



IP Telephony

Contact Centers

Mobility

Services

OVERVIEW

Avaya PARTNER[®] Advanced Communications System



More than 1 million businesses have turned to the Avaya PARTNER[®] Advanced Communications System. Why? Because the PARTNER system delivers what growing businesses really need. Great call coverage. Flexible messaging options. A selection of stylish and functional phones. The ability to connect a wide range of accessories. With PARTNER ACS, it's not only about communications; it's about helping your business grow.

Check out all of the ways the Avaya PARTNER system can add value to your business:

- ✓ **Professionalism, Efficiency and Customer Service**—Get the 24/7 communications support that sets your company apart, along with tools to make every customer feel like your most important customer.
- ✓ **Choices in Telephones and Accessories**—Choose from a selection of display phones, wireless phones and a receptionist console. Connect a wide range of accessories.
- ✓ **A System That Grows With Your Success**—Expand to up to 48 extensions. Adapt your system with plug-in modules for messaging, record-a-call and more.
- ✓ **Quality and Experience You Can Depend On**—PARTNER ACS was invented at AT&T's Bell Laboratories, where so many of the innovations that have changed business communications got their start.

The Avaya PARTNER System Makes Everyday Communication Easy



1. Easily Handle Calls

Never miss a call—rely on PARTNER to distribute calls quickly, accurately and cost-effectively in the way that works best for your business.

2. Messaging, Conferencing, and More

Access voice mail without dialing in. Save and forward voice messages the way you do e-mail. Conference up to 5 people. See your voice mail and email together.

3. Connect External Accessories

Connect a wide range of accessories (fax, other phones, credit card readers)—no adapters or extra lines needed.

4. Roam Wirelessly Around the Office

Move around your office and take your calls with you using a full-featured PARTNER wireless phone.

5. Record a Call

Record important calls with the touch of a button.

6. Safely Back-up and Restore Data

Get system-wide backup & restore functionality—no need for a PC. Administer your system remotely.

7. Get One Number Reachability

Program PARTNER ACS to have calls ring on your cell phone and take a message if you don't answer.

8. Consolidate Connections

Get more phone lines for less—connect PARTNER ACS to the same T1 line you use for high speed Internet access.

Note: Some features may require optional modules. Your Authorized Avaya BusinessPartner will help you put together the right solution.

Professionalism, Efficiency and Customer Service

Your phone system is your front door—it's where impressions are formed and business gets done. Rely on the PARTNER system to give you a full-set of capabilities that will enhance your professionalism, efficiency and customer service.

Connecting callers to the right person

Your callers want to get to the right person quickly, with a minimum of hassle. The PARTNER system makes it happen:

- Equip a receptionist to answer, direct and monitor the status of all calls.
- Rely on an automated attendant to answer and route calls automatically.
- Cover calls from any extension.

The PARTNER system is flexible—use a receptionist AND an auto attendant as needed. You can also give callers the option of dialing any extension directly.*

*Requires ASA/DXD module.

Simplifying Your Communications

Because it's a "key system" the PARTNER system makes it easy to cover calls.

Incoming lines appear on buttons and ring at specific phones (you choose which ones.) That makes it easier for people to pitch in and answer calls—especially during busy periods.

It's also easy to make calls. There's no need to dial a code (usually 9)—just pick up the phone and start dialing.

Even Caller ID is easier on the PARTNER system. How? The PARTNER system was *designed* for Caller ID: there's no need to purchase separate Caller ID devices.



Keeping everyone in touch

Because you never know when an important call will come in, your phone system needs to keep you in touch. When you are out of the office, program the system to find you and let you know that a message is waiting. Forward calls to your cell or home. When you are down the hall or out in the warehouse—take a PARTNER wireless phone with you. And remember, you can rely on the PARTNER messaging system to greet callers and take messages 24/7.

Helping everyone work better

You work hard. Your phone system should eliminate the hassles that keep you from being productive. The PARTNER speakerphone and hands-free answer on intercom make it easy to make and take calls. Conference co-workers, customers and others on the fly. See voice mail and e-mail together—no more hunting in multiple mailboxes.

Choices in Telephones & Accessories

When you choose the PARTNER system you also get to choose from a selection of great PARTNER phones, including 6-, 18-, and 34-button desksets (with and without displays)—available in black or titanium white in a new, sleek stylish design.

Also choose wireless phones, an attendant console and plenty of accessory devices (including doorphones, headsets, and contact closures).

Transfer a call...set up a conference call...create a list of frequently dialed numbers—PARTNER telephones make it easy. It's also simple to connect standard devices—no extra lines or adapters needed.



