



**PARTNER<sup>®</sup> Plus**  
**COMMUNICATIONS SYSTEM**

**PARTNER Plus Attendant  
Installation and Use**

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### **Notice**

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### **Federal Communications Commission (FCC) Information**

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. The equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will have to correct the interference at his or her own expense.

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### **Warranty**

AT&T provides a one-year limited warranty on the PARTNER Plus Communications System and the PARTNER Plus Attendant. Refer to *PARTNER Plus Communications System: Installation and Use* for warranty conditions.

### **Ordering Information**

The order number for this book is 518-455-710. The order number for the planner is 518-600-110. To order, call the AT&T Customer Information Center at 1 800 432-6600 in the U.S., or 1 800 255-1242 in Canada. To order additional Attendants, system modules, system telephones, answering machines, fax machines, Magic on Hold® systems, and other equipment and accessories, contact any of the following:

United States:	AT&T Sourcebook Catalog Sales	1 800 451-2100
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### **How To Comment on This Guide**

A feedback form is in the back of this book, just before the index. If it is missing, please send your comments and recommendations for changes to A. Sherwood, AT&T, 99 Jefferson Road (Room 2A-25), Parsippany, NJ 07054, fax (201) 887-6898.

### **Support Telephone Numbers**

If you have any problems with the Attendant, see Appendix B, "Troubleshooting." For additional help installing, programming, or using the Attendant, in the U.S. please call the AT&T Helpline toll free, 24 hours a day, at 1 800 628-2888. In Canada, call one of the following Technical Assistance Centers for service or assistance:

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

### **Important Notice**

Attendant installation requires skill in programming the PARTNER Plus system and the PARTNER Plus Attendant. Installation and training by AT&T personnel is therefore strongly recommended. To request service, please call 1 800 247-7000.

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## Overview

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The PARTNER®Plus Attendant provides automatic call answering and redirection for your PARTNER®Plus Communications System (Release 2 or later).

The Attendant helps your business handle incoming calls efficiently, even after business hours and on holidays and weekends. It can serve as a backup for a busy receptionist, or it can serve as the primary answering position.

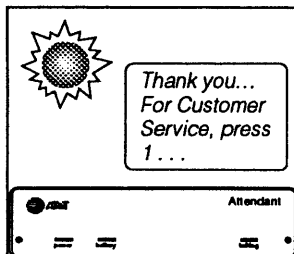
In the typical scenario, the Attendant answers all calls—if you prefer just calls on certain lines—with a prerecorded announcement. This announcement instructs the caller to select a destination by pressing a button on a touch-tone phone. Then the Attendant transfers the call to the appropriate extension.

The example below illustrates how the Attendant answers calls at ABC Supermarket.

### How the Attendant Answers and Transfers Calls: An Example

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During ABC Supermarket's business hours, the Attendant answers incoming calls with this Day Announcement:



*"Thank you for calling ABC Supermarket.  
If you know the two-digit extension you want and are at a touch-tone phone, please dial it now.  
For Customer Service, press 1 now...  
For the Bakery, press 2 now...  
For the Deli Corner, press 3 now...  
Or hold for the operator."*

At night, when ABC is closed, the Attendant answers with this brief Night Announcement, and then—because no one is available at ABC to answer calls—hangs up:



*"Thank you for calling ABC Supermarket. Sorry we're closed now.  
Please call again during business hours...Monday through Saturday from 8 a.m. to 10 p.m., Sunday 8 to 8. Good night."*

How the Attendant transfers calls at ABC depends on what the caller does after the Attendant answers. As described above, the caller has three choices: (1) press a single digit for automatic transfer to Customer Service, the Bakery, or the Deli, (2) dial a two-digit extension number, or (3) do nothing.

#### Caller Presses a Single Digit To Select a Route



Let's say the caller presses 1. The single digit (in this example 1, 2, or 3) is called a route, and each route has a corresponding Destination extension. At ABC, the Customer Service counter is at extension 20, which is the Destination extension for Route 1. Therefore, when the caller presses 1, he or she in effect is asking to be automatically transferred to extension 20. After the caller

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presses 1, the Attendant puts the call on hold and tries to transfer it to extension 20. While the Attendant attempts the transfer, the caller hears the Hold Announcement ("One moment please"), followed by music (because ABC has a music-on-hold system connected to the system's control unit). What happens next depends on the status of extension 20.

### Extension Is Available

If extension 20 (the Destination extension for Route 1) is available (not busy), the Attendant transfers the call by ringing the extension. After the first ring, the Attendant passes control of the call to the PARTNER Plus system control unit (thereby freeing the Attendant to answer another call). The system will ring extension 20 up to four more times, and if there is still no answer, the system will transfer the call to the operator on extension 10. (The extension that will get calls when the Destination extension does not answer is called the Transfer Return extension. At ABC the operator on extension 10 is responsible for handling those calls, so extension 10 is the Transfer Return extension.)

### Extension Is Busy

If Route 1 is busy, the caller hears the Transfer Fail Announcement ("Sorry, that extension is unavailable. Please hold for the operator or try again. For Customer Service, press 1..."). The caller can select a different route, choose the same route again, or hold for the operator.

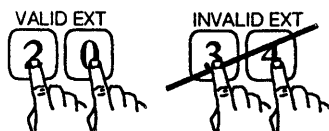
The following conditions produce a busy signal:

- Standard phone's handset is off the hook;
- System phone has both intercom buttons occupied (lights next to *both* Intercom buttons are steady on or blinking);
- System phone has Do Not Disturb feature activated; or
- System phone is in programming mode.

### NOTE:

System phones are the AT&T MLS-34D™, MLS-12D™, MLS-12™, MLS-6™, and MLC-6, designed specifically for AT&T's PARTNER Plus Communications System.

## Caller Dials a Two-Digit Extension Number



Now let's say the caller dials a two-digit extension instead of a route. Assuming that ABC has 12 extensions (extensions 10–21), this is how the Attendant would transfer the call:

- If the caller dials a valid extension (extensions 10–21), the Attendant tries to transfer the call, just like it does for routes.
- If the caller dials an invalid extension, the way the Attendant transfers the call depends on the number the caller dialed (see "Invalid Extensions and Routes" on page B-3).

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## Caller Does Nothing

The caller's last alternative is to do nothing (the caller does not dial a route or extension, or has a rotary phone). The Attendant automatically puts the call on Route 0. Again, at ABC the call would be transferred to extension 10, the Destination extension for Route 0.

### NOTE:

Route 0 is called the "Automatic Route." The Attendant automatically routes calls to Route 0 when a caller takes no action.

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## Answering an Attendant-Transferred Call

When the Attendant transfers a call to a *Destination extension* that has a system display phone (MLS-12D or MLS-34D), the Attendant's two-digit extension number will appear on the display. The person picking up the call should glance at the display before answering, and answer with a greeting that appropriately follows the Attendant's announcement. For example, at ABC Supermarket, the person at the Deli Corner answers with the message, "Deli Corner, how may I help you," and does not start with "ABC Supermarket" because the caller already heard it from the Attendant.

When the Attendant transfers a call to a display phone at the *Attendant's Transfer Return extension* because a particular extension did not answer, the words "Transfer from AA" will appear on the display. The person at the Transfer Return extension should be aware that the caller did not reach the desired extension and answer the call appropriately. For example, at ABC Supermarket, the operator says, "This is the operator. The extension you are trying to reach is not answering. How may I help you?"

Of course, if an extension functions as both a Destination extension and a Transfer Return extension, either message can appear. (In the usual setup, the operator at extension 10 is both the Destination extension for Route 0 and the Transfer Return extension.) The person should therefore be prepared to answer Attendant-transferred calls both ways.

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## Setup Decisions: An Introduction

Attendants can be set up in many different ways. ABC Supermarket is an example of a typical setup. Your needs may demand a less or more sophisticated setup. The rest of this chapter will help you decide on the best configuration for your business.

Before installing any Attendants, make a copy of the planning form in Appendix A and fill it out as you make the following decisions:

1. Determine the Call Answering Mode. Should your Attendant answer calls as soon as they come in, or only if the receptionist or operator is busy? How should calls be answered after hours?
2. Determine the number of Attendants required to handle your call volume.

3. For each Attendant, determine the Attendant extension (the extension the Attendant will be connected to) and the Transfer Return extension (the extension to which calls will be routed if a Destination extension does not answer).
4. Determine the lines to be answered.
5. Determine the route plan for the Attendant (that is, the routes and their corresponding Destination extensions).
6. Determine the wording for the announcements.

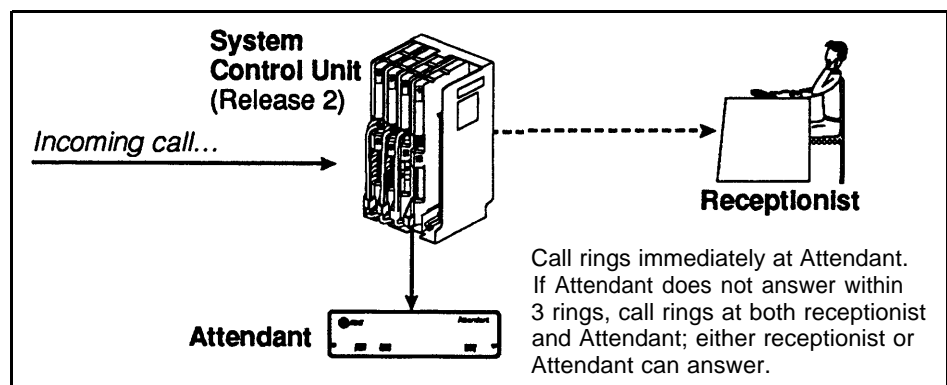
The rest of this chapter explains these setup decisions in greater detail and gives more example setups.

## Determining the Call Answering Mode

The Attendant can answer calls immediately (Immediate Call Answering mode) or after a delay (Backup Call Answering mode). Programming instructions are on page 2-10.

### Immediate Call Answering Mode

In Immediate Call Answering mode (Figure 1-1), an incoming call rings at the *Attendant first*. If the Attendant does not pick up within three rings (because it is busy transferring another call), the call will ring at the receptionist or operator. This mode helps reduce the receptionist's workload.



**Figure 1-1** Immediate Call Answering Mode

**NOTE:**

The receptionist can take calls away from the Attendant after it has already answered by pressing the appropriate outside line button to join the call. To use this feature, Automatic Extension Privacy for the Attendant extension must be set to "not assigned" (the factory setting). See page 2-11 for programming instructions.



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## Backup Call Answering Mode

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In Backup Call Answering mode (Figure 1-2), incoming calls ring at the *receptionist first*. If the receptionist doesn't pick up within a specific number of rings, the Attendant answers the call, playing an announcement that prompts the caller to either choose a route or hold for the receptionist. Backup Call Answering mode is useful when you want the receptionist to personally answer as many calls as possible.

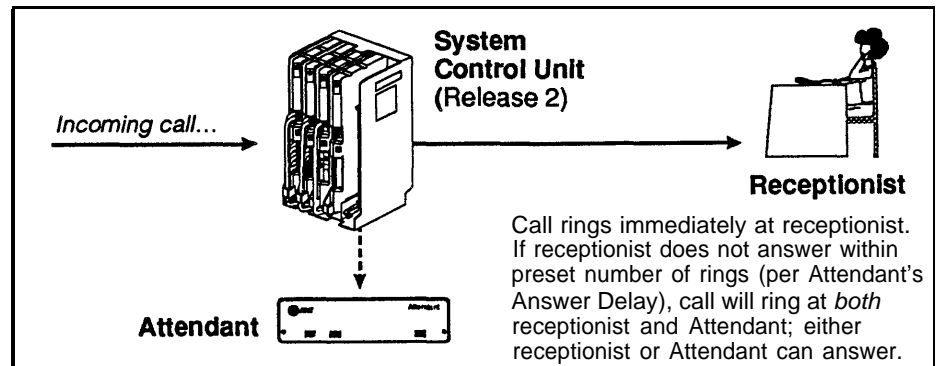


Figure 1-2 Backup Call Answering Mode

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## Determining the Number of Attendants Required

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For Immediate Call Answering mode, if you can estimate the number of calls you receive every hour during peak incoming call volume, use these guidelines to determine the number of Attendants you need:

Less than 18 calls per hour	= 1 Attendant
18–74 calls per hour	= 2 Attendants
75–150 calls per hour	= 3 Attendants
More than 150 calls per hour	= 4 Attendants

If you cannot estimate the number of calls you receive per hour, then determine the number of Attendants based on the number of lines to be answered by the Attendant(s):

1–2 lines	= 1 Attendant
3–5 lines	= 2 Attendants
6–8 lines	= 3 Attendants

If you use the Attendant only for Backup Call Answering mode, or only after hours to answer but not route calls, you probably need only one Attendant. However, if call volume is heavy, you may need more.

The maximum number of Attendants is four (4).

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## **Determining the Attendant Extensions and Transfer Return Extensions**

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Each Attendant connects to its own extension jack on a 206 module. When determining Attendant extensions, keep the following guidelines in mind:

- Do not connect Attendants to "power failure transfer" extensions 10, 16, 22, or 28.
- The Attendant cannot share an extension with another device.

