

**Lucent Technologies**  
Bell Labs Innovations



# PARTNER<sup>®</sup> Advanced Communications System

Designed to Make Communications  
Work Harder for Your Business



# Your Communications Unlimited Solution

The **PARTNER**® *Advanced Communications System (ACS)* is the “communications unlimited” solution for your business needs.

This highly flexible system is specifically designed to give you greater control of your call handling, to allow you to improve customer service. **PARTNER** ACS includes a wide range of built-in features to help you make the most of your resources and actually improve your bottom line.

Best of all, **PARTNER** ACS comes with the level of technical support and ultra-reliable customer care you expect from Lucent Technologies.

## Configured for Your Needs

With the compact **PARTNER** ACS processor module, the system can be easily tailored to your communications needs. Use the module alone, to get up to 3 lines and 8 extensions. Or, use the processor module with additional modules for extra line and station capacity—up to 15 lines/40 phones or 19 lines/8 phones.

Simply connect your phone lines and **PARTNER** telephones to **PARTNER** ACS, and you're ready to go. You can also connect most other phones and communications equipment that you already have—such as your modem, credit card reader, or fax machine—to the versatile **PARTNER** ACS. So, you get more use and greater value from existing equipment.

## With Business Features Built Right In

With **PARTNER** ACS, you can select from four contemporary telephones with commonly used, built-in business features you need—including Speakerphone, Intercom, Hold, Transfer, and Conferencing.

**PARTNER** phone options include a backlit swivel display—a unique feature available only from Lucent Technologies. The display shows the date, time, and number dialed, plus the name and extension of the coworkers calling you. With the integrated Caller ID option, you can also see external caller information (name and number) on the **PARTNER** phone display—so you don't need to purchase separate Caller ID display units.<sup>1</sup>



## Programmable Features That Let You Customize Your System

An array of programmable features also helps you set up **PARTNER** ACS exactly as you want it, for maximum control and productivity. These features include:

- Up to 100 speed-dial numbers for quick dialing system-wide, and up to 20 numbers for personal use on individual phones
- Allowed/Disallowed Phone Number Lists that let you “block” access on a per-telephone basis, to manage outgoing toll calls and control costs
- Station Lock, which allows you to block outgoing calls on any system phone, to prevent unauthorized use and abuse
- Contact Closure, which lets you program up to two buttons on your **PARTNER** phones to activate electrically operated devices in your office—for example, to release an electronic lock on a door or operate an electronic gate.

## Optional Voice Mail Enhancements

You can choose easy-to-use voice mail that’s designed especially for **PARTNER** telephone systems. Your customers will appreciate being able to leave a message rather than wait on hold or call back. And you’ll appreciate the simplicity and flexibility of **PARTNER** voice mail features including:

- Outcalling, in which the system can automatically dial out to your pager, cellular phone, home phone, or other number to alert you to new messages in your mailbox

- Automated Attendant, which answers all your calls with a recorded company greeting and lets callers transfer to an extension, announcement, or voice mailbox
- Record-a-Call, which helps you accurately “document” your conversations with callers to confirm details and for future reference—such as when recording merchandise orders received over the telephone.<sup>2</sup>

Depending on the capacity and sophistication that your business needs, you can select the basic **PARTNER** Voice Messaging, the fully integrated **PARTNER MAIL VS** System, or the more advanced **PARTNER MAIL**® System. Whichever system you choose, you get cost-effective, easy-to-use voice mail.



## The Flexibility to Meet Changing Needs

State-of-the-art PC card technology built into the **PARTNER** ACS processor module allows for easy software feature upgrades and system backup/restoration.<sup>3</sup> That means you can take advantage of future system enhancements simply by inserting a PC card into the **PARTNER** ACS processor module—adding value to the system while protecting your investment.

Optional administration software allows you to program your system and phones using your PC, which can help minimize downtime due to moves, changes, or even outages due to lightning or hurricanes.

**PARTNER** ACS is modular, so you can upgrade the system as your needs change, simply by inserting additional modules or adding a voice messaging unit. There is also a wide variety of optional equipment available, from headsets and power supplies to computer-telephony software—all designed to help you work faster and smarter.



## Providing Service Beyond Compare

With **PARTNER** ACS, your business communications needs are backed by a choice of exceptional service and support options available from Lucent Technologies and authorized Lucent BusinessPartners.

For example, the Remote Administration capability of **PARTNER** ACS can enable Lucent Technologies or your Lucent BusinessPartner<sup>4</sup> to perform valuable system diagnostics and programming for you, from off-site. That means you can receive expert assistance with programming changes and troubleshooting, with minimal disruption to your business day.

To learn more about **PARTNER** ACS, contact your Lucent Technologies representative or Lucent BusinessPartner. And for late-breaking news, visit our Web site. [www.lucent.com/smallbusiness](http://www.lucent.com/smallbusiness)

<sup>1</sup> Optional Caller ID number and name availability is determined by your local telephone exchange company.

<sup>2</sup> Requires a four-port **PARTNER MAIL VS** System. Consult your legal counsel regarding state and local regulations regarding call recording.

<sup>3</sup> Requires a backup/restore PC card.

<sup>4</sup> Services and availability may vary.

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