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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](http://www.telephones.att.com)**  
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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 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](http://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.

# 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 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, known as AUX jacks or data ports, available for connecting the telephone to another device such as a fax machine or modem.

The 1080 enables 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 that can store up to 200 additional numbers with names.

This telephone has a caller ID feature that 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 that 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 can 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 that might 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 42).  
Press again to quit.

## DO NOT DISTURB

Press twice to turn on the Do Not Disturb feature (page 15).  
Press again to resume normal use (page 15).

## HEADSET JACK

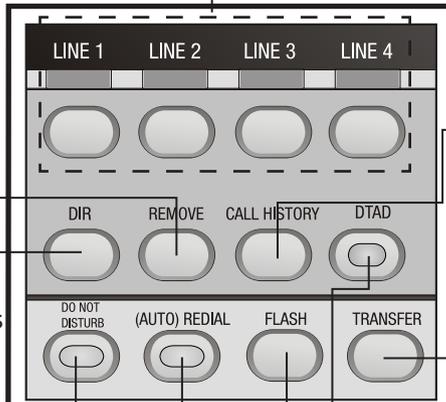
(Beneath the small rubber flap) for 2.5mm headset.

## (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).



## 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, 1070, or 1040 extension telephone (page 23).

## DTAD

Press to access setting up the answering system (pages 70-82).  
Press again to quit.

## FLASH

During a call, press to receive an incoming call if you subscribe to call waiting service (page 19).



# 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 the ringer volume (page 13). During a call, press to adjust the listening volume (page 13). During message playback, press to adjust the playback volume (page 74).

## HEADSET

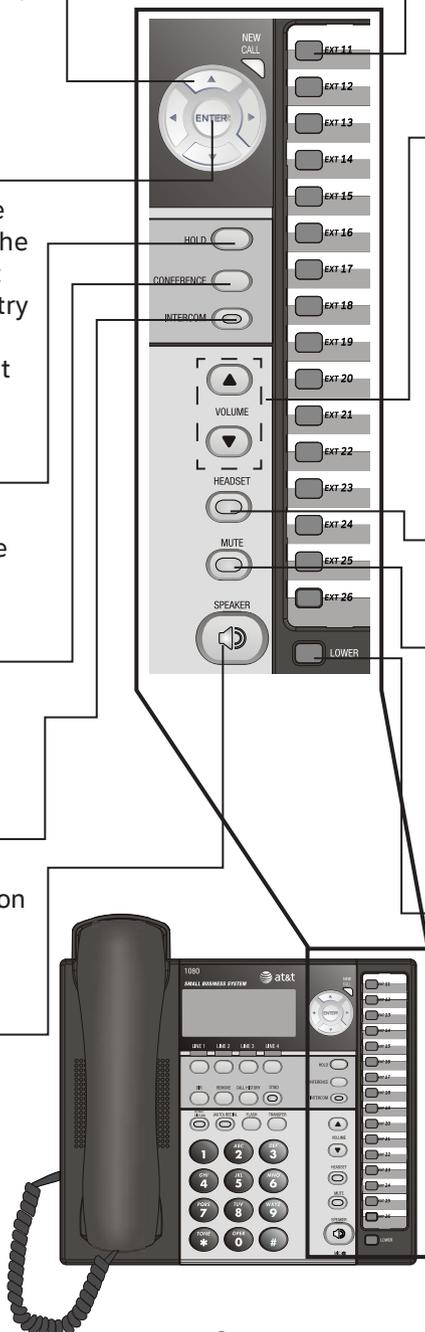
Press to turn on the headset (page 11).

## 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

---

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 (such as making and answering calls on the handset) is supported. Speakerphone, headset and call privacy are not supported. The handset volume will be at the minimum level and only the two lowest levels of the ringer volume will be available.
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).

---

Continued on next page

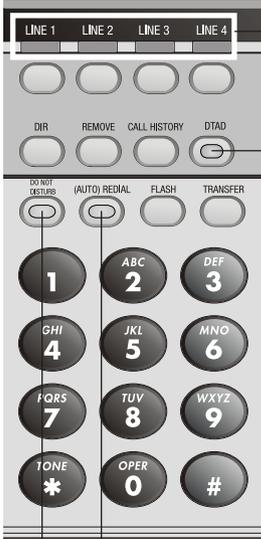
## Display screen messages

Continued from previous page

DTAD FULL!	The recording memory is full. Delete some messages to make room for more.
(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 answering system is being accessed from another telephone.
EXT XX RING	There is an incoming Centrex call.
FULL!	The directory is full.
INITIALIZING. .	The telephone is warming up after having its power connected.
INTERCOM FROM XX	The telephone is receiving a call from extension XX (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 [ <b>LOWER</b> ] key is pressed to access and dial the number stored in 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 successfully saved to the directory or one-touch location.
TRANSFER FROM XX	There is an incoming call transferred from another system telephone XX (XX is the extension number) or from the auto attendant system.

# Indicator lights & tones

## Indicator lights



### LINE

Green:

- On when the line is in use.
- Flashes slowly when the line is on hold.
- Flashes quickly when there is an incoming transferred call on the line.
- Flashes quickly when there is an incoming auto attendant transferred call on the line.
- Flashes quickly when there is an incoming call.
- Flashes sequentially (two short flashes with a long one continually) when the auto attendant is answering or directing calls, or playing or recording announcements and messages.

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

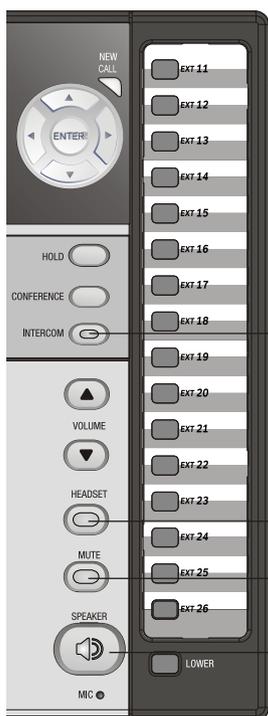
When auto-redial is active:

- 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.

## Indicator lights & tones



### NEW CALL

- On when there are unreviewed calls.
- Flashes when there are new voice mail messages. The screen displays **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 when there is an incoming intercom call.

### 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 on 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.

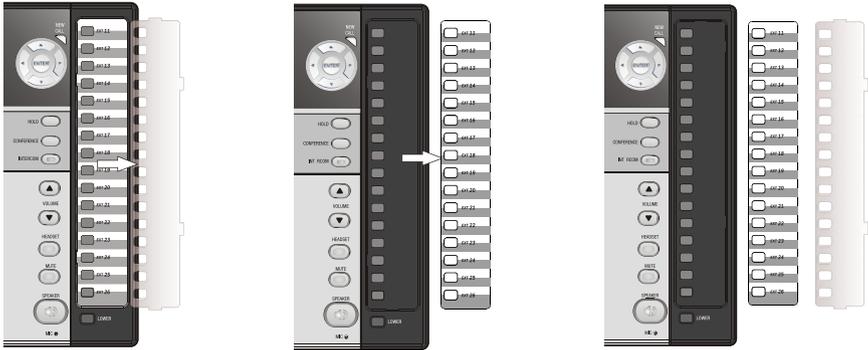
A triple-beep

During volume adjustment, the volume level has reached the maximum or minimum.

## Directory card

To write names and 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 when 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 indicate the state of the corresponding phone line.

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

Green is for outside calls:

- On when the line is in use on this phone.
- Flashes slowly when the line is on hold.
- Flashes rapidly when there is a transferred call on the line.
- Flashes rapidly when there is an incoming auto attendant transferred call on the line.
- Flashes rapidly when there is an incoming call on that line.

Red is for the state of the phone system:

- On when another phone is using the line.
- Flashes slowly when the line is held by another phone on the same system.

### **Making and answering calls**

---

This phone automatically makes and answers 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 manually choose a mode. If the phone is in use on one line, any other calls made or answered use the same mode already in use.

Continued on next page

## 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 telephone 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 selects the line and activates 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 selects the line and activates the headset.

Continued on next page

## 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 (see page 17 of the installation guide). Purchase the headset 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 hear a triple-beep if you press [**HEADSET**] when the headset is not plugged in.

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

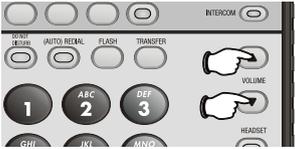
10:01AM 11/23  
00:30  
5550100■

## Basic phone operation

### Volume control

---

The volume key controls 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 hear the ring change.

**i 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



Use this feature to control 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



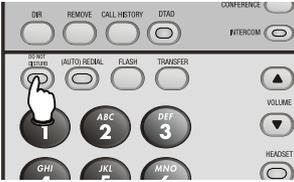
Use this feature (also known as "selectable ring tones") to choose one of the four ringer types for incoming calls. You can choose different ringer types for the different lines so you can easily identify which line is ringing.

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

---



Use this feature to silence your telephone. 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.

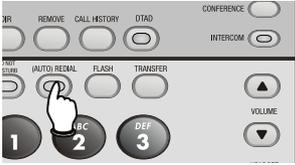
1. Press **[DO NOT DISTURB]** twice to prevent interruptions. The **DO NOT DISTURB** light goes on and the screen displays **DND**.
2. Press **[DO NOT DISTURB]** again to resume normal call alerts. The **DO NOT DISTURB** light goes off and the screen no longer shows **DND**.

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

## Basic phone operation

### Last number redial

---



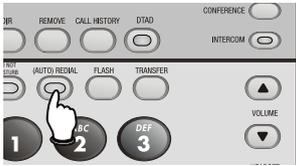
Use this feature to display the last dialed number from this extension. The last number dialed (up to 32 digits) is stored in the redial memory until you dial another number. Press **[(AUTO) REDIAL]** to see the most recently dialed number.

- 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



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

Use this feature to review the numbers in the redial memory and dial one if you wish. (The last six numbers dialed from this extension are automatically stored in the redial memory stack.)

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 displays, press **[ENTER]** twice to dial the call.

**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 displays.
- **To store a redial number in a one-touch key:**
  1. While the number displays, 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 displays, 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

Use this feature to automatically redial a number up to ten times. When the phone automatically redials the number, if the prime line is available, the phone uses the prime line 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 **[ENTER]**. Scroll to **AUTO REDIAL** and then press **[ENTER]** again.

3. The telephone activates the speakerphone or headset (depending on the **AUTOMATIC MODE** you set, page 39 of the installation guide) and automatically calls the desired number. The **[(AUTO) REDIAL]** light flashes.

4. When the other party answers, you will need to take an action to speak with the other party and stop the auto-redial attempts. 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:

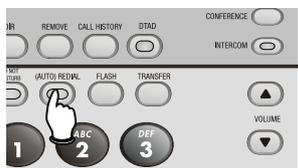
- The telephone activates the speakerphone or headset (depending on the **AUTOMATIC MODE** you set, page 39 of the installation guide) and automatically calls the desired number. The **[(AUTO) REDIAL]** light flashes.

- After a call is placed, if the line is busy, you will hear a busy tone for approximately nine seconds before the set hangs up. Thirty seconds later, the call will be redialed. The **[(AUTO) REDIAL]** light remains on during that 30-second waiting time.

- This process repeats up to 10 times or until the called number is no longer busy. If the line is still busy after 10 attempts, no more attempts are made.

- If the line is ringing but no party answers after two attempts, no more attempts are made.

- If you want to turn off the auto-redial feature during the 30-second waiting time, press **[(AUTO) REDIAL]**.



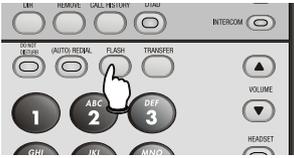
### **i** NOTES:

- 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 **[(AUTO) REDIAL]** to exit the redial list.
- If the prime line is in use, the phone automatically selects another idle line to dial the call. Once the auto-redial is active, the phone always uses the line you originally used to dial the call.
- If you want to stay on the call once the other person answers, you must lift the handset, press **[SPEAKER]** or **[HEADSET]**. If you take no action, the line hangs up and redials again.

## Basic phone operation

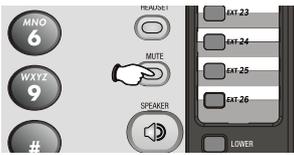
### Call waiting

---



Use this feature to control call-waiting calls. If you subscribe to a call waiting service with your local telephone company, there is 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

---

Use this feature during a telephone conversation to silence the microphone. Press **[MUTE]**. You hear the other party, but the other party does not hear you. Press **[MUTE]** again to cancel. Mute cancels automatically when you end a call.

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

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



### Temporary tone dialing

---

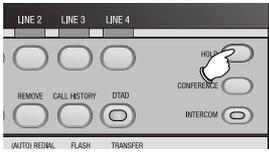
If you have dial pulse (rotary) service only, use this feature to temporarily switch dial pulse to touch-tone dialing during a call by pressing **[\*TONE]**.

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

---



Use this 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 are using the handset, you can place the handset in the telephone base without disconnecting the call. If you are using the speakerphone, the speakerphone turns off automatically when you press **[HOLD]**.

To release the hold, press and release the **[LINE]** button of the call on hold.

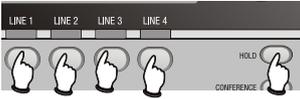
### **NOTES:**

- 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]** places the line on hold and activates the intercom (page 26).

## Basic phone operation

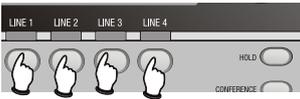
### Switching between lines

---



Use this feature to switch 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

---

Use this feature to control call privacy. To ensure call privacy, this phone enables 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

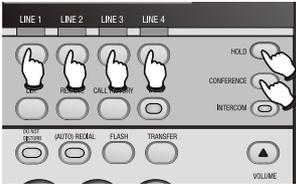
Press the **[LINE]** button again during the call. You'll hear a double-beep. The other phones drop from the call.

#### **NOTES:**

- Call privacy is automatically restored when you end a 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 that share that line can still join the call.

## Basic phone operation

### Conference calls



#### 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, enabling 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](http://www.att.com/orderconference) for details.

Use this feature to 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 for the party you want to keep. The other line is dropped.

#### To drop an extension:

Press the **[LINE]** button twice. The other system extension hangs up.

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

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

## Call transfer

### Transfer a call

---

Use this feature to 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 automatically disconnects the call.

### Blind transfer

---

Use this feature to make a 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 is automatically put on hold. **TRANSFER LINE#Y TO** (with Y being the line in use) appears on the third line of the display.
2. Press the one-touch button for the destination extension.

**-OR-**

- Dial the destination extension number to which you're transferring the call. The extension number appears on 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 automatically cancels. The call is still on hold. Press the corresponding **LINE** key to resume the call.

## Call transfer

### Transfer a call and speak to the receiving party

Use this feature to transfer a call and speak to the receiving party. While on a call:

1. Press [**INTERCOM**]. The outside call is automatically put on hold and **INTERCOM TO** displays and the destination extension number.
2. Press the one-touch button for the extension to which you're transferring the call.

**-OR-**

Dial the extension number to which you are transferring the call. The extension number appears on the third line of the display.

3. When the other party answers by pressing [**INTERCOM**], you can announce the call.
4. Press [**TRANSFER**].
5. Hang up.

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

### Answer a transferred call

When you hear a long transfer ring, pick up the handset or press the **LINE** button of the call to use the speakerphone or headset.

10:01AM 11/23  
00:30  
■

10:01AM 11/23  
EXT 11  
INTERCOM TO ■  
PAGE ▾

10:01AM 11/23  
EXT 11  
INTERCOM TO 12

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

10:01AM 11/23  
EXT 12  
TRANSFER FROM 11

## Intercom overview

This 1080 telephone is fully compatible with any AT&T Four-Line Small Business System Speakerphone 1070 or 1040 phones you might have installed. You can use a total of 16 1080/1070/1040 phones together as extensions in your phone system.

Each individual phone in your telephone system **MUST** be assigned a unique extension number for the intercom feature to work. See **EXTENSION NUMBER** on page 32 of the installation guide for instructions.

