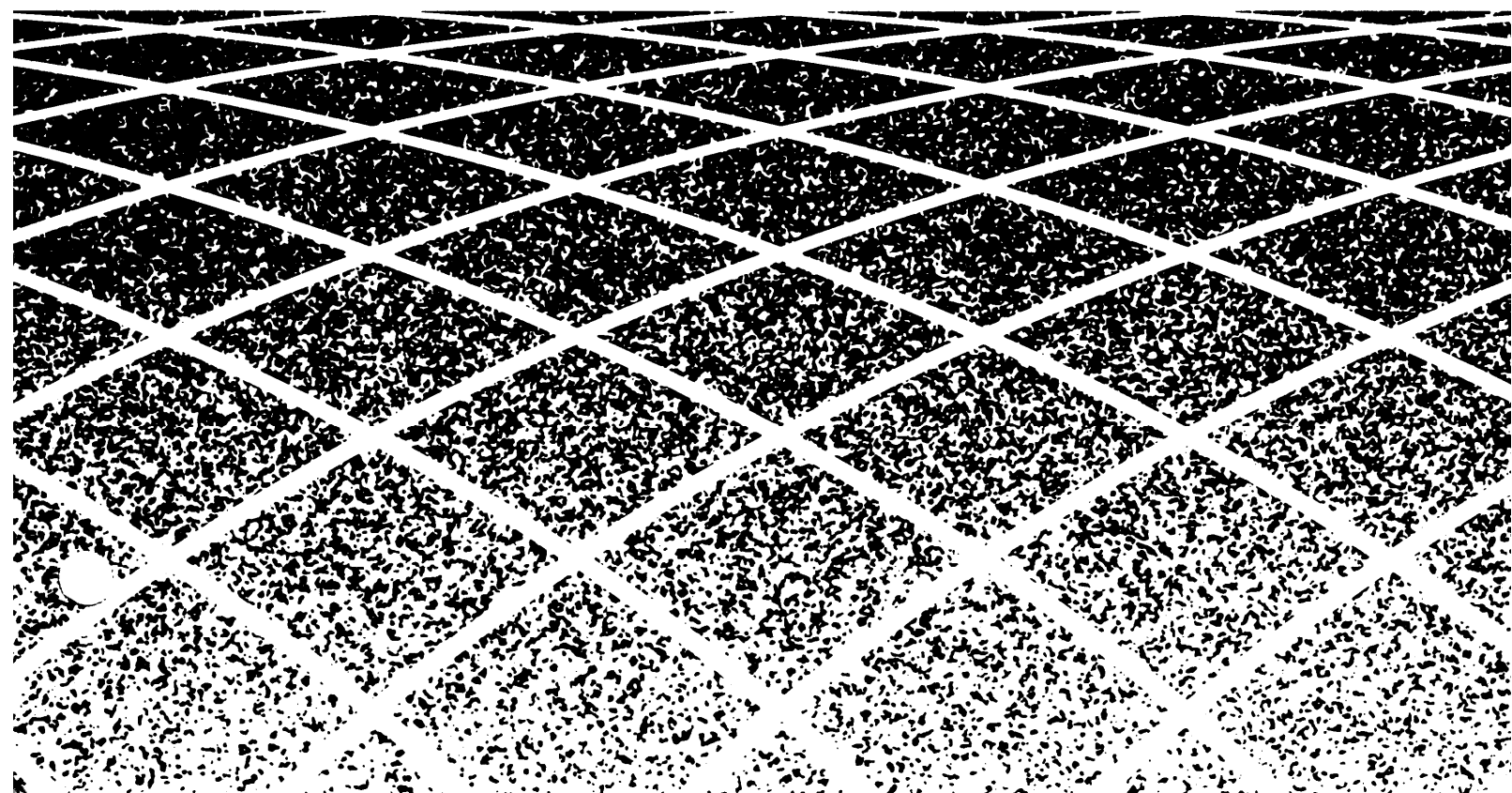




AT&T 518-455-210EE

PARTNER[™] Plus
Communications System
Installation and Use




Notice

Every effort was made to ensure that the information in this document was complete and accurate at the time of printing. However, information is subject to change.

Trademarks

PARTNER, MLS-6, MLS-12, MLS-12D, and MLS-34D are trademarks of AT&T. Magic-On-Hold is a registered trademark of AT&T.

Product Safety Labels

This book contains several product safety labels, identified by a .

CAUTION

Indicates the presence of a hazard that will or can cause minor personal injury or property damage if the hazard is not avoided.

WARNING

Indicates the presence of a hazard that can cause severe or fatal personal injury if the hazard is not avoided.

Carefully read the **WARNING** labels on pages 2-3 and 2-6. Opening the system modules or backplane will expose you to hazardous voltages, which can cause severe personal injury or death.

Also, read "Safety Instructions" on page 2-ii before performing any installation procedures.

Warranty and Repair

Contact your AT&T Authorized Distributor for warranty and repair information applicable to your system.

Auxiliary Equipment

Cordless telephones and other auxiliary equipment mentioned in this book may not be available in your country. Contact your AT&T Authorized Distributor for information.

The illustrations in this publication are representations of the components shown, not absolute reproductions.

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This guide explains everything you need to know about using your PARTNER™ Plus Communications System. If you are responsible for managing the system—whether you are a receptionist, an office manager, or the “resident expert” on using it—you will find instructions and advice on the following topics:

- **Installing System Hardware.** You may be able install the system hardware and connect telephones yourself if your location already has modular jacks for all outside lines and inside extensions. Chapter 2 helps you determine if the existing wiring is usable and gives instructions for installing the system. If the wiring is not usable or you prefer, a qualified technician can install the system. Contact your AT&T Authorized Distributor for assistance.

The system supports a wide variety of auxiliary equipment, including fax machines, modems, answering machines, credit card scanners, and SMDR printers. See chapter 6 for advice on setting up such devices to work effectively with the system.

- **Changing System Settings.** You can change your system's settings easily to accommodate new or expanding needs. Chapter 3 gives instructions for making whatever system changes are needed—from adding lines and extensions to changing the features on a single extension. The chapter also includes instructions for programming the entire system.
- **Programming Telephones.** In addition to system programming, you can program features on individual phones. You can complete this programming either at the phone itself or from extension 10. Chapter 4 gives instructions for programming telephones.
- **Training Co-Workers.** Chapter 5 explains how to handle calls and use system features effectively. To help with this task, give each telephone user a *Quick Reference* card and filled-in copies of the “Speed Dial” and “Extension Programming Information” forms in appendix B.
- **Solving Problems.** Appendixes C and D provide information on maintaining the system and solving problems. If your system or telephones malfunction, you may be able to solve the problem by following the steps provided in appendix D, “Troubleshooting.” If you still need help, contact your AT&T Authorized Distributor.
- **Daily Operation.** Depending on how your system is set up, you may need to oversee some of the system's daily operations. For example, if your system is programmed to use the Night Service feature, you will need to turn on Night Service at the end of each day before leaving the office. (See “Using Night Service” in chapter 5.)

Features and Capabilities

The PARTNER Plus system is a digital telephone system that accommodates up to eight telephone lines and up to 24 extensions. Although the system is sophisticated and powerful, it is easy to use and can readily change to meet your company's growing needs. The PARTNER Plus system includes all the features and capabilities listed below:

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

* If you use equipment that rebroadcasts music or other copyrighted materials, you maybe required to obtain a license from a third party such as ASCAP or BMI. Or, you can purchase a Magic On Hold® system from AT&T that does not require you to obtain such a license.

System Components

The PARTNER Plus system's modular hardware design makes it easy to install and expand. The main system component is the control unit, to which you connect telephones and other equipment.

Control Unit

The control unit includes:

- **Processor Module.** The processor module contains the software that controls the system's features. It also has 3 jacks for connecting a loudspeaker paging system, SMDR, and an audio source for music on hold.
- **206 Modules.** Phone lines, phones, and other equipment connect to the modular jacks on 206 modules. Each module has jacks for 2 lines and 6 extensions. A system can have up to four 206 modules for a maximum of 8 lines and 24 extensions. *The system requires at least one 206 module (purchased separately).* A special 206 module containing hardware for periodic pulse metering is also available.*
- **Backplane.** All the modules slide easily into the backplane, which channels power to the system.
- **Cover.** The cover slides onto the front of the backplane.

PARTNER Telephones

AT&T manufactures four telephones specifically designed to work with your PARTNER PIUS system:

- Model MLS-34D, for up to 8 outside lines, has 34 buttons with dual lights, a built-in speaker and microphone, and a display.
- Model MLS-12D, for up to 8 outside lines, has 12 buttons with dual lights, 6 buttons without lights, a built-in speaker and microphone, and a display.
- Model MLS-12 is the same as model MLS-12D without the display.
- Model MLS-6, for up to 4 outside lines, has 6 buttons with dual lights and a built-in speaker.

The system can have any combination of these phones, but *extension 10 must have a PARTNER display phone (MLS-34D or MLS-12D), for system programming.*

* Periodic pulse metering is a means of determining call charges.

Auxiliary Equipment

The PARTNER Plus system also supports many telecommunications devices, not only system telephones. You can connect almost any industry-standard device to your system and certain models of other devices, all without expensive adapters or additional phone lines.

Industry-Standard Devices

For best results, connect any device with more than one line as a single-line device.

Many types of *industry-standard, single-line* telecommunications devices will work with your system:

- Touch-tone and rotary telephones
- Fax machines
- Answering machines
- Modems
- Credit Card scanners
- Cordless telephones

Limitations

You can connect almost any standard device to your system, regardless of the manufacturer. However, note the following limitations for any such device:

- It must be a single-line unit.
- It must be industry standard and non-proprietary. That is, it cannot be made specifically for use on a particular telephone system. (For example, you cannot connect an AT&T MERLIN® phone because it is specifically designed for use on a MERLIN system.)
- Its Ringer Equivalence Number (REN*) cannot be greater than 2.0. (The REN is shown on a label, usually on the bottom of the device.)

Connecting and Using Standard Devices

You can connect a standard device so that it is on an extension by itself, or so that it shares an extension with another piece of equipment (either another standard device or a system phone). For example, you can connect a standard touch-tone phone and an answering machine to the same extension. (The *total* RENs for both devices must not exceed 2.) To connect two devices on one extension, you need an inexpensive AT&T 267F2 bridging adapter. Two adapters are provided with each 206 module. See chapter 2 for installation instructions.

For additional information on programming and using fax machines, answering machines, modems, or credit card scanners, see chapter 6.

* REN is a measure of the power it takes to ring a phone. A typical home phone line can handle 4.0-5.0 RENs; each extension jack in the PARTNER Plus system can handle 2.0 RENs.

Other Devices

You can connect non-standard devices to your system, but *only specific models are compatible with the system*. Contact your AT&T Authorized Distributor for details. These devices include:

- **Loudspeaker paging systems** allow you to broadcast a message over a large area, by connecting the paging system to the control unit processor module. The system supports certain paging systems. Please check with your AT&T Authorized Distributor. For information on how to use a loudspeaker paging system with the system, see chapter 6.
- **Music-on-hold systems** allow you to play recorded music to callers while they are on hold, by connecting the music-on-hold system to the control unit processor module. The system supports certain music-on-hold systems. Please check with your AT&T Authorized Distributor.
- **Doorphones** allow visitors to ring up to five extensions at once by pressing a button on the doorphone; the person who answers a doorphone call can then use the phone to speak to the visitor over the doorphone. The system supports up to two AT&T PARTNER Plus doorphones, which can be installed indoors or outdoors. A doorphone is especially useful for providing access to offices or departments after hours. For example, you can install a doorphone outside your building entrance to allow visitors to call selected extensions when the receptionist is not there and the front door is locked.
- **SMDR** (Station Message Detailed Recording) tracks telephone usage on an extension basis and prints this information in a standard report. SMDR requires a suitable printer connected to the SMDR port on the PARTNER Plus Turbo Processor. The SMDR feature provides detailed information on outgoing and incoming calls including date, time, duration, line number, extension number, telephone number dialed, and pulse count. To collect the pulse count, the feature requires 206 modules equipped with Periodic Pulse Metering hardware.
- **Headsets** allow users to have private, hands-free conversations. A headset is a combination earphone and microphone worn on the head, useful for receptionists, salespeople or others who may need to have their hands free while talking on the phone. AT&T sells several headsets.
- **Extra alerts** are strobes, lights, chimes, horns, or bells that respond on incoming calls. AT&T sells several extra alerts.

See chapter 2 for installation instructions.

An Example System Setup

This PARTNER Plus System has 4 outside lines and 8 extensions connected to a variety of PARTNER phones and other equipment. The boldface numbers refer to the following list, which gives a brief description of the system's hardware components.

- ① **Control Unit.** The heart of the PARTNER Plus system, the control unit consists of a backplane, cover (not shown), one processor module, plus up to four 206 modules. The backplane channels power to the system and connects the incoming telephone lines to the system.
- ② **Processor Module.** The processor module contains the electronics that provide most of the system features. It also has audio, paging, and SMDR jacks.
- ③ **Page Jack.** The loudspeaker paging system plugs directly to this modular jack.
- ④ **Music-On-Hold Jack.** The audio source plugs directly into this RCA jack.
- ⑤ **SMDR Jack.** A call reporting device connects directly to this jack.
- ⑥ **206 Module.** Each 206 module has jacks for 2 incoming telephone lines and 6 extensions. The system can have up to four 206 modules.
- ⑦ **Line Jacks.** Outside telephone lines connect to the top 2 jacks on each 206 module.
- ⑧ **Extension Jacks.** Telephones and other telecommunications equipment connect to the bottom 6 jacks on the 206 modules.
- ⑨ **AC Power.** An ordinary 220 VAC grounded wall outlet (not controlled by an on/off switch) supplies power to the control unit.
- ⑩ **On/Off Switch.**
- ⑪ **Network Interface Jacks.** Incoming telephone lines service the system through these jacks. These lines can be from the local telephone company or another system, such as a PBX (Private Branch Exchange).
- ⑫ **PARTNER Display Phone: Extension 10.** The system operator in this example is the receptionist on extension 10 and has a PARTNER MLS-12D phone. This phone can handle 8 outside lines and has a display showing the time, number dialed, duration of call, and programming messages. Also, its programmable buttons (two with lights) can be programmed to store additional features Auto Dial numbers. Because the display is required for system programming, *extension 10 on your system must also have an PARTNER display phone (MLS-12D or MLS-34D).*
- ⑬ **PARTNER MLS-12.** This phone is like the PARTNER MLS-12D phone, but it has no display.
- ⑭ **PARTNER MLS-6 Phone and Answering Machine.** Using a 267F2 bridging adapter, both a MLS-6 phone and an answering machine are connected to one extension. The PARTNER MLS-6 phone accommodates up to 4 outside lines.
- ⑮ **Industry-Standard Telephone.** A standard single-line touch-tone or rotary phone (such as you might have in your home) is connected directly to the extension jack.
- ⑯ **Doorphone.** A doorphone is installed at the entrance. When someone at the entrance presses the button on the doorphone, up to 5 designated telephones in the office ring automatically.
- ⑰ **Bell.** A loud bell connected directly to the extension jack rings when the extension is called.
- ⑱ **Fax Machine and Standard Telephone.** A fax machine and standard touch-tone phone are connected together on an extension jack.
- ⑲ **Modem.** A modem connected directly to an extension jack provides data communications capability to the personal computer.
- ⑳ **Loudspeaker Paging System** A paging system is connected to the modular PAGE jack on the processor module. The PARTNER Plus system is compatible with AT&T's paging systems.
- ㉑ **Music-On-Hold Source.** AT&T's Magic on Hold® cassette deck is connected to the RCA jack on the processor module to provide customized music and messages for callers on hold. For information on Magic on Hold, call your AT&T Authorized Distributor. You can connect any type of audio equipment to your system (including a CD player, cassette player, stereo receiver, etc.), but you must supply an audio cord with an RCA plug.

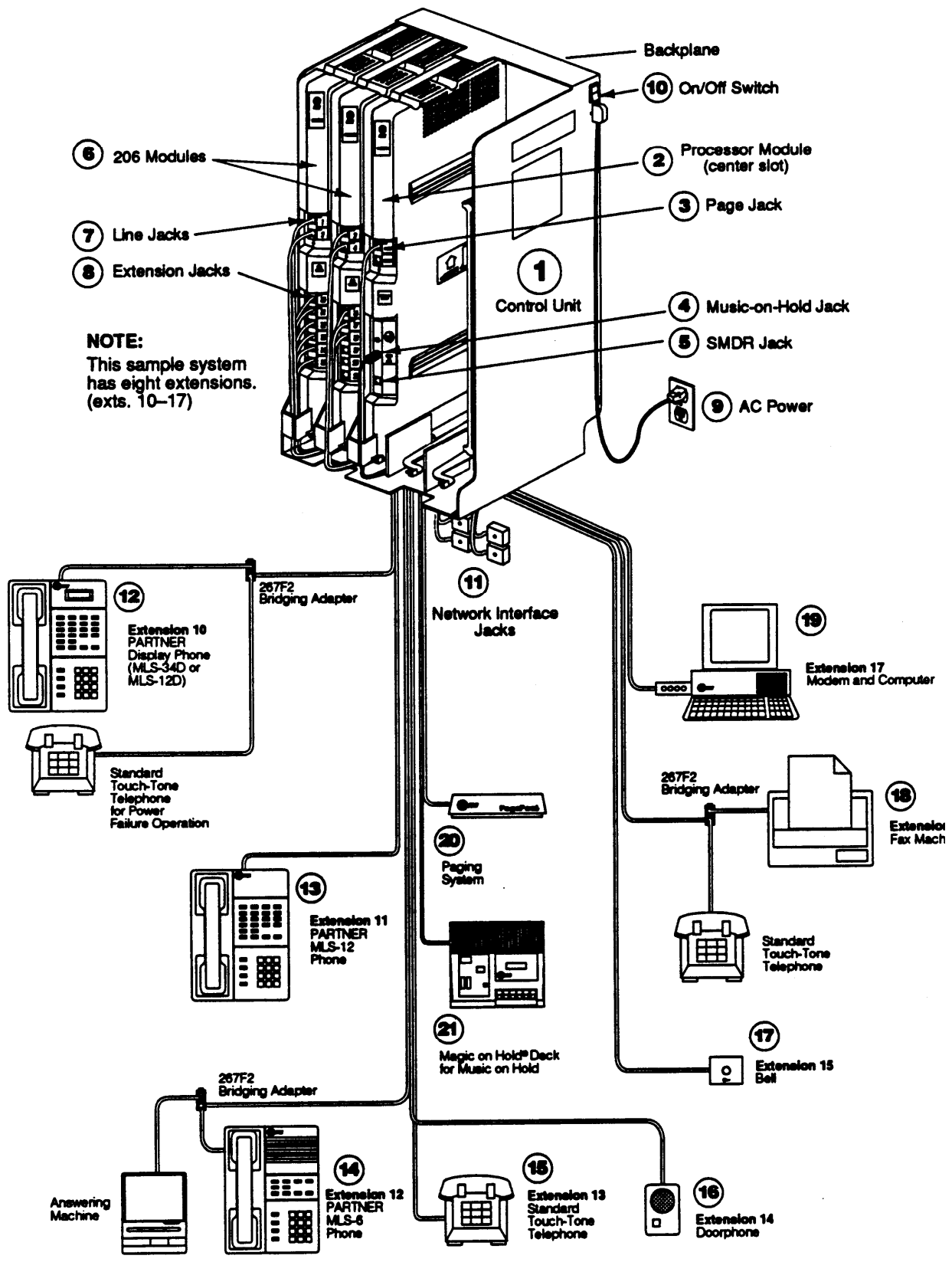
NOTE: Users of equipment that rebroadcasts copyrighted music or other material maybe required to obtain a license from a third party such as ASCAP or BMI.

Standard Touch-Tone Telephone Used as a Power Failure Telephone.

In a power failure, the first two extension jacks on each 206 module connect to the outside lines on that module to provide continuous service to standard non-PARTNER telephones. In this example system, the PARTNER phone on extension 10 will not work during a power failure. However, the receptionist can use the standard touch-tone phone connected to extension 10 to place and receive calls on line 1.

AT&T 267F2 Bridging Adapter. This adapter combines the standard touch-tone phone and the PARTNER display phone on one extension jack. The adapter has two modular jacks, one for each phone. You can use the bridging adapter to combine any two devices (PARTNER telephones, industry-standard telephones, or other equipment) on one extension jack as long as the total Ringer Equivalence Number on each extension jack is 2 or less. The bridging adapter plugs into a wall jack or directly into an extension jack on the 206 module.

Figure 1-1 Example System Setup



NOTE:
 This sample system
 has eight extensions.
 (exts. 10-17)

Specifications

Table 1-1 Technical and Environmental Specifications

Capacities	<p>System</p> <ul style="list-style-type: none"> • 8 outside lines via line jacks on four 206 modules • 24 extensions via extension jacks on four 206 modules • loudspeaker paging system via PAGE jack on processor module • 1 audio source via MUSIC ON HOLD jack on processor module • 1 SMDR device via SMDR jack on processor module • 2 doorphones, using 2 extension jacks 	<p>206 Module</p> <ul style="list-style-type: none"> • 2 outside lines • 6 extensions 	<p>Mansion Jack</p> <ul style="list-style-type: none"> • Maximum 2 devices per extension jack, total REN on jack not to exceed 2 (2 devices require AT&T 267F2 bridging adapter). If a device lists 2 RENs, use the higher number. <p><i>A PARTNER display phone must be connected to extension 10.</i></p>
Dimensions	<ul style="list-style-type: none"> • Processor/206 modules • Control unit • MLS-34D telephone • Other PARTNER telephones 	<p>27.9cm(D) x 43.2cm(H) x 3.8cm(W) (11" x 17" x 1.5")</p> <p>30.5cm(D) x 48.3cm(H) x 27.9cm(W) (assembled) (12" x 19" x 11")</p> <p>24.6cm(D) x 13.5cm(H) x 25.4cm(W) (assembled) (9.7" x 5.3" x 10")</p> <p>24.1cm(D) x 12.7cm(H) x 17.1cm(W) (assembled) (9.5" x 5" x 6.5")</p>	
Weights (approx.)	<ul style="list-style-type: none"> • Processor module 1.8 kgs (4.0 lbs) • 206 module 2.0 kgs (4.5 lbs) • Backplane and cover 2.5 kgs (5.5 lbs) • MLS-6 telephone 0.8 kgs (1.8 lbs) • MLS-12 telephone 0.9 kgs (2.0 lbs) • MLS-12D telephone 1.0 kgs (2.1 lbs) • MLS-34D telephone 1.2 kgs (2.6 lbs) 		
Switch Fabric	<ul style="list-style-type: none"> • Full digital, nonblocking 		
Electrical Specifications	<ul style="list-style-type: none"> • 2.2 amps peak current • 200 watts at full system capacity • 30-day memory backup (except clock and calendar) • Dissipation of power (65 watts during normal operation) • 684 BTUs/hour at peak 225 BTUs/hr at normal 		
Extension Jack Specifications	<ul style="list-style-type: none"> • Ringing Voltage: +5 VDC, -200 VDC peak to peak trapezoidal wave shaping • Talk battery: 35 to 38 volts • Ringing frequency: 25 Hz 		
Environmental Requirements—Control Unit	<ul style="list-style-type: none"> • Mount on a wall or sturdy, level surface at least 0.6 meters (2 feet) from the floor (wall mounting strongly recommended) • Locate within 1.5 meters (5 feet) of an electrical outlet not controlled by a switch and within 1.5 meters (5 feet) of the network interface jacks, when using supplied 2.1-meter (7-foot) cords. • Operating temperature 0° to +40°C (32° to 104°F), not in direct sunlight • Humidity 15%-90%, noncondensing • Ventilation (2.4cm (6") space minimum on top, front, and right sides to avoid heat) • Locate in an area free of excess moisture, corrosive gases, dust, and chemicals 		

Table 1-1 Technical and Environmental Specifications (cont)

Electrical Requirements	<ul style="list-style-type: none">• 180-264 VAC, 50-60 Hz, 3-prong outlet separate ground, separately fused at 10 amps• Outlet must not be controlled by an on/off switch• Grounding<ol style="list-style-type: none">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.
Wiring	<ul style="list-style-type: none">• MLS telephones: both AT&T PDS and 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) mounting cords (AT&T D2R or equivalent mounting cords recommended)• Bridging adapter: AT&T 267F2
Local Phone Company Information	<ul style="list-style-type: none">• REN: 0.9A for each outside line jack• Jack type: RJ11C or equivalent• Loop start lines

Installing the Hardware

2

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Important Safety Instructions

Always follow these basic safety precautions when using the system:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. **DO NOT** block or cover the ventilation slots and openings. They prevent the product from overheating. **DO NOT** place the product in a separate enclosure, unless proper ventilation is provided.
4. Never spill liquid on the product or drop objects into the ventilation slots and openings. Doing so may result in serious damage to the components.
5. Repair or service must be performed by a qualified repair person.
6. The product is provided with a 3-wire grounding type plug. This is a safety feature. **DO NOT** defeat the safety purpose of the grounding type plug. **DO NOT** staple or otherwise attach the AC power supply cord to building surfaces.
7. **DO NOT** use the product near water or in a wet or damp place (such as a wet basement).

Additional Safety Instructions for Installation Personnel

Install the product to meet all environmental and electrical requirements listed in the specifications (see pages 1-8 and 1-9).

1. **DO NOT** install telephone wiring during a lightning storm.
2. **DO NOT** install telephone jacks in a wet location unless the jack is specifically designed for wet locations.
3. Never touch uninsulated telephone wires or terminals, unless the telephone line has been disconnected at the network interface.
4. Use caution when installing or modifying telephone lines.
5. The system control unit must be securely wall mounted.

CAUTION:

Do not install PARTNER telephones out of the building.

CAUTION

Use only AT&T-manufactured PARTNER modules in the PARTNER Plus Communications System.

SAVE THESE INSTRUCTIONS

General Guidelines

Instructions for installing the control unit, telephones, and other equipment are on the following pages (figures 2-1 to 2-4). Before you begin, please note the following guidelines:

- Install the control unit so that it meets the environmental and electrical requirements listed in Table 1-1 (pages 1-8 and 1-9).
- If wall mounting the control unit, you will need four #12 screws appropriate for the type of wall and weight of the control unit.
- When connecting wires to the jacks on a 206 module, leave at least 60 cm (2 ft.) of slack for removing the module without first disconnecting the wires. If you later replace the module, you can remove the old module with the wires in place and plug them into the new module one at a time.
- PARTNER phones require at least 2-pair wiring and are compatible with AT&T 4-pair PDS wiring or equivalent.
- Standard phones and other equipment require 1-pair mounting cords (AT&T D2R or equivalent mounting cords recommended).
- When connecting two devices to a single extension, use only an AT&T 267F2 bridging adapter.
- Connect a PARTNER display phone to extension 10 for system programming.
- Do not connect doorphones to extensions 10, 11, 16, 17, 22, 23, 28, or 29.
- Do not install PARTNER phones out of the building.
- A hotline phone must be a standard, single-line phone, *not* a PARTNER telephone. However, the hotline phone can ring any type of phone.
- During a power outage, neither the system's features nor PARTNER phones work. However, standard, single-line touch-tone or rotary phones connected to extensions 10, 11, 16, 17, 22, 23, 28 and/or 29 can be used to place and receive calls. These extensions connect directly to the outside lines in the system. To prepare for a power failure, AT&T recommends:
 - Store standard phones close to extensions 10, 11, 16, 17, 22, 23, 28 and/or 29. During a power failure, replace the PARTNER phone with the standard phone. *Or*, connect a standard phone to these extensions at all times, either by itself or combined with a PARTNER phone via a 267F2 bridging adapter.
 - Do not program a Hotline on these extensions to keep them available for power failure use.
- If upgrading from a one-module PARTNER system, remove the rubber feet that may be attached to the 206 module before installing.
- If upgrading from a two-module PARTNER system, remove the module connector from the two modules.

If you combine a standard phone and PARTNER phone on one extension, you may want to turn off the ringer of the standard phone during normal use.

Installing the Control Unit

▲ CAUTION: To prevent electrostatic discharge, overheating or other damage, environmental and electrical conditions must meet the specifications on pages 1-8 and 1-9.

MOUNT THE BACKPLANE ON A WALL

- 1 Hold the backplane in place on the wall. Using the four screw keyholes in the backplane as a template, mark the screw locations on the wall.
- 2 Start the four #12 screws, leaving them about 6.3cm (1/4") out from the wall. Use screws appropriate for the wall surface — when loaded with five modules, the control unit weighs 17kg (37.5) pounds.
- 3 Slip the Backplane onto the screws and tighten them.

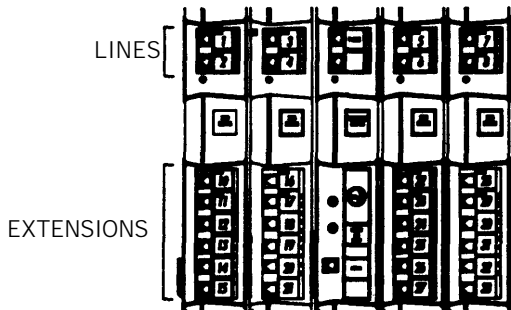
INSERT THE MODULES

▲ CAUTION: Do not connect AC power cord before inserting modules.

- 4 Slide the first 206 modules straight into the leftmost slot of the backplane. Push slowly but firmly until the module snaps into place (you should hear and feel two snaps). The module must be securely attached to the rear of the backplane and held into place by the locking tab on the bottom front of the backplane/module slot. Insert the next 206 module in the second slot from the left. Note the alignment of dovetails between each module when modules are installed next to each other.

▲ CAUTION: Do not force the module. If it does not insert easily, put down on the front locking tab, remove the module, clear any obstruction, and insert the module again.

- 5 Insert the processor module in the center slot. Insert the other 206 modules from left to right, without skipping slots.
- 6 Label the line and extension jacks as shown below:



CONNECT THE OUTSIDE TELEPHONE LINE CORDS

Test for dial tone at the network interface jacks before connecting outside lines.

- 7 Connect the outside telephone line cords to the line jacks on the 206 modules, starting with the top line jack on the leftmost 206 module. Route the cords along the telephone cords. Leave at least 60 cm (2 feet) of slack in the cords so that you can easily reconnect the cords during replacement.
- 8 Connect the free end of each line cord to the appropriate network interface jacks.

TEST THE SYSTEM

- 9 Connect the AC power cord to the power jack on the top right rear of the backplane. Press firmly until it locks into place.
- 10 Plug the other end of the power cord into a grounded 3-prong wall outlet not controlled by a switch.

- 11 Press the On/Off switch to the "on" position.

