

## Frequently Asked Questions

### Office Switching Systems

#### Partner/Partner II/Partner Plus

The following is a set of definitions used in FAQs for the Partner product line:

- PR1 = Partner Release 1
- PR2,3,4 = Partner Release 2, 3, or 4
- PP1,2,3,3.1 = Partner Plus Release 1, 2, 3, or 3.1
- P21,2,3,3.1 = Partner II Release 1, 2, 3, or 3.1
- PP4 & P24 = Partner Plus Release 4 & Partner II Release 4

#### **Q. What are my speed dial options? (4004)**

A. **System Speed Dial** can be programmed on all partner systems as follows: (4004)

SYSTEM	CODES	# OF DIGITS
PR1	20-29	20
PR2,3,4	20-79	20
PP1,2,3,3.1	20-79	20
P21,2,3,3.1	20-79	20
PP4 & P24	600-699	28

1. From extension 10 or extension 11: Press FEATURE and dial 00
2. Press FEATURE and dial the 2 digit code
3. Dial the phone number to be stored
4. Press FEATURE and dial 00

**Personal Speed Dial** can be programmed, on Partner Plus & Partner II only, from each individual phone set as follows:

SYSTEM	CODES	# OF DIGITS
PP1,2,3,3.1	80-99	20
P21,2,3,3.1	80-99	20
PP4 & P24	80-99	28

1. Press FEATURE and dial 00
2. Press FEATURE and dial the 2 digit code
3. Dial the phone number to be stored
4. Press FEATURE and dial 00

**Q. How can I decrease the amount of time I spend walking to individual rooms to locate someone? (4005)**

A. This is easily accomplished using individual and group intercom calling features. (4005)

Calling to an individual phone is available on all Partner systems:

- Press INTERCOM
- Dial extension of phone to be called

Calling to a group phones or all phones is available as follows:

For PR2,3,4 do the following:

- Press INTERCOM
- Dial \*7, this calls all idle system phones only

Programming Calling Groups

PP1,2

- From extension 10: Press FEATURE and dial 00
- Press SYSTEM PROGRAM (left IC) twice
- Dial #502
- Dial the extension to assign into the group
- Press 1= assigned or 2= not assigned
- Press FEATURE and dial 00

PP3,3.1,4 & P21,2,3,3.1,4

- From extension 10 or extension 11: press FEATURE, dial 00
- Press SYSTEM PROGRAM (left IC) twice
- Dial #502
- Dial group # (1-4)
- Dial the extension to assign into the group
- Press 1= assigned or 2= not assigned

**Q. Why does my phone “beep” only once and then when I answer there is no call? (4006)**

A. The call forward feature has been activated. (4006)

- To activate: press FEATURE 11
- Dial the extension of phone to be forwarded
- Dial the extension of phone to forward to
- To deactivate: press FEATURE 11
- Dial the extension where calls are forwarded to
- Dial the extension of the phone to return calls to

**Q. What are my options for making a phone ring? (4007)**

A. Line Ringing allows several options for each system, see the following: (4007)

PR1,2,3,3.1,4

- From extension 10: press FEATURE and dial 00
- Press left INTERCOM twice
- Press right INTERCOM once
- Dial X of phone to change
- Press each line button until
- Desired setting displays:

Line Ringing cont.

Ring= solid green light  
No Ring= fluttering green

PP1,2,3,3.1,4 & P21,2,3,3.1,4

From x10 or x11: press FEATURE, dial 00

Press SYSTEM PROGRAM twice

Press CENTRAL TEL PROGRAM once

Dial X of phone to change

Press each line button until desired

Setting displays:

- Immediate Ring= solid green light
- Delayed Ring= slow flashing green
- No Ring= quick fluttering green

**Q. People are always interrupting my calls. How can I prevent this? (4008)**

A. Automatic Extension Privacy is going to solve your problem. This feature is programmed as follows: (4008)

- From extension 10 or extension 11: Press FEATURE and dial 00
- Press SYSTEM PROGRAM (left IC) twice
- Dial #304
- Dial X to be programmed for privacy
- Dial 1= assigned, 2= not assigned
- Press FEATURE and dial 00

**Q. Is there a restriction I can program for no long distance calls? (4009)**

A. Yes! An outgoing call restriction can be programmed as follows: (4009)

- From extension 10 or extension 11: Press FEATURE and dial 00
- Press SYSTEM PROGRAM (left IC) twice
- Dial #401
- Dial the X of the phone to be restricted
- Dial 1= No restriction
- 2= Inside (intercom) only
- 3= Local & intercom only

**Q. All of my phones just shut down, what can I do? (4010)**

A. A reset to the control unit will likely clear this, considering the trouble is within the Partner system. This can be accomplished by going to the control unit, likely mounted on the wall, and unplugging the black power cord from the electrical outlet for 30-60 seconds. If this does not clear the trouble, the hotline for equipment repair is probably the next best option. (4010)

**Q. How does conference calling work? (4011)**

A Conference Calling can be done on all Partner systems as follows: (4011)

PR1,2,3,3.1,4: only 3 people at a time may be on a conference call. This includes the originator of the conference call and up to 2 other people.

