to the left of any 400 and 200 module.

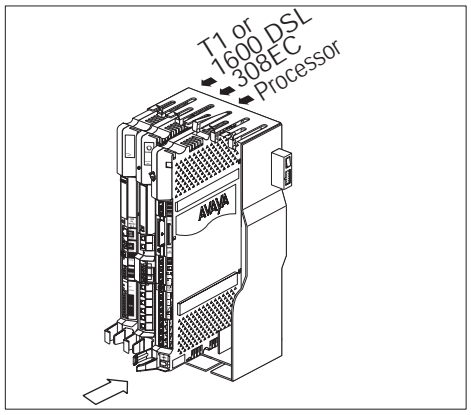

Figure 10-4. Placement of Modules

7. Push slowly but firmly in the center of the module until the module locks into place and is attached to the rear of the carrier. Do not force the module. If the module does not insert easily, remove it, clear any obstruction, and reinsert it.
8. Connect line and/or extension jack cords to the new module (see “Connecting Lines and Extensions” on page 2-16).
9. Reconnect the power cord to the wall outlet.

⚠ CAUTION:

The power cord should hang straight down from the connector, flush against the plastic case. Do not install the power cord at an angle to the case or with a loop in it.

10. Move the On/Off switch to the “On” position (“—”).
11. Check that all green lights on the fronts of the modules are lit:
    - *If a single light is out,* power down the control unit, reseat the module, and power up the control unit.
    - *If multiple lights are out,* power down the control unit, reseat the leftmost module that has a light out, and power up the control unit.
    - *If the lights are still out*, call for support as instructed on the inside front cover of this guide.
12. Make sure all modules are seated properly.
13. Position the carrier cover over the modules so that the openings on the top of the carrier cover align correctly with the tabs at the top of the installed 5-slot carrier and modules.
14. Rotate the carrier cover into position so that it aligns correctly with the thumb screw opening on the bottom of the carrier.
15. Tighten the thumb screw. *To ensure proper alignment and safe operation, tighten the thumb screw securely*.

Replacing Modules

Replacing system modules is similar to how you originally installed modules into the control unit. The procedure varies slightly between the stand-alone/2-slot carrier configuration and the 5-slot carrier configuration.

Replacing Modules in a Stand-Alone or 2-Slot Carrier Configuration

CAUTION:

Before starting, verify that you have batteries installed in the processor module by viewing the display of the telephone at extension 10.

To replace a module or modules in a stand-alone or 2-slot carrier configuration:

1. Remove the power cord from the wall outlet.
2. Check the slack in the wires. If there is not enough slack to remove the module without pulling the line and extension cords free, label and disconnect the wires before continuing.
3. Do one of the following:
   - For a stand-alone configuration, remove the screws at the top and bottom of the processor module, and remove the module from the wall. Go to Step 8.
   - For a 2-slot carrier configuration, remove the long screw at the bottom of the modules (see Figure 10-5).

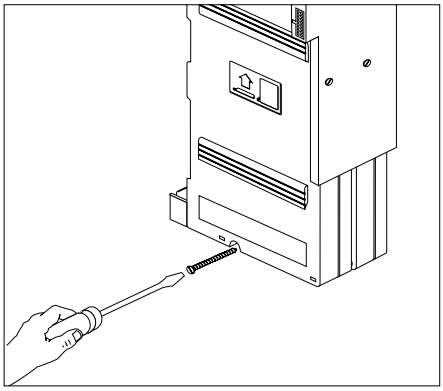

Figure 10-5. Removing the Bottom Screw

4. Remove the screws that attach the carrier to the modules (see Figure 10-6).

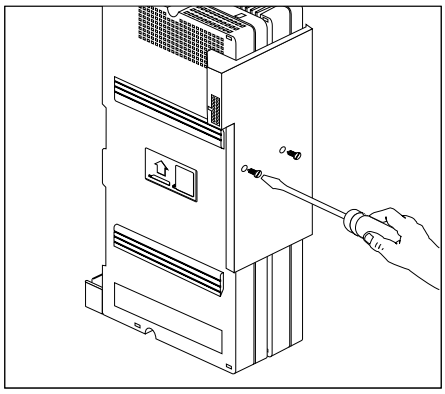

Figure 10-6. Removing the Carrier Screws

5. Pull the carrier to the right to remove it (see Figure 10-7).

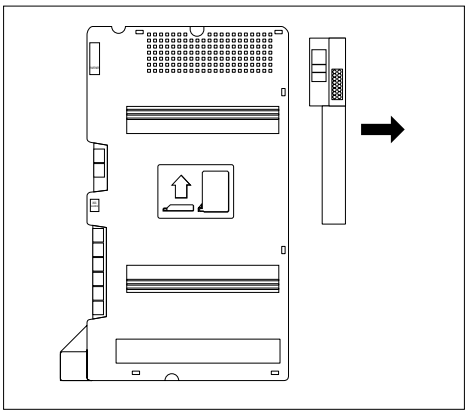

Figure 10-7. Pulling Off the Carrier

6. Slide the top module to the left to disengage its interlocking mounting tracks from the processor module.

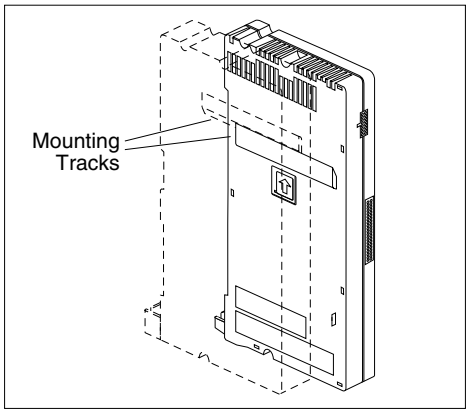

Figure 10-8. Disengaging the Mounting Tracks

If you are replacing the processor module, go to Step 7. If you are replacing the top module, continue with Step 10.

7. Mount the new module by following the steps in "Wall-Mounting a Stand-Alone Processor Module and a 2-Slot Carrier" on page 2-5; then go to Step 9.
8. Remove the screw at the top of the processor module, and remove the module from the wall (see Figure 10-9).

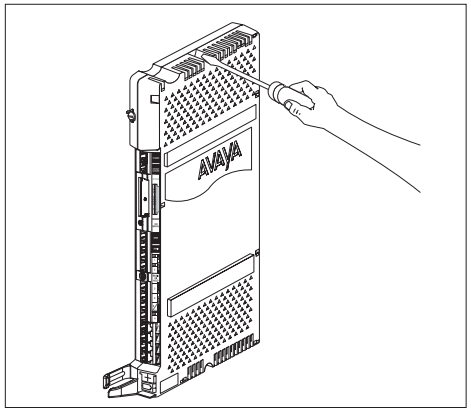

Figure 10-9. Removing the Top Screw

9. Mount the new PARTNER ACS processor module by following the instructions in "Wall-Mounting a Stand-Alone Processor Module and a 2-Slot Carrier" on page 2-5 and "Inserting Batteries in the Processor Module" on page 2-11 earlier in this guide.

10. Mount or remount the top module by following the steps in “Wall-Mounting a Stand-Alone Processor Module and a 2-Slot Carrier” on page 2-5.
11. Connect the line and extension cords one at a time, making sure to place the correct cords into their corresponding jacks on the new module. (See “Connecting Lines and Extensions” on page 2-16.)
12. Reconnect the power cord.

⚠ CAUTION:

The power cord should hang straight down from the connector, flush against the plastic case. Do not install the power cord at an angle to the case or with a loop in it.

Replacing Modules in a 5-Slot Carrier

Replacing a module in a 5-slot carrier involves many of the steps used in installing the modules.

⚠ CAUTION:

Before starting, verify that you have batteries installed in the processor module by viewing the display of the telephone at extension 10.

Follow these steps to replace a module in a 5-slot carrier:

1. Move the On/Off switch to the “Off” position (“O”).
2. Remove the power cord from the wall outlet.
3. Loosen the thumb screw at the bottom of the carrier cover.
4. Rotate the carrier cover to disengage the tabs at the top of the modules from the openings on the top of the carrier.
5. Before installing a module, remove the clear, plastic protector from the connector area on the rear of the module by grasping the tabs on the ends of the protector and lifting (see Figure 10-10).

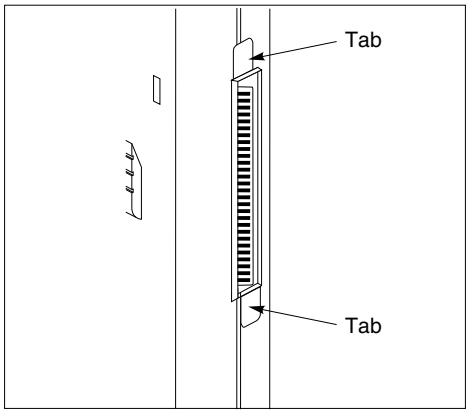

Figure 10-10. Removing the Plastic Protector

6. Check the slack in the wires. If there is not enough slack to remove the module without pulling the line and extension cords free, label and disconnect the wires.
7. Place one hand on top of the module. With the other hand, grip the plastic bracket on the bottom front of the module, and pull out the old module (see Figure 10-11).

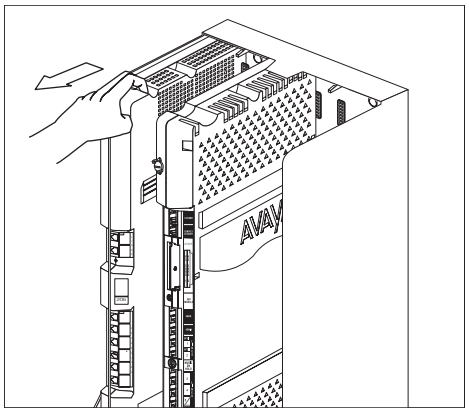

Figure 10-11. Removing the Module

8. If you are replacing a module with one of a different type, make sure that all 400 (or 200) modules are installed to the right of all 012E, 308EC, or 206 modules, and that the processor module remains in the center slot. If you have a T1 module or a 1600 DSL module, it must be in the first slot on the left of the carrier.

   NOTE PARTNER ACS Release 7.0 and later supports Endeavor telephones when an Endeavor 362EC module is installed in the carrier. Install the Endeavor 362EC module(s) to the right of the T1 module or 1600 DSL module, if one is installed, and to the left of any 400 and 200 module.

9. To insert the replacement, once the module is properly seated, firmly push the center of the module until the connectors on the module lock into place, and the module is attached to the rear of the carrier. For proper engagement of the connectors, the module must be inserted straight into the carrier (see Figure 10-12). A slight click indicates the connectors are engaged.

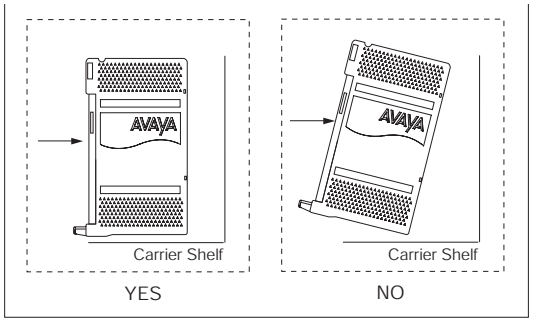

Figure 10-12. Proper Insertion of the Module

CAUTION:

Do not force the module. Use the carrier shelf as a reference and do not tilt, slant or rotate the module. If the module does not insert easily, remove it, clear any obstruction, and reinsert it.

10. Connect the line and extension cords one at a time, making sure to place the correct cords into their corresponding jacks on the new module. (See “Connecting Lines and Extensions” on page 2-16.)
11. Reconnect the power cord.

CAUTION:

The power cord should hang straight down from the connector, flush against the plastic case. Do not install the power cord at an angle to the case or with a loop in it.

12. Move the carrier’s On/Off switch to the “On” position (“—”).

13. Check that all green lights on the fronts of the modules are lit:
    - *If a single light is out,* power down the control unit, reseat the module, and power up the control unit.
    - *If multiple lights are out,* power down the control unit, reseat the leftmost module that has a light out, and power up the control unit.
    - *If the lights are still out*, call for support as instructed on the inside front cover of this guide.
14. Make sure all modules are seated properly.
15. Position the carrier cover over the modules so that the openings on the top of the carrier cover align correctly with the tabs at the top of the installed 5-slot carrier and modules.
16. Rotate the carrier cover into position so that it aligns correctly with the thumb screw opening on the bottom of the carrier.
17. Tighten the thumb screw. *To ensure proper alignment and safe operation, tighten the thumb screw securely*.

Changing Settings and Adding Lines, Pools, and Extensions

As your business grows or changes, so do your needs for your PARTNER ACS. As you upgrade to newer releases, you must program for new features. As you expand, you can add lines, pools, and extensions to your system.

NOTE If you replace a module with a different type, be sure you check the telephone and line connections and verify system and telephone programming. In many cases, you may need to rearrange the connections and/or change telephone or system programming.

Changing System Settings

CAUTION:
Remove all other PC Cards from the processor before initiating an upgrade.

For more information on using the PC Card Software Upgrade, see "Using a PC Card" on page 10-2.

For more information on using the PARTNER Voice Messaging PC card, see *PARTNER Voice Messaging PC Card Installation, Programming, and Use.*

Changing the System Clock

You may need to change the system clock for daylight savings time after a prolonged power failure, or after a system reset. Use **System Date (#101)** and **System Time (#103)** to set the current date and time.

Adding New Lines

How you add new lines to the system depends upon the type of extension you are adding them to.

Key Extensions

You can add individual lines to pooled extensions or add new lines to key extensions (all extensions in Key mode; in Hybrid mode, extension 10 and any extensions set to Key using **Line Access Mode (#301)** are key extensions).

If you add an outside line to your system, you may need to adjust some line settings:

- **Dial Mode (#201)** if the new line is a rotary line
- **Line Assignment (#301)** to assign the line to specific extensions

- **Line Ringing** (Centralized Telephone Programming) to specify when the line starts ringing at each extension that has the line
- **Line Access Restriction (#302)** to limit an extension's access to the line
- The system automatically assigns the new line as the last line in the Automatic Line Selection sequence. If you want to change the order, use **Automatic Line Selection**.

NOTE Do *not* use **Number of Lines (#104)** if you add lines to the system *after* initial setup because it changes **Line Assignment (#301)**, **Line Access Restriction (#302)**, **Automatic Line Selection**, and **Line Ringing** for existing lines back to factory settings. To add a new line without affecting other settings, use **Line Assignment (#301)**.

Pooled Extensions

You can add new lines to existing pools if your system is configured for Hybrid mode. To assign a new line to a pooled extension as an individual line, use the features in "Key Extensions" above.

If you add an outside line to your system for use in an existing pool, use **Dial Mode (#201)** if the new line is a rotary line and **Pool Line Assignment (#207)** to add the line to an existing pool.

NOTE Do not use **Number of Lines (#104)** if you add lines to the system after initial setup because it changes **Pool Line Assignment (#207)**, **Pool Extension Assignment (#314)**, **Pool Access Restriction (#315)**, **Automatic Line Selection**, and **Line Ringing** for existing pools back to factory settings. Additionally, it changes **Line Assignment (#301)**, **Line Access Restriction (#302)**, **Automatic Line Selection**, and **Line Ringing** for individual lines back to factory settings. To change pool assignments without affecting other settings, use **Pool Line Assignment (#207)** and **Pool Extension Assignment (#314)**.

Adding New Pools

You can create new pools if your system is operating in Hybrid mode. If you add outside lines for use in a new pool, you may need to use the following features:

- **Dial Mode (#201)** if the new lines are rotary lines
- **Pool Line Assignment (#207)** to assign lines to the new pool
- **Pool Extension Assignment (#314)** to assign the new pool to specific extensions
- **Line Ringing** to specify when the new pool starts ringing at each extension that has the pool
- **Pool Access Restriction (#315)** to limit an extension's access to all the lines in the new pool
- **Automatic Line Selection** to add the new pool to the extension's Automatic Line Selection sequence

Adding New Extensions

If you add an extension to your system, you can probably use **Copy Settings (#399)** to copy the settings of an existing extension. If you wish to further adjust a new extension's settings, see "Customizing Extensions" on page 3-15.

