



PARTNER™
Communications System
Installation and Use

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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.

Federal Communications Commission (FCC) Information

For important FCC interference, registration, and repair information, see appendix D of this document.

Trademarks

PARTNER is a trademark of AT&T.
MLS-6 and MLS-12 are trademarks of AT&T.
MERLIN is a registered trademark of AT&T.
SYSTIMAX is a trademark of AT&T.

Warranty

AT&T provides a limited warranty to this product. Refer to "AT&T Limited Warranties" in chapter 8.

Ordering Information

The order number for this book is 999-506-139. To order copies of this document, call 1 800 432-6600 in the U.S. or 1 800 255-1242 in Canada. For more information on how to order this and other PARTNER™ system reference materials, refer to "Reference Materials" in the section entitled "About This Guide." For information on ordering replacement parts, accessories, and other compatible equipment, refer to appendix C.

Support Telephone Numbers

AT&T provides a toll-free customer helpline 24 hours a day. In the U.S., call the AT&T Helpline at 1 800 628-2888 if you need assistance when installing, programming, or using your system. In Canada, call one of the following Technical Assistance Centers for service or technical assistance:

| | |
|-----------------------------|----------------|
| Eastern Canada and Ottawa: | 1 800 363-1882 |
| Ontario: | 1 800 387-4268 |
| Central and Western Canada: | 1 800 663-9817 |

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About This Guide

This guide provides instructions on how to set up and use the PARTNER™ Communications System.

How to Use This Guide

If you are installing and using your PARTNER system for the first time, we recommend that you read chapters 1 through 5 to learn what the PARTNER system can do. However, if you want to set up your system and use it quickly, read the System Overview (chapter 1) and use the Quick Start table on page 1-6. Then read through this manual.

Once you are experienced with the PARTNER system, use the Table of Contents or Index to locate the information you need.

Reference Materials

Quick Reference for Use with MLS-6™ and MLS-12™ Telephones (999-506-144, in packages of 6) are available to help you use the PARTNER system.

To order additional or replacement reference materials, call the AT&T Customer Information Center (CIC):

In the U.S.: 800 432-6600

In Canada: 800 255-1242

Product Safety Labels

This book contains several product safety labels, identified by a . A **CAUTION** label indicates the presence of a hazard that will or can cause property damage or minor personal injury if the hazard is not avoided.

Carefully read the **WARNING** label on pp. 2-8, 7-1, and 8-1. Opening a 206 module will expose you to hazardous voltages that can cause severe personal injury or death.

How to Comment on This Guide

A feedback form is located at the end of this guide, after the appendixes. If the feedback form is missing, send your comments and recommendations for changes to:

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AT&T General Business Systems
Room 2B-63
99 Jefferson Road
Parsippany, NJ 07054
Fax: 201 887-6898

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Features and Capabilities

Your PARTNER™ system is easy to install, set up, and use. The best way to get started with the PARTNER system is to read this manual straight through. If you're in a hurry to set up and use the system, you can read this chapter and use the Quick Start table on page 1-6. But you will eventually need to read this manual to learn about all the capabilities of the system and how it can work for you.

The PARTNER system can handle as many as 4 outside telephone lines and 12 extensions. The PARTNER system has many features that help you manage your phone calling and save money. For example:

- **Direct connection** of standard single-line touch-tone and rotary telephones, answering machines, and fax machines means you *do not have to buy extra lines or expensive adapters* to connect phone equipment you may already own.
- **Easy, one-touch use of features** such as Last Number Redial and Privacy with AT&T MLS-12™ phones.
- **Auto Dialing** makes it possible to dial long or frequently used numbers with a single touch.
- **System Speed Dialing** allows people to dial frequently called numbers by dialing a short code.
- **Dialing Restriction feature** allows you to keep phone bills down by restricting the kinds of calls people can make.
- **Interchangeable system parts** make it easy to add or remove modules to expand or repair your system.

System Components

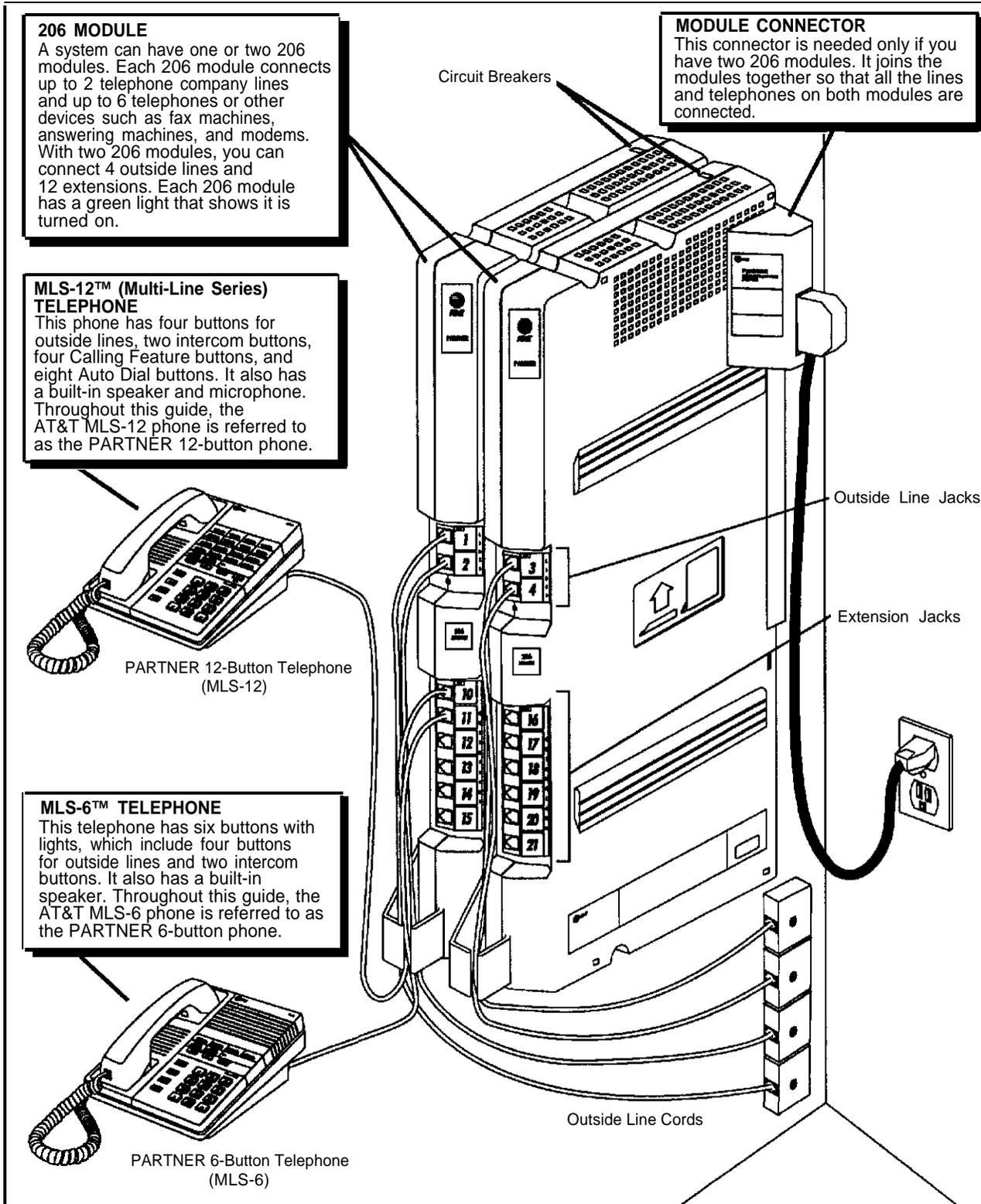


Figure 1-1 PARTNER System Components

1-2 System Overview

Optional Equipment

The PARTNER system works with many telecommunications devices, not only PARTNER telephones. You can connect these other devices without investing in more lines or circuit cards.

Industry Standard Devices

Many types of *industry-standard* telecommunications devices will work with your PARTNER system. They include:

- **Standard single line touch-tone and rotary telephones.** You can use these phones for almost all of your normal phone calling. In fact, you *should* connect at least one standard phone to the system because it is the only kind that will work on the PARTNER system during a power failure. See chapter 5 for instructions on using standard phones.
- **Single-line cordless telephones.** You can use single-line cordless telephones for almost all of your normal phone calling while having the freedom to move around your premises.
- **Fax machines.** You can save money by connecting your fax machine to the PARTNER system, so you do not have to pay for an extra dedicated outside line. For information on how to use a fax machine with the PARTNER system, see chapter 6.
- **Answering machines.** With the PARTNER system, you can cover up to four lines with a single answering machine. For instructions on how to use answering machines with the PARTNER system, see chapter 6.
- **Modems.** You can use a modem with your personal computer to send and receive data over telephone lines. For instructions on how to use modems with the PARTNER system, see chapter 6.
- **Credit card verification terminals.** If you use a credit card verification terminal, you can connect it directly to your PARTNER system. For instructions on how to use a credit card verification terminal with the PARTNER system, see chapter 6.

Limitations

You can connect the above devices to your system regardless of the manufacturer. However, the following limitations apply:

- It must be a single-line device.
- It must be industry standard. That is, it cannot be made specifically for use on a particular telephone system. (For example, you cannot connect an AT&T MERLIN® phone because it is specifically designed for use on a MERLIN system.)
- In order for the phones or devices to ring properly, the total Ringer Equivalence on a single extension cannot exceed 2. Every device has a label showing its Ringer Equivalence Number (REN). If you are connecting a single device to the extension, its REN cannot be more than 2. If connecting two devices, their *total* RENs cannot be more than 2.

Connecting and Using Standard Devices

You can connect the standard device so that it is on an extension by itself, or it can share an extension with another piece of equipment (either another standard device or a PARTNER phone). To connect two devices on one extension, you will need an AT&T 267F2 bridging adapter. (Two of these bridging adapters are included with each 206 module.) In addition, the *total* RENs for both devices must not exceed 2. See pages 2-12 and 2-13 for installation instructions.

For information on using standard devices with your PARTNER system, see chapters 5 and 6.

Other Devices

You can also connect other devices to your system, but only *specific models are compatible with the PARTNER system*. Contact an AT&T sales representative for details. These devices include:

- **Loudspeaker paging systems.** Allows you to broadcast a message over a large area.
- **Headsets.** A headset is a combination earphone and microphone you wear on your head, so you can have a private, hands-free conversation. It is useful for receptionists, salespeople, or others who may need to use have their hands free while talking on the phone. For information on how to use headsets, see the manufacturer's instructions.
- **Extra alerts.** You can connect extra alerting devices, such as bells or horns, to ring when a call comes in. For information on how to use these alerts, see the manufacturer's instructions.

Ordering Information

Optional equipment is available from many AT&T sources. Contact your AT&T representative or any of the following for sales information and advice on the equipment that would best meet your needs.

| | |
|--|----------------|
| AT&T Catalog Sales | 1 800 451-2100 |
| AT&T General Business Systems Sales Office | 1 800 247-7000 |
| AT&T PhoneCenter Store | 1 800 222-3111 |
| AT&T-Authorized Dealer | 1 800 247-1212 |

For more information, see appendix C.

Specifications

Table 1-1 System Specifications

| | | | |
|--|---|---|---|
| Capacities | System (with two 206 modules) • 4 outside lines • 12 extensions | 206 Module • 2 outside lines • 6 extensions | Extension Jack • Maximum 2 devices per extension jack, total REN not to exceed 2* (2 devices require AT&T 267F2 bridging adapter) |
| Dimensions | • Single 206 Module • Two Modules and Connector | 11"(D) x 17"(H) x 1.5"(W) or 4.3cm x 6.6cm x .58cm 11"(D) x 17"(H) x 5"(W) or 4.3cm x 6.6cm x 1.9cm (assembled) | |
| Weights (approx.) | • 206 Module • Module Connector • PARTNER 6-Button (model MLS-6) Phone • PARTNER 12-Button (model MLS-12) Phone | | 4.5 lbs or 9.9 kgs 1.5 lbs or 3.3 kgs 1.8 lbs or 4.0 kgs 2.0 lbs or 4.4 kgs |
| Switch Fabric | • Full digital, nonblocking | | |
| Electrical Specifications | • 1 amp per 206 module • 100 watts per 206 module • 4-day memory backup (96 hours) | • Dissipation of power (30 watts per 206 module during normal operation) • 342 BTUs/hour at peak. 103 BTUs/hour at normal per 206 module | |
| Extension Jack Specifications | • Ringing voltage: +5VDC, -140 VDC peak to peak; Trapezoidal wave shaping • 46-volt talk battery • Ringing frequency: 20 Hz | | |
| Environmental Requirements | • Mount on a wall or sturdy, level surface at least 2 feet (.61 meters) from floor. For proper ventilation, wall mounting is required for 2-module systems (strongly recommended for 1-module systems) • Locate within 5 feet (1.5 meters) of an electrical outlet not controlled by a switch and within 5 feet (1.5 meters) of the network interface jacks, when using the supplied 7-foot (2.13-meter) cords. • Operating temperature 32° to + 104°F (0° to +40°C), not in direct sunlight • Humidity 15%–90%, noncondensing • Locate in an area free of excess moisture, corrosive gases, dust, and chemicals • For proper ventilation and easy replacement of modules, provide at least 1 foot (0.3 meters) clearance at the top, bottom, and back; 2 feet (0.6 meters) at the front. | | |
| Electrical Requirements | • 90–130 VAC, 50–60 Hz, 3-prong outlet separate ground, separately fused at 15 amps • Outlet must not be controlled by an on/off switch • Grounding to comply with Underwriters Laboratories (UL) 1459: A. An insulated grounding conductor that is not smaller in size and equivalent in insulation material and thickness to the grounded and ungrounded branch circuit supply conductors, except that it is green with or without one or more yellow stripes, is to be installed as part of the circuit that supplies the product or system. B. Connect the grounding conductor to ground at the service equipment. C. The attachment-plug receptacles in the vicinity of the product or system are all to be of a grounding type, and the grounding conductors serving these receptacles are to be connected to earth ground at the service equipment. | | |
| Wiring | • MLS-model phones: AT&T SYSTIMAX™ or at least 2-pair (4-wire) star ("home run" not "loop") • Other standard telecommunications equipment (single-line phones, fax machines, answering machines, etc.): 1-pair (2-wire) mounting cords (AT&T D2R mounting cords recommended) • Bridging adapter: AT&T 267F2 • Range: 1,000 feet (305 meters) for MLS phones; 3,000 feet (915 meters) for standard devices | | |
| Local Phone Company Information | • FCC registration number: AS5 USA-61630-KF-E • REN (outside line jack): 0-9A per line jack • REN (PARTNER telephone): 0 (zero) | | • Jack type: RJ11C • Loop start lines |

*The two devices combined on an extension jack can be a PARTNER phone with a standard device, or two standard devices; DO NOT connect two PARTNER phones to the same extension jack. If a device lists two RENs, use the higher number when adding up RENs.

Quick Start

To get started quickly, refer to the figure below for the important steps you must follow to install and set up the system. Refer to the pages listed to find the additional information you need.

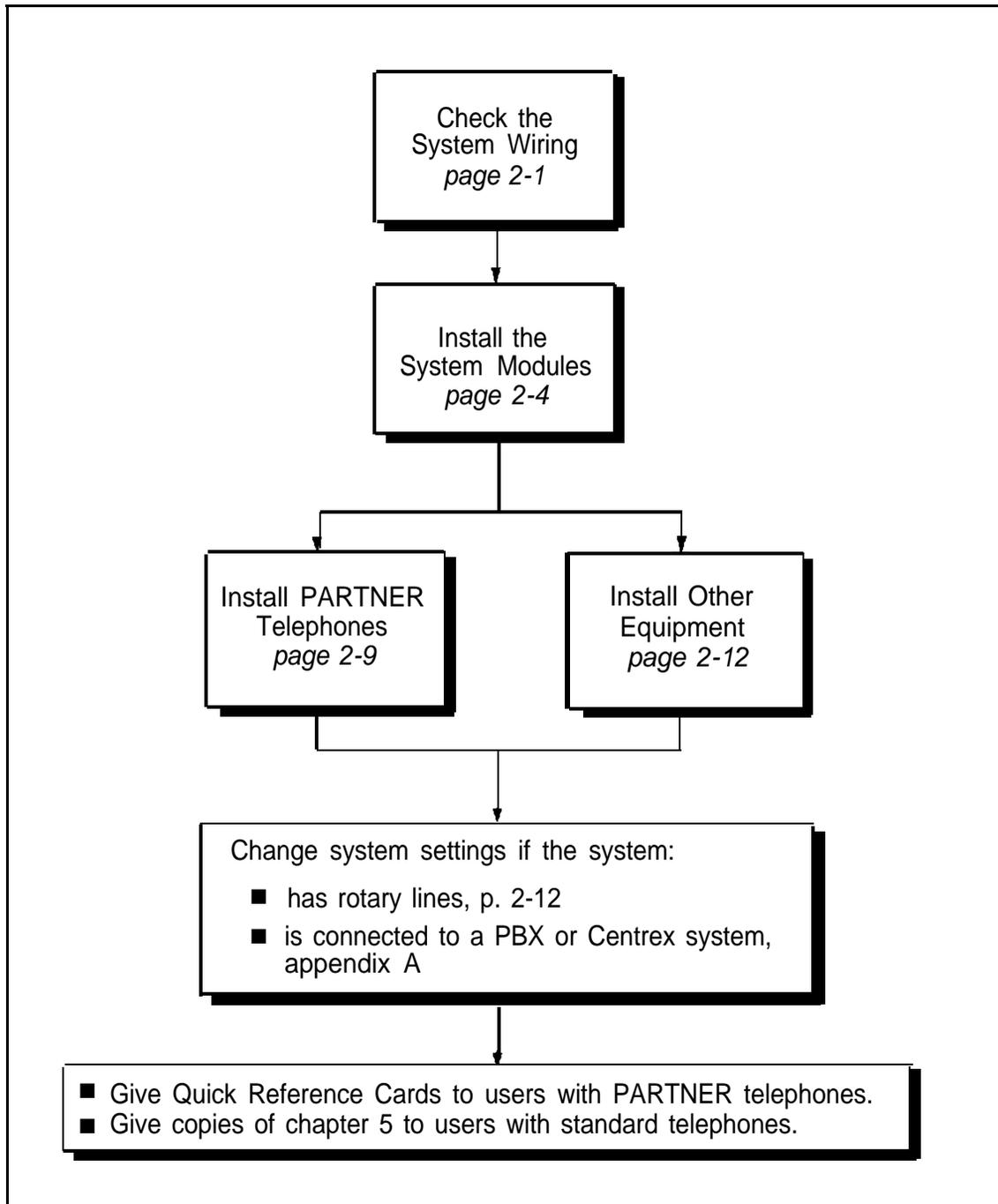


Figure 1-2 Getting Started Quickly

Installing the Hardware

2

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Before You Start

Before installing your PARTNER system, you must make sure the system wiring is ready. This wiring includes both the outside lines from the local telephone company and the inside wiring for connecting extensions to the 206 modules (also called system modules).

You should also plan ahead for using the system during power outages. This section discusses these two topics.

IMPORTANT: If you have any problems with the wiring or installation, call the AT&T Helpline at 1 800 628-2888 or a qualified telephone installer for assistance.

Check for Outside Lines

Make sure the local telephone company has installed the outside lines for the PARTNER system. Each outside line must be connected through an RJ11 network interface jack. These jacks look like ordinary wall jacks, but should be labeled with the telephone number for each outside line (see figure 2-1). If the network interface jacks are not present, call your local phone company. If two numbers are assigned to one jack, have the phone company split the lines so that each line has its own RJ11 jack.

The network interface jacks must be within 5 feet of the system module(s). If they are not, arrange to have either the local phone company move them or a qualified telephone installer do the wiring, which requires special expertise and tools. To arrange for AT&T service, call 1 800 247-7000.

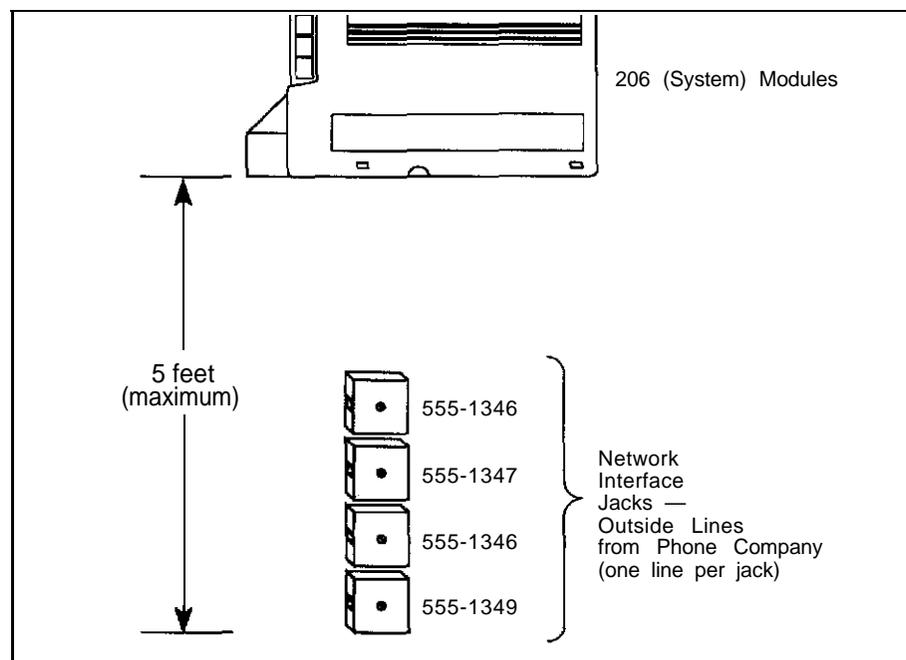


Figure 2-1 Network Interface Jacks

Check for Inside Wiring

Inside wiring (also called “building wiring”) enables you to connect phones and other equipment to the 206 modules. If the building is already wired, the following section tells you whether or not the wiring will work. If the building is not wired, you can have it professionally wired or wire it yourself, as described on the next page.