- 12 Check all green lights on the front of the unit. If any lights are out turn off the system and reseat the module.

- 13 To test the lines, plug a PARTNER MLS-34D or MLS-12D phone into extension 10. Press the line button for each outside line and listen for dial tone. Repeat for extensions 11, 16, 17, 22, 23, 28 and 29.

- 14 Turn off and disconnect the power cord from the wall outlet before continuing.

CONNECT THE MODULAR TELEPHONE CORDS

- 15 Connect the modular telephone cords from the telephones to the extension jack on the 206 modules, starting with the top extension jack on the leftmost 206 module. Route the cords through the hook on the front of the module, then through the slot between the module and the base of the backplane. Leave at least 60 cm (2 feet) of slack in the cords so that you can easily reconnect the cords during replacement.

CONNECT THE MUSIC-ON-HOLD SOURCE (OPTIONAL)

Follow these steps to connect audio source to the control unit. (Assemble and use according to the manufacturer's directions.)

- 16 Using a flathead screwdriver, turn the volume control on the processor counterclockwise to the lowest setting.
- 17 Insert the RCA plug into the RCA jack on the processor (labeled MUSIC ON HOLD). Route the cord through the hook on the front of the module and the slot between the module and the base of the backplane.
- 18 Connect the cord to the music-on-hold source according to the manufacturer's directions. Use programming procedure #602 to enable music on hold, then adjust the volume using the volume control on the processor. Place a call on hold and listen to the level while adjusting.

CONNECT THE LOUDSPEAKER PAGING SYSTEM (OPTIONAL)

Only the steps for connection to the control unit are included here. Follow the manufacturer's directions for setting up and using it.

- 19 Insert the modular plug for the paging system into the modular jack labeled PAGE on the processor. Route the cord as described in step 15.
- 20 Connect the cord to the loudspeaker paging system according to the manufacturer's directions.

CONNECT THE STATION MESSAGE DETAIL RECORDING (SMDR) DEVICE (OPTIONAL)

Only the steps for connection to the control unit are included here. Follow the manufacturer's directions for setting up and using it.

- 21 Insert the modular plug for the SMDR device into the modular jack labeled SMDR on the processor. Route the cord as described in step 15.
- 22 Connect the cord to the SMDR device according to the manufacturer's directions.

CONNECT THE AC POWER CORD

Connect the power cord as described in steps 9 and 10.

ON/OFF SWITCH

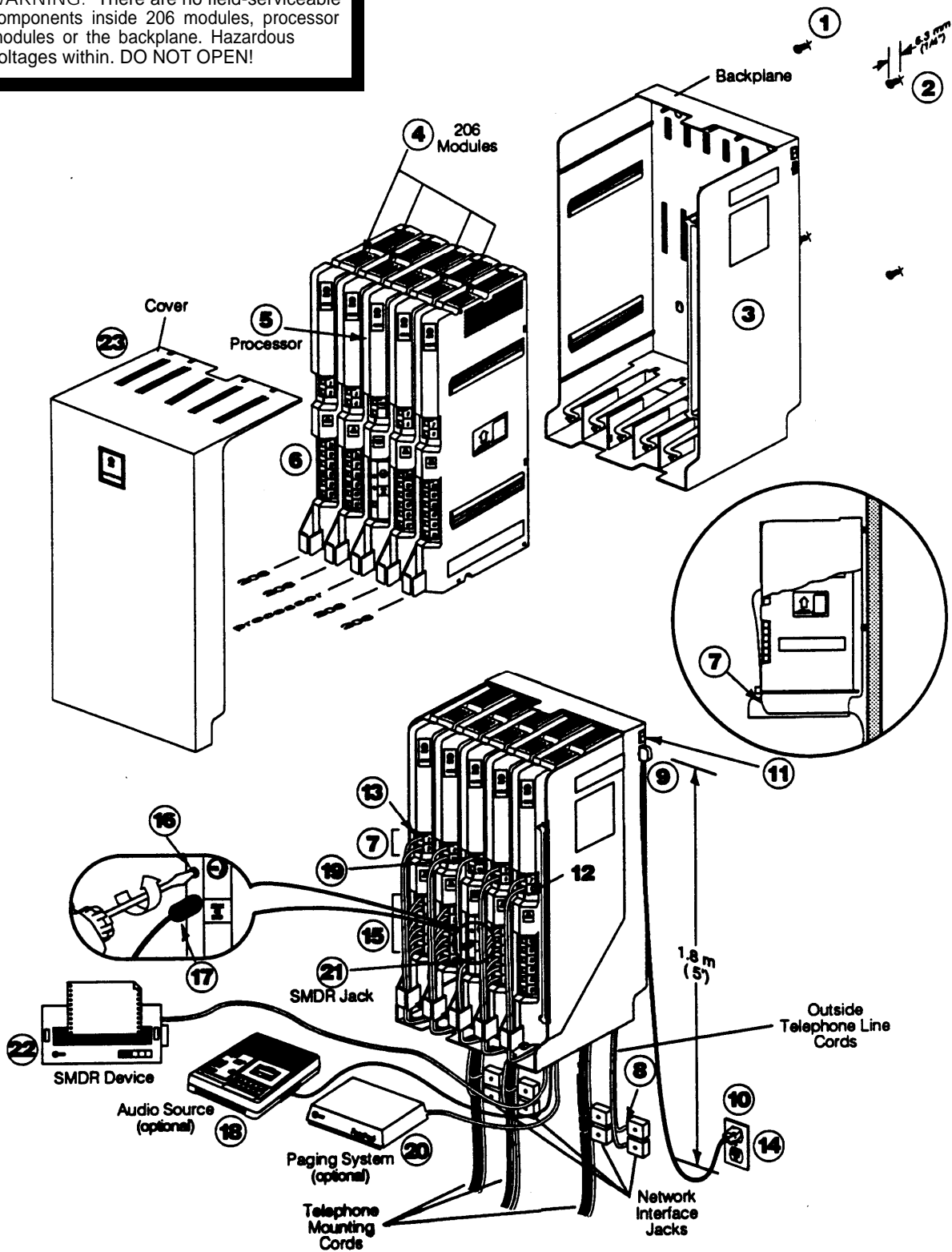
Press AC power switch to "power-up" the system.

INSTALL THE OUTSIDE COVER

- 23 Holding the cover, slide the cover onto the front of the modules until it meets the backplane.

Figure 2-1 Control Unit Installation

▲ WARNING: There are no field-serviceable components inside 206 modules, processor modules or the backplane. Hazardous voltages within. **DO NOT OPEN!**



Installing Telephones and Other Equipment

▲ CAUTION: PARTNER phones must be connected with a 2-pair telephone wire. Other equipment must be connected with a 1-pair mounting cord (AT&T D2R mounting cords or equivalent recommended).

DESK MOUNTING A PARTNER PHONE

- 1 Plug one end of the handset cord into the jack on the handset. Plug the other end of the cord into the small jack on the left side of the base.
- 2 Plug one end of the telephone mounting cord into the big jack on the base of the phone. Push the cord in place along the channel on the base of the telephone.
- 3 If the telephone has an adjustable stand, snap it onto the base of the telephone. The stand can be installed in one of two positions (high or low) to change the angle of the telephone. Refer to the instructions included with the stand.
- 4 Plug the other end of the mounting cord into the modular wall jack.
- 5 Test the intercom. Lift the handset, then press an **[Intercom]** button. You should hear an intercom dial tone. If not, see appendix D ("Phone Has Lights but No Dial Tone").

- 6 Test the outside line connection. Lift the handset and press an outside line button. You should hear an outside dial tone. If not, see appendix D ("Phone Has Lights but No Dial Tone").
- 7 Slide the *Quick Reference* card under the telephone.
- 8 Label the button sheet and insert as follows:
 - 1 Remove the clear plastic cover from the phone—gently press down on the center tab, then lift.
 - 2 Place a button label sheet on the phone so the holes on the sheet fit over the buttons.
 - 3 Replace the plastic cover.

TEST PROCEDURE FOR PARTNER PHONES

To test the power and lights on a PARTNER phone:

- 1 Press and hold the **[#]** button for 5 seconds.
- 2 Before releasing the **[#]** button, lift the handset. All lights should light, the ringer should sound, and on the PARTNER display phone, a test pattern should appear on the display. If not, call your service representative.
- 3 Replace handset. The phone is in normal operating mode.

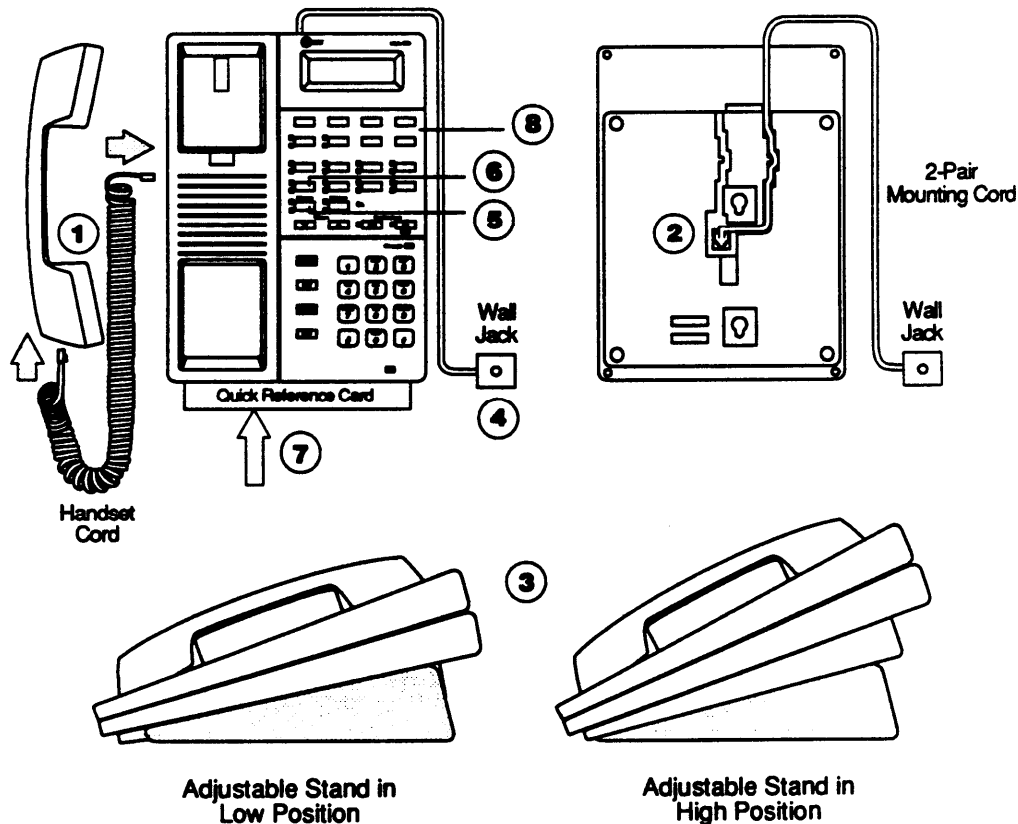


Figure 2-2 Desk Mounting a PARTNER Telephone

2-4 Installing the Hardware

WALL MOUNTING A PARTNER TELEPHONE

- 1 Reverse the plastic hook that sits in the earpiece part of the handset cradle.
- 2 Remove the screws in the base of the telephone. Turn the base 180° and screw it back into place.
- 3 Plug the telephone mounting cord into the large jack on the base of the telephone. Push the cord into place along the channel on the base of the telephone. If you need a shorter cord, use AT&T's 61 cm (2-foot) D4BU-29 mounting cord or equivalent (not provided).
- 4 Plug the other end of the mounting cord into the wall jack.
- 5 Mount the telephone on the wall phone jack using the screw keyholes on the base of the telephone. For proper mounting, the wall jack must be an AT&T 630B connecting block or equivalent.
- 6 Plug one end of the handset cord into the jack on the handset. Plug the other end into the small jack on the side of the base.

Test the inside and outside line connections as described in steps 5 and 6 of figure 2-2.

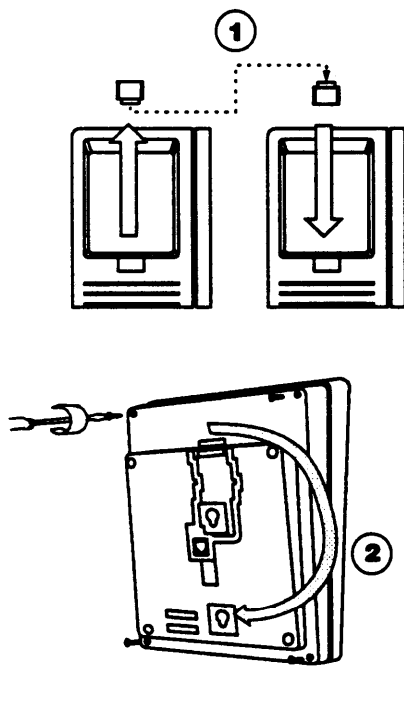
Label the phone as described in step 8 of figure 2-2.

Test the telephone as described in figure 2-2.

Place the *Quick Reference* card near the telephone.

INSTALLING STANDARD TELEPHONES AND OTHER EQUIPMENT

- 1 Assemble the equipment according to the manufacturer's instructions.
- 2 Plug the mounting cord into the modular wall jack. If the plug is loose in the jack, use an AT&T D2R mounting cord or equivalent.



- 3 Test a telephone by lifting the handset. You should hear a dial tone, indicating a good connection on the line. If you don't, see appendix D ("Phone Has Lights but No Dial Tone").

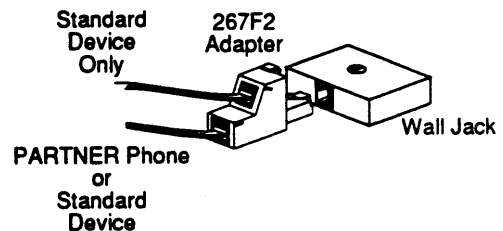
If you install a fax machine and want to assign a Fax Management button, see page 3-33 to program the extension as a fax extension.

If you install a doorphone, program the system to recognize the Doorphone and Doorphone Alert extensions. See pages 3-36 — 3-38.

INSTALLING TWO DEVICES ON ONE EXTENSION

▲ CAUTION: To avoid malfunction, follow these Installation instructions, not the ones provided with the equipment.

- 1 After assembling the equipment, plug the mounting cord of the non-PARTNER device into the top jack of the 267F2 bridging adapter. Plug the PARTNER phone or second standard device into the bottom jack (the one with four wires). If the standard device's mounting cord is loose, use an AT&T D2R mounting cord or equivalent instead.
- 2 Plug the adapter into the modular wall jack or directly into the extension jack of a 206 module. Below is an example:



- 3 Test the inside and outside lines as described in steps 5 and 6 of figure 2-2.
- 4 If installing two phones on one extension, test connection:
 - 1 Pickup the handset of the first phone and listen for dial tone.
 - 2 Pickup the handset of the second phone and listen for dial tone.
 - 3 If no dial tone, see appendix D ("Phone Has Lights but No Dial Tone").

Figure 2-3 Wall Mounting a PARTNER Telephone and Installing Other Equipment

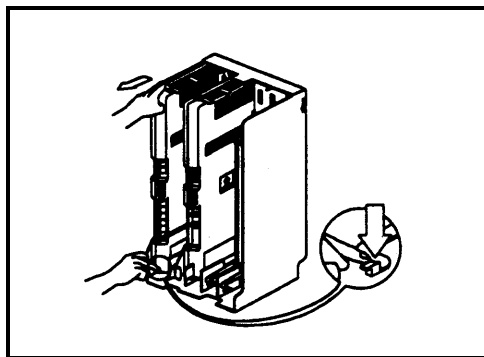
Removing and Replacing Modules

Removing a Module

To remove a processor or 206 module:

1. Turn the ON/OFF switch to the OFF position ("O").
2. Disconnect the AC power cord from the wall outlet. *Do not attempt to disconnect the power cord from the control unit; a special tool is required.*
3. Remove the control unit cover by sliding it directly off the backplane.
4. Grasp the front top of the module with one hand while holding down the locking tab at the base of the module with the other hand. With the locking tab down, put one finger of the same hand in the wire bracket on the bottom front of the module. Using both hands, pull the module forward and out, being careful not to strain the wires connected to the module, (If there is not enough slack in the wires, label and disconnect them before removing the module.)

⚠ WARNING There are no field-serviceable components inside the 206 modules, the processor, or backplane. Hazardous voltages within. **DO NOT OPEN THE MODULES!**



Replacing a Module

To replace a defective processor or 206 module:

1. Complete the steps above for removing the module.
2. Disconnect the first telephone line from the old module and connect it to the new module. Repeat for the second telephone line (if applicable).
3. Disconnect the first extension line from the old module and connect it to the new module. Repeat for the other extensions.
4. Insert the new module as described in figure 2-1.
5. Connect the AC power cord and press the ON/OFF switch to the ON position. The system performs the necessary reset procedures automatically. You should not need to reprogram the system unless you added or removed telephone lines and/or extensions during the replacement.

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Overview

This chapter provides instructions for programming your system. Your PARTNER Plus system was programmed at the factory so that it works when installed. However, the needs of your business may require that you change some or all of the factory settings. System programming allows you to change these factory settings.

For example, after a power failure, you will need to reset the system time to be accurate. This change is easy to make through system programming. System programming also lets you customize the system to work best for your business. For example, you may not want all extensions to have all outside lines. Using system programming, you can assign lines on an extension-by-extension basis.

Programming Methods

The PARTNER Plus system has more than 30 system programming procedures, each identified by a 3-digit code. Using these codes, you can program the system in one of two ways:

- **Direct Method.** With this method, you enter the procedure's 3-digit code followed by data. This method is best for completing one or two procedures at a sitting.
- **Cycle Method.** With this method, you cycle through the procedures in numerical order. This method is best for programming the system the first time or for changing several settings. You can skip procedures without changing their settings.

Detailed instructions for programming are included in the rest of this chapter, beginning on page 3-4. Once you are familiar with the basic programming steps, the *Programming Quick Reference* on the inside back cover of this guide is especially useful. This chart lists all the procedures and possible settings.

The Programming Extension

System programming must be performed at extension 10 on a PARTNER display phone (MLS-12D or MLS-34D). As you program, messages on the display prompt you to enter data. You can program the system with the handset on or off the phone; you may even be on a call. This capability is useful for working with technical support personnel on troubleshooting. However, you cannot be on the speaker or microphone during programming.

The Programming Overlay

The normal functions of several buttons on the display phone at extension 10 change during system programming. For example, the left [**Intercom**] button becomes [**System Program**], the button used to enter program mode. To identify these buttons while programming, place the appropriate programming overlay provided with the system on the dial pad of extension 10. Figures 3-1 and 3-2 show the programming overlays for the MLS-12D and MLS-34D phones, with descriptions of the special buttons.

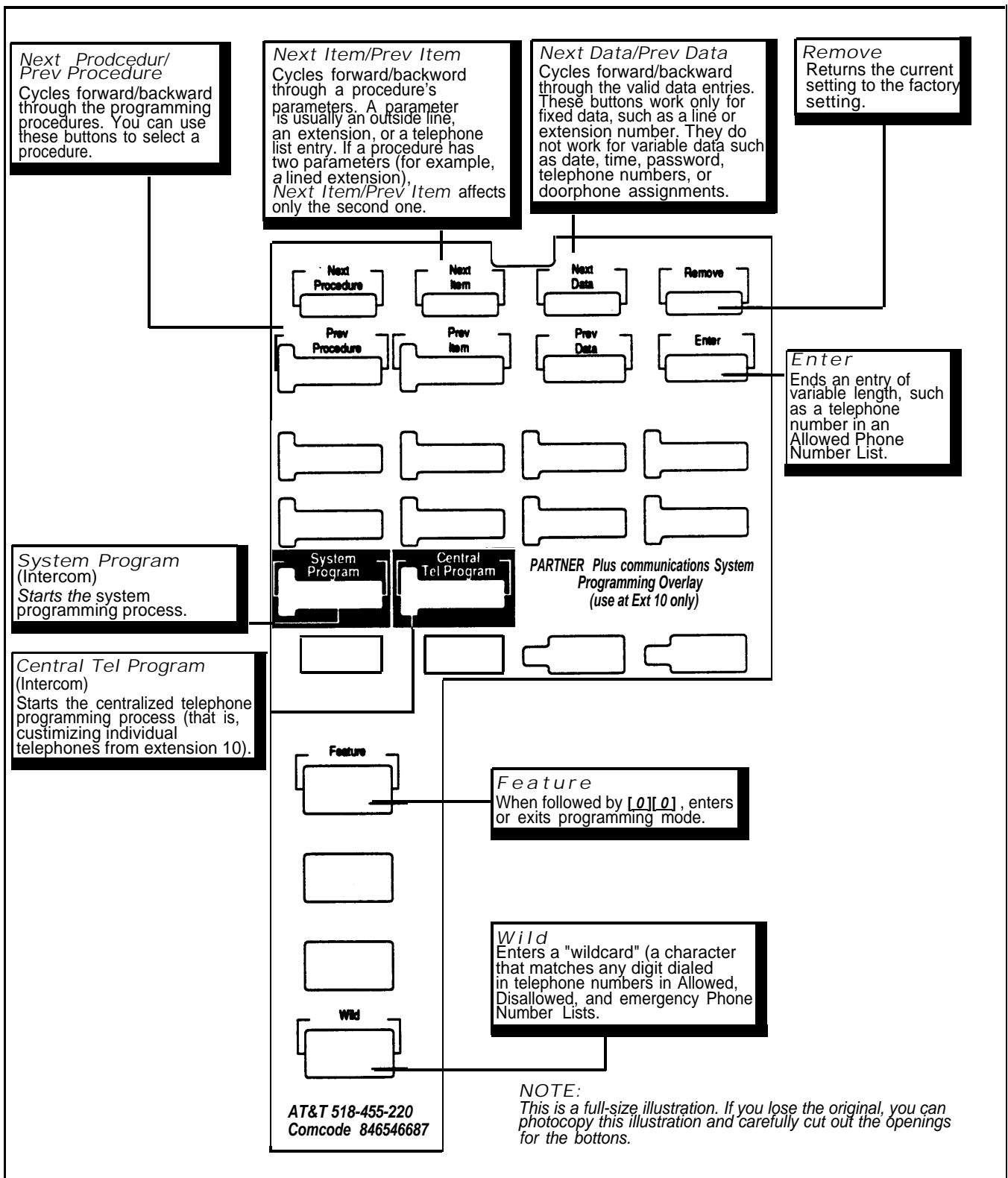


Figure 3-1 Programming Overlay for MLS-12D Phone

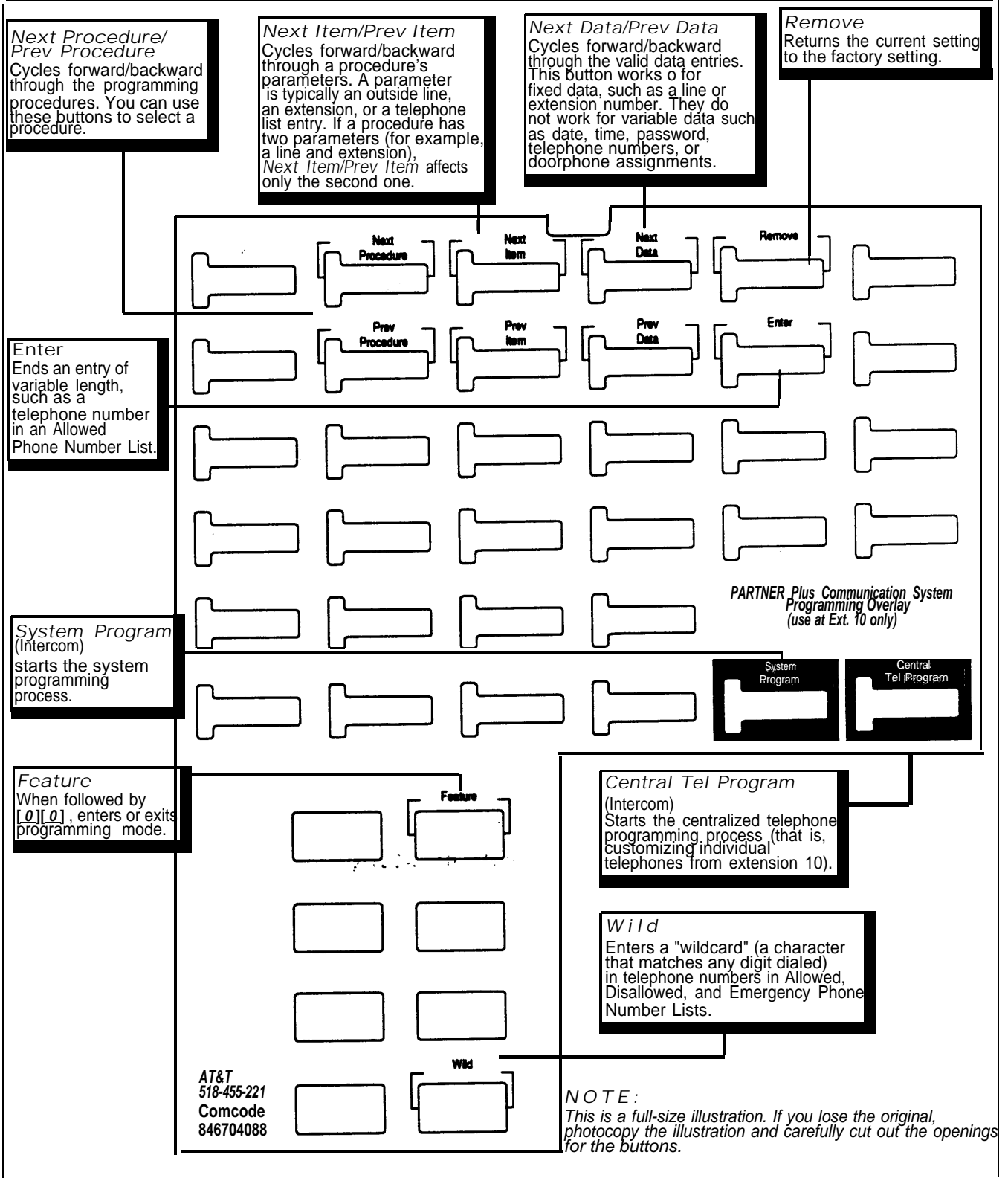


Figure 3-2 Programming Overlay for MLS-34D Phone

General Programing Instructions

Programming the PARTNER Plus system requires no complicated steps or intensive training. By following the detailed instructions given in therest of this chapter, you can quickly change system settings. As you become familiar with programming, use the *Programming Quick Reference* on the inside back cover of this guide for procedure codes and settings.

The detailed instructions for each procedure include:

- A brief description of the procedure
- Valid data entries or procedure settings
- Considerations for how the procedure interacts with other procedures (if appropriate)
- Programming notes and steps including:
 - Entering system program mode, including password when required
 - Selecting the procedure
 - Selecting items-fines, extensions, list, and phone numbers—if necessary
 - Entering data

Remember to place the programming overlay on the dial pad of extension 10 before starting.

The instructions use the initial factory setting (designated with an ✓ in the valid entries section). If your system has been previously programmed, the displays may differ.

Once you've completed the steps in the detailed instructions, the data setting is saved. You can now

- go to another procedure,
- return the data to the factory setting, or
- exit program mode.

When you go to another procedure, start with step 2 of the instructions for the new procedure.

Instructions for these choices are given in the box shown on the bottom of every two pages:

You can also exit program mode by lifting and replacing the handset, or by replacing it if it has been lifted.

✓ = Factory Setting

To go to the next procedure: [<u>Next Proc</u>]	To go to a specific procedure: [#] [x] [x] [x]
To go to the previous procedure: [<u>Prev Proc</u>]	(where X X X is the Procedure number)
To return data to the factory setting: [<u>Remove</u>]	To exit system programming: [<u>Feature</u>] [0] [0]

IMPORTANT: To change most of the programming procedures, you must enter a 4-digit system programming password. This password is shown by [x] [x] [x] [x] in the programming instructions. You may change the system programming password through programming procedure #110 or use the factory set password, 7 7 7 7. You *do not need* to enter the password for changing the System Date (#101), System Day (#102), System Time (#103), and System Password (#403). For more information on the System Programming Password, see page 3-11.

Programming Procedures

System Date

If your system has been previously programmed, the displays may differ.

Code: #101

Description: The day, month, and year that appears on PARTNER display phones

Valid Entries: Any date

Programming Step:

1. Press: **[Feature] [0] [0] [System Program] [System Program] [#] [1] [0] [1]**. The display reads:

System Date
Data 010100

2. Enter today's date in the form *DDMMYY*, using leading zeroes for all single-digit months and dates. For example, to enter 4 March 1992, press **[0] [4] [0] [3] [9] [2]**. The display reads:

System Date
Data 040392

See the box at the bottom of this page for a summary of options of what to do next.

System Day

Code: #102

Description: The day of the week that appears on PARTNER display phones

Valid Entries: ✓ 1 = Sunday 4 = Wednesday 6 = Friday
2 = Monday 5 = Thursday 7 = Saturday
3 = Tuesday

Programming Steps:

1. Press: **[Feature] [0] [0] [System Program] [System Program] [#] [1] [0] [2]**. The display reads:

System Day
1 Sun

2. Change the day by entering a new setting number as listed above. For example, to set the day to Tuesday, press **[3]**. The display reads:

System Day
3 Tue

Or press **[Next Data]** or **[Prev Data]** until the correct day of the week shows on the display.

✓ = Factory Setting

To go to the next procedure: [Next Proc]	To go to a specific procedure: [#] [x] [x] [x] (where X X X is the procedure number)
To go to the previous procedure: [Prev Proc]	
To return data to the factory setting: [Remove]	To exit system programming: [Feature] [0] [0]

System Time

After a power failure you will see asterisks in the telephone display and you will have to reset the time to be correct.

Code: #103

Description: The time, in 24-hour notation

Valid Entries: Any time

Programming Notes: 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 zeroes when necessary. For example, to set the time to 9:00 a.m., enter [0][9][0][0]. To set the time to 4:45 p.m., enter [1][6][4][5]. The time appears in 24-hour notation on display phones.

Programming Steps:

1. Press:

[*Feature*][0][0][*System Program*][*System Program*][#][1][0][3]. The display reads:

```
System Times
Data 0000
```

2. Enter a new time in 24-hour notation. For example, to set the time to 2:15 p.m., press [1][4][1][5]. The display reads:

```
System Time
Data 1415
```

Number of Lines

Code: #104

Description: Use this procedure as a quick way to assign the same number of outside lines to all extensions when first setting up the system. You can assign all or only some of the outside lines to all extensions. If you assign fewer lines than the total number of lines in the system, the system assigns the lines in order. For example, if you assign 5 lines but there are 8 outside lines, the system assigns lines 1 through 5 to all extensions.

