AT&T

Four-Line Intercom Speakerphone 964

For Customer Service Or Product Information, Visit Our Website At www.telephones.att.com

Please also read
Part 1 – Important Product Information

Para recibir este manual en español, por favor llame al 1 800 222-3111.

CONTENTS

CONTENTS

BEFORE YOU BEGIN

- Check to be sure your box contains:
        - 1 Telephone
        - 1 Handset
        - 1 Handset cord
        - 1 Mounting base
        - 2 Seven-foot line cords
        - 1 Eight-inch line cord
        - 1 Power adapter
        - 1 Warranty insert
        - 1 9V battery
        - 1 User's Manual
- You must have a modular telephone jack and an electrical outlet not controlled by a wall switch near where you're installing the phone.
- The total length of telephone wiring used in this system is important. If the total length of telephone wiring is more than 600 feet, you may need to use a special filter device. You can call 1 800 222–3111 for information about this filter. You'll need to contact a professional to install this filter.
- Identify the number of phone lines you'll use.
- Plan the layout of your phone system and decide which phone(s) will be the Auto-Attendant(s).
- All connected phones must have the same Line 1 phone number for the Intercom and Page features to work.
- Assign a different Intercom Extension Number (11 through 22) to each 964 telephone. You'll need to do this individually at each telephone.
- Decide if you want a private line. A private line does not appear on all connected phones.
- You must subscribe to **combined** Caller ID with Call Waiting as a **single** service to see Caller ID information for Call Waiting calls. Check with your local telephone company for availability.
- Choose your setting for each system feature. You will need to program the features during installation (see "Features List").

Glossary

Auto-Attendant: This is a phone (within your 964 multi-phone system) that you designate to pick up a ringing line automatically after a selected number of rings. The Auto-Attendant plays the selected outgoing message, and redirects the call if the caller dials an extension number. You can designate up to 12 Auto-Attendants in your system.

CID: This stands for Caller Identification, which is a subscriber service, available from most local telephone companies for a fee. When you subscribe to Caller Identification, you can see who's calling before you answer the phone if you and the caller are both in areas offering Caller ID service with compatible equipment.

Caller ID with Call Waiting: This is a single combined subscriber service which may be available from your local telephone company. If you subscribe to this service you can use your 964 telephone system to see who's calling even while you are on another call (as long as your caller is in an area with Caller ID service and both telephone companies use compatible equipment).

Centrex Service: A special subscriber service which may be available from your local telephone company for a fee. The 964 telephone system can be used with Centrex Service.

COVM: Central Office Voice Mail is a subscriber voice message service which may be available from your local telephone company. This service may be called by another name in your area (e.g., Call Answering).

DND: When activated the Do Not Disturb feature prevents interruptions during a call.

D-TAD: Digital Telephone Answering Device is the sophisticated tapeless answering system built into the 964 telephone system.

Home Area Code: This is the area code for your telephone number. Most users simply dial the seven digits of a phone number to make a call within their own area code and 11 digits outside of their area code. If this applies to you, you should enter your own area code into the unit as the Home Area Code. After programming, if you receive a call from within your Home Area Code, the screen will display the seven digits of the phone number. When you use Display Dial, the unit will know to ignore the Home Area Code, and dial only the seven digits of the phone number.

You may, however, live in a region where for calls within your own area code, you must dial 10 digits (that is, the three-digit area code and phone number). If this applies to you, enter "000" for the Home Area Code and enter your area code as a Local Area Code. After programming, if you receive a call from within your area code, the screen displays the 10 digits of the phone number. When you use Display Dial, the unit will know to dial your area code along with the seven digits of the telephone number (and "1" if appropriate).

Be sure to follow the directions on page 20 for programming the Home Area Code.

Local Area Code: Most users dial 11 digits to make calls outside their Home Area Code. These users do not need to program any Local Area Codes.

However, if you dial only 10 digits to make calls to some areas outside your Home Area Code (without dialing "1"), then program these Local Area Codes into the unit (up to five Local Area Codes can be programmed). See page 20 for directions.

After programming, if you receive a call from one of these Local Area Codes, the screen displays the 10 digits of the phone number. When you use Display Dial, the unit will dial the 10 digits, without inserting a "1" before the area code.

Line Group: A group of 964 phones sharing some lines within a multi-phone system.

Navigation buttons: These are the buttons used when programming your 964 system and for scrolling through feature options (▲, ▼, ▶, ◀, END, SAVE).

Prime Line: This is the line on your phone you designate to be selected automatically when you lift the handset, press SPEAKER or HEADSET.

Features List

NOTE: An * indicates the default setting for each system feature.

NOTE: One ring is equal to about six seconds, two rings equals twelve seconds, and so on.

Feature	Function	Setting Option(s)
LANGUAGE	Select language for screen displays	English* or Spanish
TIME/DATE	Manually set time and date	01:00AM 01/01 Sunday*
EXTENSION NO	Assign extension number for this phone	11-22*
COVM ON/OFF	Turn COVM (message/voice mail) indicators on or off for each line	On or Off*
COVM RESET	Clear COVM indicators when they are lit but no new messages are waiting	NA
RINGER ON/OFF	Turn ringer on or off for each line	On* or Off
RINGER TYPE	Select ring pattern for this phone	Type 1*, 2, 3, 4
DELAY RING	Select desired time to delay Central Office ring	Off*, 2, 4, 6, ... 30 seconds
LINE USAGE	Turn line usage on or off for each line	On* or Off
PRIME LINE	Assign a line on this phone to be selected automatically when you lift the handset, press [SPEAKER], or press [HEADSET]	Line 1*, 2, 3, 4
LINE GROUP	Assign your phone to a Line Group	Line Group 4*-15 or PRV (private)
AUTO-MUTE	Turn Auto-Mute on or off (sounds at this extension will be heard automatically when paged)	On* or Off
TONE/PULSE	Set dial mode for touch-tone or dial pulse (rotary) dialing	Tone* or Pulse
FLASH TIME	Set length of signal sent when you press [FLASH]	0.3 seconds - 0.9 seconds 0.7 seconds*
HOLD REMINDER	Turn audible reminder that a call at this extension is on hold on or off	On* or Off
AREA CODEs	Program one Home and up to five Local Area Codes for use with Caller ID features	1-3 digits, Empty*
SINGLE PHONE	Specify whether your phone is single (On) or part of a multi-phone system (Off)	On or Off*

Feature	Function	Setting Option(s)
DAY/NIGHT TIME	Specify times to be considered Day or Night for Auto-Attendant features	Day: 9:00AM* Night: 6:00PM*
RING TIME	Set length of time the phone will ring before the answering machine picks up the call	10-60 seconds 15 seconds*
MESS. LENGTH	Set maximum length of messages to be recorded	Greeting Only, 1 minute, or unlimited*
MESS. ALERT	Turn Audible Message Alert on or off	On or Off*
MONITOR	Choose whether messages can be heard over the speaker as they are recorded	On* or Off
D-TAD INTERCEPT	Turn D-TAD Intercept on (messages can be intercepted by other 964 phones during recording) or off	On or Off*
AUTO-ATT. PICKUP	Specify how many seconds an Auto-Attendant will wait before picking up incoming calls	6*-30 seconds
PASSWORD	Program password needed for remote access to some features of your phone	3-digits, 111*
CONSOLE	Specify whether your phone is the Centrex Console phone for your system	On or Off*
CSL DELAY RING	Set time to delay ring for Centrex Console phone	Off*, 2, 4, 6, ... 30 seconds
TOLL SAVER	Turn Toll Saver on (answers after two rings if there are new messages) or off (answers per ring time)	On or Off*
RESET ALL!!!	Return all settings to default settings	(Defaults)

Audible Signals

When you hear:	It means:
A rapid double-ring pattern, repeating	You have an incoming intercom call.
Long single ring, repeating	You have an incoming transferred call.
Short single ring, repeating	The extension number you just programmed has already been assigned. Choose another number for this extension.
Short single tone, repeating	The extension you are calling is in DND mode.
Long single tone, repeating	The extension you are calling is busy.

NOTE: If you are installing multiple phones in your 964 system, you must install and program one set at a time. If more than one extension is assigned the same extension number, a repeating short ring (error ring) will sound at all extensions. Reassign extension numbers, being sure that each extension has a different number from 11 to 22 (see "Assign an Extension Number to Your Phone" in SET UP SYSTEM FEATURES).

Table/Desk Installation

1   **Install one 9V battery.**
   - Press in on the tabs and remove the telephone base.
   - Use a small Phillips head screwdriver to remove the screw and open the battery door.
   - Insert the 9V battery (included), and replace the screw to close the battery door.
   - Replace the telephone base.

NOTE: The battery retains telephone memory in the event of a power failure. If power fails, only Line 1 will work to dial and answer incoming calls. No other features will work until power is restored.
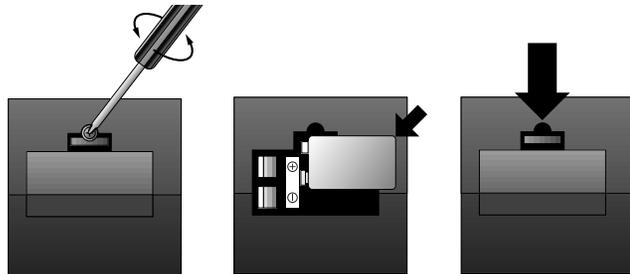
2   **Connect the telephone line cords to the telephone.**
   - ***Four One-Line Jacks*** (To use this installation option, you'll need to purchase two two-line adapters. Adapters are available at retail stores or by calling 1 800 222–3111.)
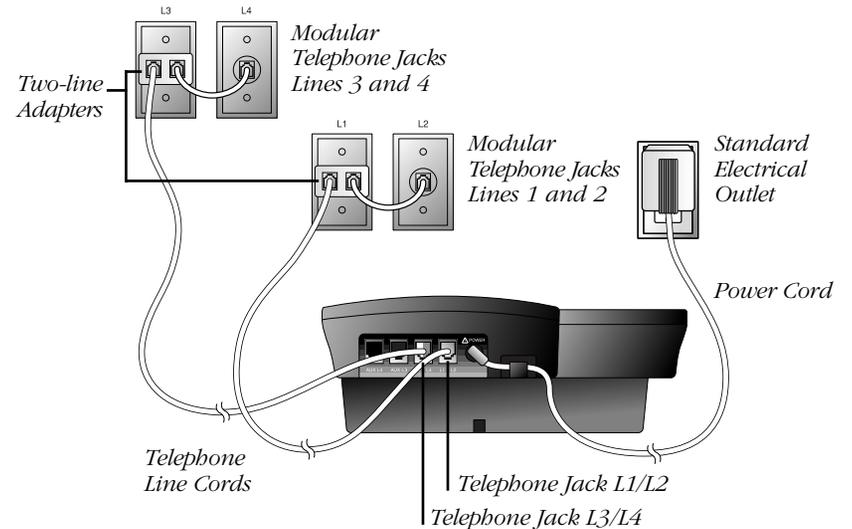
   - ***Two Two-Line Jacks***
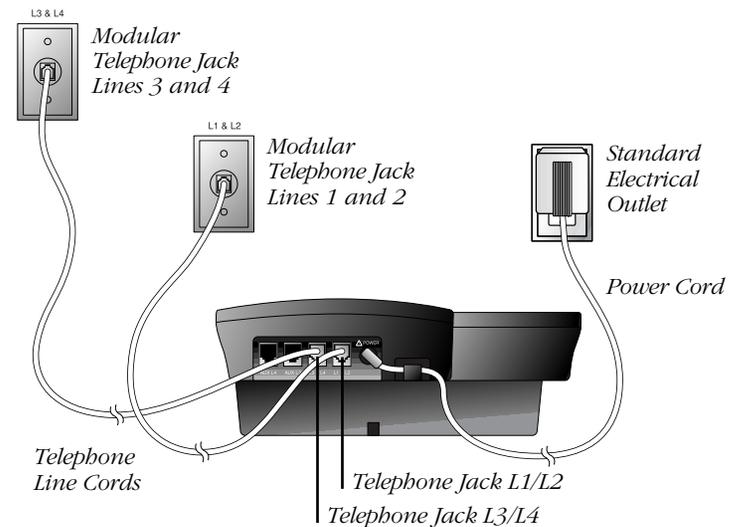
3   Connect the handset cord.

Plug one end of the coiled handset cord into the jack on the left side of the phone. Plug the other end into the handset, and hang up.

4   Connect the power adapter.

Use only the power adapter provided with this product. To obtain a replacement, call 1 800 222-3111.

5   Check for dial tone.

Lift the handset and listen for a dial tone. If you cannot hear a dial tone, turn to IN CASE OF DIFFICULTY in this manual.

Plug one end of the power adapter into the jack labeled ADAPTER on the back of the phone. Plug the other end into a standard electrical outlet not controlled by a wall switch.

6   Initialization.

As soon as you connect the power cord, the system runs a quick self-test and the screen displays `Initializing` for about 15 seconds. When the test is complete, the system enters an initial setup mode (this happens the first time you plug in the unit only) and the screen displays `press PROG to setup your phone`. See SET UP SYSTEM FEATURES beginning on page 15.

Wall Installation

1   Reverse the handset tab.

Hold down the switchhook, then pull the tab out and rotate it 180 degrees. Push the tab down into the grooves so it settles into position.

2   Install one 9V battery.

- Press in on the tabs and remove the telephone base.
- Use a small Phillips head screwdriver to remove the screw and open the battery door.
- Insert the 9V battery (included), and replace the screw to close the battery door.
- Replace the telephone base.

NOTE: The battery retains telephone memory in the event of a power failure. If power fails, only Line 1 will work to dial and answer incoming calls. No other features will work until power is restored.
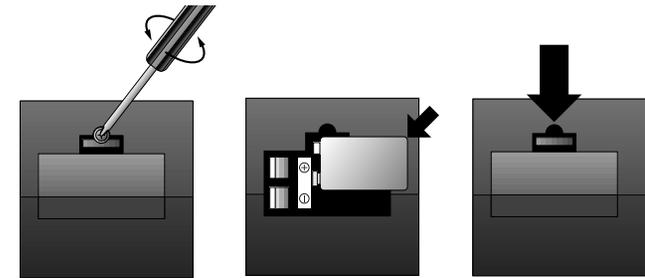
3   Connect the telephone line cords to the telephone.

Please refer to line cord connection instructions in **Step 2** of "Table/Desk Installation" on page 9.

