



**PARTNER<sup>®</sup>**  
**Advanced Communications System**

Quick Reference Guide

518-456-804  
Comcode 108848250  
Issue 1  
October 2000

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

## **Federal Communications Commission Statement**

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instructions, 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 be required to correct the interference at his own expense. This system is Class B compliant in some configurations. For additional FCC information, see the PARTNER Customer Support Document.

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## Important Safety Instructions

The following list provides basic safety precautions that should always be followed when using your telephone equipment.

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug all telephone connections before cleaning. **DO NOT** use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
4. This product should be serviced by (or taken to) a qualified repair center when service or repair work is required.
5. **DO NOT** use this product near water, for example, in a wet basement location.
6. **DO NOT** place this product on an unstable cart, stand or table.
7. Never push objects of any kind into slots or openings as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
8. **DO NOT** use the telephone to report a gas leak in the vicinity of the leak.



### CAUTION:

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

**SAVE THESE INSTRUCTIONS**

## We'd like your opinion . . .

We welcome your feedback on this document. Your comments can be of great value in helping us improve our documentation.

**PARTNER® Advanced Communications System**  
**Quick Reference**  
**Issue 1, October 2000**  
**518-456-804, Comcode 108848250**

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# 1 Getting Acquainted



## Welcome

This quick reference is designed to help you program the PARTNER® Advanced Communications System (ACS). It provides procedures for customizing your system after it is initially installed and for programming everyday tasks you perform in order to manage your system.

Prior to using this guide, you should become familiar with the *PARTNER® Advanced Communications System Installation, Programming, and Use* guide, which describes the system in detail and provides procedures for programming all of the system's features and capabilities.

This chapter provides a system overview that describes the capacities, modes of operation, components, and auxiliary equipment of the system.

## System Overview

The PARTNER® Advanced Communications System (ACS) is located on a company's premises and is available in three configurations:

- Stand-alone processor module
- 2-slot carrier (processor module and one line and extension module)
- 5-slot carrier (processor module and up to four line and extension modules)

Using these lines and extensions, you can add various devices and telephones to configure your system to meet your business needs (see the figure, "System Configurations," that follows). For detailed information about PARTNER ACS hardware, see the *PARTNER Advanced Communications System Installation, Programming, and Use* guide.



**CONTROL UNIT**

**PARTNER ACS Processor Module**

Grounding Screw

Contact Closure Jack

SMDR Jack

PC Card Slots (2)

Power LED

PAGE Jack

Outside Line Jacks (3)

MUSIC-ON-HOLD Jack (for RCA phono plug)

Extension Jacks (8)

Battery Compartment

**Optional Carriers**

5-Slot Carrier

2-Slot Carrier

**Optional Devices (for the control unit)**

Serial Printer

Paging System

PARTNER MAIL VS Voice Messaging System

Call Accounting Terminal (Basic or Plus)

Contact Closure Adjunct

Magic on Hold deck

PC Cards

- Backup/Restore
- ASA/DXD (R2.0 or later)
- Software upgrade (R1.0 or later)
- Remote Access (R3.0 or later)
- PARTNER Voice Messaging

**SYSTEM PHONES**

PARTNER-34D® Phone (with optional PARTNER-CA48 Intercom Autodialer)

TransTalk™ Wireless Phones

PARTNER-18D® Phone

PARTNER-6® Phone

PARTNER-18® Phone

**Optional Modules**

206 Module

400 Module

308EC Module

**Optional Devices (for extension jacks)**

PARTNER MAIL Voice Messaging System

Standard Phone

Answering Machine

Fax Machine

Alert

Doorphone

PassageWay Adapter

System Configurations

# System Capacity

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

- PARTNER ACS Release 1.0 and 1.1 systems allow up to 15 lines and up to 32 extensions; however, these maximums cannot be achieved simultaneously.
- PARTNER ACS Release 2.0 or later systems allow up to 19 lines and up to 40 extensions; however, these maximums cannot be achieved simultaneously.

**NOTE** ► If you want to install a PARTNER MAIL VS module, keep in mind that it uses one of the slots in the carrier, which reduces the system line and extension capacity.

# System Components

The system components include the processor module, the optional line and extension modules, and the telephones. See the *PARTNER ACS Installation, Programming, and Use* guide for more details.

## System Components

System Components	Description
Processor Module	<p>Provides the software intelligence that controls the system’s features. It has jacks for three outside lines and eight enhanced tip/ring extensions. The module has a grounding screw and jacks for the following:</p> <ul style="list-style-type: none"><li>• Music-On-Hold audio source</li><li>• Loudspeaker paging system</li><li>• Two Contact Closures</li><li>• A call reporting device, such as an SMDR printer.</li></ul>

System Components—Continued

System Components	Description
Line and Extension Modules	Installed in a carrier, these modules provide additional outside line jacks and/or extension jacks. The 2-slot carrier configuration can hold two modules. The 5-slot carrier configuration can hold five modules.
Telephones	The PARTNER-34D, PARTNER-18D, PARTNER-18, and PARTNER-6 telephones and the PARTNER CA48 Call Assistant Intercom Autodialer are products specifically designed to work with the system. You can also use MLS-series and TransTalk® 9000-series and industry standard single-line rotary or touch-tone telephones with the system.

Auxiliary Equipment

The following table provides a list of other equipment that is available for use with the system. See the *PARTNER ACS Installation, Programming, and Use* guide for more details.

- |                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• Voice Messaging Systems</li><li>• Answering Machine</li><li>• Modems</li><li>• Doorphones</li><li>• Music-On-Hold Systems</li><li>• Speakerphones</li><li>• Specialty Handsets</li><li>• Off-Premises Range Extender (OPRE)</li><li>• Electromagnetic Interference (EMI) Filters</li></ul> | <ul style="list-style-type: none"><li>• Fax Machines</li><li>• Credit Card Scanners</li><li>• Contact Closure Adjunct</li><li>• Loudspeaker Paging System</li><li>• Extra Alerts</li><li>• Headsets</li><li>• PCMCIA Cards</li><li>• In-Range Out-of-Building (IROB) Protectors</li></ul> |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

# 2 Installing Your System



## Overview

This chapter explains how to install the PARTNER® Advanced Communications System (ACS) Releases 1.0, 1.1, 2.0, 3.0, or later. The information applies to all releases unless otherwise specified.

The installation of the PARTNER ACS involves the following:

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

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

## Evaluating the Environment

Before you begin the physical installation of the system, you must check that all environmental factors are within the acceptable ranges. See the *PARTNER ACS Installation, Programming, and Use* guide for more details.

## Installing the Control Unit

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



### **WARNING:**

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

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

- Wall-mount the control unit.
- Label the jacks.
- Ground the system.
- Insert the batteries into the processor module.
- Initializing the system.
- Check the LEDs on the modules.
- Install the cover (5-slot carrier only).

---

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

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

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

- 1 Using the enclosed template, mark the screw locations on the wall.
- 2 Hold the processor module against the wall with the line and extension jacks facing left. Leave at least 1 foot (0.3 meters) clearance at the top, front, and right side, and at least 2 feet (0.6 meter) at the bottom and left side.
- 3 Insert a #8 sheet metal screw into the screw hole at the top of the processor module.
- 4 If you are installing a second module, go to Step 4. If you are *not* installing a second module (stand-alone configuration):
  - a Insert another #8 sheet metal screw into the screw hole at the bottom of the module.
  - b Tighten the screws until the mounting tracks are snug against the wall. There must be a 3/8 inch (1 cm) gap between the wall and the rest of the module. Do not overtighten the screws or the module will warp and fail to operate.
  - c Go to the next procedure, "Labeling Jacks," on page 9.
- 5 Remove the clear plastic protectors from the connectors on the right side of the wall-mounted PARTNER ACS processor module and the module to be added by grasping the tabs on the ends of the protector and lifting.
- 6 Slide the second module onto the PARTNER ACS processor module, making sure the mounting tracks interlock.
- 7 Attach the 2-slot carrier to the top right side of the two modules, properly engaging the connectors on the modules to the carrier.
- 8 Fasten the carrier to the modules by using the two #4 screws included with the carrier.
- 9 Insert the 3-1/2 inch #8 screw into the bottom of the modules. Tighten it until the mounting tracks of the PARTNER ACS processor module are flush against the wall. Do not overtighten or the module will warp. Then go to the next procedure, "Labeling Jacks," on page 9.

---

## Wall-Mounting a 5-Slot Carrier and Modules

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

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

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

- 1 Using the enclosed template, mark the screw locations on the wall. If you are mounting the carrier on plywood, start four #12 screws supplied with the carrier, leaving the screw heads extending approximately 1/4 inch (0.64 cm) from the wall. If you are mounting on drywall, use wall anchors, which must be purchased separately.
- 2 Before installing any modules, make sure the clear, plastic protector has been removed from the connector area on the rear of each module. To remove the protector, grasp the tabs on the ends of the protector and lift.
- 3 Insert the PARTNER ACS processor module in the center slot of the carrier.
- 4 In the other slots, from left to right, first install the 308EC or 206 modules, followed by the 400 or 200 modules. Align the module carefully in the appropriate slot. For proper engagement of the connectors, the module must be inserted straight into the carrier. Once the module is properly seated, firmly push the center of the module until the connectors on the module lock into place. A slight click indicates the connectors are engaged.

**NOTE** ► *308EC and 206 modules must be to the left of any 200 and 400 modules.*

**CAUTION:**

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

---

## Labeling Jacks

After you have mounted the control unit on the wall, you must label the line and extension jacks. The line jacks are on the top of the modules, and the extension jacks on the bottom.

Follow these steps to label the line and extension jacks:

- 1 Label the line jacks on the processor module, beginning with “1” at the top line jack.
- 2 Do one of the following:
  - For a 2-slot carrier, label the line jacks on the other module.
  - For a 5-slot carrier, label the line jacks on the other modules by starting with the leftmost module and ending with the rightmost module.
- 3 Label the extension jacks on the processor module, beginning with “10” at the topmost extension jack.
- 4 Do one of the following:
  - For a 2-slot carrier, label the extension jacks on the other module.
  - For a 5-slot carrier, label the extension jacks on the other modules by starting with the leftmost module and ending with the rightmost module.

---

## Grounding the System

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



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

---

## Inserting Batteries in the Processor Module

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



### CAUTION:

Batteries and battery cover are packaged in a separate box. If you are replacing batteries, the old batteries must be removed with the power on or the system's memory will be lost.

Follow these steps to insert the batteries:

- 1 Locate the battery compartment at the bottom of the PARTNER ACS processor module, below the extension jacks.
- 2 Push gently on the battery icon (the locking latch) and slide the battery icon up to cover the plus icon; this unlocks the battery assembly.
- 3 Remove the battery assembly by gently pulling the tab at the bottom of the battery compartment cover.
- 4 Insert two new AAA-size standard alkaline batteries into the metal battery clips by pushing them straight in, placing the negative (–) end of one battery into the bottom clip and the positive (+) end of the other battery into the top clip.

- 5 With the locking latch in the unlocked position (battery icon and “minus” icon visible), slide the battery assembly into the processor module along the battery guides on the inside of the battery compartment. Push the battery assembly in far enough that the edges of the assembly slip behind the plastic housing of the processor module.
- 6 Pressing lightly on the battery icon on the front of the battery assembly, slide the locking latch downward to secure the assembly in place. The “plus” icon and the battery icon should now be visible on the front of the battery assembly.

---

## Initializing the System

To initialize the system, you must insert any PC Card before powering up the system.

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

Follow these steps to initialize a system:

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



### **CAUTION:**

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

- 6 If this is the initial installation for a Release 3.0 installation, follow these additional steps:
- a Check the LEDs to make sure that the processor is on steady green for at least 15 seconds.
  - b Press **Feature** **00** **System Program** **System Program** **#** **989** at extension 10 or 11.
  - c Press **25327**.  
The system resets. You may proceed with the rest of the installation upon completion of the reset (about 15 seconds).

---

## Checking the LEDs

After you power up your system, check the green lights on the fronts of the modules:

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

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

## Connecting Lines and Extensions

**NOTE** ► *If extensions are not wired to any modular jacks, call a qualified service technician.*

Use the following procedure to connect lines and extensions:

- 1 Test for a dial tone at the network interface jacks before connecting outside lines to the control unit. For the test, connect a tip/ring telephone to the first network interface jack.

