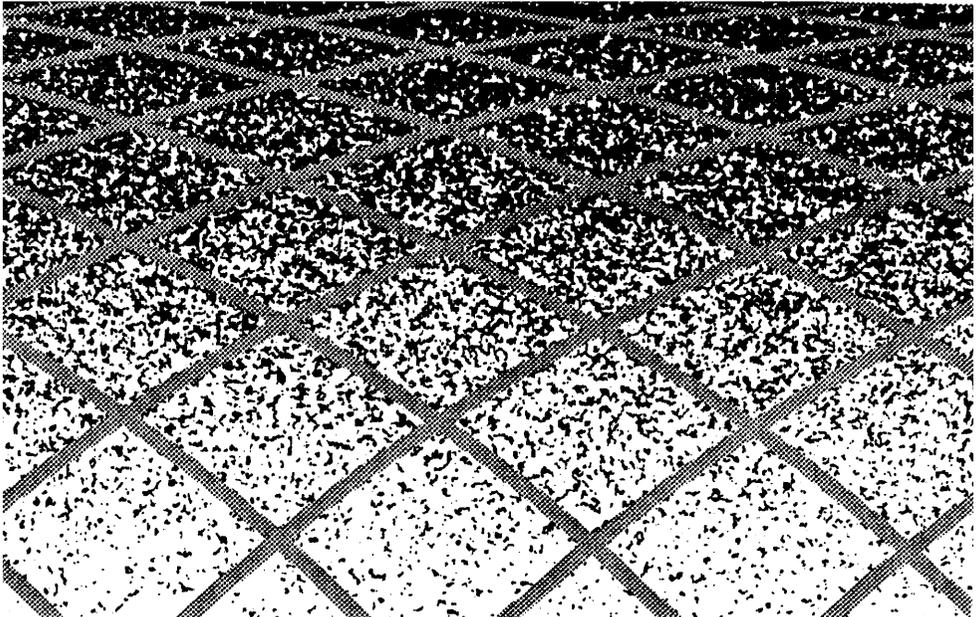




PARTNER[®]
Communications System
Remote Administration Unit
Installation and Use



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Security

As a customer of new telecommunications equipment you should be aware of the significant and growing problem of theft of long distance services by third parties, known commonly as "toll fraud." It is particularly important that you understand and take appropriate steps to deal with this crime because under applicable tariffs, you will be responsible for payment of associated toll charges. AT&T cannot be responsible for such charges and will not make any allowance or give any credit resulting from toll fraud.

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How to Use This Guide

This guide explains how to set up and use remote administration, which allows programming of a PARTNER®, PARTNER Plus, or PARTNER II Communications System from a remote location. Remote administration requires installation of Remote Administration Units (RAUs) at the site to be administered (the local site) and the remote location. RAUs are intended for system programming purposes only.

The guide is divided into three chapters, as follows:

- Chapter 1 is intended for the individual who will install the Remote Administration Units at the local site and the remote location.
- Chapter 2 is intended for the user at the local site who permits remote administration. This person does not perform remote programming, but performs a simple procedure to allow a remote system manager or Service Center associate to administer the system.
- Chapter 3 is intended for the remote system manager and Service Center associate. This section explains how to perform remote programming.

Terminology

Throughout this guide, the following terminology is used:

- *system* refers to a PARTNER, PARTNER Plus, or PARTNER II Communications System.
- *system phones* refer to the telephones specifically designed to work with the system, namely the MLS-34D®, MLS-18D®, MLS-12D®, MLS-12®, MLS-6® and MLC-6 telephones.
- *standard phones* refer to industry-standard telephones, which also can be used with the system.

Additional Documentation

In addition to this guide, you may need the *Programming and Use* guide for the specific release of the system with which you are working. For example, if you are performing remote programming for a site where Release 3 of the PARTNER II system is installed, you would refer to the *PARTNER II Communications System Release 3 Programming and Use* guide for specific programming instructions.

Installing the Remote Administration Unit

1

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Installing the Remote Administration Unit

1

This section explains how to install a Remote Administration Unit (RAU) at the local site and the remote location. Read this section if you are the person who will install the RAU.