If There Is Wiring

Inside wiring consists of wiring runs—one for each extension. A typical wiring run starts with a wall jack near the system module(s). Then the wiring itself runs inside the wall to the extension location where it ends in another wall jack. Since the wiring is hidden, all you see are the wall jacks at both ends (see figure 2-2).

Near the system module(s) there should be a series of jacks, one for each extension. Each jack is the start of a separate wiring run and should be labeled with either the extension or wiring run number. The wall jacks placed throughout the building (the ends of the wiring runs) should also be labeled with the extension or wiring run number.

IMPORTANT: Ordinary home telephone wiring is “loop” and will not work.

The PARTNER system works with many types of existing wiring. It requires at least 2-pair (4-wire) wiring in a “home run” or star (not loop) configuration. If you don’t know whether or not the existing wiring is acceptable, test it as follows (see figure 2-2):

- ① Plug a 206 module into an electrical outlet not controlled by a switch.
- ② Plug one end of a phone cord into an extension jack on the 206 module.
- ③ Plug the other end into a wiring run jack.
- ④ Plug a PARTNER phone into the wall jack at the end of that wiring run.
- ⑤ Press [*Intercom*] and lift the handset. If you hear a dial tone, the wiring is acceptable. If you don’t hear a dial tone, read the next section.

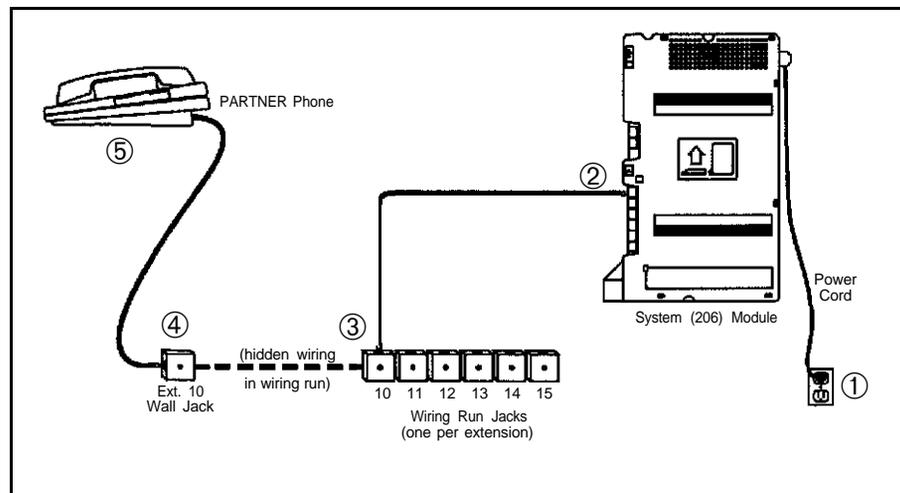


Figure 2-2 Testing Inside Wiring

If There Is No Wiring

If there is no inside wiring, or the existing wiring is not acceptable, you can install your own wiring. The type of wiring you use depends on how far the extension is from the system module(s). For extensions that are within

- 14 feet: use the telephone cords included with the system.
- 75 feet: use the Extension Wiring Kit (see appendix C to order one kit per extension).
- 1,000 feet: use DIW 4 twisted-pair wire or call AT&T at 1 800 247-7000.

IMPORTANT: If you need to run the wire inside walls, through ceilings, or under carpets, consult a qualified telephone installer to ensure that the installation meets local building codes.

Rather than install your own wiring, you can have a qualified telephone installer do the work. To arrange for AT&T installation, call 1 800 247-7000.

Preparing for a Power Failure

During an electrical outage, your system will lose power. To provide uninterrupted phone service when the system has no power, the first outside line on each 206 module automatically connects to the first extension on that module. That is, on the first module, line 1 connects to extension 10; on the second module, line 3 connects to extension 16 (see figure 2-3). (To easily identify these jacks, they are both labeled "PFT" for Power Failure Transfer.) However, because PARTNER phones require electricity, *you must use a standard touch-tone or rotary phone to make and receive calls during a power failure.* A rotary-line system requires rotary phones for use during a power failure.

To prepare for a power failure, AT&T recommends:

- Store standard phones close to extensions 10 and/or 16. During a power failure, replace the PARTNER phone with the standard phone.
- Or, connect a standard phone to these extensions at all times. On extension 10 combine a PARTNER phone and standard phone. On extension 16 connect the standard phone alone or combine it with a PARTNER phone. *Use only an AT&T 267F2 bridging adapter to combine the two phones (two adapters are included with each 206 module).*

If you combine a standard phone and PARTNER phone on one extension, you may want to lower the ringer volume of the standard phone during normal use.

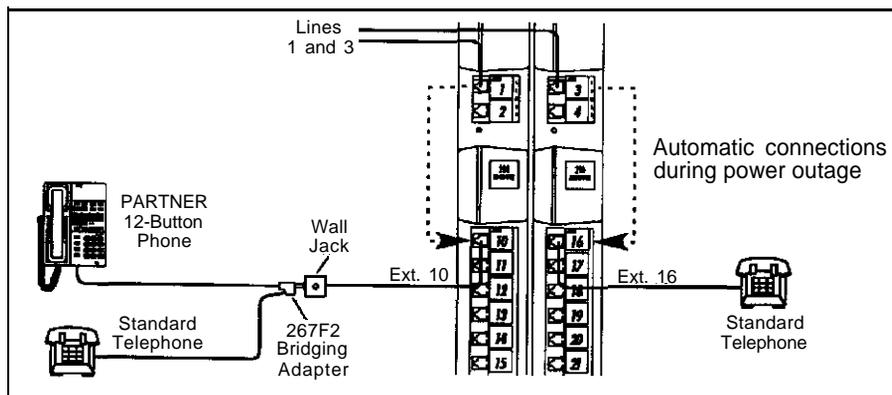


Figure 2-3 Power Failure Setup

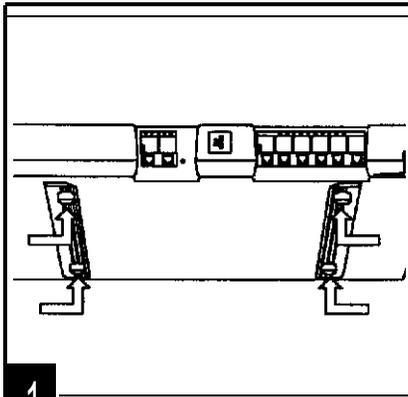
Installing System Modules

- If your PARTNER system has only one module, you can install it on a wall or on a flat sturdy surface above the floor (such as on a table or desk). *Wall mounting is recommended.* Complete step 1 below and continue as directed.
- If your PARTNER system has two modules, you must install it on a wall. Two #12 screws—for mounting the system on a wooden surface—are included with the system. If you are mounting on wallboard, metal, or masonry, use the proper fasteners for the wall type and weight of the system (approximately 11 lbs.). Purchase them at any hardware store. You will also need a screwdriver to mount the system. Complete step 1 below and continue as directed.
- For testing the system, you will need a standard single-line touch-tone or rotary phone.

CAUTION: To prevent damage to the system or installation location, the environmental and electrical conditions must meet the specifications on page 1-6.

CAUTION: Do not connect the AC power cord until the system is fully installed.

Mount the First Module

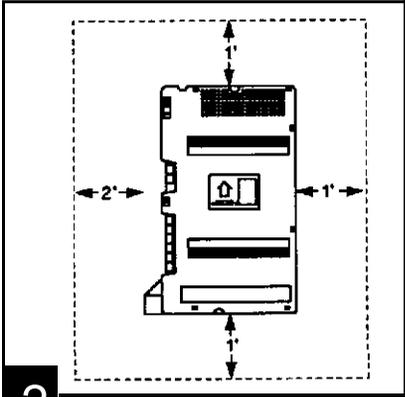


1 Attach the 4 rubber feet to the mounting tracks on the bottom side of the module.

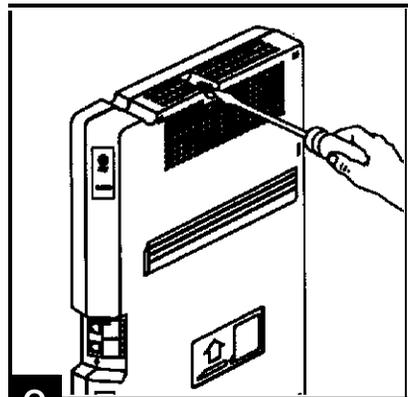
If you are wall mounting the system, go to step 2.

If the system has only one module and you are installing it on a table, place the module flat on the surface with the rubber feet down. The module should not slide easily.

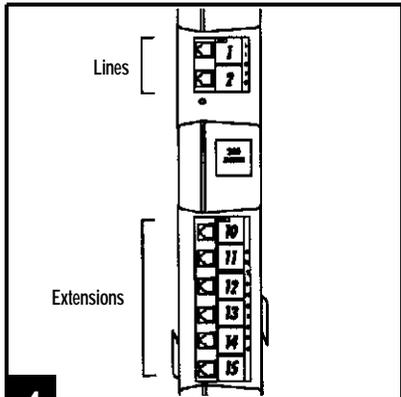
Go to step 4.



2 Hold the 206 module in place on the wall with the line and extension jacks facing left. Leave at least 1 foot clearance at the top, bottom, and back, and at least 2 feet at the front. This allows you to access the jacks and slide a second module onto the first, and ensures adequate ventilation.



3 Insert the screws into the screw holes at the top and bottom of the module. Tighten until the rubber feet are snug against the wall. There will be a 3/8" gap between the wall and the rest of the module. Do not overtighten—the module will warp and fail to operate.



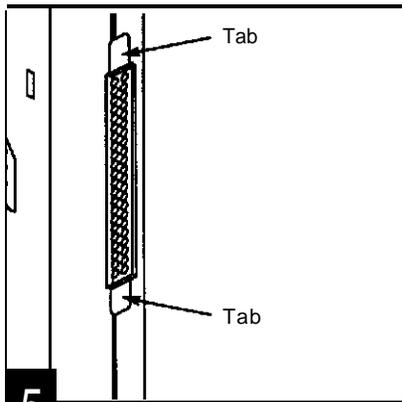
4 Label the line and extension jacks as shown.

If the system has only one module, go to step 10.

If the system has two modules, go to step 5.

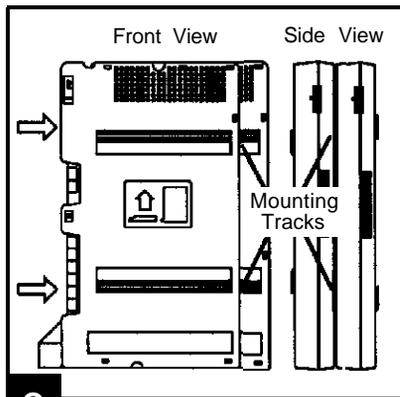
Add the Second Module (for 2-module systems only)

- A system with two modules must be wall-mounted.



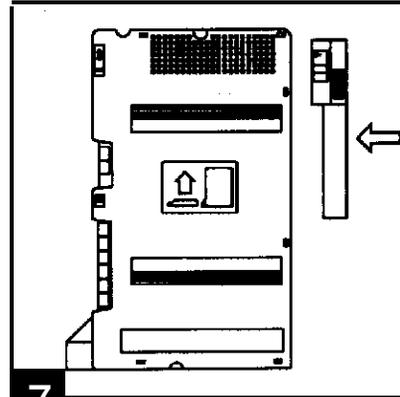
5

Remove the plastic protector from the connector on the right side of the mounted 206 module. Grasp the tabs on the ends of the protector and lift. If that module has no plastic protector, check the other module and remove the protector.



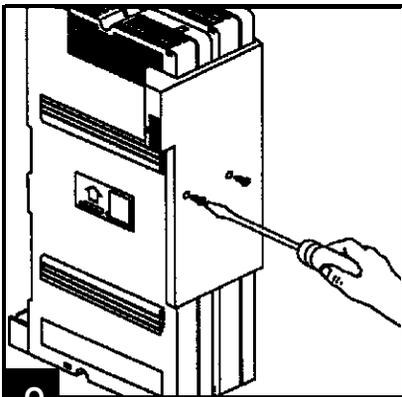
6

Slide the second module onto the first module. Make sure the upper and lower pairs of mounting tracks interlock, as shown in the side view above.



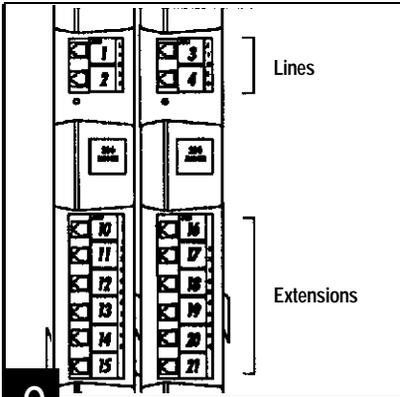
7

Attach the module connector to the top right side of the two modules. Align the connector carefully and then push firmly until the connector snaps into place.



8

Fasten the connector to the modules using the two screws included with the connector (the third screw is a spare).



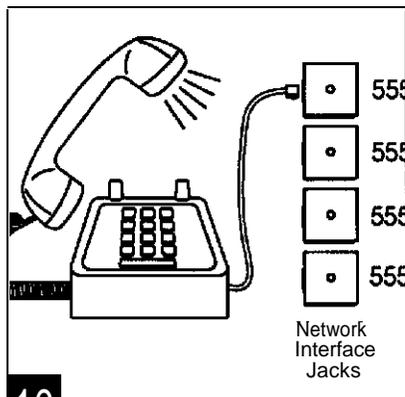
9

Label the line and extension jacks as shown.



Connect Incoming Telephone Lines

- Before connecting the telephone company lines, test for dial tone at the network interface jack (step 10). These jacks are the lines from the local telephone company.

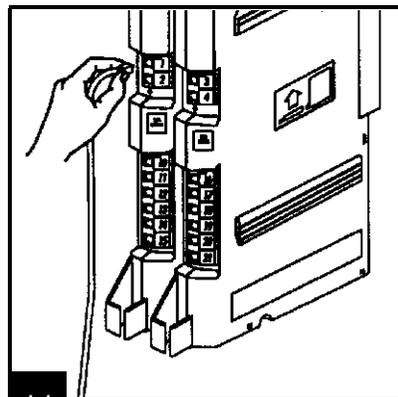


10

To test the incoming telephone line, connect a standard touch-tone or rotary phone to the first network interface jack. Lift the handset and listen for dial tone.

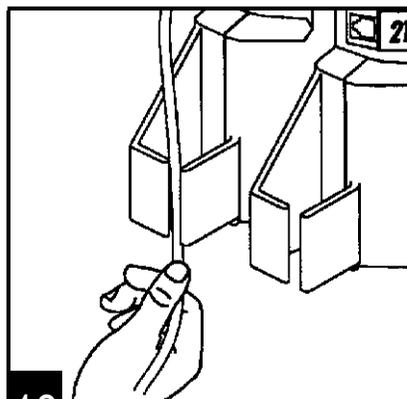
Repeat for each network interface jack.

If you do not hear a dial tone on one or more of the incoming lines, contact your local phone company and ask a representative to check the service.



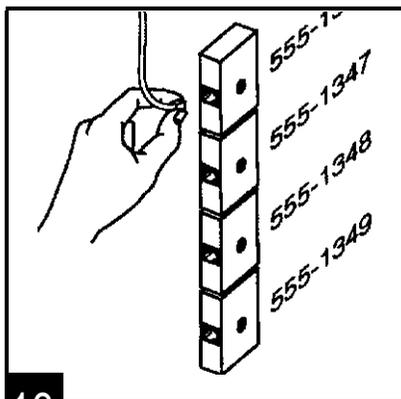
11

Connect the outside line cords to the line jacks on the module(s). Start with the jack labeled "1." Continue in numerical order.



12

Route the cords through the hook below the jacks. Leave 2 feet of slack to keep the cords from pulling loose when removing modules.



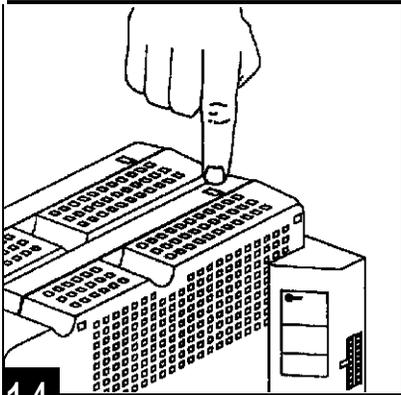
13

Connect the free end of each line cord to a network interface jack.

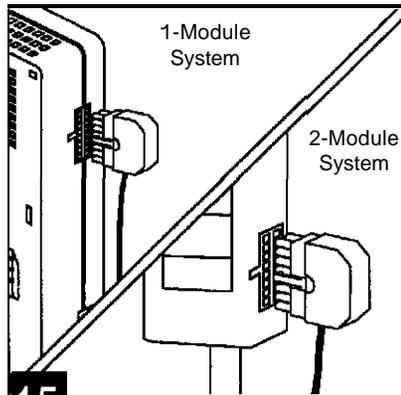
Go to step 14.

Test the System

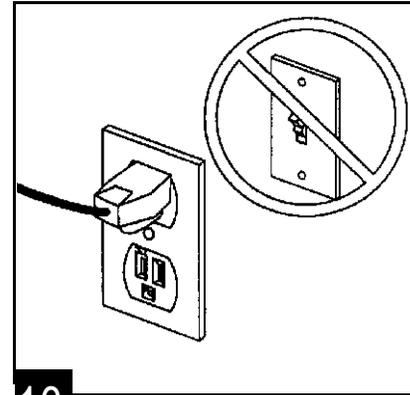
- Testing the system includes testing the modules and incoming lines through the modules.



14 Make sure the circuit breakers on each 206 module are pressed down. In the down position, the top of the circuit breaker is flush with the top of the module.

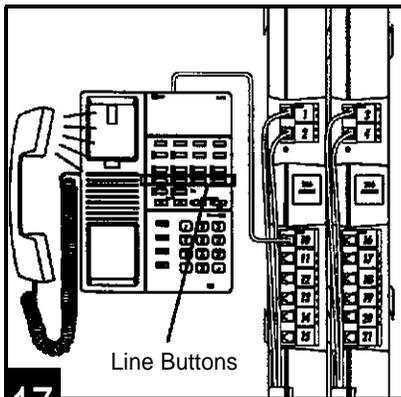


15 Connect the AC power cord to the 206 module on a system with one module, or to the module connector on a system with two modules. Press firmly until it clicks as it locks into place.



16 Plug the other end of the power cord into a grounded wall outlet. The outlet *must not* be controlled by a switch.

The green light below the line jacks on each module should come on. If not, see chapter 7, "Troubleshooting." (p. 7-1).



17 To test the incoming lines, plug a PARTNER phone into extension 10. Press the line button for each outside line and listen for dial tone. If your system has two modules, repeat for extension 16.

If you do not hear a dial tone for one or more lines and you have a

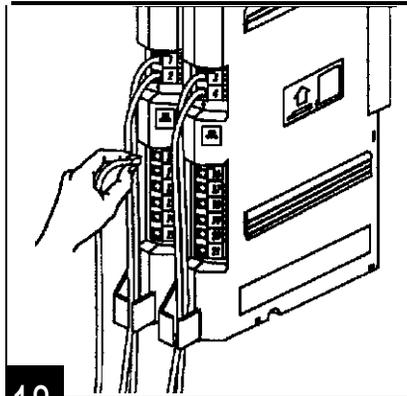
1-module system, call the AT&T Helpline at 1 800 628-2888.

2-module system, unplug the power cord and repeat steps 6 and 7 (p. 2-5) to ensure that the modules and connector are properly installed. Test again. If it still does not work, call the AT&T Helpline at 1 800 628-2888.

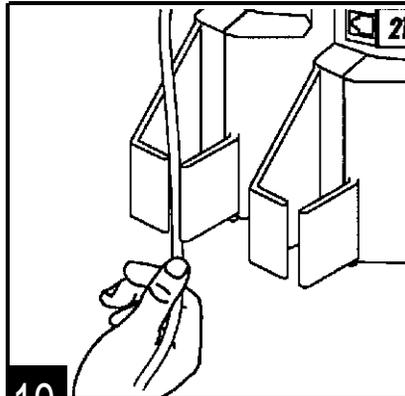
After a successful test, disconnect the AC power cord. Go to step 18.

Connect Modular Telephone Cords

▲ CAUTION: Disconnect the AC power cord before continuing.



18 Connect the modular telephone cords for the phones and other equipment to the extension jacks. Start with the jack labeled "10." Continue in numerical order.



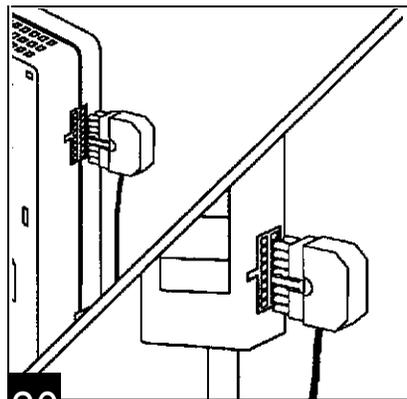
19 Route the cords through the hook below the jacks. Leave 2 feet slack to keep the cords from pulling loose when removing modules.

If you are connecting phones and other equipment directly to the modules, go to step 20.

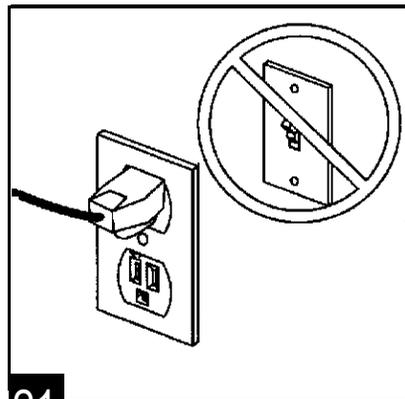
If you are using the *Extension Wiring Kit* for additional wiring, install that now. Then go to step 20.

If you are using existing wiring, connect each cord to the wiring run jack for that extension. Then go to step 20.

Connect the Power Cord



20 Make sure the circuit breaker on each 206 module is pushed in (see step 14). Connect the AC power cord to the 206 module on a system with one module, or to the module connector on a system with two modules. Press firmly until it clicks as it locks into place.



