



United States  
[Change Country](#)

[Corporate Information](#) [Technology & Innovation](#) [How to Buy](#) [Contact Us](#)

SEARCH

Go

[Advanced Search](#)

Home

You are Here: [Home](#) > [Products & Services](#) > [Communications Systems](#) > [Systems for Small/Mid Businesses](#) > [PARTNER® Advanced Communications System](#) > Full Product Information

## PARTNER® Advanced Communications System

### Full Product Information

#### Product Summary



Reliability, simplicity, a powerful selection of advanced telephony features, and converged communications through "business ready" digital subscriber lines (DSLs) make PARTNER® Advanced Communications System a popular key system in the U.S. and the perfect choice for a small growing business.

PARTNER® Advanced Communications System is designed to help meet the complex business needs facing small enterprises today - with room for growth tomorrow. The "brain" of the system is a compact processor modular that supports 3 incoming lines and 8 extensions. The maximum system configuration is 15 lines and 48 extensions, or 31 lines and 8 extensions. Depending on your requirements, the processor module can operate on its own or with a 2-slot or 5-slot carrier and additional expansion modules. These expansion modules add lines and extensions to the system, or additional features like voice messaging and symmetric digital subscriber line (SDSL) support. The PARTNER® Advanced Communications System supports a wide variety of features that can be combined to give you greater control over your business. Productivity enhancements like Caller ID (including name and number), Distinctive Ringing, Send All Calls, Speed Dialing, and 5-party conferencing help your employees to be more efficient, while a variety of cost control features let you manage telephone expenses and monitor the performance of your system. Customer service features range from Group Call Distribution and Music-on-Hold to support for voice messaging and mobility solutions, making PARTNER® Advanced Communications System the choice for small call centers. PARTNER® Advanced Communications System is easy to install and administer. Adding additional modules and telephones is no problem and software upgrades are simple using a PCMCIA card that is easily inserted into the system. In the unlikely event of problems, PARTNER® Advanced Communications System provides power failure transfer, battery back-up of system programming, and remote administration capabilities that let Avaya authorized technicians perform system diagnostics and programming for you without visiting your site.

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[Section 508 Accessibility](#)

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[Warranty Information](#)  
[Press Releases](#)  
[Technical Information](#)  
[Documentation](#)

- ▼ Communications Systems
  - ▼ Systems for Small/Mid Businesses
    - ▼ PARTNER® Advanced Communications System
      - Product Summary
      - Avaya Advantage
      - Key Features
      - Additional Features
      - Product Architecture
      - Components
      - Requirements
      - Technical Specifications
      - Options
      - Release History
      - Manufacturing Information
      - Country Availability

- ▶ IP Office
- ▶ MERLIN MAGIX® Integrated System
- ▶ INDeX System
- ▶ DeveloperConnection Program

PARTNER® Advanced Communications System also offers advanced features to help you integrate your voice, data, and Internet connections. Business-ready DSL connectivity gives you a highly cost-effective way to connect to the Internet, communicate faster, and save money - all at the same time. And when you combine business-ready DSL with PARTNER® Advanced Communications System messaging and the Avaya™ Web Communications Server, you can build a powerful, multimedia messaging and e-commerce solution for your business. You'll have the capability to access and manage e-mail and voice mail locally or remotely, from a single PC mailbox, and set up a secure e-commerce transaction site.

Small businesses have been buying the PARTNER® Advanced Communications System for more than 10 years and there are over a million PARTNER® Advanced Communications System systems in operation worldwide. The system has a well-deserved reputation for reliability.

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[Top of Page](#)

## **Avaya Advantage**

[DSL Ready for High-Speed Internet Access](#)

[Voice over DSL \(VoDSL\) Support](#)

[Ready for e-Business](#)

[Anytime, Anywhere Communications](#)

[Messaging Support for 24-Hour Coverage](#)

[Enhanced Tip/Ring \(ETR\) Capability](#)

[Back-up, Restore, and Remote Administration](#)

PARTNER® Advanced Communications System has the competitive advantage in a number of key areas. You benefit from powerful new options for converged data, voice, and Internet communications, all from a single system. Add in powerful telephony features, digital subscriber line (DSL) capability, sophisticated messaging solutions, and Internet applications and you'll see why PARTNER® Advanced Communications System outsells the competition.

### **DSL Ready for High-Speed Internet Access**

PARTNER® Advanced Communications System offers business-ready DSL connectivity, which allows data communications speeds up to 2 Mbps, far faster than today's 56 Kbps dial-up modems.\* DSL support helps ensure rapid uploads and downloads of information. The PARTNER® Advanced Communications System 1600 DSL module provides connections to a local area network (LAN) or wide area network (WAN), as well as corporate backbones and multi-tenant hubs. Business-ready DSL is ideal for small businesses, or branch offices of larger businesses that want the advantages of broadband communications.