Valid Entries: 0 through 8 lines
✓ 2 lines per 206 module installed

Considerations:

- To add or delete specific lines on specific extensions, use procedure #301, Line Assignment.
- If you later add more lines to the system, use procedure #301 to assign them to extensions rather than this procedure, which returns the Line Assignment (#301), Automatic Line Selection (page 4-6), and Line Ringing Options (page 4-7) to the factory settings.

Programming Steps

[x][x][x][x] Stands for the System Programming Password. See procedure #110.

1. Press:

[Feature] [0] [0] [System Program] [System Program] [x] [x] [x] [x] [#] [1] [0] [4].
The display reads:

Number Of Lines
8 Lines

2. Enter the correct number of lines. For example, to tell the system there are 7 outside lines, press [7]. The display reads:

Number Of Lines
7 Lines

✓ = Factory Setting

To go to the next procedure: [Next Proc]	To go to a specific procedure: [#] [x] [x] [x] (where X X X is the procedure number)
To go to the previous procedure: [Prev Proc]	
To return data to the factory setting: [Remove]	To exit system programming: [Feature] [0] [0]

Transfer Return Rings

Code: #105

Description: Defines the number of times an extension should ring with a transferred call before the call returns to the originating extension.

Valid Entries: 0 (transferred calls not returned to originating extension)
1 through 9 ✓ 4

Considerations: If you have a fax machine or an answering machine connected to the system, set this number greater than the number of rings at which these devices answer. Doing so prevents a call transferred to a fax or answering machine from returning before it is answered.

Programming Steps:

[x] [x] [x] [x] stand for the System Programming Password. See procedure #110.

1. Press:

[Feature] [0] [0] [System Program] [System Program] [x] [x] [x] [x] [#] [1] [0] [5].
The display reads:

```
Transfer Return
4 Rings
```

2. Enter a different setting. For example, to set a transfer return of 5 rings, press [5]. The display reads:

```
Transfer Return
5 Rings
```


PBX Dial-Out Code

Code: #106

Description: If your system is connected to a PBX (Private Branch Exchange) instead of directly to the local phone company's switching system, use this procedure to identify the digit you dial to get an outside line.

Valid Entries: 0 through 9 ✓ 0

Considerations:

- Use procedure #202, Line Type, to identify the lines that are connected to the PBX.
- Do not include the dial-out code in System Speed Dial, Personal Speed Dial, and Auto Dial numbers. The system automatically supplies it.

Programming Steps:

[x][x][x][x] stands for the System Programming Password. See procedure #110.

1. Press:

[Feature] [0] [0] [System Program] [System Program] [x] [x] [x] [x] [#] [1] [0] [6] .
The display reads:

PBX DialOut Code
Data 0

2. Enter the correct dial-out code. For example, if you dial [8] to dial out, press [8]. The display reads:

PBX DialOut Code
Data 8

✓ = Factory Setting

To go to the next procedure: [Next Proc]	To go to a specific procedure: [#] [x] [x] [x]
To go to the previous procedure: [Prev Proc]	(where X X X is the procedure number)
To return data to the factory setting: [Remove]	To exit system programming: [Feature] [0] [0]

Recall Timer Duration

Code: #107

Description: Changes the length of the timed signal (a switchhook flash) executed by the Recall feature (page 4-10) and by the Recall function of speed dialing (page 3-42). Recall sends this timed signal over the phone line to the local telephone company or PBX to which the system is connected. Typically you use the Recall feature to access PBX features such as Call Waiting.

Change the factory setting of the recall timer only under two conditions:

- If your PARTNER Plus system is connected to a PBX and Recall drops calls, shorten the time.
- If pressing Recall has no effect, lengthen the time.

Valid Entries: 01 through 80 (25 to 2000 msec in 25 msec increments)
✓ 32 (800 msec)

Programming Steps:

1. Press:

[Feature] [0] [0] [System Program] [System Program] [x] [x] [x] [x] [#] [1] [0] [7].
The display reads

```
Recall Timer
32 800-msec
```

2. Enter a different recall timer setting by pressing [Next Data] or [Prev Data]. For example, to shorten the recall timer to 750 msec, press [Prev Data] twice. The display reads:

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

Or enter the setting number directly. For example, to set the recall timer to 750 msec, press [3] [0].

3. If you are using Recall to access PBX features, test the new Recall Timer Duration by trying to use these features:
 - If the call is disconnected, shorten the time.
 - If the Recall signal has no effect, lengthen the time.

✓ = Factory Setting

To go to the next procedure: <u>[Next Proc]</u>	To go to a specific procedure: <u>#[x][x][x]</u>
To go to the previous procedure: <u>[Prev Proc]</u>	(where X X X is the procedure number)
To return data to the factory setting: <u>[Remove]</u>	To exit system programming: <u>[Feature] [0] [0]</u>

[x] [x] [x] [x] stands for the System Programming Password. See procedure #110.

Rotary Dialing Timeout

Code: #108

Description: If you have any rotary lines and are having trouble calling out on standard touch-tone phones, use this procedure to change the length of the Rotary Dialing Timeout. For example, if users dial slowly and calls are not completed or are connected to wrong numbers, lengthen the timeout. *Do not change this setting unless the system is experiencing problems.*

Valid Entries: 1 = 4 seconds
✓ 2 = 8 seconds
3 = 12 seconds

Considerations: Use this procedure only if the Dial Mode (#201) for at least one outside line in the system is set to rotary.

Programming Steps:

1. Press:

[Feature] [0] [0] [System Program] [System Program] [x] [x] [x] [x] [#] [1] [0] [8].
The display reads:

```
Rotary Timeout
2 8-secs
```

2. Change the Rotary Dialing Timeout by entering the setting number as listed above. For example, to lengthen the Rotary Dialing Timeout to 12 seconds, press [3]. The display reads:

```
Rotary Timeout
3 12-secs
```

[x] [x] [x] [x] stands for the System Programming Password. See procedure #110.

System Programming Password

Code: #110

Description: Required for changing all system programming settings except System Date (#101), System Day (#102), System Time (#103), and System Password (#403).

Valid Entries: Any 4 digits
✓ 7777

Programming Steps:

1. Press:

[Feature] [0] [0] [System Program] [System Program] [x] [x] [x] [x] [#] [1] [1] [0].
The display reads:

```
Set Password
Data XXXX
```

2. Change the password using the dial pad. For example, to set the password to 1001, press [1] [0] [0] [1]. The display reads:

```
Set Password
Data 1001
```

[x] [x] [x] [x] stand for the System programming Password. See procedure #110.

Dial Mode

Code: #201

Description: Identifies each outside line as either touch-tone or rotary.

Valid Entries: 1 = Touch-tone line
✓ 2 = Rotary line

Considerations: If you are using touch-tone phones on rotary lines, you may need to adjust the Rotary Dialing Timeout (#108).

Programming Steps:

[x][x][x][x] stand for the System Programming Password. See procedure #110.

1. Press:

[Feature] [0] [0] [System Program] [System Program] [x][x][x][x] [#] [2] [0] [1].

The display reads:

Dial Mode

Line:

2. Enter the first line to be programmed. For example, to program line 8, press [8]. The display reads:

Dial Mode L8

2 Rotary

3. To change the dial mode, press [Next Data]. The display reads:

Dial Mode L8

1 Touch Tone

To program another line, press [Next Item] or [Prev Item] until the correct line number shows on the display. Follow step 3 to change the dialing mode. Repeat for all lines that you want to change.

Line Type

Code: #202

Description: Identifies each outside line as being connected to the local telephone company or to a PBX system.

Valid Entries: ✓ 1 = CO (local telephone company line)
2 = PBX line

NOTE:

If any lines are connected to a PBX system, use procedure #106, PBX Dial-Out Code, to identify the PBX dial-out code.

Programming Steps:

[x][x][x][x] stands for the System Programming Password. See procedure #110.

1. Press:

[Feature] [0][0] [System Program] [System Program] [x][x][x][x] [#] [2] [0] [2].
The display reads:

Line Type

Line:

2. Enter the first line to be programmed. For example, to program line 1, press [1]. The display reads:

Line Type L1

1 CO

3. To change the line type, press [Next Data]. The display reads:

Line Type L1

2 PBX

To program another line, press [Next Item] or [Prev Item] until the correct line number shows on the display. Follow step 3 to change the line type. Repeat for every line in the system.

✓ = Factory Setting

To go to the next procedure: [Next Proc]	To go to a specific procedure: [#] [x] [x] [x]
To go to the previous procedure: [Prev Proc]	(where XXX is the Procedure number)
To return data to the factory setting: [Remove]	To exit system programming: [Feature] [0] [0]

Line Assignment

Code: #301

Description: Use this procedure to change the line assignments on specific extensions. These changes include adding lines, deleting lines, and setting the order of the lines on a PARTNER phone's line buttons.

Valid Entries: ✓ 1 = Assigned
2 = Not assigned

Hotline and doorphone extensions should not have outside lines assigned to them, to prevent calls from being made or received on them.

Art: Put the button figure here

Assigning lines to particular line buttons is useful for grouping similar lines on adjacent line buttons (such as D and H).

Assign only as many lines to an extension as that extension can use. For example, a PARTNER 6-button phone can have only four outside lines.

[x] [x] [x] [x] stands for the System Programming Password. See procedure #110.

Considerations: Use this procedure to fine tune the number of lines you assigned to all extensions through procedure #104, Number of Lines. For example, if you assigned 5 lines to all extensions and there are 8 lines in the system, use procedure #301 to assign lines 6, 7, and 8 to specific extensions.

Programming Notes: When you use procedure #301 to assign a line to an extension with a PARTNER phone, the line goes to the first unused line button on the phone. The order in which line buttons are assigned appears at the left. For example, if the extension has no lines assigned to it and you assign line 4 first, that line is put on line button A. If the extension had two other lines already assigned to it, line 4 would be put on line button C.

To change the order of existing line assignments, first unassign the lines and then reassign them in the desired order.

Programming Steps:

1. Press:
[Feature] [0] [0] [System Program] [System Program] [x] [x] [x] [x] [#] [3] [0] [1].
The display reads:

```
LineAssign  
Extension:
```

2. Enter the extension number to be programmed (10 through 33). For example, to program extension 15, press [1][5]. The display reads:

```
LineAssign 15  
Line:
```

3. Enter the line to be assigned or unassigned. For example, to select line 1, press [1]. The display reads:

```
LineAssign 15 L1  
1 Assigned
```

If you don't want an extension to have the line, press [Next Data]. The display reads

```
LineAssign 15 L1  
2 Not Assigned
```

To program another line for this extension, press [Next Item] or [Prev Item] until the correct line number shows on the display. Repeat step 3.

Label the line assignments on each PARTNER phone.

To program another extension, press [Next Proc] [Prev Proc] (or [#] [3] [0] [1]), and begin at step 2.

Line Use Restriction

Restricting the use of a line is the most extreme way to restrict dialing on the PARTNER Plus system. For example, an extension with a line set to "in only" or "no access," cannot select the line to dial out, even emergency numbers. There are other, less extreme ways to restrict dialing. See appendix A for a summary of dialing restrictions.

[x][x][x][x] stands for the System Programming Password. See procedure #110.

Code: #302

Description: Use this procedure to restrict extensions from receiving and/or making outside calls on specific lines. Since you program line use restrictions for each line at each extension, you can restrict some lines on an extension while not restricting others.

Valid Entries: ✓ 1 = No restriction (all calls permitted on that line)
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 (the line appears on the phone but cannot receive or make calls; can receive transferred calls)

Programming Steps:

1. Press:
[Feature][0][0][System Program][System Program][x][x][x][x][#][3][0][2].
The display reads:

```
Restrict  
Extension:
```

2. Enter the extension to be programmed. For example, to program extension 23, press [2][3]. The display reads:

```
Restrict 23  
Line:
```

3. Enter the line number to be restricted at this extension. For example, to restrict line 2, press [2]. The display reads:

```
Restrict 23 L3  
1 No Restriction
```

4. To change the line restriction for this extension, enter the appropriate setting number listed above. For example, to restrict the line to incoming calls, press [3]. The display reads:

```
Restrict 23 L3  
3 In Only
```

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 Proc][Prev Proc] (or [#][3][0][2]), and begin at step 2.

✓ = Factory Setting

To go to the next procedure: [<u>Next Proc</u>]	To go to a specific procedure: [#][x][x][x]
To go to the previous procedure: [<u>Prev Proc</u>]	(where XXX is the procedure number)
To return data to the factory setting: [<u>Remove</u>]	To exit system programming: [Feature][0][0]

Display Language

If you change the language for extension 10, the display messages immediately start appearing in the new language.

[x] [x] [x] [x] stands for the System Programming Password. See procedure #110.

Code: #303

Description: Sets the language on the display of a PARTNER display phone. The language is set for each extension, so phones on the same PARTNER system can display different languages.

Valid Entries: ✓ 1 = English
2 = Spanish
3 = Italian

Programming Steps:

1. Press:
[Feature] [0] [0] [System Program] [System Program] [x] [x] [x] [x] [#] [3] [0] [3].

The display reads:

Language
Extension:

2. Enter the extension to be programmed. For example, to program extension 11, press [1] [1]. The display reads:

Language 11
1 English

3. To change the display language, enter the appropriate setting number as listed above. For example, to change the display messages to Italian, press [3]. The display reads:

Language 11
3 Italian

To change the display language for another extension, press [Next Item] or [Prev Item] until the extension number shows on the display. Repeat step 3.

Automatic Privacy

This feature is typically used for extensions connected to fax machines and modems, which make and receive data calls that should not be interrupted.

[x] [x] [x] [x] stands for the System Programming Password. See procedure #110.

Code: #304

Description: Automatically prevents users with the same lines from joining telephone conversations on a specific extension.

Valid Entries: 1 = Assigned to extension
✓ 2 = Not assigned

Considerations: A user can override Automatic Privacy with the Privacy feature (page 4-12).

Programming Steps:

1. Press:

[Feature] [0] [0] [System Program] [System Program] [x] [x] [x] [x] [#] [3] [0] [4].
The display reads:

```
Auto Privacy
Extension:
```

2. Enter the extension to be programmed. For example, to program extension 16, press [1] [6]. The display reads:

```
Auto Privacy 16
2 Not Assigned
```

3. To assign Automatic Privacy to the extension, press [Next Data] until the display reads:

```
Auto Privacy 16
1 Assigned
```

To program another extension, press [Next Item] or [Prev Item] until the extension number shows on the display. Repeat step 3.

✓ = Factory Setting

To go to the next procedure: [<u>Next Proc</u>]	To go to a specific procedure: [#] [x] [x] [x]
To go to the previous procedure: [<u>Prev Proc</u>]	(where X X X is the procedure number)
To return data to the factory setting: [<u>Remove</u>]	To exit system programming: [<u>Feature</u>] [<u>0</u>] [<u>0</u>]

Abbreviated Ringing

Receptionists, and others who handle many calls quickly, often leave Abbreviated Ringing off so they have an audible reminder of incoming calls.

[x][x][x][x] stands for the System Programming Password. See procedure #110.

Code: #305

Description: Use this procedure to turn Abbreviated Ringing on or off. When a user is on a call and Abbreviated Ringing is on, an incoming call rings only once. The light next to the line button flashes until the call is answered or the caller hangs up. This feature prevents an incoming call from distracting a user busy on another call. To allow calls to ring repeatedly at a specific extension, turn Abbreviated Ringing off for that extension.

Valid Entries 1 = Active/On (incoming calls ring once)
 ✓ 2 = Not active/Off (incoming calls ring repeatedly)

Programming Steps:

1. Press:

[Feature] [0] [0] [System Program] [System Program] [x] [x] [x] [x] [#] [3] [0] [5].
The display reads:

Abbrev. Ring
Extension:

2. Enter the extension to be programmed. For example, to program extension 12, press [1][2]. The display reads:

Abbrev. Ring 12
2 Not Active

3. To turn Abbreviated Ringing on, press [Next Data] until the display reads:

Abbrev. Ring 12
1 Active

To program another extension, press [Next Item] or [Prev Item] until the extension number shows on the display. Repeat step 3.

Joining a Call

If a person needs to join a call but the extension does not allow it, the other party must conference that person in on the call.

[x][x][x][x] stands for the System Programming Password. See procedure #110.

Code: #306

Description: Allows or denies users to join an active call on an extension basis. Even if a user's extension allows joining calls, the user must first dial a feature code ([**Feature**] [**1**] [**4**]) before the connection is completed. When another user joins a call, the system notifies the other users with a brief tone.

Valid Entries: ✓ 1 = Allowed
2 = Disallowed

Programming Steps:

1. Press:
[**Feature**] [**0**] [**0**] [**System Program**] [**System Program**] [**x**] [**x**] [**x**] [**x**] [**#**] [**3**] [**0**] [**6**].

The display reads

Bridging
Extension:

2. Enter the extension to be programmed. For example, to program extension 13, press [**1**] [**3**]. The display reads:

Bridging 13
1 Allowed

3. To prevent users on this extension from joining calls, press [**Next Data**] until the display reads:

Bridging 13
2 Disallowed

To program another extension, press [**Next Item**] or [**Prev Item**] until the extension number shows on the display. Repeat step 3.

✓ = Factory Setting

To go to the next procedure: [Next Proc]	To go to a specific procedure: [#] [x] [x] [x]
To go to the previous Procedure: [Prev Proc]	(where X X X is the procedure number)
To return data to the factory setting: [Remove]	To exit system programming: [Feature] [0] [0]

Call Waiting

Call waiting will not work on a standard phone that is in a combination extension with a system phone.

Code: #307

Description: For extensions having standard telephones (but not in combination with a system phone), the Call Waiting feature sends a tone to notify a user talking on the phone of another incoming call. The call waiting tone works for standard telephones in two situations: 1) when Night Service is on and a call comes in to an extension in the Night Service group; and 2) when a call is transferred to the extension. The user can answer the call by doing a switchhook flash (putting the active call on hold) or the user can hang up and end the current call, then answer the incoming call.

Valid Entries: ✓ 1 = Allowed
2 = Disallowed

Considerations:

- For Call Waiting to work when Night Service is on, make sure extensions with basic telephones are members of the Night Service Group (#504).
- To avoid corrupting data transmissions, do not allow Call Waiting on extensions with credit card scanners, modems, and fax machines.

Programming Steps:

[x][x][x][x] stand for the System Programming Password. See procedure #110.

1. Press:
[Feature][0][0][System Program][System Program][x][x][x][x][#][3][0][7].

The display reads:

```
Call Waiting
Extension:
```

2. Enter the extension to be programmed. For example, to program extension 14, press [1][4]. The display reads:

```
Call Waiting 14
1 Allowed
```

3. To prevent the call waiting tone, press [Next Data] until the display reads:

```
Call Waiting 14
2 Disallowed
```

To program another extension press [Next Item] or [Prev Item] until the extension number shows on the display. Repeat step 3.

Copy Settings

Code: #399

Description: Copies the following settings from any extension to any other extension:

#301 Line Assignment	#405 Disallowed List Assignment
#302 Line Use Restriction	#408 Allowed List Assignment
#303 Display Language	#501 Pickup Group Extensions
#304 Automatic Privacy	#502 Calling Group Extensions
#305 Abbreviated Ringing	#504 Night Service Group
#306 Joining a Call	#601 Fax Machine Extensions
#307 Call Waiting	Automatic Line Selection (page 4-6)
#401 Outgoing Call Restrictions	Line Ringing Options (page 4-7)

Valid Entries: Any valid source extension number (the extension copied *from*) and any valid target extension number (the extension copied *to*)

Programming Notes: This procedure is skipped in the sequence of programming procedures. To use this procedure, enter the procedure code directly (see step 1).

Programming Steps:

1. Press:

[Feature] [0] [0] [System Program] [System Program] [x] [x] [x] [x] [#] [3] [0] [9].
The display reads:

Copy
Extension:

2. Enter the extension to copy *from*. For example, to copy extension 18, press **[1] [8]**. The display reads:

Copy 18
Data --

3. Enter the extension to copy *to*. Any extension except the source extension is valid. For example, to copy to extension 22, press **[2] [2]**. The display reads:

Copy 18
Data 22

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 shows on the display. Repeat step 3.

[x] [x] [x] [x] stands for the System Programming Password. See procedure #110.

✓ = Factory Setting

To go to the next procedure: [Next Proc]	To go to a specific procedure: [#] [x] [x] [x]
To go to the previous procedure: [Prev Proc]	(where XXX is the procedure number)
To return data to the factory setting: [Remove]	To exit system programming: [Feature] [0] [0]

Outgoing Call Restrictions

See appendix A for a complete summary of dialing restrictions.

[x] [x] [x] [x] stands for the System Programming Password. See procedure #110.

Code: #401

Description: Restricts the types of calls an extension can make. An extension can be restricted to inside calling only, or to local and inside calling. Outgoing Call Restrictions apply to *all* lines assigned to the extension. The System Password (#403), Emergency Phone Number List (#406), Disallowed and Allowed Phone Number Lists (#404 and #407) override Outgoing Call Restrictions.

Valid Entries: ✓ 1 = No restriction (can make toll, local, and inside calls)
2 = Inside only (can make inside calls only)
3 = Local only (can make outside calls that do not begin with zero, and inside calls only)

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

Programming Steps:

1. Press:
[Feature] [0] [0] [System Program] [System Program] [x] [x] [x] [x] [#] [4] [0] [1].
The display reads:

```
Call Restrict  
Extension:
```

2. Enter the extension to be programmed. For example, to select extension 30, press [3] [0]. The display reads:

```
Call Restrict 30  
1 No Restriction
```

3. To change the type of call restriction, enter the appropriate setting number as listed-above. For example, to restrict this extension to local and inter-com calling, press [3]. The display reads:

```
Call Restrict 30  
3 Local Only
```

To program another extension, press [Next Item] or [Prev Item] until the extension number shows on the display. Repeat step 4.

System Password

Code: #403

Description: Identifies the 4-digit password that lets a user override Outgoing Call Restrictions (#401). You can also use the password with Night Service (#503 and #504) to restrict after-hours dialing.

Valid Entries: Any 4 digits

Considerations: If you assign a password using this procedure, you must enter the password when turning Night Service (#503) on or off.

Programming Steps:

1. Press:

[**Feature**] [**0**] [**0**] [**System Program**] [**System Program**] [**x**] [**x**] [**x**] [**x**] [**#**] [**4**] [**0**] [**3**].

The display reads:

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

If a password has previously been set, it will appear on the display.

2. Enter or change the password using the dial pad. For example, to set the password to 5747, press [**5**] [**7**] [**4**] [**7**]. The display reads:

```
Set Password
Data5747
```

To remove a password, press [**Remove**].

Entering the password allows you to override several dialing restrictions. See appendix A for a summary of dialing restrictions.

[**x**] [**x**] [**x**] [**x**] stands for the System Programming Password. See procedure #110.

✓ = Factory Setting

To go to the next procedure: [Next Proc]	To go to a specific procedure: [#] [x] [x] [x]
To go to the previous procedure: [Prev Proc]	(where X X X is the procedure number)
To return data to the factory setting: [Remove]	To exit system programming: [Feature] [0] [0]

Disallowed Phone Number Lists

See appendix A for a summary of dialing restrictions.

[x][x][x][x] stands for the System Programming Password. See procedure #110.

Code: #404

Description: Specifies 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. Use this procedure to create up to four lists of up to 10 telephone numbers each. Then use procedure #405, Disallowed List Assignment, to assign the lists to specific extensions.

- Valid Entries:**
- List numbers 1 to 4
 - Maximum 10 telephone numbers per list
 - Maximum 22 digits per telephone number
 - Wildcard character (!) to match any single digit

Programming Notes: To program telephone numbers, dial the number as you would normally. You can also use the “wildcard” character to stand for any digit in a phone number. To use the wildcard, press [Wild]. The wildcard character appears as a “!” on the display.

Programming Steps:

1. Press:
[Feature] [0] [0] [System Program] [System Program] [x] [x] [x] [x] [#] [4] [0] [4].
The display reads
DisallowLst
List No:

2. Enter the list to be set up (1 through 4). For example, to select list 1, press [1]. The display reads:
DisallowLst 1
Entry:

3. Select a list entry (01 through 10). For example, to select entry 01, press [0] [1]. The display reads:
DisallowLst 1 01
Data -----

4. Enter the first telephone number. For example, to prevent calls to 976, press [9] [7] [6]. The display reads:
DisallowLst 1 01
Data 976

5. To save the telephone number in memory, press [Enter].

To enter other phone numbers in this list, press [Next Item] and repeat steps 4 and 5.

To change a phone number, press [Remove] and repeat steps 4 and 5.

To delete a phone number, press [Remove].

To create another list, press [#] [4] [0] [4] and start at step 2 above.

Disallowed List Assignment

Code: #405

Description: After creating Disallowed Phone Number Lists (#404), use this procedure to assign them to specific extensions. For example, you can assign list 1 to extensions 27 and 28, and list 2 to extension 28 only.

Valid Entries: ✓ 1 = Assigned to extension
2 = Not assigned to extension

Programming Steps:

[x][x][x][x] stands for the System Programming Password. See procedure #110.

1. Press:

[Feature][0][0][System Program][System Program][x][x][x][x][#][4][0][5].
The display reads:

```
DisallowTo
Extension:
```

2. Enter the extension to be programmed. For example, to program extension 27, press [2][7]. The display reads:

```
DisallowTo 27
List No:
```

3. Enter the list to be assigned to the extension. For example, to select list 1, press [1]. The display reads:

```
DisallowTo 27 1
2 Not Assigned
```

4. To assign the list, press [Next Data] until the display reads:

```
DisallowTo 27 1
1 Assigned
```

5. To assign another list to this extension, press [Next Item] or [Prev Item] until the list number shows on the display. Repeat step 4.

To program another extension, press [Next Proc] [Prev Proc] (or [#][4][0][5]), and begin at step 2.

✓ = Factory Setting

To go to the next procedure: [<u>Next Proc</u>]	To go to a specific procedure: [#][x][x][x] (where X X X is the procedure number)
To go to the previous procedure: [<u>Prev Proc</u>]	
To return data to the factory setting: [<u>Remove</u>]	To exit system programming: [<u>Feature</u>][0][0]

Emergency Phone Number List

See appendix A for a summary of dialing restrictions.

Typical list entries include:

- Emergency public services
- Fire
- Police

[x][x][x][x] stands for the System Programming Password. See procedure #110s.

Code: #406

Description: Specifies emergency telephone numbers that can be dialed from any extension *regardless of other dialing restrictions, except Line Use Restriction (#302).*

Valid Entries: 10 telephone numbers, 1 to 22 digits each

Programming Notes: The emergency list can contain specific telephone numbers or categories of telephone numbers. See Disallowed Phone Number Lists (#404) for detailed instructions on programming telephone numbers.

IMPORTANT: When programming emergency numbers and/or making test calls to emergency numbers:

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

Programming Steps:

1. Press:
[Feature][0][0][System Program][System Program][x][x][x][x][#][4][0][6].
The display reads:

```
EmergencyList  
Entry:
```

2. Select a list entry (01 through 10). For example, to select entry 03, press [0][3]. The display reads:

```
EmergencyList 03  
Data -----
```

3. Enter the telephone number. For example, press [4][1][1]. The display reads:

```
EmergencyList 03  
Data411
```

To select another list entry, press [Next Item] or [Prev Item] until the new entry number shows on the display. Repeat step 3.

To correct an incorrect telephone number, press [Remove] and enter the correct phone number.

To delete a telephone number, press [Remove].

Allowed Phone Number Lists

See appendix A for a summary of dialing restrictions.

[x][x][x][x] stands for the System Programming Password. See procedure #110.

Code: #407

Description: Specifies telephone numbers that users can dial regardless of other dialing restrictions. For example, if you restrict an entire category of call through Disallowed Phone Number Lists (#404), you can permit calls to a specific number in that category by placing that number on an allowed list. Using this procedure, you can create up to four lists of up to 10 telephone numbers each. Use procedure #408 (Allowed List Assignment) to assign the lists to specific extensions.

Valid Entries:

- List numbers 1 to 4
- Maximum 10 telephone numbers per list
- Maximum 22 digits per telephone number
- Wildcard character(!) to match any single digit

Programming Steps:

1. Press:
[Feature] [0] [0] [System Program] [System Program] [x] [x] [x] [x] [#] [4] [0] [7].
The display reads:

```
AllowList  
List No:
```
2. Selecting lists and entering phone numbers is the same for this procedure as for Disallowed Phone Number Lists (#404). See page 3-24 for instructions on creating lists of phone numbers.

✓ = Factory Setting

To go to the next procedure: [Next Proc.]	To go to a specific procedure: [#] [x] [x] [x]
To go to the previous procedure: [Prev Proc.]	(where X X X is the procedure number)
To return data to the factory setting: [Remove]	To exit system programming: [Feature] [0] [0]

Allowed List Assignment

[x][x][x][x] stands for the System Programming Password. See procedure #110.

Code: #408

Description: After creating Allowed Phone Number Lists (#407), use this procedure to assign them to specific extensions. For example, you can assign list 1 to extensions 17 and 18, and list 2 to extension 18 only.

Valid Entries: 1 = Assigned to extension
✓ 2 = Not assigned to extension

Programming Steps:

1. Press:

[Feature][0][0][System Program][System Program][x][x][x][x][#][4][0][8].
The display reads:

AllowTo
Extension:

2. Selecting extensions and lists for for this procedure is the same as for Disallowed List Assignment (#405). See page 3-25 for instructions on assigning lists to extensions.

Pickup Group Extensions

You can answer calls to the Pickup Group with one touch by programming if on a button. See page 4-15.

[x][x][x][x] stands for the System Programming Password. See procedure #110.

Code: #501

Description: Identifies the extensions in the Pickup Group—the group of extensions whose outside calls can be answered by any extension on the system. When an outside call rings at an extension in the Pickup Group, any other extension on the system can answer the ringing line by pressing [Intercom] [6] [6]. The system automatically connects the call to the extension, even though the extension may not be in the group and may not have that line assigned to it.

The Pickup Group feature is useful when an extension needs to answer calls on lines not assigned to that phone. For example, during lunch, one person may be designated to answer all calls that come into the Pickup Group.

Valid Entries: ✓ 1 = Assigned (extension is in the Pickup Group)
2 = Not assigned (extension is not in the Pickup Group)

Considerations: The system can have only one Pickup Group.