Swapping Extensions

If a user changes location but wants to keep the same extension number, you can make the change easily by changing the connection at the control unit.

For example, if the users at extensions 29 and 32 switch offices, you can disconnect the modular plugs from those extension jacks in the control unit. Then reconnect the plug from 32 into extension jack 29 and the plug from 29 into extension jack 32. Now the users can take their respective telephones to their new locations, keep the same extension numbers, and retain the telephones' programmed settings.

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Troubleshooting

11

Overview

From time to time, problems may arise with various system functions. This chapter describes some common problems and recommends solutions for them. You also can obtain help with solving problems by contacting your authorized dealer or by calling the helpline.

Customer Self Service Center on the Internet

If you can access the Internet, you can use the Customer Self Service Center to get on-line information:

- Answers to frequently asked questions
- 800 number directory

If you have a service agreement, active lease, or warranty, you can get additional on-line information:

- Feature programming tips
- Notification of changes to products
- Product documentation
- Chat service

The Internet address for the Customer Self Service Center is on the copyright page of this guide.

When You Need Help

If you have a problem with your system, you may be able to solve it by following the troubleshooting procedures in this chapter. If not, you can call for help. *If you need assistance when installing, programming, or using your system, contact your local Authorized Dealer or call the helpline. Consultation charges may apply. Outside the continental U.S., contact your local Authorized Dealer.*

If you call, have the following information ready so that the representative can better help you:

- The kind of system you have (for example, PARTNER Advanced Communications System Release 8.0). To determine the release number, press Feature 5 9 at any display telephone.
- The number of lines and extensions in your system.
- The type of telephone (system or single-line) and the model number, if applicable. System telephone model numbers are located either on the upper right-hand corner of the telephone or on the dialpad overlay.
- If you followed a troubleshooting procedure and need more help, tell the representative what you did.

System Release Status (F59)

When calling for customer support, you need to know the release level of your system. This feature enables you to determine that information at any system display telephone. A display similar to the following appears:

```
P ACS R8.0 12X
```

This message indicates that this is Release 8.0 of the PARTNER Advanced Communications System. The `C01` represents the country code.

To use this feature, press Feature 5 9 at any system display telephone. The system release message replaces the default information on the top line of the telephone display for 15 seconds.

Power Failure Operation

When power to the system is cut off, the first two lines on the PARTNER 509 processor module and the 308EC module automatically connect to the first two extensions on those modules, and the first line on each 206 module connects to its first extension.

This enables you to make and answer calls during a power outage, provided you have a single-line telephone connected to any of these extensions. (During a power failure, single-line telephones can only make and receive calls—other system features are not available.)

The system can stay programmed for a minimum of 45 days and a maximum of six months after it stops receiving power, depending on the freshness of the batteries. When the batteries are drained, all of the system's programmed settings return to the factory settings. You should install fresh batteries every year.

Battery Replacement

The PARTNER ACS processor module uses two user-replaceable AAA alkaline batteries. These batteries provide enough power to retain the system programming settings during a power failure for 45 days to six months, depending on the freshness of the batteries. When battery power is getting low, the system displays a `ChgBat W/PowerOn` or `ReplaceSysBat W/Power On` message on the top line of display telephones at extensions 10 and 11 in place of the default day/date/time message. Users at these extensions should be instructed to notify you when they see this message. You should replace the batteries within 45 days of seeing the message.

NOTE The message may flicker on and off as the batteries approach the low-power threshold.

CAUTION:

Do not turn off the power or remove the processor module before replacing the batteries! If you do, all settings for system and telephone programming revert to the factory settings. Also, the settings retained in the 1600 DSL module's flash memory become the active settings when the power is turned off and back on. If you have a Backup/Restore PC Card, do a backup before changing the batteries.

NOTE The PARTNER ACS Release 8.0 supports the PARTNER Remote Access PC Card, which allows you to program the system remotely or locally from a PC and perform backup and restore functions. You must have the PARTNER ACS R8.0 PC Administration software to program the system from a PC.

Change the batteries in the processor module every year, even if the system has not yet displayed the `ReplaceSysBat W/Power On` message. Choose good quality alkaline batteries.
(See "Inserting Batteries in the Processor Module" on page 2-11.)

Clearing a Backup-Failure Alarm

If you use **Backup Programming—Automatic (#123)** and the automatic backup fails, a Backup-Failure Alarm message appears (instead of the default day/date/time message) on the top line of the telephone display at idle extensions 10 and 11.

After correcting the problem that caused the failure, you can clear the Backup-Failure Alarm by following these steps:

1. Press Feature 0 0 System Program System Program # 1 2 3.

   The current setting appears.

2. Press 3 to choose Option 4, "Backup Alarm Cleared."

   NOTE You cannot use Next Data or Prev Data in this procedure to choose Option 3.

3. Exit programming mode.

   NOTE Using Option 4 to clear a Backup-Failure Alarm does not change the setting for **Backup Programming—Automatic (#123)**. It remains either Active or Not Active.

012E Module Power Management

The power supply used in the 012E module is adequate to power the 12 ETR ports under normal conditions. However, if too many large PARTNER telephones (such as the PARTNER-34D) are off-hook with speakerphone volume set to high levels, the power supply could be overloaded. Power management of the 012E module eliminates the power supply overload.

When a power threshold is exceeded, all telephones connected to the 012E module will appear as follows:

- LED display dims to a minimal level
- Speakerphone volume is decreased

To clear this condition, place one of the telephones connected to the 012E module on-hook. The LED display and speakerphone volume on all telephones return to normal. If this power management event occurs frequently, you should consider moving some telephones to available ports on other modules.

System Telephone Problems

The following section discusses system telephone problems.

System Telephone Does Not Ring

Possible Cause 1: Ringer volume is set too low.

What to do: Press the volume control button while the telephone is idle and the handset is in the cradle.

- If the telephone rings increasingly louder, the problem is solved.
- If the telephone still does not ring, go to Possible Cause 2.

Possible Cause 2: The **Do Not Disturb** or **Call Forwarding** feature is turned on.

What to do: Check to see if **Do Not Disturb** or **Call Forwarding** is turned on.

- If **Do Not Disturb** or **Call Forwarding** is turned on, turn it off.
- If **Do Not Disturb** or **Call Forwarding** is not turned on, go to Possible Cause 3.

Possible Cause 3: **Line Ringing** is programmed for No Ring or Delayed Ring.

What to do: Check the **Line Ringing** setting for the extension.

- If **Line Ringing** is set for No Ring or Delayed Ring, change the setting if appropriate.
- If **Line Ringing** is set for Immediate Ring and this telephone is part of a combination extension, see "Problems with Combination Extensions" on page 11-17.
- If **Line Ringing** is set for Immediate Ring and the telephone is on an extension by itself, go to Possible Cause 4.

Possible Cause 4: Telephone is faulty.

What to do: Unplug the cord from the base of the problem telephone. Then plug the cord into a telephone that you know rings properly.

- If the replacement telephone rings properly, the problem telephone is defective. Call the helpline to arrange for a replacement.
- If the replacement telephone does not ring properly, call the helpline number listed on the front, inside cover.

System Telephone Does Not Work

Possible Cause 1: The telephone cord is plugged into the wrong jack on the bottom of system telephone.

What to do: Plug the modular telephone cord into the correct jack.

- If the telephone works properly, the problem is solved.
- If the problem remains, go to Possible Cause 2.

Possible Cause 2: Telephone needs to be reset.

What to do: Unplug the cord from the base of the telephone. With the handset hung up, plug the cord in again.

- If the telephone works properly, the problem is solved.
- If the problem remains, go to Possible Cause 3.

Possible Cause 3: The telephone cord is defective.

What to do: Unplug the cord from the base of the telephone and the wall jack. Replace the cord with a cord that you know works.

- If the telephone works, the cord is faulty. Call the helpline number listed on the front, inside cover to arrange for a replacement.
- If the telephone does not work and it is part of a combination extension, see "Problems with Combination Extensions" on page 11-17, Possible Cause 3.
- If the telephone does not work and it is not part of a combination extension, call the helpline number listed on the front, inside cover.

Possible Cause 4: The telephone is defective.

What to do: Unplug the cord from the base of the telephone. Then plug the cord into a telephone that you know works.

- If the replacement telephone works, the problem telephone is faulty. Call the helpline number listed on the front, inside cover to arrange for a replacement.
- If the replacement telephone does not work, go to Possible Cause 4.

Possible Cause 5: Four or more calls arrived simultaneously. The Caller ID generators on the PARTNER ACS will provide Caller ID for up to three calls that arrive simultaneously.

Display Shows Only 16 Characters per Line

Possible Cause: A power outage occurred.

What to do: Unplug the modular telephone cord from the telephone and plug it in again. If the display is still incorrect, see "System Telephone Does Not Work" on page 11-6.

Display Is Incorrect

Possible Cause: Date, day, and time are not set properly.

What to do: Re-enter the date and time using **System Date (#101)** and **System Time (#103)**.

- If the display is correct, the problem is solved.
- If the display is still not correct, see "System Telephone Does Not Work" on page 11-6.

Display Shows "ReplaceSysBat W/Power On" or "ChgBat W/PowerOn" at Extensions 10 and 11

Possible Cause: System battery power is low.

What to do: Replace the system batteries (see "Inserting Batteries in the Processor Module" on page 2-11).

Display Does Not Show Caller ID Name/Number

Possible Cause 1: Not receiving Caller ID service from local telephone company.

What to do: Contact your local telephone company to check on Caller ID service.

- If you are not receiving Caller ID service, subscribe to it.
- If you are receiving Caller ID service, go to Possible Cause 2.

Possible Cause 2: Line connected to a module that does not support Caller ID.

What to do: Make sure lines with Caller ID service are connected to a processor, 206EC, 308EC, or 400EC module. If Caller ID lines are not connected to one of these modules, install the appropriate modules and/or make the appropriate connections.

Possible Cause 3: Someone activated **Call Coverage**.

What to do: Check the system telephone display.

- If `Coverage Call for XX` (where XX is the extension that activated the **Call Coverage**) appears, the call is a coverage call. Call Coverage displays the extension number of the person who activated the feature rather than Caller ID information.
- If `Coverage Call for XX` does not display, call the helpline number listed on the front, inside cover.

"Priv." Is Displayed Instead of Caller ID Information

Possible Cause: The caller used a star code, *67, to block Caller ID information or has instructed the telephone company to block Caller ID information.

What to do: Nothing; this is the normal operation for these conditions.

"- - - - - - - - - - - -" Is Displayed Instead of Caller ID Information

Possible Cause: The call originated outside the area for which the telephone company can provide Caller ID information.

What to do: Nothing; this is normal operation for the Caller ID service.

Some Caller ID Information Does Not Display

Possible Cause: Not all calls on Caller ID lines are displayed. This varies by local telephone company.

What to do: If Caller ID information for a large number of calls is not displayed, contact your local telephone company.

Intercom Autodialer Does Not Work Properly

Possible Cause 1: Telephone cord is plugged into wrong jack on bottom of Intercom Autodialer.

What to do: Plug the modular telephone cord into the correct jack—see "Connecting a PARTNER-CA48 Intercom Autodialer" on page 2-40 for instructions.

- If the Intercom Autodialer works properly, the problem is solved.
- If the problem remains, go to Possible Cause 2.

Possible Cause 2: Intercom Autodialer is not receiving auxiliary power.

What to do: Make sure the Intercom Autodialer is plugged into an electrical outlet.

- If the Intercom Autodialer works properly, the problem is solved.
- If the problem remains, go to Possible Cause 3.

Possible Cause 3: The cord is defective.

What to do: Unplug the cord from the base of the Intercom Autodialer and the wall jack. Replace the cord with a cord that you know works.

- If the Intercom Autodialer works, the cord is faulty. Call the helpline number listed on the front, inside cover to arrange for a replacement.
- If the problem remains, go to Possible Cause 4.

Possible Cause 4: No Auto Dial buttons are programmed on the Autodialer.

What to do: Program Auto Dial buttons. See "Auto Dialing" on page 8-11.

- If the Intercom Autodialer works properly, the problem is solved.
- If the Intercom Autodialer does not work, call the helpline number listed on the front, inside cover.

Record-a-Call Light is Always Red Steady and You Can't Record a Call

Possible Cause 1: You do not have enough ports assigned into Hunt Group 7.

What to do: You must assign four ports into Hunt Group 7. This requires PMVS Release 5 and an upgrade card which allows the increase from two to four ports.

MLC 6 Telephone Does Not Ring

Possible Cause 1: **Unique Line Ringing (#209)** has been set to a pattern other than 1.

What to do: Set the ring pattern to Pattern 1. (For MLC 6 telephones, always set the ring pattern to 1.)

Single-Line Telephone Problems

Single-Line Telephone Does Not Ring

Possible Cause 1: Ringer is turned off.

What to do: Turn on the ringer.

- If the telephone rings, the problem is solved.
- If the telephone still does not ring, go to Possible Cause 2.

Possible Cause 2: **Call Forwarding** is turned on.

What to do: Check to see if **Call Forwarding** is turned on.

- If **Call Forwarding** is turned on, turn it off.
- If **Call Forwarding** is not turned on, go to Possible Cause 3.

Possible Cause 3: **Line Ringing** is programmed for No Ring or Delayed Ring.

What to do: Check the **Line Ringing** setting for the extension.

- If **Line Ringing** is set for No Ring or Delayed Ring, change the setting if appropriate.
- If **Line Ringing** is set for Immediate Ring and this telephone is part of a combination extension, see "Problems with Combination Extensions" on page 11-17.
- If **Line Ringing** is set for Immediate Ring and the telephone is on an extension by itself, go to Possible Cause 4.

Possible Cause 4: Telephone is faulty.

What to do: Unplug the problem telephone. Plug in a single-line telephone that you know rings properly.

- If the replacement telephone rings properly, the problem telephone is defective. Replace it.
- If the replacement telephone does not ring properly, call the helpline number listed on the front, inside cover.

Single-Line Display Telephone Does Show Caller ID Name/Number

Possible Cause 1: Not receiving Caller ID service from local telephone company.

What to do: Contact your local telephone company to check on Caller ID service. PARTNER ACS supports Caller ID on most industry-standard telephones.

- If you are not receiving Caller ID service, subscribe to it.
- If you are receiving Caller ID service, go to Possible Cause 2.

Possible Cause 2: Line connected to a module that does not support Caller ID.

What to do: Make sure lines with Caller ID service are connected to a processor, 206EC, 308EC, or 400EC module. If Caller ID lines are not connected to one of these modules, install the appropriate modules and/or make the appropriate connections.

Single-Line Telephone Rings Back after Intercom Call with No One at Other End

Possible Cause 1: The switchhook is accidentally pressed and released, causing a call to ring back.

What to do: Replace the handset carefully. If the problem is not solved, go to Possible Cause 2.

Possible Cause 2: **Automatic Line Selection** is programmed incorrectly.

What to do: If one of the telephones involved is a single-line rotary or touch-tone telephone, set its **Automatic Line Selection** to intercom first. If the problem is not solved, call the helpline number listed on the front, inside cover.

Single-Line Telephone's Message Waiting Light Does Not Light

Possible Cause 1: The telephone is part of a combination extension which includes a system telephone that has **Background Music** on.

What to do: Check to see if the system telephone has **Background Music** on. A single-line telephone's message waiting light will not light if Background Music is on at the system telephone.

- If **Background Music** is on, turn it off. If the single-line telephone's message waiting light lights properly, the problem is solved.
- If **Background Music** is not on, go to Possible Cause 2.

Possible Cause 2: The single-line telephone's message waiting light is not compatible with the system.