- a** Lift the handset and listen for a dial tone. (If there is no dial tone, contact your local telephone company before continuing.)
  - b** Repeat for each network interface jack.
- 2** Connect line cords to the line jacks on the modules. Start at the top with the line jacks on the processor module, and then move to the leftmost module. Fill each module before moving to the next module to the right.
- 3** Route each cord through the wire manager on the front of the module.
- 4** Connect the free end of each line cord to the appropriate network interface jack.
- 5** Test the lines by plugging a system telephone into extension jack 10. Press the line button for each outside line and listen for a dial tone.
- 6** Test the extensions by doing the following:
  - Plug a system telephone into the first extension jack on each module.
  - Press the line button on the telephone for each outside line and listen for a dial tone.
- 7** Connect modular telephone cords to the extension jacks, starting at the top extension jack on the processor module. When that module is full, move to the leftmost module. Fill each module before moving on to the next module to the right.
- 8** Route each cord through the wire manager on the front of the module.
- 9** Connect the free end of each modular telephone cord to the modular wall jacks for system extensions.
- 10** Gather the line and extension cords hanging below the wire managers of the first two modules, and twist-tie or wire-wrap them. Repeat for the remaining cords. For the 5-slot carrier, place each bundle of wires in the indentations cut out of the bottom edge of the carrier.

## Installing the Cover

If you have a 5-slot carrier, it is important to install the cover to keep the modules dust-free and properly seated, and the system working efficiently. Install the cover for the 5-slot carrier by following these steps:

- 1 To cover the modules, grasp the upper edges of the cover and hold it squarely over the control unit.
- 2 Place the cover over the modules and make sure it fits firmly in place.
- 3 Insert the #6 screw into the tab on the lower front of the cover. Tighten the screw.

## Installing Telephones

After you have installed the control unit and have connected the line and extension cords, you are ready to install the telephones. Installing the telephones includes assembling, connecting, and testing the telephone. As desired, you also can connect an Intercom Autodialer to system telephones at operator extensions. See the *PARTNER® Advanced Communications System Installation, Programming, and Use* guide and the documentation that comes with the telephone.

## Connecting Auxiliary Equipment

You can connect many types of telecommunications devices to your system without expensive adapters or additional telephone lines—for example, answering machines, credit card scanners, and fax machines. Many tip/ring, single-line devices work with the system regardless of the manufacturer. See the *PARTNER® Advanced Communications System Installation, Programming, and Use* guide for further details about connecting auxiliary equipment, including voice messaging systems.

# 3 Setting Up Your System



## Overview

This chapter explains the basics of programming and the programming of features involved in the setup of the system, including the programming of a voice messaging system. Refer to the *PARTNER ACS Installation, Programming, and Use* guide for more detailed programming information.

## System Programming Basics

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

- **System Programming** allows you to customize the system to meet the needs of your business. When the system is first installed, it uses factory settings that reflect the most commonly used options. You can change system settings as needed.

You can perform System Programming from extension 10 or extension 11. Because an extension cannot be in programming mode and handle calls at the same time, you should use extension 11 for programming. By doing so, you can program without disrupting call handling at extension 10.

- **Telephone Programming** allows telephones to be customized to meet individual users' needs. There are two types of Telephone Programming, depending from where you program.
  - Centralized Telephone Programming—programming individual telephones from extension 10 or 11.

- Extension Programming—programming an individual system telephone from the extension to which it is connected.

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

**NOTES**

- *The PARTNER ACS Release 3.0 includes a PARTNER Remote Access PC Card, which allows you to program the system and perform backup and restore functions remotely or locally with a PC. The PARTNER Remote Access PC Card is a PCMCIA card that can also be used to upgrade previous versions of PARTNER ACS to Release 3.0. You must have additional PARTNER Remote PC-Software to program the system remotely.*
- *If you are installing a voice messaging system with the PARTNER ACS, you must assign the voicemail ports to Hunt Group 7 to avoid having the voicemail ports answering all calls immediately.*

---

## Programming Overlays

To do System Programming, you place a Programming Overlay over the dialpad of the system display telephone at extension 10 or 11. (Overlays are provided with the system documentation.)

You use the following special buttons while programming:

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

(If a procedure instructs you to press **(Next Procedure)** + **(Prev Procedure)**, pressing these buttons one after the other enables you to repeat the current programming procedure.)

- **(Next Item)** and **(Prev Item)** cycle forward and backward through a procedure's parameters. A parameter is typically an outside line, a pool, an extension, or a telephone list entry.
- **(Next Data)** and **(Prev Data)** cycle forward and backward through the valid entries. These buttons work only for fixed data, such as a line or extension number. They do not work for variable data such as date, time, password, telephone numbers, or doorphone assignments.
- **(Remove)** returns the current setting to the factory setting. When you are programming Line Assignment (#301), pressing **(Remove)** removes lines from an extension; when you are programming Pool Extension Assignment (#314), pressing **(Remove)** removes pools from an extension.
- **(Enter)** ends an entry of variable length, such as a telephone number in an Allowed Phone Number List.
- **(System Program)** starts the System Programming process.
- **(Central Tel Program)** starts the Centralized Telephone Programming process (to customize individual telephones centrally from extension 10 or 11).
- **(Feature)**, when followed by **00**, enters or exits programming mode.
- **(Wild)** enters a "wildcard" (a character that matches any digit dialed) in telephone numbers in Allowed Phone Number Lists (#407), Disallowed Phone Number Lists (#404), and the Forced Account Code List (#409).

---

## Button Locations

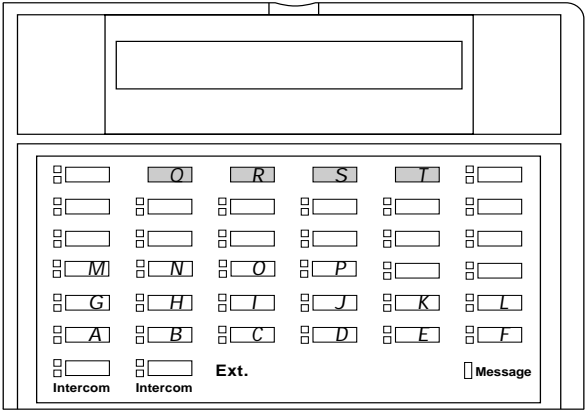
When you program from a PARTNER telephone at extension 10 or 11, the button you press on the telephone at the programming extension may be in a different location on the telephone being programmed. The following figure shows the relative location of buttons on each PARTNER telephone.

For example, the button labeled E on the PARTNER-34D telephone in the figure is in the bottom row. The equivalent button on the PARTNER-18D telephone is in the leftmost position of the second row from the bottom. If your system has a mix of PARTNER and MLS telephones, see Appendix D of the *PARTNER® Advanced Communications System Installation, Programming and Use* guide for

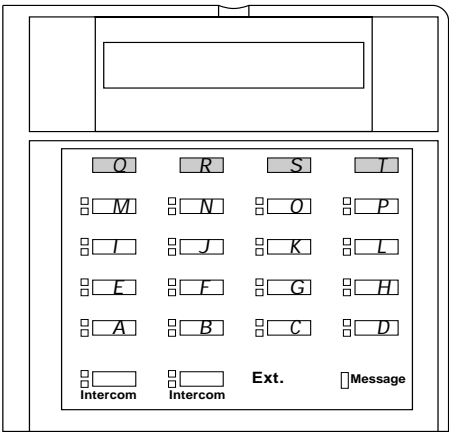


information about programming from a PARTNER to an MLS telephone or from an MLS to a PARTNER telephone.

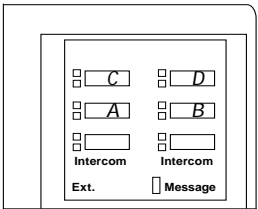
PARTNER-34D Phone



PARTNER-18D/18 Phone



PARTNER-6 Phone



Button Locations on PARTNER Telephones

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## Programming Mode

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

- 1 Place the Programming Overlay over the dialpad of the system display telephone at extension 10 or 11.
- 2 To enter programming mode, press **Feature** **0** **0**.
- 3 Press **System Program**.
- 4 Press **System Program** again.
- 5 Specify a programming procedure in one of two ways:
  - **Direct Method:** Dial the code for that procedure. System Programming procedures in this guide are identified by a # and a three-digit code (for example, System Date is #101). This method is best when you are using only a few procedures during a programming session and you know the codes.
  - **Cycle Method:** Cycle through the procedures in numerical order. Press **Next Procedure** and **Prev Procedure** to cycle forward and backward through the programming procedures. This method is best when you are using multiple procedures during a programming session, or if you do not know the codes.
- 6 To exit programming mode, you can press **Feature** **0** **0**. Or you can lift the handset and then place it back in the cradle.

---

## Changing Programming Type

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

---

## Using Centralized Telephone Programming

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

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

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

- 1 Place the Programming Overlay over the dialpad of the system display telephone at extension 10 or 11.
- 2 Press **Feature** **0** **0**.
- 3 Press **System Program**.
- 4 Press **System Program** again.
- 5 Press **Central Tel Program**.
- 6 Dial the extension number of the telephone to be programmed.

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

- 7 At this point, program the features that must use Centralized Telephone Programming.
- 8 To change the settings for another extension, press **Central Tel Program** then dial the new extension number.

- 9 To exit programming mode, you can press **Feature** **00**, or lift the handset and place it back in the cradle.

## Setting the Date, Day, and Time

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

- System Date (#101) to set the month, day, and year
- System Day (#102) to set the day of the week (for Release 2.0 and earlier systems)
- System Time (#103) to set the hour and minutes
- Automatic Daylight/Standard Times (#126) to automatically update the system clock

---

### System Date (#101)

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

To change the System Date:

- 1 Press **Feature** **00** **System Program** **System Program** **#** **1** **0** **1** at extension 10 or 11.
- 2 Enter today's date in the form "mmddy" (month, day, and year), including leading zeros for single-digit months or days. For example, to enter April 26, 2001, press **0** **4** **2** **6** **0** **1**.
- 3 Select another procedure, or exit programming mode.

---

## System Day (#102), Release 2.0 and Earlier

Use this feature to set the day of the week that appears on system display telephones.

**NOTE** ► *System Day is not applicable to Release 3.0 or later systems. In these releases, the system calculates the day of the week for you by using System Date (#101).*

To change the System Day:

- 1 Press **Feature** **00** **System Program** **System Program** **#102** at extension 10 or 11.
- 2 Change the day by entering the corresponding digit below or by pressing **Next Data** until the day entry you want appears:
  - 1 = Sunday (factory setting) ✓
  - 2 = Monday
  - 3 = Tuesday
  - 4 = Wednesday
  - 5 = Thursday
  - 6 = Friday
  - 7 = Saturday
- 3 Select another procedure, or exit programming mode.

---

## System Time (#103)

Use this feature to set the time that appears on system display telephones. Enter the time in 24-hour notation. In this scheme, the hours of the day are 0000 (12 midnight) to 2359 (11:59 p.m.). Since each time must have four digits, use leading zeros when necessary.

To change the System Time:

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

---

## Automatic Daylight/Standard Times (#126)

Available in Release 3.0 and later systems, this feature is turned on by default and automatically updates the system clock for annual Daylight Savings Time and Standard Time changes. If you are in an area that does not have daylight savings time, use the procedure below to turn off this feature.

To change the status of Automatic Daylight/Standard Time:

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

## Assigning Lines

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

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

**CAUTION:**

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

Refer to the *Installation, Programming, and Use* guide for more detail.

