

to one of our authorized Service centers TRANSPORTATION CHARGES PREPAID. (California residents should call 1-800-366-0937 for shipping instructions.) Products returned to us or to an Authorized Service Center must be accompanied by a copy of the purchase receipt. In the absence of such purchase receipt, the warranty period shall be one (1) year from the date of manufacture.

To obtain service under this warranty, return the defective product to the service center nearest you together with your sales slip and \$9.50 for postage and handling. California residents need only provide proof of purchase and should call 1-800-366-0937 for shipping instructions. You may also have other warranty rights which vary from state to state.

This warranty shall be invalid if the product is damaged as a result of defacement, misuse, abuse, neglect, accident, destruction or alteration of the serial number, improper electrical voltages or currents, repair, alteration or maintenance by any person or party other than our own service facility or an authorized service center, or any use violative of instructions furnished by us.

This warranty is also rendered invalid if this product is removed from the country in which it was purchased, if it is used in a country in which it is not registered for use, and/or if it is used in a country for which it was not designed. Due to variations in telephone and communications laws, this product may be illegal for use in some countries. **Southwestern Bell Freedom Phone® Retail Sales** assumes no responsibility for damages or penalties incurred resulting from the use of this product in a manner or location other than that for which it is intended.

This one-year warranty is in lieu of all other expressed warranties, obligations, or liabilities.

ANY IMPLIED WARRANTIES, OBLIGATIONS, OR LIABILITIES, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED IN DURATION TO THE ONE-YEAR DURATION OF THIS WRITTEN LIMITED WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

IN NO EVENT SHALL WE BE LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF THIS OR ANY OTHER WARRANTY, EXPRESSED OR IMPLIED, WHATSOEVER.

Some states do not allow the exclusion or limitation of special, incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state.

Covered under the US patent: PAT. D422277

STOP — don't take unit back to the store  
LOOK — for the toll-free "help" telephone number  
LISTEN — as our experts talk you through the problem

For immediate answers to your questions regarding operation, missing parts or installation, call the

**Southwestern Bell Freedom Phone®  
Retail Sales Help Line:  
1-800-366-0937**

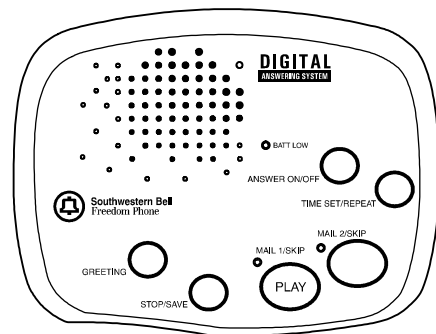
**Monday - Friday 8:30 AM - 9:00 PM (EST)  
Saturday 8:30 AM - 12:30 PM (EST)  
<http://www.swbfreedomphone.com>**

**SOUTHWESTERN BELL  
FREEDOM PHONE®  
7475 N. GLEN HARBOR BLVD.,  
GLENDALE, AZ 85307**



**Southwestern Bell  
Freedom Phone®**

## All-Digital Telephone Answering System with Voice Day/Time Stamp



**TOLL FREE HELP LINE**

**1-800-366-0937**

<http://www.swbfreedomphone.com>

**FA970B OWNER'S MANUAL**

## **IMPORTANT SAFETY INSTRUCTIONS**

**BEFORE USING YOUR TELEPHONE EQUIPMENT, BASIC SAFETY PRECAUTIONS SHOULD ALWAYS BE FOLLOWED TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK AND INJURY TO PERSONS, INCLUDING THE FOLLOWING:**

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall telephone jack and power outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool.
5. Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.
6. Slots or openings in the cabinet and the back and bottom are provided for ventilation, to protect it from overheating. These openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, or other similar surface. This product should never be placed near or over a radiator or heat register.
7. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your dealer or local power company.
8. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it. Do not attach the power cord to building surfaces.
9. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
10. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in the risk of fire or electric shock. Never spill liquid of any kind on the product.

11. To reduce the risk of electric shock, do not disassemble this product, but take it to a qualified serviceman when some service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.
12. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
  - a. When the power supply cord or plug is damaged or frayed.
  - b. If liquid has been spilled into the product.
  - c. If the product has been exposed to rain or water.
  - d. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions because improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
  - e. If the product has been dropped or cabinet has been damaged.
  - f. If the product exhibits a distinct change in performance.
13. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
14. Do not use the telephone to report a gas leak in the vicinity of the leak.

