



QUICK START GUIDE

AT&T Small Business System Speakerphone with Digital Answering System and Caller ID/Call Waiting 984

This Quick Start Guide provides basic instructions. For additional installation options and complete instructions which allow you to use all features of this phone, refer to your **AT&T Small Business System Speakerphone with Digital Answering System and Caller ID/Call Waiting 984 User's Manual, Part 2**.

Installation



Installation of a DSL splitter may be required to use the advanced features of this telephone if you have DSL (digital subscriber line) service. Please see **DSL users** starting on page 4 of your User's Manual, Part 2 for details.



If you are installing multiple phones in your phone system, you must install and program one set at a time. Each phone **MUST** be assigned a unique extension number.

Battery installation

Install a 9V alkaline battery (purchased separately) in order to use some features of this telephone in the event of a power failure. If power fails and a working battery is installed, all four lines of this phone will work only to answer calls with the handset or headset, and to dial calls using the dial pad keys and the one touch or redial features. No other features will work until power is restored.

1. **Remove the wedge from the underside of the base unit.** Press on the tabs and pull the wedge away from the phone.

continued on page 2

Battery installation

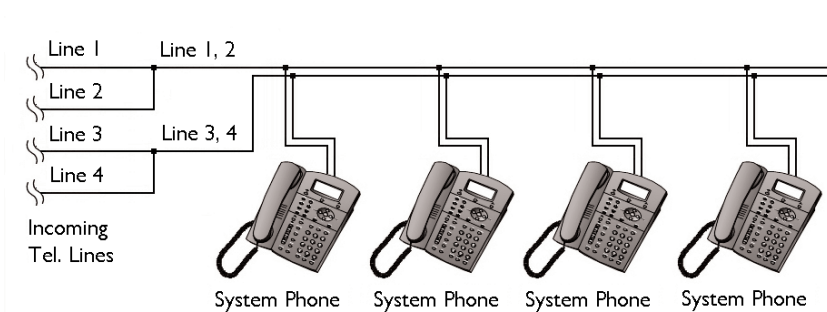
continued from page 1

2. **Remove the battery compartment screw with a small Phillips head screwdriver.**
3. **Pull on the tab to remove the battery compartment cover.**
4. **Insert a 9V battery (purchased separately) following the polarity markings in the battery compartment.**
5. **Replace the battery compartment cover and the screw.**
6. **Reattach the wedge to the base unit by sliding the tabs into the holes. Snap the wedge onto the base.**

Table/desk installation

For best results, follow the directions in **Battery installation** beginning on page 1 of this Quick Start Guide before installing the phone.

Recommended wiring configuration for phone system

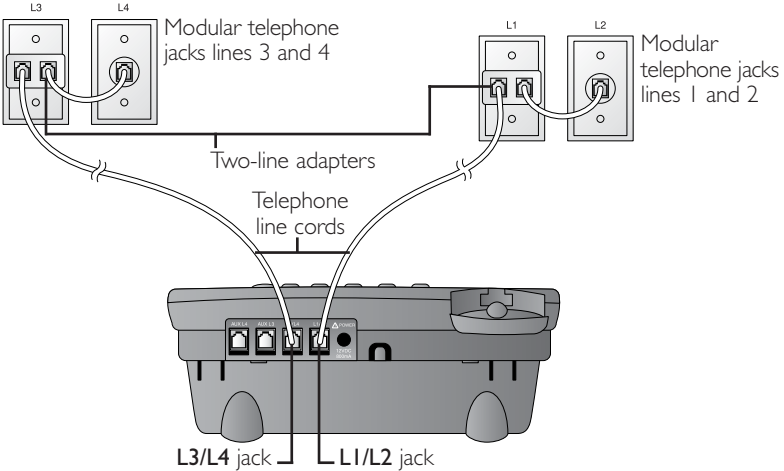


NOTE: The total length of telephone wire used in your system should not be more than 600 feet as it may cause interference with the advanced features of this telephone.

