



at&t



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User's manual

**993**

**Two-line speakerphone with  
caller ID/call waiting**



# Congratulations

on purchasing your  
new AT&T product.

Before using this AT&T product, please  
read the **Important product information**  
on pages 63-64 of this manual.

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

Model #: 993  
Type: Two-line speakerphone with caller ID/call waiting  
Serial #: \_\_\_\_\_  
(found on the bottom of the telephone base)  
Purchase date: \_\_\_\_\_  
Place of purchase: \_\_\_\_\_  
\_\_\_\_\_

You must install the power adapter before using the telephone.



**STOP!**

**See page 11**  
for easy instructions.

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



**CAUTION:** To reduce the risk of fire or injury to persons or damage to the telephone, read and follow these instructions carefully:

- Use only alkaline 9V batteries (purchased separately).
- Do not dispose of the battery in a fire. Like other batteries of this type, it could explode if burned. Check with local codes for special disposal instructions.
- Do not open or mutilate the battery. Released electrolyte is corrosive and may cause damage to the eyes or skin. It may be toxic if swallowed.
- Exercise care in handling batteries in order not to create a short circuit. Do not allow conductive materials such as rings, bracelets, or keys to touch the battery. The battery or conductor may overheat and cause harm.
- Observe proper polarity orientation between the battery and metallic contacts.

Do not disassemble your telephone. There are no user-serviceable parts inside. Refer to qualified service personnel for servicing.

# Two-line speakerphone with caller ID/call waiting



## Table of contents

### Getting started

- Product overview.....3
- Quick reference guide.....4
- Parts checklist.....6
- Glossary.....7
- Telephone location.....8
- Optional spare battery.....9
- Telephone installation.....10
- Data port.....12
- Wall mounting.....13
- Optional headset.....16

### Telephone operation

- Menu operation.....17
- Menu structure.....18
- Feature setup.....19
  - Turn auto speaker on or off.....19
  - Set the primary line.....19
  - Turn automatic line selection on or off.....20
  - Set preferred mode.....21
  - Set the time and date.....22
  - Turn screen backlight on or off.....23
  - Set the scroll rate.....23
  - Turn the central office voicemail (COVM) indicator on or off.....24
  - Turn NEW CALL light off.....25
  - Program home and local area codes.....26
  - Set call history.....28
    - Choose how to store repeat calls in call history.....28
  - Turn caller ID with call waiting on or off.....29
  - Language.....29
- Basic operation.....30
  - Make, answer or end a call.....30
  - Switch between handset, headset and speakerphone.....31

- Timer.....32
- Volume.....32
- Redial.....33
- Display dial .....33
- Auto redial.....34
- Options while on calls.....35
  - Hold .....35
  - Switch between lines during a call.....35
  - Mute.....36
  - Flash.....36
  - Conference calls.....36
  - Low battery indicator.....37
  - Lights and what they mean.....37

### One-touch operation (speed dial)

- One-touch (speed dial).....38
  - Store a number in one-touch.....39
  - Store a pause in a one-touch entry.....40
  - Store a flash in a one-touch entry.....40
  - Store a wait in a one-touch entry.....40
  - View a one-touch entry.....40
  - Dial a one-touch number.....41
  - Edit a one-touch number.....42
  - Erase a one-touch number.....42
  - Chain dialing.....43

### Directory

- Directory operation.....44
  - Menu structure.....44
  - Store a name and number in the directory.....45
  - Store a wait in a directory number.....46
  - Review directory entries.....47
  - Edit a directory entry .....47
  - Dial a number from the directory.....49
  - Remove a name and number from the directory.....49

# Table of contents

## Caller ID

Caller ID operation.....	50
Information about caller ID with call waiting.....	50
How caller ID works.....	51
Call waiting.....	52
Message waiting and NEW CALL lights.....	52

## Call history

Call history operation.....	53
View call history summary.....	53
Review records in call history in the order received.....	53
Review records in call history by line ...	54
Remove calls from call history.....	54
Dial a number from call history.....	55
Dial options .....	55
Save a call history entry to the directory.....	56
Save a number from call history in a one-touch location.....	57
Display screen messages.....	57

## Appendix

Troubleshooting.....	58
Important product information.....	63
Safety information.....	63
Especially about corded telephones.....	64
FCC and ACTA information.....	65
Part 15 of FCC rules.....	67
Limited warranty.....	68
Default settings.....	71
General product care.....	72
Technical specifications.....	73
Index.....	74

## Product overview

This AT&T 993 two-line speakerphone with caller ID/call waiting can be used with one or two incoming telephone lines and features a speakerphone for hands-free use. It is hearing-aid compatible and can also be used hands-free with a two-band 2.5 mm headset (purchased separately). This telephone can be used on a desk or mounted on a wall and does not require AC power for basic operation when a fresh 9V alkaline battery (purchased separately) is installed.

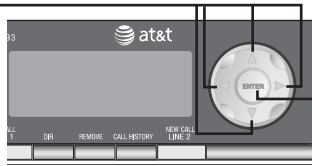
The 993 has a data port for connecting the telephone to another device such as a fax machine or modem. It has a caller ID feature which supports caller ID with call waiting service. (Caller ID services are subscriber services available from many local telephone companies for a fee). The backlit screen display allows you to view information on the screen even in low light conditions. The 993 also features a 24-number memory for fast dialing and has a directory which can store up to 100 additional numbers with names.

This user's manual contains detailed instructions for installing, programming and operating your AT&T 993 two-line speakerphone with caller ID/call waiting. Please follow the directions carefully.

# Quick reference guide



Press to scroll up, down, left or right while in menus.



## ENTER

Press to display a menu, select a displayed item from the menu, or save an entry.

## CALL HISTORY

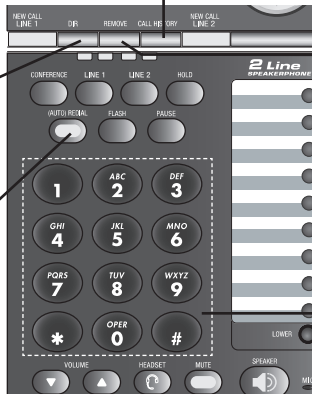
Press to display caller ID information (page 53).

## DIR

Press to store or display directory entries (page 44).

## (AUTO) REDIAL

Press to activate the auto-redial (page 34).

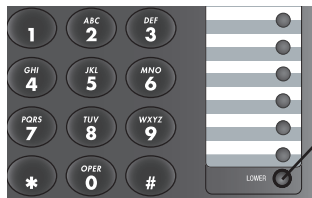


## REMOVE

Press to delete the displayed directory or caller ID entry (page 49).

## Dial pad keys

Press to start a quick name search while in the directory (page 47).



## LOWER

Press to dial the telephone number stored in the lower locations of the one-touch keys (page 40).

# Quick reference guide

## **NEW CALL LINE 1, LINE 2**

Indicates new calls and/or voice messages for line 1 and line 2 (page 52).

## **LINE 1, LINE 2**

Press, then lift handset to make or answer a call on line 1 or 2 (page 30).

## **CONFERENCE**

Press to enter a three-way conference call (page 36).

## **FLASH**

During a call, press to receive an incoming call if call waiting is activated (page 36).

## **HOLD**

Press to place a call on hold (page 35).

## **PAUSE**

Press to insert a pause in the dialing sequence of a number stored in the memory (page 40).

## **SPEAKER**

Press to turn the base speakerphone on or off (page 31).

## **MUTE**

Press to silence the microphone; press again to resume the telephone conversation (page 36).

## **HEADSET**

Press to activate the headset (page 31).

## **VOLUME**

During a call, press to adjust the listening volume. While the telephone is not in use, press to adjust ringer volume (page 32).

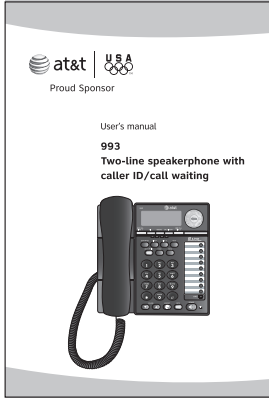




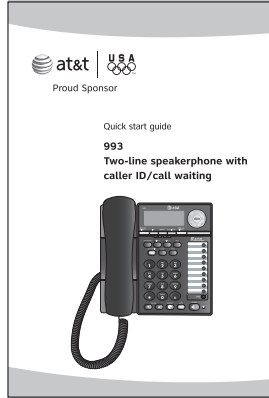
## Parts checklist

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

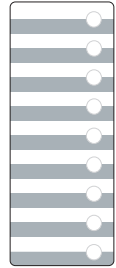
Check to make sure the telephone package includes the following:



User's manual



Quick start guide



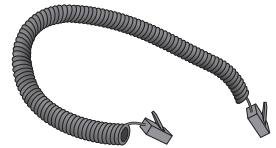
Replacement directory card



Telephone base with mounting bracket already installed



Handset



Coiled handset cord



Seven-foot clear telephone line cord (2-conductor)  
Seven-foot black telephone line cord (4-conductor)



Power adapter

## Glossary

**Caller ID:** Caller identification is a subscriber service available from most local telephone companies for a fee. When you subscribe to caller identification, you can see the name and telephone number of the caller before answering the telephone, if you and the caller are both in areas offering caller ID service with compatible equipment.

**Caller ID with call waiting:** This is a single, combined subscriber service which may be available from your local telephone company. If you subscribe to this service, you can use your 993 telephone to see the name and telephone number of the caller even while on another call (as long as the caller is in an area with caller ID service and both telephone companies use compatible equipment).

**COVM:** Central office voicemail is a subscriber voice message service which may be available from the local telephone company. This service may be called by another name in your area (e.g., call answering or voicemail).

**Home area code:** This is the area code for your telephone number. Most users simply dial the seven digits of a telephone number to make a call within their own area code and 11 digits outside of their area code. If this applies to you, enter your own area code into the unit as the home area code. After programming, if there is a call from within your home area code, the screen will display the seven digits of the telephone number.

You may, however, live in a region where you are required to dial 10 digits for calls within your area code (area code and telephone number). If this applies to you, enter **000** for the home area code and enter your area code as a local area code. After programming, if there is a call from within your area code, the screen displays the 10 digits of the telephone number. Be sure to follow the directions under **Program home and local area codes** on page 26 during feature setup.

**Local area code:** Most users dial 11 digits to make calls outside their own area codes. If this applies to you, you do not need to program any local area codes.

However, if you dial only 10 digits to make calls to areas outside your own area code (without dialing 1), then program these local area codes into the telephone. Up to four local area codes can be programmed. After programming, if there is an incoming call from one of these local area codes, the screen displays the 10 digits of the telephone number. See **Program home and local area codes** on page 26 for instructions.

**Navigation buttons:** These are the buttons used when setting up your 993 telephone and for scrolling through the feature options (**ENTER**, **▲**, **▼**, **▶**, **◀**).

**Primary Line:** This is the line on your telephone designated to be selected automatically when you lift the handset, press **SPEAKER**, or press **HEADSET**.

## Telephone location

Choose a central location close to a telephone jack and an electrical outlet not controlled by a wall switch. The telephone can be placed on a flat surface or mounted on a standard wall plate.

### **Avoid placing the telephone too close to:**

- Communication devices such as: personal computers, computer routers, television sets, VCRs, wireless routers (wireless broadband, wi-fi, or 802.11) or cordless telephones.
- Excessive heat sources.
- Noise sources such as a window with traffic outside, motors, microwave ovens, refrigerators, or fluorescent lighting.
- Excessive dust sources such as a workshop or garage.
- Excessive moisture.
- Extremely low temperature.
- Mechanical vibration or shock such as on top of the washing machine or work bench.

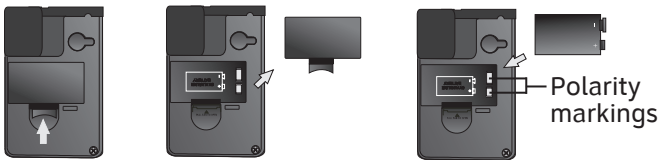
## Optional spare battery

You can purchase a 9V alkaline battery and keep it in the spare battery compartment of the telephone base at all times. In the event of a power failure and with the optional spare battery installed in the telephone, all the telephone functions will work normally until the battery needs to be replaced.

1. Remove the mounting bracket from the underside of the telephone base.  
Press the tabs in the direction of the arrows and pull the mounting bracket away from the telephone base.




2. Press the tab and pull to remove the battery compartment cover. Insert one new 9V alkaline battery (purchased separately) following the polarity markings in the battery compartment.



3. Replace the battery compartment cover.
4. Pull the mounting bracket up to the upside of the telephone base.
5. If the telephone is to be mounted on a wall, turn to **Wall mounting** on page 13.

— OR —

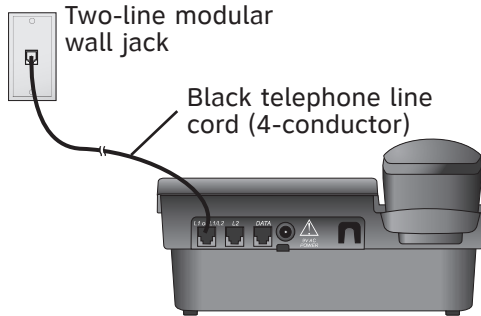
If you are using the telephone on a table or desk, turn to **Telephone installation** on page 10.