\* Symmetric digital subscriber line (SDSL) service is not included with PARTNER® Advanced Communications System and must be obtained separately from a service provider.

### **Voice over DSL (VoDSL) Support**

PARTNER® Advanced Communications System can provide access to toll-quality Voice over DSL via an optional 1600 DSL module, with the potential to save you money on your monthly networking expenses.\* One DSL circuit offering high-speed data service over common twisted-pair copper wiring can also be used to provide up to 16 telephone lines to your business. The same circuit can be used to provide high-speed Internet access. \* SDSL service is not included with PARTNER® Advanced Communications System and must be obtained separately from a service provider.

### Ready for e-Business

If your business is going to grow, you need to find ways to leverage your marketing resources. e-Business is one of those ways. New markets, customers, and efficient ways of doing business are the rewards of setting up and managing an Internet transactions capability. But these are not the only reasons—or ways—to get into e-business. PARTNER® Advanced Communications System offers complete integration with a fully compatible Avaya™ Web Communications Server. And the PARTNER® Advanced Communications System business-ready DSL enables e-business by delivering the bandwidth needed to operate at high speeds and allow your employees to function efficiently.

### Anytime, Anywhere Communications

When your employees are away from their phones—in the warehouse, down the hall, or in an adjacent building—important decisions get delayed and calls go unanswered. PARTNER® Advanced Communications System has a variety of solutions for your employees on the go. Cordless telephones, loudspeaker paging, voice messaging with outcalling, and the TransTalk® 9000 Digital Wireless System keep your employees in touch wherever they are located.

### Messaging Support for 24-Hour Coverage

PARTNER® Advanced Communications System messaging systems can provide your company with around-the-clock call coverage. PARTNER® Messaging is one of the most sophisticated systems on the market today. PARTNER® Advanced Communications System messaging systems offer a range of capabilities to meet your needs at prices suitable for your budget. PARTNER Messaging can grow to 6 ports and direct calls to the right person with 4 multi-level automated attendants. PARTNER Messaging is one of the most cost-effective voice mail solutions available for small offices that have sophisticated needs.

### Enhanced Tip/Ring (ETR) Capability

Enhanced tip/ring capability means that you can attach a wide range of adjunct devices to your PARTNER® Advanced Communications System, including fax machines, answering machines, credit card readers, and single-line telephones. The common solution requires adapters or single-line cards, a more cumbersome and expensive solution.

### Back-up, Restore, and Remote Administration

PARTNER® Advanced Communications System supports remote administration. The entire system can be configured or reconfigured with a PC, even from an off-site location, using the PC's software interface. System administration is easy and many call control functions can be accessed and managed remotely. The PARTNER® Advanced Communications System remote administration PCMCIA card also provides system-wide back-up and restore functionality, without the need for an optional PC. This saves you from lengthy downtime if service issues arise.

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[Top of Page](#)

## Key Features

[1600 Digital Subscriber Line \(DSL\) Module \(only currently available in the U.S.\)](#)

[Local Area Network \(LAN\)/Wide Area Network \(WAN\) Connectivity](#)

[Voice Over DSL](#)

[Support for Enhanced Multimedia Messaging](#)

[Back-up, Restore, and Remote Administration](#)

### 1600 Digital Subscriber Line (DSL) Module (only currently available in the U.S.)

The optional PARTNER® Advanced Communications System 1600 DSL module supports business-ready DSL via symmetric digital subscriber line (SDSL) service.\* SDSL goes well beyond the DSL service you might use at home to surf the Web. A PARTNER® Advanced Communications System equipped with a 1600 DSL module offers:

- High-speed Internet access
- High-speed uploads and downloads up to 2 Mbps—send and receive the large files your business depends on. SDSL delivers near-T1 speeds and may deliver cost savings.
- The ability to share DSL access in multi-tenant environments.

\* SDSL service is not included with PARTNER® Advanced Communications System and must be obtained separately from a service provider.

### Local Area Network (LAN)/Wide Area Network (WAN) Connectivity

Through the 1600 DSL module, PARTNER® Advanced Communications System can connect directly to a corporate LAN/WAN, or corporate data network, eliminating the cost of a separate router and providing you with a converged communications infrastructure.

### Voice Over DSL

PARTNER® Advanced Communications System can provide toll-quality Voice over DSL, potentially reducing your overall monthly networking expenses.\* One DSL circuit offering high-speed data service over common twisted-pair copper wiring can also be used to provide 16 telephone lines to your business. At the same time, this circuit can be used to connect to the Internet, also at high speed, giving you the benefits of convergence.

\* SDSL service is not included with PARTNER® Advanced Communications System and must be obtained separately from a service provider.

