



Lucent Technologies
Bell Labs Innovations



ISDN 970 Telephone

USER MANUAL

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Printed in Mexico. Issue L3
847937794*



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About ISDN

Your new Lucent Technologies 970 Telephone is developed for use with ISDN service. ISDN (Integrated Services Digital Network) is one of the ways you can get local telephone service from your local provider. ISDN service has been around for a while and is extensively used by large companies. Now the service is affordable and attractive to small companies and residences with telephone needs that stretch the limits of traditional service.

Before you can use your telephone, you need to apply for ISDN service from your local telephone service provider. There are various packages of service available, and you need to consider the differences carefully.

You have a long list of features available to you with your combination of ISDN service and your Lucent Technologies ISDN 970 Telephone. Together they give you an **ISDN System** that can be customized to fit your needs. Because of these capabilities, there are a few steps to be completed to set up your system, after

which you can customize your system as much or as little as you require. (See the *Installation and Setup Manual*.)

ISDN Terms

Here are a few terms you will want to understand as you customize your ISDN system.

Call Appearance: With traditional telephone service, you had a “telephone line” on which you could have a single “call appearance.” Then came call waiting, and you had two call appearances per telephone line: you talked on one call appearance and the other call came in on the second. You could toggle back and forth between the two call appearances by putting one call appearance on hold. ISDN service can provide you with multiple call appearances.

SPID: More than one telephone number may be assigned to you, according to your ISDN service, and each telephone number may have different features. The local telephone service provider has provided a SPID (Service Profile Identifier). It's not the number someone uses to call you: that number is still a "telephone number." But it is the number the network system uses to identify you. You won't have much to do with your SPID after you setup your system, but it must be entered during the initial installation. The SPID is provided by your local telephone company.

DN: Your "Directory Number" (or telephone number) is the number others use to call your system. Depending on your ISDN service, you may have more than one DN.

National ISDN: National ISDN service standardizes ISDN service across the nation.

Download Programming: Depending on your service, some configuration settings may be automatically set for you when your telephone requests a download from the service provider.

A Guide to This Manual

This manual will help you find information quickly.

Parts of the Telephone, page 6, shows a drawing of the terminal and describes each part.

Feature Descriptions, page 12, describes the ways your telephone helps you access ISDN features.

User Instructions, page 14, shows you how to access the ISDN features your service provides. See this section for how to make and receive calls and how to configure your terminal for your personal use.

How to Use this Manual

Buttons that appear on your telephone are shown in this manual like this:

[DIRECTORY]

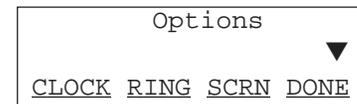
[MENU]

[DROP]

▲ up arrow (go to previous display or item)

▼ down arrow (go to next display or item)

Displays in this manual are shown as:



When a word from the display is used in the text of the manual, it is printed in display type, like RING.

Parts of the Telephone *(Front)*

A drawing of your Lucent Technologies ISDN 970 Telephone is shown in Figure 1.

Local Feature Buttons

[MENU]: Display top menu.

[DIRECTORY]: View, manage, and make a call from your personal directory.

[VOLUME] [▲]/[▼]: Raise and lower the volume of the speakerphone, handset, or headset during a call or the volume of the ringer when there is no call.

[DROP]: Drop the last conferee in a conference call. Also disconnects you from a current call without hanging up the phone.

[HOLD]: Place current call on HOLD.

[MUTE]: Mute speaker or handset microphone.

[SPEAKER]: Turn speakerphone on or off.

[REDIAL]: Redial the last number dialed, either from the keypad, directory, or from one touch memory.

Program Buttons

Program buttons can be customized to perform either as *Call Appearance* buttons or as *Network Feature* buttons. See the section on **Voice Call Appearances and Feature Buttons** in your *Installation and Setup* instructions

[LOWER] Store or recall the one-touch memory of the lower station of the bottom three program buttons. See the section on **Assigning One-Touch Memory Buttons** in this manual.

Message Light

If you have subscribed to a network answering service, the message light indicates that a new message is in your mail box.

Dial Keypad Buttons

The dial keypad area includes the regular telephone dial buttons.

