



**How to Use Your**

# **PARTNER<sup>®</sup> Phone**

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**Avaya & Lucent Support  
OnSite Support**

518-457-701  
COMCODE 700016694  
Issue 1  
May 2001

# **1-877-690-7705**

# Basic Phone Functions

## MAKE A CALL

### To make an outside call:

- 1 Press **Spkr**, a line button or lift the handset.

If required, dial the outside line code, usually **9**.

### To make an inside call:

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

## ANSWER A CALL

### To answer an outside 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/HFAI** which allows you to respond to voice-signaled (not ringing) intercom calls without having to lift the handset or press any buttons.

## USE THE HOLD FEATURE

- Press **Hold**.
- 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).

# Basic Phone Functions

## TRANSFER A CALL TO AN EXTENSION

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

## TRANSFER A CALL TO A VOICE MAILBOX

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

## 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.

Repeat these steps to add up to a total of 2 outside and 2 inside connections.

## USE YOUR VOICE MAILBOX

### **To listen to your messages:**

- Press **Intercom 7 7 7**.

### **To have voice mail answer your calls:**

- Press "Do Not Disturb."

## JOIN A CALL IN PROGRESS

A steady  **Red Light** indicates a call in progress on another extension.

- 1 Press the button next to the  **Red Light**.
- 2 Lift the handset or press **Spkr**.

# Basic Phone Functions

## FORWARD YOUR CALLS

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

To cancel, follow steps 1-3, but dial your extension in step 3.

## SEND CALLS TO A COVERING EXTENSION

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

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

To cancel Call Coverage, follow steps 1-3, but dial your extension number in step 3.

## ADJUST THE VOLUME

- Adjust the ringer volume by pressing  to increase or  to decrease while the phone is idle and the handset is in its cradle.
- Adjust the speaker volume (while using speaker) or handset volume (while using handset) by pressing  to increase or  to decrease.

## ADJUST THE DISPLAY CONTRAST

- Adjust display contrast by pressing  then  to increase or  to decrease.

# Advanced Phone Functions

## SCREEN CALLS

**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

**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. (PVMS R5.0 and later)

## LOCK YOUR EXTENSION

**To prevent unauthorized calls while you re 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.

# Advanced Phone Functions

## 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 a group number (1-4)

To page all extensions in a Calling Group, follow steps 1 and 2, then 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 **6 6**, then the group number (1-4).

# Personalizing Your Phone

## PROGRAM YOUR PHONE

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

- 1 Press **Feature 0 0**.
- 2 Press the appropriate button.
- 3 Dial the dial-code feature (see next panel for common features and dial-codes), phone number or, for an inside extension, press **Intercom** and dial the extension.
- 4 To program another button, go back to step 2, or exit by pressing **Feature 0 0**.



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**Support**



This user card is formatted for the new PARTNER phones that do not have pull-out trays under the phones. If you have an older model phone, you may still refer to this card for information on using the phone system.

To order additional  
PARTNER® User Guides,  
please call 800 457-1235  
and reference document  
number 518-457-701.

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## Feature Dial Codes

|                            |                                                                                          |
|----------------------------|------------------------------------------------------------------------------------------|
| ACCOUNT<br>CODE<br>ENTRY   | <b>Feature 1 2</b> + account code<br>+ <b>Feature 1 2</b>                                |
| BACK-<br>GROUND<br>MUSIC   | <b>Feature 1 9</b> to turn on and off                                                    |
| CALL<br>COVERAGE           | <b>Feature 2 0</b> +<br>your ext. + covering ext.                                        |
| CALL<br>FOLLOW<br>ME       | <b>Feature 1 1</b> + your ext. +<br>ext. where you want your calls to ring               |
| CONFERENCE<br>DROP         | <b>Feature 0 6</b><br>The last added outside party is dropped<br>from a conference call. |
| EXCLUSIVE<br>HOLD          | <b>Feature 0 2</b>                                                                       |
| LAST<br>NUMBER<br>REDIAL   | <b>Feature 0 5</b>                                                                       |
| MESSAGE<br>LIGHT<br>ON/OFF | To turn on: <b>Feature 0 9</b> + ext.<br>To turn off: <b>Feature 1 0</b> + ext.          |

## Feature Dial Codes

|                            |                                                                    |
|----------------------------|--------------------------------------------------------------------|
| PRIVACY                    | Feature 0 7                                                        |
| RECALL                     | Feature 0 3                                                        |
| SAVE<br>NUMBER<br>REDIAL   | Feature 0 4 <i>before hanging up</i><br><br>To redial: Feature 0 4 |
| VOICE<br>COVER             | Feature 1 5                                                        |
| VOICE<br>MAILBOX<br>ACCESS | Intercom 7 7 7                                                     |
| VOICE<br>MAIL<br>TRANSFER  | Feature 1 4                                                        |

# Speed Dialing

## SYSTEM SPEED DIAL

- Press **Feature**, then a three-digit code. (Codes are pre-set by your system administrator.)

## PERSONAL SPEED DIAL

### **To program your personal speed-dial codes:**

- 1 Press **Feature 0 0**.
  - 2 Press **Feature** and select a two-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:**  
Press **Feature**, then the two-digit code you selected.

# System Speed Dial Directory

| Name | Code | Name | Code | Name | Code | Name | Code |
|------|------|------|------|------|------|------|------|
|      | 600  |      | 625  |      | 650  |      | 675  |
|      | 601  |      | 626  |      | 651  |      | 676  |
|      | 602  |      | 627  |      | 652  |      | 677  |
|      | 603  |      | 628  |      | 653  |      | 678  |
|      | 604  |      | 629  |      | 654  |      | 679  |
|      | 605  |      | 630  |      | 655  |      | 680  |
|      | 606  |      | 631  |      | 656  |      | 681  |
|      | 607  |      | 632  |      | 657  |      | 682  |
|      | 608  |      | 633  |      | 658  |      | 683  |
|      | 609  |      | 634  |      | 659  |      | 684  |
|      | 610  |      | 635  |      | 660  |      | 685  |
|      | 611  |      | 636  |      | 661  |      | 686  |
|      | 612  |      | 637  |      | 662  |      | 687  |
|      | 613  |      | 638  |      | 663  |      | 688  |
|      | 614  |      | 639  |      | 664  |      | 689  |
|      | 615  |      | 640  |      | 665  |      | 690  |
|      | 616  |      | 641  |      | 666  |      | 691  |
|      | 617  |      | 642  |      | 667  |      | 692  |
|      | 618  |      | 643  |      | 668  |      | 693  |
|      | 619  |      | 644  |      | 669  |      | 694  |
|      | 620  |      | 645  |      | 670  |      | 695  |
|      | 621  |      | 646  |      | 671  |      | 696  |
|      | 622  |      | 647  |      | 672  |      | 697  |
|      | 623  |      | 648  |      | 673  |      | 698  |
|      | 624  |      | 649  |      | 674  |      | 699  |

## 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

[illegible]