## Customizing Extensions

Use the following features to customize an extension:

- Coverage features
  - Line Coverage Extension (#208), to identify an extension as the “owner” of a specific outside line. A user at the extension can activate Call Coverage or VMS Cover for the specified line
  - Call Coverage Rings (#116 or #320 [Release 3.0 or later]), to specify the number of times a call should ring at the owner’s extension before it is sent to the covering extension, or VMS Cover Rings (#117 or #321 [Release 3.0 or later]) to specify the number of times a call should ring at the owner’s extension before it is sent to the owner’s voice mailbox
- Caller ID Call Log Line Association (#318), to select the lines to associate with extensions for logging unanswered calls. Users can view the Caller ID information for unanswered calls on the telephone’s display panel and autodial the numbers of the unanswered calls
- Caller ID Log Answered Calls (#317), to program extensions to log all answered Caller ID calls so calls can be viewed in the Caller ID Log
- Caller ID Log All Calls (#319), to program one extension to log all answered Caller ID calls and all unanswered Caller ID calls received at any extension on specific lines
- Display Language (#303), to specify the language (English, French, or Spanish) for messages that appear on a system display telephone
- Automatic Extension Privacy (#304), to prevent other extensions with the same line from joining a call at the extension. Also use this feature for extensions connected to a modem, fax, or any device whose function can be disrupted by someone trying to join it
- Forced Account Code features

- Forced Account Code Entry (#307), to prevent the extension from making an outside call until a required account code is entered
- Forced Account Code List (#409), to create a list of valid account codes; this ensures that only authorized users with valid account codes can make outside calls
- Call Waiting (#316), to identify tip/ring telephone extensions that can receive the system (not the local telephone company) call-waiting tone for a second incoming call when active on a call
- Outgoing Call Restriction (#401), to prevent the extension from making certain types of outgoing calls on all system lines
- Disallowed/Allowed List features
  - Disallowed List Assignments (#405), to assign one or more Disallowed Phone Number Lists to the extension
  - Disallowed Phone Number Lists (#404), to create the lists of outside numbers that extensions cannot dial
  - Allowed List Assignments (#408), to assign one or more Allowed Phone Number Lists to the extension
  - Allowed Phone Number Lists (#407), to create the lists of outside numbers that otherwise-restricted extensions can dial
- Pickup Group Extensions (#501), Calling Group Extensions (#502), Night Service Group Extensions (#504), and Hunt Group Extensions (#505), to place the extension in any of these groups
- Fax Machine Extensions (#601), Doorphone Extension (#604 and #605), Doorphone Alert Extensions (#606), AA Extensions (#607), External Hotline (#311), or Hotline (#603), to identify the extension as one of these equipment types

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## Copy Settings (#399)

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



## Changing Settings to Support PBX or Centrex Services

Your system may work behind a PBX or Centrex system.

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

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

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### Recall Setting

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

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### Dialing Restrictions

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

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

---

## Speed Dial and Auto Dial Numbers

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

## Emergency Phone Number List (#406)

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

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

Each telephone number can include up to 12 digits. Enter the telephone number exactly as you would dial it, including any toll prefixes.

To create an Emergency Phone Number List:




- 1 Press **Feature** **0** **0** **System Program** **System Program** **#** **4** **0** **6** at extension 10 or 11.
- 2 Select a list entry (01–10).
- 3 Enter the telephone number.
- 4 To save the telephone number in memory, you must press **Enter**.
- 5 Do one of the following:
  - To enter other telephone numbers, press **Next Item** to select a different list entry and repeat Steps 3 and 4.
  - To change the telephone number you just entered, press **Remove** and repeat Steps 3 and 4.
  - To delete the telephone number you just entered, press **Remove**.
- 6 Select another procedure, or exit programming mode.

## Voice Messaging Systems

Three voice messaging systems are compatible with your system.

- The PARTNER MAIL VS Voice Messaging System (PMVS) resides in the control unit in a 2- or 4-port configuration.
- PARTNER Voice Messaging (PVM) PC Card (2-port configuration only)
- The PARTNER MAIL System (2, 4 or 6-port configuration) is an auxiliary device that connects to the system through extension jacks.

The following programming procedures should be used if you are using any of these Voice Messaging Systems:

- 1 Assign the PARTNER MAIL VS extensions to Hunt Group 7 using Hunt Group Extensions (#505).
- 2 Set the Transfer Return Extension (#306) for each of the messaging system extensions to extension 10 (or other extension of your choosing). This ensures that unanswered calls transferred by the messaging system to extensions that do not have VMS Coverage return to the extension you designate as the Transfer Return Extension.
- 3 Program a VMS Cover button (Feature 15) on phones to allow subscribers to turn VMS Coverage on and off.
- 4 Program Line Coverage Extension (#208) to determine which subscriber's mailbox should receive unanswered calls that come in on the specified line.
- 5 Program a Voice Mailbox Transfer button (Feature 14) at extension 10 so that the operator can transfer calls directly to an extension's mailbox without first ringing its telephone. (This is useful when the operator knows that the subscriber is not available to answer the call.)
- 6 Program an Auto Dial button for the VMS Hunt Group (left intercom   ) on phones for one-touch dialing to the messaging system.
- 7 (PARTNER ACS R3.0 or later) Program VMS Cover Rings individually for subscriber extensions (#321) to determine how many times the extension should ring before the call is sent to the messaging system to be answered. (For all other PARTNER Systems: Program VMS Cover Rings for *all* subscriber extensions (#117).

- 8 Use Group Call Distribution (#206 option 1) to assign outside lines that require Automated Attendant Service to Hunt Group 7 (the VMS hunt group).
- 9 If Automated Attendant Service will be used, set the VMS Hunt Delay (#506) to meet your business's needs.
- 10 If Automated Attendant Service will be used, set the VMS Hunt Schedule (#507) to meet your business's needs.
- 11 If Automated Attendant Service will be used at night, make sure a Night Service Button (#503) is assigned at extension 10.
- 12 Assign appropriate Call Restrictions and Allowed or Disallowed Lists to voice messaging extensions.

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## Additional VMS Programming

To program the system for a voice mail system (VMS), you must program the following features. See the *PARTNER® Advanced Communications System Installation, Programming, and Use* guide for specific information.

- Automatic VMS Cover
- VMS Cover Ring
- VMS Hunt Delay
- VMS Hunt Schedule



# 4 Programming System Features

## Overview

This chapter describes the programming of a few of the most commonly used system-wide features:

- System Speed Dial
- Dialing Restrictions and Permissions
- Groups of Extensions

A table listing all the system-wide features (designated by a # code) appears later in this chapter.

## System Speed Dial

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

A System Speed Dial number can be up to 28 characters in length and can consist of the digits 0–9, **\***, **#**, and the special dialing characters. You assign the number to one of the codes 600 through 699.

To program System Speed Dial numbers:

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

- 3 Enter the number. For example, to program 555-4757, press **5554757**.

**NOTE** ▶ To mark the System Speed Dial number to override dialing restrictions, precede the number by a **(\*)**. For example, to mark the number 555-1001, press **(\*)5551001**.

- 4 Continue programming System Speed Dial numbers:
- To program another System Speed Dial number, start from Step 2.
  - To program over an existing number, enter the new number after selecting the three-digit code.
  - To remove a System Speed Dial number, enter the number's three-digit code and press **(Mic/HFA)** once.
- 5 Press **(Feature) 00** to exit programming mode.

## Dialing Restrictions and Permissions

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

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



### SECURITY ALERT:

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

---

## Allowed Phone Number Lists (#407)

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

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



### SECURITY ALERT:

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

To create a list of Allowed Phone Numbers:

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



- To create another list, press **(Next Procedure)** + **(Prev Procedure)** and go to Step 2.
- 7 Select another procedure by using **(Next Procedure)** + **(Prev Procedure)**, or exit programming mode.
- 

## Allowed List Assignments (#408)

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

To assign Allowed Phone Number Lists to an extension:

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

---

## Disallowed Phone Number Lists (#404)

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

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

To create a list of Disallowed Phone Numbers:

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

---

## Disallowed List Assignments (#405)

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

You must use Disallowed Phone Number Lists (#404) to create the lists of disallowed telephone numbers *before* you use this procedure.

To assign Disallowed Phone Number Lists to an extension:

- 1 Press **Feature** **00** **System Program** **System Program** **#** **4** **0** **5** at extension 10 or 11.
  - 2 Enter the number of the extension to be programmed.
  - 3 Enter the list number (1–8).
  - 4 To assign or unassign the list, press **Next Data** until the appropriate value appears.
    - 1 = Assigned to extension
    - 2 = Not Assigned to extension (the factory setting) ✓
  - 5 Do one of the following:
    - To assign or unassign another list for this extension, press **Next Item** or **Prev Item** until the list number appears on the display. Then repeat Step 4.
    - To program another extension, press **Next Procedure** + **Prev Procedure**, and begin at Step 2.
  - 6 Select another procedure, or exit programming mode.
- 

## Line Access Restriction (#302)

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

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

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

- 1 Press **Feature** **00** **System Program** **System Program** **#** **3** **0** **2** at extension 10 or 11.
- 2 At the **Extension:** prompt, enter the extension number to be programmed.
- 3 At the **Line:** prompt, enter the line number to be restricted at this extension.  
*The current restriction appears.*
- 4 To change the line restriction for this extension, press **Next Data** until the appropriate value appears.
  - 1 = No Restriction  
(calls permitted on that line; this is the factory setting) ✓
  - 2 = Out Only  
(can only make outside calls, not receive them, on that line)
  - 3 = In Only  
(can only receive calls, not make them, on that line)
  - 4 = No Access (cannot receive or make calls, but can join calls, receive transferred calls, or pick up calls on hold on that line)
- 5 Do one of the following:
  - To restrict another line at this extension, press **Next Item** or **Prev Item** until the line number shows on the display. Repeat Step 4.
  - To restrict another extension, press **Next Procedure** + **Prev Procedure** and begin at Step 2.
- 6 Select another procedure, or exit programming mode.

---

## Outgoing Call Restriction (#401)

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

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

- 1 Press **Feature** **00** **System Program** **System Program** **#** **4** **0** **1** at extension 10 or 11.
- 2 At the **Extension:** prompt, enter the number of the extension to be programmed.
- 3 To change the type of call restriction, press **Next Data** until the appropriate value appears:
  - 1 = No Restriction (can make toll, local, and intercom calls; this is the factory setting.) ✓
  - 2 = Inside (intercom) Only
  - 3 = Local (intercom and local) Only
- 4 To program another extension, press **Next Item** or **Prev Item** until the extension number shows on the display. Repeat Step 3.
- 5 Select another procedure, or exit programming mode.

## Groups of Extensions

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

### *Groups of Extensions*

Group...	Description...
<b>Calling Group # 502</b>	Group of extensions that can be called at the same time. Any user in the system can ring or page the entire Calling Group; the first extension to pick up the call is connected to the caller. This can be a useful feature for sales pools.
<b>Hunt Group # 505</b>	Group of extensions among which calls are automatically distributed. A Hunt Group lets you off-load calls from a single user. You can assign user extensions to Hunt Groups 1 through 6. Use Hunt Group 7 for voice messaging extensions and Hunt Group 8 for fax calls. This can be useful for customer service groups.
<b>Night Service Group # 504</b>	Group of extensions that can receive calls after hours. When Night Service is on and a call comes in, all extensions in the Night Service Group ring immediately, regardless of normal Line Ringing settings.
<b>Pickup Group # 501</b>	Group of extensions that can be picked up by other users. When a call rings at a Pickup Group extension, any other user in the system can answer the call by dialing the Pickup Group code. This can be useful when users need to answer calls on lines or pools not assigned to their telephones.
<b>Group Call Distribution # 206</b>	Group extensions that receive outside calls. Outside calls ring directly into a Hunt Group instead of being answered and transferred to the receptionist.



# 5 Programming Telephone Features

## Overview

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

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

Use Centralized Telephone Programming to program the Required Telephone Programming features presented in this chapter. The required features include:

- Automatic Line Selection
- Extension Name Display
- Line Ringing

## Automatic Line Selection

This feature determines the line or pool a user is connected to after lifting the handset or turning on the speaker to make a call. The system looks for lines or pools in the order specified by Automatic Line Selection and selects the first available line or pool.

At key extensions, with Automatic Line Selection at its factory setting, the system first searches to find an idle outside line in numerical order (starting with the lowest line number). If all outside lines are busy, the system searches for an idle intercom line. This order can be changed, however, to accommodate your business needs. For example, a telemarketing firm with a WATS line (line 5) to



reduce telephone expenses would set Automatic Line Selection for all telemarketers' extensions to "05, 01, 02, 03, 04, Intercom." This way the WATS line is selected first.

