



PARTNER II® Telephone System

Communications Technology Made Simple

The **PARTNER II®** Telephone System is designed to offer you and your staff more ways to direct and process calls, so you can build efficiency plus offer your callers maximum convenience and the best possible service.

The features of the easy-to-use, affordable **PARTNER II** System give you greater flexibility and control of your call handling, without sacrificing the personal touch that your callers deserve. Whether you have 2 phones or 30, the user-friendly **PARTNER II** System can help you make the most of your resources while you provide callers with superior service.

The Components You Need to Get Started

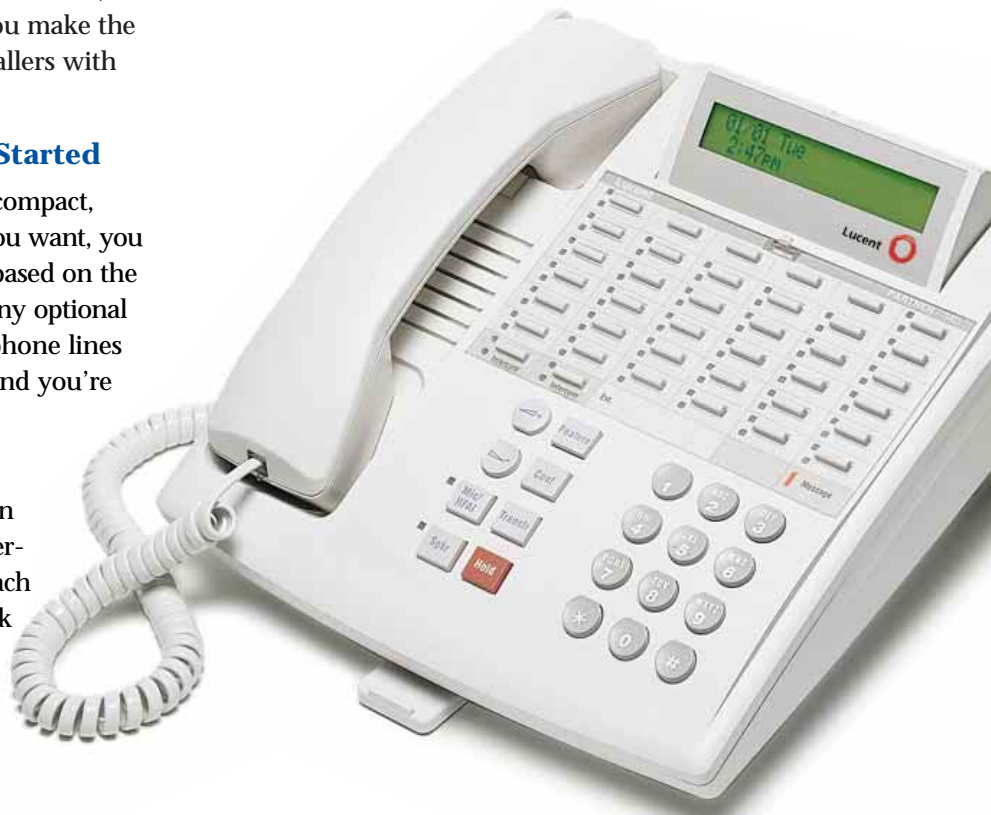
The “brain” of the **PARTNER II** System is its compact, modular control unit. To get the capabilities you want, you simply insert modules into the control unit, based on the number of phones and lines you need plus any optional features you want. Then just connect your phone lines and **PARTNER** telephones to the modules, and you’re ready to start using the system.

The **PARTNER II** System offers you a choice of four contemporary telephones with built-in speakerphone, intercom, transfer, hold, conferencing, and programmable feature buttons. Each phone also has a handy pull-out tray for quick feature reference.

PARTNER telephone options include backlit swivel displays and up to 46 functional buttons on the largest model, for maximum flexibility. The backlit display—two lines by

24 characters, available in English, French, or Spanish—is easy to read and can be tilted to fit the user’s comfort. The display shows the date and time, and can even include your incoming caller’s telephone number.¹

In addition, most single-line phones and other communications equipment, such as modems and fax machines, can be easily connected to the system. That gives you potential



¹ To use this feature, subscribe to Incoming Caller ID through your local telephone company and use specific **PARTNER II** Caller ID modules.

cost savings, because you may not have to buy all new equipment or buy special adapters to use existing equipment with your **PARTNER II System**.

