at&t

User's manual

**MS2025
DECT 6.0 4-line
Small Business Cordless Handset**

Congratulations

on your purchase of this AT&T product. Before using this AT&T product, please read the **Important safety information** on pages 54- of this manual. Please thoroughly read this user's manual for all the feature operations and troubleshooting information necessary to install and operate your new AT&T product. You can also visit our website at **www.telephones.att.com** or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

Model number: MS2025

Type: DECT 6.0 4-line Small Business Cordless Handset

Serial number: _____

Purchase date: _____

Place of purchase: _____

Both the model and serial numbers of your AT&T product can be found on the bottom of the telephone base.

Save your sales receipt and original packaging in case it is necessary to return your telephone for warranty service.

Compatible with Hearing Aid T-Coil

TIA-1083

Telephones identified with this logo have reduced noise and interference when used with most T-coil equipped hearing aids and cochlear implants. The TIA-1083 Compliant Logo is a trademark of the Telecommunications Industry Association. Used under license.
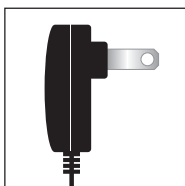

ENERGY STAR

Powered by an ENERGY STAR® qualified adapter for a better environment

The ENERGY STAR® program (www.energystar.gov) recognizes and encourages the use of products that save energy and help protect our environment. We are proud to supply this product with an ENERGY STAR® qualified power adapter meeting the latest energy efficiency guidelines.

Parts checklist

Check to make sure the telephone package includes the following items:
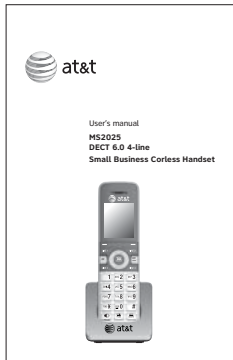
MS2025
User's manual
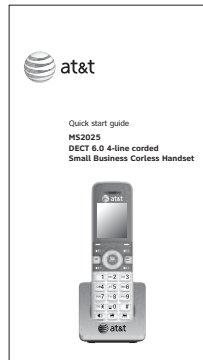
MS2025
Quick start
guide

Battery compartment
cover

Battery for
cordless handset

Cordless handset

Charger for
cordless handset
with power adapter
installed

User's manual

MS2025
DECT 6.0 4-line
Small Business Cordless Handset

Table of contents

Quick reference guide

STOP!

You must install and charge the handset battery before using the cordless handset.

See for easy instructions.

Your product may be shipped with a protective sticker covering the handset or telephone base display - remove it before use.

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

Avoid placing the telephone base too close to:

- Communication devices such as television sets, VCRs, or other cordless telephones.
- Excessive heat sources.
- Noise sources such as a window with traffic outside, motors, microwave ovens, refrigerators, or fluorescent lighting.
- Excessive dust sources such as a workshop or garage.
- Excessive moisture.
- Extremely low temperature.
- Mechanical vibration or shock such as on top of a washing machine or work bench.

Quick reference guide

CHARGE light

On when the handset is charging in the telephone base or charger.

Softkeys (2)

Press to select a menu item displayed above the key.

While in a menu, press to select an item or save an entry or setting.

LINE1/LINE2/LINE3/LINE4

Press to make or answer a call.

Flashes quickly when there is an incoming call.

Flashes slowly when a call is on hold.

Press to make or answer a home call.

During a home call, press to answer an incoming call when you hear a call waiting alert.

Flashes quickly when there is an incoming home call.

Flashes slowly when a home call is on hold.

INT

Press to make an intercom call.

1

While reviewing a caller ID history entry, press repeatedly to add or remove 1 in front of the telephone number before dialing or saving it in the directory.

TONE ✳

Press to switch to tone dialing temporarily during a call if you have pulse service.

Press to toggle the name order when saving a caller ID log entry into a directory.

◀))/SPEAKER

Press to make or answer a home call using the speakerphone.

Press to turn on the handset speakerphone.

Press again to resume normal handset use.

REDIAL/PAUSE

Press repeatedly to view the last 10 numbers dialed.

While entering numbers, press and hold to insert a dialing pause.

Quick reference guide

VOL▲/DIR

Press to scroll up while in menus.

During a call or message playback, press to increase the listening volume.

Press to show directory entries when the telephone is not in use.

While entering names or numbers in the directory, press to move the cursor to the left.

MUTE/DELETE

During a call, press to mute the microphone.

While predialing, press to delete digits.

While reviewing the redial list, directory or caller ID history, press to delete an individual entry.

While entering or editing a directory entry, press to erase a digit or character.

While the handset is ringing, press to silence the ringer temporarily.

During message or announcement playback, press to delete a message or announcement.

OFF/CANCEL

While using menus, press to cancel an operation, back up to the previous menu, or exit the menu display.

Press and hold to return to idle mode.

During a call, press to hang up.

Press and hold while the telephone is not in use to erase the displayed messages (XX Missed calls).

While the handset is ringing, press to silence the ringer temporarily.

VOL▼/CID

Press to scroll down while in menus.

During a call or message playback, press to decrease the listening volume.

Press to show the caller ID history when the telephone is not in use.

While entering names or numbers in the directory, press to move the cursor to the right.

 # (pound key)

Press repeatedly to display other dialing options when reviewing a caller ID history entry.

3

Quick reference guide

Main menu

The **>** symbol highlights a menu item.

Main menu
- Ringers ()
- Phone Settings ()

Using menus

- Press **MENU/SELECT** or MENU to show the first menu item, **Ringers**.

- Press ▲ or ▼ to scroll through menu items.

- Press **MENU/SELECT** or SELECT to select or save changes to a highlighted menu item.

- Press **EXIT** to cancel an operation, exit the menu display or return to the idle screen.

- Press ◄**REP** to back up to the previous menu.

Charger installation

Plug the power adapter into an electrical outlet not controlled by a wall switch.
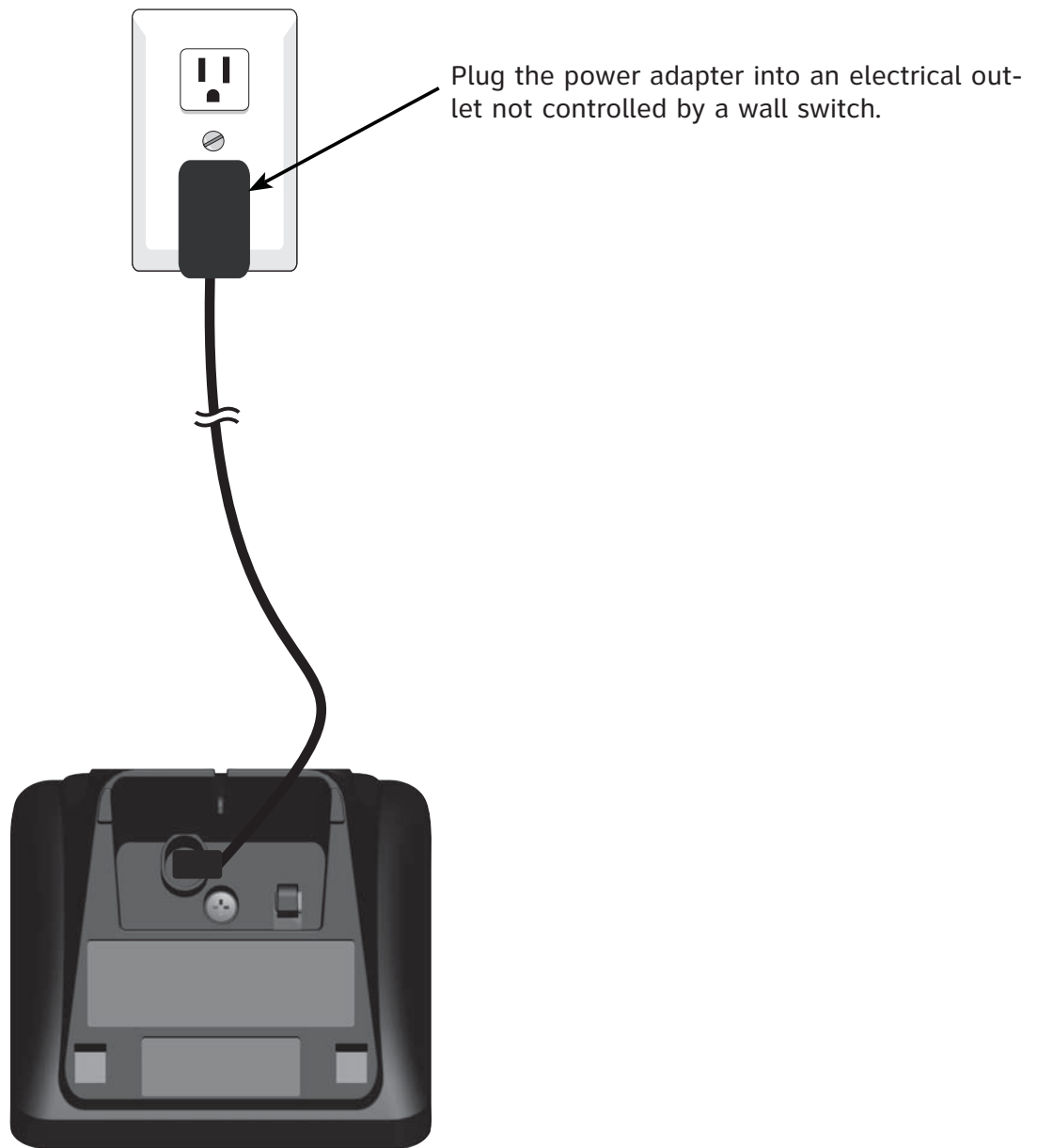
Battery installation and charging

Install the battery as shown on . Once you have installed the battery, the screen indicates the battery status (see the table below). If necessary, place the handset in the telephone base or charger to charge the battery. For best performance, keep the handset in the telephone base or charger when not in use. The battery is fully charged after 16 hours of continuous charging. See the table on for battery operating times.