For each Attendant extension, you need to identify its Transfer Return extension. This is the extension where calls go when the Attendant transfers a call and the Destination extension does not answer. The factory setting is for unanswered calls to return to the Attendant; but you can have calls return to extension 10 or any other extension.

## **Determining Lines the Attendant Will Answer**

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The Attendant can answer any or all of the lines. For example, at ABC the Attendant answers all lines except the owner's private line, which is always answered personally by a secretary.

If you have more than one Attendant, decide which lines each Attendant should answer. You can set up your Attendants so a particular line is answered by one or more Attendants. When making your decision, keep in mind that an Attendant can answer and transfer only one call at a time. For example, a mail order business with three Attendants might assign the order line to all Attendants, and all other lines to only the third Attendant.

### **NOTES:**

- If you have more than one Attendant answering the same lines, each must answer after a different number of rings (for example, Attendant 1 answers after 1 ring, Attendant 2 answers after 2 rings, and so on). This is accomplished during Attendant Programming by setting the Answer Delay; see the instructions on page 2-8.
- Do not assign dedicated fax or modem lines to the Attendant extension.
- For two businesses or departments that have separate outside lines, assign the lines for the first business to one Attendant, and the lines for the second business to a second Attendant.

## **Determining the Route Plan**

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For each Attendant, identify its routes and their respective Destination extensions. Each Attendant can have as many as ten routes. Route 0, typically the operator's route, is the one followed when the caller takes no action, dials 0 after hearing either the initial greeting or the Transfer Fail Announcement, or enters an invalid extension or route (see "Invalid Extensions and Routes" on page B-3). The other nine routes are optional. To avoid confusing your callers, it is best to give the caller no more than 5 routes. You may also want to assign Route 1 to your busiest department.

For each route, you must identify a Primary Destination extension and, if you wish, a Secondary Destination extension. (The Attendant will try ringing the Primary first, then the Secondary if the Primary is busy. See page 1-2, "Extension Is Busy"). You can also identify different Primary and Secondary Destination extensions during the day (during business hours) and at night (after hours).

**NOTES:**

- It is a good idea to have a multi-line system phone (MLC-6, MLS-6, MLS-12, MLS-12D, or MLS-34D) at each Destination extension, instead of a standard touch-tone or rotary phone. The system phone has two intercom buttons and is therefore less likely to be busy when the Attendant tries to transfer calls to it (because the Attendant transfers calls as intercom calls). A system display phone (MLS-12D or MLS-34D) is the best choice—the display shows you when a call is being transferred by the Attendant, so you can answer the call appropriately.
- If you have a system phone, you can turn on the Do Not Disturb feature when you are away from your phone (this feature must be programmed on a button with a light). This makes the Attendant transfer calls directly to the Secondary Destination for the route, without playing the Transfer Fail announcement. This is useful for forwarding calls to another extension when you are away from your phone.

The route plan for ABC Supermarket (the example setup described in the beginning of this chapter) is shown in Table 1-1. In this example, Secondary Destinations back up some routes when the Primary Destinations are busy. For example, the manager's secretary (extension 16) backs up the operator at extension 10. Also, there are no night destinations because no one is at the store at night to answer customer calls. (The Attendant is programmed to hang up after playing the Night announcement.)

Route	Name	Day		Night			
		Primary Destination	Secondary Destination	Primary Destination	Secondary Destination		
		Ext	Name	Ext	Name	Ext	Name
0	Operator	10	John	16	Amy	—	—
1	Customer Service	20	external alert (bell)	—	—	—	—
2	Bakery	12	Bob	14	Arnie	—	—
3	Deli Corner	13	Teri	15	Jim	—	—

**Table 1-1 Example Route Plan: ABC Supermarket**

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## Allocating Time for Announcements

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As described in the ABC Supermarket example, each Attendant can have 5 announcements, with a maximum total length of 64 seconds for all announcements. Table 1-2 shows the factory-set length for each announcement.

Type of Announcement	Factory Setting	Description
Day	20 secs	Greets callers when the Attendant answers during business hours
Night	15 secs	Greets callers when the Attendant answers after hours
Day Transfer Fail	14 secs	Plays during business hours when the Attendant cannot transfer a call to a Destination extension
Hold	5 secs	Plays after the Attendant puts the caller on hold in order to transfer the call—asks the caller to wait while the Attendant transfers the call
Night Transfer Fail	10 secs	Plays at night when the Attendant cannot transfer a call to a Destination extension

**Table 1-2 Factory Settings for Attendant Announcement Times**

The times for each announcement can be reallocated during Attendant Programming. Not all announcements need to be used; for example, if the Attendant will not answer calls at night, you can allocate the 25 seconds from the Night and Night Transfer Fail announcements to the daytime announcements. For programming instructions, see "Reallocating Announcement Lengths" on page 2-7.

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## Music-on-Hold Source

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An audio source is strongly recommended for providing music or other audio to callers while the Attendant is transferring their calls. This will remind the callers that they are still connected. (When a call is being transferred, the caller does not hear ringing.)

AT&T's Magic on Hold® system is a business-oriented music-on-hold system with endless loop tapes, to provide quality sound to callers on hold during continuous use. It includes *licensed* music, so you can select music that fits your company's image without paying additional copyright fees. Also, Magic on Hold lets you create customized messages to provide sales or marketing

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messages and information about your business to your customers. For information, call your AT&T Sales Office at 1 800 247-7000 or the AT&T Sourcebook at 1 800 451-2100.

**NOTES:**

- To have music on hold, your system's Music-on-Hold setting must be "active" (the factory setting). See page 2-10 for programming information.
- You can connect any audio source that has an RCA plug—for example, a receiver set to an appropriate music or news station—to the Music-on-Hold jack on the system's processor module. However, 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.

## **Answering Machines**

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Answering machines can be used with the Attendant to provide an inexpensive messaging system:

- By combining answering machines with phones, individual users can receive messages when they are away from their phones and retrieve them later.
- An answering machine installed at any system extension can serve as a message desk for the entire business. (In this case, one of the Attendant's routes would be for the answering machine; its Destination extension would be the extension the answering machine is connected to.)

If you are going to use answering machines with your system, the Transfer Return Rings setting for the system (see page 2-11) must be greater than the answer delay on answering machines, to ensure that answering machines pick up calls before they go to the Transfer Return extension for the Attendant.

For more information on setting up answering machines, see the *Installation and Use* book provided with the system's control unit.

## **Example Setups**

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The rest of this chapter shows three example setups, starting with ABC Supermarket, to help you decide how to set up your Attendant(s). Examples include completed planning forms showing the settings needed for each setup.

When you decide on the setup that is right for you—either one of these or some other configuration—record your decisions in the Attendant Planner (provided by your salesperson), or use the planning form in Appendix A of this book. Then refer to Chapter 2 for programming instructions.

## Attendant with Routes and Secondary Destinations

ABC Supermarket uses two Attendants to answer the phone number published in the local directory. (The Attendants do not answer other incoming lines—such as the owner’s private line.) Using two Attendants ensures prompt call answering, usually within two rings. During business hours the Attendants offer callers three options: press a single digit for automatic transfer to one of three routes (Customer Service, Bakery, or Deli), dial a two-digit extension, or hold for the operator. After a caller selects a route, the supermarket’s Magic on Hold system plays a customized marketing message during the transfer.

A bell (or *external alert*) is connected to extension 20 (Customer Service). When a caller selects Route 1, a bell rings; the first available Customer Service representative picks up the call. (Each representative has Call Pickup for extension 20 programmed on a system phone button—see the *Installation and Use* guide provided with the system’s control unit for instructions.)

There are Primary and Secondary Destinations for Routes 2 and 3, to make it likely that each call reaches someone at the selected route. Teri, the Deli clerk at extension 13, turns on Do Not Disturb when she is away from her phone, so that calls go directly to Jim (at extension 15) instead of back to the operator.

At night the Attendant announces normal business hours and hangs up without transferring calls. Since the Night Transfer Fail announcement is not needed, 10 seconds of announcement time is freed up for other announcements.

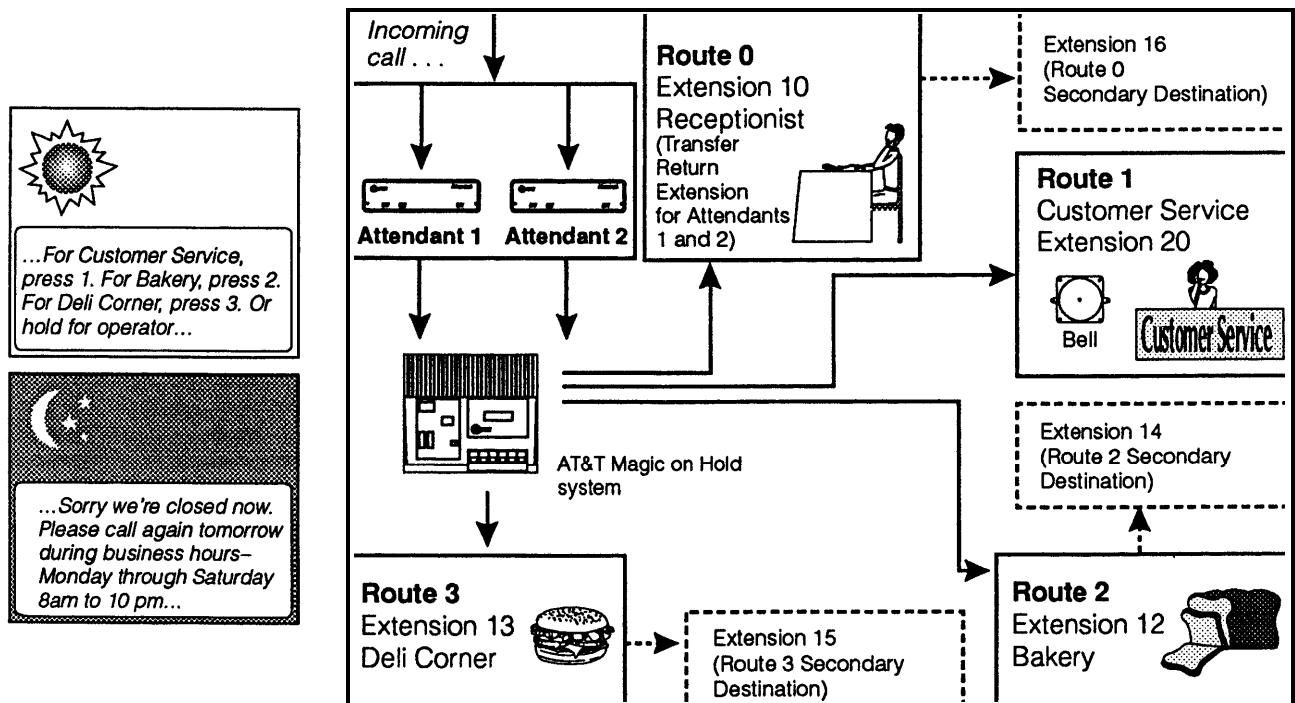


Figure 1-3 Attendant with Routes and Secondary Destinations

Only the planning form for the first Attendant is shown. The Answer Delay for the second Attendant should be set to 2 rings for both day and night; other settings are the same as those for the first Attendant.

## PARTNER Plus Attendant

Planning Form (complete one form for each Attendant)

Attendant: ABC Supermarket

### System Programming

**Attendant Extension: 2 1**  
System extension where Attendant is connected

**Call Answering Mode:**

- Immediate. Attendant answers first (immediate Line Ringing for Attendant; delayed or no ring for receptionist)
- Backup. Receptionist answers first (immediate Line Ringing for receptionist; delayed ring for Attendant)

**Attendant in Night Service Group**

Extension 10 should be able to turn Attendant on and off using Night Service button (The Attendant extension cannot be in the Night Service Group if System Password is programmed).

**Automatic Extension Privacy**

- Receptionist can pick up calls after Attendant has already answered (Privacy "not assigned")
- Receptionist cannot pick up calls after Attendant has already answered (Privacy "assigned")

**Attendant Transfer Return Extension: 1 0**  
System extension where calls transferred by the Attendant return if the Destination extension does not answer

**Transfer Return Rings: 4**

(0-9 rings; factory setting is 4 rings) Number of times a call rings Destination extension before returning to Transfer Return extension (Attendant rings once before giving control of call to system, so total number of rings is one more than this setting).

**Lines Attendant Will Answer:**

- Line 1  Line 2  Line 3  Line 4
- Line 5  Line 6  Line 7  Line 8
- None (2nd-level Attendants)

### Attendant Programming

**Answer Delay:** 1 rings during day  
1 rings at night

1-15 rings (factory setting is 1 ring). Number of times incoming call will ring before Attendant answers. If multiple Attendants are answering the same lines, set the Answer Delay differently on each Attendant.

**Automatic Tries to Route 0:** 3 tries during day  
3 tries at night

1-20 tries (factory setting is 3 tries). Number of times Attendant will automatically transfer a call to route 0 when caller does not dial a route or extension number. After the specified number of tries, the Attendant will hang up.

