at&t

User's manual

1080

4-Line small business system with digital answering system and caller ID/call waiting

Congratulations

on purchasing your
new AT&T product.

Before using this AT&T product, please
read the **Important product information**
on pages 91-92 of this manual.

Please thoroughly read the user's
manual for all the feature operation
and troubleshooting information you
need to install and operate your new
AT&T product. You can also visit our
website at **www.telephones.att.com**
or call **1 (800) 222-3111**.
In Canada, dial **1 (866) 288-4268**.

STOP!

Do you receive DSL, (Digital subscriber line,) service for high-speed internet access through your telephone line(s) from your telephone company? If so, you will need to add either DSL splitters and/or microfilters to your installation. See page 9 of the installation guide.

For customer service or product information, visit our website at **www.telephones.att.com** or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

CAUTION: To reduce the risk of fire or injury to persons or damage to the telephone, read and follow these instructions carefully:

- Use only alkaline 9V batteries (size 1604A, purchased separately).

- Do not dispose of the battery in a fire. Like other batteries of this type, it could explode if burned. Check with local codes for special disposal instructions.

- Do not open or mutilate the battery. Released electrolyte is corrosive and may cause damage to the eyes or skin. It may be toxic if swallowed.

- Exercise care in handling batteries in order not to create a short circuit. Do not allow conductive materials such as rings, bracelets, or keys to touch the battery. The battery or conductor may overheat and cause harm.

- Use the battery identified for use with this product only in accordance with the instructions and limitations specified in this manual.

- Observe proper polarity orientation between the battery and metallic contacts.

- Do not disassemble your telephone. There are no user-serviceable parts inside. Refer to qualified service personnel for servicing.

User's manual

1080
4-line small business system with digital answering system and caller ID/call waiting

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Introduction

This AT&T Small Business System is expandable to a 16-extension telephone system. The 1080 telephone is compatible with 1070 and 1040 telephones. For details, see the **Installation Guide**. This system is not compatible with any other AT&T 4-line small business telephones, except for the 1070 and 1040 telephones.

The 1080 telephone is hearing-aid compatible and can be connected to up to four incoming telephone lines. This telephone features a speakerphone for handsfree use and a headset jack compatible with most two-band 2.5mm headsets (sold separately). There are two additional ports available for connecting the telephone to another device such as a fax machine or modem.

The 1080 allows paging, intercom and call transfers between system telephones and is capable of connecting three parties in the same conference call.

This telephone also features a 32-number one- and two-touch memory for faster dialing and has a directory which can store up to 200 additional numbers with names.

This telephone has a caller ID feature which supports caller ID with call waiting service. (Caller ID services are subscriber services available from many local telephone companies for a fee).

Your 1080 telephone also features a built-in digital answering system which can store approximately 60 minutes of messages, memos and conversations or a total of up to 99 messages. You can access the answering system from a remote non-system touch-tone telephone or from another system telephone.

This 1080 telephone is equipped to function as an Auto Attendant in a multi-telephone system. An Auto Attendant telephone can pick up and redirect incoming calls to other extensions in your telephone system. You may assign more than one Auto Attendant for your telephone system. For details, see the **Auto attendant operation** section (pages 59-63).

The 1080 telephone is compatible with Centrex service. Centrex is a special subscriber service which may be available from your local telephone company for a fee. If you subscribe to Centrex service, refer to the **Centrex operation** section (page 88).

This user's manual contains detailed instructions for using your AT&T Small Business System 1080 telephone. Please read this user's manual before using this 1080 telephone.

Telephone overview

REMOVE
While playing a message, press to delete it.
While reviewing the call history, directory or redial stack, press to delete an individual entry.
While entering or editing a name or number, press to delete a character.

DIR
Press to store or display directory entries (page 46).
Press again to quit.

DO NOT DISTURB
Press twice to activate the Do Not Disturb feature (page 15).
Press again to resume normal use (page 15).

HEADSET JACK
(Beneath the small rubber flap,) for 2.5mm headset

(AUTO) REDIAL
Press to view the redial stack (page 17).
Press again to quit.

LINE BUTTONS, 1-4
Press to make or answer a call on the desired line (page 10). While on a call, press to release the call privacy feature (page 21).