If the screen shows **Place in charger** and ⬚ flashes, you need to charge the handset without interruption for at least 30 minutes to give the handset enough charge to use the telephone for a short time. The following table summarizes the battery charge indicators and actions to take.

Battery indicators	Battery status	Action
The screen is blank or shows **Place in charger** and ⬚ flashes.	The battery has no or very little charge. The handset cannot be used.	Charge without interruption (at least 30 minutes).
The screen shows **Low battery** and ⬚ flashes.	Battery has enough charge to be used for a short time.	Charge without interruption (at least 30 minutes).
The screen shows **HANDSET X**.	Battery is charged.	To keep the battery charged, place it in the telephone base or charger when not in use.

ⓘ*NOTE*: If you are on a phone call in low battery mode, you hear four short beeps every minute.

Battery installation and charging

Install the battery as shown below.

1. Plug the battery connector securely into the socket inside the handset battery compartment. Insert the supplied battery with the label **THIS SIDE UP** facing up as indicated.

2. Align the cover flat against the battery compartment, then slide it upwards until it clicks into place.

3. Charge the handset by placing it face up in the charger. The **CHARGE** light is on when charging.

The **CHARGE** light

IMPORTANT INFORMATION

• Use only the supplied rechargeable battery or replacement battery (model BT183342). To order a replacement power adapter, visit our website at **www.telephones.att.com**, or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

• If you do not use the handset for a long time, disconnect and remove the battery to prevent possible leakage.

Adding and registering a handset

You can add a new handset to your telephone system, but it must be registered with the MS2085 console or MS2025 deskset before use. Each MS2085 or MS2025 supports one cordless handset. When first purchased, the expansion handset shows **Choose Handset in Registration at base menu. And put handset on cradle to register**.

If the handset does not have enough power to proceed with the registration, you need to charge the new handset for at least five minutes (see **Battery installation and charging** on page 6). Start registration when the handset screen shows **Choose Handset in Registration at base menu. And put handset on cradle to register**.

To register a handset to a MS2085 console

1. Make sure the cordless handset is out of the charger and the screen shows **Choose Handset in Registration at base menu. And put handset on cradle to register**.

2. On the MS2085 console, press **MENU/SELECT.**

3. Scroll down to **Registration** and press **MENU/SELECT**.

4. Press **MENU/SELECT** again to select **Handset**. The MS2085 console screen shows **Registering handset… (Put handset on cradle to start).**

5. Place the unregistered handset into the charger. The handset beeps once and begins registering to the MS2085 console. It takes up to 60 seconds to complete the registration. There is a beep sound when the registration is successful. The MS2085 console shows **Handset registered** and then the handset shows **EXT XX** (**X** represents the extension number).

NOTES:
- If the registration is not successful, the console screen displays **Registration failed** with an error tone. To reset the handset, remove the handset from the charger. Try the registration process again.
- Make sure to remove all unregistered system handsets or cordless headset from the charger before registering a new handset.

Adding and registering a handset

To register a handset to a MS2015 deskset

1. Make sure the cordless handset is out of the charger and the screen shows **Choose Handset in Registration at base menu. And put handset on cradle to register**.

2. On the MS2015 deskset, press **MENU/SELECT**.

3. Scroll down to **Registration** and press **MENU/SELECT**.

4. Press **MENU/SELECT** again to select **Handset**. The MS2015 deskset screen shows **Registering handset... (Put handset on cradle to start).**

5. Place the unregistered handset into the charger. The handset beeps once and begins registering to the MS2015 deskset. It takes up to **60 seconds** to complete the registration. There is a beep sound when the registration is successful. The MS2015 deskset shows **Handset registered** and then the handset shows **EXT XX** (**X** represents the extension number).

NOTES:
- If the registration is not successful, the deskset screen displays **Registration failed** with an error tone. To reset the handset, remove the handset from the charger. Try the registration process again.
- Make sure to remove all unregistered system handsets or cordless headset from the charger before registering a new handset.

Deregistering a handset

You may need to deregister your cordless handset or headset when you have a registered handset or headset and need to replace one. **Please read all the instructions on this page before beginning the deregistration process.**

Please make sure the telephone system is not in use before deregistration.

To deregister the cordless handset or headset from the MS2085 console or MS2015 deskset

1. On the console or deskset, press **MENU**/SELECT.

2. Scroll down to **Registration** and press **MENU**/**SELECT.**

3. Scroll down to **Deregistration** and press **MENU**/**SELECT.**

4. Press **MENU**/**SELECT**.

5. Press **MENU**/**SELECT** to choose **Handset**.

   -OR-

   Press ▲ or ▼ to choose **DECT Headset**.

6. The screen shows **Deregister Handset? Press <SELECT> to confirm** if you selected **HANDSET**, or **Deregister DECT Headset? Press <SELECT> to confirm** if you selected **DECT Headset**. Press **MENU**/**SELECT** to confirm.

7. The console shows **Deregistering**. It takes up to 10 seconds to complete the deregistration.

   - If you are deregistering the cordless handset, the console shows **Handset deregistered** and a confirmation tone when the deregistration is successful.

   - If you are deregistering the DECT headset, the console shows **DECT Headset deregistered** and a confirmation tone when the deregistration is successful.

ℹ*NOTES:*
- If the deregistration process is not successful, you might need to reset the system and try again. To reset, you can press **CANCEL** on the telephone base. You can also reset the telephone base by unplugging the power from the telephone base and plugging it back in.
- To register a cordless handset again, refer to the registration information on pages 8-9.

Adding a corded headset

You can use this handset handsfree when you install any industry-standard 2.5mm corded telephone headset (purchased separately). For best results, use an AT&T 2.5mm corded headset. To purchase a headset, visit our website at **www.telephones.att.com**, or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**. See for instructions on using the corded headset with this handset.

Telephone setup

Menu settings

Use this menu to change the handset settings.

1. Press **MENU/SELECT** or **MENU** when in idle mode (when the **telephone is** not in use) to enter the main menu.

2. Press ▲ or ▼ to highlight the feature to be changed.
The highlighted indicates the selected menu item.

3. Press **MENU/SELECT** or the softkey to select the menu item.

4. Press **OFF/CANCEL** to exit setup without making changes.

NOTE: Press **OFF/CANCEL** to cancel an operation, exit the menu display, or return to idle mode.

Telephone setup

Ringer volume

Use this feature to set the ringer volume to one of six levels or turn the ringer off. When the ringer is off, the ⌂ icon appears on the handset screen. The handset stores the volume setting for all lines.

1. When the handset is idle, press **MENU/SELECT** or MENU.

2. Press ▲ or ▼ to highlight **Ringers** then press **MENU/SELECT**.

3. Press **MENU/SELECT** again to select **Ringer volume**.

4. Press ▲ or ▼ on the handset to adjust the ringer volume.

5. Press **MENU/SELECT** or SET to save the setting and return to the previous menu. There is a confirmation tone. To exit without making changes, press **OFF/CANCEL**.

NOTE: The ringer volume also determines the ringer volume for intercom calls (). If the handset ringer volume is set to off, that handset is silenced for all incoming calls, including intercom calls.

Ringer tone

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

1. When the handset is idle, press **MENU/SELECT** or MENU.

2. Press ▲ or ▼ to highlight **Ringers** then press **MENU/SELECT**.

3. Press ▲ or ▼ to highlight **Ringer tone** then press **MENU/SELECT**.

4. Press ▲ or ▼ to select the desired line (**Line 1**, **Line 2**, **Line 3** or **Line 4**), then press **MENU/SELECT**.

5. Press ▲ or ▼ to select a desired ringer tone.

6. Repeat steps 4-5 above to choose ringer tones for other lines if desired.

7. Press **MENU/SELECT** or SET to save the setting and return to the previous menu. There is a confirmation tone. To exit without making changes, press **OFF/CANCEL**.

NOTE: If you turn off the ringer volume, you will not hear ringer tone samples.

Telephone setup

Delay ring

Use this feature to set the length of time before an incoming call will ring.

