Reviewing your call log

NOTE: Names of callers are displayed only if the information is provided by your local telephone company. If the telephone number of the caller matches an entry in the directory of that handset, the name shown on screen will match the name in the directory. (Example: If "Christine Smith" calls, her name will appear as "Chris" if this is how you entered it.)

How caller ID works

If you subscribe to caller ID service, information about each caller will be displayed after the first or second ring.

You can review the call log to find out who has called, return the call by pressing 🏠 **HOME** or 📶 **CELLULAR,** or copy the caller's name and number into your directory.

The call log can store up to 50 entries. Calls are displayed in chronological order (the earliest unreviewed call first). When the log is full, the earliest reviewed entry is automatically deleted to make room for new incoming call information.
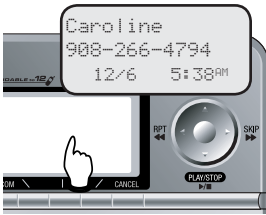
If you answer a call before the information appears on the screen, the caller ID will not be saved in the call log.

Reviewing your call log

• Press the **CID** softkey on the telephone base to enter the call log.
• Use 🔘 or 🔘 to scroll through the list. The latest call is displayed first.

Returning a call

• Press the **CID** softkey to enter the call log.

• Use 🔘 or 🔘 to scroll through the list until the desired entry is displayed.

• Press 🏠 **HOME** to call the number currently displayed (see page 51).

Reviewing your call log

Saving an entry

```
Call Log OPTIONS
Save to Dir
```

```
Call Log OPTIONS
Dial Number
```

```
Call Log OPTIONS
Delete Entry
```

```
Call Log OPTIONS
Delete ALL Entries
```

- Press the **CID** softkey once to enter the call log.
- Use ⊙ or ⊙ to scroll through the list until the desired entry is displayed.
- Press the **OPITIONS** softkey to bring out the Call Log OPTIONS.
- When the screen shows Save to Directory, press the **SELECT** softkey to save that number in the directory.
- A confirmation tone will sound and the screen will show Entry saved to Directory.

Deleting an entry

- Press the **CID** softkey once to enter the call log.
- Press ⊙ or ⊙ to scroll through the list until the desired entry is displayed.
- Press the **DELETE** softkey to bring out the Delete Options. Press Delete Entry.
- Press ⊙ or ⊙ to confirm the deletion.
- Press the **SELECT** softkey to confirm deletion.
- A confirmation tone will sound after that entry is deleted.

Deleting all entries

- Press ⊙ or ⊙ to highlight Delete All Entries.
- Press the **SELECT** softkey to confirm deletion.
- The screen will ask whether you want to delete all calls.
- Press the **YES** softkey to confirm deletion, or press the **NO** softkey to keep all call log entries.

🛈 ***NOTES:*** All entries can also be deleted using the Delete Options shown when the **DELETE** softkey is pressed while reviewing the call log. When in idle mode, press the **CID** softkey to activate the call log. Press **DELETE** key ⊙ to bring up the DELETE OPTIONS. Press ⊙ twice to highlight Delete. Press the **SELECT** softkey and the screen will display Delete All Calls. Press the **YES** softkey if you wish to delete all calls. Press the **NO** softkey if you wish to keep all message.

Dialing a call log entry

When any caller ID screen is displayed, press HOME or CELLULAR to dial the exact number on the screen.

```
Caroline
908-266-4794
  12/6    5:38AM
```

Dialing options

Caller ID numbers may appear with an area code which may not be required for local calls. If the number displayed is not in the correct format, change it by pressing the **#** key on and off to view different options.

Reviewing your redial log

About the redial memory

```
        REDIAL
266-4794
```

You can review the redial log to see the last 10 numbers recently dialed, redial or save the number into your directory.

When there are already 20 entries in the redial memory, the earliest entry is automatically deleted to make room for the new one if the redial log is full. Each time you make a call, the earliest entry is automatically deleted to make room for the latest one.

Reviewing your redial log

• Press the **REDIAL** softkey to enter the redial log. The latest dialed call is displayed first.
• Use the ☺ or ☺ to scroll through the list.

Dialing a number from the redial log

• Press the **REDIAL** softkey to enter the redial log. The earlist unreviewed call is displayed first.
• Use the ☺ or ☺ to scroll through the list until the desired entry is shown.
• Press 🏠 **HOME** or ⌖ **CELLULAR** to directly redial the displayed number.

```
REDIAL OPTIONS
Save to Dir
```

Saving an entry

• Press the **REDIAL** softkey to enter the redial log.

```
REDIAL OPTIONS
Dial Number
```

• Use the ☺ or ☺ to scroll through the list until the desired entry is highlihgted.
• Press the **SAVE** softkey to confirm.
• When the screen prompts you to enter the name for that entry, enter the caller's name using the table on page 36.
• Press the **DONE** softkey to confirm the name. A confirmation tone will sound and the screen will show Entry saved to Directory.