RAUs allow a remote system manager or Service Center associate (an AT&T employee or Authorized Distributor) to perform remote programming on a PARTNER, PARTNER Plus, or PARTNER II Communications System. For remote administration, one RAU must be installed at the site to be administered (the local site). The remote location also requires an RAU. An RAU at the remote location can administer one local site at a time. Therefore, a Service Center may have more than one RAU to allow multiple associates to perform remote administration at the same time.

Throughout the remainder of this chapter, *remote system manager* refers to the remote system manager or Service Center associate and *remote location* refers to the Service Center or other remote location.

Before You Begin

Be sure the RAU package contains the following components:

- 1 Remote Administration Unit
- 1 mounting plate with plastic wall anchors, screws, and double-sided adhesive
- 2 2-pair telephone line cords
- 1 power supply
- 1 power supply cord with modular connectors

Installing an RAU at the Local Site

For remote administration, the phone used for system programming (typically extension 10) must be connected to the RAU instead of being connected directly to the control unit. During remote administration, this phone is unavailable to make or answer calls. If the system allows system programming from extension 11, the RAU may be connected to extension 11 to allow uninterrupted use of extension 10 during remote administration.

Selecting a Location for the RAU

The RAU may be placed on a desk or mounted on a wall near the control unit. When selecting a location, keep the following in mind:

- Do not place the RAU on top of the system control unit or modules.
- The RAU should be within 1.8 m (6 feet) of the control unit and an electrical outlet.

- If placing the RAU on a desk or table, be sure the surface is stable.
- Keep the cords out of the way to prevent anyone from tripping over them.

If you are not wall mounting the RAU, continue with “Connecting the RAU” on page 1-6.

Wall Mounting the RAU

1. Unpack the RAU and the mounting plate.
2. Select a location for the RAU not more than 1.8 m (6 feet) from an electrical outlet and not more than 1.8 m (6 feet) from the control unit.
3. Hold the mounting plate level against the wall, and mark the holes (see Figure 1).

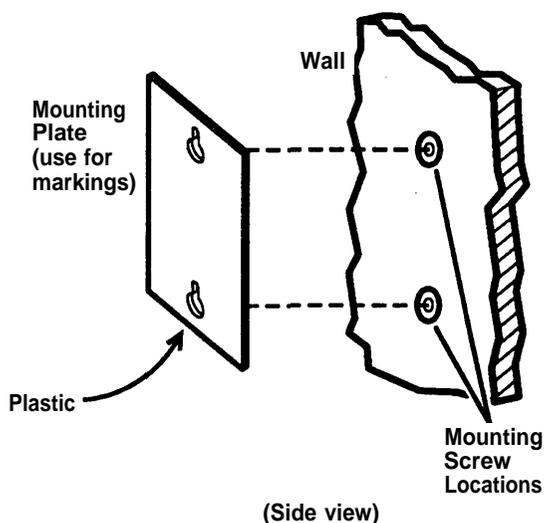


Figure 1. Marking the Wall Mount Holes

4. Drill a hole 4.7 mm (3/16 inch) in diameter through each of the marks on the wall.
5. Insert one of the plastic wall anchors into each of the holes (see Figure 2 A and B).

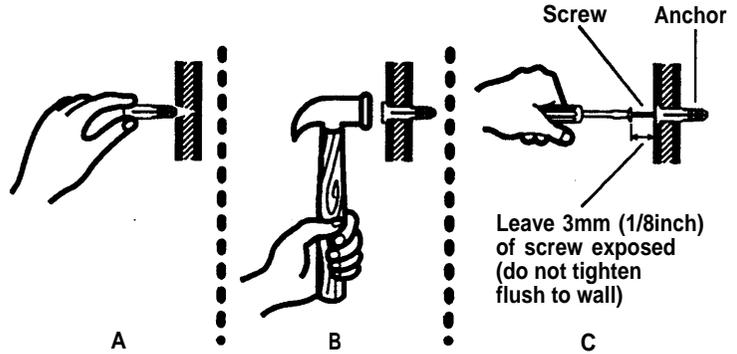


Figure 2. Inserting Anchors and Screws

6. Insert and thread the screws into the wall anchors, leaving sufficient room to mount the wall plate. *Do not tighten the screws flush to the wall* (see Figure 2 C).