This intercom features both a single-phone page and a system-wide page (PAGE ALL).

A single-phone page alerts only one phone. A system-wide page (PAGE ALL) alerts all system phones. Any phone with the **Do Not Disturb (DND)** feature activated does not receive the page.

An intercom call rings at the destination extension with a repeating double-ring pattern.

A single-phone page automatically activates the speakerphone on the receiving phone. You can deactivate the speakerphone by lifting the handset.

### **NOTES:**

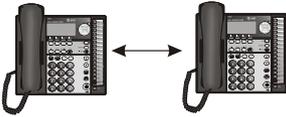
- If a line is in use, pressing [**INTERCOM**] places the line on hold and activates the intercom (page 24).
- If you subscribe to DSL service, please read the section on **Important information for DSL users** beginning on page 6 of the installation guide for information about minimizing problems with this phone caused by DSL signals.

## Basic intercom operations

<b>Operation:</b>	<b>Function:</b>
<b>INTERCOM</b>	Lets any two extensions connected to line 1 ring each other (page 26).
<b>PAGE</b>	Lets you announce over the speaker of the destination phone (page 29).
<b>PAGE ALL</b>	Lets you announce to all phones in the system at the same time (system-wide page) (page 31).
<b>CONFERENCE</b>	Lets you connect an intercom call with an outside line (page 33).

## Intercom

Use this feature to make calls between system phones.



10:01AM 11/23  
EXT 11  
INTERCOM TO ■  
PAGE ▾

10:01AM 11/23  
EXT 11  
INTERCOM TO 12

### **Make an intercom call with the handset**

---

1. If the one-touch preference is set to **INTERCOM** (page 35), skip to step 2.

**-OR-**

If the one-touch preference is set to **TELEPHONE** (page 35), press [**INTERCOM**].

2. Press the one-touch button for the destination party, then lift the handset. The screen displays **INTERCOM TO** and the destination extension.

If the extension you are calling is idle or set to Do Not Disturb, you hear long beeps. If the other extension is on a call, you hear a busy signal.

**i NOTE:** The intercom call automatically cancels if you do not press a one-touch button within 10 seconds.

## Intercom

### Make an intercom call with the speakerphone or headset

---

10:01AM 11/23  
EXT 11  
INTERCOM TO ■  
PAGE

10:01AM 11/23  
EXT 11  
INTERCOM TO 12

Use this feature to make an intercom call. With the handset in the telephone base:

1. If the one-touch preference is set to **INTERCOM**, skip to step 2.

**-OR-**

If the one-touch preference is set to **TELEPHONE**, press [**INTERCOM**]. The phone automatically activates the intercom call in the mode (headset or speakerphone) you programmed (see **AUTOMATIC MODE** on page 39 of the installation guide).

2. Press the one-touch button. The screen displays **INTERCOM TO** and the destination extension.

If the destination extension is idle or set to Do Not Disturb, you hear long beeps. If the other extension is busy, you hear a busy signal.

 **NOTE:** The intercom call automatically cancels if you do not press a one-touch button within 10 seconds.

## Intercom

### Answer an intercom call

---

10:01AM 11/23  
EXT 12  
INTERCOM FROM 11

Use this feature to answer an intercom call. When you receive an intercom call, you hear a repeating double-ring pattern and your screen displays **INTERCOM FROM** 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.

 **NOTE:** If you press **[INTERCOM]** to answer the call, the phone automatically uses the mode (speakerphone or headset) you programmed as the automatic mode (see **AUTOMATIC MODE** on page 39 of the installation guide).

### End an intercom or page call

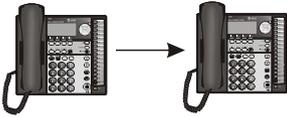
---

Use this feature to end the intercom or page call.

- Press **[INTERCOM]**.
- **-OR-**
- Hang up or press **[SPEAKER]** or **[HEADSET]** again.

## Voice page

### Page a specific extension (single-phone page)



Use this feature to send your voice to the speaker of the destination phone. The person you've called might be able to respond just by talking. See **AUTO MUTE** on page 35 of the installation guide.

10:01AM 11/23  
EXT 11  
INTERCOM TO ■  
PAGE

1. Press [**INTERCOM**].
2. Press [**ENTER**] to select **PAGE**.
3. Enter the destination extension number (11-26).
4. Your telephone displays **PAGE** and the called extension number. Now the speakerphone on the destination telephone is activated automatically.

10:01AM 11/23  
EXT 11  
PAGING ■  
INTERCOM

To end the page:

- Press [**INTERCOM**] on either telephone.

10:01AM 11/23  
EXT 11  
PAGE 12

#### **NOTES:**

- Refer to page 32 of the installation guide to get more information on extension numbers.
- Pressing [**INTERCOM**] while on an external call initiates a call transfer (page 24).
- If the destination telephone is in the Do Not Disturb mode, on an intercom call or on an outside call, your telephone sounds a busy signal.
- The auto-mute feature might be set to **ON** on the destination telephone to protect privacy (page 35 of the installation guide). The person at the destination extension must press [**MUTE**] to re-activate the microphone (page 19).

## Voice page

### **Answer a single-phone page**

---

10:01AM 11/23  
EXT 12  
PAGE FROM 11

Use this feature to answer a single-phone page.

#### **Auto-mute off**

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

If you are on the headset, answer the page by pressing [**HEADSET**] and speaking through the microphone of the headset.

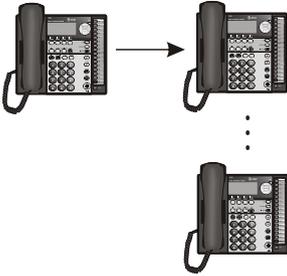
#### **Auto-mute on**

The [**MUTE**] light is on. Lift the handset or press [**MUTE**] to temporarily de-activate auto-mute and answer the page.

## Voice page

### Page all (system-wide page)

---



Use this feature to send your voice to the speakers of all phones in the system.

1. Press [**INTERCOM**], then [**▼**] to show **PAGE ALL**.
2. Press [**ENTER**]. The screen displays **PAGE ALL**.  
Once the page is automatically answered, speak towards the microphone. Your voice is heard on all idle extensions in your phone system.

### Page-all shortcut

1. Press [**INTERCOM**], then press [**#**].
2. Your telephone displays **PAGE ALL**. You will be heard on all idle extensions.

10:01AM 11/23  
EXT 11  
INTERCOM TO ■  
PAGE ALL

10:01AM 11/23  
EXT 11  
PAGE ALL

### NOTES:

- Pressing [**INTERCOM**] while on an external call initiates a call transfer (page 24).
- If a system telephone is in the **Do Not Disturb (DND)** mode or on a call, the system-wide page is not heard there.
- During a page all, the people at all extensions hear you, but you are not able to hear them.
- During a page all, if [**ENTER**] is pressed on any system telephone, the system-wide page stops and the person on that telephone joins the intercom call with you.

### To end the page all:

- Press [**INTERCOM**] on your telephone.

## Voice page

### Answer a system-wide page

---

10:01AM 11/23  
EXT 12  
PAGE ALL FROM 11  
[ENTER]: ANSWER

10:01AM 11/23  
EXT 12  
INTERCOM FROM 11

Use this feature to answer a system-wide page.

 **NOTE:** Only one extension can answer a system-wide page.

When you receive a system-wide page, your phone beeps and the screen shows **PAGE ALL FROM** and the calling extension number.

1. Press **[ENTER]** to answer the page. The screen displays **INTERCOM FROM** and the calling extension number.
2. Press **[INTERCOM]** to end the call on either telephone.

## Voice page

### Room monitor

---

10:01AM 11/23  
EXT 11  
PAGING ■  
INTERCOM

10:01AM 11/23  
EXT 11  
PAGE 12

Use this feature to monitor a room. Make a single-page call to a system phone to monitor the sounds from that room. To use this feature, the destination telephone auto-mute feature must be turned off (page 35 of the installation guide).

1. Press **[INTERCOM]**.
2. Press **[ENTER]** to select **PAGE**.
3. Enter the destination extension number (11-26).
4. After your telephone displays **PAGE** and the destination extension number, press **[MUTE]**.  
The destination telephone beeps, then activates its speakerphone automatically. Now, you can monitor the room of the destination telephone without being heard.

**To end room monitoring**, press **[INTERCOM]** on your telephone.

### Make an intercom conference call

---

Use this feature to invite someone at an extension to join an existing conversation. Someone at a system phone having a two-way conversation on an outside line can invite someone at an extension to join the conversation. Follow the directions under **Conference calls** on page 22, making sure to establish the non-intercom call first.

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

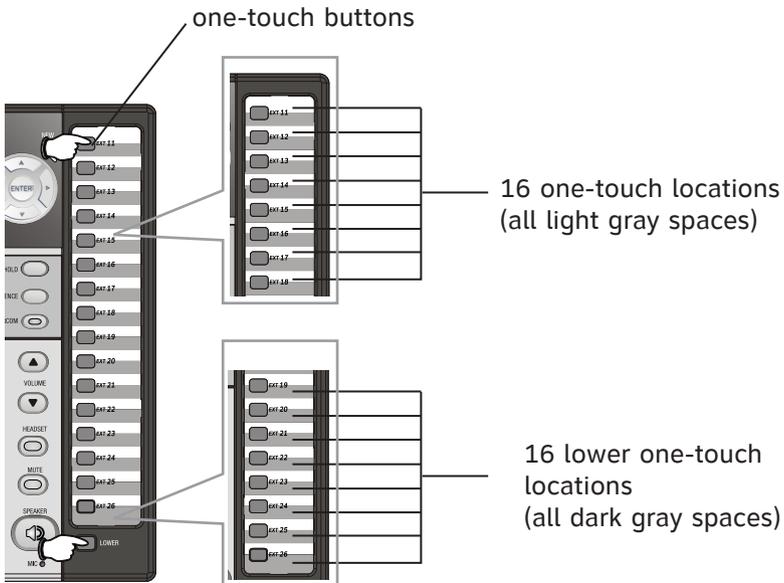
## One-touch overview

**i NOTE:** Also use the one-touch buttons to place intercom calls. See **Intercom operation** beginning on page 25 for details.

This telephone has 32 one-touch locations (speed dial locations) where you can store the phone numbers you wish to dial using fewer keys than usual. You can store up to 24 digits in each location. The steps used to dial numbers stored in one-touch locations vary according to how you programmed the one-touch preference. See **PREFERENCE** on the next page and **To dial a one-touch number** on page 38 for more details.

You can access the first 16 locations using only the one-touch buttons. To access the remaining 16 locations, press **[LOWER]** and then the one-touch button for the desired location.

You might wish to write the names or telephone numbers of the one-touch entries on the directory card, using the light gray spaces for the first 16 locations and the dark gray spaces for the second 16 locations (page 8).



## One touch

Assign the buttons (one-touch keys) on the right side of the phone as intercom or outside call shortcut keys. You can enter and view the outside phone numbers through one-touch keys.



### PREFERENCE

---

Use this feature to assign the one-touch keys as intercom or outside-call shortcut keys.

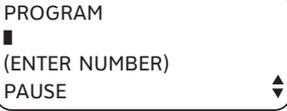
1. Press [**ENTER**].
2. Press [**ENTER**] again to enter the **ONE TOUCH** menu.
3. Press [**▲**] or [**▼**] until you see **PREFERENCE**.
4. Press [**◀**] or [**▶**] to highlight **INTERCOM** or **TELEPHONE**. **INTERCOM** is the default setting.
5. To move to the next feature, press [**▼**].

**-OR-**

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

## One-touch storage

Use the following steps to program the one-touch keys.



PROGRAM  
■  
(ENTER NUMBER)  
PAUSE

1. Press **[ENTER]**. The screen displays **ONE TOUCH**.
2. Press **[ENTER]**.
3. Press **[▲]** or **[▼]** repeatedly until you see **PROGRAM**.
4. Press **[ENTER]**. The screen includes **(ENTER NUMBER)**.
5. Use the dial pad to enter up to 24 digits.

**-OR-**

- **To copy the most recently dialed number** from redial, press **[(AUTO) REDIAL]**. You can copy only the last number dialed from this extension to a one-touch location. You cannot copy the other numbers in the redial shack.
- **If you need to store a two-second dialing pause** for accessing banking or long distance services, press **[▲]** or **[▼]**, scroll to **PAUSE**, then press **[ENTER]**. A **P** appears on the screen.
- **If you need to store a signal** for switching to temporary tone dialing, press **[▲]** or **[▼]** until you see **TONE**, then press **[ENTER]**. A **T** appears on the screen.
- **If you need to store a flash signal** for using the service supplied by your telephone company, press **[▲]** or **[▼]** until you see **FLASH**, then press **[ENTER]**. An **F** appears on the screen.
- **To erase the last digit**, press **[▼]** to scroll to **DELETE CHAR**, then press **[ENTER]**.

**-OR-**

Press **[REMOVE]**.

- **To cancel programming**, scroll to **CANCEL** and then press **[ENTER]**.

Continued on next page

## One-touch storage

Continued from previous page

6. Press the desired one-touch key to store the telephone number in the normal location.

**-OR-**

Press [**LOWER**], then the desired one-touch key to store the telephone number in the lower location.



### **NOTES:**

- If the desired one-touch key location was empty, the screen displays **SAVED!** If there is already a telephone number in it, the screen displays **REPLACE SPD#XX?** (**XX** is the desired one-touch location number.) You can replace the current entry by pressing [**ENTER**], or keep the current entry by pressing [**▲**] or [**▼**] until you see **NO REPLACE?** Press [**ENTER**]. Then choose another one-touch key location.
- Only the last number dialed from this extension can be copied to a one-touch location. The other numbers in the redial stack cannot be copied.
- Press and hold [**ENTER**] to exit one-touch setup.

## To dial a one-touch number

Use this feature to dial a one-touch number. The one-touch preference is preset to **INTERCOM**.

**i NOTE:** To change the one-touch preference, see **PREFERENCE** on page 35.

### If one-touch preference is set to **INTERCOM**:

1. Lift the handset.

**-OR-**

Press [**SPEAKER**].

**-OR-**

Press [**HEADSET**] and listen for the dial tone.

2. Press the one-touch button.

**-OR-**

Press [**LOWER**], then press the one-touch button for the destination number you want to call. The screen displays the number as it is dialed.

### If one-touch preference is set to **TELEPHONE**,

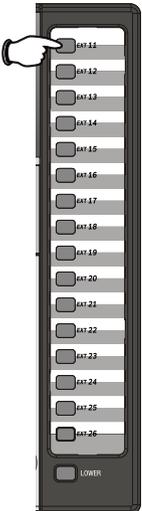
You do not need to go off hook and listen for a dial tone before dialing a one-touch number. You can simply:

Press the one-touch button.

**-OR-**

Press [**LOWER**], then press the one-touch button for the desired number to call.

The screen displays the number as it is dialed using the speakerphone or headset as programmed for automatic mode. (See **AUTOMATIC MODE** on page 39 of the installation guide.)



## To view or delete a one-touch number

### To view a one-touch number

---

VIEW 5550100	SPD#15
CANCEL	◆

Normal location: SPD# 1-16

Lower location: SPD# 17-32

Use the following steps to view a one-touch number.

1. Press **[ENTER]**.
2. Press **[▲]** or **[▼]** until you see **ONE TOUCH**. Press **[ENTER]**.
3. Press **[▲]** or **[▼]** until you see **VIEW**. Press **[ENTER]**.
4. Press the desired one-touch key to view the telephone number stored in the normal location.

**-OR-**

Press **[LOWER]**, then the desired one-touch key to view the telephone number stored in the lower location.

**-OR-**

Press **[▲]** or **[▼]** to view the entries.

5. Press and hold **[ENTER]** to exit.

### To delete a one-touch number

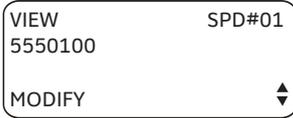
---

Use this feature to delete a one-touch number.

1. When a one-touch telephone number displays, press **[REMOVE]** to delete it. You cannot retrieve an entry once you have deleted it.
2. Press and hold **[ENTER]** to exit.

