AVAYA

Avaya PARTNER® Advanced Communications System(ACS)

Includes PARTNER® Messaging R1.0, TransTalk® 9040 Digital Wireless System

Converged Voice and
Data Networks

Customer Relationship
Management

Unified Communication

Supported by:
Avaya Labs and Services

Communication without boundaries

The No. 1 small-business communications system...ready for data, voice and the Internet.

Communication is critical to every growing business. Finding the right solution to your data, voice and Internet communications needs is a top priority in order to succeed in today's Customer Economy.

So is simplicity. You need a solution that will help you control costs and maximize your investment without increasing overhead or diverting scarce resources.

The PARTNER® Advanced Communications System (ACS) meets both of those challenges, combining power and simplicity in an affordable, easy-to-use, all-in-one communications system for data, voice and Internet communications.

Business-ready DSL for high-speed broadband access

Of course, the communications needs of every growing business are different. While sophisticated voice communications is a must, "always on" high-speed access to e-mail and the Internet is increasingly important. And Voice-over-DSL (Digital Subscriber Line) offers an ideal way to contain communication costs.

The optional PARTNER ACS 1600 DSL Module supports Business-ready DSL via SDSL service.* What does Business-ready DSL mean? It means that the DSL service you will use with PARTNER ACS goes well beyond the DSL service you might use at home to surf the Web. With the 1600 DSL Module PARTNER ACS delivers:

- High-speed uploads and downloads up to 2 Mbps — send and receive the large files your business depends on.

- Toll-quality Voice-over-DSL for 16 simultaneous calls — reduce your local calling costs.

- 10/100 baseT Ethernet LAN connectivity (including its own router and firewall) to attach the PARTNER ACS to both your local and wide area networks and gain the benefits of convergence.

- Flexibility to connect to a corporate data network — providing an easy way to link branch offices

- The ability to share DSL access in multi-tenant environments

NOTE: The SDSL service is not included with PARTNER ACS and must be obtained separately from a service provider.

Simply powerful. Powerfully simple.

PARTNER ACS is the No. 1 choice for businesses like yours. And now with PARTNER ACS R5, Avaya gives small businesses even more options for simplifying communications and saving money:

- High-speed Internet access via SDSL

- Voice-over-DSL—16 simultaneous calls

- Enhanced voice messaging

- Enhanced mobility options

- Caller name and number display

- A simple upgrade path to support growth

And much more…

Communication without boundaries

A powerful solution for meeting business challenges

Communication today is about more than just the exchange of information. In an eBusiness world, you are competing not only with businesses your own size, you're competing with businesses of every size. You need a communications solution to help people and teams work better together, one that will lead to increased productivity and faster sales cycles.

PARTNER® ACS is designed by Avaya Labs specifically to deliver the productivity and collaboration features small businesses need: incoming Caller ID, 5-party conferencing (3 internal, 2 external with a PARTNER telephone set and up to 3 party-conferencing with a tip/ring single-line set), built-in speaker phones, fax management and more.

And with powerful options such as PARTNER Messaging, the 1600 DSL Module, and the TransTalk® 9000 Digital Wireless System, you get the features and applications that will make PARTNER ACS a versatile business asset you can rely on time and time again to address business challenges:

- Delivering 24/7 service to your customers

- Expanding your market reach to attract and serve new customers

- Adapting your business to accelerated sales cycles

- Becoming an eBusiness

- Evolving your communications to match your business growth

- Reducing your communications costs while improving operational efficiency

- Improving the productivity of your employees

- Linking your business to other larger enterprises, such as a customer, supplier or partner

PARTNER 6-Button

supports multiple lines and provides essential features

PARTNER 18D

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

A reliable partner, that grows with you

Reliability, simplicity and a huge selection of sophisticated telephony features make PARTNER® ACS a perfect choice for a growing business.

A proven system — PARTNER ACS has a current installed base of nearly 1 million loyal users around the world. It is ideal for new businesses, and for businesses with their eye on the future and the promise of the Internet.