Reviewing your redial log

Deleting an entry

```
REDIAL OPTIONS
Delete Entry
```

• Press the **REDIAL** softkey to enter the redial log.
• Use the ⊚ or ⊚ to scroll through the list until the entry to be deleted is highlighted.
• Press the **DELETE** softkey to reach the De‐lete Options screen.
• When Delete Entry is highlighted, press the **SELECT** softkey.
• A confirmation tone will sound after that entry is deleted.

Deleting all entries

```
REDIAL OPTIONS
Delete ALL Entries
```

• Press the **REDIAL** softkey to enter the redial log.
• Press ⊚ to highlight Delete All En‐tries, then press the softkey DELETE.
• When Delete All Entries is high‐lighted, press the **SELECT** softkey.
• When Delete all Redial num‐bers? appears on screen, press the **Yes** softkey.

Redial list deleted will appear on the screen of the telephone base and a confirmation tone will sound.

Answering system operation

Announcement

The announcement is the message callers hear when calls are answered by the answering system.

• From the idle screen, press the **MENU** softkey to enter the Main Menu.

• Press ⊙ twice to highlight Answering System and press the **SELECT** softkey to bring out the Answering System menu.

• Press ⊙ once to highlight Announcement and press the **SELECT** softkey to confirm.

Reviewing current announcement

When the Announcement menu is displayed on the screen with Review Annc. highlighted, press the **SELECT** softkey to listen to the current announcement.

The telephone is preset with an announcement which answers calls with "Hello. Please leave a message after the tone." You can use this announcement, or replace it with your own recording.

Recording your announcement

• When the Announcement menu is displayed on the screen, press ⊙ once to highlight Record Annc. and press the **SELECT** softkey to confirm.

• As soon as the screen shows Record after tone, the tone will sound. Speak facing the MIC at the bottom front of the telephone base from about nine inches away.

• The announcement is limited to a maximum of 90 seconds in duration.

• The screen will show Recording Annc... Press STOP to end recording. When finished recording, press the **STOP** softkey.

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Setting answering system

ANSWERING SYSTEM
Number of Rings

Answer Call
after 4 rings

Answer Call
using Toll Saver

- Announcement recorded will be displayed on the screen and the recorded announcement is played back and saved as the current outgoing announcement.

Deleting your announcement

- When the Announcement menu is displayed on the screen, press ⬇ twice to highlight Delete Annc. and press the **SELECT** softkey to confirm.
- A confirmation tone will sound and the screen will show Annc. Deleted. Default Annc. Activated.

Message playback

ANSWERING SYSTEM
Msg Alert Tone

MSG ALERT TONE
Off

The PLAY/STOP light on the telephone base will be flashing and the screen on the telephone base also displays the total number of new messages (memos and incoming messages). On the handset, the status light at the top left corner will also be flashing and the handset screen will show New Message and the new message icon ⚏ will also be flashing alternately with the current time.

Press ⬚ **PLAY/STOP** on the telephone base to listen to the recorded messages. The system announces the number of new messages and begins playback.

You can also access the new messages with the handset:

- Press ⬚ **MENU/SELECT** to enter the main menu.
- Press ⬇ twice to reach Messages and press ⬚ **MENU/SELECT** to enter the Messages screen.

The Messages screen will show the number of New Messages and Old Messages (including all memos and incoming messages).
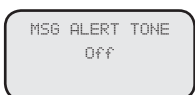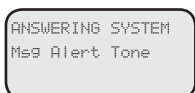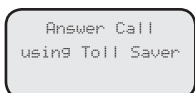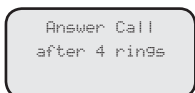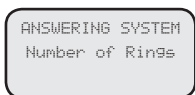
Setting answering system

- Press the ⊙ **PLAY** softkey to play the messages.

  If there are new messages waiting, you will hear only the new messages in chronological order, with the earliest unreviewed one first. If there are no new messages, the system will play back all messages in chronological order.

```
ANSWERING SYSTEM
Remote Code
```

```
REMOTE CODE
    5000
```

Announcements

When playback begins, you will hear the total number of messages. You will hear the date and time when the message was received before it is played.