**Business Schedule**

Specify times as a.m. or p.m., or enter in military notation (9:00 a.m. = 09:00; 9:00 p.m. = 21:00)

- Check here instead if schedule is Monday-Friday 8:30-5:00 p.m. (factory setting)

(same hours all 7 days) Entire week

**Business Days**

- Sunday
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- or
- Entire week

**Opening Time**

- 8:00 am
- 8:00 am
- 8:00 am
- 8:00 am
- 8:00 am
- 8:00 am
- 8:00 am

**Closing Time**

- 8:00 pm
- 10:00 pm
- 10:00 pm
- 10:00 pm
- 10:00 pm
- 10:00 pm
- 10:00 pm

		DAY ROUTE PLAN			NIGHT ROUTE PLAN		
Rte	Business Function	Destination Ext.	Name	# Dis-Connect	Destination Ext.	Name	# Dis-Connect
0	Operator	Primary: 10	John		Primary:		√
		Secondary: 16	Amy		Secondary:		
1	Customer Service	Primary: 20	External alert (bell)		Primary:		
		Secondary:			Secondary:		
2	Bakery	Primary: 12	Bob		Primary:		
		Secondary: 14	Annie		Secondary:		
3	Deli Corner	Primary: 13	Teri		Primary:		
		Secondary: 15	Jim		Secondary:		

### Announcements

**Day:** "Thank you for calling ABC Supermarket. If you know the two-digit extension you want and are at a touch-tone phone, please dial it now. For Customer Service, press 1 now. For the Bakery, press 2 now. For the Deli Corner, press 3 now. Or hold for the operator" (30 secs)

**Night:** "Thank you for calling ABC Supermarket. Sorry we're closed now. Please call again tomorrow during business hours—Monday through Saturday from 8 AM to 10 PM, Sunday 8 to 8. Good night." (15 secs)

**Day Transfer Fail:** "Sorry, that extension is unavailable. Please hold for the operator or try again. For Customer Service, press 1. For the Bakery, press 2. For the Deli Corner, press 3." (15 secs)

**Hold:** "One moment please" (4 secs)

**Night Transfer Fail:** Not applicable.

## Attendant with Answering Machines for System Answer Assurance and Messaging

At Doe, Smith, and Jones (Attorneys), the receptionist (Jim) handles most incoming calls, with an Attendant as his backup. When Jim is unavailable, the Attendant answers—the caller can hold until Jim is free or press 1 to leave a message. (Unlike ABC Supermarket, the Attendant does not offer a choice of routes—the attorneys do not want to receive unscreened calls—but callers who know the extensions can dial them directly.) Here the Attendant's Transfer Return extension is the Attendant itself, so the Attendant controls calls until the receptionist or the answering machine is free.

With an answering machine at each extension, you can have an inexpensive messaging system. (Each extension has an answering machine *and* a phone, combined on one jack using an inexpensive AT&T 267F2 adapter.) A caller who knows an attorney's extension can dial it directly; if the attorney does not answer, the answering machine takes a message. The attorney can call in later and dial a code to retrieve messages from the machine—by dialing the extension after hours, or by transfer when Jim is there.

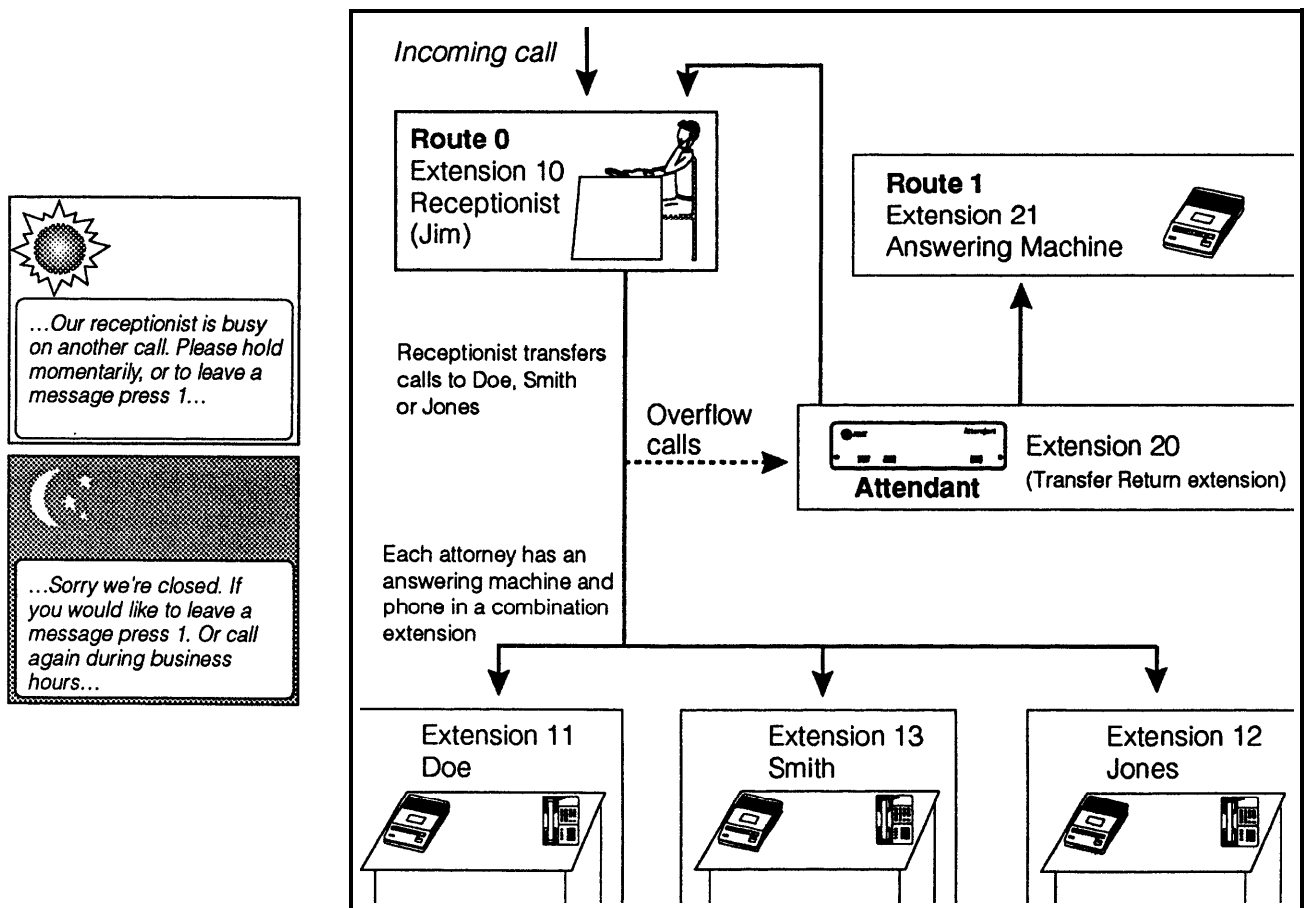


Figure 1-4 Attendant Used with Answering Machine



# PARTNER Plus Attendant

## Planning Form *(complete one form for each Attendant)*

Attendant: Doe, Smith, and Jones

### System Programming

**Attendant Extension:** 2 0  
 System extension where Attendant is connected

**Call Answering Mode:**

Immediate. Attendant answers first (immediate Line Ringing for Attendant; delayed or no ring for receptionist)

Backup. Receptionist answers first (immediate Line Ringing for receptionist; delayed ring for Attendant)

**Attendant in Night Service Group**  
 Extension 10 should be able to turn Attendant on and off using Night Service button (The Attendant extension cannot be in the Night Service Group if System Password is programmed).

**Automatic Extension Privacy**

Receptionist can pick up calls after Attendant has already answered (Privacy "not assigned")

Receptionist cannot pick up calls after Attendant has already answered (Privacy "assigned")

**Attendant Transfer Return Extension:** 2 0  
 System extension where calls transferred by the Attendant return if the Destination extension does not answer

**Transfer Return Rings:** 4  
 (0-9 rings; factory setting is 4 rings) Number of times a call rings Destination extension before returning to Transfer Return extension (Attendant rings once before giving control of call to system, so total number of rings is one more than this setting).

**Lines Attendant Will Answer:**

Line 1  Line 2  Line 3  Line 4  
 Line 5  Line 6  Line 7  Line 8  
 None (2nd-level Attendants)

### Attendant Programming

**Answer Delay:** 3 rings during day  
1 rings at night

1-15 rings (factory setting is 1 ring). Number of times incoming call will ring before Attendant answers. If multiple Attendants are answering the same lines, set the Answer Delay differently on each Attendant.

**Automatic Tries to Route 0:** 10 tries during day  
3 tries at night

1-20 tries (factory setting is 3 tries). Number of times Attendant will automatically transfer a call to route 0 when caller does not dial a route or extension number. After the specified number of tries, the Attendant will hang up.

**Business Schedule**

Specify times as a.m. or p.m., or enter in military notation  
 (9:00 a.m. = 09:00;  
 9:00 p.m. = 21:00)

Check here instead if schedule is Monday-Friday 8:30-5:00 p.m. (factory setting)

**Business Days**

Sunday  
 Monday  
 Tuesday  
 Wednesday  
 Thursday  
 Friday  
 Saturday  
 or  
 (same hours all 7 days) Entire week

**Opening Time**

\_\_\_\_ : \_\_\_\_  
 \_\_\_\_ : \_\_\_\_  
 \_\_\_\_ : \_\_\_\_  
 \_\_\_\_ : \_\_\_\_  
 \_\_\_\_ : \_\_\_\_  
 \_\_\_\_ : \_\_\_\_  
 \_\_\_\_ : \_\_\_\_

**Closing Time**

\_\_\_\_ : \_\_\_\_  
 \_\_\_\_ : \_\_\_\_  
 \_\_\_\_ : \_\_\_\_  
 \_\_\_\_ : \_\_\_\_  
 \_\_\_\_ : \_\_\_\_  
 \_\_\_\_ : \_\_\_\_  
 \_\_\_\_ : \_\_\_\_

		DAY ROUTE PLAN			NIGHT ROUTE PLAN		
Rte	Business Function	Destination Ext.	Name	* Dis-connect	Destination Ext.	Name	* Dis-connect
0	Receptionist	Primary: <u>10</u>	<u>Jim</u>		Primary:		✓
		Secondary:			Secondary:		
1	Answering Machine	Primary: <u>21</u>	<u>Answering machine</u>		Primary: <u>21</u>	<u>Answering machine</u>	
		Secondary:			Secondary:		

### Announcements

**Day:** "Thank you for calling Doe, Smith, and Jones. I'm sorry, but all lines are currently busy. Please hold momentarily, or if you prefer to leave a message, dial 1 now." (25 secs)

**Night:** "Thank you for calling Doe, Smith, and Jones. Sorry we're closed. If you would like to leave a message, press 1 now. Or call again during business hours Monday through Friday, 8:30 to 5. Good night" (15 secs)

**Day Transfer Fail:** "We're sorry, the party you are trying to reach is currently unavailable. Please continue to hold for the receptionist, or press 1 to leave a message." (10 secs)

**Hold:** "Please hold." (4 secs)

**Night Transfer Fail:** "Sorry, the message desk is busy taking another message. Please press 1 and we will try again to connect you, or call during business hours Monday through Friday, 8:30 to 5." (10 secs)

## First- and Second-Level Attendants

Auto City has a sales department that stays open after the others are closed. Its sales staff has a reputation for professional service, so there is one Attendant to answer the main phone number (Attendant A) and a second Attendant (Attendant B) dedicated to Sales. The dealership can quickly route calls to the customer's salesperson and can also provide sales messages to callers.

Attendant A answers *all* calls and gives the caller a choice of routes (1–3 during the day, 1 at night). A caller after 6 p.m. can press 1 to reach Sales, which is open until 9 p.m. Monday through Saturday (a caller after 6 p.m. who holds without pressing a digit is also transferred to Sales). When the call reaches Sales (extension 30), Attendant B greets the caller with a sales message and a choice of routes for the Sales staff.