LINE 1   LINE 2   LINE 3   LINE 4

DIR   REMOVE   CALL HISTORY   DTAD

DO NOT DISTURB   (AUTO) REDIAL   FLASH   TRANSFER
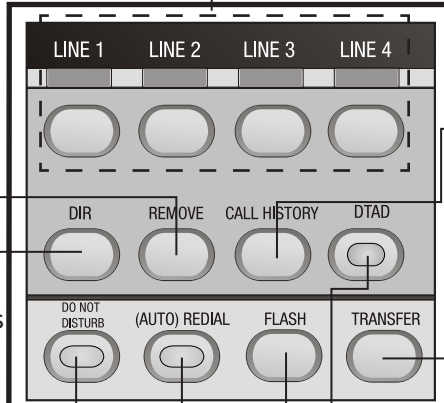
CALL HISTORY
Press until you see caller ID information (page 54).
Press again to quit.

TRANSFER
Press to transfer an outside call to another 1080, or a 1070, or a 1040 (page 23).

DTAD
Press to access setting up the answering system (pages 65-69).
Press again to quit.

FLASH
During a call, press to receive an incoming call if call waiting service is activated (page 19).

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Telephone overview

Navigation keys
Press to scroll up, down, left or right while in the menu.

ENTER
Press until you see the main menu. Once in the menu, press to select an item or save an entry or setting.
Press and hold to exit the menu.

HOLD
Press to place an outside call on hold (page 20).

CONFERENCE
Press to create a three-way conversation (page 22).

INTERCOM
Press to intercom or page another extension (pages 25-33).

◀)) SPEAKER
Press to turn on the speakerphone. Press again to turn off (page 10).

One-touch keys
Press to make an intercom call (page 26) or a one-touch outside call (page 38).

VOLUME
While the telephone is not in use, press to adjust ringer volume (page 13).
During a call, press to adjust listening volume (page 13).
During message playback, press to adjust the playback volume (page 74).

HEADSET
Press to turn on the headset (page 11).

MUTE
Press so that the other party cannot hear you.
Press again to resume the conversation (page 19).

LOWER
Press to dial a telephone number stored in the lower location of a one-touch key (page 38).
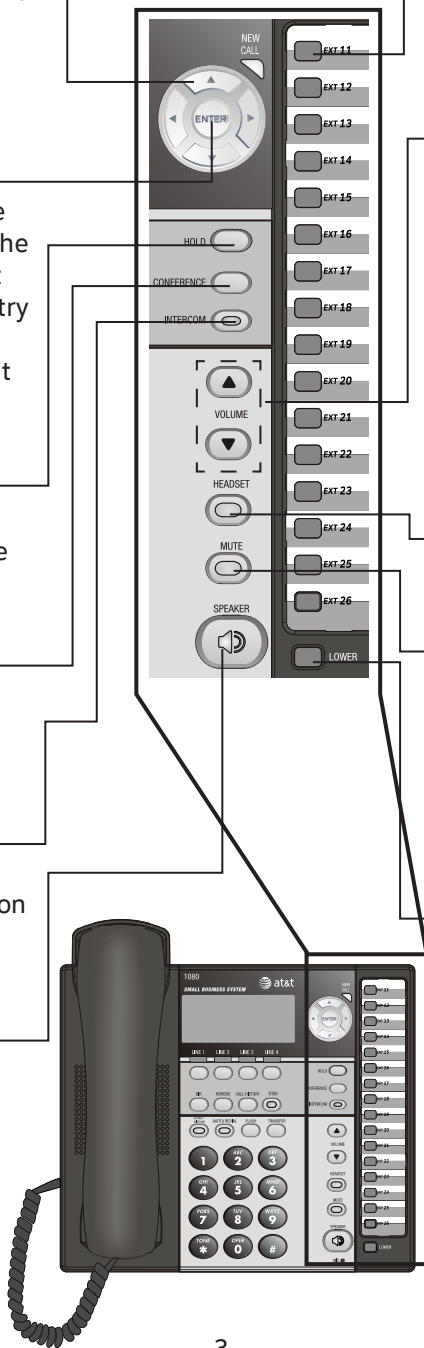
Display screen messages

LCD CONTRAST
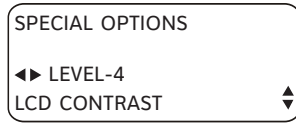
```
┌─────────────────────────┐
│ SPECIAL OPTIONS         │
│                         │
│ ◄► LEVEL-4              │
│ LCD CONTRAST         ▲▼ │
└─────────────────────────┘
```

Your set's display provides important information. You can adjust the screen contrast to one of eight levels to optimize readability in different lighting conditions.