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

If a single-line telephone user intends to place intercom calls and access system features, Automatic Line Selection for his or her extension should be set to intercom first for proper operation.

To program Automatic Line Selection for an extension:

- 1 Press **Feature** **00** **System Program** **System Program** **Central Tel Program** at extension 10 or 11.
- 2 Enter the number of the extension to be programmed for Automatic Line Selection.
- 3 Press **\* \***.
- 4 Press the line, pool, or **Intercom** buttons in the desired order. The valid entries for Automatic Line Selection depend upon the type of extension:
  - Key Extension: Outside system lines, Left Intercom (the factory setting) ✓
  - Pooled Extension: Pool 880 button 1, button 2, Left Intercom, Right Intercom (the factory setting), Pools 881-883, individual lines
- 5 To exit Automatic Line Selection, press **\* \***.
- 6 Press **Central Tel Program** and enter a new extension number, or exit programming mode.

## Extension Name Display

You can assign a name to an extension: up to 20 characters long on PARTNER telephones or up to 12 characters long on MLS telephones. Then, when that

extension is used to make an intercom, group, or transferred call, the name appears on the system display telephone receiving the call. Similarly, users receiving a transfer return call see the name of the person assigned to the extension that did not answer the transferred call. The following table shows the valid character entries for Extension Name Display.

**Valid Character Entries**

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

To assign a name to an extension:

- 1 Press **Feature** **00** **System Program** **System Program** **Central Tel Program** at extension 10 or 11.
- 2 Enter the number of the extension to be programmed.
- 3 Press left **Intercom**.
- 4 Enter the two-digit code for each character you want to enter. For example, the name “Ed” is **3237**.

- 5 If you make a mistake, press **(Mic/HFAI)** to clear the display. Repeat Step 4 to enter the correct name.
- 6 Program a button for this extension or exit programming mode.

## Line Ringing

This feature determines how each outside line or pool assigned to an extension rings. You can specify Immediate Ring, Delayed Ring (telephone rings after a 20-second delay), or No Ring.

Delayed Ring is useful for backup coverage on shared lines or pools, such as for secretaries who cover each other's lines. No Ring is useful for all extensions except 10 when a operator answers all calls, or for telephones with no regular users, such as those in conference rooms.

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

- 1 Press **(Feature)** **(0)** **(0)** **(System Program)** **(System Program)** **(Central Tel Program)** at extension 10 or 11.
- 2 Enter the number of the extension to be programmed for Line Ringing. The green lights next to the line or pool buttons show the current Line Ringing settings for all lines or pools assigned to the extension. (If a line or pool is not assigned to a button, the green light next to that button is off.) The following ringing options can be shown by the green light next to the line or pool button:
  - Immediate Ring — on steady
  - Delayed Ring — flashes slowly
  - No Ring — flutters quickly
  - Immediate Ring is the factory setting for lines; No Ring is the factory setting for pools.
- 3 Press the line or pool button until the button light shows the correct setting (the setting for the currently selected line or pool also appears on the display).
- 4 Continue programming, or exit programming mode.

# 6 Maintaining Your System



## Overview

Once you have set up your system, you will need to maintain it. For example, changes in your business may require additional lines or extensions. And to prepare for emergencies such as power failures, you will want to back up all your customized feature settings so you can restore the system quickly.

## Backup and Restore

You should back up the system programming periodically onto a Backup/Restore PC Card, especially if you are changing the processor module or upgrading the system, or before and after any major programming changes. You can back up the programming automatically or manually. Occasionally you may have to restore programming from the backed-up file.

**NOTE** ► *The PARTNER ACS Release 3.0 includes a PARTNER Remote Access PC Card, which allows you or your Authorized Dealer to program the system and perform backup and restore functions remotely or locally with a PC.*

---

## Backup Programming—Automatic (#123)

Use this feature to set up the automatic backup of all programming (except the system date, day, and time). When Backup Programming—Automatic is set to

Active, the information is backed up at 2:00 a.m. on the first day of each month to a Backup/Restore PC Card.

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

See Chapter 7, “If Something Doesn’t Work,” for an explanation of these messages and suggested corrective actions, and for the procedure for clearing the Backup-Failure Alarm message.

To change the setting for Backup Programming—Automatic:

- 1 Check that only one Backup/Restore PC Card is in the processor module.
- 2 Press **Feature** **00** **System Program** **System Program** **#** **1** **2** **3** at extension 10 or 11.
- 3 To change the setting, press **Next Data** or **Prev Data** until the setting you want appears, or press **Remove** to return the setting to the factory setting. The possible settings are:
  - 1 = Active
  - 2 = Not Active (the factory setting) ✓
  - 3 = Backup Alarm Cleared
- 4 Exit programming mode.

For information about using Option 3, Backup Alarm Cleared, see “Clearing a Backup-Failure Alarm” on page 61.

---

## Backup Programming—Manual (#124)

Use this feature to manually back up all the programming (except the system date, day, and time) to a Backup/Restore PC Card.

To begin a manual backup of system settings:

- 1 Verify that only one Backup/Restore Card is in the processor module.
- 2 Press **Feature** **00** **System Program** **System Program** **#** **1** **2** **4** at extension 10 or 11.

If there is a problem, a message appears (see Chapter 7, “If Something Doesn’t Work” for explanations and corrective actions.)

If there is no problem, the display instructs you to press **Enter** to begin the backup.

**3** Press **Enter**.

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

If the backup failed, an error message appears (see Chapter 7, “If Something Doesn’t Work,” for explanations and corrective actions.)

- Backup Failed:Check Card
- Backup Failed:SystemBusy

**4** Exit programming mode.

---

## Restore Programming (#125)

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

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

To initiate a restore:

- 1** If you have a Backup/Restore PC Card installed, skip to Step 2. If you do not have a PC Card installed, see the *PARTNER PC Card Installation Instructions*.

2 Press **Feature** **0** **0** **System Program** **System Program** **#** **1** **2** **5** at extension 10 or 11.

3 Choose the backup file you want to use for the restore:

- 1 **MAN.mmddyy**, where “mmddyy” represents the date of the manual backup on this card
- 2 **AUTO.mmddyy**, where “mmddyy” represents the date of the automatic backup on this card

**NOTES**

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

4 Press **Enter** to start the restore.

If the system detects an error before beginning the restore, the bottom line of the display shows one of the following messages:

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

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

- When the restore has completed successfully, the bottom line of the display shows **Restore Complete** for two seconds. Then the system resets itself.

- If the restore is not successful, the display shows `Restore Failed` or `Restore Failed-Try Again` for two seconds. All calls in progress are disconnected and all of the system and telephone programming settings revert to the factory settings. You are no longer in System Programming mode. Try the restore again.

## Battery Replacement

The processor module uses two user-replaceable AAA alkaline batteries. These batteries provide enough power to retain the system programming settings during a power failure for 45 days to six months, depending on the freshness of the batteries. When battery power is getting low, the system displays a `ChgBat W/PowerOn` or `ReplaceSysBat W/Power On` message on the top line of display telephones at extensions 10 and 11 in place of the default day/date/time message. You should replace the batteries within 45 days of seeing the message.

**NOTE** ► *The message may flicker on and off as the batteries approach the low-power threshold.*



### **CAUTION:**

*Do not turn off the power or remove the processor module before replacing the batteries! If you do, all settings for system and telephone programming revert to the factory settings. If you have a Backup/Restore PC Card, do a backup before changing the batteries.*

Change the batteries in the processor module every year, even if the system has not yet displayed the `ReplaceSysBat W/Power On` message. Choose good quality alkaline batteries. (See “Inserting Batteries in the Processor Module” on page 10.)

## Using a PC Card

Follow these steps to upgrade your system’s software with a PC card:



**CAUTION:**

Before starting, verify that you have batteries installed in the processor module by viewing the display of the telephone at extension 10.

- 1 If you have a 5-slot carrier, move the carrier's On/Off switch to the "Off" position ("O").
- 2 For all types of installations, disconnect the power cord from the wall outlet.
- 3 If you do not have a 5-slot carrier, go to Step 4. If you have a 5-slot carrier:
  - a Loosen the screw on the lower front of the cover.
  - b Place one hand on the handle on the bottom front of the cover and place your other hand on the top of the cover, and gently pull the cover up and away from the carrier. Be careful not to break the tabs that attach the cover to the carrier.

**CAUTION:**

Remove all other PC Cards from the processor before initiating an upgrade.

- 4 Insert the PC Card in either PC Card slot on the processor module. When inserted properly, the PC Card projects about 1-5/8 inch (4 cm) from the module.
- 5 Power up the system:
  - a Reconnect the power cord.

**CAUTION:**

The power cord should hang straight down from the connector, flush against the plastic case.

- b If you have a 5-slot carrier, move the carrier's On/Off switch to the "On" position ("—").
- 6 In R3.0, the LEDs will alternate red/green before appearing steady green. Check that all green lights on the fronts of the modules are lit:
  - *If a single light is out*, power down the control unit, reseal the module and power up the control unit.

- *If multiple lights are out*, power down the control unit, reseal the leftmost module that has a light out, and power up the control unit.
  - *If the lights are still out*, call for support as instructed on the inside front cover of this guide.
- 7 Follow the procedures below.
    - a If you are upgrading from Release 1.0 to Release 2.0, power down and remove the PC upgrade card.
    - b If you are upgrading to Release 3.0, do not remove the PC card. The card automatically converts to a backup/restore and remote access card. If you removed other PC cards, PVM or ASA/DXD, for example, power down the system and reinstall the PC cards.
  - 8 If you have a 2-slot carrier or a stand-alone configuration, you are finished with this procedure. If you have a 5-slot carrier, continue with Step 9.
  - 9 Make sure all modules are seated properly. The cover will not fit if the modules are not seated properly.
  - 10 To replace the cover, grasp it by its upper edges and hold it squarely over the control unit. Place the cover over the modules and make sure it fits firmly in place.
  - 11 Tighten the screw on the lower front of the cover.

## Adding New Modules

Adding new modules to an existing 5-slot carrier is very similar to installing the control unit.

**NOTE** ► *Use these instructions if you are adding modules to an existing 5-slot carrier. If you are upgrading from a stand-alone PARTNER ACS processor module to a 2-slot carrier, see “Wall-Mounting a Stand-Alone Processor Module and a 2-Slot Carrier” on page 6 for instructions.*



### **CAUTION:**

Before starting, verify that you have batteries installed in the processor module by viewing the display of the telephone at extension 10.

Follow these steps to add a module to an existing 5-slot carrier:

- 1 Move the On/Off switch to the “Off” position (“O”).
- 2 Remove the power cord from the wall outlet.
- 3 Loosen the screw on the lower front of the cover.
- 4 Place one hand on the handle on the bottom front of the cover and place your other hand on the top of the cover, and gently pull the cover up and away from the carrier. Be careful not to break the tabs that attach the cover to the carrier.
- 5 Before installing a module, remove the clear, plastic protector from the connector area on the rear of the module by grasping the tabs on the ends of the protector and lifting.
- 6 Before you insert the new module, make sure that all 400 (or 200) modules are installed to the right of all 308EC or 206 modules. If you need to move a module to accommodate the new one, see “Replacing Modules” on page 53.
- 7 Push slowly but firmly in the center of the module until the module locks into place and is attached to the rear of the carrier. Do not force the module. If the module does not insert easily, remove it, clear any obstruction, and reinsert it.
- 8 Connect line and/or extension jack cords to the new module (see “Connecting Lines and Extensions” on page 12).
- 9 Reconnect the power cord to the wall outlet.

**CAUTION:**

The power cord should hang straight down from the connector, flush against the plastic case. Do not install the power cord at an angle to the case or with a loop in it.

- 10 Move the On/Off switch to the “On” position (“—”).
- 11 Check that all green lights on the fronts of the modules are lit:
  - *If a single light is out*, power down the control unit, reseal the module, and power up the control unit.

- *If multiple lights are out*, power down the control unit, reseal the leftmost module that has a light out, and power up the control unit.
  - *If the lights are still out*, call for support as instructed on the inside front cover of this guide.
- 12 Make sure all modules are seated properly. The cover will not fit if the modules are not seated properly.
  - 13 To replace the cover, grasp it by its upper edges and hold it squarely over the control unit. Place the cover over the modules and make sure it fits firmly in place.
  - 14 Tighten the screw on the lower front of the cover.

