**AT&T**

# 1782 Two-Line Digital Answering System with Caller ID/Call Waiting



For Customer Service Or Product Information, Visit Our Website At
**www.telephones.att.com**

*Please read Part 1 — Important Product Information, included in this package.*
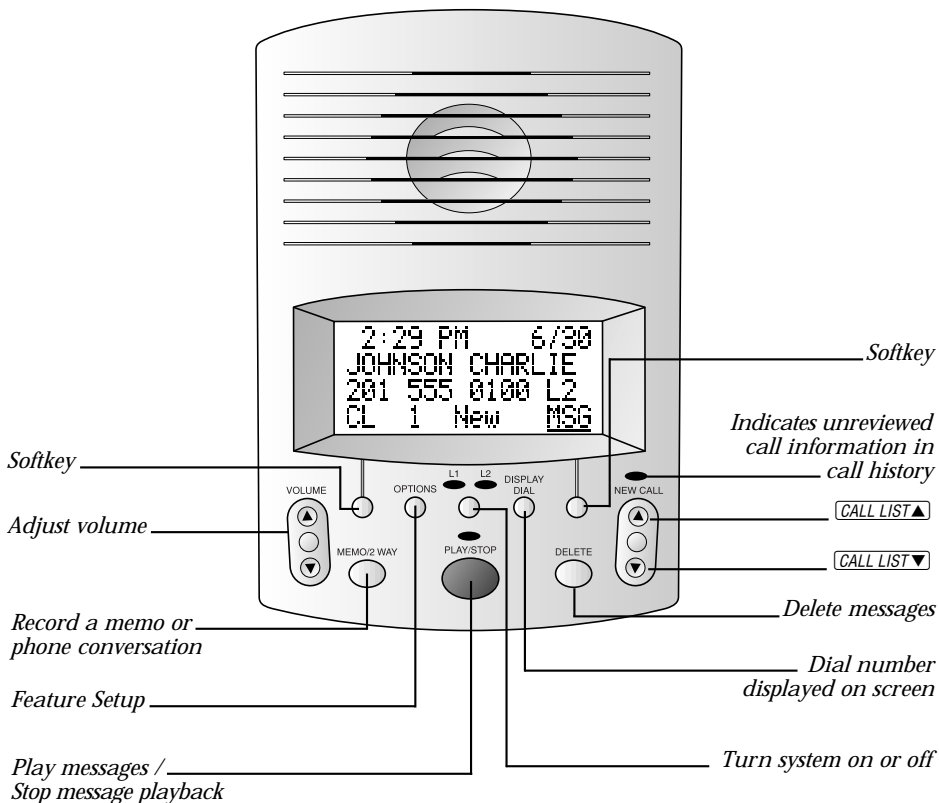*Para recibir este manual en español, por favor llame al 1 800 222-3111.*

# CONTENTS

# BUTTONS

## About Softkeys

This system has been designed with your convenience in mind, offering you many features which you can access using the two "softkeys" shown in the illustration below. By pressing the softkey below the label indicated on the display screen, you select that operation. Softkey labels are always underlined in the display and in this manual.



*Softkey*

*Indicates unreviewed call information in call history*

*Softkey*

*Adjust volume*

CALL LIST ▲

CALL LIST ▼

*Delete messages*

*Record a memo or phone conversation*

*Dial number displayed on screen*

*Feature Setup*

*Turn system on or off*

*Play messages / Stop message playback*

Display shows:
```
 2:29 PM      6/30
JOHNSON CHARLIE
201 555 0100 L2
CL  1  New    MSG
```

# SCREEN INDICATORS

Time of call ——

Caller's name ——

Caller's telephone number ——

Position of call in call history ——

New call in call history ——

2:29 PM   6/30
JOHNSON CHARLIE
201 555 0100 L2
CL  1  New    MSG

—— Date of call

—— Telephone line of call

—— Indicates caller left message

VOLUME   OPTIONS   L1 L2   DISPLAY DIAL   NEW CALL

MEMO/2 WAY   PLAY/STOP   DELETE

# INSTALLATION

## Before You Begin

This system includes two color-coded telephone line cords with modular plugs on each end. One cord has **CLEAR** plugs and the other has **BLUE** plugs.
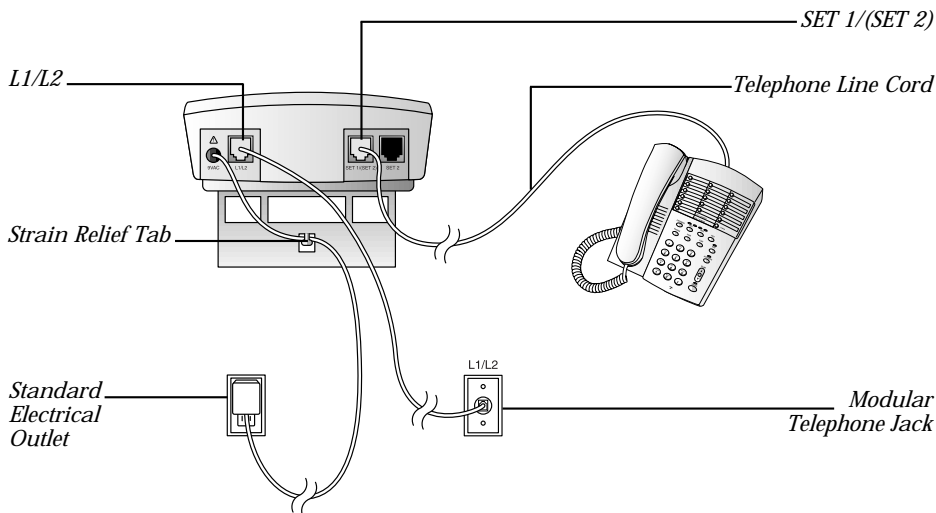
- If you have a two-line (RJ-14) wall jack, use only the line cord with **CLEAR** plugs.
- If you have two single-line wall jacks, use both cords. You will need a 2-line adapter, provided in this package.

## Table/Desk Installation



*SET 1/(SET 2)*

*L1/L2*

*Telephone Line Cord*

*Strain Relief Tab*

*Standard Electrical Outlet*

L1/L2

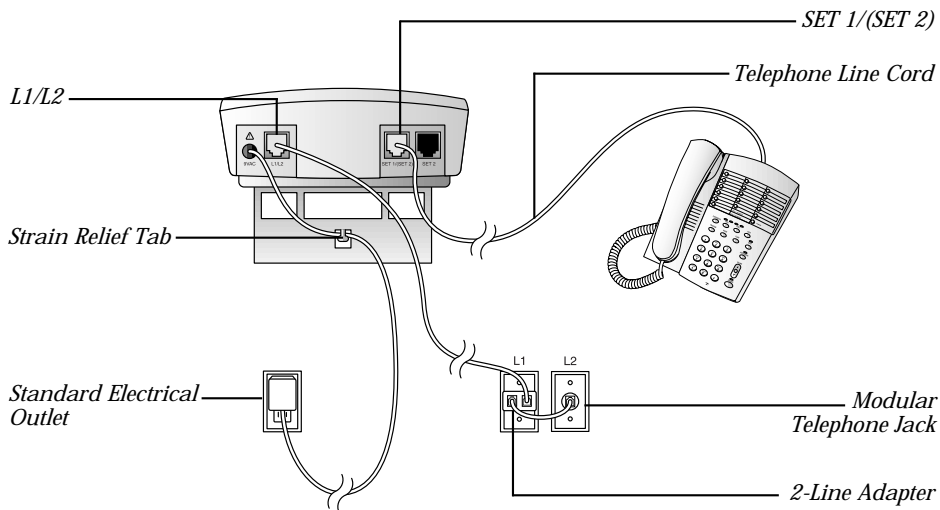*Modular Telephone Jack*

**1 Connect line cords**

***For one two-line wall jack with a single two-line phone:***

- **a** Plug the line cord from the phone into the system jack labeled **SET 1/(SET 2)**.
- **b** Plug one end of the line cord with clear plugs into the two-line wall jack. Plug the other end into the system jack labeled **L1/L2**.
- **c** Go to **Step 2**, "Connect the power cord."