1. Press **[ENTER]**.
2. Press **[▲]** or **[▼]** until you see **SPECIAL OPTIONS**. Press **[ENTER]**.
3. Press **[▲]** or **[▼]** until you see **LCD CONTRAST**.
4. Press **[◄]** or **[►]** to select the screen contrast level (1-8).
5. To move to the next feature, press **[▼]**.

   -OR-

   To exit setup, press and hold **[ENTER]**.

AA	Flashes when this 1080 extension is an auto attendant.
AC FAIL	There is no AC power to the set. If a good battery is installed, basic phone operation is supported (such as making and answering calls on the handset.) Speakerphone, headset and call privacy are not supported. Ringer and handset volume will be at the minimum level.
COVM	The telephone is ready to receive a voice mail signal from your local telephone company.
COVM 1 2 3 4	There are new voice mail messages.
DND	The Do Not Disturb mode is on.
DTAD: XX/YY	Flashes when this extension's mailboxes are full. XX flashes when there is a new private message (XX is the total number of private messages). YY flashes when there is a new central message (YY is the total number of central messages).

Display screen messages

continued from previous page

DTAD FULL!	The recording memory is full. You will have to delete some messages before new ones can be recorded.
(EMPTY)	The directory or one-touch location is empty.
EXT BUSY-AA	The auto attendant system is answering a call.
EXT BUSY-REC	The answering system is answering a call.
EXT BUSY-REMOTE	The telephone is in the remote or internal access mode.
EXT XX RING	There is an incoming Centrex call.
FULL!	The directory is full.
INITIALIZING. .	The telephone is warming up.
INTERCOM FROM XX	Another system telephone XX is calling (XX is the extension number).
LIST EMPTY	The redial memory is empty.
LOW BATT	There is no spare battery in the telephone or the battery power is low.
LOWER	The **[LOWER]** key is pressed for the lower section of a one-touch key.
NO ENTRIES FOR "Y"	There are no entries in the directory matching the key pressed.
PAGE FROM XX	The telephone is on a single page call with another system telephone XX (XX is the extension number).
PAGE ALL FROM XX [ENTER]: ANSWER	The telephone is on a system-wide page call with another system telephone XX (XX is the extension number).
SAVED !	The entry was saved to the directory or one-touch location successfully.
TRANSFER FROM XX	There is an incoming call transferred from another system telephone XX (XX is the extension number) or the auto attendant system.

Indicator lights & tones

Indicator lights
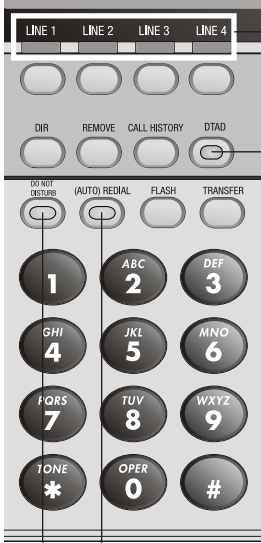
LINE

Green:
• On when the line is in use.
• Flashing slowly when the line is on hold.
• Flashes quickly when a person has transferred a call on that line.
• Flashes quickly when there is an incoming auto attendant transferred call on the line.
• Flashes rapidly when there is an incoming call.

Red:
• On when another telephone in the system is using the line.
• Flashes slowly when the line is on hold by another telephone in the system.

DTAD

• On when the answering system or auto attendant system is ready to answer calls.

• Flashes when there are new private or central messages.

(AUTO) REDIAL

When auto-redial is active:
• Flashes when the telephone is dialing the desired number.
• On between dialing attempts.

DO NOT DISTURB

• On when the Do Not Disturb function is on.