Options during playback

- Press **VOLUME** on the telephone base to adjust the speaker volume or on the handset to adjust the volume of the speaker or the listening volume of the handset.

- Press **SKIP** to skip to the next message.

- Press **REPEAT** to repeat the message currently playing. Press twice to listen to the previous message.

- Press **DELETE** to delete the current message. The system will advance to the next message.

- Press ⊙ **PLAY/STOP** to stop playback.

Press to delete current message playing. When idle, press to bring up menu to delete all messages.

Press to repeat message or press twice to play back previous messages.

Press to skip to next message.

Press to play or stop playing messages.

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Setting answering system

```
ANSWERING SYSTEM
Call Screening
```

NOTES:
1. Messages deleted cannot be retrieved again.
2. Even though a message has been deleted, the CID record for the call will indicate that a message was left.

```
CALL SCREENING
      On
```

Deleting all messages

To delete all messages, press ⊗ **DELETE** when the telephone is idle (not during a call, or during message playback). You will be prompted to delete all messages. Press the **YES** softkey to confirm or the **NO** softkey to exit.

NOTES:
1. This operation deletes only the old messages.
2. Unreviewed messages will not be deleted.

Recording and playing memos

Memos are your own recorded messages used as a reminder to yourself or for others in the household using the same answering system. They are saved, played back and deleted exactly like incoming messages.
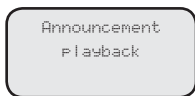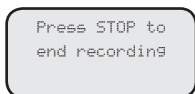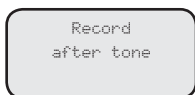
Recording a memo

You can record a memo up to four minutes.
• From the idle screen, press the **MENU** softkey to enter the Main Menu.
• Press ⊗ twice to highlight Answering System and press the **SELECT** softkey to confirm.
• Press ⊗ twice to highlight Record Memo and press the **SELECT** softkey to confirm.

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Elapsed recording time (in seconds).

Press to stop recording.

```
    ANNOUNCEMENT
Record
```

```
      Record
    after tone
```

```
  Press STOP to
  end recording
```

```
  Announcement
    Recorded
```

```
  Announcement
    playback
```

NOTE: If your own recorded announcement is deleted, the factory preset announcement will be used.

```
    ANNOUNCEMENT
Delete
```

Announcements

- The screen will show Record memo after tone and a confirmation tone will sound.
- After the record start tone, the screen will show Recording Memo... Press STOP to end recording.
- Speak facing the MIC at the bottom front of the telephone base from about nine inches away.
- Memos can only be recorded for a maximum of four minutes.
- When finished recording, press the **STOP** softkey. A confirmation tone will sound and the screen will show Memo recorded.

Playing back a memo

The PLAY/STOP light on the telephone base will be flashing and the screen on the telephone base also displays the total number of new messages (memos and incoming messages). On the handset, the status light at the top left corner will also be flashing and the handset screen will show New Message and the new message icon will also be flashing alternately with the current time.

Press ☺ **PLAY/STOP** on the telephone base to listen to messages and memos. (Please see previous page for other options.)

Number of rings

This feature allows you to select how many times the telephone rings before the system answers. You can choose from two, four or six rings, or toll saver. With toll saver active, the system answers after two rings when there are new messages, and after four rings when there are no new messages.

- Press the **MENU** softkey on the telephone base to bring out the Main Menu on the screen.
- Press ☺ twice to highlight Answering System and press the **SELECT** softkey to confirm.

Number of messages waiting (or, during playback, message number currently playing).

14

INT
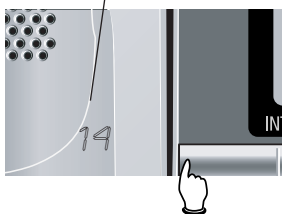
Press ▶/■ /**PLAY**/**STOP** to begin or end message playback.

1. (Play/ Stop)

"You have [xx] new messages."

2. (Play/ Stop)

Message playback ends.

NOTES:

1. Messages deleted cannot be retrieved again. Unreviewed messages will not be deleted.

2. Even though a message has been deleted, the CID record for the call will indicate that a message was left.

3. The answering system automatically disconnects the line after seven consecutive seconds of silence unless either the handset or the base goes off hook.

Message playback

• Once in the Answering System menu, press ⊗three times to highlight Number of Rings and press the **SELECT** softkey to confirm.

• When the Number of Rings menu is on the screen, the current selection is marked with a ⊗ on the left side of the screen. Press ⊗ or ⊗ to scroll through the list of options and highlight the desired choice.

• Press the **SET** softkey. A confirmation tone will sound and the screen will show Choice saved.

