

## PARTNER® Advanced Communications System

**Don't just survive... Thrive.**

Almost every business today faces the mounting pressure to sustain and even grow revenue. As your customers scrutinize their budgets, small businesses need ways to thrive in an increasingly competitive environment.



Enabling greater productivity across your business – without adding people or substantially increasing costs – is an imperative every small business must embrace to stay ahead of competitors and in front of its customers. Productivity improvements help keep businesses lean, while driving greater customer service and in turn, more revenue.

One solution has helped over one million small businesses do all that and more: the **Avaya PARTNER® Advanced Communications System**.

### **Big results. Small budget.**

PARTNER ACS delivers what small and growing businesses need most in today's competitive environment. Smart call coverage that makes it fast and easy for customers to reach you. Advanced messaging and mobility applications to keep everyone connected wherever they may be. Stylish and durable phones to impress your customers for years to come. The ability to connect to a wide range of accessories to improve your business processes.

The very affordable PARTNER ACS does all that and more by helping to drive revenue increases through greater customer service and enhanced productivity.

With its AT&T heritage and million-plus customers, PARTNER ACS is a phone system that's proven to fit your budget and your business goals.

### **Above and beyond the call**

A great phone system does more than just keep you connected to each other and your customers. It helps your business operate like a well-oiled machine. Keeps customers coming back for more. And ultimately, helps grow revenue in ways you may never have imagined.

Can a phone system do all that?

PARTNER ACS can. It delivers surprisingly sophisticated capabilities every small and growing business needs to give itself an edge in today's highly competitive environment. And it does it all with a simplicity that busy small businesses have appreciated for decades.

## No hassle call handling

Connect to the right person as quickly as possible, wherever they are. That's what you want, and that's precisely what PARTNER ACS delivers.

Have a receptionist? PARTNER lets operators pick up, transfer and monitor status of calls with ease. They can see who's on the phone and who's not, to reduce wait times and help ensure great service.

You can also let callers dial any extension directly, and since ring tones can be customized, your employees know when it's *their* phone ringing. And with caller ID built right in (no need to buy a separate caller ID device), PARTNER helps increase efficiency.

Built-in automated attendants let you deliver information to customers (especially repetitive questions such as directions and store hours) and make sure calls get where they need to be fast. Day and night attendant settings help ensure every call is handled professionally.

## Be part of the "in" crowd

You never know when an important call will come in, so you need a phone system that keeps you connected wherever you are. PARTNER ACS offers sophisticated capabilities that let you be "in" even when you're "out".

Calls to your desk phone can ring simultaneously on your cell or home phone. Waiting for an important client call, but you're in transit? With PARTNER ACS, you are virtually in the office. Customers will appreciate your accessibility and responsiveness, and you will be more productive. Can your competitors do that?

When new voice messages come in, you can automatically be notified on your cell or home phone. And you can pick up the messages during the same call. You can even have voice messages sent to you via email to your PC or smart device. Now that's productivity.

Down the hall or out in the warehouse? Grab a PARTNER wireless phone and roam far and wide with the confidence you'll be there for customers and colleagues alike. Make faster decisions. Delight your customers. Build your business.



**PARTNER  
3910 MultiLine  
Wireless Phone**

## Small business with big plans?

Your business may be small today but as you grow you will need the right phone system to grow with you. With PARTNER ACS you can:

- start with just two extensions and expand up to 48
- begin with a single line and grow to 31
- increase your messaging capacity and features as needed

And you don't need to buy excess capacity or capabilities you don't currently need.

## Little things mean a lot

PARTNER ACS includes more than 100 valuable features and capabilities, all designed to help make your business more professional and productive.

Below are some of the many features that make PARTNER ACS one of the most popular small business phone systems ever made.

**Accessorize your PARTNER.** Easily add fax machines, single-line cordless phones, credit card machines, wireless headsets, contact closures, and more. No special equipment required.

**Best phones in the business.** Sleek and stylish, durable and easy to use, PARTNER ACS phones are second to none. Choose from 6-, 18- and 34-button desk phones and a wireless model.

