














Telephone base screen icons

	HOME line - On steadily when the home line is in use or there is an incoming home call.
	Search - you can perform 3-character alphabetical search to find entries quickly.
 	CELL line- On steadily when a cell line is in use or there is an incoming cell call.
	Bluetooth connected devices - There are Bluetooth connected devices on the active devices list.
	Bluetooth disconnected devices - There are Bluetooth disconnected devices on the active devices list.
	Wireless Bluetooth headset - On steadily when a wireless Bluetooth headset is in use on the home line.
	Ringer off - The handset ringer is off.
	New voicemail - New voicemail received from your telephone service provider.
	Answering system on - The answering system is turned on.
	New answering system message - New message in the answering system.
	New caller ID log - Missed and new calls.
	Mute - Microphone is muted.

Handset alert tones

One short beep	Tone of each key press, if key tone is turned on.
One long beep	Indication to begin recording a message, memo or announcement.
Two short beeps	You are pressing ▼ CID or ▲ DIR when the volume is already at its highest or lowest setting. -OR- You have reached the end of the caller ID log. -OR- Call waiting tone. -OR- Error tone.
Confirmation tone (Three rising tones)	The telephone has completed the command successfully.
Four beeps	The other party has ended your intercom call. -OR- Out of range while the handset is on a call.
Four short beeps	Low battery warning.
Four rising tones	Your Android cell phone has received mobile notifications.

Telephone base alert tones

One short beep	Tone of each key press, if key tone is turned on.
One long beep	Indication to begin recording a message, memo or announcement. Indicates the start of message recording during call screening or the end of a message playback session.
Two short beeps	You are pressing ▼/ VOLUME /▲ on the telephone base when the volume is already at its highest or lowest setting. -OR- Call waiting tone. -OR- Error tone. -OR- Registration slots are full.
Confirmation tone (Three rising tones)	The system has completed the command successfully.
Four beeps	The other party has ended your intercom call.
Four short beeps	Registration failure tone.
Four rising tones	Your Android cell phone has received mobile notifications.
Beeps every 10 seconds	Message alert.

Handset indicator lights



CHARGE light

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

High contrast lighted display

Lighted keypad

- ▶ On when the handset is lifted from the telephone base or charger.
- ▶ On when a key is pressed.

Speaker icon/SPEAKER light

- ▶ On when the speakerphone is in use.

Telephone base indicator lights

CELL 1/ CELL 2/HEADSET lights

- ▶ On when the telephone base is paired and connected with a Bluetooth device.
- ▶ Flash alternately while pairing a Bluetooth device.
- ▶ Flashes quickly when there is an incoming cell call.

HOME

- ▶ On when the home line is in use.
- ▶ Flashes quickly when there is an incoming home call.
- ▶ Flashes slowly when the home call is on hold.

CELL 1/CELL 2

- ▶ On when the telephone base is on a cell call.
- ▶ Flashes slowly when the cell call is on hold.
- ▶ Flash quickly when there is an incoming cell call.

MUTE

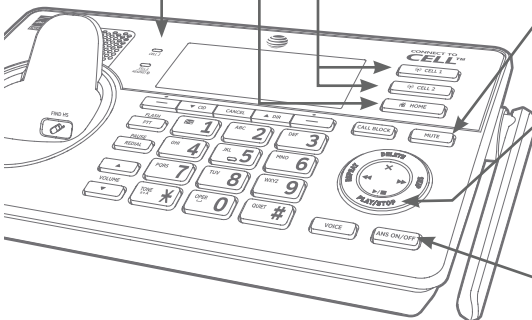
- ▶ On when the microphone is muted.

PLAY/STOP

- ▶ On when the answering system is playing recorded messages.
- ▶ Flashes when there are new messages.

ANS ON/OFF

- ▶ On when the answering system is turned on.





Screen messages

Added to allow list	An entry has been added to the allow list.
Added to block list	An entry has been added to the block list.
Added to star name list	An entry has been added to the star name list.
Activating remote voice control...	The telephone base is activating remote voice control.
Base 0 is calling	The telephone base is calling (for intercom calls).
Base 0 is calling all	The telephone base is calling all devices (for intercom calls).
Battery backup mode	Another handset is powering the telephone base during power outage.
Blocked call	An incoming call is blocked.
Bluetooth system busy	You are trying to make a cell call or access the Bluetooth menu when the Bluetooth link is already being used.
Block list is empty. Add new entry?	There are no block list entries.
Call transferred	An outside call from one handset is transferred to another handset.
Caller ID log empty	There are no entries in the caller ID log.
Calling base / BASE 0	The handset is calling the telephone base (for intercom calls).
Calling HANDSET X	The handset or telephone base is calling another handset (for intercom calls). The telephone base is transferring an outside call to a handset.
Calling headset	The handset or telephone base is calling a headset (for intercom calls).

Screen messages

Cell	The cell line is on a call.
Cell 1/2 alert: XXX	The Android phone that you paired with this telephone received a mobile notification.
Cell 1/2 call on hold	A call on the cell line has been put on hold.
Cell 1/2 line in use	Another system handset is using the cell line.
Cell 1/2 low batt	Message received from Alerts manager that your cell phone's battery is low.
Connecting Device X to the base...	The telephone base is trying to establish connection with a Bluetooth device.
Connection failed	A Bluetooth device in the paired or active devices list fails to establish connection with your telephone system.
Connection timeout. Please check cell status.	The telephone has failed to activate remote voice control.
Contact deleted	A directory entry is deleted.
Directory empty	There are no directory entries.
Directory full	The directory is full. You cannot save any new entries unless you delete some current entries.
Downloading...	The system is downloading a directory from a cell phone.
Ended	You have just ended a call.
HANDSET X is calling	Another system handset is calling (for intercom calls).
HANDSET X is calling all	The handset is calling all devices (for intercom calls).
Home	The home line is on a call.
Home call on hold	A call on the home line has been put on hold.

Screen messages

Home & cell calls on hold	Calls on the home and cell lines have been put on hold.
Home & cell lines in use	Calls on the home and cell lines are being used.
Home line in use	A system handset or another telephone on the same home line is in use.
Incoming call	There is a call coming in.
Intercom	The device is on an intercom call.
Intercom ended	The intercom call has just ended.
Low battery	The battery needs to be charged.
Microphone ON	Mute is off so the other party can hear your voice.
Muted	The microphone is off. The other party cannot hear you, but you can hear the other party.
New voicemail	There are new voicemail messages from your telephone service provider.
No answer. Try again.	You tried to make an intercom call, but the handset you are calling is busy, out of range, or has no power.
No battery	The battery is not properly installed and the handset is in the telephone base or charger.
No bluetooth device is ready for connection.	There is no Bluetooth device paired to the telephone system when you press  CELL 1 or  CELL 2 on the handset or telephone base.
No caller info	The caller information is not available.
No entries found. Download from SIM only?	There are no entries found when you download a cell phone directory from the cell memory.
No entries found. Download from Phone only?	There are no entries found when you download a cell phone directory from your SIM card. There are no entries found in either the cell or SIM card when you download a cell phone directory from both memories.
No home line	There is no telephone line connected.