21 Plug the other end of the power cord into a grounded wall outlet. The outlet *must not* be controlled by a switch.

Finish the installation by connecting telephones and other equipment.

▲ CAUTION: To prevent overheating of the 206 module, do not obstruct the sides. Do not leave objects (books, cartons, etc.) lying on top of it or resting on its sides.

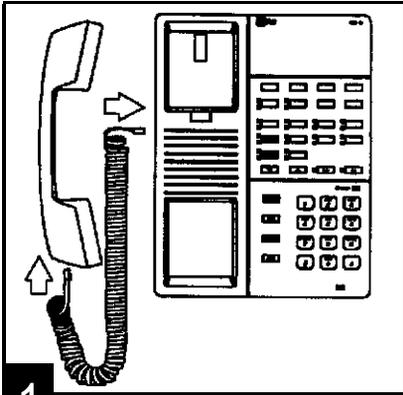
▲ WARNING: There are no user-serviceable parts inside the 206 modules or the module connector. Hazardous voltages within. **DO NOT OPEN!**

Connecting Equipment

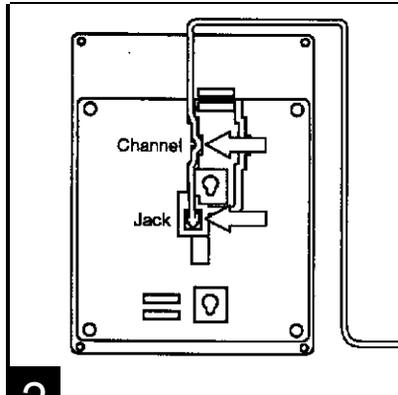
PARTNER Telephones

- You can install a PARTNER phone on a desk or wall. Follow the instructions below for desk mounting. For wall mounting, see the next page.
- The telephone stand packed with the PARTNER phone is required for wall mounting, optional for desk mounting.
- To connect a PARTNER phone to the system, use only the 2-pair (4-conductor) telephone cords included with the phone. Use the mounting cord to connect the phone to a wall jack. Or connect the phone directly to a telephone cord connected to a 206 module.
- Do not install PARTNER or standard single-line phones out of doors or in a different building from your 206 module(s).

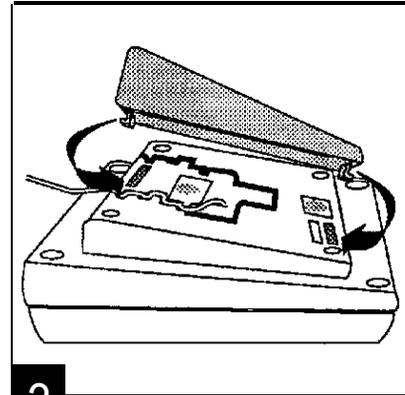
On a Desk:



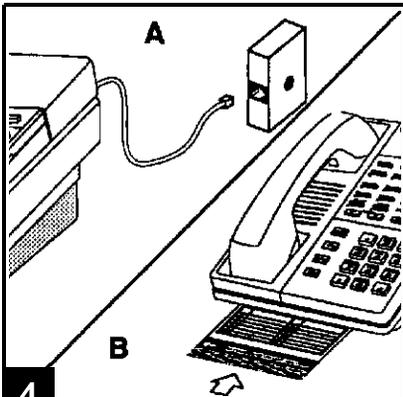
1 Plug one end of the handset cord into the jack on the handset. Plug the other end into the jack on the side of the phone.



2 Plug the mounting cord (or telephone cord from a 206 module) into the jack on the bottom of the phone. Push the cord into either channel and out the back end of the phone, so the phone sits flat without wobbling.



3 (Optional) To raise the angle of the phone, attach the stand to the base of the phone. Gently place the phone upside down with the low end of the phone to the right. Insert the tab on the narrow end of the stand into the right slot on the base of the phone. Then insert the other tab into the left slot, pushing the stand down and slightly inward until the tab locks into place.

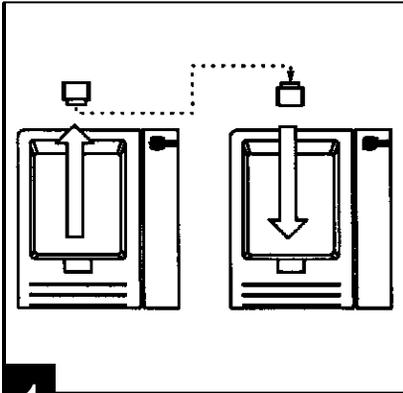


4 **A** Plug the other end of the mounting cord into the modular wall jack. (Skip this step if connecting the phone directly to the 206 module). **B** Slide the *Quick Reference* card between the "feet" of the phone.

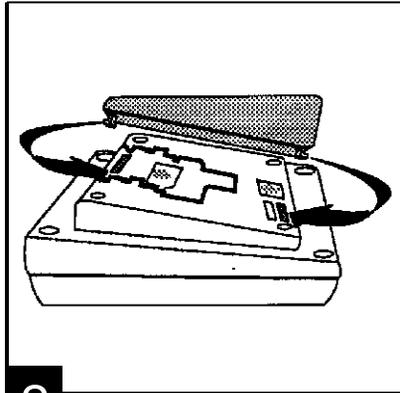


On a Wall:

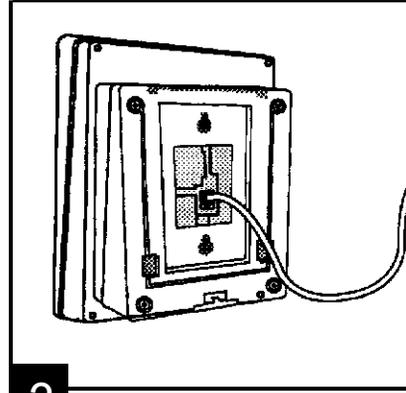
- For a neater mounting, use a shorter, 2-foot mounting cord (AT&T's D4BU-29). To order, see appendix C.
- For proper mounting, the wall jack must be an AT&T 630B series connecting or mounting block.



1 Reverse the plastic hook that sits in the earpiece part of the handset cradle.

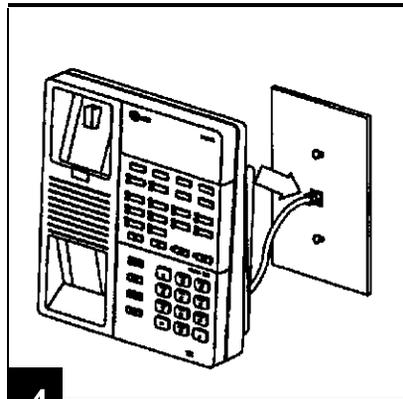


2 To attach the stand to the base of the phone, gently place the phone upside down with the low end of the phone to the right. Insert the tab on the narrow end of the stand into the left slot on the base of the phone. Then insert the other tab into the right slot, pushing the stand down and slightly inward until the tab locks into place.

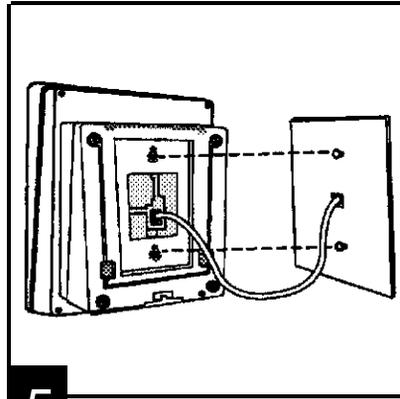


3 Insert the cord through the center of the stand and plug it into the jack on the bottom of the phone.

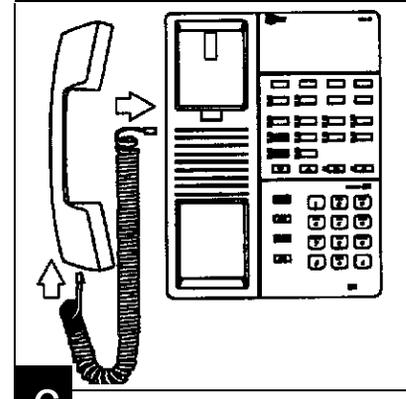
CAUTION: Do not attempt to unscrew the base from the phone. To do so will expose you to a risk of electrical shock.



4 Plug the free end of the mounting cord into the modular wall jack. (Skip this step if connecting the phone directly to the 206 module).



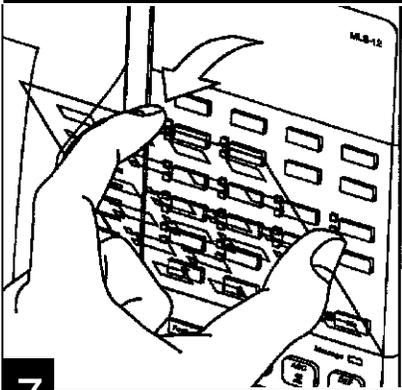
5 Place the phone/stand assembly over the wall jack, pushing any excess cord into the space inside the stand. To mount the assembly on the wall, place the screw keyholes on the stand over the studs above and below the wall jack, then pull the assembly down gently.



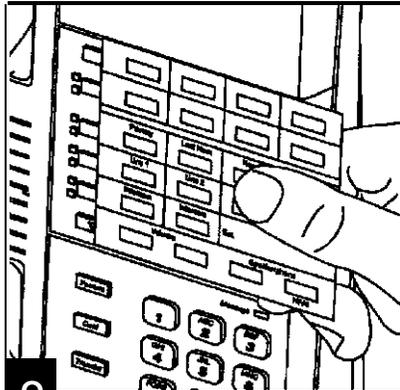
6 Plug one end of the handset cord into the jack on the handset. Plug the other end into the jack on the side of the base. Place the handset in the cradle. Place the *Quick Reference* card near the phone. (You may want to place it on top of the phone, so the card leans against the wall.)

Go to step 7.

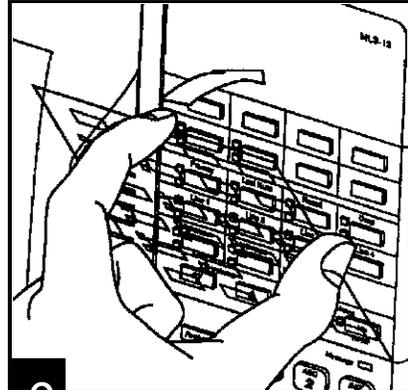
Insert the Button Label Sheet



7 To remove the clear plastic cover from the phone, gently press down on the center tab, then lift.

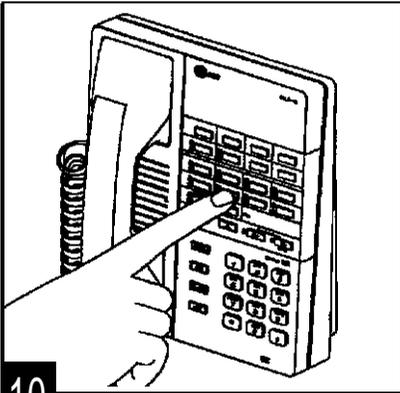


8 Place the button label sheet on the phone. The holes on the sheet should fit over the buttons.

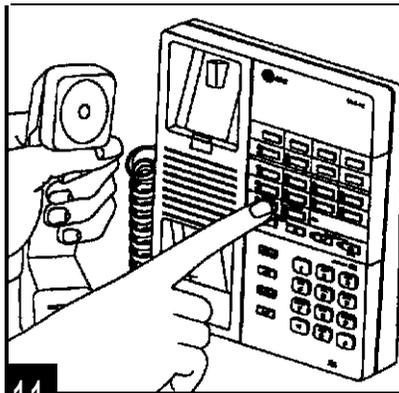


9 Replace the plastic cover.

Test the Connection and Phone

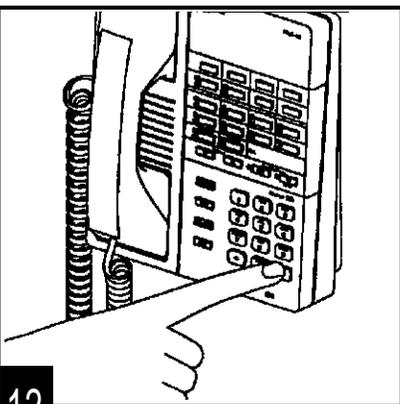


10 To test the outside connection, press a line button. You should hear an outside dial tone. Repeat for all lines.

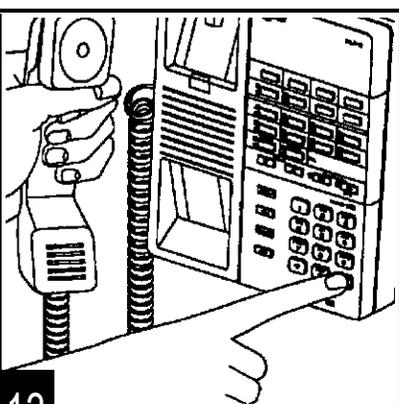


11 To test the intercom, press [Intercom]. You should hear a system dial tone.

If you don't hear a dial tone for step 10 or 11, see chapter 7, "Troubleshooting" (p. 7-2).



12 To test the telephone's lights and ringer, press and hold [#] button for 5 seconds.



13 Before releasing the [#] button, lift the handset. All lights should light and the ringer should sound. Hang up.

If the lights and/or ringer does not respond properly, call the AT&T Helpline at 1 800 628-2888.

Go to next page.



Your PARTNER Communications System should be ready to use. However, if—

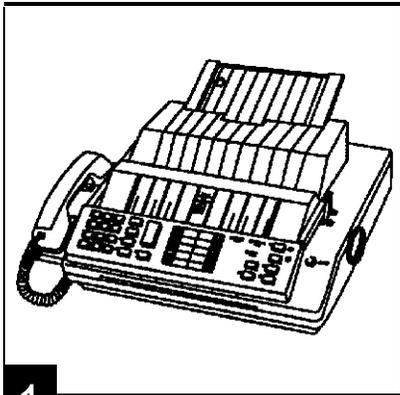
- the system is connected to a PBX or Centrex system, you may need to change certain system settings. See appendix A.
- your local telephone company uses rotary lines instead of touch-tone lines, you must change your system's Dial Mode from touch-tone to rotary. The procedure is given below:

To change the Dial Mode:

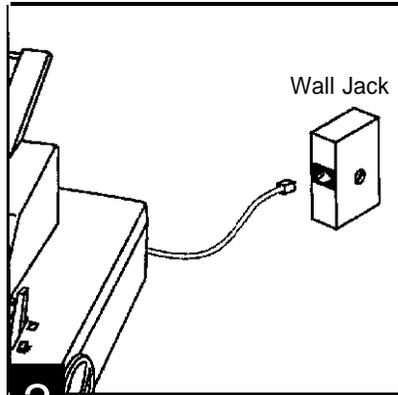
1. At a PARTNER phone connected to extension 10, press [*Feature*] [*0*] [*0*].
The phone beeps once and the light next to the Speaker button is green flutter.
2. Press the left [*Intercom*] button twice.
*The light next to the [*Intercom*] button is steady green.*
3. Press [*#*] [*2*] [*0*] [*1*].
The Message light is steady red if the current setting is touch-tone, flashing red if the current setting is rotary.
4. Press [*2*] to change to rotary, [*1*] to change back to touch-tone.
If you make a mistake or want to change what you entered, return to step 3.
5. When you are finished, press [*Feature*] [*0*] [*0*].

Connecting Standard Single-Line Equipment

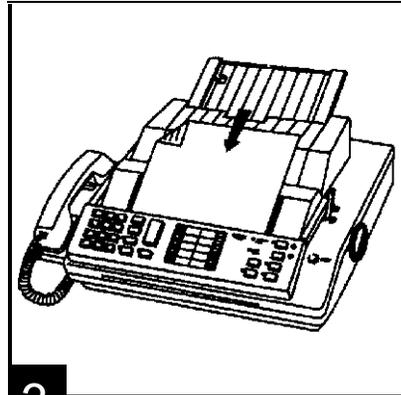
- Includes rotary, touch-tone, and cordless phones (like you might have in your home), fax machines, answering machines, modems, credit card verification terminals, and extra alerts (bells, chimes, horns, strobes, and klaxons).
- To connect standard equipment to a wall jack, use 1-pair (2-wire) telephone mounting cords. AT&T recommends D2R mounting cords (see appendix C). To connect standard equipment directly to a 206 module, use 2-pair (4-wire) telephone cords.



1 Assemble the equipment according to the manufacturer's instructions.



2 Plug the mounting cord into the jack on the equipment. Plug the other end into the modular wall jack.



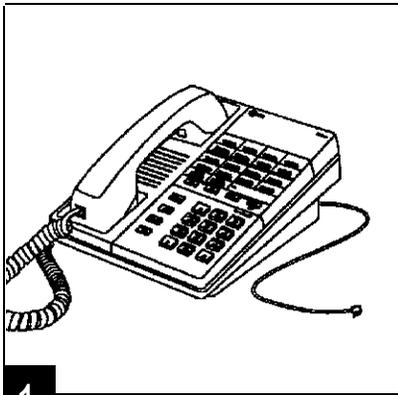
3 Test the device appropriately. For example, to test a fax machine, send a fax to another machine.

If the equipment does not work correctly, see chapter 7, "Troubleshooting" or the equipment's manual.

Combining Two Devices on One Extension

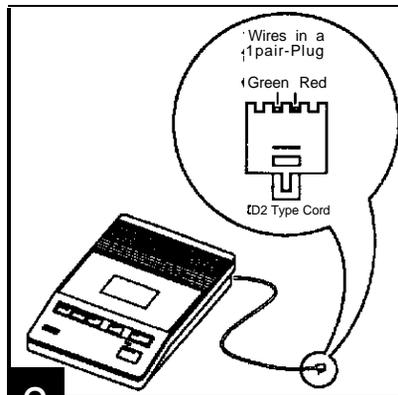
- You can combine a PARTNER phone of another standard device or two standard devices on one extension. The total REN (Ringer Equivalence Number) for the devices must be 2 or less (see p. 1-3). *Do not combine two PARTNER phones on one extension jack.*
- Use only an AT&T 267F2 bridging adapter to combine devices (two included with each 206 module).
- If the standard device's mounting cord is loose in the bridging adapter, replace the cord with an AT&T D2R mounting cord (see appendix C).

IMPORTANT: Follow these connection instructions instead of those included with the equipment.



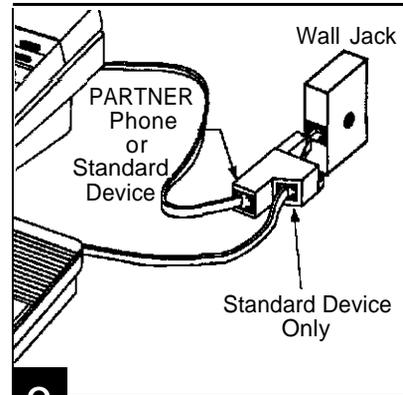
1

Assemble the PARTNER phone according to the instructions for desk mounting (p. 2-9). Attach the mounting cord included with the phone.



2

Assemble the other device according to the manufacturer's instructions, except for wiring. Attach a 1-pair mounting cord to the device (the one included with the device or an AT&T D2R cord).



3

Plug the mounting cord of the standard device into the jack on the right side of the 267F2 bridging adapter. Plug the PARTNER phone or second standard device into the jack on the left side of the 267F2 bridging adapter (the one with four wires). Plug the adapter into the wall jack or an extension jack on a 206 module.

- Test the PARTNER phone connection by following steps 10 and 11 on page 2-11.
- Test the other device as appropriate. If it does not work correctly, see chapter 7, "Troubleshooting" or the manufacturer's instructions.

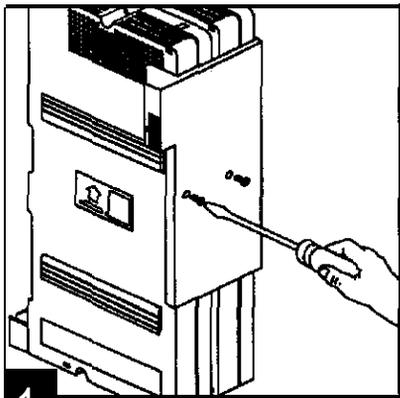
Connecting Other Equipment

In addition to standard equipment, you can connect a variety of headsets and loudspeaker paging systems to the system. To choose a headset or paging system to meet your needs, call your AT&T representative (or one of the phone numbers listed on p. 1-4). Follow the instructions provided with the equipment for installation and use.

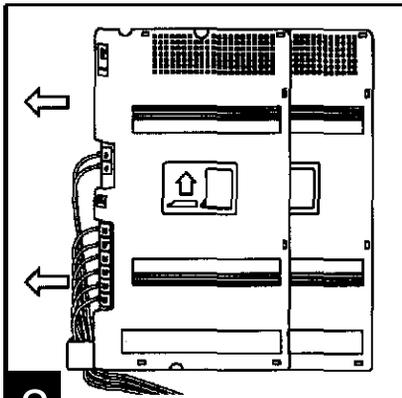
Replacing Modules

- On a one-module system, follow steps 3-5 below.
- On a two-module system, start at step 1.

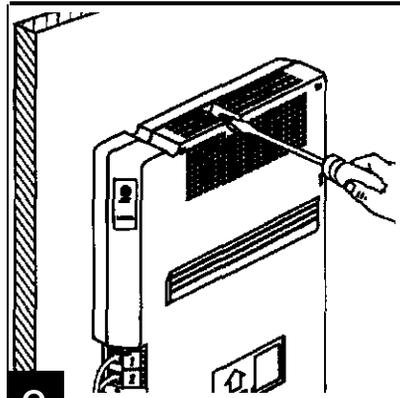
▲ CAUTION: Unplug the AC power cord from the system before starting.



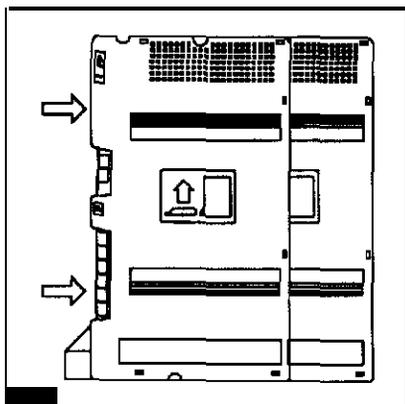
1 After unplugging the power cord, remove the screws on the connector. Pull the connector off the module.



