

# AVAYA

## **PARTNER®** Advanced Communications System

Simply powerful. Powerfully simple.



## Who Is Avaya?

- Took over PBX/Phone systems from Lucent & AT&T
- A leading provider of communications systems and software for enterprises
- Number 1 globally in voice messaging, unified communications and unified messaging
- 1M voice mailboxes in use every day
- Over 1.2M business customers in 90+ countries
- Market share leader of current installed systems in the small/midsize business sector



## **PARTNER® ACS**

The Power Your Growing Business Needs

- A telephone system with a robust set of standard business telephony features
- Converged data, voice and Internet communications
- Messaging options balance power with economy
- Analog or fractional T1 support with DID

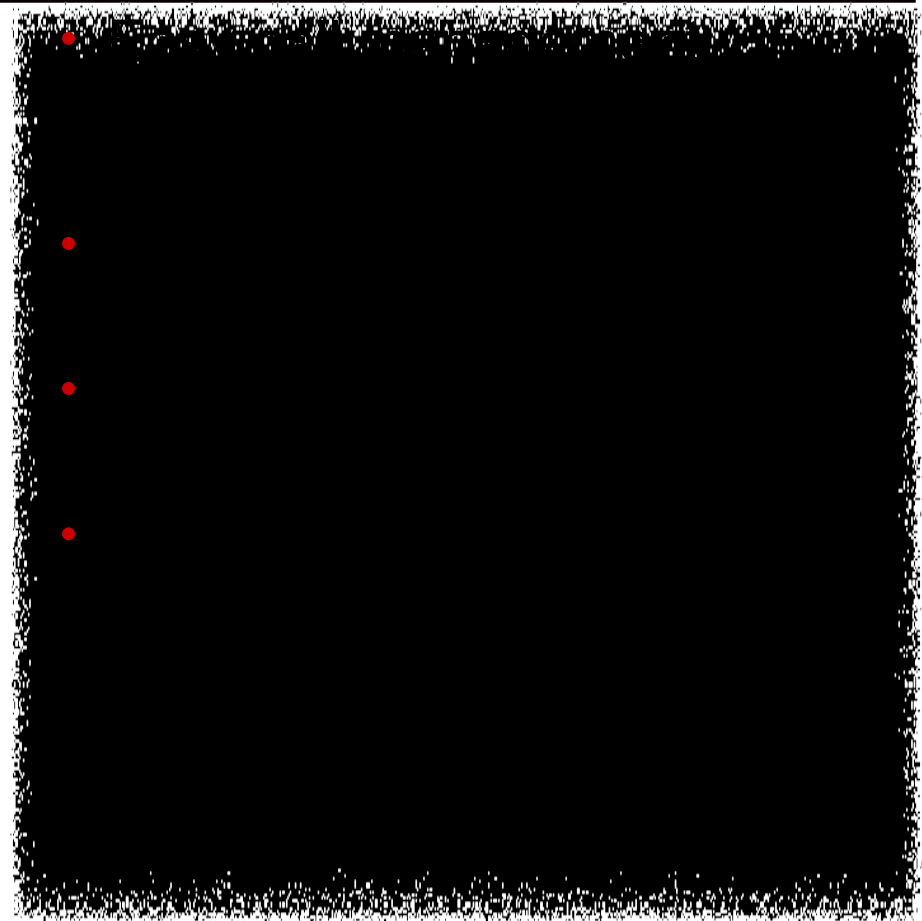
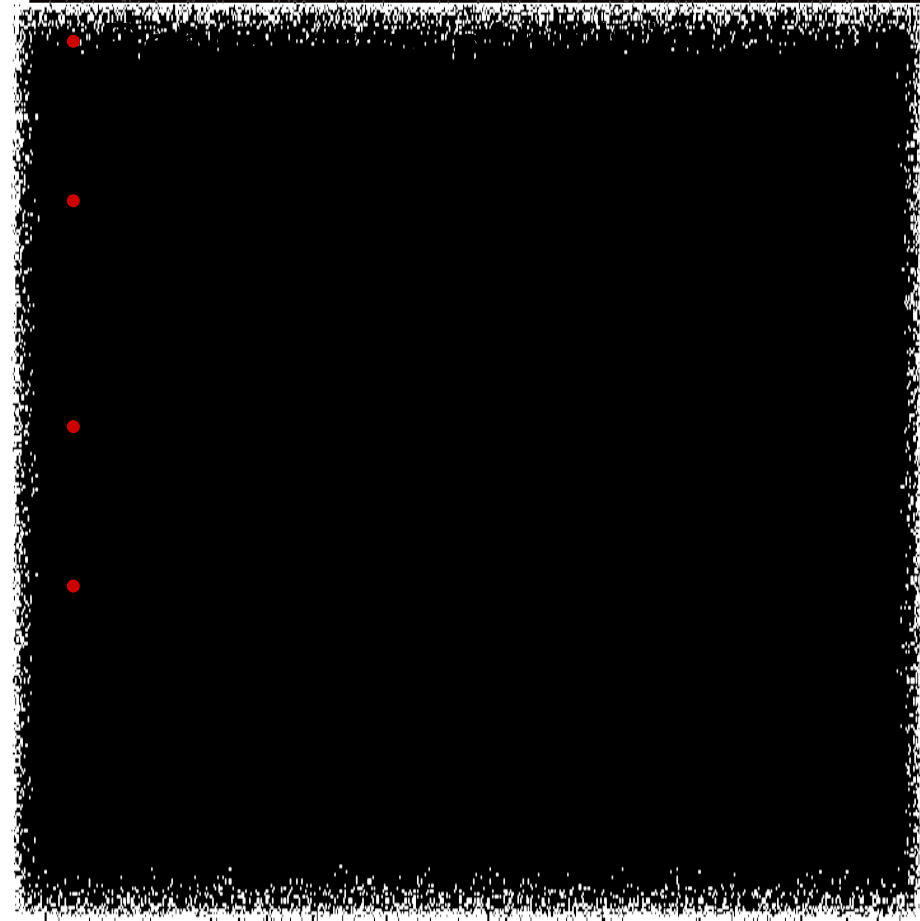
Simply powerful. Powerfully simple.