 **NOTE:** If you do not have a spare battery (optional) already installed during a power failure, you will only be able to make and receive calls from the handset. The ringer will not work until the power is restored.

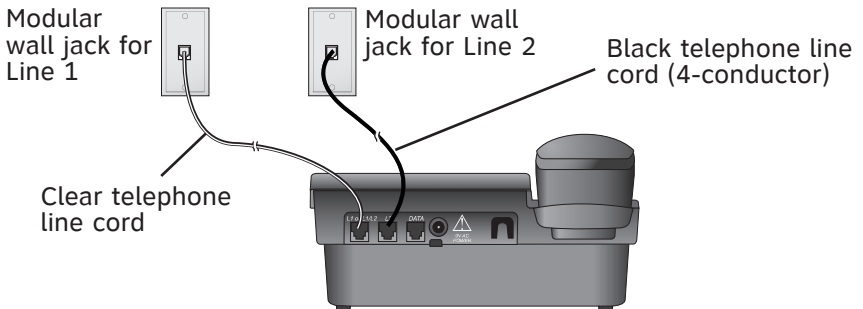
## Telephone installation

### 1. Connect the telephone line cord(s) to the telephone and the modular wall jack(s).

If there is a **single two-line modular wall jack**, use only the black telephone line cord (4-conductor). Plug one end into the jack labeled **L1 or L1/L2** on the back of the telephone. Plug the other end into the wall jack. Make sure the telephone line cord snaps firmly into place at both ends.



If there are **two one-line wall jacks**, use both telephone line cords. Insert one end of the clear telephone line cord into the jack labeled **L1 or L1/L2** on the back of the telephone. Plug the other end into the modular wall jack for Line 1. Insert one end of the black telephone line cord into the jack on the back of the telephone labeled **L2**. Then, plug the other end into the modular wall jack for Line 2. Make sure the telephone line cords snap firmly into place at both ends.



## Telephone installation

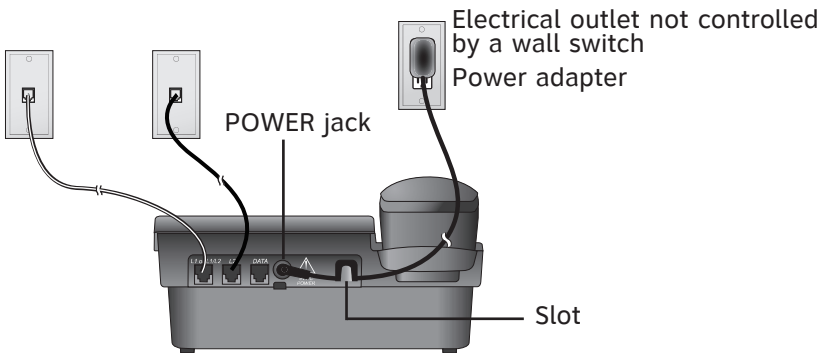
### 2. Connect the handset to the telephone.

Plug the coiled handset cord into the handset jack on the left side of the telephone. Plug the other end of the coiled handset cord into the handset, then hang up.



### 3. Connect the power adapter.

Thread the power adapter cord behind the slot at the back of the telephone base. Then plug the smaller end of the power adapter into the jack labeled **9V AC POWER** on the back of the telephone. Plug the power adapter into an electrical outlet not controlled by a wall switch.



### 4. Check for a dial tone.

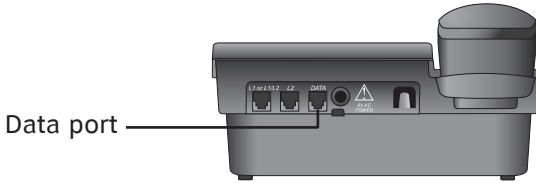
Press **LINE 1**, then lift the handset or press **SPEAKER** and listen for a dial tone. Then press **LINE 2** and listen for a dial tone. If there is no dial tone, see **Troubleshooting** on page 58.

### 5. Confirm Lines 1 and 2.

Press **LINE 1** and dial one of the telephone numbers. If there is a busy signal, line 1 is the number you called. If line 2 rings, line 2 is the number you called.

## Data port

If you want to connect another device (such as a modem or a fax machine) to the wall jack, use the jack labeled **DATA** on the telephone. The data port uses line 2 only.



### NOTES:

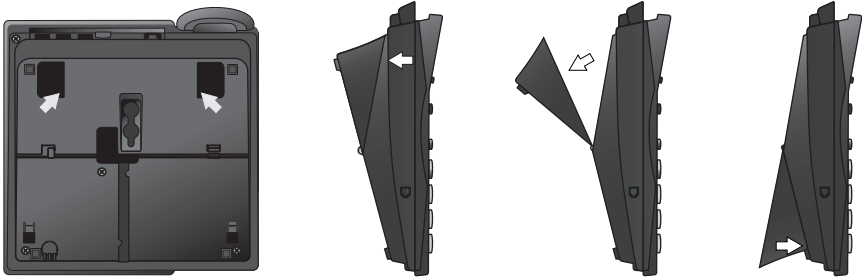
1. Use only the power adapter supplied or equivalent with this product. To order a replacement power adapter, visit our website at [www.telephones.att.com](http://www.telephones.att.com), or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.
2. Be sure to use an electrical outlet not controlled by a wall switch.
3. The power adapters are intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.

## Wall mounting

A wall jack with mounting studs is required for wall mounting. This wall jack with mounting studs may be available for purchase from a hardware store or consumer electronics retailer and may require professional installation.

### 1. Rotate the mounting bracket.

The mounting bracket should be set into the downward position as shown below.



### 2. Reverse the handset tab.

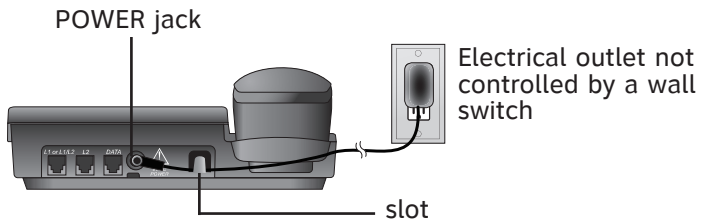
Hold down the switchhook, and slide the tab up and out of its slot. Turn the tab so that the end with the hook points up, then insert the tab back into its slot.

The handset can now be held securely in place when the telephone is wall mounted.



### 3. Connect the power cord to the telephone.

Plug the smaller end of the power adapter into the jack labeled **9V AC POWER** on the back of the telephone. Route the cord through the slot, bundle the cord and secure it with a twist tie if necessary. Plug the other end of the power adapter into an electrical outlet not controlled by a wall switch.





## Wall mounting

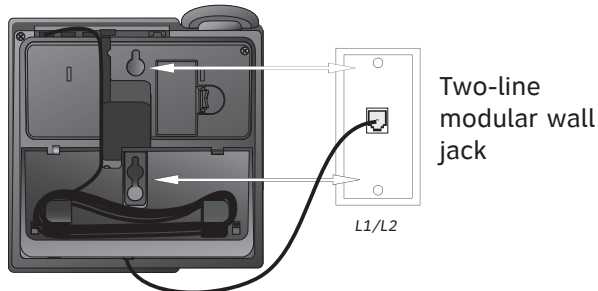
### 4. Connect the handset to the telephone.

Plug the coiled handset cord into the handset jack on the left side of the telephone. Plug the other end of the coiled handset cord into the handset, then hang up.



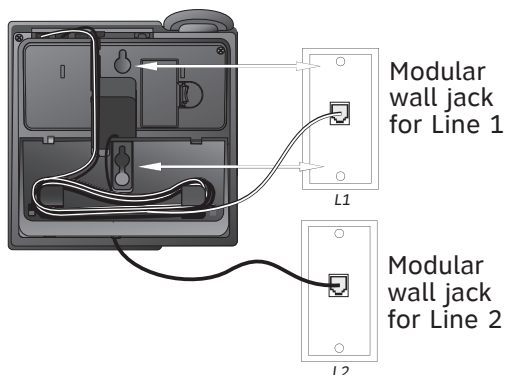
### 5. Connect the telephone line cord(s) to the telephone and the modular wall jack(s).

- **If there is a single two-line modular wall jack**, use only the black telephone line cord (4-conductor). Plug one end of the telephone line cord into the jack labeled **L1 or L1/L2** on the back of the telephone. Route the cord through the channel, bundle the cord, and store it inside the bracket. Lift the bracket and put the cord through the hole in the bracket. Route the cord through the channel so it comes out at the bottom of the phone and return the bracket to the wall mount position. Press the mounting bracket until it securely clicks into place. Plug the other end of the telephone line cord into the modular wall jack. Make sure the telephone line cord snaps firmly into place at both ends. Place the telephone on the wall mounting plate and pull down until it is held securely.



## Wall mounting

- **If there are two separate one-line wall jacks**, use both telephone line cords. Plug one end of the clear telephone line cord into the jack labeled **L1** or **L1/L2** on the back of the telephone. Plug one end of the black telephone line cord into the jack labeled **L2** on the back of the telephone. Route the cords through the channel, bundle the cords, and store them inside the bracket. For line 2, you will need to lift up the bracket and put the cord through the hole in the bracket. Route the cord through the channel so it comes out at the bottom of the phone and return the bracket to the wall mount position. Make sure the bracket clicks securely into place. Plug the free end of the telephone line cord for Line 1 into the Line 1 modular wall jack. Plug the free end of the telephone line cord for Line 2 into the Line 2 modular wall jack. Make sure the telephone line cords snap firmly into place at both ends. Place the telephone on the wall mounting plate and pull it down until it is held securely.



### 6. Check for a dial tone.

Press **LINE 1** then lift the handset, or press **SPEAKER** and listen for a dial tone. Then press **LINE 2** and listen for a dial tone. If there is no dial tone, see **Troubleshooting** on page 58.

### 7. Confirm Lines 1 and 2.

Press **LINE 1** and dial one of the telephone numbers. If there is a busy signal, line 1 is the number you called. If line 2 rings, line 2 is the number you called.

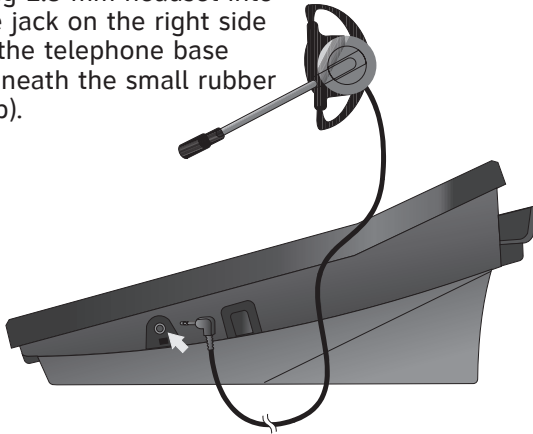
#### **i** NOTES:

1. Use only the power adapter supplied with this product. To order a replacement power adapter, visit our website at **[www.telephones.att.com](http://www.telephones.att.com)**, or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.
2. Be sure to use an electrical outlet not controlled by a wall switch.
3. The power adapters are intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling or under-the-table/cabinet outlet.

## Optional headset

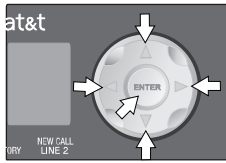
Make sure the headset is firmly plugged into the headset jack under the rubber flap on the right side of the telephone. There is a low pitch (error) tone if you press **HEADSET** when the headset is not plugged in. For hands-free telephone conversations, use any industry standard 2.5 mm headset (purchased separately). For best results, use an AT&T 2.5 mm headset. To order an AT&T 2.5 mm headset, visit our website at **[www.telephones.att.com](http://www.telephones.att.com)** or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

Plug 2.5 mm headset into the jack on the right side of the telephone base (beneath the small rubber flap).

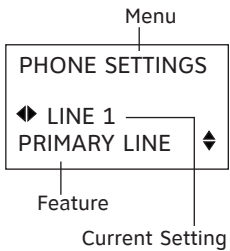
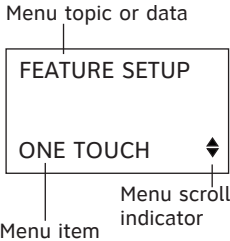


**i** **NOTE:** If the sound quality of the headset is poor, try unplugging it, and firmly plugging it in again.

## Menu operation



Feature setup, memory programming and a few individual feature operations for this telephone use the menus shown in the screen display. Use the navigation buttons (◀, ▶, ▲, ▼, and **ENTER**) to begin, end and move through menu operations (for example, **FEATURE SETUP**).



1. Press **ENTER** to activate a menu operation. The first menu item for this topic or data will appear in line four of the screen.
2. When ◀ is displayed on screen, press ▲ or ▼ repeatedly to move through the menu.
3. Press **ENTER** to choose the menu item currently displayed. This may be a lower level menu, an action, or a feature settings screen.
4. When ▶ is displayed on screen, press ◀ or ▶ to scroll through the setting options.
5. Press ▼ or **ENTER** to store the current setting and show the next option for the feature currently displayed. When you successfully change a setting, there is a high pitch tone to indicate confirmation.
6. To return to the main menu, press ▲ or ▼ until the screen displays **MAIN MENU** and then press **ENTER**.
7. To exit **FEATURE SETUP**, press and hold **ENTER**.

**i** **NOTES:**

1. If you do not press a key to continue menu operations within approximately 30 seconds, the telephone automatically exits the menu.
2. If there is a low pitch (error) tone, repeat the steps to program the feature.