Call screening

This feature allows you to listen to the caller's messages while they are being recorded. If you wish to take the call, press 🏠 **HOME/FLASH** or ◀ **SPEAKER** on the handset, or 🏠 **HOME** on the telephone base when the caller is leaving the message.

• Press the **MENU** softkey on the telephone base to bring out the Main Menu on the screen.

• Press ⊗ twice to highlight Answering System and press the **SELECT** softkey to confirm.

• Once in the Answering System menu, press ⊗ four times to highlight Call Screening and press the **SELECT** softkey to confirm.

• When the Call Screening menu is on the screen, the current selection is marked with a ⊗ on the left side of the screen. Press ⊗ or ⊗ to highlight the desired choice.

• Press the **SET** softkey. A confirmation tone will sound and the screen will show Choice saved.

Remote code

A four-digit security code is required to access your answering system from any touch tone telephone. This code is set as 5000 when this telephone left the factory. The system will wait up to 10 seconds for each digit entry.

To change this code,

Elapsed recording time (in seconds). Press to stop recording.

1. ☞ **MEMO**

Record memo
after tone

Press STOP to
end recording
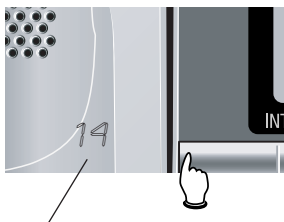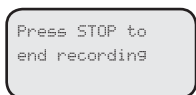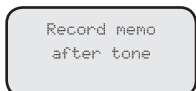
2. Speak into microphone.

Microphone

3. ☞ ▶■ **(Play/Stop)**

Memo
recorded

Recording and playing memos

• Press the **MENU** softkey on the telephone base to bring out the Main Menu on the screen.
• Press ⊗ twice to highlight Answering System and press the **SELECT** softkey to confirm.
• Once in the Answering System menu, press ⊗ five times to highlight Remote Code and press the **SELECT** softkey to confirm.
• When the Remote Code menu is on the screen, the current remote code is shown. Press ⊗ or ⊗ to change the number, or press the corresponding number on the dial pad to enter the desired number. Then press ⊗ or ⊗ to move to the next digit to the left or to the right and continue inputting the next number.
• Press the **SET** softkey. A confirmation tone will sound and the screen will show Choice saved.

Recording a memo

You can record a memo up to four minutes. The elapsed time (in seconds) is shown in the message window when recording.

• Press the **MENU** softkey on the telephone base to bring out the Main Menu on the screen.
• Press ⊗ twice to highlight Answering System and press the **SELECT** softkey to confirm.
• Once in the Answering System menu, press ⊗ twice to highlight Record Memo.
• Press the **SELECT** softkey when you are ready to record. The screen will show Record Memo after tone, and a tone will sound.
• Speak facing the **MIC** at the bottom front of the telephone base from about nine inches away.

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Recording and playing memos

- Then the screen will show Recording Memo...Press STOP to end recording.
- Press the **STOP** softkey when finished re-cording.
- The **PLAY/STOP** light on the telephone base will flash and the number of New Messages on the screen will have increased by one.
- On the handset the status indicator light at the top left corner of the handset will flash. The message icon will flash alternately with the current time on the screen. The words New Message will also be dis-played across the screen.
- A confirmation tone will sound and the screen will show Memo recorded.

Message window

Message window displays

Message alert tone

This function programs the answering system to beep every 10 seconds to alert you of new messages. The beep will stop when all new messages have been reviewed.

• Press the **MENU** softkey on the telephone base to bring out the Main Menu on the screen.
• Press ⊗ twice to highlight Answering System and press the **SELECT** softkey to confirm.
• Once in the Answering System menu, press ⊗ once to highlight Msg Alert Tone and press the **SELECT** softkey to confirm.
• When the Msg Alert Tone menu is on the screen, the current selection is highlighted and marked with a ⊗ on the left side of the screen. Press ⊗ or ⊗ highlight the desired choice.
• Press the **SET** softkey. A confirmation tone will sound and the screen will show Choice saved.

Display screen status icons

Handset status icons

When the speakerphone or a Bluetooth handset is in use.

New messages in Answering System.

Battery power level; animated display when charging.

Ringer off (Flashing).

NEW Message There are unreviewed messages and or memos.

A Bluetooth device is activated.

Base status icons

Spare battery charging.

Ringer off (Flashing).

On when a Bluetooth handset is connected to the telephone base.

On when the speakerphone of the telephone base or when the home line is used by another handset. Flashes slowly when there is a call on hold. Flashes quicky when there is an incomg call.