## Support for Enhanced Multimedia Messaging

Messaging is an easy-to-install option with PARTNER® Advanced Communications System messaging solutions, and the optional Avaya™ Web Communications Server gives you an integrated solution to e-mail, including access to your voice mail and e-mail messages via the PC, from the same mailbox.

## Back-up, Restore, and Remote Administration

PARTNER® Advanced Communications System comes with a Personal Computer Memory Card International Association (PCMCIA) back-up and restore card. In the unlikely event that the PARTNER® Advanced Communications System goes down, it can be restored to service quickly by inserting the card in a slot on the processor module and entering a feature code. Software upgrades are just as easy: insert a PCMCIA card into a slot on the processor module and power up the system. The system will, once a month, automatically update the back-up and restore card with any changes you have made, or it can be done manually using a simple feature code. PARTNER Remote Administration is Windows-based. It reduces programming time, simplifies adds, moves, or changes, and allows multi-location customers to manage their systems without traveling to each site.

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[Top of Page](#)

## Additional Features

[Caller ID](#)

[Enhanced Tip/Ring Capability](#)

[Productivity](#)

[Cost Control](#)

[Customer Service/Accessibility](#)

[Convenience/Administration](#)

### Caller ID

PARTNER® Advanced Communications System offers Caller ID support as a standard feature, letting you see both the name and number of the calling party. When you know who's calling before you answer the phone, you have the ability to immediately personalize your response. This helps build stronger relationships, not only with your customers, but also with co-workers and suppliers as well. Strong relationships enhance customer loyalty and facilitate the flow of information between you and your colleagues. When you subscribe to Caller ID from your local carrier you won't need any extra equipment to use the service because PARTNER® Advanced Communications System telephones and TransTalk® 9000 Digital Wireless telephones have Caller ID built in.\* This saves money and space on the desktop.

\* Subscription to Incoming Caller ID service from your local telephone company is required.

### Enhanced Tip/Ring Capability

Tip/ring capability means you can add other industry-standard devices to your PARTNER® Advanced Communications System. You might want to plug in a fax machine, single-line telephone set, modem, or credit card reader. Avaya has enhanced this feature with "plug-and-play" service, which means that the system recognizes these devices without additional programming or expensive adapters.

### Productivity

Abbreviated ringing	Account code entry(regular/forced/verified)	Call assistant	Conference calling(5-party/call bridging)
Conference drop/conference denial	Direct line pickup(active or idle line)	Distinctive ring (CO, ICOM, Transfer)	Do not disturb
Emergency number list	External/Internal hotline	Hands-Free-Answer-on-Intercom (HFAI)	Intercom call Ring/voice/manual signaling
Last number redial	Loudspeaker paging	Manual signaling	Message light on/off(system and single-line sets)
Power failure transfer	Save number redial	Simultaneous paging/group paging	Speakerphone (built-in)
Speed dial/Auto dial(100 system numbers/20 personal numbers)	Touch-tone enable		

### Cost Control

Allowed/Disallowed lists(8 lists, 10 numbers each)	Call restriction (outward/toll/none)	Dial restriction override(via system password)	Enhanced tip/ring capability
Fax management	In-Range-Out-of-Building (IROB) protection	Star code dial delay	Station lock/unlock
Toll restriction			

### Customer Service/Accessibility

Call coverage	Call forwarding/Call follow me	Caller ID (number and name)*	Caller ID (logging and dialing)*
Calling groups (up to 4)	Direct group calling	Group call distribution	Group call pickup
Hospitality package	Hunt groups	Music-on-hold**	Night service
Transfer return to programmable extension	Voice mail support		

\* Caller ID name and number availability as offered by your local telephone company.

\*\* With customer-provided music source.

### Convenience/Administration

Automatic daylight savings time adjustment	Automatic line selection	Background music	Back-up/Restore (automatic/manual)
Back-up failure/Automatic backup failure alarm	Call park	Call pickup	Call waiting (single-line sets)
Central telephone programming	Dial mode (rotary or touch-tone)	Display (multilingual)	Extension name display
Hold/Exclusive hold/ Hold Reminder tone	Intercom auto dial	Line access restrictions	Line assignment (flexible)
Line pooling	Line ringing options	Personal lines	Privacy/Automatic extension privacy
Recall	Remote administration	Ringing line preference	Second attendant position
Speakerphone	System ID	System password	System release status
Transfer (manual/ one-touch/ring on)	Transfer return rings	Voice interrupt on busy with talkback	Volume control (handset/ speakerphone/ ringing)

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[Top of Page](#)

## Product Architecture

[Configurations](#)

[Module Capacities](#)

[System Batteries](#)

[PC Card Slots](#)

[System Capacity](#)

[Maximum Configurations](#)

Modular hardware design makes the PARTNER® Advanced Communications System easy to install and expand. The basic system consists of a PARTNER® Advanced Communications System processor module, which supports 3 lines and 8 extensions. You can add various optional devices and telephones to configure your system to meet your needs using these lines and extensions.