4   Turn the base, as shown, and attach it to the bottom of the phone.
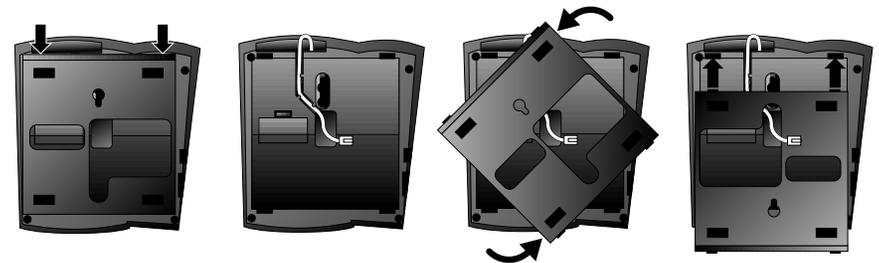
5   Connect the handset cord.

Plug one end of the coiled handset cord into the jack on the bottom of the phone. Plug the other end into the handset, and hang up.

6 **Connect the power adapter to the telephone.**

Use only the power adapter provided with this product. To obtain a replacement, call 1 800 222–3111.

Plug one end of the power adapter into the jack labeled **ADAPTER** on the back of the phone.

7 **Check for dial tone.**

Lift the handset and listen for a dial tone. If you cannot hear a dial tone, turn to IN CASE OF DIFFICULTY in this manual.

8 **Mount the phone on the wall.**

• *Four One-Line Jacks*

Modular Telephone Jacks Lines 3 and 4

L3 & L4

Standard Electrical Outlet

Power Cord

L2 L1

Modular Telephone Jacks Lines 1 and 2

• *Two Two-Line Jacks*

Modular Telephone Jack Lines 3 and 4

L3 & L4

Standard Electrical Outlet

Power Cord

L1 & L2

Modular Telephone Jack Lines 1 and 2
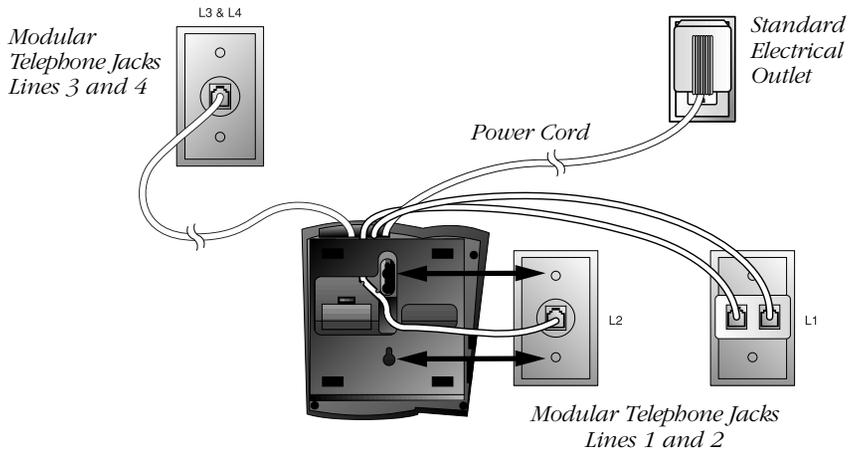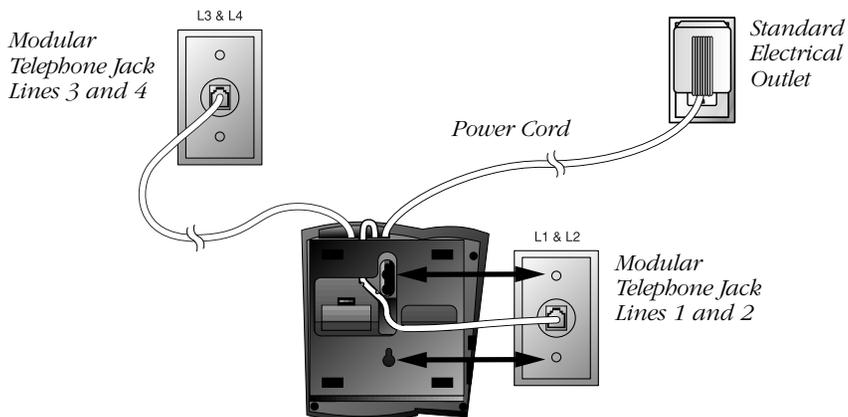
9 **Plug the power adapter into a standard electrical outlet not controlled by a wall switch.**
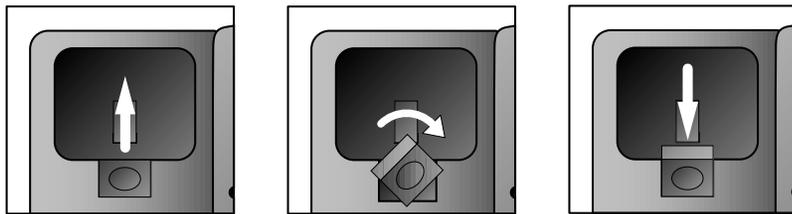
10 **Initialization.**

As soon as you connect the power cord, the system runs a quick self-test and the screen displays `Initializing` for about 15 seconds. When the test is complete, the system enters an initial setup mode (this happens the first time you plug in the unit only) and the screen displays `press PROG to setup your phone`. See SET UP SYSTEM FEATURES beginning on page 15.

Convenience Ports

If you want to connect another device (such as a modem or fax machine) to the wall jack, you can use the jacks on the phone labeled AUX. These convenience ports use Lines 3 and 4; a call picked up on Line 3 or 4 at another extension may interrupt a fax, modem, or message transmission.

• *Four One-Line Jacks*

Modular Telephone Jacks Lines 3 and 4 with Two-line Adapter

L3 L4

L1 L2

Modular Telephone Jacks Lines 1 and 2 with Two-line Adapter

Standard Electrical Outlet

Power Cord

TO COMPUTER

TO FAX MACHINE

Telephone Jack Aux L4

Telephone Jack Aux L3

Telephone Jack L1/L2

Telephone Jack L3/L4
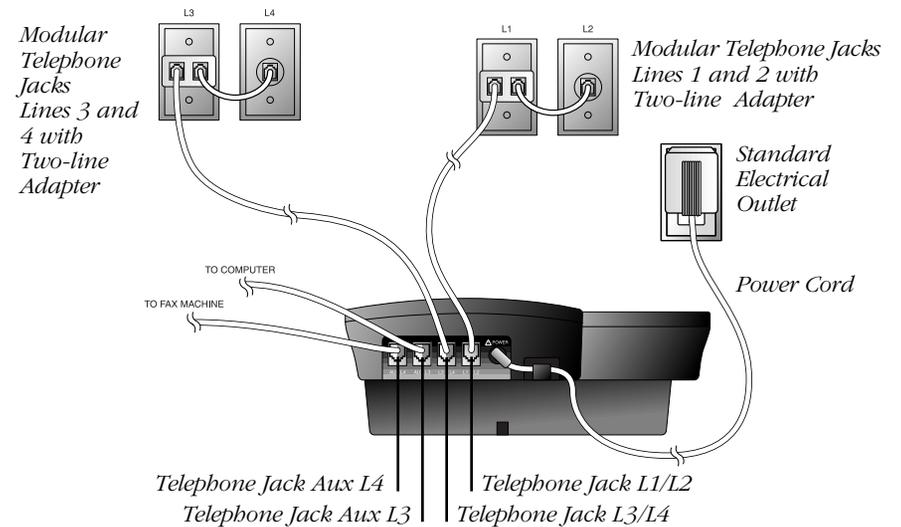
INSTALLATION

- ***Two Two-Line Jacks***

L3 & L4

Modular Telephone Jack Lines 3 and 4

L1 & L2

Modular Telephone Jack Lines 1 and 2

Standard Electrical Outlet

TO COMPUTER

TO FAX MACHINE

Power Cord

Telephone Jack Aux L4
Telephone Jack Aux L3

Telephone Jack L1/L2
Telephone Jack L3/L4
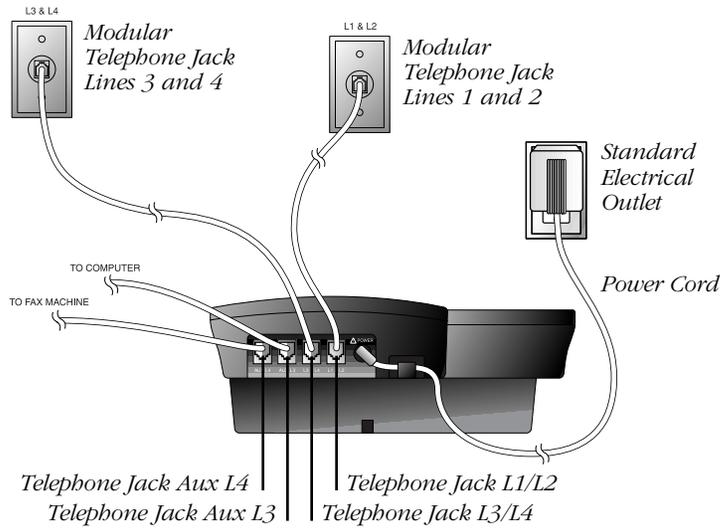
SET UP SYSTEM FEATURES

Use the Navigation buttons to program or change the system features setup.

Store your selection and move to next feature

Enter Programming mode

Scroll through options

Confirm option choice

Used when resetting features to default settings

Exit Programming mode
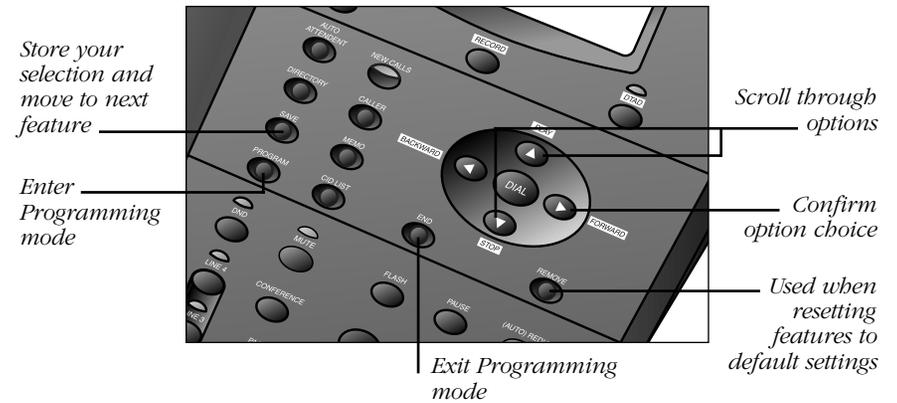
- Press PROGRAM to enter the Programming mode. The screen displays:

```
PROGRAM

▼▲ select
```

NOTE: *If you do not press a key to continue programming within 20 seconds, the system automatically exits the Programming mode.*

- Press ▼ or ▲ repeatedly to move through the list of options.
- Press ▶ to choose the option currently displayed.
- Press SAVE to store your selections and return to the 'home screen' for the feature currently displayed.

```
LANGUAGE              ── Feature

▼▲:select
▶:enter               ── Options
```
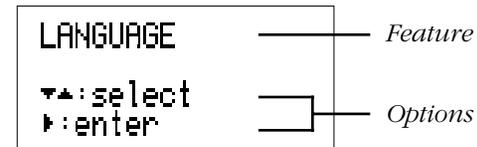
You can set up one feature at a time or you can set up a feature and then move on to set up another feature. After you change one feature, press ▲ or ▼ to select another feature. When you are finished with features setup, press END to exit Programming mode.

NOTE: *After a feature is successfully programmed, the system beeps once. If the system beeps twice, repeat the steps to set up the feature.*

SET UP SYSTEM FEATURES

Change Display Language

1. Press `PROGRAM`.
2. Press ▼ until the screen displays LANGUAGE, then press ▶.
3. Press ▼ or ▲ until the screen displays your language selection.
4. Press `SAVE` to store your selection.

Set the Time/Date

NOTE: The time and date are automatically set with incoming call information. Follow the steps below to set manually.

1. Press `PROGRAM`.
2. Press ▼ until the screen displays TIME/DATE.
3. Press ▶ until screen displays HOUR.
4. Press ▼ or ▲ to select the correct hour setting.
5. Press `SAVE` to store the hour setting. The screen displays MINUTES.
6. Press ▼ or ▲ to select the correct minutes setting.
7. Press `SAVE` to store the minutes setting. The screen displays AM/PM.
8. Press ▼ or ▲ to select AM or PM.
9. Press `SAVE` to store the setting. The screen displays MONTH.
10. Press ▼ or ▲ to select the correct month.
11. Press `SAVE` to store the setting. The screen displays DATE.
12. Press ▼ or ▲ to select the correct day of the month.
13. Press `SAVE` to store the setting. The screen displays DAY OF WEEK.
14. Press ▼ or ▲ to select the correct day of the week.
15. Press `SAVE` to store the setting.

Assign an Extension Number to Your Phone

1. Press `PROGRAM`.
2. Press ▼ until the screen displays EXTENSION NO, then press ▶.
3. Press ▼ or ▲ to select the desired extension number (from 11 to 22).
4. Press `SAVE` to store your selection.

*NOTE: If you duplicate an extension number, you will hear a repeating short ring at all extensions. Repeat **Steps 1-4** and assign a different number (from 11 to 22).*

SET UP SYSTEM FEATURES

Turn COVM Indicator On or Off for Each Line

If you subscribe to Voice Mail service with your local telephone service provider, turn the COVM indicator on to have the screen display the appropriate line numbers when there are messages waiting. You can turn the COVM indicator on or off for each line individually or for all lines at once. If you do not subscribe to Voice Mail service, turn the COVM indicator off for each line.

1. Press `PROGRAM`.
2. Press ▼ until the screen displays COVM ON/OFF, then press ▶.
3. Press ▼ or ▲ until the screen displays the desired line number, then press ▶.
4. Press ▼ or ▲ to select the desired setting.
5. Press `SAVE` to store your selection.
6. Repeat **Steps 1-5** to change the indicator setting for additional lines.

Turn the Ringer On or Off for Each Line

1. Press `PROGRAM`.
2. Press ▼ until the screen displays RINGER ON/OFF, then press ▶.
3. Press ▼ or ▲ until the screen displays the desired line number, then press ▶.
4. Press ▼ or ▲ to select the desired setting.
5. Press `SAVE` to store your selection.
6. Repeat **Steps 1-5** to change the Ringer setting for additional lines.

Select the Ringer Type

1. Press `PROGRAM`.
2. Press ▼ until the screen displays RINGER TYPE, then press ▶.
3. Press ▼ or ▲ to select the desired setting. You will hear a sample of each Ringer Type as you move through the settings.
4. Press `SAVE` to store your selection.

SET UP SYSTEM FEATURES

Set Delay Ring

NOTE: This feature is for use with Centrex systems only.

NOTE: If you choose to set a delayed ring on a phone with COVM service, the phone may not ring at all before COVM picks up the call.

1. Press `PROGRAM`.
2. Press ▼ until the screen displays DELAY RING, then press ▶.
3. Press ▼ or ▲ to select the desired setting. (One ring is about six seconds.)
4. Press `SAVE` to store your selection.