Programming Steps:

1. Press:

[Feature] [0] [0] [System Program] [System Program] [x] [x] [x] [x] [#] [5] [0] [1].
The display reads:

```
Pickup Group
Extension:
```

2. Enter the extension to be programmed. For example, to program extension 29, press [2] [9]. The display reads:

```
Pickup Group 29
1 Assigned
```

- 3 To remove the extension from the group, press [Next Data] until the display reads:

```
Pickup Group 29
2 Not Assigned
```

To program another extension, press [Next Item] or [Prev Item] until the extension number shows on the display. Repeat step 3.

✓ = Factory Setting

To go to the next procedure: [<u>Next Proc</u>]	To go to a specific procedure: [#] [x] [x] [x]
To go to the previous procedure: [<u>Prev Prod</u>]	(where X X X is the procedure number)
To return data to the factory setting: [<u>Remove</u>]	To exit system programming: [<u>Feature</u>] [0] [0]

Calling Group Extensions

Code: #502

Description: Identifies the extensions in the Calling Group—the group of extensions that can be called at the same time. Any user on the system can ring all the phones in the Calling Group by dialing [*Intercom*] [**7**] [**1**]. Users can also voice signal the phones in the Calling Group by dialing [*Intercom*] [*****] [**7**] [**1**] (or [**7**] [**9**] [**7**] [**1**] from rotary phones). This feature is useful for conversing with or transferring calls to a group of users such as a sales pool.

Valid Entries: ✓ 1 = Assigned (extension in the Calling Group)
2 = Not assigned (extension not in the Calling Group)

Considerations:

- The system can have only one Calling Group.
- Do not assign extensions with fax machines, answering machines, hotline phones, and doorphones to the Calling Group.

Programming Steps:

[**x**] [**x**] [**x**] [**x**] stands for the System Programming Password. See procedure #110.

1. Press:
[*Feature*] [**0**] [**0**] [*System Program*] [*System Program*] [**x**] [**x**] [**x**] [**x**] [**#**] [**5**] [**0**] [**2**].
The display reads:

Calling Group
Extension:

2. Enter the extension to be programmed. For example, to select extension 31, press [**3**] [**1**]. The display reads:

Calling Group 31
1 Assigned

3. To remove the extension from the group, press [*Next Data*] until the display reads

Calling Group 31
2 Not Assigned

To program another extension, press [*Next Item*] or [*Prev Item*] until the extension number shows on the display. Repeat step 3.

Night Service Button

Code: #503

Night Service is useful if you want all phones to ring after hours. For example, the Shipping Department does not answer calls during the day, but after hours you want them to answer incoming calls.

Night Service with a System Password is useful for controlling unauthorized use of phones after hours.

[x][x][x][x] stands for the System Programming Password. See procedure #110.

Description: To use the Night Service feature, you must program it onto the PARTNER display phone at extension 10. This procedure assigns Night Service to the second programmable feature button with lights. Figure 4-1 on page 4-2 shows the location of the Night Service button.

To turn Night Service on and off, simply press the Night Service button. When Night Service is on, all lines ring immediately, regardless of their normal Line Ringing Options (see page 4-7). Night Service affects only the extensions in the Night Service Group. Use procedure #504 to setup the Night Service Group.

Valid Entries: 1 = Night Service assigned
✓ 2 = Night Service not assigned

Considerations: If you programmed 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 Emergency Numbers (#406) and Marked System Speed Dial Numbers (page 3-40) without entering the System Password.

Programming Notes:

- This procedure erases any feature or Auto Dial number you may have previously programmed onto the Night Service button.
- If Night Service is assigned, you cannot program another feature on this button, unless you remove Night Service first.
- A Night Service button can be programmed only for extension 10.

Programming Steps:

1. Press:
[Feature][0][0][System Program][System Program][x][x][x][x][#][5][0][3]
The display reads:
Night Service
2 Not Assigned
2. To program Night Service onto the Night Service button, press **[Next Data]** until the display reads:
Night Service
1 Assigned-Ext 10
3. Label the Night Service button on extension 10.

✓ = Factory Setting

To go to the next procedure: [Next Proc]	To go to a specific procedure: [#][x][x][x] (where X X X is the procedure number)
To go to the previous procedure: [Prev Proc]	
To return data to the factory setting: [Remove]	To exit system programming: [Feature][0][0]

Night Service Group

Standard phones that are not assigned to the Night Service Group will still have Call Waiting on transferred calls.

[x][x][x][x] stands for the System Programming Password. See procedure #110.

Code: #504

Description: Identifies the extensions in the Night Service Group. When Night Service is on and a call comes in, all extensions in the Night Service Group ring immediately or users with standard phones go to Call Waiting if busy. In addition, restricted Night Service (when the system has a password) limits the Night Service Group extensions to dialing only numbers on the Emergency Phone Number List (#403) and Marked System Speed Dial Numbers (page 3-40).

Valid Entries : ✓ 1 = Extension is in the group
2 = Extension is not in the group

Considerations: Do not include hotline extensions in the Night Service Group.

Programming Steps:

1. Press:

[Feature] [0] [0] [System Program] [System Program] [x] [x] [x] [x] [#] [5] [0] [4].

The display reads:

NS Group
Extension:

2. Enter the extension to be programmed. For example, to program extension 13, press [1][3]. The display reads:

NS Group 13
1 Assigned

3. To remove the extension from the group, press [Next Data] until the display reads:

NS Group 13
2 Not Assigned

To program another extension, press [Next Item] or [Prev Item] until the extension number shows on the display. Repeat step 3.

Fax Machine Extensions

Code: #601

Description: If you have a fax machine connected to the system and want to monitor its status with a Fax Management button (see chapter 6) use this procedure to identify the fax extension.

Valid Entries: 1 = Extension assigned
✓ 2 = Extension not assigned

Considerations:

- To prevent other extensions from interrupting a fax call, program the fax extension for Automatic Privacy (#304) and turn Call Waiting (#307) off.

Programming Steps:

[x][x][x][x] stands for the System Programming Password. See procedure #110.

1. Press:

[Feature] [0] [0] [System Program] [System Program] [x] [x] [x] [x] [#] [6] [0] [1].

The display reads:

Facsimile
Extension:

2. Enter the extension to be programmed. For example, to select extension 30, press [3] [0]. The display reads:

Facsimile 30
2 Not Assigned.

3. To identify the extension as a fax machine, press [Next Data] until the display reads:

Facsimile 30
1 Assigned

To program another extension, press [Next Item] or [Prev Item] until the extension number shows on the display. Repeat step 3.

✓ = Factory Setting

To go to the next procedure: [<u>Next Proc</u>]	To go to a specific procedure: [#] [x] [x] [x]
To go to the previous procedure: [<u>Prev Proc</u>]	(where X X X is the procedure number)
To return data to the factory setting: [<u>Remove</u>]	To exit system programming: [Feature] [0] [0]

Music On Hold

Code: #602

Description: Activates or deactivates the Music-on-Hold jack on the processor module. To provide music or taped messages to callers on hold, the Music-on-Hold jack must be active and an audio source attached to the jack.

Valid Entries: 1 = Active
✓ 2 = Not Active

Considerations:

- If the audio source develops trouble (such as a bad tape), you can quickly turn it off by setting the jack to “not active” until you are able to solve the problem.
- Users of equipment that rebroadcasts copyrighted music or other material may be required to obtain a license from a third party such as ASCAP or BMI.
- If Music-On-Hold is not active callers on hold hear a repeating tone.

Programming Steps:

1. Press:

[Feature] [0] [0] [System Program] [System Program] [x] [x] [x] [x] #[6] [0] [2].

The display reads:

```
Music On Hold
2 Not Active
```

2. To activate the music-on-hold jack press [Next Data] until the display reads:

```
Music On Hold
1 Active
```

[x] [x] [x] [x] stands for the System Programming Password. See procedure #110.

✓ = Factory Setting

To go to the next procedure: <u>[Next Proc]</u>	To go to a specific procedure: <u>#[x][x][x]</u>
To go to the previous procedure: <u>[Prev Proc]</u>	(where X X X is the procedure number)
To return data to the factory setting: <u>[Remove]</u>	To exit system programming: <u>[Feature]</u> <u>[0]</u> <u>[0]</u>

Hotline

Code: #603

Description: Identifies the "hotline" extension and the extension it automatically rings (the "alert" extension). When someone 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 one or more hotline extensions.

Valid Entries:

- A hotline extension
- An alert extension
- ✓ No hotline or alert assigned

Considerations:

- The hotline telephone *must* be a standard, single-line touch-tone or rotary telephone.
- A hotline cannot be a doorphone. Assigning a hotline to a doorphone extension cancels the doorphone setting.
- To prevent outside calls from being made or received on the hotline, use Line Assignment (#301) to remove all outside lines from the hotline extension.
- Include only intercoms in the Automatic Line Selection for the hotline extension (page 4-6).
- Remove hotline extensions from the Night Service Group (#504) and Calling Group (#502).
- Do not program hotlines on power failure extensions (10, 11, 16, 17,22,23, 28, 29).

Programming Notes: When programming the hotline, you first enter the hotline extension and then the alert extension. Enter the hotline and alert extensions as different extensions. Extension 10 cannot be a hotline extension (although it can be an alert extension).

Programming Steps:

[x] [x] [x] [x] stands for the System Programming Password. See procedure #110.

1. Press:
[Features] [0] [0] [System Program] [System Program] [x] [x] [x] [x] [#] [6] [0] [3].
The display reads:

Hot Line
Extension:

2. Enter the hotline extension(11 through 33). For example, to program extension 33 as the hotline, press [3] [3]. The display reads:

Hot Line 33
Data --

3. Enter the alert extension (10 through 33). For example, to use extension 32 as the alert extension, press [3] [2]. The display reads:

Hot Line 33
Data 32

To program another hotline, press [Next Item] or [Prev Item] until the new hotline extension number shows on the display. Repeat step 3.

Doorphone 1 Extension

A doorphone consists of a speaker and a button. It is usually placed near an entrance for screening visitors.

[x] [x] [x] [x] stands for the System Programming Password. See procedure #110.

Code: #604

Description: You can connect up to two doorphones to the PARTNER Plus system. Each doorphone can ring up to five other “alert” extensions. Use this procedure to identify the extension to which the first doorphone is connected. Use procedure #605 to identify the second doorphone extension. Use procedure #606 to assign the alert extensions for both doorphones.

Valid Entries: Extensions 12, 13, 14, 15, 18, 19, 20,21,24,25,26,27, 30,31,32,33
✓ None assigned

Considerations: A doorphone extension cannot be a hotline extension at the same time. Assigning a doorphone on a hotline (or other doorphone) extension cancels the hotline (or doorphone) programming. However, hotlines and doorphones can have the same alert extensions.

Programming Steps:

1. Press:
[Feature] [0] [0] [System Program] [System Program] [x] [x] [x] [x] [#] [6] [0] [4].
The display reads:
Door Phone 1
Data --
2. Enter the doorphone extension. For example, to select extension 20, press [2] [0]. The display reads:
Door Phone 1
Data 20

Doorphone 2 Extension

Code: #605

Description: See the description for Doorphone 1 Extension (#604), above. Doorphone 2 has a different ring from Doorphone 1.

Valid Entries: Extensions 12, 13, 14, 15, 18, 19, 20, 21, 24, 25, 26, 27, 30, 31, 32, 33
✓ None assigned

Considerations: See the considerations for Doorphone 1 Extension (#604).

Programming Steps:

[x][x][x][x] stands for the System Programming Password. See procedure #110.

1. Press:

[Feature][0][0][System Program][System Program][x][x][x][x][#][6][0][5].

The display reads:

Door Phone 2

Data --

2. Enter the doorphone extension. For example, to select extension 21, press [2][1]. The display reads:

Door Phone 2

Data 21

✓ = Factory Setting

To go to the next procedure: [Next Proc]	To go to a specific procedure: [#][x][x][x]
To go to the previous procedure: [Prev Proc]	(where X X X is the procedure number)
To return data to the factory setting: [Remove]	To exit system programming: [Feature][0][0]

Doorphone Alert Extensions

Code: #606

Description: Identifies the extension or extensions that ring when someone presses the button on a doorphone. Each doorphone can have up to five alert extensions. The doorphones can have five individual alert extensions or they can share alert extensions. Use procedures #604 and #605 (Doorphone 1 and Doorphone 2 Extensions) to assign doorphone extensions.

Valid Entries: ✓ 1 = Not an alert extension
2 = Doorphone 1 alert extension
3 = Doorphone 2 alert extension
4 = Both doors alert extension

Programming Steps:

[x][x][x][x] stands for the System Programming Password. See procedure #110.

1. Press:

[Feature] [0] [0] [System Program] [System Program] [x] [x] [x] [x] [#] [6] [0] [6].
The display reads:

```
DoorPhneAlert  
Extension:
```

2. Enter the first alert extension. For example, to select extension 10, press [1] [0]. The display reads:

```
DoorPhneAlert 10  
1 No Alert
```

3. To change the alert status, enter the appropriate setting as listed above. For example, to make this extension an alert for both doorphone extensions, press [4]. The display reads:

```
DoorPhneAlert 10  
4 Doors 1 and 2
```

To select another alert extension, press [Next Item] or [Prev Item] until the extension number shows on the display. Repeat step 3.

SMDR Output

*SMDR requires special hardware.
See page 1-5.*

Code: #607

Description: Station Message Detail Recording (SMDR) provides detailed tracking of telephone usage in a printed report. This procedure allows you to specify what information is to be included on the printed report.

Valid Entries: ✓ 1 = All outgoing calls
2 = All outgoing and incoming calls
3 = Outgoing calls with pulses
4 = Outgoing calls with pulses and all incoming calls

Considerations:

- For entries 3 and 4 above, you must have the Pulse Metering option.
- To ensure that the correct time and date appears on the SMDR, set them correctly using #101 and #103.

Programming Steps:

*[x][x][x][x] stands for the System Programming Password.
See procedure #110.*

1. Press:

[Feature] [0] [0] [System Program] [System Program] [x][x][x][x] [#] [6] [0] [7].
The display reads:

```
SMDR Records
1 out calls
```

2. To change the contents of the SMDR report, enter the appropriate setting number as listed above. For example, to change the report output to include all outgoing and incoming calls, press **[2]**.

```
SMDR Records
2 All calls
```

IMPORTANT: If you press *[Next Proc]*, the system skips procedure #728, System Reset—Programming Saved and returns to procedure #101, System Date. To use procedure #728 at this point, you must enter *[#] [7] [2] [8]*.

✓ = Factory Setting

To go to the next procedure: <i>[Next Proc]</i>	To go to a specific procedure: <i>[#] [x] [x] [x]</i> (where X X X is the procedure number)
To go to the previous procedure: <i>[Prev Proc]</i>	
To return data to the factory setting: <i>[Remove]</i>	To exit system programming: <i>[Feature] [0] [0]</i>

System Reset— Programming Saved

Code: #728

Description: Resets the system while retaining the currently programmed settings. *Reset the system only when it fails to function correctly after a power failure or down period.*

Considerations:

- The system reset begins immediately and takes only a few seconds.
- You cannot interrupt the reset process. You cannot use any telephones in the system during the reset process.
- Resetting the system disconnects all active calls.

Programming Steps:

1. Press:

[Feature] [0] [0] [System Program] [System Program] [x] [x] [x] [x] [#] [7] [2] [8].
The display reads

Reset-Save All

When the reset is completed, the system is no longer in program mode and the current date and time appear on the display. If a power failure has occurred, the time may not be correct. Reset it using #103.

System Speed Dial Numbers

Description: You can program a list of up to 80 frequently dialed numbers into the PARTNER Plus system. Anyone on the system can then dial these numbers by pressing [Feature] and the 2-digit code you assign the number during programming.

Regular System Speed Dial numbers do not override other dialing restrictions for an extension. To program System Speed Dial numbers that override these restrictions, “mark” them by entering a star ([*]) before the phone number.

Valid Entries: Any phone number (up to 22 digits) assigned codes 20 through 79
✓ No number assigned to any code

Considerations: Individuals can program up to 20 *additional speed dial* numbers on their own telephones. These Personal Speed Dial numbers use codes 80 through 99 (see p. 4-8). You can also program Personal Speed Dial numbers from extension 10.

Programming Notes:

- System Speed Dial numbers can be programmed only from extension 10.
- Refer to the System Speed Dial forms in Appendix B for the list of numbers to be programmed.
- When entering a phone number, you can include special functions as well as digits (see table 3-1 on page 3-42).

[x][x][x][x] stands for the
System Programming Password.
See procedure #110.

See appendix A for a summary of
dialing restrictions.

Programming Steps:

1. Press [**Feature**] [**0**] [**0**]. The display reads:

PROGRAM EXT 10

2. Enter the 2-digit code you want to assign the phone number by pressing [**Feature**] and 2 digits between 20 and 79. For example, to assign code 20, press [**Feature**] [**2**] [**0**]. If a number is already assigned to the code, it appears in the display. If no number is assigned to the code, the display reads:

Blank

3. Enter the phone number. For example, to program 555 4757 to code 20, press [**5**] [**5**] [**5**] [**4**] [**7**] [**5**] [**7**]. The display reads:

5554757

To mark the speed dial number, precede the number by *. For example, to mark the number 5551001, enter [*****] [**5**] [**5**] [**5**] [**1**] [**0**] [**0**] [**1**]. The display reads:

*5551001

To include special functions in the phone number, see table 3-1 on page 3-42.

To program another System Speed Dial number, start from step 2.

To program over an existing number, enter the new number after selecting the 2-digit code.

To remove a System Speed Dial number, enter the number's 2-digit code and press [**Mic**] once.

To exit the program mode at any time, press [**Feature**] [**0**] [**0**].

✓ = Factory Setting

To go to the next procedure: [Next Proc]	To go to a specific procedure: [#] [x] [x] [x]
To go to the previous procedure: [Prev Proc]	(where X X X is the procedure number)
To return data to the factory setting: [Remove]	To exit system programming: [Feature] [0] [0]

Table 3-1 Special Dialing Functions

Function	Button	Display	Description and Example
Pause	[<u>Hold</u>]	P	<p>Inserts a 1.5-second pause in the dialing sequence to wait for a response, such as a dial tone or computer voice message.</p> <p>Example: To call an answering machine at 555 0529, wait 4.5 seconds, then dial 321 to retrieve messages, enter [<u>5</u>] [<u>5</u>] [<u>0</u>] [<u>5</u>] [<u>2</u>] [<u>9</u>] [<u>Hold</u>] [<u>Hold</u>] [<u>Hold</u>] [<u>3</u>] [<u>2</u>] [<u>1</u>].</p>
Recall	[<u>Spkr</u>]	R	<p>Sends a timed switchhook flash needed to alert the system on the other end (such as a PBX), and to use some local telephone company custom calling features (such as Call Waiting). Use Recall only as the first entry in a speed dial number.</p> <p>Example: To use a favorite PBX feature, you have to send a timed switchhook flash and then dial the feature, like this: [<u>Spkr</u>] [<u>3</u>] [<u>8</u>] [<u>8</u>].</p>
Stop	[<u>Mic</u>]	S	<p>Stops the dialing sequence so the user can enter additional digits, such as a credit card number or password. Press [<u>Feature</u>] and the 2-digit speed dial code to continue.</p> <p>Note: Since PARTNER 6-button phones have [<u>Mic</u>] button, the Stop dialing function is not available on those phones.</p> <p>Example: You need to access a databank that requires you to enter a password before the access number. To program a marked speed dial number to call the databank at 555 7898, include a stop for manually entering the password, and continue with the access number (679 88), enter [#] [<u>5</u>] [<u>5</u>] [<u>5</u>] [<u>7</u>] [<u>8</u>] [<u>9</u>] [<u>8</u>] [<u>Mic</u>] [<u>6</u>] [<u>7</u>] [<u>9</u>] [<u>8</u>] [<u>8</u>].</p>
Touch-Tone Enable	[<u>Transfer</u>]	T	<p>Sends touch tones over a rotary line to electronic equipment such as answering machines and bank computers.</p> <p>Example: Your system is connected to rotary lines but you want to call an answering machine at 555 3454 to retrieve messages. Since the answering machine requires touch tones, enter [<u>5</u>] [<u>5</u>] [<u>5</u>] [<u>3</u>] [<u>4</u>] [<u>5</u>] [<u>4</u>] [<u>Transfer</u>]. All digits pressed during the rest of the call are sent as touch tones.</p>

Telephone Programming

4

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Like the PARTNER Plus system, PARTNER telephones are ready to use when installed. However, just as the system can be programmed to meet your business's needs, the phones can be programmed to meet users' needs.

Individual users can program their own phones. In addition, you can program any phone on the system from extension 10. Programming from extension 10 is called centralized *telephone programming*. Centralized telephone programming provides an easy way to customize phones for users. Of course, any time users need to reprogram their phones, they can do so directly at their own phones. This chapter discusses both types of programming.

Through telephone programming you can program the following:


- **Quick Dial Numbers** include Personal Speed Dial and Auto Dial numbers. Personal Speed Dial numbers are phone numbers that the user can dial by pressing [**Feature**] and a 2-digit code assigned during programming. Auto Dial numbers are programmed onto a telephone button for one-touch dialing. Unlike System Speed Dial numbers, Personal Speed Dial and Auto Dial numbers are available only at the phone on which they are programmed.
- **Dialing Features** include a variety of useful features such as Privacy and Loudspeaker Paging. Through telephone programming, you can put these features on the programmable buttons of PARTNER phones to give users one-touch access to the feature.

Most of the dialing features can be used without programming them on buttons. See chapter 5.

In addition to the items listed above, you can program the following *only* through centralized telephone programming:

- **Automatic Line Selection** sets up the order of lines that the user is connected to when he or she lifts the handset.
- **Line Ringing Options** defines how the lines at each phone ring.

As you program, keep in mind the following:

- The Privacy and Do Not Disturb features require buttons with lights. They are noted by a  in the instructions.
- If you program a feature on an unused line button and later assign a line to that button, the programming is erased.
- A PARTNER MLS-6 phone with 4 lines assigned to it has no programmable buttons.
- As you program buttons, mark their functions on the labeling sheet provided with the user's phone (see figure 4-1).

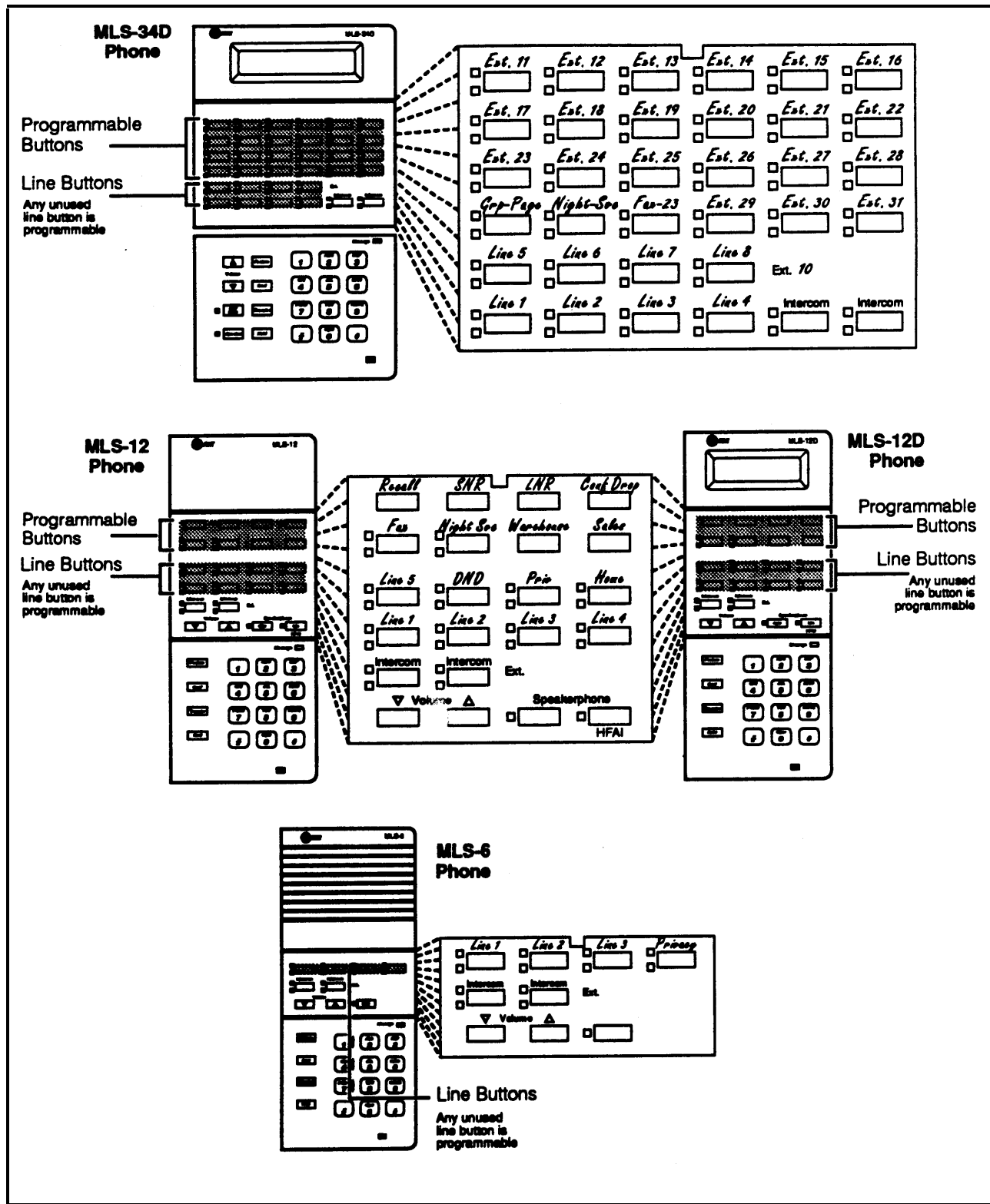


Figure: 4-1. Programmable Buttons and Sample Labels on Labeling Sheets

4-2 Telephone Programming

Programming a Receptionist Extension

A receptionist extension provides a centralized telephone answering position at extension 10. To program extension 10 as a receptionist extension, use the following settings:

- **Immediate call answering.** If the receptionist should answer all calls, assign all lines to extension 10 (#301). Set Line Ringing for all lines at extension 10 to "immediate ring;" set the lines assigned to each user's extension to "delayed ring."
- **Backup call answering.** If the receptionist should answer some lines only when a user does not pick up, set Line Ringing for those lines at extension 10 to "delayed ring."
- **No answering.** If some lines should not be picked up by the receptionist at all, either set Line Ringing for those lines at extension 10 to "no ring" or simply do not assign those lines to extension 10.
- **Extension Auto Dialing and Busy Extension Indication.** If extension 10 has an MLS-34D phone, you can program the phone so the receptionist can dial any extension in the system with one touch and can see which extensions are busy. Simply program the MLS-34D phone to have Intercom Auto Dial buttons for every extension in the system (see page 4-9). The lights next to an Intercom Auto Dial button will show the status of the extension, so the receptionist can tell whether the phone at the extension is idle (*no lights*), busy (*red on*), calling you (*green flash*), or ringing back after you transferred a call (*green flutter*).

If the extension is identified as a fax extension (#601), the button also shows when the fax machine at the extension is not responding (for example, when it is out of paper), For more information, see "Lights" in chapter 5.

Your system can have a maximum of 23 extensions in addition to extension 10. After setting up the extension as an answering position, you can assign calling features to any unused programmable buttons. The MLS-34D phone shown in figure 4-1 has Auto Dial buttons for extensions 11 through 31, starting with the top left programmable button. Calling features are assigned to three unused buttons (just above Lines 5-7).

To program the system, you must install an MLS-34D or MLS-12D phone at extension 10.

General Programming Instructions

The procedures for programming telephones centrally or directly at the extension are quite similar. The primary differences are in entering and exiting program mode. The following sections give instructions for those activities. Refer to these sections as you program telephones as described in the remainder of this chapter. As you become familiar with programming, use the *Programming Quick Reference* at the back of this guide for codes and settings.

Centralized Telephone Programming

To program telephones centrally, first place the programming overlay on the dialpad of the display phone at extension 10. During centralized telephone programming, the PARTNER display phone at extension 10 takes on the characteristics of the telephone being programmed. These characteristics include the telephone model (MLS-34D, MLS-12D, MLS-12, or MLS-6), the lines assigned to it, and system programming for that extension. The only characteristic extension 10 does not take on is the display. When you program a phone without a display, display messages still appear on the display at extension 10.

- **To enter programming mode:**

Press [*Feature*] [*0*] [*0*] [*System Program*] [*System Program*].

Dial the extension number to be programmed.

Buttons on which lines are assigned to the extension light up to show the current Line Ringing setting; remaining buttons can be programmed with Auto Dial numbers or dial code features.

Follow the instructions given with the description of the feature you want to program (starting on page 4-6).

- **To program another feature on the same extension:**

After you finish changing a setting, simply continue with the instructions for the desired feature.

- **To program a feature on another extension:**

Press [*Central Tel Program*].

Dial the new extension number.

Follow the instructions for the feature you want to program.

- **To erase a feature or auto dial button:**

Enter programming mode and press the programmed button.

Press [*Mic*].

- **To exit programming mode:**

Press [*Feature*] [*0*] [*0*].

Extension Programming

Programming a telephone directly at the extension allows users to quickly customize their calling features. Users with PARTNER MLS telephones can program any feature directly except Automatic Line Selection and Line Ringing Options. In addition, users of standard telephones cannot program Personal Speed Dial numbers at their telephones. These features must be programmed centrally from extension 10.

- **To enter programming mode:**

Press [*Feature*] [*0*] [*0*].

Follow the instructions given with the feature you want to program, starting on page 4-6.

- **To program another feature:**

After you finish changing a setting, simply continue with the instructions for the desired feature.

- **To erase a feature or auto dial button:**

Enter program mode and press the programmed button.

Press [*Mic*].

To erase another feature or number, press the button and press [*Mic*].

- **To exit programming mode:**

Press [*Feature*] [*0*] [*0*].

Automatic Line Selection

For example, lines 1 and 2 are assigned to an extension. If line 1 is free, the system connects the user to that line. If line 1 is busy but line 2 is free, the system connects the user to line 2. If both lines are busy, the system connects the user to an intercom line (if available).

Description: When a user lifts the handset to make a call without first pressing a line button, the system connects him or her to a line, as determined by the Automatic Line Selection. The factory set order connects the user to the first available outside line assigned to the extension, in numerical order. This procedure changes the factory setting.

Valid Entries: Any available lines (outside and intercom) for that extension, in any order

- ✓ Line 1, 2, 3, 4, 5, 6, 7, 8, Intercom
(at an extension with all lines assigned)

Considerations:

- You *must* set the Automatic Line Selection before completing any other centralized telephone programming. (Or skip it for the factory setting.)
- For extensions used mainly to call other extensions, program Intercom first.
- For standard touch-tone or rotary phones, program Intercom *first*.
- For hotline and doorphone extensions, program Intercom *only*.

