

Dial, delete or edit entries

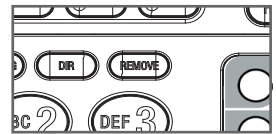
You can dial, delete or edit a directory entry (name and number) when it is shown on the telephone base screen. You can use the directory review or search (pages 62-63) to show an entry.

Display dial

When a number is displayed on the screen, you can dial the number by lifting the corded handset, pressing **SPEAKER** or **LINE 1-LINE 4** for the desired line.

Delete an entry

When a directory entry appears, press **REMOVE** on the telephone base to delete the displayed entry from the directory. You cannot retrieve a deleted entry.



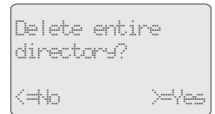
Delete all entries

1. When the telephone is idle, press **MENU/ENTER** twice to select **Directory**.

-OR-

Press **DIR** on the telephone base.

2. Press **REMOVE** and the screen displays **Delete entire directory? <=No >=Yes**. Press **SKIP▶** to confirm or press **◀REP** to return to the previous screen.



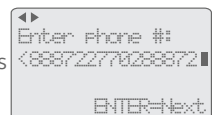
NOTE: You cannot retrieve deleted entries.

Edit an entry

1. When a directory entry appears, press **MENU/ENTER**.

2. Follow Steps 3 to 5 on pages 60-61.

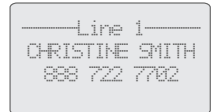
NOTE: If the telephone number in the directory exceeds 16 digits, **<** appears in front of the telephone number in the editing screen. Press **◀REP** to move towards the beginning of the telephone number or press **SKIP▶** to move towards the end of the telephone number.



About caller ID

This telephone supports caller ID services that most telephone service providers offer. Caller ID allows you to see the name, number, date and time of calls. Depending on your service subscription, you might see the caller's number, or the caller's name and number from the telephone service provider after the first or second ring. Caller ID information might not be available for every incoming call. Callers may intentionally block their names and/or telephone numbers.

This product can provide information only if both you and the caller are in areas offering caller ID service and if both telephone service providers use compatible equipment.



Information about caller ID with call waiting

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

There are fees associated with caller ID services. In addition, this service might be called by different names (such as caller ID with visual call waiting) by different telephone service providers and might not be available in all areas.

It might be necessary to change telephone service to use this feature. Contact your telephone service provider if:

- You have both caller ID and call waiting, but as separate services (you might need to combine these services).
- You only have caller ID service, or only call waiting service.
- You do not subscribe to caller ID or call waiting services.



NOTES:

1. You can use this telephone with regular caller ID service, or you can use this telephone's other features without subscribing to caller ID or caller ID combined with call waiting service.
2. The format of telephone numbers displayed depends on the home and local area codes you set (See **Area codes** on page 20 for explanations and instructions on area code settings).

Caller ID Information

How the caller ID information (call log) works

The telephone stores caller ID information for the last 50 incoming calls in the telephone base. Entries are stored in reverse chronological order. The telephone deletes the oldest entry when the log is full to make room for new calls.

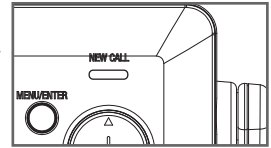
Each extension has independent caller ID information. Deleting the caller ID information on any one extension does not affect the caller ID information on other extensions.

If you answer a call before the information appears on the screen, it does not show in the caller ID information.

Review the caller ID information to determine who called, to easily return the call, or to copy the caller's name and number into your directory.



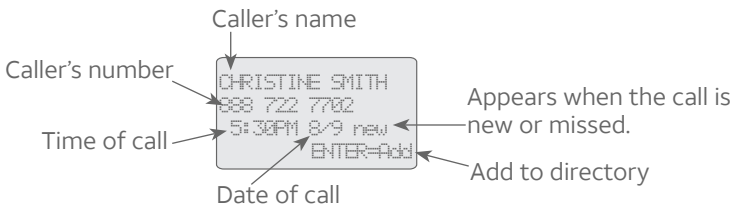
NEW CALL indicator turns on and **XX Missed call(s)** appears if there are new call log entries (including new or missed calls).



The time and date of the call and the caller's name and telephone number are included in the display.

Caller ID information appears on the screen when the telephone rings, until the caller hangs up, the call has been answered at another extension, or the call ends.

If you subscribe to caller ID service, this phone automatically resets the time and date each time new call information is received. You can also set the time and date yourself (see **Set date and time** on page 21).