Turn Line Usage On or Off for Each Line

If you are not using all four phone lines, you need to turn off Line Usage for the unused lines. If you expand to a third or fourth line, turn Line Usage back on.

You may also restrict the use of certain lines on this phone to intercom and paging only by turning off Line Usage for each line to be restricted. When Line Usage is turned off, that line cannot be used to answer incoming calls or to make outgoing or transfer calls.

1. Press `PROGRAM`.
2. Press ▼ until the screen displays LINE USAGE, then press ▶.
3. Press ▼ or ▲ until the screen displays the desired line number, then press ▶.
4. Press ▼ or ▲ to select the desired setting.
5. Press `SAVE` to store your selection.
6. Repeat **Steps 1-5** to change the Line Usage status for additional lines.

Assign the Prime Line (Line Preference)

1. Press `PROGRAM`.
2. Press ▼ until the screen displays PRIME LINE, then press ▶.
3. Press ▼ or ▲ to select the desired setting.
4. Press `SAVE` to store your selection.

SET UP SYSTEM FEATURES

Assign the Line Group for this Phone

1. Press `PROGRAM`.
2. Press ▼ until the screen displays LINE GROUP, then press ▶.
3. Press ▼ or ▲ to select the desired setting.
4. Press `SAVE` to store your selection.

Turn Auto-Mute On or Off

Choose whether sounds at this extension will be heard automatically in response to a page (Auto-Mute Off) or only when `MUTE` is pressed. Auto-Mute Off permits hands-free conversation and room monitoring; Auto-Mute On protects privacy.

1. Press `PROGRAM`.
2. Press ▼ until the screen displays AUTO MUTE, then press ▶.
3. Press ▼ or ▲ to select the desired setting.
4. Press `SAVE` to store your selection.

Set the Dial Mode

1. Press `PROGRAM`.
2. Press ▼ until the screen displays TONE/PULSE, then press ▶.
3. Press ▼ or ▲ to select the desired setting.
4. Press `SAVE` to store your selection.

Set the Flash Time

NOTE: If you are using this phone within the United States, there is no reason to change the Flash Time from the default setting (0.7 seconds).

1. Press `PROGRAM`.
2. Press ▼ until the screen displays FLASH TIME, then press ▶.
3. Press ▼ or ▲ to select the desired setting.
4. Press `SAVE` to store your selection.

SET UP SYSTEM FEATURES

Turn Hold Reminder On or Off

1. Press `PROGRAM`.
2. Press ▼ until the screen displays HOLD REMINDER, then press ▶.
3. Press ▼ or ▲ to select the desired setting.
4. Press `SAVE` to store your selection.

Program Home and Local Area Codes

One Home and up to five Local Area Codes can be programmed into the unit. The Home Area Code must be programmed in order for you to dial numbers stored in the directory and the Caller ID Call List and so that you can transfer numbers from the Call List to the directory. By programming these specific area codes, the unit will be able to distinguish a local call from a long distance call, and will thereby dial the appropriate number of digits.

1. Press `PROGRAM`.
2. Press ▼ until the screen displays AREA CODEs, then press ▶.
3. Press ▼ or ▲ to select type of area code you wish to set.
4. Press ▶ to confirm your choice, then use the keypad to enter the digits of the area code.
5. Press `SAVE` to store the setting.
6. Repeat **Steps 1-5** to program additional area codes.

NOTE: If you must dial the area code to place calls within your own area code, enter "000" for the Home Area Code and enter your area code as a Local Area Code.

Set Your Phone for Single Phone Operation

This feature allows the answering system to operate properly when only one phone is connected. If you are using this phone as part of a multi-phone system, leave Single Phone set to the default setting (Off).

1. Press `PROGRAM`.
2. Press ▼ until the screen displays SINGLE PHONE, then press ▶.
3. Press ▼ or ▲ to select a setting.
4. Press `SAVE` to store the setting.

SET UP SYSTEM FEATURES

Program the Day and Night Times for Auto-Attendant

NOTE: The Auto-Attendant feature only works with two or more 964 phones.

1. Press `PROGRAM`.
2. Press ▼ until the screen displays DAY/NIGHT TIME, then press ▶.
3. Press ▼ or ▲ to select DAY TIME or NIGHT TIME, then press ▶.
4. Press ▼ or ▲ to select the correct hour.
5. Press `SAVE` to store the hour setting and move on to setting the minutes.
6. Press ▼ or ▲ to select the correct minutes.
7. Press `SAVE` to store the minutes setting and move on to select AM or PM.
8. Press ▼ or ▲ to select AM or PM.
9. Press `SAVE` to store the setting.
10. Repeat **Steps 1-9** to program the opposite Day or Night Time setting.

NOTE: The Auto-Attendant Day Outgoing Message will play beginning with the time you program as Day Time until the time you program as Night Time.

Program Ring Time

Select the length of time the phone will ring before the answering system picks up a call. One ring is about six seconds.

1. Press `PROGRAM`.
2. Press ▼ until the screen displays RING TIME, then press ▶.
3. Press ▼ or ▲ to select the desired setting (from 10 to 60 seconds).
4. Press `SAVE` to store the setting.

SET UP SYSTEM FEATURES

Program Message Length

Select the maximum length for the messages callers can record when the answering function is on. If you choose UNLIMITED, the caller can record a message of any length, up to the amount of time remaining for all messages, memos and announcements. If you choose GREETING ONLY, the caller will hear the selected outgoing announcement but will not be able to record a message. If you choose 1 min, the caller can record a message up to one minute long.

   1   Press PROGRAM.
   2   Press ▼ until the screen displays MESS. LENGTH, then press ▶.
   3   Press ▼ or ▲ to select UNLIMITED, GREETING ONLY, or 1 min.
   4   Press SAVE to store the setting.

Turn Message Alert On or Off

   1   Press PROGRAM.
   2   Press ▼ until the screen displays MESS. ALERT, then press ▶.
   3   Press ▼ or ▲ to select the desired setting.
   4   Press SAVE to store the setting.

Turn the Monitor On or Off

If you wish to hear incoming messages as they are recorded, turn the Monitor on.

   1   Press PROGRAM.
   2   Press ▼ until the screen displays MONITOR, then press ▶.
   3   Press ▼ or ▲ to select a setting.
   4   Press SAVE to confirm your selection.

Turn D-TAD Intercept On or Off

If you want other extensions in the Line Group to be able to pick up a call while the caller is leaving a message with the answering system, turn D-TAD Intercept On. This feature applies only to 964 phones; non-system phones will not be able to intercept D-TAD messages.

   1   Press PROGRAM.
   2   Press ▼ until the screen displays DTAD INTERCEPT, then press ▶.
   3   Press ▼ or ▲ to select a setting.
   4   Press SAVE to confirm your selection.

SET UP SYSTEM FEATURES

Set Auto-Attendant Pickup Delay

   1   Press PROGRAM at the Auto-Attendant phone.
   2   Press ▼ until the screen displays AUTO ATT PICKUP, then press ▶.
   3   Press ▼ or ▲ to select the desired number of seconds (from 6 to 30).
       NOTE: Six seconds equals about one ring, twelve seconds is about two rings, and so on.
   4   Press SAVE to store the selection.

Program Remote Password

   1   Press PROGRAM.
   2   Press ▼ until the screen displays PASSWORD, then press ▶.
   3   Use the keypad to enter the three digits of your new password.
   4   Press SAVE to store the new password.

You will need to program the following two features if this phone is the designated Console Phone for your Centrex system:

Set Your Phone to be the Centrex Console Phone

NOTE: This feature is for use with Centrex systems only.

   1   Press PROGRAM.
   2   Press ▼ until the screen displays CONSOLE, then press ▶.
   3   Press ▼ or ▲ to select a setting.
   4   Press SAVE to confirm your selection.

Program the Centrex Console Delayed Ring Time

NOTE: This feature is for use with Centrex systems only.

Set the length of time the phone will ring before the Centrex Console phone picks up calls to your phone. One ring is about six seconds.

   1   Press PROGRAM.
   2   Press ▼ until the screen displays CSL DELAY RING, then press ▶.
   3   Press ▼ or ▲ to select a setting.
   4   Press SAVE to confirm your selection.

SET UP SYSTEM FEATURES

Turn Toll Saver On or Off

If you would like the answering system to pick up calls after only two rings when there are new messages, turn Toll Saver on. When Toll Saver is off, the answering system will pick up after the length of time you programmed for Ring Time.

1   Press `PROGRAM`.

2   Press ▼ until the screen displays TOLL SAVER, then press ▶.

3   Press ▼ or ▲ to select a setting.

4   Press `SAVE` to store the setting.

Erase All Settings and Return the Phone to Default Settings

1   Press `PROGRAM`.

2   Press ▼ until the screen displays RESET ALL?.

3   Press ▶. The screen displays:

```
RESET ALL?

REMOVE
```
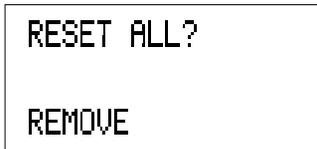
4   Press `REMOVE` within three seconds to confirm the RESET ALL command. The screen displays:

```
Reset!
```

TELEPHONE OPERATION

Mute the microphone

Prevents interruptions during a call

Line-in-use lights

Line buttons

Redial last number called – OR – Automatically redial a number when the line you're calling is busy

Activate custom-calling services

Activate temporary tone dialing

Activate hands-free calling for speakerphone

Adjust volume of ringer, handset, speakerphone, and headset

Activate hands-free calling for headset

Redirect an incoming call to any 964 phone

Initiate a three-party call

Put a caller on hold

NOTE: When you make a call, the phone selects the Prime Line you programmed. When you answer a call, the phone automatically selects the ringing line. If you have a private line, the phone automatically selects that line.

Making or Answering a Call

Handset

To make a call, lift the handset. You can dial your call manually or dial a number from the directory (see DIRECTORY OPERATION).

To answer a call, lift the handset. Replace the handset to end the call.

To override automatic line selection, lift the handset, then press and release a LINE button
— **OR** —
Press the LINE button for the line you wish to select, then lift the handset.

Speakerphone

To make a call, press and release the desired LINE button or $\boxed{\text{SPEAKER}}$. The SPEAKER light goes on. Wait for a dial tone, then dial the call manually or by dialing a number from the Directory (see DIRECTORY OPERATION).

NOTE: If the most recent call was handled with the headset, you must press $\boxed{\text{SPEAKER}}$ to activate the speakerphone.

To answer a call, press $\boxed{\text{SPEAKER}}$. Press $\boxed{\text{SPEAKER}}$ again to end the call.

Headset

You can use this phone hands-free when you install a 2.5mm headset. Headsets are available for purchase in retail stores (comcode #108041732) or by calling 1 800 222-3111.

Make sure the headset is plugged into the headset jack located to the left of the handset jack on the left side of the telephone base.

To make a call, press and release $\boxed{\text{HEADSET}}$ or press the desired LINE button and then press $\boxed{\text{HEADSET}}$. The HEADSET light goes on. Wait for a dial tone, then dial the call manually or by dialing a number from the Directory (see DIRECTORY OPERATION).

To answer a call, press $\boxed{\text{HEADSET}}$. Press $\boxed{\text{HEADSET}}$ again to end the call.

NOTE: An error tone will sound if you press $\boxed{\text{HEADSET}}$ and the headset is not plugged in.

To switch from handset to headset or speakerphone, press $\boxed{\text{HEADSET}}$ or $\boxed{\text{SPEAKER}}$, then replace the handset (for headset, headset must be plugged in).

To switch from speakerphone to handset, lift the handset.

To switch from headset to speakerphone (when handset is in the cradle), press $\boxed{\text{SPEAKER}}$.

To switch from headset to speakerphone (when handset is off-hook), press $\boxed{\text{SPEAKER}}$ and replace the handset.

To switch from speakerphone to headset, insert the headset plug into the jack, and press $\boxed{\text{HEADSET}}$.

To override automatic line selection, press and release a LINE button (this activates the speakerphone or headset).

Timer

When you make or answer a call, the timer automatically starts. The screen displays the elapsed time in minutes and seconds for the first hour (up to 59:59) and then begins again. The timer stops automatically when you hang up and the recorded time is displayed for about 10 seconds.

The timer also stops when you place a call on hold and resets when you release hold.

Call Privacy

To ensure call privacy, the phone allows only one set at a time to use a line.

Canceling Call Privacy

During the call, press the LINE button for the call. You'll hear a short beep. Others can now join the call.

Restoring Call Privacy

Press the LINE button again during the call. You'll hear a double-beep. The other phones will be dropped from the call.

NOTE: Call privacy is automatically restored when you end the call.

NOTE: When a non-system phone answers a call, any other system phone can pick up the call by pressing the LINE button. Once a system phone picks up the call, Call Privacy is activated and no other system phones can listen to the call, unless Call Privacy is canceled, but non-system phones which share that line can still join the call. If this extension is programmed with D-TAD Intercept On (see "Turn D-TAD Intercept On or Off" in SET UP SYSTEM FEATURES), other 964 extensions can pick up on any call routed to this extension's answering system (D-TAD).

Do Not Disturb

When your phone is off-hook (i.e., you are on a call) you will hear a low volume ring when you receive an intercom call. In order to prevent even this audible signal, activate the Do Not Disturb feature. When you activate this feature you will not hear paging tones, voice paging, or incoming call rings. Instead, the LINE light flashes and the INTERCOM light goes on to signal an incoming call or page. If you receive an intercom call, the INTERCOM light flashes, and the intercom number calling you appears on the display. Caller ID information will be displayed for incoming calls from outside.

1   Press (DND) to prevent interruptions. The DND light goes on and the screen display includes DND.

2   Press (DND) again to resume normal call alerts. The DND light goes off and the screen no longer shows DND.

When this feature is activated, callers from within your 964 system will hear a short repeating tone (like a fast busy signal).

Line-in-Use Lights

Whenever a line is in use, the Line light will be on. Use the following chart to determine the exact status of a line.

A Line light shows:	To show that:
On steadily	The line is in use at another extension
Slow, even blinks	You have an incoming direct call
Rapid, even blinks	You have an incoming transfer call
Flashing pattern brief off, long on	You are talking on the line
Alternating one short and one long flash	The line is on hold at your extension
Two short and one long flash, repeating	The line is on hold at another extension

Volume

Handset/Speakerphone/Headset Volume Control

When you are on a call, press Volume ▲ to increase call volume. Press Volume ▼ to decrease volume. You will hear a beep when you reach the minimum or maximum level.

Ringer Volume

You can adjust the ringer volume while the phone is ringing. While the line is ringing, press Volume ▲ or Volume ▼ to reach the desired level.

This phone has four ringer volume levels. Each time you adjust the ringer, you will hear a sample indicating the volume level.