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Indicator lights & tones
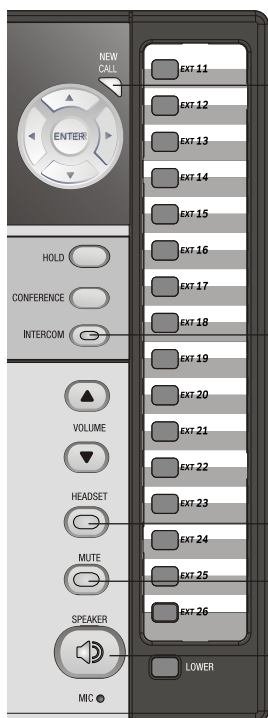
NEW CALL

- On when there are unreviewed calls.
- Flashes when there are new voice mail messages. The screen will display "**COVM**", with "**1**", "**2**", "**3**", and/or "**4**" under "**COVM**", depending on which lines have messages waiting.

INTERCOM

- On when the telephone is on an intercom call or a paged call.
- On when the system is busy and the intercom is unavailable.
- Flashes during an incoming intercom call's ringing.

HEADSET

- On when the headset is in use.
- Flashes when there is an auto-redial call with the headset.

MUTE

- On when the microphone is muted.

◀⟩ SPEAKER

- On when the speakerphone is in use.
- Flashes when there is an auto-redial call with the speakerphone.

Alert tones

Confirmation tone	Programming command completed successfully.
One double-beep every 30 seconds	Message alert tone feature is on and there are new private or central messages or when the hold reminder feature is on and there is a line on hold.
A triple-beep	During volume adjustment, the volume level is at the maximum or minimum.

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Directory card

To write names and/or phone numbers on the directory card, follow the steps below:

1. Remove the clear plastic cover by inserting a small item such as paperclip into the hole on the lower right corner.
2. Pull out the directory card.
3. Write the information on the directory card.
4. Replace the directory card and then the plastic cover.
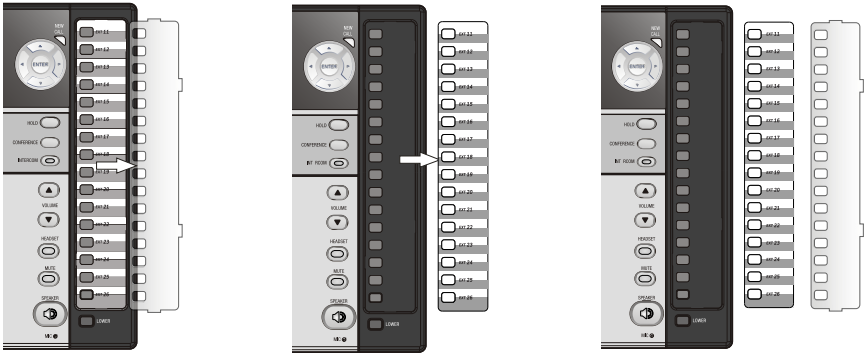
NOTE: There is a replacement directory card in the telephone package. You can use it to replace the current one on the telephone if necessary.

Basic phone operation

This phone comes programmed to use line 1 (default prime line) for calls if you do not press a line button. (To change the prime line, see **PRIME LINE** on page 39 of the installation guide.) When you answer a call, the phone automatically selects the ringing line.

Lit line indicators

The four indicators above the **[LINE]** keys will indicate the state of the corresponding phone line.

The four **LINE** lights have two colors:

• Green is for outside calls.

  a. On when the line is in use on this phone.

  b. Flashes slowly when the line is on hold.

  c. Flashes rapidly when there is a transferred call on the line.

  d. Flashes quickly when there is an incoming auto attendant transferred call on the line.

  e. Flashes rapidly when there is an incoming call on that line.

• Red is for the state of the phone system.

  a. On when another phone is using the line.

  b. Flashes slowly when the line is held by another phone on the same system.

Making and answering calls

This phone will automatically make and answer calls in the mode (speakerphone or headset) you programmed (see **AUTOMATIC MODE** on page 39 of the installation guide.). Follow the directions on the next page to choose a mode manually. If the phone is in use on one line, any other calls made or answered will use the same mode already in use.

Basic phone operation

continued from previous page

Handset

• To make a call:

  1. Lift the handset.

  2. Dial a number.

• To override automatic line selection, press the **LINE** button for the line you wish to select, then lift the handset.

• To answer a call, lift the handset.

• To hang up, place the handset on the base.