To expand the system to include more lines and extensions, simply attach additional modules and a carrier to contain them. The term "control unit" is used to refer to the stand-alone PARTNER® Advanced Communications System processor module (or to the carrier and the modules it contains).

## Configurations

The system can have one of three basic configurations, all of which must be wall mounted:

- Stand-alone PARTNER® Advanced Communications System processor module. This configuration does not use a carrier.
- 2-slot carrier, which can hold up to 2 modules. The PARTNER® Advanced Communications System processor module resides in the left-most slot.
- 5-slot carrier, which can hold up to 5 modules. The PARTNER® Advanced Communications System processor module resides in the center slot. In either carrier, one and only one of the modules must be a PARTNER® Advanced Communications System processor module. The modules slide into the carrier, which channels power to the system.

## Module Capacities

Module	Lines	Extensions
PARTNER® 308EC	3	8
PARTNER® 400EC	4	0
PARTNER Advanced CommunicationsSystem processor module	3	8

## System Batteries

The system uses two replaceable AAA-size standard alkaline batteries in the PARTNER® Advanced Communications System processor module to ensure that system and telephone programming settings are not lost in case of a power failure.

## PC Card Slots

The PARTNER® Advanced Communications System processor module has 2 PCMCIA (Personal Computer Memory Card International Association) interface slots. You can buy PC cards to use in these slots for back-up and restore of system feature settings, or to upgrade software features.

## System Capacity

The carrier you use and the combination of 308EC and 400EC modules installed determine the number of available lines and extensions. The system supports up to 15 lines and 40 extensions, or 31 lines and 8 extensions; however, these maximums cannot be achieved simultaneously.

## Maximum Configurations

Configuration	Maximum Lines	Maximum Extensions
Stand-Alone	PARTNER Advanced CommunicationsSystem processor module(3 lines, 8 extensions)	PARTNER Advanced CommunicationsSystem processor module(8 extensions, 3 lines)
2-slot carrier	One PARTNER Advanced CommunicationsSystem processor moduleOne 400 module(7 lines, 8 extensions)	One PARTNER Advanced CommunicationsSystem processor moduleOne 308 module(16 extensions, 6 lines)

5-slot carrier	One PARTNER Advanced Communications System processor module Three 400 modules One 1600 DSL module (31 lines, 8 extensions)	One PARTNER Advanced Communications System processor module Four 308 modules (40 extensions, 15 lines)
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[Top of Page](#)

## Components

### [Hardware Components](#)

#### Hardware Components

- Stand-alone PARTNER® Advanced Communications System processor
  - 3 CO lines
  - 8 ETR station ports
  - 2 PCMCIA card slots
  - Back-up and restore card
  - Connections for
    - Loudspeaker paging
    - Music-on-hold device
    - Contact closure adjunct
- 2-slot carrier
- 5-slot carrier
- 308EC expansion module
- 400EC expansion module
- 1600 digital subscriber line (DSL) module (currently available only in the U.S.)
- Contact closure adjunct
- Auto system answer/Direct extension dialing (ASA/DXD PC Card)
  - 012E expansion module
  - PARTNER® Messaging

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[Top of Page](#)

## Requirements

### [Connecting Industry-Standard Devices](#)

### [Installing Out-of-Building Equipment](#)

### Connecting Industry-Standard Devices

You can connect an industry-standard device such as a fax machine, modem, or answering machine so that it is on an extension by itself, or so that it shares an extension with another piece of equipment (either another standard device or a system phone) as long as the device meets the following conditions:

- It must be non-proprietary. That is, it cannot be made specifically for use on a particular telephone system and must be capable of being connected directly to the public telephone network
- Its Ringer Equivalency Number (REN) cannot be greater than 2.0.
  - REN is a measure of the power it takes to ring a phone
  - The REN is shown on a label on the device, usually on the bottom
- You can connect a standard 2-line device to the system, but for best results it should be installed and used as if it were a single-line device. For example, you can connect a system phone and an answering machine to the same extension.

## Installing Out-of-Building Equipment

You may wish to install a telephone outside of the building. For example, a phone for a night watchman who occupies a booth near the entrance to the property. If any wiring from the extension jacks leaves the building premises, you must install In-Range-Out-of-Building (IROB) protectors to prevent damage from lightning.