1. When the handset is idle, press **MENU/SELECT** or **MENU**.

2. Press ▲ or ▼ to highlight **Ringers** then press **MENU/SELECT**.

3. Press ▲ or ▼ to highlight **Delay ring** then press **MENU/SELECT**.

4. Press ▲ or ▼ to select a desired line (**Line 1**, **Line 2**, **Line 3** or **Line 4**), then press **MENU/SELECT**.

5. Press ▲ or ▼ to highlight the desired time (**2 seconds** to **30 seconds**).

6. Press **MENU/SELECT** or **SET** to save the setting and return to the previous menu. You hear a confirmation tone. To exit without making changes, press **OFF/CANCEL**.

LCD Language

This feature allows you to change the language used for handset displays. The language settings on the console and desksets are independent. By default, the language is set to **English**.

1. When the handset is idle, press **MENU/SELECT** or **MENU**.

2. Press ▲ or ▼ to highlight **Phone Settings** then press **MENU/SELECT**.

3. Press ▲ or ▼ to highlight **LCD Language** then press **MENU/SELECT**.

4. Press ▲ or ▼ to highlight **English**, **Français** or **Español**.

5. Press **MENU/SELECT** or **SET** to save the setting and return to the previous menu. You hear a confirmation tone. To exit without making changes, press **OFF/CANCEL**.

Telephone setup

Key Tone

The handset is set to beep with each key press. If you turn off the key tone, there are no beeps when you
press keys.

1. When the handset is idle, press **MENU/SELECT** or MENU.

2. Press ▲ or ▼ to highlight **Phone Settings** then press **MENU/SELECT**.

3. Press ▲ or ▼ to highlight **Key Tone** then press **MENU/SELECT**.

4. Press ▲ or ▼ to highlight **On** or **Off**.

5. Press **MENU/SELECT** or SET to save the setting and return to the previous menu. You hear a confirmation tone. To exit without making changes, press **OFF/CANCEL**.

LCD contrast

Use this feature to adjust the screen contrast to one of eight levels to optimize readability in different lighting conditions.

1. When the handset is idle, press **MENU/SELECT** or MENU.

2. Press ▲ or ▼ to highlight **Phone Settings** then press **MENU/SELECT**.

3. Press ▲ or ▼ to highlight **LCD Contrast** then press **MENU/SELECT**.

4. Press ▲ or ▼ to highlight the desired screen contrast level (**Level 1** - **Level 8**).

5. Press **MENU/SELECT** or SET to save the setting and return to the previous menu. You hear a confirmation tone. To exit without making changes, press **OFF/CANCEL**.

Telephone setup

Hold reminder

When this feature is on and there is a call on hold for more than three minutes, the hadnset beeps once every 30 seconds.

To turn this feature on or off:

1. When the handset is idle, press **MENU/SELECT** or **MENU**.

2. Press ▲ or ▼ to highlight **Phone Settings** then press **MENU/SELECT** .

3. Press ▲ or ▼ to highlight **Hold reminder** then press **MENU/SELECT**.

4. Press ▲ or ▼ to highlight **On** or **Off**.

5. Press **MENU/SELECT** or **SET** to save the setting and return to the previous menu. You hear a confirmation tone. To exit without making changes, press **OFF/CANCEL**.

Phone rename

Use this feature to rename the handset (up to 12 characters).

To change the setting:

1. When the handset is idle, press **MENU/SELECT** or **MENU**.

2. Press ▲ or ▼ to highlight **Phone Settings** then press **MENU/SELECT**.

3. Press ▲ or ▼ to highlight to **Phone Rename MENU/SELECT**.

4. Use the dialing key keys to change the name.

   - Press ▲ or ▼ to move the cursor left or right.
   - Press **MUTE/DELETE** to delete a character.

1. Press **MENU/SELECT** or **SET** to save the setting and return to the previous menu. You hear a confirmation tone. To exit without making changes, press **OFF/CANCEL**.

Telephone basic operation

Line indicators

Each of the four indicators on **LINE 1**-**LINE 4** indicate the state of the corresponding telephone line.

- On when the corresponding line is in use.

- Flashes slowly when the line is on hold.

- Flashes slowly when there is an incoming auto attendant answering or transferring call on the corresponding line.

- Flashes rapidly when there is an incoming call or a transferring call on the corresponding line.

Making a call

To make a call from the console:

1. Press ◀ᴅ **SPEAKER**. The telephone comes programmed to use line 1 (default primary line) for calls when you do not press a line key. .

    -OR-

    To override automatic line selection, press **LINE 1**-**LINE 4** for the desired line.

2. Wait for a dial tone, then enter the telephone number. The screen displays the elapsed time as you talk (in hours, minutes and seconds).

To end a call from the console:

- Press **OFF/**ᴄᴀɴᴄᴇʟ to hang up.

    -OR-

- If you are using the speakerphone, press ◀ᴅ **SPEAKER** to hang up.

i *NOTES:*
- The elapsed time is not affected by accessing services from your telephone service provider.
- The handset displays **No Line available** if all telephone lines are in use.
- If you select a line that is recording the message in private mailbox and the **Call intercept** is set to **Off**, the handset displays **Recording Private message**.
- If the console is holding a five-way conference, you hear an error tone when you try to make a call.

Telephone basic operation

To make a call with a corded headset:

Make sure a corded headset is connected to the console ().

1. Press **HEADSET** on the console.

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

3. To hang up, press **HEADSET.**

To make a call with a cordless headset:

You can make a call using a registered cordless headset and the dial pad on the console.

1. Press the **ON/OFF** button on the cordless headset.

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

3. To hang up, press the **ON/OFF** button**.**

On hook dialing (predialing)

1. Enter the telephone number. Press **DELETE** to make corrections.

2. Press ◀ᐧ **SPEAKER** to dial.

   -OR-

   To override automatic line selection, press **LINE 1**-**LINE 4** for the desired line.

NOTES:
- The handset displays **No Line available** if all telephone lines are occupied.
- The handset displays **Not available at this time** if the selected telephone line is in use.

Using the speakerphone

During a call, press ◀ᐧ **SPEAKER** to switch between handsfree speakerphone and normal handset use. Press ◀ᐧ **SPEAKER** again or press **OFF/CANCEL.**

Answering a call

To answer a call:

- Press ◀ᐧ **SPEAKER**, **HEADSET** or the **ON/OFF** button on a registered cordless headset.

   -OR-

   Press the flashing line key.

Telephone basic operation

Temporary ringer silencing

Press **MUTE/DELETE** or **SILENCE** while the telephone is ringing to silence the ringer temporarily on the handset only. This turns off the ringer without disconnecting the call. The next incoming call rings normally at the preset volume.

Redial

The last 10 telephone numbers dialed (up to 30 digits) are stored in system memory.

To view and dial the 10 most recently dialed numbers:

1. Press **REDIAL/PAUSE** to enter the redial list and display the most recently called number.

2. Press ▲ or ▼ to view other recently called numbers.

3. Press **OFF/CANCEL** to exit the redial list.

To redial a number:

- To dial the displayed number, lift the handset, or press ◀)) **SPEAKER** or **HEADSET**.

- To override automatic line selection, press **LINE 1**-**LINE 4** for the desired line, then lift the handset.

To delete a number:

- While the screen displays the desired number, press **MUTE/DELETE** to delete the number from the redial memory.

Telephone basic operation

Call waiting

If you subscribe to call waiting service with your telephone service provider, you hear a beep if someone calls while you are in the middle of a call.

- Press **FLASH** to put your current call on hold and take the new call.

- Press **FLASH** at any time to switch back and forth between calls.

Volume control

Use this feature to independently set the listening volume to one of six levels for each of the listening options (corded handset, corded headset and speakerphone). While using each, press **VOL/▲/DIR** or **VOL/▼/CID** to adjust the listening volume.

While adjusting the volume for the corded handset or the corded headset you hear a triple beep when you reach the minimum or maximum volume setting.

Mute

Use this feature during a telephone conversation to silence the microphone. You can hear the caller, but the caller cannot hear you.

To mute a call:

- Press **MUTE/DELETE**. When mute is on, the screen also displays **MUTE**.

To take a call off mute:

- Press **MUTE/DELETE** again and resume speaking.

ℹ ***NOTE:*** Transferring the call, changing lines or putting a call on hold also cancels the mute function.

Options while on calls

Temporary tone dialing

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

During a call:

1. Press **TONE ✗**.

2. Use the dialing keys to enter the relevant number. The telephone sends touch-tone signals.

The telephone automatically returns to pulse dialing mode after you end the call.

Hold

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

While on a call, press **HOLD**. The **LINE 1**-**LINE 4** indicator for the line on hold flashes slowly. After the call has been on hold for more than three minutes, a beep sounds every 30 seconds. (To turn off the reminder beep, see **Hold reminder** on the MS2085 console user's manual).

If you are using the speakerphone, the speakerphone turns off automatically when you press **HOLD**.

To release the hold, press and release **LINE 1**-**LINE 4** of the call on hold.