Speakerphone

• To make a call:

  1. Press and release the desired **LINE** button or **[◄ SPEAKER]**. The ◄ **SPEAKER** light goes on.

  2. Wait for a dial tone, then dial the number.

• To answer a call, press **[◄ SPEAKER]** or press the **LINE** button of the incoming call.

• To end the call, press **[◄ SPEAKER]**.

🛈 NOTES:

• If **HEADSET** is programmed as the default mode (see **AUTOMATIC MODE** on page 39 of the installation guide), you must press **[◄ SPEAKER]** to activate the speakerphone.

• If **SPEAKERPHONE** is selected in the **AUTOMATIC MODE** menu, pressing any line key will select the line and activate the speakerphone. If **HEADSET** is selected in the **AUTOMATIC MODE** menu (page 39 of the installation guide) and a headset is connected, pressing any **LINE** key will select the line and activate the headset.

Basic phone operation

continued from previous page

Headset (purchased separately)

You can use this phone hands-free when you install any industry-standard two-band 2.5mm headset or other compatible, electronically isolated headset. The headsets must be purchased separately.

- To make a call:
  1. Press **[HEADSET]** (if a headset is connected to the telephone base).
  2. Wait for a dial tone, then dial the number.
- To answer a call, press **[HEADSET]**.
- To hang up, press **[HEADSET]**.

Make sure the headset is plugged into the **HEADSET** jack. You will hear a triple-beep if you press **[HEADSET]** when the headset is not plugged in.

🛈 *NOTE:* If **SPEAKERPHONE** is selected in the **AUTOMATIC MODE** menu (page 39 of the installation guide), pressing any line key will select the line and activate the speakerphone. If **HEADSET** is selected in the **AUTOMATIC MODE** menu and a headset is connected, pressing any **[LINE]** key will select the line and activate the headset.

Basic phone operation

Switching among handset, speakerphone and headset mode

To switch from handset to headset or speakerphone, press **[HEADSET]** or **[◀》 SPEAKER]**, then replace the handset. (In order to use the headset, it must be plugged in.)

To switch from speakerphone to handset, lift the handset. (Do not press **[◀》 SPEAKER]** or the call will be disconnected.)

To switch from speakerphone to headset, insert the headset plug into the jack on the side of the telephone base, and press **[HEADSET]**.

To switch from headset to handset when the handset is in the telephone base, lift the handset**.**

To switch from headset to handset when the handset is off-hook, press **[HEADSET]** again.

To switch from headset to speakerphone, press **[◀》 SPEAKER]**.

To override automatic line selection, press and release a line button. This activates the speakerphone or headset, whichever is programmed as the default mode.

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 to 00:00 when you release the hold.

```
10:01AM      11/23
00:30
5550100▊
```

Basic phone operation

Volume control

The volume key control the level of the incoming voice as well as the ringer volume.
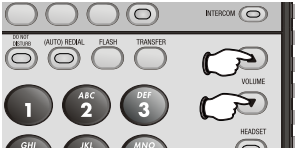
Handset/speakerphone/headset volume

• While using the handset, press **[♦VOLUME]** to adjust the listening volume (1-5).

• While using the speakerphone, press **[♦VOLUME]** to adjust the listening volume (1-8).

• While using the headset, press **[♦VOLUME]** to adjust the listening volume (1-5).

While using the volume control, you will hear a triple-beep when you reach the minimum or maximum level.

Your 1080 remembers the volume setting for each mode.

Ringer volume

• When the telephone is idle, press **[♦ VOLUME]** to sample and select the desired volume (1-4) for all ringers. When changing the volume, the new setting is saved.

• While the phone is ringing, press **[♦VOLUME]** to adjust the ringer volume (1-4). As you adjust the ringer, you will hear the ring change.

🛈 *NOTE:* You can turn the external ringer off separately for each line (page 14)

Basic phone operation

RINGER ON/OFF

```
RINGER ON/OFF

◄► ON
L1 RINGER                ▲▼
```

This feature controls whether there is an audible alert for outside calls on the designated line.