Screen display of the telephone base



NOTES:


1. The caller ID information might not be available for every incoming call. Callers might intentionally block their names and/or telephone numbers.
2. Each entry can store up to 32 digits for the telephone number and 16 characters for the name. If the telephone number has more than 16 digits but less than or equal to 24 digits, only the last 17 digits appear. If the telephone number has more than 24 digits, only the 8th to 24th digits (17 digits) appear. In order to view the entire number, you must first save the entry to the directory (see page 69). For instructions on viewing the digits, see page 67. If the telephone number has more than 32 digits, it is not saved or shown in the call log.

Caller ID operation

Memory match

If the incoming telephone number is an exact match with a telephone number in your directory, the name that appears on the screen matches the corresponding name in your directory.

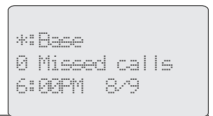
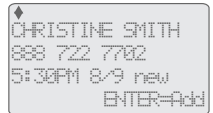
For example, if Christine Smith calls, her name appears as Chris if this is how you entered it into your directory.

 **NOTE:** The number you see on your caller ID is in the format from the telephone service provider. It usually delivers 10-digit telephone numbers (area code plus telephone number). The telephone system ignores the area code when searching for a match and displays the name of the first corresponding number from the directory.

Missed (new) calls indicator

When the telephone base is in idle mode and has new or missed calls, its screen shows **XX Missed call(s)**.

All new or missed entries are counted as missed calls. Each time you review a call log entry with the icon **new**, the number of missed calls decreases by one. When all the entries in the caller ID information become old (have been reviewed), the system removes the missed calls alert from the display, and the **NEW CALL** indicator turns off.



Review the caller ID information

1. When the telephone is idle, press **CALL LOG**.

-OR-

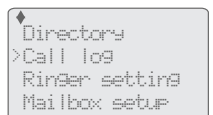
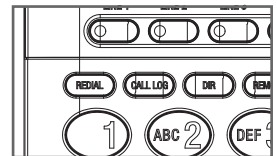
When the telephone is idle, press **MENU/ENTER**.

Press **▲** or **▼** to scroll to **Call log**.

Press **MENU/ENTER**.

2. Press **▲** or **▼** to review the caller ID information. The call log entries are stored in reverse chronological order starting with the most recent entry.

3. To exit without making changes, press **EXIT**.

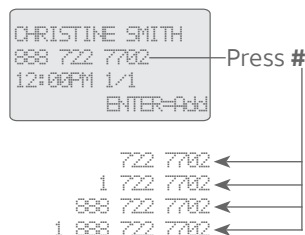


Caller ID operation

View dialing options

Although the incoming call log entries have 10 digits (the area code plus the seven-digit number), in some areas, you may need to dial the seven digits only, 1 plus the seven digits, or 1 plus the area code plus the seven digits. You can change and store the number of digits that you dial in the call log.

While reviewing the call log, press **#** (pound key) repeatedly on the telephone base to show different dialing options for local and long distance numbers before dialing or saving the telephone number in the directory.



Dial a call log entry

1. When in the call log, press **▲** or **▼** to browse the number you wish to call.
2. Lift the handset or press **📞 SPEAKER**.

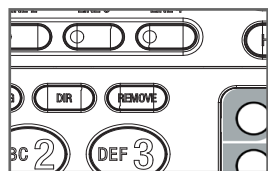
-OR-

To override automatic line selection, press **LINE 1-LINE 4** for the desired line, then lift the handset.

Delete entries

Delete a call log entry:

1. When in the call log, press **▲** or **▼** to browse to the number you wish to delete.
2. Press **REMOVE** to delete the shown entry from the caller ID history.



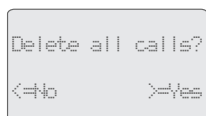
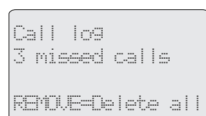
Delete all call log entries:

1. When the telephone is idle, press **CALL LOG**.

-OR-

When the telephone is idle, press **MENU/ENTER**. Press **▲** or **▼** to scroll to **Call log**. Press **MENU/ENTER**.

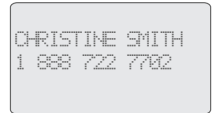
2. Press **REMOVE**. The screen displays **Delete all calls?**. Press **SKIP▶** to clear all entries in the caller ID history or press **◀REP** to exit and leave all entries in the caller ID history intact.
3. To exit without making changes, press **EXIT**.