What to do: Only telephones with LEDs, not neon lights, support message waiting lights.

- If the telephone has a neon light, you can use it without message waiting capability.
- If the telephone has an LED message waiting light, go to Possible Cause 3.

Possible Cause 3: The single-line telephone is not connected to the proper module.

What to do: Make sure the telephone is connected to a processor, 308EC, or R3.0 or later 206 module. If the problem is not solved, call the helpline number listed on the front, inside cover.

Other Telephone Problems

Trouble Making Outside Calls

Trouble making outside calls can be one of the following situations:

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

Possible Cause 1: **Forced Account Code Entry** is assigned to the extension.

What to do: Find out if **Forced Account Code Entry (#307)** is assigned to the extension. If it is, enter a valid account code.

- If you can make a call, the problem is solved.
- If **Forced Account Code Entry** is not assigned, go to Possible Cause 2.

Possible Cause 2: **Dial Mode** is set incorrectly.

What to do: Find out if you have touch-tone or rotary service. Then set the **Dial Mode (#201)** to Touch-Tone or Rotary as appropriate.

- If you can make a call, the problem is solved.
- If the **Dial Mode** is set correctly, go to Possible Cause 3.

Possible Cause 3: Someone changed the **Outgoing Call Restriction** setting for the extension.

What to do: If calls could be made without trouble before, find out if someone changed the **Outgoing Call Restriction (#401)** for the extension.

- If someone changed the **Outgoing Call Restriction** setting, verify that the change was an appropriate one.
- If no one changed the **Outgoing Call Restriction** setting, go to Possible Cause 4.

Possible Cause 4: **Station Lock** was used to lock the extension.

What to do: Use **Station Unlock** from extension 10 to unlock the extension.

- If you can make a call, the problem is solved.
- If the extension was not locked, go to Possible Cause 5.

Possible Cause 5: Local telephone company is not accurately receiving the dialing signals.

What to do: Isolate the problem. Use the telephone to make calls on different lines. Then make calls on different telephones using the same line.

- If you cannot make calls from one telephone on all lines, follow the procedure for “System Telephone Does Not Work,” Possible Cause 2.
- If you cannot make calls by using different telephones, go to Possible Cause 6.

Possible Cause 6: Too many tip/ring devices are trying to dial simultaneously. (If the problem is on a system telephone, go to Possible Cause 7.)

What to do: Stay on the line and wait for dial tone, or try to call later.

- If you can make a call, you may want to increase the number of touch-tone receivers by adding a 206 (1 receiver), 400 (2 receivers), 308EC (6 receivers), 012E (10 receivers), or Endeavor 362EC (6 receivers) (if Endeavor telephones are used) module to avoid future problems. Call the helpline number listed on the front, inside cover. If you wait 30 seconds and still do not hear a dial tone, go to Possible Cause 7.

Possible Cause 7: Local telephone company line is faulty.

What to do: One at a time, unplug each outside line from each 206, 308EC, 400, 200, and Endeavor 362EC module in the control unit. Then plug each line into a single-line telephone and try to make a call.

- If the trouble occurs on the single-line telephone, try another line cord; if the trouble persists, report it to your local telephone company.
- If the trouble does not occur on the single-line telephone, the trouble is with your control unit. Call the helpline number listed on the front, inside cover.

Trouble Making Outside Calls from Pool Buttons on Pooled Extensions

Trouble making outside calls from a pool button can be one of the following situations:

- You hear nothing at all.
- You hear a dial tone, but the dial tone continues as you try to dial.
- You hear a dial tone, but the dial tone cuts off when you try to dial.
- You hear a reorder or busy signal if you try to dial a pool access code (880, 881, 882, or 883) at intercom dial tone.
- You notice that the red light next to a pool button is on steady most or all of the time, indicating that the pool is busy.

Possible Cause 1: **Forced Account Code Entry** is assigned to the extension.

What to do: Find out if **Forced Account Code Entry (#307)** is assigned to the extension. If it is, enter a valid account code.

- If you can make a call, the problem is solved.
- If **Forced Account Code Entry** is not assigned, go to Possible Cause 2.

Possible Cause 2: **Dial Mode** is set incorrectly.

What to do: Find out if you have touch-tone or rotary service. Then set the **Dial Mode (#201)** to Touch-Tone or Rotary as appropriate for all lines in the pool.

- If you can make a call, the problem is solved.
- If the **Dial Mode** is set correctly, go to Possible Cause 3.

Possible Cause 3: Someone changed the **Pool Access Restriction** setting for the extension.

What to do: If calls could be made without trouble before, find out if someone changed the **Pool Access Restriction (#315)** for the extension.

- If someone changed the **Pool Access Restriction** setting, verify that the change was an appropriate one.
- If no one changed the **Pool Access Restriction** setting, go to Possible Cause 4.

Possible Cause 4: The pool may not be assigned to the extension.

What to do: Check **Pool Extension Assignment (#314)** to see if the pool is assigned to the extension.

- If the pool is not assigned, assign it.
- If the pool is assigned, go to Possible Cause 5.

Possible Cause 5: Not enough lines are assigned to the pool to support usage.

What to do: Check **Pool Line Assignment (#207)** to see if an appropriate number of lines are assigned to the pool.

- If an appropriate number of lines are not assigned, you may need to add more lines.
- If an appropriate number of lines are assigned, go to Possible Cause 6.

Possible Cause 6: One or more local telephone company lines in the pool are faulty.

What to do: At extension 10, try to access each individual line assigned to the pool.

- If the lines accessed from individual line buttons on extension 10 are still faulty, refer to Possible Cause 7 in "Other Problems with Telephones: Trouble Making Outside Calls."
- If the problem remains, call the helpline number listed on the front, inside cover.

Calls Are Answered Automatically

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

Possible Cause 1: **Automatic System Answer** or **Direct Extension Dial** is turned on.

What to do: Check to see if **Automatic System Answer** or **Direct Extension Dial** is turned on.

- If **Automatic System Answer** or **Direct Extension Dial** is turned on, turn it off by pressing the programmed button at extension 10.
- If **Automatic System Answer** or **Direct Extension Dial** is not turned on, go to Possible Cause 2.

Possible Cause 2: An auxiliary device answers when it should not (this could occur with a fax machine, voice messaging system, answering machine, or modem).

What to do: Be sure the device is set to answer correctly. If the device answers before it should, adjust it to answer on a later ring. If the device should not answer calls at all, turn off its auto-answer feature. Refer to the device's user manual.

- For every auxiliary device connected to your system, *either* set the device itself to answer on a later ring (when the **Line Ringing** for the device's extension is set to Immediate Ring) *or* set the extension's **Line Ringing** to Delayed Ring. For a voice messaging system, check all of the settings associated with it. Refer to the documentation with your voice messaging system for complete details. If the auxiliary device no longer answers calls automatically, the problem is solved.
- If the problem remains, call the helpline number listed on the front, inside cover.

Trouble Hearing Called Party Answer

Possible Cause 1: If you are using a speakerphone, there may be environmental factors that affect the performance of the speaker or microphone.

What to do: Check to see if you are using proper speakerphone technique:

- Avoid places with high background noise.
- Avoid talking before the other person is finished speaking.
- Face the telephone and stay within two feet of it.
- Place your telephone at least six inches from the edge of your desk.

If the problem is not solved, go to Possible Cause 2.

Possible Cause 2: If the system is set for touch-tone dialing, you may have a faulty telephone or cord. See "System Telephone Does Not Work" on page 11-6. If the system is set for rotary dialing, the **Rotary Dialing Timeout** interval is too long.

What to do: Reset the interval by using **Rotary Dialing Timeout (#108)**.

- If you can hear the called party answer, the problem is solved.
- If the problem is not solved, call the helpline number listed on the front, inside cover.

Automatically Dialed Calls Beginning with Star Codes Are Misrouted

Possible Cause: The **Star Code Dial Delay** setting is not inserting a long enough pause, allowing part of the telephone number to be dialed before the second dial tone from the central office is established.

What to do: Use **Star Code Dial Delay (#410)** to increase the Star Code Dial Delay setting.

Using the Recall Feature Has No Effect

Possible Cause: **Recall Timer Duration** setting is too short.

What to do: Increase the **Recall Timer Duration (#107)** by 100 milliseconds.

- If the **Recall** feature works, the problem is solved.
- If the **Recall** feature still does not work, continue increasing the **Recall Timer Duration** by increments of 100 milliseconds until the problem is solved.

Using the Recall Feature Disconnects Call

This problem applies when the system is installed behind a PBX or Centrex system or with the local telephone company's "Call Waiting" feature.

Possible Cause: **Recall Timer Duration** setting is too long.

What to do: Decrease the **Recall Timer Duration (#107)** by 100 milliseconds.

- If the **Recall** feature works properly, the problem is solved.
- If the **Recall** feature still disconnects calls, continue decreasing the **Recall Timer Duration** by increments of 100 milliseconds until the problem is solved.

Problems with Combination Extensions

Telephone Does Not Work Properly

Possible Cause 1: Ringer equivalents are too high for the extension.

What to do: Be sure the total of the two devices' Ringer Equivalence Numbers (REN) does not exceed 2.0. If it does, unplug one of the devices.

- If the telephone works properly, the problem is the REN was too high.
- If the telephone still does not work properly, go to Possible Cause 2.

Possible Cause 2: The auxiliary device (such as a fax, answering machine, or modem) is faulty.

What to do: Remove the auxiliary device from the extension. Then plug in an auxiliary device that you know works properly.

- If the telephone works properly, the problem is the auxiliary device. Replace the auxiliary device.
- If the telephone still does not work properly, go to Possible Cause 3.

Possible Cause 3: The telephone is plugged into the wrong jack of the system telephone or the bridging adapter.

What to do: Plug the telephone into the correct jack—see "Combination Extensions" on page 9-3 for instructions.

- If the telephone works properly, the problem is solved.
- If the problem remains, go to Possible Cause 4.

Possible Cause 4: Wrong bridging adapter is used in combination extension.

What to do: First, unplug the bridging adapter from the wall jack. Then, unplug the telephone from the adapter and plug the telephone directly into the wall jack.

- If the telephone works, there is a problem with the bridging adapter. Replace the bridging adapter (use only a 267F2 bridging adapter). If the problem persists, call the helpline.
- If the telephone still does not work properly, call the helpline.

Problems with Tip/Ring Devices

Tip/Ring Device Does Not Answer

Possible Cause: A tip/ring device (such as a fax machine or answering machine) does not answer intercom calls or transferred calls because it does not recognize the distinctive ringing pattern used by the system.

What to do: Change the extension's setting for **Distinctive Ring (#308)** to Not Active, so the extension uses the same ringing for intercom and transferred calls as it does for outside calls.

- If the device works properly, the problem is solved.
- If the problem remains, call the helpline number listed on the front, inside cover.

Tip/Ring Device Does Not Dial Out Properly

Possible Cause: A tip/ring device with autodialing (such as a modem) does not recognize the intercom dial tone generated by the system.

What to do: Change the setting for **Intercom Dial Tone (#309)** for the extension to Machine, so the system generates outside line dial tone for the extension.

- If the device works properly, the problem is solved.
- If the problem remains, call the helpline number listed on the front, inside cover.

Call Records Wrap on SMDR Printout

Possible Cause: **SMDR Talk Time (#611)** is set to Active and **SMDR Output Format (#610)** is set to 24 digits, causing the combined length of the fields for a call record to be greater than the 80 characters supported by your printer.

What to do: Reduce the font size or increase the characters-per-inch setting for the printer.

- If the call records print without wrapping to the next line, the problem is solved.
- If the problem remains, change the output format back to 15 digits.

Problems with the 1600 DSL Module

Under certain circumstances, the 1600 DSL module may not function properly. This may be the fault of a circuit or programming. Prior to performing any of the steps below, make sure that you have reset the 1600 DSL module via a "cold" restart of the system to ensure that all settings you have made have been put into effect.

NOTE For the instructions in this section, you can check or change the 1600 DSL module settings by connecting your computer directly to the 1600 DSL module (see instructions packaged with the module).You can also use the PARTNER ACS R8.0 PC Administration software to remotely administer the module. To remotely administer the module, you must have the following:

- Release 5.0 or later software on the 1600 DSL module
- Release 7.0 or later software version of PARTNER ACS
- Release 8.0 PARTNER ACS PC Administration software

For more information, see the *PARTNER ACS PC Administration Getting Started* guide.

Possible Cause 1: The connection between the 1600 DSL module and the central office is faulty.

What to do: Check the status of the module by following these steps:

1. Check the status of the SDSL port LED on the front panel of the 1600 DSL module.
   - If the LED is off, the 1600 DSL module is not detecting any signal. Check with the service provider that a signal has been tested up to the point of entrance into the customer's building.
   - If the LED is flashing, a DSL signal has been detected, but the 1600 DSL module has not yet synced up with the signal or cannot sync up with the signal because of incorrectly set parameters or impediments on the line. Wait five minutes for the module to sync up. If the module still does not sync up, check the following settings for the gateway in the SDSL Configuration menu:
     - CPE mode; the 1600 DSL module should always be in CPE (not CO) mode.
     - Appropriate "auto negotiate" method (Auto Sense [Copper Mountain], Auto Cycle [Nokia], etc.) if you are not setting the speed manually
     - Appropriate bit order (Magnitude Sign or Sign Magnitude)
     - If you have set the speed manually, confirm with the service provider that it is also providing at least this speed, if not higher.
   - If the LED is on steady, the SDSL connection has been established successfully.
2. Check the status of the DSL connection by looking in the Reports menu on the terminal emulation program. (From the Main Menu, press "1" and then "C.") On the second page under the SDSL interface, ONLINE should appear if the 1600 DSL module has successfully synced to the service provider's gateway. If ENABLED appears, the module has not successfully synced with the gateway.
3. If the 1600 DSL module still does not work properly, go to Possible Cause 2.

Possible Cause 2: The data link (ATM or Frame Relay) is not established.

What to do: Follow these steps to check the data link connection.

1. Check the status of the data link. If the Data Link is established, one of the following appears on the terminal screen:
   - For ATM—SDSL ATM Interface ONLINE: Data Rate = 2320 kbps
   - For Frame Relay—SDSL Frame Relay Interface ONLINE: Data Rate = 2320 kbps

   Slower speed connections show a different speed.
2. If neither of these messages appears a short time after the SDSL light transitions from flashing to solid, the data link has *not* been established. Do the following:
   a. Verify that the data link protocol is what the service provider specified (from the Main Menu, select “5,” then “1,” and then “1”). The data link protocol appears next to the label “Current Data Link Protocol.” It is set for Frame Relay or ATM.
   b. Verify the DLCI (frame relay) or VCI/VPI settings are identical to those that the service provider provided.
   c. Verify the Encapsulation settings (Frame Relay and ATM), PCR (ATM), and Service (ATM) are those provided by the service provider.
   d. If you are running ATM as a data link protocol and the network provider has established a third PVC for OAM, create this in the ATM Configuration Menu. (From the Main Menu, press “5,” “1,” “4,” and “2.”) After performing a cold-start of the system, attempt an OAM loopback to verify the ATM connection has been established.
3. If the 1600 DSL module still does not work properly, go to Possible Cause 3.

Possible Cause 3: The voice gateway connection is not established.

What to do: Follow these steps to check the voice gateway connection.

1. Seize any of the lines assigned to the 1600 DSL module.
2. If dial tone is not received on any of the lines assigned to the 1600 DSL module, do the following:
   a. Confirm the gateway manufacturer.
   b. Confirm with the service provider which of the DLCIs (Frame Relay) or PVCs (ATM) are associated with the gateway. There will be two provided—one for voice and one for data. Make sure the correct DLCI/PVC is associated with the voice.
   c. For systems with Lucent Pathstar, verify the Router settings for the voice DLCI/PVC. Also verify the MGCP/NCS client settings that are found in the “Manage MGCP/NCS Embedded Client” section of the Main Menu.
3. If the 1600 DSL module still does not work properly, go to Possible Cause 4.