Alert tones and indicator lights

BEEP!

Alert tones

🔊	**Beep-Beep-Beep** (3 quick beeps)	Handset battery is low. Place handset in telephone base or charger to charge the battery.
🔊	**Confirmation tone**	Handset registration or programming command successfully completed.
🔊	**Out of Range tone**	The handset is out of range. Move it closer to the base.
🔊	**Beeeeeeeeep**	Error tone (current operation has been unsuccessful; try again).
🔊	**Beep** (beeps every 10 seconds on telephone base)	There are new messages in the answering system (only applies if the Message Alert Tone feature is turned on).

Indicator lights

ANSWER ON/OFF
On when answering system is activated and ready to receive calls.

STATUS LIGHT
Blinks when there is a new voicemail, a new message in the answering system, or a call is on hold.

IN USE
On when either the handset or the telephone base, or both are on line (Flashes when call is on hold).

SPEAKER
On when speakerphone is in use.

CHARGE
On when the handset is charging at the telephone base.

VOICEMAIL
Flashes when there are new messages which have not been reviewed.

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Adding new handsets

Your telephone can accommodate up to twelve handsets. You can add new handsets (AT&T model EP562, purchased separately) anytime. Up to three handsets can be on a call at the same time.

```
12:00AM        ▭

Not Registered
```

```
12:00AM
Register handset:
Press MENU in the
base. Find 'Register
Handset' in the main
menu. Press SELECT.
```

```
Registering
Handset
```
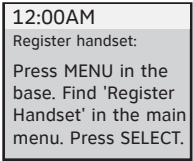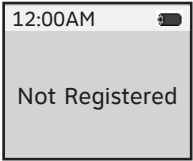
The handset provided with your telephone system is automatically registered as Handset 1. Additional handsets will be assigned in numerical order (2, 3, 4, etc.) when they are registered.

Before using a separately purchased handset, it must be registered with the telelphone base. Put the new handset on the telephone base. Press the **MENU** softkey, followed by ⊗ once to reach the Register Handset screen. Press the **SELECT** softkey to confirm.

Registering Handset will be shown on the screen of the telephone base. This process may take up to 90 seconds.

When the handset is successfully registered to the telephone base, the telephone base will generate a confirmation tone. The newly registered handset will be assigned the lowest extension telephone number which has not previously been assigned to another system handset (2-8).

The newly registered handset will sound a confirmation tone.

i *NOTE:* The maximum number of handsets for use at any time is three, and the possible combinations include:

- Three handsets and the base on an external call.
- Two handsets and the base on an external call, and one handset accessing the answering system.
- One handset and the base are on an external call, and two handsets are on intercom.

Replacing a handset

Re-registering a handset

You can re-register handsets after de-registering them from the telephone base, or you can re-register them to a new telephone base if you have replaced your telephone base for any reason.

• Make sure your handset battery is properly installed and charged.

• The screen on the handset will initially show Not Registered.

• Put the handset in the telephone base.

• Press the **MENU** softkey, followed by ⊗ once to reach the Register Handset screen. Press the **SELECT** softkey to confirm.

• Registering Handset will be shown on the screen of the telephone base. This process may take up to 90 seconds.

ℹ *NOTE:* The new handset will be assigned the next available handset number. A maximum of twelve handsets can be registered to each telephone base.

Charging spare battery pack

Optional spare battery (AT&T model 103 Part number, purchased separately) can be kept charged in the telephone base for quick replacement when the handset battery is depleted.

- To insert the spare battery, slide the latch to the left on the side of the telephone base to open the spare battery compartment.
- Insert the battery pack according to the instruction provided.
- Push the compartment back inside the telephone base until it clicks securely.

In the event of a power failure, the charged battery pack in the telephone base will allow you to make and receive calls from the handset for up to three hours.

A spare battery requires at least 20 hours to reach full charge.

Slide latch to the right to open the spare battery compartment on the side of the telephone base.

⚠️ *Caution:* Use only supplied rechargeable battery or replacement battery (Model 103 Part number).

Insert spare battery, then push the compartment back inside the telephone base until it clicks securely.

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, call 1 (866) 288-4268.

My telephone does not work at all.

- Make sure the battery pack is installed and charged correctly (see page 8). For optimum daily performance, return the cordless handset to the telephone base after use.
- Make sure the power adapter is securely plugged into an outlet not controlled by a wall switch.
- Make sure the telephone line cord is plugged firmly into the telephone base and the modular wall jack.
- Reset the telephone base. Unplug the unit's electrical power. Wait for approximately 15 seconds, then plug it back in. Allow up to one minute for the cordless handset and base to reset.
- Remove and re-insert the battery pack. If that still does not work, it may be necessary to purchase a new battery pack.

