Partner Feature Descriptions

Making and Receiving Calls

Automatic Line Selection

Automatic Line Selection is one of many PARTNER product line features that make the system extraordinarily easy to use. Users simply pick up the handset and the system automatically selects an available line. There is no need to push a button to access a line. Lines are made available according to either the system default pattern or a customer-programmed pattern.

Auto System Answer (ASA)

When activated, the system automatically answers incoming calls on designated CO lines after an administrable number of rings. The system plays a short personalized greeting and provides one of the following options:

- *Hold* – places the call on hold at extension 10 (the primary answering position) until it can be answered.

- *Ring* – call continues to ring at all extensions that have the appearance until answered.

- *Disconnect* – call is disconnected immediately after the greeting plays (handles three simultaneous calls).

Anyone in the system can pick up the calls from hold or ringing (available with PARTNER II only).

Bridging

Bridging makes it easier to communicate and reduces callbacks by allowing users with shared lines to join and leave conversations without disrupting the call. Line appearances are equipped with Light Emitting Diodes (LEDs) which indicate that a particular line is in use. Users who wish to join the call in progress simply select that line by pressing its button, and then lift the handset. When users wish to leave the conversation, they simply hang up.

Call Pickup

Users in the same Call Pickup group can answer an incoming call at any system telephone by dialing a code. Employees are able to move around the premises without worrying about missing calls or being unable to answer promptly.

Call Waiting

This feature is similar in operation to the system resident Call Waiting feature familiar to many users. When activated, a call that is destined for a tip/ring station that is in use, alerts the user via a *call waiting tone* through the handset, of a second incoming call. To answer the waiting call and put the current call on hold, the user depresses the switchhook. The user can toggle between the calls by repeating the switch hook flash.

Line Pooling (PARTNER II only)

Line Pooling allows grouping of like lines for outgoing and incoming call access, increasing efficiency of line use. PARTNER II supports four pools, a main pool and three others. Users access pools by selecting pool buttons assigned to their sets or by dialing pool access codes.

Line Ringing Options

PARTNER features Immediate Ring, No Ring, and Delayed Ring options.

- *Immediate Ring* lets pre-designated extensions ring as soon as the line rings. This is ideal for employees whose duties include taking messages or answering inquiries.

- *No Ring* provides a visual alerting signal (a flashing light), but no audible signal. Individuals who are not responsible for answering incoming calls are not disturbed.

- *Delayed Ring* rings a specified covering extension 20 seconds after those extensions designated for immediate ring. This feature provides complete coverage by helping to ensure that incoming calls are not inadvertently lost.

Ringing Line Preference

When an extension that is programmed to answer incoming calls (an alerting extension) goes off hook, it is automatically connected to the call that has been ringing for the longest amount of time. This improves customer service since it permits calls to be answered more efficiently and in the order received.

Dialing Features

Direct Extension Dialing (PARTNER II only)

Greets callers with a pre-recorded message, inviting them to dial an extension or hunt group directly. If the caller does not dial an extension or if the extension goes unanswered, the call will be directed to a designated extension.

Direct Line Pickup

This feature enables users to access lines that are not assigned to their telephone or to access calls on single-line telephones. Users simply select an intercom button and dial the access code of the desired line. Depending on the code dialed, the system will access a specific idle outside line, or a specific line on hold, ringing, or in use.

Last Number Redial

The last number dialed at a system telephone may be redialed at the touch of a button, making it convenient to retry a number that is busy.

Onhook Dialing

Calls may be placed on all PARTNER telephones without lifting the handset. Call progress tones are heard through the built-in speaker. This hands-free operation allows employees to continue to work while placing and receiving calls.

Outside Auto Dial

Outside Auto Dial allows system telephone users to program set buttons that will automatically dial an outside number up to 28 digits in length. After button programming the number is dialed with one touch.

Personal Speed Dialing

Personal Speed Dialing allows the user to place a call by depressing the feature button and dialing a two digit code. Individual users can program up to 20 Speed Dialing numbers, each up to 28 digits in length, on their system telephones.

Save Number Redial

Save Number Redial allows the user to save a telephone number by pressing a preprogrammed button after they have dialed the number, but before they hang up. The number can be redialed by pressing the button after going onhook. One number at a time may be saved per button.