## **SAFETY INSTRUCTIONS FOR BATTERIES**

### **CAUTION**

**TO REDUCE THE RISK OF FIRE OR INJURY TO PERSONS, READ AND FOLLOW THESE INSTRUCTIONS.**

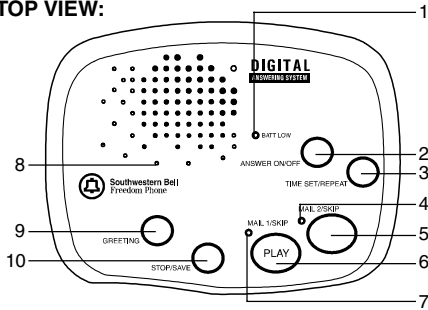
1. Use only 3 x 1.5V AAA alkaline batteries mentioned in the Owner's Manual.
2. Do not dispose of the batteries in a fire. The cells may explode. Check with local codes for possible special disposal instructions.
3. Do not open or mutilate the batteries. Released electrolyte is corrosive and may cause damage to

- the eyes or skin. It may be toxic if swallowed.
4. Exercise care in handling batteries in order not to short the batteries with conduction materials such as rings, bracelets, and keys. The batteries or conductors may overheat and cause burns.
5. Do not attempt to recharge the batteries identified for use with this product. The batteries may leak corrosive electrolyte or explode.
6. Do not attempt to rejuvenate the batteries identified for use with this product by heating it. Sudden release of the battery electrolyte may occur causing burns or irritation to eyes or skin.
7. When replacing batteries, all batteries should be replaced at the same time. Mixing fresh and discharged batteries could increase internal cell pressure and rupture the discharged batteries.
8. When inserting batteries into this product, the proper polarity or direction must be observed. Reverse insertion of the batteries can cause charging, and that may result in leakage or explosion.
9. Remove the batteries from this product if the product will not be used for a long period of time (several months or more) since during this time the batteries could leak in the product.
10. Discard "dead" batteries as soon as possible since "dead" batteries are more likely to leak in a product.
11. Do not store this product, or the batteries identified for use with this product, in high-temperature areas. Batteries that are stored in a freezer or refrigerator for the purpose of extending shelf life should be protected from condensation during storage and defrosting. Batteries should be stabilized at room temperature prior to use after cold storage.

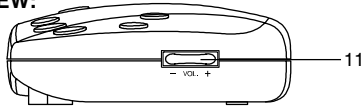
**Save These Instructions**

## LOCATION OF CONTROLS

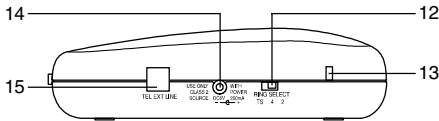
### TOP VIEW:



### SIDE VIEW:



### REAR VIEW:



1. Battery Low LED Indicator
2. Answer On/Off Button
3. Time Set / Repeat Button
4. Mailbox 2 Message LED Indicator
5. Mailbox 2 Play/Skip Button
6. Mailbox 1 Play/Skip Button

7. Mailbox 1 Message LED Indicator
8. Microphone
9. Greeting Button
10. Stop / Save Button
11. Digital Volume Control
12. Ring Select 2/4/TS
13. Telephone Line
14. AC Adaptor Jack
15. Telephone Extension Line

## Congratulations!

You have purchased an FA970B Digital Answering System with Voice Day/Time Stamp manufactured to the highest standards of SOUTHWESTERN BELL FREEDOM PHONE® RETAIL SALES.

### Digital Technology

This digital design utilizes a computer chip to perform answering system functions more efficiently and with more versatile features than microcassette answering machines.

## GENERAL INFORMATION

### BOX CONTENTS

This package contains:

- FA970B Digital Telephone Answering System
- One (1) AC Adaptor 120V AC
- Owner's Manual
- One (1) Quick Installation Guide
- One (1) Remote Access Card
- Warranty Card (Part of Owner's Manual)

If anything is missing or damaged, contact the place of purchase. Keep the shipping carton and packaging, in case you need to transport the unit.

For your reference, keep a record of the date purchased. Please save sales receipt for warranty reference.