Telephone operation

## Menu structure

Use the menu to customize the feature settings for your 993 telephone. Press **ENTER** when the phone is in idle mode to access the menu.

ONE TOUCH  
PROGRAM  
WAIT  
EXIT PROGRAM  
VIEW  
DONE  
AUTO SPEAKER  
MAIN MENU

PHONE SETTINGS  
PRIMARY LINE  
ALS ON/OFF  
PREFERRED MODE  
SET TIME/DATE  
LCD BACKLIGHT  
SCROLL RATE  
MAIN MENU

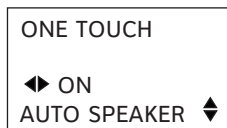
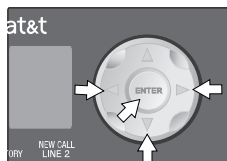
VOICE MESSAGE  
L1 COVM ON/OFF  
L2 COVM ON/OFF  
L1 LIGHT OFF  
L2 LIGHT OFF  
MAIN MENU

CALLER ID  
AREA CODES  
CALL HISTORY  
REPEAT CALLS  
CID-CALL WAIT  
MAIN MENU

LANGUAGE  
(English, Francais, and Espanol)

## Feature setup

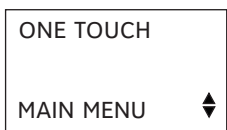
### Turn auto speaker on or off



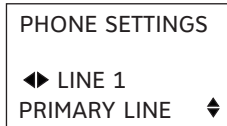
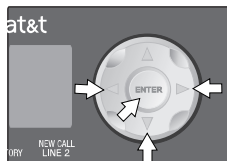
Choose whether pressing a one-touch key while the telephone is on hook automatically initiates a speed dial call or displays the speed dial number without dialing. If you want to automatically dial the speed dial numbers by pressing a one-touch key without taking the handset off hook first, set auto speaker to **ON**. To view the speed dial numbers on screen, press a one-touch key while the handset is on hook, and set the auto speaker to **OFF**. This telephone comes with the auto speaker set to **OFF**. See **One-touch operation** on page 38 for details about speed dial.

**i NOTE:** Auto speaker dials the desired number in the preferred mode (see page 21). If the headset is not connected, the call is dialed using the speakerphone.

1. Press **ENTER** to begin feature setup.
2. Press **ENTER** again. The screen displays **ONE TOUCH** and **PROGRAM**.
3. Press **▼** until the screen display shows **AUTO SPEAKER** and the current setting.
4. Press **◀** or **▶** to toggle between **OFF** and **ON**.
5. When the desired setting is shown, press **▼** or **ENTER** to save your choice.
6. When the screen displays **MAIN MENU**, press and hold ENTER to return to the idle screen.



### Set the primary line



1. Press **ENTER** to begin feature setup.
2. Press **▼** until the screen displays **PHONE SETTINGS**.
3. Press **ENTER**. The screen displays **PRIMARY LINE** and the current setting.
4. Press **◀** or **▶** to toggle between **LINE 1** and **LINE 2**.
5. When the desired line is displayed, press **▼** or **ENTER** to save the setting. The screen displays **ALS ON/OFF**.
6. Proceed to step 5 of **Turn automatic line selection on or off** on page 20 to set the next feature (Automatic line selection).

— OR —

Press and hold ENTER to return to the idle screen.

**i NOTE:** When the telephone is off-hook, the primary line setting is disabled.

## Feature setup

### **Turn automatic line selection on or off**

When this feature is turned on and the telephone is off hook, it automatically connects to a pre-selected line. Lines are prioritized in the following order: ringing primary, ringing non-primary, idle primary, idle non-primary, and busy primary.

**Ringing primary:** When the primary line is set to Line 1 and Line 1 is ringing, Line 1 is automatically connected.

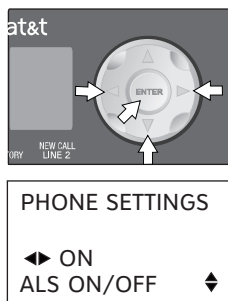
**Ringing non-primary:** When the primary line is set to Line 1 and Line 1 is idle while Line 2 is ringing, Line 2 is automatically connected.

**Idle primary:** When the primary line is set to Line 1 and both lines are idle, Line 1 is automatically connected.

**Idle non-primary:** When the primary line is set to Line 1 and Line 1 is busy while Line 2 is idle, Line 2 is automatically connected.

**Busy primary:** When the primary line is set to Line 1 and Line 1 and Line 2 are busy, Line 1 is automatically connected.

**NOTE:** The same logic applies if the primary line is set to Line 2.



1. Press **ENTER** to begin feature setup.
2. Press **▼** until the screen displays **PHONE SETTINGS**.
3. Press **ENTER**. The screen displays **PRIMARY LINE**.
4. Press **▼** until the screen displays **ALS ON/OFF** and the current setting.
5. Press **◀** or **▶** to toggle between **ON** and **OFF**.
6. When the correct setting is shown, press **▼** or **ENTER** to save the setting. The screen displays **PREFERRED MODE**.
7. Proceed to step 5 of **Set preferred mode** on page 21 to set the next feature (Preferred mode).

— OR —

Press and hold **ENTER** to return to the idle screen.

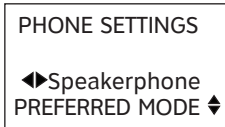
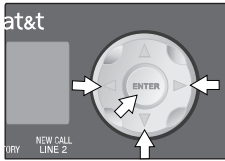
**NOTE:** If you press a **LINE** button before pressing **SPEAKER**, that line will be used instead of the automatic line selection already programmed. Automatic line selection will resume for the next call.

## Feature setup

### Set preferred mode

---

Choose the mode (headset or speakerphone) which will be used automatically when dialing a number from the directory, speed dial or call history without lifting the handset. The preferred mode will also be used when auto speaker is set to **ON**, and you dial a speed dial number without lifting the handset. For information about the auto speaker setting, see **Turn auto speaker on or off** on page 19.



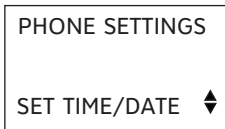
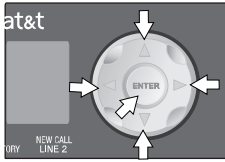
1. Press **ENTER** to begin feature setup.
  2. Press **▼** until the screen displays **PHONE SETTINGS**.
  3. Press **ENTER**. The screen displays **PRIMARY LINE**.
  4. Press **▼** until the screen displays **PREFERRED MODE** and the current setting.
  5. Press **◀** or **▶** to select between **Speakerphone** and **Headset**.
  6. When the desired mode is displayed, press **▼** or **ENTER** to save the setting. The screen displays **SET TIME/DATE**.
  7. Proceed to step 5 of **Set the time and date** on page 22 to set the next feature (Time and date).
- OR —
- Press and hold **ENTER** to return to the idle screen.



## Feature setup

### Set the time and date

---



If you subscribe to caller ID service, the time and date are set automatically with each incoming call. You can set the time and date manually following these instructions.

1. Press **ENTER** to begin feature setup.
2. Press **▼** until the screen displays **PHONE SETTINGS**.
3. Press **ENTER**. The screen displays **PRIMARY LINE**.
4. Press **▼** until the screen displays **SET TIME/DATE**.
5. Press **ENTER**. The screen displays **Enter new time** and the current setting.
6. Use the dial pad keys to begin entering the correct time (hh/mm). The digits of the new time will appear on the screen.
7. If needed, press **▲** or **▼** to toggle between **AM** and **PM**. Press **ENTER** when the choice is shown.
8. When the correct time is shown, press **▲** or **▼** until the screen displays **DATE**.
9. Press **ENTER** to save the time and move on to change the date. The screen displays **Enter new time** and the current setting.
10. Use the dial pad keys to begin entering the correct date (mm/dd). The digits of the new date appear on screen.
11. When the correct date is shown, press **ENTER** to save the setting. The screen displays **LCD BACKLIGHT**.
12. Proceed to step 5 of **Turn screen backlight on or off** on page 23 to set the next feature (Screen backlight).

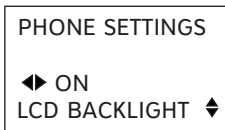
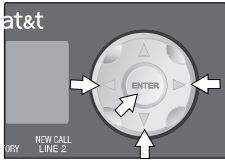
— OR —

Press and hold **ENTER** to return to the idle screen.

**i** **NOTE:** If you try to save an invalid time or date, there will be a low pitch (error) tone and the date or time will not be changed.

## Feature setup

### Turn screen backlight on or off



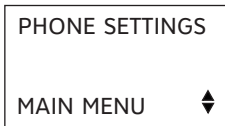
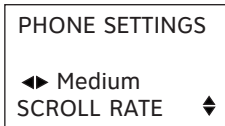
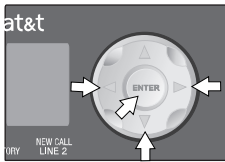
1. Press **ENTER** to begin feature setup.
2. Press **▼** until the screen displays **PHONE SETTINGS**.
3. Press **ENTER**. The screen displays **PRIMARY LINE**.
4. Press **▼** until the screen displays **LCD BACKLIGHT** and the current setting.
5. Press **◀** or **▶** to select **ON** and **OFF**.
6. When the correct setting is shown, press **▼** or **ENTER** to save your choice. The screen displays **SCROLL RATE**.
7. Proceed to step 5 of **Set the scroll rate** below to set the next feature (Scroll rate).

— OR —

Press and hold **ENTER** to return to the idle screen.

### Set the scroll rate

You can scroll through menu items or set choices more quickly using this feature. Press and hold the desired scroll button ( **▲** , **▼** , **▶** or **◀** ). The screen will scroll through the choices at the rate programmed.

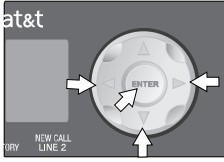


1. Press **ENTER** to begin feature setup.
2. Press **▼** until the screen displays **PHONE SETTINGS**.
3. Press **ENTER** and the screen displays **PRIMARY LINE**.
4. Press **▼** until the screen displays **SCROLL RATE** and the current setting.
5. Press **◀** or **▶** to change the setting (**Very Slow**, **Slow**, **Medium**, **Fast**, or **Very Fast**).
6. When the correct scroll rate is shown, press **▼** or press **ENTER** to save the setting. The screen displays **MAIN MENU**.
7. Press **ENTER** to return to the main feature setup menu and continue setting up your telephone.

— OR —

Press and hold **ENTER** to return to the idle screen.

## Feature setup

**Turn the central office voicemail (COVM) indicator on or off**

VOICE MESSAGES

 ◀▶ ON  
 L1 COVM ON/OFF ◆

VOICE MESSAGES

 ◀▶ ON  
 L2 COVM ON/OFF ◆

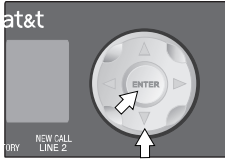
If you subscribe to voicemail service with your local telephone company, turn the COVM indicator on to have the **NEW CALL** light for that line flashing when there are messages waiting. If you do not subscribe to voicemail service, turn the COVM indicators off for each line.

1. Press **ENTER** to begin feature setup.
  2. Press **▼** until the screen displays **VOICE MESSAGE**.
  3. Press **ENTER**. The screen displays **L1 COVM ON/OFF** and the current setting.
  4. Press **◀** or **▶** to select between **OFF** and **ON** for the line shown.
  5. Press **▼** to save the current setting and display the next line with its voicemail setting.
  6. Repeat step 4 to turn the voicemail indicator on or off for the other line.
  7. When finished setting the voicemail indicators, press **▼** or press **ENTER** to save the setting. The screen displays **L1 LIGHT OFF**.
  8. Proceed to step 5 of **Turn NEW CALL light off** on page 25 to set the next feature (**NEW CALL** light).
- OR —
- Press and hold **ENTER** to return to the idle screen.

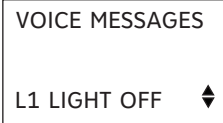
## Feature setup

### Turn **NEW CALL** light off

---



If a **NEW CALL** light continues to flash when there are no messages on that line, you may have received a false signal from your telephone company. You can turn off the light manually.



1. Press **ENTER** to begin feature setup.
2. Press **▼** until the screen displays **VOICE MESSAGE**.
3. Press **ENTER**. The screen displays **L1 COVM ON/OFF**.
4. Press **▼** until the screen displays **L1 LIGHT OFF**.
5. Press **ENTER** to turn the light off for that line. The screen displays **L2 LIGHT OFF**.
6. Repeat **Step 5** to turn the light off for the other line.

— OR —

Press and hold **ENTER** to return to the idle screen.

#### **NOTES:**

1. This feature only turns off a **NEW CALL** light; it does not delete the voicemail message(s). Use this feature when the telephone indicates there is voicemail when you have none, or you have accessed your voicemail from a different telephone line (while away from home). If there actually is a new voicemail message, your local telephone company will continue to send the signal which makes a **NEW CALL** light flash.
2. The telephone company voicemail may alert you to new messages with a stutter (broken) dial tone. Contact your telephone company for more details.