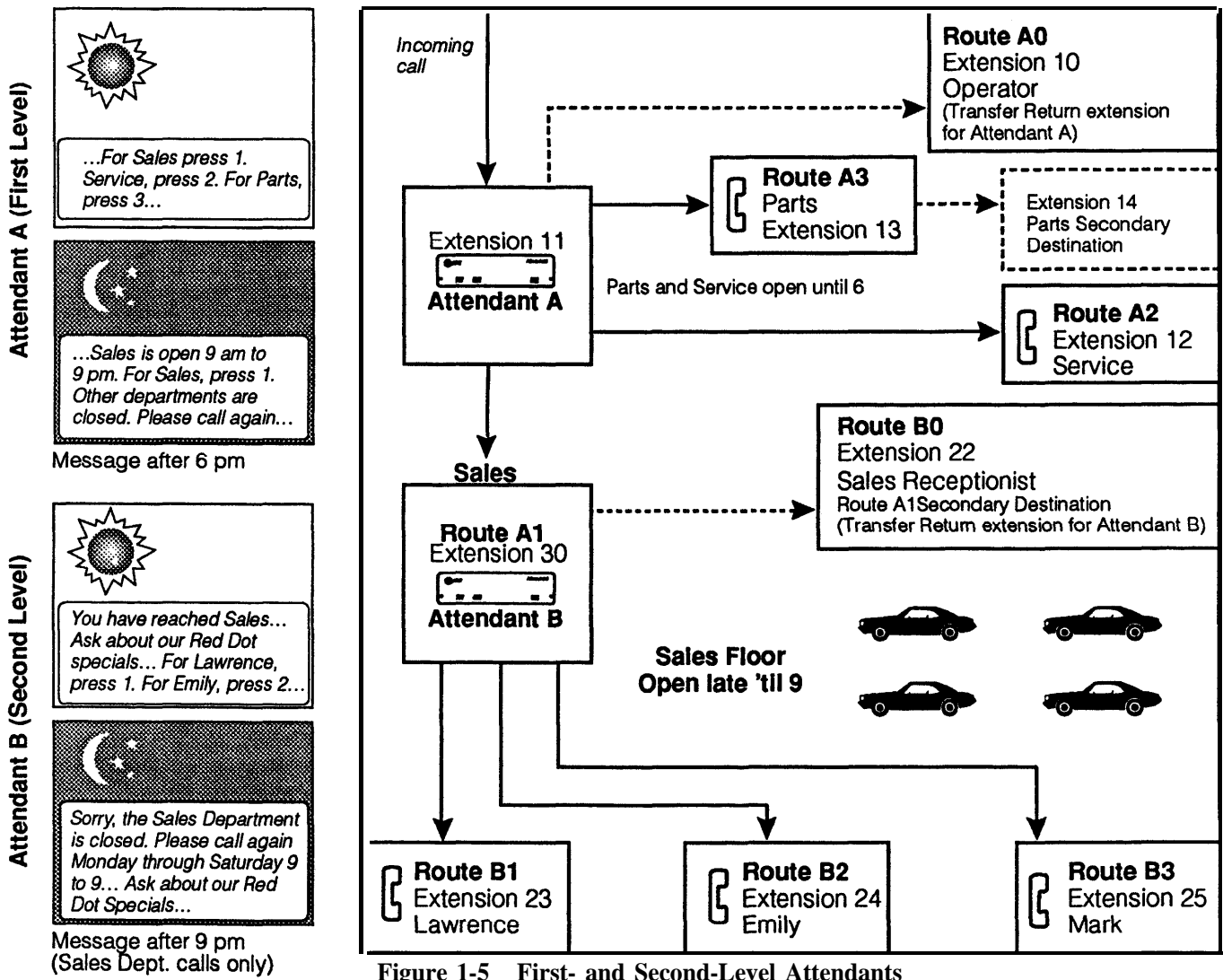


Figure 1-5 First- and Second-Level Attendants

# PARTNER Plus Attendant

Planning Form (complete one form for each Attendant)

Attendant: Auto City - A

## System Programming

**Attendant Extension:** 1 1  
System extension where Attendant is connected

### Call Answering Mode:

- Immediate. Attendant answers first (immediate Line Ringing for Attendant; delayed or no ring for receptionist)
- Backup. Receptionist answers first (immediate Line Ringing for receptionist; delayed ring for Attendant)

### Attendant in Night Service Group

Extension 10 should be able to turn Attendant on and off using Night Service button (The Attendant extension cannot be in the Night Service Group if System Password is programmed).

### Automatic Extension Privacy

- Receptionist can pick up calls after Attendant has already answered (Privacy "not assigned")
- Receptionist cannot pick up calls after Attendant has already answered (Privacy "assigned")

**Attendant Transfer Return Extension:** 1 0  
System extension where calls transferred by the Attendant return if the Destination extension does not answer

### Transfer Return Rings: 4

(0-9 rings; factory setting is 4 rings) Number of times a call rings Destination extension before returning to Transfer Return extension (Attendant rings once before giving control of call to system, so total number of rings is one more than this setting).

### Lines Attendant Will Answer:

- Line 1  Line 2  Line 3  Line 4
- Line 5  Line 6  Line 7  Line 8
- None (2nd-level Attendants)

## Attendant Programming

**Answer Delay:** 1 rings during day  
1 rings at night

1-15 rings (factory setting is 1 ring). Number of times incoming call will ring before Attendant answers. If multiple Attendants are answering the same lines, set the Answer Delay differently on each Attendant.

**Automatic Tries** 3 tries during day  
**to Route 0:** 3 tries at night

1-20 tries (factory setting is 3 tries). Number of times Attendant will automatically transfer a call to route 0 when caller does not dial a route or extension number. After the specified number of tries, the Attendant will hang up.

### Business Schedule

Specify times as a.m. or p.m., or enter in military notation  
(9:00 a.m. = 09:00;  
9:00 p.m. = 21:00)

- Check here instead if schedule is Monday-Friday 8:30-5:00 p.m. (factory setting)

### Business Days

Sunday  
Monday  
Tuesday  
Wednesday  
Thursday  
Friday  
Saturday  
or

(same hours all 7 days) Entire week

### Opening Time

Closed  
9:00 am  
9:00 am  
9:00 am  
9:00 am  
9:00 am  
9:00 am

### Closing Time

Closed  
6:00 pm  
6:00 pm  
6:00 pm  
6:00 pm  
6:00 pm  
6:00 pm

		DAY ROUTE PLAN			NIGHT ROUTE PLAN		
Rte	Business Function	Destination Ext.	Name	# Dis-Connect	Destination Ext.	Name	# Dis-Connect
0	Operator	Primary: 10			Primary: 30	Attendant B	
		Secondary:			Secondary: 22	Sales Receptionist	
1	Sales	Primary: 30	Attendant B		Primary: 30	Attendant B	
		Secondary: 22	Sales Receptionist		Secondary: 22	Sales Receptionist	
2	Service	Primary: 12	George		Primary:		
		Secondary:			Secondary:		
3	Parts	Primary: 13	Jim (phone)		Primary:		
		Secondary: 14	Joe (counter)		Secondary:		

## Announcements (Attendant A)

**Day:** "Thank you for calling Auto City. If you know the two-digit extension you want and are at a touch-tone phone, please dial it now. Of if you want Sales, press 1 now. For Service, press 2 now. For Parts, press 3 now. Or hold for the operator." (25 secs)

**Night:** "Thank you for calling Auto City. Our Sales Department is open until 9 pm Monday through Saturday. For Sales, press 1 now. Other departments are open Monday through Saturday 9 AM to 6 PM. Please call again during business hours." (20 secs)

**Day Transfer Fail:** "Sorry, that department or extension is not available. Please hold for the operator or try again. For Sales, press 7. For Service, press 2. For Parts, press 3." (10 secs)

**Hold:** "Please hold." (4 secs)

**Night Transfer Fail:** "Sorry, Sales is busy. Please hold while we try to connect you." (5 secs)

# PARTNER Plus Attendant Planning Form *(complete one form for each Attendant)*

Attendant: Auto City - B

## System Programming

Attendant Extension: 3 0  
System extension where Attendant is connected

### Call Answering Mode:

- Immediate. Attendant answers first (immediate Line Ringing for Attendant; delayed or no ring for receptionist)
- Backup. Receptionist answers first (immediate Line Ringing for receptionist; delayed ring for Attendant)
- Attendant in Night Service Group  
Extension 10 should be able to turn Attendant on and off using Night Service button (The Attendant extension cannot be in the Night Service Group if System Password is programmed).

### Automatic Extension Privacy

- Receptionist can pick up calls after Attendant has already answered (Privacy "not assigned")
- Receptionist cannot pick up calls after Attendant has already answered (Privacy "assigned")

Attendant Transfer Return Extension: 2 2  
System extension where calls transferred by the Attendant return if the Destination extension does not answer

### Transfer Return Rings: 4

(0-9 rings; factory setting is 4 rings) Number of times a call rings Destination extension before returning to Transfer Return extension (Attendant rings once before giving control of call to system, so total number of rings is one more than this setting).

### Lines Attendant Will Answer:

- Line 1  Line 2  Line 3  Line 4
- Line 5  Line 6  Line 7  Line 8
- None (2nd-level Attendants)

## Attendant Programming

Answer Delay: 1 rings during day  
1 rings at night

1-15 rings (factory setting is 1 ring). Number of times incoming call will ring before Attendant answers. If multiple Attendants are answering the same lines, set the Answer Delay differently on each Attendant.

Automatic Tries 3 tries during day  
to Route 0: 3 tries at night

1-20 tries (factory setting is 3 tries). Number of times Attendant will automatically transfer a call to route 0 when caller does not dial a route or extension number. After the specified number of tries, the Attendant will hang up.

### Business Schedule

Specify times as a.m. or p.m., or enter in military notation (9:00 a.m. = 09:00; 9:00 p.m. = 21:00)

- Check here instead if schedule is Monday-Friday 8:30-5:00 p.m. (factory setting)

### Business Days

Sunday  
Monday  
Tuesday  
Wednesday  
Thursday  
Friday  
Saturday  
or  
Entire week

### Opening Time

Closed  
9:00 am  
9:00 am  
9:00 am  
9:00 am  
9:00 am  
9:00 am  
9:00 am

### Closing Time

Closed  
9:00 pm  
9:00 pm  
9:00 pm  
9:00 pm  
9:00 pm  
9:00 pm  
9:00 pm

(same hours all 7 days)

Rte	Business Function	DAY ROUTE PLAN			NIGHT ROUTE PLAN		
		Destination Ext.	Name	Dis-Serv	Destination Ext.	Name	Dis-Serv
0	Sales Receptionist	Primary: <u>22</u>	<u>Cheryl</u>		Primary:		✓
		Secondary:			Secondary:		
1	Sales Person	Primary: <u>23</u>	<u>Lawrence</u>		Primary:		
		Secondary:			Secondary:		
2	Sales Person	Primary: <u>24</u>	<u>Emily</u>		Primary:		
		Secondary:			Secondary:		
3	Sales Person	Primary: <u>25</u>	<u>Mark</u>		Primary:		
		Secondary:			Secondary:		

## Announcement (Attendant B)

**Day:** "You have reached the Sales Department. Ask about our Red-Dot specials, with 7% financing and rebates up to \$2000. Please hold for the first available salesperson, or. . . For Lawrence Schecter press 1. For Emily Becker press 2. For Mark Tillman, press 3." (30 secs)

**Night:** "Sorry the Sales Department is closed. Please call again Monday through Saturday 9 AM to 9 PM. Ask about our Red-Dot Specials, including 7% financing and factory rebates up to \$2000. Good night." (20 secs)

**Day Transfer Fail:** "Sorry that extension is not available. Please hold for the sales receptionist." (10 secs)

**Hold:** "Please hold." (4 secs)

**Night Transfer Fail:** Not applicable

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## **Important Safety Instructions**

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Always follow these basic safety precautions when using the Attendant:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. To prevent the product from overheating, **DO NOT** stack Attendants or place them in a separate enclosure, unless proper ventilation is provided.
4. Never spill liquid on the product or drop objects into openings on the unit. Doing so may result in serious damage to the unit.
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.
7. **DO NOT** staple or otherwise attach the AC power supply cord to building surfaces.
8. **DO NOT** use the product near water or in a wet or damp place (such as a wet basement).

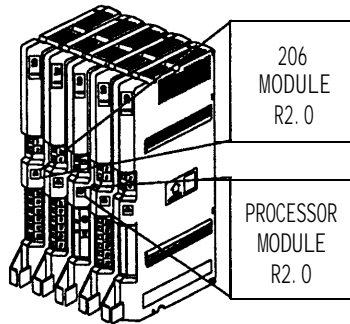
## **Additional Safety Instructions for Installation Personnel**

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1. Install the product to meet all the environmental and electrical requirements listed in Appendix C, "Specifications."
2. Place the product only on a stable surface, or mount it securely on a sturdy wall using the mounting bracket provided with the product.
3. **DO NOT** install telephone wiring during a lightning storm.
4. **DO NOT** install telephone jacks in a wet location unless the jack is specifically designed for wet locations.
5. Never touch uninsulated telephone wires or terminals, unless the telephone line has been disconnected at the network interface.
6. Use caution when installing or modifying telephone lines.

**SAVE THESE INSTRUCTIONS**

## Hardware Requirements



Each Attendant connects to its own extension jack on a 206 module. When installing Attendants, keep the following guidelines in mind:

- The system's processor module (the module in the center slot) must be Release 2 or later. See the illustration in the left margin.
- Multiple Attendants can be connected to the same module or to different modules. The 206 module(s) to which Attendants are connected must be Release 2 or later; in addition, at least one 206 or 200 module (any release) is needed *per Attendant*.
- Do not connect Attendants to "power failure transfer" extensions 10, 16, 22, or 28.
- The Attendant cannot share an extension with another device.

## The Attendant Unit

### Front Panel

The front panel of the Attendant (Figure 2-1) has lights to show the unit's operating status.