Caller ID operation


Save a call log entry to the directory

1. When in the call log, press ▲ or ▼ to browse the desired number to save.
2. The screen displays **ENTER=Add**. Press **MENU/ENTER**.
3. When the telephone number appears,
 - Press the dial pad keys to add digits (page 60).
 - Press **REMOVE** to erase a digit.
 - Press and hold **REMOVE** to erase all digits.
 - Press ◀**REP** or **SKIP**▶ to move the cursor to the left or right.
4. Press **MENU/ENTER** to move to the name.
 - Press the dial pad keys to add characters (page 60).
 - Press **REMOVE** to erase a character.
 - Press and hold **REMOVE** to erase all characters.
 - Press ◀**REP** or **SKIP**▶ to move the cursor to the left or right.
 - Press **0** once to enter a space.
5. Press **MENU/ENTER** to save the new directory entry. There is a confirmation tone. The name and the telephone number appear.
 - If the entry is already saved in the directory, the screen display remains the same and waits for more editing.
 - If there is no caller ID information, you hear an error tone. The number cannot be saved.



-OR-

To exit without making changes, press **EXIT**.

 **NOTE:** You will need to change how a caller ID number is dialed if the entry does not appear in the correct format. Caller ID numbers might appear with an area code that is not necessary for local calls, or without a 1 that is necessary for long distance calls (see **View dialing options** on the previous page for more information).

Reasons for missing caller ID information


Reasons for missing caller ID information

There are also occasions when other information or no information shows for various reasons:

On-screen message	Reason
Private caller	The caller prefers not to show the telephone number and name.
Unknown caller	Your telephone service provider cannot determine the caller's name and telephone number. Calls from other countries may also generate this message.

Answering system and voicemail

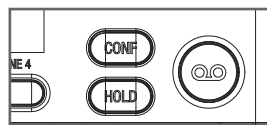
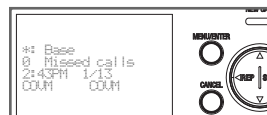
Your telephone has separate indicators for two different types of voice messages: those left on its built-in answering system and those left at your service provider's voicemail (fees may apply). Your telephone's built-in answering system messages and voicemail messages are separate. Each alerts you to new messages differently.

- If you turn on the **COVM** feature (See **COVM** on page 52 for more information) and the **COVM** icon displays on the base screen, your telephone service provider is indicating that it has new voicemail for you. To listen to your voicemail, dial an access number provided by your telephone service provider, followed by a security code or PIN.
- To listen to messages recorded on your digital answering system, press  (Messages) on the telephone base (page 77).

Some service providers bundle or combine multiple services like voicemail and call waiting, so you may not be aware that you have voicemail. To check what services you have and how to access them, contact your telephone service provider.

To use your voicemail service rather than the answering system, turn off the answering system. To use the answering system rather than the voicemail service, contact your telephone service provider to deactivate the voicemail service. Use your telephone answering system and voicemail together by setting your built-in answering system to answer before voicemail answers, as described below. To learn how to program your voicemail settings, contact your telephone service provider. Then, if you are on a call, or if the answering system is busy recording a message and you receive another call, the second caller can leave a voicemail message.

Set your answering system to answer calls at least two rings earlier than your voicemail is set to answer. For example, if your voicemail answers after six rings, set your answering system to answer after four rings. Some voicemail providers may program the delay before answering calls in seconds instead of rings. In this case, allow six seconds per ring when determining the appropriate setting.



Setting your system to automatically answer calls

Use this feature to separately set each of the four lines to automatically answer incoming calls in three different ways.

General mailbox (gen MB only):

The called line rings on every extension for each incoming call. If there is no answer, the caller is prompted to leave a message in the general mailbox, which a person at any handset can review. The general mailbox stores incoming messages, memos, and two-way conversations (see **Answering system operation** on pages 77-81 for more information).

Auto attendant (auto att):

The called line for each incoming call flashes on every extension, but does not ring. Instead, the auto attendant answers. The caller can specify an extension or leave a general mailbox message. When the auto attendant directs a call to an extension but it is not answered, the auto attendant prompts the caller to leave a message for that extension or try another extension.

Each auto attendant can answer only one call at a time. You might want to turn on additional auto attendants in your system so that even when a call on one line is being answered, a second auto attendant can answer another ringing line. You can designate up to four auto attendants in your system (see **Auto attendant operation** on pages 74-76 for more information.)

Announce only (annc only):

The called line for each incoming call flashes and rings on every extension. After the number of rings you programmed (see **Number of rings** on page 31), the answering system plays an announcement only and then the call is dropped automatically. The caller is not allowed to specify an extension or leave a message in the general mailbox. You can use a default outgoing announcement or record up to five announcements of your own.

No answer:

You can disable automatic answering on any of the telephone lines.

An example of a 2-line answering system setup

If you have two phone lines and two or more extensions and you wish to use the auto attendant, then configure both lines to use the auto attendant. Then, if a call comes in while one line is busy, it will still be answered by the auto attendant.