## Feature setup

### Program home and local area codes

HOME AC=(empty)

908-555-0100 calls

```
12:08 PM 12/26
SMITH, JOHN
19085550100
CL05 L1
```

- OR -

HOME AC=908

908-555-0100 calls

```
12:08 PM 12/26
SMITH, JOHN
5550100
CL06 L1
```

Home area code is the area code for your telephone number. Most users dial the seven digits of a telephone number to make a call within their own area code and 11 digits outside of their area code. If this applies to you, you should enter your own area code into the telephone as the home area code. After setting, if you receive a call from within your home area code, the screen will display the seven digits of the telephone number. You may, however, live in a region where you are required to dial 10 digits (area code and telephone number) for calls within your area code. If this applies to you, enter **000** for the home area code and enter your area code as a local area code. After setting, if you receive a call from within your area code, the screen displays the 10 digits of the telephone number.

Most users dial 11 digits to make calls outside their home area codes. If this applies to you, it is not necessary to set any local area codes. However, if you dial only 10 digits to make calls to areas outside your home area code (without dialing 1), then set these local area codes into the telephone. Up to four local area codes can be set. After setting, if you receive a call from one of these local area codes, the screen displays the 10 digits of the telephone number.

Be sure to follow the directions below to set the home and local area codes:

AREA CODES

```
908
HOME
```



1. Press **ENTER** to begin feature setup.
2. Press **▼** until the screen displays **CALLER ID**.
3. Press **ENTER**. The screen displays **AREA CODES**.
4. Press **ENTER**. The screen displays **HOME** and the current setting.
5. Use the dial pad keys to enter your home area code, then press **▼** to save the setting. The screen displays **LOCAL 1** and the current setting. If it is necessary to enter any local area codes, use the dial pad keys and then press **▼** to save your entry and scroll to the next local area code (**LOCAL 2**, **LOCAL 3** and **LOCAL 4**).

## Feature setup

### **Program home and local area codes**

---

6. When finished entering all of the area codes you need to program, press ▼ until the screen displays **DONE**.
  7. Press **ENTER**. The screen displays **CALL HISTORY**.
  8. Proceed to step 5 of **Set call history** on page 28 to set the next feature (Call history).
- OR —**
- Press and hold **ENTER** to return to the idle screen.

## Feature setup

### Set call history

You can choose whether or not to store calls in call history.

1. Press **ENTER** to begin feature setup.
2. Press **▼** until the screen displays **CALLER ID**.
3. Press **ENTER**. The screen displays **AREA CODES**.
4. Press **▼** until the screen displays **CALL HISTORY** and the current setting.
5. Press **◀** or **▶** to select between **All Calls** and **No Calls**.
6. When the correct setting is shown, press **▼** or **ENTER** to save your choice. There is a high pitch tone to indicate confirmation and the screen displays **REPEAT CALLS**.
7. Proceed to step 5 below to set the next feature (Repeat calls).

— OR —

Press and hold **ENTER** to return to the idle screen.

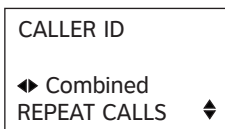
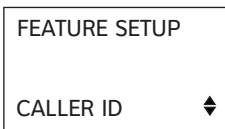
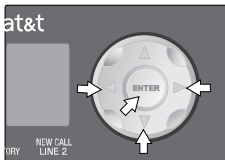
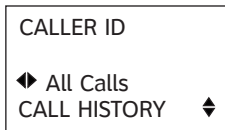
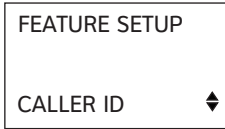
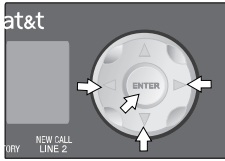
### Choose how to store repeat calls in call history

You can choose how new calls from the same number are displayed. Choose **Combined** to show only the most recent call from the number. Select **Separate** to display each call individually.

1. Press **ENTER** to begin feature setup.
2. Press **▼** until the screen displays **CALLER ID**.
3. Press **ENTER**. The screen displays **AREA CODES**.
4. Press **▼** until the screen displays **REPEAT CALLS** and the current setting.
5. Press **◀** or **▶** to select between **Combined** and **Separate**.
6. When the correct setting is shown, press **▼** or press **ENTER** to save your choice. The screen displays **CID-CALL WAIT**.
7. Proceed to Step 5 of **Turn caller ID with call waiting on or off** on page 29 to set the next feature (Caller ID with call waiting).

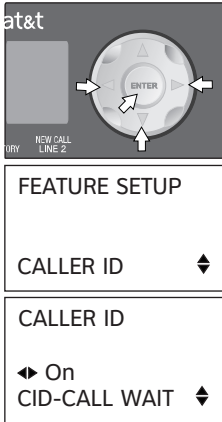
— OR —

Press and hold **ENTER** to return to the idle screen.



## Feature setup

### Turn caller ID with call waiting on or off



If you subscribe to combined caller ID with call waiting service from your local telephone company, activate this feature in order to see call information for call waiting calls.

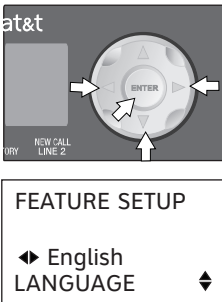
1. Press **ENTER** to begin feature setup.
2. Press **▼** until the screen displays **CALLER ID**.
3. Press **ENTER**. The screen displays **AREA CODES**.
4. Press **▼** until the screen displays **CID-CALL WAIT** and the current setting.
5. Press **◀** or **▶** to select between **ON** and **OFF**.
6. When the correct setting is shown, press **▼** or press **ENTER** to save your choice. The screen displays **MAIN MENU**.
7. Press **ENTER** to return to the main feature setup menu and continue setting up your telephone.

— OR —

Press and hold **ENTER** to return to the idle screen.

**NOTE:** If you turn this feature off, a beep will sound while there is a call waiting during a call.

### Language



#### Set the display language

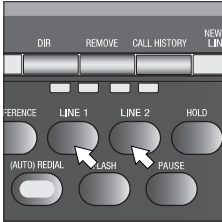
1. Press **ENTER** to begin feature setup.
2. Press **▼** until the screen displays **LANGUAGE** and the current setting.
3. Press **◀** or **▶** to scroll through the language choices (**English**, **Espanol**, or **Francais**). When the desired language is displayed, press **▼** or **ENTER** to save the setting.
4. Press and hold **ENTER** to return to the idle screen.



## Basic operation

### **Make, answer or end a call**

---



#### **Handset**

**To make a call**, lift the handset and dial the number. The number appears on screen when dialing.

**To answer a call**, lift the handset.

**To override automatic line selection**, lift the handset, then press and release a **LINE** button.

#### **— OR —**

Press the **LINE** button for the desired line and lift the handset.

**To end the call**, replace the handset.

#### **Speakerphone**

**To make a call**, press **SPEAKER**. The **SPEAKER** light goes on. Wait for a dial tone before dialing the number. The number appears on screen when dialing.

**To answer a call**, press **SPEAKER** or press the **LINE** button of the incoming call, then press **SPEAKER**.

**To override automatic line selection**, press **SPEAKER**, then press and release a **LINE** button. Dial the number within twenty seconds.

#### **— OR —**

Press the **LINE** button for the desired line and press **SPEAKER**. Dial the number within twenty seconds. To end a call, press **SPEAKER** again.

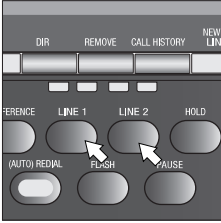


#### **NOTES:**

1. If one line is in use, any calls made or answered on the other line will use the same mode (handset, speakerphone, or headset) already in use.
2. If you dial a telephone number with more than 16 digits, the screen will display only the last 16 digits.
3. When making a call, the telephone uses the primary line programmed (See **Set the primary line** on page 19). When answering a call, it automatically selects the ringing line.
4. If headset is programmed as the default mode (see **Set preferred mode** on page 21), you must press **SPEAKER** to activate the speakerphone.

## Basic operation

### Make, answer or end a call



#### Headset

Make sure the headset is plugged into the headset jack. There will be a low pitch (error) tone if you press **HEADSET** when the headset is not plugged in.

**To make a call**, press and release **HEADSET**. The **HEADSET** light goes on. Wait for a dial tone, then dial the call. The number appears on screen when dialing.

**To answer a call**, press **HEADSET**.

**To override automatic line selection**, press **HEADSET**, then press and release a **LINE** button. Dial the number within twenty seconds.

— OR —

Press the **LINE** button for the desired line, then press **HEADSET**. Dial the number within twenty seconds.

**i NOTE:** If speakerphone is programmed as the default mode (See **Set preferred mode** on page 21), you must press **HEADSET** to activate the headset.



### Switch between handset, headset and speakerphone

**To switch from handset to headset or speakerphone**, press **HEADSET** or **SPEAKER**, then replace the handset. (In order to use the headset, it must be firmly plugged in.)

**To switch from speakerphone to handset**, lift the handset. (Do not press **SPEAKER**, or the call will be disconnected.)

**To switch from headset to handset** when the handset is in the telephone base, lift the handset.

**To switch from handset to headset** when the handset is off-hook, press **HEADSET**.

**To switch from headset to speakerphone**, press **SPEAKER**.

**To switch from speakerphone to headset**, insert the headset plug into the jack firmly, and press **HEADSET**.



## Basic operation

### Timer

---

When making or answering a call, the timer automatically starts. For outgoing calls, the timer starts when dialing. The screen displays the elapsed time in minutes and seconds (up to 59:59) and then displays the hours and minutes up to 10 hours (09:59) before starting at 00:00 again. The timer stops automatically when the line is disconnected. When you put a call on hold, the timer remains on the screen.

### Volume

---

#### Handset/Speakerphone/Headset volume control

When you are on a call, press **VOLUME ▲** to increase the listening volume. Press **VOLUME ▼** to decrease the listening volume. The speakerphone has eight volume levels. The handset and headset have four levels. There are three beeps when you reach the minimum or maximum level.



#### Ringer volume

The ringer volume for each line can be adjusted independently. If a **LINE** button has been pressed, volume adjustments will affect the selected line. If no line is selected, volume adjustments will affect the primary line programmed (see **Set the primary line** on page 19). If one line is ringing, volume adjustments will affect the ringing line.

Press **VOLUME ▲** or **VOLUME ▼** to adjust the ringer volume. This telephone has eight ringer volume levels, including off. Each time you adjust the ringer, there is a sample ring indicating the volume level.

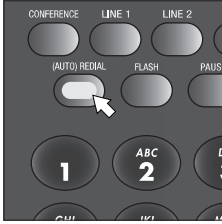


**NOTE:** The phone has a default distinctive ring tone for line 1 and line 2 which cannot be changed.

## Basic operation

### Redial

---



The last number dialed on this telephone (up to 24 digits) is stored in redial memory until another number is dialed.

#### Handset

To dial the same number again, lift the handset, listen for the dial tone, and press **(AUTO) REDIAL**.

#### Speakerphone or headset

To dial the same number again, press **SPEAKER** or **HEADSET**, then press **(AUTO) REDIAL**. The telephone automatically dials the last number using the primary line selected. (See **Set the primary line** on page 19.)

To dial the same number using a specific line, press **SPEAKER** or **HEADSET**. Press the desired **LINE** button, then press **(AUTO) REDIAL**.



**NOTE:** There may be a delay before the number is dialed when using the redial feature. This is normal.

### Display dial

---



The display dial memory contains either the last incoming telephone number received on the telephone, the last number reviewed in call history, or the last number reviewed in the directory, whichever is the most recent. It is shown on line 4 of the display.

Redial:  
9085550100  
Display Dial:  
908-5550100

#### Handset

To dial the displayed number, lift the handset, listen for the dial tone, then press **ENTER**.

#### Speakerphone or headset

To dial the displayed dial number, press **SPEAKER** or **HEADSET**, then press **ENTER**.

To dial this number on a specific line, press **SPEAKER** or **HEADSET**, then press a **LINE** button and press **ENTER**.

## Basic operation

### Auto redial

---



The telephone can automatically redial the last outgoing number up to 10 times, until the other telephone rings or you cancel auto redial. It will activate the speakerphone to make auto redial calls.

1. While the telephone is on hook, press **(AUTO) REDIAL**. It dials the number in redial memory using the primary line selected or automatic line selection if it is turned on. (See **Set the primary line** on page 19 or **Turn automatic line selection on or off** on page 20.)

— OR —

While the telephone is on hook, press a **LINE** button to select a line, then press **(AUTO) REDIAL**. The telephone dials the number in redial memory.

2. When the other telephone rings or the other party answers, lift the handset, press **SPEAKER** or press **HEADSET** to speak with the other party.

If the number dialed is busy, the telephone will disconnect. The telephone will wait 40 seconds and redial the same number up to 10 times.

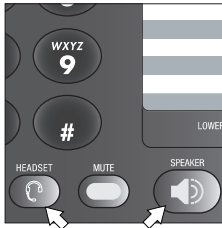
To cancel auto redial at any time:

- Press **(AUTO) REDIAL** again.
- Lift the handset.

— OR —

- Press **SPEAKER** or **HEADSET** (if a headset is connected) twice.

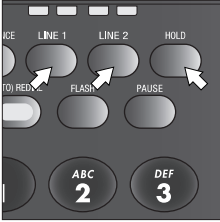
**i** **NOTE:** The **(AUTO) REDIAL** LED is on and the **SPEAKER** LED is blinking while the redial feature is activated.