## Replacing Modules

Replacing system modules is similar to how the modules were installed into the control unit. The procedure varies slightly between the stand-alone/2-slot carrier configuration and the 5-slot carrier configuration.

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### Replacing Modules in a Stand-Alone or 2-Slot Carrier Configuration



#### **CAUTION:**

Before starting, verify that you have batteries installed in the processor module by viewing the display of the telephone at extension 10.

To replace a module or modules in a stand-alone or 2-slot carrier configuration:

- 1 Remove the power cord from the wall outlet.
- 2 Check the slack in the wires. If there is not enough slack to remove the module without pulling the line and extension cords free, label and disconnect the wires before continuing.
- 3 Do one of the following:

- For a stand-alone configuration, remove the screws at the top and bottom of the processor module, and remove the module from the wall. Go to Step 8.
  - For a 2-slot carrier configuration, remove the long screw at the bottom of the modules.
- 4 Remove the screws that attach the carrier to the modules.
  - 5 Pull the carrier to the right to remove it.
  - 6 Slide the top module to the left to disengage its interlocking mounting tracks from the processor module.

If you are replacing the processor module, go to Step 7. If you are replacing the top module, continue with Step 6.
  - 7 Mount the new module by following the steps in “Wall-Mounting a Stand-Alone Processor Module and a 2-Slot Carrier” on page 6; then go to Step 9.
  - 8 Remove the screw at the top of the processor module, and remove the module from the wall.
  - 9 Mount the new PARTNER ACS processor module by following the instructions in “Wall-Mounting a Stand-Alone Processor Module and a 2-Slot Carrier” on page 6 and “Inserting Batteries in the Processor Module” on page 10.
  - 10 Mount or remount the top module by following the steps in “Wall-Mounting a Stand-Alone Processor Module and a 2-Slot Carrier” on page 6.
  - 11 Connect the line and extension cords one at a time, making sure to place the correct cords into their corresponding jacks on the new module. (See “Connecting Lines and Extensions” on page 12.)
  - 12 Reconnect the power cord.

**CAUTION:**

The power cord should hang straight down from the connector, flush against the plastic case. Do not install the power cord at an angle to the case or with a loop in it.

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## Replacing Modules in a 5-Slot Carrier

Replacing a module in a 5-slot carrier involves many of the steps used in installing the modules.

**CAUTION:**

Before starting, verify that you have batteries installed in the processor module by viewing the display of the telephone at extension 10.

Follow these steps to replace a module in a 5-slot carrier:

- 1 Move the On/Off switch to the “Off” position (“O”).
- 2 Remove the power cord from the wall outlet.
- 3 Loosen the screw on the lower front of the carrier’s cover.
- 4 Then place one hand on the handle on the lower front and the other hand on the top of the cover. Gently pull the cover up and away from the carrier. Be careful not to break the tabs that attach the cover to the carrier.
- 5 Before installing a module, remove the clear, plastic protector from the connector area on the rear of the module by grasping the tabs on the ends of the protector and lifting.
- 6 Check the slack in the wires. If there is not enough slack to remove the module without pulling the line and extension cords free, label and disconnect the wires.
- 7 Place one hand on top of the module. With the other hand, grip the plastic bracket on the bottom front of the module, and pull out the old module.
- 8 If you are replacing a module with one of a different type, make sure that all 400 (or 200) modules are installed to the right of all 308EC or 206 modules, and that the processor module remains in the center slot.
- 9 To insert the replacement, once the module is properly seated, firmly push the center of the module until the connectors on the module lock into place, and the module is attached to the rear of the carrier. For proper engagement of the connectors, the module must be inserted straight into the carrier. A slight click indicates the connectors are engaged.

**CAUTION:**

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

- 10 Connect the line and extension cords one at a time, making sure to place the correct cords into their corresponding jacks on the new module.
- 11 Reconnect the power cord.

**CAUTION:**

The power cord should hang straight down from the connector, flush against the plastic case. Do not install the power cord at an angle to the case or with a loop in it.

- 12 Move the carrier's On/Off switch to the "On" position ("—").
- 13 Check that all green lights on the fronts of the modules are lit:
  - *If a single light is out*, power down the control unit, reseal the module, and power up the control unit.
  - *If multiple lights are out*, power down the control unit, reseal the leftmost module that has a light out, and power up the control unit.
  - *If the lights are still out*, call for support as instructed on the inside front cover of this guide.
- 14 Make sure all modules are seated properly. The cover will not fit if the modules are not seated properly.
- 15 To replace the cover, grasp it by its upper edges and hold it squarely over the control unit. Place the cover over the modules and make sure it fits firmly in place.
- 16 Tighten the screw on the lower front of the cover.

## Changing System Settings

If you are upgrading to PARTNER ACS Release 1.1 or 2.0 or later from an earlier release by using the PC Card upgrade, all of your system programming settings are converted to work with the new release. However, you may want to consider some additional programming for the features that are new in Release 2.0 or Release 3.0.

**CAUTION:**

Remove all other PC Cards from the processor before initiating an upgrade.

For more information on using the PC Card Software Upgrade, see “Using a PC Card” on page 49.

---

### Changing the System Clock

You may need to change the system clock for daylight savings time, after a prolonged power failure, or after a system reset. Use System Date (#101), System Day (#102), and System Time (#103) to set the current date, day, and time.

## Adding Lines, Pools, and Extensions

As your business grows or changes, so do your needs for your PARTNER ACS. As you upgrade to newer releases, you must program for new features. As you expand, you can add lines, pools, and extensions to your system.

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### Adding New Lines

How you add new lines to the system depends upon the type of extension you are adding them to.



## Key Extensions

You can add individual lines to pooled extensions or add new lines to key extensions (all extensions in Key mode; in Hybrid mode, extension 10 and any extensions set to Key by using Line Access Mode (#301) are key extensions.)

If you add an outside line to your system, you may need to adjust some line settings:

- **Dial Mode (#201)** if the new line is a rotary line
- **Line Assignment (#301)** to assign the line to specific extensions
- **Line Ringing** (Centralized Telephone Programming) to specify when the line starts ringing at each extension that has the line
- **Line Access Restriction (#302)** to limit an extension's access to the line
- The system automatically assigns the new line as the last line in the Automatic Line Selection sequence. If you want to change the order, use **Automatic Line Selection**.

**NOTE** ► *Do not use Number of Lines (#104) if you add lines to the system after initial setup because it changes Line Assignment (#301), Line Access Restriction (#302), Automatic Line Selection, and Line Ringing for existing lines back to factory settings. To add a new line without affecting other settings, use Line Assignment (#301).*

## Pooled Extensions

You can add new lines to existing pools if your system is configured for Hybrid mode. To assign a new line to a pooled extension as an individual line, use the features in “Key Extensions” above.

If you add an outside line to your system for use in an existing pool, use Dial Mode (#201) if the new line is a rotary line and Pool Line Assignment (#207) to add the line to an existing pool.

**NOTE** ► *Do not use Number of Lines (#104) if you add lines to the system after initial setup because it changes Pool Line Assignment (#207), Pool Extension Assignment (#314), Pool Access Restriction (#315), Automatic Line Selection, and Line Ringing for existing pools back to factory settings. Additionally, it changes Line Assignment (#301), Line Access Restriction (#302), Automatic Line Selection, and Line Ringing for individual lines back to factory settings. To change pool assignments without affecting other settings, use Pool Line Assignment (#207) and Pool Extension Assignment (#314).*

---

## Adding New Pools

You can create new pools if your system is operating in Hybrid mode. If you add outside lines for use in a new pool, you may need to use the following features:

- **Dial Mode (#201)** if the new lines are rotary lines
- **Pool Line Assignment (#207)** to assign lines to the new pool
- **Pool Extension Assignment (#314)** to assign the new pool to specific extensions
- **Line Ringing** to specify when the new pool starts ringing at each extension that has the pool
- **Pool Access Restriction (#315)** to limit an extension's access to all the lines in the new pool
- **Automatic Line Selection** to add the new pool to the extension's Automatic Line Selection sequence

## Adding New Extensions

If you add an extension to your system, you can probably use Copy Settings (#399) to copy the settings of an existing extension.

---

## Swapping Extensions

If a user changes location but wants to keep the same extension number, you can make the change easily by changing the connection at the control unit.

For example, if the users at extensions 29 and 32 switch offices, you can disconnect the modular plugs from those extension jacks in the control unit. Then reconnect the plug from 32 into extension jack 29 and the plug from 29 into extension jack 32. Now the users can take their respective telephones to their new locations, keep the same extension numbers, and retain the telephones' programmed settings.

# 7 If Something Doesn't Work



## Overview

This chapter gives you some tips for fixing common problems fast.

## Your Release Number

The software version you have installed on your processor partly determines what your system can do. Before you call the Helpline, identify your software version or release:

From a system phone with an LED display, press **Feature** **5** **9**.

A display similar to the following appears for 15 seconds (your release number follows the R). the country code follows the C0.

P ACS R3.0 C0X

## Clearing a Backup-Failure Alarm

If you use Backup Programming—Automatic (#123) and the automatic backup fails, a Backup-Failure Alarm message appears (instead of the default day/date/time message) on the top line of the telephone display at idle extensions 10 and 11.

After correcting the problem that caused the failure, clear the Backup-Failure Alarm by following these steps:

- 1 Press **Feature** **0** **0** **System Program** **System Program** **#** **1** **2** **3**.

2 Press **3** to choose Option 3, “Backup Alarm Cleared.”

**NOTE** ► You cannot use **Next Data** or **Prev Data** in this procedure to choose Option 3.

3 Exit programming mode.

**NOTE** ► Using Option 3 to clear a Backup-Failure Alarm does not change the setting for Backup Programming—Automatic (#123). It remains either Active or Not Active.

# Telephone Problems

## Telephone Problems

Problem...	Check this...
Telephone doesn't ring	Ringer volume may be too low. Do Not Disturb or Call Forwarding may be turned on. Line Ringing may not be set to Immediate. Telephone may be faulty; switch telephones and try again. If MLC 6 telephone, is Unique Line Ringing (#209) set to a pattern other than 1?
Display shows only 16 characters per line	Possible power outage; unplug the modular telephone cord and replug.
Display time and date aren't right	Is your system's clock correct?

**Telephone Problems—Continued**

<b>Problem...</b>	<b>Check this...</b>
Caller ID doesn't work	<p>Are you subscribed to Caller ID?</p> <p>Is the line connected to a module that supports Caller ID?</p> <p>Did someone activate Call Coverage? If so, their extension number will appear.</p>
Telephone Doesn't Work	<p>Is the telephone cord plugged into the right jack on the bottom of the telephone?</p> <p>Telephone may need to be reset; unplug the cord, and with the handset hung up, replug.</p> <p>Telephone cord may be defective; switch cords and try again.</p> <p>Telephone may be defective; switch telephones and try again.</p> <p>There may be a problem with the control unit; switch to a different port and try again.</p>

Telephone Problems—Continued

Problem...	Check this...
Intercom Autodialer doesn't work	<p>Is the telephone cord plugged into the right jack of the DSS?</p> <p>Is the Intercom Autodialer plugged into an electric outlet?</p> <p>Telephone cord may be defective; switch cords and try again.</p>
Can't record a call	<p>Two calls may already be recording.</p> <p>You may not have enough ports for Hunt Group 7. Make sure you have a four-port mail system.</p> <p>You may not have enough ports programmed in Hunt Group 7.</p>
Standard phone message waiting light doesn't light	<p>Telephone may be part of a combination extension that includes a system telephone with Background Music on; turn it off.</p> <p>The message waiting light may not be compatible with the system, or the telephone may not be connected to the proper module.</p>