Screen messages

No Incoming PTT	The incoming PTT function of the handset is turned off. The handset will not receive PTT calls.
No messages	There are no messages recorded on the answering system.
No PTT call	The incoming PTT function of the telephone base is turned off. The telephone base will not receive PTT calls.
No signal, call ended	The phone lost connection with the telephone base or does not have a strong enough signal and the phone call ended.
Not available at this time	Someone else is already using the directory or caller ID log on another handset. When a handset tries to access the answering system or Bluetooth menu during battery backup mode.
Number already saved	The telephone number you have entered is already in the directory.
Out of range OR Base no power Put HS on base to power base	The telephone base has lost power, or the handset is out of range.
** Paging **	The cordless handset is paged by the telephone base.
Paging all devices	The telephone base is paging all devices.
Place in charger	The battery is very low. The handset should be charged.
Powering base... Don't pick up	The handset is powering the telephone base during power outage.
PTT From BASE 0 To devices: X	The telephone base has started a PTT session to another handset.
PTT From HANDSET X To devices: X	One handset has started a PTT session to another handset.
PTT To BASE 0	You have started the PTT process with the telephone base.
PTT To HANDSET X	You have started the PTT process with a handset.

Screen messages

Push to talk Ended	The PTT session is ended.
Quiet mode on	QUIET mode is on.
Quiet mode is off	QUIET mode is turned off.
Rec mem full	The system recording time is full.
Rec mem low	The system recording time is low.
Registering... Please wait	The handset is registering to the telephone base.
Registration slots are full	The telephone base has the maximum of 12 handsets registered to it.
Registration failed	The handset registration is not successful.
Remote voice control ended.	The remote voice control operation is ended.
Ringer off	The ringer is turned off.
Ringer muted	The ringer is off temporarily while the device is ringing.
Saved to directory	An entry has been successfully saved in the directory.
Screened call	The Smart call blocker feature of the telephone has screened a call and is putting the call through to you.
Setting up Answering system	The telephone is playing voice guide.
Setting up Smart call blocker	The telephone base is playing voice guide to set up Smart call blocker.
Smart call blk screening...	The telephone is screening an incoming call.
Start voice guide to set up Smart call blocker now?	After you install your telephone or power returns following a power outage, the handset and telephone base will prompt you to set the date and time. After the date and time setting is done or skipped, the telephone base will then prompt if you want to set up the Smart call blocker feature via voice guide.

Screen messages

To register, see user manual	Screen display before handset registration.
Unable to call. Try again.	You try to join a call when there are already four handsets on that call. You try to make an outside call when another device is transferring a call with the intercom feature.
XX Missed calls	There are new calls in the caller ID log.
XX New messages	There are new messages in the answering system.

Troubleshooting

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

I cannot pair my cell phone to the telephone base.

- Make sure you have cellular coverage.
- Make sure your cell phone is compatible with your **TL96457/TL96547**. Check the Bluetooth compatibility list at **www.telephones.att.com/bluetooth**.
- Make sure the Bluetooth function of your cell phone is turned on. See the user's manual of your cell phone for more information.
- Make sure that you set your cell phone to search for devices.
- If the **TL96457/TL96547** is in your cell phone device history list, delete it and try pairing again.
- Carefully follow the pairing instructions on pages 19-21 and make sure that your cell phone is not connected to any other Bluetooth device.
- Turn off your cell phone, then turn it on again.
- Reset the telephone base. Unplug the unit's electrical power. Wait for approximately 15 seconds, then plug it back in. Repeat the suggestions mentioned above.

I cannot pair my headset to the telephone base.

- Make sure that your Bluetooth headset is in discoverable mode when pairing with the telephone base. See the user's manual of your headset for more information on how to set your headset to discoverable mode.
- Make sure your headset is compatible with your **TL96457/TL96547**. Check the Bluetooth compatibility list at **www.telephones.att.com/bluetooth**.
- Carefully follow the pairing instructions on pages 19-21. Make sure that your headset is not connected to any other Bluetooth device.
- Reset the telephone base. Unplug the unit's electrical power. Wait for approximately 15 seconds, then plug it back in. Repeat the suggestions mentioned above.

I cannot connect my cell phone with the telephone base.

- ▶ Make sure that the Bluetooth function of your cell phone is turned on. See the user's manual of your cell phone for more information.
- ▶ Make sure that your Bluetooth cell phone is not connected to any other Bluetooth device.
- ▶ Turn off your cell phone, then turn it on again.
- ▶ Make sure that your cell phone is on the active devices list.
- ▶ For some cell phones, you must authorize the **TL96457/TL96547** device in your cell phone's Bluetooth feature. See the user's manual of your cell phone for more information.
- ▶ Manually connect your cell phone to the **TL96457/TL96547**. Refer to the user's manual of your cell phone for more information.

I cannot connect my headset with the telephone base.

- ▶ Make sure that your Bluetooth headset is not connected to any other Bluetooth device.
- ▶ Make sure that your headset is on the active devices list.

I cannot put my headset in discoverable mode.

- ▶ Refer to the user's manual of your headset for information on how to set your headset to discoverable mode.
- ▶ Make sure that the headset is not connected to any other Bluetooth device in order to successfully pair and connect to the telephone base.
- ▶ Carefully follow the pairing process on pages 19–21.
- ▶ Reset the telephone base. Unplug the unit's electrical power. Wait for approximately 15 seconds, then plug it back in. Repeat the suggestions mentioned above.

I don't know how to search for or add new devices on my cell phone.

- ▶ Most cell phones have the Bluetooth feature in the connection or setup menus. Please refer to the user's manual of your cell phone.
- ▶ In general, press the menu key on your cell phone, then look for the Bluetooth menu in the settings or connection menu. In the Bluetooth menu, select the option to search for or add new devices.

My cell phone disconnects with the telephone base.

- › Turn off your cell phone, then turn it on again.
- › Make sure that you are not using your cell phone when on a cell call.

My cell phone is connected to the telephone base, but I cannot make a cell call.

- › Make sure that your cell phone is not in use when you are trying to make a cell call.
- › For some smartphones, make sure that the cellular function is turned on.