Low Battery **is displayed on screen.**

- Place the handset in the base or charger for recharging.
- Remove and re-install the battery pack and use it normally until fully discharged, then recharge the handset on the base or charger for 16 hours.
- If the above measures do not correct the problem, the battery pack may need to be replaced.

The battery does not charge in the handset or the handset battery does not accept charge.

- Make sure the handset is placed in the charger correctly. The CHARGE light on the charger should be on.
- Remove the battery from the handset and install it in the spare battery compartment on the side of the telephone base and let it charge for 16 hours. Then re-install the charged battery pack into the handset.
- If the cordless handset is in the charger or in the telephone base but the CHARGE light is not on, refer to The charge light is off in the section below.
- It may be necessary to purchase a new battery. Please refer to the battery section of this user's manual.
- The telephone might be malfunctioning. Please refer to the warranty section of this user's manual for further instruction.

The CHARGE light is off.

- Clean the charging contacts on the cordless handset(s) and telephone base each month using a pencil eraser or a dry non-abrasive fabric.

Troubleshooting

- Make sure the power adapter and telephone line cords are plugged in correctly and securely.

- Unplug the power adapter. Wait for 15 seconds before plugging it back in. Allow up to one minute for the cordless handset and telephone base to reset.

- The telephone might be malfunctioning. Please refer to the warranty section of this user's manual for further instruction.

There is no dial tone.

- First, try all the above suggestions.

- Move the cordless handset closer to the telephone base. It might be out of range.

- 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.

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

- Make sure the ringer is on. (See page 12 for handset and page 19 for telephone base).

- Make sure the telephone line cord and power adapter are plugged in properly (see page 7).

- The cordless handset may be too far from the telephone base. Move it closer to the telephone base.

- There may be too many extension phones on the telephone line to allow all of them to ring simultaneously. Try unplugging some of them.

- If the other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact the local telephone company (charges may apply).

- Other electronic products can cause interference to your cordless telephone. Try installing your telephone as far away as possible from the following electronic devices: wireless routers, radios, radio towers, pager towers, cellular telephones, digital telephones, intercoms, room monitors, televisions, VCRs, personal computers, kitchen appliances, and other cordless telephones.

- Test a working telephone at the 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.

- Re-install the battery pack and place the cordless handset in the telephone base.

- Wait for the cordless handset to synchronize with the telephone base. To be safe, allow up to one minute for this to take place.

Troubleshooting

I cannot dial out.

- Make sure there is a dial tone before dialing. It is normal if the cordless handset takes a second or two to synchronize with the telephone before producing a dial tone. Wait an extra second before dialing.

- If the other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact your local telephone company (charges may apply).

- Eliminate any background noise. Noise from a television, radio, or other appliances may cause the telephone to not dial out properly. If you cannot eliminate the background noise, first try muting the cordless handset before dialing, or dialing from another room in your home with less background noise.

There is noise or interference during a telephone conversation.

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

- The handset may be out of range. Move it closer to the telephone base.

- Appliances or other cordless telephones plugged into the same circuit as the telephone base can cause interference. Try moving the appliances or telephone base to another outlet.

- Other electronic products can cause interference to your cordless telephone. Try installing your telephone as far away as possible from the following electronic devices: wireless routers, radios, radio towers, pager towers, cellular telephones, digital telephones, intercoms, room monitors, televisions, VCRs, personal computers, kitchen appliances, and other cordless telephones.

- Microwave ovens operate on the same frequency as your telephone. It is normal to experience static on your telephone while the microwave oven is operating. Do not install this telephone in the same outlet or near a microwave oven.

- If your telephone is plugged in with a modem or a surge protector, plug the telephone (or modem/surge protector) into a different location. If this solves the problem, re-locate your telephone or modem farther apart from each other, or use a different surge protector.

- The layout of your home or office might be limiting the operating range. Trying moving the base to another location, preferably a higher location for better reception.

- Disconnect the telephone base from the modular jack and plug in a 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).

- Do you have DSL service? If yes, you need to have a DSL filter installed at every telephone jack that has a telephone connected to it. Contact your DSL service provider for filter information.