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[Top of Page](#)

## Technical Specifications

[Maximum system capacities](#)

[PARTNER® Advanced Communications System Processor Module](#)

[308EC Module](#)

[362EC Module](#)

[400EC Module](#)

[012E Module](#)

[1600 DSL Module](#)

[Extension Jack](#)

[Dimensions and Weights \(Approx.\)](#)

[Switch Fabric](#)

[Electrical Specifications](#)

[Processor Module Specifications](#)

[Extension Jack Specifications](#)

[Page Jack Specifications](#)

[Music-On-Hold Jack Specifications](#)

[Contact Closure Adjunct Jack Specifications](#)

[SMDR Output Format](#)

[Environmental Requirements: Control Unit](#)

[Electrical Requirements: Control Unit](#)

[Requirements for Out-of-Building Installations](#)

[Wiring](#)

[Safety Requirements](#)

[U.S.](#)

[Canada](#)

[Other](#)

### Maximum system capacities

- 31 lines
- 48 extensions

### **PARTNER® Advanced Communications System Processor Module**

- 3 modular loop start line ports with Caller ID capability
- 8 modular enhanced tip/ring (ETR) extension ports
- The first two provide power failure transfer to the first two lines
- 2 slots for PCMCIA cards
- 2 touch-tone receivers
- 1 music source port (RCA type)
- 1 modular loudspeaker paging port
- 1 modular SMDR port
- 1 modular jack to connect to an optional contact closure device

### **308EC Module**

- 3 modular loop start line ports with Caller ID capability
- 8 modular ETR extension ports
- 2 touch-tone receivers

### **362EC Module**

- 3 analog CO lines
- 6 ETR only station ports
- 2 full function ETR station ports with full tip/ring functionality

### **400EC Module**

- 4 modular loop start line ports with Caller ID capability
- 2 touch-tone receivers

## 012E Module

- 12 ETR station ports
- No power-failure transfer capability (no CO lines on 012E module)
- Supports 48 stations
- Supports full T/R capability along with ETR

## 1600 DSL Module

- SDSL capability
- Provide router functions, up to 16 voice channels
- PARTNER Advanced Communication System R4.0 will only support one 1600 DSL module and that module can only be used in slot 1 of a 5-slot carrier or in the expansion slot of a 2-slot carrier.
- No power failure transfer capability

## Extension Jack

- Maximum 2 devices per extension jack
  - can be a system phone plus a standard device or 2 standard devices
  - total Ringer Equivalency Number (REN) on jack not to exceed 2.0
- No more than 1 system phone per jack

## Dimensions and Weights (Approx.)

Processor module	11"(D) x 17"(H) 1.5"(W) or 27.9 x 43.2 x 3.8 cm	4.5 lbs or 2.0 kgs
308EC module	11"(D) x 17"(H) 1.5"(W) or 27.9 x 43.2 x 3.8 cm	4.0 lbs or 1.8 kgs
400EC module	11"(D) x 17"(H) 1.5"(W) or 27.9 x 43.2 x 3.8 cm	4.0 lbs or 1.8 kgs
1600 DSL module	11"(D) x 17"(H) 1.5"(W) or 27.9 x 43.2 x 3.8 cm	4.0 lbs or 1.8 kgs
2-slot carrier	2"(D) x 9.75"(H) 5.5"(W) or 5.1 x 24.8 x 14 cm	1.0 lbs or .46 kgs
5-slot carrier	12"(D) x 19"(H) 11"(W) or 30.5 x 27.9 x 14 cm	5.5 lbs or 2.5 kgs

## Switch Fabric

- Full digital, non-blocking

## Electrical Specifications

- 45 watts (154 BTUs/hr.) per PARTNER® Advanced Communications System processor module during normal power consumption
- 85 watts (290 BTUs/hr.) per PARTNER® Advanced Communications System processor module during maximum power consumption
- 10 watts (35 BTUs/hr.) per 400 module, normal and maximum power consumption
- 42 watts (147 BTUs/hr.) per 308 module, normal and maximum power consumption
- 16 watts (56 BTUs/hr.) per 1600 DSL module, normal and maximum power consumption
- 45 days to 6 months memory backup with 2 AAA-size standard alkaline batteries (IEC LR03)

### Processor Module Specifications

- 68306 16 Mhz processor
- 256 Kbyte RAM
- 512 Kbyte Flash ROM
- Custom VLSI DSP ASIC—16-bit, 52 MHz

### Extension Jack Specifications

- Ringing voltage: +5 VDC, -140 VDC peak to peak; trapezoidal wave shaping
- 35 to 38 Volt talk battery
- Ringing frequency: 20 Hz

### Page Jack Specifications

- Draws current on inner wire pair
- Provides paging contact closure on outer wire pair
- 600 Ohm impedance