NOTES:
- A call on hold after 10 minutes is automatically forwarded to the auto attendant, even if the auto attendant is not activated. To keep a call on hold longer than 10 minutes, release the held call within 10 minutes and then place the call on hold again.
- You cannot put an intercom call on hold.

Switching between lines

Use this feature to switch between lines during an outside call:

1. Press **LINE 1**-**LINE 4** of another telephone line to make or answer another call. The current call is put on hold automatically.

2. To return to the first call, press the original **LINE 1**-**LINE 4**. The second line is put on hold automatically.

Options while on calls

Call privacy

To ensure call privacy, this telephone allows only one set at a time to use a line. You can also block all system handsets from joining a phone conversation (see page 24 for instructions for joining calls).

To enable call privacy:

1. During the call, press **MENU/SELECT** or MENU.

2. Press ▲ or ▼ to highlight **Call Privacy**, then press **MENU/SELECT**.

3. Press ▲ or ▼ to highlight **ON**, then press **MENU/SELECT**. The handset displays **PRIV**. Any other extensions are dropped and no extensions can join the call. If another extension tries to access the line you are using, it displays **Privacy**.

To cancel call privacy:

1. During the call, press **MENU/SELECT** or MENU.

2. Press ▲ or ▼ to highlight **Call Privacy**, then press **MENU/SELECT**.

3. Press ▲ or ▼ to highlight **OFF**, then press **MENU/SELECT**. Other telephones can now join the call by pressing the appropriate line key.

ℹ*NOTES:*

- Call privacy is automatically canceled when you end a call.
- You cannot set call privacy during intercom or conference calls.
- Call privacy applies only to system telephones. It does not affect non-system phones using the same line(s).

Options while on calls

Record a call

Use this feature to record a phone conversation during a call. The recording is treated the same as memos and is always marked as a new message in the private mailbox. However, the 📟 (Messages) indicator does not flash for new or missed recorded calls. You cannot record a conference call or an intercom call and you cannot use another line while you are recording a phone conversation.

To record a call:

1. While on a call, press **MENU/SELECT** or MENU.

2. Press ▲ or ▼ to highlight **Record Call**, then press **MENU/SELECT**.

3. Press ▲ or ▼ to highlight **Start recording** then press **MENU/SELECT**. The recording starts and the system activates call privacy. The handset flashes **REC**, and the timer starts counting while recording.

To stop recording:

• Press **OFF/CANCEL** to hang up.

   -OR-

1. While on a call, press **MENU/SELECT** or MENU.

2. Press ▲ or ▼ to highlight **Record Call**, then press **MENU/SELECT**.

3. Press ▲ or ▼ to highlight **Stop recording** then press **MENU/SELECT**.

4. To stop recording and continue the call, press **MENU/SELECT** twice. The system saves the conversation into the private mailbox.

Options while on calls

Chain dialing

While you are on a call, you can initiate a dialing sequence from the numbers in the directory.

Chain dialing can be useful if you wish to access other numbers (such as bank account numbers or access codes) from the directory.

To access the directory while on a call:

1. During the call, press **VOL/▲/DIR**, then press ▲ or ▼ to scroll to the desired entry.

2. Press **MENU/SELECT** to dial the desired entry. To exit without making changes, press **OFF/CANCEL** and continue with the conversation.

To access the call history while on a call:

1. During the call, press **VOL/▲/CID**, then press ▲ or ▼ to scroll to the desired entry.

2. Press **MENU/SELECT** to dial the desired entry. To exit without making changes, press **OFF/CANCEL** and continue with the conversation.

NOTE: You cannot edit a directory entry while on a call. See for more details about the directory.

Join a call in progress

Use this feature to join in an ongoing call on any line that does not have call privacy set (see **Call privacy** on page 22 for more information). The screen displays **Conf.** when the line is in use.

- Press the desired **LINE 1**-**LINE 4** on the console to join in the call, which becomes a three-way conference (page 25).

NOTE: When you try to join an ongoing call on a line with call privacy on, the screen displays **Privacy** and you hear four beep tones.

Options while on calls

Conference calls

Use this feature to set up a conference call by using two lines at the same time. You can also join an intercom call with a call on an outside line. The outside line call must be established first because an intercom call cannot be placed on hold.

The system supports a maximum of two outside calls to have two conference calls with three extensions at a time.

To make a conference call:

1. Make or answer an outside call.

2. Press **HOLD** and call someone on another line, or start an intercom connection.

   -OR-

   Call someone on another line, or intercom someone. The first line is automatically put on hold.

3. Press **MENU/SELECT** or **MENU**.

4. Press ▲ or ▼ to highlight **Conference** the press **MENU/SELECT** to begin the conference call.

To talk privately with one party:

1. Press **LINE 1**-**LINE 4** to talk privately with the person on that line, all other lines are automatically put on hold.

2. Press **MENU/SELECT** or **MENU**.

3. Press ▲ or ▼ to highlight **Conference** the press **MENU/SELECT** to resume the conference call.

To drop one line:

1. Press **LINE 1**-**LINE 4** to activate the line you want to drop and press **OFF/CANCEL**. The other line is put on hold automatically.

2. Press **LINE 1**-**LINE 4** to resume the call.

Options while on calls

To drop an intercom:

- Press **LINE 1**-**LINE 4** to activate the external call. The intercom call drops automatically.

To end a conference call:

- Press **OFF/CANCEL**. The call does not terminate until all extensions hang up.

ℹ *NOTES:*

1. If an internal party hangs up, the ongoing call becomes a two-way conversation.

2. You cannot make any conference calls if all four telephone lines are in use.

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

Intercom

You can use the intercom feature for conversations between the system and an accessory device, or between two accessory devices. When the system is on one or more external calls, accessory devices can make intercom calls with each other. If you have a cordless headset, it can only receive intercom calls.

Each individual phone in the telephone system MUST be assigned a unique extension number for the intercom feature to work. The assignment is done automatically when the phone is initially setup.

Make an intercom call to an extension

1. Press **INT** on the handset while on a call:

2. Press **MENU/SELECT** to choose **Intercom**.

3. Press ▲ or ▼ to scroll to a desired extension, then press **MENU/SELECT**.

   -OR-

   Use the dialing keys to enter the desired extension number.

4. The console displays **Intercom to: Device X**
   (**Device X** represents the name of destination device)**.**

NOTES:

1. Before the intercom call is answered, you can cancel the intercom by pressing **OFF/CANCEL** or **END**.

2. The intercom call automatically cancels if the call is unanswered after one minute.

3. Press **MUTE/DELETE** to temporarily silence the intercom ringer.

Answer an intercom call

When you receive an intercom call, you hear a ringing tone and the handset displays **Intercom from: Device X** (**Device X** represents the name of the calling device)**.** Press **INT** to answer or **SPEAKER** ◀◎ if you are using the speakerphone.

End an intercom call

Press **OFF/CANCEL** or press **SPEAKER** ◀◎ if you are using the speakerphone.

Answer an incoming call during an intercom call

If you receive an incoming outside call during an intercom call, there is an alert tone.

To answer the call, press **LINE 1**-**LINE 4**. The intercom call ends automatically.

Call transfer

You can transfer a call to any other system telephone. Once you transfer a call, it can be answered by any system telephone, not just at the extension you called.

Blind transfer

While on a call, you can transfer a call directly without notifying the desired extension:

1. While on a call, press **MENU/SELECT** or MENU .

2. Press ▲ or ▼ to highlight **Transfer**, then press **MENU/SELECT**.

3. Press ▲ or ▼ to highlight the desired extension, then press **MENU/SELECT.**

   -OR-

   Use the dialing keys to enter the desired extension number.

4. The current line is put on hold. The destination handset rings and the call is answered by pressing **LINE 1**-**LINE 4**. You hear a short tone from the handset. The outside call is automatically transferred to the desired extension.

5. Press **OFF/CANCEL** or ◀)) **SPEAKER** to hang up.

   -OR-

   You can resume the call by pressing the corresponding flashing line key **LINE 1**-**LINE 4** before the desired extension answers the call.

You hear a beep tone every 30 seconds when a transferred call has not been answered (To turn off the reminder beep, see **Hold reminder** on the MS2085 console user's manual).

🛈*NOTES:*
- If the desired extension does not answer the intercom call within one minute, the extension rings as an incoming call to remind the extension user.
- If the outside call is put on hold for 10 minutes, it is automatically transferred to the auto attendant. The console returns to idle mode.

Call transfer using intercom

Transfer a call and speak to the receiving party

You can transfer a call and speak to the receiving party before completing the transfer while on a call:

1. Press **INT** on the handset while on a call:

2. Press ▲ or ▼ to highlight **Transfer**, then press MENU/**SELECT**.

3. Press ▲ or ▼ to highlight the desired extension, then press MENU/**SELECT.**

   -OR-

   Use the dialing keys to enter the desired extension number.

4. The current line is put on hold. The destination extension rings and the call is answered. You can now talk to the destination party.

5. Press MENU/**SELECT** to transfer the call to the destination extension.

You hear a beep tone every 30 seconds when a transferred call has not been answered (To turn off the reminder beep, see **Hold reminder** on page 16).