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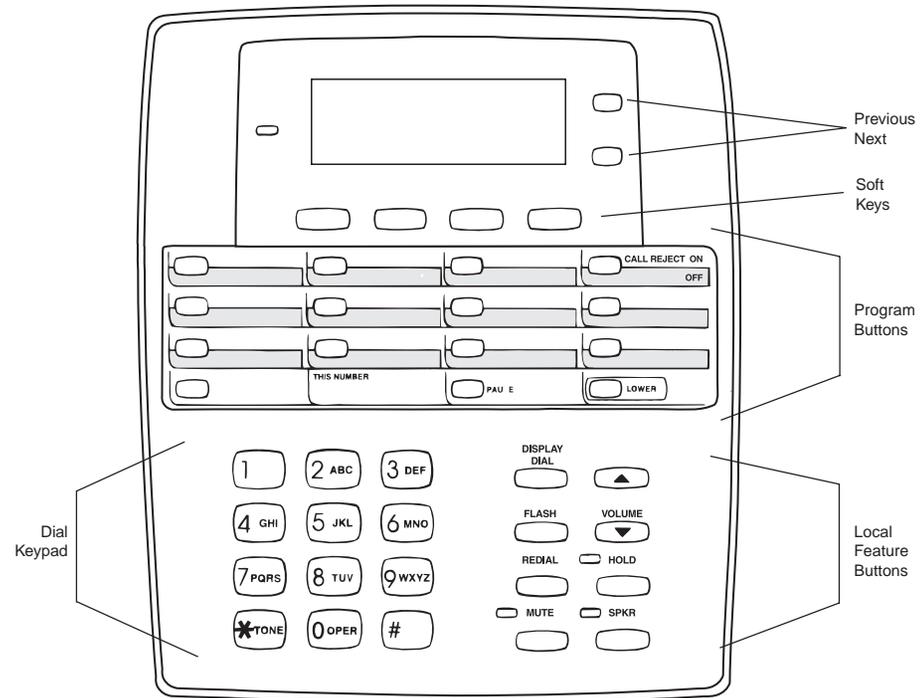


Figure 1 970 ISDN Telephone

Display

The 3-line by 20-character display provides system instructions and responses to what is happening on a call and to your actions. A typical display screen looks like this:

```

      Select
Message Rate: Med
SLOW MED FAST DONE

```

The first line of the display will often name the feature or function you are using or modifying. In the illustration above, the first line indicates that you have chosen to modify or view the current setting for the Timed Message Rate.

When appropriate, the second line will show the current setting of an option or feature. In the illustrated display, the current setting of the Timed Message Rate is Medium.

Softkeys

“Softkeys” may appear on the bottom line of the display as underlined text. When they appear, they label the function of the buttons directly below the display area. So, in the illustration to the left, you would press the far left button to change the setting to SLOW. When finished modifying the feature, press the far right button for DONE.

There will not always be four softkeys. Sometimes there will be fewer; sometimes a softkey will span two buttons. If a button does not have a softkey label, that button is not active at that time.

▲ and ▼ Keys

If the display shows one of these “up” or “down” symbols on the second line, press the appropriate key to see the previous or next display.

“Quit” and “Done” Softkeys

When a softkey is labeled QUIT it means that you can abandon whatever action you have started. Press the softkey below QUIT if you do not want to respond to

the options on the screen.

When a softkey is labeled `DONE` it means that you have entered information or accessed a feature. Press the softkey below `DONE` to confirm your action and move on to the next screen.

If the `QUIT` or `DONE` softkey is not available, press **[MENU]** to exit the Menu screens and save completed changes. If a network display message is received by the telephone, the Menu will automatically be exited, completed changes saved, and the network message displayed.

Parts of the Telephone *(back)*

Auxiliary Jack: (Labeled AUX) Connects an external analog telecommunications device, like a fax machine, telephone, or modem, to the ISDN 970 telephone. The auxiliary jack may be assigned a separate SPID and telephone number, depending on your configuration. See the *Installation and Setup* manual.

The device connected to the auxiliary jack and the 970 ISDN telephone cannot be used simultaneously unless it is assigned a separate SPID and telephone number. If a separate SPID and telephone number have been assigned, the device connected to the auxiliary jack and the 970 Telephone are completely separate and are not extensions of each other, as though they were plugged into separate telephone jacks.