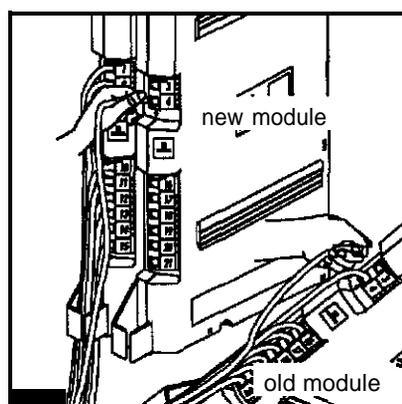
2 Slide off the top module. If replacing that one, go to step 4. If replacing the bottom one, go to step 3.



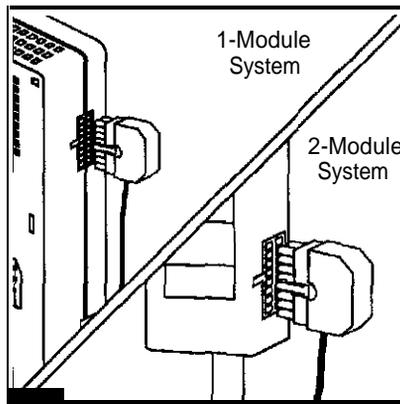
3 Remove the screws used to mount the module on the wall.



4 Reinstall the module(s) and connector, as instructed on pages 2-4 and 2-5. Label the new module.



5 Remove the first line cord of the old module and connect it to the first line jack on the new module. Repeat for the other lines and extensions, one at a time. (We suggest the "one-at-a-time" approach because it's too easy to lose track of the wires if you unplug several at once.)



6 Connect the AC power cord to the 206 module on a system with one module, or to the module connector on a system with two modules. Press firmly until it clicks into place. If you unplugged the cord from the wall outlet, plug it back in at this time.

Customizing Your System

3

Contents

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| ■ Automatic Line Selection | 3-3 |
| ■ Line Ringing | 3-4 |
| ■ Abbreviated Ringing | 3-4 |
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Alphabetical List of Customization Features

| | |
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| Auto Dialing | 3-5 |
| Automatic Line Selection | 3-3 |
| Call Restriction, Outgoing | 3-2 |
| Line Ringing | 3-4 |
| Line Selection, Automatic | 3-3 |
| Outgoing Call Restriction | 3-2 |
| Ringling, Abbreviated | 3-4 |
| Ringling, Line | 3-4 |
| Speed Dialing | 3-5 |

After completing the installation steps in chapter 2, your system is fully operational and ready to go. All the system's settings are preset and require no adjustment. However, if you want, you can customize your system to meet your specific needs by changing some of the factory settings. Following are the different ways you can customize your system.

- **Outgoing Call Restriction.** The system is set up at the factory to allow all phones to make all calls. However, you can prevent any telephone from making an outside call. A restricted phone can only make intercom (inside) calls. This can help you control unauthorized phone activity and keep costs down. See p. 3-2.
- **Automatic Line Selection.** When you lift a phone's handset, normally the system automatically connects you to an available outside line. The system is set at the factory to connect you automatically to outside line 1. If line 1 is busy, then you are connected to line 2; if line 2 is busy, you are connected to line 3; and so on. If all the outside lines are busy, you will be connected to an intercom (inside) line. Automatic Line Selection allows you to change the sequence of lines to which a user is automatically connected. For examples of situations when you might want to change the Automatic Line Selection, and for instructions on how to do it, see p. 3-3.
- **Line Ringing.** The system comes set up so that each line on all phones ring when a call comes in. You can, however, set up a line or lines on a PARTNER phone so they do not ring. (Even though the phone doesn't ring, you can tell a call is coming through by the flashing lights next to the line buttons.) If the phone is set up not to ring, you can still answer the call. See p. 3-4.
- **Abbreviated Ringing.** Normally, when you are busy on a call, an incoming call will ring out loud once, and then stop ringing while the green light next to the line or intercom button continues to flash. You can change this so that a phone continues to ring until it is answered. See p. 3-4.
- **Speed Dialing.** The system can store up to 10 outside numbers that users can dial by pressing only three buttons. You might want to store numbers of business associates, suppliers—any numbers that the people who use your system dial all the time. See p. 3-5.
- **Auto Dialing.** Anyone with a PARTNER 12-button phone can store up to eight additional outside numbers that can be dialed with a single touch. See p. 3-6 and 4-4.

Changing Factory Settings

The system's factory settings can be changed only from extension 10 using a PARTNER phone. You can change settings anytime, even when you are on a call. This allows you to change settings while talking on the AT&T Helpline. Just remember that (except for Auto Dialing) you must change settings from extension 10 using a PARTNER phone.

Step-by-step instructions are given below for each setting.

Outgoing Call Restriction

An extension can be either unrestricted (can make inside and outside calls) or restricted (can only make inside calls).^{*} The restricted setting is used for telephones in reception areas or other public rooms where you want to prevent anyone from making outgoing calls. It is also useful for prohibiting calls from warehouse extensions, or from extensions that are used to take phone orders. The factory setting is unrestricted for all extensions, so *change the setting only to restrict certain extensions from making outside calls.*

Procedure:

1. Press [*Feature*] [*0*] [*0*].
*The phone beeps once, the lights of the four line buttons no longer show the status of the lines, and the light next to the [*Spkr*] button is green flutter.*
2. Press the left [*Intercom*] button twice.
The light next to the button is green steady.
3. Press [*#*] [*4*] [*0*] [*1*].
4. Dial the 2-digit number (10 to 21) of the extension you want to change.
*The **Message** light is steady red if the current setting for the extension is "no restriction," flashing red if the current setting is "restricted."*
5. Press [*1*] for "no restriction," or [*2*] for "restricted." If you make a mistake or want to change the setting, return to step 3. To change the setting at another extension, return to step 3.
6. When you are finished, press [*Feature*] [*0*] [*0*].

^{*} While procedures that restrict dialing are very effective, absolute protection against misuse cannot be guaranteed. PARTNER phones give more protection than standard phones. Therefore, we strongly recommend that you install PARTNER phones where restricting phone use is important.

Automatic Line Selection

If you have a two-module system with four lines, the system is set at the factory to connect you automatically to lines in the following order: Outside Line 1, 2, 3, 4, Intercom. If you have a system with one 206 module, the system connects you in the following order: Outside Line 1,2, Intercom. That is, when you lift the handset, the system will automatically connect you to Line 1. If Line 1 is busy, then you are connected to Line 2; if Line 2 is busy, to Line 3, and so on. If all the outside lines are busy, you are connected to the intercom (inside) lines. *Change this setting only if you want to change the order of the lines to which a user is automatically connected.* You can set any possible order, such as 4, Intercom, 1,3,2.

The following examples may help you identify extensions in your business for which you should change the Automatic Line Selection:

- If you have a standard single-line touch-tone or rotary phone connected to an extension, change the line sequence from Line 1, 2, 3, 4, Intercom to Intercom, Line 1, 2, 3, 4. This makes it easy for the person at the standard phone to make an intercom call. To make an outside call, he or she only has to dial [0], then the number. For more information about how to use standard phones with the PARTNER system, see chapter 5.
- If a person with a PARTNER phone makes a lot of intercom calls, but rarely makes outside calls, you might change the order at that person's extension to Intercom first. Therefore, when that person lifts the handset, he or she will be connected to an Intercom line automatically.
- If your system has three outside lines, you must remove Line 4 from the Automatic Line Selection sequence for all extensions. For example, you might change the sequence to Outside Line 1, 2, 3, Intercom.

Procedure:

1. Press [*Feature*] [0] [0].
The phone beeps once, the lights of the four line buttons no longer show the status of the lines, and the light next to the [Spkr] button is green flutter.
2. Press the left [*Intercom*] button twice.
The light next to the button is green steady.
3. Press the right [*Intercom*] button.
4. Dial the 2-digit number (10 to 21) of the extension you want to change.
5. Press [*] [*].
6. Press the line buttons in the order you want them to be automatically selected. Press the left [*Intercom*] button to select Intercom.
7. When your sequence is complete, press [*] [*]. If you want to correct a mistake, or change the line order for another extension, return to step 3.
8. When you are finished, press [*Feature*] [0] [0].

Line Ringing

If you want to set up your system so that all incoming calls come through a receptionist, you would change the setting so the other phones do not ring.

Line Ringing lets you set all, some, or no outside lines to ring on each individual extension. The factory setting is for each outside line to ring on all extensions. Change this setting if you want one or more lines on any extension not to ring.

Procedure:

1. Press [*Feature*] [*0*] [*0*].
*The phone beeps once, the lights of the four line buttons no longer show the status of the lines, and the light next to the [*Spkr*] button is green flutter.*
2. Press the left [*Intercom*] button twice.
The light next to the button is green steady.
3. Press the right [*Intercom*] button.
4. Dial the 2-digit number (10 to 21) of the extension you want to change.
The light next to each line button is steady green if the setting is for "ring;" green flutter if the setting is for "no ring."
5. If you want to change the setting for any line at that extension, simply press the line button. To change the setting for another extension, return to step 3.
The light changes to show the setting.
6. When you are finished, press [*Feature*] [*0*] [*0*].

Abbreviated Ringing

Receptionists and others who handle many calls prefer to turn Abbreviated Ringing off so that they can be reminded of unanswered calls.

The system comes set up so that when an incoming call rings at a busy phone, it will ring once and then stop ringing while the green light next to the line or intercom button continues to flash. Turn Abbreviated Ringing "off" if you want a phone to continue to ring until it is answered.

Procedure:

1. Press [*Feature*] [*0*] [*0*].
*The phone beeps once, the lights of the four line buttons no longer show the status of the lines, and the light next to the [*Spkr*] button is green flutter.*
2. Press the left [*Intercom*] button twice.
The light next to the button is green steady.
3. Press [*#*] [*3*] [*0*] [*5*].
4. Dial the 2-digit number (10 to 21) of the extension you want to change.
The Message light is steady red if Abbreviated Ringing is "on;" red flash if it is "off."
5. Press [*1*] to turn on Abbreviated Ringing, or press [*2*] to turn off Abbreviated Ringing. If you make a mistake or want to change the setting, return to step 3.
The light changes to show the setting.
6. When you are finished, press [*Feature*] [*0*] [*0*].

Speed Dialing

All system users should get a copy of the Speed Dial form in appendix B.

To dial the Speed Dial number, a user simply presses [Feature] and the 2-digit code.

You can also use this procedure to program a new Speed Dial number over another one already assigned to a 2-digit code. Simply enter the new number.

You must use a PARTNER 12-button phone at extension 10 to remove a Speed Dial number from memory.

Speed Dialing allows you to store up to 10 outside numbers in the system's memory. Any user can dial these numbers automatically by pressing only three buttons. Speed Dialing saves time and effort, and can spare people from constantly looking up telephone numbers. Appendix B provides a form on which to list the Speed Dial numbers.

You can use Speed Dialing to dial automatically certain numeric *sequences* other than regular telephone numbers. For example, some banks and financial services allow you to transact business over the telephone. After dialing the call, you are usually requested to enter your account number by pressing the numbers on the dialpad. These additional numbers can be included in the Speed Dial number.

You can also include the Pause, Stop, Touch-Tone Enable, and Recall functions in a Speed Dial number. See p. 3-7 for instructions.

To store a Speed Dial number (from extension 10):

1. Press [Feature] [0] [0].
2. Press [Feature], then press the 2-digit code between 20 and 29 that you want to assign to the Speed Dial number.
3. Enter the Speed Dial number (up to 20 digits long). (If you want to include special functions in the number, such as Pause, Stop, Touch-Tone Enable, or Recall, see p. 3-7.) To store another Speed Dial number, return to Step 2.
4. When you are finished, press [Feature] [0] [0].

IMPORTANT: When programming and/or testing emergency numbers (such as 911 or other emergency services):

1. Remain on the line and briefly explain to the dispatcher the reason for the call before hanging up.
2. Perform such activities during the off-peak hours, such as early morning or late evening.

To remove a Speed Dial number from memory (from extension 10):

1. Press [Feature] [0] [0].
2. Press [Feature], then press the Speed Dial number's 2-digit code.
3. Press [Mic]. To remove another number, return to step 2.
4. When you are finished, press [Feature] [0] [0].

Auto Dialing

With *Auto Dialing*, anybody with a PARTNER 12-button phone can store up to eight outside phone numbers on Auto Dial buttons. This allows the number to be dialed with a single touch. Any user can store Auto Dial numbers on his or her phone. Or, you can work at extension 10 to store Auto Dial numbers on other phones.

Like Speed Dial numbers, Auto Dial numbers can include numeric *sequences* and special functions.

To store an Auto Dial number at an individual phone, see p. 4-4.

You can also use this procedure to store a new Auto Dial number over another one already assigned to a button.

To dial and Auto Dial number, simply press the Auto Dial button.

You must use a PARTNER 12-button phone at extension 10 to remove an Auto Dial number from another phone.

To store an Auto Dial number on another extension (from extension 10):

1. Press [*Feature*] [*0*] [*0*].
2. Press the left [*Intercom*] button twice.
3. Press the right [*Intercom*] button.
4. Dial the 2-digit extension on which the number will be stored.
Ext. 10 now functions as if it were the extension on which the number will be stored.
5. Press the button to which you want the Auto Dial number assigned. (Auto Dial buttons are shown on p. 4-1.)
6. Dial the outside number, maximum 20 digits. (To include the Pause, Stop, Touch-Tone Enable, or Recall functions, see p. 3-7.) To store another number on the same extension, return to step 5. To store a number on a different extension, return to step 3.
7. When you are finished, press [*Feature*] [*0*] [*0*].

IMPORTANT: When programming and/or testing emergency numbers (such as 911 or other emergency services):

1. Remain on the line and briefly explain to the dispatcher the reason for the call before hanging up.
2. Perform such activities during the off-peak hours, such as early morning or late evening.

To remove an Auto Dial number from any extension (from extension 10):

1. Press [*Feature*] [*0*] [*0*].
2. Press the left [*Intercom*] button twice.
3. Press the right [*Intercom*] button.
4. Dial the 2-digit number of the extension on which the number is stored.
Ext. 10 now functions as if it were the extension on which the number is stored.
5. Press the button from which you want the Auto Dial number removed.
6. Press [*Mic*].
To remove another number from the same extension, return to step 5. To remove a number from another extension, return to step 3.
7. When you are finished, press [*Feature*] [*0*] [*0*].

Special Dialing Functions

You can add these special functions to any Auto Dial or Speed Dial number:

- **Pause.** A pause causes the dialing sequence to stop for 1.5 seconds. You might need a pause when dialing into a different long distance service or when dialing an international number. You can insert as many pauses as needed. For example, if you want to dial your answering machine at home, and then automatically dial its message retrieval code, you would enter your auto dial number like this: **201 555 1234 [pause] [pause] [pause] 321.**

To insert a pause, press [*Hold*] while storing an Auto Dial or Speed Dial number.

- **Recall.** If your PARTNER system is connected to a PBX or Centrex system, the recall signal activates many features in the PBX or Centrex system. For example, you could program a dialing sequence to turn on its Call Waiting feature with a single touch. Such a sequence might look like this: **[recall] 123.**

To insert Recall, press [*Spkr*] while storing an Auto Dial or Speed Dial number.

- **Stop.** A stop inserted into a dialing sequence allows you to stop, wait for a response, and then continue the sequence. For example, there are some banking services that let you do business over the phone by dialing a number, waiting for an answer, and then entering your account number. You can create a dial sequence that first dials the bank's number and then stops. After the call is answered, press the Auto Dial button or redial the Speed Dial code to continue the sequence to automatically dial your account number. The sequence would look like this: **555 1234 [stop] 54327.**

To insert a stop, press [*Mic*] while storing an Auto Dial or Speed Dial number.

- **Touch-Tone Enable.** If your system has rotary dialing, you can turn on touch-tone dialing automatically in the dialing sequence. For example, if you call your telephone banking service and need to enter your account number from a touch-tone phone, you could build Touch-Tone Enable into the dialing sequence. The sequence would look like this: **555 1234 [touch tone enable] [pause] 54321.** (Note that this sequence combines Touch-Tone Enable with the Pause function described above.)

To insert Touch-Tone Enable, press [*Transfer*] while storing an Auto Dial or Speed Dial number.

Remember, you can use Pause, Stop, Touch-Tone Enable, and Recall in any Speed Dial or Auto Dial number. And, you can combine them any way you want (except where otherwise noted).

*If you use Recall, it **must** be the first entry in the sequence.*

You can only insert a Stop from a PARTNER 12-button phone.

Do not enter a Stop as the first character in a sequence. This would remove the Auto Dial or Speed Dial number.

Summary

| To insert a . . . | Press . . . |
|-------------------|---------------------|
| Pause | [<i>Hold</i>] |
| Recall | [<i>Spkr</i>] |
| Stop | [<i>Mic</i>] |
| Touch-Tone Enable | [<i>Transfer</i>] |

Basic Call Handling with PARTNER Phones

4

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PARTNER Phone Controls

Figure 4-1 shows the buttons and indicators on the PARTNER 12-button telephone. (The PARTNER 6-button telephone is not shown. It is the same as the PARTNER 12-button phone except that it has no Auto Dial buttons, Calling Feature buttons, or built-in microphone.)

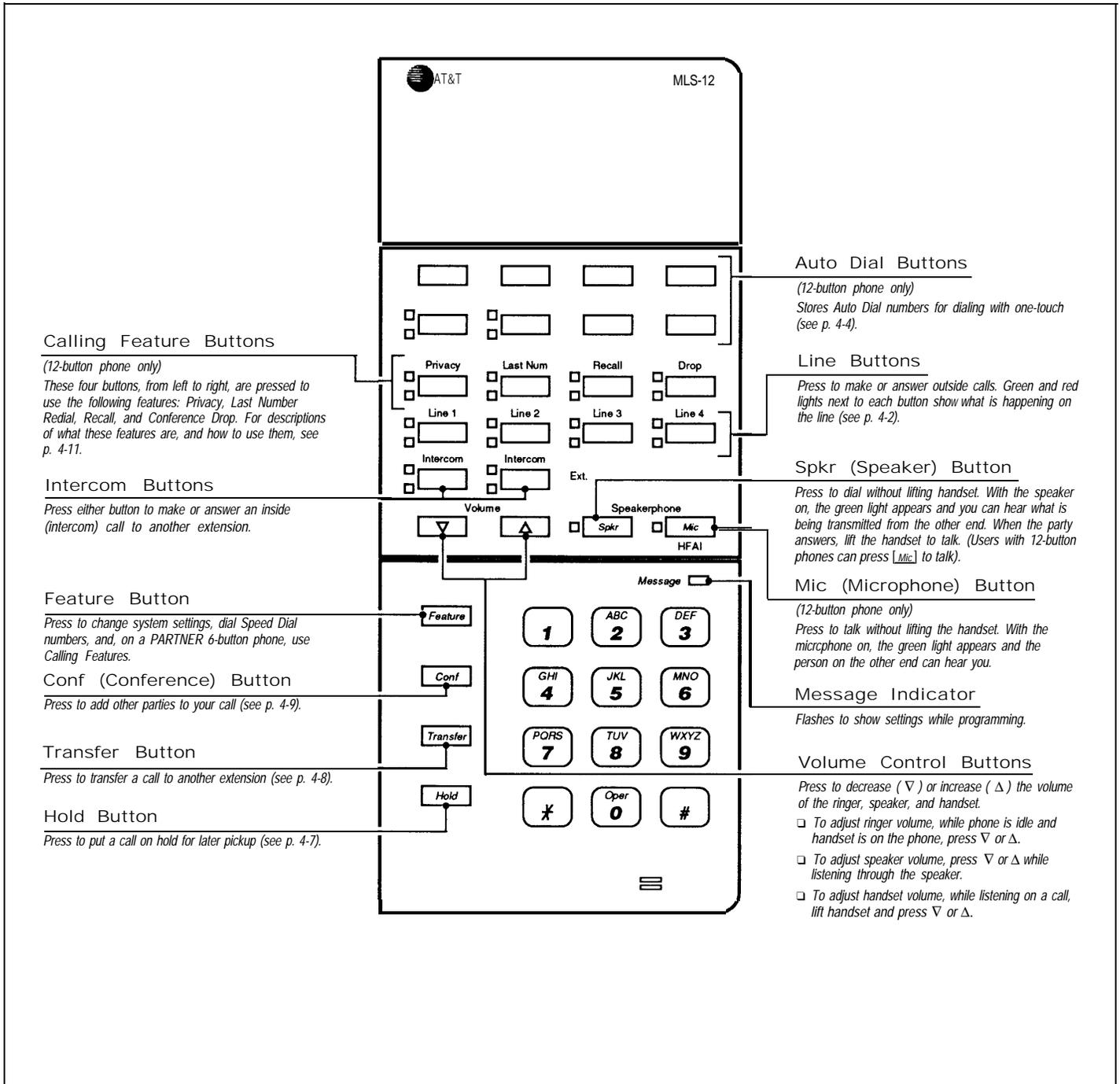


Figure 4-1 PARTNER 12-Button Telephone Buttons and Indicators

Lights

To the left of each line and intercom button is a green and a red light. These lights flash in different ways to show what is happening on that line. The green light shows activity at *your* extension; the red light shows activity at *other* extensions. The following examples use a broken line to illustrate the various light patterns.

These light patterns apply only for buttons that have lines assigned to them. Lights for unused buttons are always off. Light patterns are different when changing system settings.

- **Steady On** 
A steady on light means a busy line. When the green light is on, your telephone is busy on that line. When the red light is on, another extension is busy on that line.
- **Off** (off continuously) 
An off light means the line is idle.
- **Flash** 
A flash pattern (long off, long on) means a call is ringing. When the green light flashes, a call is ringing on that line at your extension. When the red light flashes, it means that the line is ringing, but not at your extension.
- **Alternating Red/Green Flash** 
An alternating red and green flash (red on, green on, red on, green on) appears on both extensions on a joined call. It also appears on an extension connected in a conference call.
- **Wink** 
A wink pattern (long on, short off) shows a call on hold. When the green light winks, a call is on hold at your extension. When the red light winks, a call is on hold at another extension.
- **Flutter** 
A flutter pattern (short on, short off) shows a conference call on hold.