ℹ *NOTE:* If the desired extension does not answer the intercom call within one minute, the extension rings as an incoming call to remind the extension user.

Answer a transferred call

When you hear a short intercom ring from the handset:

Press the **INT** to intercom with an extension. You can talk privately with the extension before picking up the outside call that is on hold. Press the blinking **LINE 1**-**LINE 4** when you are ready to talk to the outside call.

Other options for answering the transferred call:

• To answer using the console speakerphone, press ◀🔊 **SPEAKER** before pressing **LINE 1**-**LINE 4**.

• To answer handsfree using the corded headset, press **HEADSET** before pressing **LINE 1**-**LINE 4**.

Voice page

You can directly broadcast messages to the speakerphone of any extension. The extension you called can respond by pressing the **INT** to begin a two-way communication. Any registered cordless handset/deskset can make pages with each other or with the console. Up to five pairs of pages can be maintained at a time.

Page a single device

1. Press **INT** on the handset while on a call:

2. Press ▲ or ▼ to highlight **Page**, then press MENU/**SELECT**.

3. Press ▲ or ▼ to highlight a desired extension, then press MENU/**SELECT**.

4. When the connection is made, both the caller and the destination party hear three beeps. Speak into the base speakerphone. Your voice is broadcast to the desired extension.

5. The destination party can now respond.

Page all devices

1. Press **INT** on the handset while on a call:

2. Press ▲ or ▼ to highlight **Page all**, then press MENU/**SELECT**.

3. Press ▲ or ▼ to highlight a desired extension, then press MENU/**SELECT**.

4. When the connection is made, both the caller and the destination party hear three beeps. Speak into the base speakerphone. Your voice is broadcast to the desired extension.

Voice page

Answer a page

1. Press **INT** on the handset while on a call:

2. Press ▲ or ▼ to highlight **Page all**, then press MENU/**SELECT**.

3. Press ▲ or ▼ to highlight a desired extension, then press MENU/**SELECT**.

4. When the connection is made, both the caller and the destination party hear three beeps. Speak into the base speakerphone. Your voice is broadcast to the desired extension.

End a page

- Press **INTERCOM**, **SPEAKER** or place the handset back to the handset to end page.

About the directory

Use the directory to store names and phone numbers. Directory entries are not shared with other extensions. Each extension has its own directory.

Capacity

The MS2085 console and MS2015 deskset directory can store up to 50 entries, with a maximum of 15 alphanumeric characters (including spaces) for names and 30 digits for telephone numbers. A convenient search feature can help you quickly find and dial numbers (page 35).

If there are already 50 entries, the handset shows **Memory is full**. You cannot store a new number until you delete one. If you try to view the directory when there are no entries, the screen displays **Directory empty**.

Exit the directory

On the telephone base, press **OFF/CANCEL** to cancel an operation and return to idle mode.

If you pause for too long while creating or reviewing an entry, the procedure times out and you have to begin again.

Create directory entries

Create a new directory entry

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

1. When the handset is idle, press **VOL/▲/DIR**.

1. The handset displays **Directory XXX entries**. Press `ADD NEW` to add an entry.

2. Use the dialing keys to enter the name.

   - Press **MUTE/DELETE** to delete a character.
   - Press ▲ or ▼ to move the cursor to the left or right.

4. Press **MENU/SELECT** to save. Use the dialing keys to enter the number.

   - Press **MUTE/DELETE** to delete a digit.
   - Press ▲ or ▼ to move the cursor to the left or right.
   - You can include a pause while storing a dialing sequence that requires one during actual dialing.

     i. Press `OPTION`.

     ii. Press ▲ or ▼ to choose **Add pause**, then press **MENU/SELECT** or `SELECT`. A **P** appears on the screen.

   - **Store a signal for switching to temporary tone signalling.** If you have dial pulse (rotary) service, this signal is required for some special services.

     i. Press `OPTION`.

     ii. Press ▲ or ▼ to choose **Send tone**, then press **MENU/SELECT** or `SELECT`. A **T** appears on the screen. All numbers you enter after this will send touch-tone signals during dialing.

   - You can store the flash signal required by some special services as part of a dialing sequence.

     i. Press `OPTION`.

     ii. Press ▲ or ▼ to choose **Add flash**, then press **MENU/SELECT** or `SELECT`. A **F** appears on the screen.

5. Press **MENU/SELECT** to save. To exit without making changes, press **OFF/ CANCEL**.

Create directory entries

Review directory entries

1. When the handset is idle, press **VOL/▲/DIR**.

2. The handset displays **Directory XXX entries**. Press REVIEW.

3. Press ▲ or ▼ to browse through the directory. Entries appear alphabetically by the first letter in the name.

4. Press **OFF/CANCEL** to cancel an operation and return to idle mode.

Search directory

Search by name

Follow the steps below to search for directory entries on the handset.

1. When the handset is idle, press **VOL/▲/DIR**.

2. Press ▲ or ▼ to browse through the directory.

3. When a name appears, press the dial pad keys (**2**-**9**) to start a name search.

   • The directory shows the first name beginning with the first letter associated with the dial pad key if there is an entry in the directory beginning with that letter. If there is no entry matching the letter you press, it remains in the current entry.

4. To see other names starting with the letters on the same dial pad key, keep pressing the key. The names appear in alphabetical order.

   For example, if you have the names **Jennifer**, **Jessie**, **Kevin** and **Linda** in your directory:

   • If you press **5 (JKL)** once, you see **Jennifer**.

   • If you press **5 (JKL)** twice, you see **Kevin**.

   • If you press **5 (JKL)** three times, you see **Linda**.

   • If you press **5 (JKL)** four times, you see **Jennifer**.

   • To view **Jessie**, press ▼ while **Jennifer** is displayed.

Dial, delete or edit entries

You can dial, delete or edit a directory entry (name and number) when it is shown on the handset. You can use the directory review (page 34) or search (page 35) to show an entry.

Display dial

When a number is displayed on the screen, you can dial the number pressing 🔊 **SPEAKER** or **LINE 1**-**LINE 4** for the desired line.

Delete an entry

1. When a directory entry appears, press **MUTE/DELETE** .

2. The handset displays **Delete Contact?** Press **MENU/SELECT** to confirm. You hear a confirmation tone.

-OR-

1. When a directory entry appears, press **MENU/SELECT**.

2. Press or to choose **Delete**, then press **MENU/SELECT**.

3. Press **MENU/SELECT** to confirm.

Dial, delete or edit entries

Edit an entry

1. When a directory entry appears, press **EDIT**.

2. Use the dialing keys to edit the name.

   • Press **MUTE/DELETE** to delete a character.

   • Press ▲ or ▼ to move the cursor to the left or right.

3. Press **MENU/SELECT** to save. Use the dialing keys to edit the number.

   • Press **MUTE/DELETE** to delete a digit.

   • Press ▲ or ▼ to move the cursor to the left or right.

   • You can include a pause while storing a dialing sequence that requires one during actual dialing.

     i. Press **OPTION**.

     ii. Press ▲ or ▼ to choose **Add pause**, then press **MENU/SELECT** or **SELECT**. A **P** appears on the screen.

   • **Store a signal for switching to temporary tone signalling.** If you have dial pulse (rotary) service, this signal is required for some special services.

     i. Press **OPTION**.

     ii. Press ▲ or ▼ to choose **Send tone**, then press **MENU/SELECT** or **SELECT**. A **T** appears on the screen. All numbers you enter after this will send touch-tone signals during dialing.

   • You can store the flash signal required by some special services as part of a dialing sequence.

     i. Press **OPTION**.

     ii. Press ▲ or ▼ to choose **Add flash**, then press **MENU/SELECT** or **SELECT**. A **F** appears on the screen.

4. Press **MENU/SELECT** to save. To exit without making changes, press **OFF/ CANCEL**.

About the caller ID

This telephone supports caller ID services that most telephone service providers offer. Caller ID allows you to see the name, number, date and time of calls. Depending on your service subscription, you might see the caller's number, or the caller's name and number from the telephone service provider after the first or second ring. Caller ID information might not be available for every incoming call. Callers may intentionally block their names and/or telephone numbers.

This product can provide information only if both you and the caller are in areas offering caller ID service and if both telephone service providers use compatible equipment.

Information about caller ID with call waiting

Caller ID with call waiting lets you see the name and telephone number of the caller before answering the telephone, and while on another call.

It might be necessary to change telephone service to use this feature. Contact your telephone service provider if:

• You have both caller ID and call waiting, but as separate services (you might need to combine these services).

• You only have caller ID service, or only call waiting service.

• You do not subscribe to caller ID or call waiting services.

There are fees for caller ID services. In addition, services may not be available in all areas.

This product can provide information only if both you and the caller are in areas offering caller ID service and if both telephone service providers use compatible equipment. The time and date, along with the call information, are from the telephone service provider.

Caller ID information may not be available for every incoming call. Callers may intentionally block their names and/or telephone numbers. To view caller ID log entries with numbers more than 12 digits, you must save the entry to the directory (see page 66).