Line 1: Auto attendant (2 rings)

Line 2: Auto attendant (2 rings)

Setting your system to automatically answer calls

An example of a 4-line answering system setup

If you have four phone lines and many extensions, you can set up the auto attendant to answer up to three simultaneous calls. You can set up the fourth line to ring as a private direct line to a single extension by excluding all others in the **Ring group** (page 17).

Line 1: Auto attendant (2 rings)

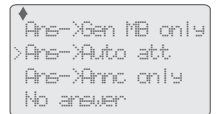
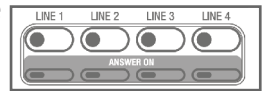
Line 2: Auto attendant (2 rings)

Line 3: Auto attendant (2 rings)

Line 4: General mailbox (4 rings, all but one extension excluded)

Select the answer mode

1. When the telephone is idle, press **ANSWER ON** for the desired line.
2. Press **▲** or **▼** to scroll to the desired answer mode (**Ans->Gen MB only**, **Ans->Auto att**, **Ans->Annc only** or **No answer**). Press **MENU/ENTER** to select the mode. To exit without making changes, press **EXIT**.



Answering system capacity

You can record up to five new announcements to have different announcements for each line. Each announcement can be up to two minutes.

The announcements of auto attendant, general mailbox and announce only answer mode all require system memory to record, so we suggest recording brief announcements in order to leave more space for messages.

The maximum recording time of all handsets and base is 180 minutes. The actual recording time depends on individual message characteristics. Individual messages can be up to three minutes. Messages remain available for review until you delete them.

If the system memory is full, the screen displays **Message full**, and you cannot record new messages until old ones have been deleted. Check remaining system space frequently to maintain availability of space for incoming messages.



NOTE: You cannot record an announcement when the telephone system is out of space. You will hear a two-beep alert tone and voice prompt “Memory is full.” Please refer to **Remaining space** on page 37.

Auto attendant operation

Turn the auto attendant on

1. When the telephone is idle, press **ANSWER ON** for the desired line to set up.
2. Press **▲** or **▼** to scroll to **Ans->Auto att.**
3. Press **MENU/ENTER** to turn on the auto attendant. The current auto attendant announcement plays. The screen displays **Auto Attendant ON Play announcement** with voice prompt *“Hello, this is automatic attendant,”* and then the idle screen appears.

-OR-

Press **▲** or **▼** to scroll to **No answer** to turn the auto attendant off. Press **MENU/ENTER** to turn off the auto attendant feature for that line.

To exit without making changes, press **EXIT**.



NOTES:

1. The auto attendant only answers outside calls.
2. The auto attendant does not answer calls when that line is in use.
3. You can press **VOL▲** or **VOL▼** to adjust the announcement playback volume.

Using the auto attendant

When you set a line to be an auto attendant, it automatically picks up the ringing line after the number of rings you programmed (see **Number of rings** on page 30), and plays your selected auto attendant announcement.

```
**Base  
3 Missed calls  
11:38PM 12/31  
AuAt
```

While the line silently rings, and while the auto attendant is answering and directing a call, the line indicator flashes (page 43). To interrupt the auto attendant, press the flashing line indicator **LINE 1-LINE 4** on the telephone base or **L 1-L 4** on a cordless handset to talk to the caller on that line. You can also allow the auto attendant to answer the incoming call while you make a new call on another line.

When a caller enters a correct extension number, the auto attendant transfers the call to that extension and announces to the caller, *“Please wait.”* If the called extension does not answer, the caller is prompted to try another extension or leave a message in a private mailbox for the last attempted extension. The auto attendant attempts to transfer the call up to five times.

Auto attendant operation

If the caller enters an extension number plus the # (pound key) after hearing the announcement, the auto attendant transfers the call to the specified extension. If the call is not picked up after five rings, the caller hears *“No one is available to answer the call. To leave a message, press 1. To call another extension, press 2. To call the operator, press star,”* and waits five seconds for another entry from the caller. If the caller still hasn't entered an extension number after hearing this message three times, the auto attendant forwards the call to the general mailbox to leave a message.

If the caller enters an invalid extension number, the auto attendant announces, *“Please wait. This number is not assigned. To leave a message, press 1. To call another extension, press 2. To call the operator, press star.”*

If the caller enters the * (star key) plus the # (pound key), the auto attendant announces *“Calling the operator,”* and then transfers the call to the telephone base.

If the caller enters the remote access code while hearing the announcement, the auto attendant stops playing the announcement and the caller can remotely access the general mailbox (See **Remote access** on page 82 for information).