### Music-On-Hold Jack Specifications

- Accepts 2 Volts at 50 Kohms maximum input
- 0-18 dB attenuation

### Contact Closure Adjunct Jack Specifications

- Operates up to 150 feet (45.72 meters) from control unit using 24 gauge solid conductor wire if 2 contact closure devices are used; up to 800 feet (243.84 meters) from control unit using 24 gauge solid conductor wire if 1 contact closure device is used
- Install the contact closure adjunct in the same building as the control unit; cannot be installed out-of-doors
- Has 3 terminals per contact closure, providing a normally open and normally closed function for each contact closure
- Maximum contact voltages and current
  - 30 VAC, 1 Amp
  - 50 VDC, 1 Amp

### SMDR Output Format

- 1200 baud
- 8 data bits
- XON/XOFF protocol
- Line feeds
- No parity
- 2 stop bits
- Carriage return

## Environmental Requirements: Control Unit

- Mount on a wall at least 2 feet (0.6 meters) from the floor (wall mounting required)
- Locate within 5 feet (1.5 meters) of the network interface jacks and a properly grounded electrical outlet not controlled by a switch, using supplied 7-foot (2.1 meter) cords
- Operating temperature of room: 32 to +104 F (0 to +40 C), not in direct sunlight
- Humidity 15% to 90% non-condensing
- For proper ventilation and easy replacement of modules, provide the following maximum clearance around the control units:
  - 5-slot carrier: 1 foot (0.3 meter) clearance at the top and sides, and 2 feet (0.6 meter) clearance at the front and bottom
  - 2-slot carrier or stand-alone PARTNER® Advanced Communications System processor module: 1 foot (0.3 meter) clearance at the front, top, and right side, and 2 feet (0.6 meter) clearance at the bottom and left side
- Locate in an area free of excess moisture, corrosive gases, dust, and chemicals

## Electrical Requirements: Control Unit

- U.S. and Canada: 90-130 VAC, 50-60 Hz, 3-prong outlet separate ground, separately fused at 15 Amps
- Other countries: 90-264 VAC (220 VAC fused at 10 Amps)
- Grounding to comply with Underwriters Laboratories (UL) 1459

## Requirements for Out-of-Building Installations

- Installation of a telephone or other standard (tip/ring) device in another building requires the following In-Range-Out-of-Building (IROB) protectors to protect the control unit and device from electrical surges:
  - System phone: 2 IROB protectors
  - Standard phone: 1 IROB protector plus 1 carbon block protector
- Installation of a contact closure adjunct controlled device outside the building requires a surge protector to protect the control unit from electrical surges.

## Wiring

System phones: At least 2-pair (4-wire) star ("home run" not "loop") Other standard telecommunications equipment: 1-pair (2 wire) mounting cords Bridging adapter: 267F2 Range: 1000 feet (305 meters) for system phones; 3,000 feet (915 meters) for standard devices

## Safety Requirements

- U.S.: Meets UL 1459 Issue 2
- Canada: Meets CSA C22.2.225
- All other countries: Meets IEC950 Second Edition and EN60950 Second Edition

## U.S.

- FCC Part 68 approval
- FCC registration number (U.S.) See the label on the side of the control unit
- PCC Part 15 approval
  - Class A: 5-slot configuration; 2-slot configuration with PARTNER® Messaging
  - Class B: PARTNER® Advanced Communications System stand-alone configuration; 2-slot configuration with 308EC, 400EC, and PARTNER® Advanced Communications System processor modules
- REN (outside line jack): 0.9A per line jack
- Jack type: RJ11C
- Loop start lines

## Canada

- IC CP01, Issue 7
- IC registration number (Canada): See the label on the side of the control unit
- IC CS03, Issues 6 & 7
- Load Number = 7
- Loop start lines

## Other

- For all other countries, please contact relevant jurisdiction authorities

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[Top of Page](#)

## Options

[Applications](#)

[PARTNER® Messaging](#)

[Avaya™ Web Communications Server](#)

[Call Accounting Products](#)

[Remote Administration Software](#)

[Partner Reporter](#)

[TransTalk® MDW 9040 Digital Wireless System](#)

[Multi-Tech Voice over IP Gateway](#)

[Add-Ons](#)

[Symmetric digital subscriber line \(SDSL\) Interface Card](#)

[Accessories](#)[Doorphone](#)[Audio coupler](#)[Digital messaging systems](#)[Magic-On-Hold System](#)[Paging equipment](#)[Surge protectors](#)[Uninterruptible Power Supply \(UPS\) systems](#)[In-Range-Out-of-Building \(IROB\) protector](#)[267F2 Bridging Adapter](#)[267C Line Adapter](#)[355A/355AF Adapter](#)[Electro-Magnetic Interference \(EMI\) Filter](#)[Off-Premises Range Extenders \(OPRE\)](#)[Alerting devices \(horns, bells, chimes, strobes\)](#)[Cordless phones](#)[Specialty handsets \(K-style\)](#)[TTY terminal for the hearing impaired](#)[Headsets](#)[Speakerphones](#)[Fax machines](#)[Answering machines](#)

## Applications

PARTNER® Voice Messaging PARTNER Voice Messaging Release 3.0 (PVM R3) is a voice messaging system contained on a PC card. Continuing investment in the PARTNER system, it meets market demand for inexpensive, simple messaging in a configuration up to 12 mailboxes.