- Dial the number of the first party,
- Wait for answer
- Press conference button-this will put your first party on hold and allow an additional dial tone to be accessed for next party
- Dial number or extension (for internal conf) of second party, wait for answer
- Press conference-all three parties are now connected

PP1,2,3,3.1,4 & P21,2,3,3.1,4: only 5 people at a time may be on a conference call. This includes the originator of the conference call and up to 4 other people. However, not more than 2 outside parties may be added.

- Dial the number of the first party,
- Wait for answer
- Press conference button-this will put your first party on hold and allow an additional dial tone to be accessed for next party
- Dial number or extension (for internal conf) of second party,
- Wait for answer
- Press conference-three parties now connected
- To add parties 4 & 5 follow last three steps

**Q. How do I transfer to another telephone number? (4012)**

A. This is not a feature of the Partner systems. This is a feature that you must subscribe to through your local bell company. However, if you do subscribe to this, it can be accessed through your system with the recall feature. This is done by: (4012)

Press FEATURE  
Dial 03

At this point, you may dial the number you are transferring to.

**Q. How do I change the time, day, date on my display phones? (4013)**

A. For PR3,3.1,4 and all PP & P2 the System Time and System Date may be changed as follows: (4013)

From extension 10: Press FEATURE and dial 00  
Press left INTERCOM twice  
Dial #103  
Enter correct time (military notation only-HHMM)  
Press FEATURE and dial 00

Press FEATURE and dial 00  
Press left INTERCOM twice  
Dial #101  
Enter correct date (MMDDYY)

For all PP & P2 the System day may also be changed as follows:

From x10 or x11: Press FEATURE and dial 00  
Press SYSTEM PROGRAM twice  
Dial #102

- Dial 1=Sunday
- Dial 2=Monday
- Dial 3=Tuesday
- Dial 4=Wednesday
- Dial 5=Thursday
- Dial 6=Friday
- Dial 7=Friday
- Press FEATURE and dial 00

**Q. My cordless phone is not working or is flashing range. What can be done to alleviate this problem? (4014)**

A. For a Partner cordless phone such as MLC-6, MDC9000 or MDW9000 a reset can usually clear this. (4014)

MLC-6 and MDC9000: Remove battery from the handset  
Unplug the charging cradle from the a/c outlet from the line jack  
Leave unplugged for 30 seconds  
Replace battery, plug in charging cradle  
Place handset on cradle  
Wait 10 seconds, then try phone

MDW9000: Remove battery from the handset  
Disconnect radio module from cu port  
Wait 30 seconds  
Replace battery, plug in radio module  
Wait 10 seconds, then try phone

**Q. How do I hook up an answering machine to my phone? (4015)**

A. An answering machine will function when connected to a station jack alone or connected to a station jack where a phone is also connected using an adapter, model 267f2. If necessary, it may also be connected directly to a station port or bridged onto a line port at the cu. See below for a more expanded description. (4015)

Using the 267f2 adapter the cord with 4 copper wires plugs into the phone. The cord with copper wires plugs into the single line device (fax, answering machine, modem), both cords then plug into the adapter. The Adapter plugs into the wall jack (you may want to assign auto privacy to fax and modem lines) as follows:

Auto extension privacy-feature 0 0  
Press left intercom twice  
Dial #304  
Dial an extension number (10-57) partner II R4.1/ (10-33) Partner Plus  
Dial 1 = Assigned  
2 = Not Assigned  
press 0 0 to exit

**To assign privacy to a button...**

Press 0 0  
Press left intercom twice  
Press a programmable button with lights  
Press feature 0 7  
Press feature 0 0 to exit programing

**Q. How do I retrieve my messages when I'm away from the office? (4016)**

A. If your call is answered by Partner Mail Auto Attendant, press \*7. If call is answered by a fellow employee have that person press transfer then dial 777 and hang up. If the call is answered by DXD, Direct Extension Dial, press 777 and then log in as if you were on the premises. (4016)

**Q. Can I change the number of rings the caller hears before my Partner Mail answers? (4017)**

A. Yes. There are 2 options: Immediate Answer, caller will hear 2 rings, and Delayed Answer, caller hears 4 rings. This is accomplished by using System Programming, VMS Hunt Delay, #506. (4017)