## To modify a one-touch number

Use the following steps to modify a one-touch number.



1. When a one-touch telephone number displays, press [◀] or [▶] to highlight **MODIFY**.
  2. Press [ENTER].
  3. Press the dial pad keys to enter up to 24 digits.
    - **You can include a pause** while modifying a dialing sequence that requires one during actual dialing. Press [▲] or [▼] until you see **PAUSE**, then press [ENTER] when storing a pause. The screen displays **P**. Each pause counts as one digit. Continue storing the number as usual.
    - **Storing a signal for switching to temporary tone dialing.** If you have dial pulse (rotary) service, this signal is required for some special services. Press [▲] or [▼] until you see **TONE**, then press [ENTER]. A **T** appears on the screen. All numbers entered after this send touch tone signals during dialing.
    - **You can store the flash** signal required by some special services as part of a dialing sequence. Press [▲] or [▼] until you see **FLASH**, then press [ENTER]. An **F** appears on the screen. Continue storing the number as usual.
    - **To erase the last digit**, scroll to **DELETE CHAR** and then press [ENTER].
- OR-**
- Press [REMOVE].
- **To copy the most recently dialed number** from redial, press [(AUTO) REDIAL]. You can copy only the last number dialed from this extension to a one-touch location. You cannot copy the other numbers in the redial stack.
  - **To cancel programming**, scroll to **CANCEL** and then press [ENTER].

Continued on next page

## To modify a one-touch number

Continued from previous page

4. Press the desired one-touch key to store the telephone number in a location.

**-OR-**

Press [**LOWER**], then the desired one-touch key to store the telephone number in the lower location.

5. Press [**◀**] or [**▶**] to select **CANCEL**. Press [**ENTER**] to exit the **VIEW** feature. To move to the next feature, press [**▼**].

**-OR-**

Press and hold [**ENTER**] to exit.

 **NOTE:** If the desired one-touch key location is empty, the screen displays **SAVED!** If there is a telephone number in it, the screen displays **REPLACE SPD#XX?** (**XX** is the desired one-touch location number.) You can replace the current entry by pressing [**ENTER**], or keep the current entry by pressing [**▲**] or [**▼**] until you see **NO REPLACE?** Press [**ENTER**], then choose another one-touch key location.



## Directory overview

This 1080 telephone can store up to 200 names and phone numbers in the directory. Names can have up to 16 characters and numbers can have up to 24 digits. Because directory entries are stored in alphabetical order, you might wish to enter names with the last name first.

To enter directory mode, press **[DIR]**.

If there are already 200 stored entries, the screen displays **FULL!** If you try to view the directory entries when there are no entries, the screen displays **(EMPTY)**.

To work with the directory, press **[DIR]**. The screen displays menu choices on the bottom line.

To exit directory mode at any time, press **[DIR]**.

### Menu structure

---

Use the navigation keys (**[◀]**, **[▶]**, **[▲]**, **[▼]** and **[ENTER]**) to move through the menus.

The menu structure for the directory follows.

VIEW ENTRIES	ADD ENTRY
DIAL	ENTER NAME
MODIFY	DONE
COPY TO 1-TOUCH	CANCEL
CANCEL	ENTER NUMBER
	DONE
	PAUSE
	TONE
	FLASH
	CANCEL

## Store a name and number in the directory

DIRECTORY

VIEW ENTRIES ▾

DIRECTORY

ADD ENTRY ▾

■ (ENTER NAME)

DONE ▾

Pat Williams ■

DONE ▾

Use the following steps to store a name and number in the directory.

1. Press [**DIR**] to begin working with the directory.
2. Press [**▼**] until the screen includes **ADD ENTRY**.
3. Press [**ENTER**]. The screen displays **ENTER NAME**.
4. Use the dial pad keys and the chart below to enter the letters, digits or symbols you wish to store. Press the key repeatedly until the desired character shows on the screen. For example, press [**2**] once for **A**, twice for **B**, three times for **C**, four times for **a**, five times for **b**, six times for **c**, and seven times for **2**. Press [**▶**] to move to the next character or space. Press [**◀**] to backspace. The name appears on screen as you enter it.

PRESS	ONCE	TWICE	3 TIMES	4 TIMES	5 TIMES	6 TIMES	7 TIMES	8 TIMES	9 TIMES
1	space	,	-	'	&	.	(	)	1
2	A	B	C	a	b	c	2		
3	D	E	F	d	e	f	3		
4	G	H	I	g	h	i	4		
5	J	K	L	j	k	l	5		
6	M	N	O	m	n	o	6		
7	P	Q	R	S	p	q	r	s	7
8	T	U	V	t	u	v	8		
9	W	X	Y	Z	w	x	y	z	9
*	*								
0	0								
#	#								

5. When you have finished entering the name, press [**▲**] or [**▼**] to show **DONE**. Press [**ENTER**] to enter the phone number. The screen displays the name you entered and **ENTER NUMBER**.

## Store a name and number in the directory

Continued from previous page

Pat Williams  
■ (ENTER NUMBER)  
DONE

Pat Williams  
5550100 ■  
DONE

Pat Williams  
5550100  
SAVED!

DIRECTORY  
ADD ENTRY

Pat Williams  
5550100 ■  
PAUSE

6. Use the dial pad keys to enter the desired phone number.

**-OR-**

Press **[(AUTO) REDIAL]** to copy the last number dialed at this extension onto the screen. Press **[◀]** to backspace.

7. When you have finished entering the number, press **[▲]** or **[▼]** to show **DONE**. Press **[ENTER]** to store the name and number in the directory. The screen briefly displays the name and number and **SAVED!** Then the screen returns to **ADD ENTRY**.

 **NOTE:** You can exit the directory at any time without storing the entry by pressing **[DIR]**.

## Store a pause in a directory number

---

Use this feature to include a pause in a number stored in the directory. You might need a pause in a directory number to enable access to some banking or telephone company features.

1. When you reach the place in the dialing sequence where you wish to enter a pause, press **[▼]** until you see **PAUSE** in the display.
2. Press **[ENTER]** to store a two-second pause. A **P** appears in the phone number. Then continue entering the number. Each pause counts as one digit. If you want to save the number in the directory, press **[▼]** to reach **DONE** and then press **[ENTER]** to save.

## Store a name and number in the directory

Pat Williams  
5550100 ■

TONE

### Store a temporary tone signal in a directory number

---

If you have dial pulse (rotary) service, use this feature to store tone signals in a directory number. You might need tone signals to use bank-by-phone and other services.

1. When you reach the place in the dialing sequence where you wish tone dialing to begin, press [▼] until the screen displays **TONE**.
2. Press [ENTER]. All digits entered after this send tone signals.
3. If you want to save the number in the directory, press [▼] to reach **DONE**, and then press [ENTER] to save.

### Store a FLASH in a directory number

---

Use this feature to store the flash needed to access some custom-calling services in a directory number.

Pat Williams  
5550100 ■

FLASH

1. When you reach the place in the dialing sequence where you wish to enter a flash, press [▼] until the screen displays **FLASH**.
2. Press [ENTER] to store the flash, then continue entering the number. Each flash counts as one digit.
3. When you want to save the number in the directory, press [▼] to reach **DONE** and then press [ENTER] to save.

## Review directory entries

Use this feature to review directory entries.

DIRECTORY

VIEW ENTRIES ▾

Andrew  
5556789

Barbara  
5559876

1. Press **[DIR]** and then **[ENTER]** to begin working with the directory entries.
2. Press **[▲]** or **[▼]** to scroll through the directory entries.

**-OR-**

Press the dial pad key for the first character of the entry you wish to review until the character you are looking for displays. Then press **[▲]** or **[▼]** to scroll through the entries beginning with this character. If there is no entry for the desired character, the screen displays **NO ENTRIES FOR** and the displayed character.

 **NOTE:** You can exit the directory at any time without storing the entry; simply press **[DIR]**.

## Edit a directory entry

When a directory entry displays, follow the steps below to edit the entry:

Pat Williams  
5550100

Pat Williams  
5550100

MODIFY

Pat █

DONE

Pat  
5554321 █

DONE

Pat  
5554321

SAVED !

1. Press **[ENTER]**.
2. Press **[▲]** or **[▼]** to scroll to **MODIFY**. Press **[ENTER]** to edit the name.
3. Press **[◀]** to move the cursor to the left or **[▶]** to move the cursor to the right. Press **[REMOVE]** to erase characters. Press the dial pad keys to enter the correct name (page 43).
4. Press **[▲]** or **[▼]** to display **DONE**. Press **[ENTER]** to edit the number.
5. Press **[◀]** to move the cursor to the left or **[▶]** to move the cursor to the right. Press **[REMOVE]** to erase digits. Press the dial pad keys to enter the correct number.
  - To copy the most recently dialed number from redial, press **[(AUTO) REDIAL]**.
  - To enter a two-second dialing pause (a **P** appears on the screen) for accessing banking or long distance services, press **[▲]** or **[▼]** to scroll to **PAUSE**. Press **[ENTER]**.
  - To switch to tone dialing (a **T** appears on the screen) temporarily, press **[▲]** or **[▼]** to scroll to **TONE**. Press **[ENTER]**.
  - To flash the line (an **F** appears on the screen) if you need to use the service supplied by your telephone company, press **[▲]** or **[▼]** to scroll to **FLASH**. Press **[ENTER]**.
6. Press **[▲]** or **[▼]** to display **DONE**. Press **[ENTER]** to save the entry and return to directory review mode.
7. Press **[DIR]** to exit the directory.

**i** **NOTE:** If press **[▼]** to display **CANCEL** before **[ENTER]** is pressed in step 4 or 6 above, the telephone does not store the entry you modified.

## Dial and remove an entry from the directory

Pat Williams  
5550100

DIAL



### **Dial a number from the directory**

---

Use the following steps to dial a number from the directory.

1. Find the entry for the number you wish to call by following the directions under **Review directory entries** on page 46.
2. Press **[ENTER]**. The screen displays **DIAL**.
3. Press **[ENTER]**.

The phone automatically selects an idle line and dials the call unless you choose a specific line by pressing the **[LINE]** button; the call is then dialed in the mode (speakerphone or headset) you programmed (see **AUTOMATIC MODE** on page 39 of the installation guide).

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

Pat Williams  
5550100

REMOVED!

### **Remove a name and number from the directory**

---

Use the following steps to remove an entry from the directory.

1. Find the entry for the number you wish to call by following the directions under **Review directory entries** on page 46.
2. When the desired entry displays, press **[REMOVE]**. The screen includes **REMOVED!** The screen automatically advances to the next directory entry.

 **NOTE:** Once you have removed an entry from the directory, you cannot restore it.

## Remove all entries from the directory

Use the following steps to remove all entries from the directory.

DIRECTORY  
END OF LIST

DIRECTORY  
REMOVE ALL?

DIRECTORY  
ALL REMOVED !

1. Press **[DIR]** to begin working with the directory.
2. Press **[ENTER]** to select **VIEW ENTRIES**.
3. Press **[▲]** or **[▼]** until the screen shows **END OF LIST**.
4. Press **[REMOVE]**. The screen displays **REMOVE ALL?**
5. Press **[REMOVE]** again within three seconds to confirm the command and remove all directory entries. The screen displays **ALL REMOVED!**

**i NOTE:** Once you have removed an entry from the directory, you cannot restore it.

### To save an entry to a one-touch key

Use the following steps to save an entry to a one-touch key.

Pat Williams  
5550100  
COPY TO 1-TOUCH 

Pat Williams  
5550100  
PRESS 1-TOUCH

Pat Williams  
5550100  
SAVED! SPD#01

1. Find the entry for the desired number by following the directions under **Review directory entries** on page 46.
2. Press **[ENTER]** then **[▲]** or **[▼]** until you see **COPY TO 1-TOUCH**.
3. Press **[ENTER]** to begin to save the number.
4. Press the one-touch button for the location where you want to save the number.  
**-OR-**  
Press **[LOWER]**, then press the one-touch button.
5. The screen automatically returns to the directory record just reviewed.
6. Press **[DIR]** to exit.

**i NOTE:** If the desired one-touch key location is empty, the screen displays **SAVED!** If there is a telephone number in it, the screen displays **REPLACE SPD#XX?** (**XX** is the desired one-touch location number.) You can replace the current entry by pressing **[ENTER]**, or keep the current entry by pressing **[▲]** or **[▼]** until you see **NO REPLACE?** Press **[ENTER]**, then choose another one-touch key location.

## Caller ID operation

### About caller ID

---

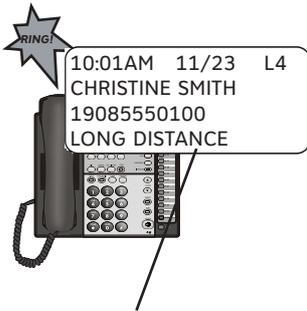
This telephone has a caller ID feature that works with caller identification service provided by your local telephone company. There is a fee for this service, and it might not be available in all areas. This telephone can provide information only if both you and the caller are in areas offering caller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

When you use this telephone with caller ID service, you can see who's calling before answering the call. If you subscribe to caller ID with call waiting, a combined service available through many local telephone companies, you can see who's calling even when on another call. This service might be called by different names (such as caller ID with visual call waiting) by different local telephone companies and might 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 telephone company for its availability.

The format of telephone numbers displayed depends on the home and local area codes you set (See the **AREA CODES** section on page 42 of the installation guide for explanations and setting instructions of area codes):

- If the call came from within your home area code, the screen displays only the seven-digit number (without an area code).
- If the call came from one of your local area codes, the screen displays 10 digits (area code plus the seven-digit number).
- If the call did not come from any of the area codes you set, you see the following:
  - Phone numbers with 10 or more digits automatically have a **1** inserted and displayed before the number.
  - Phone numbers with fewer than 10 digits are displayed without a **1**.

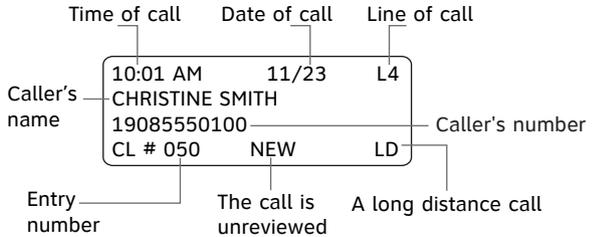


A long distance call

## Caller ID operation

### How caller ID works

If you subscribe to caller ID service provided by your local telephone company, information about each caller is displayed between the first and second ring.



**NOTE:** Caller ID features work only if both you and the caller are in areas offering caller ID service, and if both telephone companies use compatible equipment.

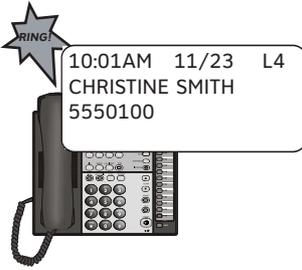
The time and date of the call and the caller's name and phone number are included in the display if they were sent by the caller's telephone company. The incoming line number of the call also appears (**L4** in the above example). Other messages might appear on the screen. See **Display screen messages** on page 52 for more information.

Caller ID information appears on the screen as long as the phone rings, or until the caller hangs up, or until the call is answered at another extension, or until the extension that answered the call hangs up.

If you subscribe to caller ID service, this phone automatically resets the time and date each time new call information is received. You can also set the time and date yourself (see **Time/date** on page 86).

## Caller ID operation

### **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 [◀] or [▶].

For example, if Line 4 of the phone is ringing, the screen displays the caller ID information for Line 4. If the phone starts to ring on Line 1, the screen displays the new caller's information when it is available.

Press [◀] or [▶] to review the caller ID information for the first call.

Pressing [◀] or [▶] repeatedly enables you to switch among all of the incoming call information. See **Display screen messages** below for information about other possible messages.

## Display screen messages

Display:	Means:
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 information is unavailable.

