



# **How to Use Your PARTNER<sup>®</sup> Phone**

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**Notice**

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

**Preventing Toll Fraud**

“Toll fraud” is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there may be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

**Avaya Fraud Intervention**

If you suspect that you are being victimized by toll fraud and you need technical assistance or support, in the United States and Canada, call the Technical Service Center's Toll Fraud Intervention Hotline at 1-800-643-2353.

**How to Get Help**

For additional support telephone numbers, go to the Avaya Web site:

<http://www.avaya.com/support/>

If you are:

- Within the United States, click *Escalation Contacts*, which includes escalation phone numbers within the USA.
- Outside the United States, click *Escalation Lists* then click *Global Escalation List*, which includes phone numbers for the regional Centers of Excellence.

**Responsibility for Your Company's Telecommunications Security**

The final responsibility for securing both this system and its networked equipment rests with you - Avaya's customer system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure:

- Your Avaya-provided telecommunications systems and their interfaces
- Your Avaya-provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products.

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For the most current versions of documentation, go to the Avaya Web site:

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# Basic Phone Functions

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## Make a Call

To make an outside call:

- 1 Press **(Spkr)**, a line button, or lift the handset.
- 2 If required, dial the outside line code, usually **(9)**, and then dial the telephone number.

To make an inside call:

- 1 Press either **(Intercom)** button.
- 2 Lift the handset, if desired.
- 3 Dial an extension.

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## Answer a Call

To answer an outside call or inside call:

- Press the button for the line you wish to answer, lift the handset, or press **(Spkr)**.

To enable Hands-Free Answer on Intercom:

- Press **(Mic)** which allows you to respond to voice-signaled (not ringing) intercom calls without having to lift the handset or press any buttons.

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## Use the Hold Feature

- 1 While active on a call, press **(Hold)**.
- 2 To retrieve a call from hold while on the handset or speaker, press the line button next to the winking green light (a call you put on hold) or the winking red light (a call put on hold at another extension).

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## Transfer a Call to an Extension

- 1 Press **Transfer**.
- 2 Dial the extension number.
- 3 Perform one of the following steps:
  - To transfer the call without announcing it, hang up.
  - To announce the call before transferring it, wait for the called party to answer. When the called party answers, announce the call. To complete the transfer, hang up.

If you want to cancel the transfer and return to that call, press the intercom button or line button of the call you were transferring.

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## Transfer a Call to a Voice Mailbox

- 1 Press **Feature** **1** **4**.
- 2 Dial the extension number.
- 3 Hang up.

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## Make a Conference Call

While connected to the first party:

- 1 Press **Conf**.
- 2 Press an idle intercom or line button.
- 3 Call the next party.
- 4 Press **Conf** again. Calls are now conferenced.
- 5 Repeat steps 1 through 4 to add up to a total of 2 outside and 2 inside connections.

You can remove the last-added outside party from the conference by pressing **Feature** **0** **6**.

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## Use Your Voice Mailbox

To listen to your messages:

- Press *Intercom* **7 7 7**.

To have voice mail answer your calls immediately:

- Press *Do Not Disturb*.

### NOTE

*Do Not Disturb must be programmed previously on a button.*

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## Join a Call in Progress

A steady red light indicates a call in progress on another extension.

### NOTE

*You cannot join a call if Privacy is enabled or Automatic Extension Privacy is assigned at the other extension.*

- 1 Press the button next to the red light.
- 2 Lift the handset or press *Spkr*.

---

## Forward Your Calls

- 1 Press *Feature* **1 1**.
- 2 Dial your extension number.
- 3 Dial the destination extension number.
- 4 To cancel, follow steps 1 through 3, but dial your extension number in step 3.

### NOTE

*Your System Administrator can program this feature on a button.*

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## Send Calls to a Covering Extension

To use this feature, a voice mail system must be installed and administered in the PARTNER system, and your extension must be a subscriber to the voice mail system.

- 1 Press **Feature** **2** **0**.
- 2 Dial your extension number.
- 3 Dial the covering extension number.

To send calls to the covering extension as soon as they start to ring, press *Do Not Disturb*.