**PARTNER
6-button
display phone**



**PARTNER
18-button
display phone**



**PARTNER
34-button
display phone**



**PARTNER
wireless phone**

What You Can Do With Avaya PARTNER® Telephones



Check Calls at a Glance

Red and green lights let you see at a glance what lines are ringing, who's on hold, etc.



Easily See Information

Adjustable backlit display lets you see Caller ID, duration of calls, etc.



Customize Your Phone

Removable card makes it easy to label features and lines.



Easily Control Volume

Adjust volume on ringer, handset and speakerphone in increments.



Stay on Top of Messages

Red light lets you know messages are waiting.



Back of Telephone:

Easily Add Accessories

Auxiliary Port makes it easy to attach cordless telephones, answering machines, extra telephones, headsets, etc. (Not available on 6D phone.)

Convertible Stand

For desk or wall mount



What Features are Active?

For Microphone/Hands Free-Answer-on-Intercom and Speakerphone—lights indicate when features are activated.



Business Basics

Fixed Hold, Conference, and Transfer buttons put these basic features at your fingertips.



Two Fixed Intercom Buttons

For easy internal communications.

A System That Grows With Your Success

As a business grows, so does its need for communications. The last thing you want is for your communications system to get in the way of your business success.

The PARTNER system is big enough to let you grow—but not so big that you are stuck buying excess capacity or capabilities that you don't need.

- Start with just 2 extensions—grow to 48.
- Begin with just a single incoming line, grow to 24.
- Consolidate lines on a T1 link.
- Use the 2 card slots to add applications or upgrade to the latest release of system software.

You Can Rely on Avaya

For more information about how the Avaya PARTNER system can benefit your business, contact your Avaya Client Executive or Authorized BusinessPartner today or visit us at www.avaya.com/smb

Stay Open for Business

Power outages, fluctuations and other disruptions are a fact of life. But they don't need to get in the way of your communications:

- Calls can be made or received, even if power is lost, using the two Power Failure Transfer (PFT) ports.
- Battery backup means all your system programming remains, even in the event of power failure.
- Additionally, all system programming can be saved and reloaded using the Backup and Restore capability.

Quality and Over 100 Years of Experience

The PARTNER system delivers reliable technology at an affordable price. Originally developed at AT&T's Bell Laboratories—home to so many of the innovations that have shaped modern communications (the company that is now Avaya was originally part of AT&T)—more than a million PARTNER systems have been sold.





PARTNER® ACS at a Glance

System	
Stations/endpoints*	48
Line capacity*	31
Lines supported	Voice lines, T1
Messaging	Options for auto attendant, call routing and messaging.
Phones	6-, 18- and 34-button phones, an attendant console and wireless handsets.
Accessories	Connect accessories—fax machines, credit card readers, modems, or single line phones—without adapters or extra phone lines.
Features (partial listing of over 100 features):	
Call coverage	Redirect calls that are not picked up, to another extension or voicemail.
Caller ID	With subscription to Caller ID service—including name and number Caller ID logging and dialing (stores caller ID records and automates redialing).
Call forwarding/Call follow me	Forward calls to another system extension, either internally or externally.
Conferencing	Up to 5 parties on a call.**
Contact closure support	For optional electronic door or gate opening.
Group call distribution	Directs calls to a group of extensions, to ring simultaneously or consecutively, e.g. a customer service group.
Hospitality features	Create outgoing call restrictions or program a wake-up service button.
Line pooling	Group lines into pools to help the routing of calls.
Music-on-hold	Attach any standard music source—radio, CD player, or MP3 player.
PC card software upgrades	Easily upgrade to the latest releases without extended downtime.
PC card backup and restore	Save system programming for immediate restoration (if necessary).
SMDR talk time	Creates call records with actual talk time for call accounting purposes.
Speed Dial	Create system or personal speed dials for frequently used numbers.
Station Lock	Lets users enter a code to “lock” their extensions.

*Maximum line and station capacities are not designed to be achieved simultaneously.

**Includes the user and up to two external parties and two internal parties.

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications infrastructure and solutions. For over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, Avaya's embedded solutions help businesses enhance value, improve productivity and create competitive advantage by allowing people to be more productive and create more intelligent processes that satisfy customers.

For businesses large and small, Avaya is a world leader in secure, reliable IP telephony systems, communications applications and full life-cycle services. Driving the convergence of embedded voice and data communications with business applications, Avaya is distinguished by its combination of comprehensive, world-class products and services. Avaya helps customers across the globe leverage existing and new networks to achieve superior business results.

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AT THE HEART OF BUSINESS

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