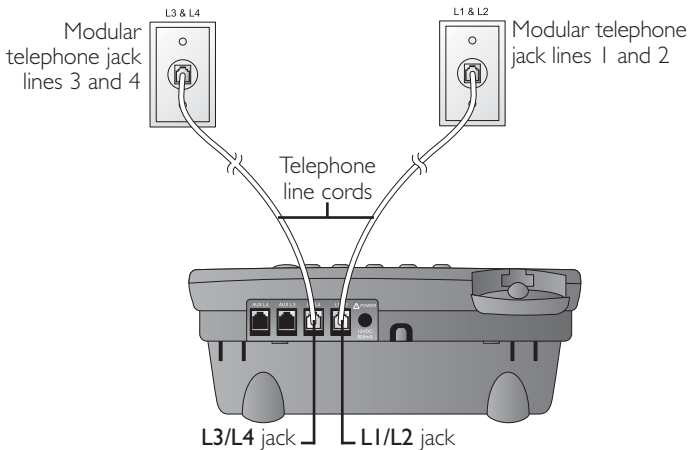
NOTE: Users should use ONLY the line cords provided.

1. **Connect the telephone line cords to the telephone and wall jacks as shown in the following illustration on page 3.**

- **Four one-line jacks** (To use this installation option, you'll need to purchase two two-line adapters. Adapters are available at retail stores or by calling **1 (800) 222-3111**.)



- **Two two-line jacks**



2. Connect the handset cord.

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

continued on page 4

Table/desk installation

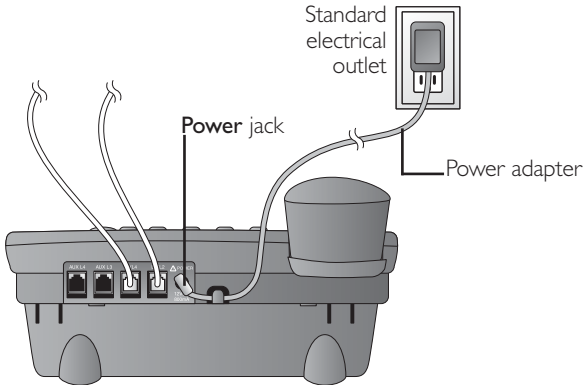
continued from page 3

3. Connect the power adapter to the telephone.



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

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



4. Initialization.

If no battery is installed when you connect the power cord, the phone runs a quick self-test and the screen displays **Initializing** for about seven seconds.

NOTE: The phone will run through this same initialization any time it is reconnected to AC power if a working battery is not installed (for example, after a power failure or when the unit has been unplugged).

5. Check for dial tone.

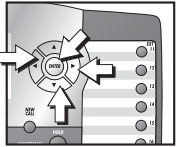
Lift the handset and listen for a dial tone. If you cannot hear a dial tone, please see **In case of difficulty** beginning on page 121 of your User's Manual, Part 2 for details.

Feature setup

Feature setup, memory programming and some individual feature operations for the 984 use menus shown in the screen display. For detailed instructions for using the menus, see **Menu operation** beginning on page 22 of your User's Manual, Part 2.

Assign an extension number to your phone

Every individual phone in your telephone system **MUST** be assigned a unique extension number for the intercom feature to work.



1. Press **ENTER** to begin feature setup.
2. Press **▼** until the screen display includes **PHONE SETTINGS**.
3. Press **ENTER**. The screen display includes **EXTENSION NO** and the current setting.
4. Press **◀** or **▶** to change the extension number (11 ... 26).
5. When the desired extension number is shown, press **▼** to save your choice. The screen display includes **RINGER ON/OFF**.

NOTE: If you duplicate an extension number already in use, you will hear a repeating short ring (error ring) and the screen display will include **EXT XX is already used Assign new EXT #** if the phone is in idle mode. If the phone is in the programming mode, you will hear the repeating short ring only. Repeat **steps 1-5** at the ringing phone to assign a different extension number (from 11-26).