Possible Cause 4: The LAN connection is not established. The network connection of the 1600 DSL module can be checked by "standard" network troubleshooting tools. Lack of network connectivity can result in two problems: no data connectivity to the internet and/or no voice communications when a Pathstar gateway is used.

What to do: Follow these steps to check the LAN connection:

1. From the PC or PCs that are experiencing difficulty, ping the LAN interface on the 1600 DSL module. If this fails check the following:
   - IP address and netmask on the PC and 1600 DSL module. Make sure they are on the same subnet.
   - Verify that the Ethernet status/activity LEDs are lit on the PC, hub (if used), and 1600 DSL module. If the LEDs are not lit, check the type (standard or crossover) and condition of the Ethernet cables used to connect the various devices.
2. Ping the SDSL IP address (the PVC/DLCI associated with data) of the router. If this fails recheck that the address is what you programmed into the 1600 DSL module.
3. Ping the gateway address that is programmed into the 1600 DSL module router. This address is the router that is at the other "end" of the data PVC/DLCI that is situated at the ISP. If this fails, confirm the following:
   - Has the gateway been programmed into the 1600 DSL module? From the Main Menu, press "2," "s," and "f." If the default value is what was provided by the service provider/ISP, press Enter.
   - Verify the address of the router and the PVC/DLCI associated with the data connection from the service provider/ISP.
4. If the customer is experiencing problems loading webpages from a browser, ping the DNS servers that the service provider/ISP has provided. If this fails, confirm with the service provider/ISP the DNS IP addresses.
5. If there is no voice when a Pathstar gateway is used, do the following:
   a. Verify the MGCP/NCS setting. There should be at least two (2) distinct addresses:
      - The "local" IP address of the voice PVC/DLCI interface on the SDSL port
      - The address of the Pathstar gateway
   b. Verify the PVC/DLCI settings that the service provider has configured for the voice connection.

Problems with Automatic Backup

Display Shows "Backup Failed:Insert Card" at Idle Extensions 10 and 11

Possible Cause: The system did not detect a valid Backup/Restore PC Card while trying to do an automatic backup.

What to do: Power down the system, insert a valid Backup/Restore PC Card in PC Card Slot 2 of the PARTNER ACS processor module, and reapply power to the system. The backup is rescheduled for the next day at 2:00 a.m.

NOTE The PARTNER ACS Release 7.0 and later supports the PARTNER Remote Access PC Card, which allows you to program the system remotely (from a PC) and perform backup and restore functions. You must have the PARTNER ACS R8.0 PC Administration software to program the system from a PC. See your Avaya representative or authorized dealer.

Enter **Backup Programming—Automatic (#123)** and select Option 3 to clear the alarm display (see "Clearing a Backup-Failure Alarm" on page 11-4).

Display Shows "Backup Failed:Write Prot" at Idle Extensions 10 and 11

Possible Cause: The Backup/Restore PC Card in the PC Card slot is write-protected, and an automatic backup was attempted.

What to do: Using the end of a paper clip or another pointed object, push the write-protect tab upward to the nonprotected position (see Figure 11-1). You do not need to remove the card from the processor to slide the write-protect tab up. The backup is rescheduled for the next day at 2:00 a.m.

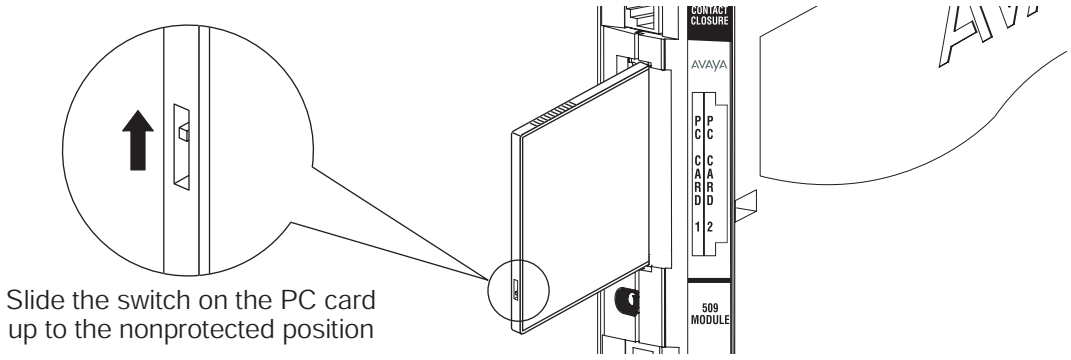

Figure 11-1. Write-Protect Tab on a Backup/Restore PC Card

Enter **Backup Programming—Automatic (#123)** and select Option 3 to clear the alarm display (see "Clearing a Backup-Failure Alarm" on page 11-4).

Display Shows "Backup Failed:Check Card" at Idle Extensions 10 and 11

Possible Cause 1: The Backup/Restore PC Card was removed while the backup was in progress.

What to do: Check to see whether the PC Card was removed. If it was not, go to Possible Cause 2. If it was, power down the system, reinsert the PC Card, and reapply power to the system. The backup is rescheduled for the next day at 2:00 a.m.

Enter **Backup Programming—Automatic (#123)** and select Option 3 to clear the alarm display (see "Clearing a Backup-Failure Alarm" on page 11-4).

Possible Cause 2: The Backup/Restore PC Card or the processor module is corrupted.

What to do: Try to do a backup using the manual backup procedure—**Backup Programming—Manual (#124)**—to test the system.

- If the backup completes successfully, the problem may be solved. An automatic backup is rescheduled for the next day at 2:00 a.m. Enter **Backup Programming—Automatic (#123)** and select Option 3 to clear the alarm display (see "Clearing a Backup-Failure Alarm" on page 11-4).
- If the backup fails, try to determine whether the problem is a corrupted PC Card or a corrupted processor module by trying the backup twice using two different Backup/Restore PC Cards:
  - — If the system will not write to either PC Card, the processor module is probably corrupted; call the helpline number listed on the front, inside cover.
  - — If the system writes to one of the PC Cards, the original PC Card is corrupted. See *"Obtaining Products" in the PARTNER Customer Support* document to order a new Backup/Restore PC Card.

Display Shows "Backup Failed:SystemBusy" at Idle Extensions 10 and 11

Possible Cause: Changes were being made to system programming or central telephone programming while a backup was in progress.

What to do: The backup is rescheduled for the next day at 2:00 a.m. Enter **Backup Programming—Automatic (#123)** and select Option 3 to clear the alarm display (see "Clearing a Backup-Failure Alarm" on page 11-4).

Problems with Manual Backup

Display Shows "Insert Valid Card" in System Programming Mode

Possible Cause: The system did not detect a valid Backup/Restore PC Card when you tried to do *a* manual backup by using **Backup Programming—Manual (#124)**.

What to do: Power down the system, insert a valid Backup/Restore PC Card in PC Card Slot 2 of the PARTNER ACS processor module, and reapply power to the system. Restart the procedure.

Display Shows "Card is Write Protected" in System Programming Mode

Possible Cause: You tried to do a manual backup by using **Backup Programming—Manual (#124)**, but the Backup/Restore PC Card in the PC Card slot is write-protected.

What to do: Using the end of a paper clip or another pointed object, gently push the write-protect tab upward to the nonprotected position (see Figure 11-1 on page 11-23), and try the procedure again. (You do not need to remove the card from the processor to slide the write-protect tab up.)

Display Shows "System Busy" in System Programming Mode

Possible Cause: An automatic or manual backup was in progress at the time you requested a manual backup.

What to do: Exit the procedure and retry the manual backup after a few minutes.

Display Shows "Backup Failed:Check Card" in System Programming Mode

Possible Cause 1: The Backup/Restore PC Card was removed while the backup was in progress.

What to do: Check to see whether the PC Card was removed. If it was not, go to Possible Cause 2. If it was, power down the system, reinsert the PC Card, and reapply power to the system. Restart the **Backup Programming—Manual (#124)** procedure.

Possible Cause 2: The Backup/Restore PC Card or the PARTNER ACS processor module is corrupted.

What to do: Try the backup again using the backup procedure—**Backup Programming—Manual (#124)**.

- If the backup completes successfully, the problem is solved.
- If the backup fails again, try to determine whether the problem is a corrupted PC Card or a corrupted processor module by trying the backup twice using two different Backup/Restore PC Cards:
  - — If the system will not write to either PC Card, the processor module is probably corrupted; call the helpline number listed on the front, inside cover.
  - — If the system writes to one of the PC Cards, the original PC Card is corrupted. See *"Obtaining Products" in the PARTNER Customer Support* document to order a new Backup/Restore PC Card.

Display Shows "Backup Failed:SystemBusy" in System Programming Mode

Possible Cause 1: Changes were being made to system programming or central telephone programming while a backup was in progress.

What to do: Try **Backup Programming—Manual (#124)** later when the system is idle or during nonbusiness hours.

Possible Cause 2: A remote upgrade file or system translation file was being transferred from the PARTNER ACS R8.0 PC Administration application to the PARTNER ACS 509 processor module.

What to do: Wait for the transfer to complete, and then start the backup.

Problems with System Restore

Display Shows "Insert Valid Card" in System Programming Mode

Possible Cause: The system did not detect a valid Backup/Restore PC Card when you tried to do a restore by using **Restore Programming (#125)**.

What to do: Power down the system, insert a valid Backup/Restore PC Card in PC Card Slot 2 of the processor module, and reapply power to the system. Restart the procedure.

Display Shows "Bad File - Try Again" in System Programming Mode

Possible Cause: You attempted a restore and the file was corrupted.

What to do: Try **Restore Programming (#125)** again with a different backup file. Remember to power down the system before you insert or remove Backup/Restore PC Cards.

Display Shows "Empty File" in System Programming Mode

Possible Cause: You selected a file named AUTO.****** or MAN.****** for the restore. The file is empty; no backups have been stored in it yet.

What to do: Try **Restore Programming (#125)** again by using a backed-up file. Remember to power down the system before you insert or remove Backup/Restore PC Cards.

Display Shows "Incompatible Versions" in System Programming Mode

Possible Cause: You attempted to restore a file that was created with an incompatible software release.

What to do: Try **Restore Programming (#125)** again by using a backup file that was created with the current software release.

Display Shows "System Busy" in System Programming Mode

Possible Cause: A remote upgrade file or system translation file was being transferred from the PARTNER ACS R8.0 PC Administration application to the PARTNER ACS 509 processor module.

What to do: Wait for the transfer to complete, and then start the restore.

Display Shows "Restore Failed – Try Again" for Two Seconds in System Programming Mode

NOTE This display indicates that all system and telephone programming has reverted to the default settings.

Possible Cause 1: The Backup/Restore PC Card was removed while the restore was in progress.

What to do: Check to see whether the PC Card was removed. If it was not, go to Possible Cause 2. If it was, power down the system, reinsert the Backup/Restore PC Card, reapply power to the system, and restart the **Restore Programming (#125)** procedure.

Possible Cause 2: The backup file is corrupted.

What to do: Retry the **Restore Programming (#125)** procedure. If you get the same result, try again by using a different backup file from the same Backup/Restore PC Card or a file from a different Backup/Restore PC Card. Remember to power down the system before you insert or remove Backup/Restore PC Cards.

System Programming Settings Reverted to Default Settings

Possible Cause: You ran the **Restore Programming (#125)** procedure, but the restore failed.

What to do: See Possible Causes 1 and 2 under "Display Shows "Restore Failed – Try Again" for Two Seconds in System Programming Mode."

Display Shows "Restore Complete," but All Calls Were Disconnected

Possible Cause: You just ran the **Restore Programming (#125)** procedure.

What to do: Nothing. This is normal behavior after a restore; the system resets itself. In the future, warn users before beginning the restore, or perform the restore during nonbusiness hours.

System Problems

Call Rings Continuously; When Answered, No One at Other End

Possible Cause: **Automatic System Answer** or **Direct Extension Dial** is used on a system that does not support far-end disconnect.

What to do: Call your local telephone company and find out whether they support far-end disconnect. If the local telephone company does not support far-end disconnect, you should not set the **Automatic System Answer Mode (#121)** to either Hold or Ring, and you should not use **Direct Extension Dial**. If the local telephone company supports far-end disconnect but the problem still occurs, call the helpline number listed on the front, inside cover.

Calls on Hold Are Disconnected

Possible Cause: **Hold Disconnect Time** setting is too short.

What to do: Change **Hold Disconnect Time (#203)** to a longer interval.

- If calls on hold no longer disconnect, the problem is solved.
- If calls on hold still get disconnected, or the **Hold Disconnect Time** was already set to the longest interval, call the helpline number listed on the front, inside cover.

An ASA/DXD Missing Card Error Message Appears

Possible Cause: You are attempting to record an **Automatic System Answer** message (I891) or a **Direct Extension Dial** (DXD) message (I892), and an ASA/DXD PC card is not installed in the processor module.

What to do: To clear the message, at extension 10, program an **Automatic System Answer (#111)** button if you used I891 to try to record the greeting or a **Direct Extension Dial (#112)** button if you used I892 to try to record the greeting. Press the programmed button to turn the feature on; then press the programmed button to turn it off again. After you turn the feature off, the error message should be cleared, and you can remove the button assignment using **(#111)** or **(#112)**.

Calls on Automatic System Answer Lines Are Disconnected

Possible Cause: **Automatic System Answer Mode** is set to **Disconnect**.

What to do: Change **Automatic System Answer Mode (#121)** from Disconnect to either Hold or Ring.

- If calls on **Automatic System Answer** lines no longer disconnect, the problem is solved.
- If calls on **Automatic System Answer** lines still get disconnected, or the **Automatic System Answer Mode** already was set to Hold or Ring, call the helpline number listed on the front, inside cover.

Call on Hold Hangs Up, but Line Does Not Disconnect

Possible Cause 1: **Hold Disconnect Time** setting is too long.

What to do: Change **Hold Disconnect Time (#203)** to a shorter interval.

- If abandoned calls on hold are disconnected, the problem is solved.
- If abandoned calls on hold still do not disconnect, or if the **Hold Disconnect Time** was already set to the shortest interval, go to Possible Cause 2.

Possible Cause 2: Local telephone company does not send a hold release signal.

What to do: Call your local telephone company and find out whether they send a hold release signal. If the local telephone company does not send a hold release signal, or if they do but the problem still occurs, call the helpline number listed on the front, inside cover.

All Calls Disconnected

Possible Cause 1: You just ran the **Restore Programming (#125)** procedure.

What to do: This is normal behavior after running **Restore Programming (#125)**; the system resets itself. In the future, warn users before beginning the restore, or perform the restore during nonbusiness hours. If you did not run **Restore Programming (#125)**, go to Possible Cause 2.

Possible Cause 2: Power was interrupted to the control unit.

What to do: Make sure the control unit's power cord is plugged securely into the wall outlet. Also make sure the on/off switch is in the "on" position ("O") if you have a five-slot carrier.

- If the green LEDs on the modules are lit and the trouble is gone, the problem is corrected.
- If the green LEDs on the modules are lit but the trouble remains, call the helpline number listed on the front, inside cover.

- If the green LEDs on the modules are out, go to Possible Cause 2 in “All Telephones Dead: No Dial Tone or Lights” below.
- If any green LEDs on the modules are flashing, call the helpline number listed on the front, inside cover.

⚠CAUTION:

The settings retained in the 1600 DSL module’s flash memory become the active settings when Restore Programming has been run or when the power is turned off and back on.

All Telephones Dead: No Dial Tone or Lights

Possible Cause 1: Control unit is not receiving power.

What to do: Make sure the control unit’s power cord is plugged securely into the wall outlet. Also make sure the on/off switch is in the “ON” position (“O”) if you have a five-slot carrier.

- If the green LEDs on the modules are lit and the trouble is gone, the problem is corrected.
- If the green LEDs on the modules are lit but the trouble remains, call the helpline number listed on the front, inside cover.
- If the green LEDs on the modules are out, go to Possible Cause 2.
- If any green LEDs on the modules are flashing, call the helpline number listed on the front, inside cover.

