



PARTNER® Telephones

Overview

PARTNER telephones have a sleek, modern design and improved tactile feel complete with enhanced buttons and a new handset. There are different PARTNER telephone models to choose from, each available in either black or titanium white color: 6 button display, 18 button display and 34 button display. Additionally, the 48 button Call Assistant (CA48) is also available in black and titanium white.



With the addition of a 6 button display phone, the PARTNER telephones are perfect for price-sensitive customers that want to take full advantage of PARTNER's comprehensive feature set. In fact, the entire PARTNER telephone line comes standard with a backlit display! According to a recent study by the Yankee Group, Caller ID subscription rates for small and medium businesses have grown considerably over the past 3 years, with more than 70% of them opting for the service. Caller ID is a "must have" requirement that increases productivity, improves customer service, and saves valuable time for the business owner.

What's New With This Release

The new PARTNER Telephones have a sleek modern design and improved tactile feel, complete with enhanced buttons and a choice of colors. Unlike competitive products, the entire PARTNER telephone line comes with backlit display as standard which allows all phone users to see who is calling. This feature is seen as a 'must have' to increase productivity, improve customer service and save valuable time for the business owner.

Business Benefits

- Comprehensive functions and capabilities provide great range of features to end users
- Increased productivity via functions like Caller ID, message waiting indicators, and line appearance LEDs
- Simple to operate through fixed feature buttons and multiple line/programming buttons
- "Plug and play" installation
- Desk or wall mountable

FEATURES

- Backlit Displays
- Programmable Feature Buttons
- Fixed Intercom Buttons
- Fixed Hold, Conference, and Transfer Buttons
- Volume Control Buttons
- Speakerphone
- Separate Red and Green LEDs
- Auxiliary Port
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Description

In response to feedback from customers and BusinessPartners, and to ensure competitive market positioning, the PARTNER telephones are consistent with Avaya's high quality look and feel, and will replace the current PARTNER sets, which have been offered for 7 years without any major changes. In addition, there is a 6-button display telephone that is competitively priced to address the low end of the market.

The PARTNER telephones provide an improved value proposition for smaller customers that are price sensitive and/or who require a low-end, 6-button display phone. The telephones provide improved cosmetic appeal and increased competitiveness against companies that have recently introduced new phones for their key system product lines.

As a result, the PARTNER telephones significantly enhance the PARTNER ACS offer, which is already the market leader in its space, and will improve the product's entry-level capacity and competitiveness in the market.

There are 3 different PARTNER telephone models, each available in either black or titanium white color:

- 6 button display
- 18 button display
- 34 button display

Additionally, the 48 button Call Assistant (CA48) is also available in black and titanium white. Non-display and gray colored sets are no longer offered.

6 button display telephone

The PARTNER 6 button display telephone is a cost effective for many small business applications. It is designed to complement the 18 button display and 34 button display telephones, and is a great fit for the price-sensitive customer. The 6 button display telephone has a backlit, 2-line x 16-character display, a two-way speakerphone, 2 intercom buttons, 4 programmable line/feature buttons with LEDs, and 8 fixed feature keys: Feature (to access additional telephone and system features), Conference, Mic/HFAI, Transfer, Speaker, Hold, and Volume Up and Down. The 6 button display has a Message Waiting LED that flashes when ringing, eight personalized ring patterns and is either desk or wall mountable.

18 button display telephone

The 18 button display telephone is a flexible display telephone with several additional capabilities including centralized system programming. It has a backlit, tiltable, 2 x 24 display, a two-way speakerphone, 2 intercom buttons, 16 programmable line/feature buttons with LEDs, 4 programmable line/feature buttons without LEDs, 8 fixed feature keys, a message waiting indicator, an auxiliary port, and eight personalized ring patterns and is either desk or wall mountable.

34 button display telephone

For large customers that require maximum line appearances, the 34 button display telephone is a flexible display telephone with several additional capabilities including centralized system programming and the extra buttons needed for larger capacity applications. It has a backlit, tiltable, 2 x 24 display, a two-way speakerphone, 2 intercom buttons, 32 programmable line/feature buttons with LEDs, 4 programmable line/feature buttons without LEDs, 8 fixed feature keys, a message waiting indicator, an auxiliary port, and eight personalized ring patterns and is either desk or wall mountable.

