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communication

How to Use Your

PARTNER® Phone

Feature Dial Codes (reverse side)	**Basic Phone Functions**
Speed Dialing (reverse side)	**Advanced Phone Functions**
Directories (reverse side)	**Personalizing Your Phone**

Avaya & Lucent Support
OnSite Support

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Basic Phone Functions

MAKE A CALL		
		To make an outside call:
	1	*Press* Spkr *, a line button or lift the handset.*
		If required, dial the outside line code, usually 9 .
		To make an inside call:
	1	*Press either* Intercom *button.*
	2	*Lift the handset, if desired.*
	3	*Dial the extension.*
ANSWER A CALL		**To answer an outside or inside call:**
	•	*Press the button for the line you wish to answer, lift the handset or press* Spkr *.*
		To enable Hands-Free Answer on Intercom:
	•	*Press* Mic/HFAI *which allows you to respond to voice-signaled (not ringing) intercom calls without having to lift the handset or press any buttons.*
USE THE HOLD FEATURE	•	*Press* Hold *.*
	•	*To retrieve a call from hold, while on the handset or speaker, press the line button next to the winking* ■ Green Light *(a call you put on hold) or the winking* ■ Red Light *(a call put on hold at another extension).*

Basic Phone Functions

TRANSFER A CALL TO AN EXTENSION	**1** **2** **3**	*Press* `Transfr` *.* *Dial the extension number.* *Hang up.*
TRANSFER A CALL TO A VOICE MAILBOX	**1** **2** **3**	*Press* `Feature` `1` `4` *.* *Dial the extension number.* *Hang up.*
MAKE A CONFERENCE CALL	**1** **2** **3** **4**	**While connected to the first party:** *Press* `Conf` *.* *Press an idle intercom or line button.* *Call the next party.* *Press* `Conf` *again. Calls are now conferenced.* Repeat these steps to add up to a total of 2 outside and 2 inside connections.
USE YOUR VOICE MAILBOX	• •	**To listen to your messages:** *Press* `Intercom` `7` `7` `7` *.* **To have voice mail answer your calls:** *Press "Do Not Disturb."*
JOIN A CALL IN PROGRESS	 **1** **2**	*A steady* ■ Red Light *indicates a call in progress on another extension.* *Press the button next to the* ■ Red Light *.* *Lift the handset or press* `Spkr` *.*

Basic Phone Functions

FORWARD YOUR CALLS	**1**	*Press* `Feature` `1` `1` .
	2	*Dial your extension number.*
	3	*Dial the destination extension number.*
		To cancel, follow steps 1-3, but dial your extension in step 3.
SEND CALLS TO A COVERING EXTENSION	**1**	*Press* `Feature` `2` `0` .
	2	*Dial your extension.*
	3	*Dial the covering extension.*
		To send calls to the covering extension as soon as they start to ring, press **Do Not Disturb.**
		To cancel Call Coverage, follow steps 1-3, but dial your extension number in step 3.
ADJUST THE VOLUME	•	*Adjust the ringer volume by pressing* ⬛➕ *to increase or* ⬛➖ *to decrease while the phone is idle and the handset is in its cradle.*
	•	*Adjust the speaker volume (while using speaker) or handset volume (while using handset) by pressing* ⬛➕ *to increase or* ⬛➖ *to decrease.*
ADJUST THE DISPLAY CONTRAST	•	*Adjust display contrast by pressing* ✱ *then* ⬛➕ *to increase or* ⬛➖ *to decrease.*

Advanced Phone Functions

SCREEN CALLS	**To listen to a caller leaving a voice mail message:** • *Press the programmed Call Screen button while the call is ringing.* **To screen all incoming calls:** • Press the programmed Call Screen *button. The steady* ■ Green Light *indicates the call screening feature is activated.*
RECORD CALLS	**To record a conversation (to be stored in your voice mailbox):** • *Press the programmed Record Call button at any time during the call.* You may record conference calls, but only one of the other parties can be on an inside extension. (PVMS R5.0 and later)
LOCK YOUR EXTENSION	**To prevent unauthorized calls while you re away:** 1 *Press* Feature 2 1. 2 *Dial a 4-digit code (0-9).* 3 *Redial the 4-digit code.* This feature also prevents calls from being screened. **To unlock your extension:** 1 *Press* Feature 2 1 . 2 *Dial the 4-digit code used to lock the extension.*