## Caller ID operation

### Call history

---

10:01AM	11/23	L4
CHRISTINE SMITH		
19085550100		
CL#002	NEW	

Information about the last 200 incoming calls is stored in the call history. The most recent call has the highest entry number. (For example, if two calls have been received, the call with the entry number **002** in the call history is the more recent.) You can review the call history to find out who has called, return the call or save the caller's name and number into the one-touch keys or directory.



**NOTE:** Caller ID features work only if both you and the caller are in areas offering caller ID service, and if both telephone companies use compatible equipment.

When the call history is full, the earliest entry is deleted to make room for new incoming call information.

If a call is answered before the information appears on the screen, it is not saved in the call history.

### Unreviewed and total calls

---

10: 01 AM	11/23
EXT 11	
CID: 50/200	
DTAD: 05/10	

Number of total calls

Number of unreviewed calls

When your telephone is in idle mode, the screen displays the number of new (unreviewed) calls and the total number of calls.

Each time you review a call history entry marked **NEW**, the number of new calls decreases by one.

### Menu structure

---

Use the navigation keys ([**ENTER**], [**▲**], [**▼**], [**◀**], [**▶**]) to move through the menus. The menu structure for call history follows.

DIAL (or DIAL ALTERNATE)  
 COPY TO DIR  
 COPY TO 1-TOUCH

## Reviewing the call history and returning calls

CALL HISTORY  
200 CALLS  
050 NEW

10:31AM 11/23 L1  
Pat Williams  
18095551234  
CL#200 NEW

10:21AM 11/23 L4  
Jeffrey Adams  
5559876  
CL#199 NEW

10:11AM 11/23 L1  
Chris Thompson  
5550100  
CL#198 NEW

10:11AM 11/23 L1  
Chris Thompson  
5550100  
DIAL

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

### To review the call history

Use the following steps to review the call history.

1. Press **[CALL HISTORY]**. The screen displays **CALL HISTORY** and the number of total calls and new calls in the call history.  
**-OR-**  
Press **[▲]** or **[▼]** when the telephone is idle to show the most recent caller ID entry directly. Skip to step 3.
2. Press **[▼]** to show the most recent call. The call history displays the caller ID entries in reverse chronological order (i.e., the most recent one first).
3. Press **[▲]** or **[▼]** to scroll through the caller ID entries.
4. Press **[CALL HISTORY]** to exit call history mode.

### To return a call (display dial)

As you review call history records, you can dial an entry's phone number.

1. Press **[CALL HISTORY]** to enter call history.
2. Press **[▲]** or **[▼]** until you see the desired caller ID entry.
3. Press **[ENTER]**. The screen displays **DIAL** or **DIAL ALTERNATE**.
4. Press **[ENTER]**.

The phone automatically selects an idle line and dials the call unless you choose a specific line to dial the call by pressing the **[LINE]** button, the call is then dialed in the mode (speakerphone or headset) you programmed (see **AUTOMATIC MODE** on page 39 of the installation guide).

## To delete an entry or all entries

### Changing the format of the caller ID number

10:11AM 11/23 L2  
Chris Thompson  
9085550100  
DIAL ALTERNATE

9085550100  
19085550100  
15550100  
550100

If you need to add or remove the area code or a 1 at the beginning of the number, do the following.

1. Follow the directions in steps 1 and 2 of **To return a call** (page 54). Press **[ENTER]**.
2. Press **[▲]** or **[▼]** until the screen displays **DIAL ALTERNATE**.
3. Press **[▶]** to scroll through the alternate dialing formats displayed on the third line (seven-digit number, area code + seven-digit number, 1 + area code + seven-digit number, or 1 + seven-digit number).
4. Press a **[LINE]** key to dial the displayed number.

### To remove a specific entry

Use the following steps to remove a specific entry.

10:11AM 11/23 L2  
Chris Thompson  
5550100  
CL #198

10:11AM 11/23 L2  
Chris Thompson  
5550100  
REMOVED!

1. Press **[CALL HISTORY]**.
2. Press **[▲]** or **[▼]** until you see the desired entry to be deleted.
3. Press **[REMOVE]**, also called the “entry removal button”, to delete the currently displayed entry from the call history. The screen displays the previous record in call history. If there are no records in call history, the screen displays the summary screen **000 CALLS 000 NEW**.
4. Press **[CALL HISTORY]** to exit.

### To remove all call summary entries

Use the following steps to remove all entries.

CALL HISTORY  
200 CALLS  
050 NEW

CALL HISTORY  
200 CALLS  
050 NEW  
REMOVE ALL?

1. Press **[CALL HISTORY]**.
2. Press **[REMOVE]** to show **REMOVE ALL?**
3. Press **[REMOVE]** again within three seconds to confirm and delete all records from the call summary.  
**-OR-**  
Press **[CALL HISTORY]** to exit and leave all caller ID entries intact.

The screen automatically returns to the call history summary. Once deleted, you cannot retrieve entries.

To store an entry to the directory or a one-touch key

### To save an entry to the directory

---

10:11AM 11/23 L2  
Chris Thompson  
5550100  
CL #198

10:11AM 11/23 L2  
Chris Thompson  
5550100  
COPY TO DIR

Use the following steps to save an entry.

1. Press **[CALL HISTORY]**.
2. Press **[▲]** or **[▼]** until you see the desired entry.
3. Press **[ENTER]**, then **[▲]** or **[▼]** until you see **COPY TO DIR**.
4. Press **[ENTER]** to store the name and number into the directory and return to the call history review mode.
5. Press **[CALL HISTORY]** to exit.

### To save an entry to a one-touch key

---

10:11AM 11/23 L2  
Chris Thompson  
5550100  
CL #198

10:11AM 11/23 L2  
Chris Thompson  
5550100  
COPY TO 1-TOUCH

10:11AM 11/23 L2  
Chris Thompson  
5550100  
PRESS 1-TOUCH

Use the following steps to save an entry to a one-touch key.

1. Press **[CALL HISTORY]**.
  2. Press **[▲]** or **[▼]** until you see the desired entry.
  3. Press **ENTER** then **[▲]** or **[▼]** until you see **COPY TO 1-TOUCH**.
  4. Press **[ENTER]** to begin to save the number.
  5. Press the desired one-touch button where you want to save the number.
- OR-**
- Press **[LOWER]**, then press the one-touch button.
6. The screen automatically returns to the call history entry just reviewed.
  7. Press **[CALL HISTORY]** to exit.

### NOTES:

- If a call history record does not include a phone number, it cannot be saved to the directory and one-touch key.
- If the desired one-touch key location is empty, the screen displays **SAVED!** If there is a telephone number in it, the screen displays **REPLACE SPD#XX?** (**XX** is the desired one-touch location number). You can replace the current entry by pressing **[ENTER]**, or keep the current entry by pressing **[▲]** or **[▼]** until you see **NO REPLACE?** Press **[ENTER]**, then choose another one-touch key location.

## Call waiting and message waiting

### CID with call waiting

---

(CALL WAITING) L1  
Chris Thompson  
5550100

If you subscribe to caller ID with call waiting service and you receive a call waiting call, not only do you hear the normal call waiting tone, but **(CALL WAITING)** and the caller information for the incoming call appear on the screen.

1. Press **[FLASH]** to access the call waiting call.
2. To return to the original call, press **[FLASH]** again.

### Message waiting and NEW CALL light

---

10:01AM 11/23  
EXT 11  
CID: 100/98 COVM  
DTAD:16/20 1 34

This **NEW CALL** light stays on 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 and voice mail messages waiting.

CID:100/198 Indicates 100 new caller ID entries and 198 total caller ID entries.

L2 The call came in on line 2.

COVM There is voice mail (message waiting) information on lines 1, 3 and 4.



**NOTE:** You have to set COVM **ON** to receive notification of "message waiting" (page 41 of installation guide).

## COVM RESET

10:01AM 11/23  
EXT 11  
CID:50/200 COVM  
DTAD:16/20 1234

COVM RESET  
L1 COVM RESET ▾

Use the Central Office Voice Mail Reset feature when the phone display and **NEW CALL** light indicate there is voice mail when you have none. You might have accessed your voice mail from a remote location (while away from the phone). You might have received a false signal from your local service provider. You can clear the indicator manually.

1. Press **[ENTER]**.
2. Press **[▲]** or **[▼]** until you see **SPECIAL OPTIONS**. Press **[ENTER]**.
3. Press **[▲]** or **[▼]** until you see **COVM RESET**. Press **[ENTER]**.
4. Press **[▲]** or **[▼]** to scroll through the **COVM RESET** menu (**L1 COVM RESET - L4 COVM RESET**, or **ALL COVM RESET**).
5. When the indicator of the phone line you want to reset displays, press **[ENTER]** to remove the message waiting indicator. You can clear all the lines at the same time by choosing **ALL COVM RESET**. The screen includes **RESET!**
6. To move to the next line, press **[▼]**.

**-OR-**

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

This turns off the display indicator and the flashing of the **NEW CALL** light; it does not delete your voice mail message(s). If there actually is a new voice mail message, your local telephone company resends the signal causing the **NEW CALL** light to flash and the digit for the line to appear on the screen.

## About the auto attendant and message recording

If you want one or more of your 1080 telephones to automatically answer incoming calls for your system, to announce the directory, and to enable your callers to record central system messages, you need to customize **AUTO ATT SETUP**. See page 46 of the installation guide.

If a 1080 extension is an active auto attendant and it is answering or directing a call, playing or recording an announcement or message, the **LINE** light flashes sequentially (page 6). To interrupt the auto attendant, press the flashing **LINE** button on this 1080 telephone to talk to the caller on that line, or press any other **LINE** button to disconnect this call and make a new call on another line.

If you want one or more of your 1080 telephones to record messages directed to the individual 1070 and 1040 telephones, you need to customize **AUTO ATT SETUP** and **SYS EXT MAILBOX**. See pages 46 and 52 of the installation guide.

To turn on the system answering features for private messages, to control the answering system functions, and to control the timing, security, and what can happen while messages are being recorded, you need to customize **SYS EXT MAILBOX** and **DTAD SETUP**. See pages 52 of the installation guide and 65 of your user's manual.

### Incoming messages

If this 1080 telephone is not set up as an auto attendant, it stores only private messages.

If this 1080 phone is an auto attendant, it can also store three kinds of messages on three separate lists, private messages, central messages or system extension messages.

You must playback or delete each list separately. Play private or central messages by pressing **[DTAD]** and scrolling to **PRIVATE MSGS** or **CENTRAL MSGS**, pressing **[ENTER]**, and then scrolling to **PLAY NEW MSGS** or **PLAY ALL MSGS**, and pressing **[ENTER]**.

## About auto attendant operation

The auto attendant feature only works with a multi-phone system. If this phone is the only telephone in your system, DO NOT select auto attendant for this phone.

A 1080 telephone assigned as an auto attendant automatically picks up and redirects an incoming call from a shared outside line to another phone in the same system.

An auto attendant can only answer one call at a time, so you might want to have more than one auto attendant in your system so that even when a call on one line is being answered, a second auto attendant telephone can answer another ringing line. You can designate up to 16 auto attendants in your system. (See **Using multiple auto attendants** on page 61 for further information.)

Refer to page 46 of the installation guide to make a 1080 system telephone an auto attendant. See pages 46-51 and 65-73 of the installation guide to set its auto attendant answer delay time, operation time and record system announcements (day, night and directory announcements).



### NOTES:

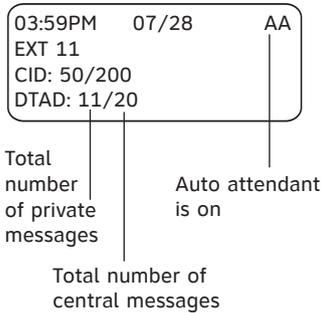
- Only outside calls are answered by an auto attendant.
- The auto attendant phone does not answer calls when the phone is being used for setup, message review, call history review, or a phone call.
- If there are multiple auto attendants in the same system, you must select different **AUTO ATT DELAY** settings for these telephones. The delay settings must be at least three seconds, see page 49 of the installation guide.
- After the auto attendant answers, if the caller does not enter an extension number or a command, the auto attendant automatically transfers the call to Extension 11. Please make Extension 11 a 1080 telephone and an auto attendant.
- If an auto attendant is active, adjust the delay times for different features to let the auto attendant system answer outside calls. The answering system answer delay time (**ANSWER DELAY**, page 66) of all 1080 telephones in the same system must be longer than the auto attendant answer delay time (**AUTO ATT DELAY**, page 49 of the installation guide).

## Using multiple auto attendants

You might wish to set one or more additional phones to act as auto attendant(s) when the primary auto attendant is turned off or busy.

An auto attendant is busy when someone at that extension is doing any of the following:

- programming the phone
- accessing messages
- on an intercom call
- dialing from the directory or call history
- using any of the lines to make or answer a call
- when the DTAD 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 auto attendant pickup delay and setting the pickup delays of other auto attendants in the order you choose. If the auto attendant pickup delays are the same, incoming calls might be distributed randomly to the auto attendants.

## Auto attendant sequence for callers

When you set this phone to be an auto attendant, it automatically picks up a ringing line after the pickup delay time you programmed (see **AUTO ATT DELAY** on page 49 of the installation guide), and plays the appropriate auto attendant announcement.

When a caller enters a correct extension number after hearing the announcement, the auto attendant transfers the call to that extension and announces to the caller, *“Calling that extension. Please wait.”*

The auto attendant continues to monitor the call after it is transferred. If the extension has a 1080 system extension mailbox, the mailbox answers and can record an incoming extension message. If neither the requested extension nor its mailbox picks up within 45 seconds, the auto attendant announces, *“That extension is not answering. Enter a new extension number, or, to leave a central message in the general mailbox, please dial nine.”* The auto attendant tries to transfer the call up to five times. If the call is not picked up by any extension during those attempts, the call is dropped.

### **NOTES:**

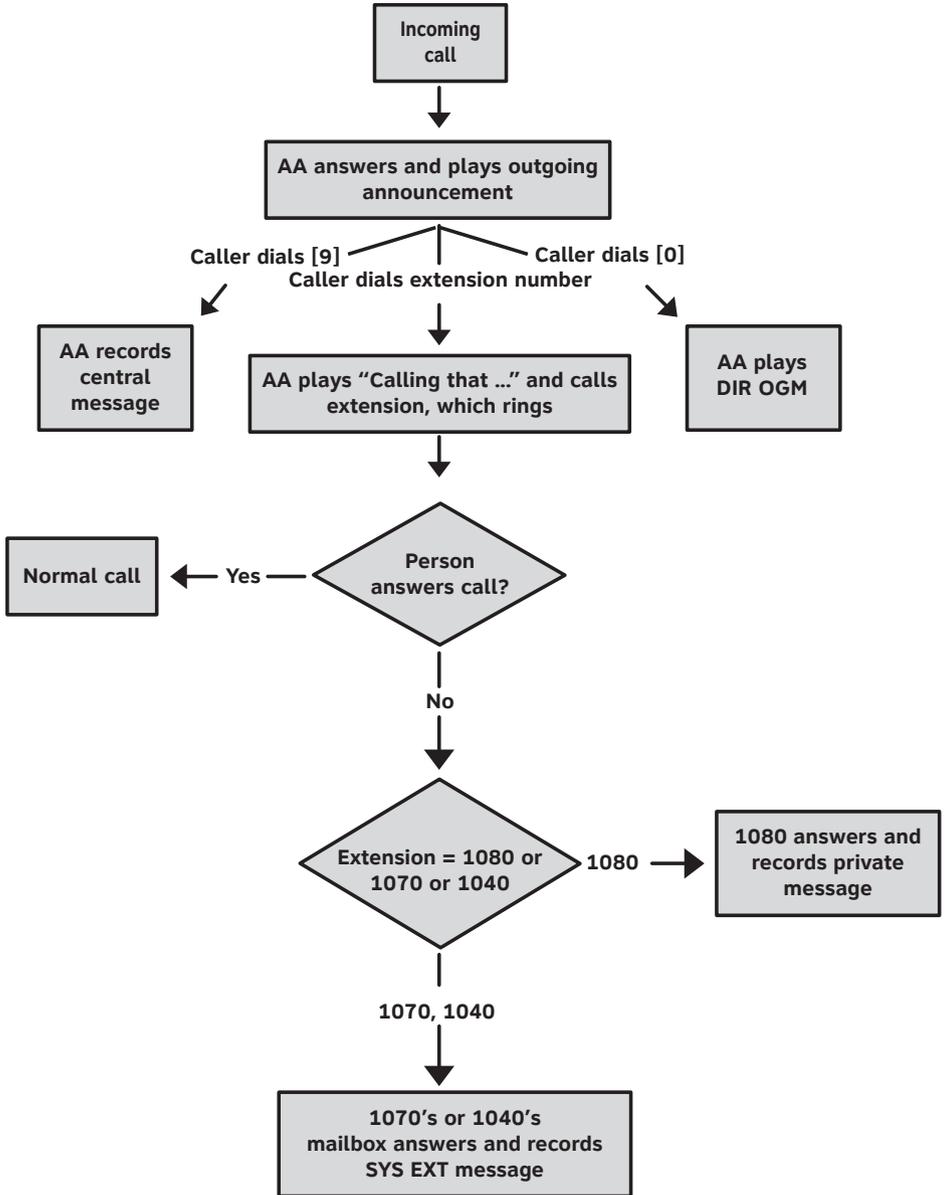
- If someone at the requested extension picks up the call and subsequently places the call on hold again, that extension must pick up the call again within 20 minutes or the call is dropped. The twenty minutes restarts each time the same call is placed on hold.
- If the memory is full or the auto attendant is turned off on the 1080 system extension mailbox, no extension messages can be recorded in the 1080 system extension mailbox. The message counter **DTAD: XX/YY** flashes on all its system extensions.