Growth and investment protection — PARTNER ACS grows as your business grows. Maximum capacity is 15 lines, 40 stations or 31 lines, 8 stations*. The compact, modular design means the original processor does not need replacement even when you add modules to bring capacity up to the maximum. And when you exceed this capacity, all telephone sets (including TransTalk® wireless handsets) can be migrated to the MERLIN MAGIX™ Integrated System, so the investment you make today keeps working for you tomorrow.

PARTNER 34D

32 line/feature buttons, 2 intercom buttons, plus 4 other programmable feature buttons.

PARTNER ACS offers many popular features as standard:

- 5-party conferencing (3 internal/2 external; up to 3 on a single-line tip/ring set)

- PCMCIA card technology for software upgrades

- Programming Backup retains the system programming during a power failure for up to 6 months.

- Embedded circuit pack or PCMCIA card for voice mail

- Fax management

- Remote administration

- SMDR interface

- Enhanced tip/ring capability for connecting a wide range of adjunct devices, such as fax machines and credit card readers

No other product offers so many standard features.

Simple upgrades — Software upgrades are simple and it is easy to increase voice mail ports or add telephones. Many options are delivered on PCMCIA cards that are easily inserted into the system. Stations, lines or even capabilities such as messaging, support for DSL and Web hosting can be added on an "as needed" basis.

Big business features in a simple package

PARTNER ACS supports a robust telephony feature set and numerous business functions. According to Teleconnect Magazine, which gave PARTNER ACS its prestigious 'Product of the Year' award in 1997, systems like PARTNER ACS are so rich in functionality, they are "…virtually indistinguishable by design or function from their PBX counterparts"— but without the price and management complexity of a full-fledged PBX.

* When utilizing the O12E module, the system capacities on the PARTNER ACS R5 increase up to 48 stations, depending on the combination of modules used. The actual capacity can vary based upon the actual module used in the system.

Easy-to-use telephony features

Ease of use is a must in a small-business communications system. PARTNER® ACS is simple to use — and stays simple to use. For example, you can program your most frequently used features — such as Speed Dial, Send All Calls, or Call Forwarding — for easy, one-touch activation.

PARTNER ACS delivers the most complete and versatile portfolio of telephone sets on the market. Call control, caller information, personalization, they're all here, including:

- Built-in speakerphone and intercom

- Backlit display telephones

- Call Hold and Transfer

- Message waiting notification and retrieval on your telephone or PC

- Call status indication via LEDs

- Caller name and number display

Every caller is important to a small business. But PARTNER ACS helps you service your most important callers with built-in Caller ID functionality. Name and number appear simultaneously during ringing on the display (with R4.0 and R5.0) — there is no need to obtain any additional hardware. You also get Caller ID logging and scrolling to keep track of calls. And Caller ID is fully functional on the optional TransTalk® wireless handsets. *(Note: Subscription to Incoming Caller ID service from a local telephone company is required)*

Choices in telephones

PARTNER ACS offers a range of telephone sets in black, gray or white. Dual red and green LED indicator lights make it easy to manage calls even during the busiest times (e.g., identifying whose call is on hold). Backlit display sets allow you to make full use of incoming Caller ID. There is no need to invest in separate Caller ID display units — another cost savings. And all features are accessible on the TransTalk wireless handsets.

Helping you stay in touch

Today, all businesses know that being reachable 24 hours a day, seven days a week — via the phone, e-mail, or the Web — is a business fundamental. You need tried and true telephone features which help you stay in touch on every call: call coverage, call forwarding, hands free answer on Intercom and paging features. You need to leverage all the resources at your disposal and PARTNER ACS can help.

Enhanced voice and e-mail messaging — PARTNER ACS offers you a wide range of options for voice and e-mail messaging via PARTNER Messaging, PARTNER® Voice Messaging (PVM). No matter which one you choose, you get 24/7 customer responsiveness through capabilities that in the past were only available on much more expensive systems.

Outcalling — through Outcalling, PARTNER Messaging will notify subscribers of a new message, dialing up to five numbers in succession — for example, a cell phone, then a car phone, the subscriber's home office, then home phone, and possibly even a pager. Outcalling provides added convenience and also enhances your responsiveness to customer needs.