7. Place the mounting plate on the screws (see Figure 3).

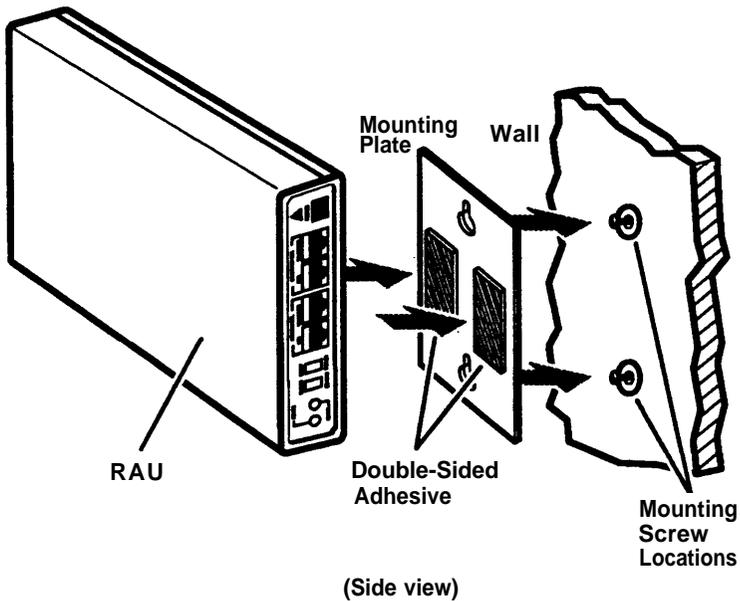


Figure 3. Attaching the RAU and Mounting Plate with Adhesive

8. Attach the double-sided adhesive to the mounting plate (see Figure 3).
9. Hold the RAU so that the panel with the lights and jacks is easily visible. Then press the RAU against the double-sided adhesive on the mounting plate (see Figure 3).
10. Continue with "Connecting the RAU."

Connecting the RAU

After wall mounting the RAU or placing it on a desk, do the following steps using Figure 4 as a guide:

1. Plug one of the 2-pair line cords into the system programming extension jack on the control unit. As noted previously, this can be extension 10 or extension 11 (if the system allows programming from extension 11).
2. Plug the other end of the line cord into the leftmost RAU jack labeled PRIMARY EXT. LINE (see Figure 4).

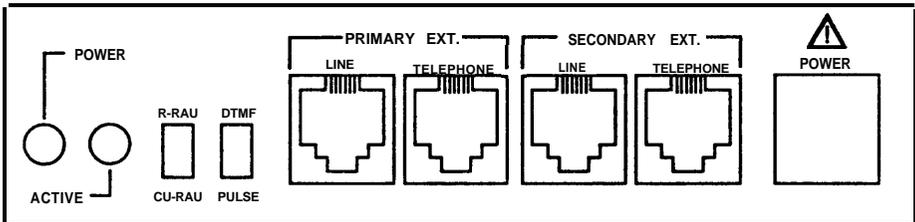


Figure 4. RAU Front Panel

3. At this point, do one of the following:
 - If the user wishes to connect an MLS-CA24 Call Assistant™ Intercom Autodialer at this extension, connect the Autodialer to the RAU jack labeled PRIMARY EXT. TELEPHONE. Then connect the system phone to the Autodialer.
 - If the user wishes to connect only a system phone at this extension, connect the phone to the RAU jack labeled PRIMARY EXT. TELEPHONE.
4. Do not connect anything to the SECONDARY EXT. LINE or SECONDARY EXT. TELEPHONE jacks on the RAU.

-
5. Move the R-RAU/CU-RAU switch to the CU-RAU position. Disregard the DTMF/PULSE switch.

NOTE:

if you change the R-RAU/CU-RAU switch setting after the RAU is installed, you must unplug the RAU power supply from the wall outlet and plug it back in for the change to take effect.

6. Plug one end of the power supply cord into the RAU jack labeled POWER.
7. Plug the other end of the power supply cord into the power supply.
8. Plug the power supply into a wall outlet. The light labeled POWER should be lit. If not, check all connections. The light labeled ACTIVE will be lit only during remote administration.
9. Continue with "Required Programming."

Required Programming

If **Automatic Extension Privacy** is available on this system, you must assign it to the extension connected to the PRIMARY EXT. LINE jack of the RAU. Refer to the programming instructions in the appropriate PARTNER system *Programming and Use* guide.