Possible Cause 2: The power outlet is faulty.

What to do: Test the outlet by plugging in an appliance, like a lamp or radio.

- If the appliance does not work, the outlet is faulty. If possible, plug the control unit into a different outlet. Then check the fuse box or call an electrician.
- If the appliance works, call the helpline number listed on the front, inside cover.

Multiple Telephones Dead: No Dial Tone or Lights

Possible Cause 1: The LED on one system module is out.

What to do: If the green LED on the front of a module is out, try reseating the module in the control unit.

- If the LED lights, the problem is corrected.
- If the problem remains, call the helpline number listed on the front, inside cover.

Possible Cause 2: The green LEDs on several system modules are out.

What to do: If the LEDs on the front of several system modules are out, try reseating the leftmost module of the ones with the lights out.

- If the LEDs light, the problem is corrected.
- If the problem remains, call the helpline number listed on the front, inside cover.

Poor Transmission Quality on Modem

Possible Cause: A high-speed modem is connected through an extension jack on the control unit to a standard central office telephone line; but the line quality is not sufficient to generate a clear signal when the modem transmits through the system interface.

What to do: Either connect the modem directly to the network interface jack for a line, or contact your local telephone company for information about upgrading the line quality.

- If the device works properly, the problem is solved.
- If the problem remains, call the helpline number listed on the front, inside cover.

Other Problems with System

The following procedure resets the system. Use it when you have any problems that are not covered elsewhere in this chapter. The procedure disconnects all calls in progress, but does not erase any system settings, *provided that the system batteries are installed and not low on power*.

Possible Cause: System needs a hardware reset.

What to do: Unplug the control unit's power cord from the wall. Wait 10 seconds, then plug it back in. If the problem remains, call the helpline number listed on the front, inside cover.

Cross-Reference of Features

A

Tables A-1, A-2, and A-3 show the feature codes you can dial to program those features.

Table A-1. System Programming Procedures

Code	Feature	Code	Feature
#101	System Date	#319	Caller ID Log All Calls
#103	System Time	#320	Call Coverage Rings
#104	Number of Lines	#321	VMS Cover Rings
#105	Transfer Return Rings	#322	Remote Call Forwarding
#107	Recall Timer Duration	#323	Personalized Station Ringing
#108	Rotary Dialing Timeout	#324	Override Line Ringing
#109	Outside Conference Denial	#399	Copy Settings
#110	Automatic System Answer Delay	#401	Outgoing Call Restriction
#111	Automatic System Answer Button	#402	Toll Call Prefix
#112	Direct Extension Dial Delay	#403	System Password
#113	Direct Extension Dial Button	#404	Disallowed Phone Number Lists
#114	Outgoing Call Restriction Button	#405	Disallowed List Assignments
#115	Wake Up Service Button	#406	Emergency Phone Number List
#119	Ring on Transfer	#407	Allowed Phone Number Lists
#121	Automatic System Answer Mode	#408	Allowed List Assignments
#122	Caller ID Type	#409	Forced Account Code List
#123	Backup Programming—Automatic	#410	Star Code Dial Delay
#124	Backup Programming—Manual	#501	Pickup Group Extensions
#125	Restore Programming	#502	Calling Group Extensions
#126	Automatic Daylight/Standard Times	#503	Night Service Button
#127	Hold Reminder Tone	#504	Night Service Group Extensions
#128	Network Time Synchronization	#505	Hunt Group Extensions
#201	Dial Mode	#505	(Group 8) Fax CNG Detection
#203	Hold Disconnect Time	#506	VMS Hunt Delay

Table A-1. System Programming Procedures—*Continued*

Code	Feature	Code	Feature
#204	Automatic System Answer Lines	#507	VMS Hunt Schedule
#205	Direct Extension Dial Lines	#601	Fax Machine Extensions
#206	Group Call Distribution	#602	Music-On-Hold
#207	Pool Line Assignment	#603	Hotline
#208	Line Coverage Extension	#604	Doorphone Extension 1
#209	Unique Line Ringing	#605	Doorphone Extension 2
#301	Line Assignment	#606	Doorphone Alert Extensions
#302	Line Access Restriction	#607	AA (Automated Attendant) Extensions
#303	Display Language	#608	SMDR Record Type
#304	Automatic Extension Privacy	#609	SMDR Top of Page
#305	Abbreviated Ringing	#610	SMDR Output Format
#306	Transfer Return Extension	#611	SMDR Talk Time
#307	Forced Account Code Entry	#612	Contact Closure Group
#308	Distinctive Ring	#613	Contact Closure Operation Type
#309	Intercom Dial Tone	#614	Music-On-Hold Volume
#310	Automatic VMS Cover	#615	PARTNER API
#311	External Hotline	#616	PARTNER API Internal Monitor
#312	Voice Interrupt on Busy	#617	Loudspeaker Paging Line
#313	Line Access Mode	#728	System Reset—Programming Saved
#314	Pool Extension Assignment	#730	Remote Administration Password
#315	Pool Access Restriction		
#316	Call Waiting		
#317	Caller ID Log Answered Calls		
#318	Caller ID Call Log Line Association		

Table A-2. Dial-Code Features[1]

Dial Code	Feature	Dial Code	Feature
F01	Do Not Disturb[2]	F16	Caller ID Name Display[2]
F02	Exclusive Hold[2]	F17	Caller ID Inspect[2]
F03	Recall	F18	Voice Interrupt On Busy Talk-Back[2]
F04	Save Number Redial	F19	Background Music[2]
F05	Last Number Redial	F20, *XX,XX*	Call Coverage
F06	Conference Drop[2]	F21	Station Lock
F07	Privacy[2]	F22	Station Unlock[2]
F08	Touch-Tone Enable	F23	Caller ID Call Logging and Dialing[2]
F09*XX*	Message Light On	F24	Record-a-Call[2]
F10*XX*	Message Light Off	F25	·Call Screening[2]
F11,*XX*,*XX* F11,*XX*,**PP* F11,*XX*,*PP*	Call Forwarding/Call Follow-Me Cell Phone Connect Remote Call Forwarding	F26	·Hot Dial[2]
F12	Account Code Entry[2]	F27	·Message Alert Notification[2]
F13*XX*	Manual Signaling (beep or ring)	F28	Absent Message[2]
F13**XX*	Manual Signaling (voice signal)	F41	Contact Closure 1
F14	Voice Mailbox Transfer[2]	F42	Contact Closure 2
F15	VMS Cover[2]	F59	System Release Status[2]

1 These features can be used by the telephone user and the System Administrator.
F represents the (*Feature*) button; I represents the (*Intercom*) button; XX represents a system extension number; PP represents a Personal Speed Dial code; G represents a single-digit group number; and LL represents a system line number.

2 Available only on system phones

Table A-3. Intercom Dial-Code Features[1]

Intercom Dial Code	Feature
I6*XX*	Call Pickup
I66*G*	Group Pickup
I68*LL*	Direct Line Pickup—Active Line
I70	Loudspeaker Paging
I*70	Simultaneous Paging
I7*G*	Group Calling—Ring
I*7G	Group Calling—Page
I77*G*	Group Hunting—Ring
I*77*G*	Group Hunting—Voice Signal
I8*LL*	Direct Line Pickup—Idle Line
I891	Automatic System Answer Record/Playback
I892	Direct Extension Dial Record/Playback

1 These features can be used by the telephone user and the System Administrator.
F represents the (*Feature*) button I represents the (*Intercom*) button; XX represents a system extension number; G represents a single-digit group number; and LL represents a system line number.

Table A-4. Basic Calling and Answering Features

Activity	For…	Feature or Function	Page #
Answering calls:			
And seeing who is calling you from another extension	Display telephones	Display	6-14
And seeing who is calling you from outside	Display telephones	Display Caller ID	6-14 4-10
And transferring to another extension	All	Transfer	6-27
At another extension	All	Call Pickup	8-22
For another person or group of people	All	Call Coverage Call Forwarding/ Call Follow-Me Calling Group Extensions Cell Phone Connect Remote Call Forwarding	8-15 8-18 4-35 8-33 8-67
If you are part of a group	All	Calling Group Extensions	4-35
Waiting for you, after you hear the Call Waiting tone	All	Call Waiting	4-16

Table A-4. Basic Calling and Answering Features—*Continued*

Activity	For…	Feature or Function	Page #
That come to your extension while you are at another extension	All	Call Forwarding/ Call Follow-Me	8-18
Conferencing and joining calls:			
Conferencing inside and outside parties where the inside parties do not share a line	All	Conference Calls	6-25
Joining calls of inside parties who share a line	All	Joining Calls	6-30
Preventing others from joining your calls	All	Automatic Extension Privacy Privacy	4-3 8-61
Dialing:			
An inside call	All	Making Calls	6-16
An outside call	All	Making Calls	6-16
An inside or outside number with one touch		Auto Dialing	8-11
An Account Code, for billing to a project or client, during or before a call	All	Account Code Entry	8-8
By entering a 3-digit code for a party that people in your company call often	All	System Speed Dial	4-65 and 8-74
By entering a 2-digit code for a party you call often (telephones with 10 or fewer buttons)	All	Personal Speed Dial	8-72
Outside of normal office hours	All	Night Service Group Extensions	4-39
A number you dialed before	All	Last Number Redial Save Number Redial	8-65 8-66
A number without lifting the handset or pressing Spkr	All	Hot Dial	8-52
A voice mail box	System telephones	Voice Mailbox Transfer	8-84
Paging:			
Several people at your company who have speakerphones	All	Simultaneous Paging	8-59
Over your company's loudspeaker system	All	Loudspeaker Paging	8-57
Prevent or allow voice-announced calls from coming in over your speakerphone	System telephones	Voice Interrupt On Busy	4-70
Putting a call on hold:			
At your own extension, so that you can pick it up	All	Hold	6-23

Table A-4. Basic Calling and Answering Features—*Continued*

Activity	For…	Feature or Function	Page #
At your own extension, so that you or someone who shares a line can pick it up	All	Hold	6-23
At your own extension, so that anyone can pick it up after you page them	All	Call Park	8-21
At your own extension, so that only you can pick it up	System telephones	Exclusive Hold	8-43
Using the system from an outside telephone:			
To program the system from a location outside the system	N/A	Remote Administration Password	4-58
To receive calls that come to your system extension	All	Cell Phone Connect/ Remote Call Forwarding	8-33 8-67
Leaving messages:			
Let a co-worker with a system telephone know that you wish to speak with him or her, without calling	System telephones	Manual Signaling	8-53
Receiving messages:			
Turn off Message light	All telephones with Message Waiting lights	Message Light Off	8-56

Table A-5. Call Coverage Features

Activity…	For…	Feature Name	Page #…
Covering calls:			
As a member of a group	All	Call Coverage	8-15
And you want to adjust the number of times calls ring before going to coverage	All	Call Coverage Rings	4-9
***Having your calls covered*:**			
Occasionally	All	Call Forwarding/ Call Follow-Me	8-18
By voice mail	All	Automatic VMS Cover VMS Cover	9-46 8-80
Regularly	All	Call Coverage	8-15

Table A-6. Calling Privileges and Restrictions Features

Activity…	For…	Feature Name	Page #…
Preventing people from making calls:			
To your extension	All except operators	Privacy Do Not Disturb	8-61 8-42
To outside numbers	System Managers only	Disallowed Phone Number Lists Disallowed List Assignments Outgoing Call Restriction	4-20 4-23 4-25
To toll numbers	System Managers only	Disallowed Phone Number Lists Outgoing Call Restrictions	4-20 4-25
To certain numbers or area codes	System Managers only	Disallowed Phone Number Lists	4-20
Outside of normal business hours	System Managers only	Night Service Group Extensions	4-39
Allowing calls:			
To certain numbers or area codes	System Managers only	Allowed Phone Number Lists Allowed List Assignments System Speed Dial	4-18 4-20 4-65
Outside of normal business hours	System Managers only	Night Service Group Extensions	4-39
Other calling privileges:			
To enter your password for off-hours calls	All	Night Service Group Extensions System Password	4-39 4-63

Table A-7. System Manager Features

Activity…	For…	Feature or Function	Page #…
Customizing your system:			
To set the system-wide time	System Managers only	System Date System Day System Time Network Time Synchronization	3-10 3-10 3-10 4-49
Set up account codes so that calls can be billed or tracked to a specific client or project	N/A	Forced Account Code Entry Forced Account Code List	4-32 4-33
Set up which line is selected when a user lifts the handset or presses the Speaker button	All telephones	Automatic Line Selection	5-2
Set up a single-line telephone so that it dials a specific inside extension or outside number as soon as someone lifts the handset	For single-line telephones only	External Hotline Hotline	4-31 4-43
Adjust the ringing options at an extension	All	Abbreviated Ringing Distinctive Ring Personalized Station Ringing Override Line Ringing	4-2 4-30 4-51 4-50
Adjust the system dial tone to accommodate a voice messaging system or modem	N/A	Intercom Dial Tone	4-44
Control what a caller hears while waiting for the system (during transfer, while on hold, or during other operations where the caller must wait)	N/A	Music-On-Hold	9-31
Change the language used (English, Canadian French, or Latin American Spanish) at an extension's display; the language chosen for extension 10 becomes the language for the Station Message Detail Recording (SMDR) reports.	Display telephones	Display Language	4-29

Table A-7. System Manager Features—*Continued*

Activity…	For…	Feature or Function	Page #…
Monitoring Messages:			
Change the extension information that appears on display telephones that have messages	N/A	Extension Name Display	5-4
Set up voice messaging system to take calls	N/A	Voice Messaging Systems	9-44
Set up extensions to receive messages from a fax machine that has a delivery for them	N/A	Fax Machines	9-16
Set up Calling Groups to receive messages from co-workers	N/A	Calling Group Extensions	4-35
Obtaining reports:			
Obtain a report on incoming and outgoing calls, including account codes, if programmed	N/A	Station Message Detail Recording	9-34
Get a report on the way the system is programmed	N/A	Station Message Detail Recording	9-34
Troubleshooting:			
Find out what to do when callers on hold are being disconnected	N/A	Calls on Hold are Disconnected	11-28
Make your system more secure from toll fraud	N/A	Dialing Restrictions and Permissions	4-18

Table A-8. Customizing Your Telephone

Activity…	For…	Feature or Section	Page #…
Using the line buttons on your telephone	All	Buttons and Indicators	6-1
Using the display to screen incoming calls	Display telephones	Caller ID Inspect Caller ID Name Display	8-25 8-32

Special Characters

B

You can add special characters for System Speed Dial numbers, Personal Speed Dial numbers, and Auto Dial numbers (see Table B-1).

Table B-1. Special Characters

Function	Button	Display	Description
Pause	Hold	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.
Recall	Spkr	R	Sends a timed switchhook flash needed to alert the system on the other end (such as a PBX or Centrex system), and to use some local telephone company custom calling features (such as Call Waiting). Use Recall only as the first entry in an Auto Dial or Speed Dial number. T1 lines ignore Recall.
Stop	Mic/HFAI	S	Stops the dialing sequence until the Auto Dial button or Speed Dial number is used again (for example, so the user can enter additional digits, such as a credit card number or password). To continue, press the Auto Dial button or Feature and the two- or three-digit Speed Dial code. (Stop cannot be programmed from an MLC-6 or a TransTalk 9000-series phone, since it has no Mic/HFAI button.)
Touch-Tone Enable	Transfr	T	Sends touch tones over a rotary line, to electronic equipment such as answering machines and bank computers.

Special characters cannot be used when dialing a number manually.

NOTE Do not use special characters with the Cell Phone Connect and Remote Call Forwarding features.