NOTES:
• You can use this product with regular caller ID service, or you can use this product's other features without subscribing to caller ID or combined caller ID with call waiting service.
• The format of telephone numbers displayed depends on the home and local area codes you set (See Area codes on page 36 for explanations and instructions on area code settings).

Caller ID information

How the caller ID information (call log) works

The telephone stores caller ID information for the last 200 incoming calls in the handset. Entries are stored in reverse chronological order. The telephone deletes the oldest entry when the log is full to make room for new calls.

Each extension has independent caller ID information. Deleting the caller ID information on any one extension does not affect the caller ID information on other extensions.

If you answer a call before the information appears on the screen, it does not show in the caller ID information.

If there are more than one caller ID appears on the handset at the same time, press ▲ or ▼ to view the caller ID.

Review the caller ID information to determine who called, to easily return the call, or to copy the caller's name and number into your directory.

NEW indicator turns on and **XX Missed call(s)** appears if there are new call log entries (including new or missed calls).

The time and date of the call and the caller's name and telephone number are included in the display.

Caller ID information appears on the screen as the telephone rings, or until the caller hangs up, or until the call has been answered at another extension, or until the call ends.

If you subscribe to caller ID service, this phone automatically resets the time and date each time new call information is received.

🛈*NOTES:*

- The caller ID information might not be available for every incoming call. Callers might intentionally block their names and/or telephone numbers.
- Each entry can store up to 30 digits for the telephone number and 17 characters for the name. If the telephone number has more than 12 digits, only the last group of digits within the limit displays. You need to save the entry first in order to review the entire number.

Caller ID operation

Memory match

If the incoming telephone number is an exact match with a telephone number in your directory, the name that appears on the screen matches the corresponding name in your directory.

For example, if Christine Smith calls, her name appears as Chris if this is how you entered it into your directory.

NOTE: The number you see on your caller ID is in the format from the telephone service provider. It usually delivers 10-digit telephone numbers (area code plus telephone number). The telephone system ignores the area code when searching for a match and displays the name of the first corresponding number from the directory.

Missed (new) calls indicator

When the handset is in idle mode and has new or missed calls, it displays **XX Missed call(s)**.

All new or missed entries are counted as missed calls. Each time you review a call history entry with the icon **new**, the number of missed calls decreases by one. When all the entries in the caller ID information become old (have been reviewed), the system removes the missed calls alert from the display, and the **NEW** indicator turns off.

Review the caller ID information

1. When the handset is idle, press **VOL/▼/CID**.

2. The handset displays **Call History XXX Miss calls**. Press **REVIEW**.

3. Press ▲ or ▼ to review the caller ID information. The call history entries are stored in reverse chronological order starting with the most recent entry.

4. To exit without making changes, press **OFF/CANCEL**.

Caller ID operation

View dialing options

Although the incoming call history entries have 10 digits (the area code plus the seven-digit number), in some areas, you may need to dial the seven digits only, 1 plus the seven digits, or 1 plus the area code plus the seven digits. You can change and store the number of digits that you dial in the call history.

While reviewing the call history, press **#** (pound key) repeatedly on the console to show different dialing options for local and long distance numbers before dialing or saving the telephone number in the directory.

Dial a call history entry

1. When in the call history, press ▲ or ▼ to browse the number you wish to call.

2. Press ◀⬗ **SPEAKER**.

   -OR-

   Press **LINE 1**-**LINE 4** for the desired line.

Caller ID operation

Save a call history entry to the directory

1. When in the call history, press ▲ or ▼ to browse the desired number to save.

2. Press **COPY**. Use the dialing keys to edit the name.

   • Press **MUTE/DELETE** to delete a character.

   • Press ▲ or ▼ to move the cursor to the left or right.

3. Press **MENU/SELECT** to save. Use the dialing keys to edit the number.

   • Press **MUTE/DELETE** to delete a character.

   • Press ▲ or ▼ to move the cursor to the left or right.

   • You can include a pause while storing a dialing sequence that requires one during actual dialing.

     i. Press **OPTION**.

     ii. Press ▲ or ▼ to choose **Add pause**, then press **MENU/SELECT** or **SELECT**. A **P** appears on the screen.

   • **Store a signal for switching to temporary tone signalling.** If you have dial pulse (rotary) service, this signal is required for some special services.

     i. Press **OPTION**.

     ii. Press ▲ or ▼ to choose **Send tone**, then press **MENU/SELECT** or **SELECT**. A **T** appears on the screen. All numbers you enter after this will send touch-tone signals during dialing.

   • You can store the flash signal required by some special services as part of a dialing sequence.

     i. Press **OPTION**.

     ii. Press ▲ or ▼ to choose **Add flash**, then press **MENU/SELECT** or **SELECT**. A **F** appears on the screen.

4. Press **MENU/SELECT** to save. To exit without making changes, press **OFF/CANCEL**.

NOTE: You will need to change how a caller ID number is dialed if the entry does not appear in the correct format. Caller ID numbers might appear with an area code that might not be necessary for local calls, or without a 1 that might be necessary for long distance calls (see **View dialing options** on the previous page for more information).

Caller ID operation

Delete entries

Delete a call history entry:

1. When in the call history, press ▲ or ▼ to browse to the number you wish to delete.

2. Press **MUTE/DELETE** to delete the shown entry from the caller ID history.

3. The screen displays **Caller ID deleted** and there is a confirmation tone.

Delete all call history entries:

1. When the handset is idle, press **VOL/▼/CID**.

2. Press **DEL ALL**. The screen displays **All calls deleted** and there is a confirmation tone, then returns to the idle screen.

Reasons for missing caller ID information

Reasons for missing caller ID information

There are also occasions when other information or no information shows for various reasons:

On-screen message	Reason
PRIVATE NAME	The caller prefers not to show the name.
PRIVATE NUMBER	The caller prefers not to show the phone number.
PRIVATE CALLER	The caller prefers not to show the phone number and name.
UNKNOWN NAME	Your telephone service provider cannot determine the caller's name.
UNKNOWN NUMBER	Your telephone service provider cannot determine the caller's number.
UNKNOWN CALLER	No information is available about this caller.

Private mailbox setup

Announcement

An announcement plays when calls are answered by the private mailbox. The system has a default announcement, *"Hello, please leave a message after the tone."* You can use this announcement or record your own.

You can record an announcement up to 75 seconds.

To record the announcement:

1. When the handset is idle, press **ANS SYS**.

2. Press ▲ or ▼ to highlight **Private Mailbox** then press **MENU/SELECT**.

3. Press ▲ or ▼ to highlight **Announcement** then press **MENU/SELECT**.

4. Press ▲ or ▼ to highlight **Record OGM** then press **MENU/SELECT**.

5. Press **RECORD** to start recording.

6. The handset displays **Record OGM** and the time elapsed. Press **STOP** to stop recording. The handset beeps and plays the recorded announcement. To exit without making changes, press **OFF/CANCEL**.

To play the announcement:

1. When the handset is idle, press **ANS SYS**.

2. Press ▲ or ▼ to highlight **Private Mailbox** then press **MENU/SELECT**.

3. Press ▲ or ▼ to highlight **Announcement** then press **MENU/SELECT**.

4. Press ▲ or ▼ to highlight **Play OGM** then press **MENU/SELECT**.

5. The handset displays **Play OGM** and the time elapsed. Press **STOP** to stop the announcement, or **RECORD** to record a new announcement or **RESET** to reset the announcement to default.

To reset the announcement:

1. When the handset is idle, press **ANS SYS**.

2. Press ▲ or ▼ to highlight **Private Mailbox** then press **MENU/SELECT**.

3. Press ▲ or ▼ to highlight **Announcement** then press **MENU/SELECT**.

4. Press ▲ or ▼ to highlight **Reset OGM** then press **MENU/SELECT**.

5. The handset displays **Reset annouencement to default?** Press **YES** to confirm. You hear a confirmation tone. To exit without making changes, press **NO**.

Private mailbox setup

Delete all private mailbox messages

You can use this feature to delete all messages stored in the private mailbox.

1. When the handset is idle, press **ANS SYS**.

2. Press ▲ or ▼ to highlight **Private Mailbox** then press **MENU/SELECT**.

3. Press ▲ or ▼ to highlight **Delete all msgs** then press **MENU/SELECT**.

4. The screen displays **Delete all messages?** Press **YES** to confirm. You hear a confirmation tone. To exit without making changes, press **NO**.

Record memo

Memos are messages you record as reminders for yourself. You can record your own memos using a system handset. Play and delete them the same way as incoming messages.

1. When the handset is idle, press **ANS SYS**.

2. Press ▲ or ▼ to highlight **Private Mailbox** then press **MENU/SELECT**.

3. Press ▲ or ▼ to highlight **Record memo** then press **MENU/SELECT**.

4. Facing the Handset, record your memo. The screen displays **Record memo** and the time elapsed. Press **STOP** to stop recording. To exit without making changes, press **OFF/CANCEL**.