Turning Ringer Off

You may turn the ringer for each line on or off. See "Turn the Ringer On/Off for Each Line" in the SET UP SYSTEM FEATURES section of this manual.

Redial

The last number dialed on this phone (up to 32 digits) is stored in redial memory until you dial another number.

Handset

To dial the same number again, lift the handset, listen for the dial tone, then press ((AUTO) REDIAL).

Speakerphone or Headset

To dial the same number again, press ((AUTO) REDIAL). The phone automatically selects an available line and dials the last number.

NOTE: You will experience a delay before the call is dialed when using the Redial feature. This is normal.

Auto Redial

Press ((AUTO) REDIAL) twice and the phone automatically selects an available line

— OR —

Press a line button to select a line, then press ((AUTO) REDIAL) twice.

The phone redials the number you just called, and continues up to 10 times, or until the other line rings, or until you cancel Auto Redial.

When you hear the line ringing or the other party answers, lift the handset or press (SPEAKER) or (HEADSET) to complete the call and speak with the other party. If you don't complete the call, the phone disconnects after 30 seconds.

To cancel Auto Redial, press any button (except Volume ▲ or ▼).

Hold

Press and release ⌖HOLD⌗. The light of the line on hold flashes, and a double-beep sounds every 30 seconds to remind you the call is on hold. (To turn off the reminder beep, see "Turn Hold Reminder On or Off" in SET UP SYSTEM FEATURES.) You can replace the handset in the cradle without disconnecting the call. The speakerphone is automatically turned off.

To release Hold, press and release the LINE button of the call on hold.

NOTE: *The system automatically disconnects a call on hold after three minutes. To keep a call on hold longer than three minutes, release Hold before three minutes and then place the call on hold again.*

NOTE: *You cannot put an intercom call on hold.*

NOTE: *If a line is in use, pressing* ⌖INTERCOM⌗ *or* ⌖PAGE⌗ *will place the line on hold and activate the intercom.*

Switch Between Lines

1   Press and release ⌖HOLD⌗ to keep a call on the first line.
2   Press and release the LINE button of another line to make or answer another call.

NOTE: *If you switch lines without pressing* ⌖HOLD⌗ *first, you will drop the call.*

Mute

This feature lets you mute the telephone so that you can hear the other party, but the other party can't hear you.

To activate this feature, press and release ⌖MUTE⌗. The MUTE light goes on.

To return to the conversation, press and release ⌖MUTE⌗ again.

NOTE: *Switching from handset to speakerphone or headset, or from speakerphone or headset to handset, changing lines, and putting a call on hold also cancel Mute.*

Flash

Use ⌖FLASH⌗ instead of the switchhook to activate telephone company subscriber services such as Call Waiting or Three-Way Calling.

To adjust the length of the Flash signal, see "Set the Flash Time" in SET UP SYSTEM FEATURES.

Temporary Tone Dialing

If you have dial pulse (rotary) service, you can change from dial pulse to touch tone dialing during a call by pressing ⌖✳ TONE⌗. This is useful if you need to send touch tone signals for access to telephone banking or long-distance services.

1   Dial the number.
2   Press and release ⌖✳ TONE⌗. Buttons pressed after this send touch tone signals.
3   After you hang up, the phone automatically returns to rotary service.

Conference Calls

This feature lets you set up a three-party call by using two lines at the same time. You can also join an intercom call with a call on an outside line.

1   Make or answer a call.
2   Press and release ⌖HOLD⌗.
3   Call someone on another line.
4   When this call is answered, press ⌖CONFERENCE⌗. The three-party conference begins immediately.
5   To end a conference call, hang up. All parties will disconnect.

To talk privately with one party:

1   Press ⌖HOLD⌗ to place both lines on hold.
2   Press a LINE button to talk privately with the person on that line.
3   Press ⌖CONFERENCE⌗ to resume the conference call.

To drop one line:

Press the LINE button of the party you want to keep. The other line will be dropped.

NOTE: *Occasionally, the far-end parties on a conference call might not hear one another.*

TELEPHONE OPERATION

Transfer a Call

You can transfer a call you answer to any other 964 phone. Once you transfer a call, it can be picked up at any other 964 phone, not just at the extension you called.
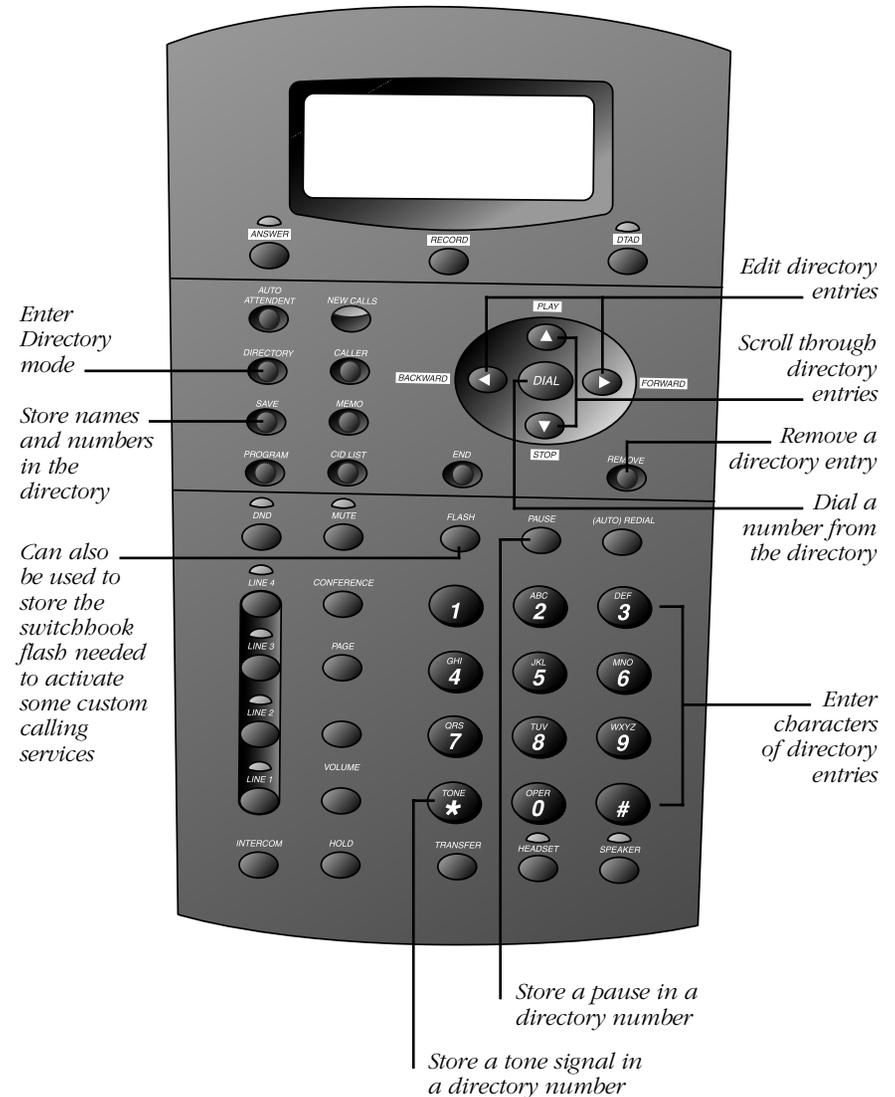
1 Press ⌊TRANSFER⌋.

2 Enter the extension number where you're transferring the call.

3 Hang up.

Your phone reminds you with a double-beep every 30 seconds when a transferred call has not been answered.

To answer a transferred call, pick up the handset or press the LINE button of the call to use the speakerphone or headset. You will know an incoming call is a transferred call by the distinctive long rings.

NOTE: If a transferred call is not picked up within three minutes, the system will automatically disconnect the call.

DIRECTORY OPERATION

Enter Directory mode

Store names and numbers in the directory

Can also be used to store the switchhook flash needed to activate some custom calling services

Edit directory entries

Scroll through directory entries

Remove a directory entry

Dial a number from the directory

Enter characters of directory entries

Store a pause in a directory number

Store a tone signal in a directory number

This phone can store up to 200 names and phone numbers in the directory. Names can be up to 16 characters long and numbers can be 32 digits long. Because directory entries are stored in alphabetical order, you may wish to enter names with the last name first in order to maintain consistency with the information stored automatically through the Caller ID function of this system.

Enter Directory mode by pressing ⌊DIRECTORY⌋. The screen displays DIRECTORY. If the directory is full, the screen displays DIRECTORY FULL!.

Storing Names and Numbers in the Directory

1   Enter Directory mode.

2   Press ⌊SAVE⌋. The screen displays:

```
■ (Enter name)


SAVE?
```

3   Use the dial pad keys to enter the letters, digits or symbols you wish to store. Press the key repeatedly until your desired character is displayed. For example, press ⌊2⌋ once for "A," twice for "B," three times for "C," and four times for "2." Press ▶ to move to the next character or ◀ to backspace. Press ▶ twice to insert a space.

PRESS:	ONCE	TWICE	3 TIMES	4 TIMES	5 TIMES	6 TIMES	7 TIMES	8 TIMES
⌊1⌋	,	-	'	&	.	(	)	I
⌊2⌋	A	B	C	2				
⌊3⌋	D	E	F	3				
⌊4⌋	G	H	I	4				
⌊5⌋	J	K	L	5				
⌊6⌋	M	N	O	6				
⌊7⌋	P	Q	R	S	7			
⌊8⌋	T	U	V	8				
⌊9⌋	W	X	Y	Z	9			
⌊*⌋	*							
⌊0⌋	0							
⌊#⌋	#							

NOTE: *To store a number without storing a name, press* ⌊SAVE⌋ *and go on to **Step 5**.*

4   Press ⌊SAVE⌋ to store the name and move on to enter the phone number. The screen displays:

```
JIM
■ (Enter number)

SAVE?
```

5   Use the dial pad keys to enter the phone number you wish to store.

6   Press ⌊SAVE⌋ to store the name and number in the directory. The screen displays:

```
JIM
5550123

Saved!
```

Storing a Pause in a Directory Number

To store a dialing pause in a directory number, press and release ⌊PAUSE⌋ where you want the dialing pause to occur. Each time you press ⌊PAUSE⌋ you enter a three-second pause in the dialing sequence.

Storing a Temporary Tone Signal in a Directory Number

To store a tone signal, press and release ⌊*TONE⌋ where you want tone dialing to begin. All digits entered after this will send tone signals.

Storing a Flash in a Directory Number

You can store the switchhook flash needed to access some custom-calling services in a directory number. Press and release ⌊FLASH⌋ where you want the switchhook flash to occur in the dialing sequence.

DIRECTORY OPERATION

Reviewing Information Stored in the Directory

1 Enter the Directory mode.
2 Press ▲ or ▼ to scroll through the directory entries
   — OR —
   Repeatedly press the dial pad key that has the first character of the entries you wish to review until the character you are looking for is displayed. Then press ▲ or ▼ to move through the entries beginning with this character.

For example, to find the entry you stored for Jim in a directory beginning with an entry for "Aaron," press ▼. The screen displays:

```
AARON
9085550127

✳:EDIT
```

Then press the button for "J;" the screen displays:

```
JIM
5550123

✳:EDIT
```

NOTE: If there is no entry with the first letter "J," the screen will display No Entries for "J".

Changing Directory Entries

1 Find the directory entry you wish to change by following the directions under "Reviewing Information Stored in the Directory."
2 Press ✳TONE, then use ◄, ► and the dial keypad to edit the name.
3 Press SAVE to save the name and move on to edit the phone number.
4 Use ◄, ► and the dial keypad to edit the number.
5 Press SAVE to store the name and number in the directory. The screen displays your new entry and Saved!.

```
JIM
5550123█

Saved!
```

DIRECTORY OPERATION

Dialing a Number from the Directory

1 Enter Directory mode and use the dial pad or Navigation buttons to find the entry for the number you wish to call (see "Reviewing Information Stored in the Directory").
2 When the desired directory entry is displayed on the screen, press DIAL to place the call (the line is selected automatically)
   — OR —
   Press the LINE button for the line you wish to select, then press DIAL to place the call.

Removing a Name and Number from the Directory

1 Enter Directory mode and use the dial pad or Navigation buttons to find the entry for the number you wish to remove from the directory (see "Reviewing Information Stored in the Directory").
2 Press REMOVE. The screen prompts REMOVE?.
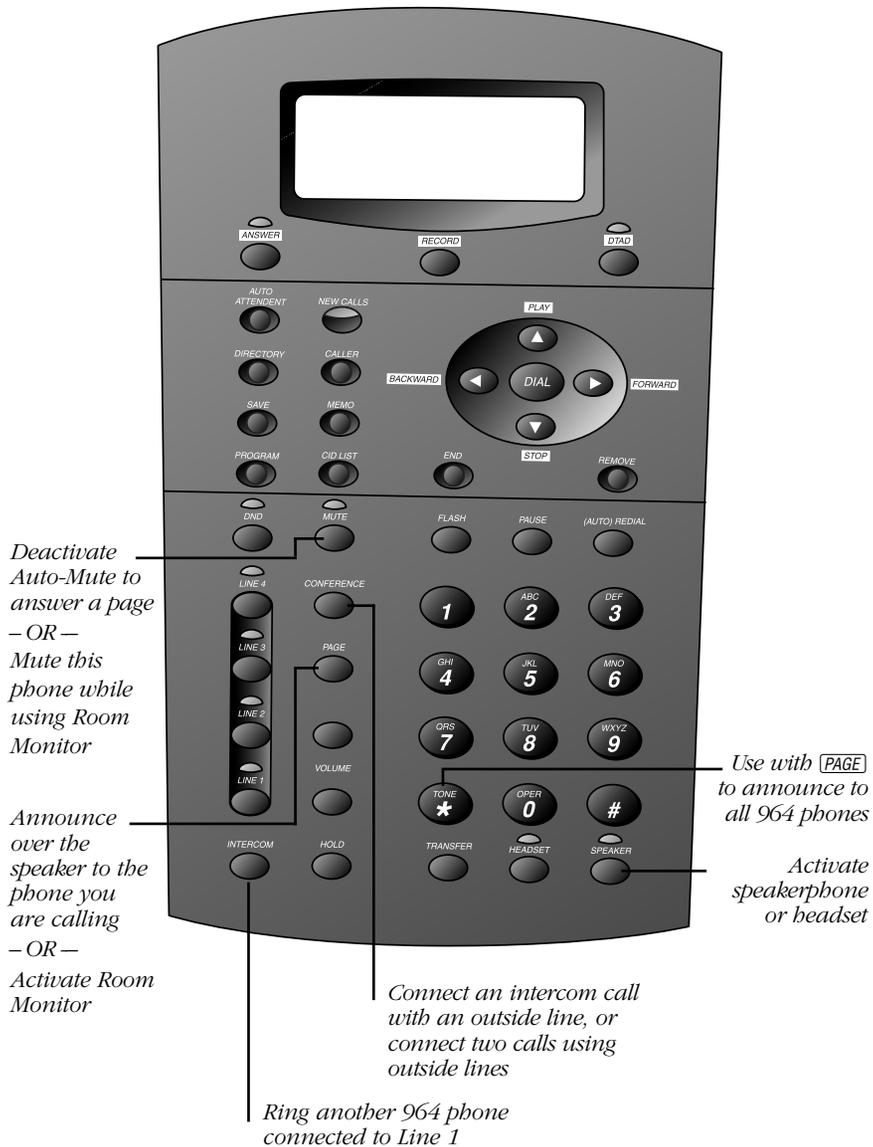3 Press REMOVE again within three seconds to remove the entry. The screen displays:

```
(empty)


Removed!
```

Removing All Entries from the Directory

1 Enter Directory mode.
2 Press REMOVE. The screen prompts DIRECTORY REMOVE: all?.
3 Press REMOVE again within three seconds to remove all entries. The screen displays:

```
(empty)


All Removed!
```

Deactivate Auto-Mute to answer a page — OR — Mute this phone while using Room Monitor

Announce over the speaker to the phone you are calling — OR — Activate Room Monitor

Use with [PAGE] *to announce to all 964 phones*

Activate speakerphone or headset

Connect an intercom call with an outside line, or connect two calls using outside lines

Ring another 964 phone connected to Line 1

This intercom features both a single-phone page and a system-wide page. A single-phone page alerts only one phone; a system-wide page alerts all phones. Any phone with the Do Not Disturb (DND) feature activated will not receive a page.