These light patterns are mentioned throughout this guide.

Ringling Patterns

A transferred call will ring like an intercom call (Ring-BEEP) until the person transferring the call hangs up, at which time the call will ring like a transferred call (Ring-BEEP-BEEP).

You can tell what kind of call you are receiving by the way your telephone rings.

- A single ring (*Ring . . . Ring . . . Ring . . .*) means you are receiving an outside call.
- A ring and a beep (*Ring-BEEP . . . Ring-BEEP . . . Ring-BEEP . . .*) means you are receiving an intercom (inside) call.
- A ring and two beeps (*Ring-BEEP-BEEP . . . Ring-BEEP-BEEP . . . Ring-BEEP-BEEP . . .*) means you are receiving a transferred call.

Standard single-line rotary and touch-tone phones ring differently. See chapter 5.

Using the Speaker and Microphone

Both PARTNER telephones have a speaker, which you can turn on by pressing [*Spkr*]. The PARTNER 12-button telephone also has a microphone, which you can turn on by pressing [*Mic*]. When the green light next to the button is on, the speaker or microphone is on.

With the PARTNER 12-button phone, you can make and answer calls without lifting the handset by turning both the speaker and the microphone on. When you turn on the speaker, you will hear a dial tone. When the microphone is on, turning the speaker on and off is the same as lifting and replacing the handset.

On the PARTNER 6-button phone, you can turn on the speaker to get a dial tone, dial the call, and hear the call ringing. When the other party answers, you *must* lift the handset to talk since you do not have a microphone button.

You can switch from the handset to the speaker and microphone by pressing [*Mic*] and then [*Spkr*] and hanging up the handset. To go from the speaker and microphone to the handset, lift the handset.

Hands-Free Answer on Intercom (HFAI)

This feature allows users with PARTNER 12-button phones to automatically answer a voice-signaled intercom call. If you leave the microphone on all the time, you can respond to a voice-signaled intercom call without lifting the handset. The incoming voice-signaled intercom call will automatically turn on your speaker. This is called *Hands-Free Answer on Intercom*. If the microphone is on and an outside call comes in, press [*Spkr*] to answer the call.

Using the Auto Dial Buttons

Anyone with a PARTNER 12-button telephone can use the Auto Dial buttons (shown in figure 4-1) to personalize his or her phone. See p. 3-6 for instructions on how to store an Auto Dial number while working from extension 10.

To store an Auto Dial number:

1. Press [*Feature*] [*0*] [*0*].
2. Press the button to which you want the Auto Dial number assigned.
3. Dial the number, entering a maximum of 20 digits including special functions. (To insert special functions into the number, such as Pause, Stop, Touch-Tone Enable, or Recall, see p. 3-7.) To store another Auto Dial number, return to step 2.
4. When you are finished, press [*Feature*] [*0*] [*0*].

You can also use this procedure to store a new Auto Dial number over another one already assigned to a button. Simply enter the new number.

IMPORTANT: When storing and/or testing emergency numbers for Auto Dialing (such as 911 or other emergency numbers):

1. Remain on the line and briefly explain to the dispatcher the reason for the call before hanging up.
2. Perform such activities during the off-peak hours, such as early morning or late evening.

To remove an Auto Dial number from memory (PARTNER 12-button phone only):

1. Press [*Feature*] [*0*] [*0*].
2. Press the button from which you want a number removed.
3. Press [*Mic*]. To remove another number, return to step 2.
4. When you are finished, press [*Feature*] [*0*] [*0*].

To dial an Auto Dial number:

1. Press the Auto Dial button on which the number is stored.
A line is automatically selected, the speaker comes on, and the Auto Dial number dials automatically. If you do not care to use the speakerphone, lift the handset.

If you want to call on a specific line, press the line button before pressing the Auto Dial button.

You can dial an Auto Dial number while on an outside call. For example, you can do this to dial an account number for an automatic banking service. However, you cannot dial an Auto Dial number while on an intercom call.

In this section you will learn how to handle calls using PARTNER phones, and how to use the system's built-in calling features. The information given here is a more detailed version of the information on the *Quick Reference*. We recommend that you read this chapter first, and then use the *Quick Reference* as a reference.

For instructions on using standard single-line touch-tone, rotary, or feature phones, see chapter 5.

Using the Speakerphone

The procedures in this section instruct you to use the handset to make and answer calls. However, if you prefer to dial and talk on calls without lifting the handset, you can use the speaker and the microphone instead. If you have a PARTNER 12-button telephone, leave the microphone on all the time. When you want to make or answer a call (or when the instructions tell you to lift the handset), simply use the speaker. If you receive a voice-signaled intercom call while your microphone is on, you will hear the caller's voice and be able to answer without lifting the handset or turning the speaker on. For more information, see p. 4-3.

A Word about Dial Tones

You hear two different dial tones when making calls:

- An **outside line dial tone** comes from your local phone company. When you hear an outside line dial tone, you are connected to an outside line.
- An **intercom dial tone** comes from the PARTNER system. When you hear an intercom dial tone, it means that you are connected with an inside line, which is used to make inside, or *intercom*, calls.

It is important that you hear the difference between the two types of dial tones. The best way to do this is to listen to each one and compare the two. To hear an outside line dial tone, lift the handset, and press a line button. To hear an intercom dial tone, press either [*Intercom*] button.

Making an Outside Call

To make an outside call:

1. Press any idle line button. (An idle line button is one that is not lit.)
The light next to the line button is steady green.
2. Lift the handset.
3. Dial the number.

If you lift the handset before pressing an outside line button, you will be automatically connected to the first idle line. The sequence of idle lines to which you are connected is determined by the "Automatic Line Selection" feature. See p. 3-3.

To dial a Speed Dial number:

1. Press [*Feature*] plus the 2-digit speed dial code (20 to 29).
The number dials automatically.
2. Lift the handset.

To dial a call on a specific line, press the line button first.

To store a Speed Dial number (which must be done at extension 10), see p. 3-5.

To dial an Auto Dial number:

1. Press the Auto Dial button on which the number is stored.
A line is automatically selected, the speaker comes on, and the Auto Dial number dials automatically. If you do not care to use the speakerphone, lift the handset.

If you want to call on a specific line, press the line button before pressing the Auto Dial button.

To store an Auto Dial number on a button, see p. 4-4.

Making an Intercom Call

An inside call, or *intercom call*, is a call to another extension in the PARTNER system. When you make an intercom call, there are two ways that you can signal the extension you are calling: by *ringing* or by *voice*. A ringing intercom call causes the called telephone to ring. A voice-signaled intercom call causes the called extension to beep. After it beeps, the caller can speak, and the caller's voice will be heard on the called extension's speaker.

To make a ringing intercom call:

1. Press either [*Intercom*] button.
*The light next to the [*Intercom*] button is green steady.*
2. Lift the handset.
You hear the intercom dial tone.
3. Dial the 2-digit extension number.

If you have a PARTNER 12-button phone, and you leave the microphone on all the time, you can answer a voice-sigaled intercom call without lifting the handset. Be a ware that after your phone beeps, the caller can hear through your phone's microphone.

To make a voice-sigaled intercom call (to another PARTNER phone only):

1. Press either [*Intercom*] button.
2. Lift the handset.
The green light appears and you hear the intercom dial tone.
3. Press [***] and the 2-digit extension number. After you hear a short beep, speak into the handset.
Your voice is heard on the other extension's speaker. If the extension you are trying to call is busy, or if it is a standard phone, the phone will simply ring.

To answer a voice-sigaled intercom call:

1. Lift the handset (or press [*Mic*] if you have a PARTNER 12-button phone).

Answering a Call

If a call comes in on a line that has been set up for "no ring," the call will appear as a flashing red light, but you will not hear it ring. To answer the call, press the line button and lift the handset.

To answer a call:

1. Press line button next to the flashing green light.
2. Lift the handset.
You are connected to the incoming call. If more than one line is ringing, simply lift the handset and you will be connected to the line that has been ringing longest.

To answer a call ringing on a specific line (more than one line ringing):

1. Press the line button for the line you want to answer.
2. Lift the handset.
You are connected to the incoming call.

Putting a Call on Hold

A user is free to make and receive other calls while a call is on hold.

You can hold both outside calls and intercom calls. However, an intercom call on hold can only be picked up at the extension where it was put on hold.

To put an outside or intercom call on hold:

1. Press [*Hold*].
The light next to the line button winks green. Other extensions see a winking red light on held outside calls.

To retrieve a call from hold:

1. Press the line button on which the call is held.
The light next to the line button changes from winking to steady green.
2. Lift the handset.

Only one party at a time can put an intercom call on hold. If both parties try to put the call on hold, the call will be disconnected.

Transferring a Call

A transferred call will ring like an intercom call (Ring-BEEP) until the person transferring the call hangs up, at which time the call will ring like a transferred call (Ring-BEEP-BEEP).

To *transfer* a call means to pass the call from one phone to another. You can only transfer outside calls; you cannot transfer intercom calls. There are three ways to transfer a call:

- Announce the call when it is picked up.
- Announce the call through the speaker.
- Transfer the call with no announcement.

To transfer a call with an announcement:

1. While active on a call, press [Transfer].
You hear the intercom dial tone. The call is put on hold and its associated light winks green.
2. Dial the 2-digit number of the extension to which you want the call transferred.
3. When someone answers, announce the call. If the call is accepted, hang up. If no one answers or the call is refused, press the held line button next to the winking light and you are reconnected with the caller.

To transfer a call with announcement over the speaker:

1. While active on a call, press [Transfer].
You hear the intercom dial tone. The call is put on hold and its associated light winks green.
2. Dial [*] plus the 2-digit number of the extension to which you want the call transferred.
3. Announce the call.
The other party's speaker is automatically turned on, and your voice is heard on it. The other party can pick up the call by pressing [Mic] or lifting the handset.
4. If you hang up and the party does not pick up the call, press the held line button next to the winking light and you are reconnected with the caller.

To transfer a call with no announcement:

1. While active on a call, press [Transfer].
You hear the intercom dial tone. The call is put on hold.
2. Dial the 2-digit number of the extension to which you want the call transferred.
3. Hang up.
If no one answers, you can retrieve the call by pressing the held line button next to the winking light.

You can only announce a call through the speaker of a PARTNER phone. If it is busy, or if it is a standard phone, it will ring instead.

Another way to transfer an outside call is to put it on hold, and then have another user pick the call up at another extension by pressing the line button (they see it as winking red) of the held call.

Making a Conference Call

A *conference call* connects you with two other parties—outside or inside—in a single call.

During the conference call, any inside party can exit the call at any time by hanging up. However, if an outside party hangs up during a conference call, the callers that remain on the conference will hear a dial tone. A PARTNER system feature called Conference Drop removes the last added party from a conference call. Therefore, when setting up a conference call, plan carefully. If you have two outside parties on a conference call, and you think that one of those parties may exit the call before the other, add that party last so that you can remove the party using Conference Drop while continuing the call with the other party.

Anyone can put his or her end of the call on hold during the conference. The other parties can continue to talk while the call originator is on hold. When the conference originator hangs up, the conference is disconnected.

You should not add a busy or ringing outside call to a conference; if you do, all callers will hear the busy or ringing signal. If you hear a busy signal or the party does not answer, reconnect with the held party by pressing the line button.

If you are adding an intercom extension to a call, you must wait until the party answers before you press [Conf] to add the party.

To set up a conference call:

1. Set up the call to the first party. (You can call the party, pick up the call from hold, or answer an incoming call.)
You are connected with the first party. The light is green steady.
2. Press [Conf].
The first party is now on hold. The line button is green wink.
3. Set up the call to the second party.
You are connected with the second party. Their line button is green steady.
4. Press [Conf] again.
You can now speak with the first and second parties. The line buttons for both parties are alternate green/red flash.

To drop the last added party from a conference call:

1. On a PARTNER 12-button phone, press [Drop]. (See p. 4-11.) On a PARTNER 6-button phone, press [Feature] [0] [6].
The last added party is dropped.

Notes

- You can use Speed Dialing or Auto Dialing to add calls to the conference.
- You cannot transfer a conference call.
- You cannot join a conference call. That is, the conference initiator must add each party to the conference.

Joining a Call

You can connect yourself to an outside call being conducted at another extension. This is called *joining*. For example, if John is on an outside call and wants you to participate in that call, you can join in simply by pressing the button of the line John is on. You cannot join an intercom call.

To join a call:

A steady red light at a line button indicates a call in progress . . .

1. Press the line button.
2. Lift the handset.

The red and green lights alternately flash. You are now connected to that call.

Notes

- You can tell that someone has joined your call when the steady green light next to the line button changes to an alternately flashing red and green light.
- To prevent other people from joining a call at your extension, use the Privacy feature. (See p. 4-11.)
- Do not confuse *joining* with *conferencing*. In joining, you *add yourself* to a call in progress in the same way you would on a home telephone by picking up an extension. In conferencing, the call originator *calls you* in the process of setting up the call.
- You cannot put a joined call on hold.
- Up to two extensions can join a call. Therefore, a maximum of three extensions can participate on a single call.

Built-In Calling Features

Four built-in calling features help you make and handle calls. On a PARTNER 12-button phone, use each feature by pressing its *calling feature* button, as shown in figure 4-2. On a PARTNER 6-button telephone, use the feature by pressing [*Feature*] and a 2-digit dial code, also shown on the figure.

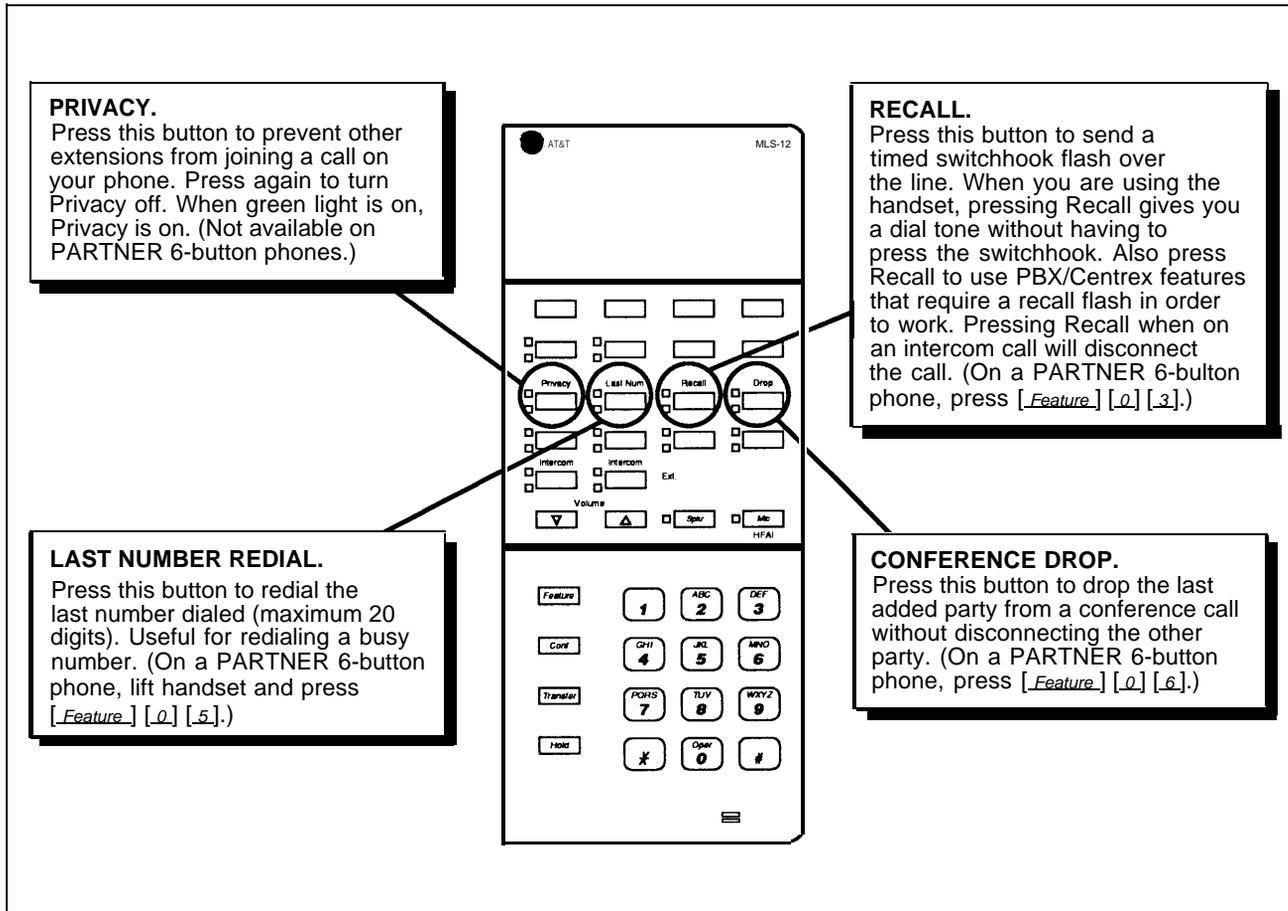


Figure 4-2 Built-In Calling Features

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Overview

The call handling procedures in this chapter are meant to be photocopied and given to those users with standard phones.

Single-line cordless phones, and fax machines and answering machines with built-in phones, function the same way standard phones do as described in this chapter.

Setting Up Extensions for Standard Phones

Using the Switchhook

Some feature phones have a button labeled "Recall" or "Flash" that you can press instead of pressing the switchhook.

Using Feature Phones

You can connect standard touch-tone or rotary dial phones directly to the system without expensive adapters or connectors. Standard phones can do many of the things that the PARTNER phones can do, but because standard phones have no line buttons, feature buttons, or calling feature buttons, basic call handling is sometimes different.

- You cannot make or answer a call on a specific line. You can only make calls on automatically selected lines.
- You cannot use the PARTNER system's Privacy feature, nor can you join a call at another extension. However, another call can add you to a conference call.
- You cannot pick up a call on hold at another extension. However, you can receive a transferred call.
- You cannot use a standard phone to change system settings.

You *must* set the Automatic Line Selection to "Intercom first" for all standard phones, regardless of whether the standard phone is at an extension by itself or shares an extension with a PARTNER phone (see p. 3-3). When you lift the handset on a standard phone, you are automatically connected to an intercom line. To get an outside line, dial [9].

Some of the procedures here direct you to "rapidly press and release the switchhook." Pressing the switchhook down for 1/4 to 1 second sends a signal over the line called a *switchhook flash*. However, do not press the switchhook *too* quickly. If you press the switchhook and nothing happens, try again, pressing a little longer.

A *feature phone* is a standard telephone with more buttons than a 12-key dial pad (for example, auto dial buttons, last number redial buttons, hold buttons, and built-in speakerphones). Most features on these phones will work with the PARTNER system. You can use the system's calling features from a feature phone, and program them onto a feature phone button. However, there are some limitations to what these phones can do.

The capabilities of a feature phone are *in the phone itself*. For example, if you store a number on a feature phone's auto dial button, that number is stored *in* the feature phone. (When you program a button on a PARTNER phone, the number is actually stored in the 206 module.) Similarly, when you press a [Hold] button on a feature phone, the call is held at the phone itself. Therefore, a feature phone does not release a held call.

To store an outside number on a feature phone's auto dial button, add a **9** [pause] [pause] before each outside number. (The **9** gets an outside line, and the [pause] accounts for the few seconds in which the outside line connects.)

Note that the feature phone's redial button will not work for an outside call. To redial the last number, use the PARTNER system's Last Number Redial feature by pressing [#] [0] [5].

Call Handling

Making an Outside Call

To make an outside call:

1. Lift the handset.
You hear the intercom dial tone.
2. Dial [9] to get an outside line.
You hear the outside line dial tone.
3. Dial the number.

Making an Intercom Call

To make a ringing intercom call:

1. Lift the handset.
You hear the intercom dial tone.
2. Dial the 2-digit extension number.

To make a voice-signaled intercom call:

1. Lift the handset.
You hear an intercom dial tone.
2. Dial [*] plus the 2-digit extension number.
3. When you hear a “beep,” speak into the handset.
Your voice is heard on the other extension’s speaker. If the extension you are calling is a busy PARTNER phone, it will ring instead, and you will not hear a beep. If it is a busy standard phone, you will hear a busy signal.

You can only voice-signal a PARTNER phone. A standard phone will ring.

You cannot make a voice-signaled call from a rotary phone.

Answering a Call

To answer a call:

When the telephone is ringing . . .

1. Lift the handset.
You are connected to the incoming call.

Ringling Patterns

You can tell what kind of call you are receiving by the way your standard telephone rings.

- A single ring pattern (*Ring . . . Ring . . . Ring . . .*) means you are receiving an outside call.
- Two rings (*Ring-Ring . . . Ring-Ring . . . Ring-Ring . . .*) means you are receiving an intercom call.
- Three rings (*Ring-Ring-Ring . . . Ring-Ring-Ring . . . Ring-Ring-Ring . . .*) means you are receiving a transferred call or that a call left on hold is ringing back.

Putting a Call on Hold

To put a call on hold:

While active on the call . . .

1. Rapidly press and release the switchhook.
*You hear the intercom dial tone. The call is on hold. **Do not hang up the handset while the call is on hold.** If you do hang up the handset, the phone will ring. Answering the ring will reconnect you with the held call.*

To retrieve a call from hold:

1. Hang up.
The call "rings back."
2. Lift the handset.
You are reconnected with the held call.

Transferring a Call

A transferred call will ring like an intercom call (Ring-Ring) until the person transferring the call hangs up, at which time the call rings like a transferred call (Ring-Ring-Ring).

To transfer a call:

1. While active on the call, press the switchhook down once rapidly.
You hear the intercom dial tone. The call is put on hold.
2. Dial the 2-digit number of the extension to which you want the call transferred.
3. When someone answers, announce the call. If the call is accepted, hang up. If no one answers, press the switchhook down once rapidly and you are reconnected with the caller. If the call is refused, wait for the person who refused the transfer to hang up. Then, hang up, and the call will ring back. (If the person who refused the transfer does not hang up, press the switchhook twice and you will be reconnected with the call.)