6. Press and hold **ENTER** to return to the idle screen.

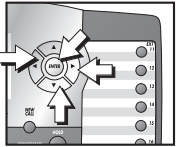
NOTE: You can exit feature setup and return to the idle screen any time. Simply press and hold **ENTER**.

Turn line usage on or off for each line

If you are not using all four phone lines at this extension, you need to turn off line usage for the unused lines. If you expand to a second, third or fourth line, turn line usage back on. Line 1 must be turned on for the intercom to work.

NOTE: You may use any combination of lines. Lines used do not need to be in order. For example, line usage can be turned on for Lines 1 and 3 and turned off for Lines 2 and 4.

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

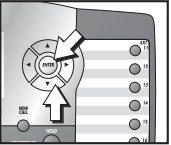


1. Press **ENTER** to begin feature setup.
2. Press **▼** until the screen display includes **SPECIAL OPTIONS**.
3. Press **ENTER**. The screen display includes **LINE USAGE**.
4. Press **ENTER**. The screen display includes **L1 USAGE** and the current setting for this line.
5. Press **◀** or **▶** to toggle between **On** and **Off** for the line shown.
6. Press **▼** to save the current setting for this line and move to the next line with its current line usage setting.
7. Repeat **steps 5** and **6** to set line usage for other lines at this extension.
8. When you are finished setting line usage, press **▼** until the screen display includes **DONE**.
9. Press **ENTER**. The screen display includes **LINE USAGE**.
10. Press and hold **ENTER** to return to the idle screen.

NOTE: You can exit feature setup and return to the idle screen any time. Simply press and hold **ENTER**.

Program home and local area codes

You can program this phone to recognize one home and up to five local area codes. See **Home area code** and **Local area code** on page 6 of your User's Manual, Part 2 for definitions.



1. Press **ENTER** to begin feature setup.
2. Press **▼** until the screen display includes **SPECIAL OPTIONS**.
3. Press **ENTER**. The screen display includes **LINE USAGE**.
4. Press **▼** until the screen display includes **AREA CODES**.
5. Press **ENTER**. The screen display includes **HOME AC** and a prompt to enter a three-digit home area code.
6. Use the dial pad keys to enter your home area code, then press **▼**. The screen display includes **LOCAL AC1** and a prompt to enter a three-digit local area code.

If you need to enter any local area codes, use the dial pad keys and then press **▼** to scroll to the next screen (**LOCAL AC2**, **LOCAL AC3**, **LOCAL AC4**, and **LOCAL AC5**).

NOTE: If you must dial the area code to place calls within your own area code, enter **000** for the home area code and enter your area code as a local area code.

7. When you are finished entering all of the area codes you need to program, press **▼** until the screen display includes **DONE**.
8. Press **ENTER**. The screen display includes **AREA CODES**.
9. Press and hold **ENTER** to return to the idle screen.

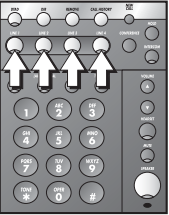
NOTE: You can exit feature setup and return to the idle screen any time. Simply press and hold **ENTER**.

Telephone operation

- NOTE:** This phone comes programmed to use line 1 (default prime line) for calls if you do not press a LINE button. (To change the prime line, see **Assign the prime line** on page 34 of your User's Manual, Part 2.) When you answer a call, the phone automatically selects the ringing line.

Make or answer a call using the handset

- NOTE:** If you dial a phone number longer than 15 digits, the screen will display only the last 13 digits.



To make a call, lift the handset and dial the call.

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

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

Make or answer conference calls

Please refer to page 65 of your User's Manual, Part 2 for more details in setting up conference calls.