Advanced Phone Functions

USE GROUP CALLING		**To make or transfer a call to all extensions in a Calling Group:**
	1	*Press* `Intercom` *.*
	2	*Lift the handset.*
	3	*Dial* `7` *and a group number (1-4)*
		To page all extensions in a Calling Group, follow steps 1 and 2, then dial `*` `7` and the group number. Begin speaking after the beep.
USE GROUP PICKUP		**To answer a call at any extension in a Pickup Group:**
	1	*Press* `Intercom` *.*
	2	*Lift the handset.*
	3	*Dial* `6` `6` *, then the group number (1-4).*

PROGRAM YOUR PHONE

To program unused buttons to access frequently used system features, extensions and phone numbers:

1 *Press* `Feature` `0` `0`.
2 *Press the appropriate button.*
3 *Dial the dial-code feature (see next panel for common features and dial-codes), phone number or, for an inside extension, press* `Intercom` *and dial the extension.*
4 *To program another button, go back to step 2, or exit by pressing* `Feature` `0` `0`.

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This user card is formatted for the new PARTNER phones that do not have pull-out trays under the phones. If you have an older model phone, you may still refer to this card for information on using the phone system.

Feature Dial Codes

ACCOUNT CODE ENTRY	`Feature` `1` `2` + *account code* + `Feature` `1` `2`
BACK-GROUND MUSIC	`Feature` `1` `9` *to turn on and off*
CALL COVERAGE	`Feature` `2` `0` + *your ext. + covering ext.*
CALL FOLLOW ME	`Feature` `1` `1` + *your ext. + ext. where you want your calls to ring*
CONFERENCE DROP	`Feature` `0` `6` *The last added outside party is dropped from a conference call.*
EXCLUSIVE HOLD	`Feature` `0` `2`
LAST NUMBER REDIAL	`Feature` `0` `5`
MESSAGE LIGHT ON/OFF	*To turn on:* `Feature` `0` `9` + *ext.* *To turn off:* `Feature` `1` `0` + *ext.*

Feature Dial Codes

PRIVACY	`Feature` `0` `7`
RECALL	`Feature` `0` `3`
SAVE NUMBER REDIAL	`Feature` `0` `4` *before hanging up* **To redial:** `Feature` `0` `4`
VOICE COVER	`Feature` `1` `5`
VOICE MAILBOX ACCESS	`Intercom` `7` `7` `7`
VOICE MAIL TRANSFER	`Feature` `1` `4`

Speed Dialing

SYSTEM SPEED DIAL	• *Press* `Feature` *, then a three-digit* code. *(Codes are pre-set by your system administrator.)*
PERSONAL SPEED DIAL	**To program your personal speed-dial codes:** 1 *Press* `Feature` `0` `0`. 2 Press `Feature` *and select a two-digit code between 80 and 99.* 3 *Dial the telephone number.* 4 *Repeat steps 2 and 3 for more numbers or, to exit, press* `Feature` `0` `0`. • **To use:** *Press* `Feature` *, then the two-digit code you selected.*

System Speed Dial Directory

Name	Code	Name	Code	Name	Code	Name	Code
	600		625		650		675
	601		626		651		676
	602		627		652		677
	603		628		653		678
	604		629		654		679
	605		630		655		680
	606		631		656		681
	607		632		657		682
	608		633		658		683
	609		634		659		684
	610		635		660		685
	611		636		661		686
	612		637		662		687
	613		638		663		688
	614		639		664		689
	615		640		665		690
	616		641		666		691
	617		642		667		692
	618		643		668		693
	619		644		669		694
	620		645		670		695
	621		646		671		696
	622		647		672		697
	623		648		673		698
	624		649		674		699

Personal Speed Dial Directory

Code	Name
80	
81	
82	
83	
84	
85	
86	
87	
88	
89	
90	
91	
92	
93	
94	
95	
96	
97	
98	
99	

System Extensions Directory

Name	Ext.	Name	Ext.