Examples

- **Pause:** To call an answering machine at 555-0529, wait 4.5 seconds; then dial ③②① to retrieve messages, enter ⑤⑤⑤⓪⑤②⑨ Hold Hold Hold ③②①.
- **Recall/Centrex Feature Button:** The following entry shows how to program an Auto Dial button with a Centrex feature you use while on a call, for which the feature access code is `*32`. This example includes a Recall signal to send a switchhook flash to the Centrex system when you are already on a call. (You can store a Recall signal by pressing Spkr, but only if it is the first character stored.) It also includes a 1.5-second pause (which you insert by pressing Hold) to allow time to get a new Centrex dial tone: Spkr Hold ⑧③②.
- **Stop:** Your local bank-by-phone service requires that you enter a password before the account number. To program a Personal Speed Dial number or an Auto Dial button to call the bank at 555-7898, include a stop for manually entering the password, and continue with the account number (679 88), enter ⑤⑤⑤⑦⑧⑨⑧ Mic/HFAI ⑥⑦⑨⑧⑧.
- **Touch-Tone Enable:** Your system is connected to rotary lines but you want to call an answering machine at 555-3454 to retrieve messages. Since the machine requires touch tones, enter ⑤⑤⑤③④⑤④ Transfr. All digits pressed during the rest of the call are sent as touch tones.
- **On/Off Centrex Feature Button:** To include both the activation and deactivation codes for a Centrex feature on the same button, press Mic/HFAI to include a stop between the two codes. For instance, if the code to activate a Centrex feature is ⑧③⓪ and the code to deactivate the feature is ⑧③①, store ⑧③⓪ Mic/HFAI ⑧③① on the Auto Dial button.

  The first time you press the Auto Dial button, only the number before the stop is dialed (to activate the feature). When you press the button again, the rest of the stored number is dialed (to deactivate the feature).
- **Number Outside a PBX or Centrex System**: To store a number that dials out of a PBX or Centrex system, include a dial-out code in the Speed Dial number. This entry, to dial the number 201 555-4321, includes a dial-out code, a 1.5-second pause, and a toll call prefix of 1 for direct dialing (which may not be required for your dialing area): ⑨ Hold ①②⓪①⑤⑤⑤ ④③②①.

Speed Dial Form

C

Speed Dial Form

This appendix contains a Speed Dial Form to be photocopied and handed out to system users. It provides space for System and Personal Speed Dial numbers. For instructions on programming and using System and Personal Speed Dial numbers, see “System Speed Dial” on page 4-65, “System Speed Dial” on page 8-74, and “Personal Speed Dial” on page 8-72.

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

To dial:

- On a system telephone, press Intercom + Code.
- On a single-line telephone, press # + Code while receiving intercom dial tone.

Table C-1. PARTNER ACS System Speed Dial numbers

Code	Name/Company *	Telephone Number	Code	Name/Company *	Telephone Number
600			637		
601			638		
602			639		
603			640		
604			641		
605			642		
606			643		
607			644		
608			645		
609			646		
610			647		
611			648		
612			649		
613			650		
614			651		
615			652		
616			653		
617			654		
618			655		
619			656		
620			657		
621			658		
622			659		
623			660		
624			661		
625			662		
626			663		
627			664		
628			665		
629			666		
630			667		
631			668		
632			669		
633			670		
634			671		
635			672		
636			673		

Table C-1. PARTNER ACS System Speed Dial numbers—*Continued*

Code	Name/Company *	Telephone Number	Code	Name/Company *	Telephone Number
674			687		
675			688		
676			689		
677			690		
678			691		
678			692		
680			693		
681			694		
682			695		
683			696		
684			697		
685			698		
686			699		

Table C-2. PARTNER ACS Personal Speed Dial numbers

Code	Name/Company *	Telephone Number	Code	Name/Company *	Telephone Number
80			90		
81			91		
82			92		
83			93		
84			94		
85			95		
86			96		
87			97		
88			98		
89			99		

Programming Mixed Telephone Types

D

Overview

This appendix provides information about programming from a PARTNER-34D telephone to MLS telephones and from an MLS-34D telephone to PARTNER telephones. In these situations, be aware that the button that you press at extension 10 or 11 (the programming extension) is likely to be in a different location than the button on the telephone to which the programming applies (the target telephone). If you are programming from a PARTNER-18D or MLS-18D telephone, the button locations are the same.

You can use the illustrations in this appendix to facilitate programming from one telephone type to the other. Figure D-1 shows the buttons on the PARTNER-34D Programming Overlay and the relative location of those buttons on each MLS telephone. Figure D-2 and Figure D-3 show the buttons on the MLS-34D Programming Overlay and the relative location of those buttons on each PARTNER telephone. (The letters on the PARTNER-34D Overlay in Figure D-1 are printed on the Overlay. To help you program from an MLS-34D telephone, you may want to write the letters shown on the MLS-34D Overlay in Figure D-2 and Figure D-3 on your overlay.)

If you want to program features on specific buttons at target telephones, you should:

1. Look at the figure with the overlay that matches the telephone at your programming extension.
2. Find the location of the button in the picture of the target telephone.
3. Note the letter associated with that particular button.
4. Find the letter in the picture of the Programming Overlay.
5. Press that button on the programming extension.

For example, if you are using a PARTNER-34D telephone at extension 10 and you want to program Do Not Disturb on the top leftmost button of an MLS-18D telephone, refer to Figure D-1, find the top, leftmost button on the MLS-18D telephone, and press the button labeled M on the PARTNER-34D Programming Overlay.

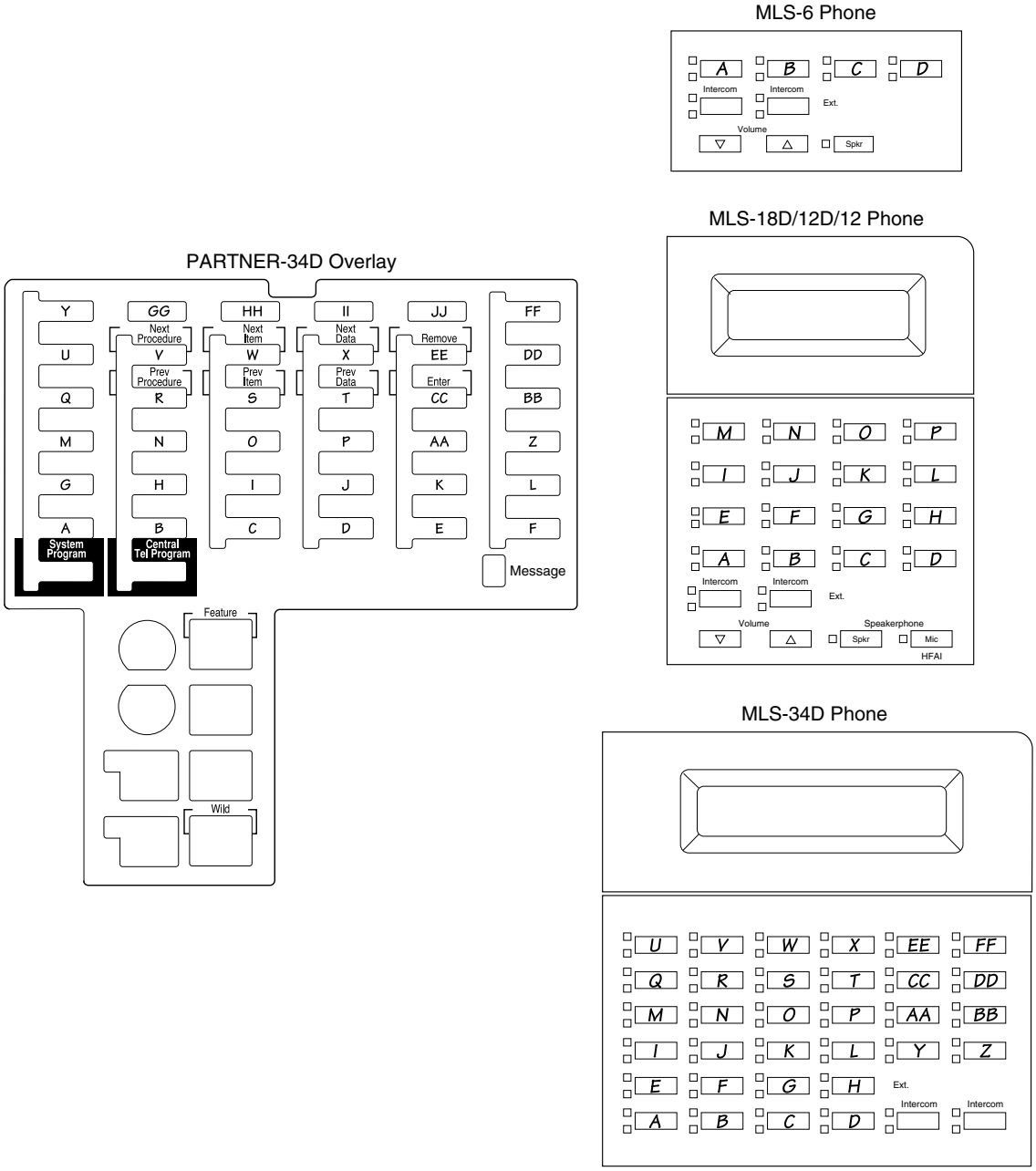

Figure D-1. Programming from a PARTNER 34-D Telephone

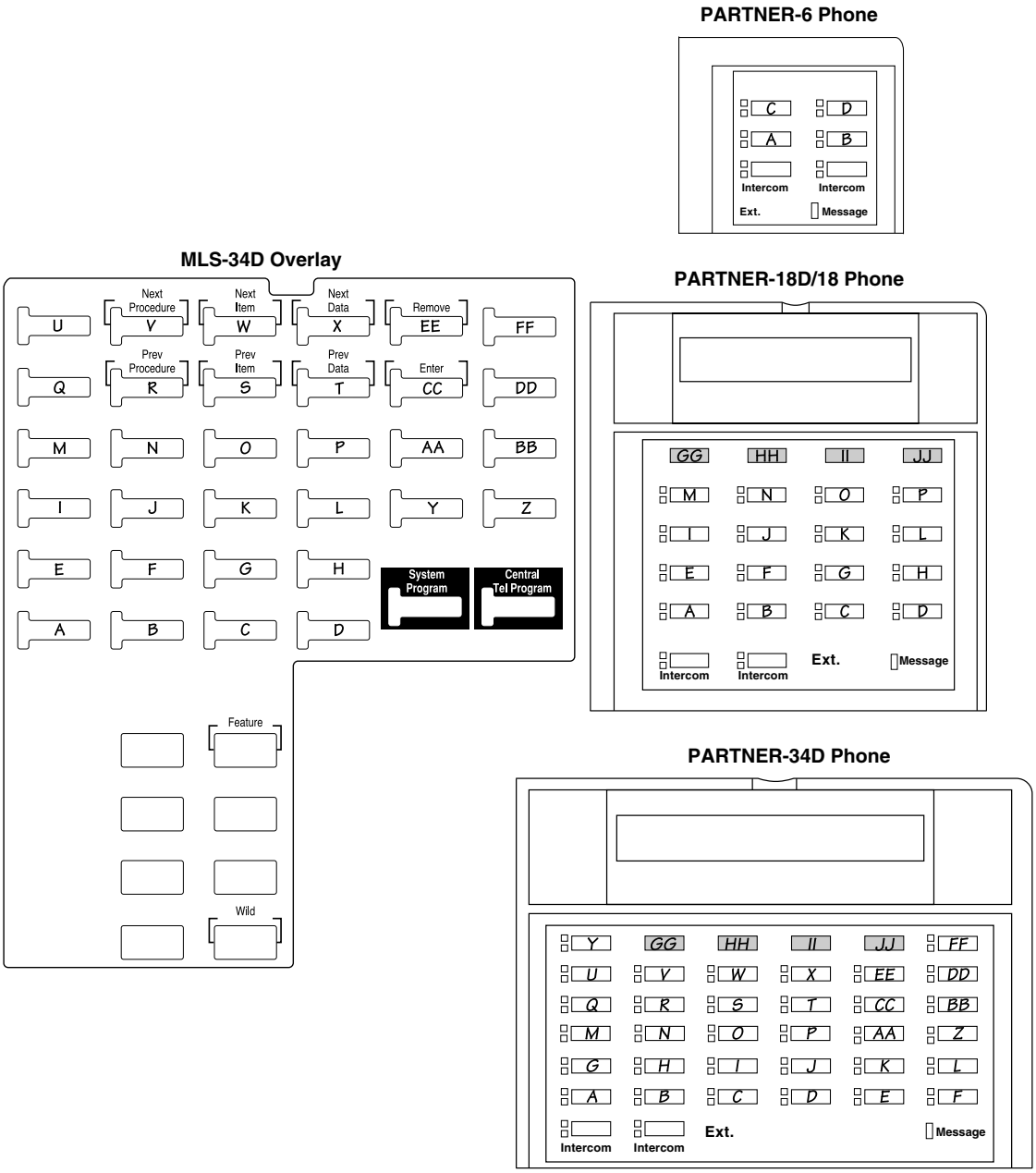

Figure D-2. Programming from an MLS-34D Telephone

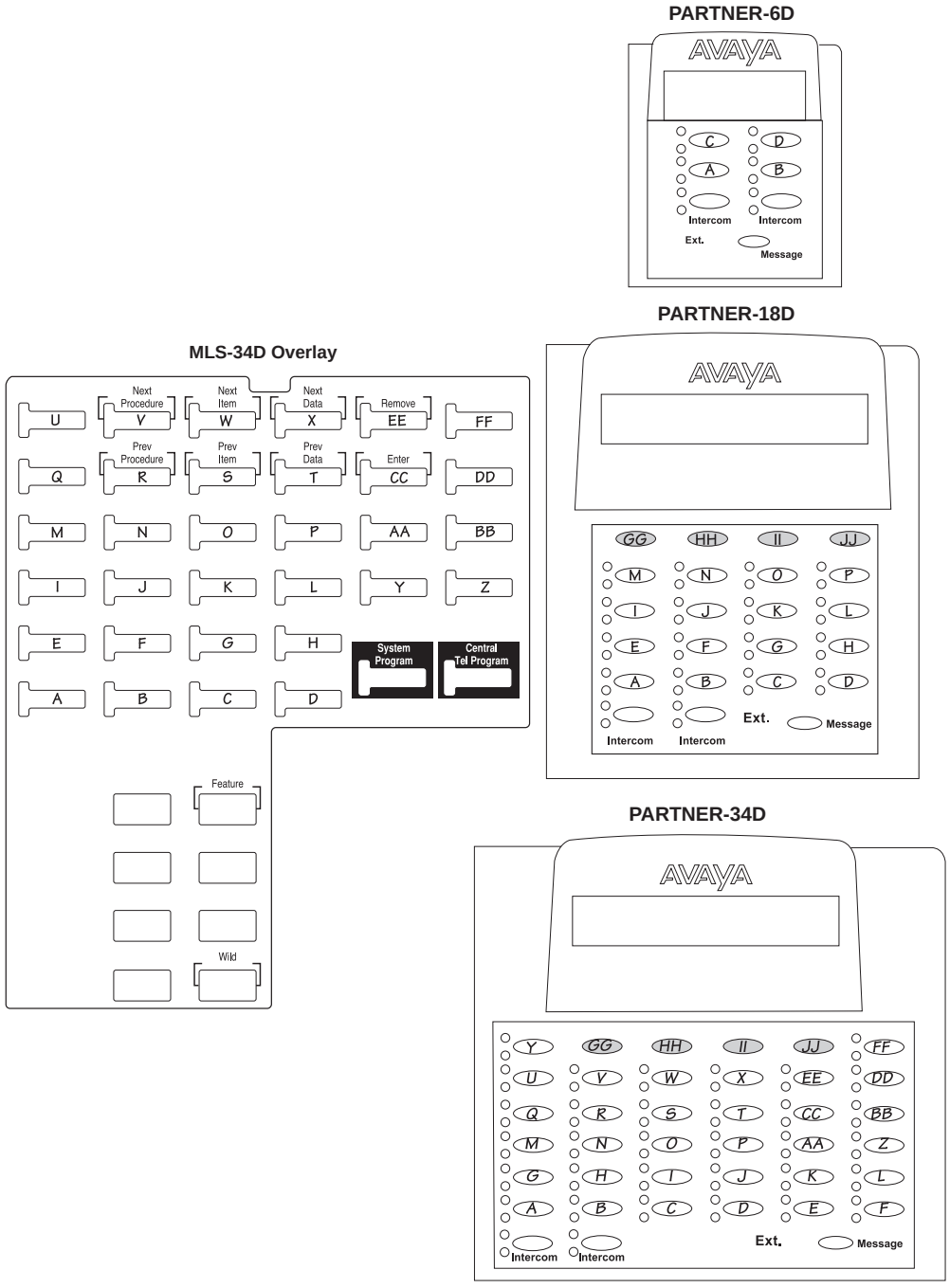

Figure D-3. Programming from an MLS-34D Telephone

Flow Charts

E

System Programming Flow Chart—How to Use

To use the following sets of Flow Charts, follow these instructions first:
Place the Programming Overlay on the dial pad of the system display phone at extension 10 or 11.