Benefits

- Comprehensive functions and capabilities provide great range of features to end users
- Increased productivity via functions like Caller ID, message waiting indicators, and line appearance LEDs
- Simple to operate through fixed feature buttons and multiple line/programming buttons
- "Plug and play" installation
- Desk or wall mountable

Components

Included Hardware Components
6 Button Display - Black / Titanium White (700340169 / 700340185) An entry level display phone with 4 programmable feature buttons, 10 fixed feature buttons (including 2 intercom buttons), capable of displaying 2 lines x 16 characters.
18 Button Display - Black / Titanium White (700340193 / 700340219) A mid range display phone with 20 programmable feature buttons, 10 fixed feature buttons (including 2 intercom buttons), capable of displaying 2 lines x 24 characters.
34 Button Display - Black / Titanium White (700340227 / 700340243) A high end display phone with 36 programmable feature buttons, 10 fixed feature buttons (including 2 intercom buttons), capable of displaying 2 lines x 24 characters.
Optional Components
48 Button Call Assistant - Black / Titanium White (700353618 / 700345515) A DSS adjunct for extension monitoring or one-touch transfer.

Manufacturing Information

PARTNER Telephones are manufactured in Mexico.

Country Availability

NAR
Canada 8-Nov-2004
CALA
Mexico 8-Nov-2004
NAR
U.S. 8-Nov-2004
APAC
Australia 8-Nov-2004
China 8-Nov-2004
Hong Kong 8-Nov-2004
Japan 8-Nov-2004
Korea 8-Nov-2004
New Zealand 8-Nov-2004
Singapore 8-Nov-2004
Taiwan 8-Nov-2004

Release History

Former Product Release Name: PARTNER ACS Telephones 4.0**Former Product Release Name: PARTNER ACS Telephones**

The new PARTNER Telephones have a sleek modern design and improved tactile feel, complete with enhanced buttons and a choice of colors. Unlike competitive products, the entire PARTNER telephone line comes with backlit display as standard which allows all phone users to see who is calling. This feature is seen as a 'must have' to increase productivity, improve customer service and save valuable time for the business owner.

Complete range of phones now available in black or titanium white.

6 button display phone with the following features:

- Backlit displays
- Programmable feature buttons
- Fixed intercom buttons
- Fixed Hold, Conference and Transfer buttons
- Volume control buttons
- Speakerphone
- Hands Free Answer on Intercom
- Separate red and green LEDs
- Auxiliary port
- Message waiting LED
- Desktop or wall mountable

PARTNER Endeavor Telephones 3.0**PARTNER Endeavor Telephones**

Endeavor Telephones are a low cost alternative to the PARTNER sets, designed to be used expressly with the PARTNER Endeavor system.

2x16 display, no backlighting

PARTNER ACS "Euro-style" Telephones 2.0**PARTNER ACS "Euro-style" Telephones**

The PARTNER Telephones have new styling, 2x24 backlit displays (select models) and an auxiliary port (select models).

- 2x24 backlit displays
- Auxiliary port
- 4 additional line/programming buttons (no LEDs)

PARTNER MLS Telephones 1.0**PARTNER MLS Telephones**

The PARTNER MLS Telephones have a 2x16, non-backlit display.

Features

Backlit Displays

All PARTNER telephones are equipped with backlit displays that make it easy to do business. The product line has been enhanced to include a 6-button display telephone, which is perfect for the price sensitive customer that wants to take advantage of the full PARTNER feature set. When making calls, the number being dialed is displayed. When receiving internal calls, the extension number is displayed along with the name of the person who is calling. The displays on the 18 button and 34 button sets can also be adjusted for an optimal viewing angle, and information can be displayed in English, French, or Spanish. Displays on all models provide the ability to select 4 different levels of

contrast to suit a customer's preference.

Unlike many competitive products, all PARTNER telephones provide backlit displays making it easy for small businesses to work efficiently. The capability is even extended to the new 6-button display telephone proving a cost-effective but functionally rich product for price sensitive customers who wants to take advantage of the full PARTNER feature set.

Programmable Feature Buttons

All PARTNER telephones are equipped with feature buttons that can be preprogrammed for specific lines, extensions or features (e.g., do not disturb, voice mail). The number of buttons varies based on the size of the phone.

The ability to pre-program features buttons across the entire product range ensures that each user can have a phone configured to best suit his/her requirements.

Fixed Intercom Buttons

All PARTNER telephones are equipped with 2 fixed intercom buttons.