An intercom call or single-phone page automatically activates the speakerphone on the receiving phone. You can deactivate the speakerphone by lifting the handset.

Basic Intercom Operations

INTERCOM   Any two stations connected to Line 1 can ring each other.

PAGE   Lets you "announce" over the speaker of the phone you're calling. The person you've called can respond just by talking.

PAGE ✷   Lets you "announce" to all 964 phones in the system at the same time (All Page).

CONFERENCE   Lets you connect another intercom call with an outside line.

Making an Intercom Call with the Handset

1   Press [INTERCOM] and lift the handset. The screen displays:

```
ICM ▮

CID=100/198 COVM
DTAD=11/21  1 34
```
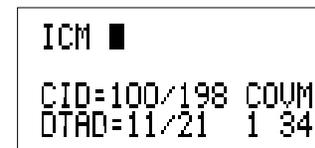
2   Dial the extension number of the party you wish to reach. If that extension is idle, you will hear long beeps. If that extension is busy, you will hear a busy signal. If that extension is set to Do Not Disturb, you will hear short beeps.

NOTE: *The intercom call is automatically cancelled if you do not dial an extension within 10 seconds.*

NOTE: *When you direct an intercom call to one extension, any extension in the system can answer the call.*

## Making an Intercom Call with the Speakerphone or Headset

1   Press ⌊INTERCOM⌋ .

2   Refer to the screen display and follow **Step 2** under "Making an Intercom Call with the Handset."

Answering an Intercom Call

When you receive an intercom call you will hear a repeating double-ring pattern and your screen displays ICM with the extension number of the caller. Answer the intercom call by lifting the handset, or by pressing ⌊INTERCOM⌋ , ⌊SPEAKER⌋ or ⌊HEADSET⌋ to take the call hands-free.

Making a Single-phone Page

1   Press ⌊PAGE⌋ . The screen displays:
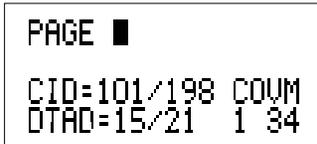
```
PAGE ■

CID=101/198 COVM
DTAD=15/21  1 34
```

2   Dial the extension number of the party you wish to reach.

Answering a Single-phone Page

Auto-Mute Off

When your extension receives a page, the phone beeps and the speakerphone is automatically activated. Answer the call by simply speaking.

If you are on the headset, you can answer the page by simply speaking through the headset.

Auto-Mute On

The MUTE light will be on. Lift the handset or press ⌊MUTE⌋ to temporarily deactivate Auto-Mute and answer the page.

Switching Between an Intercom Call and a Single-phone Page

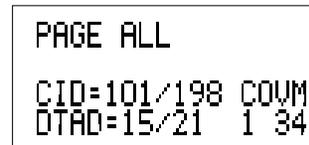When making an intercom call, press ⌊PAGE⌋ to switch the call to a single-phone page.

When making a single-phone page, press ⌊INTERCOM⌋ to switch the call to the intercom.

Ending an Intercom or Page Call

Hang up or press ⌊SPEAKER⌋ or ⌊HEADSET⌋ again.

Paging All Phones
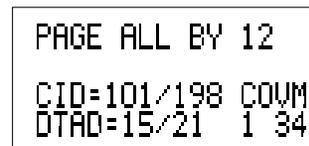
1   Press ⌊PAGE⌋ ⌊✳TONE⌋ . The screen displays:

```
PAGE ALL

CID=101/198 COVM
DTAD=15/21  1 34
```

2   Speak toward the telephone or into the headset microphone.

3   Press and release ⌊SPEAKER⌋ or ⌊HEADSET⌋ to disconnect.

Answering an All Page

NOTE: Only one extension can answer an All Page.

When you receive an All Page, your phone beeps and the screen shows the paging extension:

```
PAGE ALL BY 12

CID=101/198 COVM
DTAD=15/21  1 34
```

1   Press ⌊PAGE⌋ to answer.

2   To end, press and release ⌊SPEAKER⌋ or ⌊HEADSET⌋ .

INTERCOM OPERATION

Making an Intercom Conference Call

1. Make or answer a call.
2. Press and release (INTERCOM) and enter the extension number of the third party. The line is automatically put on hold.
3. After the third party answers, press and release (CONFERENCE).
4. To end an intercom conference call, hang up.

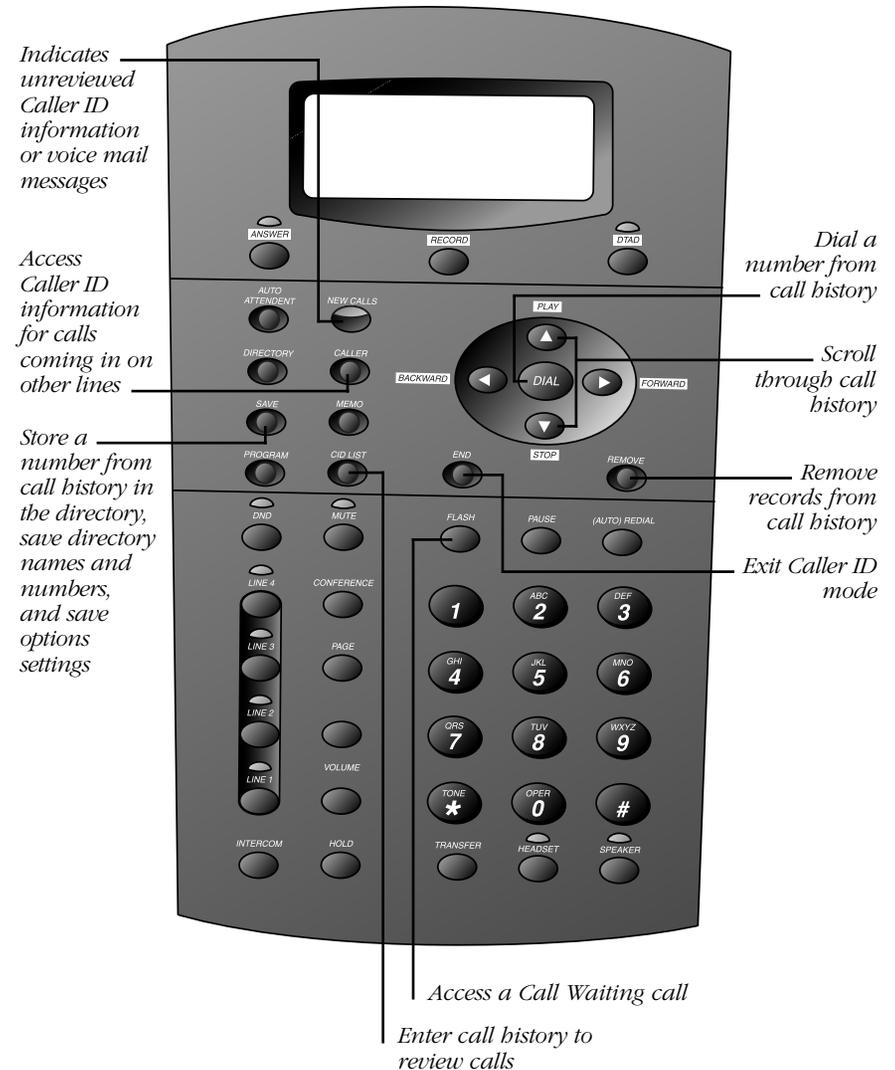**NOTE:** *You cannot put an intercom conference call on hold.*

Room Monitor

You can activate the speaker of another phone to monitor sounds in that room.

1. Press and release (PAGE).
2. Enter the extension number of the telephone to be monitored.
3. Press and release (MUTE) if you don't want sounds on your end to be heard.
4. To end monitoring, press and release (SPEAKER).

The party at the extension being monitored will hear a beep as with any page, signaling that the speakerphone has been activated.

NOTE: *An extension cannot be monitored when Auto-Mute is turned On at that extension.*

CALLER ID OPERATION

Indicates unreviewed Caller ID information or voice mail messages

Access Caller ID information for calls coming in on other lines

Store a number from call history in the directory, save directory names and numbers, and save options settings

Dial a number from call history

Scroll through call history

Remove records from call history

Exit Caller ID mode

Access a Call Waiting call

Enter call history to review calls

This telephone has a Caller ID feature that works with Caller Identification service provided by your local telephone company; there is a fee for this service, and it may not be available in all areas. This phone can provide information only if both you and the caller are in areas offering Caller Identification service, and if both telephone companies use compatible equipment.

When you use this phone with Caller ID service, you can see who's calling before you answer the phone. If you subscribe to Caller ID with Call Waiting a **combined** service available through many local telephone companies, you can see who's trying to reach you even when you're on another call. This service may be called by different names (such as Caller ID with Visual Call Waiting) by different local telephone companies and may not be available in all areas.

*NOTE: You must subscribe to **combined** Caller ID with Call Waiting as a **single** service to see Caller ID information for a Call Waiting call. Check with your local telephone company for availability.*

This phone assigns each incoming call a number from 1 to 200. The most recent call will have the highest number. (For example, if two calls have been received, call number 002 is the most recent.) When the call history is full, the oldest call information is automatically deleted to make room for the new incoming call information.

Call Waiting

If you subscribe to Caller ID with Call Waiting service and you receive a Call Waiting call, the screen will display call information for the call.
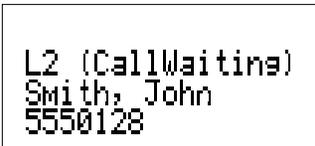
```
L2 (CallWaiting)
Smith, John
5550128
```

1   Press ⌊FLASH⌋ to access the Call Waiting call.
2   To switch back to the original call, press ⌊FLASH⌋ again.

## Calls Received on Two or More Lines Simultaneously

Your screen can display the Caller ID information for only one call at a time, but you can switch between the information for two or more ringing lines by pressing ⌊CALLER⌋.

For example, if Line 3 of the phone is ringing, the screen displays the Caller ID information for Line 3:
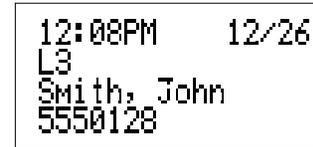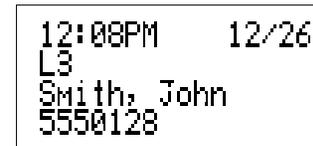
```
12:08PM     12/26
L3
Smith, John
5550128
```

If the phone begins to ring on Line 1, the screen will display the new caller's information after it is received:
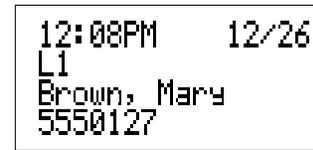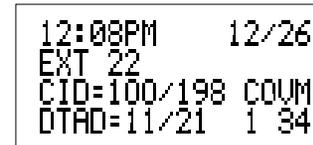
```
12:08PM     12/26
L1
Brown, Mary
5550127
```

Press ⌊CALLER⌋ to review the Caller ID information for the first call and the screen displays:

```
12:08PM     12/26
L3
Smith, John
5550128
```

Pressing ⌊CALLER⌋ repeatedly will allow you to go back and forth between the general screen display

```
12:08PM     12/26
EXT 22
CID=100/198 COVM
DTAD=11/21  1 34
```

and the Caller ID screens for each of the ringing lines.

Message Waiting and NEW CALLS Light

This light stays on steadily when you have received call information but have not yet reviewed it. If you subscribe to a voice mail service, this light flashes when you have unretrieved messages waiting. The screen also displays information about the number of new calls, answering system (D-TAD) messages, and voice mail messages waiting.

```
12:08PM     12/26
EXT 22
CID=100/198 COVM
DTAD=11/21  1 34
```

CID=100/198	100 **new** Caller ID messages, and 198 **total** Caller ID messages
DTAD=11/21	11 **new** voice messages, and 21 **total** voice messages
COVM 1 34	Voice mail "message-waiting" information on Lines 1, 3, and 4

Call List

View Call List Summary

1   Press [CID LIST]. The screen displays the numbers of total calls and new calls in call history.

```
CID LIST

198 Calls
115 New
```

2   Press ▲ to view the latest or ▼ to view the earliest caller's information. Then, use ▲ or ▼ to scroll through call history. See "Review Call List" for a description of the information provided on the call history screen.

Review Call List

Press ▲ to view the previous caller's information
— **OR** —
Press ▼ to view the next caller's information.

The screen displays the caller information:

```
10:27AM     11/12
CL#001 NEW    L3
Smith, John
5550128
```

10:27AM 11/12	The time and date call was received
CL#001	This call is the first call (#001) in call history
NEW	This is new, previously unreviewed call information
L3	The call came in on Line 3
Smith, John	Caller's name
5550128	Caller's phone number

Display Messages

Private Name	The other party is blocking name information.
Private Number	The other party is blocking telephone number information.
Unknown Name	Your phone company is unable to receive information about this caller's name.
Unknown Number	Your phone company is unable to receive information about this caller's number.
Out of Area	The call comes from a remote area.
Error	The Caller ID information received from the phone company was not recognizable.

Removing Calls from Call List

Removing a Specific Call Record from Call List

1 Locate the record you wish to delete in call history.
2 Press REMOVE. The screen prompts REMOVE?.
3 Press REMOVE again within three seconds to confirm your decision. The screen displays

```
CL#002

Removed!
```

for two seconds and then displays the next call record in call history.