Handset Jack: On the handset side of the telephone, it connects the handset cord.

WARNING: Do NOT insert the handset cord in the LINE or AUX jack on the back of the 970 Telephone. To do so could cause equipment damage.

Line Jack: (Labeled LINE) Connects the ISDN line cord to your telephone.

WARNING: Do NOT insert the ISDN line cord into the AUX jack on the back of the 970 Telephone. To do so could cause equipment damage.

Power Jack: (Labeled POWER) Connects the AC power adapter to your telephone.

Personality Module: A card containing the software required to operate the 970 Telephone. This card is removable for ease of upgrade.

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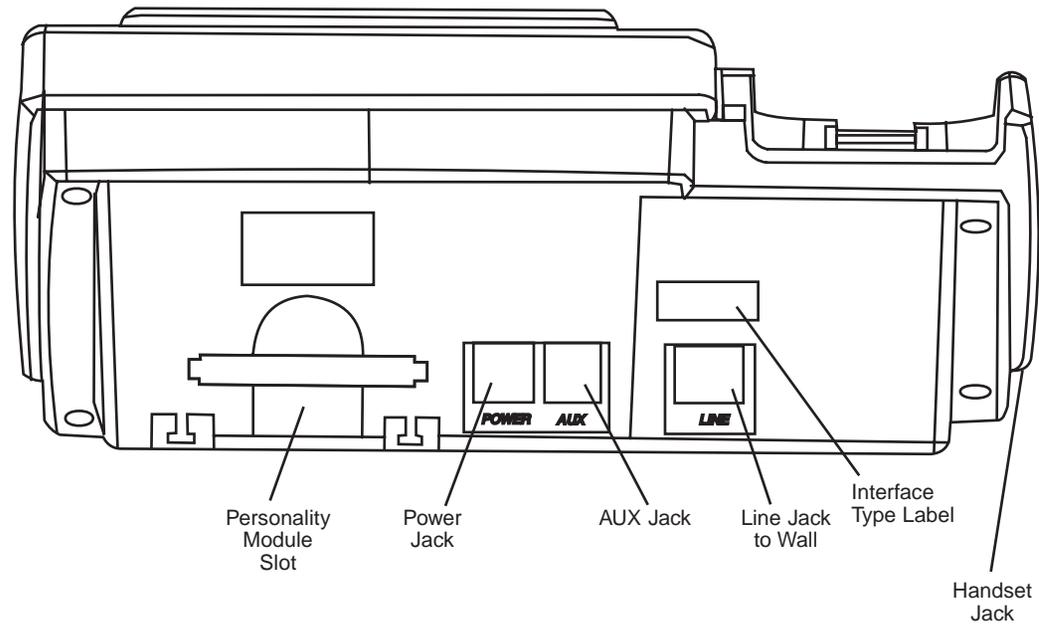


Figure 2 Back view of the 970 ISDN Telephone

Feature Descriptions

Features Accessed with Buttons

Drop: Drops the last conferee in a conference call or disconnects you from the current call without hanging up the phone.

Hold: Temporarily disconnects you from a call, holding it until your return. While a call is on hold, you can place another call, retrieve another held call, activate another feature, answer a waiting call, or leave your telephone to perform another task. Use when you have a call that you don't wish to drop but wish to interrupt briefly.

Mute: Turns off the microphone of the handset or speakerphone so that the other party cannot hear.

Redial and Redial+: (Last Number Dialed)
Automatically redials the last number you dialed manually from the dial pad, from the directory, or a one-touch memory location.

If you have turned ON *Redial+*, Redial automatically redials up to the ten last numbers you dialed.

Speakerphone: Use to place calls or access other features without lifting the handset. Press **[SPEAKER]** to turn the speakerphone on and off.

One-Touch Directory: Allows you to assign a one-touch directory number to a button so that you can call that number by pressing that button.

Features Accessed with the Display

Call Log: Saves a total of 30 calls:

- 10 most recent unanswered incoming calls
- 10 most recent answered incoming calls
- 10 most recent outgoing calls

Clock: Sets the date and time on the display.

Contrast: Changes the contrast level of the display for easier viewing.

Directory: Creates and edits a personal directory of up to 25 extensions or outside numbers and the names of the associated party. Places a call to the chosen directory entry. Press **[DIRECTORY]** and then press the softkey button associated with that entry. The phone number appears on the display screen as it dials.

