

Frequently asked questions

Will not pair to base (How to register headset):

Ensure you have a compatible AT&T phone system. Visit [DECT 6.0 Compatibility](#) for a list of compatible systems. Also, ensure that your cordless phone system has the capacity for an additional handset or headset.

First, you will need to de-register the cordless headset from its base:

Step 1: On the cordless headset **base**, press and hold **PAIR**, until the **MUTE** light starts to flash. This takes about 10 seconds. **Note:** The headset can be either in or out of the charge cradle.

Step 2: Once the MUTE light begins flashing, release the PAIR button, then immediately press and release it again. Soon, the **ON/OFF** light on the headset will flash every five seconds to confirm that de-registration was successful.

Now you can register the cordless headset to your compatible AT&T DECT 6.0 cordless telephone system:

Step 1: Ensure that the cordless headset is in the charge cradle. On the cordless telephone base, press and hold **HANDSET LOCATOR**, until the **IN USE** light comes on.

Step 2: Immediately release the HANDSET LOCATOR button.

Soon, the **ON/OFF** light on the headset will illuminate to confirm that registration was successful.

If registration is not successful by the time the IN USE light goes out, lift the headset from its charge cradle. After a few seconds, return the headset to its charge position, and try the registration process again.

NOTE: Once the TL7610 headset is registered to the phone system, the controls on the cordless headset base become inoperative.

Will not charge properly & battery compartment top is loose/doesn't shut properly:

1. Confirm proper installation of the headset base power supply and headset battery. You should only use the AT&T power supply provided with your cordless headset. Make sure the electrical outlet is working and **not** controlled by a wall switch.
2. Dirty charge contacts on the telephone base and headset could prevent the battery pack from charging. Clean the headset and base charge contacts using a pencil eraser or a cloth to eliminate deposit accumulation.
3. When placing the headset in the charger, confirm that the charge contacts are making a good connection

The **ON/OFF** light illuminates on the headset while it charges.

You should allow 6 hours to fully charge the headset battery. For optimum daily performance, return the headset to its base when not in use.

4. You may need to replace the headset battery, especially if it has been in service for more than one year. To find a replacement, refer to our [AT&T Battery Finder](#).

Cannot get a dialtone – (Also it could be a phone issue and not headset would need more info)

1. If the headset is not working properly, you may need to reset your system. Complete the following steps to reset the telephone system:

Step 1: Disconnect the power to the cordless headset base.

Step 2: Disconnect the headset battery.

Step 3: Wait a few minutes and then reconnect the power to the headset base.

Step 4: Reconnect the headset battery

Step 5: Place the headset in the base and wait about one minute to re-establish a link, then test the cordless headset again.

2. If you are not getting dial tone, connect a different phone (preferably corded) to that line. If you hear a dial tone, there may be a problem with your other phone. If you do not get dial tone, you may have a line or wiring problem at that jack. If you are not

getting dial tone at any of your jacks, contact your telephone service provider. If you do not have a different phone for line testing, take your phone to a different location, such as a friends or neighbors home, and test it there. If the problem persists, there may be a malfunction with the unit.

3. Confirm proper installation of the headset base power supply and headset battery. You should only use the AT&T power supply provided with your cordless headset. Make sure the electrical outlet is working and **not** controlled by a wall switch.
4. When placing the headset in the base, confirm that the charge contacts are making a good connection. The **ON/OFF** light illuminates on the headset while it charges.
You should allow 6 hours to fully charge the headset battery. For optimum daily performance, return the headset to its base when not in use.
5. Ensure you have followed the correct installation instructions as provided in the User's Manual. There are 3 installation options:

OPTION 1 - Connecting headset base with a corded or cordless phone

Step 1: Plug the headset base power adapter into an electrical outlet not controlled by a switch and the **POWER** (green dot) jack on the base.

Step 2: Plug the telephone line cord into the **TEL WALL JACK** (red dot) on the headset base.

Step 3: Plug the other end of the telephone line cord into a duplex splitter.

Step 4: Plug the duplex splitter into your telephone wall jack. If you are a DSL internet subscriber, make sure you have a DSL filter plugged into the wall jack first.

Step 5: Plug a second telephone line cord between your telephone base and the duplex splitter.

OPTION 2 - Connecting the headset base as a stand-alone unit

Step 1: Plug the headset base power adapter into an electrical outlet not controlled by a switch and the **POWER** (green dot) jack on the base.

Step 2: Plug the telephone line cord into the **TEL WALL JACK** (red dot) on the headset base.

Step 3: Plug the other end of the telephone line cord into your telephone wall jack. If you are a DSL internet subscriber, make sure you have a DSL filter plugged into the wall jack first.

OPTION 3 - Connecting the headset base to a multi-line corded phone or a digital business system desk set

Step 1: Plug the headset base power adapter into an electrical outlet not controlled by a switch and the **POWER** (green dot) jack on the base.

Step 2: Disconnect the curly cord from the handset jack on the corded telephone base. Plug it into the **CURLY CORD** (light blue dot) jack on the headset base.

Step 3: Plug the **4-conductor** telephone line cord into the **BASE JACK** (orange dot) on the headset base.

Step 4: Plug the other end of the 4-conductor cord into the handset jack on the corded

telephone base.

Step 5: Plug a telephone line cord into the telephone jack on the corded telephone base.

Step 6: Plug the other end of the telephone line cord into your telephone wall jack. If you are a DSL internet subscriber, make sure you have a DSL filter plugged into the wall jack first

6. Ensure you have set the lifter mode correctly. If you are using a handset lifter (models TL7000 & TL7100), press **MODE** on the headset base until the red indicator next to **LIFTER MODE** is illuminated. If you are not using the handset lifter, ensure that **NO LIFTER MODE** is illuminated. Also try adjusting the **LIFTER AUDIO ADJUST** on the left side of the base.
7. Move the closer to the base. The operating range may vary with environmental conditions and time of use. There may be places within your environment that a cordless device will not work well. If the problem only occurs in certain areas of your environment, you can conclude that there is nothing wrong with the headset.

Other party cannot hear me

1. To raise the outbound volume, press **VOLUME ▲** on the cordless headset base.
To raise your headset listening volume, press **VOLUME ›** on the cordless headset.
2. If you are using the handset lifter (model TL7000 or TL7100), try moving the **LIFTER AUDIO ADJUST**, located on the cordless headset base, to a different setting (A through G).
3. Reposition your headset to ensure the microphone is in line with your mouth.