Date of Purchase \_\_\_\_\_

## INSTALLATION

### CAUTION

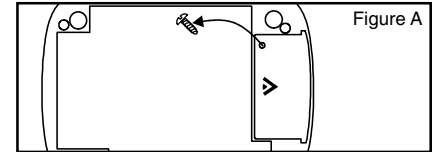
1. Never install telephone wiring during a lightning storm.
2. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
3. Never touch uninsulated telephone wires or terminals unless the incoming telephone line has been disconnected at the network interface.
4. Use caution when installing or modifying telephone lines.

**Note:** Refer to "FCC Want You to Know" section on page 18 before connection to telephone line.

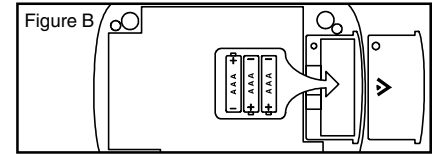
## To Install Three AAA Batteries

Three AAA batteries (not included) are required to maintain your personalized greeting and recorded messages during a power failure. If there is a power failure and the batteries are not installed, both your personalized greeting and recorded messages will be lost.

1. Using a small Philips type screwdriver, remove the screw located in the battery compartment on the bottom of the base and lift the battery compartment door (Fig A).



2. Install three AAA batteries. (Fig B)



3. Replace battery compartment door, and replace screw.

**Note:** Install replacement batteries once a year to insure proper operation of the power failure protection feature.

The batteries status is indicated by the BATT. LOW indicator. If three fresh batteries are installed, the LED indicator stays off, when the unit is in the ANSWER ON mode. If the batteries are low/not installed, the indicator will flash.

### To Connect the AC Adaptor

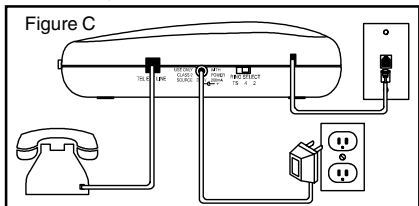
Connect the AC adaptor into the back of the unit. Plug the other end into the AC wall power outlet (Fig C). Do not attach (staple, etc.) the AC Adaptor cord to the building wall.

## Choosing Your Location

Before making any connections, locate FA970B near an AC power outlet and a wall telephone jack (RJ11C).

## To Connect the Telephone Line

1. Plug the telephone line cord (connected to the back of the FA970B) into the modular outlet in your telephone wall jack.
2. If you are connecting your FA970B to an extension telephone, plug one end of the extension telephone line cord to the extension line jack (located on back of unit). Plug the other end into the telephone.



## RECORDING YOUR GREETING

There are approximately 15 minutes of total recording time shared by your greeting and incoming messages. Your system comes with a prerecorded outgoing greeting: "Hello, please leave your message after the beep."

## LED INDICATIONS

LED Indicator Status	Reason	Actions
BATT. LOW LED blinks.	Three AAA batteries (not included) have not been installed or need to be replaced.	Install three AAA new batteries.
Mailbox 1 or Mailbox 2 LED blinks.	New messages have been received or there are saved messages.	Press PLAY button to hear your messages.
Mailbox 1 and Mailbox 2 LEDs are lit solid.	System is in Answer On Mode. There are no saved messages	No Action required. Unit is ready to receive calls.
Mailbox 1 and Mailbox 2 LEDs are off.	Unit is in the Answer Off mode.	Press Answer ON/OFF button to turn on machine.

To record your own personalized outgoing greeting:

## To Record Your Greeting

1. Press and hold the GREETING button.

**Note:** You have a maximum of 30 seconds to record your outgoing greeting.

2. After you hear one beep, speak clearly towards the built in microphone (in the speaker holes).
3. When finished, release the GREETING button.
4. The unit will beep once and play back your recorded greeting. The message LEDs will be lit solid to indicate the unit is in Answer On mode.

**Note:** The FA970B has two personalized mailboxes. You have an option to have callers leave messages in either of the two mailboxes.

If you want the caller to leave a message in a particular mailbox, your greeting should instruct the callers to press either the "1#" or "2#" button before their message recording. If the caller doesn't press a key, presses a key other than "1#" or "2#", or waits longer than 3 seconds before pressing a key, the caller's message will be automatically recorded in Mailbox 1.

Sample Message:  
"Hello, this is \_\_\_\_\_.  
I can't come to the phone right now, but please leave your name and phone number after you hear the beep. I'll return your call as soon as possible. If you wish to leave a message specifically for Bob, press "1#", for Joan, press "2#". Thank you for calling."