Personalized Ring: Selects your own personalized ringing pattern from 8 available patterns. Turns the ringer of the ISDN phone and/or the device on the AUX jack on or off.

Screen Timing (Rate at which the Display Message is shown): Allows you to set the length of time the display message remains on the screen. The lengths are Slow (5 seconds), Medium (3 seconds), and Fast (1 second).

Self-Test: Puts the telephone in a diagnostic mode for testing all buttons, lights, ringer, and display.

Status: Displays the timers of current calls and the status of various settings, including ringer, Redial+, 1Touch, and headset control.

User Instructions

Making and Receiving Calls

Answer a Call

Lift the handset. The slowly flashing red light goes on steadily at the selected call appearance button.

If you are not connected immediately, press the call appearance button next to the slowly flashing red light.

Place a Call

Lift the handset, press [**SPEAKER**], or press a call appearance button. The red light goes on steadily at the selected call appearance button.

Listen for the dial tone and dial the number you want to call.

To place a **one-touch call**, press an assigned one-touch memory button (see *Terminal Settings*).

To place a **directory call**, see *Directory Entries*.

To **dial a number before lifting the handset** or pressing [**SPEAKER**], see *Dial Preview*.

Hold

To put a call on hold while you answer another call,

NOTE: The red light is flashing slowly beside the call appearance button of the incoming call.

Press [**HOLD**]. The red light next to the held call flashes fast.

Press the call appearance button of the incoming call. The red light goes on steadily.

Or, simply press the call appearance button of the incoming call. The original call becomes a held call and the red light next to the original call appearance button flashes fast.

To return to the held call, press the call appearance button next to the held call. The red light goes on steadily.

Transfer

If you have subscribed to the Transfer feature, you can transfer a call to another extension or number. While on a call, press the button identified as the Transfer button. An idle call appearance will automatically go

off-hook. When you hear dialtone, dial an extension or other number. Press the Transfer button again when you hear the ringing signal or after you have announced the transferred call to the called party. Hang up.

If the called party does not answer or the line is busy, press **[DROP]**, then press the call appearance of the original call to return to it.

Conference

If you have subscribed to the Conference feature, you can conference another party on a call. While on a call, press the button identified as the Conference button. A call appearance will automatically go off-hook. When you hear a dialtone, dial an extension or other number. After the other party answers, press the Conference button again to add the third party to the conference.

If the third party does not answer or the line is busy, press **[DROP]**, then press the call appearance of the original call to return to it.

Press the **[DROP]** button to drop the last party added to the conference

Mute

To turn off the microphone in the handset and the speakerphone so the other party cannot hear you, Press **[MUTE]** while on a call. The red Mute light goes on. The other party cannot hear you, but you can hear the other party.

To turn on the microphone in the handset or speakerphone, so the other party can hear you again, Press **[MUTE]** again. The red Mute light goes off and the other party can hear you again.

Redial (Last Number Dialed)

To automatically redial the last number you dialed, Lift the handset or press **[SPEAKER]**. Listen for the dial tone
Press **[REDIAL]**.

Or, if one-touch dialing is enabled, press **[REDIAL]**.

Note: If you have turned ON *Redial+*, this feature will operate differently. See *Redial+*.

Adjusting Volume

Adjust the Speaker or Handset Volume

*To raise the volume while on a call, press the upper **[▲]** volume control button.*

*To lower the volume while on a call, press the lower **[▼]** volume control button.*

Adjust the Ringer Volume

*To raise the volume of the ringer, press the upper **[▲]** volume control button while the telephone is on hook.*

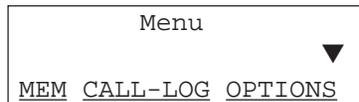
*To lower the volume of the ringer, press the lower **[▼]** volume control button while the telephone is on hook.*

Using Softkeys

The softkeys are the four buttons labeled with arrows directly below the display (see drawing below). The words on the bottom line of the display define the use of the softkeys.

Enter and Exit Softkey Mode

Press **[MENU]** to begin using the softkeys. The main Menu screen appears:

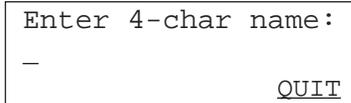


Press **[MENU]** again to exit softkey mode.