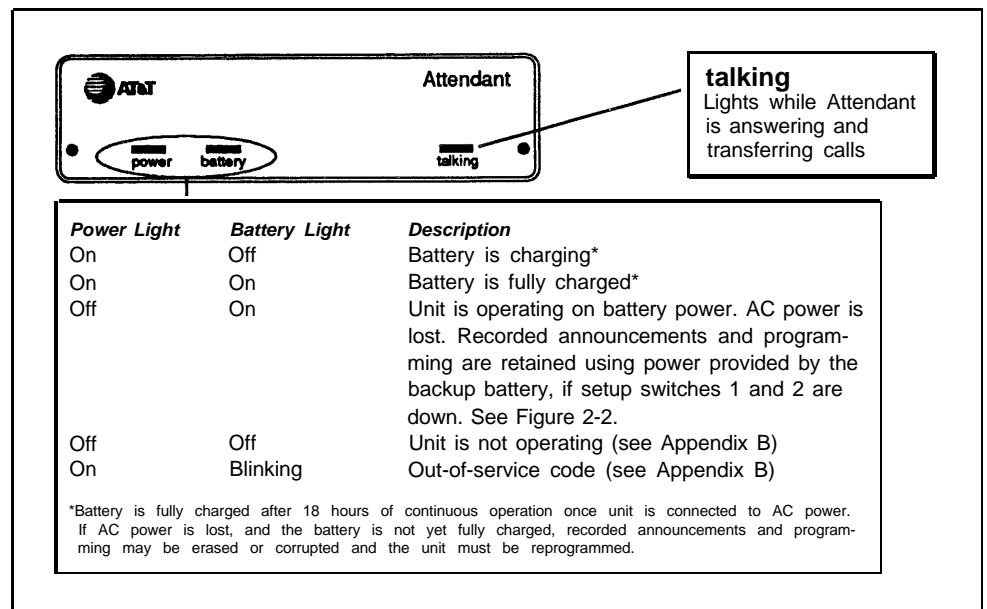


Figure 2-1 Front Panel Lights

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## Back Panel

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The back panel (Figure 2-2) has the switches, connectors, and jacks necessary for installation.

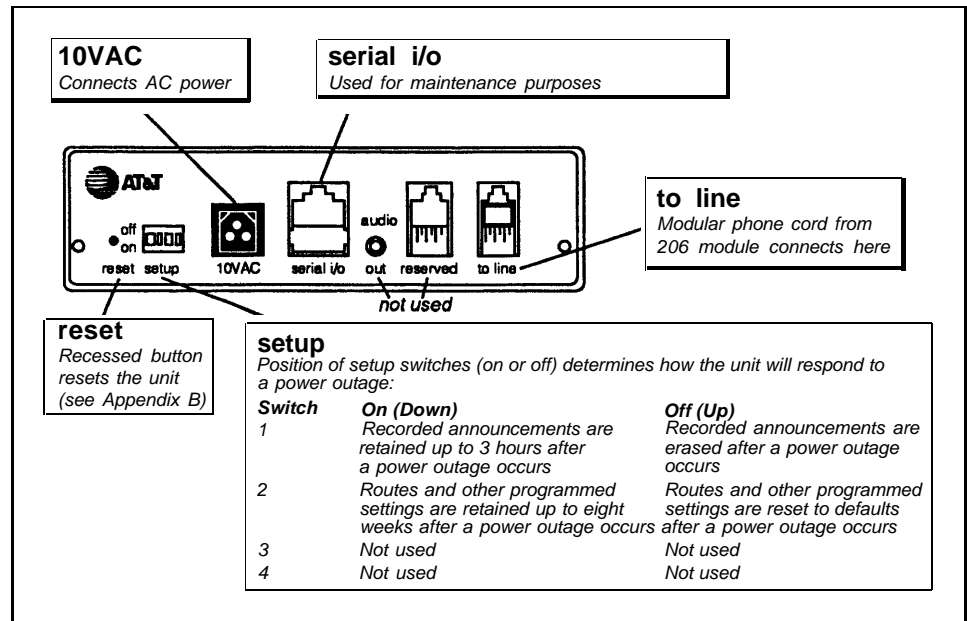


Figure 2-2 BackPanel

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## Installing the Attendant

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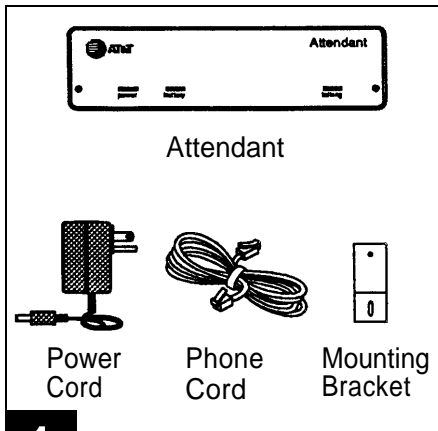
Before starting installation:

- Read and understand "Safety Instructions" on page 2-ii.
- Identify Attendant extensions (see page 1-6).
- Locate the Attendant so it is within 10 feet of the system control unit, and within 5 feet of the AC outlet. The location must also meet the environment requirements listed in Appendix C, "Specifications."
- Wall mounting Attendants is optional but strongly recommended.
- If you install multiple Attendants without wall mounting, do not stack the units.

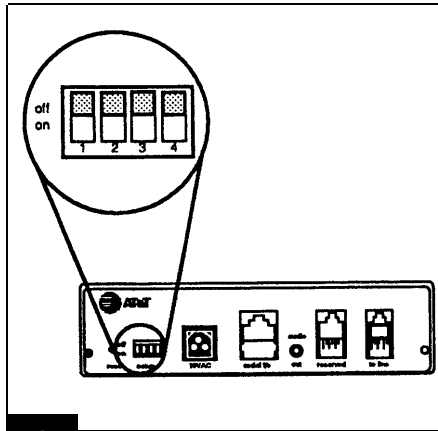
**NOTE:**

Attendant installation requires skill in programming the system and the Attendant. Installation and training by AT&T personnel is strongly recommended if you do not have that skill. To request installation, please call 1 800 247-7000.

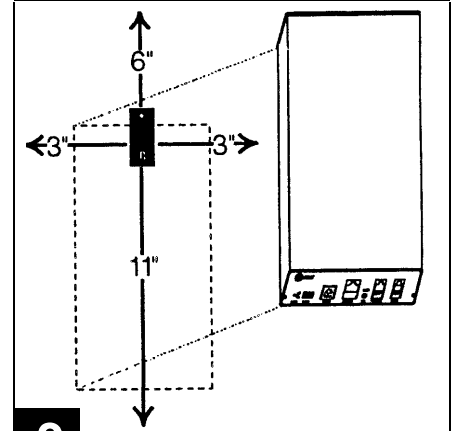




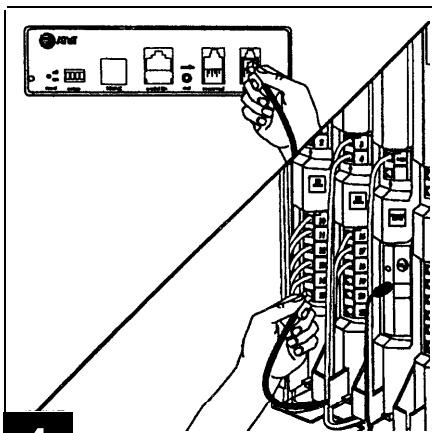
**1** Make sure the above parts are enclosed. If any parts are missing, call the Helpline at 1 800 628-2888.



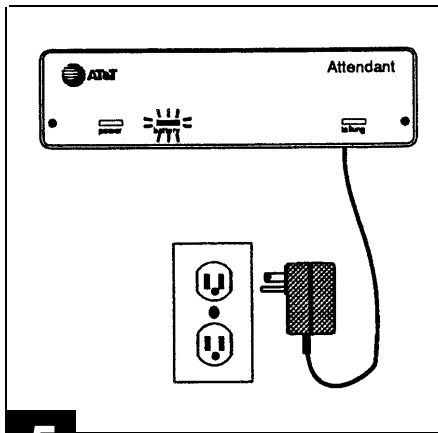
**2** Set all switches on the back panel to OFF (up).



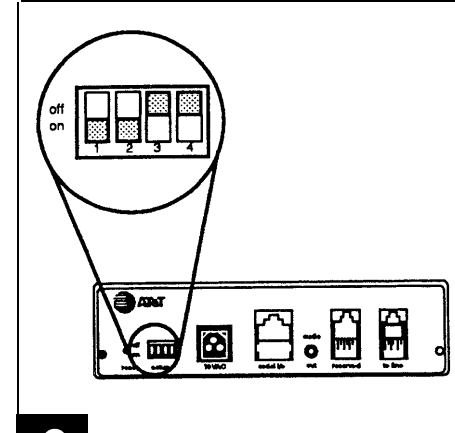
**3** To wall mount with bracket:  
**A** Using #10 or smaller screw (wood, sheet metal, or concrete screw, depending on wall surface), attach bracket to wall so that hook end is down. Leave clearances shown above.  
**B** Align keyhole opening on bottom of unit with hook on bracket.  
**C** Slide unit over hook, then down to secure it.



**4** **A** Making sure all setup switches are OFF (up), plug one end of the modular phone cord into the "to line" jack on the back panel of the Attendant.  
**B** Plug the other end of the phone cord into an extension jack on a 206 module (see "Hardware Requirements" on page 2-1).



**5** Plug one end of the power cord into the 10VAC power connector on the back of the Attendant. Plug the other end into a 120V AC outlet, preferably the same one to which the system control unit is connected.  
The power light goes on. A blinking battery light indicates that announcements have not yet been recorded. Once announcements are recorded, the battery light stays off until the battery is fully charged (18 hours). See page 2-7 for instructions on recording announcements.



**6** Move setup switches 1 and 2 to ON (down). These settings will save recorded announcements and other programming during a power outage.

**NOTE:**  
To install multiple devices at a single AC outlet, use a power strip with a built-in surge protector.

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## Programming Guidelines

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### Introduction

---

Once you have decided how you want the Attendant to work with your telephone system and have connected the Attendant to the system's control unit, you are ready for programming. Programming modifies the Attendant and the system's control unit so they work together correctly.

Two kinds of programming need to be done: Attendant Programming and PARTNER Plus System Programming. To program the Attendant, use any touch-tone phone that can dial [ \* ] and [ # ] this means you can even do Attendant Programming when you are off site. On the other hand, System Programming *must* be done on site, using either an AT&T MLS-12D or MLS-34D display phone at extension 10, with the programming overlay placed over the buttons of the phone. (The overlay was packed with your control unit.)

### Using the Programming Charts

---

The rest of the chapter provides charts showing all the programming procedures, starting with Attendant Programming and ending with System Programming.

If you are setting up the Attendant for the first time, or if you are completely reprogramming an Attendant, simply start with the first box of instructions and perform all programming procedures in the order in which they are presented.

If you need to change a particular setting—for example, to program new business hours or to have the Attendant pick up a new line—first enter program mode by following the instructions in the appropriate Programming Instructions box (page 2-6 for Attendant Programming or page 2-10 for System Programming), then go to the box that gives instructions for the particular setting. Settings that are commonly changed are summarized in Table 2-1.

<b>If you want to . . .</b>	<b>Change this setting . . .</b>	<b>See page . . .</b>
Adjust the clock ahead or back by one hour (for Daylight Saving or Daylight Standard Time only)	Clock	2-6 (dashed box)
Set the current day, date, and time	Clock	2-6
Close the office for a particular day (for example, for a holiday)	Business Days	2-6 (dashed box)
Change your regular business hours	Business Hours	2-7
Temporarily extend or shorten your business hours	Business Hours	2-7 (dashed box)
Record an announcement	Recording Announcements	2-7
Change the length of a recorded announcement	Reallocating Announcement Lengths	2-7
Change the route plan	Routes	2-8
Change the number of times an incoming call rings before the Attendant picks up	Answer Delay	2-8
Change the number of times the Attendant automatically tries Route 0 before disconnecting the caller	Automatic Tries to Route 0	2-9
Change the security code	Security Code	2-9
Change the lines the Attendant will answer	Attendant Line Assignments	2-10
Program a button to turn the Attendant on and off	Night Service Group	2-11
Change the Attendant's Transfer Return extension	Transfer Return Extension	2-11

**Table 2-1 Commonly Changed Settings**

# Attendant Programming

## Instructions

1. Enter Attendant Programming mode
  - A. Dial the Attendant.  
*If on site, dial the Attendant extension using your phone's handset. If off site, dial a telephone number that is answered by the Attendant.*
  - B. Wait for an answer.  
*If you do not enter a security code within four seconds, the Attendant will transfer you to Route 0. If no announcements have been recorded, a single beep sounds to indicate that you need to record announcements.*
  - C. Dial the Security Code: [ \* ][ z ][ g ][ # ]. (7 8 9 is the default security code; if you have changed it, enter the appropriate code here.)  
*A two-beep confirmation code sounds.*
2. Follow the boxed instructions for the setting(s) you want to change.  
*A two-beep confirmation tone follows correctly entered codes. A three-beep error tone follows incorrectly entered codes. If you make a mistake entering a command, press [ \* ] to start entering the command again.*
3. When the programming session is finished, dial [ \* ][ # ] to exit programming mode followed by [ # ] to terminate the call, or just hang up.