Making a Conference Call

A *conference call* connects you with two other parties—outside or inside—in a single call. You set up a conference call by adding a second party to an existing call.

To add a second party to an existing call:

You are connected with the first party . . .

1. Press the switchhook down once rapidly.
The first party is put on hold. You hear the intercom dial tone.
2. To add an outside party, dial [9] plus the outside number. If the number is busy or does not answer, hang up and the first party will ring back.

To add an inside party, dial the 2-digit extension number. If the extension is busy or does not answer, press the switchhook down once rapidly and you will be reconnected with the first party.
3. When the second party answers, press the switchhook down once rapidly.
You are now connected with both parties.

During the conference call, any inside party can exit the call at any time simply by hanging up. However, if an outside party hangs up during a conference call, the callers that stay on the conference may hear a dial tone. A PARTNER system feature called Conference Drop removes the last added party from a conference call. When the conference originator hangs up, the conference is disconnected.

To drop the second added party from a conference call:

1. Press the switchhook down once rapidly.
The last added party is dropped.

Notes

- You cannot use Speed Dialing to set up the second call on the conference.
- If you set up a conference with a standard phone, you cannot put your end of the conference on hold.
- You cannot transfer a conference call.
- You cannot join a conference call.

Speed Dialing

To dial a Speed Dial number (from a touch-tone phone only):

1. Lift the handset.
You hear the intercom dial tone.
2. Press [#] plus the 2-digit Speed Dial code (20 to 29).
The system automatically selects an outside line and dials the Speed Dial number.

Using Calling Features

You can use two calling features with a standard touch-tone telephone by pressing [#] plus a 2-digit code. (The [#] replaces the [Feature] button on a PARTNER phone.) Table 5-1 shows the calling features you can use.

Table 5-1 Using Calling Features with Standard Phones

| <u>Feature</u> | <u>How to Use It</u> |
|--------------------|----------------------|
| Last Number Redial | Press [#] [0] [5] |
| Recall | Press [#] [0] [3] |

You cannot use calling features from a rotary telephone.

To use a calling feature on a standard telephone:

If you are not already on a call . . .

1. Lift the handset.
You hear the intercom dial tone.
2. Dial [#] plus the 2-digit dial code.

If you are on an outside call . . .

1. Rapidly press and release the switchhook.
You hear an intercom dial tone and the call is put on hold.
2. Press [#] plus the 2-digit dial code.
The system automatically returns you to the outside line you were on and then activates the feature.

For a complete description of what calling features do, and when to use them, see p. 4-11.

Using a Combination Extension

A *combination extension* is a PARTNER telephone and a standard telephone (or other standard device) that share a single extension. For complete instructions on how to install a combination extension, see p. 2-13.

The following are examples of useful combination extensions:

- PARTNER phone plus standard telephone, for power failure backup (extensions 10 and 16).
- PARTNER phone plus answering machine
- PARTNER phone plus fax machine

Using the telephones in a combination extension is fairly simple. The main thing to understand is that the two telephones share a single PARTNER extension in the same way several home telephones share a single number. For example:

- Both phones share the same extension number.
- Both phones share the same "voicepath;" that is, when either phone is busy, the extension is busy.
- The lights on the PARTNER phone show what the standard telephone is doing as well as what the PARTNER phone is doing. For a description of light patterns on PARTNER phones, see p. 4-2.
- An incoming call rings at both phones.

In the combination extension, a PARTNER telephone works like it always does and a standard telephone works like it always does when connected to the PARTNER system. Only one phone can be used at a time, unless you want to join the two on a single call, the same way you can—on your home phone—have two people on the same call on different telephones.

There are, however, the following differences from normal operation:

- You can handle a call on the standard telephone by pressing buttons on the PARTNER telephone. For example, you can use the PARTNER phone to select a specific outside line, and conduct the call on the standard phone. Or, if someone is on a call using the standard telephone, someone else can put that call on hold by pressing [*Hold*] on the PARTNER phone. To do this, it is not necessary to lift the handset of the PARTNER phone.
- You can also activate calling features from the PARTNER telephone while the standard phone is on a call. Simply press [*Feature*] plus the 2-digit dial code.
- A voice-sigaled call will not signal at a standard phone.
- Held calls cannot be retrieved from a standard phone in a combination extension.
- Held calls at a standard phone will not ring back in a combination extension.
- Dialing restrictions cannot be guaranteed on a standard phone. (See footnote on p. 3-2.)

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Fax Machines

To install a fax machine, see p. 2-12.

The benefit of connecting a fax machine to your PARTNER system is that you can set up the fax machines in different ways to suit your needs. By using the lines connected to your system, you do not have to pay for an additional fax line. Following are different ways you can set up fax machines with the PARTNER system.

- **Fax machine with its own line.** Good for heavy fax traffic. This setup uses a published fax number.
- **Fax line saver.** Good for light fax traffic, without a published fax number.
- **Fax and phone combination.** A fax machine and phone together saves an extension. Good for light fax traffic.
- **Backup fax machine.** If your fax traffic is very important, you can connect two machines so that one machine covers the other when it is busy or out of paper.

Other ways to use a fax machine, provided in this section, are:

- **Transferring a call to the fax machine**
- **Using an AT&T fax machine's "Notify" feature**

Fax Machine with Its Own Fax Line

In this setup, which is good for heavy fax traffic, line B is the fax line, the number of which is published as the fax number (figure 6-1). (This fax line can also be used by other phones when all other lines are busy.) The fax machine is connected to its own extension (extension X).

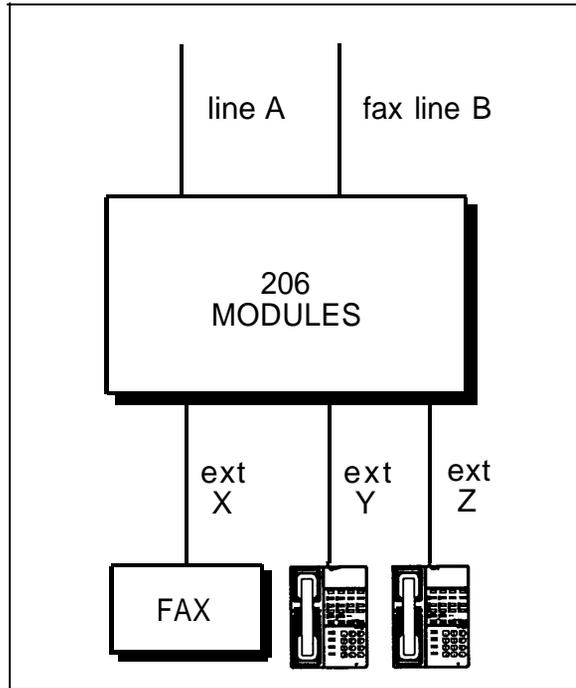


Figure 6-1 Fax Machine with Its Own Line

To set up:

1. Set the Line Ringing for line B on extension X to "ring."
2. Set Line Ringing for all other lines on extension X to "no ring."
3. Set the Line Ringing for line B on all other extensions to "no ring."
4. Set the Automatic Line Selection for extension X so that line B is the first line in the selection sequence. (When the fax machine makes a call, it automatically connects to the fax line.)
5. Set the Automatic Line Select for all other extensions so that line B is the last line in the select sequence. That way, the fax line is used for outgoing calls *only* when all other lines are busy.

See instructions for Line Ringing on p. 3-4 and Automatic Line Selection on p. 3-3.

To use: All fax calls that come in on the fax line are automatically answered by the fax machine. When you send a fax, the fax line is automatically selected when you lift the handset on the fax machine. If a fax call comes in on a line other than the fax line, you can transfer the call to the fax extension (see in this section, "Transferring a Call to the Fax Machine," p. 6-6).

Fax Line Saver

If you don't use your fax machine enough to justify paying for its own outside line, you can put the fax on its own extension if you don't mind manually transferring calls to it (figure 6-2).

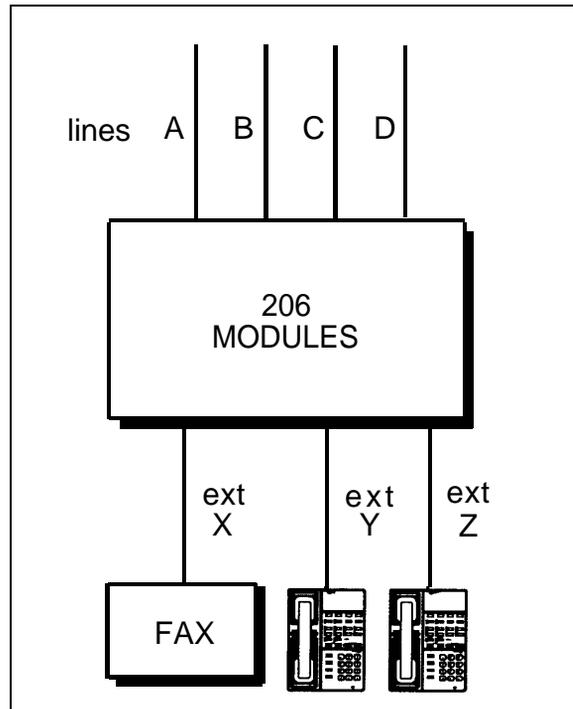


Figure 6-2 Fax Machine Line Saver

To set up:

1. Set the Line Ringing for all the lines on extension X to "no ring."
2. Set the Automatic Line Selection for extension X so that the outside lines are first; e.g., line A, line B, line C, line D. (When the fax machine makes a call, it automatically connects to an available line.)

See instructions for Line Ringing on p. 3-4 and Automatic Line Selection on p. 3-3.

To use: The person at extension Y or Z answers a call and hears a fax machine signaling on the other end. Realizing that a fax call is coming in, this person transfers the call to extension X—the fax machine extension. If the person at extension Y or Z answers a call from someone who wants to send a fax, he or she should transfer the call to the fax machine extension. When the fax machine answers, it sends the fax tone, at which point the caller should press his or her fax machine's [*Start*] button. To send a fax with this setup, simply lift the handset on the fax machine—an outside line will be automatically selected.

Fax and Telephone Combination

If you want to connect a fax machine but cannot spare an extra extension, or if your fax machine does not have a built-in telephone, you can connect a telephone and a fax machine to a single extension via an AT&T 267F2 bridging adapter (figure 6-3). Two 267F2 bridging adapters are included with each 206 module.

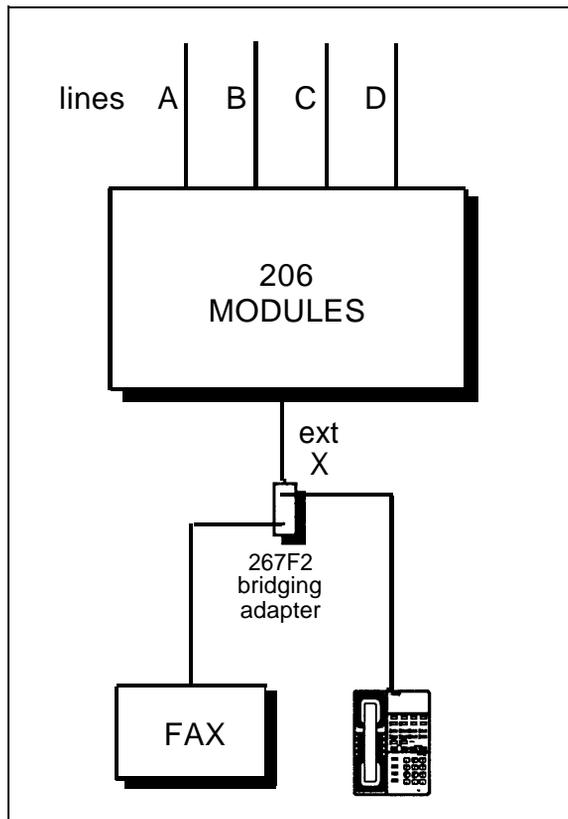


Figure 6-3 Fax and Telephone Combination

To set up:

1. Set the Line Ringing for all the lines on extension X to "ring."
2. Set the Automatic Line Selection for extension X so that the outside lines are first; e.g., line A, line B, line C, line D.
3. Adjust the fax machine to answer on the third or fourth ring.

See instructions for Line Ringing on p. 3-4 and Automatic Line Selection on p. 3-3.

To use: When anyone in the system hears a fax call coming in, they can transfer the call to extension X, the fax machine extension. (See in this section, "Transferring a Call to the Fax Machine.") To send a fax, simply lift the handset on the fax machine. Or, if your fax machine does not have a built-in telephone, use the phone to dial the call. An outside line will be automatically selected.

Backup Fax Machine

If your business absolutely depends on receiving fax messages—if reliability is essential—you can set up two fax machines so that one serves as a backup for the other. In the example shown in figure 6-4, fax machine 1 is set up as the primary machine; fax machine 2 is the backup. If fax machine 1 runs out of paper or otherwise malfunctions, fax machine 2 will answer the call after two or more rings. This setup uses a dedicated fax line. *Note that to use this setup, you must be able to adjust one of your fax machines to answer on a later ring.*

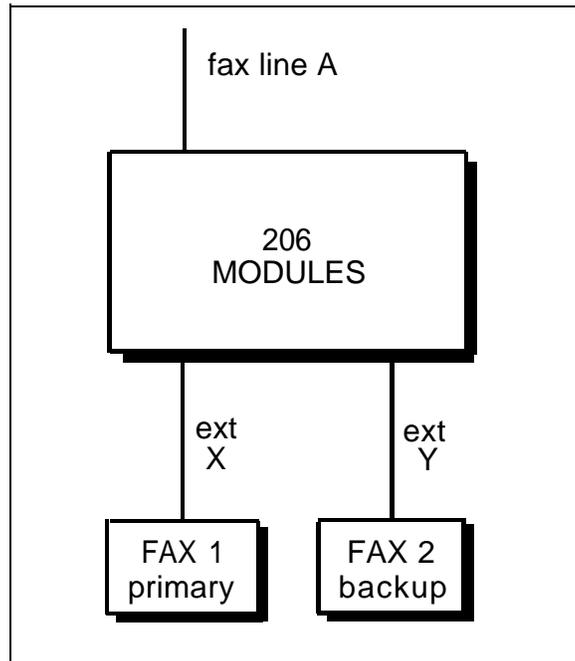


Figure 6-4 Backup Fax Machine

To set up:

1. Set the Line Ringing for line A on extensions X and Y to “ring.”
2. Set the Line Ringing for all other lines on extensions X and Y to “no ring.”
3. Set the Line Ringing for line A on all other extensions to “no ring.”
4. Set the Automatic Line Selection for extensions X and Y to any sequence of outside lines, with line A last.
5. Adjust fax machine 1 to answer on the first ring. Adjust fax machine 2 to answer after two or more rings.

See instructions for Line Ringing on p. 3-4 and Automatic line Selection on p. 3-3.

To use: Use the primary fax machine as described under “Fax Machine with Its Own Fax Line.” If a call comes in when the primary machine is busy, the backup machine will take the call. If the primary machine is busy, you can send a fax on the backup machine. An outside line will be automatically selected when you make a call from the backup machine.

Transferring a Call to the Fax Machine

There are two situations in which you would want to transfer a call to your fax machine:

- You answer an outside call and hear a fax machine signaling. (A fax signal is a single beep sequence— *BEEP . . . BEEP . . . BEEP*). If you hear this, you should transfer the call *immediately* to the fax machine extension.
- You are on a call and the person to whom you are speaking has a fax machine connected to his or her phone and wants to fax you something. You can receive the fax by transferring the call to the fax extension. Tell the other party to wait until the fax tone sounds before pressing the fax machine's [*Start*] button.

To transfer the call to the fax extension:

- Press [*Transfer*] plus the fax's extension number. When the fax machine answers, hang up.

Using the Fax Machine's "Notify" Feature

Certain AT&T fax machines, like the AT&T 9025FX and 9035FX, have a feature called *Notify*. After these machines receive a fax call, they automatically dial a number and play a recorded message, such as, "You have just received a fax." If you need to know exactly when a fax comes in, or if your fax machine is located in an isolated part of your building, you can set up the fax machine to make a ringing or voice-signaled intercom call to another extension. (Program the fax machine to dial [***] plus the extension number for a voice-signaled call.)

Set up the fax machine extension's Automatic Line Selection for "Intercom first," followed by whatever outside lines you want to assign to it. If the machine has an auto dial feature, program a [*9*] [*pause*] [*pause*] before each auto dial number. When manually making a call, dial [*9*] to get an outside line. For instructions on how to set the Automatic Line Selection, see p. 3-3.

Answering Machines

To install an answering machine, see p. 2-12.

You can use an answering machine to answer calls at night when no one is around, or during business hours when no one can get to the phone. The following are ways you can connect answering machines to your system:

- **Single answering machine.** This basic setup can cover all the lines in the system.
- **Personal answering machine.** An answering machine can share an extension with a phone (via a 267F2 bridging adapter) to answer all calls to the extension.
- **Multiple answering machines.** If you get too many calls for one machine to cover, you can connect two or more machines to cover all calls.

The text that follows provides instructions for setting up each of these examples.

Retrieving Messages From the Answering Machine

There are two ways to retrieve messages from the answering machine:

- Go to the machine and manually play back messages.
- From outside the system, call in on any line that the machine covers. When the machine answers, dial its message retrieval code. If someone else answers, ask to be transferred to the answering machine's extension.

Single Answering Machine

The single answering machine setup (figure 6-5) serves the entire system. It is connected to its own extension and covers all the lines in the system, one at a time.

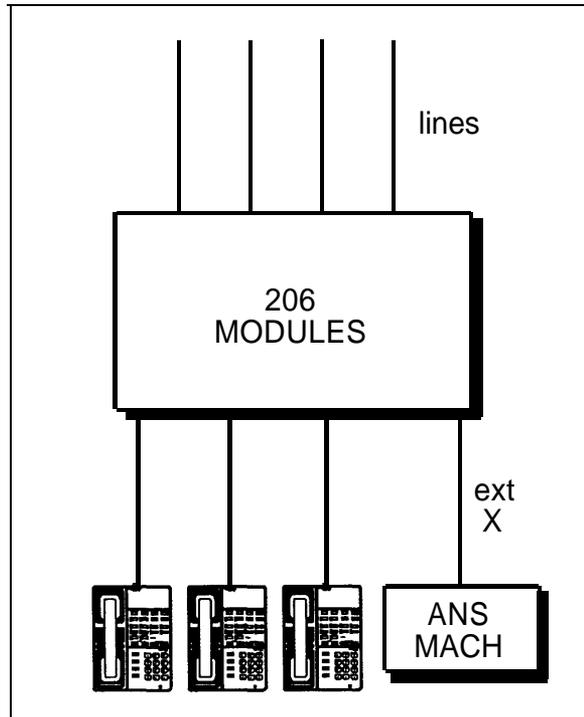


Figure 6-5 Single Answering Machine

Do not adjust the answering machine to answer a call before anyone else on the system can get to the call.

To set up:

1. Set the Line Ringing for all lines on extension X to "ring." (See p. 3-4 for instructions.)
2. Adjust the answering machine to answer according to your needs. For example, after four rings in the daytime, or after one ring at night.

Personal Answering Machine

A personal answering machine (figure 6-6) is used to answer all the calls that ring on the lines at a certain extension. It is useful for the following situations:

- When the extension receives a lot of intercom calls
- When outside calls come through a receptionist and are transferred to the extension

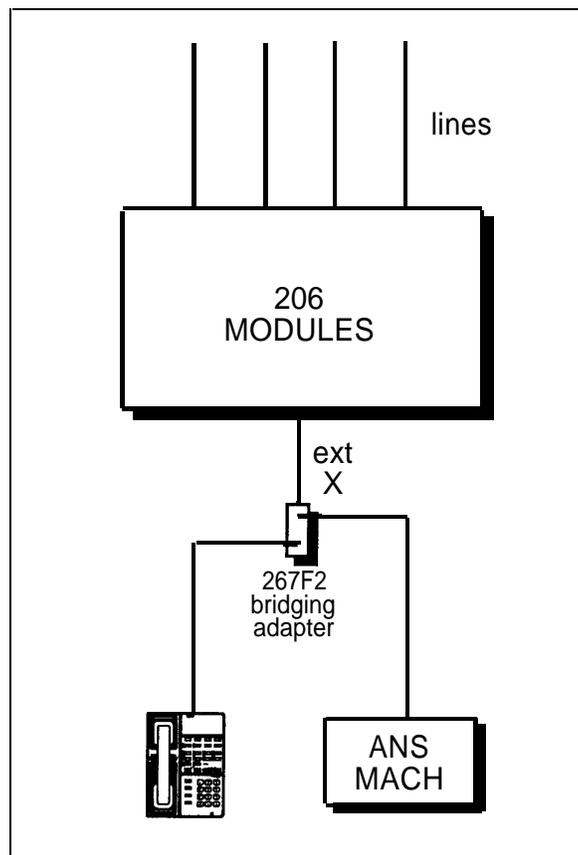


Figure 6-6 Personal Answering Machine

To set up:

1. Adjust the answering machine to answer on the third or fourth ring so that it does not answer calls too quickly.

Multiple Answering Machines

If a single answering machine cannot handle all your calls, you can set up two or more machines to answer (figure 6-7). A setup such as this might be used by a movie theater to announce show times to people calling in for information.