- **To Start System Programming:**
  - — Press (*Feature*) (0) (0)
  - — Press (*System Program*) (*System Program*)
- **To End System Programming:**
  - — Press (*Feature*) (0) (0)
- **To Use a Specific Procedure:**
  - — Dial (#) and a three-digit procedure code.
    (Example: (#) (1) (0) (1) *for System Date)*
- **To Cycle through System Programming Procedures:**
  - — Press (*Next Procedure*) or (*Prev Procedure*)
- **To Cycle Through Available Settings:**
  - — Press (*Next Data*) or (*Prev Data*)
- **To Return to Factory Setting:**
  - — Press (*Remove*)

NOTES

Procedures #399, #609, and #728—shown in dashed boxes—are skipped when cycling

Procedures # 207, #313, #314, and #315—shown in square dotted boxes—are for pools

Icon Description

✔ = Factory setting

= Button with lights required

= Button with lights recommended

System Flow Chart—System

System Date
Dial #101
Dial the date (MMDDYY)

System Time
Dial #103
Dial the time (HHMM-24 hr. military time)

Number of Lines
Dial #104
Dial two digits (01-31) (R4 or later), or
Dial two digits (01-19) (Prior to R4),
for # of outside lines assigned to every extension. 3 per ACS processor & 308EC module. 16 per T1 or 1600 DSL module. 2 per 206 or 200 module ✔. 4 per 400 module ✔

WARNING
Do not use Number of Lines (#104) after initial setup. In Key mode, the Number of lines procedure will change Line Assignment (#301), Line Access Restriction (#302), Automatic Line Selection and Line Ringing to factory settings

To change line assignments without affecting other settings, use Line Assignment (#301)

In Hybrid mode, the Number of Lines procedure will change Pool Line Assignment (#207), Pool Extension Assignment (#314), and Pool Access Restriction (#315). Additionally, it changes Line Assignment (#301), Line Access Restriction (#302), Automatic Line Selection and Line Ringing. To change pool assignments without affecting other settings, use Pool Line Assignment (#207) and Pool Extension Assignment (#314)

Transfer Return Rings
Dial #105
Dial 1 digit (0-9) for # of rings before call returns.
0-9 rings
4 rings ✔

Recall Timer Durations
Dial #107
Dial two digits (01-80) to set length of a switchook flash ✔=18 (450 msec)

Rotary Dialing Timeout
Dial #108
Dial 1=4 secs
2=8 secs ✔
3=12 secs

Outside Conference Denial
Dial #109
Dial 1=Allowed ✔
2=Disallowed

Automatic System Answer Delay
Dial #110
Dial a ring delay number (0-9)
2 rings ✔

Automatic System Answer Button
Dial #111
Dial 1=Assigned
2=Not Assigned ✔
3=Select Button then press a programmable button

Direct Extension Dial Delay
Dial #112
Dial a ring delay number (0-9),
2 rings ✔
0 rings=answered immediately

Direct Extension Dial Button
Dial #113
Dial 1=Assigned,
2=Not Assigned ✔
3=Select Button then press a programmable button

Outgoing Call Restriction Button
Dial #114
Dial 1=Assigned
2=Not Assigned ✔
3=Select Button then press a programmable button

Wake Up Service Button
Dial #115
Dial 1=Assigned
2=Not Assigned ✔
3=Select Button then press a programmable button

Ring On Transfer
Dial #119
Dial 1= Active ✔
2=Not Active

Automatic System Answer Mode
Dial #121
Dial 1=Hold ✔
2=Disconnect
3=Ring

Caller ID Type
Dial #122
Dial 1=USA ✔
2=Singapore

Backup Programming Automatic
Dial #123
Dial 1=Active Internal
2=Active PC Card
3=Not Active ✔

Backup Programming—Manual
Dial #124
Dial 1=Internal Memory
2=PC Card
Press Enter to begin the backup

Restore Programming
Dial #125
Dial 1=Internal Man.mmddyy ✔
2=PC Card Man.mmddyy
3=Internal AUTO.mmddyy
4=PC Card AUTO.mmddyy
Press Enter to begin the restore

Automatic Daylight/ Standard Times
Dial #126
Dial 1=Active ✔
2=Not Active

Hold Reminder Tone
Dial #127
Dial 0=Not Active
1=10 seconds
2=20 seconds
3=30 seconds
4=45 seconds
5=60 seconds ✔
6=90 seconds
7=120 seconds
8=150 seconds
9=180 seconds

Network Time Synchronization
Press #128
Dial 1=Active (factory setting) ✔
2=Not Active

Mode of Operation
Press #198
Dial 1=Key (factory setting) ✔
2=Hybrid

System Reset—Programming Saved
IMPORTANT: Using this procedure disconnects any active calls but retains system settings. Use it only if the system fails to function correctly after a power failure or down period.
Dial #728

System Flow Chart—System Speed Dial numbers

To program a number:

Press (Feature) (0) (0) to enter programming mode

Press (Feature)

Dial a three-digit code (600-699)

Dial the telephone number—up to 28 digits including special characters. To "mark" it (to override restrictions), dial * before the telephone #

To program another number, or to change a number, repeat:

Press (Next Procedure) (Prev Procedure), enter a new extension # and repeat above steps

Press (Feature) (0) (0) to exit programming mode

To remove a number:

Press (Feature) (0) (0) to enter programming mode

Press (Feature)

Dial the System Speed Dial number's code (600-699)

Press (Mic/HFAI)

To remove another number, repeat:

Press (Feature) (0) (0) to exit programming mode

System Flow Chart—Lines

Dial Mode

Dial (#) (2) (0) (1)

Dial a system line number

Dial 1=Touch-Tone ✔
2=Rotary

Press (Next Item) to program another line

Hold Disconnect Time

Dial (#) (2) (0) (3)

Dial a system line #

Dial 00=No Detection,
01=50 msec, 02=100 msec, 03=150 msec
04=200 msec, 05=250 msec, 06=300 msec
07=350 msec, 08=400 msec, 09=450 msec ✔
10=500 msec, 11=550 msec, 12=600 msec

Press (Next Item) to program another line

Automatic System Answer Lines

Dial (2) (0) (4)

Dial a system line #

Dial 1=Assigned
2=Not Assigned ✔

Press (Next Item) to program another line

Direct Extension Dial Lines

Dial (#) (2) (0) (5)

Dial a system line #

Dial 1=Assigned
2=Not Assigned ✔

Press (Next Item) to program another line

Group Call Distribution

Dial (#) (2) (0) (6)

Dial a group number (1-6, 7 for VMS)

Dial a system line #

Dial 1=Assigned
2=Not Assigned ✔
3= VMS Line Cover
(only for Hunt Group 7)

Press (Next Item) to program another line

Pool Line Assignment

Dial (#) (2) (0) (7)

Dial a system line #

Dial 1=No Pool
2=Main Pool 880 ✔
3=Pool 881
4=Pool 882
5=Pool 883

Press (Next Item) to program another line

Line Coverage Extension

Dial (#) (2) (0) (8)

Dial a system line # then, a system extension #
No line owned by an extension ✔

Press (Next Item) to program another line

Press (Remove) to unassign ownership

Unique Line Ringing

Dial (#) (2) (0) (9)

Dial a system line #

Dial 1 ✔
2-8

System Flow Chart—Extensions

Line Assignment

Dial #301

Dial a system extension #

To remove all existing line assignments, press (Remove) before selecting a line.

Dial a line number

Dial 1=Assigned ✔

2=Not Assigned

3=Select Button then press a programable button (to assign the line to that button). If you use option 3 after a line has been assigned, the line moves from the old button to the new button you select.

Press (Next Item) to program another line for this extension

To program another extension:

Press (Next Procedure) (Prev Procedure), enter a new extension # and repeat above steps

Line Access Restriction

Dial #302

Dial a system extension #

Dial a system line #

Dial 1=No Restriction ✔, 2=Outgoing Only, 3=Incoming Only, 4=No Access (line appears on button, but you can use line only to pick up a transferred or held call)

To program another extension:

Press (Next Procedure) (Prev Procedure), enter a new extension number and repeat above steps

Display Language

Dial #303

Dial a system extension #

Dial 1=English ✔

2=Spanish

3=French

Press (Next Item) to program another extension

Automatic Extension Privacy

Dial #304

Dial a system extension #

Dial 1=Assigned

2=Not Assigned ✔

Press (Next Item) to program another extension

Abbreviated Ringing

Dial #305

Dial a system extension #

Dial 1=Active (1 ring) ✔

2=Not Active (repeated ringing)

Press (Next Item) to program another extension

Transfer Return Extension

Dial #306

Dial a system extension #

Dial # of extension (10-57) to which call should return if not answered, Extension transferring call ✔

Press (Next Item) to program another extension

Forced Account Code Entry

Dial #307

Dial a system extension #

Dial 1=Assigned

2=Not Assigned ✔

Press (Next Item) to program another extension

Distinctive Ringing

Dial #308

Dial a system extension #

Dial 1=Active

2=Not Active ✔

Press (Next Item) to program another extension

Intercom Dial Tone

Dial #309

Dial a system extension #

Dial 1=Regular ✔

2=Machine

Press (Next Item) to program another extension

Automatic VMS Cover

Dial #310

Dial a system extension #

Dial 1=Assigned

2=Not Assigned ✔

Press (Next Item) to program another extension

External Hotline

Dial #311

Dial a system extension #

Dial 1=Assigned

2=Not Assigned ✔

Press (Next Item) to program another extension

Voice Interrupt On Busy

Dial #312

Dial a system extension #

Dial 1=Assigned

2=Not Assigned ✔

Press (Next Item) to program another extension

System Flow Chart—Extensions (*Continued)*

Line Access Mode
Dial #13
Dial a system extension #
Dial 1=Pooled ✔ all extensions except 10
2=Key ✔ extension 10 only
Press (Next Item) to program another extension

Pool Extension Assignment
Dial #14
Dial a system extension # to remove existing pool assignments, press (Remove) before selecting a line
Dial a pool access code (880, 881, 882, or 883)
Dial 1=Assigned ✔ 880,
2=Not Assigned ✔ 881,882,883,
3=Select Button then press a programmable button (auxiliary pools only)
Press (Next Procedure) (Prev Procedure) to enter a new extension # & repeat above steps

Pool Access Restriction
Dial #15
Dial a system extension #
Dial a pool number (880, 881, 882, or 883)
Dial 1=No Restriction ✔
2=Outgoing Only
3=Incoming Only
4=No Access
Press (Next Item) to program another pool.
To program another extension:
Press (Next Procedure) (Prev Procedure) to enter a new extension # & repeat above steps

Call Waiting
Dial #16
Dial a system extension #
Dial 1=Assigned
2=Not Assigned ✔
Press (Next Item) to program another extension

Caller ID Log Answered Calls
Dial #17
Dial a system extension #
Dial 1=Active
2=Not Active ✔
Press (Next Item) to program another extension

Caller ID Log Line Association
Dial #18
Dial a system extension #
Dial a system line #
Press (Next Item) to program another extension
To associate another extension:
Press (Next Procedure) (Prev Procedure), enter a new extension # and repeat above steps

Caller ID Log All Calls
Dial #19
Dial a system extension #

Call Coverage Rings
Dial #20
Dial one digit (1-9) for the # of rings before the call is sent to the covering extension 2 rings ✔

VMS Cover Rings
Dial #21
Dial one digit (1-9) for the # of rings before the call is sent to the voice messaging 3 rings ✔

Remote Call Forwarding
Dial #22
Dial 1=Assigned
2=Not Assigned ✔

Personalized Station Ringing
Dial #23
Dial a system extension #
Press (Next Data) to select the ring pattern.
Press (Next Item) to program another extension

Override Line Ringing
Dial #24
Dial a system extension #
Dial 1=Active
2=Not Active ✔
Press (Next Item) to program another extension

Copy Settings
Dial #99
Dial a source extension #
Dial target extension #s

System Flow Chart—Dialing Restrictions and Permissions

Outgoing Call Restriction
Dial #401
Dial a system extension #
Dial 1=No Restriction ✔
2=Inside Only (intercom)
3=Local Only (intercom and local)
Press Next Item to program another extension

Toll Call Prefix
Dial #402
Dial 1=0/1 plus Area Code and # ✔
2=Area Code and # only

System Password
Dial #403
Dial four digits to set the password

Disallowed Phone Number Lists
Dial #404
Dial a list # (1-8)
Dial a list entry (01-10)
To add entry:
Dial the telephone # (up to 12 digits)
Press Enter
Press Remove to remove a list entry
Press Next Item to program another list entry
To program another list:
Press Next Procedure Prev Procedure to enter a new list # & repeat above steps

Disallowed List Assignments
Dial #405
Dial a system extension #
Dial a list # (1-8)
Dial 1=Assigned
2=Not Assigned ✔
Press Next Item to program another list
To program another extension:
Press Next Procedure Prev Procedure to enter a new extension # & repeat above steps

Emergency Phone Number Lists
Dial #406
Dial a list # (01-10)
To add entry:
Dial the telephone # (up to 12 digits)
Press Enter
Press Remove to remove a list entry
Press Next Item to program another list entry

Allowed Phone Number Lists
Dial #407
Dial a list # (1-8)
Dial a list entry (01-10)
To add entry:
Dial the telephone # (up to 12 digits)
Press Enter
Press Remove to remove a list entry
Press Next Item to program another list entry
To program another list:
Press Next Procedure Prev Procedure to enter a new list # & repeat above steps

Allowed List Assignments
Dial #408
Dial a system extension #
Dial a list # (1-8)
Dial 1=Assigned
2=Not Assigned ✔
Press Next Item to program another list
To program another extension:
Press Next Procedure Prev Procedure to enter a new extension # & repeat above steps

Forced Account Code List
Dial #409
Dial a list # (01-99)
To add entry:
Dial the account code (up to 6 digits)
Press Enter
Press Remove to remove a list entry
Press Next Item to program another list

Star Code Dial Delay
Dial #410
Dial 0=0 Seconds Delay ✔
1=1 Second Delay
2=2 Seconds Delay
3=3 Seconds Delay
4=4 Seconds Delay
5=5 Seconds Delay
6=Not Active

System Flow Chart—Groups

Pickup Group Extension
Dial #501
Dial a group # (1-4)
Dial an extension # (10-57)
Dial 1=Assigned to group
2=Not Assigned to group ✔
Press Next Item to program another extension

Hunt Group Extensions
Dial #505
Dial a group # 1-6, 7 for VMS, 8 for fax detection
Dial a system extension # (10-57)
Dial 1=Assigned to group
2=Not Assigned to group ✔
Press Next Item to program another extension

Calling Group Extensions
Dial #502
Dial a group # (1-4)
Dial an extension # (10-57)
Dial 1=Assigned to group
2=Not Assigned to group ✔
Press Next Item to program another extension