Bluetooth system busy appears on the display.

- › Make sure that your cell phone is not in use when connected and on the active devices list.
- › Make sure that your cell phone or headset is not connected to any other Bluetooth device.
- › **TL96457/TL96547** can only use one Bluetooth device at a time.

The PIN on the telephone base does not work.

- › The default PIN is **0000**.
- › If you have changed the PIN, it will appear on the telephone base in the pairing process.

I cannot hear any audio on my telephone system when on a cell call.

- › Reset the telephone base. Unplug the unit's electrical power. Wait for approximately 15 seconds, then plug it back in.
- › Turn off your cell phone, then turn it on again.

The listening volume of my cell call is too loud or quiet.

- › During a cell call, if the listening volume is too loud or quiet, try changing the volume on your cell phone. On some cell phones, changing the volume on the cell phone affects your cell call volume on the **TL96457/TL96547** handset.

I cannot download contacts from my cell phone to my TL96457/TL96547.

- ▶ Make sure that your cell phone is paired and connected to the base.
- ▶ Make sure you place your cell phone next to the base while downloading.
- ▶ If your cell phone does not support the download, you can send the directory from your cell phone. The system can receive the directory automatically. See the user's manual of your cell phone for more information.

I see duplicate entries in my downloaded directory.

- ▶ If you see duplicate directory entries, you can delete them manually. Another option is to download again from either your SIM card or phone memory, but not both.

Some of my cell phone contacts were not imported to my TL96457/TL96547.

- ▶ Make sure to try copying the contacts from your SIM card to your cell phone memory first, then download from your phone memory. If that doesn't work, try copying the contacts from your cell phone memory to your SIM card, then download from your SIM card. For more information on how to transfer contacts between your SIM card and your phone memory, refer to the user's manual of your cell phone.

Can the TL96457/TL96547 help the poor cell phone reception in my house?

- ▶ If your cell phone has poor reception in your home, the **TL96457/TL96547** cannot improve the reception. However, if you have a location in your house with better reception, you can leave your cell phone in that location while you use **TL96457/TL96547** cell line. In order for this to work, the cell phone must be within 30 feet of the telephone base for optimal performance.

The phone doesn't play my iPhone ringtone when there is an incoming call.

- ▶ Make sure your iPhone operating system is iOS 4.1 or later.
- ▶ Make sure you have turned on the **Cell ringer** feature (page 33).

The iPhone ringtone played is unclear or too loud with noise.

- ▶ The quality of ringtone played on your telephone is subject to individual ringtone characteristics.
- ▶ Try using another iPhone ringtone to test the quality.

My phone doesn't work at all.

- ▶ Make sure the power cord is securely plugged in.
- ▶ Make sure that the battery connector is securely plugged into the handset.
- ▶ Make sure the telephone line cord is securely and firmly plugged into the telephone base and the telephone wall jack.
- ▶ Charge the battery in the handset for at least 11 hours. For optimum daily performance, return the handset to the telephone base or charger when not in use.
- ▶ If the battery is depleted, charge the handset for at least 30 minutes before you use it. Refer to page 13 for details.
- ▶ Reset the telephone base. Unplug the electrical power. Wait for approximately 15 seconds, then plug it back in. Allow up to one minute for the handset and telephone base to reset.
- ▶ You may need to purchase a new battery. Please refer to **Battery installation and charging** (pages 13-15) in this user's manual.

The remote voice control feature does not work.

- ▶ Make sure the operating system of your cell phone is iOS 8 or later, or Android 4 or later.
- ▶ Make sure your cell phone is paired and connected to your telephone system via Bluetooth.
- ▶ Make sure no Bluetooth applications are running in the background of your cell phone.
- ▶ Keep your cell phone within 15 feet of the telephone base.
- ▶ Do not lock up your cell phone's screen or set passcode for activating the voice-controlled application (voice app).
- ▶ Make sure you have turned on or logged in to the applications on your cell phone that you will be sending your voice commands, such as GPS, e-mail and social networking accounts.
- ▶ Make sure your cell phone's data or Wi-Fi signal is in full strength and your cell phone can connect to the Internet.
- ▶ Try to activate the voice app on your cell phone to ensure it is in place.

Troubleshooting

- ▶ Once you have activated the remote voice control feature, you are using your cell phone's voice app to operate your cell phone. If the voice commands do not work, please check the cell phone user's manual and the voice app's help topics to find out what commands you can use and any limitations of the voice app.
- ▶ Some cell phone manufacturers or network carriers may customize the phone's operating system and implement their own voice app. If you want to use Google Now, you need to manually set it as your default voice app. For detailed instructions, refer to your cell phone user's manual, or contact your cell phone's manufacturer or network carrier. You may also go to "Google Product Forums" on the Internet and check the corresponding help topics.
- ▶ Due to the settings of certain cell phones and voice apps, your cell phone may not support the remote voice control feature. Contact your cell phone's manufacturer or network carrier, or check the voice app's help topics if you encounter any problems.

The remote voice control feature ends unexpectedly while it is in use.

- ▶ The Bluetooth function of your cell phone may be off, or you may have moved your cell phone out of Bluetooth range of the telephone base. Make sure the Bluetooth function of your cell phone is turned on and keep your cell phone within 15 feet of the telephone base.
- ▶ The data or Wi-Fi connection of your cell phone may be lost. Make sure your cell phone's data or Wi-Fi signal is in full strength.
- ▶ The feature may be ended automatically by your cell phone. For example, a cell call has been established via the remote voice control feature and the call has just ended.
- ▶ If you receive a landline or cell line incoming call when you have activated remote voice control on a connected cell phone, the remote voice control operation will be ended.
- ▶ The voice-controlled application of your cell phone may be affected by other cell phone operations in the background. If the problem persists, contact your cell phone's network carrier.

I cannot press any dialing keys (0-9, TONE ✕, QUIET #) when I am on a cell call using the remote voice control feature.

- ▶ When you press the dialing keys on the handset or telephone base during a cell call using the remote voice control feature, the telephone system may have no response and the call may be ended. Please use the cell lines of your telephone system for calls that require using the dialing keys during the call (see **Make, answer or end a cell call** on page 54).

The display shows No home line. I cannot get a dial tone.

- ▶ First try all the suggestions mentioned above.
- ▶ If the previous suggestions do not work, disconnect the telephone line cord from your telephone and connect the telephone line cord to another telephone.
 - ▶ If there is no dial tone on that other telephone either, your telephone line cord may be defective. Install a new telephone line cord.
 - ▶ If changing the telephone line cord does not help, the wall jack (or the wiring to this wall jack) may be defective. Try using a different wall jack in your home to connect your **TL96457/TL96547** telephone, or contact your telephone service provider (charges may apply).