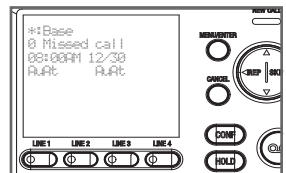
If the caller does not enter any number after hearing the announcement, the auto attendant announces three times *“Hello, this is auto attendant. Please enter your party's extension, followed by pound (#). If you are using a rotary telephone, please stay on the line. For a company directory, dial star twice.”* Then, the auto attendant transfers the call to the general mailbox for the caller to leave a message.

Using multiple auto attendants

Use this feature to set one or more telephone lines to act as auto attendants when the primary auto attendant is turned off or busy.

An auto attendant is busy when someone at that extension is doing any of the following:

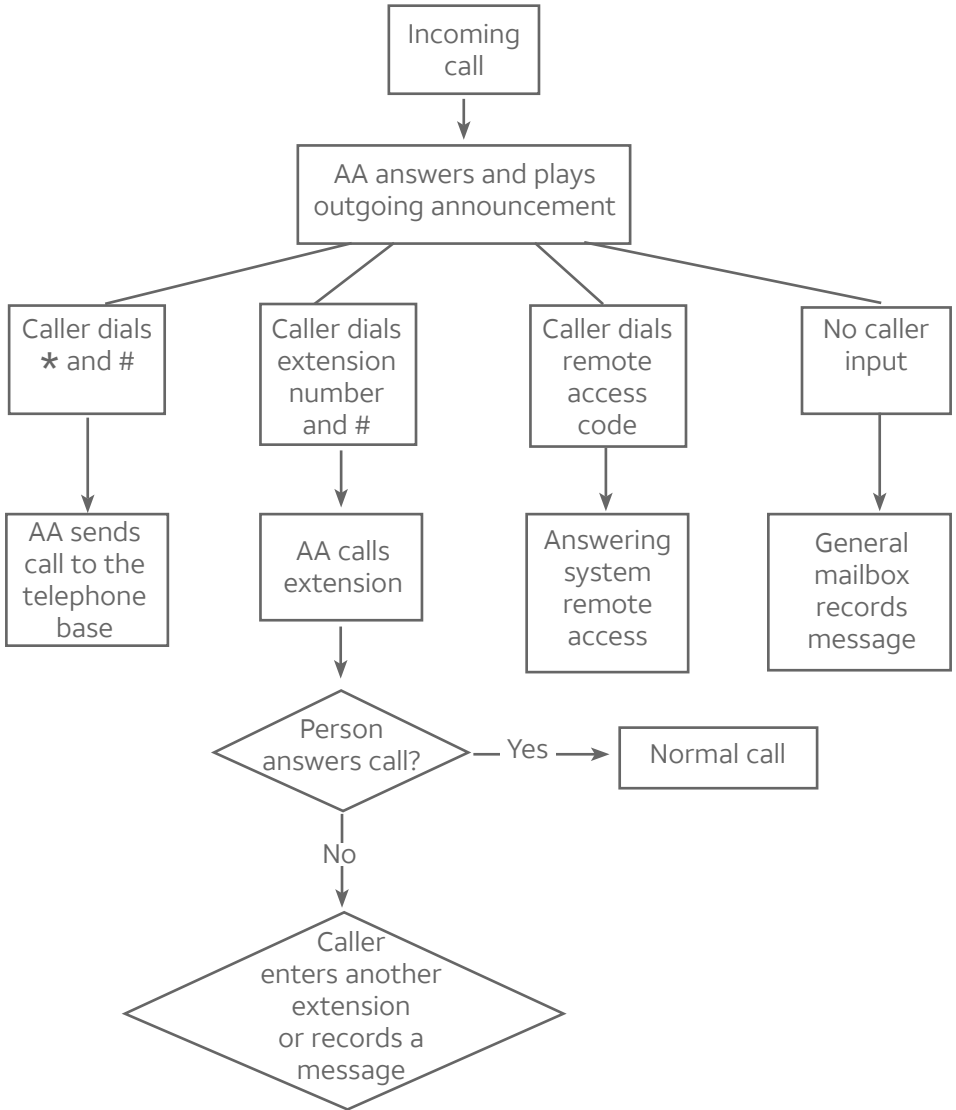
- dialing from the directory or call history
- using any of the lines to make or answer a call
- when the answering system is recording a message at that extension



You can choose a particular telephone line to always be the primary auto attendant by setting that line to have the shortest auto attendant pickup delay (number of rings) and setting the other auto attendants to have longer pickup delays (more rings). If the auto attendant pickup delays are the same, incoming calls are distributed randomly to the auto attendants.