# Calling Problems

## Calling Problems

Problem...	Check this...
Can't make outside calls	<p>Is Forced Account Code Entry assigned to this extension?</p> <p>Is your dial mode (touch-tone or rotary) incorrect? Use Dial Mode (#201) to reset it.</p> <p>Has someone changed the Outgoing Call Restriction for the extension?</p> <p>Did someone lock the extension with Station Lock? Use Station Unlock from extension 10 or 11 to unlock it.</p> <p>Local telephone company may not be receiving signals accurately. If problem is on just one telephone, see "Telephone Doesn't Work" on page 63.</p> <p>Too many tip/ring devices may be trying to dial at once.</p> <p>Local telephone company line may be faulty; unplug each line from its module and test it by using a single-line telephone:</p> <ul style="list-style-type: none"> <li>• If the trouble doesn't occur on the single-line telephone, the problem is in your control unit.</li> <li>• If the trouble occurs on the single-line telephone, switch the line cord and try again. If this doesn't work, call the telephone company.</li> </ul>
Can't make outside calls from pool buttons on pooled extensions	<p>Is Forced Account Code Entry assigned to this extension?</p> <p>Is your dial mode (touch-tone or rotary) incorrect? Use Dial Mode (#201) to reset it.</p> <p>Has someone changed the Pool Access Restriction for the extension?</p> <p>Pool may not be assigned to the extension.</p> <p>There may not be enough lines assigned to the pool to support the usage.</p> <p>One or more local telephone company lines may be faulty; test each line from extension 10.</p>



**Calling Problems—Continued**

<b>Problem...</b>	<b>Check this...</b>
Calls are answered automatically	<p>If Automatic System Answer and/or Direct Extension Dial is turned on, turn it off.</p> <p>If an auxiliary device (fax, modem, voice messaging system, answering machine) answers when it should not; either:</p> <ul style="list-style-type: none"> <li>• Check the device and adjust it to answer on a later ring or turn off auto-answer.</li> <li>• Set the extension's Line Ringing to Delayed Ring.</li> </ul>
Auxiliary device doesn't answer	<p>Device may not recognize the system ringing pattern:</p> <ul style="list-style-type: none"> <li>• Change the extension's ring pattern by using Distinctive Ring (#308).</li> <li>• Change the setting for Intercom Dial Tone (#309) to Machine; the system will generate an outside dial tone for the extension.</li> </ul>
Trouble hearing the person you called	<p>If you are using a speakerphone, try turning it off.</p> <p>If you have touch-tone dialing, you may have a faulty telephone or cord.</p> <p>If you have rotary dialing, the Rotary Dialing Timeout (#108) interval is too long; reset it.</p>
Automatically dialed calls beginning with star codes are misdialed	<p>Setting may not be inserting a long enough pause; use Star Code Dial Delay (#410) to increase setting.</p>
Recall feature isn't working	<p>Increase Recall Timer Duration (#107) by 100 milliseconds. If using the feature disconnects the call, decrease Recall Timer Duration by 100 milliseconds.</p>

# System Problems

## System Problems

Problem...	Check this...
Call rings continuously, but no one at other end	You may be using Automatic System Answer or Direct Extension Dial on a system that doesn't support far end disconnect; call your local telephone company and find out if they support it.
Calls on hold are disconnected	Hold Disconnect Time (#203) setting may be too short.
Calls on Automatic System Answer lines are disconnected	Automatic System Answer Mode (#121) may be set to Disconnect; change it to Hold or Ring.
Call on Hold hangs up, but line doesn't disconnect	Hold Disconnect Time (#203) may be too long; try resetting it. Local telephone company does not send a hold release signal; you may need the help of our hotline.
All calls are disconnected	You may have run the Restore Programming feature; the system resets itself. In the future, warn users of restores. Power may have been interrupted to the control unit; check the power cord, the on/off switch, and the green LEDs on the modules.
All telephones dead; no dial tone or lights	Power may have been interrupted to the control unit; check the power cord, the on/off switch, and the green LEDs on the modules. Power outlet may be faulty; test the outlet with an appliance like a lamp.
Multiple telephones dead; no dial tone or lights	LED on one system module may be out; try reseating the module in the control unit. LEDs on several modules may be out; try reseating the leftmost module of the ones with lights out.

# Tip/Ring Device Problems

## Tip/Ring Device Problems

Problem...	Check this...
Tip/ring device does not answer	Device does not recognize the distinctive ringing pattern used by the system. Set Distinctive Ring (#308) for that extension to Not Active.
Tip/ring device does not dial out properly	Device does not recognize the intercom dial tone generated by the system. Change the setting for Intercom Dial Tone (#309) for that extension to Machine.
Call records wrap on SMDR printout	SMDR Talk Time (#611) is set to Active and SMDR Output Format (#610) is set to 24 digits; the length of the fields is greater than the 80 characters supported by the printer.  Reduce the font size, or increase the characters-per-inch setting for the printer.

# 8 System Programming Flow Charts

## System Programming Flow Chart—How to Use

To use the following sets of Flow Charts, follow these instructions first:

Place the Programming Overlay on the dial pad of the system display phone at extension 10 or 11.

- **To Start System Programming:**

- Press **Feature** **0** **0**

- Press **System Program** **System Program**

- **To End System Programming:**

- Press **Feature** **0** **0**

- **To Use a Specific Procedure:**

- Dial **#** and a three-digit procedure code.  
(Example: **# 1 0 1** for System Date)

- **To Cycle through System Programming Procedures:**

- Press **Next Procedure** or **Prev Procedure**

- **To Cycle Through Available Settings:**

- Press **Next Data** or **Prev Data**

- **To Return to Factory Setting:**

- Press **Remove**

### Icon Description



= Factory setting



= Button with lights required



= Button with lights recommended

**2.0**

= PARTNER ACS Revision 2.0 or later

**3.0**

= PARTNER ACS Revision 3.0 or later

### NOTES

Procedures #399, #609, and #728—shown in dashed boxes—are skipped when cycling  
Procedures # 207, #313, #314, and #315—shown in square dotted boxes—are for pools

# System Flow Chart—System

## System Date

Dial # 1 0 1  
Dial the date (MMDDY)

## System Day

**2.0 or earlier**

Dial # 1 0 2  
Dial 1=Sun ✓  
2=Mon 3= Tue, 4=Wed, 5=Thur,  
6=Fri, 7=Sat

## System Time

Dial # 1 0 3  
Dial the time (HHMM-24 hr. military time)

## Number of Lines

Dial # 1 0 4  
Dial two digits (01-19) for # of outside lines assigned to every extension. 3 per ACS processor & 308 module. 2 per 206 or 200 module ✓. 4 per 400 module ✓.

## WARNING

*Do not use Number of Lines (#104) after initial setup. In Key mode, the Number of Lines procedure will change Line Assignment (#301), Line Access Restriction (#302), Automatic Line Selection and Line Ringing to factory settings.*

*To change line assignments without affecting other settings, use Line Assignment (#301).*

*In Hybrid mode, the Number of Lines procedure will change Pool Line Assignment (#207), Pool Extension Assignment (#314), and Pool Access Restriction (#315). Additionally, it changes Line Assignment (#301), Line Access Restriction (#302), Automatic Line Selection and Line Ringing. To change pool assignments without affecting other settings, use Pool Line Assignment (#207) and Pool Extension Assignment (#314).*

## Transfer Return Rings

Dial # 1 0 5  
Dial 1 digit (0-9) for # of rings before call returns. 0-9 rings  
4 rings ✓  
0 rings=no return

## Recall Timer Durations

Dial # 1 0 7  
Dial two digits (01-80) to set length of a switchhook flash ✓=18 (450 msec)

## Rotary Dialing Timeout

Dial # 1 0 8  
Dial 1=4 sec,  
2=8 sec ✓,  
3=12 sec

## Outside Conference Denial

Dial # 1 0 9  
Dial 1=Allowed ✓  
2=Disallowed

## Automatic System Answer Delay

Dial # 1 1 0 **2.0**  
Dial a ring delay # (0-9)  
2 rings ✓

## Mode of Operation

Press **Feature** 0 0 **System Program**  
**System Program** # 1 9 8

Enter the system password  
Dial 1=Key (factory setting) ✓  
2=Hybrid

## Automatic System Answer Button

Dial # 1 1 1 **2.0**  
Dial 1=Assigned,  
2=Not Assigned ✓  
3=Select Button then press a programmable button

## Direct Extension Dial Delay

**2.0**

Dial # 1 1 2  
Dial a ring delay # (0-9), 2 rings ✓,  
0 rings=answered immediately

## Direct Extension Dial Button

**2.0**

Dial # 1 1 3  
Dial 1=Assigned,  
2=Not Assigned ✓  
3=Select Button then press a programmable button

## Outgoing Call Restriction Button



Dial # 1 1 4  
Dial 1=Assigned  
2=Not Assigned ✓  
3=Select Button then press a programmable button

## Wake Up Service Button



Dial # 1 1 5  
Dial 1=Assigned  
2=Not Assigned ✓  
3=Select Button then press a programmable button

## Call Coverage Rings

**2.0**

Dial # 1 1 6  
Dial 1-9  
2 ✓

## VMS Cover Rings

Dial # 1 1 7  
Dial 1-9  
3 ✓

## Ring On Transfer

Dial # 1 1 9  
Dial 1= Active ✓  
2=Not Active

## Automatic System Answer Mode

Dial # 1 2 1  
Dial 1= Hold ✓,  
2=Disconnect  
3=ring

## Caller ID Type

Dial # 1 2 2  
Dial 1= USA ✓  
2=Singapore

## Backup Programming Automatic

Dial # 1 2 3  
Dial 1= Active  
2=Not Active ✓  
3=Backup Alarm Cleared

## Backup Programming—Manual

Dial # 1 2 4  
Press **Enter** to begin the backup

## Restore Programming

Dial # 1 2 5  
Dial 1= MAN. mmddy ✓  
2=AUTO.mmddy  
Press **Enter** to begin the backup

## Automatic Daylight/Standard Times

Dial # 1 2 6  
Dial 1= Active ✓  
2=Not Active


## System Reset—Programming Saved

**IMPORTANT:** Using this procedure disconnects any active calls but retains system settings. Use it only if the system fails to function correctly after a power failure or down period. Dial # 7 2 8.

# System Flow Chart—System Speed Dial Numbers

## To program a number:

Press **Feature** **0 0** to enter programming mode

Press **Feature** 

Dial a three-digit code (600-699)

Dial the telephone number—up to 28 digits including special characters. To “mark” it (to override restrictions), dial **\*** before the telephone #.


## To program another number, or to change a number, repeat:

Press **Next Procedure** **Prev Procedure**, enter a new extension # and repeat above steps

Press **Feature** **0 0** to exit programming mode

## To remove a number:

Press **Feature** **0 0** to enter programming mode

Press **Feature** 

Dial the System Speed Dial number's code (600-699)

Press **Mic**

## To remove another number, repeat:

Press **Feature** **0 0** to exit programming mode

**3.0**

# System Flow Chart—Lines

## Dial Mode

Dial **# 2 0 1**

Dial a system line number

Dial 1=Touch-Tone ✓

2=Rotary

Press **Next Item** to program another line

## Hold Disconnect Time

Dial **# 2 0 3**

Dial a system line #

Dial 00=No Detection,

01=50 msec, 02=100 msec, 03=150 msec,

04=200 msec, 05=250 msec, 06=300 msec,

07=350 msec, 08=400 msec, 09=450 msec ✓

10=500 msec, 11=550 msec, 12=600 msec.

Press **Next Item** to program another line

## Automatic System Answer Lines

Dial **# 2 0 4**

Dial a system line #

Dial 1=Assigned

2=Not Assigned ✓

Press **Next Item** to program another line

**2.0**

## Direct Extension Dial Lines

Dial **# 2 0 5**

Dial a system line #

Dial 1=Assigned

2=Not Assigned ✓

Press **Next Item** to program another line

**2.0**

## Group Call Distribution

Dial **# 2 0 6**

Dial a group number (1-6, 7 for VMS)

Dial a system line #

Dial 1=Assigned

2=Not Assigned ✓

3= VMS Line Cover

(only for Hunt Group 7)

Press **Next Item** to program another line

## Pool Line Assignment

Dial **# 2 0 7**

Dial a system line #

Dial 1=No Pool

2=Main Pool 880 ✓

3= Pool 881

4=Pool 882

5=Pool 883

Press **Next Item** to program another line

**2.0**

## Line Coverage Extension

Dial **# 2 0 8**

Dial a system line #, a system extension #, No line owned by an extension ✓

Press **Next Item** to program another line

Press **Remove** to unassign ownership

## Unique Line Ringing

Dial **# 2 0 9**

Dial a system line #

Dial 1 ✓

2-8

**3.0**

# System Flow Chart—Extensions

## Line Assignment

Dial # 3 0 1

Dial a system extension #

To remove all existing line assignments, press **(Remove)** before selecting a line.