**Q. How do I change my Day/Night menu on my Partner Mail and Partner Mail VS Systems? (4018)**

**A. For your Partner Mail 2 or 4 port system follow the steps below(4018)**

1. Log on to Partner Mail Programming
2. Dial Intercom 777 (You will be asked to dial an extension number)
3. Dial 9997# (default)
4. Dial password 1234# (default)
5. At "System Administrator" prompt dial 9
6. Dial 3 for Automated Attendant
7. Dial 1 for Day Menu or Dial 2 for Night Menu
8. Dial 6 to modify (You will be asked to enter a selector code from 1-9 or enter \*# to quit)
9. Dial \*# (You will be prompted with "Day or Night Time OOT?")
10. Dial # YOU CAN NOW RECORD A NEW MENU
11. Record at the Tone
12. When finished dial 1
13. Dial \*# to accept new menu (You can listen to your message, or re-record)
14. Your message will be active when you hear "Approved Menu Saved"

**For your Partner Mail VS System follow the procedure below.**

1. Log on to VS Programming
2. Dial Intercom 777 (You will be asked to dial an extension number)
3. Dial 99#
4. Dial password 1234# (default)
5. Dial 3 for Automated Attendant
6. Dial 1 for Day Menu or 2 for Night Menu
7. Dial 6 to modify (You will be asked to enter a selector code from 1-9 or enter \*# to quit)
8. Dial \*#
9. Dial 1 to record a new greeting
10. Dial 1 after recording

11. Dial \*# to accept (Dial 23 to listen to recording or 21 to re-record)
12. Your message is active when you hear
13. "Approved Menu Definition Saved"

**Q. An employee has left the company and we need to log on to their mailbox. How would we do this? (4019)**

A. As the System Administrator you can default a password in the following way: (4019)

1. Log on to System Administration Programming
2. Go into Mailbox Programming - Option 4
3. (Partner Mail 2 port or 4 port)
4. Dial 6 to modify
5. Dial mailbox number
6. Dial 3 to reinitialize password

### **Partner Mail VS**

Dial mailbox number

Dial 3 to reinitialize password

This sets the password back to 1234 so that you can log into the mailbox.

**Q. My message light stays on after I delete all my messages. How do I turn it off? (4020)**

A. If you are the general mailbox owner (2 or 4 port mail only) check general mailbox and delete any messages in there. If you are not the owner or there are no messages in the box, from your telephone press feature, dial 10, and then your extension number. This will turn off the message light. (4020)

**Q. The message light won't turn on at some extensions when there are messages on those phones. What is wrong? (4021)**

A. If message lights don't turn on the first thing you should check is the phone (the light may be defective). Move a phone that is working to that extension. If the phone works then your phone needs to be replaced. If the good phone does not work then you need to call the Help Line, a technician dispatch is needed. (4021)

**Q. If I get a call for an employee and I know that they are gone or on their phone, how do I transfer a caller to their mailbox without having their phone ring? (4022)**

A. To directly transfer a caller into someone's mailbox do the following: (4022)



1. Press Feature
2. Dial 14
3. Dial the extension number of the mailbox you want to transfer to
4. Transfer caller to the mailbox
5. The employees phone will not ring

**Q. How do I leave a message for someone in the office without calling their extension? (4023)**

A. This cannot be done on a Partner Mail VS. You must call the extension to be able to leave a message. On the Partner Mail System (2 or 4 port) you would do the following: (4023)

1. Log on to your own mailbox (you have an option to record messages)
2. Record your message
3. At the prompt dial the extension of the phone you are sending the message to

**Q. My phone always picks up Intercom. I've changed the Auto Line Selection but it still picks up Intercom, what's wrong? (4024)**

A. If your phone always picks up intercom you may be assigned to a Hunt Group 7. This is for Partner Mail usage only. Remove your extension from Hunt Group 7, #505, and this should clear the trouble. (4024)

**Q. How can I tell what type of System I have? (4025)**

A. The type of system is located on the control unit on the colored square in the center of the processor and the 206/400 card. (4025)

**Q. How can I adjust the ringer volume and the speaker volume? (4026)**

A. The following are the instructions to use: (4026)

**Ringer Volume**= put hand set in cradle use up and down arrows to adjust volume, you will hear ringer as you adjust.

**Speaker Volume**= press speaker on phone use up and down arrows to adjust volume

**Handset Volume** = lift handset and press volume buttons to adjust; dial tone will become louder or softer as you adjust.

**Background Music**= press feature 19 use volume buttons to adjust up or down

**Q. What is the difference between lines and extensions? (4027)**

A. Lines are the individual telephone numbers that are provided by the local Bell Company. Extensions are internal and allow the intercom buttons to be used to transfer calls. (4027)

**Q. What is the difference between recall and redial? (4028)**

A. Redial dials the last number you dialed. Recall provides a dial tone so that you can make another call from the same phone or it can be used when you have a call waiting. Recall is also referred to as the "flash" button. (4028)