Auto attendant operation

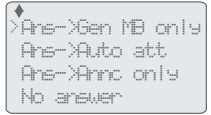
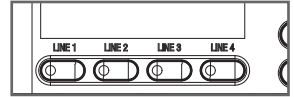
Auto attendant flow chart



Answering system operation

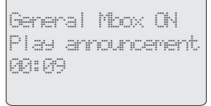
Set general delivery mailbox to answer

1. When the telephone is idle, press **ANSWER ON** for the desired line.
2. Press **▲** or **▼** to scroll to **Ans->Gen MB only**.
3. Press **MENU/ENTER**. The **ANSWER ON** indicator turns on. The current mailbox announcement plays. The screen displays **General Mbox ON Play announcement**, and then it returns to the idle screen.



-OR-

To exit without making changes, press **EXIT**.




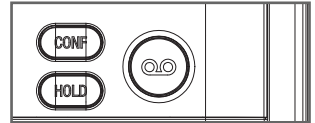
NOTE: While previewing the announcement, you can adjust the volume by pressing **VOL▲** or **VOL▼**. If you do not want to hear the announcement, press **EXIT**.

Incoming messages

This telephone also accepts **COVM** recorded by your telephone service provider which you subscribe to for voicemail service (page 52).

New message indication

The  (Messages) indicator on the telephone base flashes when there are new or missed messages and memos in the general mailbox.




Message playback

From the telephone base, you can play the messages in both the general mailbox and handset/deskset mailboxes.

If you have new messages, you hear only the new messages (in chronological order). If there are no new messages, the system plays back all the messages (in chronological order).

When playback begins, the total number of messages is announced. Before each message, you hear the date and time of the recording. After the last message, you hear “*End of the messages.*”

To listen to messages in the general mailbox:

1. While the telephone is idle, press  (Messages) on the telephone base.
2. The system announces the number of new or missed messages in the general mailbox.

Answering system operation

3. Press **MENU/ENTER** to select Play all to listen to all messages. Press **◀REP** to repeat the current message; press **◀REP** twice to listen to the previous message. Press **▶SKIP** to move to the next message. You hear two beeps at the end of each message playback.
4. Playback ends after playing all the messages, and then returns to the previous menu.
5. Press **☎** (Messages) again to end the message playback at any time.

```

♦
2 New messages
> Play all
  Deliver
  Delete all old
    
```

```

12:57 PM 03/06
<= Message 1 =>
    
```

To listen to messages in the handset/deskset mailbox:

1. When the telephone is idle, press **☎** (Messages) on the telephone base.
2. Press the one-touch **EXT 1-0** key for the destination extension mailbox.
3. Use the dial pad to enter the four-digit remote access code of the extension. Use **REMOVE** to backspace and delete a digit. Then, press **MENU/ENTER**.
4. Go to Steps 2-5 in the **To listen to messages in the general mailbox** section on the previous page.

```

♦
1 New messages
> Play all
  Deliver
  Handset annunci
    
```

Options during playback

When a message is playing, you can adjust the playback volume, skip, repeat, or delete the message.

When a message is playing on the telephone base:

- Lift the corded handset to listen to the message playback through the handset earpiece. Press **◀SPEAKER** to switch back to speakerphone.
- Press **VOL▲** or **VOL▼** to adjust the message playback volume.
- Press **▶SKIP** to skip to the next message.
- Press **◀REP** to repeat the current message. Press twice to hear the previous message.
- Press **REMOVE** to delete the message. The system announces “*Message deleted.*”
- Press **☎** (Messages) to stop playback.

Delete all old messages

Use this feature to only delete old (reviewed) messages. You cannot delete new messages until you review them. You cannot retrieve deleted messages.

Delete all old messages in the general mailbox:

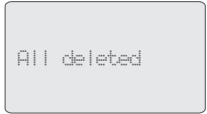
1. When the telephone is idle, press **☎** (Messages) on the telephone base.

```

♦
2 New messages
  Play all
  Deliver
> Delete all old
    
```

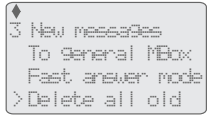
Answering system operation

2. Press ▲ or ▼ to scroll to **Delete all old**. Press **MENU/ENTER**.
3. The screen displays **Delete all old messages? <=No >=Yes**. Press ◀**REP** to cancel this operation to return to the previous menu, or press **SKIP▶** to remove all old messages from the general mailbox.



Delete all old messages in the handset/deskset mailbox:

1. When the telephone is idle, press (Messages) on the telephone base.
2. Press the one-touch **EXT 1-0** key for the destination extension mailbox.
3. Use the dial pad to enter the four-digit remote access code of the extension. Use **REMOVE** to backspace and delete a digit. Then, press **MENU/ENTER**.
4. Press ▲ or ▼ to scroll to **Delete all old**. Press **MENU/ENTER**.
5. The screen displays **Delete all old messages? <=No >=Yes**. Press ◀**REP** to cancel this operation to return to the previous menu, or press **SKIP▶** to remove all old messages from the handset mailbox.