## Options while on calls

### Hold

---



While on a call, press **HOLD**. The **LINE** light for the call will flash slowly while the call is on hold. You can replace the handset in the cradle without disconnecting the line and the speakerphone or headset is automatically disabled.

#### To release hold and return to the call:

Press the **LINE** button for the call.

The call will automatically be reconnected in the original mode (speakerphone or headset), or you can lift the handset. The **LINE** light for the call remains on steadily when you release **HOLD**.

For information about automatic line selection, see **Turn automatic line selection on or off** on page 20.

### Switch between lines during a call

---


During a call on one line, you can make or answer a call on the other line by pressing **HOLD**. You can use the **HOLD** and **LINE** buttons to switch back and forth between calls as often as necessary.

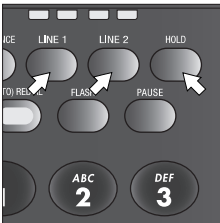
Example: While using line 1, line 2 rings:

1. Press **HOLD** to hold line 1.
2. Press **LINE 2** to answer the other call.
3. Press **LINE 1** to hang up line 2 and return to the first call.

— OR —

Press **HOLD** to hold line 2, and press **LINE 1** to return to your first call.

 **NOTE:** If you switch lines without pressing **HOLD** first, you will disconnect the call.



## Options while on calls

### Mute

---



Mute allows you to hear the other party, but the other party cannot hear you.

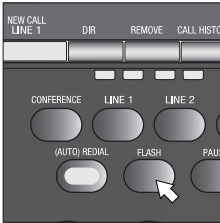
**To activate this feature**, press and release **MUTE**. The **MUTE** light goes on.

**To return to the conversation**, press and release **MUTE** again.

**i NOTE:** Switching from handset to speakerphone or headset, or from speakerphone or headset to handset, changing lines, and putting a call on hold will cancel Mute.

### Flash

---

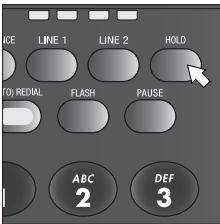


Use **FLASH** instead of the switchhook to activate telephone company subscriber services such as call waiting or three-way calling.

**i NOTE:** During a conference call, flash works only on Line 1.

### Conference calls

---



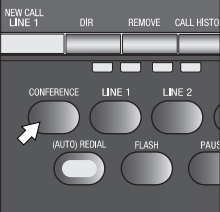
You can use both lines at the same time to set up a three-way conference call.

1. When on a call, press **HOLD**.
2. Establish a call on the other line.
3. Press **CONFERENCE**. All three parties are connected to the same call.

**To end a conference call**, hang up.

If one caller hangs up during a conference call, there may be a dial tone. Press the **LINE** button of the remaining call to disconnect the other line and eliminate the dial tone.

**i NOTE:** Under certain circumstances, the other parties on a conference call may not hear one another clearly.



### Place a conference call on hold

1. Press **HOLD** to hold both lines.
2. Press **CONFERENCE** to release hold and continue the conference call.

## Options while on calls

### Conference calls

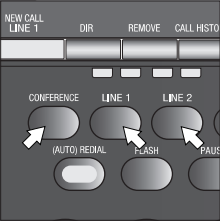
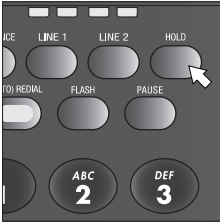
#### Talk privately with one caller

1. Press **HOLD**.
2. Press the **LINE** button of the person with whom you wish to speak privately.
3. Press **CONFERENCE** to continue the conference call.

To disconnect one party from a conference call and keep the other on the line, press the **LINE** button of the call you want to continue.

#### Low battery indicator

The screen displays **Batt** when the battery needs to be replaced, or when no battery is installed.



### Lights and what they mean

LIGHT:	STATUS:	MEANS:
<b>LINE</b> , green	On steadily	This line is selected for use or is the designated primary line.
<b>LINE</b> , red	On steadily	This line is in use.
	Flashing slowly	This line is on hold.
	Flashing quickly	This line is ringing.
<b>MUTE</b>	On	This telephone is muted.
<b>SPEAKER</b>	On	You are on a speakerphone call.
	Flashing	This telephone is dialing an Auto Redial call.
		The microphone is not active.
<b>HEADSET</b>	On	You are on a headset call.
<b>NEW CALL</b>	On steadily	You have unreviewed call history on this line.
	Flashing	You have new voicemail messages waiting on this line.

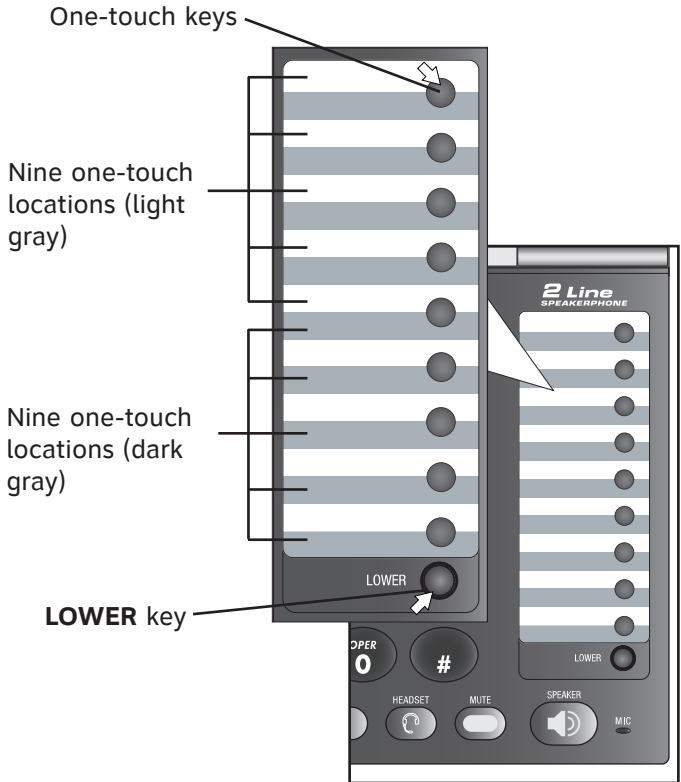


## One-touch (speed dial)

This telephone has 18 one-touch locations for storing telephone numbers. You can store up to 24 digits in each location.

The first nine locations can be accessed by using only the one-touch keys. To access the remaining nine locations, press **LOWER** and then the one-touch key for the desired location.

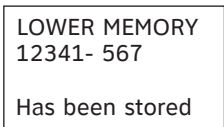
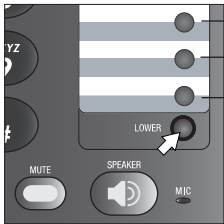
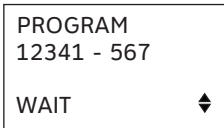
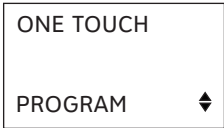
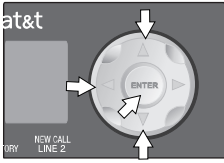
You may wish to write the names or telephone numbers of one-touch entries on the directory card, using the light gray spaces for the first nine locations and the dark gray spaces for the second nine locations.



## One-touch (speed dial)

### Store a number in one-touch

---



1. Press **ENTER** to enter the feature menu. The screen displays **ONE TOUCH**.
2. Press **ENTER**. The screen displays **PROGRAM**.
3. Press **ENTER**. The cursor flashes on the screen.
4. Enter the phone number using the dial pad keys.

— OR —

Press **(AUTO) REDIAL** to copy the last number dialed from this telephone to this one-touch location.

The screen will show the number as you enter it. The first 16 characters appear on the second line and the next eight on the third line. You can press ◀ to backspace and delete previous characters, or ▶ to move ahead and add one space. Each space counts as one digit and appears on screen as -.

5. When finished entering the number, choose a one-touch location:

Press the desired one-touch key. The screen displays the number entered and stored.

— OR —

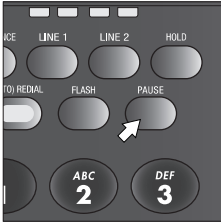
Press **LOWER**, then press the desired one-touch key. The screen displays **LOWER MEMORY**, the number you entered, and **Has been stored**.

#### **NOTES:**

1. You can exit the number storing process at any time: Press ▼ until the screen shows **EXIT PROGRAM**, then press **ENTER**.  
— OR —  
Press and hold **ENTER**.
2. You can store up to 24 digits in each one-touch location. If you try to store more than 24 digits, the screen will briefly display **Only 24 digits are allowed**, and a low pitch (error) tone will sound.

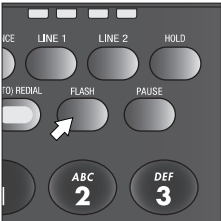
## One-touch (speed dial)

### Store a pause in a one-touch entry



You can add a pause while storing a dialing sequence which requires a pause during actual dialing. When entering a pause, press **PAUSE**. Each pause counts as one digit and appears on the screen as **P**. Continue storing the number as usual.

### Store a flash in a one-touch entry



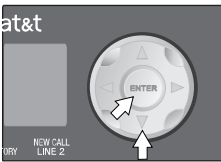
You can store the flash signal required for some special services as part of a dialing sequence. When entering a flash signal, press **FLASH**. Each flash counts as one digit and appears on screen as **F**. Continue storing the number as usual.

### Store a wait in a one-touch entry



You can include a 30-second wait while storing a dialing sequence which requires a break during actual dialing. While you are entering the number to be stored, the screen displays **WAIT**. Press **ENTER**. When storing the wait, each wait counts as one digit and appears on screen as **W**. Continue storing the number as usual.

### View a one-touch entry

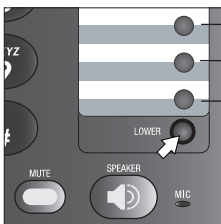
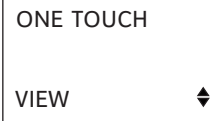


1. Press **ENTER** to enter the feature menu. The screen displays **ONE TOUCH**.
2. Press **ENTER**. The screen displays **PROGRAM**.
3. Press **▼** until the screen displays **VIEW**.
4. Press **ENTER**. The screen displays **VIEW** on the top line.
5. Press the one-touch key. The screen displays the number stored in that location.

— OR —

Press **LOWER**, then press the one-touch key for the entry to be reviewed. The screen displays **LOWER MEMORY** and the number stored in that location.

6. Press and hold **ENTER** to return to the idle screen.

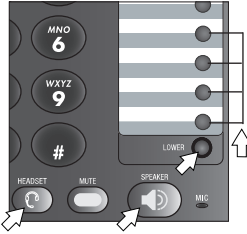


**If Auto Speaker is turned off** (see **Turn auto speaker on or off** on page 19), you can also view the number stored in a one-touch location while the telephone is on hook by pressing the one-touch key(s) for the number to be viewed.

## One-touch (speed dial)

### Dial a one-touch number

---



If the auto speaker is turned on, numbers will be dialed using the method selected in the **Set preferred mode** on page 21. If the preferred mode is **Headset** but no headset is connected, the number will be dialed using the speakerphone.

Press and release a one-touch key.

— OR —

Press and release **LOWER**, then press the desired one-touch key. The number is dialed automatically and displayed on the screen.

**If Auto Speaker is turned off**, or if you want to use the handset or headset regardless of the auto speaker programming:

1. Lift the handset.

— OR —

Press **SPEAKER**.

— OR —

Press **HEADSET** and listen for a dial tone.

2. Press and release a one-touch key.

— OR —

Press and release **LOWER**, then press the desired one-touch key.

The number is dialed automatically and is displayed on the screen.

— OR —

While you are viewing the one-touch entry:

1. Press **▲** or **▼** until the screen display includes **DIAL**.
2. Press **Enter**.

### **NOTES:**

1. For more information about the auto speaker setting, see **Turn auto speaker on or off** on page 19.
2. If there is a 30-second wait in the dialing sequence, press any dial pad key or one-touch key to end the wait and continue the dialing sequence.

## One-touch (speed dial)

### Edit a one-touch number

---

PROGRAM  
1234 - 567

WAIT



1. Press **ENTER** to enter the feature menu. The screen displays **ONE TOUCH**.
2. Press **ENTER**. The screen displays **PROGRAM**.
3. Press **▼** until the screen displays **VIEW**.
4. Press **ENTER**. The screen displays **VIEW** on the top line.
5. Press the one-touch key. The screen displays the number stored in that location.
6. Press **▲** or **▼** until the screen displays **EDIT**. Press **ENTER**.
7. Use the dial pad keys to change the number. Press **◀** to backspace and delete the text. Press **▶** to add a space.
8. Press **▲** or **▼** until the screen displays **DONE**. Press **ENTER**.

### Erase a one-touch number

---

NUMBER ERASED

To remove a number from one-touch, enter another number in the same location.

To clear a one-touch location and leave it empty, follow the directions in **Store a number in one-touch** on page 39, but do not enter a number. The screen displays **NUMBER ERASED**.

## One-touch (speed dial)

### **Chain dialing**

---

If the number you want to store is too long, you can split the number and store it in two or more one-touch locations (both the upper and lower locations).

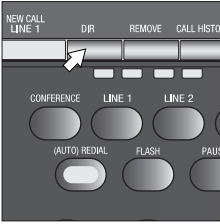
To dial a number that is stored in both the upper and lower locations of a one-touch key:

1. Press one of the **LINE** keys to select a line, then lift the handset or press **SPEAKER** or press **HEADSET** (if a headset is connected).
2. Press the one-touch key for the number you stored.
3. Press **LOWER**, then press the one-touch key again to dial the number.