Dial a line number

Dial 1=Assigned ✓

2=Not Assigned

3=Select Button then press a programmable button (to assign the line to that button). If you use option 3 after a line has been assigned, the line moves from the old button to the new button you select.

Dial a line number

Press **(Next Item)** to program another line for this extension

### To program another extension:

Press **(Next Procedure)** **(Prev Procedure)**, enter a new extension # and repeat above steps

## Line Access Restriction

Dial # 3 0 2

Dial a system extension #

Dial a system line #

Dial 1=No Restriction ✓, 2=Outgoing Only, 3=Incoming Only, 4=No Access (line appears on button, but you can use line only to pick up a transferred or held call)

### To program another extension:

Press **(Next Procedure)** **(Prev Procedure)**, enter a new extension number and repeat above steps

## Display Language

Dial # 3 0 3

Dial a system extension #

Dial 1=English ✓

2=Spanish

3=French

Press **(Next Item)** to program another extension

## Automatic Extension Privacy

Dial # 3 0 4

Dial a system extension #

Dial 1=Assigned

2=Not Assigned ✓

Press **(Next Item)** to program another extension

## Abbreviated Ringing

Dial # 3 0 5

Dial a system extension #

Dial 1=Active (1 ring) ✓

2=Not Active (repeated ringing)

Press **(Next Item)** to program another extension

## Transfer Return Extension

Dial # 3 0 6

Dial a system extension #

Dial # of extension (10-57) to which call should return if not answered, Extension transferring call ✓

Press **(Next Item)** to program another extension

## Forced Account Code Entry

Dial # 3 0 7

Dial a system extension #

Dial 1=Assigned

2=Not Assigned ✓

Press **(Next Item)** to program another extension

## Distinctive Ringing

Dial # 3 0 8

Dial a system extension #

Dial 1=Active

2=Not Active ✓ Press **(Next Item)** to program another extension

## Intercom Dial Tone

Dial # 3 0 9

Dial a system extension #

Dial 1=Regular

2=Machine ✓

Press **(Next Item)** to program another extension

## Automatic VMS Cover

Dial # 3 1 0

Dial a system extension #

Dial 1=Assigned

2=Not Assigned ✓

Press **(Next Item)** to program another extension

## External Hotline

Dial # 3 1 1

Dial a system extension #

Dial 1=Assigned

2=Not Assigned ✓

Press **(Next Item)** to program another extension

## Voice Interrupt On Busy

Dial # 3 1 2

Dial a system extension #

Dial 1=Assigned

2=Not Assigned ✓

Press **(Next Item)** to program another extension

## System Flow Chart—Extensions (Continued)

### Line Access Mode

2.0

- Dial # 3 1 3
- Dial a system extension #
- Dial 1=Pooled ✓ all extensions except 10
- 2=Key ✓ extension 10 only.
- Press (Next Item) to program another extension.

### Pool Extension Assignment

2.0

- Dial # 3 1 4
- Dial a system extension # to remove existing pool assignments, press (Remove) before selecting a line
- Dial a pool access code (880, 881, 882, or 883)
- Dial 1=Assigned ✓ 880,
- 2=Not Assigned ✓ 881,882,883,
- 3=Select Button then press a programmable button (auxiliary pools only)
- Press (Next Procedure) (Prev Procedure) to enter a new extension # & repeat above steps.

### Pool Access Restriction

2.0

- Dial # 3 1 5
- Dial a system extension #
- Dial a pool number (880, 881, 882, or 883)
- Dial 1=No Restriction ✓ 880
- 2=Outgoing Only
- 3=Incoming Only
- 4=No Access
- Press (Next Item) to program another pool.

### To program another extension:

- Press (Next Procedure) (Prev Procedure) to enter a new extension # & repeat above steps.

### Call Waiting

- Dial # 3 1 6
- Dial a system extension #
- Dial 1=Assigned
- 2=Not Assigned ✓
- Press (Next Item) to program another extension.

### Caller ID Log Answered Calls

2.0

- Dial # 3 1 7
- Dial a system extension #
- Dial 1=Active
- 2=Not Active ✓
- Press (Next Item) to program another extension

### Caller ID Log Line Association

2.0

- Dial # 3 1 8
- Dial a system extension #
- Dial a system line #
- Press (Next Item) to program another extension

### To associate another extension:

- Press (Next Procedure) (Prev Procedure), enter a new extension # and repeat above steps

### Caller ID Log All Calls

2.0

- Dial # 3 1 9
- Dial a system extension #.

### Call Coverage Rings

3.0

- Dial # 3 2 0
- Dial one digit (1-9) for the # of rings before the call is sent to the covering extension 2 rings ✓.

For Centralized Telephone Programming, see previous pages.

### VMS Cover Rings

3.0

- Dial # 3 2 1
- Dial one digit (1-9) for the # of rings before the call is sent to the voice messaging 3 rings ✓.

### Copy Settings

- Dial # 3 9 9
- Dial a source extension #
- Dial target extension #s.



# System Flow Chart—Dialing Restrictions and Permissions

## Outgoing Call Restriction

Dial # 4 0 1

Dial a system extension #

Dial 1=No Restriction ✓

2=Inside Only (intercom)

3=Local Only (intercom and local)

Press [\(Next Item\)](#) to program another extension.

## Toll Call Prefix

Dial # 4 0 2

Dial 1=0/1 plus Area Code and # ✓

2=Area Code and # only.

## System Password

Dial # 4 0 3

Dial four digits to set the password.

## Disallowed Phone Number Lists

Dial # 4 0 4

Dial a list # (1-9)

Dial a list entry (01-10)

### To add entry:

Dial the telephone # (up to 12 digits)

Press [\(Enter\)](#)

Press [\(Remove\)](#) to remove a list entry

Press [\(Next Item\)](#) to program another list entry

### To program another extension:

Press [\(Next Procedure\)](#) [\(Prev Procedure\)](#) to enter a new extension # & repeat above steps.

## Disallowed List Assignments

Dial # 4 0 5

Dial a system extension #

Dial a list # (1-8)

Dial 1=Assigned

2=Not Assigned ✓

Press [\(Next Item\)](#) to program another list

### To program another extension:

Press [\(Next Procedure\)](#) [\(Prev Procedure\)](#) to enter a new extension # & repeat above steps.

## Emergency Phone Number Lists

Dial # 4 0 6

Dial a list # (01-10)

### To add entry:

Dial the telephone # (up to 12 digits)

Press [\(Enter\)](#)

Press [\(Remove\)](#) to remove a list entry

Press [\(Next Item\)](#) to program another list entry.

## Allowed Phone Number Lists

Dial # 4 0 7

Dial a list # (1-8)

Dial a list entry (01-10)

### To add entry:

Dial the telephone # (up to 12 digits)

Press [\(Enter\)](#)

Press [\(Remove\)](#) to remove a list entry

Press [\(Next Item\)](#) to program another list entry

### To program another extension:

Press [\(Next Procedure\)](#) [\(Prev Procedure\)](#) to enter a new extension # & repeat above steps.

## Allowed List Assignments

Dial # 4 0 8

Dial a system extension #

Dial a list # (1-8)

Dial 1=Assigned

2=Not Assigned ✓

Press [\(Next Item\)](#) to program another list

### To program another extension:

Press [\(Next Procedure\)](#) [\(Prev Procedure\)](#) to enter a new extension # & repeat above steps.

## Forced Account Code List

Dial # 4 0 9

Dial a list # (01-99)

### To add entry:

Dial the account code (up to 6 digits)

Press [\(Enter\)](#)

Press [\(Remove\)](#) to remove a list entry

Press [\(Next Item\)](#) to program another list

## Star Code Dial Delay

Dial # 4 1 0

Dial 0=0 Seconds Delay ✓

1=1 Seconds Delay

2=2 Seconds Delay

3=3 Seconds Delay

4=4 Seconds Delay

5=5 Seconds Delay

6=6 Not Active

# System Flow Chart—Groups

## Pickup Group Extension

Dial # 5 0 1

Dial a group # (1-4)

Dial an extension # (10-49)

Dial 1=Assigned to group

2=Not Assigned to group ✓

Press Next Item to program another extension.

## Night Service Group Extensions

Dial # 5 0 4

Dial a system extension #

Dial 1=Assigned to group

2=Not Assigned to group ✓

Press Next Item to program another extension.

## VMS Hunt Schedule

Dial # 5 0 7

### Release 2.0 and earlier:

Dial 1=Always ✓

2=Day Only

3=Night Only

### Release 3.0 and later:

Dial line number

Dial 1=Always ✓

2=Day Only

3=Night Only

## Calling Group Extensions

Dial # 5 0 2

Dial a group # (1-4)

Dial an extension # (10-49)

Dial 1=Assigned to group

2=Not Assigned to group ✓

Press Next Item to program another extension.

## Hunt Group Extensions

Dial # 5 0 5

Dial a group # 1-6, 7 for VMS, 8 for fax detection (Rel. 3.0)

Dial a system extension # (10-49)

Dial 1=Assigned to group

2=Not Assigned to group ✓

Press Next Item to program another extension.

## Night Service Button

Dial # 5 0 3

Dial 1=Assigned

2=Not Assigned ✓

3=Select button then press a programmable button (to assign Night Service to that button).

If you use option 3 after a Night Service button has been assigned, the Night Service button moves from the old button to the new button you select.



## VMS Hunt Delay

Dial # 5 0 6

3.0

### Release 2.0 and earlier:

Dial 1=Immediate ✓

2=Delayed

### Release 3.0 and later:

Dial 1=Day

2=Night

Dial line number

Dial 0-6

2 ✓

# System Flow Chart—Auxiliary Equipment

## Fax Machine Extensions

Dial # 6 0 1

Dial a system extension #

Dial 1=Assigned

2=Not Assigned ✓

Press (Next Item) to program another extension.

## Music-On-Hold

Dial # 6 0 2

Dial 1=Active ✓

2=Not Active

## Hotline

Dial # 6 0 3

Dial the hotline extension # (not ext. 10 or the first two extensions of any 206 or 308 modules)

Dial the alerted extension number (not the hotline) or 7 0 to paging system

**To remove the hotline and alert:**

Press (Remove).

## Doorphone 1 Extension

Dial # 6 0 4

Dial any extension # (except 10, 11, or the first two extensions of any 206 or 308 modules)

**To remove the doorphone extension:**

Press (Remove).

## Doorphone 2 Extension

Dial # 6 0 5

Dial any extension (except 10, 11, or the first two extensions of any 206 or 308 modules)

**To remove the doorphone extension:**

Press (Remove).

## Doorphone Alert Extension

Dial # 6 0 6

Dial any extension # (except a doorphone extension)

Dial 1=Not an alert ✓

2=Doorphone 1 alert

3=Doorphone 2 alert

4=Doorphones 1 & 2

Press (Next Item) to identify another extension (up to 48 alert extensions per doorphone)

## Automated Attendant Extensions

Dial # 6 0 7

Dial a system extension #

Dial 1=Assigned

2=Not Assigned ✓

Press (Next Item) to program another extension.

## SMDR Record Type

Dial # 6 0 8

Dial 1=All calls ✓

2=Outgoing calls only

## SMDR Top Of Page

Dial # 6 0 9

## SMDR Output Format

Dial # 6 1 0

Dial 1=15 digits ✓

2=24 digits

## SMDR Talk Time

2.0

Dial # 6 1 1

Dial 1=Active

2=Not Active ✓

## Contact Closure Group

Dial # 6 1 2

Dial a group # (1 or 2)

Dial an extension # (10-49)

Dial 1=Assigned to group

2=Not Assigned to group ✓

## Contact Closure Operation Type

Dial # 6 1 3

Dial a Contact Closure (1 or 2)

Dial 1=1-Second On

2=3-Seconds On ✓

3=5-Seconds On

4=Toggle

## Music-On-Hold Volume

Dial # 6 1 4

Dial 1=	■	+
2=	■ ■	+
3=	■ ■ ■	+
4=	■ ■ ■ ■	+
5=	■ ■ ■ ■ ■	+
6=	■ ■ ■ ■ ■ ■	+
7=	■ ■ ■ ■ ■ ■ ■	+

## Remote Administration Password

3.0

Dial # 7 3 0

No Password (8 dashes display)

Active password (up to 8 alphanumeric characters)

Password can only be changed at Extension 10 or 11.