A ▲ or ▼ at either end of the center display line indicates additional choices. Press the ▲ or ▼ buttons to view additional screens.

Quit

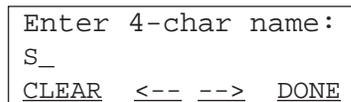
When you see **QUIT** on the third line of the display, it means that you have the option of abandoning the action you have begun.



Press the softkey below **QUIT** if you do not want to respond to the options on the screen.

Done

When you see **DONE** on the third line of the display, you have already entered information or accessed a feature.



Press the softkey below **DONE** to confirm your action.

Directory Entries

The 970 telephone supports up to 25 directory entries. The telephone numbers entered in the directory can be up to 24 digits and associated names can be up to four characters in length. Directory entries can be changed by deleting or editing.

When you enter names into your directory, the entries are automatically alphabetized for you.

TIP: If there are names you use frequently and want to put at the beginning of your directory, place a # or * as the first character (for example *Don). These names will appear before the "A's" in your directory. Names with # appear before names with *, followed by names beginning with a number, 0 through 9, and then the alphabet.

Add a Directory Entry

Press **[MENU]**.

Press the softkey below MEM.

Press the softkey below DIRECTORY.

The following display appears:

```

      Directory
      ▼
  CALL VIEW  ADD  DONE
  
```

Press the softkey below ADD. The following display appears:

```

Enter 4-char name:
-
                               QUIT
  
```

When you start to enter a name the display changes to the following:

```

Enter 4-char name:
S_
CLEAR <--  --> DONE
  
```

Use the dial pad keys to enter the name for the number you want to add to the directory. To enter a letter from the dial pad key, press a key once for the left letter, twice for the middle letter, and three times for the right letter. For example, if you press the GHI (4) key once,

you enter a G. Press it twice and you enter an H. Press the 4 key three times and you enter an I. Pressing it a fourth time enters a 4. Pressing it a fifth time enters a G again.

You can enter a # or * at the beginning of or within the name.

When you start to enter the name the screen changes.

Press the softkey below --> to enter the next letter.

As you enter each letter of the name, that letter appears on the screen until you press --> to move on to the next letter.

Press the softkey below <-- to go back one space and erase a letter.

When you have finished entering the name, press the softkey below DONE. The following display appears:

```
Enter phone #:
_
                PAUSE QUIT
```

Enter the telephone number for the name you have just entered. You may enter up to 24 digits. A pause counts as a digit.

To place a 1.5-second pause within the number press the softkey below PAUSE. A pause will be inserted into the directory entry and a comma will appear on the display. Press the softkey below DONE when you have finished entering the phone number.

Edit a Directory Entry

Press **[MENU]**.

Press the softkey below MEM.

Press the softkey below DIRECTORY.

Press ▼ until you see EDIT.

Press the softkey below EDIT. The display shows the first names in the directory.

Press ▼ to page forward through the names in the directory, or press ▲ to page backwards through the names.

Press the softkey below the name of the entry you want to edit. The following display appears:

```

Edit 4-char name:
SHRN
CLEAR <-- --> DONE

```

If the entry is correct and you do not wish to edit it, press the softkey below **DONE**. If you want to edit the name, do the following:

Enter the new name as described in the “Add a Directory Entry” section.

Press the **<--** softkey to move back and erase the previous letter. Press the **-->** softkey to advance to the next letter.

When you have completed editing the name, press the softkey below **DONE**. The display shows the phone number.

If the phone number is correct and you don’t wish to edit it at this time, press the softkey below **DONE** and you are finished editing the directory entry.

To edit the phone number,

- Press the softkey below **PAUSE** to insert a 1.5 second pause in the telephone number. The pause is represented on the screen by a comma.
- To move back and erase a number, press the softkey below **<--**.

When you have completed editing the telephone number, press the softkey below **DONE**. The display confirms your choice.

Delete a Directory Entry

Press **[MENU]**.

Press the softkey below **MEM**.

Press the softkey below **DIRCTORY**.

Press **▼** until you see **DELETE**.

Press the softkey below **DELETE** to delete an entry.

The following display appears:

```

Select to Delete
▲                               ▼
ANDY SCOT TEDA QUIT
  
```

Press ▼ to page forward through the names in the directory. Press ▲ to page backwards through the names.

