

# AVAYA

INTELLIGENT COMMUNICATIONS

## PARTNER<sup>®</sup> ACS R8

Pro2call Communication, LLC.

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# PARTNER FACTS:



- ✓ PARTNER was first introduced to the market in 1990
- ✓ PARTNER ACS was introduced to the market in 1997, and won Teleconnect's "Product of the Year".
- ✓ Partner ACS continues to be the top selling key system in the USA within the 2 to 20 station size.
- ✓ There are over 1.3M Partner systems sold to small and mid-size businesses worldwide.
- ✓ There are over 14M PARTNER "ETR" telephones sold since inception
- ✓ System of choice for US Post Office, William-Sonoma, GAP, PF Chang, Hertz, others

# PARTNER ACS R8

## • Enhanced System Features

### – Caller ID to Analog Devices

- Allows you to use Industry Standard devices (wireless handsets or headsets, single line sets) or DevConnect products (ex. EnGenius Wireless)



### – Network Clock Synchronization

- Keeps system time accurate (ex. Daylight Savings Time)
- Reduces service and trouble call-in's

### – Name and Extension Display

- Quickly and accurately locate extensions
- More professional look



### – Modified Caller ID Logs Indication

- Substitutes "!" for "Calls" in the display, which overwrote the name and extension information.

# PARTNER ACS R8

## • End User Enhancements

### – Absent Text Messaging w/Inspect

- Shows when you are out of office or away from desk
- Can be inspected at receptionist telephone
- Improves productivity by knowing status of associates

### – Hot Keypad Dialing

- Eliminates needs to pickup handset or turn on speakerphone
- Convenience – just start dialing from the keypad

### – Message Alert Notification

- Visual indication of new messages in a users mailbox
- Saves time – 1 touch of a button shows you who has new messages waiting for them



# PARTNER ACS R8

## ● Customer Contact Enhancements

### – Personalized Station Ringing

- Differentiates which users telephone is ringing
- Perfect for calling groups or hunt groups
- Quicker response to important customers

### – Integrated SMDI

- Eliminates expense for optional PCMCIA card
- Supports 3<sup>rd</sup> party applications such as Telcomp's "Pickups" (screen pop app for PARTNER)
- Encourages other 3<sup>rd</sup> party apps to be developed

# PARTNER ACS R8

## • SIP Trunking Support

- Support for 3<sup>rd</sup> party gateway devices, for example:
  - MultiTech VoIP FX gateway
  - Adtran 908, 924 gateways
  - AudioCode gateway
  - Mediatrix gateway
- SIP lines terminate into the PARTNER ACS CO line ports as loop start lines
- Provides support for lower networking costs



# PARTNER ACS R8

## ● Serviceability Improvements

- Automatic ACS R6 / R7 to R8 Translation Conversion
  - Eliminates reprogramming time and expenses if processor is replaced
  - Simplifies upgrade / migrations
- Remote Software Upgrades via PC Administration
  - Reduces upgrade time and expenses
  - Eliminates need to purchase PCMCIA cards and extra software

# PARTNER ACS R8

## ● Investment Protection

- Software Upgradeability from any ACS R7
- Reuse existing ACS telephones, Expansion Modules, Voice Mail