# Centralized Telephone Programming Flow Chart—How to Use

To use the Centralized Telephone Programming Flow Chart, follow these instructions first:

Place the Programming Overlay on the dial pad of the system display phone at extension 10 or 11.

- **To Enter Programming Mode:**

- Press **Feature** **0** **0**

- Press **System Program** **System Program** **Central Tel Program**

- Dial the extension number to be programmed. Buttons on to which lines or pools are assigned light up to show the current Line Ringing setting: remaining buttons can be programmed with Auto Dial number or features

- **To Program Another Feature At the Same Extension:**

- After you program one feature, continue with the instructions in the box for the next feature

- **To Change Setting For Another Extension**

- Press **Central Tel Program**

- Dial the new extension's number

- **To Erase A Feature or Auto Dial Button:**

- Press the programmed button


- Press **Mic/HFAI**


- **To End Programming Mode:**

- Press **Feature** **0** **0**

## Icon Description

✓ = Factory setting

 = Button with lights required

 = Button with lights recommended

**2.0** = PARTNER ACS Revision 2.0 or later

**3.0** = PARTNER ACS Revision 3.0 or later

# Centralized Telephone Programming Flow Chart

## NOTE:

Program **Automatic Line Selection** or **Extension Name Display**...*then* **Line Ringing** first

### Automatic Line Selection

Press **(\*) (\*)**

Press the line/pool/intercom buttons in the desired

Press **(\*) (\*)**

**Key Extension:** Outside lines left **(Intercom)** ✓

**Pooled Extension:** Pool 880 button 1, button 2, left **(Intercom)**, right **(Intercom)** ✓  
Pools 881-883, individual lines

OR

### Extension Name Display

Press left **(Intercom)**

Enter the character codes for the name  
(See table "Character Codes")

Then

### Line Ringing

Press each line or pool button until the desired ringing option appears in the display

- Immediate ring (green steady) ✓ Lines
- No ring (green fast flutter) ✓ Pools
- Delayed ring—starts ringing after 20 seconds (green slow flashing)

### Personal Speed Dial Numbers

Press **(Feature)**

Dial a two-digit code (80-99)

Dial the phone number—up to 28 digits including special functions (see "Special Dialing Functions")

### Auto Dial Numbers—Outside and Inside

Press a programmable button

#### To program an outside number:

Dial the phone number—up to 28 digits including special functions (see "Special Dialing Functions")

#### To program an extension number:

Press left **(Intercom)**

Dial the extension number (to ring the extension) or **(\*)** plus the extension number (to voice-signal the extension)

### Account Code Entry

Press a programmable button

Press **(Feature)** **(1)** **(2)**



### Background Music

Press a programmable button

Press **(Feature)** **(1)** **(9)**



### Call Coverage

Press a programmable button

**2.0**

Press **(Feature)** **(2)** **(0)**

Dial (optional) two-digit **originating** extension number

Dial (optional) two-digit **destination** extension number



### Call Forwarding/Call Follow-Me

Press a programmable button

Press **(Feature)** **(1)** **(1)**

Dial (optional) two-digit **originating** extension number

Dial (optional) two-digit **destination** extension number

### Call Pickup

Press a programmable button

Press left **(Intercom)** **(6)**

Dial the two-digit extension number

### Call Screening

Press a programmable button with lights

**3.0**

Press **(Feature)** **(2)** **(5)**



### Caller ID Call Logging & Dialing

Press a programmable button with lights

**2.0**

Press **(Feature)** **(2)** **(3)**



### Caller ID Inspect

Press a programmable button with lights

**2.0**

Press **(Feature)** **(1)** **(7)**



### Caller ID Name Display

Press a programmable button with lights

**2.0**

Press **(Feature)** **(1)** **(6)**




### Conference Drop

Press a programmable button

Press **(Feature)** **(0)** **(6)**

# Centralized Telephone Programming Flow Chart—Continued

## Contact Closure 1

Press **Feature**  
Press a programmable button  
Press **Feature** 4 1 

## Contact Closure 2

Press a programmable button  
Press **Feature** 4 2 

## Direct Line Pickup— Active Line

Press a programmable button  
Press left **Intercom** 6 8

## Direct Line Pickup— Idle Line

Press a programmable button  
with lights  
Press left **Intercom** 8

## Do Not Disturb

Press a programmable button  
with lights  
Press left **Feature** 0 1 

## Exclusive Hold

Press a programmable button  
Press left **Feature** 0 2

## Group Calling—Ring/Page

### For ringing group:

Press a programmable button  
Press left **Intercom** 7  
Dial a Calling Group number (1-4)

### For paging group:

Press a programmable button  
Press left **Intercom** \* 7  
Dial a Calling Group number (1-4)

## Group Hunting—Ring/Voice Signal

### For ringing the first available extension:

Press a programmable button  
Press left **Intercom** 7 7  
Dial a Hunt Group number (1-7)

### For voice signaling the first available extension:

Press a programmable button  
Press left **Intercom** \* 7 7  
Dial a Hunt Group number (1-6)

## Group Pickup

Press a programmable button  
Press left **Intercom** 6 6  
Dial a Pickup Group number (1-4)

## Last Number Redial

Press a programmable button  
Press **Feature** 0 5

## Loudspeaker Paging

Press a programmable button  
Press left **Intercom** 7 0

## Manual Signaling

Press a programmable button  
Press **Feature** 1 3  
Dial a two-digit extension number  
to ring extension) or Dial \* plus  
the two-digit extension number  
(to voice-signal the extension)


## Message Light Off

Press a programmable button  
Press **Feature** 1 0  
Dial (optional) two-digit extension  
number


## Message Light On

Press a programmable button  
Press **Feature** 0 9  
Dial (optional) two-digit extension  
number


## Privacy

Press a programmable button  
with lights  
Press **Feature** 0 7 

## Recall

Press a programmable button  
with lights  
Press **Feature** 0 3 

## Record-A-Call

Press a programmable button  
with lights  
Press **Feature** 2 4 

## Save Number Redial

Press a programmable button  
Press **Feature** 0 4

## Simultaneous Paging

Press a programmable button  
Press left **Intercom** \* 7 0

## Station Lock

Press a programmable button  
Press **Feature** 2 1 

## Station Unlock

Press a programmable button  
Press **Feature** 2 2


## Touch-Tone Enable

Press a programmable button  
Press **Feature** 0 8

## VMS Cover

Press a programmable button  
Press **Feature** 1 5 

## Voice Interrupt On Busy Talk-Back

Press a programmable button  
with lights  
Press **Feature** 1 8 

## Voice Mailbox Transfer

Press a programmable button  
Press **Feature** 1 4

3.0

# Extension Telephone Programming Flow Chart—How to Use

To use the Extension Telephone Programming Flow Chart, follow these instructions first:

To Program at an extension, use the following procedure:

- **To Start programming:**

- Press **Feature** **0** **0**

- The green light next to buttons on which lines or pools are assigned for the extension show the current Line Ringing settings. You can program the remaining buttons with telephone number, extensions numbers, or system features.

- **To assign a name to the extension, press left **Intercom**, and then enter the character codes.**

- **To Erase the current programming from a button, press the button, then press **Mic/HFAI**:**


- Press the programmed button


- Press **Mic/HFAI**


- **To End Programming Mode:**

- Press **Feature** **0** **0**

## Icon Description

 = Factory setting

 = Button with lights required

 = Button with lights recommended

**2.0** = PARTNER ACS Revision 2.0 or later

**3.0** = PARTNER ACS Revision 3.0 or later

# Extension Telephone Programming Flow Chart

## Account Code Entry

Press a programmable button

Press **Feature** 1 2



## Background Music

Press a programmable button

Press **Feature** 1 9



## Caller ID Call Logging & Dialing

2.0

Press a programmable button with lights

Press **Feature** 2 3



## Extension Name Display

Press left **Intercom**

Enter the character codes for the name  
(See table "Character Codes")

## Personal Speed Dial Numbers

Press **Feature**

Dial a two-digit code (80-99)

Dial the phone number—up to 28 digits including special functions (see "Special Dialing Functions")

## Call Coverage

Press a programmable button

Press **Feature** 2 0

Dial (optional) two-digit **originating** extension number

Dial (optional) two-digit **destination** extension number



## Caller ID Inspect

2.0

Press a programmable button with lights

Press **Feature** 1 7



## Auto Dial Numbers—Outside and Inside

Press **Feature** 0 0

Press a programmable button

### To program an outside number:

Dial the phone number—up to 28 digits including special functions (see "Special Dialing Functions")

### To program an extension number:

Press left **Intercom**

Dial the extension number (to ring the extension) or \* plus the extension number (to voice-signal the extension)

## Call Forwarding/Call Follow-Me

Press a programmable button with lights

Press **Feature** 1 1

Dial (optional) two-digit **originating** extension number

Dial (optional) two-digit **destination** extension number



## Caller ID Name Display

2.0

Press a programmable button with lights

Press **Feature** 1 6

## Call Pickup

Press a programmable button

Press left **Intercom** 6

Dial the two-digit extension number

## Conference Drop

Press a programmable button

Press **Feature** 0 6



# Extension Telephone Programming Flow Chart—Continued

## Contact Closure 1

Press **Feature**  
Press a programmable button  
Press **Feature** 4 1



## Contact Closure 2

Press a programmable button  
Press **Feature** 4 2



## Direct Line Pickup— Active Line

Press a programmable button  
Press left **Intercom** 6 8

## Direct Line Pickup— Idle Line

Press a programmable button  
with lights  
Press left **Intercom** 8

## Do Not Disturb

Press a programmable button  
with lights  
Press left **Feature** 0 1



## Exclusive Hold

Press a programmable button  
Press left **Feature** 0 2

## Group Calling—Ring/Page

### For ringing group:

Press a programmable button  
Press left **Intercom** 7  
Dial a Calling Group number (1-4)

### For paging group:

Press a programmable button  
Press left **Intercom** \* 7  
Dial a Calling Group number (1-4)

## Group Hunting—Ring/Voice Signal

### For ringing the first available extension:

Press a programmable button  
Press left **Intercom** 7 7  
Dial a Hunt Group number (1-7)

### For paging the first available extension:

Press a programmable button  
Press left **Intercom** \* 7 7  
Dial a Hunt Group number (1-6)

## Group Pickup

Press a programmable button  
Press left **Intercom** 6 6  
Dial a Pickup Group number (1-4)

## Last Number Redial

Press a programmable button  
Press **Feature** 0 5

## Loudspeaker Paging

Press a programmable button  
Press left **Intercom** 7 0

## Manual Signaling

Press a programmable button  
Press **Feature** 1 3  
Dial a two-digit extension number  
to ring extension) or Dial \* plus  
the two-digit extension number  
(to voice-signal the extension)

## Message Light Off

Press a programmable button  
Press **Feature** 1 0  
Dial (optional) two-digit extension  
number

## Message Light On

Press a programmable button  
Press **Feature** 0 9  
Dial (optional) two-digit extension  
number

## Privacy

Press a programmable button  
with lights  
Press **Feature** 0 7



## Recall

Press a programmable button  
with lights  
Press **Feature** 0 3



## Record-A-Call

Press a programmable button  
with lights  
Press **Feature** 2 4

3.0



## Save Number Redial

Press a programmable button  
Press **Feature** 0 4

## Simultaneous Paging

Press a programmable button  
Press left **Intercom** \* 7 0

## Station Lock

Press a programmable button  
Press **Feature** 2 1



## Station Unlock

Press a programmable button  
Press **Feature** 2 2

## Touch-Tone Enable

Press a programmable button  
Press **Feature** 0 8

## VMS Cover

Press a programmable button  
Press **Feature** 1 5

## Voice Interrupt On Busy Talk-Back

Press a programmable button  
Press **Feature** 1 8

## Voice Mailbox Transfer

Press a programmable button  
Press **Feature** 1 4