

PARTNER PROGRAMMING BASICS:

Administrative programming is performed from extension 10 or 11. Individual sets can program their personal buttons with features such as automatic intercom dialing, redial, etc. The user's guide contains a list of features most commonly added to individual phones.

To enter programming from any phone, press the Feature button (located above the speaker button on the bottom left-hand side of the phone) and then zero on the keypad 2 times. All of the lights will flash green, reminding the user that you are in programming mode. Pressing "feature" and then zero twice again restores the phone to its normal operating mode. If you are at extension 10 or 11, and wish to do administrative programming, press Feature/0/0/left intercom/left intercom. Your display will say "system programming" or something similar, depending on the release of programming you are using.

Common Programming Items:

1. Correcting System Time and/or Data

This must be done from extension 10 or 11. Press Feature/0/0/left intercom/left intercom/right intercom, and then dial the following:

The pound key (#), then 101 – System Date (MMYYDD format) or

The pound key (#), then 102 – System Day (only needed on older systems, Sunday is day 1) or

The pound key (#), then 103 – System Time (HHMM 24-hour military format)

2. Turning line ringing on/off at specific stations (must also be done from extension 10 or 11)

Press Feature/0/0/left intercom/left intercom/right intercom, and then enter the extension number of the phone you wish to change the ringers on. Press the line buttons individually until they are in the mode you wish. A solid green light indicates the line will ring immediately, and a slow flash indicates a delayed ring (the line will begin ringing in approximately 20 seconds if it hasn't been answered – good for backup answering positions) and a winking green light indicates the line will not ring at all. If you need to program additional extensions, press the right intercom button and the display will prompt you to enter the next extension number.

3. Adding buttons to your phone so you can tell when a co-worker is on the phone, and call them or transfer a call to them with the touch of a button

Press Feature/0/0, and then select an available button. Press the left intercom button, and then dial the number of the extension you are adding to your phone. Your display should read "intercom xx"; if you would like to voice announce on calls to this extension, press * before the extension number while in programming mode (Feature/0/0/left intercom/blank button/*/xx.)

4. Add an outside auto dial button to your phone

Press Feature/0/0, and then select an available button. Dial the number you wish to auto dial.

5. Adding a "Transfer to Voice Mail" button to your phone (allows you to transfer in incoming caller into a co-workers voice mail without having the phone ring first at their desk)

Press Feature/0/0, and then select an available button. Press Feature and dial 14.

6. Removing programming from a button

Press Feature/0/0, press the button you would like to delete programming from, and push the MIC/HFAI button located above the speaker button on the lower left-hand side of the phone.

NOTE: If you review the user's guides for programming instructions, they will refer to different names for some of the buttons, such as "system program" and "central tel program". These names correspond with an overlay that you place over the phone while in programming mode to make the steps easier to follow. Print the appropriate .pdf file for a telephone-sized overlay for the Partner 18D and Partner 34D, which are the most commonly used programming phones. If you have an older MLS-style phone, the diagrams are available in the Feature Reference Manual, which is provided as a .pdf file.