1. Press **[ENTER]**.

2. Press **[▲]** or **[▼]** until you see **PHONE SETTINGS.** Press **[ENTER]**.

3. Press **[▲]** or **[▼]** until you see **RINGER ON/OFF**. Press **[ENTER]**.

4. Press **[▲]** or **[▼]** to select the desired line (**L1 RINGER**, **L2 RINGER, L3 RINGER** or **L4 RINGER**).

5. Press **[◄]** or **[►]** to turn the ringer **ON** or **OFF**. **ON** is the default setting.

6. To move to the next line, press **[▼]**.

     -OR-

   To exit setup, press and hold **[ENTER]**.

RINGER TYPE

```
RINGER TYPE

◄► TYPE 1
L1 RINGER TYPE           ▲▼
```

Use this feature to choose one of the four ringer types for incoming calls. You can choose different ringer types for the different lines so you can easily identify which line is ringing.

1. Press **[ENTER]**.

2. Press **[▲]** or **[▼]** until you see **PHONE SETTINGS**. Press **[ENTER]**.

3. Press **[▲]** or **[▼]** until you see **RINGER TYPE**. Press **[ENTER]**.

4. Press **[▲]** or **[▼]** to highlight the desired line (**L1 RINGER TYPE**, **L2 RINGER TYPE**, **L3 RINGER TYPE** or **L4 RINGER TYPE**).

5. Press **[◄]** or **[►]** to highlight the desired ringer type (**TYPE 1**, **TYPE 2**, **TYPE 3** or **TYPE 4**).

6. To move to the next line, press **[▼]**.

     -OR-

   To exit setup, press and hold **[ENTER]**.

Basic phone operation

DO NOT DISTURB
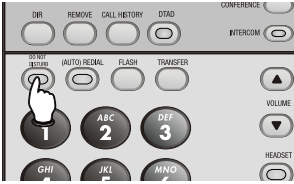
When you activate the do not disturb (**DND**) function, you will not hear paging tones, voice paging, or incoming call rings.

Instead, the **LINE** light flashes to signal an incoming call. If you receive an intercom call, the **[INTERCOM]** light flashes, and the number of the incoming intercom call appears on the display.

1. Press **[DO NOT DISTURB]** twice to prevent interruptions. The **DO NOT DISTURB** light goes on and the screen displays **DND**.
2. Press **[DO NOT DISTURB]** again to resume normal call alerts. The **DO NOT DISTURB** light goes off and the screen no longer shows **DND**.

Callers will hear very long beeps, the same tone as if the system phone is ringing normally.

Basic phone operation

Last number redial
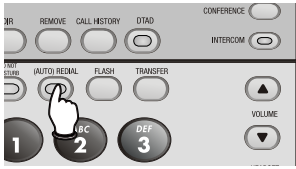
The last number dialed from this extension (up to 32 digits) is stored in the redial memory until you dial another number. Press **[(AUTO) REDIAL]** you will see the most recently dialed number (up to 32 digits).

• You must go off hook (lift the handset or press a **[LINE]** button or press **[◀ SPEAKER]** or **[HEADSET]**) before you press **[(AUTO) REDIAL]**. If you press **[(AUTO) REDIAL]** without going off hook, the screen displays the redial memory stack. (See **Redial stack** on page 17.)

• You will experience a one-second delay before the call is dialed when using the redial feature. This is normal.

See **Redial stack** on the next page to learn how to delete redial numbers and store them into memory locations.

Basic phone operation

Redial stack

The last six numbers dialed from this extension are automatically stored in the redial memory stack. You can review the numbers in the redial memory and dial one if you wish.

1. When the phone is idle, press **[(AUTO) REDIAL]**.
2. Press **[▲]** or **[▼]** to scroll through the last six numbers dialed at this extension.
3. When the desired number is displayed, press **[ENTER]** twice to dial the call.

    -OR-

    Pick up the handset to dial the call.

NOTE: If the desired redial number is longer than 16 digits, the screen will only display the first 14 digits.

NOTE: While reviewing the numbers in the redial stack, if you want to place a new call other than the displayed number, you need to press and hold **[ENTER]** or wait for 30 seconds to return to idle.