### NOTE

*Do Not Disturb must be programmed previously on a button.*

To cancel call coverage, follow steps 1 through 3, but dial your extension number in step 3.

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## Adjust the Volume

To adjust the ringer volume:

- To increase volume, press  or  while the phone is idle or ringing and the handset is in its cradle.
- To decrease volume, press  or  while the phone is idle or ringing and the handset is in its cradle.

To adjust the speaker volume (while using the speaker) or handset volume (while using the handset):

- To increase volume, press  or .
- To decrease volume, press  or .



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## Adjust the Display Contrast

The phone must be idle and the handset must be in its cradle when you adjust the display contrast.

To adjust the display contrast:

- To increase contrast, press  then press  or .
- To decrease contrast, press  then press  or .

# Advanced Phone Functions

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## Screen Calls

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To listen to a caller leaving a voice mail message:

- Press the programmed Call Screen button while the call is ringing.

To screen all incoming calls:

- Press the programmed Call Screen button. The steady green light indicates the call screening feature is activated.

## Record Calls

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This procedure requires special programming in your voice mail system.

### **NOTE**

This feature is available on PARTNER ACS Release 3.0 or later systems using PARTNER Messaging R1.0 and later systems or PMVS R5.0 and later systems.

To record a conversation (to be stored in your voice mailbox):

- Press the programmed Record Call button at any time during the call.

You may record conference calls, but only one of the other parties can be on an inside extension.

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## Lock Your Extension

To prevent unauthorized people from making outside calls from your extension while you are away:

- 1 Press **Feature** **2** **1**.
- 2 Dial a 4-digit code (0–9).
- 3 Redial the 4-digit code.

This feature also prevents calls from being screened.

To unlock your extension:

- 1 Press **Feature** **2** **1**.
- 2 Dial the 4-digit code used to lock the extension.

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## Use Group Calling

To make or transfer a call to all extensions in a Calling Group:

- 1 Press **Intercom**.
- 2 Lift the handset.
- 3 Dial **7** and the group number (1–4).

To page all extensions in a Calling Group:

- 1 Press **Intercom**.
- 2 Lift the handset.
- 3 Dial **\*7** and the group number. Begin speaking after the beep.

## Use Group Pickup

To answer a call at any extension in a Pickup Group:

- 1 Press **Intercom**.
- 2 Lift the handset.
- 3 Dial **66** and the group number (1–4).

# Personalizing Your Phone

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## Program Your Phone

To program unused buttons to access frequently used system features, extensions, and phone numbers:

- 1 Press **Feature** **00**.
- 2 Press the appropriate button.
- 3 Dial one of the following:
  - feature dial-code
  - phone number
  - for an inside extension, press **Intercom** and dial the extension.

See [“Feature Dial Codes” on page 14](#) for a list of common features and dial codes.

- 4 Do one of the following:
  - To program another button, return to step 2.
  - To exit, press **Feature** **00**.

# Feature Dial Codes

| Feature                               | Dial Code                                                                            |
|---------------------------------------|--------------------------------------------------------------------------------------|
| <b>Account Code Entry</b>             | (Feature) 1 2 + account code + (Feature) 1 2                                         |
| <b>Background Music</b>               | (Feature) 1 9 to turn on and off                                                     |
| <b>Call Coverage</b>                  | (Feature) 2 0 + your extension and covering extension                                |
| <b>Call Forwarding/Call Follow-Me</b> | (Feature) 1 1 + your extension + extension where you want your calls to ring         |
| <b>Call Recording</b>                 | (Feature) 2 4 to turn on and off<br>This feature requires a button with lights.      |
| <b>Call Screening</b>                 | (Feature) 2 5<br>You can program this button via Central Telephone Programming only. |
| <b>Conference Drop</b>                | (Feature) 0 6<br>The last added outside party is dropped from a conference call.     |
| <b>Do Not Disturb</b>                 | (Feature) 0 1 to turn on and off<br>This feature requires a button with lights.      |
| <b>Exclusive Hold</b>                 | (Feature) 0 2                                                                        |
| <b>Last Number Redial</b>             | (Feature) 0 5                                                                        |
| <b>Message Light On/Off</b>           | To turn on: (Feature) 0 9 + extension<br>To turn off: (Feature) 1 0 + extension      |
| <b>Privacy</b>                        | (Feature) 0 7<br>This feature requires a button with lights.                         |
| <b>Recall</b>                         | (Feature) 0 3                                                                        |