## PARTNER® Messaging

PARTNER Messaging appeals to price-conscious customers with basic to moderately sophisticated voice messaging needs. PARTNER Messaging R1 will benefit growing small businesses with eight or more telephone sets and is compatible with PARTNER® Plus (Release 3.1 and greater), PARTNER® II (Releases 3.1 and greater) systems, and PARTNER® Advanced Communications System (Release 1 and greater) systems. Customers who have PARTNER Voice Messaging (PVM) or PARTNER® Mail VS and need more ports or automated attendants with sub-menus are good candidates for PARTNER Messaging.

## Avaya™ Web Communications Server

The Avaya Web Communications Server provides enhanced messaging through a single PC mailbox for voice mail and e-mail retrieval. Now voice mail calls can be saved like e-mail, a key for lawyers, collection agencies, and any business that receives orders via voice mail. The Avaya Web Communications Server allows you to establish and host a Web site, extending your market reach, while increasing your sales with secure e-commerce transactions.

### **Call Accounting Products**

A variety of call accounting products—from stand-alone units to PC-based software—can be used in conjunction with the SMDR feature of PARTNER® Advanced Communications System to measure and control telecommunications performance and expenses.

### **Remote Administration Software**

Provides the ability to administer a PARTNER® Advanced Communications System remotely using a Windows-based software application. Works in conjunction with the built-in PARTNER Remote Access PCMCIA card. Remote administration software requires a PC and modem at the remote site.

### **Partner Reporter**

Windows-based PC software for evaluating and tracking your calls.

### **TransTalk® MDW 9040 Digital Wireless System**

Provides single- or dual-zone mobility applications that works in place of a wired telephone set, giving you anytime, any where access to incoming or outgoing calls. TransTalk telephones offer all the standard features of desktop telephones.

### **Multi-Tech Voice over IP Gateway**

An external module that can be used to connect a PARTNER® Advanced Communications System to the Internet or IP data network to provide Voice over IP.

### **Add-Ons**

Auto System Answer (ASA)/Direct Extension Dialing (DXD)  
These two features are available together on an optional PCMCIA card. DXD permits outside callers to call the PARTNER® Advanced Communications System and dial an extension number or extension hunt group, without a receptionist. Callers hear a customer-recorded message of up to 40 seconds in length prompting them to enter an extension number. DXD can answer up to 3 calls simultaneously on those lines programmed for the feature. ASA provides new solutions for customers with inbound call routing needs. ASA answers incoming calls and plays a recorded message. After the message is played, ASA can be programmed to: put callers on hold; disconnect them; or alert all stations.

### **Symmetric digital subscriber line (SDSL) Interface Card**

The 1600 DSL module allows PARTNER® Advanced Communications System to support SDSL service, enabling advanced voice and data features such as: direct connection to a corporate LAN/WAN or data network; Voice over DSL (VoDSL) service; high-speed access to the Internet, intranet, or extranet; and high-speed uploads and downloads (up to 2 Mbps).

## Accessories

**Contact closure devices** The contact closure adjunct plugs into the contact closure jack on the PARTNER® Advanced Communications System module. The adjunct supports up to 2 customer installable devices from a user's extension—for example, an electronic door lock.

## Doorphone

Doorphones are used to provide security at unmanned entrances to your business. When a user presses a doorphone button, designated extensions are alerted. Two-way conversation is possible between a user at a doorphone extension and the person waiting at the door. The door can be opened remotely if a contact closure device is installed.

## Audio coupler

For call centers that want to record conversations for quality control or agent training.

## Digital messaging systems

Broadcasts pre-recorded messages to callers.

## Magic-On-Hold System

A digital playback device can be used to record music, information, or advertisements that can be played to callers on hold.

## Paging equipment

Allows you to broadcast a message over a large area. Paging equipment includes controllers, microphones, amplifiers, speakers, and wiring.

## Surge protectors

Required when installing a contact closure device outside the building to protect the control unit from electrical surges.

## Uninterruptible Power Supply (UPS) systems

Provides back-up power to the system in the event of an outage.

## In-Range-Out-of-Building (IROB) protector

Required when installing extensions in another building from the control unit.

## 267F2 Bridging Adapter

Connects two devices to the same extension

## 267C Line Adapter

Splits two outside lines from an RJ-14 network interface jack, so that each line has its own modular plug.