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# INSTALLATION



SET 1/(SET 2)

Telephone Line Cord

L1/L2

Strain Relief Tab

Standard Electrical Outlet

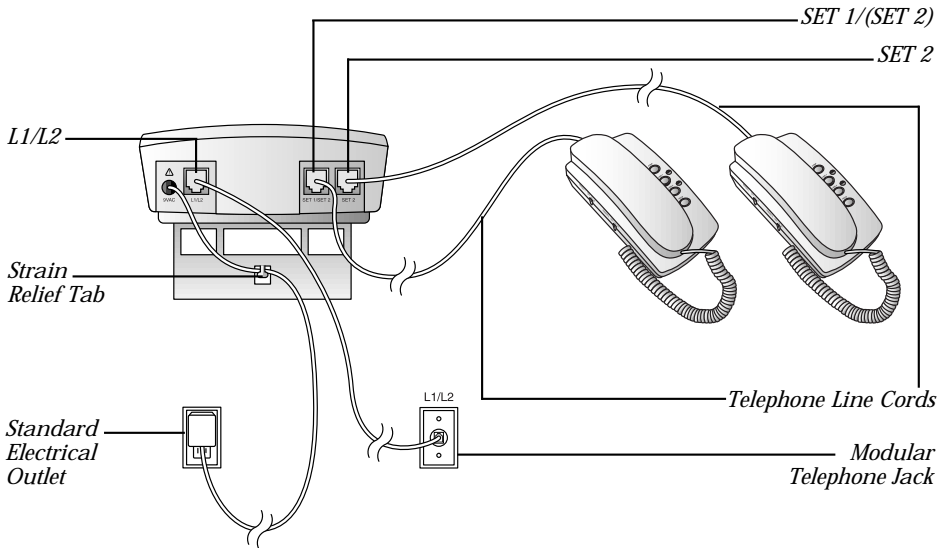Modular Telephone Jack

2-Line Adapter

***For two single-line wall jacks with a single two-line phone:***
(To use this installation option, you'll need to use the 2-Line Adapter.)

**a** Plug the 2-Line Adapter into the wall jack that will be used as **LINE 1**.

**b** Plug one end of the telephone line cord with blue plugs into the adapter jack labeled **LINE 2**. Plug the other end of the cord into the other wall jack.

**c** Plug one end of a telephone line cord with clear plugs into the adapter jack labeled **PHONE**. Plug the other end of the cord into the system jack labeled **L1/L2**.

**d** Plug the line cord from the phone into the system jack labeled **SET 1/(SET 2)**.

**e** Go to **Step 2**, "Connect the power cord."

**NOTE:** *If a single-line phone is connected to the **SET 1/(SET 2)** jack, it can be used to make and answer calls on Line 1 only.*



#### For one two-line wall jack with two single-line phones:
**a** Plug one end of the telephone line cord with clear plugs into the two-line wall jack. Plug the other end into the system jack labeled **L1/L2**.
**b** Plug the line cord from the single-line phone for Line 1 into the system jack labeled **SET 1/(SET 2)**. This phone is connected to the Line 1 telephone number.
**c** Plug the line cord from the other single-line phone into the system jack labeled **SET 2**.
**d** Go to **Step 2**, "Connect the power cord."

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# INSTALLATION



- SET 1/(SET 2)
- SET 2
- L1/L2
- Strain Relief Tab
- Standard Electrical Outlet
- Telephone Line Cord
- Modular Telephone Jack
- 2-Line Adapter
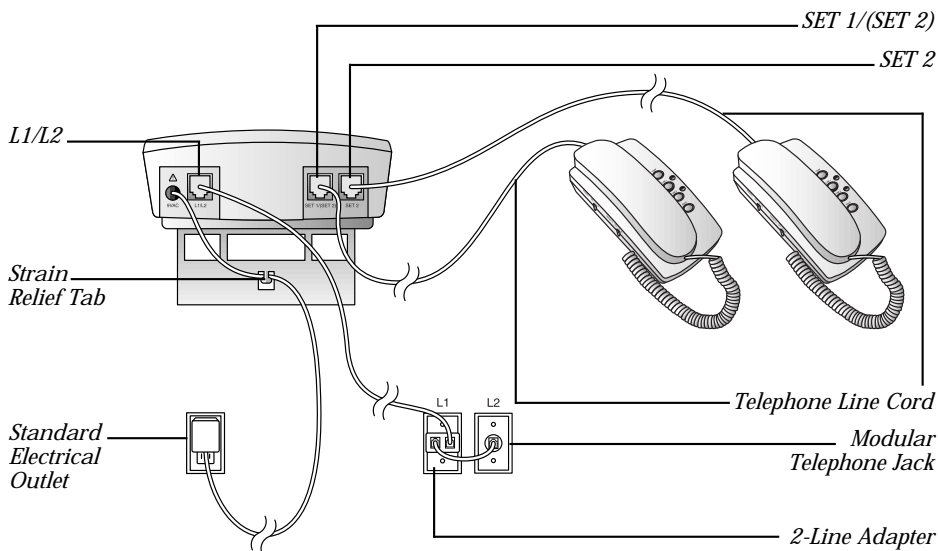
### *For two single-line wall jacks with two single-line phones:*
(To use this installation option, you'll need to use the 2-Line Adapter.)

**a** Plug the 2-Line Adapter into the wall jack that will be used as **LINE 1**.

**b** Plug one end of the telephone line cord with blue plugs into the adapter jack labeled **LINE 2**. Plug the other end of the cord into the other wall jack.

**c** Plug one end of a telephone line cord with clear plugs into the adapter jack labeled **PHONE**. Plug the other end of the cord into the system jack labeled **L1/L2**.

**d** Plug the line cord from one single-line phone into the system jack labeled **SET 1/(SET 2)**. This phone is connected to the Line 1 telephone number.

**e** Plug the line cord from the other single-line phone into the system jack labeled **SET 2**. This phone is connected to the Line 2 telephone number.

**f** Go to **Step 2**, "Connect the power cord."

**2 Connect the power cord.**
- Plug the smaller end of the power cord into the jack labeled **9VAC** on the back of the system.
- Plug the other end of the power cord into an electrical outlet not controlled by a wall switch.

**NOTE:** *For table installation only, flip out the bracket under the unit, and fit the power cord through the strain-relief tab.*
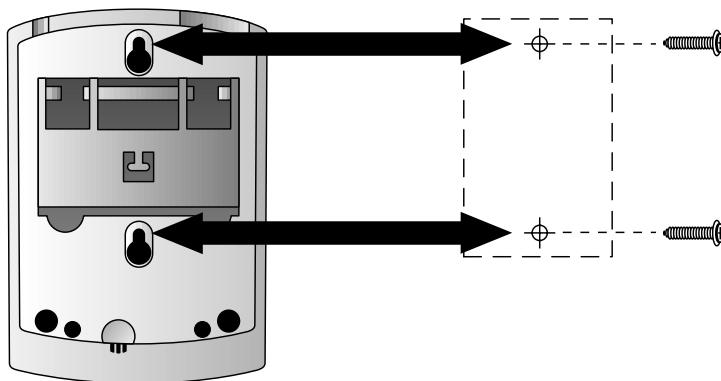
⚠ Use only the power cord supplied with your answering system. If you need a replacement cord, call 1 800 222–3111.
Input: 120V, 60 Hz
Output: 9V AC, 400 mA

## Wall Installation



**1** Choose a location near a modular telephone jack and a standard electrical outlet not controlled by a wall switch.

# INSTALLATION

   **2** Using a pencil and the template at the back of the manual, mark the wall where you want to mount the unit.

   **3** Choose two #4 Round Head screws appropriate for your wall material (screws not included). Screw in the screws until the heads are about 1/8" away from the wall.

   **4** Position the unit over the screws and pull down until it is firmly in place. (Adjust the screws as necessary for a secure fit.)

   **5** To complete installation, follow the directions beginning on page 5 for "Connect Line Cords."

## Initialization

As soon as you connect the power cord, the system runs a quick self-test. When the test is complete, the system enters an initial Setup mode (this happens only the first time you plug in the unit). You must complete the Setup functions in **Steps 1** through **4** now, in order for the system to work properly. (The system will remain in the initialization mode until you complete **Steps 1** through **4**.)

You can also complete **Steps 5** through **7** now, if you wish. To complete them at a later time, press OPTIONS (see SET UP SYSTEM FEATURES). To change any settings at a later time, see SET UP SYSTEM FEATURES.

   **1** **Select display language.**
   The current language selection is displayed in the center of the screen. Use the left softkey to select an alternate language for display screen messages. It is pre-set to English. Select OK to accept English and move to storing the Home Area Code
   — **OR** —
   to change to Spanish, use the softkey to select CHANGE. then select SI when ESPANOL is displayed in the center of the screen under Idioma/Language.