Installing an RAU at the Remote Location

The RAU is designed for use with any PARTNER communications system. However, the RAU can be connected directly to a loop-start Central Office line or behind a PBX analog extension port. If you wish to install an RAU at a location without a PARTNER system, contact the Central Office to be sure the location uses a loop-start line.

In addition to the RAU, you will need a system display phone:

- an MLS-12D or MLS-18D is recommended for a remote location that administers only small PARTNER systems of up to 4 lines/12 extensions maximum;
- an MLS-34D phone is recommended for a remote location that administers PARTNER II or PARTNER Plus systems as well as small PARTNER systems.

You also can connect an MLS-CA24 Call Assistant Intercom Autodialer.

Remote Location without a PARTNER System

To install the RAU at a location where a PARTNER system is not installed, do the following:

1. Place the RAU on the remote system manager's desk, or mount the RAU on the wall next to the system phone so the manager can see the RAU panel lights. The RAU should be within 1.8 m (6 feet) of an electrical outlet.

NOTE:

To wall mount the RAU, follow Steps 1 through 9 of "Wall Mounting the RAU" earlier in this chapter. Then continue with Step 2 on the following page.

2. Plug the loop-start line cord into the leftmost RAU jack labeled PRIMARY EXT. LINE (see Figure 5).

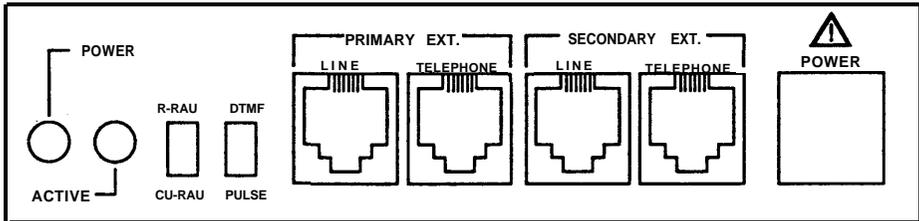


Figure 5. RAU Front Panel

3. At this point, do one of the following:
 - If you wish to connect an MLS-CA24 Call Assistant Intercom Autodialer along with the system phone, connect the Autodialer to the RAU jack labeled PRIMARY EXT. TELEPHONE. Then connect the system phone to the Autodialer.

NOTE:

The Autodialer will be operational only when the RAU is remotely administering a PARTNER system.

- If you wish to connect only the system phone, connect the phone to the RAU jack labeled PRIMARY EXT. TELEPHONE.
4. Do not connect anything to the SECONDARY EXT. LINE or SECONDARY EXT. TELEPHONE jacks on the RAU.
 5. Move the R-RAU/CU-RAU switch to the R-RAU position.

NOTE:

If you change the R-RAU/CU-RAU switch setting after the RAU is installed, you must unplug the RAU power supply from the wall outlet and plug it back in for the change to take effect.

6. If the loop-start line supports touch-tone dialing, move the DTMF/PULSE switch to DTMF. If the line supports rotary dialing only, move the DTMF/PULSE switch to PULSE.

NOTE:

If you change the DTMF/PULSE switch setting after the RAU is installed, you must unplug the RAU power supply from the wall outlet and plug it back in for the change to take effect.

7. Plug one end of the power supply cord into the RAU jack labeled POWER.
8. Plug the other end of the power supply cord into the power supply.
9. Plug the power supply into a wall outlet. The light labeled POWER should be lit. If not, check all connections. The light labeled ACTIVE will be lit only during remote administration.

Telephone Operation and Use

After the RAU is installed, the system phone connected to the RAU is available to make and receive calls unrelated to remote programming. The system phone works like a single-line phone. Calls may be placed by lifting the handset and dialing the number on the dialpad. Incoming calls ring at the system phone, and they can be answered by picking up the handset. The fixed and programmable feature buttons on the system phone cannot be used.

Remote Location with a PARTNER System

To install the RAU at a location with a PARTNER system, do the following:

1. Place the RAU on the remote system manager's desk, or mount the RAU on the wall next to the system phone so the manager can see the RAU panel lights. Do not place the RAU on top of the PARTNER control unit or modules. The RAU should be within 1.8 m (6 feet) of an electrical outlet.