This provides the opportunity for streamlined internal communications especially as other competitors' products may require intercom buttons to be programmed, which uses buttons that could be used for other features.

Fixed Hold, Conference, and Transfer Buttons

PARTNER telephones have dedicated buttons for Hold, Conference, and Transfer.

As these are frequently used features, the PARTNER telephones greatly enhance usability, simplify call handling and reduce the need for function codes by having dedicated buttons. They also reduce the potential for confusion which is caused by many competitive offerings that combine conference and transfer on the same button.

Volume Control Buttons

Volume control buttons allow 14 steps of volume adjustment for the ringer, handset, and speakerphone.

The speakerphone feature enables you to participate in a call without holding the handset, which is helpful when multi-tasking.

Speakerphone

The speakerphone feature of the PARTNER telephones facilitates the ease of hands-free communication.

The speakerphone feature enables you to participate in a call without holding the handset, which is helpful when multi-tasking.

Separate Red and Green LEDs

The PARTNER telephones distinguish the status of lines or features using red and green on separate LEDs, making it easier to determine the status of the indicator.

Separate red and green LEDs are beneficial to people that have trouble distinguishing colors, unlike many competitive products that utilize a single LED.

Auxiliary Port

The PARTNER 18D and 34D telephones have an auxiliary port. For the PARTNER 6D telephone, use a 267F2 bridging adapter at the switch or at the telephone for similar capability.

The auxiliary port makes it simpler and less expensive to connect cordless telephones, answering machines, or headsets.

Feature Matrix

Standard Features	6D	18D	34D
Mute (Mic)	Yes	Yes	Yes
Built in 2-Way Speakerphone	Yes	Yes	Yes
Hands-free Answer Intercom (HFAI)	Yes	Yes	Yes
LCD Display Size (lines x characters)	2x16	2x24	2x24
Backlit LCD Display with 4 contrast levels	Yes	Yes	Yes
Adjustable LCD Display	No	Yes	Yes
Intercom Buttons	2	2	2
Programmable Line/Feature Buttons with LEDs	4	16	32
Programmable Line/Feature Buttons w/o LEDs	0	4	4
Feature Access Button	Yes	Yes	Yes
Hold Button	Yes	Yes	Yes
Conference Button	Yes	Yes	Yes
Transfer Button	Yes	Yes	Yes
Speaker Volume Control	Yes	Yes	Yes
Ringer Volume Control	Yes	Yes	Yes
Message Waiting LED	Yes	Yes	Yes
Caller ID Support	Yes	Yes	Yes
Adjustable Stand Included	Yes	Yes	Yes
Station Programming Capability	Yes	Yes	Yes
Centralized System Programming Capability	No	Yes	Yes
Auxiliary Jack	No	Yes	Yes
Colors	Black / Titanium White	Black / Titanium White	Black / Titanium White

Additional Features >>

Technical

Technical Specifications

PARTNER telephones are available in 2 colors: black or titanium white. The 6 button display telephone has the dimensions of 4.5 x 9.5 x 6.0 inches (H x L x W) and weighs 2.7 lbs. In comparison the PARTNER 18 button display telephone has the dimensions of 4.5 x 10.0 x 8.0 inches (H x L x W) and weighs 3.2 lbs. Finally the 34 button display telephone has the dimensions of 4.5 x 10.0 x 9.5 inches (H x L x W) and weighs 3.6 lbs. The environmental requirements for all should be operating temperature 40 - 120° (4 - 50° C).

Technical Specifications

<p>Physical Characteristics - PARTNER 6 button display telephone</p> <p>Color: Black, Titanium White Dimensions (H x L x W): 4.5 x 9.5 x 6.0 in</p> <p>Weight: 2.7 lbs</p>
<p>Physical Characteristics - PARTNER 18 button display telephone</p> <p>Color: Black, Titanium White Dimensions (H x L x W): 4.5 x 10.0 x 8.0 in</p> <p>Weight: 3.2 lbs</p>
<p>Physical Characteristics - PARTNER 34 button display telephone</p>

Color: Black, Titanium White

Dimensions (H x L x W): 4.5 x 10.0 x 9.5 in

Weight: 3.6 lbs

Environmental Requirements

Operating Temperature: 40 - 120° (4 - 50° C)

The following can be found in our Support Area for this product:

Documentation

Training

User Groups

DevConnect

Downloads

Known Issues and Solutions

User Guides

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