- **To delete a redial number,** press **[REMOVE]** while the redial number is displayed.
- **To store a redial number in a one-touch ke**y:
    1. While the number is displayed, press **[ENTER]**.
    2. Press **[▲]** or **[▼]** until you see **COPY TO 1-TOUCH**. Press **[ENTER]**.
    3. Press a one-touch key or press **[LOWER]**, then a one-touch key (page 56).
- **To store a redial number in the directory**:
    1. While the number is displayed, press **[ENTER]**.
    2. Press **[▲]** or **[▼]** until you see **COPY TO DIR**. Press **[ENTER]**.
    3. Enter the name (page 43).
    4. Press **[ENTER]** twice.
- **To exit**, press **[(AUTO) REDIAL]**.

Basic phone operation

Auto-redial

This phone can automatically redial a number every 60 seconds up to ten times. When the phone automatically redials the number, it always uses the line you originally used to dial the call.

1. Follow the instructions under **Redial stack**, (page 17), to find the number you want to call**.**

2. Press a **[LINE]** button.

   -OR-

   Press **[◄) SPEAKER]** or **[HEADSET]**.

   -OR-

   Press **[ENTER]**. Scroll to **AUTO REDIAL** and then press **[ENTER]** again.

3. When the other line rings or the other party answers, to speak with the other party, lift the handset.

   -OR-

   Press **[◄) SPEAKER]**.

   -OR-

   Press **[HEADSET]** if the headset is connected to speak with the other party.

While auto-redial is active:

- The telephone will activate the speakerphone or headset (depending on the **AUTOMATIC MODE** you set, page 39 of the installation guide) and call the desired number automatically. The **[(AUTO) REDIAL]** light will flash.

- If the line is busy, there is a busy tone lasting for approximately 20-25 seconds before hanging up. After another 30 seconds, the call will be redialed again. The **[(AUTO) REDIAL]** light will remain on.

❶ *NOTE:* During these 30 seconds, if you want to stop the auto-redial feature, press **[(AUTO) REDIAL]**.

This process will be repeated up to 10 times or until the called number is free to accept calls. If the line is still busy after 10 attempts, no more attempts will be made.
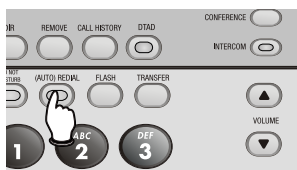
❶ *NOTES:*

- When the telephone automatically redials, it always uses the prime line.

- While reviewing the numbers in the redial stack, if you want to place a new call other than the displayed number, you need to <u>press and hold</u> **[ENTER]** or wait for 30 seconds to return to idle.

- Within the 30-second auto redialing period, you must lift the handset, or press **[◄) SPEAKER]** or **[HEADSET]** if you want to stay in the call, otherwise, the line will hang up and redial again.

- During these 30 seconds, if you want to end the auto-redial attempts, press **[◄) SPEAKER]** twice (or **[HEADSET]** twice if the headset is being used).

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Basic phone operation

Call waiting
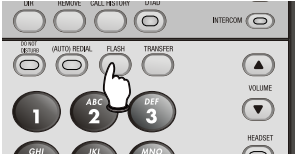
If you subscribe to call waiting service with your local telephone company, there will be a beep if there is an incoming call when you are already on a call on the same line.

1. Press **[FLASH]** to put your current call on hold and take the new call.

2. Press **[FLASH]** anytime to switch back and forth between calls. For more information on caller ID with call waiting, see page 57.

MUTE
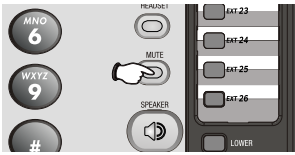
During a telephone conversation, press **[MUTE]** to silence the microphone. You will be able to hear the other party, but the other party will not be able to hear you until you press **[MUTE]** again and resume speaking. Mute is automatically cancelled when you end a call.

When mute is active, the **MUTE** light will be on.

ⓘ *NOTE*: Switching from handset to speakerphone or headset, or from speakerphone or headset to handset, changing lines, and putting a call on hold also cancels the mute function.
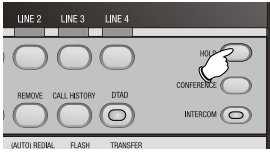
Temporary tone dialing

If you have dial pulse (rotary) service only, you can temporarily switch dial pulse to touch-tone dialing during a call by pressing **[*TONE]**.

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 pulse dial mode.

Basic phone operation

HOLD

You can use the hold feature to hold one line while accessing another, or as part of the conference and call transfer features.