An Array of Capabilities to Choose From

The **PARTNER II System** includes a wide variety of enhanced features and options that make many advanced call-handling capabilities available to your business. For example:

- The Automatic System Answer (ASA) mode gives you three ways to handle calls after they've been answered by the system. At the touch of a button, you can select a different answer mode, depending on your callers' needs, your staffing, or the time of day.
 - (1) To provide the fastest service, ASA can answer your calls with a personalized recorded message, place the calls on hold, and ring every eligible extension so that the call is handled by the first available person. This way, your callers are greeted promptly and professionally.
 - (2) ASA can greet callers with your personalized message and then automatically place the caller on hold at extension 10, where any staff member who is available can retrieve the call. You might use a message such as, *"Thank you for calling ABC Company. Please hold, and an agent will be with you shortly."*
 - (3) After hours, ASA can greet callers with a personalized message telling them when they can call back to reach you: *"Thank you for calling ABC Company. Please call again during our regular business hours, 8 am to 6 pm, Monday through Friday."*
- You can also provide customized announcements² while callers are on hold—to promote a special offer, provide information, or reassure callers that they're still connected, to encourage them to stay on the line.
- With built-in conferencing capabilities, a single button lets you set up a call among up to five parties.³ That means you can easily confer with customers at more than one location at the same time—or bring additional staff members in on a call without having them leave their desks.
- Built-in Direct Extension Dialing (DXD) lets callers dial a particular extension to speak directly with their designated sales representative or service agent at your business.

DXD allows you to provide dedicated, personalized service—which can help keep customers coming back for more.

- With the **PassageWay® Direct Connection** optional software package, you can link your telephones and personal computers so that information about callers is displayed on your computer screen *before* you answer the phone.⁴ Having information at your fingertips shows you care about your callers and are ready to meet their needs. It also helps your employees work faster and smarter, by automating routine tasks.
- The new **PARTNER Reporter** software option helps you use your personal computer to gather and analyze call activity data, so you can track your performance and adjust your staffing accordingly. For example, you can see how long callers waited on hold before their calls were answered; how many calls were "lost"; or how long it took your employees to handle each call. This data can help you learn if you're handling calls efficiently with your existing staff or if you need to hire more staff to improve call handling.

The easy-to-use graphics in the **PARTNER Reporter** software help guide you and make it simple to organize, store, and print your call data in up to 14 different report formats. The reports can be uploaded from up to 100 locations to a central computer. So, if you have multiple business locations, you can monitor their efforts from your main office location.

- The optional **PARTNER MAIL VS®** Voice Messaging System (available in U.K. and American English, Spanish, and French) gives you basic, easy-to-use voice messaging, including individual mailboxes and remote access. You can use the **PARTNER MAIL VS** System to keep in touch with callers after hours or when you're out of the office—or use it as a backup when your receptionist or employees are especially busy and can't get to every call right away.

With the **PARTNER MAIL VS** System, your customers will appreciate being able to leave a message rather than wait on



hold or call back. And you'll appreciate the simplicity and flexibility of the system. The **PARTNER MAIL VS** System module slides right into your existing **PARTNER II** control unit and has no special electrical requirements. That makes the **PARTNER MAIL VS** System a cost-effective way to bring basic voice messaging to your business.

- The optional **PARTNER MAIL**® Voice Messaging System gives you more advanced voice messaging capabilities. For example, the **PARTNER MAIL** System lets you internally “broadcast” a recorded message to your coworkers instantly, to help reduce the time you spend distributing routine information and increase worker productivity.

The **PARTNER MAIL** System's “outcalling” feature helps make sure you get your messages no matter where you are—in the office, on the road, or at home. When a caller

leaves a message in your voice mailbox, the system can automatically dial up to five phone numbers to try to locate you and notify you that you have a message waiting. The system can call your pager, cellular phone, car phone, home phone, or whatever numbers you choose.

The **PARTNER MAIL** System supports up to three “automated attendants,” to handle your calls automatically while providing a personalized touch. For maximum flexibility, the system can accommodate up to six ports and 16 hours of message storage. It also features a wide range of security enhancements that help protect your voice messaging system and prevent toll fraud.

- Power Failure Transfer helps ensure that you can make and receive calls in the event of an outage, so you can keep serving your callers' needs. The built-in surge and lightning protection also helps prevent system damage.

Versatility Backed by Superior Service

The **PARTNER II** System is designed to adapt to your business communications needs. Its built-in flexibility and programmability make it easy for you to handle calls exactly the way you want to. And because the system is modular, you can expand it as your needs change or as you require more capacity.

In addition, Lucent Technologies offers trade-in/buy-back programs as well as platform assurance plans, to ensure that your investment is protected.