### Clock

*Sets the current date and time.*

DIAL [ \* ][ z ][ 1 ]

DIAL one digit for current day of week:

1=Sunday           5=Thursday  
2=Monday          6=Friday  
3=Tuesday         7=Saturday  
4= Wednesday

DIAL two digits for current month:

01=January        07=July  
02=February      08=August  
03=March          09=September  
04=April           10=October  
05=May            11=November  
06=June           12=December

DIAL two digits for current date (01–31)

DIAL two digits for current year (00–99)

DIAL four digits for current time in 24-hour military notation: from 0000 for 12 midnight to 2359 for 11:59 PM.

*Examples: 9:00 AM = 0900  
5:00 PM = 1700*

DIAL [ # ]

### To adjust clock for Daylight Saving Time:

DIAL [ \* ][ z ][ 2 ]

DIAL [ 1 ] or [ 2 ]

[ 1 ] *to add one hour (normally in spring to start Daylight Saving Time)*

[ 2 ] *to subtract one hour (normally in fall to end Daylight Saving Time)*

### Business Days

*Defines each day of the week as normally open or closed, so caller hears the appropriate announcement. Factory setting is open Monday-Friday, closed Saturday and Sunday. Use this procedure to change the setting for any day that differs from the factory setting.*

DIAL [ \* ][ z ][ 4 ]

DIAL one digit for a day of the week:

1=Sunday           5=Thursday  
2=Monday          6=Friday  
3= Tuesday         7=Saturday  
4= Wednesday

DIAL [ 1 ] or [ 2 ]

- [ 1 ] *if business is normally open that day (Day announcement will play during business hours; Night announcement will play after hours)*
- [ 2 ] *if business is normally closed that day (Night announcement will play all day)*

REPEAT each step for remaining days

### To temporarily change business schedule:

*When your business will be closed on a day normally open, such as for a holiday, follow these steps up to 6 days before the closing:*

DIAL [ \* ][ z ][ 4 ]

DIAL the digit representing the day of the week ( 1–7 )

DIAL [ 3 ]

*The Attendant will automatically resume your normal schedule at midnight*

*For extended closing (7 days or more), immediately before the closing, follow the steps for Business Days (above) and program all days as closed. When you return, reprogram Business Days again for the normal schedule.*

## Business Hours

Defines normal business hours for each day of the week so caller hears the right announcement. If your business is open 8:30–5:00 Monday–Friday (the factory setting), skip this procedure.

DIAL [ \* ][ z ][ 1 ] ←

DIAL one digit for the day of the week:  
1=Sunday 5=Thursday  
2=Monday 6=Friday  
3=Tuesday 7=Saturday or  
4=Wednesday 9=business hours are the  
same for all seven days  
(this will not affect closed days)

DIAL four digits for the opening time in 24-hour military notation

### Examples:

1:00AM = 0100	1:00PM = 1300
5:00AM = 0500	5:00PM = 1700
7:30AM = 0730	7:30PM = 1930
9:00AM = 0900	9:00PM = 2100
10:00AM = 1000	10:00PM = 2200
Noon = 1200	Midnight = 2400

DIAL four digits for the closing time in 24-hour military notation (for example, 6:00PM = 1800)

REPEAT for all days open for business \_\_\_\_\_

## To set manually for Day or Night operation:

You can override the clock and manually put the Attendant into day or night mode—for example, when staying open for a special sale. The Attendant stays in the indicated mode of operation until you tell it to resume normal operation.

Follow these steps so the right announcement plays:

DIAL [ \* ][ z ][ 1 ]

DIAL [ 1 ] or [ 2 ]  
[ 1 ] = Open Day announcement will play until you program to resume normal schedule

[ 2 ] = Closed Night announcement will play until you program to resume normal schedule

## To resume normal schedule:

DIAL [ \* ][ z ][ 1 ]

DIAL [ 0 ] (zero)

## Reallocating Announcement Lengths

**IMPORTANT:** When you reallocate announcement lengths, all voice recordings are erased.

Changes the maximum duration of each recorded announcement. Factory settings are:

Day	20 seconds
Night	15 seconds
Day Transfer Fail	14 seconds
Hold	05 seconds
Night Transfer Fail	10 seconds
Total	64 seconds

Use the procedure to change the time allocations; however, the total time must not exceed 64 seconds.

DIAL [ \* ][ 4 ][ 1 ]

DIAL 2 digits for duration of Day announcement (example: 5 seconds = 05)

DIAL 2 digits for duration of Night announcement

DIAL 2 digits for duration of Day Transfer Fail announcement

DIAL 2 digits for duration of Hold announcement

DIAL 2 digits for duration of Night Transfer Fail announcement

DIAL [ # ]

RERECORD all announcements (see "Recording Announcements" below)

## Recording Announcements

Records greeting and transfer announcements for Attendant to play to caller.

DIAL [ \* ][ 4 ] ←

DIAL a code representing the announcement you want to record:

1 = Day announcement

2 = Night announcement

3 = Day Transfer Fail announcement

4 = Hold announcement

5 = Night Transfer Fail announcement

RECORD the announcement  
Pause for approximately 1 second before speaking. Speak clearly, using a normal tone of voice. When listing route numbers, pause after each one so caller has time to write it down if necessary.

DIAL [ # ] when finished speaking

A beep sounds if you exceed the allocated time for the announcement. The Attendant will not respond with a confirmation tone until the allocated announcement length has expired. Therefore, if only 15 seconds of a 25-second announcement is actually used, wait an additional 10 seconds for the confirmation tone to sound, then continue programming.

REPEAT each step for all announcements \_\_\_\_\_

## To verify that each announcement was recorded properly:

DIAL [ \* ][ 5 ]

DIAL the announcement code (1, 2, 3, 4, or 5)

LISTEN to the announcement

REPEAT each step to play back another announcement

**Routes** — see example —————>

**NOTE:**

Program all Destination extensions before programming disconnects.

**To program a route for transfer to a Destination extension:**

- DIAL [x][y]
- DIAL Route number (0–9)
- DIAL Day Primary extension number
- DIAL [#]
- DIAL Day Secondary extension number (optional)
- DIAL [#]
- DIAL Night Primary extension number (optional)
- DIAL [#]
- DIAL Night Secondary extension number (optional)
- DIAL [#]

**To program the Attendant to hang up when a certain route is selected:**

If route is selected, Attendant hangs up (useful for Route 0 in after-hours mode):

- DIAL [x][y]
- DIAL Route number
- ENTER a two-digit number for the Destination to be programmed:
  - 11 = Day Primary
  - 12 = Day Secondary
  - 21 = Night Primary
  - 22 = Night Secondary
- DIAL [y]
- DIAL [#][#]

**To erase a Destination extension for a route:**

- DIAL [x][y]
- DIAL Route number
- ENTER a two-digit number for the Destination to be programmed:
  - 11 = Day Primary
  - 12 = Day Secondary
  - 21 = Night Primary
  - 22 = Night Secondary
- DIAL [y] (zero)
- DIAL [#][#]

**Example: Programming Routes for ABC Supermarket**

The following instructions show how to program the routes for the ABC Supermarket example setup described on page 1-10:

**To program Route 0:**

- DIAL [x][y] [z] [1][y][#] [1][y][#][#][#]
- where 0 is the route number, 10 is the Day Primary Destination, and 16 is the Day Secondary Destination

Also enter the following command so the Attendant will hang up after playing the Night Announcement:

- DIAL [x][y] [z] [2][1] [5][#][#]
- where 0 is the route number, 21 is the code for Night Primary Destination, and 5 means "disconnect"

**To program Route 1:**

- DIAL [x][y] [1] [2][y][#][#][#][#]
- where 1 is the route number, 20 is the Day Primary Destination, and there is no Night Primary Destination

**To program Route 2:**

- DIAL [x][y] [2] [1][2][#] [1][4][#][#][#]
- where 2 is the route number, 12 is the Day Primary Destination, and 14 is the Day Secondary Destination

**To program Route 3:**

- DIAL [x][y] [3] [1][3][#] [1][5][#][#][#]
- where 3 is the route number, 13 is the Day Primary Destination, and 15 is the Day Secondary Destination

EXAMPLE ONLY

EXAMPLE ONLY

**Answer Delay (Day)**

Sets the number of rings before the Attendant answers a call during business hours.

- DIAL [x][2][y][z][1]
- DIAL Number of rings  
Valid settings = 1–15 rings  
Factory setting = 1 ring
- DIAL [#]

**Answer Delay (Night)**

Sets the number of rings before the Attendant answers when business is closed.

- DIAL [x][2][y][z][2]
- DIAL Number of rings  
Valid settings = 1–15 rings  
Factory settings = 1 ring
- DIAL [#]

### Automatic Tries to Route 0 (Day)

Sets the number of times the Attendant will automatically transfer a caller to Route 0—when the caller does not dial a route or extension during the Day, Night, or Transfer Fail announcement—before the Attendant hangs up (during business hours).

DIAL [\*][2][2][2][2]

DIAL Number of transfer attempts  
Valid settings = 1–20 attempts  
Factory setting = 3 attempts

DIAL [#]

### Automatic Tries to Route 0 (Night)

Sets the number of times the Attendant will automatically transfer a caller to Route 0—when the caller does not dial a route or extension during the Day, Night, or Transfer Fail announcement—before the Attendant hangs up (after business hours).

DIAL [\*][2][2][2][2]

DIAL Number of transfer attempts  
Valid settings = 1–20 attempts  
Factory setting = 3 attempts

DIAL [#]

### Security Code

Identifies a code (1–6 digits in length) that must be entered in order to program the Attendant. The default security code is 789.

#### To change the security code:

DIAL [\*][6]

DIAL New code (1–6 digits in length)

DIAL [#]

DIAL New code again

DIAL [#] to confirm new code

*A two-beep confirmation tone sounds. Be sure to remember the new security code. If you forget it, you will need to reprogram all Attendant settings (see "Lost Security Code" in Appendix B).*

**IMPORTANT:** Immediately write down the security code and keep it in a safe place. If you lose it, you will not be able to change your announcements or do any other programming until you call the Helpline.

## System Programming for Attendant Operation

### Instructions

1. At extension 10, place programming overlay on MLS-34D or MLS-12D phone.
2. Press [ *Feature* ] [ *0* ] [ *0* ] [ *System Program* ] [ *System Program* ] to enter System Programming mode.
3. Follow boxed instructions for the setting(s) you want to change.  
*When setting up the Attendant for the first time, start with the Attendant Extensions procedure and continue with the procedures in the order in which they are presented. (After you follow the instructions in a box, you will be in System Programming mode and can perform another procedure.)*
4. When programming session is finished, press [ *Feature* ] [ *0* ] [ *0* ] to exit program mode.

### NOTE:

The page numbers next to the names of programming procedures indicate the pages in this book where setup decisions related to the procedure are described.

### Attendant Extensions (page 1-6)

*Identifies the extensions to which the Attendant is connected.*

- DIAL [ # ] [ *1* ] [ *0* ] [ *Z* ]  
DIAL Attendant extension (11–33)  
*Do not assign to extension 10, 16, 22, or 28*
- DIAL [ *1* ] or [ *2* ]  
[ *1* ] = assign the extension as an Attendant extension, or  
[ *2* ] = unassign the extension
- REPEAT all steps for each Attendant

### Attendant Line Assignments (page 1-6)

*Identifies the lines the Attendant will answer.*

- DIAL [ # ] [ *1* ] [ *0* ] [ *1* ]  
DIAL number of the extension (11–33) on which Attendant is installed
- DIAL number of the line (1–8) to be answered by Attendant
- DIAL [ *1* ] or [ *2* ]  
[ *1* ] = assign the line to the Attendant so the Attendant answers it, or  
[ *2* ] = unassign the line so the Attendant does not answer it
- REPEAT for each line  
REPEAT for each Attendant

### Music on Hold (page 1-8)

*Turns the Music-on-hold jack on the system processor module on or off.*

- DIAL [ # ] [ *1* ] [ *0* ] [ *2* ]  
DIAL [ *1* ] or [ *2* ]  
[ *1* ] = Active (the factory setting), or  
[ *2* ] = Not Active

### Call Answering Mode (page 1-4)

*Programs Attendant to answer in Immediate Call Answering Mode (calls ring first at Attendant) or Backup Call Answering Mode (calls ring first at receptionist).*

#### To program for Immediate Call Answering Mode:

*For each line assigned to Attendant, set the Attendant's extension to "Immediate Ring," the receptionist's extension to "Delayed Ring," and other extensions that have the line to "No Ring." Repeat for each Attendant.*

#### To program for Backup Call Answering Mode:

*For each line assigned to Attendant, set both the Attendant's and the receptionist's extensions to "Immediate Ring" and other extensions that have the line to "No Ring." Finally, set the Attendant's Answer Delay to the number of times the receptionist's extension should ring before the Attendant picks up the call. (To program Answer Delay, see the instructions on page 2-8.)*

- PRESS [ *Central Tel Program* ]  
DIAL Attendant's extension number  
*Display shows green lights next to each line assigned to Attendant extension*
- PRESS each line button until display shows "Immediate Ring"
- PRESS [ *Central Tel Program* ]  
DIAL receptionist's extension (usually 10)  
PRESS each line button until display shows "Delayed Ring" for Immediate Call Answering or "Immediate Ring" for Backup Call Answering
- PRESS [ *Central Tel Program* ]  
DIAL another extension with lines to be answered by Attendant
- PRESS each line button until display shows "No Ring"  
REPEAT the last three steps for remaining extensions
- PRESS [ *Central Tel Program* ] [ *System Program* ]  
REPEAT all steps for each Attendant



### Transfer Return Extensions (page 1-6)

Identifies the Transfer Return extension for each Attendant extension. A call returns to this extension when a Destination extension for a call transferred by the Attendant does not answer. The factory setting is that the call will return to the Attendant (originating) extension.