While on a call, press and release **[HOLD]**. The **LINE** light for the line on hold flashes slowly in green, and a double-beep sounds every 30 seconds to remind you that the call is on hold (To turn off the reminder beep, see **HOLD REMINDER** on page 36 of the installation guide).

If you were using the handset, you can place the handset in the telephone base without disconnecting the call. If you were using the speakerphone, the speakerphone is automatically turned off when you press **[HOLD]**.
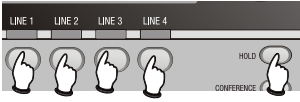
To release the hold, press and release the **[LINE]** button of the call on hold.

🛈 *NOTES:*

• The phone automatically disconnects a call on hold after 20 minutes. To keep a call on hold longer than 20 minutes, release hold within 20 minutes and then place the call on hold again.

• You cannot put an intercom call on hold.

• If a line is in use, pressing **[INTERCOM]** will place the line on hold and activate the intercom (page 26).
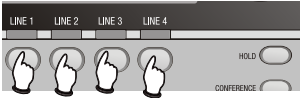
Basic phone operation

Switching between lines

During an outside call:

1. Press and release **[HOLD]** to maintain the connection to the call on the active line.

2. Press and release the **LINE** button of another line to make or answer another call.

3. To return to the first call, press **[HOLD]** to put the current call on hold. Then press the **[LINE]** button of the original line.

Call privacy

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

Cancel call privacy

During the call, press the **[LINE]** button for the call. You'll hear a short beep. Others can now join the call by pressing the appropriate line button.

Restore 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.

🛈 *NOTES:*

• Call privacy is automatically restored when you end the call.

• 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.

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Basic phone operation

Conference calls
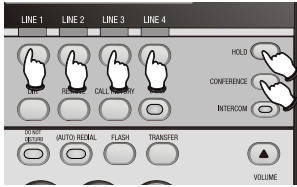
This feature lets you set up a three-party call by using two lines at the same time. You can also join an intercom call with a call on an outside line. The outside line call must be established first because an intercom call cannot be placed on hold.

1. Make or answer an outside call.
2. Press and release **[HOLD]**.
3. Call someone on another line, or intercom someone.
4. When this call is answered, press **[CONFERENCE]**. The three-party conference begins immediately.

To talk privately with one party (two-line conference only):
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 then conference call.

To drop one line:
Press the **[LINE]** button of the party you want to keep. The other line will be dropped.

To drop an extension:
Press the **[LINE]** button twice. The other system extension will hang up.

To end a two-line conference call, hang up. All parties will disconnect.

To end a two-extension conference call, hang up on both system extensions. All parties will disconnect.

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

• If you are experiencing difficulty in using the conference features on this phone, please consider using AT&T's complete line of teleconference services to find a solution that best meets your needs. AT&T TeleConference Services reduces travel time and expense while increasing productivity wherever people are located allowing you to host truly virtual meetings and share important information in real time. To sign up for AT&T TeleConference Services, go to: **www.att.com/orderconference** for details.

Call transfer

Transfer a call

You can transfer a call to any other system phone. Once you transfer a call, it can be picked up at any other system phone, not just at the extension you called.

🛈 *NOTE:* If a transferred call is not picked up within 20 minutes, the phone will automatically disconnect the call.

Blind transfer

While on a call:

```
10:01AM     11/23
00:30
▮
```

```
10:01AM     11/23
00:30
TRANSFER LINE#1
TO ▮
```

```
10:01AM     11/23
EXT 11
TRANSFER LINE #1
TO 12
```

1. Press **[TRANSFER]**. The outside call will automatically be put on hold. You will see **TRANSFER LINE#Y TO** (with Y being the line in use) on the third line of the display.

2. Press the one-touch button for the destination extension for the call.

    -OR-

    Dial the destination extension number to which you're transferring the call. You will see the extension number in the fourth line of the display.

3. Hang up.

Your phone reminds you with a double-beep every 30 seconds when a transferred call has not been answered (To turn off the reminder beep, see **HOLD REMINDER** on page 36 of the installation guide).

🛈 *NOTE:* If you do not dial an extension within 10 seconds, the transfer is automatically canceled. The call is still on hold. Press the corresponding **LINE** key to resume the call.