Programming Notes:

- Program this feature from extension 10 only, using centralized telephone programming. Individual users cannot program this feature directly.
- You do not need to include all available lines for an extension, only the ones you want the system to search through and connect automatically. If you include a line that is not assigned to the extension, the system skips it when connecting the user to a line.

Programming Steps:

1. Enter centralized telephone programming mode and select an extension as described on page 4-4.
2. Press the star twice: [*] [*]
3. Press the line and/or intercom buttons in the desired order. For each button pressed, the display reads:

Auto Line Select

4. To exit Automatic Line Selection, press the star twice: [*] [*]
5. Continue or exit programming as described on page 4-4.

For extensions with standard touch-tone and rotary phones, remember to press an intercom button first.

To copy the Automatic line Selection (as well as other system settings) to other extensions, use Copy Settings (#399).

Line Ringing Options

Description: Each outside line assigned to an extension can ring immediately, be delayed 20 seconds before ringing, or not ring at all. "Delayed ring" is useful for backup coverage on shared lines, such as for secretaries who cover each other's lines. "No ring" is useful for phones with no regular users, such as in conference rooms.

Valid Entries: ✓ Immediate ring
Delayed ring
No ring

Programming Notes: Program this feature from extension 10 only, using centralized telephone programming. Individual users cannot program this feature directly.

Programming Steps:

1. Enter centralized telephone programming mode and select an extension as described on page 4-4.
2. To view or change the ringing option on any line, press the outside line button until the correct setting appears on the display. If a line is not assigned to that button, the green light next to the line button is off. The following examples set different options for lines 1, 2, and 3 on this extension. The line number appears in the display as L1, L2, or L3.

- **Immediate Ring.** The green light next to the button for line 1 is on steady and the display shows the ring option and line number:

Immed. Ring - L1

- **Delayed Ring.** The green light next to the button for line 2 flashes slowly and the display shows the ring option and line number:

Delayed Ring - L2

- **No Ring.** The green light next to the button for line 3 flutters quickly and the display shows the ring option and line number:

No Ring - L3

3. Continue or exit programming as described on page 4-4.

To copy the Line Ringing Options (as well as other system settings) to other extensions, use Copy Settings (#399).

Personal Speed Dial Numbers

Description: You can program up to 20 frequently dialed numbers on each extension, which can be dialed by pressing [*Feature*] and the 2-digit code you assign the number during programming. Personal Speed Dial numbers do not override other restrictions assigned to an extension.

Valid Entries: Any phone number (up to 22 digits) assigned codes 80 through 99

- ✓ No number assigned to any code

Considerations: You cannot program a Personal Speed Dial code onto a button.

Programming Notes: If you program emergency numbers as Personal Speed Dial numbers, follow these guidelines when testing them:

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

Programming Steps:

1. Enter programming mode as described on pages 4-4 and 4-5.
2. Enter the 2-digit code you want to assign the phone number by pressing [*Feature*] and 2 digits between 80 and 99. For example, to assign code 80, press [*Feature*] [**8**] [**0**]. If you are programming centrally and a number is already assigned to the code, it appears in the display. If no number is assigned to the code, the display reads:

Blank

3. Enter the phone number according to the instructions given for System Speed Dial numbers on pages 3-40 and 3-41.
4. Continue or exit programming as described on pages 4-4 and 4-5.

Auto Dial Numbers

Programming an Auto Dial extension provides one-touch transfer of calls to that extension, and one-touch conferencing.

Programming an Auto Dial extension number onto a button with lights shows the calling activity at the extension.

You can include special functions (such as a Pause or Stop) in the phone number. See page 3-42.

Description: Use this procedure to program outside telephone numbers or other extension numbers onto buttons for one-touch dialing. Auto Dial numbers do not override the dialing restrictions for the extension.

Consideration:

- You cannot program System and Personal Speed Dial codes as Auto Dial numbers.
- To set up a Fax Management button, program the fax extension (assigned through Fax Management Extensions, #601) as an Auto Dial number on a button with lights. See chapter 6 for instructions on using the Fax Management button.

Programming Notes: If you program emergency numbers for Auto Dialing, follow these guidelines when testing them:

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

Programming Steps:

1. Enter programming mode as described on pages 4-4 and 4-5.
2. Select a button to program by pressing any programmable button.
3. Enter either an outside phone number or an extension number:
 - **Outside Telephone Number.** Simply dial the telephone number (up to 22 digits). For example, to program 555 2398, press **[5] [5] [5] [2] [3] [9] [8]**. If you are programming from extension 10, the display reads:

5 5 5 2 3 9 8
 - **Extension Number.** Press the left **[Intercom]** button followed by the 2-digit extension number. For example, to assign extension 20, press **[Intercom] [2] [0]**. If you are programming from extension 10, the display reads:

Intercom 20
4. Continue or exit programming as described on pages 4-4 and 4-5.

Do Not Disturb



You cannot use this feature unless you program it on a button with lights.

Feature Code: 01

Description: Prevents a telephone from ringing. When Do Not Disturb is on, outside callers hear ringing while inside callers hear a busy signal. By programming this feature on a button, the user can turn Do Not Disturb on and off with one touch.

Programming Notes: The Do Not Disturb feature requires a programmable button with lights. When the Do Not Disturb feature is on, the light is also on, indicating that the phone will not ring. To avoid missing calls when this feature is not needed, turn it off.

Programming Steps:

1. Enter programming mode as described on pages 4-4 and 4-5.
2. Select a button to program by pressing any programmable button with lights.
3. Press [*Feature*] [*0*] [*1*].
4. Continue or exit programming as described on pages 4-4 and 4-5.

Exclusive Hold

Feature Code: 02

Description: Keeps a call private when it is placed on hold by preventing other users with that line from picking it up. By programming this feature on a button, the user can place a call on Exclusive Hold with one touch.

Programming Steps:

1. Enter programming mode as described on pages 4-4 and 4-5.
2. Select a button to program by pressing any programmable button.
3. Press [*Feature*] [*0*] [*2*].
4. Continue or exit programming as described on pages 4-4 and 4-5.

Recall

If users have problems with the recall signal, you may need to reset the Recall Timer Duration (#107).

Feature Code: 03

Description: Sends a timed switchhook flash over the telephone line. The user may need to send a recall signal to use certain PBX features, such as Call Waiting. By programming this feature on a button, the user can send a recall signal with one touch.

Programming Steps:

1. Enter programming mode as described on pages 4-4 and 4-5.
2. Select a button to program by pressing any programmable button.
3. Press [*Feature*] [*0*] [*3*].
4. Continue or exit programming as described on pages 4-4 and 4-5.

Save Number Redial

Unlike Last Number Redial this feature lets the user make other calls before redialing the saved number.

A phone can have more than one Save Number Redial button.

Feature Code: 04

Description: Saves an outside phone number into temporary memory for later redialing. The number stays in the memory until the user saves a new number. By programming this feature on a button, the user can save the number with one touch and later dial it with one touch. System Speed Dial numbers cannot be saved.

Programming Steps:

1. Enter programming mode as described on pages 4-4 and 4-5.
2. Select a button to program by pressing any programmable button.
3. Press [**Feature**] [**0**] [**4**].
4. Continue or exit programming as described on pages 4-4 and 4-5.

Last Number Redial

Feature Code: 05

Description: Redials the last outside number dialed at the extension. By programming this feature on a button, the user can redial the number with one touch. System Speed Dial numbers cannot be saved for redialing.

Programming Steps:

1. Enter programming mode as described on pages 4-4 and 4-5.
2. Select a button to program by pressing any programmable button.
3. Press [**Feature**] [**0**] [**5**].
4. Continue or exit programming as described on pages 4-4 and 4-5.

Conference Drop

Feature Code: 06

Description: Drops the outside party from a conference call without disconnecting the inside parties. By programming this feature on a button, the user can use the Conference Drop feature with one touch.

Programming Steps:

1. Enter programming mode as described on pages 4-4 and 4-5.
2. Select a button to program by pressing any programmable button.
3. Press [**Feature**] [**0**] [**6**].
4. Continue or exit programming as described on pages 4-4 and 4-5.

Privacy



You cannot use this feature unless you program it on a button with lights.

Feature Code: 07

Description: Prevents other users with the same line from joining telephone conversations. By programming this feature on a button, the user can turn Privacy on and off with one touch.

Considerations: If an extension has Automatic Privacy (#304), the user can turn it off and on with Privacy.

Programming Notes: Privacy requires a programmable button with lights. When Privacy is on, the light is also on indicating that others cannot join calls.

Programming Steps:

1. Enter programming mode as described on pages 4-4 and 4-5.
2. Select a button to program by pressing any programmable button with lights.
3. Press [**Feature**] [**0**] [**7**].
4. Continue or exit programming as described on pages 4-4 and 4-5.

Touch-Tone Enable

Use Touch-Tone Enable only after a call is connected.

Feature Code: 08

Description: If the system has rotary lines, this feature enables the phone to send touch-tone signals over a rotary line. For example, a user may need to send touch tones to retrieve messages from an answering machine. By programming this feature on a button, the user can turn on Touch-Tone Enable with one touch.

Programming Steps:

1. Enter programming mode as described on pages 4-4 and 4-5.
2. Select a button to program by pressing any programmable button.
3. Press [**Feature**] [**0**] [**8**].
4. Continue or exit programming as described on pages 4-4 and 4-5.

Message Light On

Feature Code: 09

Description: Alerts another extension that there is a message for it by turning on the Message light at that extension. By programming this feature on a button, the user can turn on the message light at a PARTNER phone by pressing the button and dialing the extension.

Programming Steps:

1. Enter programming mode as described on pages 4-4 and 4-5.
2. Select a button to program by pressing any programmable button.
3. Press [**Feature**] [**0**] [**9**].
4. Continue or exit programming as described on pages 4-4 and 4-5.

Message Light Off

Feature Code: 10

Description: Turns off the *Message* light at another extension. By programming this feature on a button, the user can turn off the message light at a PARTNER phone by pressing the button and dialing the extension.

Programming Steps:

1. Enter programming mode as described on pages 4-4 and 4-5.
2. Select a button to program by pressing any programmable button.
3. Press [*Feature*] [*1*] [*0*].
4. Continue or exit programming as described on pages 4-4 and 4-5.

Barge-In

Feature Code: 11

Description: Allows the operator *at extension 10* to barge into or join an active call at another extension. The Barge-In feature can be used when the destination extension is connected with only one other party, whether it is an intercom or outside call. By programming this feature on a button, the operator can join an active call by pressing the button and dialing the extension or auto dial button.

Programming Steps:

1. Enter programming mode on extension 10 as described on pages 4-4 and 4-5.
2. Select a button to program by pressing any programmable button.
3. Press [*Feature*] [*1*] [*1*].
4. Continue or exit programming as described on pages 4-4 and 4-5.

Barge-In can be programmed only for extension 10.

Call Forwarding

Feature Code: 12

Description: Redirects all incoming calls to another extension. By programming this feature on a button, the user can redirect calls by pressing the button and dialing the extension.

Programming Steps:

1. Enter programming mode as described on pages 4-4 and 4-5.
2. Select a button to program by pressing any programmable button.
3. Press [*Feature*] [*1*] [*2*].
4. Continue or exit programming as described on pages 4-4 and 4-5.

Call Back Features

Feature Code: 13

Description: The Call Back feature causes the system to call back the user in one of three situations:

- Call Back on Line Reserve—If all outside lines are busy when the user tries to place an outside call, the user can request that the system signal the user when an outside line becomes available.
- Call Back on Busy—If the user makes an intercom call and that extension is busy, the user can request that the system signal the user when the extension is available.
- Call Back on No Answer—If the user makes an intercom call and that extension doesn't answer, the user can request that the system signal the user when the extension is available.

In each of these cases, the dial code is the same. By programming this dial code on a button, the user can activate the Call Back features by pressing the button.

Programming Steps:

1. Enter programming mode as described on pages 4-4 and 4-5.
2. Select a button to program by pressing any programmable button.
3. Press [*Feature*] [**1**] [**3**].
4. Continue or exit programming as described on pages 4-4 and 4-5.

Joining a Call

Users cannot join intercom calls.

Feature Code: 14

Description: Allows a user to connect to an outside call that originated at another extension. By programming this feature on a button, the user can join another call by pressing the button and the busy line button.

Considerations: Joining calls is permitted only for extensions that have been programmed for that capability through system programming procedure #306.

Programming Steps:

1. Enter programming mode as described on pages 4-4 and 4-5.
2. Select a button to program by pressing any programmable button.
3. Press [*Feature*] [**1**] [**4**].
4. Continue or exit programming as described on pages 4-4 and 4-5.

Call Pickup

This feature is useful for officemates who agree to answer each other's calls.

Description: Enables the user to answer any call ringing on a specific extension. By programming this feature on a button, the user can pickup a call on that extension with one touch.

Programming Steps:

1. Enter programming mode as described on pages 4-4 and 4-5.
2. Select a button to program by pressing any programmable button.
3. Enter the extension to be answered by pressing the left [Intercom] button, followed by [6][x][x], where **XX** is the extension number (10 through 33). For example, to answer calls on extension 23, press [Intercom][6][2][3].
4. Continue or exit programming as described on pages 4-4 and 4-5.

Pickup Group

Description: Enables the user to answer an outside call ringing on any extension in the Pickup Group even if the user's phone does not have that line. By programming this feature on a button, the user can pickup calls in the group with one touch. The Pickup Group is assigned through system programming procedure #501.

Programming Steps:

1. Enter programming mode as described on pages 4-4 and 4-5.
2. Select a button to program by pressing any programmable button.
3. Press the left [Intercom] button, followed by [6][6].
4. Continue or exit programming as described on pages 4-4 and 4-5.

Loudspeaker Paging

Description: If the system has a loudspeaker paging system, this feature activates it. By programming this feature on a button, the user can activate the loudspeaker with one touch.

Programming Steps:

1. Enter programming mode as described on pages 4-4 and 4-5.
2. Select a button to program by pressing any programmable button.
3. Press the left [Intercom] button, followed by [7][0].
4. Continue or exit programming as described on pages 4-4 and 4-5.

Calling Group

Description: Enables the user to simultaneously call all the extensions in the Calling Group. By programming this feature on a button, the user can call the group with one touch. The Calling Group is assigned through system programming procedure #502.

Programming Steps:

1. Enter programming mode as described on pages 4-4 and 4-5.
2. Select a button to program by pressing any programmable button.
3. Press the left [Intercom] button, followed by [Z] [1].
4. Continue or exit programming as described on pages 4-4 and 4-5.

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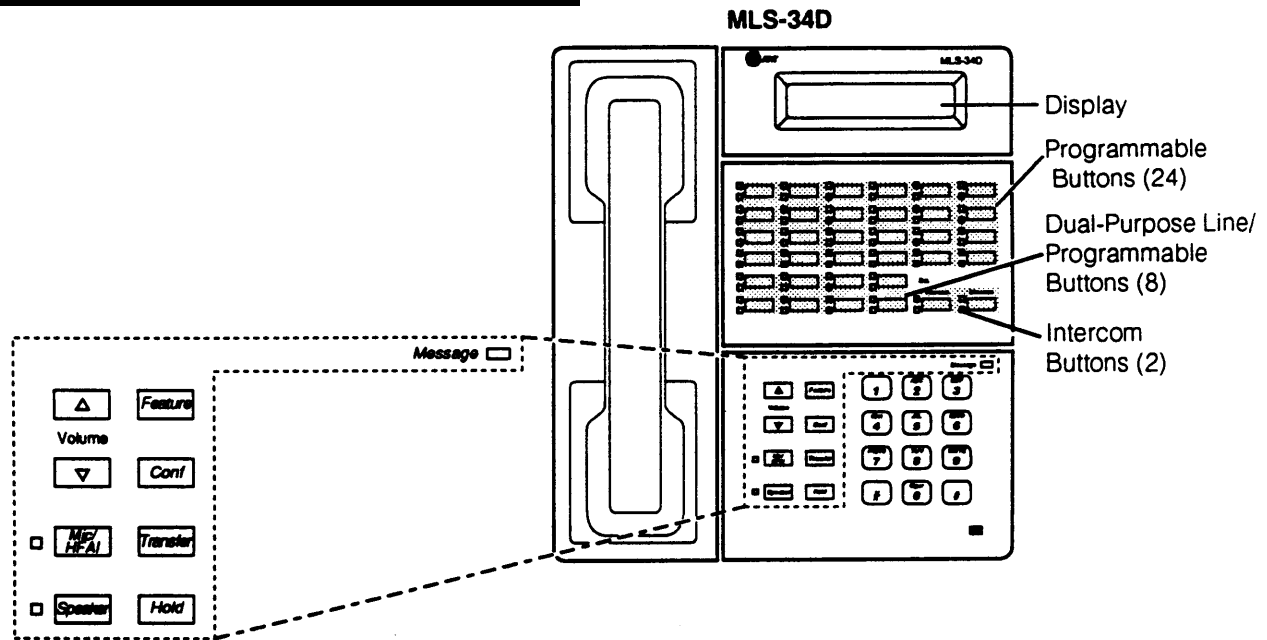
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System Telephones—Overview

System phones have some common buttons and indicators. The following pages explain where they are and how they work.

Call handling instructions for both system and industry-standard phones begin on page 5-11.

Buttons and Indicators



The following buttons and displays appear on system phones. (Some controls and indicators are not available on all phones.)

Display. (MLS-12D and MLS-34D only). Shows date, day, and time when phone is idle, extension number dialed when placing a call, extension number calling when receiving an intercom call, transfer return information for transferred calls that were not answered, and duration and pulse count (if you have the Periodic Pulse Metering option) while a call is in progress. When programming, shows settings, options, and prompts.

Programmable Buttons. Can be programmed with dial-code features (such as Do Not Disturb) or telephone numbers (such as Auto Dial numbers). The MLS-34D has 24 buttons (all with lights), and the MLS-12D and MLS-12 have 8 buttons (2 with lights).

Dual-Purpose Line/Programmable Buttons. Used for outside lines or (if no line is assigned on a button) for programming dial-code features or telephone numbers. When a line is assigned, you can press the line button to make a call on a specific line (lights show status of line). When no line is assigned, the button maybe programmed. The MLS-34D, MLS-12D, and MLS-12 phones have 8 line/programmable buttons; the MLS-6 phones have 4 line/programmable buttons.

Intercom Button. Press either button to place an intercom (inside) call to another extension.

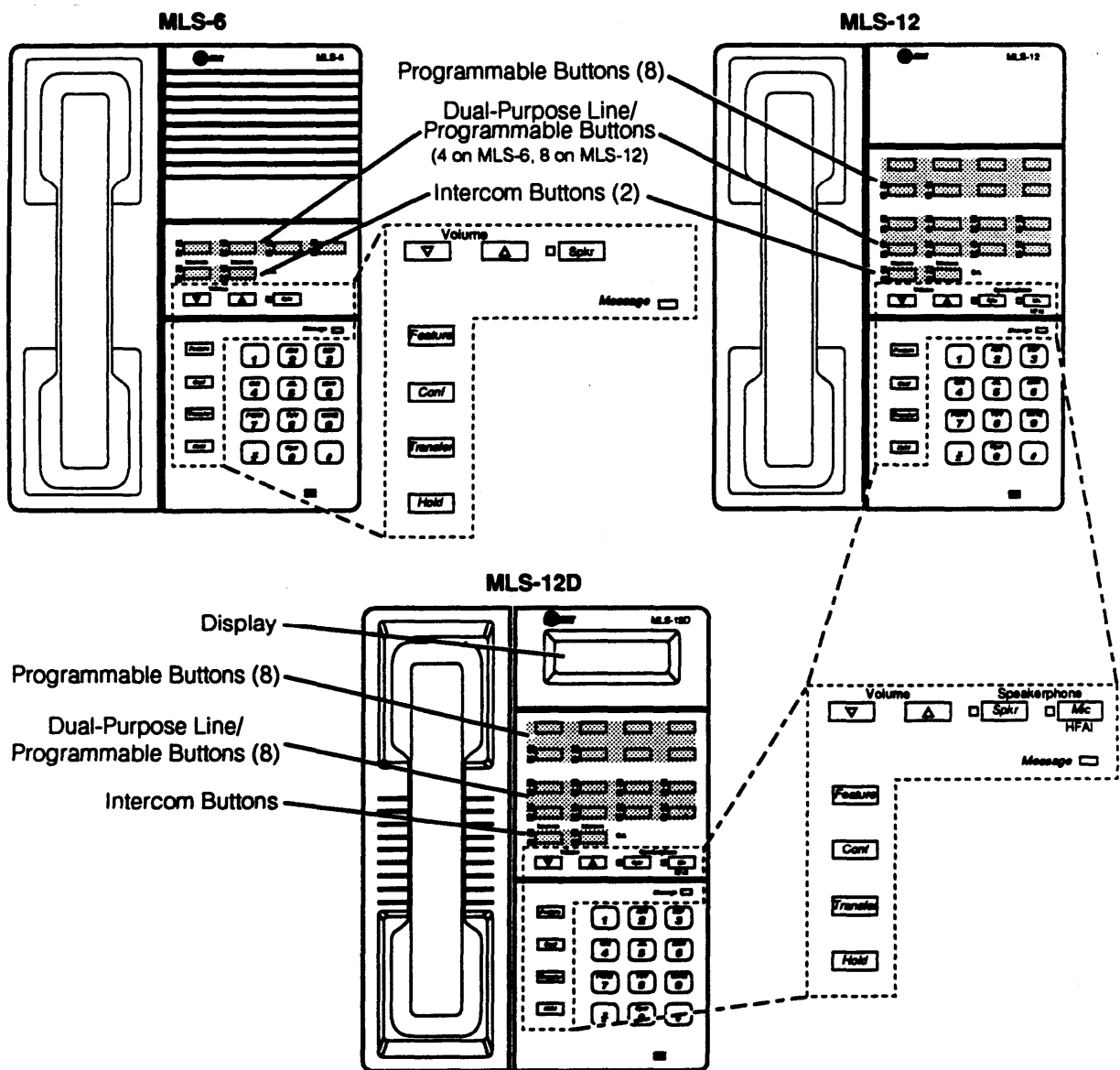
Other Buttons and Indicators (shown in exploded views)

Feature. Press to change programmed settings or use dial-code features.

Conf (Conference). Press to add other parties to your call.

Transfer. Press to transfer a call to another extension.

Hold. Press to put a call on hold.



Spkr (Speaker). Press to talk without lifting the handset. Turns on speaker and microphone (if available), so you can dial or have a conversation without lifting the handset.

Mic (Microphone). (MLS-12, MLS-12D, and MLS-34D only). Leave on to use Hands-Free Answer on Intercom feature. The light next to this button shows when the microphone is turned on; press this button to turn off the microphone when you are using the built-in speaker.

Message Indicator. Lights when someone signals you with the Message Light On feature.

Volume Control Buttons. Press ▼ to decrease or ▲ to increase the volume of the ringer, speaker, and handset.


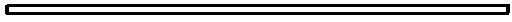





- To adjust ringer volume, press ▼ or ▲ while phone is idle and handset is on the phone.
- To adjust speaker volume, press ▼ or ▲ while listening to a call through the speaker.
- To adjust handset volume, press ▼ or ▲ while listening through the handset.

Lights

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

When a feature is programmed on an unused line button, the green on light indicates that the programmed feature is in use.

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

- **Steady On** 
A steady on light signifies a busy line. When the green light is on, your extension is busy on that line. When the red light is on, someone at another extension is busy on that line.
- **Off (off continuously)** 
An off light signifies an idle line, or an unused button.
- **Flash** 
A flash pattern (long off, long on) signifies a ringing call. When the green light flashes, a call is ringing on that line at your extension. When the red light flashes, it means that the line is ringing, but not at your extension.
- **Wink** 
A wink pattern (long on, short off) signifies a call on hold. When the green light winks, a call is on hold at your extension. When the red light winks, a call is on hold at another extension.
- **Flutter** 
A flutter pattern (short on, short off) signifies a call on Exclusive Hold (only you can retrieve the call). When the green light flutters, a call is on Exclusive Hold at your extension.
- **Broken Flutter** 
A broken flutter (short on and off followed by long off) signifies fax trouble when the button is programmed as a Fax Management Button (see "Fax Management Button" in chapter 6).
- **Alternate Red/Green Flash** 
An alternating red and green flash (red on, green on, red on, green on) appears on both extensions on a joined call. It also appears on an extension connected in a conference call or attendant barge-in.

NOTE:

When a phone is in programming mode, the lights show information about programmed settings. See chapter 3 for details.

Ringling Patterns

A transferred call will ring like an intercom call (ring BEEP or, on a standard phone, ring-ring) until the person transferring the call hangs up, at which time the call will ring like a transferred call (ring BEEP BEEP or, on a standard phone, ring-ring-ring).

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

- A single ring (*ring. . . ring. . . ring. . .*) means you are receiving an outside call.
- Two rings (*ring BEEP. . . ring BEEP. . . ring BEEP. . .*) means you are receiving an intercom call. If you have a system display phone, the number of the extension calling you appears on the display.
- Three rings (*ring BEEP BEEP. . . ring BEEP BEEP. . . ring BEEP BEEP. . .*) means either that a transferred call is coming in, or that a transferred call was not answered and is ringing back.

Dial Tones

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

- **Outside dial tone** is generated by your local phone company, and indicates that you are connected with an outside line.
- **Intercom dial tone** is generated by the PARTNER Plus system. It indicates that you are connected with an inside line and can make inside, or *intercom*, calls.

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

Using the Handset, Speaker, and Microphone on MLS-Model Phones

Every MLS telephone has a speaker, which you can turn on by pressing [*Spkr*]. When the green light next to the [*Spkr*] button is on, the speaker is on.

MLS-34D, MLS-12D, and MLS-12 phones also have a microphone. On these phones, pressing [*Spkr*] turns on *both* the speaker and the microphone. In addition, you can turn *just* the microphone on and off by pressing [*Mic*]. When the green light next to the [*Mic*] button is on, the microphone is on.

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

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

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

Hands-Free Answer on Intercom (HFAI)

Since MLS-6 phones do not have microphones, you must lift the handset to answer voice-signalled calls to those phones.

When you receive a *voice-signalled* intercom call (are “paged”), your phone beeps to indicate that your speaker has been turned on, and you hear the caller’s voice over your phone’s speaker. If you leave the microphone on all the time, you can simply start talking when you hear the caller, without having to lift the handset. This feature is called *Hands-Free Answer on Intercom*.

Any user in the system can make a voice-signalled call to a system telephone by pressing [*] and then dialing an extension number (from a rotary phone, dial **7 9** and then the extension number). You can make a voice-signalled call *from* either a system phone or a standard phone. However, if you try to make a voice-signalled call *to* a standard phone, it will ring.

NOTE:

The HFAI feature can only be turned on or off when your phone is idle.

Speakerphone Performance Tips

Your MLS-34D, MLS-12, or MLS-12D telephone’s speakerphone has a sound-activated switch that turns the *microphone* on when *you* talk, and turns the *speaker* on when a *caller* talks. 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 phone in areas with high background noise caused by loud voices, radios, printers, copiers, typewriters, other noisy office equipment, and heater and air conditioning fans.
- Avoid rustling papers near the microphone (lower right corner of your phone).
- Avoid talking before the other person is finished speaking. When you both talk at the same time, only one person’s voice comes through.
- When talking, always face your phone and stay within 60 centimeters (two feet) of it.
- Place your phone at least 15 centimeters (six inches) away from the edge of your desk.
- If you have difficulty hearing the other party, increase the speaker volume. If the difficulty persists, lift your handset to continue the conversation.

Standard Telephones—Overview

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

In addition to system phones, you can connect standard touch-tone or rotary dial telephones—and even some standard phones with built-in calling features—directly to the system. You can also combine standard phones on the same extension with system phones or other devices, without using expensive adapters or connectors.

Standard 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 standard phones:

- Use standard phones as power failure backups. In the event of a power failure, standard phones at extensions 10, 11, 16, 17, 22, 23, 28, and 29 connect to lines 1 through 8 respectively, for continued operation; but system phones will not work. You can connect standard phones in combination with system phones at power failure extensions, or you can simply keep spare standard phones at those extensions to serve as replacements in case of a power failure.
- To use a dial code feature on a standard phone, dial [**8**] and then dial the feature's dial code. (For details, see "Using Dial Code Features With Standard Phones" on page 5-25.)
- To use a Speed Dial number on a standard phone, dial [**8**] followed by its two-digit code. (For programming information, see "System Speed Dial Numbers" in chapter 3.)
- Use the switchhook on a standard phone to place calls on hold, transfer a call, or setup a conference call. (For details, see "Using the Switchhook" on page 5-8, or the call handling instructions later in this chapter.)
- To use [*****] on a rotary phone, dial **7 9**.

Ringling Patterns

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

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

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

Dial Tones

A standard phone has two different dial tones:

- **Outside dial tone** is generated by your local phone company, and indicates that you are connected with an outside line.
- **Intercom dial tone** is generated by the PARTNER Plus system. It indicates that you are connected with an inside line and can make inside, or *intercom*, calls.

To hear the difference between the two types of dial tones, lift the handset. The dial tone you hear is an intercom dial tone. To hear an outside line dial tone, press [0].

Using the Switchhook

Some of the call handling instructions in this chapter direct you to “rapidly press and release the switchhook.” Pressing the switchhook down for 1/4 to 3/4 second sends a signal over the line called a *switchhook flash*. However, do not press the switchhook *too* quickly. If you press the switchhook and nothing happens, try again, pressing a *little* longer.

NOTE:

If your feature phone has a button labeled “Recall” or “Flash,” you can use it instead of pressing the switchhook. However, this button may not work, in which case you can manually press the switchhook.

Limitations

Because standard phones do not have system line buttons, feature buttons, or dedicated function buttons, basic call handling procedures are sometimes different from those for system telephones. In addition, the following actions *cannot be* performed at a standard telephone:

- Because a standard phone does not have line buttons, you cannot make or answer a call on a specific line. You can only make outside calls on automatically selected lines.
- You cannot join a call at another extension.
- You cannot pick up a call on hold at another extension.
- You cannot enter program mode.
- You cannot use the System Password.

-
- You cannot use the following dial code features: Do Not Disturb, Exclusive Hold, Save Number Redial, or Privacy.
 - If a standard phone has a message waiting light, it will not work.

Feature Phones

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

The capabilities of a feature phone are *in the phone itself*. For example, if you store a number on a feature phone's auto dial button, that number is stored *in* the feature phone. (This is different from storing a number on a PARTNER phone's Auto Dial button. When you program a button on a PARTNER phone, the number is actually stored in the control unit.) Similarly, when you press a [**Hold**] button on a feature phone, the call is held at the phone itself. Other phones in the system cannot see that the call is on hold (it appears as a busy line). Nor can you retrieve a call on hold at a feature phone from another extension.