To dial a number that is stored in two or more one-touch keys:

1. Press one of the **LINE** keys to select a line, then lift the handset or press **SPEAKER** or press **HEADSET** (if a headset is connected).
2. Press the one-touch keys consecutively to dial the number.

## Directory operation

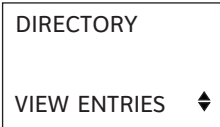


This telephone can store up to 100 names and telephone numbers in the directory. Names can be up to 16 characters and numbers can have 24 digits. Because directory entries are stored in alphabetical order, you may wish to enter names with the last name first in order to maintain consistency with the information stored automatically through the caller ID function of this system.

To enter directory mode, press **DIR**.

If there are already 100 stored entries, the screen displays **DIRECTORY FULL!** When there is nothing in the directory, the screen displays **DIRECTORY EMPTY!**

To exit directory mode anytime, press **DIR** again.



### Menu structure

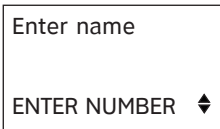
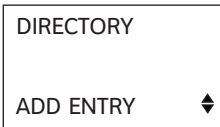
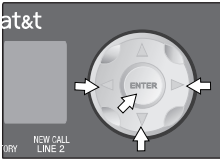
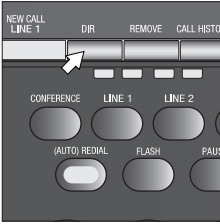
Use the navigation buttons (◀, ▶, ▲, ▼, ENTER) to move through menu operations. See **Menu operation** on page 17 for information about moving through menus in the screen display. The menu structure for the directory is below.

```

VIEW ENTRIES
  DIAL
  EDIT NAME
    DONE
    CANCEL
  EDIT NUMBER
    DONE
    WAIT
    CANCEL
  MAIN MENU
  ADD ENTRY
    ENTER NUMBER
      DONE
      WAIT
      CANCEL
    CANCEL
  
```

## Directory operation

### Store a name and number in the directory



1. Press **DIR** to begin working with the directory.
2. Press **▼** until the screen displays **ADD ENTRY**.
3. Press **ENTER**. The screen displays **Enter name**.
4. Use the dial pad keys and the chart below to enter the letters, digits or symbols to be stored. Press the key repeatedly until the desired character is shown on the screen. For example, press **2** once for **A**, twice for **B**, three times for **C**, and four times for **2**. When entering two characters in a row with the same dial pad key (for example **M** and **O**), you must press **▶** to move the cursor to the next position. Press **▶** to move or add a space. Press **◀** to backspace. The name will appear on screen when you enter it.
5. When finished entering the name, press **ENTER** to continue entering the telephone number. The screen displays the name you entered and **Enter number**.

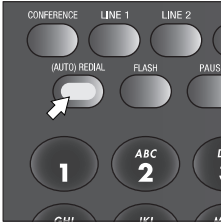
**i NOTE:** You can store up to 16 characters of the name in the directory.

PRESS:	ONCE	TWICE	3 TIMES	4 TIMES	5 TIMES	6 TIMES	7 TIMES	8 TIMES
1	,	-	'	&	.	(	)	1
2	A	B	C	2				
3	D	E	F	3				
4	G	H	I	4				
5	J	K	L	5				
6	M	N	O	6				
7	P	Q	R	S	7			
8	T	U	V	8				
9	W	X	Y	Z	9			
*	*							
0	0							
#	#							



## Directory operation

### Store a name and number in the directory



6. Use the dial pad keys to enter the telephone number to be stored.

— OR —

Press **(AUTO) REDIAL** to copy the last number dialed at this extension onto the screen.

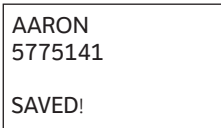
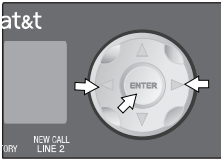
Press **▶** to move to the next character or add a space as **-**.

Press **◀** to backspace. The number will appear on the second line of the screen when entering.

7. When finished entering the number, press **ENTER** to store the name and number in the directory. The screen briefly displays the name and number stored and **SAVED!** Then the screen will automatically return to include **ADD ENTRY**.



**NOTE:** To exit the directory anytime without storing the entry, press **DIR**. The screen will automatically return to the idle screen.



### Store a wait in a directory number

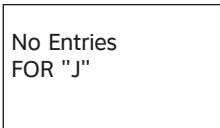
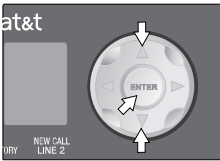
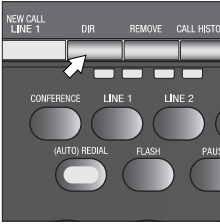


You can include a 30-second wait in a number stored in the directory. When you reach the place in the dialing sequence where you wish to enter a wait, press **▼** until the screen displays **WAIT**. Then, press **ENTER** to store a 30-second wait, and continue entering the number. Each wait counts as one digit and the screen displays **W**.

## Directory operation

### Review directory entries

---



1. Press **DIR** to begin working with the directory.
2. Press **ENTER**, then press **▲** or **▼** to scroll through the directory entries in alphabetical order.

— OR —

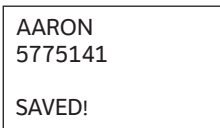
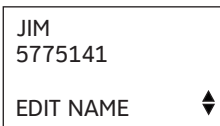
Press **ENTER**, then press the dial pad key for the first character of the entry to be reviewed until the desired character is displayed. Then press **▲** or **▼** to scroll through the entries beginning with this character. If there is no entry for the character chosen, the screen will display **No Entries FOR "J"** (where J is the desired character).

### Edit a directory entry

---

#### Edit a name in the directory

1. Find the directory entry you wish to change by following the directions under **Review directory entries** above.
2. When the entry to be edited is displayed, press **ENTER**. The screen displays **DIAL**.
3. Press **▼** until the screen displays **EDIT NAME**.
4. Press **ENTER** and start to edit the name using the dial pad keys. (See the instructions in **Step 4** of **Store a name and number in the directory** on page 45 for details.)
5. Press **ENTER** to save the new name in the directory. The screen briefly displays the new entry and **SAVED!** The screen automatically returns to the main directory menu.



**NOTE:** To exit the directory anytime without storing the entry, press **DIR**. The screen automatically returns to the idle screen.

## Directory operation

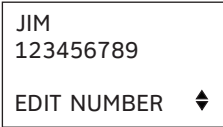
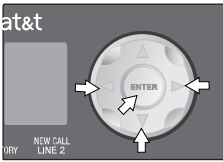
### Edit a directory entry

#### Edit a number in the directory

1. Find the directory entry to be changed by following the directions under **Review directory entries** on page 47.
2. When the desired entry is displayed, press **ENTER**. The screen displays **DIAL**.
3. Press **▼** until the screen displays **EDIT NUMBER**.
4. Press **ENTER** to begin editing the number using the dial pad keys. Press **◀** to backspace or **▶** to move to the next character or add a space as a -. The number will appear on the second line of the screen when you enter it.
5. Press **ENTER** to store the new number in the directory. The screen display briefly shows the new entry and **SAVED!** The screen automatically returns to the main directory menu.

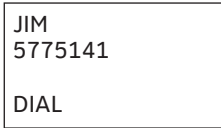


**NOTE:** To exit the directory anytime without storing the entry, press **DIR**. The screen automatically returns to the idle screen.



## Directory operation

### Dial a number from the directory



1. Press **DIR**.
2. Press **ENTER** and ▲ or ▼ to view entries.
3. Press **ENTER**. The screen displays **DIAL**.
4. Press **ENTER** to dial the number on the screen. The call is dialed in the mode (speakerphone or headset) programmed (see **Set preferred mode** on page 21) using the primary line programmed (see **Set the primary line** on page 19).

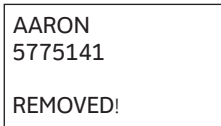
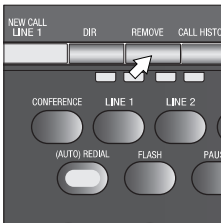
— OR —

Lift the handset or press **SPEAKER** or **HEADSET**, then press **ENTER**. The telephone automatically selects an idle line and dials the number.

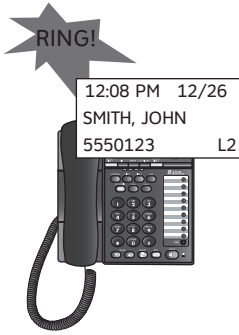
— OR —

Press a **LINE** button to select a line, then press **ENTER**. The number is dialed in the mode (speakerphone or headset) programmed (see **Set preferred mode** on page 21). The screen displays the number while dialing.

### Remove a name and number from the directory



1. Find the entry for the number to be deleted by following the directions under **Review directory entries** on page 47.
2. When the desired entry is displayed, press **REMOVE**. The screen briefly displays the directory entry and **REMOVED!** Then, it automatically returns to the first directory entry.



## Caller ID operation

### **Information about caller ID with call waiting**

This product has a caller ID function with call waiting feature which works with service from your local telephone company.

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

It may be necessary to change your telephone service to use this feature. Contact your telephone company if:

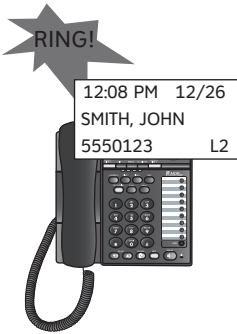
- You do not have any caller ID or call waiting services.
- You have only caller ID service, or only call waiting service.
- You have both caller ID and call waiting, but as separate services (you may need combined service).

This product can be used with regular caller ID service, or this product's other features can be used without subscribing to either caller ID or combined caller ID with call waiting service.

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

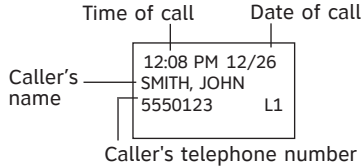
Depending on your service, you may see the caller's number or the caller's name and number. This product can provide information only if both you and the caller are in areas offering caller ID service and if both telephone companies use compatible equipment. The time and date are sent by the telephone company along with the call information.

## Caller ID operation



### How caller ID works

If you subscribe to caller ID service provided by your local telephone company, information about each caller will start to be displayed between the first and second ring.



The time and date of the call, the caller's name and telephone number are included on the screen if sent by the caller's telephone company. The incoming line of the call also appears on screen (L2 in the above example). If two calls come in at the same time, the screen displays information about both calls:



In certain circumstances, there may be up to a 6-second delay before the screen displays both caller's information. Other messages may appear on screen. See **Display screen messages** on page 57 for more information. Caller ID information will remain on the screen for about 30 seconds after the telephone stops ringing or until the call is answered.

If you subscribe to caller ID service, this telephone automatically resets the time and date each time new call information is received. You can set the time and date yourself if desired. (See **Set the time and date** on page 22.)

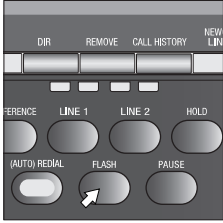
### NOTES:

1. Caller ID features work only if both you and the caller are in areas offering Caller ID service, and if both telephone companies use compatible equipment.
2. If caller ID information is received while you are programming the memory, the call information will be stored in call history without appearing on screen.

## Call ID operation

### Call waiting

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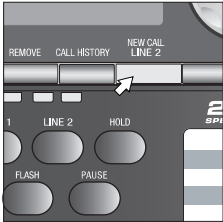


If you subscribe to the caller ID with call waiting service and there is a call waiting call, the screen displays call information for the call:

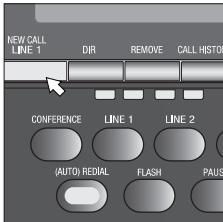
1. Press **FLASH** to access the call waiting call.
2. To switch back to the original call, press **FLASH** again.

### Message waiting and NEW CALL lights

---

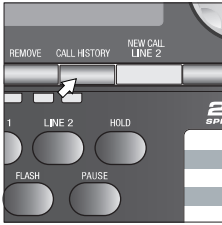


There is a **NEW CALL** light for each line. A **NEW CALL** light stays on when there is unreviewed call information on that line. If you subscribe to a voicemail service, a **NEW CALL** light flashes when there are unretrieved messages waiting on that line. The screen also displays information about the number of new calls for each line.



12:08 PM 12/26  
L1 : 22 New Calls  
L2 : 11 New Calls

## Call history operation



Information about the last 99 incoming calls is stored in the call history. You can review the call history to find out who has called, return the call, or save the caller's name and number into the one-touch keys or directory. When the call history is full, the earliest entry is deleted to make room for new incoming call information. If a call is answered before the information appears on the screen, it will not be saved in the call history.

CALL HISTORY  
L1 15 CLS 10 New  
L2 05 CLS 00 New  
ALL LINES

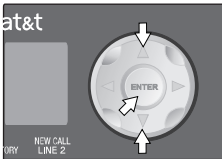
### View call history summary

1. Press **CALL HISTORY**. The screen displays the numbers of total calls and new calls in call history for each line.
2. Press **CALL HISTORY** again to exit the call history mode.