System Speed Dialing

The PARTNER Plus and PARTNER II systems support 100 numbers, up to 28 digits in length each, for shared use on a system-wide basis. As with Personal Speed Dialing, these numbers are quickly and simply dialed using the feature button and dialing a three-digit code instead of the complete number. When entering System Speed Dialing numbers into PARTNER, the System Administrator may designate specific numbers that can be dialed via System

Speed Dialing, even though a feature such as Toll Restriction is in effect. Therefore, employees with restricted system telephones can still make certain calls.

System Telephone Features

Coverage and Forwarding

PARTNER offers several features to ensure calls are answered promptly. These features also allow users to be able to work undisturbed when necessary.

- *Call Coverage* – This feature provides alternate answering points for calls that might otherwise go unanswered. Call Coverage allows the user to designate one extension other than itself to provide coverage for calls going to the original extension. Optional Voice Mail adds an additional coverage point. Call Coverage is available with PARTNER II only.

- *Call Forwarding and Call Follow Me* – In a large building, employees may be required to move around the premises during the course of a work day. Call Forwarding and Call Follow Me permit users to have their calls automatically redirected to another system telephone on the premises.

  - *Call Forwarding* allows users to redirect calls from their own system telephones. For example, before Ms. Smith leaves her office to meet with Mr. Jones in Jones' office, Smith initiates Call Forwarding from her own system telephone to Jones' system telephone.

  - *Call Follow Me* allows users to redirect calls from the destination system telephone, that is, the system telephone to which the calls are to be sent. Therefore, if Ms. Smith needs to see Mr. Jones, but is not sure where Jones is, Smith can redirect her own calls from the desk where she meets Jones.

- *Do Not Disturb* – Allows the user to work free of telephone call interruptions. When Do Not Disturb is invoked, the next incoming call and all subsequent calls will not audibly alert at the extension. There is no audible alert to incoming CO-based calls, and intercom callers trying to reach the extension get a busy signal. This capability can also be used as a log-on or log-off feature for call center applications.

- *Send All Calls* – This function allows a user to route ringing or future calls immediately to the covering extension or the voice mail system. If Send All Calls is invoked when an incoming call is ringing, that call is *immediately* routed to coverage.

Conferencing Features

- *Conference Calling* – PARTNER provides the convenience of flexible conference calling with excellent voice quality. Users find the PARTNER Plus and PARTNER II conferencing feature reduces the need for callbacks and expedites the flow of verbal information.

  Conference calls can be comprised of CO calls, an intercom/CO mixture, or all internal (intercom) calls. In all cases, the extension at which the call is originated adds other parties and terminates the call. PARTNER accommodates conference calls made up of the originator, plus four other inside/outside parties, up to a maximum of two outside lines.

- *Outside Conference Call Denial* – Each extension can be programmed to prevent conferencing with more than one outside party.

- *Conference Drop* – The last outside party to join a conference call can be conveniently dropped without disconnecting the other parties on the call.

Group Calling/Answering Features

- *Built-in Speakerphone* – All PARTNER telephones support full two-way speakerphone operation with the exception of the TransTalk 9000 Digital Wireless Telephones.

- *Group Call Pickup* – With the PARTNER Plus, up to 24 extensions can be programmed into a Call Pickup Group. With the PARTNER II, a Call Pickup Group can include up to 48 extensions. The Group Call Pickup feature allows users to pick up a ringing call from any extension in their "group." PARTNER Plus and PARTNER II support up to four Call Pickup Groups.

- *Extension Hunt Groups* – Hunt Group calling allows an organization to set up departments in which the phone answering responsibilities are shared (for example, a customer service department). This helps ensure calls are answered without significant delay.

  Up to 24 extensions may be placed in each of six PARTNER Plus Extension Hunt Groups. Up to 48 extensions may be placed in each of six PARTNER II Extension Hunt Groups. Once extensions have been placed in a group, any transferred or intercom call to the group alerts at the next available system telephone. Once an extension in the group has been selected to receive the call, the call will be indistinguishable from a call placed directly to the receiving extension. An intercom call may be placed to an Extension Hunt Group by pressing an intercom button and dialing the code associated with the desired group, or by using a

preprogrammed button. Calls placed to Extension Hunt Groups follow a circular (round-robin) hunting pattern, skipping busy extensions.