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

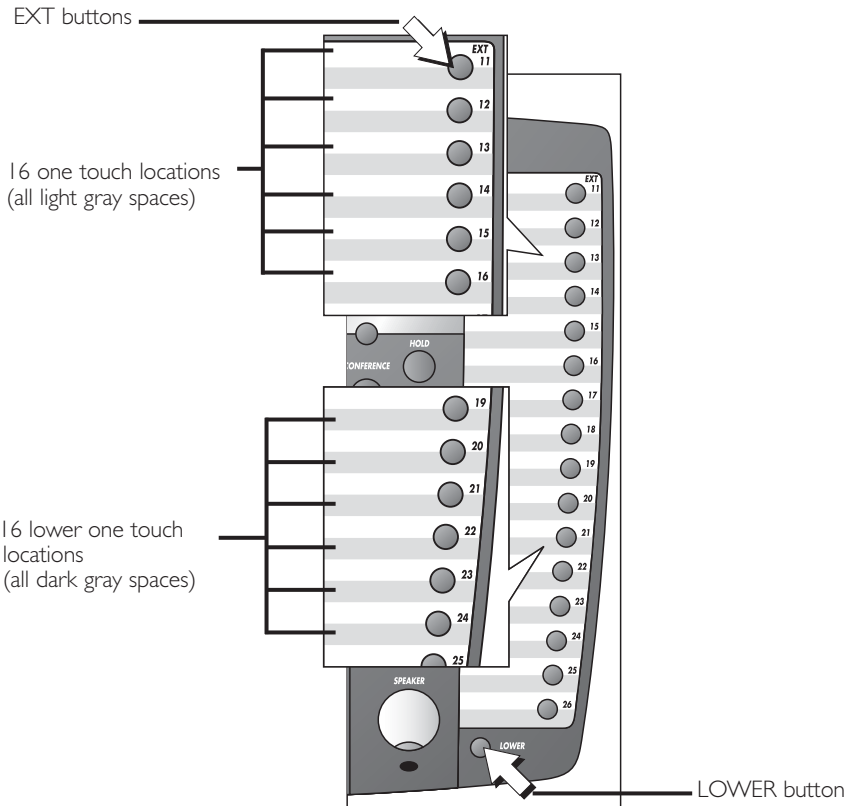
One touch operation

This telephone has 32 one touch locations where you can store 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 **Set one touch preference** on page 25 and **Dial a one touch number** on page 74 of your User's Manual, Part 2 for more details.

The first 16 locations can be accessed using only the EXT buttons. To access the remaining 16 locations, press **LOWER** and then the EXT button for the desired location.

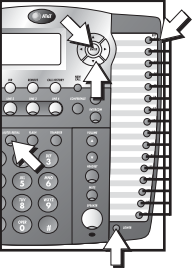
NOTE: The EXT buttons are also used to place intercom calls. See **Intercom operation** beginning on page 83 of your User's Manual, Part 2 for details.

You may wish to write the names or telephone numbers of 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.



Store a number in a one touch location

For information about using the screen menus, see **Menu operation** beginning on page 22 of your User's Manual, Part 2.



1. Press **ENTER** to enter the feature menu. The screen displays **ONE TOUCH**.
2. Press **ENTER**. The screen display includes **PREFERENCE** and the current setting.
3. Press **▼** until the screen display includes **PROGRAM**.
4. Press **ENTER**. The screen display includes **<Enter number>**.
5. Enter the phone number using the dial pad keys.
—OR—
 Press **(AUTO REDIAL)** to copy the last number dialed from this extension to this location.
 The screen will show the number as you enter it. You can press **◀** to backspace.
6. When you are finished entering the number, choose a one touch location:
 Press the **EXT** button.
—OR—
 Press **(LOWER)**, then press the **EXT** button.
 The screen displays the number entered and **Stored!**.

⊙ NOTE: 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.

⊙ NOTE: You can store a pause, flash or touch tone signals in a one touch entry. Please refer to page 72 of your User's Manual, Part 2 for more details.

⊙ NOTE: You can exit storing a number at any time. Press **▼** until the screen shows **CANCEL**, then press **ENTER**.

—OR—
 Press and hold **ENTER**.

Dial a one touch number

This phone comes with One touch preference programmed to **INTERCOM**. These instructions apply only if you have not changed One touch preference.