| Feature              | Dial Code                                                                                                                             |
|----------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| Save Number Redial   | To save a number: <i>Feature</i> 0 4 after dialing the number, but before hanging up<br>To redial a stored number: <i>Feature</i> 0 4 |
| Voice Cover          | <i>Feature</i> 1 5                                                                                                                    |
| Voice Mailbox Access | <i>Intercom</i> 7 7 7                                                                                                                 |
| Voice Mail Transfer  | <i>Feature</i> 1 4                                                                                                                    |

# Speed Dialing

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## System Speed Dial

To use a system speed dial code:

- Press **Feature**, then a 3-digit code.

System speed dial codes are set by your system administrator.

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## Personal Speed Dial

To program your personal speed dial codes:

- 1 Press **Feature** **0** **0**.
- 2 Press **Feature** and select a 2-digit code between 80 and 99.
- 3 Dial the telephone number.
- 4 Repeat steps 2 and 3 for more numbers or, to exit, press **Feature** **0** **0**.

To use your personal speed dial codes:

- Press **Feature**, then the 2-digit code you selected.



# Directories

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## System Speed Dial Directory

| Name | Code | Name | Code |
|------|------|------|------|
|      | 600  |      | 625  |
|      | 601  |      | 626  |
|      | 602  |      | 627  |
|      | 603  |      | 628  |
|      | 604  |      | 629  |
|      | 605  |      | 630  |
|      | 606  |      | 631  |
|      | 607  |      | 632  |
|      | 608  |      | 633  |
|      | 609  |      | 634  |
|      | 610  |      | 635  |
|      | 611  |      | 636  |
|      | 612  |      | 637  |
|      | 613  |      | 638  |
|      | 614  |      | 639  |
|      | 615  |      | 640  |
|      | 616  |      | 641  |
|      | 617  |      | 642  |
|      | 618  |      | 643  |
|      | 619  |      | 644  |
|      | 620  |      | 645  |
|      | 621  |      | 646  |
|      | 622  |      | 647  |
|      | 623  |      | 648  |
|      | 624  |      | 649  |

| Name | Code | Name | Code |
|------|------|------|------|
|      | 650  |      | 675  |
|      | 651  |      | 676  |
|      | 652  |      | 677  |
|      | 653  |      | 678  |
|      | 654  |      | 679  |
|      | 655  |      | 680  |
|      | 656  |      | 681  |
|      | 657  |      | 682  |
|      | 658  |      | 683  |
|      | 659  |      | 684  |
|      | 660  |      | 685  |
|      | 661  |      | 686  |
|      | 662  |      | 687  |
|      | 663  |      | 688  |
|      | 664  |      | 689  |
|      | 665  |      | 690  |
|      | 666  |      | 691  |
|      | 667  |      | 692  |
|      | 668  |      | 693  |
|      | 669  |      | 694  |
|      | 670  |      | 695  |
|      | 671  |      | 696  |
|      | 672  |      | 697  |
|      | 673  |      | 698  |
|      | 674  |      | 699  |

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# Personal Speed Dial Directory

| Code | Name |
|------|------|
| 80   |      |
| 81   |      |
| 82   |      |
| 83   |      |
| 84   |      |
| 85   |      |
| 86   |      |
| 87   |      |
| 88   |      |
| 89   |      |
| 90   |      |
| 91   |      |
| 92   |      |
| 93   |      |
| 94   |      |
| 95   |      |
| 96   |      |
| 97   |      |
| 98   |      |
| 99   |      |

# System Extensions Directory

| Name | Ext. | Name | Ext. |
|------|------|------|------|
|      |      |      |      |
|      |      |      |      |
|      |      |      |      |
|      |      |      |      |
|      |      |      |      |
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