AVAYA

PARTNER® Advanced Communications System (ACS)

Over 1 million systems sold

Get the powerful communications capabilities your growing business needs in a solution designed to streamline the flow of information and lower your calling costs. With more than one million systems sold, PARTNER® ACS has proven its value and reliability over and over. Take a look at what it can do for you.

The power your growing business needs

Built-in calling features

Get standard features that many other systems don't have, or charge extra for, like Caller ID, 5-party conferencing and much more.

Unified messaging

Simplify and expedite your communications by managing voice mail and e-mail in one mailbox.

T1/sDSL connections

Get more phone lines for less—connect your PARTNER ACS to the same T1 or sDSL line that delivers your high-speed Internet access.

Cell Phone Connect

When you are not in the office, PARTNER ACS can have calls ring simultaneously on your cell phone and then have PARTNER Messaging take a message if you don't answer.

Remote Call Forwarding

Have calls forwarded to an external number when you are out of the office, or after hours, so you never miss any calls.

Look at just a few of the powerful capabilities that set PARTNER ACS apart.

PARTNER® Advanced Communications System

Simply Powerful...Powerfully Simple

PARTNER ACS delivers powerful capabilities in a system that is simple to use, easy to expand and cost-effective to own. That's why it is the system of choice for more than one million businesses worldwide.

Designed by Avaya Labs, PARTNER ACS is much more than just an incredibly reliable phone system—PARTNER delivers the capabilities that streamline information flow, lower communications costs and help everyone in your company work more effectively. Take advantage of built-in Caller ID, sophisticated messaging options,

sDSL and T1 capabilities, powerful call handling, ease of administration, call coverage and more. Add features and capacity as your needs grow and change, without giving up the renowned quality, reliability, or simplicity of PARTNER ACS. And take advantage of an array of full-featured wired and wireless phones.

For power and simplicity in an extremely affordable communications system, take a closer look at the Avaya PARTNER System.

Five ways PARTNER ACS keeps it simple

PARTNER ACS will keep your communications simple and cost-effective, with:

Easy call management. PARTNER ACS was designed so it is easy for everyone to manage calls. Red and green indicator lights on PARTNER phones make it easy to handle incoming calls even during the busiest times. Backlit display sets allow you to make full use of incoming Caller ID (no need to invest in special Caller ID modules or display units).

Easy wired, wireless and messaging connections. Take advantage of all of the PARTNER system's capabilities at your desk, or when moving around your business with a full-featured Avaya TransTalk® wireless phone. Have calls ring simultaneously at your desk and your cell phone. Access voicemail and e-mail from anywhere, via PC, phone or laptop.

Just a few of the ways PARTNER ACS will keep your communications simple and cost-effective.

Easy system growth. Adding more lines or stations is easy—just add more plug-in cards, and connect the new lines and stations. With a starting capacity of 5 lines and 9 stations, the PARTNER ACS R7 Processor is ready to meet your needs right away and to set the stage for future growth. When it's time to upgrade to a future system software release, it's all done through PCMCIA cards. Many applications, like PARTNER Voice Messaging, come on plug-in cards.

Easy to add accessories. The PARTNER ACS supports enhanced tip/ring connectivity, so a wide range of adjunct devices can be easily attached to the system —such as fax machines or credit card readers— ensuring that the PARTNER system can meet a host of business needs.

Easy to administer. Any user can easily administer the system through simple commands on their PARTNER phone. The entire PARTNER ACS can be configured or reconfigured with a PC, even from an off-site location. This saves the customer from having to schedule and participate in an on-site visit for administering the system. The PARTNER ACS also provides a second serial port for PC administration and built-in system-wide backup & restore functionality. This can prevent lengthy downtime if service issues arise.

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a higher plane
of communication

Simplifying communications...
enhancing your business performance

When your communications are easy to manage, everyone in your organization operates more effectively. Inside and outside your office, PARTNER ACS is designed to keep everyone in touch.