Take your desk telephone with you — mobility on your premises is greatly enhanced by the Avaya TransTalk 9000 Digital Wireless System. Avaya's new TransTalk 9040 is a flexible, wireless handset that connects directly to PARTNER ACS. For your employees who have a need to be away from their desks — out on the shop floor, the car lot, the loading dock, the warehouse — and yet want to take and make important calls, TransTalk 9040 is the way to go.

The Internet, eBusiness... are inevitably part of your future

Today, a radical transformation of the economy is taking place. The Internet, eBusiness — even if you are not taking advantage of them in your business today, they are inevitably part of your future.

To get there, you need a communications system that supports seamless integration of Internet capabilities — for voice and eBusiness solutions. PARTNER® ACS, with the new 1600 DSL Module and PARTNER Messaging, delivers what you need.

"Business-ready DSL" opens doors to the future

Support for DSL is one of the most powerful capabilities available with PARTNER ACS R5. It is a genuine gateway to the future supporting Business-ready DSL that far exceeds the DSL options you may have heard about for the home market. The 1600 DSL Module takes advantage of SDSL service delivering near-T1 speeds of up to 2 Mbps — for both file uploads and downloads — far exceeding what is possible through 56 kbps dial-up service, with implementation costs typically far less than for a T1 line.

The 1600 DSL Module uses existing PARTNER ACS hardware, software and physical design architecture to support simultaneous voice and data applications over ATM (Asynchronous Transfer Mode) and Frame Relay networks.

The 1600 DSL Module also provides a 10/100 baseT Ethernet LAN connection making it simple to connect PARTNER ACS to your LAN. It also includes a built-in router and packet-filtering firewall — making it unnecessary to invest separately in those components.

The benefits of Business-ready DSL through PARTNER ACS include:

Cost savings: Up to 16 telephone conversations can take place over the DSL line while it is being used for Internet connectivity. And you can take advantage of offers from your local service provider to reduce costs on long-distance calls. With the ability to connect a LAN to PARTNER ACS, you can now use the same SDSL connection (vs. having dedicated network connections off the LAN). You get all the benefits of T1 but without the cost.

Convenience: DSL means "always on" access to the Internet (no time-consuming dial-ups). Accessing e-mail is as easy as clicking a mouse. And because PARTNER ACS connects directly to the LAN/WAN, there are fewer facilities and network devices to manage.

Productivity: Because PARTNER ACS supports true Business-ready DSL (via SDSL service), you get faster upload and download of information. Also, faster Web searches, making employees happier and more efficient.

And for branch offices or businesses located in multi-tenant situations, PARTNER ACS makes it easy to support flexible connections to corporate networks or shared DSL service.

Messaging tailored to small-business needs

How many of your needs/questions/issues are met in one conversation with the person you are calling? Probably very few. That's why messaging is such a critical part of any communications solution. Messaging provides a way for people to easily share information and work together. It's the way for people to communicate with your business outside of business hours. And messaging delivers on its investment — the call answering and routing capabilities of an auto attendant relieve the pressure on your receptionist and support staff.

PARTNER Messaging is a productive new option for PARTNER ACS that delivers over 100 standard options for auto attendant, call answering and call routing including:

- Directory services — providing an easy way for incoming callers to find the right person.

- Flexible, multi-level auto attendant prompts with submenus — to adapt the call answering and routing capabilities to meet a wide range of business needs.

- Priority, private and return-receipt messaging functions — enhancing the ability of messaging solutions to support highly important and confidential communications.

- Up to six personal greetings in three languages (U.S. English, Latin American Spanish and Canadian French) — increasing the flexibility of the system for each individual user.

- Administration from any phone, anywhere — update the system (e.g., change the main greeting) even when you are not in the office.

- Capacity of up to 6 ports and 200 mailboxes.

PARTNER® ACS offers optional Direct Extension Dialing (DXD) allowing outside callers to dial an extension directly after hearing a short message. This not only enhances customer service but it also takes pressure off a busy receptionist. Your customers can get to the right person immediately.

PARTNER ACS also offers optional Automatic System Answer (ASA) making it possible for you to be available 24 hours a day, seven days a week. ASA can provide information, can place calls in queue, and can generally make your small business appear more sophisticated.