**If the caller presses [0]** after hearing the message, the auto-attendant directory plays. The caller can then decide whether to enter an extension number or not, and the auto attendant responds as described above.

**If the caller does not enter an extension number** after hearing the announcement, the auto attendant waits about 12 seconds, then transfers the call to extension 11. If the call is not picked up after 45 seconds, the auto attendant answers the call again, and plays *“That extension is not answering. Enter a new extension number, or, to leave a central message in the general mailbox, please dial nine.”* and wait 12 seconds for the entry. If the caller still hasn't entered an extension number after hearing this message five times, the auto attendant announces, *“That extension is not answering. Thank you”* and drops the call.

**If the caller enters an invalid extension number**, the auto attendant announces, *“The system does not recognize that extension. Please check it, and enter it again.”*

# Auto attendant flow chart



**i NOTE:** If the caller enters an extension number that is not answered by a person or by that extension, and if its mailbox is busy (not able to answer and record), then the caller is returned to the auto attendant, with the message "That extension is not answering. Enter a new extension number, or, to leave a central message in the general mailbox, please dial nine."

## Answering system operation

### Incoming messages

---

If this 1080 telephone is not set up as an auto attendant, it stores only private messages.

If this 1080 phone is an auto attendant, it can store three kinds of messages in three separate lists:

- Private messages (including incoming messages, memos and two-way conversations) are the messages recorded for the 1080 telephone itself (pages 73-76).
- Central messages are the incoming messages recorded for the auto attendant system (pages 79-80). Callers press **[9]** to record messages to the auto attendant.
- System extension messages are the messages recorded for individual 1070 and 1040 telephones that are associated with this set's auto attendant mailbox. For more details on system extension messages, refer to the 1070 or 1040 user's manual.

It is necessary to playback or delete each list separately.

10: 01 AM	11/23
EXT 11	
CID: 50/200	
DTAD: 16/20	

Total number of private messages

Total number of central messages

### Message capacity

---

The answering system can record up to sixty minutes of messages, or up to 99 messages, depending on the length of each message. Individual messages can be limited if **MESSAGE LENGTH** is set to one minute, or they can be as long as the remaining memory (page 68). If the memory is full, the message counter **DTAD: XX/YY** flashes on the idle screen. Messages remain available for replay until you delete them.

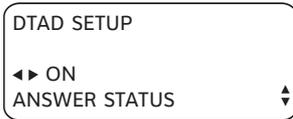
To find out how much record time remains:

RECORD TIME	
RECORDED	05:00
TIME LEFT	55:00
EXIT	

1. Press **[DTAD]**.
2. Press **[▲]** or **[▼]** until you see **RECORD TIME**. Press **[ENTER]**.
3. The screen shows the remaining record time.
4. Press **[DTAD]** to exit the menu.

## DTAD setup

See **DTAD setup** in **Feature Setup** on pages 57-62 in the installation guide to set up the DTAD function.



### To turn the private message answering system on or off

---

The answering function of this phone is programmable. See **ANSWER STATUS** below for programming instructions.

### ANSWER STATUS

---

Use this feature to set up the 1080 phone to record private messages (not the SYS EXT messages meant for the associated 1070 and 1040 phones).



1. Press **[ENTER]**.
2. Press **[▲]** or **[▼]** until you see **DTAD SETUP**. Press **[ENTER]**. The screen displays **ANSWER STATUS**.
3. Press **[◀]** or **[▶]** to choose **ON** to turn the answering system on, or **OFF** to turn the answering system off.
4. To move to the next feature, press **[▼]**.

**-OR-**

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

 **NOTE:** If the **ANSWER STATUS** setting is **OFF**, the answering system of the auto attendant telephone can still record central messages and system extension messages.

## DTAD setup

### ANSWER DELAY

---

DTAD SETUP

◀▶ 15 SEC  
ANSWER DELAY ▶

**i** **NOTE:** To make the auto attendant work properly, you must make sure that the DTAD answer delay time is longer than the auto attendant answer delay time (page 49 of the installation guide).

Use this feature to set the length of time this phone rings before the answering system picks up the call. One ring cycle lasts about six seconds.

1. Press **[ENTER]**.
2. Press **[▲]** or **[▼]** until you see **DTAD SETUP**. Press **[ENTER]**.
3. Press **[▲]** or **[▼]** until you see **ANSWER DELAY**.
4. Press **[◀]** or **[▶]** to choose the desired setting (12–40 seconds).
5. To move to the next feature, press **[▼]**.

**-OR-**

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

### TOLL SAVER

---

DTAD SETUP

◀▶ ON  
TOLL SAVER ▶

**i** **NOTE:** If the toll saver feature is **ON**, in order to make the auto attendant work properly, you must make sure that the auto-attendant delay time (page 49 of the installation guide) is shorter than eight seconds.

Use this feature to turn toll saver on or off. When toll saver is turned on, the answering system picks up incoming calls within eight seconds if there are any new private messages. When there are no new messages, the answering system picks up the incoming call in the time you set as the answer delay. (See **ANSWER DELAY** section above on this page for details).

To turn toll saver on or off:

1. Press **[ENTER]**.
2. Press **[▲]** or **[▼]** until you see **DTAD SETUP**. Press **[ENTER]**.
3. Press **[▲]** or **[▼]** until you see **TOLL SAVER**.
4. Press **[◀]** or **[▶]** to choose **ON** or **OFF**.
5. To move to the next feature, press **[▼]**.

**-OR-**

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

## DTAD setup

### REMOTE CODE

---

DTAD SETUP

= 111 ■  
REMOTE CODE

Use this feature to select a three-digit number to enable remote access from another telephone (away from your home, page 59 of the installation guide) and internal access from the SYS EXT telephones (See the 1070 or 1040 user's manual for details). This code is **111** by default.

1. Press **[ENTER]**.
2. Press **[▲]** or **[▼]** until you see **DTAD SETUP**. Press **[ENTER]**.
3. Press **[▲]** or **[▼]** until you see **REMOTE CODE**.
4. Press and hold **[◀]** to delete the current code. Press the dial pad keys to enter a three-digit remote access code (**000-999**).
5. To move to the next feature, press **[▼]**.

**-OR-**

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

### MESSAGE ALERT

---

DTAD SETUP

◀▶ ON  
MESSAGE ALERT

Use this feature to turn the audible message alert on or off.

If the message alert tone is on, the telephone beeps every 30 seconds when there are new private or central messages.

1. Press **[ENTER]**.
2. Press **[▲]** or **[▼]** until you see **DTAD SETUP**. Press **[ENTER]**.
3. Press **[▲]** or **[▼]** until you see **MESSAGE ALERT**.
4. Press **[◀]** or **[▶]** to choose **ON** or **OFF**.
5. To move to the next feature, press **[▼]**.

**-OR-**

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

## DTAD setup

### MESSAGE LENGTH

---

DTAD SETUP

◀▶ 1 MINUTE  
MESSAGE LENGTH ▼

Use this feature to set the maximum length of recorded messages.

You can select the maximum length for the messages callers can record. 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 hears the selected outgoing announcement but is not able to record a message. If you choose **1 MINUTE**, the caller can record a message up to one minute.

1. Press [**ENTER**].
2. Press [**▲**] or [**▼**] until you see **DTAD SETUP**. Press [**ENTER**].
3. Press [**▲**] or [**▼**] until you see **MESSAGE LENGTH**.
4. Press [**◀**] or [**▶**] to choose the desired setting.
5. To move to the next feature, press [**▼**].  
**-OR-**  
To exit setup, press and hold [**ENTER**].

 **NOTE:** Only incoming messages can be limited to one minute. Memos (page 75) and two-way conversation messages (page 76) are unlimited (up to the amount of time remaining).

## DTAD setup

### CALL SCREENING

---

DTAD SETUP

◀▶ ON  
CALL SCREENING ▼

Use this feature to choose whether incoming messages can be heard over the speaker when they are being recorded. If you turn call screening on, you hear the incoming private message on your telephone when a call comes in.

1. Press **[ENTER]**.
2. Press **[▲]** or **[▼]** until you see **DTAD SETUP**. Press **[ENTER]**.
3. Press **[▲]** or **[▼]** until you see **CALL SCREENING**.
4. Press **[◀]** or **[▶]** to choose **ON** or **OFF**.
5. To move to the next feature, press **[▼]**.  
**-OR-**  
To exit setup, press and hold **[ENTER]**.

 **NOTE:** If the Do Not Disturb (DND) feature is active (page 15), the call screening feature is disabled.

DTAD SETUP

◀▶ ON  
DTAD INTERCEPT ▼

### DTAD INTERCEPT

---

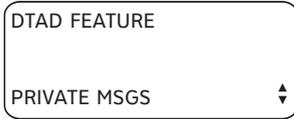
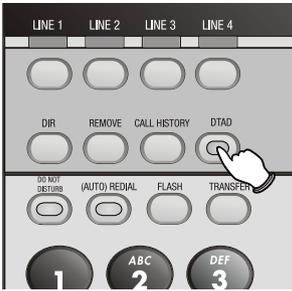
Use this feature to choose whether private incoming messages can be intercepted by other phones. Someone at the 1080 phone that is recording the message can always intercept the call. If DTAD intercept is on when a caller leaves a message, someone on another system telephone sharing the same line can answer the call by pressing the corresponding line key.

1. Press **[ENTER]**.
2. Press **[▲]** or **[▼]** until you see **DTAD SETUP**. Press **[ENTER]**.
3. Press **[▲]** or **[▼]** until you see **DTAD INTERCEPT**.
4. Press **[◀]** or **[▶]** to choose **ON** or **OFF**.
5. To move to **MAIN MENU**, press **[▼]**.  
**-OR-**  
To exit setup, press and hold **[ENTER]**.

## DTAD features

Setup the answering system in **DTAD FEATURE** menu. The **DTAD FEATURE** menu enables you to:

- Play or remove incoming private messages, and record your outgoing announcement for your private mailbox.
- Play or remove central messages.
- Record a two-way conversation.
- Record a memo or reminder into your private mailbox.
- Record, share or download announcements for the auto attendant.
- Check the remaining record time.



Press **[DTAD]** to access the **DTAD FEATURE** menu. Press **[DTAD]** to return to the idle screen at any time.

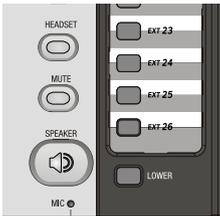
Here is the menu structure for the **DTAD FEATURE** menu:

Feature Menu	Function
<b>PRIVATE MSGS</b>	Play and delete private messages, and record an outgoing message for the private message mailbox.
<b>PLAY NEW MSGS</b>	Play back new private messages (page 73).
<b>PLAY ALL MSGS</b>	Play back all private messages (page 73).
<b>REMOVE ALL MSGS</b>	Delete all private messages (page 74).
<b>PRIVATE OGM</b>	Record the private announcement (page 71).
<b>CENTRAL MSGS</b>	Play and delete central (general) messages.
<b>PLAY NEW MSGS</b>	Play back new central messages (page 79).
<b>PLAY ALL MSGS</b>	Play back all central messages (page 79).
<b>REMOVE ALL MSGS</b>	Delete all central messages (page 80).
<b>RECORD CALL</b>	Record two-way conversations (page 76).
<b>RECORD MEMO</b>	Record memos (page 75).
<b>SYSTEM OGMS</b>	Record, share, and download the outgoing announcements played when the auto attendant answers a call.
<b>AA DAY-OGM</b> <b>AA NIGHT-OGM</b> <b>AA DIR-OGM</b>	Play, record, share and download the auto attendant system announcements. For details, see <b>Outgoing announcements for auto attendant</b> (pages 65 of the installation guide).
<b>RECORD TIME</b>	Select to see how much record time remains (page 64).

## Private outgoing announcement

The private outgoing announcement is played to callers who do not go through the auto attendant. If the 1080 is not an auto attendant, or if a call comes in on its private line, or if the **ANSWER DELAY** is shorter than the **AUTO ATT DELAY** (pages 49 and 58 of the installation guide), callers hear the following announcement, and their messages go into the private mailbox.

The telephone is factory set with this announcement: *“Hello. Please leave a message after the tone.”* You can use this announcement, or replace it with a recording of your own.



Microphone



### To record your announcement

The answering system uses the **AUTOMATIC MODE** set on page 39 of the installation guide to record announcements. If the **AUTOMATIC MODE** is **SPEAKERPHONE** (default), face the microphone (the **MIC** opening) on the telephone to record outgoing announcements. If the **AUTOMATIC MODE** is **HEADSET**, use the headset microphone to record announcements.

1. Press [**DTAD**].
  2. Press [**▲**] or [**▼**] until you see **PRIVATE MSGS.** Press [**ENTER**].
  3. Press [**▲**] or [**▼**] until you see **PRIVATE OGM.** Press [**ENTER**].
  4. Press [**▲**] or [**▼**] until you see **RECORD.** Press [**ENTER**]. The elapsed time (in seconds) appears on the screen when recording. You can record an announcement for up to 75 seconds. Announcements shorter than three seconds are not recorded.
  5. When the recording is finished, press [**ENTER**] to select **STOP.** The recorded announcement plays back.
  6. Press [**DTAD**] to exit the **DTAD FEATURE** menu.
- OR-**
- Press [**▼**] to see the next option in **PRIVATE OGM** menu.

## Private outgoing announcement

### To play your outgoing announcement

---

PRIVATE OGM  
PLAY

PRIVATE OGM  
PLAYING  
STOP

1. Press **[DTAD]**.
  2. Press **[▲]** or **[▼]** until you see **PRIVATE MSGS.** Press **[ENTER]**.
  3. Press **[▲]** or **[▼]** until you see **PRIVATE OGM.** Press **[ENTER]**.
  4. Press **[▲]** or **[▼]** until you see **PLAY.** Press **[ENTER]**. The current announcement plays.
  5. Press **[ENTER]** to select **STOP** to stop playing.
  6. Press **[DTAD]** to exit the **DTAD FEATURE** menu.
- OR-**
- Press **[▼]** to see the next option in **PRIVATE OGM** menu.

PRIVATE OGM  
PLAYING  
REMOVE: REMOVE?

PRIVATE OGM  
REMOVED!

### To delete your outgoing announcement

---

1. While playing an announcement you recorded (see steps 1-4 above on this page), press **[REMOVE]**.
  2. The screen displays **REMOVE?** Press **[REMOVE]** again within three seconds to delete your announcement.
  3. Press **[DTAD]** to exit the **DTAD FEATURE** menu.
- OR-**
- Press **[▼]** to see the next option in **PRIVATE OGM** menu.