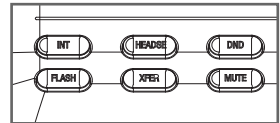
NOTE: If there are any new or missed messages in the general mailbox, the (Messages) indicator still flashes after you delete all old messages.

Transfer message

When a message is playing in the general mailbox or handset mailbox, you can transfer the message to a single extension, all extensions or the telephone base.

When a message is playing on the telephone base:

1. Press **XFER** on the telephone base.
2. Press ▲ or ▼ to scroll to an extension, all extensions or the telephone base, then press **MENU/ENTER**.



-OR-

Press the one-touch **EXT 1-0** key on the telephone base. The message is automatically transferred to the desired extension.

A copy of the message automatically transfers to the desired extension, all extensions or the telephone base. The general mailbox retains the original copy of the message.

Answering system operation

Record and deliver memos

Memos are messages you record into the general mailbox or handset mailbox at the telephone base. You can save, play back, and delete them like incoming messages. You can record a memo as a reminder to yourself, or send a message to other extensions using the answering system.

To record a memo in the general mailbox, then deliver it:

1. When the telephone is idle, press **00** (Messages) on the telephone base.
2. Press **▲** or **▼** to scroll to **Deliver**. Press **MENU/ENTER**.
3. Press **▲** or **▼** to scroll to select the telephone base or a desired registered extension, or select all the registered extensions.
4. Press **MENU/ENTER**. The system announces “*Record after the tone. Press stop when you are done.*” There is a reminder beep. The timer starts counting. Lift the corded handset or face the telephone to record your memo.
5. Press **MENU/ENTER** again to stop recording. The timer stops and the recorded memo automatically plays back. The screen displays **1=Change 2=OK**.
6. Press **1** to record that memo again.

-OR-

Press **2** to save the memo and send it to the extension you selected. The system announces “*Message transferred to mailbox X,*” and then returns to the previous menu or memo.

```

♦
2 New messages
  Play all
> Deliver
  Delete all old
    
```

```

♦:*Base
  1:Handset 1
> 2:Handset 2
  #:All
    
```

```

Record message

ENTER=Start
    
```

```

Record message
00:32

ENTER=Stop
    
```

```

Play message
00:09

1=Change    2=OK
    
```

```

Msg. transferred
to mailbox
  2
    
```

To record a memo in the handset/deskset mailbox, then deliver it:

1. When the telephone is idle, press **00** (Messages) on the telephone base.
2. Press the one-touch **EXT 1-0** key for the destination extension mailbox.
3. Use the dial pad to enter the four-digit remote access code of the extension. Use **REMOVE** to backspace and delete a digit. Then, press **MENU/ENTER**.
4. Go to Steps 2-6 in To record a memo in the general mailbox, then deliver it above on this page.

```

♦
2 New messages
  Play all
> Deliver
  Handset announcmt
    
```

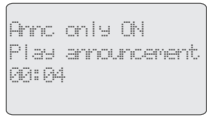
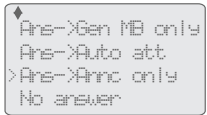
Answering system operation

Play back a memo

Play memos the same way as normal messages (see **Message playback** on page 77).

Set answering system to play announcement only

1. When the telephone is idle, press **ANSWER ON** for the desired line.
2. Press **MENU/ENTER**. The current Announce only announcement plays. The screen displays **Ann only ON** **Play announcement**, and then it returns to the idle screen.



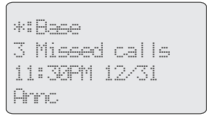
-OR-

To exit without making changes, press **EXIT**.



NOTES:

1. The default announcement is "Hello. No one is available to answer your call. Thank you for calling."
2. While previewing the announcement, you can adjust the volume by pressing **VOL▲** or **VOL▼**. If you do not want to hear the announcement, press **EXIT**.

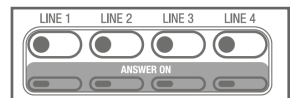


Set general delivery mailbox to not answer

1. When the telephone is idle, press **ANSWER ON** for the desired line.
2. Press **▲** or **▼** to scroll to **No answer**. Press **MENU/ENTER**.

Disable the answering system

1. When the telephone is idle, press **ANSWER ON** for the desired line to disable.
2. Press **▲** or **▼** to scroll to **No answer**. Press **MENU/ENTER** to prevent the answering machine from answering calls on that line.



-OR-

To exit without making changes, press **EXIT**.

Remote access

Use this feature to reach your answering system remotely by dialing your telephone number from any touch-tone telephone.