PARTNER ACS connects to your cell phone

Are you often on your cell phone or working at remote locations? PARTNER ACS will find and deliver your calls to you. For example, with Cell Phone Connect, you can have calls ring simultaneously at your desk phone and your cell phone. You can answer calls at either place. If you are on your cell phone, but just walking into your office, you can continue the call on your desk phone without interruption. And if you are unavailable, you can arrange to have your normal call coverage take over—whether it is to have the call go to messaging on your PARTNER system, to your cell phone or to an assistant.

See your voice mail and e-mail altogether

PARTNER ACS makes it easy to manage your voice mail and e-mail in one mailbox. See all your messages altogether. Access your voice mail without having to dial in. Save and forward voice messages the same way you do e-mail.

PARTNER Messaging will deliver its messages directly to your existing e-mail server via your LAN in an e-mail-compatible format. Voice mail will appear in the listing of e-mails with the voice portion attached as a WAV file.

PARTNER ACS helps you treat your customers right

Can you respond to the individual needs of customers by routing them quickly to the person best able to handle their call? When your top customers call, can you properly recognize them? With PARTNER ACS you can do all of this and more. PARTNER ACS supports customer service with a variety of built-in features and options designed to build and enhance customer relationships.

PARTNER 6–Button
is a basic, cost-effective unit with 4 programmable line/ feature and 2 intercom buttons.

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 way you save. And all features are accessible on the TransTalk wireless handsets.

Recognize your callers

PARTNER ACS helps you service your most important callers with built-in Caller ID. Name and number appear simultaneously during ringing—there is no need to obtain any additional hardware. Caller ID is fully functional on the optional TransTalk wireless handsets. Caller ID information is displayed even when transferred from an auto attendant. (Note: Subscription to Incoming Caller ID service from a local telephone company is required.)

Customers value convenience and personalization

Always having to go through a receptionist or listen to the prompts on an auto attendant can be frustrating. With Direct Inward Dialing (DID) PARTNER ACS offers outside callers an alternative, allowing them to dial an extension directly. DID not only enhances customer service but it also takes pressure off a busy receptionist. Customers and others who call regularly can get to the right person immediately.

Staying in touch

When you are away from your phone—in the warehouse, down the hall, or in an adjacent building—important decisions get delayed and calls go unanswered. With a wireless phone, no one ever has to be out of touch. PARTNER ACS provides cost-effective, Avaya-designed wireless offers to meet your mobility needs.

Avaya's 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.

Reach out

You can use your PARTNER ACS to create and enhance your customer relationships by setting up calling groups inside your organization. Program PARTNER ACS to distribute incoming calls among a group of extensions in sales, customer service or other departments. Specific lines can be programmed to ring agents or group members directly in up to 7 Hunt Groups, improving call handling. Live Call Screening and Record-A-Call options also help you to customize and improve your customer interactions.

PARTNER 18D

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

PARTNER 34D

With its display and large number of line/feature buttons, the 34D is an ideal choice as an executive phone and for attendants.

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Every aspect of the PARTNER ACS was designed to help you keep your costs down, while boosting productivity and efficiency.

Cost-effective features
The PARTNER ACS supports a wide variety of features like Caller ID, Distinctive Ringing, Send All Calls, Speed Dialing, and 5-party Conferencing to help you and your employees be more efficient.

Take advantage of T1
By using your PARTNER system and a T1 service from your local phone company or service provider, you can have up to 16 incoming and outgoing lines on one connection. It's less expensive than subscribing to those lines separately. Consolidate your voice , data, fax and Internet communications and enjoy ongoing savings.

Expand and upgrade
Expecting growth? The PARTNER system has a modular, pay-as-you-go design that will grow with you. Software upgrades are made easy via PCMCIA cards. When you upgrade to the new PARTNER ACS R7 Processor you can reuse all of your existing equipment, retaining your investment and gaining a starting capacity of 5 lines and 9 stations. And, if you're thinking about an upgrade to the Avaya MERLIN MAGIX® Integrated System, you can reuse your telephones and adjunct equipment.

Don't lose calls
Calls that go unanswered add up to lost sales and dissatisfied customers. Instead of adding extra staff, take advantage of the call routing capabilities of a PARTNER system that distribute calls in your business quickly and cost-effectively.