**Note:** If the FA970B beeps while recording, you have exceeded the 30 seconds time limit. Record a shorter greeting, by repeating the steps above.

## To Check the Greeting

1. To check the greeting, press and release the GREETING button quickly.
2. Your outgoing greeting will be played back to you, and then your system will reset to answer incoming calls.

## Volume Control

Use the digital VOLUME Control on the side of your unit to set the volume to the desired sound level.

## ANSWERING MACHINE FEATURES

### Voice Time/Day Stamp

The FA970B records the time and day at the end of each message, if set.

**Note:** When setting the Time/Day, do not allow more than 20 seconds to elapse between any step:

### Setting Voice Time/Day Stamp

#### Day Set

1. Press and hold the TIME SET/REPEAT button for 2 seconds. The unit will say "Monday".
2. Press the ANSWER ON/OFF button until you hear the correct day.
3. To return to the previous day, press the MAIL 1 or MAIL 2 button.

#### Hour Set

1. Once you hear the correct day, press the TIME SET/REPEAT button to set the hour. The unit will say "Twelve".
2. Press the ANSWER ON/OFF button until you hear the correct hour.  
To return to the previous hour, press the MAIL 1 or MAIL 2 button.

#### Minute Set

1. Once you hear the correct hour, press the TIME SET/REPEAT button to set the minute. The unit will say "0" (which sounds like "oh").

2. Press the ANSWER ON/OFF button until you hear the correct minute. To return to the previous minute, press the MAIL 1 or MAIL 2 button.

### AM/PM Set

1. Once you hear the correct minute, press the TIME SET/REPEAT button to set AM/PM. The unit will say "AM".
2. Press the ANSWER ON/OFF button. The unit will say "PM". Press the MAIL 1 or MAIL 2 button to return to "AM".
3. Once you hear the correct AM/PM setting, press the TIME SET/REPEAT button to complete the procedure. The unit will announce the day and time that is now set.

**Note:** To check the current day and time, press and release the TIME SET/REPEAT button. If you did not set the Voice Time/Day Stamp, the unit will say "Time is not set".

### **Recording Memo Message**

You can record a memo message, for another member of your household, in either of the two mailboxes (Mailbox 1 or Mailbox 2). It will be played back, along with other messages, in the corresponding mailbox.

### **To Record Memo**

1. Press and hold the MAIL 1 or MAIL 2 button for 2 seconds. A beep will sound and all the message LEDs will turn off.
2. Record your message (up to 60 seconds) through the microphone in the speaker holes.
3. When your message is completed, release the button. A beep will sound, and the corresponding message LED will be increased by one.

### **Message Playback**

When the message LED indicators blink, you have received new messages or there are saved messages. It will blink to indicate the number of messages received (up to 9 times).

### To Hear Your Messages

1. Press and release the corresponding Mailbox button on your unit.
2. The FA970B will automatically playback your messages in the order they were received.

3. The set time and day will be heard at the end of each message, if you set the Voice Time/Day Stamp.
4. Your FA970B will automatically stop and sound 3 beeps after the last message has played back. The message count will reset, and the message LEDs will be lit solid.
5. NEW INCOMING MESSAGES WILL REPLACE OLD MESSAGES UNLESS YOU FOLLOW THE SAVE PROCEDURE. (see below)

### To Stop Message Playback

During message playback, press and release the STOP/SAVE button. Your FA970B will reset and will save all messages.

### To Repeat the Current Message

During playback, press and quickly release the TIME SET/REPEAT button ONCE.

### To Repeat the Previous Message

During playback, press and quickly release TIME SET/REPEAT button TWICE within 2 seconds.

### To Skip the Current Message

During playback, press and quickly release the respective SKIP button.

### To Save All of Your Messages

MESSAGE WILL BE ERASED UNLESS YOU SAVE THEM. If you wish to save your messages after listening to them:

After the last message has played back, and 3 beep sound, press and release the STOP/SAVE button. Both Mail 1 and Mail 2 LEDs will flash rapidly for 20 seconds.

Within this period, press MAIL 1 button to save Mailbox 1 messages or press MAIL 2 button to save Mailbox 2 messages.

### To Save Selected Messages

IF YOU WISH TO SAVE A PARTICULAR MESSAGE (BUT NOT ALL OF THE MESSAGES), PRESS THE ANSWER ON/OFF BUTTON DURING PLAY BACK OF THAT MESSAGE. After you press the ANSWER ON/OFF button to save a particular message, the corresponding MAIL 1 or MAIL 2 LED will blink rapidly during the remaining playback of that message.