- *Group Call Distribution* – Allows CO calls to terminate directly into a hunt group.

- *Group Calling/Paging* – Extensions that are part of the same Calling/Paging Group can be called/paged simultaneously. If several employees are working together on a project, for example, their supervisor can give them a message by paging them all at the same time. PARTNER Plus and PARTNER II support up to four Calling/Paging Groups.

- *Simultaneous Paging* – This feature allows a user to page all system sets with speakers in a page group and simultaneously place a call to the loudspeaker paging system with one internal call.

Hold Features

Many small organizations do not have system telephones with Hold capability. Employees are forced to put the handset down on a counter or desk. Aside from giving the caller the opportunity to hear what is being said in the background, this way of dealing with callers gives the organization a very non-professional image. The following features were designed to provide privacy and help project a professional image.

- *Hold* – With all PARTNER Systems, callers can be placed on Hold while users locate information the caller needs.

- *Exclusive Hold* – The Exclusive Hold feature prevents anyone but the user who put the call on hold from retrieving the call.

- *Hold Reminder Tone* – There is no need to worry about remembering to retrieve a call that is on hold. The system telephone will emit a tone once a minute to remind the user the call is still on hold.

- *Music on Hold* – An external sound source, such as AT&T's Magic-on-Hold or another manufacturers audio source, can be connected to the PARTNER processor module to provide music for callers who are on hold. An audio cord with an RCA plug is all that is required to install the audio source.

Intercom Features

- *Calling Extension ID* – The extension number and name of an internal calling party is shown on the display of the system telephone receiving the call. Users already know which extension is calling before they pick up the system telephone.

- *Hands-Free Answer on Intercom (HFAI)* – HFAI allows system telephones to answer intercom calls automatically via the speakerphone.

Intercom call recipients do not have to stop what they are doing or pick-up the handset to respond to a call.

- *Intercom-Ring/Voice Signal* – PARTNER system telephones allow users to ring an extension's intercom, or attempt to signal the extension by voice. If the called extension is busy or unable to receive the voice signal, the system will ring the extension.

- *Manual Signaling* – Provides an audible signal between two system telephones, generally used as a type of intercom signal. Manual Signaling can also be used as a monitoring capability when used in a call center environment.

Personal Line Termination

Personal Line Termination can be used to assign a CO line to a given extension. Other extensions cannot access the line. A line assigned in this manner will always be available for the convenience of the user.

Privacy Features

PARTNER Plus and PARTNER II Privacy features prevent employees who share lines from accidentally joining each others calls.

PARTNER Plus and PARTNER II have two privacy features:

- *Automatic Privacy* is programmed on an extension-by-extension basis by the System Administrator, ensuring the confidentiality of voice calls and keeping data transmission and fax calls from being interrupted. This feature facilitates the use of fax machines, modems, and credit card readers, by preventing employees from bridging into or otherwise compromising the transmission.

- *Privacy* is programmed on a feature button with lights, allowing the user to turn privacy on and off with one touch.

Transfer Features

PARTNER Plus and PARTNER II Transfer features make transferring calls extremely simple. In fact, transfers can be accomplished at the touch of a button.

- *Basic Transfer* – Users can easily transfer calls to another system telephone by touching the Transfer button and dialing the extension number. This eliminates the need for a caller to hang up and redial to speak to another party at the same site.

- *One-Touch Transfer* – Users can follow an even simpler process to transfer a CO call. They just press the already programmed intercom autodial button while their extension is on the call, and the call is transferred.

- *Ring on Transfer* – Allows ABC Company to specify what the callers hears (ringing, silence, or music if provided) while the call is being transferred.

- *Transfer Return* – If a user transfers a call and that call is not picked up within a predetermined number of rings, the call will automatically return to the system telephone from which it was transferred. The return call status is shown on the returned to system telephone's display. Transfer Return reduces "lost" calls and increases the organization's responsiveness to its customers.

