

**Lucent Technologies**  
Bell Labs Innovations



# Lucent Technologies

## *The First Choice* for Growing Companies



A Lucent Technologies BusinessPartners Announcement Guide to:

**PARTNER<sup>®</sup> Advanced Communications  
System (ACS) Release 1.1/2.0**

**MERLIN LEGEND<sup>®</sup>  
Advanced Solutions – Release 6.0**

## Welcome

Lucent Technologies is pleased to present a high-level glimpse of two very important announcements. The PARTNER ACS and MERLIN LEGEND systems have been refreshed to provide you with innovative enhancements and advanced technology designed to specifically meet your customers' needs. Our goal for this special package is to give you a clear understanding of the key features and benefits of these new releases.

As you read on, you will find various charts and tables that provide you with quick and easy access to information on the following:

- a summary of the key features of each product
- a quick glance at the capabilities of each product
- differentiating factors between the two products
- a graphical representation of the target market
- key contacts for additional support

We hope you find this information helpful in your efforts to support your customers in their decision-making process. We look forward to providing you with additional packages in the near future and to fulfilling our goal to meet your needs!



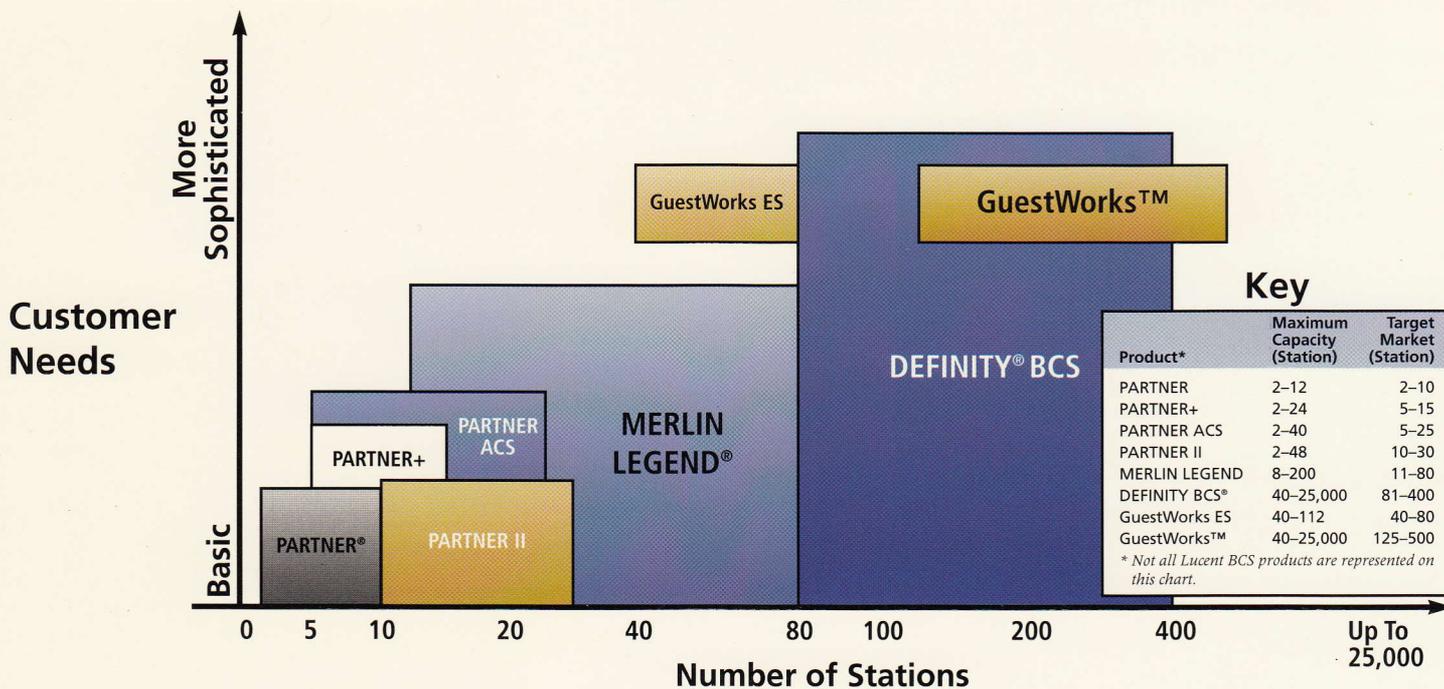
## Product Differentiation At A Glance

Category	PARTNER ACS	MERLIN LEGEND Advanced Solutions
<b>Station Range</b>	2-40	8-200
<b>Target Station Size Market</b>	5-25	11-80
<b>Customer Profile</b>	<ul style="list-style-type: none"> <li>■ Moderate- to full-feature needs</li> <li>■ Ease of use</li> <li>■ Price sensitive</li> </ul>	<ul style="list-style-type: none"> <li>■ Communications-intensive</li> <li>■ Affordable, advanced applications</li> <li>■ Shop for best value</li> </ul>
<b>Networking Capability</b>	No	Uniform Dial Plan (UDP) networking, name & number via display, tandem switching
<b>Capabilities:</b>		
<ul style="list-style-type: none"> <li>■ Networking</li> <li>■ High-speed Internet access/video</li> <li>■ CTI</li> </ul>	No No (In 1Q98, limited access with Ascend Pipeline 75) TAPI compliant—With the new Lucent PassageWay® Direct Connect	Yes Yes TAPI and TSAPI compliant
<b>Call Center Capability</b>	Limited, available with Lucent's PARTNER® Reporter software	<ul style="list-style-type: none"> <li>■ Yes, position Lucent's Basic or Enhanced Service Center Solution for up to 25 agents</li> <li>■ Supports TSAPI</li> </ul>
<b>Messaging Capabilities:</b>		
<ul style="list-style-type: none"> <li>■ Voice messaging</li> <li>■ Multimedia-based messaging</li> </ul>	Use Lucent's PARTNER® Voice Messaging (PC Card), PARTNER® MAIL VS, or PARTNER® MAIL No	<ul style="list-style-type: none"> <li>■ Lucent's LEGEND® Mail 2.0, and Lucent's INTUITY™ AUDIX®</li> </ul> Yes, with ISDN, PRI, Trunkside BRI
<b>Mobility-Wireless Applications</b>	TransTalk, Single Zone (up to 18 users)	TransTalk, Single Zone (up to 24 users)

## Product Descriptions

	<b>PARTNER®Advanced Communications System (ACS) Release 1.1/2.0</b>	<b>MERLIN LEGEND® Advanced Solutions Release 6.0</b>
<b>Orderable:</b>	2/2/98	2/16/98