   **2** **Store Home Area Code.**
   After you select a language for the display, you'll need to program your Home Area Code into the unit so it can properly recognize and dial calls. Press CALL LIST▲ or CALL LIST▼ to enter the digits for your Home Area Code (see **NOTE**). Select NEXT to move to the next digit. Select OK to save and move to setting the clock.

***NOTE: This procedure for entering your Home Area Code will apply to most users (those who simply dial the seven digits of a telephone number to make a local call). However, if you live in a region where you must dial 10 or 11 digits for calls within your Home Area Code, you must enter "000" instead of your Home Area Code in Step 2.***

**3 Set the clock.**

The screen displays the time (the default setting is 12 AM). To correct the setting, use ⟦CALL LIST▲⟧ or ⟦CALL LIST▼⟧ to correct the hour, then select NEXT to move to the minutes setting; repeat to select AM or PM. Select DONE when the correct time is displayed.

**4 Set the date.**

The screen displays the date (pre-set to 1/01/00). To correct the setting, use ⟦CALL LIST▲⟧ or ⟦CALL LIST▼⟧ to correct the month, then select NEXT to move to the day and the year. Select DONE when the correct date is displayed.

You must set the date for the answering system once so that the day announced with your messages is correct. This information is stored so that even when the time is lost because of a power failure, the time, date, and day will be set correctly with the first incoming call received after the power returns.

**5 Adjust display contrast.**

You can adjust the contrast of the display to one of eight levels. Press ⟦CALL LIST▲⟧ or ⟦CALL LIST▼⟧ until the screen displays your desired setting. Select OK to save.

**6 Set Dial Mode.**

This product comes set for touch tone dialing; if you have touch tone dialing service, you do not need to set this feature. If you have pulse dialing service, you cannot dial numbers with the phone set to touch tone. The current selection is displayed. Select CHANGE to switch to PULSE (dial pulse/rotary), then use the softkey to select OK.

**7 Record Outgoing Announcement.**

This system comes with a pre-recorded outgoing announcement. To record your own announcements, see "Record Outgoing Announcement for a Line" in SET UP SYSTEM FEATURES.

# SET UP SYSTEM FEATURES

## Feature Setup

*NOTE: The system must be turned on to set up or change features.*

You can set up one feature at a time, or you can set up a feature and then move on to set up another feature. After you change one feature, use the softkey to select OK to move to another feature. If you change only one feature, you can continue to select OK until the screen exits the Feature Setup mode.

*NOTE: If the unit does not receive a command within 30 seconds, it automatically exits the Feature Setup mode.*

## Set the Time and Date

The system automatically resets the time and date each time new call information is received. However, you must set the time/date yourself once for the day announced with your messages to be correct.

   **1** Press OPTIONS.

   **2** Use the softkey to select CLOCK.

   **3** Press CALL LIST▲ or CALL LIST▼ to change the hour setting.

   **4** Select NEXT to move to the minutes setting.

   **5** Press CALL LIST▲ or CALL LIST▼ to change the minutes setting.

   **6** Select NEXT to move to AM or PM.

   **7** Press CALL LIST▲ or CALL LIST▼ to change the setting.

   **8** Select DONE.

   **9** Press CALL LIST▲ or CALL LIST▼ to change the month setting.

  **10** Select NEXT to move to the day setting.

  **11** Press CALL LIST▲ or CALL LIST▼ to change the day setting.

  **12** Select NEXT to move to the year setting.

  **13** Press CALL LIST▲ or CALL LIST▼ to change the year setting.

  **14** Select DONE.

*NOTE: You can select DONE to exit without changing a setting.*

# SET UP SYSTEM FEATURES

## Answering System Feature Setup
### Announcement Options
This answering system lets you record up to four different announcements — **A**, **B**, **C**, and **AO**. Each can be presented to callers on either Line 1 or Line 2. You can assign the same announcement to be presented on both lines, or you can choose different announcements for each line.

***NOTE: A total of about 22 minutes of recording time is available for your announcements and callers' messages.***

Use Announcements **A**, **B**, and **C** when you want the system to record callers' messages. If you do not want to record your own announcement, or if a recorded announcement is lost in a power failure, the system provides a brief pre-recorded announcement.

Use Announcement **AO** (Announce Only) when you want the system to play an announcement and then hang up. There is no pre-recorded announcement for **AO**. If you choose **AO**, you must record an announcement for it.

### Record Outgoing Announcement for a Line

***NOTE: If you choose not to record an announcement, the system answers with a pre-recorded announcement: "Hello. Please leave a message after the tone."***

  1 Press $\underline{OPTIONS}$ .
  2 Use the softkey to select ANS SYS. The screen displays Set options for which mailbox?
  3 Select L1 or L2. The screen displays your choice.
  4 Press $\boxed{CALL\ LIST▲}$ or $\boxed{CALL\ LIST▼}$ to select Announcement **A**, **B**, **C** or **AO**.
  5 Select RECORD. Begin speaking in a normal tone of voice, about nine inches from the unit. Your announcement can be up to three minutes long.
  6 Select STOP when you are finished. The announcement is automatically played back for you.

***NOTE: If you wish to re-record your announcement, repeat Steps 5 and 6.***

# SET UP SYSTEM FEATURES

**Review Outgoing Announcement for a Line**

1. Press `OPTIONS`.
2. Use the softkey to select `ANS SYS`. The screen displays `Set options for which mailbox?`
3. Select `L1` or `L2`. The screen displays your choice.
4. Press `CALL LIST▲` or `CALL LIST▼` to select Announcement **A**, **B**, **C** or **AO**.
5. Press `PLAY/STOP`. The system plays your current outgoing announcement.
6. Press `PLAY/STOP` or select `STOP` to stop announcement playback.

**Delete Outgoing Announcement for a Line**

***NOTE: You can delete only the user-recorded announcements, not the pre-recorded announcement.***

1. Press `OPTIONS`.
2. Use the softkey to select `ANS SYS`. The screen displays `Set options for which mailbox?`
3. Select `L1` or `L2`. The screen displays your choice.
4. Press `CALL LIST▲` or `CALL LIST▼` to select Announcement **A**, **B**, **C** or **AO**.
5. Press `PLAY/STOP`. The system plays your current outgoing announcement.
6. Press `DELETE`. The system erases your current user-recorded outgoing announcement and announces "*Deleted.*" The system defaults to the pre-recorded announcement.

# SET UP SYSTEM FEATURES

**Select Outgoing Announcement for a Line**
1 Press `OPTIONS`.
2 Use the softkey to select <u>ANS SYS</u>. The screen displays Set options for which mailbox?
3 Select <u>L1</u> or <u>L2</u>. The screen displays your choice.
4 Press `CALL LIST▲` or `CALL LIST▼` to select Announcement **A**, **B**, **C** or **AO**.
5 Select <u>OK</u>.

**Ring Select and Toll Saver for a Line**
You can select how many times the line will ring before the system answers a call. (Ring Select is preset to 4 rings for both lines.) Set for **2** to **7** rings, or choose from two Toll Saver settings. If you select Toll Saver 4-2, the system answers after four rings when you have no new messages, and after two rings when you have new messages. If you select Toll Saver 6-4, the system answers after six rings when you have no new messages, and after four rings when you have new messages. You can set Ring Select differently for each line.

1 Press `OPTIONS`.
2 Use the softkey to select <u>ANS SYS</u>. The screen displays Set options for which mailbox?
3 Select <u>L1</u> or <u>L2</u>. The screen displays your choice.
4 Select <u>OK</u> until the screen displays Rings and the current setting.
5 Select <u>CHANGE</u> or press `CALL LIST▲` or `CALL LIST▼` until the screen displays your desired Ring Select setting.
6 Select <u>OK</u>.

# SET UP SYSTEM FEATURES

**Answer When Recording for a Line**
When the system is recording a message on one line and a call is received on the other line, the system announces to the second caller, "Please wait to leave a message," at 15-second intervals until the first line has finished recording.

The system comes with this feature set to on. If you do not want the system to answer the second call with the "Please Wait" prompt, you can turn this feature off by following the directions below. You can set this feature separately for each line.