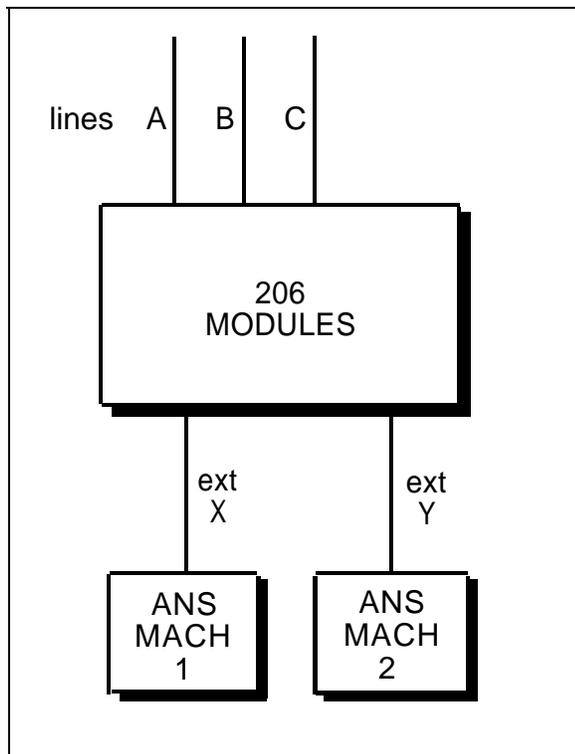


Figure 6-7 Multiple Answering Machines

To set up:

1. For extensions X and Y, set Line Ringing to "ring" for all lines (see instructions on p. 3-4).
2. Adjust answering machine 1 to answer on the second ring.
3. Adjust answering machine 2 to answer on the fourth ring. *Do not set the machines to answer on the same ring.*

Modems

To install a modem, see p. 2-12.

You can connect a modem directly to an extension jack without an adapter. A modem and a terminal allow you to dial out and connect to computer bulletin boards and other data services. The setup is shown in figure 6-8. Note that the 267F2 bridging adapter and telephone are optional, and can be used if you want the terminal to share an extension with a phone.

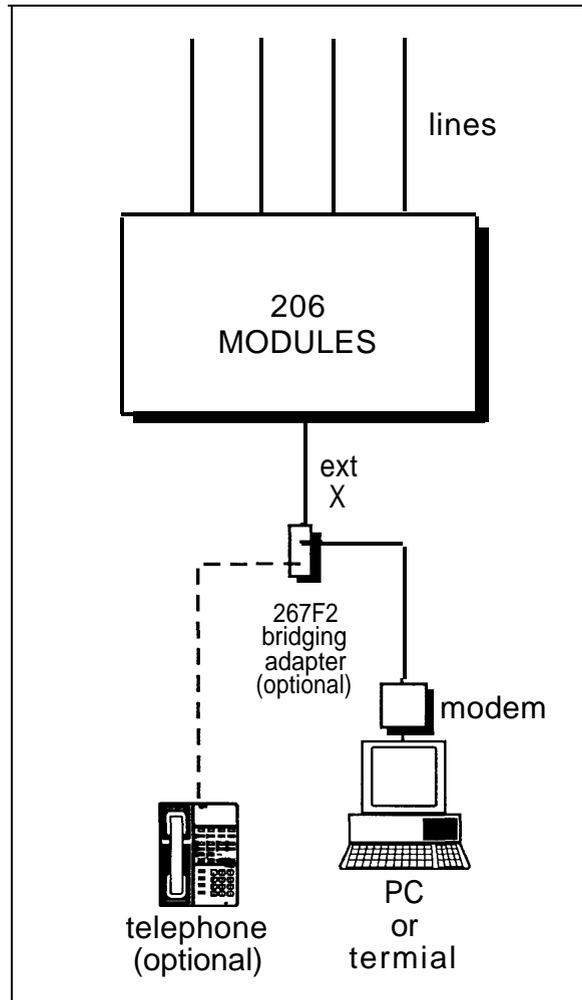


Figure 6-8 Standalone Modem

To set up:

1. Set the Automatic Line Selection for extension X for “outside lines first.” (See instructions on p. 3-3.)

To use: Follow the modem manufacturer’s instructions.

Credit Card Scanners

To install a credit card scanner, see p. 2-12.

Many retail businesses and restaurants use credit card scanners (figure 6-9) to get instant approval for credit card purchases. The PARTNER system allows your credit card scanners to share the lines in your system.

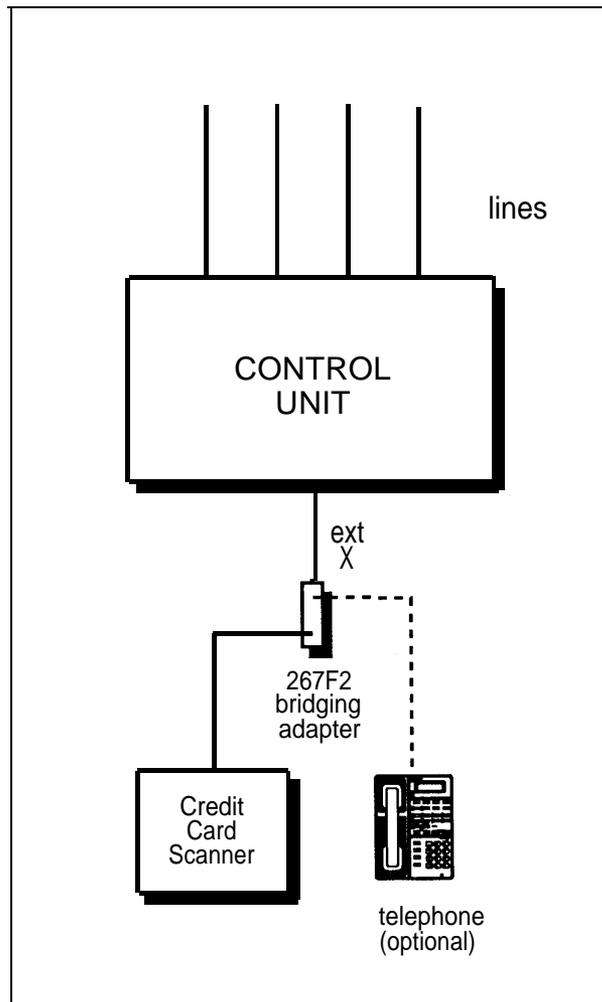


Figure 6-9 Credit Card Scanner

To set up:

1. Set the Line Ringing for all lines on extension X to "no ring." (See instructions on p. 3-4.)
2. Set the Automatic Line Selection for extension X for "outside lines first." (See instructions on p. 3-3.)

To use: When you make a call on the credit card scanner, an outside line is automatically selected. You can optionally put a telephone in a combination extension with the credit card scanner. This would allow you to use Speed Dialing or Auto Dialing.

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When You Have a Problem

If you should have a problem with your system, there is a good chance you can solve it by following the appropriate procedure in this section.

If you cannot solve the problem by following the procedures in this section, call:

The helpline is open 24 hours a day.

National Service Assistance Center Helpline
1 800 628-2888

If you call, the representatives there can better help you if you have the following information ready:

- The kind of system you have (PARTNER)
- The number of lines and extensions in your system
- The type or model number of the problem phone, if applicable (PARTNER phone model numbers are located on the upper right-hand corner of the phone—MLS-12 or MLS-6).

If you followed a troubleshooting procedure and need more help, tell the representative what you did.

All Phones Dead: No Dial Tone or Lights

| <u>Possible Cause</u> | <u>Do This</u> | <u>If...</u> | <u>Then:</u> |
|------------------------------------|---|---|---|
| 1. 206 module not receiving power. | Locate the 206 module. Make sure that the power cord is plugged securely into the wall outlet. Also make sure <i>all</i> circuit breakers (little plastic pop-up tabs) are in the "ON" position, i.e., pushed down (see figure 1-1 in chapter 1.) | The green indicator lights on the modules are "ON" and the trouble is gone, | The problem is corrected. |
| | | The green indicator lights on the modules are "ON" or "Flashing" but the trouble remains, | Call 1 800 628-2888. |
| | | The green indicator lights on the modules are "OFF," | Go to Possible Cause 2. |
| 2. The power outlet may be faulty. | Test the outlet by plugging in an appliance, like a lamp or radio. | The appliance does not work, | The outlet is faulty. If possible, plug the 206 module into a different outlet. Check fusebox or call an electrician. |
| | | The appliance works, | Call 1 800 628-2888. |

⚠ WARNING: There are no user-serviceable parts inside the modules or module connector. Hazardous voltages within. DO NOT OPEN!

PARTNER Phone Does Not Work

| <u>Possible Cause</u> | <u>Do This</u> | <u>If...</u> | <u>Then:</u> |
|---------------------------------------|--|--|---|
| 1. Phone needs to be reset. | Unplug the cord from the bottom of the phone and plug it in again. IMPORTANT: <i>Make sure the handset is hung up when you plug in the cord.</i> | The problem remains, | Go to Possible Cause 2. |
| 2. Faulty telephone. | Unplug the cord from the base of the problem phone and plug it into a phone that works. | The other phone works, | The old phone was faulty. Call 1 800 628-2888 to arrange for a replacement. |
| | | The other phone does not work, | Go to Possible Cause 3. |
| 3. Bad telephone cord. | Unplug the cord from the base of the phone and the wall jack. Replace it with a cord that works. | If the phone works, | The cord is bad. Call 1 800 628-2888 to arrange for a replacement. |
| | | If the phone does not work, and it is part of a combination extension, | Go to Possible Cause 4. |
| | | If the phone does not work, and it is not part of a combination extension, | Call 1 800 628-2888. |
| 4. Bad adapter or combination device. | If the phone is part of a combination extension with another phone or device, unplug the adapter from the wall jack. Unplug the phone's cord from the adapter and plug it directly into the wall jack. | The phone works, | There is a problem with the other device attached to the extension or the bridging adapter. Replace the other device. If the problem is still not fixed, call 1 800 628-2888. |
| | | The phone does not work, | Call 1 800 628-2888. |

Trouble Making Outside Calls

Trouble making outside calls could be one of the following:

- You hear a dial tone, but the dial tone continues as you try to dial.
- You hear a dial tone, and the dial tone cuts off when you dial, but the line does not ring.
- You hear a busy signal as you dial.
- You hear nothing at all.

| <u>Possible Cause</u> | <u>Do This</u> | <u>If...</u> | <u>Then:</u> |
|---|---|--|--|
| 1. Local phone company changed service from rotary to touch-tone. | If your system was set up for rotary service, find out if your local telephone company has changed to touch-tone. If it has changed, you must change the Dial Mode (#201) from "rotary" to "touch-tone." See p. 2-12. | You can make a call, | The problem is solved. |
| | | The Dial Mode is already set correctly, | Go to Possible Cause 2. |
| 2. Someone may have changed the Outgoing Call Restriction setting. | Find out: were you able to make a call without any trouble before? | You were able to call on the phone before, | Someone may have intentionally changed the system's or extension's setting. Check to see if this is true. If you find out that no one has changed any system settings, and the phone used to work, go to Possible Cause 3. |
| 3. Local phone company is not accurately receiving the dialing signals. | Make calls on the telephone using different lines. Then, make calls on different phones using the same line. | You cannot make calls from one phone on all lines, | Follow procedure for "PARTNER Phone Does Not Work." |
| | | You cannot make calls using different phones, | Go to Possible Cause 4. |
| 4. Local phone company wiring is faulty. | One at a time, unplug each outside line from the 206 module. Plug it into a standard telephone and try to make a call. | The trouble appears on the standard phone, | There may be a problem with your outside line. Report the trouble to your local phone company. |
| | | The trouble does not appear on the standard phone, | The trouble is with the 206 module. Call 1 800 628-2888. |

Phone Does Not Ring

| <u>Possible Cause</u> | <u>Do This</u> | <u>If...</u> | <u>Then:</u> |
|---|--|---|--|
| 1. Volume control set too low. | Press the volume control button to increase ringer volume. | Phone rings increasingly louder, Phone still does not ring, | Problem is solved. Go to Possible Cause 2. |
| 2. Phone's Line Ringing may be set for "no ring." | Check to see if phone's Line Ringing is set for "no ring." Refer to chapter 3. | Line Ringing is set for "no ring." Line Ringing is set for "ring," | Change setting if necessary. Phone may be faulty. Follow troubleshooting procedure for "PARTNER Phone Does Not Work." |

Calls are Answered Automatically

Problem: A call rings once, then disappears as if it were answered.

| <u>Possible Cause</u> | <u>Do This</u> | <u>If...</u> | <u>Then:</u> |
|--|--|---|---|
| 1. An optional device, such as a fax machine, answering machine, or modem, answers when it should not. | If there are any optional devices connected to your system, check to see that they are set to answer correctly. If the device is answering before it is supposed to, adjust it to answer on a later ring. If the device is not supposed to answer calls at all, turn its auto-answer feature off. Refer to the device's user manual. | The optional device was set properly, | Go to Possible Cause 2. |
| | | The optional device was set improperly, | Reset device. If problem remains, go to Possible Cause 2. |
| 2. Ringer Equivalence is too high for the extension. | Check to see that the Ringer Equivalence Number (REN) does not exceed 2 (see p. 1-3.) If it does, unplug the extra device(s). | The problem is not solved, | Go to Possible Cause 3. |
| 3. PARTNER system set incorrectly. | If there are any optional devices connected to your system, set their extension's Line Ringing to "no ring." If it is set to "ring," adjust the device to answer on a later ring. | The problem is not solved, | Call 1 800 628-2888. |

Using the Recall Feature Has No Effect

| <u>Possible Cause</u> | <u>Do This</u> | <u>If...</u> | <u>Then:</u> |
|---|--|--|--|
| 1. Recall Timer Duration set too short. | Increase the Recall Timer Duration. | The Recall feature works, | The problem is solved. |
| | On a PARTNER phone at extension 10, 1. Press [<i>Feature</i>] [<i>0</i>] [<i>0</i>]. 2. Press the left [<i>Intercom</i>] button twice. 3. Press [<i>#</i>] [<i>1</i>] [<i>0</i>] [<i>Z</i>]. 4. The factory setting is 18. Increase the setting by 4 by entering 22. 5. Press [<i>Feature</i>] [<i>0</i>] [<i>0</i>]. | The Recall feature still doesn't work, | Continue increasing the interval by increments of 4 until the problem is solved. (Entire range is 01 to 80.) If the problem is not solved, and if your system is connected to a PBX or Centrex, call your local phone company for the proper Recall Timer Duration. (1 = 25 milliseconds. Example: 18 = 450 milliseconds.) |

Using the Recall Feature Disconnects Call

This problem applies only when the PARTNER system is connected to a PBX or Centrex.

| <u>Possible Cause</u> | <u>Do This</u> | <u>If...</u> | <u>Then:</u> |
|--|---|---|---|
| 1. Recall Timer interval set too long. | Decrease the Recall Timer Duration. | The Recall feature works properly, | The problem is solved. |
| | On a PARTNER phone at extension 10, 1. Press [<i>Feature</i>] [<i>0</i>] [<i>0</i>]. 2. Press the left [<i>Intercom</i>] button twice. 3. Press [<i>#</i>] [<i>1</i>] [<i>0</i>] [<i>Z</i>]. 4. The factory setting is 18. To decrease the duration, enter a lower number (01 to 17). 5. Press [<i>Feature</i>] [<i>0</i>] [<i>0</i>]. | The Recall feature still disconnects calls, | Continue decreasing the interval until the problem is solved. (Entire range is 01 to 80.) If the problem is not solved, and if your system is connected to a PBX or Centrex, call your local phone company for the proper Recall Timer Duration. (1 = 25 milliseconds. Example: 18 = 450 milliseconds.) |

Calls on Hold Are Disconnected

Before using the following procedure, make sure that the calls on hold are not being disconnected because the callers are hanging up.

| <u>Possible Cause</u> | <u>Do This</u> | <u>If...</u> | <u>Then:</u> |
|---|--|---|-----------------------|
| 1. Hold Disconnect Time is set incorrectly—too short. | Change the Hold Disconnect Time from "short" to "long." On a PARTNER phone at extension 10, 1. Press [<i>Feature</i>] [<i>0</i>] [<i>0</i>]. 2. Press the left [<i>Intercom</i>] button twice. 3. Press [#] [<i>2</i>] [<i>0</i>] [<i>3</i>]. 4. Press [<i>1</i>] for "long," [<i>2</i>] for "short." 5. Press [<i>Feature</i>] [<i>0</i>] [<i>0</i>]. | Calls on hold are no longer disconnected, | The problem is solved |
| | | Calls on hold still are disconnected, | Call 1 800 628-2888. |
| | | The Hold Disconnect Time was already set to "long," | Call 1 800 628-2888. |

Call on Hold Hangs Up, but Line Does Not Disconnect

Problem: A call is apparently on hold, showing a winking light. When you go to retrieve the call, you get a dial tone.

| <u>Possible Cause</u> | <u>Do This</u> | <u>If...</u> | <u>Then:</u> |
|--|--|---|--|
| 1. Hold Disconnect Time is set incorrectly—too long. | Change the Hold Disconnect Time from "long" to "short." Follow the procedure under "Calls on Hold Are Disconnected." | Abandoned calls on hold are disconnected, | The problem is solved. |
| | | Calls on hold still are disconnected, | Call your local phone company and ask, "Does the Central Office send a Hold Disconnect signal?" After you get this information, call 1 800 628-2888. |
| | | The Hold Disconnect time was already "short," | Call 1 800 628-2888. |

Standard Phone Rings After Intercom Call with No One at Other End

| <u>Possible Cause</u> | <u>Do This</u> | <u>If...</u> | <u>Then:</u> |
|--|---|----------------------------|---------------------|
| Automatic Line Selection is set incorrectly. | If one of the phones is a standard telephone, set its extension's Automatic Line Selection to "Intercom first." See p. 3-3. | The problem is not solved, | Call 1 800 628-2888 |

Combination Extension Problem: Phone or Device Does Not Ring Properly

| <u>Possible Cause</u> | <u>Do This</u> | <u>If...</u> | <u>Then:</u> |
|--|--|--------------------------------|---|
| 1. Extension overloaded by more ringers than it can handle. | Check to see that the total Ringer Equivalence Numbers (REN) does not exceed 2. (For details, see p. 1-3.) If it does exceed 2, unplug the extra device. | The ringer functions properly, | Problem is with optional device. System is okay. |
| | | Trouble still appears, | Go to Possible Cause 2. |
| 2. Optional device (fax, answering machine, etc.) is faulty. | Remove the optional device from the extension. | The ringer functions properly, | Problem is solved. |
| | | Trouble still appears, | Problem is with 206 module. Call 1 800 628-2888. |

PARTNER Phone Does Not Work When Standard Phone Lifts Handset

This problem relates to combination extensions that have a PARTNER phone and a standard phone.

| <u>Possible Cause</u> | <u>Do This</u> | <u>If...</u> | <u>Then:</u> |
|---|--|-----------------------------------|---|
| Wrong cord and wrong bridging adapter used to connect standard phone. | First, unplug the bridging adapter from the wall jack. Then, unplug the PARTNER phone from the adapter and plug it into the wall jack. | The PARTNER phone works properly, | Either the cord or the adapter must be replaced. Call 1 800 628-2888 for details. |

Combination Extension Problem: PARTNER Phone Lights Show Line Is Busy

| <u>Possible Cause</u> | <u>Do This</u> | <u>If...</u> | <u>Then:</u> |
|--------------------------------|-------------------------|-------------------------------|---|
| Standard phone is not hung up. | Hang up standard phone. | PARTNER phone light goes off, | Problem is solved. |
| | | Standard phone is hung up, | Reset PARTNER phone according to procedure given under "PARTNER Phone Does Not Work." |

Other Problems with System

This procedure resets the system. Use it when you have any problems that are not mentioned above. Note: A system reset will disconnect all calls in progress. However, it will not erase any system settings.

| <u>Possible Cause</u> | <u>Do This</u> | <u>If...</u> | <u>Then:</u> |
|-----------------------------------|--|----------------------------|-------------------------|
| 1. System needs a software reset. | At extension 10, 1. Press [<i>Feature</i>] [<i>0</i>] [<i>0</i>] 2. Press the left [<i>Intercom</i>] button twice. 3. Press [<i>#</i>] [<i>7</i>] [<i>2</i>] [<i>8</i>] | The problem is not solved, | Go to Possible Cause 2. |
| 2. System needs a hardware reset. | Unplug the 206 modules's power cord. Wait 10 seconds, then plug it back | The problem is not solved, | Call 1 800 628-2888. |

System Dead Due to Power Failure

PARTNER telephones do not work during a power failure— *you must use a standard touch-tone or rotary telephone.* For more information about setting up your system for a power failure, see p. 2-3.

The PARTNER system has an internal power supply that allows it to maintain its system settings for approximately 100 hours (four days) after it stops receiving power. After 100 hours elapse, all of the system's settings return to the factory settings.

Maintenance and Customer Support

8

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Maintenance

Your PARTNER system is designed to provide trouble-free performance without any special maintenance procedures. However, there are a few precautions you can take to prevent accidental damage to your system.

206 Modules

To prevent damage to the 206 modules:

- Keep the modules in an area free of dust, smoke, and moisture.
- Do not block the air vents by placing objects on top of the modules.
- Place the modules in a place with a temperature between 32 degrees and 104 degrees Fahrenheit.
- Do not place the modules in direct sunlight.

▲ WARNING: There are no user-serviceable parts inside the modules or module connector. Hazardous voltages within. DO NOT OPEN!

Telephones

To prevent damage to telephones:

- Do not place your telephones near a heating duct, radiator, or other heat source.
- Do not drop your telephones or expose them to excessive shock or vibration.
- Unplug the telephone if:
 - Its cord is damaged
 - Liquid is spilled into it
 - Its housing becomes cracked or otherwise damaged.

To clean your telephone, wipe the outside housing with a soft, dust-free cloth. If absolutely necessary, you may clean it with a soft cloth *slightly* dampened with a mild soap and water solution. Dry quickly with a soft cloth.

▲ CAUTION: Your telephone contains sensitive electronic parts. Never submerge it in any kind of liquid, and never use detergents, alcohols, solvents, abrasive cleaners, or an excessive amount of water when cleaning the housing and faceplate. To do so could result in irreparable damage.

Customer Support

AT&T customer support personnel can help you program or use the system and telephones. In the U.S., call the following toll-free number 24 hours a day:

AT&T
General Business Systems
National Service Assistance Center Helpline
1 800 628-2888

In Canada, call the nearest Technical Assistance Center:

Eastern Canada and Ottawa: 1 800 363-1882
Ontario: 1 800 387-4268
Central and Western Canada: 1 800 663-9817

Before calling the Helpline, refer to "Troubleshooting," chapter 7.