## **IMPORTANT**

1. You must follow the above "SAVE" procedure each time you listen to your incoming messages and before the system answers a new incoming call or all messages will be lost.
2. The maximum digital recording memory of your FA970B answering system is approximately 15 minutes.
3. The maximum digital recording time for each incoming message is 60 seconds.

### **Message Capacity Full Detection**

Your FA970B signals the caller when the message capacity is full. When the message capacity is full, the unit will answer with 3 beeps on the 10th ring, pause 20 seconds, and then automatically disconnect the telephone line.

### **Voice Activated Recording (VOX)**

Your FA970B records messages for up to 60 seconds, as long as the caller speaks. To avoid unnecessary pauses due to hang-ups and to save message capacity, your unit will automatically stop recording after 7 seconds of silence.

### **To Turn Unit Off**

If you do not want your system to answer calls, press the ANSWER ON/OFF button. All indicators will turn off.

### **Call Interrupt**

If the unit answers before you do, you can turn it off by picking up any extension phone. If the unit does not stop answering, press the hook switch of your telephone for about one second and release. You may also press the STOP/SAVE button.

### **Call Screening**

To listen to an incoming call without picking up the phone, let your unit answer the phone when it rings. If you don't want to talk to the caller, just let your unit take a message, and adjust the volume control on the side of the unit to listen. If you don't want to listen to the caller's message, just lower the volume.

**Note:** Callers will be unaware that you are screening their calls. If you want to talk to the caller, pick up the phone and talk.

## Battery Low Indicator

The Batt. Low LED will flash to indicate the three AAA batteries (not included) need to be installed or replaced.

## Power Failure Protection/Battery Back Up

If an AC power failure occurs, or the power plug comes out of the wall, your unit will shut down until the power is restored.

When the power is restored, any messages recorded before the power failure will be saved IF YOU HAVE INSTALLED THREE AAA BATTERIES. The message indicator LED will flash to indicate the number of new messages received and saved messages.

If your unit is not operating properly when the power is restored, proceed with a unit reset.

## To Reset Unit

1. Unplug the telephone line from the wall jack.
2. Unplug the AC adaptor from the power outlet.
3. Replace the AAA batteries with three fresh ones.
4. Plug the AC adaptor back into the power outlet.
5. Plug the telephone line back into the wall jack
6. Record a new outgoing greeting or you can use the pre-recorded announcement.
7. Reset the Voice Day/Time Stamp.

## Ring Select

You can select the number of rings in which a call will be answered. Set the Ring Select switch (on the side of unit) to 2 or 4 rings, or Toll Saver (TS).

## Toll Saver (TS)

Your unit has a built-in automatic toll saving feature. This feature lets you know if you have received any messages before it answers, thus saving you on long distance costs.

## How Toll Saver Works

IF YOU HAVE SET THE RING SELECT SWITCH TO TOLL SAVER (TS), when calling your unit from a remote location to check for messages, listen to the number of rings:

### No Messages Received

If your phone rings more than two times, you have no new messages. You can hang up on the third ring before your unit answers, and save the cost of the call.

**Note:** If no new messages are received, your unit will answer the call after the fourth ring.

### Messages Received

If your unit answers after only 2 rings, you have received new messages, which you can then retrieve by following the Remote Message Playback section, below.

## ■ TONE REMOTE OPERATION

### Remote Security Code

To access answering functions from an outside line, you will need to enter the three digit security code located on the bottom of your unit. Write this number on the Remote Access Card, which you can keep in your wallet.

### Remote Turn On

If you forget to turn on your unit:

1. Call your unit from a touch-tone phone.
2. Wait 10 rings until the machine answers.
3. The FA970B will automatically answer by playing your greeting. You may hang up the phone, and subsequent calls will be answered.

### Remote Message Playback

1. Call your unit from a touch-tone telephone.
2. After your FA970B answers, it plays the outgoing greeting and beeps once. Dial your three digit security code within 20 seconds after the beep, pressing and holding each digit for 1-2 seconds. Allow a 2 second interval between each digit.
3. Your FA970B will sound one beep to indicate the code was entered correctly. (If there are no beeps, enter your code again.)
4. You can press the following buttons on your keypad:

Option	Press
Playback Mailbox 1 Messages	1#
Playback Mailbox 2 Messages	2#
Record Memo Message	3#
Record New Greeting	8#
Turn On/Off Answer Mode	9#

If you press "1#" or "2#" (to playback messages), you have the following options:

Option	Press
Erase Current Message	0#
Repeat Current Message	4#
Repeat Previous Message	4 repeatedly, #
Stop Message Playback	5#
Skip to Next Message	6#

To SAVE messages, hang up the telephone.