## 355A/355AF Adapter

Connects a call reporting device to the PARTNER® Advanced Communications System processor module.

## Electro-Magnetic Interference (EMI) Filter

Allows you to block noise generated by a variety of other electronic equipment in the vicinity.

## Off-Premises Range Extenders (OPRE)

Allows you to connect a standard touch-tone telephone beyond 3000 feet (915 meters).

## Alerting devices (horns, bells, chimes, strobes)

Helps make users aware of incoming calls. For example, you can use an audible alert (chime, horn, or bell) in a noisy area like a factory.

## Cordless phones

Provide mobility within the office.

## Specialty handsets (K-style)

Designed for those individuals who need greater functionality than that provided by the handsets of the PARTNER® Advanced Communications System phones or standard telephones. For example, an amplified handset for the hard-of-hearing.

## TTY terminal for the hearing impaired

Specialized telephone with amplification, TTY, VCO, speed dialing, and auto-answer capability.

## Headsets

Allows users to conduct hands-free conversations.

## Speakerphones

Provides hands-free, two-way conversations without lifting the handset.

## Fax machines

Fax machines can be connected to the Partner ACS via a standard tip/ring port or a line port.

## Answering machines

Answering devices can be connected to the Partner ACS ensuring that you never miss a call when you're not available.

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[Top of Page](#)

## Release History

[Release 5.0](#)

[Release 4.0](#)

[Release 3.0](#)

## [Release 2.0](#)

## [Release 1.0](#)

## **Release 5.0**

The primary enhancements in Release 5.0 include:

- PARTNER® Endeavor 362EC Module can now be used in Release 5.0. The module will still function in the same manner, thus providing 3 analog CO lines, 6 ETR only station ports, and 2 full function ETR station ports with full tip/ring functionality.
- New 012E module that provides additional station capacity. The addition of this new module in the product line allows PARTNER ACS to now support 48 ETR stations.
- Remote administration functionality enhancements

## **Release 4.0**

The primary enhancements in Release 4.0 included:

- Connection to local area networks (LANs)/wide area networks (WANs)
- Corporate backbone, or multi-tenant hub, for sharing of data and voice over twisted-pair copper phone lines
- Business-ready symmetric digital subscriber line (SDSL) with "always-on" Internet connectivity and file uploads/downloads at up to 2 Mbps
- Voice over DSL (VoDSL) with the capacity of 16 simultaneous phone conversations
- Standard Caller ID providing both caller's name and number

## **Release 3.0**

The primary enhancements in Release 3.0 included:

- Remote Access PC card
- Unique line ringing
- Fax tone detection
- Call screening
- Direct extension dialing (DXD) transfer to calling group
- Enhanced programming procedures
- Record-a-call
- Remote administration and diagnostics
- Automatic Daylight Savings/Standard times
- Improved emergency numbers/forced account code information

## **Release 2.0**

The primary enhancements in Release 2.0 included:

- Increased line/extension capacity
- Caller ID logging
- Auto callback of logged calls
- Auto System Answer (ASA)/Direct Extension Dialing (DXD) card
- 308EC line/station module
- Line pooling
- Call coverage
- SMDR talk time output

## Release 1.0

This was the first release of the PARTNER® Advanced Communications System.

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[Top of Page](#)

## Manufacturing Information

The PARTNER® Advanced Communications System is manufactured to Avaya Laboratories specifications by Celestica.

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[Top of Page](#)

## Country Availability

The PARTNER® Advanced Communications System is currently available in the following countries. Please contact your local Avaya representative or Authorized BusinessPartner to determine availability and delivery intervals if your desired location is not listed here.

North America	Europe/Middle East/Africa (EMEA)	Asia/Pacific (APAC)	Caribbean and Latin America (CALA)
Canada	Austria	Australia	Argentina
United States	Azerbaijan	Brunei	Bahamas
	Bahrain	China	Bermuda
	Belgium	Hong Kong	Bolivia
	Byelorussia	Indonesia	Chile
	Egypt	Philippines	Colombia
	Jordan	Singapore	Costa Rica
	Kazakhstan	Taiwan	Dominican Republic
	Kenya	Thailand	Ecuador
	Lebanon	Vietnam	El Salvador
	Mauritius		Guatemala
	Morocco		Honduras
	Nigeria		Jamaica
	Oman		Mexico
	Republic of South Africa		Nicaragua
	Russia		Panama
	Saudi Arabia		Paraguay
	Tanzania		Peru
	Uganda		Puerto Rico
	Ukraine		Trinidad
	United Arab Emirates		Uruguay
	Uzbekistan		Venezuela
	Yemen		U.S. Virgin Islands

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[Top of Page](#)



[Home](#) [Site Map](#)

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