When your announcement is deleted, calls are answered with the pre-recorded announcement described on page 71.

## Private message playback

PRIVATE MSGS

16 MESSAGES  
PLAY NEW MSGS

PRIVATE MSGS

20 MESSAGES  
PLAY ALL MSGS

**i NOTE:** The answering system uses the **AUTOMATIC MODE** set on page 39 of the installation guide to play back messages. If the **AUTOMATIC MODE** is **SPEAKERPHONE** (default), use the speakerphone to listen to messages. If the **AUTOMATIC MODE** is **HEADSET**, use the headset to listen to messages.

### To playback private messages

---

1. Press [**DTAD**].
2. Press [**▲**] or [**▼**] until you see **PRIVATE MSGS**. Press [**ENTER**].

#### To playback new messages:

- a. Press [**▲**] or [**▼**] until you see **PLAY NEW MSGS**. The screen displays the total number of new messages.
- b. Press [**ENTER**]. The system announces the number of new (unplayed) messages, then begins playback. You will hear only the new messages (oldest first).

**-OR-**

#### To playback all messages (new and old):

- a. Press [**▲**] or [**▼**] until you see **PLAY ALL MSGS**. The screen displays the total number of all messages.
  - b. Press [**ENTER**]. The system announces the number of all messages, then begins playback. You will hear all messages (oldest first).
3. Press [**DTAD**] to stop playing and exit the **DTAD FEATURE** menu.

**-OR-**

Wait until playback is over or press [**ENTER**] to pause playback. Press [**▼**] to highlight **EXIT MSG PLAY** and then press [**ENTER**]. Press [**▼**] to move to the next feature.

### Information about messages

---

- When playback begins, you will hear the total number of new or all messages.
- Before each message, you will hear the day and time it was received. The message number currently playing will be displayed on the screen.
- After the last message, you will hear, "End of messages."

## Private message playback

### Options during message playback

---

PLAY ALL MSGS  
◀▶ MESSAGE #03  
PAUSE

- To adjust the playback volume, press [◀ VOLUME ▶].
- To skip to the next message, press [▶].
- To go back to the previous message, press [◀] within three seconds of the start of the message playing. To repeat the message currently playing, press [◀] after three seconds of the start of the message playing.
- To pause playback (up to 30 seconds), press [ENTER], and press again to resume.
- To delete the message currently being played back, press [REMOVE].
- To stop playback and exit the **DTAD FEATURE** menu, press [DTAD].

**-OR-**

Wait until playback is over or press [ENTER] to pause playback. Press [▼] to highlight **EXIT MSG PLAY** and then press [ENTER]. Press [▼] to move to the next feature.

PRIVATE MSGS  
20 MESSAGES  
REMOVE ALL MSGS ▼

PRIVATE MSGS  
20 MESSAGES  
REMOVE ALL?

### To delete all private messages

---

1. Press [DTAD] while the telephone is idle (not during a call or during message playback).
2. Press [▲] or [▼] until you see **PRIVATE MSGS**. Press [ENTER].
3. Press [▲] or [▼] until you see **REMOVE ALL MSGS**. Press [ENTER].
4. The screen displays **REMOVE ALL?** Press [DTAD] to exit the **DTAD FEATURE** menu and leave all messages intact.

**-OR-**

Press [ENTER] within three seconds to delete all messages. Press [▼] to see the next **PRIVATE MSGS** or press [DTAD] to exit the **DTAD FEATURE** menu.

**i NOTE:** If this telephone is a system extension mailbox, its system extensions can access this telephone to record and play back their own memos (See the 1070 or 1040 user's manual for details).

## To record and play memos

Memos are messages you record yourself. They are saved, played back, and deleted exactly like private incoming messages. You can record a memo as a reminder to yourself, or leave a message for someone else using the same telephone system.

The answering system uses the **AUTOMATIC MODE** set on page 39 of the installation guide to record memos. If the **AUTOMATIC MODE** is **SPEAKERPHONE** (default), face the microphone (the **MIC** opening) on the telephone to record memos. If the **AUTOMATIC MODE** is **HEADSET**, use the headset microphone to record memos.

### To record a memo

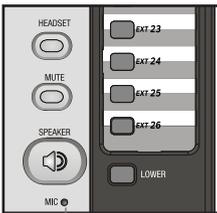
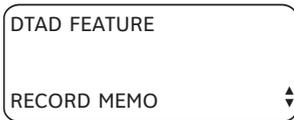
---

Use the following steps to record a memo.

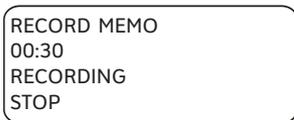
1. Press **[DTAD]**.
2. Press **[▲]** or **[▼]** until you see **RECORD MEMO**. Press **[ENTER]**. The elapsed time (in seconds) is shown on the screen when recording. Memos shorter than three seconds are not recorded.
3. When you have finished recording, press **[ENTER]** to select the displayed **STOP**.
4. Press **[DTAD]** to exit the **DTAD FEATURE** menu.

**-OR-**

Press **[▼]** to see the next **DTAD** feature.



Microphone



### To play back a memo

---

Memos are stored as private messages. See **Private message playback**, page 73 for instructions on playback and deletion.

## To record and play two-way conversations

During an outside call, you can record the conversation as a private message in the answering system memory. It is saved, played back and deleted exactly like private incoming messages.

05:10PM 08/09  
01:56  
5550100

DTAD FEATURE  
  
RECORD CALL

RECORD CALL  
00:30  
RECORDING  
STOP

### **To record a two-way conversation**

---

Use the following steps to record a two-way conversation.

1. While you are on an outside call, press **[DTAD]**.
2. The screen displays **RECORD CALL**. Press **[ENTER]**. The elapsed time (in seconds) is shown on the screen when recording. Two-way conversations shorter than three seconds are not recorded.
3. The recording ends if you disconnect the call.

**-OR-**

Press **[ENTER]** to select **STOP**. Then press **[DTAD]** to exit the recording mode and continue with the conversation.

 **NOTE:** This telephone does not have warning beeps to inform the other party that the call is being recorded. To ensure that you are in compliance with any federal or state regulations regarding recording a telephone call, you should start the recording process and then inform the other party that you are recording the call.

### **To play back a two-way conversation**

---

Two-way conversations are stored as private messages. See **Private message playback** on page 73 for instructions on playback and deletion.

## Remote access

Use the remote access feature to access your answering system from any touch-tone telephone on a different telephone line (away from your home). A three-digit security code is required. This code is pre-set at 111; see **REMOTE CODE** (page 59 of the installation guide) to change it.

1. Dial your telephone number from any touch-tone telephone.
2. When the answering system answers, enter the three-digit remote access code (**111** unless you have changed it).
3. Enter the remote commands (see list on next page).

 **NOTE:** If there is no command entered for 10 seconds, "*Remote operation*" will be announced. If there is no command entered for another 10 seconds, the call ends automatically.

4. Hang up to end the call and save all undeleted messages.

## Remote access

<b>Play all messages</b> [1] [*]	Press to play all messages.
<b>Play new messages</b> [1]	Press to play new messages.
<b>Replay current message and replay previous message</b> [2]	Press within three seconds of the message playing to go back to the previous message. Press after three seconds of the message playing to repeat the message currently playing.
<b>Skip to next message</b> [3]	Press during playback to skip the current message and advance to the next message.
<b>Delete message(s)</b> [#] [#]	Press during a message (or an announcement) playback to delete current message (or announcement).
<b>Delete all message(s)</b> [#] [*]	Press to delete all messages.
<b>Stop</b> [8]	Press to stop any operation (e.g. stop playback, stop recording).
<b>Record a memo</b> [9] to begin recording [8] to stop recording	Press [9], and wait for a beep before speaking. Press [8] to stop recording.
<b>Play outgoing announcement</b> [7]	Press to play current answering system announcement.
<b>Play day announcement</b> [4]	Press to play current auto attendant daytime announcement.
<b>Play night announcement</b> [5]	Press to play current auto attendant night time announcement.
<b>Play directory announcement</b> [6]	Press to play current auto attendant directory announcement.
<b>Record announcement</b> [9] to begin recording [8] to stop recording	During the desired announcement playback, press [9], and wait for the beep before speaking. Press [8] to stop recording and listen to the playback of the new announcement.
<b>Turn answer status off</b> [0]	Press to turn off the answering system for private messages.
<b>Turn answer status on</b> [0]	Press to turn on the answering system for private messages.

## Central message playback

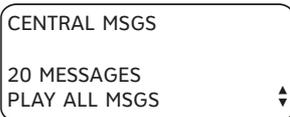
### About central messages

---

If the 1080 telephone is an auto attendant, callers can leave central messages by pressing [9]. Each central message can be up to one minute.

**i NOTE:** The telephone plays back the preset outgoing message, "Hello. Please leave a message after the tone" before a central message is recorded. You can neither delete nor replace this outgoing announcement for central messages.

The following sections explain how to listen to or delete central messages stored in the 1080 phone.



**i NOTE:** The answering system uses the **AUTOMATIC MODE** set on page 39 of the installation guide to play back messages. If the **AUTOMATIC MODE** is **SPEAKERPHONE** (default), use the speakerphone. If the **AUTOMATIC MODE** is **HEADSET**, use the headset to listen to messages.

### To play back central messages

---

Use the following steps to play back central messages.

1. Press [DTAD].
2. Press [▲] or [▼] until you see **CENTRAL MSGS**. Press [ENTER].

#### To play back new messages:

- a. Press [▲] or [▼] until you see **PLAY NEW MSGS**. The screen displays the total number of new messages.
- b. Press [ENTER]. The system announces the number of new (unplayed) messages, then begins playback. Only the new messages play (oldest first).

**-OR-**

#### To play back all messages (new and old):

- a. Press [▲] or [▼] until you see **PLAY ALL MSGS**. The screen displays the total number of messages.
- b. Press [ENTER]. The system announces the total number of messages, then begins playback. All messages play (oldest first).

3. Press [DTAD] to stop playing and exit.

## Central message playback

### Information about messages

---

- When playback begins, you will hear the total number of new or all messages.
- Before each message, you will hear the day and time it was received. The message number currently playing will be displayed on the screen.
- After the last message, you will hear “End of messages.”

### Options during message playback

---

Use the following options during playback.

- To adjust the playback volume, press [**⬇ VOLUME**].
- To skip to the next message, press [**▶**].
- To go back to the previous message, press [**◀**] within three seconds of the start of the message playing. To repeat the message currently playing, press [**◀**] after three seconds of the start of the message playing.
- To pause playback (up to 30 seconds), press [**ENTER**], and press again to resume.
- To delete the message currently being played back, press [**REMOVE**].
- To stop playback and exit, press [**DTAD**].

### To delete all central messages

---

Use the following steps to delete all central messages.

1. Press [**DTAD**] while the telephone is idle (not during a call or during message playback).
2. Press [**▲**] or [**▼**] until you see **CENTRAL MSGS**. Press [**ENTER**].
3. Press [**▲**] or [**▼**] until you see **REMOVE ALL MSGS**. Press [**ENTER**].
4. The screen displays **REMOVE ALL?** Press [**ENTER**] within three seconds to delete all messages, or press [**DTAD**] to exit and leave all messages intact.

PLAY ALL MSGS

◀▶ MESSAGE #03  
PAUSE

CENTRAL MSGS

20 MESSAGES  
REMOVE ALL MSGS

CENTRAL MSGS

20 MESSAGES  
REMOVE ALL?

## SYS EXT mailbox

### **About system extension mailboxes**

---

 **NOTE:** If the 1080 phone is the SYS EXT mailbox for other extensions, it answers transferred calls from its extension telephones with a preset outgoing message. You can neither delete nor replace this outgoing message.

If a 1080 telephone is an auto attendant, it can be a system extension (SYS EXT) mailbox for 1070 and 1040 telephones in the system. When the 1080 phone is a SYS EXT mailbox, it can answer calls transferred by the auto attendant system and record caller's messages for its SYS EXT telephones. These messages are called extension messages. Each extension message can be up to one minute.

## SYS EXT mailbox

### REMOVE EXT MSGS

---

SYS EXT MAILBOX

REMOVE EXT MSGS

Use this feature to delete all messages for a specific 1070 or 1040 phone that uses this 1080 mailbox (follow the directions below). See the installation guide, page 56, for information on removing all messages for all 1070 and 1040 phones.

### To delete all messages from one SYS EXT telephone

Use the following steps to delete all messages from a SYS EXT telephone.

REMOVE EXT MSGS

MESSAGES: 02/06

◀▶ 13

MSGS PER EXT

1. Press **[ENTER]** on the 1080 mailbox phone.
2. Press **[▲]** or **[▼]** until you see **SYS EXT MAILBOX**. Press **[ENTER]**.
3. Press **[▲]** or **[▼]** until you see **REMOVE EXT MSGS**. Press **[ENTER]**.
4. Press **[◀]** or **[▶]** to choose the extension number of the desired 1070 or 1040 system telephone. The telephone shows the message counter **MESSAGES: XX/YY** for the desired 1070 or 1040 system telephone.
5. Press **[ENTER]**. The screen displays **REMOVE ALL?**
6. Press **[ENTER]** within three seconds to confirm the command and delete all messages of the desired extension telephone. If you do nothing, the screen eventually times out, and no changes are made.
7. To move to **MAIN MENU**, press **[▼]**.

**-OR-**

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

## Glossary

**Auto Attendant:** A 1080 telephone in your multi-telephone system is assigned to pick up a ringing line automatically after the selected number of rings. The Auto Attendant plays the selected auto attendant message and redirects the call if the caller enters an extension number. You can assign up to 16 Auto Attendants in your telephone system.

**Caller ID:** Caller identification 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 answering 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 that might be available from your local telephone company. If you subscribe to this service, you can use your 1080 telephone to see who's calling even while on another call (as long as your caller is in an area with caller ID service and both telephone companies use compatible equipment).

**Central message:** When the auto attendant answers a call, and a caller presses [9], a central message (not intended for any particular extension) is created.

**Centrex service:** This is a special subscriber service that might be available from your local telephone company for a fee. This 1080 telephone can be used with Centrex service.

**COVM:** Central Office Voice Mail is a subscriber voice message service that might be available from your local telephone company. This service might be called by another name in your area (e.g. call answering).

**DND:** When activated, the Do Not Disturb (DND) feature prevents interruptions during a call.

**DSL:** Digital subscriber line (DSL) service is available from your telephone company for a fee. It enables you to receive high-speed Internet through your telephone line(s). Some special equipment, splitters and/or filters, are required for the telephone and data service to work properly together.

**DTAD:** The Digital Telephone Answering Device is a sophisticated, tapeless answering system built into the 1080 telephone. In some installations, messages for your phone can be recorded on a 1080 in your system.

Continued on next page

## Glossary

Continued from previous page

**Home area code:** This is the area code for your telephone number. Users simply dial the seven digits of a telephone 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 telephone as the home area code. After setting, if you receive a call from within your home area code, the screen displays the last seven digits of the telephone number.

You might, however, live in a region where you must dial 10 digits (area code and telephone number) for calls within your own area code. If this applies to you, enter **000** for the home area code and enter your area code as a local area code. After setting, if you receive a call from within your area code, the screen displays the 10 digits of the telephone number.

For details, see the **AREA CODES** section (page 42 of the installation guide).

**Line group:** A group of system telephones sharing some lines within a multi-telephone system.

**Local area code:** Most users dial 11 digits to make calls outside their home area codes. If this applies to you, you 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 set these local area codes on the telephone. Up to five local area codes can be set. For details, see the **AREA CODES** section (page 42 of the installation guide). After setting, if you receive a call from one of these local area codes, the screen displays the 10 digits of the telephone number.

**Mailbox:** A place to store answering system messages. The 1080 phone can have separate mailboxes for private messages, central messages, and system extension messages.