NOTE:

To wall mount the RAU, follow Steps 1 through 9 of "Wall Mounting the RAU" earlier in this chapter. Then continue with Step 2 below.

2. Plug one of the 2-pair line cords into any desired extension jack on the control unit.
3. Plug the other end of the line cord into the leftmost RAU jack labeled PRIMARY EXT. LINE.

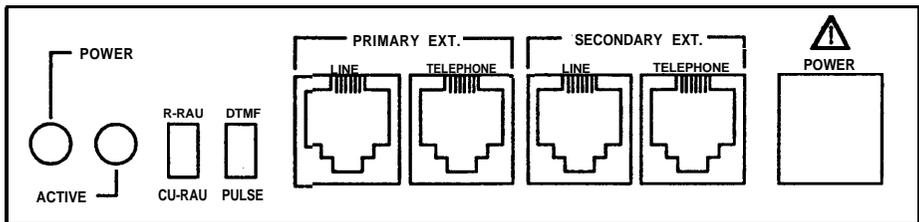


Figure 6. RAU Front Panel

-
4. At this point, do one of the following:
 - If you wish to connect an MLS-CA24 Call Assistant Intercom Autodialer at this extension along with the system phone, connect the Autodialer to the RAU jack labeled PRIMARY EXT. TELEPHONE. Then connect the system phone to the Autodialer.

NOTE:

The Autodialer will be operational only when the RAU is remotely administering a PARTNER system.

- If you wish to connect only the system phone at this extension, connect the phone to the RAU jack labeled PRIMARY EXT. TELEPHONE.
5. Do not connect anything to the SECONDARY EXT. LINE or SECONDARY EXT. TELEPHONE jacks on the RAU.
 6. Move the R-RAU/CU-RAU switch to the R-RAU position. Disregard the DTMF/PULSE switch.

NOTE:

If you change the R-RAU/CU-RAU switch setting after the RAU is installed, you must unplug the RAU power supply from the wall outlet and plug it back in for the change to take effect.

7. Plug one end of the power supply cord into the RAU jack labeled POWER.
8. Plug the other end of the power supply cord into the power supply.
9. Plug the power supply into a wall outlet. The light labeled POWER should be lit. If not, check all connections. The light labeled ACTIVE will be lit only during remote administration.

-
10. At the system phone connected to this RAU, press [*Feature*] [*] [*g*] while the handset is in the cradle. This initializes the RAU. You do not receive any signal from the RAU that initialization has taken place.

You also may need to initialize the RAU after a power failure. If the phone is not operating after a power failure, initialize the system by pressing [*Feature*] [*] [*g*].

Allowing Remote Administration

2

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Allowing Remote Administration

2

Read this chapter if you wish to allow remote administration of your PARTNER system. Remote administration allows a remote system manager or Service Center associate to perform system programming from a remote location.

Remote administration requires the following:

- A Remote Administration Unit (RAU) must be installed near the system control unit.
- The system phone at extension 10 or 11 must be connected to the RAU jack labeled PRIMARY EXT. TELEPHONE instead of being connected directly to the control unit. Throughout the remainder of this chapter, this phone will be called the *Primary Extension Telephone*. During remote administration, this phone is unavailable to make or answer calls.
- **Automatic Extension Privacy**, if available on your system, must be assigned to the extension connected to the RAU. For more information on **Automatic Extension Privacy**, see the programming instructions in the appropriate PARTNER system *Programming and Use* guide.

Throughout the remainder of this chapter, *remote system manager* refers to the remote system manager or Service Center associate, and *remote location* refers to the Service Center or other remote location.

Remote administration can be initiated in one of three ways:

- You can call the remote location and request assistance.
- The remote location can call you and request permission to administer your system.
- You can set the system to allow remote administration after normal business hours or when the system is unattended.



CAUTION:

Please carefully read the section “Security of Your System” on page 2-4 for information on how to better protect your system.

When You Call the Remote Location

To request remote programming for your system:

1. Place a call from your Primary Extension Telephone to the remote system manager at the remote location.
2. When the remote system manager tells you to do so, start the remote administration by pressing [*Feature*] [*] [*].
At this point, you will no longer hear the remote system manager’s voice. As the remote system manager performs remote programming, the associated messages appear on your Primary Extension Telephone’s display (if you have a system display phone).
3. Remain on the line using the speakerphone (or listening through the handset) so you can speak with the remote system manager when the remote administration is completed.