- *Transfer Return to Programmable Extension* – A transferred call that goes unanswered may return to a predetermined extension other than the extension that transferred the call. This is especially useful for customers where messages are taken by departmental secretarial support rather than the main receptionist, such as Sales Groups or Accounting Departments. This capability also prevents an Automated Attendant from answering and transferring the same call over and over again. Systems equipped with messaging products can program the programmable extension to be set up with a voice mailbox.

Additional System Features

Custom Line Assignments

The Custom Line Assignment feature streamlines the PARTNER system's line assignment procedure. Lines can be assigned to and removed from extensions quickly, without the need for line-by-line programming.

Call Assistant: Direct Station Select/ Busy Lamp Field (DSS/BLF)

The Call Assistant: Direct Station Select/Busy Lamp Field (DSS/BLF) feature makes answering and redirecting calls easier and faster at the attendant positions. As ABC Company expands the PARTNER Plus and PARTNER II Communications Systems and capacities are increased, it is important to provide the attendant with "at-a-glance" system status information and enough buttons to give the attendant one-touch access to line and station facilities. For example, the attendant can immediately see if a particular extension is busy and can handle the call accordingly, providing enhanced customer service. The Call Assistant adjunct has 48 buttons with two LED indicators per button.

Extension Telephone Test

Each PARTNER system telephone can be tested by the user to ensure the lights and ringer are working properly and the extension is connected to the system correctly.

Display Features

- *Display Information* – The Display on the PARTNER telephones provides the following information:
  - Call Timer
  - Internal Calling Party ID
  - Internal Calling Party ID Name
  - Clock/Date/Day of Week
  - Number Dialed
  - Extension Number
  - Transfer Return Identification
- *Caller ID Support (PARTNER II Only)* – The caller's telephone number or name automatically displays on a system display telephone. The local telephone company must support Caller ID and ABC Company must subscribe to the service, in order to use this feature. PARTNER II must also be equipped with the *EC* version of the line/station modules.

Facility Status and Selection Features

- *Status Indicators* – Convenient green and red LED indicators make users aware of the status of lines and extensions at any given time. The LED indicators work like a traffic light: red for stop, green for go. This intuitive source of information is unique in the industry for this market.
- *Facility Select* – Facility Select allows users to choose a line other than the line with which they are automatically connected when going offhook.
- *Line Reserve (Facility Tracking)* – If users preselect a busy line or pool, an audible signal will automatically be given when that line or pool becomes free. Users are free to continue working while waiting for the line.

FAX Management

Users with facsimile machines can program FAX Management on a feature button. FAX Management shows whether the FAX extension is busy or idle, provides one-touch call transfer to the FAX, and indicates when the FAX extension is not able to answer a call (for example, the FAX machine is out of paper). FAX Notify lets the

user know a FAX has arrived (the receiving FAX machine must have FAX Notify capability).

Hotline

The Hotline feature helps many PARTNER users improve customer service and reduce costs. Also known as a Lobby Phone, a Hotline is a programmed single line system telephone that rings directly to another extension. When the Hotline system telephone goes offhook, it automatically rings the extension, letting the user know someone has entered an unattended lobby or waiting area and allows the visitor to speak with the person at that extension.

Message Light

PARTNER telephones have a Message Light that lets users know they have messages that have been left by the receptionist, attendant, or on the voice mail system.

Night Service

The Night Service feature allows off-hours management of the PARTNER Communications System. Incoming calls are routed to and answered by designated extensions. Unauthorized off-hours outgoing calls are prevented. The Night Service feature also controls how outside calls are answered by the voice mail system. The Night Service Protection feature provides night service even after a power failure. If the system is in the night service mode and a power failure occurs, the system will remain in the night service mode when power is restored.

Power Failure Support

PARTNER Communications Systems with one or more standard touch-tone or rotary system telephones can continue to provide service at designated extensions during power outages.

The system also retains programmed settings for approximately four days (96 hours) after power has been disrupted.

Optionally, AT&T can provide a Uninterruptible Power Supply (UPS). This UPS can provide supplemental power to the PARTNER Plus or PARTNER II for continuous operation in the event of a power failure. The UPS can be designed to provide a variety of hold-over times.

Controlling Telecommunications Costs

Because AT&T understands communications and knows how critical it is for ABC Company to control costs, the following capabilities are offered.