PARTNER Voice Messaging (PVM)

For businesses with less sophisticated requirements, there's PARTNER Voice Messaging (PVM), an integrated voice messaging system delivered on a PCMCIA card. A cost-effective solution that delivers a wide range of features, PVM includes:

- Two configurations: 4-mailbox or 12-mailbox size with two ports

- Call Answer can be set to "Record Mode" or "Answer-only Mode"

- Built-in auto attendant

- "New/old" message categories

- Log-in after message retrieval, eliminating the need for a second call

- Multiple system log-in on a single call

- Personal greeting

Extending the Value of Your System

When you invest in PARTNER ACS, you can also take advantage of powerful third-party solutions available from our Solutions Development Partners that help solve specific business needs.

Through this program, Avaya works with innovative third-party application and hardware providers to develop solutions that extend the value of the PARTNER system. We carefully select products that combine industry-leading functionality with good value, and test them thoroughly to assure compliance and interoperability.

For example, using the MultiVoIP application from MultiTech Systems, Inc. (888-328-9717; www.multitech.com), you can route voice and fax calls over Internet-based networks, reducing toll costs and taking advantage of unused capacity on your data lines.

PARTNER ACS: The simply powerful, powerfully simple solution for today's growing businesses

There is no other communication system on the market today that is as comprehensive, yet easy-to-use as PARTNER® ACS. It's the ideal solution for converging data, voice and Internet communications through a single system, with powerful telephony features, Business-ready DSL capability, sophisticated messaging and Internet applications. PARTNER ACS — together with PARTNER Messaging, and the TransTalk® 9000 Digital Wireless System — supply a full range of innovative capabilities to ensure you and your employees are always reachable and accessible 24/7, whether they are at their desk, on the shop floor or out of the office. PARTNER ACS delivers big-business productivity without the complexity, the big price tag — and without the administrative and management responsibilities.

And you are supported by Avaya and its pioneering heritage of more than 130 years of innovation and reliability in meeting the communications needs of businesses around the world.

Productivity

- Abbreviated ringing
- Account code entry—Regular/Forced/Verified
- Call Assistant
- Conference calling (5-party*)/Call bridging
- Conference drop/Conference denial
- Direct line pickup (active or idle line)
- Distinctive ring—CO/ICOM/Transfer
- Do not disturb
- Emergency number list
- External/Internal hotline
- Hands Free Answer on Intercom (HFAI)
- Intercom call ring/voice/manual signaling
- Last number redial
- Loudspeaker paging
- Manual signaling
- Message light on/off (system and single-line sets)
- PARTNER telephones—6-button, 18-button, 18-button with display, and 34-button with display
- Power failure transfer
- Saved number redial
- Simultaneous paging/group paging
- Speakerphone (built-in)
- Speed dial/auto dial (100 system numbers, 20 personal numbers)
- System Message Detail Recording (SMDR)/talk time
- Touch-tone enable

Options:
- Alerting devices: horns, bells, chimes, strobes
- Contact closure (supports 2 devices)
- Headsets/cord-free headsets
- SDSL interface card
- PARTNER Doorphone

Tip/ring Devices Supported
- Alerts
- Answering machines
- Credit card readers
- Fax machines
- Modems
- Standard analog (tip/ring) phones

*3 internal/2 external; up to 3 on a single-line tip/ring set

Cost Control

- Allowed/disallowed lists (8 lists of 10 numbers each)
- Call restriction (outward/toll/none)
- Dial restriction override (via system password)
- Enhanced tip/ring capability
- Fax management
- In-range/out-of-building protectors
- Star code dial delay
- Station lock/unlock
- Toll restriction

Options:

- Single-line phones
- Specialty handsets (K-style)

Customer Service/Accessibility

- Call coverage
- Call forwarding/Call Follow Me
- Caller ID (Number and Name)[1]
- Caller ID Logging and Dialing[1]
- Calling Groups (up to 4)
- Direct Group calling
- Group call distribution
- Group call/pickup
- Hospitality package
- Hunt groups
- Music on Hold[2]
- Night service
- Outcalling (PARTNER Messaging R1 and PMVS)
- Record-a-Call (with PARTNER Messaging R1 or PMVS 4-port)
- Transfer return to programmable extension
- Voice mail support[3]:
    —Programmable VMS Cover Ring Interval
    —Automatic VMS coverage
    —Line coverage extension
    —Live call screening
    —Send All calls
    —Programmable VMS hunt schedule/hunt delay
    —Voice mailbox transfer
    —Fax CNG detection and call routing (Voicemail or ASA/DXD required)