If you want to program an outside number on a feature phone's auto dial button, you must add a [**0**] [**pause**] [**pause**] before each outside number. (The [**0**] gets an outside line, and the [**pause**] accounts for the few seconds it takes for the outside line to connect.)

Note that the feature phone's last number redial button will not work for an outside call. To redial the last number, use the PARTNER Plus system's Last Number Redial feature by dialing [**8**] [**0**] [**5**].

A *combination extension* is a PARTNER telephone and a standard telephone that share a single extension. For complete instructions on how to install a combination extension, see figure 2-3 in chapter 2.

The following are examples of useful combination extensions:

- PARTNER phone plus standard telephone, for power failure backup (extensions 10, 11, 16, 17, 22, 23, 28, and 29)
- PARTNER phone plus answering machine with built-in phone
- PARTNER phone plus fax machine with built-in phone.

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

- Both phones share the same extension number.
- Both phones share the same *voicepath*; that is, when either one is busy, the extension is busy.
- The lights on the PARTNER phone show what the standard telephone is doing as well as what the PARTNER phone is doing. For an explanation of light patterns on PARTNER phones, see "Lights" on page 5-4.
- An incoming call rings at both phones.

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

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

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

The following pages describe how to handle calls with both system and standard phones. Some features are not available with standard phones.

When prior programming is required, the page number where you can find programming instructions is given.

Placing Calls

You can place a call by dialing the entire outside phone number or an extension. There are also several ways to “speed dial” a number that has been stored in your telephone or in the system.

If dialing restrictions have been programmed for an extension, the system may prevent you from placing certain calls. For example, an extension maybe programmed to take incoming calls only, so that you will not be able to dial out at all. If a system password has been programmed, you can enter the password to override all dialing restrictions (see appendix A for a summary of dialing restrictions).

Making an Outside Call

If you lift the handset before pressing a line button, you will be automatically connected to the first idle line. The sequence of idle lines to which you are connected is determined by the Automatic Line Selection procedure. See chapter 3.

System Phone:

To make an outside call on a system phone:

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

Standard Phone:

To make an outside call on a standard phone:

1. Lift the handset.
You hear the intercom dial tone.
2. Dial [0] to get an outside line.
You hear the outside line dial tone.
3. Dial the number.

Auto Dialing

Auto Dialing allows any user to dial a number with a single touch. This feature is available with system phones only.

To use the Auto Dial feature, you must first program the number onto a programmable button. You can program both outside numbers and intercom numbers for Auto Dialing. See page 4-9 for programming information.

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

- **One Touch Transfer.** You can transfer a call to an extension simply by pressing the Auto Dial button.
- **Intercom Status.** You can monitor the calling activity at another extension by programming the extension onto a button *with a light*. The light patterns next to the button show the activity at the extension, Table 5-1 shows what each light pattern means.

Table 5-1 Light Patterns on Intercom Auto Dial Button

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

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

To dial an Auto Dial number:

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

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

Personal Speed Dialing

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

Only outside numbers can be stored for Personal Speed Dialing. See page 4-8 for programming instructions.

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

System Phone:

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

Standard Phone:

You may dial Speed Dial numbers on a standard phone, but the numbers must be programmed from extension 10. See page 4-8.

Intercom Calls

System Phone:

You can only voice-signal a PARTNER phone.

To dial a Personal Speed Dial number:

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

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

To dial a Personal Speed Dial number on a standard phone:

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

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

To make a ringing Intercom call on a system phone:

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

To make a voice-signalled Intercom call on a system phone:

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

Standard Phone:

To make a ringing intercom call on a standard phone:

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

You can only voice-signal a system phone.

To make a voice-signalied intercom call on a standard phone:

1. Lift the handset.
You hear an intercom dial tone.
2. Press [*] on a touch-tone phone, or dial **7 9** on a rotary phone.
3. Dial the 2-digit extension number.
4. When you hear a “beep,” speak into the handset.
Your voice is heard on the other extension’s speaker. If the extension you are calling is a busy PARTNER phone, it will ring instead, and you will hear a ringing signal instead of a “beep.” If it is a standard phone, you will hear a busy signal.

Calling Group

Anyone can ring or voice-signal a group of extensions at once. For example, if you need to talk to anyone in the sales group, you can call all the phones in the group at the same time. See page 3-30 for instructions on setting up a Calling Group.

This feature is available on system and standard phones.

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

To make a ringing call to the Calling Group:

Starting with an *intercom* dial tone, dial [7] [1].
All available extensions in the Calling Group ring.

To make a voice-signalied call to the Calling Group:

1. Starting with an *intercom* dial tone, dial [*] [7] [1] (or on a rotary phone, dial **7 9 7 1**).
2. Speak into handset.
Your voice is heard through the speakers of all PARTNER telephones that are not busy in the calling group. When the call is answered, either by someone lifting the handset or pressing [Mic], your voice is no longer heard on all telephones, only on the phone that answered the call.

Putting a Call on Hold

There are three types of hold: *Hold*, *Exclusive Hold*, and *Park*, each described below.

Some general information about these features:

- You are free to make and receive other calls while you have a call on hold.
- If a call is left on hold for longer than one minute, the extension at which the call is held generates a short *Hold Reminder Tone*. The reminder tone is sounded once every minute until the held call is retrieved, or until the caller hangs up.
- If an outside call is left on hold for more than 15 minutes, the outside party is automatically disconnected.
- Only one party on an intercom call can put the call on hold. If both parties try to put the call on hold, the call will be disconnected.
- You can provide music or news to outside callers on hold. If this audio option is not set up, the caller hears a repeating tone while on hold. See chapter 2 for instructions on how to connect a stereo or other audio source, and chapter 3 for programming instructions (#602).

Hold

When a call is put on hold, any extension can retrieve the call as long as the extension has access to the line on which the call is held.

You can put both outside calls and intercom calls on Hold. Note, however, that a held intercom call is always on Exclusive Hold (see Exclusive Hold, below).

System Phone:

To put an outside or Intercom call on Hold on a system phone:

Press [**Hold**].

The light next to the line button winks green.

To retrieve a call from Hold:

Press the line button on which the call is held.

The light next to the line button changes from winking or fluttering to steady green.

Standard Phone:

Only one call at a time can be on hold at a standard phone. To put more than one call on hold, you may use the Park feature, which allows you to park multiple calls.

To put a call on Hold on a standard phone:

While active on the call, press the switchhook down once rapidly. When you hear the intercom dial tone, the call is on hold. **Do not hangup the handset while the call is on hold.** If you do hang up the handset, the phone will ring. Answering the ring will reconnect you with the held call.

To retrieve a call from Hold:

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

Exclusive Hold

If you put calls on Exclusive Hold frequently, you may program a button to do it with a single touch. See "Did Code Features" later in this chapter.

A call on Exclusive Hold can only be retrieved at the telephone at which it is held.

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

To put an outside call on Exclusive Hold:

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

To retrieve a call from Exclusive Hold:

Press the line button on which the call is held. (For a call on Exclusive Hold, you must beat your own phone.)

The light next to the line button changes from winking or fluttering to steady green.

Park

This feature allows you to put a call into a special hold or *parked* condition so it can be picked up from any phone in the system using Call Pickup.

If more than one call is parked at a particular extension, the order that the parked calls are retrieved in is determined by the line connections at the control unit. Calls are retrieved from the "highest" line first; that is, a call parked on Line 5 will be retrieved before a call parked on Line 1.

System Phone:

To Park a call on a system phone:

1. Press [**Transfer**] and dial your two-digit extension.
2. Hang up.

If the call is not picked up within 3 minutes, the call will ring back at your extension.

To retrieve a Parked call with Call Pickup:

1. Starting with an intercom dial tone, dial [**6**].
2. When you no longer hear the intercom dial tone, dial the extension number where the call is parked.

Standard Phone:

To Park a call on a standard phone:

1. While active on the call, press the switchhook down once rapidly.
You hear the intercom dial tone. The call is put on hold.
2. Dial your own 2-digit extension number.
3. Hang up.

If the call is not picked up within 3 minutes, the call will ring back at your extension.

To retrieve a Parked call with Call Pickup:

1. Starting with an intercom dial tone, dial [6].
2. When you no longer hear the intercom dial tone, dial the extension number where the call is parked.

Answering a Call

System Phone:

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

To answer a call on a system phone:

When the telephone is ringing, lift the handset.

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

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

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

You are connected to the incoming call.

Standard Phone:

To answer a call on a standard phone:

Lift the handset.

You are connected to the incoming call.

Call Pickup

You can answer any type of call ringing at another extension, including a transferred call, or an intercom call. It can even be a call on a line not assigned to your extension.

To answer a call ringing at another extension:

Starting with an intercom dial tone, dial [6] plus the 2-digit extension for the phone that is ringing.

You are connected to the incoming call.

Transferring a Call

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

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

Your system is set at the factory to return a transferred call after it rings four times with the transfer ring pattern. You can change this number if you need to. See “Transfer Return Rings” in chapter 3.

If you program an extension number onto a button, you can transfer calls to that extension simply by pressing the button. See “Auto Dial Numbers” in chapter 4.

There are three ways to transfer a call:

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

System Phone:

To transfer a call with an announcement over the handset:

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

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

To transfer a call with announcement over speaker:

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

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

Standard Phone:

To transfer a call with no announcement:

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

Transfer a call with an announcement on a standard phone:

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

To transfer a call with no announcement:

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

Call Waiting on Standard Phones

When a call is transferred to a standard telephone that's active with another call, the person at the standard telephone will hear a Call Waiting Tone. See page 3-18 for instructions on programming Call Waiting for standard telephones.

Making a Conference Call

A *conference call* connects up to five parties (including the conference originator) in a single call. Only one of the parties in a conference call may be an outside call. All other parties must be intercom calls.

During the conference call, any inside party can exit the call at anytime simply by hanging up. However, if an outside party hangs up during a conference call, the callers that remain on the conference may hear a dial tone. A PARTNER Plus system feature called Conference Drop removes the outside party from a conference call.

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

NOTES:

- You can use System Speed Dial, Personal Speed Dial, or Auto Dial numbers to add calls to the conference.
- You should not add a busy or ringing outside call to a conference; if you do, all callers will hear the busy or ringing signal. If you hear a busy signal or the party does not answer, reconnect with the held party by pressing the line button.
- You cannot transfer a conference call.
- You cannot join a conference call. That is, the conference initiator must add each party to the conference.
- You can use Speed Dialing or Auto Dialing to add parties to the conference call.

System Phone:

To set up a conference call on a system phone:

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

If you make conference calls frequently, you can program the Conference Drop feature onto a button. See "Dial Code Features" in this chapter.

Standard Phone:

To drop the outside party from a conference call:

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

To setup a conference call on a standard phone:

1. Setup the call to the first party, (You can call the party, or pickup the call from Hold, or answer an incoming call.)
You are connected with the first party.
2. Press the switchhook down once rapidly.
The first party is now on Hold. You hear the intercom dial tone
3. To add an outside party, dial [**0**] plus the outside number. If the number is busy or does not answer, hangup 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 will be reconnected with the first party.
4. When the second party answers, press the switchhook down once rapidly
You are now connected with both parties.

To drop the outside party from a conference call:

Press the switchhook down once rapidly.
The outside party is dropped.

Joining a Call

One extension can connect itself to an outside call at another extension by *joining*. For example, if John is on an outside call and wants you to participate in that call, you can join the call following the steps below. You cannot join an intercom call, and you can only join a call on a line that is assigned to your extension. You cannot use this feature at a standard phone.

NOTE:

Individual extensions can be programmed to allow or deny joining. If joining doesn't work at your extension, it maybe because your extension has been programmed that way. See page 3-19 for programming instructions.

To join a call:

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

1. Lift the handset.
2. Press [**Feature**] [**1**] [**4**].
3. Press the line button.
An intrusion tone sounds and the red and green lights alternately flash. You are now joined with the call.

NOTES:

- You can tell when someone has joined your call when the intrusion tone sounds. This tone alerts all parties involved in the call that someone else has just joined the call. The tone is repeated every 10 seconds until there are only two parties on the call or the call ends.

You will also notice that the steady green light next to the line button changes to an alternately flashing red and green light.

- Do not confuse *joining* with *conferencing*. In joining, you *add yourself* to a call in progress in the same way you would on a home telephone by picking up an extension. In conferencing, the call originator *calls you* in the process of setting up the call.
- You cannot put a joined call on hold.
- The **Privacy** feature can be turned on and off as needed to prevent other extensions from joining a call on your telephone. Any user can program Privacy onto a button so that it can be turned on and off as needed. See “Dial Code Features” in this chapter.
- The **Automatic Privacy** feature prevents other extensions from joining calls on a specific extension. This is typically used for answering machines, fax machines, modems, and credit card verification terminals, because trying to join one of these devices could interfere with its operation. See “Automatic Privacy” in chapter 3.

Barge-In

This feature allows the attendant *from extension 10 only* to Barge-In or join an active call at another extension (the destination extension). For example, if the attendant tries to contact a busy extension by placing an intercom call, and the extension does not answer, the attendant can Barge-In. The Barge-In feature can be used when the destination extension is connected with only one other party, whether it is an intercom or outside call.

To Barge-In from extension 10:

While receiving a busy tone or unanswered ringing for the destination extension, press [**Feature**] [**1**] [**1**].

Once the Barge-in is active:

- all parties participating on the destination extension’s call will hear an intrusion tone;
- the red and green lights will alternately flash on all system phones participating in this call;

-
- the attendant's voice now can be heard by all parties involved in the call at the destination extension;
 - the intrusion tone will continue to sound every 10 seconds while three parties remain on the call;
 - when the person at the destination extension hangs up, the other parties are disconnected.

The Barge-In feature will *not* work if:

- the Privacy feature is on at the destination extension or at any extension involved in the call;
- if the destination extension is in the middle of placing an intercom call;
- if any party involved in the call is on hold.
- the destination extension is active on a five-party call or a conference call;

Loudspeaker Paging

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

To make an announcement over the loudspeaker paging system:

1. Starting with an *intercom* dial tone, dial [**Feature**] [**7**] [**0**].
2. If your paging system is an AT&T PagePac 6, speak into the handset. Your voice is heard through the system.

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

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

Using Night Service

If your system uses Night Service with a System Password defined, users can enter the password when Night Service is on to override calling restrictions for the duration of a call. See page 4-23 for instructions on entering a System Password.

To turn Night Service ON (no password):

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

To turn Night Service ON (with a password):

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

To turn Night Service OFF (no password):

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

To turn Night Service OFF (with a password):

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

Call Waiting on Standard Phones

When Night Service is on, users talking on standard telephones will receive a tone indicating that another outside call is waiting to be answered. The user can answer the call by doing a switchhook flash (putting the active call on hold) or the user can hang up and end the current call, then answer the incoming call. Standard telephones must be included in the Night Service Group and must have Call Waiting enabled for this feature to work, and the Night Service must be turned on. See page 3-29 for instructions on programming the Night Service Group, and page 3-18 for instructions on programming Call Waiting.

Dial Code Features

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

Dial code features are features that you can use by dialing a code. The most popular features are Exclusive Hold, Conference Drop, and Last Number Redial. These *user-programmable features* described on the following pages can be used by anyone on the PARTNER Plus system.

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

Instructions *on* how to program a dial code feature onto a button appear in chapter 4.

Using Dial Code Features with Standard Telephones

The following dial code features are available on standard touch-tone and rotary telephones: Recall, Last Number Redial, Touch-Tone Enable, Message Light On, Message Light Off, Call Back on Line Reserve, Call Back on Busy, Call Back on No Answer, and Call Forwarding.

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

Instead of pressing the [*Feature*] button when using a dial code feature, dial [*8*]. For example, for Call Back on Busy, dial [*8*] [*1*] [*3*]. To use a dial code feature while you are on an outside call, place the call on hold to get an intercom dial tone, then dial the code for the dial code feature. Once you dial the feature, the system automatically returns you to the outside call and then activates the feature.

Do Not Disturb

(System phones only) This feature prevents your phone from ringing. Outside callers hear ringing; intercom callers hear a busy signal. If you transfer a call and it is not answered and returns to you, your phone will ring even if Do Not Disturb is on.

This feature *must* be programmed onto a button with a light. (See instructions at the end of this chapter.) Use button like a switch-when the light is on, Do Not Disturb is on.

Exclusive Hold

[*Feature*] [*0*] [*2*]

(System phones only) This feature prevents any other extension from picking up a call you put on hold.

Press [*Feature*] [*0*] [*2*], or the programmed button, to hold call. Retrieve the call by pressing the line button on which the call is held.

Recall

[*Feature*] [0] [3]

Recall gives you a dial tone without having to press the switchhook. (Many PBX features require a Recall operation in order to work.) Recall will disconnect an intercom call.

Press [*Feature*] [0] [3] or the programmed button.

Save Number Redial

[*Feature*] [0] [4]

(System phones only) Save Number Redial saves the most recently dialed outside number. After it is saved, the number can be redialed any time until you save a different number. Allows you to make calls before redialing a number.

To save a number into memory before hanging up on the outside call, press [*Feature*] [0] [4] the programmed button.

To redial the saved number: lift the handset, then press [*Feature*] [0] [4] , or the programmed button.

Last Number Redial

[*Feature*] [0] [5]

This feature redials the last outside number dialed, which is useful for redialing a busy number.

Lift the handset and press [*Feature*] [0] [5] , or press the programmed button.

Conference Drop

[*Feature*] [0] [6]

The Conference Drop feature drops the outside party from a conference call without disconnecting the other parties.

Press [*Feature*] [0] [6] or the programmed button.

Privacy

[*Feature*] [0] [7]

(System phones only) The Privacy feature prevents other extensions who share lines with you from joining a call on your phone. (If Automatic Privacy—a system programming procedure—is programmed for an extension, using Privacy will override it.)

This feature must be programmed onto a button with a light. Use the button like a switch; when the light is on, Privacy is on.

Touch-Tone Enable

[*Feature*] [0] [8]

This feature causes dialed digits to be sent as touch-tone signals. Touch-Tone Enable is useful for services that require touch-tone digits, such as telephone banking, paging, and automatic answering.

Press [*Feature*] [0] [8] or the programmed button, at the point in the call when you need touch-tone signals. Touch-Tone Enable stays on for the rest of the call.

Message Light On

[Feature] [0] [9]

Turns on the Message light on another PARTNER phone. Although anyone can use this feature, it is typically used by a receptionist to let someone know a message is waiting.

Press [Feature] [0] [9], or the programmed button, then dial the extension number or press an Intercom Auto Dial button.

Message Light Off

[Feature] [1] [0]

This feature turns off a previously lit Message light. Press [Feature] [1] [0], or the programmed button, then dial the extension number or press an Intercom Auto Dial button.

Barge-In

[Feature] [1] [1]

This feature allows the attendant (from extension 10 only) to Barge-In or join an active call at another extension. (See pages 5-22 and 5-23 for a full explanation of this feature.)

While receiving a busy tone or unanswered ringing for the destination extension, press [Feature] [1] [1] or the programmed button.

Call Forwarding

[Feature] [1] [2]

Call Forwarding allows you to redirect all your incoming calls to another extension.

1. Starting with an intercom dial tone, press [Feature] [1] [2] (or press a programmed button).
2. Dial the 2-digit extension number of the extension you wish to forward your calls to.
3. Hang up.

To cancel Call Forwarding, start with the intercom dial tone and enter the feature code [Feature] [1] [2] without dialing an extension number; then hang up.

If someone at the receiving extension (the extension your calls are forwarded to) calls your extension, the call will ring at your extension.

If the receiving extension forwards its calls to another extension, your calls will not be forwarded to that third extension; they will ring at the extension you requested.

Call Back on Line Reserve

[Feature] [1] [2]

If all outside lines are busy when you try to place an outside call, you can request the system to signal you when an outside line becomes available. To use this feature, do one of the following:

- When you receive a busy signal instead of an outside dial tone, press [Feature] [1] [3] and hang up; or
- Starting with an intercom dial tone, press [Feature] [1] [3], then dial [0]; or
- Press [Feature] [1] [3], and when you hear the intercom dial tone through your speaker, dial [0].

When an outside line becomes available, you'll receive four intercom rings (one of your intercom buttons must be available). To place an outside call, answer the ringing intercom. The call will automatically be switched to an outside line. Once you hear the outside dial tone, you can begin dialing your call.

To cancel this feature, enter the feature code **[Feature] [1] [3]** (or programmed button) and hang up.

If you don't cancel the call back and you don't answer the call back within the four rings, the call back is automatically canceled.

Call Back on Busy or No Answer **[Feature] [1] [3]**

If you make an intercom call and that extension is busy or there is no answer, you can request the system to signal you when the extension is available. To use this feature, do one of the following:

- When you receive a busy signal or unanswered ringing, press **[Feature] [1] [3]** and hang up; or
- Starting with an intercom dial tone, press **[Feature] [1] [3]**, then dial the extension you're trying to reach; or
- Press **[Feature] [1] [3]**, and when you hear the intercom dial tone through your speaker, dial the extension you're trying to reach.

On a Call Back on Busy, the system assumes the extension is available once the current phone activity has ended. On a Call Back on No Answer, the system assumes the extension is available once a subsequent call or other phone activity has taken place at that extension.

When the extension becomes available, you'll receive four intercom rings (one of your intercom buttons must be available). If you answer the intercom ringing within the four rings, the system will automatically dial the extension for you. The call will continue as an intercom call.

To cancel this feature, enter the feature code **[Feature] [1] [3]** (or a programmed button) and hang up.

If you don't cancel the call back and you don't answer the call back within the four rings, the call back is automatically canceled. If the other extension calls you first, the call back is canceled.

Joining a Call **[Feature] [1] [4]**

(System phones only) This feature allows you to join an outside call at another extension. (See pages 5-21 and 5-22 for a full explanation of this feature.)

Starting with either an intercom or outside dial tone, press **[Feature] [1] [4]** or the programmed button. Then press the line button for the call you wish to join.

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There are many ways to setup auxiliary equipment—the setup you choose depends upon your needs and the number of devices you have. This chapter presents the most common setups.

It does not cover how to physically connect the equipment or how to perform each programming procedure. See chapter 2 for installation instructions and chapters 3 and 4 for programming instructions.

Fax Machines

This section presents several ways that you can set up and use fax machines to work with your system. It includes instructions for programming and using a Fax Management button on a system phone (in order to monitor the status of a fax machine and transfer calls to it with a single touch), transferring calls to the fax machine extension, and using an AT&T fax machine's Notify button.

Setting Up Fax Machines

There are many ways to setup 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 line saver.** Good for light fax traffic, with no need for a published fax number. Works well with the Fax Management button.
- **Send and receive fax machines.** Good for high volume fax traffic. One machine sends, the other receives.

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

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

Restricting Dialing from a Fax Machine

You can use dialing restrictions to restrict calling activity on a fax machine. For example, you can use the Line Use Restriction (#302) procedure to restrict the fax machine to local calls only. For a more detailed discussion of dialing restrictions, see appendix A.

Single Fax Machine

If you have programmed a Fax Management button, you can transfer the call with a single touch, as well as monitor the status of the fax machine (see "Fax Management Feature" later in this chapter).

The single fax machine setup (see figure 6-1) 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 machine is connected to its own extension (extension X).

To use:

The fax machine automatically answers all calls that come in on the fax line. When you send a fax, the fax line will be automatically selected when you lift the handset on the fax machine, if programmed as in figure 6-1. If a fax call comes in on a line other than the fax line, you can transfer the call to the fax extension (see in this section, "Transferring a Call to the Fax Machine").

Fax Line Saver

If you have programmed a Fax Management button, you can transfer the call with a single touch, as well as monitor the status of the fax machine (see "Fax Management Feature" later in this chapter).

If you don't use your fax machine enough to justify paying for its own outside line, you can put the fax on its own extension. With this setup, you must transfer calls to it manually. Figure 6-2 shows the setup.

To use:

The person at extension X answers a call and hears a fax machine signaling on the other end. Realizing that a fax call is coming in, this person transfers the call to extension Y—the fax machine extension. To send a fax transmission in this configuration, simply lift the handset on the fax machine—an outside line will be automatically selected if programmed as in figure 6-2.

Send and Receive Fax Machines

If you have programmed a Fax Management button, you can transfer the call with a single touch, as well as monitor the status of the fax machine (see "Fax Management Feature" later in this chapter).

If your business has high volume fax traffic, you can setup two fax machines, one that only sends and the other that only receives. For example, in figure 6-3, there are two fax machines. Fax 1 is the *send* machine, fax 2 is the receive machine. Line B is the fax line, the number of which is published as the fax number.

To use:

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

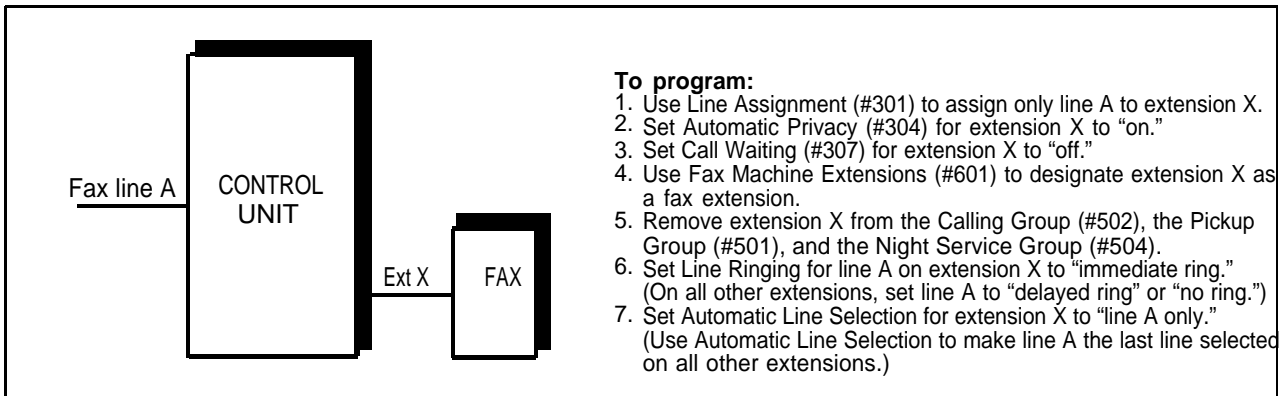


Figure 6-1 Single Fax Machine

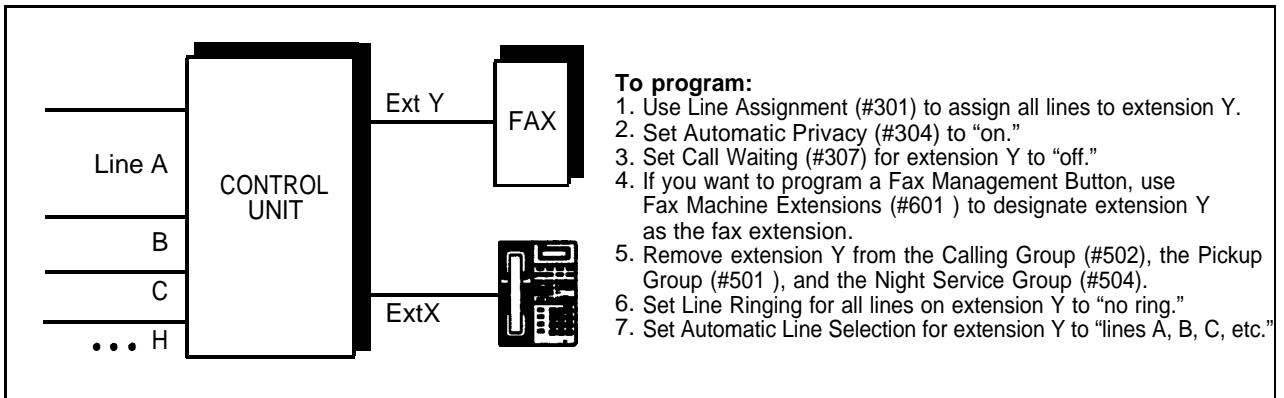


Figure 6-2 Fax Line Saver

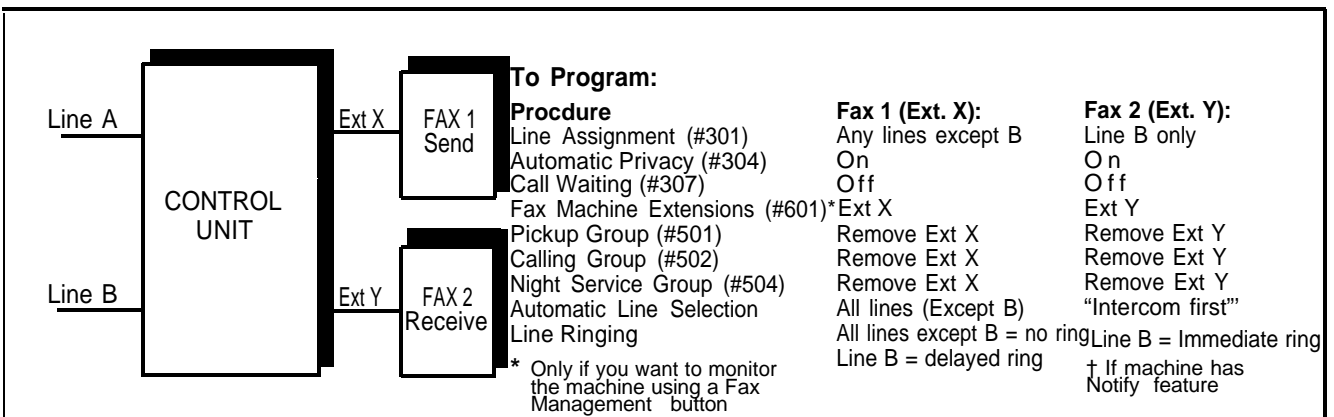


Figure 6-3 Send and Receive Fax Machines

Using Fax Machines

Fax Management Feature

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

Programming for Fax Management

To program a Fax Management button, you must first designate the fax machine extension using the Fax Machine Extensions procedure (#601). (See chapter 3 for more details.) Then you can program an intercom Auto Dial button for the fax machine extension. See “Telephone Programming,” in chapter 4.

Using the Fax Management Button

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

Table 6-1 Fax Management Button Light Patterns

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

Transferring Call to the Fax Machine

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

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

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

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

Using the Fax Machine's Notify Feature

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

- Program the fax machine to make a ringing or voice-signalled intercom call to an individual extension or to a Calling Group. (Program the fax machine to dial **[*]** plus the extension number for a voice-signalled call; **[7] [1]** for a call to the Calling Group.)
- Program the fax machine to turn on the Message light at someone's extension by dialing **[8] [0] [9]** plus the extension number.
- Program the fax machine to dial **[7] [0]** to make its recorded announcement over your loudspeaker paging system.