Press the softkey below the name of the entry you want to delete. The following display appears:

```

9,10288,001534444393
8974 SCOT
      DELETE QUIT
  
```

Press the softkey below **DELETE** to delete the entry. The display confirms your choice.

View a Directory Entry and Place a Call

Directory entries can be viewed and changed, or you can exit the directory and have the telephone automatically dial the telephone number you are presently viewing.

Use the following procedure to view a directory entry and, if desired, call that number. You can also use the **[DIRECTORY]** method to call a number in your directory. See “Place a call using the **[DIRECTORY]** Button.”

Press **[MENU]**.

Press the softkey below **MEM**.

Press the softkey below **DIRCTORY**. The following display appears:

```

          Directory
                               ▼
CALL  VIEW  ADD  DONE
  
```

Press the softkey below **VIEW**. Press ▼ to page forward through the names in the directory. Press ▲ to page backwards through the names.

Press the softkey below the name of the entry you want to view. The following display appears:

```
9,10288,001534444393
8974 SCOT
CALL EDIT DEL DONE
```

To call the number, press the softkey below **CALL**. The telephone exits softkey mode and dials the telephone number you are currently viewing on the screen.

To edit the entry, press the softkey below **EDIT**. To delete the entry, press the softkey below **DEL**.

When you have finished viewing the number, press the softkey below **DONE**.

Place a Call Using the **[DIRECTORY]** Button

When you press the softkey under the name in the directory the call is placed immediately. The menu does not ask you to respond to a screen before the call is placed.

Press **[DIRECTORY]** to enter your directory. The following display appears:

```
Select to Call
ANDY JEFF SCOT QUIT
```

Press ▼ to page forward through the names in the directory. Press ▲ to page backwards through the names.

When the name of the person whose number you want to call appears on the third line of the screen, press the softkey below that name. The telephone exits softkey mode and dials the telephone number you have selected immediately.

Call Log

The telephone Call Log stores the following call records:

- 10 most recent unanswered incoming calls.
- 10 most recent answered incoming calls.
- 10 most recent outgoing calls from the telephone.

The most recent call is added to the top of the Call Log list in the appropriate category. The call listed at the bottom of the list in that category is deleted.

View the Call Log

Call Log displays the number of new unanswered calls. If you have turned ON the Call Log indicator, the number of new unanswered calls is also displayed on the screen when the phone is idle. Press the softkey under NEWCALLS on the idle screen to display the unanswered new calls screen.

To review the entire call log, press **[MENU]**.

Press the softkey below CALL-LOG.

Call Log		
xx new unanswered		
<u>IN</u>	<u>OUT</u>	<u>DONE</u>

To review incoming calls, press the softkey under IN .

Incoming		
xx new unanswered		
<u>UNANSWED</u>	<u>ANSWED</u>	<u>DONE</u>

Press the softkey under UNANSWED to review unanswered incoming calls. Press the softkey under ANSWED to review answered incoming calls.

To review outgoing calls,

Press **[MENU]**.

Press the softkey below CALL-LOG.

Press the softkey under OUT.

Turn Call Log Indicator ON/OFF

The Call Log indicator displays the number of new unanswered calls. When the Call Log indicator is turned ON, the number of new unanswered calls appears when the phone is idle and when you display the Call Log screen.

Press **[MENU]**.

Press the softkey below CALL-LOG.

Press the softkey below IN .

Press ▼ .

Incoming	
<u>INDICATOR</u>	<u>DONE</u>

Press the softkey under INDICATOR to display the current status of the Call Log indicator. Press the softkey under ON or OFF to change the status of the Call Log indicator. Press DONE when finished.

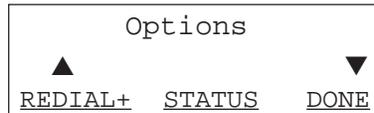
Redial Plus (Redial +)

The Redial+ feature replaces the normal Redial feature and allows you to redial any of the last ten numbers you dialed. You must turn Redial+ ON to use it as your Redial feature.

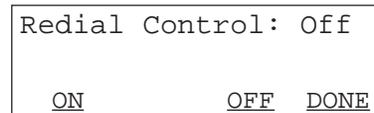
To turn Redial+ on or off, press **[MENU]**.