1  Press [OPTIONS].
2  Use the softkey to select <u>ANS SYS</u>. The screen displays Set options for which mailbox?
3  Select <u>L1</u> or <u>L2</u>. The screen displays your choice.
4  Select <u>OK</u> until the screen displays Answer When Recording.
5  Select <u>CHANGE</u> to display On or Off.
6  Select <u>OK</u>.

**Remote Access Code for the System**
The Remote Access Code allows you to access features and functions of the answering system from a touch tone phone. The Remote Access Code is preset to 500, but you can change it to any three-digit number from 100 to 999. Do not set the Remote Access Code to the same number as the Priority Call Code. The Remote Access Code is the same for both lines and is set using Line 1.

1  Press [OPTIONS].
2  Use the softkey to select <u>ANS SYS</u>. The screen displays Set options for which mailbox?
3  Select <u>L1</u>. The screen displays your choice.
4  Select <u>OK</u> until the screen displays Remote Code.
5  Press [CALL LIST▲] or [CALL LIST▼] to change the first digit.
6  Select <u>NEXT</u> to move to the second digit.
7  Press [CALL LIST▲] or [CALL LIST▼] to change the second digit.
8  Select <u>NEXT</u> to move to the third digit.
9  Press [CALL LIST▲] or [CALL LIST▼] to change the third digit.
10  Select <u>OK</u>.

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# SET UP SYSTEM FEATURES

**Priority Call Signal for the System**
When a caller enters the Priority Call Code from a touch tone phone, the system beeps loudly to alert you that you have a Priority Call. You'll need to provide select callers with the Priority Call Code (preset to 999), in order for them to use this feature. The Priority Call Code is the same for both lines and is set using Line 1.

1 Your caller dials your telephone number from a touch tone phone.
2 When the announcement begins to play, your caller enters the Priority Call Code.
3 The system beeps three times, then pauses. This continues for up to 30 seconds, unless you answer the phone.
4 If you do not answer, your caller can press ⑤ to stop the Priority Call signal and leave a message.

**Change Priority Call Code for the System**
The Priority Call Code comes set to 999, but you can change it to any three-digit number from 100 to 999. Do not set the Priority Call Code to the same number as the Remote Access Code.

1 Press `OPTIONS`.
2 Use the softkey to select ANS SYS. The screen displays Set options for which mailbox?
3 Use the softkey to select L1. The screen displays your choice.
4 Select OK until the screen displays Priority Call Code.
5 Press `CALL LIST▲` or `CALL LIST▼` to change the first digit.
6 Select NEXT to move to the second digit.
7 Press `CALL LIST▲` or `CALL LIST▼` to change the second digit.
8 Select NEXT to move to the third digit.
9 Press `CALL LIST▲` or `CALL LIST▼` to change the third digit.
10 Select OK.

# SET UP SYSTEM FEATURES

### Announcement Monitor for the System
**This feature comes set to on so you can hear your announcement when the system answers a call. You can reset the system so you won't hear the announcement. The setting you choose controls both lines, and is set using Line 1.**

1 **Press** `OPTIONS`.
2 **Use the softkey to select** <u>ANS SYS</u>. **The screen displays** Set options for which mailbox?
3 **Select** <u>L1</u>. **The screen displays your choice.**
4 **Select** <u>OK</u> **until the screen displays** Announce Monitor.
5 **Select** <u>CHANGE</u> **or press** `CALL LIST▲` **or** `CALL LIST▼` **to change the setting to** On **or** Off.
6 **Select** <u>OK</u>.

### Audible Message Alert for the System
**If you want the system to beep every 15 seconds to notify you that new messages have been received, set the Message Alert to on (it is preset to off). The setting you choose controls both lines. Set using Line 1.**

1 **Press** `OPTIONS`.
2 **Use the softkey to select** <u>ANS SYS</u>. **The screen displays** Set options for which mailbox?
3 **Select** <u>L1</u>. **The screen displays your choice.**
4 **Select** <u>OK</u> **until the screen displays** Msg Alert.
5 **Select** <u>CHANGE</u> **to display** On **or** Off.
6 **Select** <u>OK</u>.

# SET UP SYSTEM FEATURES

## Caller ID Feature Setup
### Turn Caller ID with Call Waiting On or Off for a Line
If you don't want to be disturbed with call information about Call Waiting calls, you can turn this feature off.

*NOTE: This is the only Caller ID feature you can set up separately for each line.*

1  Press [OPTIONS].
2  Press [CALL LIST▲].
3  Use the softkey to select CALL ID. The screen displays L1-Caller ID with Call Waiting.
4  Select CHANGE or press [CALL LIST▲] or [CALL LIST▼] to turn the feature On or Off.
5  Select OK.
6  Repeat **Steps 4** and **5** to set Caller ID with Call Waiting for Line 2.

### Turn Incoming Number Announce On or Off
If you want the system to announce the line and phone number of the caller when you receive a call, you can turn this feature on (it is preset to off).

1  Press [OPTIONS].
2  Press [CALL LIST▲].
3  Use the softkey to select CALL ID. Select OK until the screen displays Local Number Announce: Off.
4  Select CHANGE or press [CALL LIST▲] or [CALL LIST▼] to turn the feature On or Off.
5  Select OK.

### Program Area Codes
You must program Home and Local Area codes into the system to allow it to properly recognize and dial calls from the Caller ID call history (when using the Display Dial feature). When you program these specific area codes, the system can distinguish a local call from a long distance call, so it can dial the appropriate number of digits.

# SET UP SYSTEM FEATURES

### Home Area Code Guidelines
Most users simply dial the seven digits of a phone number to make a call within their Home Area Code and 11 digits outside of their Home Area Code. If this applies to you, you should program your Home Area Code into the unit. After programming, if you receive a call from within your Home Area Code, the screen will display the seven digits of the phone number. When you use Display Dial, the unit will know to ignore the Home Area Code, and dial only the seven digits of the phone number.

You may, however, live in a region where for calls within your Home Area Code you must dial 10 digits (that is, the three-digit area code and the seven digits of the phone number) or even 11 digits (the digit "1" plus the area code and phone number). If you must dial 10 digits for calls within your Home Area Code, you should program "000" as your Home Area Code into the unit, and program your Home Area Code as a Local Area Code (see Local Area Code guidelines). After programming, if you receive a call from within your Home Area Code, the screen displays the 10 digits of the phone number. When you use Display Dial, the unit will know to dial your Home Area Code along with the seven digits of the telephone number.

If you must dial "1" for calls within your Home Area Code, you should program "000" instead of your Home Area Code into the unit (and do not program your Home Area Code as a Local Area Code). After programming, if you receive a call from within your Home Area Code, the screen displays the 10 digits of the phone number. When you use Display Dial, the unit will know to dial the digit "1", along with your Home Area Code and the seven digits of the telephone number.

### Local Area Code Guidelines
Most users dial 11 digits to make calls outside their Home Area Code. These users do not need to program any Local Area Codes.

However, if you dial only 10 digits to make calls to some areas outside your Home Area Code (without dialing "1"), then program these Local Area Codes into the unit (up to four codes can be programmed). After programming, if you receive a call from one of these Local Area Codes, the screen displays the 10 digits of the phone number. When you use Display Dial, the unit will know to dial the 10 digits without inserting a "1" before the area code.

# SET UP SYSTEM FEATURES

**Home Area Code**
1 Press `OPTIONS`.
2 Press `CALL LIST▲`.
3 Use the softkey to select CALL ID.
4 Select OK until the screen displays Home Area Code.
5 Press `CALL LIST▲` or `CALL LIST▼` to change the first digit.
6 Select NEXT to move to the second digit.
7 Press `CALL LIST▲` or `CALL LIST▼` to change the second digit.
8 Select NEXT to move to the third digit.
9 Press `CALL LIST▲` or `CALL LIST▼` to change the third digit.
10 Select OK.

**Local Area Codes**
1 Press `OPTIONS`.
2 Press `CALL LIST▲` or `CALL LIST▼`.
3 Use the softkey to select CALL ID.
4 Select OK until the screen displays Local Area Code.
5 Press `CALL LIST▲` or `CALL LIST▼` to change the first digit.
6 Select NEXT to move to the second digit.
7 Press `CALL LIST▲` or `CALL LIST▼` to change the second digit.
8 Select NEXT to move to the third digit.
9 Press `CALL LIST▲` or `CALL LIST▼` to change the third digit.
10 Select NEXT to move to the next Local Area Code, and repeat **Steps 5** through **10**.
11 Select OK when you have finished programming Local Area Codes.