Removing All Calls from Call List

1 Press CID LIST. The screen displays the numbers of total calls and new calls in the call history.
2 Press REMOVE. The screen prompts REMOVE: all?.
3 Press REMOVE again within three seconds to confirm your decision. The screen displays for two seconds:

```
(empty)

All Removed!
```

and then displays:

```
CID LIST

000 Calls
000 New
```

Dialing a Number from Call List

As you review calls in history, you can dial a displayed phone number. If the call information came from your Home Area Code (the one you programmed during features set up), the screen displays only the seven-digit number you are calling (without an area code). If the call information came from one of your Local Area Codes (the ones you programmed during features set up), the screen displays 10 digits (area code plus the seven-digit phone number). If the call information did not come from any of the area codes you programmed, 1) phone numbers with 10 or more digits will automatically have a "1" inserted and displayed before the number and, 2) phone numbers with fewer than 10 digits will be displayed and dialed with without a "1."

1 Locate the number you wish to call in call history.
2 Press and release DIAL. The phone will automatically choose an available line and dial the call
    — OR —
    Press the LINE button for the line you wish to use, then press DIAL to place the call.

Saving a Number from Call List to the Directory

1 Locate the number you wish to store in call history.
2 Press DIRECTORY. The screen displays DIRECTORY.
3 Press SAVE. The screen prompts (Enter name).
4 Press CID LIST to copy the name and phone number from the call history to the screen.
5 Edit the name (See "Changing Directory Entries" in the DIRECTORY OPERATION section of this manual.)
    — OR —
    Press SAVE to store the name and move on to edit the number.
6 When the name and number appear as you would like to store them, press SAVE to store the information in the directory. The screen displays Saved!.

CALLER ID OPERATION

Time/Date

If you subscribe to Caller ID service, this phone automatically resets the time and date each time new information is received. You can set the time and date yourself if you wish. (See "Set the Time/Date" in the SET UP SYSTEM FEATURES section of this manual.)
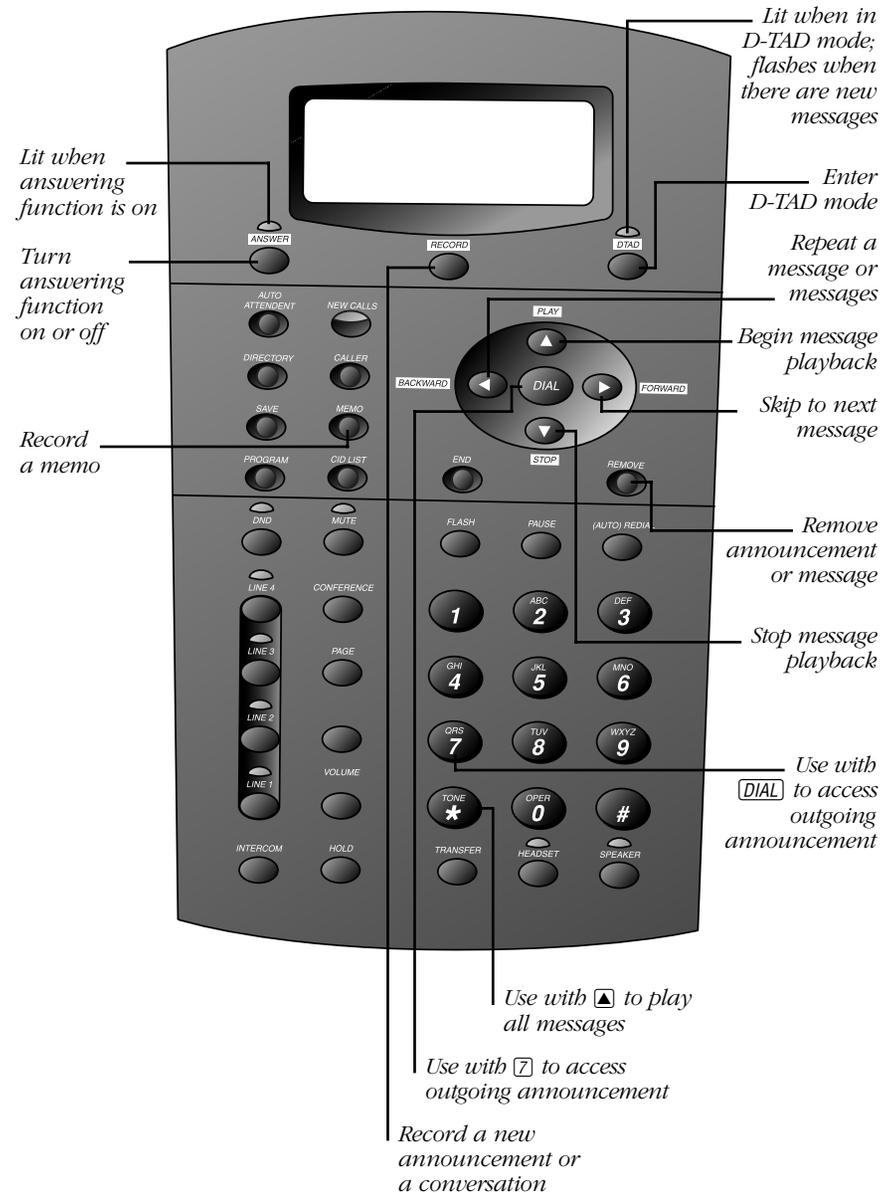
Reset COVM Indicator

This feature is useful in case you get a false COVM signal from the Central Office. If a COVM indicator lights when there are no messages on that line, clear the indicators.

1   Press `PROGRAM`.

2   Press ▼ until the screen displays `COVM RESET`, then press ▶.

3   Press ▼ or ▲ until the screen displays the desired line number, then press ▶. The screen displays:

```
L3    COVM RESET


REMOVE
```
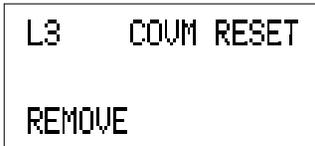
4   Press `REMOVE` to reset. The screen displays `RESET!`.

5   Repeat **Steps 1-4** to reset the COVM for additional lines.

ANSWERING SYSTEM
(D-TAD) Operation

Lit when in D-TAD mode; flashes when there are new messages

Lit when answering function is on

Enter D-TAD mode

Repeat a message or messages

Turn answering function on or off

Begin message playback

Skip to next message

Record a memo

Remove announcement or message

Stop message playback

Use with `DIAL` to access outgoing announcement

Use with ▲ to play all messages

Use with 7 to access outgoing announcement

Record a new announcement or a conversation

ANSWERING SYSTEM
(D-TAD) Operation

The answering system can store approximately 25 minutes of messages, memos, and announcements, for a total of up to 99 messages.

Turning the Answering System On/Off

Press ⟨ANSWER⟩ to switch the answering function on or off. The ANSWER light is lit when the answering function is turned on. D-TAD features only work when the answering system is turned on.

NOTE: If you are using this phone as part of a multi-phone system, be sure Auto-Attendant is turned on as well. If you are using this phone as a single phone, leave the Auto-Attendant Off and set your phone for Single Phone Operation (see SET UP SYSTEM FEATURES).

Entering D-TAD Mode

You may access answering system features whether the answering function is turned on or off by entering D-TAD mode.

Press ⟨DTAD⟩. The D-TAD light goes on to indicate that the phone is in D-TAD mode. The screen displays:

```
DTAD

21 Messages
```

or, if D-TAD memory is full and the system cannot store additional messages, the screen displays:

```
DTAD FULL!

21 Messages
```

If there are new messages waiting, the D-TAD light flashes.

Reviewing the Outgoing Announcement

1   Enter D-TAD mode.
2   Press ⟨DIAL⟩ ⟨7⟩. The system plays the previously recorded announcement.
3   To stop playback, press ⟨STOP▼⟩.

ANSWERING SYSTEM
(D-TAD) Operation

Recording an Outgoing Announcement

1   Enter D-TAD mode.
2   Press ⟨DIAL⟩ ⟨7⟩, ⟨RECORD⟩.
3   Wait for the beep. Then speak toward the phone in a normal tone of voice, without any background noise.
4   To stop recording, press ⟨STOP▼⟩.
5   If you choose not to record an outgoing message, the system plays a pre-recorded announcement for callers: *"Please leave your message after the tone."*

Erasing the Outgoing Announcement

NOTE: When you erase your announcement, the system returns to the factory programmed announcement until you record a new one.

1   Enter D-TAD mode.
2   Press ⟨DIAL⟩ ⟨7⟩.
3   When the current announcement starts to play, press ⟨REMOVE⟩ twice to erase the announcement.

Monitoring Incoming Calls

Whenever an incoming message is being recorded, you can hear it through the speaker if you have programmed the Monitor to on (see SET UP SYSTEM FEATURES). If you would like to take the call, pick up the line at any 964 extension connected to the same incoming line and the D-TAD stops recording. Non-system phones can pick up the line but cannot intercept a D-TAD message being recorded.

Listening to Your Messages

The screen displays the numbers of total and new voice messages. For example the display DTAD:11/21 indicates that you have 11 new and a total of 21 voice messages stored.

Enter D-TAD mode and follow the directions below to hear your messages.

Play all messages

Press ⟨PLAY▲⟩ ⟨✱TONE⟩ to begin message playback. The system plays messages in the order they were received and the screen displays the number of each message as it plays. The system announces the time and date each message was received.

ANSWERING SYSTEM
(D-TAD) Operation

Play new messages

Press [PLAY▲] to begin message playback. The system plays new messages only in the order they were received and the screen displays the number of each message as it plays.

```
DTAD
Message #12
Playing
```

Repeat a message

Press [BACKWARD◄] to hear the previous message.

Skip to next message

Press [FORWARD►] to hear the next message.

Stop message playback

Press [STOP▼].

Saving messages

The system automatically saves your messages until you delete them and can store approximately 25 minutes of messages, memos, and announcements, for a total of up to 99 messages. If D-TAD memory is full and the system cannot store additional messages, the screen displays:

```
DTAD FULL!

21 Messages
```

You'll need to delete messages to make room for new ones.

ANSWERING SYSTEM
(D-TAD) Operation

Removing Messages

Removing all messages

1   Enter D-TAD mode.
2   Press [REMOVE]. The screen displays:

```
DTAD



REMOVE:all?
```

3   Press [REMOVE] again within three seconds to delete the messages.

Removing selected messages

1   Enter D-TAD mode and listen to a message.
2   Press [REMOVE] while the message you want to delete is playing. The screen displays:

```
DTAD
Message #12
Playing
REMOVE?
```

3   Press [REMOVE] again within three seconds to delete the message.

Recording a Memo

You can record a memo to be played back later with the incoming messages.

1   Enter D-TAD mode.
2   Press [MEMO]. After the beep, record your memo.
3   To stop recording, press [STOP▼].

ANSWERING SYSTEM
(D-TAD) Operation

Two-Way Recording

While using the handset or headset, you can record a phone conversation and listen to it later as you do other messages.

1 While on call using the handset or headset, press [RECORD] to begin recording the conversation.

2 Press [STOP▼] to stop recording.

NOTE: This unit does not sound warning beeps to let the other party know that the call is being recorded. To ensure that you are in compliance with any state and federal regulations that concern recording a telephone call, you should start the recording process and then inform the caller that you are recording the call.

Audible Message Alert

Program the Message Alert to on if you want the system to beep every 30 seconds to notify you that you have new messages. (See "Turn Message Alert On or Off" in SET UP SYSTEM FEATURES.)

Toll Saver

When Toll Saver is turned on (see "Turn Toll Saver On or Off" in SET UP SYSTEM FEATURES) the system answers after two rings if you have any new messages. If there are no new messages, the system will answer according to the Ring Time you programmed (see "Program Ring Time" in SET UP SYSTEM FEATURES).

ANSWERING SYSTEM
Auto-Attendant Operation

Flashes when Auto-Attendant is on

Turn Auto-Attendant on or off

Record an outgoing message

Use with [4], [5], or [6] to select an outgoing message

Stop playback or recording

Select Auto-Attendant Auxiliary Outgoing Message

Select Auto-Attendant Night Outgoing Message

Select Auto-Attendant Day Outgoing Message
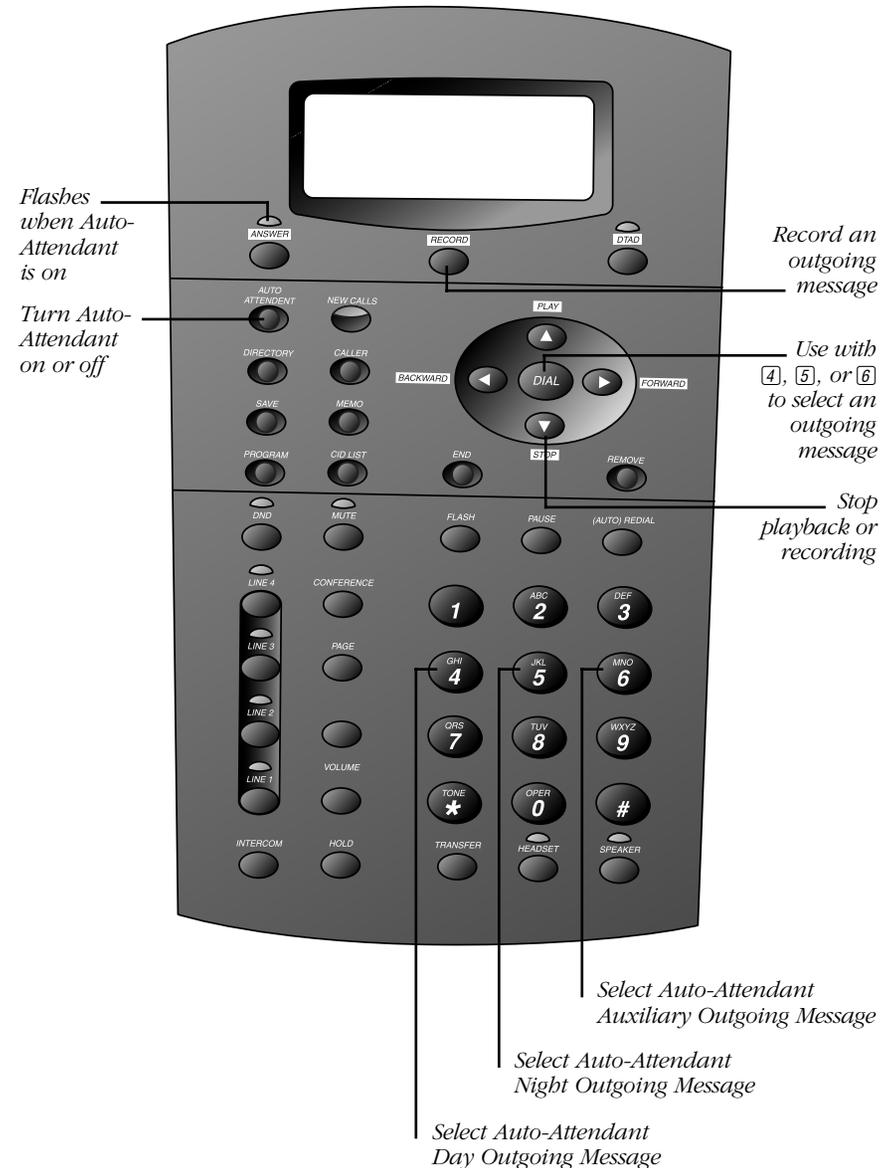
ANSWERING SYSTEM
Auto-Attendant Operation

You can set this phone to function as the Auto-Attendant for a multi-phone system. A phone designated as an Auto-Attendant will pick up and redirect incoming calls to other extensions in the system.