DIAL [#][3][0][5]  
DIAL Attendant extension number  
DIAL Transfer Return extension number

REPEAT all steps for each Attendant

**NOTE:** If the Transfer Return extension is another Attendant, the Day Announcement for the other Attendant should not be worded as if the call is being answered for the first time.

### Transfer Return Rings (page 1-6)

Sets the number of times a call will ring at the Destination extension (under system control) before being routed to the Transfer Return extension.

**NOTE:** The Attendant rings the extension once before giving control to the system, so the total number of rings the extension receives before a call returns is one more than the number entered here.

DIAL [#][1][0][5]  
DIAL number of rings  
Valid settings = 0–9 rings (0 = no return)  
Factory setting = 4 rings

### Night Service Group

If you program a Night Service button on the MLS-12D or MLS-34D phone at extension 10, you can use the Night Service button to turn the Attendant on and off.

**NOTE:** You cannot use this setup if you have programmed a System Password (#403).

DIAL [#][5][0][3] (Night Service Button)  
DIAL [1] to assign a Night Service button  
DIAL [#][5][0][4] (Night Service Group) ←  
DIAL Attendant extension number  
DIAL [1] to assign extension to the group  
PRESS [Central Tel Program]  
DIAL Attendant extension number  
Line buttons light up to show the lines assigned for the Attendant and the current Line Ringing  
PRESS each line button until "no ring" shows on display  
Calls will not ring at the Attendant except when Night Service is turned on  
PRESS [Central Tel Program][System Program]  
REPEAT for each Attendant you want to turn on and off—

### Ensuring Attendant Extensions Are Not in the Calling Group

Eliminates Attendant extensions from the Calling Group (factory setting is that the Attendant is not in the group).

DIAL [#][5][0][2] (Calling Group Extensions)  
DIAL Attendant extension number  
DIAL [2] to remove extension from group  
REPEAT all steps for each Attendant

### Automatic Extension Privacy

If the receptionist wants to be able to pick up calls after the Attendant has already answered (by pressing a line button), use this procedure to set the Automatic Extension Privacy feature for the Attendant extension to "Not Assigned" (set to "Assigned" if the receptionist should not pick up calls).

DIAL [#][3][0][4] (Automatic Extension Privacy)  
DIAL Attendant extension number  
DIAL [1] (Assigned) or  
[2] (Not assigned)  
REPEAT all steps for each Attendant

### Line Access Restrictions, Outgoing Call Restrictions, and Automatic Line Selection

This procedure ensures that the correct settings for Line Access Restrictions, Outgoing Call Restrictions, and Automatic Line Selection are programmed so the Attendant cannot inadvertently access outside lines.

Line Access Restrictions = Incoming only  
Outgoing Call Restrictions = No restriction  
Auto Line Selection = Intercom only

DIAL [#][2][0][2] (Line Access Restrictions)  
DIAL Attendant extension number  
DIAL a line number  
DIAL [2] (Incoming only)  
REPEAT for all lines assigned to the Attendant  
DIAL [#][4][0][1] (Outgoing Call Restrictions)  
DIAL Attendant extension number  
DIAL [1] (No restriction)  
PRESS [Central Tel Program]  
DIAL Attendant extension number  
PRESS [1][1]  
PRESS Left [Intercom] button  
PRESS [1][1]  
PRESS [Central Tel Program][System Program]  
REPEAT all steps for each Attendant

### Disallowed Phone Number Lists

For proper operation, no Disallowed Phone Number Lists should be assigned to the Attendant extension. If any are assigned, use this procedure to unassign them.

DIAL [#][4][0][5] (Disallowed Phone Number Lists)  
DIAL Attendant extension number  
DIAL List number (1–4)  
DIAL [2] (Not Assigned)  
REPEAT for all four lists  
REPEAT all steps for each Attendant

## Testing for Proper Operation

Follow boxed instructions below to ensure the Attendant answers and transfers calls correctly.

### Testing Basic Operation

*Test basic operation for both day and night operation.*

- ENTER Attendant Programming mode (see page 2-6)
- DIAL [**\***][**Z**][**5**][**1**] to ensure that the Attendant is in day mode
- EXIT Attendant Programming mode (see page 2-6)
- DIAL the phone number that is answered by the Attendant for your business (do not use a phone at a Destination extension)
- DIAL the appropriate digit to select the first route
- VERIFY that the phone begins to ring at the Destination extension corresponding to the desired route
- LET the call ring, verifying that the call returns to the Transfer Return extension (the number of rings before the call returns depends on the Transfer Return Rings setting)
- VERIFY that "Transfer from AA" appears on the display when the call goes to the Transfer Return extension (if that extension has a system display phone)
- REPEAT above steps for each route, including Route 0  
*It is not necessary to test the Transfer Return extension more than once per Attendant.*
- ENTER Attendant Programming mode
- DIAL [**\***][**Z**][**5**][**2**] to ensure that the Attendant is in after-hours mode
- EXIT Attendant Programming mode (see page 2-6)
- REPEAT steps (except for testing the Transfer Return extension)
- ENTER Attendant Programming mode
- DIAL [**\***][**Z**][**5**][**0**] to resume normal operation
- EXIT Attendant Programming mode (see page 2-6)

### Testing Secondary Destinations

*Follow the procedure below for each route that has a Secondary Destination programmed.*

- MAKE the Primary Destination busy (see page 1-2) to ensure that the call goes to the Secondary Destination—on a standard phone, pick up the handset; on a system phone, turn on Do Not Disturb or go into programming mode
- REPEAT steps under "Testing Basic Operation" (except for testing the Transfer Return extension)
- VERIFY that the phone rings at the Secondary Destination

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## Planning Form



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This appendix is a two-page planning form to use for recording the setup decisions described in Chapter 1. Use a pencil in case you want to change the setup later.

If you have more than one Attendant, use photocopies of the form. Additional blank forms can be obtained from the AT&T Customer Information Center at 1 800 432-6600 in the U.S., or 1 800 255-1242 in Canada. The order number for the planning form is 518-600-110.

# PARTNER Plus Attendant Planning Form

(complete one form for each Attendant)

Attendant: \_\_\_\_\_

## System Programming

**Attendant Extension:** \_\_\_  
System extension where Attendant is connected

**Call Answering Mode:**

- Immediate. Attendant answers first (immediate Line Ringing for Attendant; delayed or no ring for receptionist)
- Backup. Receptionist answers first (immediate Line Ringing for receptionist; delayed ring for Attendant)

**Attendant in Night Service Group**

Extension 10 should be able to turn Attendant on and off using Night Service button (The Attendant extension cannot be in the Night Service Group if System Password is programmed).

**Automatic Extension Privacy**

- Receptionist can pick up calls after Attendant has already answered (Privacy "not assigned")
- Receptionist cannot pick up calls after Attendant has already answered (Privacy "assigned")

**Attendant Transfer Return Extension:** \_\_\_  
System extension where calls transferred by the Attendant return if the Destination extension does not answer

**Transfer Return Rings:** \_\_\_

(0-9 rings; factory setting is 4 rings) Number of times a call rings Destination extension before returning to Transfer Return extension (Attendant rings once before giving control of call to system, so total number of rings is one more than this setting).

**Lines Attendant Will Answer:**

- Line 1    Line 2    Line 3    Line 4
- Line 5    Line 6    Line 7    Line 8
- None (2nd-level Attendants)

## Attendant Programming

**Answer Delay:** \_\_\_ rings during day  
\_\_\_ rings at night

1-15 rings (factory setting is 1 ring). Number of times incoming call will ring before Attendant answers. If multiple Attendants are answering the same lines, set the Answer Delay differently on each Attendant.

**Automatic Tries to Route 0:** \_\_\_ tries during day  
\_\_\_ tries at night

1-20 tries (factory setting is 3 tries). Number of times Attendant will automatically transfer a call to route 0 when caller does not dial a route or extension number. After the specified number of tries, the Attendant will hang up.

**Business Schedule**

Specify times as a.m. or p.m., or enter in military notation  
(9:00 a.m. = 09:00;  
9:00 p.m. = 21:00)

- Check here instead if schedule is Monday-Friday 8:30- 5:00 p.m. (factory setting)

(same hours all 7 days) Entire week

**Business Days**

- Sunday
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- or
- Entire week

**Opening Time**

\_\_\_\_\_:\_\_\_\_\_  
\_\_\_\_\_:\_\_\_\_\_  
\_\_\_\_\_:\_\_\_\_\_  
\_\_\_\_\_:\_\_\_\_\_  
\_\_\_\_\_:\_\_\_\_\_  
\_\_\_\_\_:\_\_\_\_\_  
\_\_\_\_\_:\_\_\_\_\_  
\_\_\_\_\_:\_\_\_\_\_

**Closing Time**

\_\_\_\_\_:\_\_\_\_\_  
\_\_\_\_\_:\_\_\_\_\_  
\_\_\_\_\_:\_\_\_\_\_  
\_\_\_\_\_:\_\_\_\_\_  
\_\_\_\_\_:\_\_\_\_\_  
\_\_\_\_\_:\_\_\_\_\_  
\_\_\_\_\_:\_\_\_\_\_  
\_\_\_\_\_:\_\_\_\_\_

		DAY ROUTE PLAN			NIGHT ROUTE PLAN		
Rte	Business Function	Destination Ext.	Name	* Dis-connect	Destination Ext.	Name	* Dis-connect
0		Primary:			Primary:		
		Secondary:			Secondary:		
1		Primary:			Primary:		
		Secondary:			Secondary:		
2		Primary:			Primary:		
		Secondary:			Secondary:		
3		Primary:			Primary:		
		Secondary:			Secondary:		
4		Primary:			Primary:		
		Secondary:			Secondary:		
5		Primary:			Primary:		
		Secondary:			Secondary:		
6		Primary:			Primary:		
		Secondary:			Secondary:		
7		Primary:			Primary:		
		Secondary:			Secondary:		
8		Primary:			Primary:		
		Secondary:			Secondary:		
9		Primary:			Primary:		
		Secondary:			Secondary:		

\* Check this Column (✓) if Attendant should hang up when this route is chosen (especially useful at night when Attendant's greeting gives no choice of routes).

## Announcements

	Standard Announcement	If Your Announcement Is Different	Duration (secs*)
<b>Day</b>	Thank you for calling _____. If you know the two-digit extension you want and are at a touch-tone phone, please dial it now: For _____, press 1 now. For _____, press 2 now. For _____, press 3 now. For _____, press 4 now. For _____, press 5 now. Or stay on the line for assistance.	_____ _____ _____ _____ _____ _____ _____ _____	_____ _____ (20 secs)
<b>Night</b>	Thank you for calling _____. Sorry we're closed now. Please call again tomorrow during our business hours: _____ _____ Good night.	_____ _____ _____ _____	_____ _____ (14 secs)
<b>Day Transfer Fail</b>	Sorry, that extension is unavailable. Please hold for assistance or try again. For _____, press 1. For _____, press 2. For _____, press 3. For _____, press 4. For _____, press 5.	_____ _____ _____ _____ _____ _____	_____ _____ (15 secs)
<b>Hold</b>	Please hold.	_____ _____ _____	_____ _____ (05 secs)
<b>Night Transfer Fail</b>	Sorry, that extension is unavailable. Please hold for assistance or try again.	_____ _____ _____	_____ _____ (10 secs)

\* Time your announcements; if any exceed the default duration (shown in parentheses), enter the number of seconds in the blanks provided. **The total duration of all messages cannot exceed 64 seconds.**

**Notes**

# PARTNER Plus Attendant Planning Form

(complete one form for each Attendant)

Attendant: \_\_\_\_\_

## System Programming

**Attendant Extension:** \_\_\_\_  
System extension where Attendant is connected

**Call Answering Mode:**

- Immediate. Attendant answers first (immediate Line Ringing for Attendant; delayed or no ring for receptionist)
- Backup. Receptionist answers first (immediate Line Ringing for receptionist; delayed ring for Attendant)

**Attendant in Night Service Group**  
Extension 10 should be able to turn Attendant on and off using Night Service button (The Attendant extension cannot be in the Night Service Group if System Password is programmed).

**Automatic Extension Privacy**

- Receptionist can pick up calls after Attendant has already answered (Privacy "not assigned")
- Receptionist cannot pick up calls after Attendant has already answered (Privacy "assigned")

**Attendant Transfer Return Extension:** \_\_\_\_  
System extension where calls transferred by the Attendant return if the Destination extension does not answer

**Transfer Return Rings:** \_\_\_\_  
(0-9 rings; factory setting is 4 rings) Number of times a call rings Destination extension before returning to Transfer Return extension (Attendant rings once before giving control of call to system, so total number of rings is one more than this setting).