**No power? No problem.** Make and receive calls in a power outage with two Power Failure Transfer ports. And the built-in battery back up means all your system programming remains.

**Conference me in.** Built-in five-party conferencing lets you set up conference calls on the fly. Stop paying service provider conferencing fees.

**Music to their ears.** Provide callers on hold with a sales message to help boost revenue. Attach any standard music source: radio, CD player, MP3 player.

**Connect with the best.** Choose to connect your PARTNER system via analog lines, a T1, or newer IP-base technologies such as SIP (Session Initiation Protocol) trunking that can provide significant cost savings.

**Record Calls.** With just the touch of a button, you can record calls for customer service and training.

## What You Can Do With PARTNER® ACS Telephones



### Check Calls at a Glance

Red and green lights let you see what lines are ringing, who's on hold, etc.



### Easily See Information

Adjustable *backlit* display shows Caller ID, Call Logs, Absent Text Messages, call duration, and more.

Choose from among the following PARTNER ACS telephones:

- 6-button display desk phone
- 18-button display desk phone
- 34-button display desk phone
- 3910 multiline wireless handset



### Customize Your Phone

Removable card makes it easy to label features and lines.



### Adjust Volume

Adjust volume in increments for ringer, handset and speakerphone.



### Stay on Top of Messages

Red light lets you know messages are waiting; you can even use Message Alert to show message status for other associates.



### Two Intercom Buttons

For fast and easy communications around the office or warehouse.



### Active Features

Lights indicate when features such as hands-free, Intercom, and speakerphone are active.



### The Basics

Hold, Conference, and Transfer buttons put these often used features at your fingertips.

### Back of Telephone:

#### Easily Add Accessories

Included auxiliary port makes it easy and cost-effective to attach cordless phones, wireless headsets and other analog devices without having to run additional wiring (not available on 6-button phone)

#### Convertible Stand

For desk or wall mount

# PARTNER® ACS At-A-Glance



## System

Stations/endpoints*	48
Line capacity*	31
Lines supported	Analog T1, T1 DID, and SIP trunks (SIP trunking requires third party gateway)
Messaging	Options for auto attendant, call routing and messaging.
Phones	6-, 18- and 34-button phones, an attendant console and multiline wireless handsets.
Accessories	Connect accessories — fax machines, credit card readers, wireless headsets, or single line phones — without adapters or extra phone lines.

## Features (partial listing of over 100 features):

Absent Text Messaging	When away from their desk, employees can display a message advising other employees of their status.
Call coverage	Redirect unanswered calls to another extension or to voicemail.
Caller ID	With subscription to Caller ID service — includes caller name and number to both analog and PARTNER phones; caller ID Logging to identify answered and missed calls available on PARTNER display sets.
Call forwarding/Call follow me	Have calls follow you to another extension anywhere in your business; or have calls forwarded to another number when you leave the office.
Conferencing	Up to 5 parties on a call.**
Contact closure support	For optional electronic door or gate opening.
Group call distribution	Directs calls to a group of extensions, to ring simultaneously or consecutively, e.g. a customer service group.
Hospitality features	Create outgoing call restrictions or program a wake-up service button.
Music-on-hold	Attach any standard music source — radio, CD player, or MP3 player.
Software upgrades	Easily upgrade to the latest releases without extended downtime.
Backup and restore	Save system programming for immediate restoration (if necessary).
SMDR/SMDI	SMDR creates call records with actual talk time for call accounting purposes; SMDI enables third-party software application integration
Speed Dial	Create system or personal speed dials for frequently used numbers.
Station Lock	Lets users enter a code to “lock” their extensions to prevent unauthorized usage.

\*Maximum line and station capacities are not designed to be achieved simultaneously.

\*\*Includes the user and up to two external parties and two internal parties.

## Learn More

For more information about how the Avaya PARTNER system can benefit your business, contact an Avaya Authorized BusinessPartner today or visit [www.avaya.com/small](http://www.avaya.com/small)

## About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit [www.avaya.com](http://www.avaya.com).



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03/09 • SB2124-03

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