VMS Hunt Delay
Dial #506
Dial 1=Day
2=Night
Dial line number
Dial 0-6
2 ✔

Night Service Button
Dial #503
Dial 1=Assigned
2=Not Assigned ✔
3=Select button then press a programmable button (to assign Night Service to that button)
If you use option 3 after a Night Service button has been assigned, the Night Service button moves from the old button to the new button you select

VMS Hunt Schedule
Dial #507
Dial line number
Dial 1=Always ✔
2=Day Only
3=Night Only

Night Service Group Extensions
Dial #504
Dial a system extension #
Dial 1=Assigned to group
2=Not Assigned to group ✔
Press Next Item to program another extension

System Flow Chart—Auxiliary Equipment

Fax Machine Extensions
Dial (#) (6) (0) (1)
Dial a system extension #
Dial 1=Assigned
2=Not Assigned ✔
Press (Next Item) to program another extension

Music-On-Hold
Dial (#) (6) (0) (2)
Dial 1=Active ✔
2=Not Active

Hotline
Dial (#)(6)(0)(3)
Dial the hotline extension # (not ext. 10 or the first two extensions of any 206 or 308EC modules)
Dial the alerted extension number (not the hotline) or (7)(0) to paging system
To remove the hotline and alert:
Press (Remove)

Doorphone 1 Extension
Dial (#)(6)(0)(4)
Dial any extension # (except 10, 11, or the first two extensions of any 206 or 308EC modules)
To remove the doorphone extension:
Press (Remove)

Doorphone 2 Extension
Dial (#)(6)(0)(5)
Dial any extension (except 10, 11, or the first two extensions of any 206 or 308EC modules)
To remove the doorphone extension:
Press (Remove)

Doorphone Alert Extension
Dial (#)(6)(0)(6)
Dial any extension # (except a doorphone extension)
Dial 1=Not an alert ✔
2=Doorphone 1 alert
3=Doorphone 2 alert
4=Doorphones 1 & 2
Press (Next Item) to identify another extension (up to 48 alert extensions per doorphone)

Automated Attendant Extensions
Dial (#)(6)(0)(7)
Dial a system extension #
Dial 1=Assigned
2=Not Assigned ✔
Press (Next Item) to program another extension

SMDR Record Type
Dial (#) (6) (0) (8)
Dial 1=All calls ✔
2=Outgoing calls only

SMDR Top Of Page
Dial (#) (6) (0) (9)

SMDR Output Format
Dial (#)(6)(1)(0)
Dial 1=15 digits ✔
2=24 digits

SMDR Talk Time
Dial (#)(6)(1)(1)
Dial 1=Active
2=Not Active ✔

Contact Closure Group
Dial (#)(6)(1)(2)
Dial a group # (1 or 2)
Dial an extension # (10-57)
Dial 1=Assigned to group
2=Not Assigned to group ✔

Contact Closure Operation Type
Dial (#)(6)(1)(3)
Dial a Contact Closure (1 or 2)
Dial 1=1-Second On
2=3-Seconds On ✔
3=5-Seconds On
4=Toggle

Music-On-Hold Volume
Dial (#)(6)(1)(4)
Dial 1= ■
2= ■ ■
3= ■ ■ ■
4= ■ ■ ■ ■ ✔
5= ■ ■ ■ ■ ■
6= ■ ■ ■ ■ ■ ■
7= ■ ■ ■ ■ ■ ■ ■

System Flow Chart—Auxiliary Equipment *(Continued)*

Application Programming Interface (API)

Dial #615

Dial 1=API On ✔
2=API Off

Application Programming Interface (API) Internal Monitor

Dial #616

Dial 1=All Calls
2=External Calls ✔

Loudspeaker Paging Line

Dial #617

Dial the line number of the jack to which the loudspeaker paging system is connected.

Remote Administration Password

Dial #730

No Password (8 dashes display)
Active password (up to 8 alphanumeric characters)
Password can only be changed at Extension 10 or 11

Centralized Telephone Programming Flow Chart—How to Use

To use the Centralized Telephone Programming Flow Chart, follow these instructions first:

Place the Programming Overlay on the dialpad of the system display phone at extension 10 or 11.

- **To Enter Programming Mode:**

— Press (Feature) (0) (0)

— Press (System Program) (System Program) (Central Tel Program)

— Dial the extension number to be programmed. Buttons on to which lines or pools are assigned light up to show the current **Line Ringing** setting: remaining buttons can be programmed with **Auto Dial** number or features.

- **To Program Another Feature at the Same Extension:**

— After you program one feature, continue with the instructions in the box for the next feature.

- **To Change Setting For Another Extension**

— Press (Central Tel Program)

— Dial the new extension's number

- **To Erase A Feature or Auto Dial Button:**

— Press the programmed button

— Press (Mic/HFAI)

- **To End Programming Mode:**

— Press (Feature) (0) (0)

Icon Description

✔ = Factory setting

= Button with lights required

= Button with lights recommended

Centralized Telephone Programming Flow Chart

NOTE Program **Automatic Line Selection** or **Extension Name Display** first...*then* **Line Ringing**.

Automatic Line Selection
Press ⊛⊛
Press the line/pool/intercom buttons in the desired order
Press ⊛⊛
Key Extension: Outside lines (Intercom) ✔
Pooled Extension: Pool 880 button 1,
button 2, (Intercom), right (Intercom) ✔
Pools 881-883, individual lines

OR

Extension Name Display
Press (Intercom)
Enter the character codes for the name
(See table "Valid Character Entries")

Then

Line Ringing
Press each line or pool button until the desired ringing option appears in the display
- Immediate ring (green steady)✔ Lines
- No ring (green fast flutter) ✔ Pools
- Delayed ring—starts ringing after 20 seconds (green slow flashing)

Personal Speed Dial Numbers
Press (Feature)
Dial a two-digit code (80-99)
Dial the phone number—up to 28 digits including special functions (see "Special Dialing Functions")

Auto Dial Numbers—Outside and Inside
Press a programmable button
To program an outside number:
Dial the phone number—up to 28 digits including special functions (see "Special Dialing Functions")
To program an extension number:
Press (Intercom)
Dial the extension number (to ring the extension) or ⊛ plus the extension number (to voice-signal the extension)

Account Code Entry
Press a programmable button
Press (Feature) 1 2

Absent Text Message
Press a programmable button with lights
Press (Feature) 2 8

Background Music
Press a programmable button
Press (Feature) 1 9

Call Coverage
Press a programmable button
Press (Feature) 2 0
Dial (optional) two-digit **originating** extension number
Dial (optional) two-digit **destination** extension number

Call Forwarding/Call Follow-Me
Press a programmable button
Press (Feature) 1 1
Dial (optional) two-digit **originating** extension number
Dial (optional) two-digit **destination** extension number

Call Pickup
Press a programmable button
Press (Intercom) 6
Dial the two-digit extension number

Call Screening
Press a programmable button with lights
Press (Feature) 2 5

Caller ID Call Logging & Dialing
Press a programmable button with lights
Press (Feature) 2 3

Caller ID Inspect
Press a programmable button with lights
Press (Feature) 1 7

Caller ID Name Display
Press a programmable button with lights
Press (Feature) 1 6

Cell Phone Connect
Press a programmable button with lights
Press (Feature) 1 1
Dial two-digit **originating** extension number
Dial ⊛ plus two-digit **destination** Personal Speed Dial Number

Conference Drop
Press a programmable button
Press (Feature) 0 6

Centralized Telephone Programming Flow Chart *(Continued)*

Contact Closure 1
Press (Feature)
Press a programmable button
Press (Feature) (4) (1)

Contact Closure 2
Press a programmable button
Press (Feature) (4) (2)

Direct Line Pickup—Active Line
Press a programmable button
Press (Intercom) (6) (8)

Direct Line Pickup—Idle Line
Press a programmable button with lights
Press (Intercom) (8)

Do Not Disturb
Press a programmable button with lights
Press (Feature) (0) (1)

Exclusive Hold
Press a programmable button
Press (Feature) (0) (2)

Group Calling—Ring/Page
For ringing group:
Press a programmable button
Press (Intercom) (7)
Dial a Calling Group number (1-4)
For paging group:
Press a programmable button
Press (Intercom) (*) (7)
Dial a Calling Group number (1-4)

Group Hunting—Ring/Voice Signal
For ringing the first available extension:
Press a programmable button
Press (Intercom) (7) (7)
Dial a Hunt Group number (1-7)
For voice signaling the first available extension:
Press a programmable button
Press (Intercom) (*) (7) (7)
Dial a Hunt Group number (1-6)

Group Pickup
Press a programmable button
Press (Intercom) (6) (6)
Dial a Pickup Group number (1-4)

Hot Dial
Press a programmable button with lights
Press (Feature) (2) (6)

Last Number Redial
Press a programmable button
Press (Feature) (0) (5)

Loudspeaker Paging
Press a programmable button
Press (Intercom) (7) (0)

Manual Signaling
Press a programmable button
Press (Feature) (1) (3)
Dial a two-digit extension number (to ring extension) or Dial (*) plus the two-digit extension number (to voice-signal the extension)

Message Alert Notification
Press a programmable button with lights
Press (Feature) (2) (7)

Message Light Off
Press a programmable button
Press (Feature) (1) (0)
Dial (optional) two-digit extension number

Message Light On
Press a programmable button
Press (Feature) (0) (9)
Dial (optional) two-digit extension number

Privacy
Press a programmable button with lights
Press (Feature) (0) (7)

Recall
Press a programmable button with lights
Press (Feature) (0) (3)

Record-A-Call
Press a programmable button with lights
Press (Feature) (2) (4)

Remote Call Forwarding
Press a programmable button with lights
Press (Feature) (1) (1)
Dial two-digit **originating** extension number
Dial two-digit **destination** Personal Speed Dial Number

Save Number Redial
Press a programmable button
Press (Feature) (0) (4)

Simultaneous Paging
Press a programmable button
Press (Intercom) (*) (7) (0)

Station Lock
Press a programmable button
Press (Feature) (2) (1)

Station Unlock
Press a programmable button
Press (Feature) (2) (2)

Touch-Tone Enable
Press a programmable button
Press (Feature) (0) (8)

VMS Cover
Press a programmable button
Press (Feature) (1) (5)

Voice Interrupt On Busy Talk-Back
Press a programmable button with lights
Press (Feature) (1) (8)

Voice Mailbox Transfer
Press a programmable button
Press (Feature) (1) (4)

Extension Telephone Programming Flow Chart—How to Use

To use the Extension Telephone Programming Flow Chart, follow these instructions first:

To Program at an extension, use the following procedure:

- **To Start programming:**

— Press Feature 0 0

— The green light next to buttons on which lines or pools are assigned for the extension show the current **Line Ringing** settings. You can program the remaining buttons with telephone numbers, extension numbers, or system features.

- **To assign a name to the extension, press Intercom, and then enter the character codes**.
- **To Erase the current programming from a button, press the button, then press Mic/HFAI:**

— Press the programmed button

— Press Mic/HFAI

- **To End Programming Mode:**

— Press Feature 0 0

Icon Description

✔ = Factory setting

= Button with lights required

= Button with lights recommended

Extension Telephone Programming Flow Chart

Account Code Entry
Press a programmable button
Press (Feature) 1 2

Extension Name Display
Press (Intercom)
Enter the character codes for the name
(See table "Valid Character Entries")

Personal Speed Dial Numbers
Press (Feature)
Dial a two-digit code (80-99)
Dial the phone number—up to 28 digits including special functions (see "Special Dialing Functions")

Auto Dial Numbers—Outside and Inside
Press (Feature) 0 0
Press a programmable button
To program an outside number:
Dial the phone number—up to 28 digits including special functions (see"Special Dialing Functions")
To program an extension number:
Press (Intercom)
Dial the extension number (to ring the extension) or (*) plus the extension number (to voice-signal the extension)

Absent Text Message
Press a programmable button with lights
Press (Feature) 2 8

Background Music
Press a programmable button
Press (Feature) 1 9

Call Coverage
Press a programmable button
Press (Feature) 2 0
Dial (optional) two-digit **originating** extension number
Dial (optional) two-digit **destination** extension number

Call Forwarding/Call Follow-Me
Press a programmable button with lights
Press (Feature) 1 1
Dial (optional) two-digit **originating** extension number
Dial (optional) two-digit **destination** extension number

Call Pickup
Press a programmable button
Press (Intercom) 6
Dial the two-digit extension number

Caller ID Call Logging & Dialing
Press a programmable button with lights
Press (Feature) 2 3

Caller ID Inspect
Press a programmable button with lights
Press (Feature) 1 7

Caller ID Name Display
Press a programmable button with lights
Press (Feature) 1 6

Cell Phone Connect
Press a programmable button with lights
Press (Feature) 1 1
Dial two-digit **originating** extension number
Dial (*) plus two-digit **destination** Personal Speed Dial Number

Conference Drop
Press a programmable button
Press (Feature) 0 6

Extension Telephone Programming Flow Chart *(Continued)*

Contact Closure 1
Press (Feature)
Press a programmable button
Press (Feature) (4) (1)

Contact Closure 2
Press a programmable button
Press (Feature) (4) (2)

Direct Line Pickup—Active Line
Press a programmable button
Press (Intercom) (6) (8)

Direct Line Pickup—Idle Line
Press a programmable button with lights
Press (Intercom) (8)

Do Not Disturb
Press a programmable button with lights
Press (Feature) (0) (1)

Exclusive Hold
Press a programmable button
Press (Feature) (0) (2)

Group Calling—Ring/Page
For ringing group:
Press a programmable button
Press (Intercom) (7)
Dial a Calling Group number (1-4)
For paging group:
Press a programmable button
Press (Intercom) (*) (7)
Dial a Calling Group number (1-4)

Group Hunting—Ring/Voice Signal
For ringing the first available extension:
Press a programmable button
Press (Intercom) (7) (7)
Dial a Hunt Group number (1-7)
For paging the first available extension:
Press a programmable button
Press (Intercom) (*) (7) (7)
Dial a Hunt Group number (1-6)

Group Pickup
Press a programmable button
Press (Intercom) (6) (6)
Dial a Pickup Group number (1-4)

Hot Dial
Press a programmable button with lights
Press (Feature) (2) (6)

Last Number Redial
Press a programmable button
Press (Feature) (0) (5)

Loudspeaker Paging
Press a programmable button
Press (Intercom) (7) (0)

Manual Signaling
Press a programmable button
Press (Feature) (1) (3)
Dial a two-digit extension number (to ring extension) or Dial (*) plus the two-digit extension number (to voice-signal the extension)

Message Alert Notification
Press a programmable button with lights
Press (Feature) (2) (7)

Message Light Off
Press a programmable button
Press (Feature) (1) (0)
Dial (optional) two-digit extension number

Message Light On
Press a programmable button
Press (Feature) (0) (9)
Dial (optional) two-digit extension number

Privacy
Press a programmable button with lights
Press (Feature) (0) (7)

Recall
Press a programmable button with lights
Press (Feature) (0) (3)

Record-A-Call
Press a programmable button
Press (Feature) (2) (4)

Remote Call Forwarding
Press a programmable button with lights
Press (Feature) (1) (1)
Dial two-digit **originating** extension number
Dial two-digit **destination** Personal Speed Dial Number

Save Number Redial
Press a programmable button
Press (Feature) (0) (4)

Simultaneous Paging
Press a programmable button
Press (Intercom) (*) (7) (0)

Station Lock
Press a programmable button
Press (Feature) (2) (1)

Station Unlock
Press a programmable button
Press (Feature) (2) (2)

Touch-Tone Enable
Press a programmable button
Press (Feature) (0) (8)

VMS Cover
Press a programmable button
Press (Feature) (1) (5)

Voice Interrupt On Busy Talk-Back
Press a programmable button
Press (Feature) (1) (8)

Voice Mailbox Transfer
Press a programmable button
Press (Feature) (1) (4)

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