<b>Target Market:</b>	Small businesses with 5-25 telephones, small offices/home offices (SOHO), and residences	Small to mid-sized businesses with 11 to 80 stations with one site or multiple sites
<b>Predominant Industries:</b>	Medical Offices, Retail, Dental, Real Estate, Brokers, Insurance Agents, Rectories	Healthcare, Legal, Education, FIRE (Finance, Insurance, and Real Estate), Retail, Wholesale Trade
<b>Release Objectives:</b>	Provide an upgrade for existing PARTNER II users, an expandable platform that meets future needs, and a valuable solution to improve PARTNER market share (ACS has additional features but less station capacity than PARTNER II)	Provide a robust offer for existing MERLIN® II and MERLIN LEGEND customers who need to communicate between multiple sites, as well as new small and mid-sized customers
<b>Value Proposition:</b>	<ul style="list-style-type: none"> <li>▪ Professional and reliable business communications</li> <li>▪ Advanced features to enhance customer service</li> <li>▪ Automated tools to streamline communications and save time</li> </ul>	<ul style="list-style-type: none"> <li>▪ A high level of networking sophistication for small to mid-sized and growing companies</li> <li>▪ Multiple locations function as a single site (transparent to caller)</li> <li>▪ Efficient communication between multiple sites</li> <li>▪ Basic functionality with access to advanced solutions</li> </ul>
<b>Customer Benefits:</b>	<ul style="list-style-type: none"> <li>▪ <b>Easy growth:</b> with modular components and PC card upgrades that protect investments</li> <li>▪ <b>Productivity improvement:</b> with easy-to-use features that automate communications and save time</li> <li>▪ <b>Reliability:</b> with automatic backup options and Lucent's quality protection</li> <li>▪ <b>Security:</b> with a wide range of features to protect against toll fraud and unauthorized use</li> </ul>	<ul style="list-style-type: none"> <li>▪ <b>Improves customer service:</b> with seamless communication between multiple locations</li> <li>▪ <b>Increases employee productivity:</b> through streamlined tasks and robust features</li> <li>▪ <b>Reduces toll costs:</b> with networking between multiple sites and more efficient call handling</li> </ul>
<b>Differentiation:</b> See the "Product Differentiation At A Glance" chart for feature-specific differentiation.	<ul style="list-style-type: none"> <li>▪ <b>Reliability and Security:</b> automated backup to PC Card and advanced toll fraud features</li> <li>▪ <b>Productivity:</b> superior features for ease of use</li> <li>▪ <b>Future growth:</b> modular design provides easy expansion from 2 to 40 phones with investment protection</li> <li>▪ <b>Flexible design:</b> the only system in its class with two slots for PC cards and a wider range of applications, such as Auto System Answer/Direct Extension Dialing and PARTNER Voice Messaging</li> </ul>	<ul style="list-style-type: none"> <li>▪ <b>Robust capabilities:</b> such as display information (name &amp; number), high-speed voice/data transmission between sites, call center enhancement, and soon to come, a centralized voice mail system</li> <li>▪ <b>Networking:</b> gives MERLIN LEGEND 6.0 the advantage over Panasonic and Toshiba and helps Lucent gain parity in networking with Inter-Tel, Executone, Siemens, NEC, and Nitsuko.</li> </ul>