# SET UP SYSTEM FEATURES

### Blocked Call Information

***NOTE: This feature may be called by different names by different local telephone companies and may not be available in all areas.***

**You can set up the system so that when a call is received from a caller with a blocked or private telephone number, the system will play a pre-recorded announcement ("*We're sorry, blocked calls to this number cannot be accepted*"), then hang up.**

   **1** Press `OPTIONS`.
   **2** Press `CALL LIST▲`.
   **3** Use the softkey to select `CALL ID`.
   **4** Select `OK` until the screen displays `Blocked Calls`.
   **5** Select `CHANGE` to display `Accept` or `Do Not Accept`.
   **6** Select `OK`.

### Set Display Screen Language

   **1** Press `OPTIONS`.
   **2** Press `CALL LIST▲`.
   **3** Use the softkey to select `CALL ID` (or `ID LLAM`).
   **4** Select `OK` or `SI` until the screen displays `Language/Idioma` (or `Idioma/Language`). The current language selection appears in the center of the screen.
   **5** Use the softkey under `CHANGE` or `CAMBIAR` to change the selection.
   **6** Select `OK` (or `SI`).

# SET UP SYSTEM FEATURES

**Set Display Contrast**
1. Press $\boxed{\text{OPTIONS}}$.
2. Press $\boxed{\text{CALL LIST▲}}$.
3. Use the softkey to select <u>CALL ID</u>.
4. Select <u>OK</u> until the screen displays Display Contrast.
5. Press $\boxed{\text{CALL LIST▲}}$ or $\boxed{\text{CALL LIST▼}}$ until the screen displays your desired setting.
6. Select <u>OK</u>.

**Set Dial Mode**
1. Press $\boxed{\text{OPTIONS}}$.
2. Press $\boxed{\text{CALL LIST▲}}$.
3. Use the softkey to select <u>CALL ID</u>.
4. Select <u>OK</u> until the screen displays Dial Mode.
5. Select <u>CHANGE</u> until the screen displays your desired setting.
6. Select <u>OK</u>.

## Call Match Feature Setup
When you subscribe to Caller ID service, the Call Match feature allows you to record personalized announcements—**Caller Specific Outgoing Announcements**—that can be played to specific callers. Additionally, you can record announcements that can be heard locally through your system—**Talking Caller ID**—when a call is received from a number you have specified.

*NOTE: The system must be on to set up, review or change Call Match features.*

# SET UP SYSTEM FEATURES

## Caller Specific Outgoing Announcements

This system allows you to record up to three announcements that you can match to:

- specific incoming caller numbers, or
- callers who choose to block their name and number when calling, or
- callers from areas in which Caller ID information is not transmitted.

These announcements can be matched to up to 20 telephone numbers. You may choose to match an announcement to Blocked or Unknown callers (each category counts as one telephone number).

Callers from the number(s) you designate will hear your special announcement, not the "regular" announcement that other callers hear.

**For example,** you could record the following announcement to be played when you receive a call from your friend's telephone number:

*"Hi, I went to play tennis. I'll be back around eight o'clock."*

# SET UP SYSTEM FEATURES

**Store a Number for Caller Specific Outgoing Announcement**

1 Press (OPTIONS).

2 Press (CALL LIST▲).

3 Use the softkey to select MATCH.

4 Select OUTGOING.

If you are entering numbers for Caller Specific Outgoing Announcement (OGA) for the first time, select ADD

```
OGA1/Number1

ADD        DONE
```

— OR —

If you've already stored a number for the displayed OGA, and want to store another number with this OGA, press (OPTIONS), then select YES

```
OGA1/Number1
1234567890
RECORD     DONE
```

```
OGA1:Add
Another number?
YES         NO
```

— OR —

If you want to store numbers with another OGA, press (CALL LIST▲), then select ADD.

```
OGA2/Number1

ADD        DONE
```

5 Press (CALL LIST▲) to enter a telephone number digit, then select NEXT to move to the next digit (enter seven digits for local or 10 digits for long distance)

— OR —

Press (CALL LIST▼) to play a special announcement when you receive a call from PRIVATE CALLS or UNKNOWN CALLS

— OR —

To store a number from the Call History, press (OPTIONS), then press (CALL LIST▲) or (CALL LIST▼) until the screen displays the number you want.

*NOTE: If you enter an incorrect digit, press (DELETE), then re-enter the entire number.*

6 Select DONE.

# SET UP SYSTEM FEATURES

### Remove a Number for Caller Specific Outgoing Announcement

1 Press [OPTIONS].
2 Press [CALL LIST▲].
3 Use the softkey to select MATCH.
4 Select OUTGOING.
5 Press [CALL LIST▲] or [CALL LIST▼] until the screen displays the number you wish to remove.
6 Press [DELETE]. The screen displays Number deleted.

### Record a Caller Specific Outgoing Announcement

1 Press [OPTIONS].
2 Press [CALL LIST▲].
3 Use the softkey to select MATCH.
4 Select OUTGOING.
5 Press [CALL LIST▲] or [CALL LIST▼] to choose the Caller Specific Outgoing Announcement you want to record.
6 Select RECORD. Begin speaking in a normal tone of voice, about nine inches from the unit. Your announcement can be up to three minutes long.
7 Select STOP when you are finished. The announcement is automatically played back for you.

### Review a Caller Specific Outgoing Announcement

1 Press [OPTIONS].
2 Press [CALL LIST▲].
3 Use the softkey to select MATCH.
4 Select OUTGOING.
5 Press [CALL LIST▲] or [CALL LIST▼] to choose the Caller Specific Outgoing Announcement you want to hear.
6 Press [PLAY/STOP]. The system plays your current Caller Specific Outgoing Announcement.
7 Select STOP to stop announcement playback.

# SET UP SYSTEM FEATURES

**Delete a Caller Specific Outgoing Announcement**

1. Press `OPTIONS`.
2. Press `CALL LIST▲`.
3. Use the softkey to select MATCH.
4. Select OUTGOING until the screen displays OGA1/Number 1. **(If you have already stored a number there, it is displayed.)**
5. Press `CALL LIST▲` or `CALL LIST▼` to choose the Caller Specific Outgoing Announcement you want to delete.
6. Press `PLAY/STOP` to play the announcement.
7. While the announcement is playing, press `DELETE`. The system erases your announcement.

## Talking Caller ID

You can record personalized announcements to be played from the speaker at the base each time a call is received from a telephone number you program.

**For example,** you could record a Talking Caller ID announcement to say "*Mom and Dad*" each time you receive a call from your parents' telephone number. You can also record a personalized announcement to be played from the speaker at the base when PRIVATE or UNKNOWN calls are received. This feature lets you hear who is calling so you don't have to go to the display to identify the caller.

You can program up to 10 Talking Caller ID announcements for 10 different phone numbers. Each announcement can be up to five seconds long.

**Store a Number for Talking Caller ID**

1. Press `OPTIONS`.
2. Press `CALL LIST▲`.
3. Use the softkey to select MATCH.
4. Select LOCAL.
5. Press `CALL LIST▲` until you see a screen with no phone number, then select ADD.

# SET UP SYSTEM FEATURES

6  Press $\boxed{\text{CALL LIST▲}}$ to enter a telephone number digit, then select NEXT to move to the next digit (enter seven digits for local or 10 digits for long distance)
   **— OR —**

   Press $\boxed{\text{CALL LIST▼}}$ to select PRIVATE CALLS or UNKNOWN CALLS
   **— OR —**

   To store a number from the call history, press $\boxed{\text{OPTIONS}}$, then press $\boxed{\text{CALL LIST▲}}$ or $\boxed{\text{CALL LIST▼}}$ until the screen displays the number you want.

   *NOTE: If you enter an incorrect digit, press $\boxed{\text{DELETE}}$, then re-enter the entire number.*

7  Select DONE.

## Record a Talking Caller ID Announcement
*NOTE: You may record a new announcement over a previous one.*

1  Press $\boxed{\text{OPTIONS}}$.
2  Press $\boxed{\text{CALL LIST▲}}$ or $\boxed{\text{CALL LIST▼}}$.
3  Use the softkey to select MATCH.
4  Select LOCAL.
5  Press $\boxed{\text{CALL LIST▲}}$ or $\boxed{\text{CALL LIST▼}}$ until the screen displays your chosen number.
6  Select RECORD. Begin speaking in a normal tone of voice, about nine inches from the unit. Your announcement can be up to five seconds long.
7  Select STOP when you are finished. The announcement is automatically played back for you.