Best of all, the **PARTNER II** System is backed by Bell Laboratories expertise and Lucent Technologies dedicated customer service. That means technical support is available to you 24 hours a day, seven days a week. You can also choose from a wide spectrum of service plans to fit any budget.

To find out how the **PARTNER II**® System can help your business provide the best service more cost-effectively, talk to your Lucent Technologies representative.



² Requires optional **Magic on Hold**® System.

³ The quality of a conference call can be affected by the transmission characteristics of a conference party's telephone connection. Up to two inside and two outside parties can be added to a conference call.

⁴ To use this feature, subscribe to Incoming Caller ID through your local telephone company and use specific **PARTNER II** Caller ID modules.

FEATURES

- Abbreviated Ringing
- Account Code Entry—Regular/Forced/Verified
- Allowed/Disallowed Lists
- Automatic Extension Privacy
- Automatic Line Selection
- Automatic System Answer—Enhanced
- Background Music⁵
- Call Center—Inbound (Functionality)
- Call Coverage
- Call Forwarding/Call Follow Me
- Call Group
- Call Park
- Call Pickup
- Call Restriction (3 levels)
- Call Waiting (single-line sets)
- Caller ID (optional)
- Calling Group
- Conference Calling (5-party)
- Conference Denial/Drop
- Copy Settings
- Dial Mode (rotary or touch-tone)
- Dial Restriction Override (via system password)
- Direct Extension Dialing (DXD)
- Direct Line Pickup (active or idle line)
- Display (multilingual)
- Distinctive Ring
- Do Not Disturb
- Emergency Number List
- Enhanced Tip/Ring Capability
- Exclusive Hold
- Extension Hunt Groups
- Extension Name on Display
- External/Internal Hotline
- Fax Management
- Forced Account Code Verification
- Group Call/Pickup
- Group Call Distribution
- Group Paging
- Hold
- Hold Reminder Tone
- Hospitality Package
- Hunt Groups
- Intercom Autodial
- Intercom Call Ring/Voice/Manual Signaling
- Joining Calls (Call Bridging)
- Last Number Redial
- Line Access Restrictions
- Line Assignment (flexible)
- Line Pooling (1 main, 3 auxiliary)
- Line Reserve
- Line Ringing Options
- Loudspeaker Paging⁶
- Manual Signaling
- Message Light On/Off (system and single-line sets)
- Music on Hold⁵
- Night Service
- Outside Autodial
- Personal Speed Dialing (20 numbers)
- Pooled Access Restrictions
- Privacy

- Recall
- Ringing Line Preference
- Save Number Redial
- Send All Calls Functionality
- Simultaneous Paging
- Station Lock/Unlock
- Station Message Detail Recording (SMDR)—Enhanced
- System Password
- System Speed Dial (100 numbers)
- Toll Restriction
- Touch-Tone Enable
- Transfer
- Transfer Return Delay
- Transfer Return to Programmable Extension
- Transfer Return Ring
- Automatic Voice Mail Coverage⁷:
 - Adjustable VMS Cover Ring Interval
 - Line Coverage Extension
 - Voice Mailbox Transfer
- Voice Interrupt on Busy with Talkback
- Volume Control

OPTIONAL EQUIPMENT

- Alerting Devices: Horns, Bells, Chimes, Strobes
- Answering Machines
- Call Accounting Terminals
- Caller ID Modules
- Cordless/Wireless Phones
- DSS Console
- Fax Machines
- Headsets
- Industry-Standard Single-Line Phones with LED Messaging/Waiting Lights
- In-Range/Out-of-Building Protectors
- **Magic on Hold** System
- Modems
- **PARTNER** Doorphone
- **PARTNER MAIL** System
- **PARTNER MAIL VS** System
- **PARTNER** PagePac[®] Paging Systems
- **PARTNER Reporter**
- **PARTNER** System Remote Administration Unit
- **PassageWay**[®] Direct Connection
- **PassageWay**[®] Administration for **PARTNER**
- Specialty Handsets (K-style)
- Uninterruptible Power Supply

SPECIFICATIONS

- FCC Part 15—Class A
- Capacities: Maximum 16 lines/48 phones or 24 lines/24 phones
- Control Unit Dimensions (Single Carrier System):
 - 19" H x 11" W x 12" D (48.3 cm x 27.9 cm x 30.5 cm)
- Environmental Conditions:
 - Temperature—32°-104° F (0°-40° C)
 - Humidity—15%-90%, Noncondensing
- **PARTNER**[®] products are designed, developed, and manufactured using ISO 9000 certified processes.

⁵ With customer-provided music source.

⁶ Requires optional equipment.

⁷ Applies to systems with voice mail.