Each Auto-Attendant can pick up only one line at a time, so you may wish to have more than one Auto-Attendant within your 964 system. You can designate up to 12 Auto-Attendants in your system. (See "Using Multiple Auto-Attendants" for further information.)

When you designate a phone to be an Auto-Attendant, you will need to program the Day and Night Times (see "Program the Day and Night Times for Auto-Attendant" in SET UP SYSTEM FEATURES). The Auto-Attendant will use the times you program to determine which Outgoing Message to play.

There are three different Auto-Attendant outgoing messages (see "Recording an Auto-Attendant Outgoing Message").

> Press ④ to select the Auto-Attendant Day Outgoing Message, which is played during the Day Time you program. The pre-recorded announcement is: *"Thank you for calling our company. If you know your party's extension, you may dial it at any time. For a directory, please dial zero."*
>
> Press ⑤ to select the Auto-Attendant Night Outgoing Message, which is played during the Night Time you program. The pre-recorded announcement is: *"Thank you for calling. We are currently closed. If you would like to leave a message and you know your party's extension, you may dial it now. For a directory, please dial zero."*
>
> Press ⑥ to select the Auto-Attendant Auxiliary Outgoing Message, which is played when an outside caller presses ⓪ after hearing the Day or Night Message. The pre-recorded announcement is: *"Please enter the extension number."*

NOTE: If you will be retaining the pre-recorded Auto-Attendant Day and Night Outgoing Messages, you MUST record your directory of extension assignments as the Auto-Attendant Auxiliary Outgoing Message. (See "Recording an Auto-Attendant Outgoing Message" for instructions.) If you do not record your directory of extension assignments, callers who do not know the extension of the party they wish to reach will be transferred to all extensions and then dropped if their call is not picked up within three minutes. (See "Auto-Attendant Sequence for Callers" for more details.)

Turn Auto-Attendant Function On/Off

NOTE: If you are using this phone as a single phone instead of as part of a multi-phone system, leave the Auto-Attendant Off and see "Set Your Phone for Single Phone Operation" in SET UP SYSTEM FEATURES.

Press ⟨AUTOATTENDANT⟩ to switch the Auto-Attendant function on or off (the default setting is off). The ANSWER light will flash if Auto-Attendant is turned on.

Auto-Attendant Sequence for Callers

When Auto-Attendant is on, this phone automatically picks up a ringing line after the pickup time you programmed (see "Set Auto-Attendant Pickup Delay" in SET UP SYSTEM FEATURES), and plays the appropriate Auto-Attendant outgoing message.

When a caller enters an extension number after hearing the message, the Auto-Attendant transfers the call to that extension.

The Auto-Attendant continues to monitor the call after it is transferred. If the requested extension doesn't pick up within one minute, the Auto-Attendant begins to ring all extensions in the group. If the call is not picked up by any extension within the next two minutes, the call is dropped.

NOTE: If someone at the requested extension picks up the call and subsequently places the call on hold again, that extension must pick up the call again within three minutes or the call will be dropped. This is true each time the same call is placed on hold.

If the caller does not enter an extension number after hearing the message, the Auto-Attendant waits about 20 seconds and replays the Outgoing Message for the caller. If the caller still does not enter an extension number, the message will play a third time.

If the caller still doesn't enter an extension after the third request, the system announces "*Please wait a moment,*" and the caller's line rings at all extensions sharing that line for two to three minutes. (The caller hears silence and the Hold Reminder sounds at the Auto-Attendant phone.) If the call is not picked up at a ringing extension, the call is dropped.

If the caller presses ⓪ after hearing the message, the Auto-Attendant Auxiliary Outgoing Message plays. The caller can then enter an extension number or not and the Auto-Attendant responds as described above.

ANSWERING SYSTEM
Auto-Attendant Operation

Reviewing an Auto-Attendant Outgoing Message
1   Enter the D-TAD mode at the Auto-Attendant phone.
2   Press ⟨DIAL⟩ and then ④, ⑤, or ⑥ according to the type of Auto-Attendant message you wish to hear. The system plays the message.
3   Press ⟨STOP▼⟩ to stop playback.

Recording an Auto-Attendant Outgoing Message
1   Enter the D-TAD mode at the Auto-Attendant phone.
2   Press ⟨DIAL⟩, then ④, ⑤, or ⑥ according to the type of Auto-Attendant message you wish to record, then press ⟨RECORD⟩.
3   After the beep, speak clearly to record your message.
4   Press ⟨STOP▼⟩ to stop recording.

Removing an Auto-Attendant Outgoing Message
1   Enter the D-TAD mode at the Auto-Attendant phone.
2   Press ⟨DIAL⟩, then ④, ⑤, or ⑥ according to the message type you wish to delete, and press ⟨REMOVE⟩.
3   Press ⟨REMOVE⟩ again to confirm your decision.

Using Multiple Auto-Attendants
You may wish to set one or more additional phones to act as Auto-Attendant for when the primary Auto-Attendant is turned off or busy.

An Auto-Attendant is busy when someone at that extension is:

*   programming the phone, or
*   accessing messages, or
*   on an intercom call, or
*   dialing from the Directory or Call History, or
*   using any of the lines to make or answer a call, or
*   when the D-TAD is recording a message at that extension.

You can choose a particular extension to always be the primary Auto-Attendant by setting that extension to have the shortest pickup time and setting the pickup times of other Auto-Attendants in the order you choose. Otherwise, the primary Auto-Attendant could change as the system automatically assigns incoming calls among active Auto-Attendants.

NOTE: When multiple Auto-Attendants are used, program the pickup times with at least three seconds between them to avoid more than one Auto-Attendant trying to pick up a single call at the same time. To program pickup times see "Set Auto-Attendant Pickup Delay" in SET UP SYSTEM FEATURES.

ANSWERING SYSTEM
Remote Operation

You can access many features of this answering system when you are away from your phone. The remote commands are the same whether you are calling from a remote, non-system touch tone phone or from another extension in the 964 phone system. Only the method for connecting with the answering system differs.

NOTE: If you are using this phone as part of a multi-phone system, be sure Auto-Attendant is turned on as well. If you are using this phone as a single phone, leave the Auto-Attendant Off and set your phone for Single Phone Operation (see SET UP SYSTEM FEATURES).

Connect with the Answering System
From a touch tone phone outside the 964 phone system
1   Dial your telephone number.
2   If your 964 is a single phone, skip to **Step 3**
    — OR —
    If your 964 system has multiple phones, the Auto-Attendant will answer. After the outgoing message, enter the extension number you wish to reach.
3   When the D-TAD outgoing announcement begins to play at the extension you wish to reach, enter your password (see "Program Your Password for Remote Operation" in SET UP SYSTEM FEATURES). The system announces, "*Remote operation.*"
4   Enter the remote commands (see "Remote Commands").
5   To exit remote operation, hang up. The system will automatically disconnect your call if you do not enter a command within 10 seconds.

From another extension within the 964 phone system
1   Page the extension of the answering system you wish to reach (see "Making a Single-phone Page" in INTERCOM OPERATION).
2   There will be no prompts, you must enter your password within 10 seconds (see "Program Your Password for Remote Operation" in SET UP SYSTEM FEATURES).
3   Enter the remote commands (see "Remote Commands").
4   To exit remote operation, hang up. The system will automatically disconnect your call if you do not enter a command within 10 seconds.

ANSWERING SYSTEM

Remote Operation

Remote Commands

Play messages

1. Press ⒈ to play new messages

    — OR —

    Press ⒈ ✳TONE to play all messages.

2. To move to the previous message, press ⒉.

    To skip to the next message, press ⒊.

    To stop message playback, press ⒏.

    To save messages, hang up.

Remove messages

To remove a selected message, press #️# while the message is playing

— OR —

To remove all messages, press #️ ✳TONE.

Record a Memo

Press ⒐ to record a memo to be played back with other incoming messages.

Review outgoing announcements

1. Press ⒋ to hear the Auto-Attendant Day Outgoing Message

    — OR —

    Press ⒌ to hear the Auto-Attendant Night Outgoing Message

    — OR —

    Press ⒍ to hear the Auto-Attendant Auxiliary Outgoing Message

    — OR —

    Press ⒎ to hear the D-TAD outgoing message.

2. Press ⒏ to stop message playback.

Record a New Outgoing Announcement

After reviewing an outgoing announcement, press ⒐ to record a new announcement. Your new announcement will replace the announcement you just reviewed.

Turn off the answering function

Press ⓪.

To exit Remote Operation Mode, hang up.

ADDING A FAX MACHINE

NOTE: Do not connect a fax machine to Line 1. Doing so will interrupt the system's intercom data channel.

You may wish to use a fax machine with your phone. Choose Line 2, 3 or 4 for the fax machine, and connect it according to the manufacturer's instructions for installation and use.

*   That line's telephone number is your fax number.
*   The same line can be used for outgoing calls (incoming faxes will get a busy signal).

For additional settings, see either "Multi-phone System" or "Single Phone" below, depending on how you use your phone.

NOTE: If you are using a fax switch, or a fax machine with a built-in fax switch, see "Using a Fax Switch."

Multi-phone System

*   Set your fax machine to answer on the first ring (follow manufacturer's instructions).
*   Set the Auto-Attendant to answer after the fax machine (see "Set Auto-Attendant Pickup Delay" in SET UP SYSTEM FEATURES).
*   To prevent the fax line from ringing at all the extensions, turn Ringer off for that line (see "Turn Ringer On or Off" in SET UP SYSTEM FEATURES).
*   If Toll Saver interferes with the operation of the fax machine and answering system, turn Toll Saver off (see "Turn Toll Saver On or Off" in SET UP SYSTEM FEATURES).

ADDING A FAX MACHINE

Single Phone
* Set your phone for single phone operation (see "Set Your Phone for Single Phone Operation" in SET UP SYSTEM FEATURES).
* Turn off Auto-Attendant (see "Turn Auto-Attendant Function On/Off" in ANSWERING SYSTEM – Auto-Attendant Operation).
* Set your fax machine to answer on the first ring (follow manufacturer's instructions).
* Set Ring Time to at least 15 seconds, so that your fax machine will have time to answer calls before the answering system (D-TAD) picks up (see "Program Ring Time" in FEATURE SETUP).
* To prevent the fax line from ringing, turn Ringer off for that line (see "Turn Ringer On/Off" in SET UP SYSTEM FEATURES).
* If Toll Saver interferes with the operation of the fax machine and answering system, turn Toll Saver off (see "Turn Toll Saver On or Off" in SET UP SYSTEM FEATURES).

Using a Fax Switch
A fax switch lets the system know, before the phone rings, whether an incoming call is a voice call or a fax call. Some fax machines have a built-in fax switch. Using a fax switch may affect the operation of Line-in-Use lights and the display of Caller ID information.

IN CASE OF DIFFICULTY

If you have difficulty operating this phone, try the suggestions below. For Customer Service, visit our website at *www.telephones.att.com* or call 1 800 223-3111. **Please retain your receipt as your proof of purchase.**

Telephone Does Not Ring
* Make sure the Do Not Disturb (DND) feature is not activated.
* Make sure ringers are turned on.
* If there are several non-system phones on the line that don't ring, disconnect some of them. Having too many phones connected can also result in low ringer volume for non-system telephones.
* If the INTERCOM light flashes but you don't hear a paging signal, make sure the Do Not Disturb feature is not activated.

A Repeating Short Ring (Error Ring) Sounds at All Extensions When You Assign an Extension Number to Your Phone
The extension number you chose is already assigned. Begin again and choose a different extension number from 11 to 22 (see "Assign an Extension Number to Your Phone" in SET UP SYSTEM FEATURES).

Intercom Paging Signal Not Received
Make sure you have programmed your intercom extension number correctly. Line 1 must be connected at all extensions, and must be the same telephone number/line for Page and Intercom to work properly.

Cannot Join a Conversation in Progress
The privacy feature prevents another set on the system from interrupting a conversation. Make sure you press the LINE button to release privacy.

Error Tone (Fast Busy Signal) Heard When Making an Intercom Call
The Do Not Disturb feature is activated at the extension you are calling. The other party's INTERCOM light will flash and your extension number will be displayed on their screen to alert them of your call.

Line Lights Remain On When No Line is Connected

- Make sure the system is programmed for that line to be absent. (See "Set Line Usage for Each Line" in SET UP SYSTEM FEATURES.)
- Make sure that your Line Groups are programmed properly. (See "Assign the Line Group for this Phone" in SET UP SYSTEM FEATURES.)
- Disconnect all other devices (fax, modem, credit card reader, etc.) from any lines connected to your 964 phone. These devices can interfere with the system's data links.
- Make sure the total length of telephone wiring used in your 964 system is less than 600 feet. If the wiring is longer, you may need to use a special filter device. Call 1 800 222-3111 for information about this filter. You'll need to contact a professional to install this filter.

Tone Signals Do Not Activate a Remote Device

- Tone signaling does not work during conference calls.
- The phone generates tones of fixed duration, which may not be long enough to activate some devices such as answering machines.

Operation During a Power Failure

Only Line 1 will operate during a power failure if a charged battery has been installed. You will be able to dial and answer calls, but no other features will work until power is restored.

No Caller ID Information While on a Call

- You must subscribe to **combined** Caller ID with Call Waiting as a **single** service to see Call Waiting information.
- Make sure the TEL SET and TEL LINE cords are not reversed.

Display Screen is Blank

Make sure the power cord is connected to both the phone and an electrical outlet not controlled by a wall switch.

Messages are Incomplete

If message length is programmed to one minute, messages longer than this will be cut off. See "Program Message Length" in SET UP SYSTEM FEATURES to change message length to unlimited.