I cannot dial out.

- ▶ Try all the suggestions in **The display shows No home line. I cannot get a dial tone** mentioned above.
- ▶ Make sure you have a dial tone before dialing. The handset may take a second or two to find the telephone base and produce a dial tone. This is normal. Wait an extra second before dialing.
- ▶ Eliminate any background noise. Noise from a television, radio or other appliances may cause the phone to not dial out properly. If you cannot eliminate the background noise, first try muting the handset before dialing, or dialing from another room in your home with less background noise.
- ▶ Disconnect the telephone base from the telephone wall jack and plug in a working telephone. If the other phones in your home are having the same problem, the problem is in your wiring or telephone service. Contact your telephone service provider (charges may apply).

During power outage, I put a handset in the telephone base but the system fails to power up.

- ▶ Make sure the handset you placed in the telephone base has enough charge to power up the system.
- ▶ Try removing and re-installing the handset's battery. Place the handset in the telephone base again.

My handset isn't performing normally.

- ▶ Make sure the power cord is securely plugged into the telephone base. Plug the power adapter into a different working electrical outlet not controlled by a wall switch.
- ▶ Move the handset closer to the telephone base. You might have moved out of range.
- ▶ Reset the telephone base. Unplug the electrical power. Wait for 15 seconds, then plug it back in. Allow up to one minute for the handset and telephone base to reset.
- ▶ Other electronic products such as HAM radios and other DECT phones, can cause interference to your cordless telephone. Try installing your telephone as far away as possible from these types of electronic devices.

Out of range OR Base no power appears on my cordless handset.

- ▶ Ensure that the telephone base is powered up.
- ▶ Place the cordless handset in the telephone base for one minute to allow the cordless handset and base to synchronize.
- ▶ Move the cordless handset closer to the telephone base. You might have moved out of range.
- ▶ Reset the telephone base. Unplug the electrical power. Wait for 15 seconds, then plug it back in. Allow up to one minute for the cordless handset and telephone base to reset.
- ▶ Other electronic products such as HAM radios and other DECT phones, can cause interference to your cordless telephone. Try installing your telephone as far away as possible from these types of electronic devices.

The batteries do not hold a charge.

- ▶ If the handset is in the charger and the charge light does not turn on, refer to **The charge light is off** (page 186) in this **Troubleshooting** guide.
- ▶ Charge the battery in the handset for at least 11 hours. For optimum daily performance, return the handset to the telephone base or charger when not in use.
- ▶ If the battery is depleted, it may take approximately 30 minutes to charge the handset before it shows **Low battery**, refer to page 13 for details.
- ▶ You may need to purchase a new battery. Please refer to **Battery installation and charging** (pages 13-15) in this user's manual.

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

- ▶ If you subscribe to high-speed Internet service (digital subscriber line - DSL) through your telephone lines, you must install a DSL filter between the telephone line cord and the telephone wall jack (see page 11). The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.
- ▶ You may be able to improve the performance of your cordless phone by installing your new telephone base as far as possible from any other existing cordless telephone system that may already be installed.
- ▶ Other electronic products such as HAM radios and other DECT phones, can cause interference to your cordless telephone. Try installing your telephone as far away as possible from these types of electronic devices.
- ▶ Do not install this phone near a microwave oven or on the same electrical outlet. You may experience decreased performance while the microwave oven is operating.
- ▶ If your phone is plugged in with a modem or a surge protector, plug the phone (or modem/surge protector) into a different location. If this doesn't solve the problem, relocate your phone or modem farther apart from one another, or use a different surge protector.
- ▶ Relocate your phone to a higher location. The phone may have better reception when installed in a high area.
- ▶ Disconnect the telephone base from the telephone wall jack and plug in a working telephone. If the other phones in your home are having the same problem, the problem is in your wiring or telephone service. Contact your telephone service provider (charges may apply).

I experience poor sound quality when using the speakerphone.

- ▶ For increased sound quality while using the speakerphone, place the handset on a flat surface with the dial pad facing up.
- ▶ When using a speakerphone, controlling background noise in your environment is essential. While you are listening to your party, press **MUTE/DELETE** to temporarily turn your microphone off. When it is your turn to speak, remember to press **MUTE/DELETE** again to turn the microphone on.
- ▶ Excessive background noise will cause a speakerphone to fade in and out. Try controlling the background noise by turning off any audio devices near the speakerphone. Also, try to avoid interrupting the person at the other end of the conversation while they are speaking. If background noise cannot be controlled, you should terminate speakerphone operation and return to normal handset mode.

I hear other calls while using my phone.

- ▶ Disconnect the telephone base from the telephone wall jack and plug in a working telephone. If the other phones in your home are having the same problem, the problem is in your wiring or telephone service. Call your telephone service provider (charges may apply).

My cordless handset does not ring when I receive a call.

- ▶ Make sure that the ringer is not turned off. Refer to **Ringer volume** on page 38 in this user's manual.
- ▶ Make sure the telephone line cord is plugged securely into the telephone base and the telephone jack. Make sure the power cord is securely plugged in.
- ▶ The cordless handset may be too far from the telephone base.
- ▶ Charge the battery in the cordless handset for at least 11 hours. For optimum daily performance, return the cordless handset to the telephone base or charger when not in use.
- ▶ You may have too many extension phones on your telephone line to allow all of them to ring simultaneously. Try unplugging some of the other phones.
- ▶ The layout of your home or office might be limiting the operating range. Try moving the telephone base to another location, preferably to a higher location.

Troubleshooting

- ▶ Disconnect the telephone base from the telephone wall jack and plug in a working telephone. If the other phones in your home are having the same problem, the problem is in your wiring or telephone service. Contact your telephone service provider (charges may apply).
- ▶ Test a working phone at the phone jack. If another phone has the same problem, the problem is the phone jack. Contact your telephone service provider (charges may apply).
- ▶ Other electronic products such as HAM radios and other DECT phones, can cause interference to your cordless telephone. Try installing your telephone as far away as possible from these types of electronic devices.
- ▶ Completely remove the battery. Replace the battery and place the cordless handset in the telephone base. Wait for the cordless handset to reestablish its connection with the telephone base. Allow up to one minute for this to take place.
- ▶ Your line cord might be defective. Try installing a new line cord.