Warranty and Post-Warranty Repair

In Warranty Repairs

If you obtained your PARTNER system directly from AT&T, AT&T will repair your system free of charge during the one-year warranty period, subject to the limitations of the warranty. Simply call the Helpline at 1 800 628-2888 to ask for service. If you purchased your system through an AT&T-authorized dealer, contact your dealer for repairs.

Business-Day service is standard during the warranty period for both the 206 modules and PARTNER phones. Business-Day service is performed during normal business hours. However, if you need 24-hour service protection during the warranty period on the 206 modules in case there is a major system failure, you can purchase an Around-the-Clock service contract from your local AT&T sales office (1 800 247-7000).

Post-Warranty Repairs

If you purchased your system from AT&T and you have a post-warranty service contract, AT&T service is provided under the terms of that contract.

If you do not have a contract, AT&T service is provided on a time-and-materials basis by calling the Helpline at 1 800 628-2888. (Around-the-Clock service is not available for phones.)

To eliminate unexpected repair costs after the warranty period, you can purchase a post-warranty service contract from AT&T. A contract entitles you to unlimited service calls with no charge for parts and labor, plus preferred dispatch priority. Both Business-Day and Around-the-Clock coverages of varying lengths are available. To order a post-warranty service contract, please call 1 800 247-7000, or contact your AT&T-authorized dealer.

If you leased your system from AT&T, Business-Day service is included in your lease. To upgrade to Around-the-Clock service, call 1 800 247-7000.

If you purchased or leased your system through an AT&T-authorized dealer, contact your dealer for repairs.

AT&T Limited Warranties

Commercial Use

The following AT&T limited warranty and limitation of liability will apply if you have purchased your PARTNER Communications System ("System") primarily for commercial purposes.

AT&T Commercial Warranty

AT&T warrants to you that your System will be in good working order when you take title and that it will remain in good working order for a period of one year (the warranty period) or AT&T will, at its option, repair or replace the system component that is not in good working order. Any repair or replacement components may be new or refurbished and will be provided on an exchange basis. If AT&T determines that your System cannot be repaired or replaced, AT&T will refund the purchase price of the System to you. If you purchased your System directly from AT&T, AT&T will perform warranty repair on your premises in accordance with the terms and conditions of AT&T's "Business Day" or "Around the Clock" warranty plans. The details of AT&T's warranty plans may be obtained from AT&T by calling 1 800 247-7000. If you purchased your System from an AT&T-authorized dealer, you will be covered by AT&T's Authorized Dealer Warranty Plan during the warranty period. Contact your Authorized Dealer for details of AT&T's Authorized Dealer Warranty Plan. *AT&T's obligation to repair, replace, or refund as set forth above is your exclusive remedy.*

The limited warranties provided above do not cover damages, defects, malfunctions or product failures caused by:

- Failure to follow AT&T's installation, operation, or maintenance instructions;
- Unauthorized modification or alteration of the System or its components;
- Product abuse, misuse, or the negligent acts of persons not under the reasonable control of AT&T;
- Actions of third parties and acts of God other than power surges (e.g., lightning).

This warranty applies to a System purchased directly from AT&T or purchased directly from an authorized AT&T Dealer.

Except as specifically set forth above, AT&T, its affiliates, suppliers, and dealers make no warranties, express or implied, and specifically disclaim any warranties of merchantability or fitness for a particular purpose.

Except for personal injury, the liability of AT&T, its affiliates, suppliers, and dealers for any claim, loss, damage, or expense from any cause whatsoever regardless of the form of the action, whether in contract, tort, or otherwise, shall not exceed the lesser of direct damages proven or the repair or replacement cost of the System or the System's purchase price. In no event shall AT&T, its affiliates, suppliers, or dealers be liable for incidental, reliance, consequential, or any other indirect loss or damage (including lost profits or revenues) sustained or incurred in connection with the System. This limitation of liability shall survive failure of the exclusive remedy set forth in the limited warranty above.

Consumer Use

The following AT&T limited warranty will apply if you have purchased your PARTNER Communications System ("System") primarily for personal, family, or household purposes.

AT&T Consumer Warranty

What is covered: Any defect in material and workmanship.

For how long: One year.

What we will do:

If your System is defective within one year of the date of purchase, we will repair it or, at our option, replace it at no charge to you.

If we repair your System, we may use new or refurbished replacement parts. If we choose to replace your System, we may replace it with a new or refurbished one of the same or similar design. The repair or replacement will be warranted for the remainder of the original one-year warranty period, plus the number of days, if any, that you were without your System while we were performing repairs. If we determine that your System cannot be repaired or replaced, we will refund the purchase price of your System to you.

Limitation:

This warranty applies only if you purchased your System from AT&T or an AT&T Authorized Dealer. Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the product is fit for ordinary use), are limited to one year from date of purchase. We will not pay for loss of time, inconvenience, loss of use of your System, or property damage caused by your System or its failure to work, or any other incidental or consequential damages.

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above exclusions or limitations may not apply to you.

What we ask you to do:

To get warranty service for your System you must provide proof of the date of purchase.

If you purchased your System directly from AT&T: Call our Helpline toll free at 1 800 628-2888 for complete instructions and details on service. We will service your System on your premises between 8:00AM and 5:00PM Monday through Friday ("Business Days"), except for AT&T holidays. If we determine you have a major failure (one that materially affects the operation of your System), we will come to your premises to service your System within four Business-Day hours of your telephone call. If we determine your problem is not a major failure, we will come to your premises within 24 hours of your call. Visits will only be made, however, during the hours mentioned above.

If you purchased your System from an AT&T authorized dealer: Your AT&T warranty service is provided to you by your Dealer under the AT&T Authorized Dealer Warranty Plan. Please contact your Dealer directly for details and instructions (or call our Helpline at 1 800 628-2888).

Repair, replacement, or refund of the purchase price of your system is your exclusive remedy.

What this warranty does not cover:

This warranty does not cover damages, defects, or failures of your System resulting from accidents, alterations, unauthorized repair, failure to follow instructions, misuse, fire, flood, acts of persons not in our control, and acts of God (except for power surges).

This warranty is the only one we give on your System and it sets forth all our responsibilities regarding your System. There are no other express warranties.

State Law Rights:

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Use Behind PBX or Centrex



Centrex is a business telephone service offered by your local phone company that offers Custom Calling features. A PBX (Private Branch Exchange) is a private phone system that allows communication within a business and between the business and the outside.

If you are connecting your PARTNER system to a PBX (Private Branch Exchange) or Centrex system, instead of directly to local telephone company lines, you must make sure your system is set up correctly. This involves the following system setting:

- **Recall Timer Duration** must be set to the appropriate number.

To change the Recall Timer Duration:

From a PARTNER phone at extension 10 . . .

1. Press [*Feature*] [*0*] [*0*].
2. Press the left [*Intercom*] button twice.
3. Press [*#*] [*1*] [*0*] [*7*].
4. If your system is connected to a PBX, press [*1*] [*8*]. If your system is connected to a Centrex, press [*3*] [*2*]. If you make a mistake or want to change what you entered, return to step 3.
5. When you are finished, press [*Feature*] [*0*] [*0*].

Considerations:

- Last Number Redial *will not* work reliably unless the "last" number was a PBX or Centrex number. However, you can dial the PBX or Centrex feature code for Last Number Redial.
- To activate PBX or Centrex features, press [*Recall*] from a PARTNER 12-button phone, or [*Feature*] [*0*] [*3*] from a PARTNER 6-button phone. For more information about the Recall feature, see p. 4-11.

User Form

B

Suggestion: Make a photocopy before filling the form in, and keep the original clean so that you can make more copies when you need them.

We recommend that you photocopy this dial form and give it to system users for their reference. It provides space on which to write Speed Dial numbers and system extension numbers.

For information on how to store a Speed Dial number, see p. 3-5.



SPEED DIAL NUMBERS

To dial a Speed Dial Number:

- On a PARTNER (MLS-model) Telephone:
Press [Feature] + Code
For example: [Feature] [2] [0]
- On Standard Single-Line Touch-Tone Telephone:
Press [#] + Code
For example: [#] [2] [0]

Hint: On a PARTNER 12-button phone, store an additional 8 telephone numbers for your personal use. Instructions on Quick Reference card, under "Storing an Auto Dial Number".

| Code | Telephone Number | Name/Company |
|------|------------------|--------------|
| 20 | | |
| 21 | | |
| 22 | | |
| 23 | | |
| 24 | | |
| 25 | | |
| 26 | | |
| 27 | | |
| 28 | | |
| 29 | | |

SYSTEM EXTENSION NUMBERS

To dial an extension:

- On a PARTNER (MLS-model) Telephone:
Press [Intercom] + Ext. number
For example: [Intercom] [1] [3]
To voice-signal a PARTNER phone:
press [Intercom] + Ext. number
- On Standard Single-Line Touch-Tone Telephone:
Lift handset. Listen for intercom dial tone, then dial extension number.
For example: [2] [0]

| Ext | Name |
|-----|------|
| 10 | |
| 11 | |
| 12 | |
| 13 | |
| 14 | |
| 15 | |
| 16 | |
| 17 | |
| 18 | |
| 19 | |
| 20 | |
| 21 | |

Product Ordering Information

C

Ordering additional telephones and modules, accessories, and replacement parts for your PARTNER system is convenient. The table on the next page shows where you can buy them in the U.S.

You can obtain most items from more than one source, either directly from AT&T or from authorized dealers. Sources are:

- **AT&T Catalog Sales.** This source is AT&T's national phone/mail sales center in Cincinnati. A Catalog Associate will place your order, including AT&T installation if you need it. Or you can charge your order on a VISA, Mastercard or American Express card. The Catalog Associate can also give you sales advice and mail you our "Sourcebook" catalog. Call 1 800 451-2100.
- **AT&T General Business Systems Sales Offices.** GBS Sales offices, located throughout the country, serve the small business customer. To contact the office closest to you, call 1 800 247-7000. A representative will place your order, including AT&T installation if you want it.
- **AT&T PhoneCenter Stores.** Your local PhoneCenter Store carries most items. To locate the nearest store, call 1 800 222-3111 or see your local white pages under "AT&T PhoneCenter Store."
- **AT&T Authorized Dealers.** You can also buy most items from one of AT&T's authorized dealers. To find the dealer nearest you, call 1 800 247-1212.
- **AT&T National Parts Sales Center.** This national sales center, located in Denver, stocks replacement parts for the PARTNER system modules and telephones. Telephone orders can be placed by calling 1 800 222-PART.

In Canada, order these items from AT&T Canada:

| | |
|-----------------------------|----------------|
| Eastern Canada and Ottawa: | 1 514 335-7200 |
| Ontario: | 1 416 756-5236 |
| Central and Western Canada: | 1 800 561-5165 |

The above sources (except the National Parts Sales Center) can also provide you with the optional equipment you might want for your system, such as AT&T fax machines, answering machines, standard phones, modems, paging systems, headsets, and extra alerts.

To use the table, first locate the item you want. A triangle (▲) indicates where you can obtain it.

| | SOURCE (U.S.) | | | | |
|---|---|---|-----------------------------------|------------------------------------|--|
| | AT&T Catalog Sales (Sourcebook) (800) 451-2100 | AT&T General Business Systems Sales Office (800) 247-7000 | AT&T PhoneCenter Store * | AT&T Authorized Dealer ** | AT&T National Parts Sales Center (800) 222-PART |
| System Modules and Wiring | | | | | |
| PARTNER Expansion Unit Includes 206 module, module connector, two 7-foot line cords, two 267F2 bridging adapters, and installation instructions | ▲ | ▲ | ▲ | ▲ | ▲ |
| 206 module (replacement) (two line jacks, 6 ext jacks, two 7-foot line cords) | | | | ▲ | ▲ |
| Module connector (replacement) | | | | ▲ | ▲ |
| AC power cord | | | | ▲ | ▲ |
| Line cords (D2R) Connects 206 Module to Network Interface (clear color) Specify length: 7 (standard length), 14, or 25 foot | ▲ | | ▲ | ▲ | ▲ |
| Extension Wiring Kit Wire (75 feet), clips, tie wraps, and labels—enough for wiring one extension | ▲ | ▲ | ▲ | ▲ | |
| 267F2 bridging adapter Connects 2 devices to one extension | ▲ | | ▲ | ▲ | ▲ |
| MLS-Model Telephones and Accessories: | | | | | |
| MLS-12 telephone, black or white | ▲ | ▲ | ▲ | ▲ | |
| MLS-6 telephone, black or white | ▲ | ▲ | ▲ | ▲ | |
| Telephone stand, black or white | ▲ | | | ▲ | ▲ |
| Button label package (specify telephone model) 12 labels with clear plastic cover | ▲ | | | ▲ | ▲ |
| Handset (K2S1), black or white | ▲ | | | ▲ | ▲ |
| Handset cords, 9 foot, black or white, coiled Connects handset to telephone | ▲ | | ▲ | ▲ | ▲ |
| Telephone mounting cords (D4BU) Connects phone to wall jack, jack panel, or directly to 206 module ext jack Specify length: 2, 7, or 14 foot (14 foot, standard). For 25 foot, specify D4DF cord. | ▲ | | ▲ | ▲ | ▲ |
| Telephone mounting extension cords Extends the D4BU mounting cords Specify length: 14, 25, 50, 75, or 100 foot | ▲ | | ▲ | ▲ | ▲ |
| * To locate the AT&T PhoneCenter Store nearest you, see the listing in your local telephone directory's white pages (under AT&T), or call 1 800 222-3111. | | | | | |
| ** To locate the nearest AT&T Authorized Dealer, call 1 800 247-1212. | | | | | |

Table C-1 Sources of Additional Equipment and Replacement Parts (U.S.)

Federal Communications Commission (FCC) Warning Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of FCC rules. These limits are designed to provide reasonable protection against harmful interference in a commercial or residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manuals, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment on and off, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Where it can be done safely, re-orient the television or radio antenna.
2. To the extent possible, relocate the television, radio, or other receiver with respect to the telephone equipment.
3. Plug the telephone equipment into an AC outlet that is not on the same circuit as the one used by the radio or television.

FCC Notification and Repair Information

This equipment is registered with the FCC in accordance with Part 68 of its rules. In compliance with those rules, you are advised of the following:

- **Means of Connection:** Connection to the telephone network shall be through a standard network interface jack USOC RJ11C. These USOC jacks must be ordered from your Telephone Company.

This equipment may not be used with party lines or coin telephone lines.

- **Notification to the Telephone Companies:** Before connecting this equipment, you or your equipment supplier must notify your local telephone company's business office of the following:

-
- The telephone number(s) you will be using with this equipment.
 - The appropriate registration number and ringer equivalence number (REN), which can be found on the right hand side of the control unit.
 - The facility interface code, which is 02LS2.

You must also notify your local telephone company if and when this equipment is permanently disconnected from the line(s).

- **Repair Instructions:** If you experience trouble because your equipment is malfunctioning, the FCC requires that the equipment not be used and that it be disconnected from the network until the problem has been corrected. Repairs to this equipment can only be made by the manufacturers, their authorized agents, or by others who may be authorized by the FCC. In the event repairs are needed on this equipment, please contact the National Service Assistance Center (NSAC) at 1 800 628-2888. For warranty information, see chapter 8.
- **Rights of the Local Telephone Company:** If this equipment causes harm to the telephone network, the local telephone company may discontinue your service temporarily. If possible, they will notify you in advance. But if advance notice is not practical, you will be notified as soon as possible. You will also be advised of your right to file a complaint with the FCC.

Your local telephone company may make changes in its facilities, equipment, operations, or procedures that affect the proper functioning of this equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

- **Hearing Aid Compatibility:** The custom telephones for this system are compatible with inductively coupled hearing aids as prescribed by the FCC.

Upgrading Your System



Your PARTNER system can be easily upgraded to a more advanced version, without discarding the modules, phones, and other equipment you have now. This advanced version is the affordable PARTNER™ Plus Communications System.

The PARTNER Plus system gives you more capacity and many more features than your basic system. Here are just a few of its advantages:

- **Double the capacity.** You can connect as many as 8 lines and 24 extensions to a PARTNER Plus system.
- **Enhanced cost-control features.** The PARTNER Plus system offers many features that will save you money:
 - *Line Assignment* features give you more flexibility when assigning lines to your employees. That is, you can specify the lines a person can use and the kinds of calls he or she can make on them. You can even specify on which buttons the lines will appear.
 - *Disallowed Telephone Numbers* allow you to reduce telephone abuse by blocking specific types of calls by someone or all employees. Calls to 900, 976, and similar numbers can be expensive—not only for the cost of the call, but also for the loss of productivity that results when these calls are made and discussed around the office.
 - *Night Service* allows you to control outgoing calls after hours.
- **Greatly improved productivity and convenience.** The PARTNER Plus system offers many features to increase efficiency. For example:
 - *More Speed Dial numbers.* You can store 60 System Speed Dial numbers, instead of the 10 you have now. In addition, each user can store another 20 numbers for his or her own personal use. The expanded speed dialing capability makes the PARTNER Plus system more convenient and flexible.
 - *Support of AT&T MLS-Model display telephones.* You can use AT&T's MLS-12D display phones with the PARTNER Plus system. The display

can be in English, Spanish, or French, and shows the date and time, how long you are on a call, and the extension that is calling you. The display is also used for *user-friendly programming*. That is, the display prompts you to enter data and makes programming the system a simple task.

- *Fax Management* lets users automatically transfer calls to the fax machine. It also allows users to monitor the fax machine from their telephones. They can see when a fax comes in, when the machine is busy, and when the machine is not working or is out of paper.
- *Hotline* feature allows you to set up a Hotline phone that rings a predetermined extension. This is useful if you need a courtesy phone.
- *Doorphone* feature allows you to connect doorphones to the system. This lets you screen visitors without having to walk to and from a normally locked door.
- **Direct connection of a paging system and Music On Hold source.** Installing a loudspeaker paging system or audio source is a simple procedure because each plugs into its own special jack. Expensive adapters are not needed.

When To Upgrade

Upgrading to the PARTNER Plus system is recommended when:

- The volume of your incoming calls—or the size of your staff—has increased, and you need more than 4 lines or 12 extensions (the maximum capacity of the basic PARTNER system).
- You need to control phone costs.
- You need to improve telephone productivity.

For information about upgrading to the more advanced PARTNER Plus system, please contact your nearest General Business Sales Office (1 800 247-7000) or AT&T-authorized dealer (1 800 247-1212).

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CHANGING FACTORY SETTINGS

AT EXTENSION 10...

1. PRESS [*Feature*] [*0*] [*0*].
2. PRESS the left [*Intercom*] button twice.
3. Follow the boxed instructions below for the setting (or settings) you want to change.
4. PRESS [*Feature*] [*0*] [*0*] again when finished.

SETTINGS THAT AFFECT ALL EXTENSIONS

DIAL MODE (p. 2-12)

DIAL #201

- DIAL
- 1 = Touch-Tone ✓
red steady
 - 2 = Rotary
red flashing

Repeat above steps to correct a mistake

HOLD DISCONNECT TIME (p. 7-6)

DIAL #203

- DIAL
- 1 = long ✓
 - 2 = short

Repeat above steps to correct a mistake.

RECALL TIMER DURATION (p. 7-5)

DIAL #107

DIAL two digits to set the length of a switchhook flash (01 to 80) where 01 = 25 msec (18 = 450 msec) ✓

REPEAT above steps to correct a mistake

SETTINGS THAT AFFECT INDIVIDUAL EXTENSIONS

ABBREVIATED RINGING (p. 3-4)

DIAL #305

DIAL an extension number

- DIAL
- 1 = Active (On—1 ring) ✓
red steady
 - 2 = Not Active (Off—repeated ringing)
red flashing

Repeat above steps to change another extension or correct a mistake.

AUTOMATIC LINE SELECTION (p. 3-3)

PRESS right [*Intercom*] button

DIAL an extension number

PRESS [***] [***]

PRESS the line/intercom buttons in the desired order

PRESS [***] [***]

REPEAT above steps to change another extension or correct a mistake

LINE RINGING (p. 3-4)

PRESS right [*Intercom*] button

DIAL an extension number

To change a line's ringing, press the line button:

- green steady* = ring ✓
- green flutter* = no ring

Repeat above steps to change another extension or correct a mistake.

OUTGOING CALL RESTRICTIONS (p. 3-2)

DIAL #401

DIAL an extension number

- DIAL
- 1 = no restriction ✓
red steady
 - 2 = restricted
red flashing

Repeat above steps to change another extension or correct a mistake.

✓ = Factory Setting

SPEED DIAL NUMBERS (p. 3-5)

AT EXTENSION 10...

TO STORE PRESS [*Feature*] [*0*] [*0*]
PRESS [*Feature*] followed by a 2-digit code (20–29)
DIAL telephone number (maximum 20 digits and special functions—see box below)

TO REMOVE PRESS [*Feature*] [*0*] [*0*]
PRESS [*Feature*] followed by 2-digit code
PRESS [*Mic*] (MLS-12 phone only)

PRESS [*Feature*] [*0*] [*0*] when finished

STORING SPECIAL FUNCTIONS IN A SPEED DIAL OR AUTO DIAL NUMBER

(p. 3-7)

| To insert a ... | Press ... |
|-------------------|---|
| Pause | [<i>Hold</i>] |
| Stop | [<i>Mic</i>] |
| Touch-Tone Enable | [<i>Transfer</i>] (MLS-12 phone only) |
| Recall | [<i>Spkr</i>] |

AUTO DIAL NUMBERS

TO STORE FROM EXTENSION 10 (p. 3-6)

PRESS [*Feature*] [*0*] [*0*]
PRESS the left [*Intercom*] button twice
PRESS the right [*Intercom*] button
DIAL an extension number
PRESS the Auto Dial Button
DIAL the number maximum 20 digits and special functions—see box above)

TO STORE AT ANY PARTNER PHONE (p. 4-4)

PRESS [*Feature*] [*0*] [*0*]
PRESS the Auto Dial Button
DIAL the number maximum 20 digits and special functions—see box above)

TO REMOVE (MLS-12 phone only)

PRESS [*Feature*] [*0*] [*0*]
PRESS Auto Dial Button
PRESS [*Mic*]

PRESS [*Feature*] [*0*] [*0*] when finished

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PARTNER™ Communications System
Customization Chart for Use with MLS-6™ and MLS-12™ Telephones

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