**Memory loss protection:** Even if the telephone has no AC power or battery, all programming and messages are retained.

**Navigation keys:** These are the buttons you use to program your 1080 phone and for scrolling through feature options ([**ENTER**], [**▲**], [**▼**], [**◀**], [**▶**]).

**Prime line:** This is the line on the telephone you assign to be selected automatically when you lift the handset, press [**📞** **SPEAKER**] or press [**HEADSET**] to answer or make a call.

Continued on next page

## Glossary

Continued from previous page

**Private message:** This is a message that did not come through the auto attendant. If the 1080 is not an auto attendant, or if it has a private line, or if the **ANSWER DELAY** is shorter than the **AUTO ATT DELAY**, and if **DTAD SETUP ANSWER STATUS** is on, callers leave a private message.

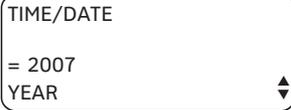
**System extension message:** This is a message recorded for an individual 1070 or 1040 telephone that is associated with a 1080 phone's auto attendant mailbox (pages 52-56 of the installation guide).

**System telephone:** Any 1080, 1070, or 1040 telephone in your telephone system (also called an extension).

**Telephone system (or business system):** Two or more system telephones combined to form an interacting system of shared lines. You can have up to 16 system telephones in the system.

## Time/date

When the telephone is idle, the screen displays the date and time. The time can be set manually or with incoming caller ID information. Even if you have caller ID, you must set the year once for voice messages to have the correct day of the week.



1. Press **[ENTER]**.
2. Press **[▲]** or **[▼]** until you see **TIME/DATE**.
3. Press **[ENTER]** to see **YEAR**. Press the dial pad keys to enter the correct year.
4. Press **[▼]** until you see **MONTH**. Press the dial pad keys to enter the correct month.
5. Press **[▼]** until you see **DATE**. Press the dial pad keys to enter the correct date.
6. Press **[▼]** until you see **HOUR**. Press the dial pad keys to enter the correct hour (12-hour clock format).
7. Press **[▼]** until you see **MINUTE**. Press the dial pad keys to enter the correct minute.
8. Press **[▼]** until you see **AM/PM**. Press **[◀]** or **[▶]** to highlight **AM** or **PM**.
9. To move to **MAIN MENU**, press **[▼]**.

**-OR-**

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

### **NOTES:**

- The time is set automatically only if you subscribe to caller ID service provided by your local telephone company (page 50). Set the year so that the day of the week can be calculated from the caller ID information. After you set the time once, it updates automatically with incoming caller ID information.

Continued on next page

## Time/date

Continued from previous page

- Setting the clock in this menu also sets the time for the answering system. Before playing each message, the answering system announces the day and time the message was received (page 73). Before using the answering system, use this menu to set the year. If you do not have caller ID, also set the date and time, so that messages are dated correctly.

## Centrex operation

Centrex is a special subscriber service that might be available from your local telephone company for a fee. This 1080 telephone can be used with Centrex service to answer calls and pick up other lines. Contact your telephone company for more details about Centrex service.

### **Set ring delay duration**

---

The 1080 phone system enables other system telephones' calls to ring at the console phone. After a specified ring delay, the calls ring at the console phone. (See **CSL DELAY RING** on page 75 of the installation guide.)

### **Answer a delayed ring**

---

The console phone rings and the screen displays the extension number of the intercom sending the delayed ring.

1. Select an idle line.
2. Enter the Centrex pickup code.
3. Enter the seven- or ten-digit phone number (as directed by your phone company) of the extension 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.

### **Pick up another station's line**

---

1. Choose an idle Centrex line.
2. Enter the Centrex pickup code.
3. Enter the seven- or ten-digit phone number (as directed by your phone company) of the desired line you want.

## Centrex operation

### Centrex service call example

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If you subscribe to Centrex service provided by your local telephone company, you need to set up the system telephones first: Here is an example of one setup.

EXT 11 (console)

**CONSOLE** is **ON**.

**CSL DELAY RING** is **OFF**.

EXT 12

**CONSOLE** is **OFF**.

**CSL DELAY RING** is set to 20 seconds.

EXT 13

**CONSOLE** is **OFF**.

**CSL DELAY RING** is set to 16 seconds.

EXT 14

Both **CONSOLE** and **CSL DELAY RING**

menus are **OFF**. (This telephone does not use the Centrex service.)

In the example on the left, when the calls coming from 555-1237 or 555-1238 are not answered, if you subscribe to the Centrex service provided by your local telephone company, these calls are switched to the console telephone (EXT 11 in the example).

1. An external call comes in on line 4 (telephone number 555-1237 or 555-1238) on the original system telephone (EXT 12 or EXT 13).
2. If the call is not answered during the CSL delay time set on the original extension, (20 seconds for EXT 12 or 16 seconds for EXT 13), the console telephone (EXT 11) rings and displays **EXT XX RING** (XX is the desired phone extension number).
3. Press the [**LINE 4**] key if line 4 is idle on the console telephone (EXT 11). Dial the Centrex access code (provided by your telephone company) then the ringing line's seven- or ten-digit phone number (as directed by your phone company).

### **NOTES:**

- If no one answers the call at the console telephone for 10 seconds, the originating extension rings again.
- Outside calls are answered by the auto attendant.
- Contact your telephone company for more details about Centrex service.

## General product care

To keep your phone working well and looking good, follow these guidelines:

- Avoid putting it near heating appliances and devices that generate electrical noise (for example, motors or fluorescent lamps).
- DO NOT expose it to direct sunlight or moisture.
- Avoid dropping the phone or otherwise treating it roughly.
- Clean with a soft cloth.
- Never use a strong cleaning agent or abrasive powder because this can damage the finish.
- Retain the original packaging in case you need to ship it at a later date.

## Important product information



This symbol is to alert you to important operating or servicing instructions that may appear in this user's manual. Always follow basic safety precautions when using this product to reduce the risk of injury, fire, or electric shock.

### Safety information

---

- **Read and understand all instructions in the user's manual. Observe all markings on the product.**
- **Avoid using a telephone during a thunderstorm.** There might be a slight chance of electric shock from lightning.
- **Do not use a telephone in the vicinity of a gas leak.** If you suspect a gas leak, report it immediately, but use a telephone away from the area where gas is leaking. If this product is a cordless model, make sure the base is also away from the area.
- **Do not use this product near water, or when you are wet.** For example, do not use it in a wet basement or shower, or next to a swimming pool, bathtub, kitchen sink, or laundry tub. Do not use liquids or aerosol sprays for cleaning. If the product comes in contact with any liquids, unplug any line or power cord immediately. Do not plug the product back in until it has dried thoroughly.
- **Install this product in a protected location** where no one can trip over any line or power cords. Protect cords from damage or abrasion.
- **If this product does not operate normally, read Troubleshooting in this user's manual.** If you cannot solve the problem, or if the product is damaged, refer to the limited warranty. Do not open this product except as may be directed in your user's manual. Opening the product or reassembling it incorrectly may expose you to hazardous voltages or other risks.
- **If this product has user-replaceable batteries, replace batteries only as described in your user's manual.** Do not burn or puncture batteries—they contain caustic chemicals.
- **If this product has a three-prong (grounding) plug or a polarized plug with one wide prong, it might not fit in non-polarized outlets.** Do not defeat the purpose of these plugs. If they do not fit in your outlet, the outlet should be replaced by an electrician.



**CAUTION:** Use only the power adapter provided with this product. To obtain a replacement, visit our website at **[www.telephones.att.com](http://www.telephones.att.com)**, or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

## Important product information

### **Especially about corded telephones**

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- **Electrical power:** The telephone base must be connected to a working electrical outlet. The electrical outlet should not be controlled by a wall switch. **Calls cannot be made from the handset if the telephone base is unplugged or switched off, or if the electrical power is interrupted.**
- **Power adapter:** The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.

### **Especially about telephone answering systems**

---

**Two-way recording:** 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 federal or state regulations regarding recording a telephone call, you should start the recording process and then inform the other party that you are recording the call.

**SAVE THESE INSTRUCTIONS**

## FCC and ACTA information

If this equipment was approved for connection to the telephone network prior to July 23, 2001, it complies with Part 68 of the Federal Communications Commission (FCC) rules. If the equipment was approved after that date, it complies with the Part 68 rules and with the Technical Requirements for Connection of Equipment to the Telephone Network adopted by the Administrative Council for Terminal Attachments (ACTA). We are required to provide you with the following information.

### **1. Product identifier and REN information**

The label on the back or bottom of this equipment contains, among other things, an identifier indicating product approval and the Ringer Equivalence Number (REN). This information must be provided to your local telephone company upon request. For equipment approved prior to July 23, 2001, the product identifier is preceded by the phrase "FCC Reg No." and the REN is listed separately. For equipment approved after that date, the product identifier is preceded by "US" and a colon (:), and the REN is encoded in the product identifier without a decimal point as the sixth and seventh characters following the colon. For example, the product identifier US:AAAEQ03T123XYZ indicates the REN would be 0.3.

The REN is used to determine how many devices you can connect to your telephone line and still have them ring when you are called. In most, but not all areas, the sum of all RENS should be five (5.0) or less. You might want to contact your local telephone company for more information.

### **2. Connection and use with the nationwide telephone network**

The plug and jack used to connect this equipment to the premises wiring and the telephone network must comply with the applicable part 68 rules and technical requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. An RJ11 jack should normally be used for connecting to a single line and an RJ14 jack for two lines, see installation instructions in the user's manual. This equipment may not be used with coin telephone lines or with party lines. If you have specially wired alarm dialing equipment connected to your telephone line, ensure the connection of this equipment does not disable your alarm equipment. If you have questions about what will disable the alarm equipment, consult your telephone company or qualified installer.

### **3. Repair instructions**

If this equipment is malfunctioning, it must be unplugged from the modular jack until the problem has been corrected. Repairs to this telephone equipment can only be made by the manufacturer or its authorized agents. For repair procedures, follow the instructions outlined under the limited warranty.

## FCC and ACTA information

### **4. Rights of the telephone company**

If this equipment is causing harm to the telephone network, the telephone company may temporarily discontinue your telephone service. The telephone company is required to notify you before interrupting service. If advance notice is not practical, you will be notified as soon as possible. You will be given the opportunity to correct the problem and the telephone company is required to inform you of your right to file a complaint with the FCC. Your telephone company may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of this product. The telephone company is required to notify you if such changes are planned.

### **5. Hearing aid compatibility**

If this product is equipped with a corded or cordless handset, it is hearing aid compatible.

### **6. Programming/testing of emergency numbers**

If this product has memory dialing locations, you may choose to store police, fire department and emergency medical service telephone numbers in these locations. If you do, please keep three things in mind:

- a. We recommend that you also write the telephone number on the directory card (if applicable), so that you can still dial the emergency number manually if the memory dialing feature doesn't work.
- b. This feature is provided only as a convenience, and the manufacturer assumes no responsibility for customer reliance upon the memory feature.
- c. Testing the emergency telephone numbers you have stored is not recommended. However, if you do make a call to an emergency number:
  - You must remain on the line and briefly explain the reason for the call before hanging up.
  - Programming/testing of emergency numbers should be performed during off-peak hours, such as in the early morning or late evening, when the emergency services tend to be less busy.

## Part 15 of FCC rules

Some telephone equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used properly, may cause interference to radio and television reception. This product has been tested and found to meet the standards for a class B digital device, as specified in part 15 of the FCC rules.

These specifications are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation.

If this product causes interference to radio, VCR or television reception when it is in use, you might correct the interference with any one or all of these measures:

- Where it can be done safely, re-orient the receiving radio, VCR or television antenna.
- To the extent possible, relocate the radio, VCR, television or other receiver with respect to the telephone equipment.
- If this telephone product runs on AC power, plug your product into an AC outlet that's not on the same circuit as one used by your radio, VCR or television.

**Modifications to this product, not expressly approved by the manufacturer, could void the user's authority to operate the equipment.**

## Limited warranty

The AT&T brand is used under license - any repair, replacement or warranty service, and all questions about this product should be directed to: In the United States of America call **1 (800) 222-3111** or visit **www.telephones.att.com**; In Canada, call **1 (866) 288-4268**.

### **1. What does this limited warranty cover?**

The manufacturer of this AT&T-branded product warrants to the holder of a valid proof of purchase (“CONSUMER” or “you”) that the product and all accessories provided in the sales package (“PRODUCT”) are free from defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with the PRODUCT operating instructions. This limited warranty extends only to the CONSUMER for products purchased and used in the United States of America and Canada.

### **2. What will be done if the PRODUCT is not free from defects in materials and workmanship during the limited warranty period (“materially defective PRODUCT”)?**

During the limited warranty period, the manufacturer’s authorized service representative repairs or replaces at the manufacturer’s option, without charge, a materially defective PRODUCT. If the manufacturer repairs the PRODUCT, they may use new or refurbished replacement parts. If the manufacturer chooses to replace the PRODUCT, they may replace it with a new or refurbished PRODUCT of the same or similar design. The manufacturer retains the defective parts, modules, or equipment. Repair or replacement of the PRODUCT, at the manufacturer’s option, is your exclusive remedy. The manufacturer returns the repaired or replacement products to you in working condition. You should expect the repair or replacement to take approximately 30 days.

### **3. How long is the limited warranty period?**

The limited warranty period for the PRODUCT extends for ONE (1) YEAR from the date of purchase. If the manufacturer repairs or replaces a materially defective PRODUCT under the terms of this limited warranty, this limited warranty also applies to repaired or replacement PRODUCT for a period of either (a) 90 days from the date the repaired or replacement PRODUCT is shipped to you or (b) the time remaining on the original one-year limited warranty; whichever is longer.

## Limited warranty

### 4. What is not covered by this limited warranty?

This limited warranty does not cover:

- PRODUCT that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water, or other liquid intrusion; or
- PRODUCT that has been damaged due to repair, alteration, or modification by anyone other than an authorized service representative of the manufacturer; or
- PRODUCT to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or
- PRODUCT to the extent that the problem is caused by use with non-AT&T accessories; or
- PRODUCT whose warranty/quality stickers, PRODUCT serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or
- PRODUCT purchased, used, serviced, or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to products used for rental purposes); or
- PRODUCT returned without valid proof of purchase (see item 6 below); or
- Charges for installation or setup, adjustment of customer controls, and installation or repair of systems outside the unit.

### 5. How do you get warranty service?

To obtain warranty service in the United States of America, visit **www.telephones.att.com** or call **1 (800) 222-3111**; in Canada, please dial **1 (866) 288-4268**. NOTE: Before calling for service, please review the user's manual. A check of the PRODUCT controls and features might save you a service call.

Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of the PRODUCT(s) to the service location. The manufacturer returns repaired or replaced PRODUCT under this limited warranty to you, transportation, delivery or handling charges prepaid. The manufacturer assumes no risk for damage or loss of the PRODUCT in transit. If the PRODUCT failure is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, the manufacturer notifies you and requests that you authorize the cost of repair prior to any further repair activity. You must pay for the cost of repair and return shipping costs for the repair of products that are not covered by this limited warranty.

## Limited warranty

### **6. What must you return with the PRODUCT to get warranty service?**

You must:

- a. Return the entire original package and contents including the PRODUCT to the service location along with a description of the malfunction or difficulty; and
- b. Include “valid proof of purchase” (sales receipt) identifying the PRODUCT purchased (PRODUCT model) and the date of purchase or receipt; and
- c. Provide your name, complete and correct mailing address, and telephone number.

### **7. Other limitations**

This warranty is the complete and exclusive agreement between you and the manufacturer of this AT&T branded PRODUCT. It supersedes all other written or oral communications related to this PRODUCT. The manufacturer provides no other warranties for this PRODUCT. The warranty exclusively describes all of the manufacturer’s responsibilities regarding the PRODUCT. There are no other express warranties. No one is authorized to make modifications to this limited warranty and you should not rely on any such modification.

**State/Provincial Law Rights:** This warranty gives you specific legal rights, and you might also have other rights that vary from state to state or province to province.

**Limitations:** Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the PRODUCT is fit for ordinary use) are limited to one year from date of purchase. Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitation might not apply to you. In no event shall the manufacturer be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the PRODUCT or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this PRODUCT. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion might not apply to you.