Press the softkey under OPTIONS.

Press ▼ three times.



Press the softkey under REDIAL+ to view the current status of the Redial+ feature. The first line displays the status.



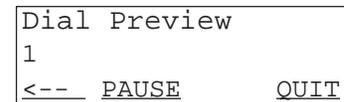
Press the softkey under ON to turn the feature on, or the softkey under OFF to turn the feature off.

When Redial+ is ON, press **[REDIAL]** once to redial the last number dialed. Press the button twice to redial the second to last number dialed, up to the ten last numbers dialed. The displayed number will dial in two seconds without further action from you.

Note: Once you delete numbers from your Call Log, you cannot dial those numbers using Redial+.

Dial Preview

You can dial a number before you lift the handset or press **[SPEAKER]**. The number appears in the Dial Preview display as you enter it.



Press the softkey below PAUSE to enter a pause.

Press the softkey below the arrow to backspace.

When the desired number is entered, lift the handset, press **[SPEAKER]**, a call appearance button, or the Headset key (if active) to dial the entered number.

Terminal Settings

Set the Clock

When your telephone is first installed, or after it has lost power, the following display is shown:

```
DATE & TIME NOT SET
```

To Set the Clock

Press **[MENU]**. The following display appears:

```
Menu
MEM CALL-LOG OPTIONS
```

Press the softkey below **OPTIONS**. The following display appears.

```
Options
CLOCK RING SCRN DONE
```

Press the softkey below **CLOCK**. The following display appears, showing the date and time currently set.

```
Select Month
Jan 1, 1991 10:00 AM
= ± NEXT DONE
```

Clock display format:

MMM DD, YYYY HH:MM AM or PM

MMM = month (Sep, Oct, etc.)

DD = the day of the month (02, 13, etc.)

YYYY = the year (1997, etc.)

HH:MM = hours and minutes, such as 10:45

AM or PM = morning or afternoon

The field being changed is displayed on the first line.

Press the softkey below + or the softkey below - to scroll through the choices.

Press the softkey below **NEXT** to go to the next field.

When the last field is changed, press the softkey under **DONE** to confirm your choices.

Perform Self Test

Perform a Self Test to verify that your telephone is working properly.

No calls should be active or on hold.

Press **[MENU]**.

Press ▼ until you see TEST.

Press the softkey under TEST. The following display appears, identifying the software version and the date of the software release:

```
Rel X.YZ July 1997
Remove and replace
handset to exit
```

Press **[MUTE]**, **[SPEAKER]**, or any program button. The lights to the left of the buttons will toggle on or off with each press.

Press the ▲ key or ▼ key to toggle the message light on and off.

You should hear a beep after each button press.

Press **[REDIAL]** to turn on the ringer. Press M2 (the button to the right of **[REDIAL]**) to turn off the ringer.

Press M3 to turn on the ringer on the analog phone, if present. Press **[LOWER]** to turn it off.

To end the self test, lift the handset and replace it.

The display will show a test pattern that changes with each button press.

NOTE: While you are performing a self test, all active calls are dropped and the 970 Telephone will reset upon exiting test mode.

Adjust Contrast Level

Set Contrast Level to make your display easier to see.

Press **[MENU]**.

Press the softkey below OPTIONS.

```
Options
CLOCK RING SCRN DONE
```

Press the softkey below SCRN. The following display appears:

```
Screen Options
CONTRAST SCROLL DONE
```

Press the softkey below CONTRAST. The following display appears:

```

Select
Contrast: L>>>>H
-   +   DONE

```

The arrows are arranged between L (low) and H (high). There are four possible contrast levels.

Press the softkey below - to make the contrast lighter. Press the softkey below + to make the contrast darker. Each button press increases or decreases the number of arrows by one.

Press the softkey below DONE when you are finished.

Personalize the Ringer

You can select a personalized ring for your telephone so that it sounds different from others.

Press **[MENU]**.

Press the softkey below OPTIONS.

```

Options
CLOCK RING SCRN DONE

```

Press the softkey below RING. The following display appears:

```

Ringer Options
PATTERN ON/OFF DONE

```

Press the softkey below PATTERN. The Ring Pattern display appears. Press the softkey below - or + to change the pattern. When you hear the ring pattern you want to use for your telephone, press the softkey below DONE.