## Review a Talking Caller ID Announcement

1  Press $\boxed{\text{OPTIONS}}$.
2  Press $\boxed{\text{CALL LIST▲}}$.
3  Use the softkey to select MATCH.
4  Select LOCAL.
5  Press $\boxed{\text{CALL LIST▲}}$ or $\boxed{\text{CALL LIST▼}}$ until the screen displays your chosen number.
6  Press $\boxed{\text{PLAY/STOP}}$. The system plays the announcement matched to this number.
7  Press $\boxed{\text{PLAY/STOP}}$ or select STOP to stop announcement playback.

# SET UP SYSTEM FEATURES

**Delete a Talking Caller ID Number**

***NOTE: When you delete a number connected with Talking Caller ID, the announcement matched to that number is also deleted.***

1 Press [OPTIONS].
2 Press [CALL LIST▲].
3 Use the softkey to select MATCH.
4 Select LOCAL.
5 Press [CALL LIST▲] or [CALL LIST▼] until the screen displays the number you wish to delete.
6 Press [DELETE]. The unit announces "Deleted".
7 Select DONE to exit.

# ANSWERING SYSTEM OPERATION

## Answering Calls
When the system answers a call, the caller hears the announcement you recorded followed by a beep. After the beep, the system begins recording your caller's message, up to three minutes long. If the message is longer than three minutes, or if the caller is silent for more than seven seconds, or if the system runs out of memory, the system beeps once and hangs up.

## Turning the System On and Off
The L1 and L2 lights indicate which lines the system is set to answer. To choose which line(s) the system will answer, or to turn the system off, press [ON/OFF] repeatedly. This turns the lines on and off in the following order: Line 1 only; Line 2 only; Both lines on; Entire system off.

*NOTE: When Answering System is turned off, no answering system or Call Match features can be used.*

## Volume Control
Press [VOLUME▲] to increase the volume, or [VOLUME▼] to decrease volume. The eight volume settings are **0** (off) to **7**. The default setting is **5**. The system beeps to let you know you've reached the highest or lowest volume setting.

If you set the volume to **0** and then press [PLAY/STOP] to play back messages, the volume is reset to **2**.

## Call Screening/Intercept
Set the system to answer calls, and set the volume control so you can hear the caller's message. (If you set the volume to **0**, you will be unable to hear callers.)

If you decide to take the call, pick up any phone on the same line as the incoming call. If you pick up the phone during the announcement and the announcement does not stop right away, press and release the telephone switchhook, or press [PLAY/STOP] on the system.

## Announcement Bypass
You might want to let frequent callers know they can press ⌗ on a touch tone phone when they hear your announcement begin. The system then stops playing your announcement and beeps so the caller can immediately begin recording a message.
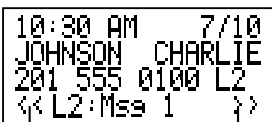
# ANSWERING SYSTEM OPERATION

## Listen to Your Messages

The screen displays the number of messages in each mailbox. To access messages for a particular line, use the softkey to select L1 or L2, then follow the directions below to play, repeat, skip, save, and delete messages.

As the system plays back messages, the screen displays the number of the message playing. Before playing each message, the system announces the day and time the message was received. The screen displays the caller's name and number, if stored. You can dial the displayed number by pressing [DISPLAY DIAL] (see "Display Dial" in the CALLER ID OPERATION section for more information).

After playing the last message, the system announces, "*End of messages.*"

```
10:30 AM      7/10
JOHNSON   CHARLIE
201 555 0100 L2
<< L2:Msg 1     >>
```
| *Repeat a message* | *Skip a message* |

**Play all messages**
Press [PLAY/STOP] . (If you have no messages, the system announces, "*No messages.*")

**Play new messages only**
Press and hold [PLAY/STOP] for about two seconds. (If you have no new messages, the system announces, "*No new messages.*")

**Repeat a message**
Select << to repeat a message. Press the left softkey repeatedly to return to an earlier message.

**Repeat part of a message**
Hold down << until you hear a beep. The more beeps you hear, the farther back in the message you will be when you release the button.

**Skip a message**
Select >> to skip a message. Press the right softkey repeatedly to skip more than one message.

**Skip part of a message**
Hold down >> until you hear a beep. The more beeps you hear, the farther into the message you will be when you release the button.

# ANSWERING SYSTEM OPERATION

**Stop Message Playback**
Press [PLAY/STOP].

**Saving Messages**
The system automatically saves your messages until you delete them, and can store approximately 22 minutes of messages, memos and announcements (up to a maximum of 99 messages). When memory is full, or the maximum number of messages is recorded, the screen displays MEMORY FULL. You'll need to delete messages to make room for new ones.

## Delete Messages

### Delete All Messages

1 Press [DELETE].

2 Use the L1 and L2 softkeys to delete all messages for the selected line, or press [DELETE] again to delete all messages. (The system announces, "*Messages deleted.*")

*NOTE: If you have new unreviewed messages, you will be unable to delete all messages.*

### Delete Selected Messages

Press [DELETE] while the message you want to delete is playing. The system beeps once, and continues with the next message.

When the system reaches the end of the last message, the remaining messages are renumbered, and the screen displays the total number of messages remaining in memory.

## Record a Memo

You can record a memo to be stored as an incoming message. The memo can be up to three minutes long and will be played back with other messages.

1 Press [MEMO/2WAY].

2 Use the softkey to select L1 or L2.

3 After the beep, speak toward the unit. The screen displays the length of your memo.

4 To stop recording, use the softkey to select STOP or press [PLAY/STOP].

# ANSWERING SYSTEM OPERATION

## Record a Telephone Conversation

***NOTE: This unit does not sound warning beeps to let the other party know that the call is being recorded. To ensure that you are in compliance with any state and federal regulations concerning recording a telephone call, you should start the recording process and then inform the caller that you are recording the call.***

1 Press [MEMO/2WAY] twice at any time during a phone conversation.
2 Use the softkey to select L1 or L2.
3 Press [PLAY/STOP] or press the softkey to select STOP to stop recording. The conversation is saved with messages, and played back as a message.

***NOTE: You must press [PLAY/STOP] to end the recording. Hanging up the phone without pressing [PLAY/STOP] does not stop recording, and the system will continue recording until all available memory is used.***

## When Memory is Full

When the memory is full, the system answers calls after 10 rings, and sounds two beeps instead of your announcement. The screen displays Memory Is Full.

# ANSWERING SYSTEM OPERATION
## From a Remote Touch Tone Phone

### Connect with the Answering System

**1** Dial your telephone number from a touch tone phone with a different telephone number.

**2** When the system answers, enter your three-digit Remote Access Code during or after the announcement. The system announces the number of messages, then beeps twice. If the announcement continues to play after you enter your code, wait for the announcement to end, then re-enter the code.

— OR —

Press ⌗ to stop the announcement, then re-enter the code.

**3** The two-beep signal lets you know the system is ready to accept a remote command.

### Play Messages

**1** **Connect with the answering system.**

**2** After the two beeps, wait four seconds, and the system plays back messages

— OR —

Press ① ⓪ to play all messages in both mailboxes

— OR —

Press ① ① to play all messages in the Line 1 mailbox

— OR —

Press ① ② to play all messages in the Line 2 mailbox

— OR —

Press ② ⓪ to play only new messages in both mailboxes (if there are no new messages, the system announces, "*No new messages*")

— OR —

Press ② ① to play only new messages in the Line 1 mailbox

— OR —

Press ② ② to play only new messages in the Line 2 mailbox.

*NOTE: When you finish listening to messages, press ⊛, ⑨ before you hang up.*

**3** *To repeat a message* — Press ④ while the message is playing.
*To repeat part of a message* — Hold down ④. To resume playing, release ④.
*To skip a message* — Press ⑥ while the message is playing.
*To skip part of a message* — Hold down ⑥. To resume playing, release ⑥.
*To stop message playback* — Press ⑤.
*To save messages* — Press ⊛, ⑨ then hang up.

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# ANSWERING SYSTEM OPERATION
## From a Remote Touch Tone Phone

## Delete Messages
**Delete All Messages**

1. **Connect with the answering system.**
2. Listen to all messages. After the two beeps, press ③ ⓪ to delete all messages in both mailboxes (an error tone sounds if you have unreviewed messages)
   **— OR —**
   Press ③ ① to delete all messages in Line 1 mailbox
   **— OR —**
   Press ③ ② to delete all messages in Line 2 mailbox.