Troubleshooting

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.
I hear noise in the cordless handset, and none of the keys or buttons work.	• Make sure the telephone line cord is plugged in securely.
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 may not be calling from an area which supports Caller ID. • Both you and the caller's telephone companies must use equipment which are compatible with Caller ID service. • If you subscribe to DSL service, install a noise filter to the telephone line between the telephone base and the telephone line jack. Contact your DSL service provider for filter information.
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. • The caller may not be calling from an area which supports Caller ID. • Both you and the caller's telephone companies must use equipment which are compatible with Caller ID service. • If you subscribe to DSL service, install a noise filter to the telephone line between the telephone base and the telephone line jack. Contact your DSL service provider for filter information.
The answering system does not answer after the correct number of rings.	• Make sure the answering system is on. When the answering system is on, the red light on the ANSWER ON/OFF key should be lit. • If Toll Saver is activated, the number of rings changes to two when there are new messages waiting (see page 55). • If the memory is full or if the answering system is off, the system will answer after ten rings. • In some cases, the answering system may be affected by the ringing system used by the local telephone company.

Troubleshooting

**The announce-
ment message
is not clear.**

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

- Make sure there is no background noise (television, music, traffic, etc.) when recording.

**The answering
system does
not record mes-
sage.**

- Make sure the answering system is on.

- Make sure the memory of the answering system is not full.

**The messages
on the answer-
ing system are
incomplete.**

- If a caller leaves a very long message, part of it may be lost when the system disconnects the call after four minutes.

- If the caller pauses for more than seven seconds, the system stops recording and disconnects the call.

- If the memory on the system becomes full during a message, the system stops recording and disconnects the call.

- If the caller's voice is very soft, the system may stop recording and disconnect the call.

**The messages
on the system
are very diffi-
cult to hear.**

- Press ⬍/VOLUME on the side of the handset or on the telephone base to increase the speaker volume.

**The answering
system does
not respond to
remote com-
mands.**

- Make sure your Remote Access Code is correct (see page 56).

- Make sure you are calling from a touch tone telephone. 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 may not detect the Remote Access Code when your announcement is playing. Wait until the announcement is over before entering the code.

- There may be interference on the telephone line you are using. Press the dial pad keys firmly when dialing.

Troubleshooting

Common cure for electronic equipment.

- If the telephone is not responding normally, try putting the cordless handset in the telephone base or the charger. If it does not seem to respond, try the following (in the order listed):

- Disconnect the power to the telephone base.

- Disconnect the battery on the cordless handset and the spare battery in the telephone base.

- Wait a few minutes before connecting power to the telephone base.

- Re-install the battery pack and place the cordless handset into the telephone base or charger.

- Wait for the cordless handset to synchronize its connection with the telephone base. To be safe, allow up to one minute for this to take place.

Important safety 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 may 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 telephone 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 on pages 69-74 of this user's manual.** If you cannot solve the problem, or if the product is damaged, refer to the limited warranty on pages 81-83. 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.

• **Replace batteries only as described in your user's manual.** Do not burn or puncture batteries — they contain caustic chemicals.

• **This power unit 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 or an under-the-table/cabinet outlet.

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

Important safety information

Especially about cordless telephones

- **Privacy:** The same features that make a cordless telephone convenient create some limitations. Telephone calls are transmitted between the telephone base and the handset by radio waves, so there is a possibility that your cordless telephone conversations could be intercepted by radio receiving equipment within range of the cordless handset. **For this reason, you should not think of cordless telephone conversations as being as private as those on corded telephones.**

- **Electrical power:** The telephone base of this cordless telephone must be connected to a working electrical outlet which is not 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.**

- **Potential TV interference:** Some cordless telephones operate at frequencies that may cause interference to TVs and VCRs. To minimize or prevent such interference, do not place the telephone base of the cordless telephone near or on top of a TV or VCR. If interference is experienced, moving the cordless telephone farther away from the TV or VCR will often reduce or eliminate the interference.

- **Rechargeable batteries:** This product contains either nickel-cadmium or nickel-metal hydride rechargeable batteries. Exercise care in handling batteries in order not to create a short circuit with conductive material such as rings, bracelets, and keys. The battery or conductor may overheat and cause harm. Observe proper polarity between the battery and the battery charger.

- **Nickel-cadmium rechargeable batteries:** Must be recycled or disposed of properly. Do not dispose of them in household garbage. Do not burn or puncture. Like other batteries of this type, if burned or punctured, they could release caustic material which could cause injury.

The RBRC™ Seal means that the manufacturer is voluntarily participating in an industry program to collect and recycle nickel-cadmium rechargeable batteries when taken out of service within the United States. These batteries may be taken to a participating local retailer of replacement batteries or recycling center. Or you may call 1-800-8-BATTERY for locations accepting spent nickel-cadmium batteries.