Restriction and Override Features

Restriction features are extremely useful in holding down telecommunications costs by controlling usage and alleviating unauthorized calls. Override features lift restrictions for authorized personnel under ABC Company .controlled circumstances.

Station Lock

The station lock feature offers a quick way to reduce unauthorized phone use at system and standard single line, touch-tone phones. Users can now enter a four digit password at their phone to prevent anyone else from placing outbound calls. After the phone is "locked", it will not allow calls to any outside numbers, except emergency numbers on the emergency phone number list and marked speed dial numbers. Incoming calls can still be received at the locked phone. A station unlock is available for users who forget their password.

Call Restriction

PARTNER extensions can be restricted to place "Inside Only," "Local Only," or "Unrestricted" calls. Additional Call Restriction options include Allowed/Disallowed Lists and Line Access Restrictions.

- *Allowed/Disallowed Lists* – Allowed Lists are tables of leading digits of phone numbers that can be dialed by users regardless of Call Restriction parameters. Disallowed Lists denote the leading digits of numbers the system will block. For example, PARTNER can be programmed to allow money-saving calls, such as those to 800 numbers, and prohibit costly calls, including 900 and 976 numbers.

- *Toll Restriction* – Customer-specified extensions can be restricted from making long-distance toll calls, which helps to reduce unauthorized calling expenses.

- *Line Access Restrictions* – Incoming only restrictions can be established on each line to which a given extension has access. These restrictions include "In Only," which prohibits the extension from placing calls, and "No Access," which allows the extension to monitor telephone system activity, but prevents incoming and outgoing calls.

- *Account Code Entry* – Allows for the entry of account numbers (codes) when placing or answering calls. Entry can be forced or optional. Forced entry requires users to enter a code prior to receiving dial tone. Forced account codes can be verified against an administered list of up to 99 valid account codes. Account codes allow ABC Company to track calls and provide a means to billback clients. They can also be used to monitor employee productivity when used in a call center environment.

- *Call Accounting Terminals* – Provides the ability to collect cost and other call data for analysis. The system will print detailed reports by extension, account code, line, time of day, length of call, and called number.

System Administration

AT&T recognizes the importance of flexibility to ABC Company and your need to make real time changes to your communications system, so we designed the following capabilities.

Attendant and System Programming

Programming the PARTNER Plus and PARTNER II Communications Systems is easy. The central answering position, which is used to program the system, can also be used to program extensions. The Copy Setting feature permits the programming for one extension to be copied to other extensions as well. The system is programmed on a system telephone at either extension 10, the Central Attendant Position, or at extension 11, the optional Backup Attendant Position. PARTNER programming, which is display based, requires a PARTNER-34D or PARTNER-18D system telephone equipped with a display. The largest system telephone in the system must be used as the administration terminal.

System programming establishes the operational characteristics of the PARTNER Plus or PARTNER II, including Custom Line Assignments, Station Message Detail Recording (SMDR), Extension Hunt Groups, Calling Group and Call Pickup Groups, System Speed Dialing numbers, and Call Restrictions.

Some programming can be done on an extension-by-extension basis by the user or at the attendant extension. Extension Programming allows individuals to program Personal Speed Dialing numbers and other features they prefer.

As feature buttons are programmed, the currently defined feature is displayed when the button is pressed. This helps ensure correct feature button programming.

The PARTNER Plus or PARTNER II programming procedures are display driven. Programming information can be displayed in English, Spanish, or French on an extension-by-extension basis.

Backup Attendant Position/
Second Programming Position

Businesses that select the PARTNER Plus or PARTNER II tend to have more telephone traffic than their smaller counterparts. It can be difficult for ABC Company to reprogram the system during the business day because the Central Attendant Position is constantly in use. In addition, ABC Company may need to establish a backup answering position to handle calls during peak calling

volume periods or when the receptionist is away from the desk. PARTNER Plus or PARTNER II's Backup Attendant Position has most of the answering and call handling, and all of the programming capabilities of the Central Attendant Position. Therefore, the Backup Attendant Position helps provide answer assurance and increases the flexibility of the system.

Remote Administration Unit

An optional Remote Administration Unit allows ABC Company to program the PARTNER family of systems from a central location. The central administration location can work with one or more remote locations.