## Why PARTNER<sup>®</sup> ACS?

SIMPLY POWERFUL

POWERFULLY SIMPLE



## PARTNER® ACS Is Unique

- **Business-proven solution** (over 1.3 million sold)  
...offers value and reliability
- **Built-in calling features**  
(Caller ID, Conferencing, DID, Auto Attendant)  
...that other systems don't have or charge extra for
- **Grow your business** (up to 48 extensions)  
...without outgrowing your system
- **Choose from a wide array of phones**  
...display, wireless, attendant consoles
- **A powerful system**  
...that's refreshingly simple



## What the PARTNER® System Can Do For Your Business



**Simplify**

**Many standard features**

**Serve your customers**

**Built-in features for customer service**

**Work smarter**

**Powerful messaging ... Unified voice and e-mail**

**Control costs**

**Data/voice over T1 lines ... Call accounting**

**Stay in touch**

**Remote Call Forwarding... Wireless... *Cell Phone Connect***

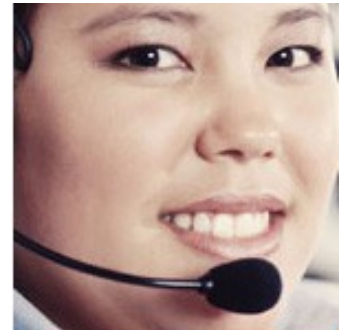
## PARTNER® ACS – Keeping It Simple

- **Easy call management**  
Red and green indicator lights, backlit displays, Caller ID name and number
- **Easy wired, wireless and messaging connections**  
Full-featured wireless phones, simultaneous external ringing, remote access to voicemail and e-mail
- **Easy system growth**  
Plug-in cards for upgrades and applications
- **Easy to add accessories**  
Enhanced tip/ring connectivity
- **Easy to administer**  
Easy administration through simple telephone commands, remote configuration via any PC
- **Easy to backup and restore**  
PCMCIA card automatically performs backups and can be duplicated for security purposes



## PARTNER<sup>®</sup> ACS Capabilities

- **T1 connections**
  - Get more for less by consolidating analog and digital lines—voice, data, fax and Internet—over one connection
- **Customer service**
  - Auto Attendant and Direct Inward Dialing
  - Application Processor Interface (API) for Screen Pops
  - Access to a host of applications/database for managing customer relationships
- **Powerful messaging options**
  - Simplify and expedite communications; manage voicemail and e-mail in one mailbox
- **Mobility solutions**
  - Have calls reach you whether away from your desk, out of the office or after hours



## How Good Is Your Customer Service?



### Personalization

- Can you recognize your top customers when they call?
- Is it easy for them to get to the right department?