- Lines Attendant Will Answer:**
- Line 1    Line 2    Line 3    Line 4
  - Line 5    Line 6    Line 7    Line 8
  - None (2nd-level Attendants)

## Attendant Programming

**Answer Delay:** \_\_\_\_ rings during day  
\_\_\_\_ rings at night

1-15 rings (factory setting is 1 ring). Number of times incoming call will ring before Attendant answers. If multiple Attendants are answering the same lines, set the Answer Delay differently on each Attendant.

**Automatic Tries to Route 0:** \_\_\_\_ tries during day  
\_\_\_\_ tries at night

1-20 tries (factory setting is 3 tries). Number of times Attendant will automatically transfer a call to route 0 when caller does not dial a route or extension number. After the specified number of tries, the Attendant will hang up.

**Business Schedule**  
Specify times as a.m. or p.m., or enter in military notation  
(9:00 a.m. = 09:00;  
9:00 p.m. = 21:00)

- Check here instead if schedule is Monday-Friday 8:30-5:00 p.m. (factory setting)

(same hours all 7 days) Entire week

**Business Days**

- Sunday
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- or

**Opening Time**

\_\_\_\_ : \_\_\_\_

\_\_\_\_ : \_\_\_\_

\_\_\_\_ : \_\_\_\_

\_\_\_\_ : \_\_\_\_

\_\_\_\_ : \_\_\_\_

\_\_\_\_ : \_\_\_\_

\_\_\_\_ : \_\_\_\_

\_\_\_\_ : \_\_\_\_

**Closing Time**

\_\_\_\_ : \_\_\_\_

\_\_\_\_ : \_\_\_\_

\_\_\_\_ : \_\_\_\_

\_\_\_\_ : \_\_\_\_

\_\_\_\_ : \_\_\_\_

\_\_\_\_ : \_\_\_\_

\_\_\_\_ : \_\_\_\_

\_\_\_\_ : \_\_\_\_

		DAY ROUTE PLAN			NIGHT ROUTE PLAN		
Rte	Business Function	Destination Ext.	Name	★ Disconnect	Destination Ext.	Name	★ Disconnect
0		Primary:			Primary:		
		Secondary:			Secondary:		
1		Primary:			Primary:		
		Secondary:			Secondary:		
2		Primary:			Primary:		
		Secondary:			Secondary:		
3		Primary:			Primary:		
		Secondary:			Secondary:		
4		Primary:			Primary:		
		Secondary:			Secondary:		
5		Primary:			Primary:		
		Secondary:			Secondary:		
6		Primary:			Primary:		
		Secondary:			Secondary:		
7		Primary:			Primary:		
		Secondary:			Secondary:		
8		Primary:			Primary:		
		Secondary:			Secondary:		
9		Primary:			Primary:		
		Secondary:			Secondary:		

★ Check this column (✓) if Attendant should hang up when this route is chosen (especially useful at night when Attendant's greeting gives no choice of routes).

## Announcements

	Standard Announcement	If Your Announcement Is Different	Duration (secs*)
<b>Day</b>	Thank you for calling _____. If you know the two-digit extension you want and are at a touch-tone phone, please dial it now: For _____, press 1 now. For _____, press 2 now. For _____, press 3 now. For _____, press 4 now. For _____, press 5 now. Or stay on the line for assistance.	_____ _____ _____ _____ _____ _____ _____ _____	_____ _____ (20 secs)
<b>Night</b>	Thank you for calling _____. Sorry we're closed now. Please call again tomorrow during our business hours: _____ _____ Good night.	_____ _____ _____ _____	_____ _____ (14 secs)
<b>Day Transfer Fail</b>	Sorry, that extension is unavailable. Please hold for assistance or try again. For _____, press 1. For _____, press 2. For _____, press 3. For _____, press 4. For _____, press 5.	_____ _____ _____ _____ _____ _____	_____ _____ (15 secs)
<b>Hold</b>	Please hold.	_____ _____ _____	_____ _____ (05 secs)
<b>Night Transfer Fail</b>	Sorry, that extension is unavailable. Please hold for assistance or try again.	_____ _____ _____	_____ _____ (10 secs)

\* Time your announcements; if any exceed the default duration (shown in parentheses), enter the number of seconds in the blanks provided. **The total duration of all messages cannot exceed 64 seconds.**

**Notes**

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## Troubleshooting

# B

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If you have difficulty installing, programming, or using the Attendant, use the information in this appendix to attempt to solve the problem. If you still need help, AT&T customer support personnel are ready to assist you.

In the U.S. call this toll-free number 24 hours a day:

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

In Canada, call the nearest Technical Assistance Center:

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

## Power Failure

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During a power failure, the Attendant can retain all of its programming information (routes, business schedule, security code, etc.) up to eight weeks, and all recorded announcements up to three hours, if the Attendant's battery was fully charged and switches 1 and 2 were in the ON position at the time of the power failure.

For example, if a power failure occurs after business hours, your announcements may be lost after three hours. To find out whether this has occurred, call the number answered by the Attendant. If your call is answered but no announcement plays, the announcements have been lost. You must rerecord all of your announcements (see page 2-7); but you probably will not need to reprogram the Attendant.



## Out-of-Service Codes

If the Attendant detects a serious problem, it automatically goes into an out-of-service state. This means the Attendant will not answer calls (the caller hears ringing but the Attendant will not pick up the call). The "battery" light on the front panel blinks 1 to 10 times, pauses, then repeats the pattern. The pattern indicates why the Attendant is out of service. Refer to Table B-1 to determine the problem and solution.

Number of Blinks	Problem	Solution
1	Announcements were not recorded or were erased (slow blink) or Attendant cannot compute battery level (fast blink)	Slow blink—record announcements (see page 2-7) Fast blink—depress reset button on back panel
2	Unable to turn Voice Recorder off	Depress reset button on back panel
3	Unable to turn Voice Recorder on	Depress reset button on back panel
4	Unable to turn Voice Playback off	Depress reset button on back panel
5	Unable to turn Voice Playback on	Depress reset button on back panel
6	Announcement detected with no time allocation	Depress reset button on back panel, then reallocate time for announcement (see page 2-7)
7	Attempt made to play an unrecorded announcement	Depress reset button on back panel, then record announcement (see page 2-7)
8	RAM constants pool corruption detected	Depress reset button on back panel
9	ROM check-sum error detected	Depress reset button on back panel
10	Invalid value read from real-time clock	Depress reset button on back panel, then reprogram the clock (see page 2-6)

**Table B-1 Out-of-Service Codes**

If the problem is not solved, call the Helpline at 1 800 628-2888 (in U.S. only—for assistance in Canada, see inside front cover).

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## **Invalid Extensions and Routes**

If a caller dials an invalid extension, the way the Attendant transfers the call depends on the extension the caller tries to dial:

- If the caller dials the number for an extension on a 206 module that does not have a phone connected to it, or for an extension on a 200 module, the Attendant detects ringback. (Although the 200 module has no extension jacks, it still has six extension numbers allotted to it.) After five rings the call returns to the Transfer Return extension.
- If the caller dials an extension number for which there is no control unit module, the Attendant detects a busy signal, retrieves the call, and plays the Transfer Fail announcement.
- If the caller presses a single digit not programmed as a route, the Attendant transfers the call to the Destination extension for Route 0. In the ABC Supermarket example in Chapter 1, if the caller presses 4 (a non-existent route because ABC has only routes 0-3), the operator gets the call.
- If the caller dials extensions 34–39, the call is transferred to Route 0.
- If the caller dials any other invalid number, the Attendant ignores the last digit(s) and transfers the call according to the above rules. For example, if a caller dials 69, the Attendant treats the action as a "6" and transfers the caller to Route 0 if 6 is not a valid route. (If 6 is a valid route, the Attendant transfers the call to the Destination extension for Route 6).

## **Silence or Dial Tone Upon Answering an Attendant-Transferred Call**

If a caller hangs up before the Attendant completes a transfer, the call may continue to ring at the Destination extension (or its Transfer Return extension). The user who picks up the phone will hear silence or a dial tone. If the user has a system display phone (MLS-34D or MLS-12D), the display message on the phone indicates the cause of the problem:

- If the display message is "Transfer from AA," decrease the Transfer Return Rings (see page 2-11).
- If the display message is the Attendant extension number, increase the number of seconds a caller has to finish dialing a route or extension before getting transferred to Route 0, Adjust the Dialing Delay as follows:
  1. Dial the number answered by the Attendant.
  2. When the Attendant answers, enter [ **x** ] *security code* [ **#** ].
  3. Dial [ **x** ] [ **2** ] [ **0** ] [ **0** ] [ **3** ].
  4. Dial the number of seconds.  
*Valid settings are 2–10 seconds; the default setting is 4 seconds.*
  5. Dial [ **#** ].
  6. Hang up to end programming.

---

## **Attendant Disconnects Callers After They Select Routes**

This problem occurs if the Attendant extension is in the Night Service Group and there is a System Password programmed. You cannot program a System Password if you put Attendants in the Night Service Group.

Also be sure that each Attendant does not have Outgoing Call Restrictions and does not have any Disallowed Phone Number lists assigned to it.

See page 2-11 for programming instructions.

---

## **Caller Hears Initial Announcement More Than Once**

Check the Transfer Return extension for each Attendant (in System Programming), to make sure that calls return to the receptionist when Destination extensions do not answer. (See "Testing for Proper Operation" in Chapter 2.)

Try to isolate the problem to a specific route. If this can be done, reprogram the route.

Specify the maximum and minimum extensions on the system:

1. Dial the number answered by the Attendant.
2. When the Attendant answers, enter [ \* ] *security code* [ # ] .
3. Dial [ \* ][ 9 ][ Z ][ 9 ][ 9 ] .
4. Dial [ 1 ][ 9 ] (the lowest 2-digit extension number for your system).
5. Dial [ # ][ # ] .
6. Dial [ \* ][ 9 ][ Z ][ 1 ][ 9 ] .
7. Dial [ 9 ][ 9 ] (the highest 2-digit extension number available for your system).
8. Dial [ # ][ # ] to end the command sequence.
9. Hang up to end the programming session.

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## Specifications

# C

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<b>System Equipment Required</b>	<p>One PARTNER Plus system processor module required (Release 2 or greater)</p> <p>At least one 200 or 206 module per Attendant is required on the system. Maximum four Attendants per PARTNER Plus system.</p> <p>Attendant must connect to a Release 2 or greater 206 module and can plug into any extension jack except 10, 16, 22, or 28</p> <p>System telephones at Destination extensions strongly recommended (AT&amp;T models MLS-6, MLS-12, MLS-12D, MLS-34D, or MLC-6)</p>
<b>Mounting Location</b>	<p>Within 10 feet of the PARTNER Plus control unit and within 5 feet of a properly grounded power outlet not controlled by a switch (connection to same power source as control unit strongly recommended)</p> <p>Wall mounting optional but recommended. Mounting bracket supplied; #10 or smaller screw required (not supplied)</p> <p>DO NOT stack multiple Attendants.</p>
<b>Environmental</b>	<p>Temperature: 32° to +104°F (0° to +40°C)</p> <p>Humidity: 0 to 95%, noncondensing</p>
<b>Dimensions</b>	<p>5.5 in W x 10.9 in D x 1.6 in H</p> <p>2.2 cm W x 4.3 cm D x 6.3 cm H</p>
<b>Weight</b>	<p>2 lb (4.4 kg)</p>
<b>Electrical</b>	<p>Voltage: 115 VAC ± 10%</p> <p>Frequency: 60 Hz</p> <p>Power consumption: 7 VA</p>
<b>Battery</b>	<p>Trickle-charged NiCad</p> <p>Lithium coin cell</p> <p>Recharge time: 18 hours</p>

<b>Power Failure Operation</b>	<p>Programming (except recorded announcements) saved eight weeks after power failure if battery is fully charged at time of power failure</p> <p>Recorded announcements saved 3 hours</p>
<b>Telephone Line Management</b>	<p>Analog loop start</p> <p>Ring detection</p> <p>DTMF dialer/receiver</p> <p>Call progress detection</p>
<b>Serial Port</b>	<p>RS-232C</p> <p>9600 bits per second, full duplex</p> <p>8 data bits, no parity, 1 stop bit</p> <p>XON/XOFF protocol</p> <p>8-conductor modular jack</p>
<b>Voice Announcements</b>	<p>Real-time, natural speech</p> <p>ADPCM analysis, compression, storage, and synthesis</p> <p>Sampling rate: 8 KHz</p> <p>Total announcement time: 64 seconds</p> <p>5 announcement tracks</p>
<b>Visual Indicators</b>	<p>AC power</p> <p>Battery OK</p> <p>Off-hook (talking)</p>
<b>Regulatory Approvals</b>	<p>FCC Part 15 (EMI), Class A approved</p> <p>FCC Part 68 (telephone) approved</p> <p>Registration number: GRM3U8-19187-CIE</p> <p>Ringer equivalence (REN): 1.0B</p> <p>Jack (USOC): RJ11, RJ12, RJ13</p> <p>Meets or exceeds U.L. 1459</p> <p>U.L. listed power supply</p>

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