### Review records in call history in the order received

1. While the telephone is idle, press ▲ or ▼.  
— OR —  
Press **CALL HISTORY**, then press **ENTER**.

The screen displays the most recent caller's information:



10:27 PM 11/12  
SMITH, JOHN  
5550123 New  
CL01 L2 Rep5X

<b>10:27AM 11/12</b>	Time and date of the call
<b>L2</b>	The call came in on Line 2
<b>SMITH, JOHN</b>	Caller's name
<b>5550123</b>	Caller's telephone number
<b>CL01</b>	The call record number. (Call <b>01</b> is the earliest [first] record in call history.)
<b>New</b>	This is new, previously unreviewed call information.
<b>Rep5X</b>	This is repeated call information ( <b>5</b> is the number of repeated calls from the same caller).

See **Display screen messages** on page 57 for information about other possible messages.

2. Press ▲ or ▼ to scroll through the records in call history in the order they are received.

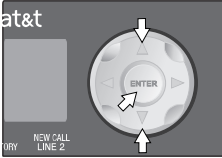


## Call history operation

### Review records in call history by line

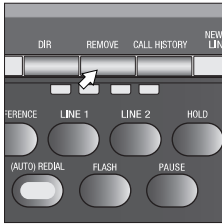
CALL HISTORY  
L1 15 CLS 10 New  
L2 05 CLS 00 New  
ALL LINES

1. Press **CALL HISTORY**. The screen displays the numbers of total calls and new calls in call history.
2. Press **▲** or **▼** until the bottom line of the screen displays the line for the calls to be reviewed (**LINE 1** or **LINE 2**). Then press **ENTER** to view the most recent caller's information for that line.
3. Press **▲** or **▼** to scroll through the records in call history for the selected line in the order they are received.



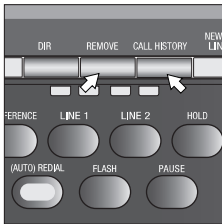
### Remove calls from call history

#### Remove a specific call record from call history



1. Locate the call record to be deleted following the instructions under **Review records in call history in the order received** on page 53.
2. Press **REMOVE**. The screen displays the next record in call history. If there are no records in call history, the screen displays **Call history list is empty**.

#### Remove all calls from call history



1. Press **CALL HISTORY**.
2. Press **REMOVE**. The screen displays **To remove all calls, press REMOVE again**.
3. Press **REMOVE** again within three seconds to confirm the command and delete all records from call history.

CALL HISTORY  
L1 15 CLS 10 New  
L2 05 CLS 00 New  
ALL LINES

Call history  
list is empty

## Call history operation

### Dial a number from call history

When reviewing call history records, you can dial a displayed telephone number. If you have already entered the home and local area codes as mentioned on page 26, the telephone numbers shown in the **Call history** will already be displayed correctly.

1. Locate the desired number in call history (see **Call history operation** on page 53).
2. Press **ENTER**. The screen displays **DIAL**.
3. Press **ENTER**. The telephone automatically selects an idle line and dials the displayed number.

— OR —

Lift the handset or press **SPEAKER** or **HEADSET**, then press **ENTER**. The telephone automatically selects an idle line and dials the displayed number.

— OR —

Press the **LINE** button for the desired line and press **ENTER** to place the call.

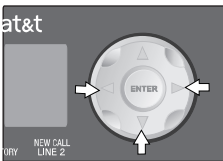
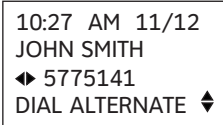
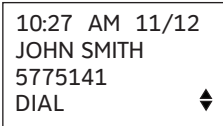
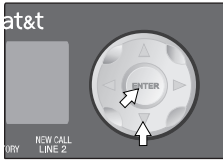
The desired number is dialed in the preferred mode (speakerphone or headset) programmed (see **Set preferred mode** on page 21).

**i NOTE:** To exit without dialing, press ▼ until the screen displays **RETURN TO LIST**, then press **ENTER**.

### Dial options

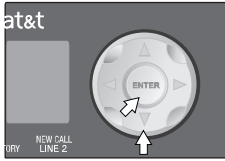
You can change the format of a number in call history before dialing.

1. Follow the directions in **Steps 1 and 2 of Dial a number from call history** above. The screen displays **DIAL**.
2. Press ▼ until the screen displays **DIAL ALTERNATE**.
3. Press ◀ or ▶ to scroll through the alternate dialing formats (seven-digit number, area code + seven-digit number, 1 + area code + seven-digit number, or 1 + seven-digit number). The screen displays the alternate formats on the third line.
4. When the desired format is displayed, dial the call as described in **Step 3 of Dial a number from call history** above.



## Call history operation

### Save a call history entry to the directory



10:27 AM 11/12  
JOHN SMITH  
5775141  
COPY TO DIR ◆

JOHN SMITH  
5775141  
added to DIR! ◆

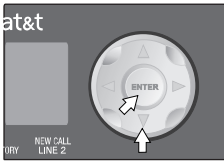
1. Locate the desired call record to be saved (see **Review records in call history** on page 53).
2. Press **ENTER**. The screen displays **DIAL**.
3. Press **▼** until the screen displays **COPY TO DIR**.
4. Press **ENTER** to save the name and telephone number to the directory. The screen displays the entry and **added to DIR!** The screen automatically returns to the call history entry.

#### **NOTES:**

1. To exit without saving the number, press **▼** until the screen displays **RETURN TO LIST**, then press **ENTER**.
2. To edit the name or telephone number, press **DIR** and scroll to the **EDIT** function.
3. If a call record does not include a telephone number, it cannot be saved to the directory.

## Call history operation

### Save a number from call history in a one-touch location

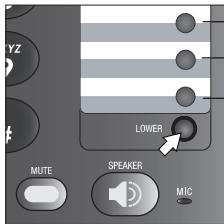


1. Locate the call record to be saved (see **Review records in call history** on page 53).
2. Press **ENTER**. The screen displays **DIAL**.
3. Press **▼** until the screen displays **COPY TO 1-TOUCH**.
4. Press **ENTER** to begin to save the number. The screen displays the entry and **PRESS 1-TOUCH**.
5. Press the one-touch key where it is to be saved.

— OR —

Press **LOWER**, then press the one-touch key.

The screen displays the number and **Added TO 1TOUCH!** The screen automatically returns to the call history entry.



10:27 AM 11/12  
JOHN SMITH  
5775141  
COPY TO 1-TOUCH ▾

JOHN SMITH  
5775141  
  
PRESS 1-TOUCH

JOHN SMITH  
5775141  
  
Added TO 1-TOUCH!

#### **NOTES:**

1. If a call record does not include a telephone number, it cannot be saved to one-touch.
2. To exit without saving the telephone number, press **▼** until the screen displays **RETURN TO LIST**, then press **ENTER**.

### Display screen messages

DISPLAY:	MEANS:
<b>PRIVATE NAME</b>	The caller is blocking the name information.
<b>PRIVATE #</b>	The caller is blocking the telephone number information.
<b>UNKNOWN NAME</b>	This caller's name is unavailable.
<b>UNKNOWN #</b>	This caller's number is unavailable.
<b>Out of Area</b>	The call information is out of area.
<b>Error</b>	Caller information cannot be recognized.

## Troubleshooting

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

My telephone does not work at all.

- Make sure the power adapter is securely plugged into an outlet not controlled by a wall switch.
  - Make sure the telephone line cord is plugged firmly into the telephone base and the modular wall jack.
  - Unplug the telephone's electrical power. Wait for approximately 15 seconds, then plug it back in. Allow up to one minute for the telephone to synchronize.
  - Disconnect the telephone base from the telephone line wall jack and plug in a working telephone. If this telephone does not work, the problem is probably in the wiring or the local service. Call the local telephone company.
- 

There is no dial tone.

- First, try all the above suggestions. Also inspect the coiled handset cord connections at both ends.
  - The telephone line cord might be malfunctioning. Try installing a new telephone line cord.
  - Disconnect the telephone base from the telephone jack and connect a different telephone. If there is no dial tone on the telephone either, the problem is in your wiring or local service. Contact your local telephone company.
  - Make sure **HOLD** is not pressed.
  - If there is no dial tone when the **HEADSET** key is pressed, make sure the headset is firmly connected in the headset jack.
- 

I cannot dial out.

- First, try all the above suggestions in the **There is no dial tone** section.
- Make sure there is a dial tone before dialing. It is normal if the telephone takes a second or two to synchronize before producing a dial tone. Wait an extra second before dialing.
- Check that all the telephones connected to the same telephone line are hung up.
- If the other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact your local telephone company (charges may apply).

## Troubleshooting

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

**Batt** is displayed on screen.

- There is no spare battery in the telephone or the battery power is low.
  - Remove and re-install the battery and use it normally.
  - If the above measures do not correct the problem, the battery may need to be replaced.
- 

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

- Make sure the ringer is on (see page 32).
  - Make sure the telephone line cord and power adapter are plugged in properly (pages 10-11).
  - There may be too many extension telephones on the telephone line to allow all of them to ring simultaneously. Try unplugging some of them.
  - If the other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact the local telephone company (charges may apply).
  - Other electronic products can cause interference to your telephone. Try installing your telephone as far away as possible from the following electronic devices: wireless routers, radios, radio towers, pager towers, cellular telephones, digital telephones, room monitors, televisions, VCRs, personal computers, kitchen appliances, and other cordless telephones.
  - Test a working telephone at the same telephone jack. If another telephone has the same problem, the problem is in the telephone jack. Contact your local telephone company (charges may apply).
  - The telephone line cord might be malfunctioning. Try installing a new telephone line cord.
- 

There is noise or interference during a telephone conversation.

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

## Troubleshooting

My calls cut in and out when I am using the telephone.

- Other electronic products can cause interference to your telephone. Try installing your telephone as far away as possible from the following electronic devices: wireless routers, radios, radio towers, pager towers, cellular telephones, digital telephones, room monitors, televisions, VCRs, personal computers, kitchen appliances, wireless routers, and other cordless telephones.
- If you have a headset plugged into the telephone, try unplugging it and firmly plugging it in again.
- If your telephone is plugged in with a modem or a surge protector, plug the telephone (or modem/surge protector) into a different location. If this doesn't solve the problem, relocate your telephone or modem farther apart from each other, or use a different surge protector.
- Disconnect the telephone base from the modular jack and plug in another corded telephone. If the calls are still not clear, the problem is probably in the wiring or local service. Contact your local service company (charges may apply).
- Do you have DSL service? If yes, you need to have a DSL filter installed. Contact your DSL service provider for a DSL filter.

---

I hear other calls when using the telephone.

- Disconnect the telephone base from the telephone jack. Plug in a different telephone. If you still hear other calls, the problem is probably in the wiring or local service. Call your local telephone company.
-

## Troubleshooting

My caller ID features are not working properly.	<ul style="list-style-type: none"> <li>• Caller ID is a subscription service. You must subscribe to this service from your local telephone company for this feature to work on your telephone.</li> <li>• The caller may not be calling from an area which supports caller ID.</li> <li>• Both you and the caller's telephone companies must use equipment which are compatible with caller ID service.</li> <li>• If you subscribe to Digital Subscriber Line (DSL) high-speed Internet service through your telephone line, you must have a DSL filter between the telephone base and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.</li> </ul>
The system does not receive caller ID or the system does not display caller ID during call waiting.	<ul style="list-style-type: none"> <li>• Make sure you subscribe to caller ID service with call waiting provided by the local telephone company.</li> <li>• The caller may not be calling from an area which supports caller ID.</li> <li>• Both you and the caller's telephone companies must use equipment which are compatible with caller ID service.</li> <li>• If you subscribe to Digital Subscriber Line (DSL) high-speed Internet service through your telephone line, you must have a DSL filter between the telephone base and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.</li> </ul>
Difficulty storing numbers in memory.	<ul style="list-style-type: none"> <li>• Make sure you are pressing the correct sequence of buttons for storing numbers in one-touch locations. See <b>One-touch operation</b> beginning on page 38</li> </ul>
Problems with <b>LINE</b> lights.	<ul style="list-style-type: none"> <li>• Make sure all plugs are connected properly. Inspect the line cord connections at the modular jack(s) and at the telephone.</li> </ul>
A <b>NEW CALL</b> light flashes.	<ul style="list-style-type: none"> <li>• Make sure you have reviewed all of the voicemail message(s). If you have reviewed all of the voicemail message(s) and a <b>NEW CALL</b> light remains flashing, your phone may have received a false signal from your voicemail service provider. If you have no new voicemail messages, follow the directions in <b>Turn NEW CALL light off</b> on page 25.</li> </ul>



## Troubleshooting

Speakerphone does not work.

- If the other person cannot hear you, make sure the **MUTE** light is off.
- 

**Power Failure** is flashing.

- Set the time and date following the directions in **Set the time and date** on page 22.  
  
— OR —
  - If you subscribe to caller ID service, the time and date will be reset automatically with the next incoming call.
- 

**Memory Error CID del** shown in display.

- This display indicates that a rare memory error has occurred in the call history. To prevent this error from interfering with the normal operation of the telephone, all of the call history was removed. Your product should now operate normally; no action is required.

## Important product information



This symbol is to alert you to important operating or servicing instructions that may appear in this user's manual. Always follow basic safety precautions when using this product to reduce the risk of injury, fire, or electric shock.