### Convenience

- Are you easy to do business with?
- Are phone transactions fast and efficient? Would they be with an Auto Attendant?

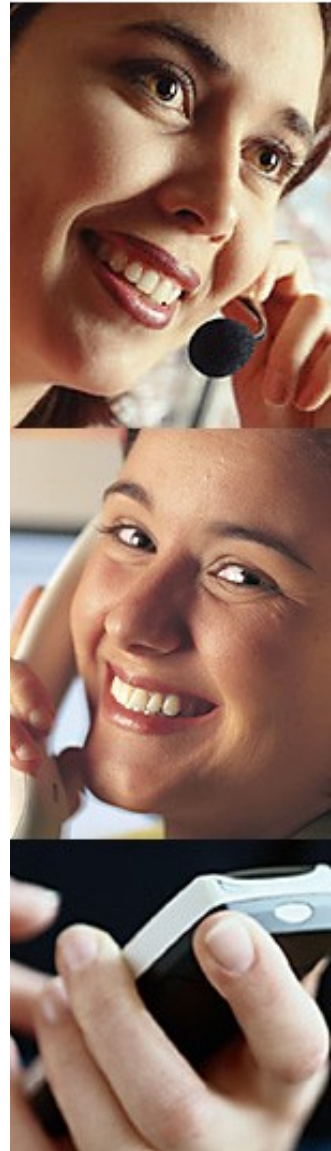
### Availability

- Do you have 24/7 messaging and forwarding capabilities?
- Can you be reached anywhere on your premises?

## Deliver the Customer Experience That Helps Your Business Grow

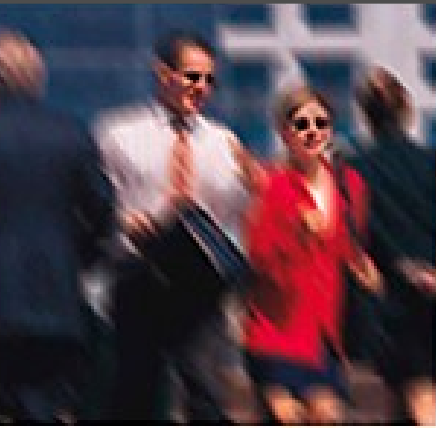
The PARTNER<sup>®</sup> system helps you

- Be available 24/7—Messaging, Auto Attendant
- Recognize every caller—Caller ID, Missed Call Log, Computer Telephone Integration, Database Linking
- Handle every call the right way—Call Routing, Hunt Groups
- Support your receptionist—Call coverage, Direct Inward Dial



## Messaging—Streamlining the Flow of Information

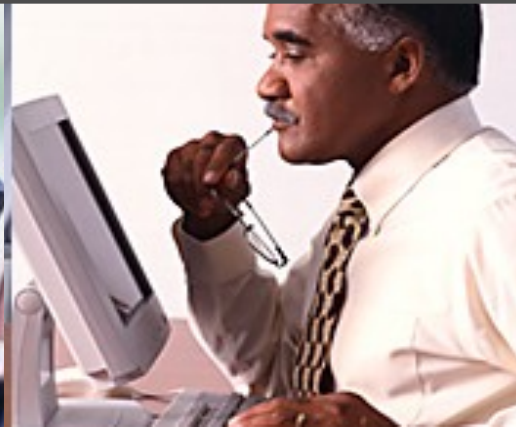
Save time and money with powerful messaging capabilities



Special capabilities for cell phone users



24-hour call coverage



Voicemail/e-mail integration with one system



Flexible message management

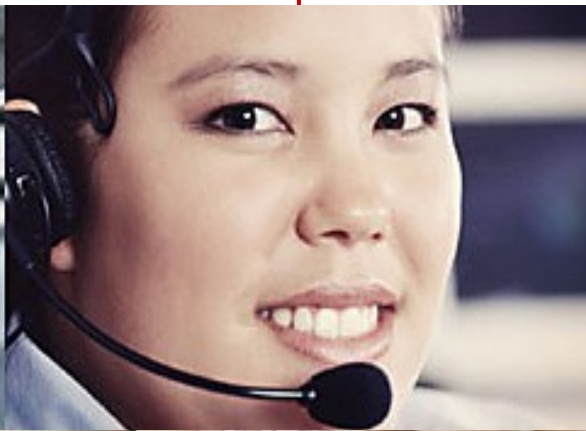
## The PARTNER<sup>®</sup> System Delivers Options