Important safety information

Precautions for users of implanted cardiac pacemakers

Cardiac pacemakers (applies only to digital cordless telephones):

Wireless Technology Research, LLC (WTR), an independent research entity, led a multidisciplinary evaluation of the interference between portable wireless telephones and implanted cardiac pacemakers. Supported by the U.S. Food and Drug Administration, WTR recommends to physicians that:

PACEMAKER PATIENTS

• Should keep wireless telephones at least six inches from the pace-maker.
• Should NOT place wireless telephones directly over the pacemaker, such as in a breast pocket, when it is turned ON.
• Should use the wireless telephone at the ear opposite the pace-maker.

WTR's evaluation did not identify any risk to bystanders with pacemakers from other persons using wireless telephones.

Especially about telephones 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 conversation.

SAVE THESE INSTRUCTIONS

FCC Part 68 and ACTA

This equipment complies with Part 68 of the FCC rules and with technical requirements adopted by the Administrative Council for Terminal Attachments (ACTA). The label on the back or bottom of this equipment contains, among other things, a product identifier in the format US: AAAEQ##TXXXX. This identifier must be provided to your local telephone company upon request.

The plug and jack used to connect this equipment to premises wiring and the telephone network must comply with 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.

The Ringer Equivalence Number (REN) is used to determine how many devices you may connect to your telephone line and still have them ring when you are called. The REN for this product is encoded as the 6th and 7th characters following the US: in the product identifier (e.g., if ## is 03, the REN is 0.3). In most, but not all areas, the sum of all RENs should be five (5.0) or less. For more information, please contact your local telephone company.

This equipment may not be used 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 alarm equipment, consult your telephone company or a qualified installer.

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.

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.

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

FCC Part 68 and ACTA

If this product has memory dialing locations, you may choose to store emergency telephone numbers (e.g., police, fire, medical) in these locations. If you do store or test emergency numbers, please:

• Remain on the line and briefly explain the reason for the call before hanging up.

• Perform such activities in off-peak hours, such as early morning or late evening.

FCC Part 15

This equipment has been tested and found to comply with the requirements for a Class B digital device under Part 15 of the Federal Communications Commission (FCC) rules. These requirements are intended to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

To ensure safety of users, the FCC has established criteria for the amount of radio frequency energy that can be safely absorbed by a user or bystander according to the intended usage of the product. This product has been tested and found to comply with the FCC criteria. The handset may be safely held against the ear of the user. The telephone base shall be installed and used such that parts of the user's body other than the hands are maintained at a distance of approximately 20 cm (8 inches) or more. If you choose to use a clipping device, please make sure to only use the supplied AT&T belt clip.

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 will repair or replace 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 will retain defective parts, modules, or equipment. Repair or replacement of the PRODUCT, at the manufacturer's option, is your exclusive remedy. The manufacturer will return 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, 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 may 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 will return 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 will notify you and will request 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 may also have other rights which 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 may 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 may not apply to you.

<u>Please retain your original sales receipt as proof of purchase.</u>

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Technical specifications

Operating Temperature	0 deg C to +50 deg C (+32 deg F - +122 deg F)
Telephone base Input voltage	120V AC 60Hz
Telephone base Output voltage	9V DC 600mA
Handset Battery	3.6V 600mAh(NiMH)
Cordless System Operating frequency	5.725GHz to 5.850 GHz
Bluetooth System Operating frequency	2.400 GHz to 2.4835 GHz

Telephone operating range

This cordless telephone operates with the maximum power allowed by the Federal Communications Commission (FCC). Even so, the handset(s) and telephone base can communicate over only a certain distance - which can vary with the locations of the telephone base and handset(s), the weather, the layout, and the construction of your home or office.

Remote access wallet card

Use the wallet card below to help you remember commands to control your answering system from any touch tone telephone.

If you misplace this card, just clip and save the card below.

Cut along dotted line.

at&t

Call your phone number, then enter your 4-digit access code (preset to 5000).

Action	Remote command
Saves all messages................................... ....hang up	
Plays all messages.................................. 1	
Plays new messages only.......... 2	
Deletes all messages..3	
Announces next set of menu commands........................... 5	
Records new announcement... 7	
Turn answering system on or off...0	

Fold here.

Action	Playback command
Deletes the message currently playing and announces *Message deleted* 3	
Repeats the message currently playing 4	
Pauses the message currently playing and announces Message paused. If message is paused, it will resume playback..5	
Skips to the next message......... 6	
Stops message playback and announces For help, press 5 ....#	

5.8 GHz cordless speakerphone/answering system EP5632

at&t

www.telephones.att.com