### Safety information

---

- **Read and understand all instructions in this user's manual. Observe all markings on the product.**
- **Avoid using a telephone during a thunderstorm.** There may be a slight chance of electric shock from lightning.
- **Do not use a telephone in the vicinity of a gas leak.** If you suspect a gas leak, report it immediately, but use a telephone away from the area where gas is leaking. If this product is a cordless model, make sure the base is also away from the area.
- **Do not use this product near water, or when you are wet.** For example, do not use it in a wet basement or shower, or next to a swimming pool, bathtub, kitchen sink, or laundry tub. Do not use liquids or aerosol sprays for cleaning. If the product comes in contact with any liquids, unplug any line or power cord immediately. Do not plug the product back in until it has dried thoroughly.
- **Install this product in a protected location** where no one can trip over any line or power cords. Protect cords from damage or abrasion.
- **If this product does not operate normally, read Troubleshooting in this user's manual.** If you cannot solve the problem, or if the product is damaged, refer to the limited warranty. Do not open this product except as may be directed in your user's manual. Opening the product or reassembling it incorrectly may expose you to hazardous voltages or other risks.
- **If this product has user-replaceable batteries, replace batteries only as described in your user's manual.** Do not burn or puncture batteries. They contain caustic chemicals.
- **If this product has a three-prong (grounding) plug or a polarized plug with one wide prong, it may not fit in non-polarized outlets.** Do not defeat the purpose of these plugs. If they do not fit in your outlet, the outlet should be replaced by an electrician.



**CAUTION:** Use only the power adapter provided with this product. To obtain a replacement, visit our website at **[www.telephones.att.com](http://www.telephones.att.com)**, or call

**1 (800) 222-3111.** In Canada, dial **1 (866) 288-4268.**

## Important product information

### Especially about corded telephones

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- **Electrical power:** The telephone base must be connected to a working electrical outlet. The electrical outlet should not be controlled by a wall switch. **Calls cannot be made from the handset if the telephone base is unplugged or switched off, or if the electrical power is interrupted.**
- **Power adapter:** The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling or under-the-table/cabinet outlet.

## SAVE THESE INSTRUCTIONS

## FCC and ACTA information

If this equipment was approved for connection to the telephone network prior to July 23, 2001, it complies with Part 68 of the Federal Communications Commission (FCC) rules. If the equipment was approved after that date, it complies with the Part 68 rules and with Technical Requirements for Connection of Equipment to the Telephone Network adopted by the Administrative Council for Terminal Attachments (ACTA). We are required to provide you with the following information.

### **1. Product identifier and REN information**

The label on the back or bottom of this equipment contains, among other things, an identifier indicating product approval and the Ringer Equivalence Number (REN). This information must be provided to your local telephone company upon request. For equipment approved prior to July 23, 2001, the product identifier is preceded by the phrase "FCC Reg No." and the REN is listed separately. For equipment approved after that date, the product identifier is preceded by "US" and a colon (:), and the REN is encoded in the product identifier without a decimal point as the sixth and seventh characters following the colon. For example, the product identifier US:AAAEQ03T123XYZ would indicate a REN of 0.3.

The REN is used to determine how many devices you may connect to your telephone line and still have them ring when you are called. In most, but not all areas, the sum of all RENS should be five (5.0) or less. You may want to contact your local telephone company for more information.

### **2. Connection and use with the nationwide telephone network**

The plug and jack used to connect this equipment to the premises wiring and the telephone network must comply with the applicable part 68 rules and technical requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. An RJ11 jack should normally be used for connecting to a single line and an RJ14 jack for two lines, see installation instructions in the user's manual. This equipment may not be used with coin telephone lines or with party lines. If you have specially wired alarm dialing equipment connected to your telephone line, ensure the connection of this equipment does not disable your alarm equipment. If you have questions about what will disable the alarm equipment, consult your telephone company or qualified installer.

### **3. Repair instructions**

If this equipment is malfunctioning, it must be unplugged from the modular jack until the problem has been corrected. Repairs to this telephone equipment can only be made by the manufacturer or its authorized agents. For repair procedures, follow the instructions outlined under the limited warranty.

## FCC and ACTA information

### **4. Rights of the telephone company**

If this equipment is causing harm to the telephone network, the telephone company may temporarily discontinue your telephone service. The telephone company is required to notify you before interrupting service. If advance notice is not practical, you will be notified as soon as possible. You will be given the opportunity to correct the problem and the telephone company is required to inform you of your right to file a complaint with the FCC. Your telephone company may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of this product. The telephone company is required to notify you if such changes are planned.

### **5. Hearing aid compatibility**

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

### **6. Programming/testing of emergency numbers**

If this product has memory dialing locations, you may choose to store police, fire department and emergency medical service telephone numbers in these locations. If you do, please keep three things in mind:

- a. We recommend that you also write the telephone number on the directory card (if applicable), so that you can still dial the emergency number manually if the memory dialing feature does not work.
- b. This feature is provided only as a convenience, and the manufacturer assumes no responsibility for customer reliance upon the memory feature.
- c. Testing the emergency telephone numbers you have stored is not recommended. However, if you do make a call to an emergency number:
  - You must remain on the line and briefly explain the reason for the call before hanging up.
  - Programming/testing of emergency numbers should be performed during off-peak hours, such as in the early morning or late evening, when the emergency services tend to be less busy.

## Part 15 of FCC rules

Some telephone equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used properly, may cause interference to radio and television reception. This product has been tested and found to meet the standards for a class B digital device, as specified in part 15 of the FCC rules.

These specifications are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation.

If this product causes interference to radio, VCR or television reception when it is in use, you might correct the interference with any one or all of these measures:

- Where it can be done safely, re-orient the receiving radio, VCR or television antenna.
- To the extent possible, relocate the radio, VCR, television or other receiver with respect to the telephone equipment.
- If this telephone product runs on AC power, plug your product into an AC outlet that is not on the same circuit as one used by your radio, VCR or television.

**Modifications to this product, not expressly approved by the manufacturer, could void the user's authority to operate the equipment.**

## Limited warranty

The AT&T brand is used under license - any repair, replacement or warranty service, and all questions about this product should be directed to: In the United States of America, call **1 (800) 222-3111** or visit **www.telephones.att.com**. In Canada, call **1 (866) 288-4268**.

### **1. What does this limited warranty cover?**

The manufacturer of this AT&T-branded product warrants to the holder of a valid proof of purchase (“CONSUMER” or “YOU”) that the product and all accessories provided in the sales package (“PRODUCT”) are free from defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with the PRODUCT operating instructions. This limited warranty extends only to the CONSUMER for products purchased and used in the United States of America and Canada.

### **2. What will be done if the PRODUCT is not free from defects in materials and workmanship during the limited warranty period (“materially defective PRODUCT”)?**

During the limited warranty period, the manufacturer’s authorized service representative will repair or replace at the manufacturer’s option, without charge, a materially defective PRODUCT. If the manufacturer repairs the PRODUCT, they may use new or refurbished replacement parts. If the manufacturer chooses to replace the PRODUCT, they may replace it with a new or refurbished PRODUCT of the same or similar design. The manufacturer will retain defective parts, modules, or equipment. Repair or replacement of the PRODUCT, at the manufacturer’s option, is your exclusive remedy. The manufacturer will return repaired or replacement products to you in working condition. You should expect the repair or replacement to take approximately 30 days.

### **3. How long is the limited warranty period?**

The limited warranty period for the PRODUCT extends for ONE (1) YEAR from the date of purchase. If the manufacturer repairs or replaces a materially defective PRODUCT under the terms of this limited warranty, this limited warranty also applies to repaired or replacement PRODUCT for a period of either (a) 90 days from the date the repaired or replacement PRODUCT is shipped to you, or (b) the time remaining on the original one-year limited warranty; whichever is longer.

## Limited warranty

### 4. What is not covered by this limited warranty?

This limited warranty does not cover:

- PRODUCT that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water, or other liquid intrusion; or
- PRODUCT that has been damaged due to repair, alteration, or modification by anyone other than an authorized service representative of the manufacturer; or
- PRODUCT to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or
- PRODUCT to the extent that the problem is caused by use with non-AT&T accessories; or
- PRODUCT whose warranty/quality stickers, PRODUCT serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or
- PRODUCT purchased, used, serviced, or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to products used for rental purposes); or
- PRODUCT returned without valid proof of purchase (see item 6 below); or
- Charges for installation or setup, adjustment of customer controls, and installation or repair of systems outside the unit.

### 5. How do you get warranty service?

To obtain warranty service in the United States of America, visit

**www.telephones.att.com** or call **1 (800) 222-3111**. In Canada, call **1 (866) 288-4268**. NOTE: Before calling for service, please review the user's manual; a check of the PRODUCT controls and features may save you a service call.

Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of the PRODUCT(s) to the service location. The manufacturer will return repaired or replaced PRODUCT under this limited warranty. Transportation, delivery or handling charges are prepaid. The manufacturer assumes no risk for damage or loss of the PRODUCT in transit. If the PRODUCT failure is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, the manufacturer will notify you and will request that you authorize the cost of repair prior to any further repair activity. You must pay for the cost of repair and return shipping costs for the repair of products that are not covered by this limited warranty.



## Limited warranty

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

You must:

- a. Return the entire original package and contents including the PRODUCT to the service location along with a description of the malfunction or difficulty; and
- b. Include “valid proof of purchase” (sales receipt) identifying the PRODUCT purchased (PRODUCT model) and the date of purchase or receipt; and
- c. Provide your name, complete and correct mailing address, and telephone number.

### **7. Other limitations**

This warranty is the complete and exclusive agreement between you and the manufacturer of this AT&T branded PRODUCT. It supersedes all other written or oral communications related to this PRODUCT. The manufacturer provides no other warranty for this PRODUCT. The warranty exclusively describes all of the manufacturer’s responsibilities regarding the PRODUCT. There are no other express warranties. No one is authorized to make modifications to this limited warranty and you should not rely on any such modification.

**State/Provincial Law Rights:** This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.

**Limitations:** Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the PRODUCT is fit for ordinary use) are limited to one year from the date of purchase. Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. In no event shall the manufacturer be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the PRODUCT or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this PRODUCT. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

**Please retain your original sales receipt as proof of purchase.**

## Default settings

<b>FEATURE</b>	<b>DEFAULT</b>
Speakerphone volume	5
Handset volume	minimum
Headset volume	minimum
Ringer volume	5
Auto speaker	Off
Primary line	Line 1
Automatic line selection	On
Preferred mode	Speakerphone
Time and date	12:00 AM, 1/01
Screen backlight	On
Scroll rate	Medium
COVM indicators	Off
Call history	All calls
Repeat calls	Combined
Caller ID/call waiting	On
Language	English

## General product care

To keep your telephone working and looking good, follow these guidelines:

- Avoid putting it near heating appliances and devices which generate electrical noise (for example, motors or fluorescent lamps).
- DO NOT expose it to direct sunlight or moisture.
- Avoid dropping the telephone and/or other rough treatment.
- Clean with a soft cloth.
- Never use a strong cleaning agent or abrasive powder because this will damage the finishing.
- Retain the original packaging in case you need to ship it at a later date.

## Technical specifications

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Operating temperature:	32°F — 122°F (0°C — 50°C)
Power adapter input:	AC 120V 60Hz
Power adapter output:	AC 9V, 300mA
Backup battery:	Alkaline 9V
Headset jack:	2.5mm, 32-150 ohm

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# Index

## A

---

Add entry, 39, 45  
ALS ON/OFF, 20  
Area codes, 26  
Auto speaker, 19  
Auto redial, 34  
Automatic line selection, 20

## B

---

Battery (optional), 3, 9, 37, 59, 73

## C

---

Call history, 53  
Call information, 57  
Call record number, 53  
Call waiting, 29, 52  
Caller ID, 7

- what is it, 7
- how it works, 51
- set on/off, 29
- set time and date, 22

Central office voicemail, 7, 24  
Chain dialing, 43  
Conference calls, 36  
COVM, 7, 24

## D

---

Data port, 12  
Date, 22  
Dial tone, 11, 15, 58  
Directory, 44  
Directory entry, 45  
Display dial, 33  
Display language, 29

## F

---

Fax machine, 12  
FCC and ACTA information, 65-67  
Flash, 36

## H

---

Hands-free, 16  
Handset cord, 14  
Handset jack, 14  
Handset tab, 13  
Headset, 16, 31  
Hold, 35  
Home area code, 26

## I

---

Important product information, 63-64

## L

---

Language, 29  
Lower key, 38

## M

---

Memory, 38, 44  
Menu, 17  
Message waiting, 52  
Mute, 36

## N

---

Navigation, 7, 17  
NEW CALL lights, 25

## O

---

One-touch (speed dial), 38-42

## P

---

Parts checklist, 6  
Part 15 of FCC rules, 67  
Pause, 40  
Power adapter cord, 11, 13  
Power failure, 9  
Preferred mode, 21  
Primary line, 19

## R

---

Redial, 33  
REMOVE, 4, 49, 54  
Ringer volume, 32

# Index

## **S**

---

- Scroll button, 23
- Scroll rate, 23
- Spare battery (optional), 9
- Speakerphone, 30-31, 62
- Speed dial, 38-42
- Switch lines, 35

## **T**

---

- Telephone does not ring, 59
- Telephone installation, 10
- Telephone location, 8
- Telephone operation, 17
- Time and date, 22
- Timer, 32
- Troubleshooting, 58

## **V**

---

- Voicemail, 24
- Volume, 5, 32, 71

## **W**

---

- WAIT, 46
- Wall jack, 10
- Wall mounting, 13



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