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

- ▶ Other electronic products such as HAM radios and other DECT phones, can cause interference to your cordless telephone. Try installing your telephone as far away as possible from these types of electronic devices.
- ▶ Do not install this phone near a microwave oven or on the same electrical outlet. You may experience decreased performance while the microwave oven is operating.
- ▶ If you plug your phone in with a modem or surge protector, plug the phone (or modem/surge protector) into a different location. If this doesn't solve the problem, relocate your phone or modem farther apart from one another, or use a different surge protector.
- ▶ Relocate your telephone base to a higher location. The phone may have better reception when installed in a high area.
- ▶ Disconnect the telephone base from the telephone wall jack and plug in a working telephone. If the other phones in your home are having the same problem, the problem is in your wiring or telephone service. Contact your telephone service provider (charges may apply).

Troubleshooting

- ▶ Excessive background noise will cause a speakerphone to fade in and out. Try controlling the background noise by turning off any audio devices near the speakerphone. Also, try to avoid interrupting the person at the other end of the conversation while they are speaking. If background noise cannot be controlled, you should stop speakerphone operation and return to normal handset mode.
- ▶ When using a speakerphone, controlling background noise in your environment is essential. While you are listening to your party, press **MUTE/DELETE** to temporarily turn your microphone off. When it is your turn to speak, remember to press **MUTE/DELETE** to turn the microphone on.

The charge light is off.

- ▶ Make sure the power and line cords are plugged in correctly and securely.
- ▶ Unplug the electrical power. Wait for 15 seconds, then plug it back in. Allow up to one minute for the handset and telephone base to reset.
- ▶ Clean the handset and telephone base charging contacts each month using a pencil eraser or cloth.

My caller ID isn't working.

- ▶ Caller ID is a subscription service. You must subscribe to this service from your telephone service provider for this feature to work on your phone.
- ▶ The caller must be calling from an area that supports caller ID.
- ▶ Both your and your caller's telephone service providers must use caller ID compatible equipment.
- ▶ If you subscribe to high-speed Internet service (digital subscriber line - DSL) through your telephone lines, you must install a DSL filter between the telephone line cord and the telephone wall jack (see page 11). The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.

System does not receive caller ID when on a call.

- ▶ Make sure you subscribe to caller ID with call waiting features provided by your telephone service provider. 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.

System screens all my incoming calls.

- ▶ You may have set Smart call blocker to screen calls without numbers and uncategorized calls. The telephone asks callers to announce their names or press the pound key (#). We recommend that you add the phone numbers of your family members and friends, and desired businesses to your **Directory** (see page 86) or **Allow list** (see page 118), or add their names to the **Star name list** (see page 122). This will avoid Smart call blocker to screen their calls.
- ▶ To turn Smart call blocker off, see **Set Smart call blocker on/off** on page 111.

While screening a call, the telephone suddenly stops screening and connects to the call.

- ▶ Another handset may have picked up the screening call.
- ▶ If you have other telephone system sharing the same telephone line, and someone picks up the call on the other telephone system while the screening is in progress, the screening process will be terminated and connect you to the caller.

My telephone block calls from someone I know.

- ▶ You may have saved the caller's number to your block list. To remove the number from the block list. See **Delete a block entry** on page 117.

Blocking calls with numbers saved in my block list only.

- ▶ If you want to block calls with numbers saved in your block list only, and allow all other calls to get through to you, change the settings to accept calls without numbers and uncategorized calls. See **Control calls without numbers** on page 111 and **Control uncategorized calls** on page 112.


Blocking all unknown calls.

- ▶ If you want to block all unknown calls with numbers or names that are not in your directory, allow list or star name list, change the settings to block calls without numbers and uncategorized calls. See **Control calls without numbers** on page 111 and **Control uncategorized calls** on page 112.

Forwarding all unknown calls to the answering system.

- ▶ If you want to forward all unknown calls with numbers or names that are not in your directory, allow list or star name list to the answering system, see **Control calls without numbers** on page 111 and **Control uncategorized calls** on page 112.

An  icon and New voicemail show on the display and I don't know why.

- ▶ Your telephone has voicemail indication that is separate from the built-in answering system. If  appears on the display, then your telephone has received a signal from your telephone service provider that you have a voicemail message waiting for you to retrieve from your telephone service provider. Contact your telephone service provider for more information on how to access your voicemail.

I cannot retrieve voicemail messages.

- ▶ Your telephone has both a built-in answering system and voicemail indication. They are independent features and each alerts you to new messages differently (page 150). If you subscribe to voicemail service from your telephone service provider (charges may apply), contact your telephone service provider for more information on how to access your voicemail.

I am receiving incomplete messages.

- ▶ If a caller leaves a very long message, part of it may be lost when the system disconnects the call after the maximum recording time you have set (page 151).
- ▶ If the caller pauses for longer than seven seconds, the system stops recording and disconnects the call.
- ▶ If the system's memory becomes full during a message, the system stops recording and disconnects the call.
- ▶ If the caller's voice is very soft, the system may stop recording and disconnect the call.

I am having difficulty hearing messages.

- ▶ Press **VOLUME▲** to increase speaker volume on the telephone base.
- ▶ Press **VOLUME▲** to increase the listening volume on a handset.

The answering system does not answer after the correct number of rings.

- ▶ Make sure the answering system is on. When the answering system is on, **ANS ON** should show on the handset and the telephone base. The **ANS ON/OFF** light is lit on the telephone base.
- ▶ If toll saver is selected (page 146), the number of rings changes to two when there are new messages waiting.
- ▶ If the memory is full or the system is off, the system answers after 10 rings.
- ▶ In some cases, the answering system is affected by the ringing system used by the telephone service provider.
- ▶ If you subscribe to voicemail service, change the number of rings so that your answering system answers before your voicemail (page 146). To determine how many rings activate your voicemail, please contact your telephone service provider.
- ▶ If there is a fax machine connected to the same telephone line, try disconnecting the fax machine. If that solves the problem, consult your fax machine documentation for information on compatibility with answering systems.

The answering system announces “Time and day not set.”

- ▶ You need to set the date and time (page 41).

System does not respond to remote commands.

- ▶ Make sure to enter your remote access code correctly (page 159).
- ▶ Make sure you are calling from a touch-tone phone. When you dial a number, you should hear tones. If you hear clicks, the phone is not a touch-tone telephone and cannot activate the answering system.
- ▶ The answering system may not detect the remote access code while your announcement is playing. Try waiting until the announcement is over before entering the code.
- ▶ There may be interference on the phone line you are using. Press the dial pad keys firmly.

The answering system does not record messages.

- ▶ Make sure the answering system is on.
- ▶ Make sure the memory of the answering system is not full. When the answering machine memory is full, it does not record new messages until some old messages are deleted.
- ▶ If you subscribe to voicemail service, change the number of rings so that your answering system answers before your voicemail (page 146). To determine how many rings activate your voicemail, please contact your telephone service provider.
- ▶ If there is a fax machine connected to the same telephone line, try disconnecting the fax machine. If that solves the problem, consult your fax machine documentation for information on compatibility with answering systems.