# First Choice for Growing Companies Target Market



## What's New About PARTNER ACS?

The PARTNER ACS was rated Teleconnect's **1997 Product of the Year** (January '98 issue). Editorial comments included "A great small 3x8 key system that grows like nothing else we've seen"... "Programmed to ring and work right out of the box".

Release 2.0 of the **PARTNER Advanced Communications System (ACS)** enables us to create offers that more specifically meet our customers' needs. The PARTNER ACS processor now becomes a platform upon which we can build a system to meet the customer's needs.

Building on the advanced PC Card technology that is the hallmark of PARTNER ACS, Release 2.0 is a software upgrade to the PARTNER ACS processor, adding call center capabilities, optional Automatic System Answer/Direct Extension Dialing (ASA/DXD), and personal time-saving features. Probably the most exciting new feature, Caller ID Logging and Dialing, permits PARTNER display telephone users to scroll through a log of central office (outside) calls with Caller ID information, select one and dial out at the touch of a button.

Release 2.0 expands the size range of PARTNER ACS to 15 lines and 40 stations (or 19 lines and 8 stations), making it an even more attractive solution for growing companies. The advanced features previously available to PARTNER II customers are now available on PARTNER ACS. This provides a cost-effective solution for smaller businesses needing these features and an easy growth path.

A new, basic voice mail capability called PARTNER Voice Messaging (PVM) will now be available for the PARTNER ACS system. Combined with such other advanced capabilities as PassageWay Direct Connection, PARTNER MAIL, and PARTNER MAIL VS, these enhancements give you more ways than ever before to offer customers a targeted solution.

**Bridge to a world of valuable CTI applications...** PARTNER ACS with the newest release of PassageWay\* Direct Connection

provides easy-to-use computer telephony. PassageWay supports the Microsoft\* Windows\* TAPI standard that allows your customers to take full advantage of the computer-telephony capabilities inherent in every copy of Windows 95\* and Windows NT\*.

Take advantage of the new Snap Connection\* software developed by Algo Communications exclusively for Lucent Technologies. Your customers will gain the benefits of making calls directly from any existing Windows database. Simply highlight the number and click an icon. Also, users can enjoy the advantages of having their existing database records "screen-pop" on the PC when the phone rings, using Caller ID from the phone company.

PassageWay Direct Connection is ideal for both individual PC users and with Snap Connection, for groups of PC users sharing a common database application in a LAN environment.