When the Remote Location Calls You

If the remote location calls you to request permission to administer your system, do the following:

1. Be sure the call is at your Primary Extension Telephone. If it is not, transfer the call to the correct extension.
2. When the remote system manager tells you to do so, start the remote administration by pressing [*Feature*] [*] [*].
At this point, you will no longer hear the remote system manager's voice. As the remote system manager performs remote programming, the associated messages appear on your Primary Extension Telephone display (if you have a system display phone).
3. Remain on the line using the speakerphone (or listening through the handset) so you can speak with the remote system manager when the remote administration is completed.

When Remote Administration Occurs After Hours

You may prefer to have remote programming performed after normal business hours. The system does not have to be attended during that time. This is referred to as *unattended administration*. In this case, you enable unattended administration and notify the remote system manager who will administer your system.

Security of Your System



CAUTION:

As a customer of a Remote Administration Unit, you should be aware that there exists an increasing problem of telephone toll fraud. Telephone toll fraud can occur in many forms, despite the numerous efforts of telephone companies and telephone equipment manufacturers to control it.

The following security measures assist you in managing remote administration to help prevent unauthorized use:

- Always enter a four-digit password for unattended administration. Use a different password each time.
- Immediately after enabling unattended administration, notify the remote system manager.
- Disable unattended administration when it is no longer needed.

Enabling Unattended Administration

To enable unattended administration, do the following:

1. If answering machines are connected to the line on which the remote system manager will call, turn them off or disconnect them.
2. If you have voice mail coverage on your Primary Extension Telephone, turn it off to prevent the voice mail from answering the remote system manager's call.
3. At the Primary Extension Telephone, press [*Feature*] [*] [1]. It is not necessary to lift the handset or to press [*Spkr*].
4. To enter a password, dial four digits of your choice.

NOTE:

It is strongly recommended that you enter a four-digit password. If you enter a password, the remote system manager must enter that same password to administer your system. When you disable unattended administration, the password is automatically erased. You may select a different password each time you enable unattended administration.

5. Notify the remote system manager that unattended administration has been enabled. If you entered a password, tell it to the remote system manager.

NOTE:

When unattended administration is enabled and an incoming call rings nine times (or multiple calls cause the Primary Extension Telephone to ring nine times without interruption), the RAU answers the ringing call, and the caller hears the modem tone. Therefore, it is recommended that unattended administration be enabled only when you are not expecting any calls.

Disabling Unattended Administration

It is recommended that you disable unattended administration as soon as possible (typically the morning after remote administration has been performed).

To disable unattended administration, press [*Feature*] [*] [0] at your Primary Extension Telephone. If you entered a password when you turned on unattended administration, it is erased.

Performing Remote Administration

3

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Performing Remote Administration

3

Read this chapter if you are a remote system manager or a Service Center associate who wishes to perform remote programming.

Initializing Attended Administration

Remote administration may begin when the local site calls you for assistance, or when you call the local site and request permission to administer the system. In either case, once you are talking with the user at the local site, do the following:

1. Continue this call using the *handset* (not the speakerphone) of the phone connected to your RAU.
2. Ask the user to allow remote administration by pressing [*Feature*] [*] [*].
This activates a modem connection between your RAU and the RAU at the local site.

At this point, the RAU modem will try to establish a connection at 2400 bps. If that connection cannot be made, the modem will attempt a connection at 1200 bps:

- If the connection is established at 2400 bps, the display at your phone is:

- If the connection is established at 1200 bps, the display at your phone is:

***!

When the modem connection is made, the ACTIVE light on the RAU is lit.

- If a modem connection cannot be made at all, the voice connection is resumed, and you can ask the user to press [*Feature*] [*] [*] again.

When you receive one of the modem connection displays, you are at the Main Level of remote administration commands and you can begin remote programming.

Initializing Unattended Administration

If the local site has enabled unattended administration as described in Chapter 2, you can call the local site's system directly, following the steps below.

1. Using the handset (not the speakerphone) of the phone connected to your RAU, place a call to the Primary Extension Telephone at the local site.
After the call rings 9 times at the Primary Extension Telephone, the local site's RAU will automatically answer the call and activate its modem. You hear the modem tone.