The outgoing announcement is not clear.

- ▶ When you record your announcement, make sure you speak in a normal tone of voice towards the microphone of the handset.
- ▶ Make sure there is no background noise (TV, music, etc.) while recording.

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

- ▶ Make sure your computer is powered on.
- ▶ Make sure your Internet connection is working properly.
- ▶ Make sure that the software is installed and running for your nontraditional telephone service.
- ▶ Make sure to plug your USB telephone adapter into a dedicated USB port on your computer. Do not plug into a multiple port USB hub (USB splitter) that is not powered.
- ▶ In a few rare instances, the USB port on your computer may not have enough power. In these instances, try using a USB hub with its own external power supply.
- ▶ If you are using a firewall, it may prevent access to your nontraditional telephone service provider. Contact your service provider for more information.

I've set my LCD language to Spanish or French and I don't know how to change it back to English.

- Press **MENU** on your handset or base in idle mode, then enter **364#** on the handset or base. You hear a confirmation tone.

The handset registration is unsuccessful.

Follow the steps, as mentioned below, to register the handset again.

1. Make sure the handset is out of the telephone base or charger and shows **To register, see user manual** before you begin registration.
2. Place the handset you wish to register on the telephone base cradle. The handset displays **Registering... Please wait** on the handset. It takes about 90 seconds to complete the registration process. The handset displays **HANDSET X Registered** (X represents the registered handset number) and the beeps when registration completes.

Refer to the **Add and register handsets/headsets/speakerphones** section on pages 161-162 for details.

Common cure for electronic equipment:

If the telephone is not responding normally, try resetting the telephone. Do the following in the order listed:

1. Disconnect the power to the telephone base.
2. Disconnect the handset battery, and spare battery, if applicable.
3. Wait a few minutes.
4. Connect power to the telephone base.
5. Completely remove the battery. Replace the battery and place the handset into the telephone base.
6. Wait for the handset to reestablish its connection with the telephone base. Allow up to one minute for this to take place.

Taking care of your telephone

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

Avoid water

- ▶ Your telephone can be damaged if it gets wet. Do not use the handset in the rain, or handle it with wet hands. Do not install the telephone base near a sink, bathtub or shower.

Electrical storms

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

Cleaning your telephone

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

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

Important safety information



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

Safety information

- ▶ Read and understand all instructions in the user's manual. Observe all markings on the product.
- ▶ Avoid using a telephone during a thunderstorm. There might be a slight chance of electric shock from lightning.
- ▶ Do not use a telephone in the vicinity of a gas leak. Under certain circumstances, a spark may be created when the adapter is plugged into the power outlet, or when the handset is replaced in its cradle. This is a common event associated with the closing of any electrical circuit. In an inadequately ventilated environment, the user should not plug the phone into a power outlet, nor put a charged handset into the cradle where there are concentrations of flammable or flame-supporting gases. A spark in such an environment could create a fire or explosion. Such environments might include: medical use of oxygen without adequate ventilation; industrial gases (cleaning solvents; gasoline vapors; etc.); a leak of natural gas; etc.
- ▶ Do not use this product near water or when you are wet. For example, do not use it in a wet basement or shower, nor next to a swimming pool, bathtub, kitchen sink, and 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 the **Troubleshooting** section on pages 175-191 of this user's manual. If you cannot solve the problem, or if the product is damaged, refer to the **Limited warranty** section on pages 199-200. 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.
- ▶ Replace batteries only as described in your user's manual (pages 13-15). Do not burn or puncture batteries — they contain caustic chemicals.
- ▶ 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.
- ▶ For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.



CAUTIONS:

- ▶ Use only the power adapters provided with this product. To obtain a replacement, visit our website at **www.telephones.att.com**, or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.
- ▶ Use only the supplied rechargeable battery or replacement battery (model BT183342/BT283342). To order, visit our website at **www.telephones.att.com** or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.
- ▶ To prevent risk of fire or battery explosion, replace with the correct battery type. Dispose of used batteries according to the instructions.

Important safety information

Especially about cordless telephones

- ▶ **Privacy:** The same features that make a cordless telephone convenient create some limitations. Telephone calls are transmitted between the telephone base and the handset by radio waves, so there is a possibility that your cordless telephone conversations could be intercepted by radio receiving equipment within range of the cordless handset. For this reason, you should not think of cordless telephone conversations as being as private as those on corded telephones.
- ▶ **Electrical power:** The telephone base of this cordless telephone must be connected to a working electrical outlet which is not controlled by a wall switch. Calls cannot be made from the handset if the telephone base is unplugged, switched off or if the electrical power is interrupted.
- ▶ **Potential TV interference:** Some cordless telephones operate at frequencies that may cause interference to TVs and VCRs. To minimize or prevent such interference, do not place the telephone base of the cordless telephone near or on top of a TV or VCR. If interference is experienced, moving the cordless telephone farther away from the TV or VCR will often reduce or eliminate the interference.
- ▶ **Rechargeable batteries:** This product contains nickel-metal hydride rechargeable batteries. Exercise care in handling batteries in order not to create a short circuit with conductive material such as rings, bracelets, and keys. The battery or conductor may overheat and cause harm. Observe proper polarity between the battery and the battery charger.
- ▶ **Nickel-metal hydride rechargeable batteries:** Dispose of these batteries in a safe manner. Do not burn or puncture. Like other batteries of this type, if burned or punctured, they could release caustic material which could cause injury.



The RBRC® Seal means that the manufacturer is voluntarily participating in an industry program to collect and recycle nickel-metal hydride rechargeable batteries when taken out of service within the United States. These batteries may be taken to a participating local retailer of replacement batteries or recycling center. You may call 1-800-8-BATTERY® for locations accepting spent Ni-MH batteries.

RBRC® and 1-800-8-BATTERY® are registered trademarks of the Rechargeable Battery Recycling Corporation.

Important safety information

Precautions for users of implanted cardiac pacemakers

Cardiac pacemakers (applies only to digital cordless telephones):

Wireless Technology Research, LLC (WTR), an independent research entity, led a multidisciplinary evaluation of the interference between portable wireless telephones and implanted cardiac pacemakers. Supported by the U.S. Food and Drug Administration, WTR recommends to physicians that:

Pacemaker patients:

- ▶ Should keep wireless telephones at least six inches from the pacemaker.
- ▶ Should NOT place wireless telephones directly over the pacemaker, such as in a breast pocket, when it is turned ON.
- ▶ Should use the wireless telephone at the ear opposite the pacemaker.