**Delete Selected Message**
Press ③ while the message is playing.

## Record Announcement

1. **Connect with the answering system.**
2. Press ⑦ ✲.
3. Press ① to record in the Line 1 mailbox
   **— OR —**
   Press ② to record in the Line 2 mailbox.
4. Speak after the beep, then press ⑤ to stop recording. The system replays your new announcement.

*To review your announcement —* Press ⑦ ① for Line 1 or ⑦ ② for Line 2.

## Record a Memo

1. **Connect with the answering system.**
2. Press #, then press ① for Line 1 or ② for Line 2. Begin speaking after the beep.
3. Press ⑤ when you are finished.

# ANSWERING SYSTEM OPERATION
## From a Remote Touch Tone Phone

### End the Remote Access Call
Press ⊗ ⑨. The system announces, "The machine will now hang up," and disconnects from the line.

### Change Remote Access Code
1. **Connect with the answering system.**
2. Press ⑨ ⑨. The system announces, "Enter new code."
3. Enter your new Remote Access Code (any number between 000 and 999).
4. If a valid code is entered, the system announces the new Remote Access Code. If an invalid code is entered, the system beeps rapidly five times, then beeps twice. Repeat **Steps 2** and **3**.

### Turn System Off
1. **Connect with the answering system.**
2. Press ⑧ ⓪ to turn the system off for both lines
   **— OR —**
   Press ⑧ ① to turn the system off for Line 1
   **— OR —**
   Press ⑧ ② to turn the system off for Line 2.

# ANSWERING SYSTEM OPERATION
## From a Remote Touch Tone Phone

### Turn System On
When the system is off, it answers after 10 rings, announces, "The machine is off," and beeps twice.

**1** **Connect with the answering system.**

**2** Press ⓪ ⓪ to turn the system on for both lines
— OR —
Press ⓪ ① to turn the system on for Line 1
— OR —
Press ⓪ ② to turn the system on for Line 2.

**3** The system beeps twice and is ready to answer calls and record messages. If the system beeps five times, the memory is full.

### Review Call History
You can call the system and listen to the list of calls in call history. If a phone number in call history matched a Talking Caller ID Announcement you entered, the system plays the announcement you recorded instead of the phone number.

**1** **Connect with the answering system.**

**2** Press ⑨ ②. The system announces the number of new calls for each line.

**3** To review call history for both lines, press ⓪ to hear the most recent number in call history
— OR —
To review call history for a single line, press ① to hear the most recent number in call history for Line 1
— OR —
Press ② to hear the most recent number in call history for Line 2.

**4** Press ④ to hear the next most recent number in call history
— OR —
Press ⑥ to hear the earliest number in call history.

**5** Press ④ again to back up to an earlier number in call history
— OR —
Press ⑥ again to move foward to a more recent number in call history.

**6** When you have reviewed the entire call history for that line, the system announces, "*End of Line 1* (or *2*) *calls*."

# ANSWERING SYSTEM OPERATION
## From a Remote Touch Tone Phone

### Voice Help Menu
The Voice Help Menu allows you to use the answering system from a touch tone telephone, even if you do not know or remember the various command codes. Once you have connected with the answering system, press ⑤. The system announces a list of operations and the buttons you need to press. At the end of the list, the system beeps twice to indicate it is ready to accept a command. You can access the Voice Help Menu any time after the system has given you the two-beep signal that it is ready to accept a command.

### Memory Full
The system answers after 10 rings, announces "*Memory is full*," and beeps twice.

1 **Connect with the answering system.**

2 Enter your Remote Access Code after the two-beep signal.

3 Listen to messages and delete some or all of them.

4 Press ⓪ ⓪, ⓪ ①, or ⓪ ② to make sure your system is turned on before you hang up.

# CALLER ID OPERATION

This product is designed to store and display information about incoming telephone calls. For this feature to work, the unit must be used with Caller Identification service provided by your local telephone company; there is a fee for this service, and it may not be available in all areas. This product can provide information only if both you and the caller are in areas offering Caller Identification service, and if both telephone companies use compatible equipment.

When you use this product with Caller ID service, you can see who's calling before you answer the phone.

If you subscribe to Caller ID with Call Waiting, a combined service available through many local telephone companies, you can see who's trying to reach you even when you're on another call. This service may be called by different names (such as Caller ID with Visual Call Waiting) by different local telephone companies and may not be available in all areas.

***NOTE: You must subscribe to combined Caller ID with Call Waiting as a single service on both lines to see Call Waiting information. Check with your local telephone company for availability.***

This unit assigns each incoming call a number from 1 to 99. The most recent unreviewed call will have the highest number. (For example, if two calls have been received, call number 2 is the most recent.) When the call history is full, the oldest call information is automatically deleted to make room for the new incoming call information.

## Incoming Number Announce

***NOTE: Speaker volume must be set to a level you can hear for this feature to be effective.***

In addition to the call information displays, this system can be set to announce the telephone number and line number (1 or 2) of incoming Caller ID calls. (See "Turn Incoming Number Announce On or Off" on page 19.)

If the incoming telephone number is connected to a Talking Caller ID Announcement, the system plays the Talking Caller ID Announcement instead of the telephone number.

# CALLER ID OPERATION

## Call Waiting
If you subscribe to Caller ID with Call Waiting service and you receive a Call Waiting call, the screen will display call information for the call.

1 Press the switchhook or [FLASH] on the attached phone to access the Call Waiting call.

2 To switch back to the original call, press the switchhook or [FLASH] again.

*NOTE: If your telephone has a CALL WAITING button, use that to access the Call Waiting call. Your telephone may have a separate FLASH button, or may send a Flash by pressing two buttons. Refer to your telephone user's manual, or contact your local telephone company.*

## NEW CALL Light
This light stays on steadily when you have received call information but have not yet reviewed it.

## Reviewing Call History
To review call information at any time, follow the steps below.
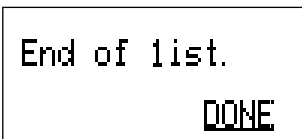
1 Press [CALL LIST▲] or [CALL LIST▼]. The screen displays:

```
5   Total   11
3   New      8
L1          L2
```

2 To review all records in call history, press [CALL LIST▲] or [CALL LIST▼]
— OR —
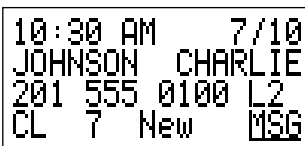To review records for one line only, use the softkey to select L1 or L2.

# CALLER ID OPERATION

3  To advance through the call history from an earlier call, press $\boxed{\text{CALL LIST▲}}$.

4  To exit the call history, press $\boxed{\text{CALL LIST▲}}$ or $\boxed{\text{CALL LIST▼}}$ to go to END OF LIST, then select DONE.

```
End of list.

            DONE
```

*NOTE: If a caller left a voice message, you'll see the* MSG *indicator over the right softkey. Press the softkey to listen to the message.*

```
10:30 AM    7/10
JOHNSON  CHARLIE
201 555 0100 L2
CL  7  New   MSG
```

## Removing Call Records from History
### Remove Selected Call Record

1  Press $\boxed{\text{CALL LIST▲}}$ or $\boxed{\text{CALL LIST▼}}$ to locate the number you wish to delete from call history.

2  Press $\boxed{\text{DELETE}}$ to erase a displayed call record.

### Remove All Call Records

1  Press $\boxed{\text{CALL LIST▲}}$ or $\boxed{\text{CALL LIST▼}}$ until the screen displays End Of List.

2  Press $\boxed{\text{DELETE}}$. The screen displays L1 ONLY and L2 ONLY.

3  Select the L1 ONLY softkey or the L2 ONLY softkey to delete all calls for that line
   — OR —

   Press $\boxed{\text{DELETE}}$ to delete all calls for both lines. The screen prompts Remove All Calls Are you sure?. Use the softkey to select YES.

# CALLER ID OPERATION

## Display Dial

***NOTE: You must have a phone attached to the unit (see INSTALLATION) and you must lift the receiver for this feature to work.***

As you review calls in call history, you can dial a displayed phone number. If the call information came from your Home Area Code (the one you programmed during Installation), the screen displays only the seven-digit number you are calling (without an area code). When you use Display Dial, the system dials the seven displayed digits. If the call information came from outside your Home Area Code, the screen displays the seven-digit number plus the area code. When you use Display Dial, the system dials the 10 displayed digits, plus the digit "1" when appropriate. (See "Home Area Code and Local Area Code Guidelines" in SET UP SYSTEM FEATURES.)

