



## PARTNER® Advanced Communications System (ACS) Telephones

### Powerful and productive communications

Converged Voice and  
Data Networks  
Customer Relationship  
Management  
Unified Communication

Supported by:  
Avaya Labs and Services

Everything about PARTNER ACS is designed to enhance productivity. This is especially true of the PARTNER telephones designed by Avaya Labs. From the intuitive layout of buttons and screens to the feel of the buttons as you push them, PARTNER telephones help you and your employees work more efficiently—which will help you succeed in today's Customer Economy.





Choose from black, gray, or white sets, and use them on the desktop, or wall mount them in areas where desks are not available. There are four models: 6-button, 18-button, 18-button with display, and 34-button with display.

All models feature:

- Built-in two-way, speakerphone
- Intercom
- Hands-Free Answer on Intercom (HFAI)
- Conferencing (up to 5 parties: 3 internal, 2 external with a PARTNER telephone set and up to 3 party-conferencing with a tip/ring single-line set)
- Hold
- Transfer
- Message waiting notification
- Call forwarding (to another extension)
- Programmable feature/line buttons
- Distinctive ring
- Do not disturb
- Speed dial/auto dial (100 system numbers, 20 personal numbers)

### Hands Free Communication

The built-in, two-way speakerphone and capability for hands-free answer on intercom (HFAI)—standard on every PARTNER telephone—ensure easy, high-quality, hands-free communication.

### Headsets

Headsets offer a way to enhance the productivity and performance of managers, office workers and customer service representatives by increasing their comfort and convenience. A wide range of headsets can be used with the PARTNER system.

### Desktop or wall-mount

For situations where desktop or counterspace is at a premium, PARTNER telephones are designed to be easily mounted to a wall. No extra hardware is needed.

### Clear, crisp displays streamline workflow

PARTNER ACS display telephone sets come with 2-line-by-24 character, backlit displays. When you make a call, the number you are dialing is displayed. When you receive internal calls, the extension number is displayed along with the name of the person who is calling you.

The displays can also be adjusted to the most comfortable viewing angle. And information can be displayed in English, French, or Spanish.



### PARTNER 6-Button

is a basic, cost-effective unit with 4 programmable line/feature and 2 intercom buttons.

## Caller Identification\* (ID) is built in

When you know who's calling before you answer the phone, you have the ability to immediately personalize your response. This helps build stronger relationships not only with your customers, but with your co-workers and suppliers as well. And now with PARTNER® ACS R4, name and number are displayed simultaneously during ringing. Strong relationships enhance customer loyalty, and facilitate the flow of information between you and your colleagues. When you subscribe to Caller ID from your local carrier, you won't need any extra equipment to use the service because PARTNER ACS telephones have the caller's name and number built in. This saves money and scarce desktop space.

## A clear indication

PARTNER ACS telephone sets also have dual red and green LEDs to give a clear indication of what's going on. LEDs make it possible to easily see the status of a call in a variety of office setting and light conditions.

\* Subscription to Incoming Caller ID service from a local telephone company is required.

Other sets often use LCDs for their displays which can be difficult to see in low levels of light. Also, the position of the LED itself, lit or not, provides call status information (a lot like a traffic light).

## Expanding your PARTNER ACS system is easy

As your business grows it may become necessary to add more telephones. Additional PARTNER ACS telephones just plug right in. Also, when it comes time to move up to a whole new level of functionality, PARTNER ACS telephones are fully compatible with the Avaya MERLIN MAGIX™ Integrated system. So you won't have to buy all new telephones—just the extra ones you may need.

## Need more information?

To learn more about PARTNER ACS telephones, talk to your authorized Avaya BusinessPartner. Or visit us at [avaya.com](http://avaya.com).



### PARTNER 18D

comes with the 2-line by 24-character backlit display, 16-line/feature buttons, 2 intercom buttons and 4 other programmable feature buttons.



### PARTNER 34D

also has the 2-line by 24-character backlit display and is designed for basic attendant capabilities.



## PARTNER® ACS Specifications

- **System capacities:** Maximum 15 lines/40 phones or 31 lines/8 phones
- **Dimensions**
  - Stand-alone PARTNER ACS Module: 17" H x 1.5" W x 11" D (43.2 cm x 3.8 cm x 27.9 cm)
  - 2-slot carrier: 9.75" H x 5.5" W x 2" D (24.8 cm x 14 cm x 5.1 cm)
  - 5-slot carrier: 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.



Avaya is a global leader in business communications solutions and services, helping make enterprise networks customer-driven. More than 75 percent of Fortune 500 companies use Avaya's solutions and services to succeed in the new Customer Economy where the customer is at the center of their enterprise networks. Our award-winning solutions include:

- Converged Voice and Data Networks
- Customer Relationship Management
- Unified Communication

All supported by Avaya Labs and Services.

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