---

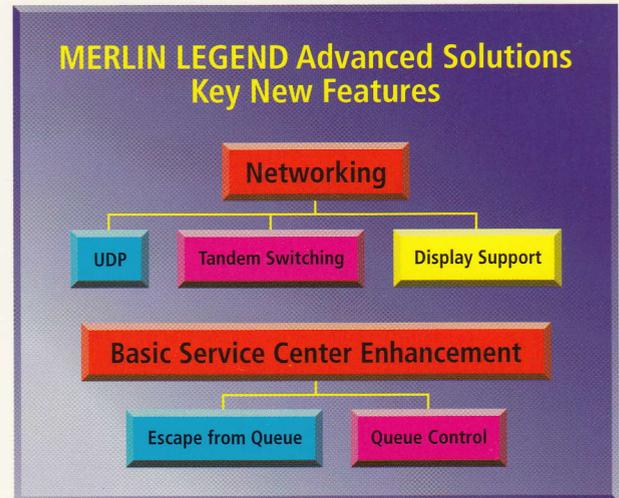
## What's New About MERLIN LEGEND Advanced Solutions?

**MERLIN LEGEND Advanced Solutions** provides robust networking functions for multisite, mid-sized companies with under 80 stations. In the past, you could offer such multisite customers either a DEFINITY® system solution that would typically be too feature-rich and a major investment or a MERLIN LEGEND solution with entry-level functionality that could not meet the fairly sophisticated requirements of most customers.

Now, your MERLIN LEGEND Networking offer gives multisite customers a single-site appearance to callers, with a feature set that includes a Uniform Dial Plan (UDP), display transparency for station names and numbers between sites, high-speed voice/data links between sites, and tandem switching for lower-cost shared facilities. What's more, most of the Release 6.0 features will operate in a mixed MERLIN LEGEND/DEFINITY system network as well as in an all-MERLIN LEGEND network.

MERLIN LEGEND Networking is being implemented in two phases. In addition to the features discussed above, Release 6.0 includes Direct Group Calling (DGC) enhancements to the Basic Service Center, support for the new 408 MLX card, and support for multiple integrated voice mail systems. The key Basic Service Center enhancement permits prompting out of the queue; for example, callers can decide to leave a voice mail message rather than wait in queue.

In addition to centralized voice mail within MERLIN LEGEND-only networks, which is a major differentiator for us, Release 6.1 includes a number of features that fine-tune the networking offer. Release 6.1, which is targeted for 3Q98, also includes call priority enhancements to the Basic Service Center.



---

## Differentiating PARTNER ACS system from MERLIN LEGEND Advanced Solutions system

The predominant reason a customer would choose a MERLIN LEGEND system (a hybrid system—Key/**PBX**) over a PARTNER system (Key) is **size**. The MERLIN LEGEND system accommodates more lines and stations (200 stations) whereas the PARTNER ACS system provides small business solutions and expands to 40 extensions. The second most common reason for selecting the MERLIN LEGEND system over the

PARTNER ACS system would be its support of **networking capabilities** such as T1, PRI, tie lines, and Ground Start Trunks. A MERLIN LEGEND system provides **more advanced call center capabilities** such as queuing calling groups. A MERLIN LEGEND system demands a greater investment due to the complexity of available applications and newer, more robust technology.



## PECs and Suggested Retail Prices

# PARTNER® Advanced Communications System and MERLIN LEGEND® Advanced Solutions

### PARTNER ACS

These PECs are in addition to the PECs you have today.

PEC	Description	National Price List
60555	308EC Module	\$600.00
1326-002	R2 Upgrade Card	450.00
1326-003	ASA/DXD Card	875.00
1326-004	PARTNER Voice Messaging Card (PVM)	399.00
1326-005	ACS R1.1 Upgrade Card	120.00
6054-P11*	ACS Control Unit (Includes Backup/Restore Card)	995.00
6054-U11A	ACS Upgrade Package (1.1 Processor, 5-slot carrier)	1180.00
8302-620	PARTNER PassageWay TAPI Service Provider	295.00
8302-270**	Algo Snap Connection™ software (1 User)	295.00
8302-630	PARTNER PassageWay TAPI and Snap Connection	495.00
8302-610	PassageWay Admin PARTNER Software	195.00
8302-611	PassageWay Hardware/Admin PARTNER Software	545.00
8302-605	PARTNER PassageWay TAPI Upgrade	129.00
6052-ACS	308EC Module (R1.1) with PMVS (2x10)	2,300.00
6052-ACSU	308EC Module (R1.1) with PMVS (4x20) and 5-slot carrier	3,285.00

\* As of March 1, 1998, 6054-PR1 will no longer be available. 6054-P11 is replacing 6054-PR1. **The new PARTNER ACS Control Unit (PEC 6054-P11) supports the PARTNER Voice Messaging PC Card.**

\*\* There will be multiple user (5, 10, 25, 50, and 100) licenses available at a lower price.