**Note:** Your FA970B will sound a series of beeps if there are no messages.

### Remote Record New Greeting

If you press "8#" (to record new greeting):

1. When you hear a beep, begin recording your new greeting (up to 30 seconds).
2. When you have finished recording your new greeting, press "5#". The unit will beep, and the new greeting will playback to you.
3. Hang up the telephone.

### Remote Record Memo

If you press "3#" (to record memo message):

1. Within three seconds of pressing "3#", press "1#" or "2#" to select Mailbox 1 or Mailbox 2. Otherwise, the memo will be recorded in Mailbox 1.
2. When you hear a beep, begin recording your memo (up to 60 seconds).
3. When you have finished recording your memo message, press "5#".
4. The corresponding Mailbox message count will be increased by one.

### To Retrieve Messages when Recording Memory is Full

1. When the message capacity is full, the unit will sound 3 beeps after answering the phone.
2. Within 20 seconds after the 3 beeps, dial your 3 digit security code.
3. Your FA970B will sound one beep to indicate the code was entered correctly.
4. Follow the remote message playback procedure.

## IMPORTANT

Remote message retrieval will not work when calling from a rotary or push button pulse dialing phone, unless a tone generator is used.

Also, some touch tone phones only output tones for a fraction of a second. If you experience difficulty with remote operation, try another phone, or use a separate tone generator.

## ANSWERS TO COMMONLY ASKED QUESTIONS

### Section One-General

#### **Q. My answering machine won't work. What do I do?**

A. You may need to reset your machine. Refer to the "To Reset" section on page 13. If that doesn't work, call the Toll Free Help line at 1-800-366-0937 Monday - Friday 8:30 AM - 9:00 PM and Saturday 8:30AM - 12:30 PM (EST).

#### **Q. Why are the message LED indicators flashing?**

A. Refer to the "LED Indications" section on page 7.

#### **Q. Can my unit be left on for a long period of time?**

A. Your unit is designed to be on 24 hours a day.

#### **Q. My AC Adaptor feels warm to the touch. Is this normal?**

A. It is characteristic of your AC Adaptor to feel slightly warm. There is no need to be alarmed.

#### **Q. Will my unit operate in a very cold or hot environment?**

A. Your unit is designed to perform most efficiently at room temperature. However, it can be used in environments ranging from 50° to 120° Fahrenheit.

#### **Q. How do I know my machine is set to answer calls?**

A. When the message LEDs are lit solid or flash your unit is ready to answer calls. After most modes of operation (such as after recording your greeting) the unit will automatically switch to the Answer ON mode.

#### **Q. What is the maximum length of incoming messages I can record on my unit?**

A. Incoming message recording time is up to 60 seconds.

### Section Two-Outgoing Greeting

#### **Q. The first portion of my greeting will not record. Why?**

A. After you press and hold the GREETING button, do not begin speaking until after you hear the beep. This signals you to begin your greeting.

#### **Q. When I try to record a new greeting, the pre-recorded greeting plays back. Why?**

A. Pressing the GREETING button for less than 2 seconds will playback the current greeting. To record the new greeting, you must hold down the GREETING button for more than 2 seconds. Release the button when you are finished recording.

#### **Q. What is the maximum length of the greeting I can record on my unit?**

A. Your greeting recording time is up to 30 seconds.

#### **Q. When I re-recorded a new greeting and my unit automatically checked the recording, there was no sound. Why?**

A. Adjust the volume level. Use the digital VOLUME Control on the right side of the unit to increase the volume.

#### **Q. How do I erase the incoming messages to make room for more?**

A. Your FA970B automatically erases old messages that have already been listened to when new ones are recorded (unless you save them with the message save command). (page 11)

#### **Q. Are my messages automatically saved?**

A. No, you must follow the Save procedures (page 11) to save your messages. New messages will replace old messages unless you follow the Save procedure.