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

ECO mode

This power conserving technology reduces power consumption for optimal battery performance. The ECO mode activates automatically whenever the handset is synchronized with the telephone base.

Especially about telephone answering systems

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

SAVE THESE INSTRUCTIONS

FCC Part 68 and ACTA

This equipment complies with Part 68 of the FCC rules and with technical requirements adopted by the Administrative Council for Terminal Attachments (ACTA). The label on the back or bottom of this equipment contains, among other things, a product identifier in the format US:AAAEQ##TXXXX. This identifier must be provided to your telephone service provider upon request.

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

The Ringer Equivalence Number (REN) is used to determine how many devices you may connect to your telephone line and still have them ring when you are called. The REN for this product is encoded as the 6th and 7th characters following the US: in the product identifier (e.g., if ## is 03, the REN is 0.3). In most, but not all areas, the sum of all RENs should be five (5.0) or less. For more information, please contact your telephone service provider.

This equipment must not be used 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 service provider or a qualified installer.

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

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

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

If this product has memory dialing locations, you may choose to store emergency telephone numbers (e.g., police, fire, medical) in these locations. If you do store or test emergency numbers, please:

- Remain on the line and briefly explain the reason for the call before hanging up.
- Perform such activities in off-peak hours, such as early morning or late evening.

Industry Canada

This device complies with Industry Canada licence-exempt RSS standard(s).

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

Privacy of communications may not be ensured when using this telephone.

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

The Ringer Equivalence Number (REN) for this terminal equipment is 1.0. The REN indicates the maximum number of devices allowed to be connected to a telephone interface. The termination of an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices not exceed five.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

Appendix FCC Part 15

NOTE: This equipment has been tested and found to comply with the requirements for a Class B digital device under Part 15 of the Federal Communications Commission (FCC) rules.

These requirements are intended to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- ▶ Reorient or relocate the receiving antenna.
- ▶ Increase the separation between the equipment and receiver.
- ▶ Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- ▶ Consult the dealer or an experienced radio/TV technician for help.

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

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





To ensure safety of users, the FCC has established criteria for the amount of radio frequency energy that can be safely absorbed by a user or bystander according to the intended usage of the product. This product has been tested and found to comply with the FCC criteria. The handset may be safely held against the ear of the user. The telephone base shall be installed and used such that parts of the user's body other than the hands are maintained at a distance of approximately 20cm (8 inches) or more.

This Class B digital apparatus complies with Canadian requirement:
CAN ICES-3 (B)/NMB-3(B)

California Energy Commission battery charging testing instructions


This telephone is set up to comply with the energy-conserving standards right out of the box. These instructions are intended for California Energy Commission (CEC) compliance testing only. When the CEC battery charging testing mode is activated, all telephone functions, except handset battery charging, will be disabled.

To activate the CEC battery charging testing mode:

1. Unplug the telephone base power adapter from the power outlet. Make sure all handsets are inserted with charged batteries before proceeding.
2. While you press and hold  / **FIND HS**, plug the telephone base power adapter back to the power outlet.
3. After about 20 seconds, when the  **HOME** light starts flashing, release  / **FIND HS** and then press it again within two seconds. You hear a confirmation tone. The  **HOME** light turns off and all handsets display **To register, see user manual**. Allow up to one minute for the process to complete.



If the phone fails to enter this mode, repeat Step 1 through Step 3.

The telephone base will be powered up as normal if you fail to press  / **FIND HS** within two seconds in Step 3.

To deactivate the CEC battery charging testing mode:

1. Unplug the telephone base power adapter from the power outlet, then plug it back in. The telephone base is powered up as normal.
2. Register your handsets back to the telephone base. See pages 161-162 for handset registration instructions.

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 our website at

www.telephones.att.com or call **1 (800) 222-3111**. In Canada, dial **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 repairs or replaces 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 the defective parts, modules, or equipment. Repair or replacement of the PRODUCT, at the manufacturer’s option, is your exclusive remedy. The manufacturer returns the 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.

4. What is not covered by this limited warranty?

This limited warranty does not cover:

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

Limited warranty

5. How do you get warranty service?

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

www.telephones.att.com or call **1 (800) 222-3111**. In Canada, please dial **1 (866) 288-4268**.

NOTE: Before calling for service, please review the user's manual. A check of the PRODUCT's controls and features might 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 notifies you and requests that you authorize the cost of repair prior to any further repair activity. You must pay for the cost of repair and return shipping costs for the repair of products that are not covered by this limited warranty.

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

You must:

- 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 warranties for this PRODUCT. The warranty exclusively describes all of the manufacturer's responsibilities regarding the PRODUCT. There are no other express warranties. No one is authorized to make modifications to this limited warranty and you should not rely on any such modification.

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

Limitations: Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the PRODUCT is fit for ordinary use) are limited to one year from date of purchase. Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitation might 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 might not apply to you.

Please retain your original sales receipt as proof of purchase.

Technical specifications

RF frequency band	1921.536MHz — 1928.448MHz
Channels	5
Telephone base voltage (AC voltage, 60Hz)	96 — 129 Vrms
Telephone base voltage (AC adapter output)	6VDC @600mA
Handset voltage	2.4 VDC, AAA x 2, Ni-MH
Charger voltage (AC adapter output)	6VDC @400mA
Operating times*	Talk time (handset): up to 7 hours Talk time (speakerphone): up to 5 hours Standby: up to 7 days

* Operating times vary depending on your actual use and the age of the battery.

DECT 6.0 digital technology

The AT&T DECT 6.0 products offer unsurpassed range performance and sound clarity. This is achieved through a unique antenna design and advances in noise-filtering technology. An independent laboratory has confirmed that AT&T DECT 6.0 products perform up to 45% better in range competitions against similarly equipped phones of the leading competition. Now, calls can be taken in the basement, backyard and garage with exceptional sound quality.

Telephone operating range

This cordless telephone operates within the maximum power allowed by the Federal Communications Commission (FCC). Even so, this handset and telephone base can communicate over a certain distance — which can vary with the locations of the telephone base and handset, the weather, and the construction of your home or office.

Redefining long range coverage and clarity

This telephone base comes with an antenna which gives much better clarity and covers a longer range than before.

HD audio

HD audio improves sound quality by expanding and rebuilding frequencies that are lost with traditional phone calls. There is no additional telephone service requirement to use HD audio. It is designed to work with standard telephone service. Your system will automatically enhance all received sound with HD audio.