### MERLIN LEGEND Advanced Solutions

The MERLIN LEGEND R6.0 software will include all functionality previously introduced with R5.0, plus the new networking functionality, Basic Service Center enhancements, Remote Call Forwarding using Centrex Lines, and multiple integrated VMI groups. MERLIN LEGEND Release 6.0 introduced many new PEC codes, but remains the same price as R5.0. Most R5.0 PECs have been duplicated.

PEC	Description	National Price List
6140-CU6 ◊	Control Unit New Processor Comcode: 108111824	\$2450.00
6140-P6C ◊	Package that includes a Control Unit, plus two 408 GS/LS MLX modules and one 012 tip/ring module	7265.00
6140-P6D ◊	Package that includes a Control Unit, plus two 408 GS/LS MLX modules and one 008 ATL module	6775.00
6140-P6F ◊	Package that includes a Control Unit, plus one 408 GS/LS MLX module, one 408 GS/LS ATL module, and one 016 tip/ring module	7715.00
6140-P6G ◊	Package that includes a Control Unit, plus two 408 GS/LS MLX modules and one 016 tip/ring module	4700.00
6140-P6I ◊	Package that includes a Control Unit, one DS1 module and a voice-only CSU	5700.00
6140-P6J ◊	Package that includes a Control Unit, one DS1 module and a voice/data DSU/CSU	6650.00
6141-115A ≈	Merlin II to MERLIN LEGEND Upgrade	1450.00
6141-116A ≈	MERLIN LEGEND R1/R2 Upgrade	1450.00
6141-117A Δ	MERLIN LEGEND R3/R4/R5 Upgrade New Forced Installed Card comcode: 108111832	750.00

## MERLIN LEGEND Advanced Solutions (continued)

PEC	Description	National Price List
6141-117P $\Delta$	Free Software Upgrade For R5 customers that have signed a multiyear maintenance contract New Forced Installed Card comcode: 108111832	N/A
None	Paper Documentation Optional via attribute DOC51 (which converts to a comcode) with the following PECs: 6140-CU6, 6140-P6C, 6140-P6D, 6140-P6E, 6140-P6G, 6140-P6I, 6140-P6J, 6141-115A, 6141-116A, 6141-117A, 6141-117P OR Order from CIC (1-800-457-1235) 555-660-100	N/A
None	CD-ROM Documentation Automatically ships via default attribute DOC52 (which converts to a comcode) with the following PECs: 6140-CU6, 6140-P6C, 6140-P6D, 6140-P6E, 6140-P6G, 6140-P6I, 6140-P6J, 6141-115A, 6141-116A, 6141-117A, 6141-117P OR Order from CIC (1-800-457-1235) 555-660-800	N/A
61526/A	SPM-DOS Automatically ships (via comcode) with the following PECs: 6140-CU6, 6140-P6C, 6140-P6D, 6140-P6E, 6140-P6G, 6140-P6I, 6140-P6J, 6141-115A, 6141-116A, 6141-117A, 6141-117P. New SPM comcode: 108096132	120.00
61527A	SPM-UNIX For Integrated Solution Automatically ships (via comcode) with the following PECs: 6141-115A, 6141-116A, 6141-117A, 6141-117P. New SPM comcode: 108096140	120.00
None	SPM-UNIX For INTUITY AUDIX® Automatically ships with each INTUITY AUDIX VS system	N/A
Document No.	New Document Codes for MERLIN LEGEND Advanced Solutions	
555-660-110	Feature Reference	
555-660-111	System Programming	
555-660-112	System Planning	
555-660-116	Pocket Reference	
555-660-118	System Manager's Guide	
555-660-140	System Programming & Maintenance (SPM), Installation, and Maintenance and Troubleshooting	
555-660-150	Network Reference	