**Please retain your original sales receipt as proof of purchase.**

## Technical specification

Operating temperature	32°F — 122°F 0°C — 50°C
Power adapter input	AC120V 60Hz
Power adapter output	DC12V 500mA
Backup battery (purchased separately)	Alkaline 9V, size 1604A
Headset jack	2.5mm, 32 - 150ohm
Wiring limitation	No more than 600 feet
REN	0.3B
System signal carrier frequency	1.7 MHz

## Troubleshooting

If you have difficulty with your telephone, please try the suggestions below. For Customer Service, visit our website at **www.telephones.att.com**, or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**. Have the serial number, found on the underside of your phone, available when contacting customer service. Please retain your receipt as your proof of purchase.

To purchase accessories or replacement parts, please contact customer service by visiting our website at **www.telephones.att.com** or calling **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

My telephone appears to be dead.

- Make sure the power adapter is securely plugged into an outlet not controlled by a wall switch.
- Make sure the telephone line cords are plugged firmly into the telephone base and the jack.
- Unplug the telephone's electrical power. Wait for approximately 15 seconds, then plug it back in. Allow up to one minute for the telephone to synchronize.
- This system is not compatible with any other AT&T 4-line small business telephones, except for the 1080, 1070 and 1040 telephones.

---

System features, (intercom, transfer, hold release, etc.) do not work with my old AT&T 4-line telephones (984, 974, 945, etc.).

- This system is not compatible with any other AT&T 4-line small business telephones, except for the 1080, 1070 and 1040 telephones.

---

Intercom, hold, call privacy or other advanced features do not work properly.

- If you have fiber optic service (digital service to the building, analog service within the building), VoIP (Voice over the Internet) service, or cable telephone service, the router that the system uses might interfere with system communication.
- If Line 1 is a DSL line, have a professional install a splitter on the telephone line. See the installation guide and contact your DSL service provider for more information.
- Make sure that the **LINE GROUP** assignment is correct. See page 43 of the installation guide.

## Troubleshooting

- If the wiring for your system is greater than 600 feet, some of the advanced features might not work properly. You might have to remove some of the phones from remote areas.
- Check to make sure that each telephone set has a unique extension number. If the sets receive AC power at the same time, either at initial installation or after a power failure, the extension numbers might be the same. Refer to the **EXTENSION NUMBER** section (page 32 of the installation guide).

There is no dial tone.

- First, try all the suggestions of **My telephone appears to be dead** on page 100.
- The telephone line cord might be malfunctioning. Try installing a new telephone line cord.
- Disconnect the telephone base from the telephone jack and connect a different telephone. If there is no dial tone on the telephone either, the problem is in your wiring or local service. Contact your local telephone company.
- Make sure a line is selected. Press a line button or speakerphone.
- Make sure the **[HOLD]** key is not pressed.
- If there is no dial tone when the **[HEADSET]** key is pressed, make sure the headset is firmly connected in the **HEADSET** jack.

I cannot dial out.

- First, try all the above suggestions in **There is no dial tone** on this page.
- Make sure there is a dial tone before dialing. It is normal if the telephone takes a second or two to synchronize before producing a dial tone. Wait an extra second before dialing.
- Check that all the telephones connected to the same telephone line are hung up.
- Make sure the telephone is set to the correct dial mode (pulse dial or tone dial) for the service in your area. Refer to the **TONE/PULSE** section (page 36 of the installation guide) to set the dial mode.
- If any other of your telephones are having the same problem, the problem is in the wiring or local service. Contact your local telephone company (charges may apply).

## Troubleshooting

- If you are using the speakerphone, eliminate any background noise. Noise from a television, radio, or other appliances might cause the telephone not to dial out properly. If you cannot eliminate the background noise, first try muting the telephone before dialing, or dialing from another room with less background noise.

---

I cannot page or make intercom calls.

- Make sure you dial the extension correctly.
- Make sure Line 1 is connected and has the same phone number on all system phones.
- The destination telephone might be on an external call. Wait and try again.
- Make sure the Do Not Disturb function is turned off on the destination system telephone (page 15).
- Make sure the **[INTERCOM]** light is off before you make a page or Intercom call. If the light is on, the system is busy or the intercom is unavailable. Try again when the intercom light goes out.
- Make sure the telephone line cord connected to line jack **L1/L2** was provided with the telephone.
- Check to make sure that each telephone set has a unique extension number. If the sets receive AC power at the same time, either at initial installation or after a power failure, the extension numbers might be the same. Refer to the **EXTENSION NUMBER** section (page 32 of the installation guide).

---

I cannot transfer outside calls.

- If you are on a conference call with another telephone in the same system (page 22), the call cannot be transferred.
- If the destination telephone is on an outside call or intercom call with another system telephone, the call cannot be transferred.
- All extensions must have the same outside telephone line connected to Line 1.
- Make sure the telephone line cord connected to line jack **L1/L2** was provided with the telephone.
- Make sure that the **LINE GROUP** assignment is correct. See page 43 of the installation guide.

## Troubleshooting

- Check to make sure that each telephone set has a unique extension number. If the sets receive AC power at the same time, either at initial installation or after a power failure, the extension numbers might be the same. Refer to the **EXTENSION NUMBER** section (page 32 of the installation guide).

---

**LOW BATT** appears on screen.

- No spare battery is installed or the spare battery needs to be replaced.
- Remove and re-install the battery.

---

The telephone does not ring when there is an incoming call.

- Make sure the ringer is on (page 13).
- Make sure the telephone line cord(s) and the power adapter are plugged in properly (see the Installation Guide).
- There might be too many extension telephones on the telephone line to allow all of them to ring simultaneously. Try unplugging one phone at a time until the phones start ringing.
- Test a working telephone at the same telephone jack. If another telephone has the same problem, the problem is in the telephone jack. Contact your local telephone company (charges may apply).
- The telephone line cord might be malfunctioning. Try installing a new telephone line cord.
- Make sure the **Do Not Disturb** feature is not activated (page 15).
- Make sure the ringer delay time (page 34 of the installation guide) is not longer than the answer delay time of the answering system (page 58 of the installation guide). Otherwise, the answering system answers the call before the phone rings.
- If you are on a call, a beep alerts you of incoming calls on the other lines.
- Make sure that the **LINE GROUP** assignment is correct. See page 43 of the installation guide.

---

Cannot join a conversation in progress.

- The call privacy feature prevents another set on the system from interrupting a conversation. Make sure you press the **LINE** button to release privacy. (See **Call privacy** on page 21.)

## Troubleshooting

The call privacy feature does not work.

- In some installations that have fiber optic service (digital service to the building, analog service within the building) the signals to the extensions might not support the call privacy feature.

---

Error tone (fast busy signal) is heard when making a page call.

- The **Do Not Disturb** feature is activated at the extension you are calling.

---

A double beep sounds every 30 seconds.

- There is a call on hold at this extension. Press and release the **LINE** button of the call on hold to return to the call and turn off the reminder beep.

---

Operation during a power failure.

- This phone operates during a power failure if a working battery is installed. You are able to answer calls with the handset, and dial calls using the dial pad keys and the one-touch or redial features. No other features work until power is restored. All programming is retained during a power failure.

---

The screen displays **AC FAIL**.

- The phone has been disconnected from AC power. When AC power is restored, the screen returns to the usual display. One-touch and redial numbers are retained until power is restored.

---

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.

---

My calls fade out or cut in and out when I am using the telephone.

- If you have a headset plugged into the telephone, try unplugging it and firmly plugging it in again.
- Disconnect the telephone base from the modular jack and plug in another corded telephone. If calls are still not clear, the problem is probably in the wiring or local service. Contact your local service company (charges may apply).
- If you are using the speakerphone when this problem occurs, eliminate any background noise. Noise from the television, radio, or other appliances might cause the speakerphone to cut in and out. Try engaging the **[MUTE]** button when you are not speaking or eliminating the background noise.

## Troubleshooting

- If you have DSL (digital subscriber line) service, and you have more than three telephone sets, and you have installed microfilters, you might need to have a DSL filter installed by your DSL service provider.

---

The sound quality of the headset is poor.

- Unplug it and firmly plug it in again.

---

I hear other calls when using the telephone.

- Disconnect the telephone base from the telephone jack. Plug in a different telephone. If you still hear other calls, the problem is probably in the wiring or local service. Call your local telephone company.
- Make sure you are using the round black cords that came with the phone. These cords help prevent crosstalk (hearing other calls).

---

My caller ID features are not working properly.

- Caller ID is a subscription service. You must subscribe to this service from your local telephone company for this feature to work on your telephone.
- The caller might not be calling from an area that supports caller ID.
- Both you and the caller's telephone companies must use equipment that are compatible with caller ID service.
- Make sure the area codes are set correctly on the telephone (page 42 of the installation guide).
- Reset the phone. See Common cure for electronic equipment on the next page.

---

COVM line indicator remains on.

- Make sure you have reviewed all messages on that line.
- You might have received a false signal from the central office. To clear the signal, see **COVM RESET** on page 58.

---

The system does not receive caller ID or the system does not display caller ID during call waiting.

- Make sure you subscribe to caller ID with call waiting features services provided by the local telephone company.

## Troubleshooting

- The caller might not be calling from an area that supports caller ID.
- Both you and the caller's telephone companies must use equipment that are compatible with caller ID service.
- If your phone is currently in use and a new call comes in, you must press the [▶] to see the new call. This procedure enables you to see call waiting caller ID and caller ID from other lines on the phone.
- Make sure the telephone line cords were provided with the telephone.

---

Common cure for electronic equipment:

If the telephone is not responding normally, try resetting the phone. Do the following in the order listed:

1. Disconnect the power to the telephone base.
2. Disconnect the spare battery (if the set has one).
3. Wait a few minutes before connecting power to the telephone base.
4. Re-install the spare battery (if the set has one).
5. Wait for the telephone to synchronize its connection. This might take up to one minute.

---

The answering system does not answer at the correct time.

- For private messages, make sure the answering system is on. Select **ON** in **ANSWER STATUS** (page 57 of the installation guide).
- If **Toll Saver** is activated, the number of rings changes to eight seconds when there are new messages waiting (page 66).
- If you subscribe to the Centrex service provided by your local telephone company, make sure the **ANSWER DELAY** time (page 66) is shorter than the **CSL DELAY RING** time on the same telephone (page 75 of the installation guide).
- If a 1080 extension is on a phone call, or recording, or playing any type of message or announcement, it does not answer incoming calls.

---

The outgoing announcement is not clear.

- When recording the announcement, make sure you speak in a normal tone of voice about nine inches from the front of the telephone base.

## Troubleshooting

	<ul style="list-style-type: none"> <li>• If <b>HEADSET</b> is selected in the <b>AUTOMATIC MODE</b> menu and a headset is connected on the telephone, you need to speak into the microphone of the headset to record the announcement (page 39 of the installation guide).</li> <li>• Make sure there is no background noise (television, music, traffic, etc.) when recording.</li> </ul>
<p>The answering system does not record messages.</p>	<ul style="list-style-type: none"> <li>• Make sure the answering system is on (page 57 of the installation guide).</li> <li>• If the memory is full, the system announces "Memory full" and then hangs up. You need to delete some old messages in order to make room for new messages.</li> <li>• If <b>GREETING ONLY</b> is selected in the <b>MESSAGE LENGTH</b> menu, the answering system only plays back the outgoing announcement. It does not record incoming private message (page 68).</li> <li>• If you subscribe to the Centrex service provided by your local telephone company, make sure the <b>ANSWER DELAY</b> time (page 66) is shorter than the <b>CSL DELAY RING</b> time on the same telephone (page 75 of the installation guide).</li> </ul>
<p>Some messages on the answering system are cut off.</p>	<ul style="list-style-type: none"> <li>• If a caller reaches the maximum recording time you set for each message (page 60 of the installation guide), the system disconnects and part of the message might be lost.</li> <li>• If the caller pauses for more than seven seconds, the system stops recording and disconnects the call.</li> <li>• If the memory on the system becomes full during a message, the system stops recording and disconnects the call.</li> <li>• If the caller's voice is very soft, the system might stop recording and disconnect the call.</li> <li>• If the <b>DTAD INTERCEPT</b> feature is on and another telephone answers the call on that line, the message stops recording (page 69).</li> </ul>
<p>The messages on the system are very difficult to hear.</p>	<ul style="list-style-type: none"> <li>• If <b>HEADSET</b> is selected in the <b>AUTOMATIC MODE</b> menu and a headset is connected on the telephone, you need to use the headset to hear messages (page 39 of the installation guide).</li> <li>• Press [<b>▲ VOLUME</b>] on the telephone base to increase the volume.</li> </ul>

## Troubleshooting

The answering system does not respond to remote access commands.

- Make sure you are using the correct remote access code (page 67).
- Make sure you are calling from a touch-tone telephone (away from home). When dialing a number, you should hear tones. If you hear clicks, then it is not a touch-tone telephone and cannot activate the answering system.
- The answering system might not detect the remote access code when your announcement is playing. Wait until the announcement is over before entering the code.
- There might be interference on the telephone line you are using. Press the dial pad keys firmly when dialing.

---

The auto attendant does not answer after the correct number of rings.

- Make sure that there is an auto attendant telephone (page 59).
- Make sure the answering system answer delay time (**ANSWER DELAY**, page 66) of all 1080 telephones in the same system are longer than the auto attendant answer delay time (**AUTO ATT DELAY**, page 49 of the installation guide).
- If you subscribe to the Centrex service provided by your local telephone company, make sure the **CSL DELAY RING** time (page 75 of the installation guide) is longer than the **AUTO ATT DELAY** (page 49 of the installation guide) and **ANSWER DELAY** time (page 66) on all system telephones.
- Only the calls from the public lines (shared lines of all system phones) can be answered by the auto attendant system.
- If all auto-attendant extensions are being used, the system cannot answer incoming calls.

---

The auto attendant announcement is not correct.

- Make sure the day/night announcements are set up and recorded (pages 66-68 of the installation guide).
- Make sure that the DAY and NIGHT times that you entered are appropriate. See **DAY/NIGHT TIMES**, page 50 of the installation guide.

## Troubleshooting

The auto attendant does not respond when callers dial an extension.

- Make sure directory announcement is recorded correctly to suit your company's needs (page 70 of the installation guide).
- Make sure the caller is calling from a touch-tone telephone. If the caller hears clicks rather than tones, the commands are not recognized.
- The auto attendant might not detect the callers' commands when the announcement plays. Wait until the announcement is over before entering the code.
- There might be interference on the telephone line callers are using. Press the dial pad keys firmly when dialing.

---

Some messages for specific extensions were not recorded.

- Check the central (general) mailbox(es) for the messages.
- Check Line Group setting (see page 43 of the installation guide for directions).

---

Callers complain that their calls get lost after they dial an extension number.

- Make sure that the line group settings are correct (see page 43 of the installation guide for directions).

---

My phone beeps for no reason.

- If someone is trying to assign your phone's extension number to another phone, your phone sounds a warning beep, and displays **IS ALREADY USED**.

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# Remote access wallet card

The wallet card below lists the commands needed to control your answering system from any touch-tone telephone.

Cut along dotted line.



at&t

Call your telephone number, then enter your three-digit access code (preset to **111**).

Action	Remote command
--------	----------------

Play all messages.....	<b>1*</b>
Play new messages.....	<b>1</b>
Go back.....	<b>2</b>
Skip the messages.....	<b>3</b>
Play day announcement.....	<b>4</b>
Play night announcement.....	<b>5</b>
Play directory announcement.....	<b>6</b>
Play outgoing announcement.....	<b>7</b>

Fold here.

Stop.....	<b>8</b>
Record a memo.....	<b>9</b>
Record announcement.....	<b>9</b> (during desired announcement playback)
Turn system off or on.....	<b>0</b>
Delete the message.....	<b># #</b> (during message playback)
Delete all messages.....	<b># *</b>
End remote access call.....	hang up

**4-Line small business system with digital answering system 1080**

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