-
2. If the user at the local site specified a password for unattended administration, you are prompted to enter the password when the modem connection has been established. The display reads:

????

3. *Slowly* enter the four-digit password.

At this point, one of the following happens:

- If the connection is established at 2400 bps, the display at your phone is:

* * * *

- If the connection is established at 1200 bps, the display at your phone is:

* * * !

When the modem connection is made, the ACTIVE light on the RAU is lit.

- If you entered the password incorrectly, the phone beeps and the password prompt (????) is displayed again. You can try to re-enter the password three times before the connection is dropped.

When you receive one of the modem connection displays, you are at the Main Level of remote administration commands and you can begin remote programming.

Remote Programming

Any programming that can be performed on a system phone at extension 10 or 11 at the local site can be performed by the remote system manager at the remote location. See the appropriate PARTNER system *Programming and Use* guide for information on specific programming procedures.

1. Press [*Feature*] [*] [2] to enter remote programming mode. *The modem connection is verified and remains established during remote administration. The lights on your phone indicate the status of the corresponding buttons on the Primary Extension Telephone at the local site.*
2. Press [*Feature*] [0] [0] left [*Intercom*] left [*Intercom*] to enter programming mode.
3. If a System Programming Password is required by your system, enter it.
4. Press right [*Intercom*] to enter Centralized Telephone Programming, or enter [*] and a three-digit programming procedure code for system programming.
5. Continue programming as described in the *Programming and Use* guide.
6. Press [*Feature*] [0] [0] to exit programming mode.
7. At this point, do one of the following:
 - Press [*Feature*] [*] [6] to return to the Main Level of remote administration commands.
 - Press [*Feature*] [*] [3] to drop the modem connection and resume the original voice connection with the user at the local site.
 - Hang up to disconnect the call to the local site.

Power Failure at the Remote Location

If a power failure occurs at the remote location where the RAU is connected to a PARTNER system control unit, you may need to reset the RAU and the control unit. If the red light next to the left intercom button on the system phone connected to the RAU is lit after power has been restored, reset the RAU and the control unit by pressing [*Feature*] [*] [9].

The red light next to the left intercom button goes out, and the phone lights reflect the status of the buttons.

It is not necessary to perform this procedure at the local site at any time.

Summary of Remote Administration Commands	
Command	Function
[<i>Feature</i>] [*] [*]	Start remote administration
[<i>Feature</i>] [*] [0]	Disable unattended administration
[<i>Feature</i>] [*] [1] + 4-digit password	Enable unattended administration
[<i>Feature</i>] [*] [2]	Enter remote programming mode
[<i>Feature</i>] [*] [3]	Re-establish voice connection with local site
[<i>Feature</i>] [*] [6]	Return to Main Level of remote administration commands
[<i>Feature</i>] [*] [9]	Initialize RAU (after installation or power failure) only at remote location

Glossary

L

Local site

Place with installed PARTNER, PARTNER Plus, or PARTNER II system that can be administered remotely.

P

Primary Extension Telephone

The phone connected to the RAU jack labeled PRIMARY EXT. TELEPHONE.

R

Remote Administration

Function that allows programming of a PARTNER, PARTNER Plus, or PARTNER II system from a location other than the one where the system is installed.

Remote location

Place other than the one where the PARTNER, PARTNER Plus, or PARTNER II system is installed.

Remote system manager

PARTNER, PARTNER Plus, or PARTNER II system user at a remote location who can perform programming.

S

Service Center associate

AT&T employee or Authorized Distributor who can perform programming on PARTNER, PARTNER Plus, and PARTNER II systems.

Standard phones

Industry-standard touch-tone or rotary telephones, which can be used with the system.

System

The PARTNER, PARTNER Plus, or PARTNER II Communications System control unit and system phones that you purchased, plus all other telecommunications devices that are connected to the control unit.

System phones

The AT&T telephones that are specifically designed to work with your PARTNER system. Models include the MLS-34D, MLS-18D, MLS-12D, MLS-12, MLS-6, and MLC-6 telephones.

U

Unattended Administration

Refers to remote administration performed after normal business hours. The system does not have to be attended during that time.

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