NOTE: To change One touch preference, see **Set one touch preference** on page 25 of your User's Manual, Part 2. To make a one touch call if One touch preference is set to **TELEPHONE**, see **Dial a one touch number** on page 74 of your User's Manual, Part 2.

1. Lift the handset.

—OR—

Press **SPEAKER**.

—OR—

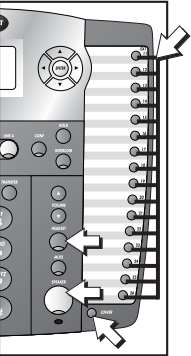
Press **HEADSET** and listen for the dial tone.

2. Press the EXT button.

—OR—

Press **LOWER**, then press the EXT button for the number you want to call.

The screen displays the number as it is dialed.



Intercom operation

This 984 telephone is fully compatible with any AT&T Four-Line Small Business Speakerphone 945 or 974 units you may have installed. You can use a total of 16 945/974/984 units together as extensions in your phone system.

For details regarding this telephone's compatibility with other AT&T phones, please refer to **Before you begin** starting on page 2 of your User's Manual, Part 2.



Each individual phone in your telephone system **MUST** be assigned a unique extension number for the intercom feature to work. See

Assign an extension number to your phone on page 5 of this Quick Start Guide for instructions.

NOTE: If you subscribe to DSL service, please read **DSL users** beginning on page 4 of your User's Manual, Part 2 for information about minimizing problems with this phone caused by DSL signals.

This intercom features both a single-phone page and a system-wide page. A single-phone page alerts only one phone. A system-wide page alerts all system phones. Any phone with the Do not disturb (DND) feature activated will not receive a page. For detailed intercom instructions, see **Intercom operation** beginning on page 83 of your User's Manual, Part 2.

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

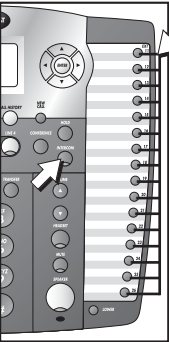
A single-phone page automatically activates the speakerphone on the receiving phone. You can deactivate the speakerphone by lifting the handset.

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

Make an intercom call with the handset

This phone comes with One touch preference programmed to INTERCOM. These instructions apply only if you have not changed the One touch preference.

🎯 **NOTE:** To change One touch preference, see **Set one touch preference** on page 25 of your User's Manual, Part 2. To make an intercom call if One touch preference is set to TELEPHONE, see **Make an intercom call with the handset** on page 85 of your User's Manual, Part 2.



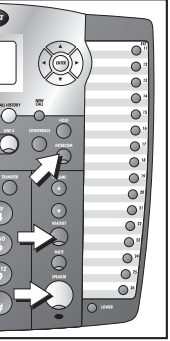
Press the EXT button for the party you wish to call, then lift the handset. The screen display includes INTERCOM TO and the extension number you called.

If the extension you called is idle or set to Do not disturb, you will hear long beeps. If the other extension is on a call, you will hear a busy signal.

🎯 **NOTE:** The intercom call is automatically canceled if you do not press an EXT button within 10 seconds.

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

Answer an intercom call



NOTE: An intercom call can be answered at any extension in the phone system by pressing **INTERCOM**.

When you receive an intercom call, you will 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.

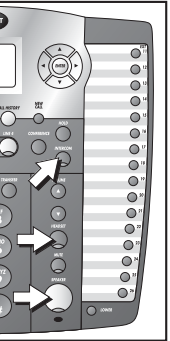
NOTE: If you press **INTERCOM** to answer the call, the phone will automatically use the speakerphone unless you have changed the automatic mode (See **Set automatic mode** on page 35 of your User's Manual, Part 2).

End an intercom or page call

To end the intercom or page call, press **INTERCOM**.

—OR—

Hang up or press **SPEAKER** or **HEADSET** again.





In case of difficulty, visit our service center at
www.telephones.att.com or call **1 (800) 222-3111**.

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