Take a message
The messaging systems available with PARTNER ACS are more than just an easier, better way to take messages. They also save money by providing 24-hour call coverage, by freeing up support staff for other tasks and by enabling users to remotely retrieve voice messages as e-mail.

Take your phone with you
With the PARTNER system, you can take a full-featured wireless phone anywhere in your business. Reduce missed calls and lost business. Eliminate expensive wiring runs.

Account for your calls
When you know which calls are a part of which jobs, it adds up to accurate reimbursement and lower costs. The standard SMDR port provides a printout of call activity—giving you all the information you need to track calls and prevent misuse. You can also take advantage of optional call accounting capabilities to manage and control toll spending.

Add devices without adding lines
Don't pay for extra dedicated lines and expensive adapters for connecting devices like fax machines and credit card readers. With PARTNER system enhanced tip/ring capabilities, you can plug them in at any extension, or into any station port.

Manage your calls
Don't let your incoming calls manage you—use built-in call tracking or optional call reporting software to analyze your calling patterns. Using this information to adjust your call routing and staffing saves you money.
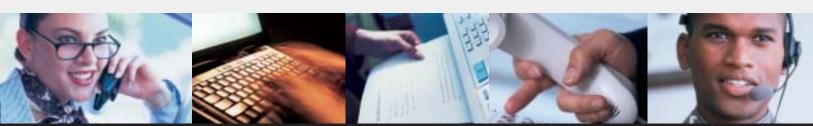
PARTNER ACS at a Glance

Maximum Capacities	Stations/endpoints: 48
	Trunk capacity: 31
Trunks supported	Voice lines, T1 (fractional)* and voice over sDSL
Messaging	Auto attendant, call routing and messaging via two options: PARTNER Voice Mail and PARTNER Messaging. Unified Messaging available with the latter.
Phones	Avaya offers a wide range of 6-, 18-, and 34-button phones, attendant consoles and TransTalk wireless handsets. All PARTNER phones are fully functional on the Avaya MERLIN MAGIX system.
Accessories	Easily connect a wide range of accessories and adjunct devices without adding more phone lines.

*Requires optional PARTNER ACS T1 Module

Two messaging options...plenty of extra features

Messaging is a critical part of any communications solution. Wherever you are working, messaging helps everyone share information and stay connected to customers, colleagues and suppliers with 24-hour availability.

To meet the needs and budgets of growing companies, PARTNER ACS offers two messaging options—PARTNER Voice Messaging and PARTNER Messaging. Your Avaya BusinessPartner will help you decide which is the right solution for you. Whichever you choose, it's easy to add capacity and take advantage of unified voice/e-mail messaging and other powerful features included in the latest releases that make your messaging solution work even harder for you, such as:

- **Auto copy**—if you choose, messages left in multiple mailboxes can be automatically copied to a single mailbox.
- **Easy message previews**—change the order in which messages are played, easily back-up and replay, speed up or slow down.
- **Centrex call transferring**—PARTNER Messaging works with Centrex so you can link multiple offices transparently.
- **Special capabilities for cell phone users**—PARTNER Messaging has special features that allow you to scan the content of the new messages in your mailbox with minimal keystrokes (and without changing the status of those messages) and also return automatically to the last message heard if your connection is dropped.

PARTNER ACS: The 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. With powerful telephony features, T1 and business-ready sDSL capability, sophisticated messaging, wireless capabilities and a starting capacity of 5 lines + 9 stations—you get a full range of innovative capabilities to ensure you and your employees are always reachable and accessible 24/7, whether at your 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.

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications networks. More than one million businesses worldwide, including 90 percent of the FORTUNE 500®, rely on Avaya solutions and services to enhance value, improve productivity and gain competitive advantage.

Focused on enterprises large to small, Avaya is a world leader in secure and reliable IP telephony systems, communications software applications and full life-cycle services. Driving the convergence of voice and data communications with business applications—and distinguished by comprehensive worldwide services—Avaya helps customers leverage existing and new networks to unlock value and enhance business performance.

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| IP Telephony | Contact Centers | Unified Communication | Services |