## Messaging

Auto Attendant  
— for flexible call  
handling

Message  
reviewing  
options

Call  
answering  
options

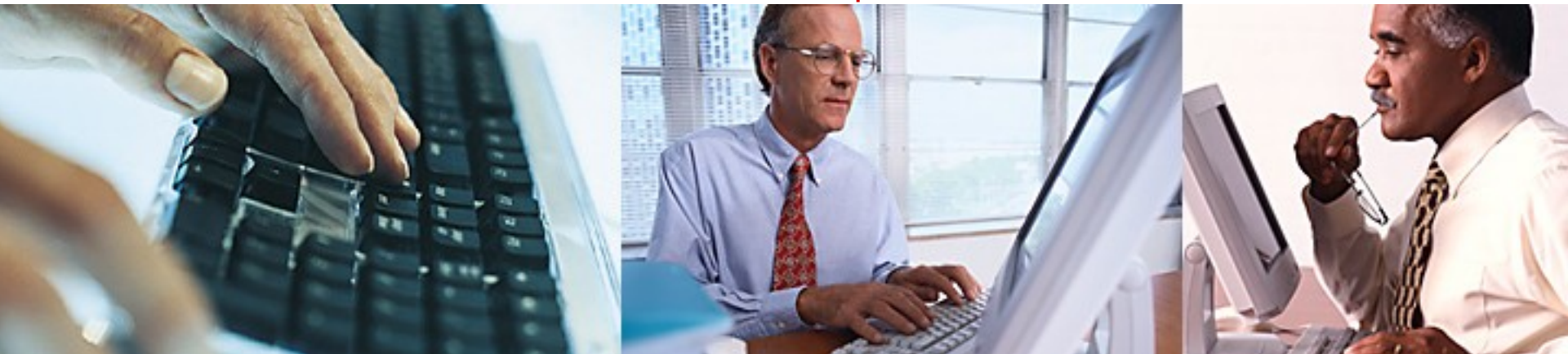


## Manage Voicemail and e-mail Together

See all your  
messages  
together

Save and forward  
messages like  
e-mail

Works with your  
existing e-mail  
server



## Two Messaging Options

... plenty of extra features

### PARTNER® Voice Messaging

- 2 ports, 12 mailboxes

### PARTNER® Messaging

- Up to 6 ports, 200 mailboxes



# Simplifying Message Retrieval for Cell Phone Users

- Scan the content of new messages with minimal key strokes
- Return automatically to last message heard if connection is dropped
- Change order in which messages are heard, easy back-up and replay, speed up or slow down



## Cell Phone Connect: Have Calls Delivered to Your Cell Phone . . . or another location

- Calls ring simultaneously at your desk phone and cell phone (or any other phone)
- Pick up the call on your cell phone. . . Drop it and pick up on your desk phone without interruption
- Calls not answered at either location go to messaging or coverage (e.g., receptionist)



## A Selection of Telephones

PARTNER® ACS offers a complete and versatile portfolio of telephones, with:

- Built-in speakerphone and intercom
- Backlit display telephones
- Call Hold and Transfer
- Message waiting notification and retrieval
- Call status indication via LEDs
- Caller name and number display



## The PARTNER® System – Wired and Wireless Phones

### PARTNER ACS Phones



PARTNER DSS  
Console



**Avaya 3910  
Wireless Phones**

## Mobility with PARTNER<sup>®</sup> ACS

- Wireless Telephony
- Paging
- Cell Phone Connect
- Remote Call Forwarding
- Multimedia Messaging Solutions



## Take Advantage of T1

- Consolidate multiple lines on one connection
- Handle voice/data/Internet on one line
- Lower costs
- Fractional T1 – up to 16 lines
- Direct Inward Dialing support – calls ring in directly to the right person



## Controlling Costs with PARTNER® ACS

- Dual Station Ports

- Easily plug in telephones, fax machines, answering machines, modems, credit card scanners and other devices

- Call Accounting

- Measure and control telephone expenses
- Monitor calling patterns, phone use and toll charges
- Detect toll fraud



## Why PARTNER<sup>®</sup> ACS?

**Remote  
administration**

**Support  
for  
T1**

**Support for  
Screen Pops**

**Unified  
Messaging**

**Reliable  
operation**



**Standard  
features**

**Mobility**

**Customer  
service**

**Powerful  
attendant**

**Caller ID**

## Why PARTNER<sup>®</sup> ACS?

PARTNER ACS

The Competition