## Making a Display Dial Call

1 Press $\boxed{\text{CALL LIST}\blacktriangle}$ or $\boxed{\text{CALL LIST}\blacktriangledown}$ to locate the number in the call history that you want to dial.

2 Lift the receiver of the phone connected to the system.

3 Press $\boxed{\text{DISPLAY DIAL}}$. The screen displays the name and number being dialed, but you won't hear the number being dialed. (If you don't lift the receiver before pressing $\boxed{\text{DISPLAY DIAL}}$, the system will not dial the number. Instead the screen displays Lift Receiver. You will need to repeat **Steps 1** through **3**.)

***NOTE: If there is no number on the screen or the screen displayed*** Err, ***no number can be dialed.***

```
10:30 AM    7/10
JOHNSON  CHARLIE
201 555 0100 L2
CL 7 New Err MSG
```

## Display Dial Options

Use this feature if you need to check or change the way a number in call history is dialed.

1 Press $\boxed{\text{CALL LIST}\blacktriangle}$ or $\boxed{\text{CALL LIST}\blacktriangledown}$ to locate the number you want to call.

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2 Press `DISPLAY DIAL` to make a call
— **OR** —
Press `OPTIONS` to see the choices of how the number can be dialed.

**For example,**         555-0100
                    1-555-0100
                  908-555-0100
                1-908-555-0100

The flashing number is the currently selected method. Use `CALL LIST▲` or `CALL LIST▼` if you need to select another choice, then press `DISPLAY DIAL` to make the call
— **OR** —
Press `OPTIONS` to return to the Call list.

## Display Messages

| | |
|---|---|
| PRIVATE NAME | **The other party is blocking name information.** |
| PRIVATE NUMBER | **The other party is blocking telephone number information.** |
| PRIVATE CALLER | **The other party is blocking name and telephone number information.** |
| UNKNOWN NAME | **Caller's number is available, but name is not.** |
| UNKNOWN NUMBER | **Your phone company is unable to receive information about this caller's number.** |
| UNKNOWN CALLER | **Your phone company is unable to receive information about this caller's name and number.** |
| Waiting for caller information | **A call has come in and the unit is waiting for information from your phone company.** |
| Reset clock | **Unit has lost power at some point. Press the softkey next to the time, reset if necessary, then select OK.** |
| Err | **Appears with call number and other possibly garbled information when incomplete call information is sent.** |
| Number not Available Extension in Use | **An extension phone on this line is being used, so call information cannot be received.** |

# IN CASE OF DIFFICULTY

If this answering system does not work properly, try the following suggestions. For Customer Service, visit our website at *www.telephones.att.com*, or call 1 800 222–3111. **Please retain your receipt as your proof of purchase.**

### Display Screen is Blank
• Make sure the power cord is securely connected to both the answering system and an electrical outlet not controlled by a wall switch.

### Messages are Incomplete
• The system can accept messages up to three minutes long. If a caller leaves a very long message, part of it might be lost when the system disconnects the call after three minutes.
• If the caller pauses for more than seven seconds, the system stops recording and disconnects the call.
• If the system's memory fills up during a message, the system stops recording and disconnects the call.

### System Does Not Answer After Correct Number of Rings
• If the Toll Saver feature is on, the number of rings changes when you have new messages waiting. See the SET UP SYSTEM FEATURES section of this manual.
• In some cases, the system might be affected by the ringing system used by the local telephone company.
• If the system's memory is full or the system is off, it answers after 10 rings.

### System Will Not Record Messages
When memory is full, saved messages must be deleted before new messages can be recorded.

# IN CASE OF DIFFICULTY

**System Does Not Respond to Remote Commands**
- **Make sure you are calling from a touch tone phone. When you dial a number, you should hear tones. If you hear clicks instead, the phone is not a touch tone telephone.**
- **There may be noise or interference on the phone line you are using. Press dial buttons firmly.**
- **Make sure you are entering your Remote Access Code correctly. If the announcement continues after you enter your code, wait for the announcement to end, then re-enter your code.**
  **— OR —**
  Press ⌗ to stop the announcement, then re-enter your code.
- **You might be calling from a phone that sends tones too short for your answering system to detect.**

**Screen Displays** Extension in Use, **and None Are**
**Check all line cord connections.**

**Power Failure Recovery**
**If the system is disconnected from AC power, it will not operate. Your announcement and messages are retained in memory during a power failure, and the clock will be reset the next time you receive call information.**
**— OR —**
**Follow the directions under "Set the Time and Date" in the SET UP SYSTEM FEATURES section of this manual.**

**NEW CALL Light Remains On**
**Review the entire call history. The light will go off.**

**System Hangs Up While Using Display Dial With Speakerphone**
Use the handset while the system is dialing, then press [SPEAKER] when dialing is complete.

# IN CASE OF DIFFICULTY

### Screen is Flashing
Unplug the power cord for 10 seconds, then plug it back in.

### Screen Continues to Display LIFT RECEIVER
When you're using the Display Dial feature, if the screen continues to display LIFT RECEIVER even after you've lifted the handset of the attached phone, check the line cord installation. Make sure the line cord from the telephone is inserted into the correct jack on the system, and the line cord from the modular wall jack is inserted in the jack labeled **L1/L2** on the system.

### Some of the Message is Not Audible
If Caller ID information is received while the unit is recording a message, up to one second of the message might not be audible.

### Display Dial Doesn't Work
- Check to make sure you have followed the instructions for "Home Area Code" and "Local Area Code" guidelines.
- When you use the Display Dial feature, you will not hear the number being dialed.

### Memory is Full
When recording a two-way conversation, you must press [PLAY/STOP] or use the softkey to select STOP to stop recording; otherwise, all available memory will be used. Hanging up the phone does not stop two-way recording.

### Screen Display is in Wrong Language
Follow the directions on page 22 to set display screen language.

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# Template For Wall Mounting
## Use two #4 screws

fold

# AT&T
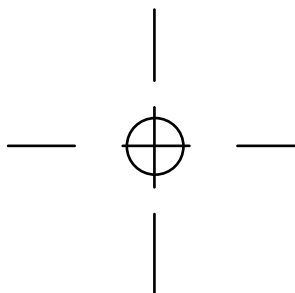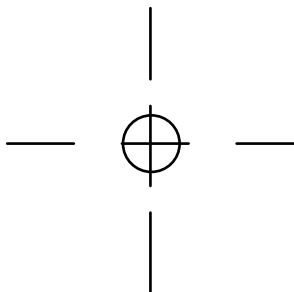
## Answering System 1782
Remote Commands

**To connect with your answering system:**
1 Dial your telephone number from a touch tone phone.
2 When the system answers, enter your Remote Access Code. The system announces the number of messages and beeps twice.
3 Wait four seconds for the system to play back all messages
   — OR —
   Enter a remote command from inside this card.

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## REMOTE COMMANDS

| | |
|---|---|
| Play all messages | ① ⓪ (both lines), ① ① (Line 1) or ① ② (Line 2) |
| Play new messages | ② ⓪ (both lines), ② ① (Line 1) or ② ② (Line 2) |
| Repeat a message | ④ during playback |
| Skip a message | ⑥ during playback |
| Stop | ⑤ |
| Save messages | Press, ⊛ ⑨ then hang up. |
| Delete all messages | ③ ⓪ (both lines), ③ ① (Line 1) or ③ ② (Line 2) |
| Delete selected mesage | ③ during playback |
| Record a memo | #, then ① for (Line 1) or ② (Line 2), speak after beep, press ⑤ to stop. |
| Turn system on | ⓪ ⓪ (both lines), ⓪ ① (Line 1) or ⓪ ② (Line 2) |
| Turn system off | ⑧ ⓪ (both lines), ⑧ ① (Line 1) or ⑧ ② (Line 2) |
| Record announcement | ⑦ ⊛, ① for Line 1, ② for Line 2, speak after beep, press ⑤ to stop |
| Review announcement | ⑦ ① (Line 1) or ⑦ ② (Line 2) |
| Change Remote Access Code | ⑨ ⑨ |
| Review call history | ⑨ ②, then ⓪ (both lines), ① (Line 1) or ② (Line 2) and ④ (most recent) or ⑥ (earliest) |
| End remote access call | ⊛ ⑨ |