For all of the above examples, program the fax machine extension's Automatic Line Selection for "Intercom first," followed by whatever outside lines you want to assign to it. If the machine has an auto dial feature, program a **[0] [pause] [pause]** before each auto dial number. When manually making a call, dial **[0]** to get an outside line. For instruction on how to set the Automatic Line Selection, see chapter 3.

Answering Machine

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

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

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

Single Answering Machine

The single answering machine setup (figure 6-4) serves the entire system. It is connected to its own extension, and can cover all the lines in the system, or as many lines as you assign to it.

To retrieve messages:

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

Multiple Answering Machines

If a single answering machine cannot handle all your calls, you can setup two or more machines to answer (figure 6-5). A setup such as this might be used by a movie theater to announce movie times to people calling for information.

To retrieve messages:

- Go to the machines to manually play back messages.
- From inside the system, make an intercom call to an answering machine extension. When the machine answers, dial its message retrieval code.

- From outside the system, call in on any line assigned to the machine. When the machine answers, dial its message retrieval code. Note, however, that when calling in from outside, you can only retrieve messages from the first machine that answers.

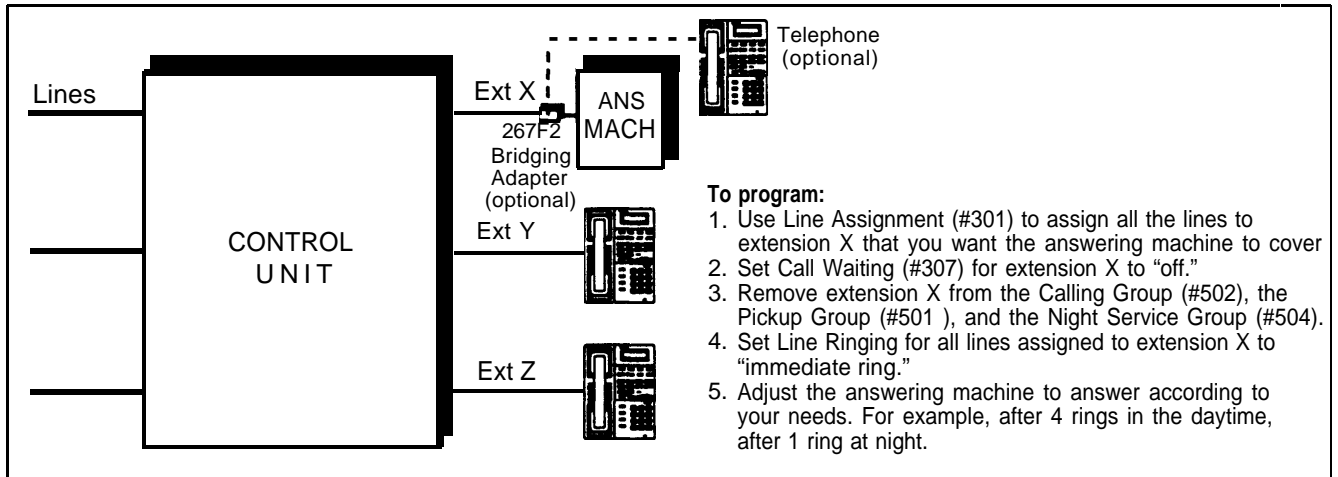


Figure 6-4 Single Answering Machine

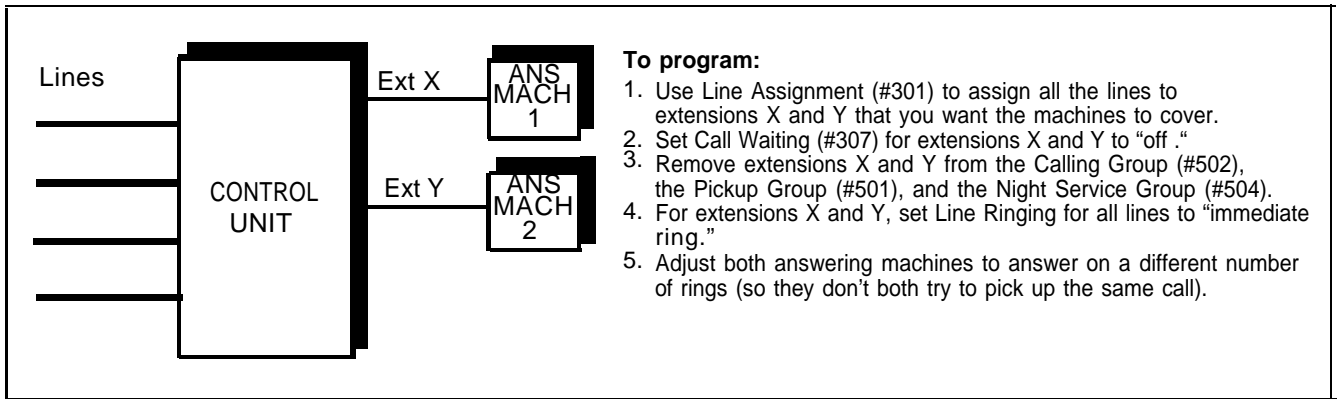


Figure 6-5 Multiple Answering Machines

Personal Answering Machine

A personal answering machine is used to answer all the calls that ring on the lines at a certain extension (figure 6-6). It is useful for the following situations:

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

To retrieve calls:

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

Answering Machine Backup for Fax Machine

If you have a fax machine, and do not want to let an incoming fax call go unanswered because the fax machine is busy or out of paper, you can back up the fax machine with an answering machine. In this setup (figure 6-7), if for any reason your fax machine does not answer, the call is switched over to the answering machine. The answering machine plays a message like: "The fax machine is busy—please call back in five minutes."

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

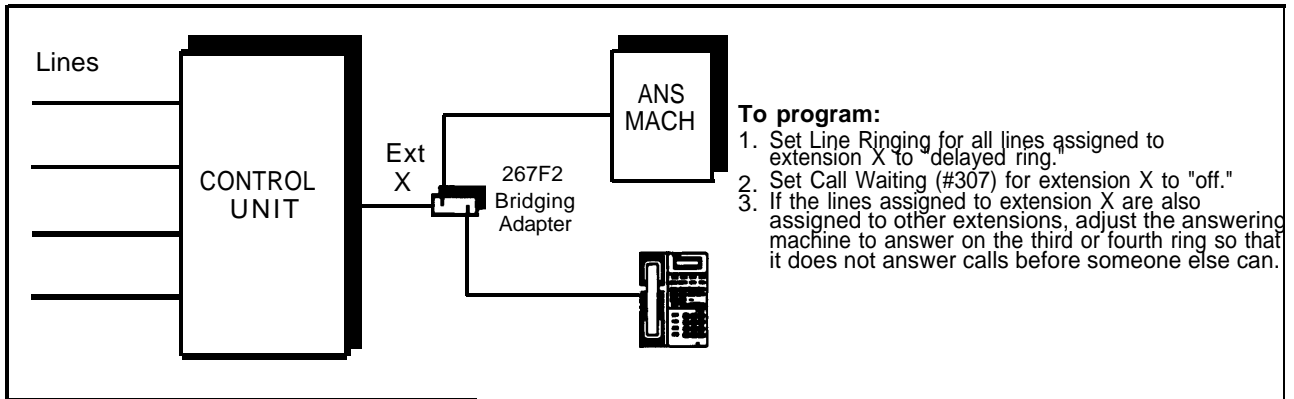


Figure 6-6 Personal Answering Machine

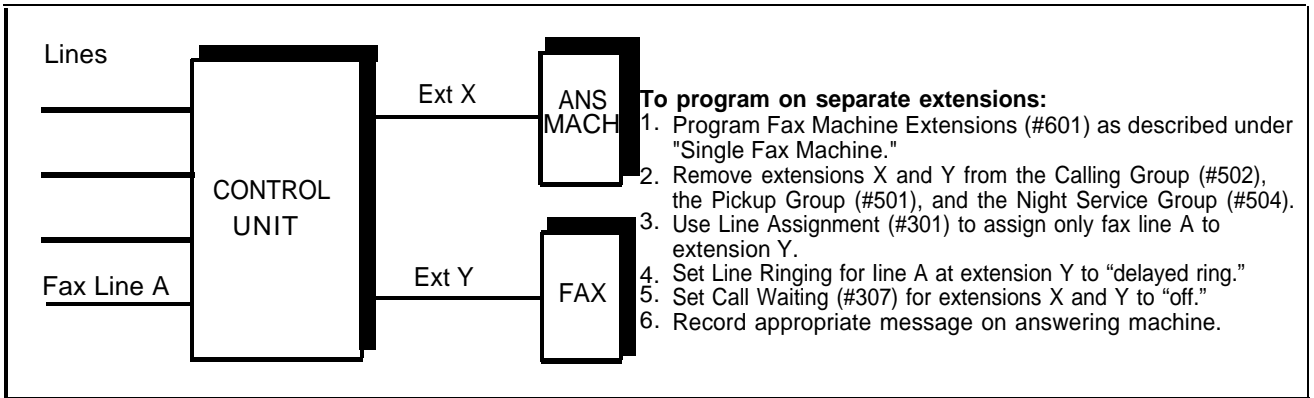


Figure 6-7 Answering Machine Backup for Fax Machine

Modems

Modems can connect directly to an extension jack without an adapter. To connect modems to the system, see chapter 2.

Stand-Alone Modem

A modem and a terminal allow you to dial out and connect to computer bulletin boards and other data services. The setup is shown in figure 6-8. Note that the 267F2 bridging adapter and telephone are optional, and can be used if you want the terminal to share an extension with a phone.

To use:

Follow the modem manufacturer's instructions.

Send and Receive Modem

If you need to place *and* receive calls with the modem, use the setup shown in figure 6-9. This setup makes line B the primary modem line, but keeps the line available for users at other extensions when all other lines are busy.

To use:

Calls on the modem line (Line B) ring only at extension X. Likewise, line B is the *last* line selected by other extensions in the system, so the modem line is unavailable for the modem *only when all lines in the system are being used*.

Modem Pool

You can set up your PARTNER Plus system as a small data switch that allows several people to simultaneously use a single on-premises computer (figure 6-10).

To Install:

Plug each modem connected to the computer into its own extension.

To use:

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

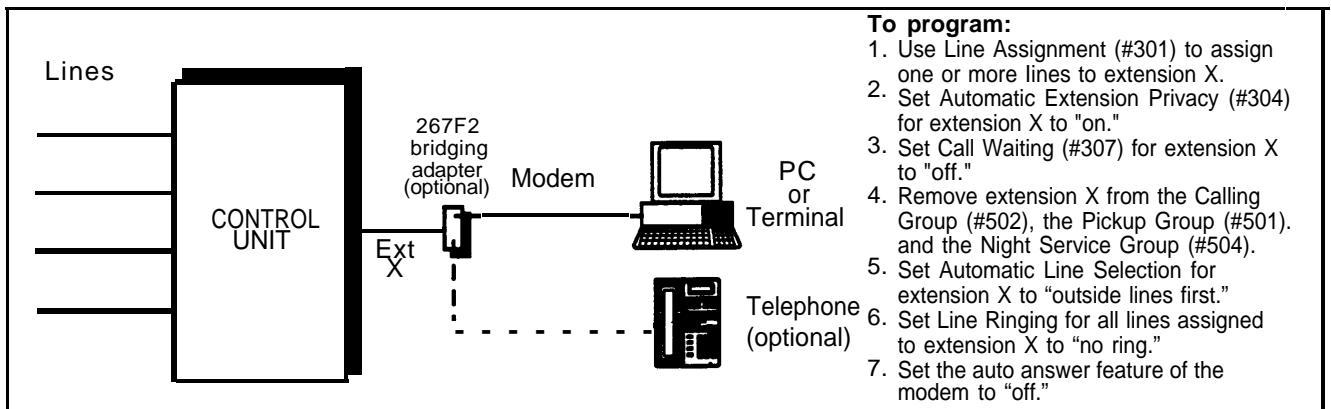


Figure 6-8 Stand-Alone Modem

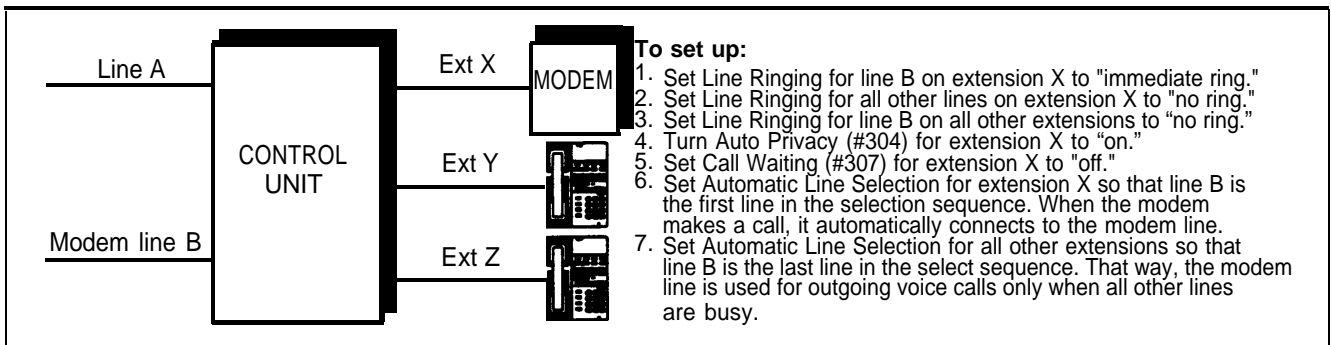


Figure 6-9 Send and Receive Modem

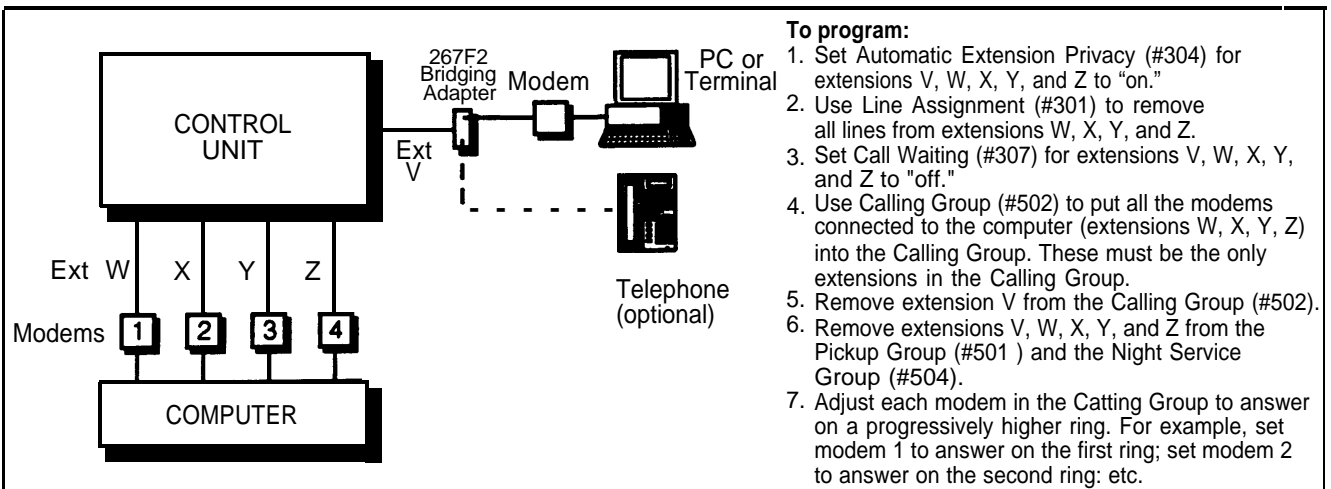


Figure 6-10 Modem Pool

Credit Card Scanners

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

To Use:

When you make a call on the credit card scanners, an outside line is automatically selected.

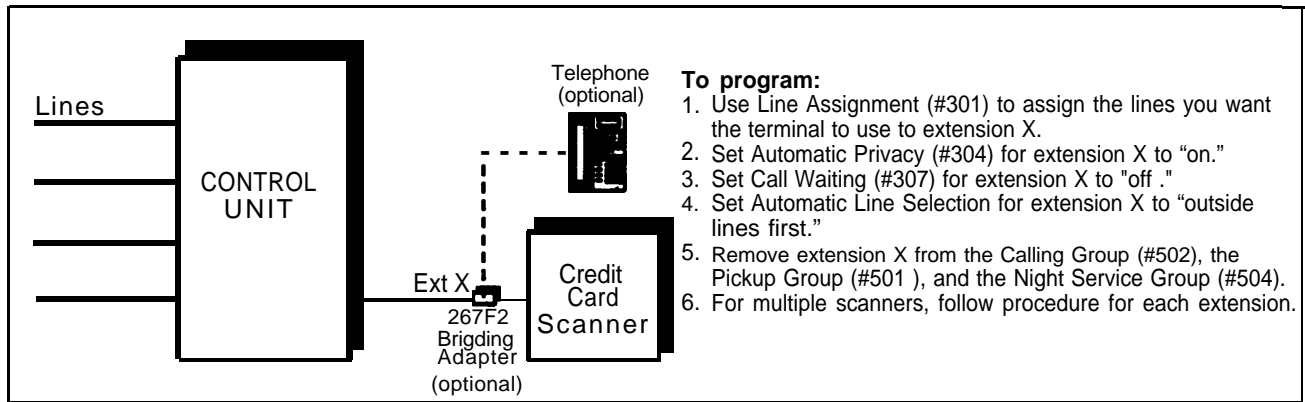


Figure 6-11 Credit Card Scanner

Night Service Operation

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, so that lines are dedicated to auxiliary equipment *only* after hours.

By putting auxiliary equipment in the Night Service Group as described in this section, you can have auxiliary equipment start ringing and answering calls whenever you turn Night Service on. In other words, the Night Service button at extension 10 acts as a switch, turning auxiliary equipment on and off as well as putting the system into Night Service.

Figure 6-12 shows a system with a fax machine and a modem connected to separate extension. Line A is published as the fax line, and line B is published as the modem line.

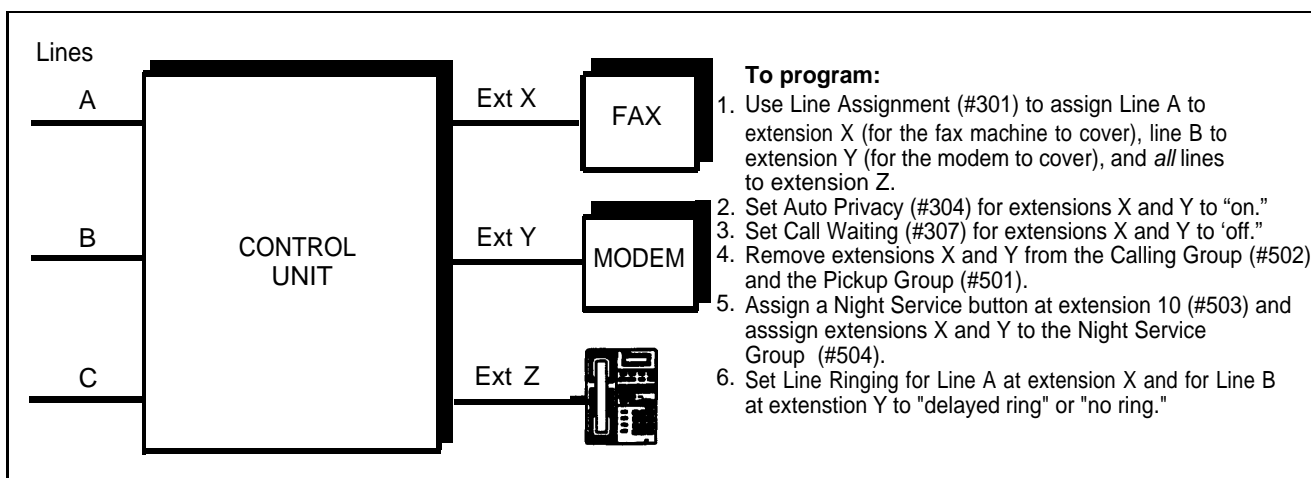


Figure 6-12 Night Service with Fax and Modem

To use:

During the day, lines A and B ring after a delay or do not ring at all—depending on the Line Ringing settings—at extensions X and Y. When you turn Night Service on, calls on line A ring immediately at the fax (extension X). Since that line is not assigned to any other extension in the Night Service Group, only extension X receives fax transmissions. Likewise, with Night Service on, calls on line B ring immediately at the modem (extension Y). All lines ring at the system phone at extension Z.

If answering machines are connected to Night Service extension, you can join a call that was already answered by an answering machine from any system phone. If you have an AT&T answering machine with the Call Intercept feature, the answering machine drops off the call when you do it.

Call Reporting Devices (SMDR)

SMDR (Station Message Detail Recording) is a *call reporting* feature that provides records of call activity. Call reporting information provides you with the ability to:

- Detect any unauthorized calls
- Bill clients or projects
- Reduce telephone costs by identifying the need to change telecommunications services.

Call reporting information is recorded as calls occur. The system sends the information via a 300-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. The system records information for each call. See page 3-35 for instructions on programming which calls will be reported. For outgoing calls, the timing begins when you go off hook. For incoming calls, the timing begins when you answer the call. Timing stops when the call is disconnected.

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 6-13.

DATE	TIME	DUR.	PULSE	T	LN.	CALLED NUMBER	STN.
30-12	14:18	1:28:5	0053	T	8	9999999999	18

Figure 6-13. Sample Call Report Record

Each page includes 59 records. The report has the following fields:

- **Date.** The date of the call is shown in the format dd-mm, where dd is the day and mm is the month. The system uses the date set with System Date (#101).
- **Time.** The time of the connection is shown in hh:mm format, where hh is the hour and mm is the minute. The system uses the time set with System Time (#103) and is shown in 24-hour (military) time.

-
- **Duration.** The duration of the call is listed in the format h:mm:s representing the hours, minutes, and seconds, with the last digit of the seconds-count truncated. For example, a call that lasts for 3 minutes and 45 seconds will be recorded as 3:4.
 - **Pulse.** The pulse count, if any, is listed in this field.
 - **Transfer.** If this call was transferred from another station, a T will appear in this column.
 - **Line Number.** This is the outside line (1-8) that was used to make or receive the call.
 - **Called Number.** For an outgoing call, this is the dialed number (up to 24 digits). For an incoming call, the word "incoming" appears in this field.
 - **Station (Extension).** This is the extension that answered or placed the call.

Considerations:

- The System Date (#101) and System Time (#103) must be set correctly to ensure accurate call reports.
- If a report cannot print because the printer is jammed or out of paper, the system will store up to 45 records in its memory until they can be printed. Additional calls will not be recorded.
- In the event of a power failure, any calls in progress are lost; call records for those calls are also 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.

Serial Printers

A 355AF adapter lets you connect a serial printer, such as AT&T's 572 Serial Printer, to the processor module. If you connect a printer, make sure the printer's switches are set as follows (refer to the printer's instructions if you need help):

- 300 baud
- No parity
- 8 data bits
- 2 stop bits

(The call reporting feature also supports XON/XOFF protocol, carriage returns, and line feeds.)

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 it receives into meaningful reports that can help you optimize your communications system. For example, you can use it to determine the best combination of local and long distance lines for your business. 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. Refer to the manual provided with the call accounting device for instructions on connecting it to your system.

Appendix A: Dialing Restrictions Summary

The PARTNER Plus system includes several ways to restrict dialing from individual extensions. This appendix discusses the dialing restrictions and ways to override the restrictions. The system programming procedures necessary to set the restrictions are also included.

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

In general, you can restrict all outside dialing from an extension or allow outside dialing with varying limitations. These limitations may be as simple as preventing calls to a specific phone number through a Disallowed Phone Number List. Or they may be as complex as combining Allowed Phone Number Lists, Disallowed Phone Number Lists, and Outgoing Call Restrictions to allow a user to call just the numbers he or she needs for business. All of the restrictions work on a *per extension* basis so you can tailor the restrictions to your users.

This appendix is designed to give you information about the restrictions and how they interact. As you decide on the restrictions to assign users, be careful not to make them too tight or too loose. And remember, you can change them at any time through system programming.

No Outside Line Access

Three programming procedures prevent an extension from ever dialing out on a specific line. Two of them work by not assigning the line (or lines) to the extension. The third restricts the type of calls that can be placed on the line. *These restrictions cannot be overridden.*

- **#301—Line Assignment** Using this procedure, you can selectively assign lines to extensions. To prevent an extension from having access to a line, unassign it.
- **#302—Line Use Restriction.** Using this procedure, you can restrict the type of calls allowed on a line assigned to an extension. A line can be unrestricted (that is, any type of call is allowed), restricted to making “outgoing calls only,” restricted to receiving “incoming calls only,” or restricted to “no access.”

If you restrict a line on an extension to incoming calls only, the user cannot select the line to dial out at all (even numbers on the Emergency Phone Number List or Marked System Speed Dial numbers). If a line is unrestricted or restricted to outgoing calls only, use the restrictions discussed in the rest of this appendix to restrict dialing.

Outside Dialing Allowed

When an extension is allowed access to an outside line, several dialing restrictions can apply. First, regardless of other restrictions, some types of calls are always allowed. Second, you can restrict dialing after normal business hours through Night Service. Finally, you can limit dialing through Allowed Phone Number Lists, Disallowed Phone Number Lists, and Outgoing Call Restrictions.

Calls Always Allowed

Three types of calls are always allowed:

- **#406—Emergency Phone Numbers.** A number on the Emergency List is always allowed.
- **Marked System Speed Dial Numbers.** System Speed Dial Numbers programmed with a star (*) are always allowed. Unmarked System Speed Dial Numbers are allowed only if they meet the other restrictions listed in the following two sections.
- **#403—System Password Entered Before Dialing.** Phone numbers dialed after entering the system password are always allowed.

Night Service Restrictions

There are two types of Night Service: *without* the system password and *with* the system password. Night Service without a password has no additional effect on dialing restrictions. Night Service with a password places additional dialing restrictions on the members of the Night Service Group. Use procedures #503 (Night Service Button) and #504 (Night Service Group) to program Night Service. Use procedure #403 (System Password) to assign a password.

When Night Service with a password is on, extensions in the Night Service Group are prevented from dialing all numbers except:

- Emergency Numbers
- Marked System Speed Dial Numbers
- Phone numbers dialed after entering the System Password.

Limited Outside Dialing

During normal operation or when Night Service is on without a password, dialing can be restricted by these additional procedures:

- **#407 and #408—Allowed Phone Number Lists.** A user can dial a number on an Allowed Phone Number List assigned to the extension. Allowed Phone Number Lists override Disallowed Phone Number Lists (#404) and Outgoing Call Restrictions (#401) but not Night Service with a password.
- **#404 and #405—Disallowed Phone Number Lists.** A user cannot dial a number on a Disallowed Phone Number List assigned to the extension, unless it is an Allowed Phone number, an Emergency Phone number, or a Marked System Speed Dial number.

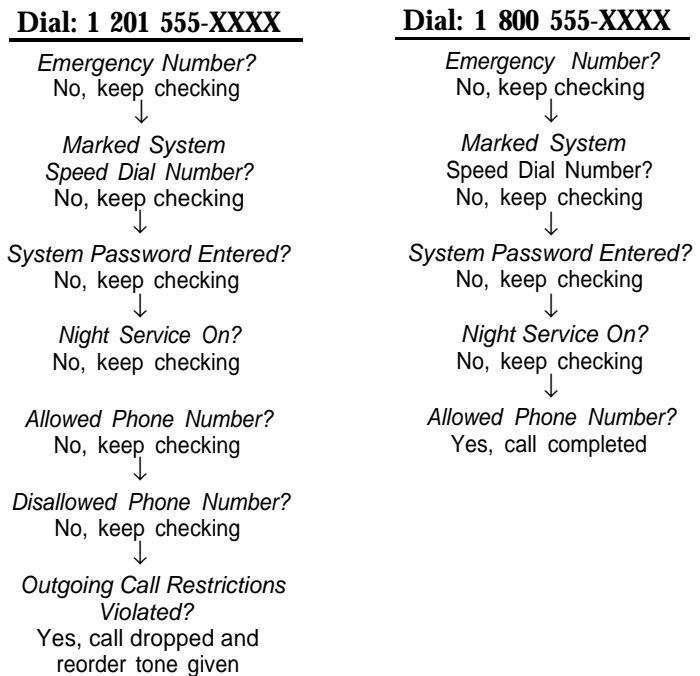
- **#401—Outgoing Call Restrictions.** Using this procedure, you set one of three dialing restrictions for each extension:
 - “No restriction” allows long distance, local, and inside calling.
 - “Local only” allows local and inside calling only.
 - “Inside only” allows inside calls only.

The Outgoing Call Restrictions apply to all lines assigned to that extension. If the call has not been allowed or stopped by any of the preceding procedures, the system looks at the Outgoing Call Restrictions for that extension and determines whether or not the call is allowed.

Dialing Restrictions: An Example

The following diagram shows what happens when a user makes a call. The system checks the number against all the dialing restrictions set on the system and the extension. When the number passes a restriction, it goes to the next one, if necessary. When the number violates a restriction, the call is stopped and the user hears a reorder (fast busy signal) tone.

In this example, the user is dialing on a line that has an Outgoing Call Restriction set to “local only.” In addition, the extension has an Allowed Phone Number List with a “1 800” entry on it. Notice that the system keeps checking the number until it finds a valid reason to complete it or stop it.



Appendix B: User Forms

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

- **System Speed Dial Form.** Provides space on which to write System Speed Dial numbers and system extension numbers. For instructions on programming System Speed Dial numbers, see chapter 3 in this guide.
- **Extension Programming information Form.** Provides information for users about what their phones can and cannot do, according to how each extension is programmed.

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

Appendix C: Maintenance

Your system is designed to provide trouble-free performance without any special maintenance procedures. To reduce the risk of accidental damage:

- Keep the system modules in an area free of dust, smoke, and moisture, and do not block the air vents by placing objects on top of the control unit.
- Do not place telephones near a heating duct, radiator, or other heat source, and do not drop or expose to excessive shock or vibration.
- Unplug the telephone if its cord is damaged, if liquid is spilled into it, or if its housing becomes cracked or otherwise damaged.
- To clean your telephone, wipe the outside housing with a soft, dust-free cloth. If absolutely necessary, you may use a soft cloth *slightly* dampened with a mild soap and water solution. Dry quickly with a soft cloth.

CAUTION:

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



SYSTEM SPEED DIAL NUMBERS

To Dial ● On MLS model telephone, press [Feature] + **Code** ● On standard touch-tone or rotary telephones, press [8] + **Code** while receiving intercom dial tone.