Simulated full-duplex handset and base speakerphones

The simulated full-duplex speakerphones on your handset and telephone base allow both ends of a call to speak and be heard at the same time. Optimal performance is subject to external factors and individual usage.

A

- Active devices 26, 27, 29
- Add a Bluetooth headset 25
- Add a cell phone 23
- Add a handset 161
- Alerts manager 21
- Alert tones
 - handset 166
 - telephone base 167
- Announcement 141–142
- Answer a cell call 54
- Answer a home call 52
- Answer an incoming call
 - during an intercom call 74
 - during PTT 84
- Answering system and voicemail 150
- Answering system settings 141–149
- Answer on/off 143

B

- Battery backup mode 16
- Battery charging 13–14
- Battery installation 13–15
- Block list 113
- Bluetooth connection
 - from idle mode 26
- Bluetooth features 19–20
- Bluetooth glossary 22
- Bluetooth setup 23–33

C

- Call intercept 153
- Call screening 145, 152
- Call transfer 75–77
- Caller ID announce 42
- Caller ID (CID)
 - add entries to phone directory 100–101
 - delete entries 105

- dial entries 99
- review entries 98
- Caller ID manager 21
- Calls without numbers 108
- Cell alert 51
- Cell call 54
- Cell phone download directory 30
- Cell ringer 33
- Change a one-to-one PTT
 - to intercom call 84
- Change PIN 33
- Charger installation 12
- Charging 13–14
- Clear voicemail indicator/
indication 44
- Clock 41
- Conference calls 58–59
- Connect an active device 27
- Connect to Cell 21

D

- Date 41
- Delete
 - a caller ID log entry 105
 - a directory entry 95
 - a redial entry 68
- Delete a message 155–157
- Directory
 - delete entries 95
 - dial entries 92
 - edit entries 93–95
 - name search 92
 - new entries 87–90
 - review entries 91–92
- Disconnect an active device 27
- Download directory 30
- DSL 11, 17

E

- Edit the label of a directory entry 95
- Elapsed time 52
- End a cell call 54
- End a home call 52
- Equalizer 62
- Expand your telephone system 161–162

F

- Find handset 69
- Flash (switch hook flash) 55

H

- Handset icons 164
- Handset lights 168
- Handset locator 69
- HD audio 201
- Headset 25, 53
- Home directory 86

I

- Icons
 - handset 164
 - telephone base 165
- Important safety information 193–195
- Indicator lights 168
- Intercom 71–77
- Interruption to directory download 32

L

- Last number redial 65
- LCD language 40
- Lights 168
- Limited warranty 199–200
- Listening volume 60, 155–156

M

- Maintenance 192
- Make a cell call 54
- Make a home call 52
- Memory match 97
- Memos 158
- Message alert tone 148
- Message capacity 151
- Message playback 154–157
- Missed calls 97
- Mute 61

N

- No line alert 51
- Number of rings 146

O

- Operating range 201
- Outgoing announcement 141–142

P

- Paging 69
- Phonebook (directory) 86
- Predial a cell call 54
- Predial a home call 52
- PTT 78–85
- Pulse dialing 49
- Push-to-talk 78–85

Q

- Quick reference guide 2–8
- Quiet mode 50

R

- Receive a cell call 54
- Receive a home call 52
- Record announcement 142
- Redial 65–68

Remote access 147, 159–160
Remote voice control 34–36
Remove a bluetooth device 28
Repeat messages 155–156
Replace a bluetooth device 29
Replace a handset 163
Review the active devices list 27
Ringer tone 39
Ringer volume 38
Ringtone share 19, 33

S

Safety information 193–195
Save a caller ID log entry
to directory 100–101
Screen messages 169–173
Set date/time 41
Share an outside call 70, 75–77
Silence the ringer 55
Skip messages 155–156
Smart call blocker 107–140
allowed calls 129–130
blocked calls 131–132
call controls 109
control calls without numbers 111
option while on a call 140
screen calls without
numbers 133–135
screening announcements 125
screen uncategorized
calls 136–139
set Smart call blocker on/off 111
Stop messages 155–156

T

Take a call off mute 61
Telephone base installation 11
Telephone base lights 168
Telephone operating range 201

Temporary tone dialing 61
Time 41
Transfer a call 75–77
Transfer a call from a handset to
a headset 53
Troubleshooting 175–191
Turn on or off the answering
system 143

U

Uncategorized calls 108
Unwelcome calls 108
Use a Bluetooth headset 53
Using the home and cell lines
together 59

V

View the directory download
information 32
Voice announce caller ID 42
Voice control 34–36
Voice guide 144
Voicemail 56, 150
Volume 38, 60, 155–156

W

Wall-mounting 17–18
Warranty 199–200
Welcome calls 108

Remote access wallet card

The wallet card lists the commands needed to control your answering system from any touch-tone telephone.

Cut along dotted line.



Call your telephone number, then enter your 2-digit remote access code (preset to **19**).

Action	Remote command
---------------	-----------------------

Play all messages.....	1
Play new messages.....	2
Delete the message	3 (during message playback)
Delete all old messages	33
Repeat or go back.....	4

Fold here.

Stop	5
Help menu.....	*5
Skip the message.....	6
Record announcement.....	*7
Turn system on or off.....	0
End remote access call.....	8 (or hang up)

TL96457/TL96547

DECT 6.0 cordless telephone/answering system with BLUETOOTH® wireless technology

© 2017 Advanced American Telephones. All Rights Reserved.
AT&T and the AT&T logo are trademarks of AT&T Intellectual Property licensed to Advanced American Telephones, San Antonio, TX 78219.
Printed in China.



www.telephones.att.com

The *Bluetooth*® word mark and logos are owned by Bluetooth SIG, Inc. and any use of such marks by Advanced American Telephones and its parent, VTech Holdings Limited, is under license. VTech Holdings Limited is a member of Bluetooth SIG, Inc. Other trademarks and trade names are those of their respective owners.

© 2017 Advanced American Telephones. All Rights Reserved.

AT&T and the AT&T logo are trademarks of AT&T Intellectual Property licensed to Advanced American Telephones, San Antonio, TX 78219.

iPhone® and Siri® are registered trademarks of Apple Inc.

iOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license.

Connect to Cell™ is a trademark of Advanced American Telephones.

Android® and Google Play® are registered trademarks of Google Inc.

Google Now™ is a trademark of Google Inc.

Qaltel™ is a trademark of Truecall Group Limited.

S Voice® is a registered mark of Samsung Electronics Co., Ltd.

RBRC® and 1-800-8-BATTERY® are registered trademarks of the Rechargeable Battery Recycling Corporation.

Printed in China. Issue 1.0 AT&T 06/17.