### Section Three-Remote Operation

#### **Q. I am checking my messages remotely from a touch tone telephone, but my unit will not play back my messages. Why?**

A. Although the telephone you are using is a push-button telephone, it is possible that the telephone line over which you are calling is not a standard touch tone line. Try calling your unit from a different location (i.e., a pay telephone).

#### **Q. Does my unit have to be connected to a touch-tone telephone for remote operation to work?**

A. No, it is not necessary. However, to retrieve your recorded messages remotely, you must call from a touch-tone telephone system.

#### **Q. I am calling from a remote phone to check my messages. What will happen if I hang up before all my messages are played back?**

A. Your unit will save your messages and reset to answer incoming calls.

#### **Q. What is the range of my remote feature?**

A. Your remote will work from any touch-tone telephone in the world that is compatible to the U.S.A. specifications. In addition, the telephone over which you are calling must not have any unusual or loud background noise, and the phone must be able to produce a tone of at least 2 seconds when you enter your security code.

## CUSTOMER INFORMATION

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier of US: SBFAN02BFA970B. If requested, this number must be provided to the telephone company.

The applicable jacks ( i.e. RJ11C ) for this equipment are provided in the packaging with each piece of approved equipment. The jacks are certified by Universal Service Order Codes (USOC).

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug are provided with this product. They are designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not

All areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.

If this equipment FA970B causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If you experience trouble with this equipment, disconnect it from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

Please follow instructions for repairing if any (e.g. battery replacement section); otherwise do not alter or repair any parts of device except specified.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

This equipment is hearing aid compatible.

#### NOTICE:

1. If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this (equipment ID if any) does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.
2. According to telephone company reports, AC electrical surges, typically resulting from lightning strikes, are very destructive to telephone equipment connected to AC power sources. To minimize damage from these types of surges, a surge arrester is recommended.

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

**NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. Some cordless telephones operate at frequencies that may cause interference to nearby TV's and VCR's; to minimize or prevent such interference, the base of the cordless telephone should not be placed near or on top of a TV or VCR; and, if interference is experienced, moving the cordless telephone farther away from the TV or VCR will often reduce or eliminate the interference. 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.

## SERVICE

According to FCC regulations, this equipment, which has been certified and registered by the FCC, may only be repaired by authorized persons. If repairs or adjustments are made by an unauthorized person, the FCC certification may be voided. Should you encounter any problems, please call the **Southwestern Bell Freedom Phone® Retail Sales** Toll-Free Customer Help Line for assistance: **1-800-366-0937**, Monday - Friday 8:30 AM - 9:00 PM (EST), and Saturday 8:30 AM - 12:30 PM (EST). You can also visit our website at <http://www.swbfreedomphone.com>.

**FOR IN-WARRANTY SERVICE:**  
Package your complete unit (including all adapters, line cords, and other accessories) and ship the unit postage prepaid\* and insured (for your protection) to:

**SOUTHWESTERN BELL FREEDOM PHONE®**  
**DEPT.: In Warranty**  
**7475 North Glen Harbor Blvd., Glendale, AZ 85307**

Be sure to include your return address, proof of purchase, a daytime phone number, \$9.50 for postage and handling\*, and a brief explanation of your difficulties.

**\*NOTE: California residents need only provide proof of purchase and should call 1-800-366-0937 for shipping instructions.**

**FOR OUT-OF-WARRANTY REPLACEMENT:**  
You may call our toll-free Help Line for the price of a replacement before returning your unit. Please follow all instructions for In-Warranty service (above) to return your unit, and mark the package: **DEPT.: Out-of-Warranty.**

#### QUESTIONS?

STOP — don't take unit back to the store  
LOOK — for the toll-free "help" telephone number  
LISTEN — as our experts talk you through the problem

For immediate answers to your questions regarding operation, parts or installation, call:

**Southwestern Bell Freedom Phone®**  
**Retail Sales Help Line at:**  
**1-800-366-0937**

## LIMITED WARRANTY

This **Southwestern Bell Freedom Phone®** is warranted to the original purchaser to be free from defects in materials and workmanship under normal installation, use and service for a period of one (1) year from the date of purchase as shown on the purchaser's receipt.

The obligation of **Southwestern Bell Freedom Phone® Retail Sales**, under this one (1) year warranty shall be limited to repair or replacement (at our option), during the warranty period of any part which proves defective in material or workmanship under normal installation, use and service, provided the product is returned to **Southwestern Bell Freedom Phone® Retail Sales** or