Record time

Use this feature to check the amount of space currently in the system for the estimated remaining recording time and number of messages.

1. When the handset is idle, press **ANS SYS**.

2. Press ▲ or ▼ to highlight **Recording Time** then press **MENU/SELECT**.

3. Press **OFF/CANCEL** to return to the previous menu.

Answering system operation

New message indication

The ⚭ displays on the handset when there are new messages in the central mailbox.

The ⚭ displays on the handset when there are new messages and memos in the private mailbox.

Message playback

From the handset, you can play the messages in both the central and private mailboxes.

If you have new messages, you hear only the new messages (in chronological order). If there are no new messages, the system plays back all the messages (in chronological order).

When playback begins, the total number of messages is announced. Before each message, you hear the date and time of the recording. After the last message, you hear *"End of the messages."*

To listen to messages in the mailbox:

1. While the telephone is idle, press **ANS SYS** on the console.

2. Press ▲ or ▼ to choose **Play new msgs** to play the new message only or **Play all msg** to play all the messages in the mailbox.

3. Press **MENU/SELECT** to play the messages.

4. The system announces the number of new or missed messages in the mailbox.

Options during playback

When a message is playing, you can adjust the playback volume, skip, repeat, or delete the message.

When a message is playing on the handset:

• Press **VOL/▲/DIR** or **VOL/▼/CID** to adjust the message playback volume.

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

• Press **REPEAT** to repeat the current message. Press **REPEAT** immediately after time and date announcement to hear the previous message.

• Press **5** to scroll to pause the message playback. Press **5** again to resume.

• Press **MUTE/DELETE** to delete the message. The system announces *"Message deleted."*

Handset screen icons

L1 L2 L3 L4	**Telephone lines** -On steadily when line 1, line 2, line 3, or line 4 is assigned to a phone as a member of a line group. Flashes when line 1, line 2, line 3, or line 4 is assigned to a phone but is put on hold
⊿	**Ringer off** - On steadily when the ringer volume is set to **OFF** or temporarily off during incoming call.
	Headset - On steadily when using a cord-ed headset.
	Speakerphone - On steadily when using the speakerphone.
MUTE	**Mute** - Microphone is muted.
PRIV	**Call privacy** - On steadily when using the Call privacy is set to **On**.
REC	**Record a call** - On steadily when record-ing a call.
ꝏ	**New central mailbox message** - New message in the central mailbox.
MB	**Private mailbox on** - The private mailbox is turned on.
ꝏ	**New private mailbox message** - New message in the private mailbox.
NEW	**New caller ID log** - Missed and new calls.

Appendix
Alert tones and lights

Telephone base alert tones

Two short beeps	You are pressing ▼ or ▲ when the volume is already at its highest or lowest setting. **-OR-** You have reached the end of the caller ID history.
Three short high-pitched beeps	The telephone has completed the command successfully.
Four short beeps	Low battery warning. -OR- Out of range while the handset is on a call.
Four beeps (twice)	Intercom call ended.

Handset display screen messages

Auto Attendant: ON	The auto attendant is
Auto Attendant is reset to default	
Call History empty	There are no entries in the caller ID history.
Caller ID deleted	
Check network	
Conf.	
Conf:	
Contact saved to Directory	
DECT Headset deregistered	
Deleted	
Directory empty	
Ended	You have just ended a call.
Extension busy. Please try again later	
Handset deregistered	The cordless handset registration was successful.
Intercom	
Intercom from:	
Intercom to:	
Invalid extension no.	
Line X	The telephone line X is in use.
Memory is full	The directory is full. You cannot save new entries unless you delete some current entries.

Handset display screen messages

No answer. Please try again later	
No IP assigned. Check network.	
Number saved to 1-touch key	
Obtaining IP from DHCP server?	
Paging:	
Page	
Phone is set to default	
Redial deleted	
Redial empty	
Registering DECT Headset...	
Registering handset... (Put handset on cradle to start)	
Registration failed	
System desksets can link to this phone. Please connect PSTN lines to phone jacks.	

Handset display screen messages

This phone can link to a master console. Please do NOT connect any PSTN lines to phone jack.	
Transfer from:	
Transfer Line X to:	
Transfer to:	
Unable to obtain IP. Please check DHCP server.	
XX Missed calls	There are new calls in the caller ID history.

Maintenance

Taking care of your telephone

- Your telephone base contains sophisticated electronic parts, so you must treat it with care.
- Avoid rough treatment.
- Place the corded handset down gently.
- Save the original packing materials to protect your telephone base if you ever need to ship it.

Avoid water

- You can damage your telephone base if it gets wet. Do not use the corded handset in the rain, or handle it with wet hands. Do not install the telephone base near a sink, bathtub or shower.

Electrical storms

- Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, take caution when using electric appliances during storms.

Cleaning your telephone

- Your telephone base has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or a mild soap.
- Do not use excess water or cleaning solvents of any kind.

Remember that electrical appliances can cause serious injury if used when you are wet or standing in water. If the telephone base should fall into water, DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE POWER CORD AND TELEPHONE LINE CORDS FROM THE WALL. Then pull the unit out by the unplugged cords.

Appendix
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 the telephone to report a gas leak in the vicinity of the leak. Under certain circumstances, a spark may be created when the adapter is plugged into the power outlet, or when the handset is replaced in its cradle. This is a common event associated with the closing of any electrical circuit. The user should not plug the phone into a power outlet, and should not put a charged handset into the cradle, if the phone is located in an environment containing concentrations of flammable or flame-supporting gases, unless there is adequate ventilation. A spark in such an environment could create a fire or explosion. Such environments might include: medical use of oxygen without adequate ventilation; industrial gases (cleaning solvents; gasoline vapors; etc.); a leak of natural gas; etc.

- 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 liquid, 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, see the **Troubleshooting** section on of this user's manual. If you cannot solve the problem, or if the product is damaged, refer to the **Limited warranty** section on pages 59-. Do not open this product except as directed in your user's manual. Opening the product or reassembling it incorrectly may expose you to hazardous voltages or other risks.

- Replace backup battery only as described in your user's manual (see). Do not burn or puncture batteries — they contain caustic chemicals.

- This power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, an under-the-table or cabinet outlet.

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

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, 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 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-metal hydride rechargeable batteries: Dispose of these batteries in a safe manner. 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-metal hydride 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 Ni-MH 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 pacemaker.

•   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 pacemaker.

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

Especially about telephone answering systems

Two-way recording: This unit does not sound warning beeps to inform the other party that the call is being recorded. To ensure that you are in compliance with any federal or state regulations regarding recording a telephone call, you should start the recording process and then inform the other party that you are recording the 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 telephone service provider upon request.

The plug and jack used to connect this equipment to premises wiring and the telephone network must comply with the applicable Part 68 rules and technical requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. An RJ11 jack should normally be used for connecting to a single line and an RJ14 jack for two lines. See Installation Instructions in the user's manual.

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 telephone service provider.

This equipment may not be used with Party Lines. If you have specially wired alarm dialing equipment connected to telephone line, ensure the connection of this equipment does not disable your alarm equipment. If you have questions about what will disable the alarm equipment, consult your telephone service provider 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 service provider may temporarily discontinue your telephone service. The telephone service provider 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 service provider is required to inform you of your right to file a complaint with the FCC. Your telephone service provider may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of this product. The telephone service provider 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.

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.

Industry Canada

Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference, including interference that may cause undesired operation.

The term ''IC:'' before the certification/registration number only signifies that the Industry Canada technical specifications were met.

The Ringer Equivalence Number (REN) for this terminal equipment is 0.1. The REN is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed five.

This product meets the applicable Industry Canada technical specifications.

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.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Privacy of communications may not be ensured when using this telephone.

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.

For body worn operation, this handset has been tested and meets the FCC RF exposure guidelines when used with the belt clip supplied or designated for this product. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

This Class B digital apparatus complies with Canadian ICES-003.

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, visit **www.telephones.att.com** or call **1 (800) 222-3111**. 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 TWO (2) 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.

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 a 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.

Limited warranty

5. How do you get warranty service?

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

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

You must:

- Return the entire original package and contents including the PRODUCT to the service location along with a description of the malfunction or difficulty; and
- Include a "valid proof of purchase" (sales receipt) identifying the PRODUCT purchased (PRODUCT model) and the date of purchase or receipt; and
- 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.

Please retain your original sales receipt as proof of purchase.

Troubleshooting

If you have difficulty with your telephone, please try the suggestions below. For customer service, visit our website at **www.telephones.att.com** or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

My telephone base doesn't work at all.

• Make sure the power cord is securely plugged in.

• Make sure you plug the telephone line cord securely and firmly into the telephone base and the telephone wall jack.

• Reset the telephone base. Unplug the electrical power. Wait approximately 15 seconds, then plug it back in. Allow up to one minute for the telephone base to reset.

• Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.

• You may need to purchase four AA alkaline batteries as backup battery to make the telephone base work in the event of a power failure. Please refer to **Optional backup battery installation** on in this user's manual.