System Does Not Answer After Correct Number of Rings

- See "Program Ring Time" in SET UP SYSTEM FEATURES to change how long the phone should ring before the system answers a call.
- D-TAD features only work when the answering system is turned on.
- If a fax machine shares a line with the answering system turned on, the Ring Time must be programmed to allow the fax machine to answer calls first. (See "Receiving a Fax When the Answering System Is On" in ANSWERING SYSTEM (D-TAD) OPERATION.)

System Will Not Record Messages

When memory is full, saved messages must be deleted before new messages can be recorded.

System Does Not Respond to Remote Commands

- Make sure you are calling from a touch tone phone. When you dial a number, you should hear tones. If you hear clicks instead, the phone is not a touch tone telephone.
- There may be noise or interference on the phone line you are using. Press dial buttons firmly.
- You might be calling from a phone that sends tones too short for the 964 to detect.

No Caller ID Information Received

Caller ID information is transmitted by the telephone company between the first and second rings. Allow your phone to ring at least twice to receive Caller ID information.

NEW CALLS Light Flashes

- Make sure you have reviewed all messages on all lines.
- It may be a false indicator from the Central Office. To clear, see "Reset COVM Indicator" in CALLER ID OPERATION.

Screen Displays COVM

The screen displays COVM when the COVM indicator is turned on for at least one line, whether or not there are messages waiting, and whether or not you have the service.

- If you subscribe to Voice Mail service with your local telephone service provider, but prefer not to display COVM on the screen, turn off the COVM indicator for each line.
- If you do not subscribe to Voice Mail service, turn off the COVM indicator for each line.

See "Turning COVM Indicators On and Off" in SET UP SYSTEM FEATURES.

COVM Line Indicator Remains On

- Make sure you have reviewed all messages on that line.
- You may have received a false signal from the Central Office. To clear, see "Reset COVM Indicator" in CALLER ID OPERATION.

Incoming Calls Are Dropped By Auto-Attendant

Make sure you have recorded the Auto-Attendant Outgoing Messages and your directory of extension assignments. (See ANSWERING SYSTEM Auto-Attendant Operation.)

When you combine two or more 964 phones you create an interacting system where phone share lines. You can have up to twelve phones and up to 15 telephone lines. The 964 can be expanded with or without Centrex service.

NOTE: All 964 features work as described earlier in this manual.

Line Groups

When phones share lines, Line-In-Use lights let users at different extensions know when a specific line is in use. For accurate Line-In-Use lights, the same lines must be connected to each extension in the Line Group, and they must have the same incoming telephone number at each extension.

The chart below shows 12 extensions, each sharing the first three lines, but being assigned to different Line Groups based on other shared or private lines.

	Lines in System					
	L1	L2	L3	L4	L5	L6
ICM 11	✔	✔	✔	✔		
ICM 12	✔	✔	✔		✔	
ICM 13	✔	✔	✔	✔		
ICM 14	✔	✔	✔		✔	
ICM 15	✔	✔	✔	✔		
ICM 16	✔	✔	✔		✔	
ICM 17	✔	✔	✔	✔		
ICM 18	✔	✔	✔		✔	
ICM 19	✔	✔	✔	✔		
ICM 20	✔	✔	✔		✔	
ICM 21	✔	✔	✔	✔		
ICM 22	✔	✔	✔			✔

(Intercom Stations)

EXPANDING THE 964 SYSTEM

Private Lines

You can use the fourth line on each station as a private line. A private line is a telephone number assigned to just one extension.

NOTE: You must program the lines you are using at each extension so that the system knows which lines are shared and which are private (you cannot physically wire lines with different telephone numbers into each unit for Line 4).

The chart below shows 12 extensions, each sharing the first three lines and having its own private line.

Intercom Stations		Lines in System														
		L1	L2	L3	L4	L5	L6	L7	L8	L9	L10	L11	L12	L13	L14	L15
	ICM 11	✔	✔	✔	✔											
	ICM 12	✔	✔	✔		✔										
	ICM 13	✔	✔	✔			✔									
	ICM 14	✔	✔	✔				✔								
	ICM 15	✔	✔	✔					✔							
	ICM 16	✔	✔	✔						✔						
	ICM 17	✔	✔	✔							✔					
	ICM 18	✔	✔	✔								✔				
	ICM 19	✔	✔	✔									✔			
	ICM 20	✔	✔	✔										✔		
	ICM 21	✔	✔	✔											✔	
	ICM 22	✔	✔	✔												✔

CENTREX OPERATION

Setup Checklist

Before expanding your system or installing for Centrex, review the installation checklist. If you have Centrex, contact your local telephone company for further information about Centrex service.

- The phone number for Line 1 must be the same on all phones in order for the Intercom and Page features to work.
- Determine the number of phones that will be on the system.
- Identify the phone that will be the Console phone.
- Identify the private line for the Console phone. The Console phone must have its own private line. This line is not shared with any other phone.
- Follow the regular installation instructions in this manual.
- Enable the Console phone.
- Store the Centrex pickup codes and the seven-digit phone numbers in the directory. See DIRECTORY OPERATION in this manual.

Enabling the Console Phone

Determine which phone will be the Console phone for your system and program the Console following the directions to "Set Your Phone to be the Centrex Console Phone" in SET UP SYSTEM FEATURES. It is recommended that Line 4 of the Console be programmed as a private line, to be sure a line is available for Centrex access.

Console Operation

Once another 964 phone has enabled its delayed ring, the Console phone will receive those calls. All the 964 features work in the same manner as described in this manual.

The Console phone can pick up other Centrex lines through Centrex switching. The Console can store the Centrex pickup codes and the seven-digit phone number of each station, except for the Console phone, in the directory.

Setting Ring Delay Duration

This feature allows other 964 telephones' calls to ring at the Console phone. After a specified ring delay, the calls will ring at the Console phone. See "Program the Centrex Console Delayed Ring Time" in SET UP SYSTEM FEATURES for directions.

Answering a Delayed Ring

The Console phone rings and the screen displays the station number of the intercom sending the delayed ring.

1   Select a free line.
2   Enter the Centrex pickup code.
3   Enter the seven-digit phone number of the station sending the delayed ring.

NOTE: If the Console is using another line and receives a delayed ring, the Console phone can put the other line on hold and follow Steps 1–3. If the Console is on an intercom call, the intercom call should be ended before picking up the ringing phone.

Picking Up Another Station's Line

1   Choose a free Centrex line.
2   Enter the Centrex pickup code.
3   Enter the seven-digit phone number of the line you want.

While in D-TAD mode, you may choose:

Review the Outgoing Announcement
Press DIAL 7.

Stop Current Action
Press STOP▼.

Record a New Announcement
Press RECORD while the announcement is playing. Speak after the beep.

Erase an Outgoing Announcement
Press REMOVE twice while the announcement is playing.

Play New Messages
Press PLAY▲.

Repeat a Message
Press BACKWARD◀.

Skip to the Next Message
Press FORWARD▶.

Remove all Messages
Press REMOVE twice.

Remove a Selected Message
Press REMOVE twice while message is playing.

Record a Memo
Press MEMO and speak after the beep.

Record a Phone Conversation
Press RECORD while on a call.

AUTO-ATTENDANT OPERATION (pages 57-60)

Turn Auto-Attendant Function On or Off
Press AUTOATTENDANT. The ANSWER light flashes when Auto-Attendant is on.

NOTE: If you will be retaining the pre-recorded Auto-Attendant Day and Night Outgoing Messages, you MUST record your directory of extension assignments as the Auto-Attendant Auxiliary Outgoing Message. (See "Recording an Auto-Attendant Outgoing Message" for instructions.) If you do not record your directory of extension assignments, callers who do not know the extension of the party they wish to reach will be transferred to all extensions and then dropped if their call is not picked up within three minutes. (See "Auto-Attendant Sequence for Callers" for more details.)

AT&T

Four-Line Intercom Speakerphone 964
Quick Reference Card

TELEPHONE OPERATION (pages 25-32)

Make/Answer a Call
Lift handset or press SPEAKER or HEADSET.

Handset/Headset/Speakerphone Volume
Press VOLUME ▲ or ▼ while on a call.

Adjust Ringer Volume
Press VOLUME ▲ or ▼ while line is ringing.

Redial
Lift the handset and listen for the dial tone, then press (AUTO) REDIAL
—OR—
Press (AUTO) REDIAL to use the speakerphone or headset.

Auto Redial
Press (AUTO) REDIAL twice to activate. When you hear the other line ring or the other party answers, lift the handset or press SPEAKER or HEADSET to complete the call. To cancel Auto Redial, press any key on the phone (except Volume ▲ or ▼).

Hold
Press and release HOLD. To release hold, press and release the LINE button of the call on hold.

Switch Between Lines
Press and release HOLD on first line, then press another LINE button to make or answer another call.

Mute
Press and release MUTE. To return to the conversation, press and release MUTE again.

Telephone Subscriber Services
Press FLASH instead of the switchhook.

Make a Conference Call

Place the first call on hold, then dial the third party. When this call is answered, press $\boxed{\text{CONFERENCE}}$ to begin the conference call.

Transfer a Call to Another 964 Phone

Press $\boxed{\text{TRANSFER}}$, dial the extension where you're transferring the call, then hang up.

DIRECTORY OPERATION (pages 33-37)

Enter Directory Mode

Press $\boxed{\text{DIRECTORY}}$.

Store Names/Numbers

Press $\boxed{\text{SAVE}}$, then follow the screen prompts. Use dial pad keys to enter the name and number. Press $\boxed{\blacktriangleright}$ to move to the next character and $\boxed{\blacktriangleleft}$ to backspace. Press $\boxed{\blacktriangleright}$ twice to insert a space. Press $\boxed{\text{PAUSE}}$ to enter a three-second pause in the dialing sequence. Press $\boxed{\text{FLASH}}$ to store a switchhook flash.

Review Directory Entries

Press $\boxed{\blacktriangle}$ or $\boxed{\blacktriangledown}$ to scroll through entries.

To change a directory entry, locate the entry, then press $\boxed{\text{$\ast$ TONE}}$ and use $\boxed{\blacktriangleleft}$, $\boxed{\blacktriangleright}$ and the dial key pad to edit the name. Press $\boxed{\text{SAVE}}$ to save the name and move on to edit the number. Press $\boxed{\text{SAVE}}$ to store the name and number.

Dial a Directory Number:

Locate the desired entry, then press $\boxed{\text{DIAL}}$.

Remove a Directory Entry

Locate the entry and press $\boxed{\text{REMOVE}}$ twice.

Remove All Directory Entries

Press $\boxed{\text{REMOVE}}$ twice after entering Directory mode.

INTERCOM OPERATION (pages 38-42)

Make an Intercom Call

Press $\boxed{\text{INTERCOM}}$ and lift the handset
–OR–
press $\boxed{\text{SPEAKER}}$ or $\boxed{\text{HEADSET}}$. Dial the extension number you wish to reach.

Answer an Intercom Call

Lift the handset
–OR–
press $\boxed{\text{INTERCOM}}$, $\boxed{\text{SPEAKER}}$ or $\boxed{\text{HEADSET}}$ when you hear the double-ring.

Make a Single-phone Page

Press $\boxed{\text{PAGE}}$ and dial the extension you wish to reach.

Answer a Single-phone Page

Speak after the beep. (If the MUTE light is on, you must lift the handset or press $\boxed{\text{MUTE}}$ first.)

Page All Phones

Press $\boxed{\text{PAGE}}$ $\boxed{\text{$\ast$ TONE}}$ and speak toward the telephone.

Answer an All Page

Press $\boxed{\text{PAGE}}$ when you hear the beep.

Make an Intercom Conference Call

Make or answer a call to the first party. Then press and release $\boxed{\text{INTERCOM}}$ and dial the next party's extension. When this call is answered, press and release $\boxed{\text{CONFERENCE}}$ to begin the three way conversation.

Activate Room Monitor

Press and release $\boxed{\text{PAGE}}$, then dial the extension of the phone to be monitored.

End Monitoring

Press and release $\boxed{\text{SPEAKER}}$.

CALLER ID OPERATION (pages 43-50)

Access a Call Waiting Call

Press $\boxed{\text{FLASH}}$. Press $\boxed{\text{FLASH}}$ again to return to the original call.

Alternately Display Caller ID Information for More than One Call

Press $\boxed{\text{CALLER}}$.

View the Call List

Press $\boxed{\text{CID LIST}}$. Use $\boxed{\blacktriangle}$ and $\boxed{\blacktriangledown}$ to scroll through call history.

Remove a Specific Call Record from Call List

Locate the record in call history. Then press $\boxed{\text{REMOVE}}$ twice.

Remove All Calls from Call List

Press $\boxed{\text{CID LIST}}$. Then press $\boxed{\text{REMOVE}}$ twice.

Dial a Number from Call List

Locate the number in call history. Then press and release $\boxed{\text{DIAL}}$.

ANSWERING SYSTEM OPERATION (pages 51-56)

Turn Answering Function On/Off

Press $\boxed{\text{ANSWER}}$.

Enter D-TAD Mode

Press $\boxed{\text{DTAD}}$.

PERF.

fold

fold

AT&T

Four-Line Intercom Speakerphone 964
Remote Commands

To connect with your 964 phone system:

1 Dial your telephone number from a touch tone phone outside the 964 phone system.
2 If Auto-Attendant answers, enter the extension number you wish to reach after the message plays.
3 When the outgoing announcement at your desired extension begins to play, enter your password.
4 Enter a remote command from inside this card within 10 seconds.
5 To end the remote access call, hang up.

PERF.

REMOTE COMMAND	PRESS	REMOTE COMMAND	PRESS
Play all messages	⸂1⸃ ⸂✳ TONE⸃	Play all messages	⸂1⸃ ⸂✳ TONE⸃
Play new messages	⸂1⸃	Play new messages	⸂1⸃
Replay a previous message	⸂2⸃	Replay a previous message	⸂2⸃
Skip to next message	⸂3⸃	Skip to next message	⸂3⸃
Stop	⸂8⸃	Stop	⸂8⸃
Remove selected message	⸂#⸃⸂#⸃ while message is playing	Remove selected message	⸂#⸃⸂#⸃ while message is playing
Remove all messages	⸂#⸃ ⸂✳ TONE⸃	Remove all messages	⸂#⸃ ⸂✳ TONE⸃
Record a memo	⸂9⸃	Record a memo	⸂9⸃
Play Auto-Attendant Day Outgoing Message	⸂4⸃	Play Auto-Attendant Day Outgoing Message	⸂4⸃
Play Auto-Attendant Night Outgoing Message	⸂5⸃	Play Auto-Attendant Night Outgoing Message	⸂5⸃
Play Auto-Attendant Auxiliary Outgoing Message	⸂6⸃	Play Auto-Attendant Auxiliary Outgoing Message	⸂6⸃
Record a new announcement	⸂9⸃ after reviewing the announcement to be changed	Record a new announcement	⸂9⸃ after reviewing the announcement to be changed

PERF.