Options:

- Automatic System Answer (ASA)
- Cordless phones/TransTalk wireless phones
- Direct Extension Dialing (DXD)
- Magic on Hold® System
- PARTNER® Messaging R1
- PARTNER MAIL® Voice Messaging System (2, 4, or 6 ports)
- PARTNER MAIL VS® Voice Messaging System (2 or 4 ports)
- PARTNER Voice Messaging (PVM) PC Card [4]

Convenience/Administration

- Automatic Daylight Savings Time Adjustment
- Automatic line selection
- Background music[2]
- Backup/restore (automatic/manual)
- Backup failure/automatic backup failure alarm
- Call park
- Call pickup
- Call waiting (single-line sets)
- Central telephone programming
- Dial mode (rotary or touch-tone)
- Display (multilingual)
- Extension Name Display
- Hold/exclusive hold/hold reminder tone
- Intercom autodial
- Line access restrictions
- Line assignment (flexible)
- Line pooling
- Line ringing options
- Personal lines
- Privacy/automatic extension privacy
- Recall
- Remote Administration Support
- Ringing Line Preference
- Second Attendant Position
- Speakerphone
- System ID
- System Password
- System Release Status
- Transfer (one-touch/manual/ring on)
- Transfer Return Rings
- Voice Interrupt on Busy with Talkback
- Volume Control (handset, speakerphone, and ringing)

Options:

- SDSL Card
- Record-a-Call (with PARTNER Messaging R1 or PMVS 4-port)
- Remote Administration—Windows-based PC Software
- Uninterruptible Power Supply (UPS) Systems

Notes:

1 Caller ID number and name availability as offered by your local telephone company.
2 With customer-provided music source.
3 Applies to systems with voice mail.
4 Meets Personal Computer Memory Card International Association (PCMCIA) standards.

Windows is a registered trademark of Microsoft Corporation

PARTNER® ACS at a glance

1   **Comprehensive, yet simple** PARTNER ACS is much more than just a phone system. It supports — and helps you manage — all communication traffic in and out of your business: voice, e-mail, Internet, fax, data, and more.

2   **No compromises** Some systems on the market require you to sacrifice features or voice quality when choosing additional options. With PARTNER ACS, you can add capacity, voice mail, eBusiness capabilities, wireless features, and more, without giving up the renowned quality, reliability or simplicity of PARTNER ACS.

3   **Business-ready DSL** Because it is truly Business-ready, the optional 1600 DSL module opens the door to a wide range of exciting capabilities for Internet and e-mail access, lowering communications costs, file sharing, connecting to LANs; and full-fledged eCommerce capabilities.

4   **Messaging and customer service your way** Like most businesses today — you need to focus on your customers and be able to communicate with them in a variety of ways. And PARTNER ACS has been designed to support this focus with a choice of voice messaging solutions, mobility solutions, and built-in Caller ID that enhance customer relationships, increase revenue and manage expense.

5   **Ready for growth** PARTNER ACS was designed by Avaya Labs to grow as your business grows. It's easy to add lines, features and capabilities.

6   **Backed by the leader** The communications market today has a number of players, but none with the 130-year heritage of reliability and customer support that Avaya offers. Avaya is the market leader in serving the small-business market. Innovation has been the cornerstone of Avaya's market presence since the earliest days of electronic communications, and we will continue to bring you into the future.

Avaya is a global leader in business communications solutions and services, helping make enterprise networks customer-driven. More than 90 percent of Fortune 500® companies use Avaya's solutions and services to succeed in the new Customer Economy where the customer is at the center of their enterprise networks. Our award-winning solutions include:

- Converged Voice and Data Networks

- Customer Relationship Management

- Unified Communication

All supported by Avaya Labs and Services.

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