I cannot get a dial tone from the corded handset.

• First try all the suggestions above.

• Make sure you plug the handset cord securely and firmly into the **HANDSET** jack on the telephone base and the corded handset.

• If the previous suggestions do not work, disconnect the telephone base from the telephone jack and connect to a different telephone. If there is no dial tone on that telephone either, the problem is in your wiring or local service. Contact your telephone service provider.

• Your line cord might be malfunctioning. Try installing a new line cord.

I cannot dial out.

• First try all the suggestions above.

• Make sure you have a dial tone before dialing. The corded handset might take a second or two to connect the telephone base and produce a dial tone. This is normal. Wait an extra second before dialing.

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

• If the other telephones in your building are having the same problem, contact your telephone service provider.

Troubleshooting

My telephone base isn't performing normally.

• Make sure you plug the power cord securely into the telephone base. Plug the power adapter into a different working electrical outlet without a wall switch.

• Reset the telephone base. Unplug the electrical power and remove all the batteries. Wait 15 seconds then plug the power adaptor back in and install the batteries again. Allow up to one minute for the telephone base to reset.

• Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.

I get noise, static, or weak signals even when I'm near the telephone base.

• If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone lines, you must install a DSL filter between each telephone line cord and telephone wall jack. The filter prevents noise and caller ID problems as a result of DSL interference. Please contact your DSL service provider for more information about DSL filters.

• You may be able to improve the performance of your telephone base by installing your new telephone base as far as possible from any other existing corded or cordless telephone system that may already be installed.

• Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.

• Do not install this telephone base near a microwave oven or on the same electrical outlet. You might experience decreased performance while the microwave oven is operating.

• If you plug your telephone in with a modem or a surge protector, plug the telephone base (or modem/surge protector) into a different location. If this does not solve the problem, relocate your telephone base or modem farther apart from one another, or use a different surge protector.

• Relocate your telephone to a higher location. The telephone might have better reception in a high area.

• If the other telephones in your building are having the same problem, contact your telephone service provider.

Troubleshooting

I experience poor sound quality when using the speakerphone.

• For increased sound quality while using the telephone speakerphone, place the telephone base on a flat surface.

• Excessive background noise will cause a speakerphone to fade in and out. Try controlling the background noise by turning off any audio devices near the speakerphone. Also, try to avoid interrupting the person at the other end of the conversation while they are speaking. If background noise cannot be controlled, you should stop speakerphone operation and return to normal corded handset mode.

• When using a speakerphone, controlling background noise in your environment is essential. While you are listening to your party, press **MUTE** to temporarily turn your microphone off. When it is your turn to speak, remember to press **MUTE** again to turn the microphone on.

I hear other calls while using my telephone.

• Disconnect the telephone base from the telephone jack, and plug in a different telephone. If you still hear other calls, call your telephone service provider.

My telephone base does not ring when I receive a call.

• Make sure that the ringer is not off. Refer to the section on ringer selection in this user's manual.

• Make sure you plug in the telephone line cord securely into the telephone base and the telephone jack. Make sure you plug in the power cord securely.

• You may have too many extension telephones on your telephone line to allow all of them to ring simultaneously. Try unplugging some of the other telephones.

• If the other telephones in your building are having the same problem, contact your telephone service provider.

• Test a working telephone at the telephone jack. If another telephone has the same problem, contact your telephone service provider.

• Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.

• Your line cord might be malfunctioning. Try installing a new line cord.

Troubleshooting

My calls cut in and out while I'm using my corded handset.

- Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.

- Do not install this telephone base near a microwave oven or on the same electrical outlet. You might experience decreased performance while the microwave oven is operating.

- If you plug your telephone base in with a modem or surge protector, plug the telephone base (or modem/surge protector) into a different location. If this does not solve the problem, relocate your telephone base or modem farther apart from one another, or use a different surge protector.

- Relocate your telephone base to a higher location. The telephone base might have better reception when installed in a high area.

- If the other telephones in your building are having the same problem, contact your telephone service provider.

- Excessive background noise will cause a speakerphone to fade in and out. Try controlling the background noise by turning off any audio devices near the speakerphone. Also, try to avoid interrupting the person at the other end of the conversation while they are speaking. If background noise cannot be controlled, you should stop speakerphone operation and return to normal handset mode.

- When using a telephone base speakerphone, controlling background noise in your environment is essential. While you are listening to your party, press **MUTE** to temporarily turn your microphone off. When it is your turn to speak, remember to press **MUTE** again to turn the microphone on.

My caller ID isn't working.

- Caller ID is a subscription service. You must subscribe to this service from your telephone service provider for this feature to work on your telephone base.

- The caller must be calling from an area that supports caller ID.

- Both your and your caller's telephone service providers must use caller ID compatible equipment.

- If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone lines, you must install a DSL filter between each telephone line cord and telephone wall jack. The filter prevents noise and caller ID problems resulting from DSL interference. Please contact your DSL service provider for more information about DSL filters.

Troubleshooting

System does not receive caller ID when on a call.

• Make sure you subscribe to caller ID with call waiting features from your telephone service provider. Caller ID feature works only if both you and the caller are in areas offering caller ID service, and if both telephone service providers use compatible equipment.

The answering system is recording incomplete messages.

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

• If the caller pauses for longer than six seconds, the system stops recording and disconnects the call.

• If the system's memory 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.

I have difficulty hearing messages.

• Press **VOL+** to increase the speaker volume on the telephone base.

System does not answer after the correct number of rings.

• Make sure that the answering system is on ().

• If toll saver is selected, the number of rings changes to two when there are new messages waiting ().

• If the memory is full or if the system is off, the answering system answers after 10 rings.

• In some cases, the answering system is affected by the ringing system used by your telephone service provider.

• If you subscribe to voicemail service, change the number of rings so that your answering system answers before your voicemail answers (). To determine how many rings activate your voicemail, contact your telephone service provider.

• If there is a fax machine connected to the same telephone line, try disconnecting the fax machine. If that solves the problem, consult your fax machine documentation for information on compatibility with answering systems.

Troubleshooting

System does not record messages.

• Make sure the answering system is on ().

• Make sure the memory of the answering system is not full. Please refer to the **Remaining space** section on in the user's manual. When the answering system memory is full, it does not record new messages until some old messages are deleted.

• If you subscribe to voicemail service, change the number of rings so that your answering system answers before your voicemail answers (). To determine how many rings activate your voicemail, contact your local telephone service provider.

• If there is a fax machine connected to the same telephone line, try disconnecting the fax machine. If that solves the problem, consult your fax machine documentation for information on compatibility with answering systems.

System does not respond to remote commands.

• Make sure to enter your remote access code correctly ().

• Make sure you are calling from a touch-tone telephone. When you dial a number, you should hear tones. If you hear clicks, the telephone is not a touch-tone telephone and cannot activate the answering system.

• The answering system may not detect the remote access code while your announcement is playing. Try waiting until the announcement is over before entering the code.

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

Outgoing announcement is not clear.

• When you record your 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 (TV, music, etc.) while recording.

COVM shows on the screen display and I do not know why.

• Your telephone has voicemail indication that is separate from the built-in answering system. If **COVM** appears on the display, then your telephone has received a signal from your telephone service provider. Contact your telephone service provider for more information on how to access your voicemail.

Troubleshooting

I cannot retrieve voicemail messages.

• Your telephone has both a built-in answering system and voicemail indication. They are independent features and each alerts you to new messages differently (). If you subscribe to voicemail service from your telephone service provider, contact your telephone service provider for more information on how to access your voicemail.

I have problems recording music or voice messages.

• If you are using an audio device, make sure the audio cable has been firmly plugged into your telephone and your audio device.

• If you are using the corded handset, make sure the corded handset has been firmly plugged into the telephone base.

I subscribe to a nontraditional telephone service that uses my computer to establish connections, and my telephone doesn't work.

• Make sure your computer is powered on.

• Make sure your Internet connection is working properly.

• Make sure that the software is installed and running for your nontraditional telephone service.

• Make sure to plug your USB telephone adapter into a dedicated USB port on your computer. Do not plug it into a multiple port USB hub (USB splitter) that is not powered.

• In a few rare instances, the USB port on your computer may not have enough power. Try using a USB hub with its own external power supply.

• If you are using a firewall, it may prevent access to your nontraditional telephone service provider. Contact your service provider for more information.

Common cure for electronic equipment.

If the telephone base does not seem to be responding normally, do the following (in the order listed):

• Disconnect the power to the telephone base.

• Disconnect the backup batteries.

• Wait a few minutes.

• Connect power to the telephone base.

• Install the backup batteries again.

• Wait for reestablishing the connection with the telephone base. Allow up to one minute for this to take place.

Appendix
Technical specifications

RF frequency band	1921.536MHz - 1928.448MHz
Channels	5
Operating temperature	32°F - 122°F 0°C - 50°C
Handset voltage	2.4V 550mAh Ni-MH battery
Charger voltage (AC adapter output)	6VAC @300mA

Index

Index

Index

at&t

www.telephones.att.com