To turn the ringer on or off, press the softkey below ON/OFF. The next screen provides softkeys for the ISDN ringer and the ringer for the device on the AUX jack. Press the softkey below ISDN or AUX to turn the ringers on or off. The current setting appears in the display.

Adjust Ring Volume

(You cannot adjust the ring volume while on a call.)

To raise the ring volume, press the upper volume control button labeled **[▲]**; to lower the volume, press the lower volume control button labeled **[▼]**.

Set the Rate for Viewing Display Messages.

You can use the softkeys to set the length of time the display message stays on the screen. When you receive your telephone, the rate is set at Medium (3 seconds), but the rate can also be set to Slow (5 seconds) or Fast (1 seconds).

Press **[MENU]**.

Press the softkey below OPTIONS.

The following display appears:

Options			
CLOCK	RING	SCRN	DONE

Press the softkey below SCRN. The following display appears:

Screen Options		
CONTRAST	SCROLL	DONE

Press the softkey below SCROLL.

Press the softkey below your selection.

Press the softkey below DONE.

Check the timing of the message to see if it fits your needs. You can modify the rate as often as you like.

Assign One-Touch Memory Buttons

You can assign a telephone number to a memory button so you can call that number by simply pressing that button. The speakerphone will turn on and the number will dial. There are 5 one-touch memory locations.

Enable the one-touch feature. (See *Installation and Setup*.) **The feature is ON by default.**

To assign a one-touch memory button, press **[MENU]**.

Press the softkey below MEM.

Press the softkey below 1TOUCH.

Press the softkey below PROGRAM. The following display appears:

Enter phone #:
—
PAUSE QUIT

Enter the desired phone number. Press the softkey below CLEAR to erase the number, press the softkey

below PAUSE to enter a 1.5-second pause in the dialing, and press the softkey below DONE when you are finished.

Press a memory key to store this number. Remember, the memory keys are the bottom three keys plus the **[LOWER]** key. The keys are numbered M1, M2, and M3. Each key has two positions: press **[LOWER]** to access the lower position. **[REDIAL]** occupies the upper M1 position.

You can write with pen or pencil on the top of the plastic cover that surrounds the keys.

Viewing Status Information

A softkey for STATUS is displayed when the phone is idle under one or more of the following conditions:

- If either ringer is OFF
- If Redial+ is ON
- If 1Touch dialing is OFF
- If the headset control is ON
- If more than one current call timer is running.

If the STATUS key is not available, press **[MENU]**.

Press the softkey below OPTIONS.

Press ▼ three times.

The call timer for any current call appearances appears first. You can continue to display the STATUS page to monitor call duration, to see how long calls have been holding, and to view various terminal settings.

Using a Headset

You can use a headset with your ISDN 970 Telephone. You must have enabled the headset feature as described in the *Installation and Setup Manual*.

Unplug the handset cord from the handset jack on the side of the telephone. Plug the headset cord into the handset jack. ***DO NOT PLUG THE HEADSET CORD INTO THE HANDSET.***

To answer a call on the headset when you are NOT currently on a call, press the button next to **[REDIAL]**, which has been assigned as the headset control button.

To answer a call on the headset while on a call, press the flashing call appearance button. The original call is placed on hold. To return to the original call, press the original call appearance button, which is flashing slowly.

To place a call on the headset, press the button next to **[REDIAL]**, which has been assigned as the headset control button.

To hang up a call on the headset, press the headset

control button.

To switch to the speakerphone, press **[SPEAKER]**.

To switch back to the headset, press the headset control button. *(If the headset is enabled, M2 upper and lower buttons are not available as memory buttons.)*

Tones and Their Meanings

You may hear any of the following tones as you use your telephone:

Network tones

Busy signal: A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.

Confirmation tone: Three tones; indicates a feature activation or cancellation has been accepted.

Dial tone: A continuous tone; indicates dialing can begin.

Error tone: An alternating high and low tone; indicates a dialing error, a denial of the service requested, or a failure to dial within a preset interval (usually 10 seconds) after lifting the handset or dialing the previous digit.

Reorder tone: A fast busy signal; indicates a call is blocked.

Local tones

Local error tone: A low tone; indicates an incorrect button press.