CODE	Name/Company	*	Telephone Number	CODE	Name/Company	*	Telephone Number	CODE	Name/Company	*	Telephone Number	CODE	Name/Company	Telephone Number
20				40				60				80		
21				41				61				81		
22				42				62				82		
23				43				63				83		
24				44				64				84		
25				45				65				85		
26				46				66				86		
27				47				67				87		
28				48				68				88		
29				49				69				89		
30				50				70				90		
31				51				71				91		
32				52				72				92		
33				53				73				93		
34				54				74				94		
35				55				75				95		
36				56				76				96		
37				57				77				97		
38				58				78				98		
39				59				79				99		

* You can dial System Speed Dial codes with a (*) at any time, regardless of dialing restrictions placed on your extension.

Hit: You can program your phone to store 20 more telephone numbers for your personal use. See Personal Speed Dial Numbers on the Quick Reference card.

System Speed Dial numbers are programmed by the System Manager. Report problems and suggested revisions to your System Manager.

SYSTEM EXTENSIONS

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

EXT	NAME	CALL PICKUP GROUP*	CALLING GROUP*	NIGHT SERVICE GROUP*	EXT	NAME	CALL PICKUP GROUP*	CALLING GROUP*	NIGHT SERVICE GROUP*	EXT	NAME	CALL PICKUP GROUP*	CALLING GROUP*	NIGHT SERVICE GROUP*
▲ 10					18					26				
11					19					27				
12					20					28				
13					21					29				
14					22					30				
15					23					31				
16					24					32				
17					25					33				

* An "X" in the column means the extension is a member of the Call Pickup, Calling, or Night Service Groups.

▲ System Manager's extension.



Ext: _____

EXTENSION PROGRAMMING INFORMATION

PARTNER™ Plus Communications System

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

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

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

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

Transfer Return Rings. If a call you transfer is not answered within ___rings, it will ring back at a) your phone or b) the Transfer Return Extension.

Transfer Return Extension. If a call transferred to your extension is not answered, it returns to extension ____.

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

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

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

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

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

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

- Long-distance toll calls (extension is programmed for "Local Only")
- Outside calls (extension is programmed for "Inside Only")

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

Allowed Phone Numbers

see separate list

Disallowed Phone Numbers

Following are numbers you *cannot* call:

see separate list

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

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

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

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

Ext.	Description	Rings Ext.	Instructions

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

Ext.	Description	Rings Ext.	Instructions

Appendix D: Troubleshooting

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

If you need help, contact your AT&T Authorized Distributor. Your AT&T Authorized Distributor can better help you if you have the following information ready:

- the kind of system you have (PARTNER Plus, Release 2)
- the number of lines and extensions in your system
- the model number of the problem phone, if applicable (located on the upper right-hand corner of the phone—MLS-34D, MLS-12D, MLS-12, or MLS-6).

If you followed a troubleshooting procedure and need more help, tell your AT&T Authorized Distributor what you did.

Power Failure Operation

If you see a line of asterisks where the date usually appears on your phone display, a power failure has occurred. When power to the system is cutoff, the outside lines on each 206 module automatically connect to the first two extensions on the module, as follows:

Line 1 — extension 10
Line 2 — extension 11
Line 3 — extension 16
Line 4 — extension 17
Line 5 — extension 22
Line 6 — extension 23
Line 7 — extension 28
Line 8 — extension 29

To answer calls during a power failure, *you must use a standard touch-tone or rotary telephone at one of the above extensions.* For this reason, *it is strongly suggested* that you have a standard telephone connected—either directly or by 267F2 bridging adapter—to the first and second extension jack of every 206 module (extensions 10, 11, 16, 17, 22, 23, 28, and 29).

The system can stay programmed for approximately 30 days after it stops receiving power. After 30 days elapse, all of the system's programmed settings return to the factory settings.

NOTES:

- the clock must always be reset after a power failure.
- SMDR reports are not generated during a power failure.
- asterisks will appear on the phone's display if a power failure occurs.

All Phones Dead: No Dial Tone or Lights

Possible Cause 1:
Control unit not receiving power.

What to do: Locate the control unit. Make sure the power cord is plugged securely into the wall outlet. Also make sure the on/off switch is in the "ON" position. (For the location of the on/off switch, see figure 1-1 in chapter 1.)

- If the green indicator lights on the modules are "ON" and the trouble is gone, the problem is corrected.
- If the green indicator lights on the modules are "ON" but the trouble remains, call your AT&T Authorized Distributor.
- If the green indicator lights on the modules are "OFF," go to Possible Cause 2.
- If any green indicator lights on the modules are "OFF" or "FLASHING," call your AT&T Authorized Distributor.

Possible Cause 2:
Power outlet may be 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. Check fuse box or call an electrician.
- If the appliance works, call your AT&T Authorized Distributor.

Time and Date Incorrect

Possible Cause:
Power Failure.

What to do: Determine if power has been restored. Reset clock (see pages 3-5 and 3-6).

- If the time and date are still incorrect, contact your AT&T Authorized Distributor.

Phone Has Lights but No Dial Tone

Possible Cause 1:
Faulty telephone.

What to do: Unplug the cord from the base of the problem phone and plug it into a phone that works.

- If the other phone works, the old phone was faulty. Call your AT&T Authorized Distributor to arrange for a replacement.
- If the other phone does not work, go to Possible Cause 2.

Possible Cause 2:
Bad telephone cord.

What to do: Unplug the cord from the base of the phone and the wall jack. Replace it with a cord that works.

- If the phone works, the cord is bad. Call your AT&T Authorized Distributor to arrange for a replacement.
- If the phone does not work, and it is part of a combination extension, go to Possible Cause 3.
- If the phone does not work, and it is not part of a combination extension, call your AT&T Authorized Distributor.

Possible Cause 3:
Bad adapter or combination device.

What to do: If the phone is part of a combination extension with another phone or device, unplug the adapter from the wall jack. Unplug the phone's cord from the adapter and plug it directly into the wall jack.

- If the phone works, there is a problem with the other device attached to the extension or the bridging adapter. Replace the other device. If the problem is still not fixed, call your AT&T Authorized Distributor.
- If the phone does not work, call your AT&T Authorized Distributor.

Trouble Making Outside Calls

Trouble making outside calls could be one of the following:

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

Possible Cause 1:

Local phone company changed service from rotary to touch-tone.

What to do: If your system was setup for rotary service, find out if your local telephone company has changed to touch-tone. If it has changed, you must change the Dial Mode (#201) from “rotary” to “touch-tone.” See chapter 3.

- If you can make a call, the problem is solved.
- If the dial mode is already set correctly, go to Possible Cause 2.

Possible Cause 2:

Someone may have changed the Outgoing Call Restriction setting.

What to do: Find out if you were able to make a call without any trouble before.

- If you were able to call on the phone before, someone may have intentionally changed the system’s or extension’s setting. Check to see if this is true. If you find out that no one has changed any system settings, and the phone used to work, go to Possible Cause 3.

Possible Cause 3:

Local phone company is not accurately receiving the dialing signals.

What to do: Make calls on the telephone using different lines. Then, make calls on different phones using the same line.

- If you cannot make calls from one phone on all lines, follow procedure for “Phone Has Lights but No Dial Tone,” Possible Cause 1.
- If you cannot make calls using different phones, go to Possible Cause 4.

Possible Cause 4:

Local phone company wiring is faulty.

What to do: One at a time, unplug each outside line from the 206 module. Plug it into a standard telephone and try to make a call.

- If the trouble appears on the standard phone, there may be a problem with your outside line. Report the trouble to your local phone company.
- If the trouble does not appear on the standard phone, the trouble is with the 206 module. Call your AT&T Authorized Distributor.

Possible Cause 5:

You are using a standard phone and no DTMF receiver is available to place your call.

What to do: Hang up. Wait a few seconds and try your call again.

- If the problem is not resolved, plug a different phone into the extension and try to place a call. If problem still exists, contact your AT&T Authorized Distributor.

Phone Does Not Ring

Possible Cause 1:
Volume control set too low.

What to do: Press the volume control button to increase ringer volume.

- If the phone rings increasingly louder, the problem is solved.
- If the phone still does not ring, go to Possible Cause 2.

Possible Cause 2:
Do Not Disturb feature turned on.

What to do: Check to see if Do Not Disturb is turned on.

- If Do Not Disturb is turned on, turn it off by pressing the programmed button.
- If Do Not Disturb is not turned on, go to Possible Cause 3.

Possible Cause 3:
Phone's Line Ringing may be programmed for "no ring" or "delayed ring."

What to do: Check to see if phone's Line Ringing is programmed for "no ring" or "delayed ring." Refer to chapter 4.

- If Line Ringing is set for "no ring" or "delayed ring," change programming if necessary.
- If Line Ringing is set for "immediate ring," the phone may be faulty. Follow troubleshooting procedure for "Phone Has Lights but No Dial Tone."

System Programming Does Not Work

Possible Cause 1:
Incorrect password was entered.

What to do: Press [*Feature*] [*0*] [*0*] and reenter password.

- If system gives no error tone, problem is solved.
- If system gives error tone again, verify the password with system administrate. Contact your AT&T Authorized Distributor.

Possible Cause 2:
System not in System Programming mode when dial code was entered.

What to do: Press [*Feature*] [*0*] [*0*], enter password, and then enter dial code.

- If problem is not resolved, contact your AT&T Authorized Distributor.

Calls are Answered Automatically

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

Possible Cause 1:

An optional device answers when it should not.

What to do: Be sure the optional device (such as a fax machine, answering machine, or modem) is set to answer correctly. If the device answers before it is supposed to, adjust it to answer on a later ring. If the device is not supposed to answer calls at all, turn its auto-answer feature off. Refer to the device's user manual.

- If the optional device was set properly, go to Possible Cause 2.
- If the optional device was set improperly, reset device. If problem remains, go to Possible Cause 2.

Possible Cause 2:

PARTNER Plus system is programmed incorrectly.

What to do: For every optional device connected to your system, be sure its extension's Line Ringing is set to "delayed ring." If it is set to "immediate ring," adjust the device to answer on a later ring.

- If the problem is not solved, call your AT&T Authorized Distributor.

Trouble Hearing Called Party Answer

Possible Cause 1:

Rotary Dialing Timeout interval is too long.

What to do: If the system is set for rotary dialing, the Rotary Dialing Timeout interval may be too long. Reset the Rotary Dialing Timeout interval. Refer to chapter 3.

- If you can hear the called party answer, the problem is solved.
- If the problem is not solved, reset the Rotary Dialing Timeout interval to 12 seconds. If problem is still not solved, call your AT&T Authorized Distributor.

Possible Cause 2:

Faulty phone or cord.

What to do: If the system is set for touch-tone dialing, you could have a faulty phone and/or cord. See "Phone Has Lights but No Dial Tone."

Using the Recall Feature Has No Effect

Possible Cause:

Recall Timer Duration set too short.

What to do: Increase the Recall Timer Duration by 100 milliseconds. Refer to chapter 3.

- If the Recall feature works, the problem is solved.
- If the Recall feature still doesn't work, continue increasing the Recall Timer Duration by increments of 100 milliseconds until the problem is solved.

Using the Recall Feature Disconnects Call

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

Possible Cause:

Recall Timer Duration set too long.

What to do: Decrease the Recall Timer Duration by 100 milliseconds. Refer to chapter 3.

- 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.

Calls on Hold Are Disconnected

Possible Cause:

Call on hold for more than 15 minutes.

What to do: Nothing. Calls are automatically disconnected after 15 minutes. This cannot be changed.

- If call was disconnected before 15 minutes, go to Possible Cause 2.

Phone Rings Back After Intercom Call with No One at Other End

Possible Cause 1:

Automatic Line Selection is programmed incorrectly.

What to do: If one of the phones involved is a standard single-line rotary or touch-tone telephone, program its Automatic Line Selection to "Intercom first."

- If the problem is not solved, call your AT&T Authorized Distributor.

Combination Extension Problem: Phone Does Not Ring Properly

Possible Cause 2:

REN is too high.

What to do: If this is a combination extension (two devices), be sure the total of their Ringer Equivalence Numbers (REN) does not exceed 2. (See chapter 2.) If it exceeds 2, unplug the extra device.

- If the ringer functions properly, the problem is with optional device. The system is okay.
- If trouble still appears, go to Possible Cause 2.

Possible Cause 2:

Optional device is faulty.

What to do: Remove the optional device (fax machine, answering machine, or modem) from the extension.

- If the ringer functions properly, the problem is in the optional device. The system is okay.
- If the trouble still appears, the problem is with the control unit. Call your AT&T Authorized Distributor.

Phone Display Does Not Work

Possible Cause 1:
Phone need to be reset.

What to do: To reset the phone, unplug the cord from the bottom of the phone and plug it in again.

IMPORTANT: Make sure the handset is hung up when you plug the cord in.

- If the display works, the problem is solved.
- If the display still does not work, follow procedure for "Phone Has Lights but No Dial Tone."

Possible Cause 2:
Phone is faulty.

What to do: Replace problem phone with another PARTNER display phone.

- If the new phone works, the old phone was bad. Call your AT&T Authorized Distributor to arrange for a replacement.
- If the new phone does not work, call your AT&T Authorized Distributor.

PARTNER Phone Does Not Work When Standard Phone Handset Is Lifted

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

Possible Cause:
Wrong cord and wrong bridging adapter used to connect standard phone.

What to do: First, unplug the bridging adapter from the wall jack. then, unplug the PARTNER phone from the adapter and plug it into the wall jack.

- If the PARTNER phone works properly, either the cord or the adapter must be replaced. (Use only an AT&T 267F2 bridging adapter.) Call your AT&T Authorized Distributor for details.

Combination Extension Problem: PARTNER Phone Shows Line Is Busy

Possible Cause:
Standard phone is not hung up.

What to do: Hang up standard phone.

- If the PARTNER phone light goes off, the problem is solved.
- If the standard phone is hung up, reset PARTNER phone according to procedure given under "Other Problems with Phones."

You Get Reorder Tone (Fast Busy)

Possible Cause 1:

You are using a standard phone and no DTMF receiver is available to place your call.

What to do: Hang up. Wait a few seconds and try your call again.

If the problem is not resolved, plug a different phone into the extension and try to place a call. If problem still exists, contact your AT&T Authorized Distributor.

Possible Cause 2:

Other party hangs up.

What to do: Hang up.

Possible Cause 3:

Miscellaneous situations that require you to hang up.

What to do: Hang up. Wait a few seconds before trying to use the phone again.

Other Problems with Phones

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

Possible Cause:

Phone needs to be reset.

What to do: Unplug the cord from the bottom of the phone and plug it in again.

IMPORTANT: Make sure the handset is hung up when you plug the cord in.

- If the problem remains, call your AT&T Authorized Distributor.

Other Problems With System

These procedures reset the system. Use them when you have any problems that are not mentioned above.

NOTE: The procedures given below will disconnect all calls in progress. Software and hardware resets will not erase any system settings, but a frigid start will return all system settings to default value.

Possible Cause 1:

System needs a software reset.

[x] [x] [x] [x] stands for the System Programming Password. See procedure #110.

What to do: At extension 10

1. Press [Feature] [0] [0].
2. Press [Intercom] [Intercom] (the left [Intercom] button).
3. Press [x] [x] [x] [x] [#] [7] [2] [8].

- If the problem is not solved, go to Possible Cause 2.

Possible Cause 2:

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 is not solved, call your AT&T Authorized Distributor.

IMPORTANT: Because the frigid start procedure (below) will return all system settings to default values, please contact your AT& T Authorized Distributor before using this procedure.

Possible Cause 3:
System may need a frigid start.

[x] [x] [x] [x] stands for the System Programming Password.
See procedure #110.

What to do: At extension 10,

1. Press [**Feature**] [**0**] [**0**].
2. Press the left [**Intercom**] button twice.
3. Press [x] [x] [x] [x] [#] [9] [8] [9] [2] [5] [3] [2] [7].

The system will restart. *All system programming settings will be returned to the default values. You must reprogram your system after performing this procedure.*

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Programming Quick Reference

Centralized Telephone Programming & System Speed Dial Numbers

- Perform these procedures at extension 10, using a PARTNER display phone
- Place the Programming Overlay on the dial pad

SYSTEM SPEED DIAL NUMBERS (p. 3-40)

PRESS [**Feature**] [**0**] [**0**] to enter system program mode
 PRESS [**Feature**] followed by a 2-digit code (20 to 79)
 Dial the telephone number (up to 22 digits and Special functions)
 To include special functions in the telephone number
 PRESS [**Transfer**] for Touch-Tone Enable
 PRESS [**Mic**] to Stop dialing
 PRESS [**Hold**] for Pause
 PRESS [**Spkr**] for Recall
 To mark a number (which overrides dialing restrictions)
 DIAL [*****] before the telephone number
 To remove the number
 DIAL the 2-digit code
 PRESS [**Mic**]
 To have program mods
 PRESS [**Feature**] [**0**] [**0**]

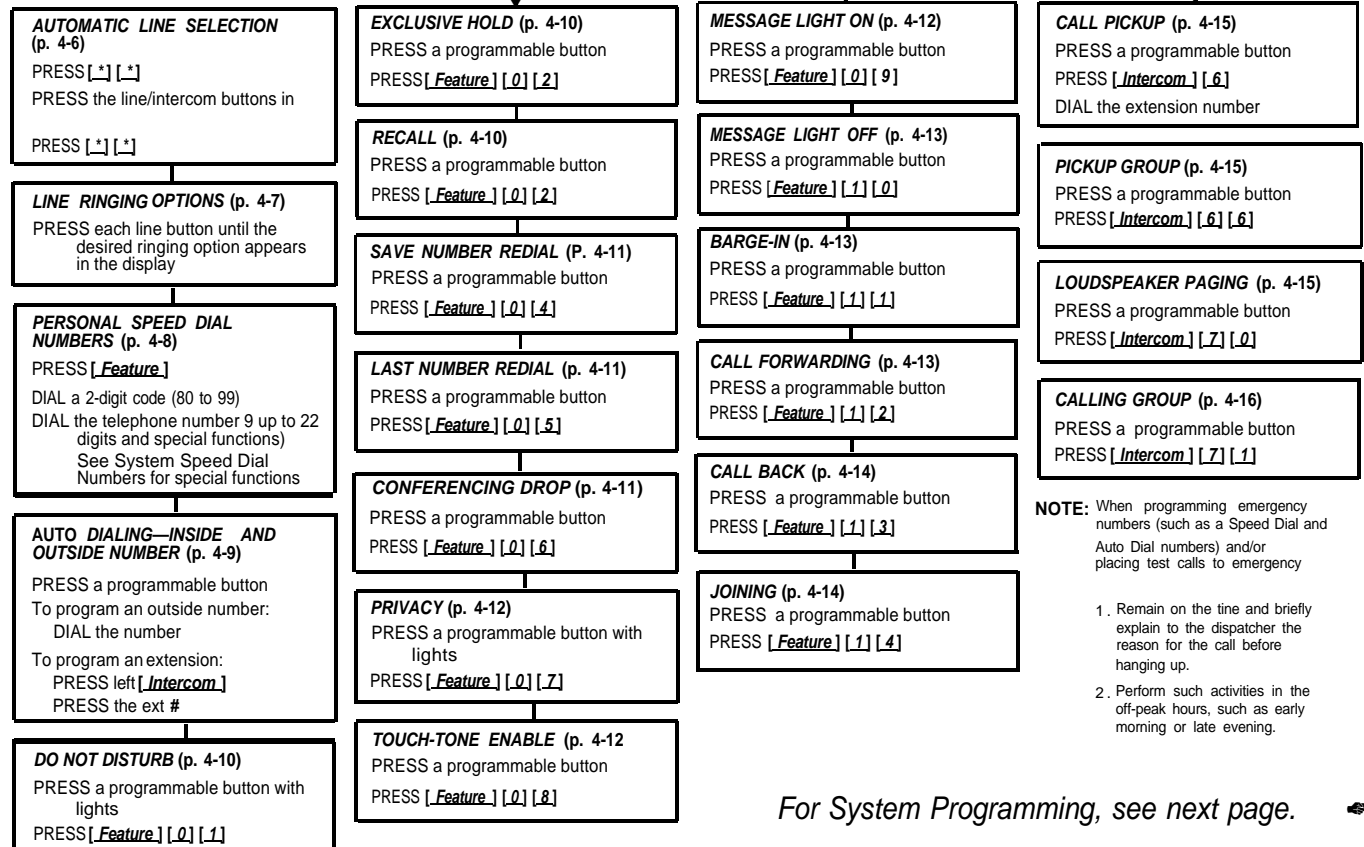
CENTRALIZED TELEPHONE PROGRAMMING

TO ENTER PROGRAM MODE 1. PRESS [**Feature**] [**0**] [**0**]
 2. PRESS [**System Program**] [**System Program**] [**Central Tel Program**]
 3. DIAL the extenaion number to be preprogrammed

TO ERASE A FEATURE OR AUTO DIAL BUTTON 1. PRESS the programmed button
 2. PRESS [**Mic**]

TO LEAVE PROGRAM MODE 1. PRESS [**Feature**] [**0**] [**0**]

NOTE: Program Automatic Line Selection first.



For System Programming, see next page. ➔

SYSTEM RESET - PROGRAMMING SAVED (p. 3-40)
 DIAL #728
 ▲ CAUTION: Disconnects active calls.

RESTRICTIONS

OUTGOING CALL RESTRICTIONS (p. 3-22)
 DIAL #401
 DIAL an extension number
 DIAL 1 = No Restriction ✓
 2 = Inside (intercom) Only
 3 = local (intercom and local)
 PRESS [Next Item] to select another extension

SYSTEM PASSWORD (p. 3-23)
 DIAL #403
 DIAL 4 digits to set the password

DISALLOWED PHONE NUMBER LISTS (p. 3-24)
 DIAL #404
 DIAL a list number (1 to 4)
 DIAL a list entry (01 to 10)
 To add entry:
 DIAL the telephone number (up to 12 digits)
 PRESS [Enter]
 To remove entry:
 PRESS [Remove]
 PRESS [Next Item] to select another list entry

DISALLOWED LIST ASSIGNMENT (p. 3-25)
 DIAL #405
 DIAL an extension number
 DIAL a list number
 DIAL 1 = Assigned
 2 = Not Assigned ✓
 PRESS [Next Item] to program another

EMERGENCY PHONE NUMBER LIST (p. 3-26)
 DIAL #406
 DIAL a list entry (01 to 10)
 To add entry:
 DIAL the telephone number (up to 22 digits)
 PRESS [Enter]
 To remove entry:
 PRESS [Remove]
 PRESS [Next Item] to program another list entry

ALLOWER PHONE NUMBER LISTS (p. 3-27)
 DIAL #407
 DIAL a list number (1 to 4)
 DIAL a list entry (01 to 10)
 To add entry:
 DIAL the telephone number (up to 22 digits)
 PRESS [Enter]
 To remove entry:
 PRESS [Remove]
 PRESS [Next Item] to select another list entry

ALLOWED LIST ASSIGNMENTS (p. 3-26)
 DIAL #408
 DIAL a extension number
 DIAL a list number
 DIAL 1 = Assigned
 2 = Not Assigned ✓
 PRESS [Next Item] to select another list

GROUPS

PICKUP GROUP EXTENSIONS (p. 3-29)
 DIAL #501
 DIAL an extension number
 DIAL 1 = Assign to group ✓
 2 = Not assigned to group
 PRESS [Next Item] to select another extension

CALLING GROUP EXTENSIONS (p. 3-30)
 DIAL #502
 DIAL an extension number
 DIAL 1 = Assigned to group ✓
 2 = Not assigned to group
 PRESS [Next Item] to select another extension

NIGHT SERVICE BUTTON (p. 3-31)
 DIAL #503
 DIAL 1 = Assigned to ext 10
 2 = Note assigned ✓
 PRESS [Next Item] to select another extension

NIGHT SERVICE GROUP (p. 3-32)
 DIAL #604
 DIAL an extension number
 DIAL 1 = Assigned to group ✓
 2 = Not assigned to group
 PRESS [Next Item] to select another extension

OPTIONAL EQUIPMENT

FAX MACHINE EXTENSIONS (p. 3-33)
 DIAL #601
 DIAL an extension number
 DIAL 1 = Assigned
 2 = Not Assigned ✓
 PRESS [Next Item] to select another extension

MUSIC ON HOLD (p. 3-34)
 DIAL #602
 DIAL 1 = Active
 2 = Not Active ✓

HOTLINE (p. 3-35)
 DIAL #603
 DIAL an extension number (except 10) to be the hotline
 DIAL an extension number (except the hotline) to be the alerted extension
 To remove the hotline and alert:
 PRESS [Remove]

DOORPHONE 1 EXTENSION (p. 3-36)
 DIAL #604
 DIAL an extension number (12-15, 18-21, 24-27, 30-33)

DOORPHONE 2 EXTENSION (p. 3-37)
 DIAL #605
 DIAL an extension number (12-15, 18-21, 24-27, 30-33)

DOORPHONE ALERT EXTENSION (p. 3-38)
 DIAL #606
 DIAL an extension number (except a doorphone extension)
 DIAL 1 = Not an alert ✓
 2 = Doorphone 1 alert
 3 = Doorphone 2 alert
 4 = Doorphones 1 and 2
 PRESS [Next Item] to select another extension (up to 5 alert extensions per doorphone)

SMDR OPERATION (p. 3-39)
 DIAL #607
 DIAL an extension number (12-15, 18-21, 24-27, 30-33)
 DIAL 1 = All outgoing calls ✓
 2 = All CO calls (all outgoing and incoming calls)
 3 = Outgoing calls with pulses
 4 = Outgoing calls with pulses and incoming calls.

Programming Quick Reference

System Programming

- Perform these procedures at extension 10, using a PARTNER display phone
- Place the Programming Overlay on the dial pad

SYSTEM PROGRAMMING

TO ENTER PROGRAM MODE

Press [**Feature**] [**0**] [**0**] [**System Program**] [**System Program**]
and the system programming password

NOTE: The system programming password is not necessary for procedures 101, 102, and 103.

TO CYCLE THROUGH THE PROCEDURES

Press [**Next Procedure**] or [**Prev Procedure**]

TO GO TO A PARTICULAR PROCEDURE,

DIAL ITS 3-DIGIT CODE
Example: [**#**] [**1**] [**0**] [**1**]

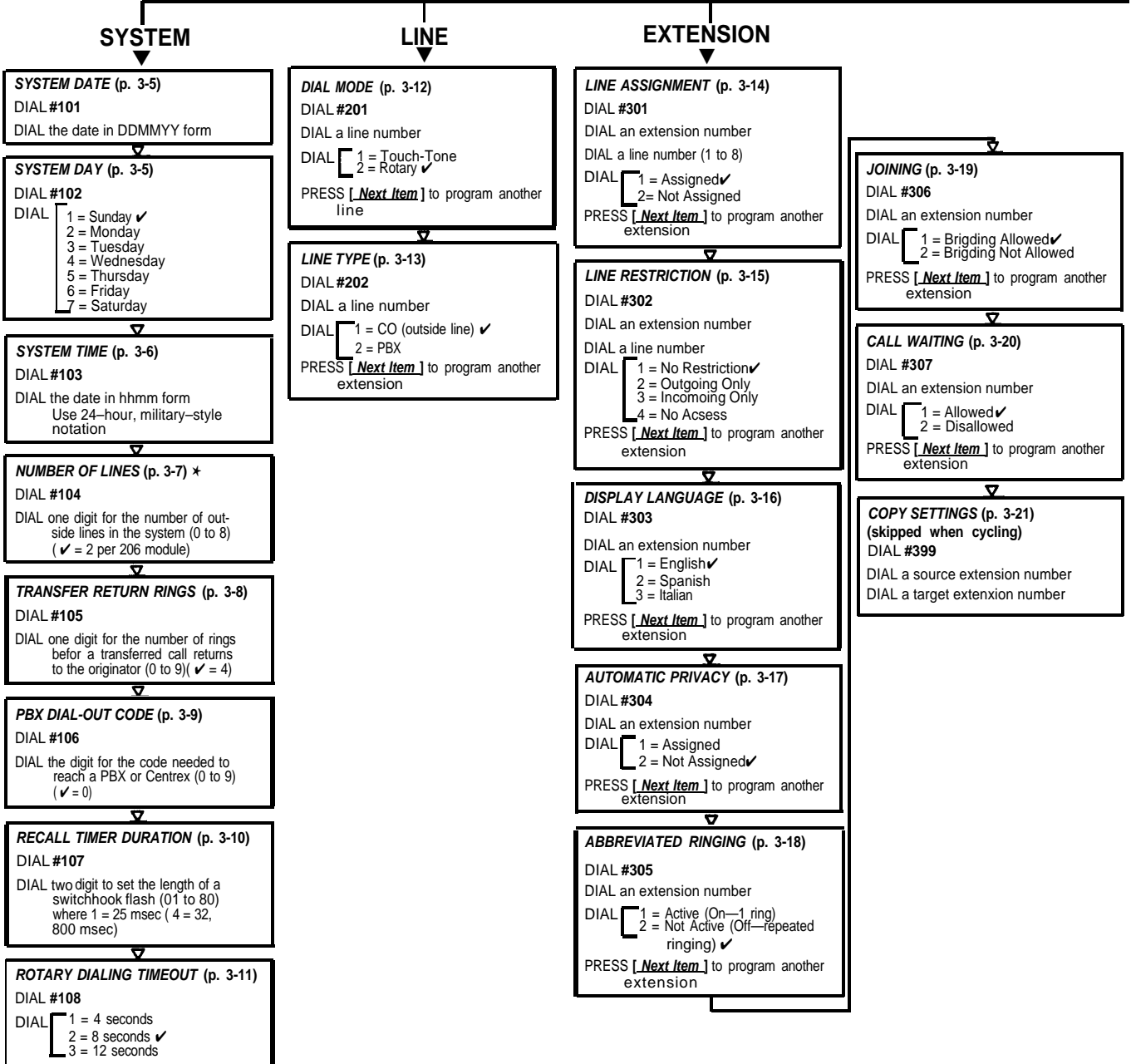
TO RETURN DATA TO FACTORY SETTING:

Press [**Remove**]

TO LEAVE SYSTEM PROGRAM MODE:

Press [**Feature**] [**0**] [**0**]

✓ = Factory Setting



* Procedures #104 is a "shortcut" procedure that assigns all extensions and changes the following procedures to their factory settings: Line Type (#202), Hold Disconnect Time (#203), Automatic Line Selection, and Line Ringing Options. To change line assignments without affecting other settings, use Line Assignments (#301).

➡ For Centralized Telephone Programming and System Speed Dial Numbers, see previous page.