### Notes:

- 1 **COV01** Control Unit cover  
**COV99** No Control Unit cover **(Default)**  
**MDL01** Empty Module (a filler card for hanging the cover)  
**MDL90** No Empty Module **(Default)**  
**DOC51** Customer Reference Documents—Paper  
Includes: Feature Reference Manual, System Programming Manual, and System Managers Guide  
**DOC52** Customer Reference Document—CD-ROM **(Default)**  
Includes: Feature Reference Manual, System Programming Manual, System Managers Guide, Network Reference Guide, and the BCS  
Products Security Handbook  
**NRD01** Network Reference Document—Paper  
**NRD99** No Network Reference Document **(Default)**
- 2 **DOC51** Customer Reference Documents—Paper  
Includes: Feature Reference Manual, System Programming Manual, and System Managers Guide  
**DOC52** Customer Reference Document—CD-ROM **(Default)**  
Includes: Feature Reference Manual, System Programming Manual, System Managers Guide, Network Reference Guide, and the BCS  
Products Security Handbook  
**NRD01** Network Reference Document—Paper  
**NRD99** No Network Reference Document **(Default)**
- 3 **DOC51** Customer Reference Documents —Paper  
Includes: Feature Reference Manual, System Programming Manual, and System Managers Guide  
**DOC52** Customer Reference Document—CD-ROM **(Default)**  
Includes: Feature Reference Manual, System Programming Manual, System Managers Guide, Network Reference Guide, and the BCS  
Products Security Handbook  
**NRD01** Network Reference Document—Paper  
**NRD99** No Network Reference Document **(Default)**  
**FRC01** Forced Installed Card for R6.0  
**FRC99** No Forced Installed Card, obtain one from your MSL **(Default)**

## Marketing Support and Co-op Materials

- A variety of advertising materials, including print ads, customer mailings, and other collateral, will be developed to support Lucent's *First Choice* for Growing Companies campaign.
- As BusinessPartners, you will be entitled to purchase these materials to promote demand for the offers.
- Watch for an Offer Learning Session coming to an area near you.
- Complimentary marketing, advertising, sales, and training materials will be delivered for your use in February 1998.

<b>PARTNER ACS</b>
<b>Tools Available</b>
PARTNER ACS Brochure (LT-SB0362)
PARTNERNews (Newsletter)
Welcome to PARTNER Systems (CD-ROM)
PARTNER Restaurant Presentation
PARTNER ACS Presentation
PARTNER ACS Sales Guide
PARTNER BTV Presentation
PARTNER Sales Positioning Video

<b>MERLIN LEGEND Advanced Solutions</b>
<b>Tools Available</b>
MERLIN LEGEND Networking Brochure (LT-SB0413)
MERLIN LEGEND Enhanced Service Center Brochure (LT-SB0320)
MERLIN LEGEND Basic Service Center Brochure (LT-SB0319-01)
MERLIN LEGEND Advanced Solutions Pocket Folder Brochure (LT-SB0414)
MERLIN LEGEND TSAPI Brochure (LT-SB0315-01)
MERLIN LEGEND Reporter Brochure (LT-SB0318)
MERLIN LEGEND BTV Presentation
MERLIN LEGEND Presentation
MERLIN LEGEND Advanced Solutions Sales Guide

## Contacts

To order Lucent brochures call:

To learn more about co-op marketing support call:

To view and download Lucent product photography:

To view and download Lucent brochures:

To get product and technical support contact:

To learn more about Lucent Technologies

"First Choice" Sales Incentive Program visit:

Howard Press at (908) 523-2257

Eileen Croot at (908) 953-7044

[http://www.lucent.com/enterprise/photo\\_library](http://www.lucent.com/enterprise/photo_library)

<http://www.lucent.com/enterprise/brochures>

Sales and Design Support Center (SDSC) at 1-888-297-4700

<http://www.lucent.programhq.com>

## Trademarks

Lucent Technologies' Marks:

MERLIN LEGEND, PARTNER, AUDIX, and DEFINITY are registered trademarks. INTUITY and GuestWorks are trademarks.

\*Other Companies' Marks:

**Microsoft Corp.:** Microsoft, Windows, Windows 95, and Windows NT are registered trademarks.

**Algo Communications:** Snap Connection is a trademark.