To remotely reach the answering system:

1. Dial your telephone number from any touch-tone telephone.
2. When the system answers, enter the four-digit remote access code (**0000** is the default code; see page 33 to change it).

The system automatically announces the number of messages (new and/or old) if there are any, and then begins to play them.

3. You can also enter the following remote commands.

Remote commands:

1	Press to play to all messages.
3	Press to delete the current message (during playback).
4	Press to repeat the current message (during playback). After you hear "Repeat" and within five seconds, press 4 again to listen to the previous message (during playback).
5	Press to stop and return to the remote commands (during playback).
6	Press to skip to the next message (during playback).
7	Press to transfer the current message (during playback).
X	Press to end the call.

4. Hang up to end the call and save all messages that have not been deleted.

Cut out the remote access wallet card at the back of this user's manual for quick reference.



NOTES:

1. If you do not enter a valid remote access code, the answering system answers the call as usual and all the voice and digits entered will be recorded as messages stored in your general mailbox.
2. If you do not enter any remote access code, the answering system announces "Thank you for calling," and the call ends.
3. When there is no new message or all the new messages are played during remote access, you hear a help menu listing all features and commands. If there is no command after the help menu is played three times, the call ends automatically.

Remote access

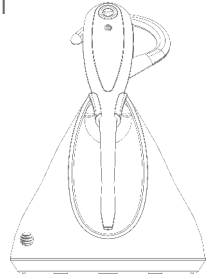
4. If the memory is full, you hear a two-beep alert tone and the answering system announces, *"Memory is full."* The telephone base screen displays **Message full**, and you cannot record new messages until old ones have been deleted. Check the system remaining space (page 37) frequently to maintain availability of space for incoming messages.
5. If you press **4** within five seconds of each message playback start, the previous message plays instead of repeating the current message.

Cordless headset operation

The AT&T compatible DECT 6.0 cordless headset (AT&T model TL7600) functions as an extension of the telephone base. The cordless headset cannot be used for intercom calls or PTT calls.

To register and deregister a TL7600 headset to the SynJ2 SB67258 telephone base, please refer to pages 12-13. To view the TL7600 manual, visit our website at

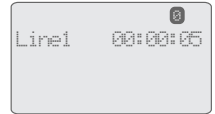
<https://telephones.att.com>, or call **1 (888) 915-2007**. In Canada, dial **1 (866) 288-4268**.



Cordless headset extension number

The cordless headset is always assigned extension number **0** regardless of how many handsets are registered.

By pressing the **ON/OFF** button on the cordless headset, you can see the extension **0** icon on the telephone base screen.

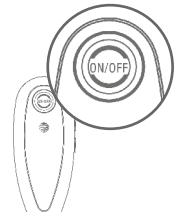


Switch between corded or cordless handset, telephone speakerphone and cordless headset

Use the following instructions to switch between the telephone base components (corded handset, speakerphone, corded headset and cordless headset). You must use the intercom system (page 53) to switch between the base and the cordless handsets.

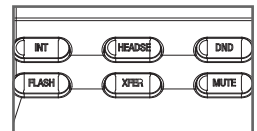
To switch from corded handset, corded headset, or speakerphone to cordless headset:

During a call, press the **ON/OFF** button on the cordless headset.



To switch from cordless headset to corded handset, corded headset, or speakerphone:

During a call, lift the corded handset, or press **HEADSET**, or press **SPEAKER** on the telephone base.



Telephone base display screen messages

All deleted	All old messages in the general mailbox are erased.
All devices deregistered	The cordless handsets, desksets and cordless headset deregistration was successful.
Aux In Device Playing	Audio device connected with the telephone base is playing for M.O.H. review.
Auto Attendant ON Play announcement	Auto attendant is on and the selected announcement plays.
Busy	Failed intercom or conference call (there are already two cordless handsets being used).
Calling alert #	The alert call number is dialing out.
Calling X:Deskset X	The telephone base is starting an intercom call with a deskset.
Calling X:Handset X	The telephone base is starting an intercom call with a cordless handset.
Call log empty	There are no entries in the caller ID history.
Cordless headset registered	The cordless headset registration was successful.
COVM reset	COVM feature is reset.
Deleted	A call log entry, a redial number or a directory entry was deleted.
Deregister all?	All registered devices will be deregistered from the telephone base.
Deregistering	The telephone system is deregistering a device from the telephone base.
Deskset registered	The deskset registration was successful.
Device connected to the headset jack will be used for M.O.H.	Audio device connected to the AUX IN jack at the base is for music on hold feature.
Directory empty	There are no directory entries.
Directory No items stored	There is no directory entry when you press DIR for chain dialing.
Ended	You have just ended a call.
General Mbox ON Play announcement	General mailbox is on and the selected announcement plays back.

Telephone base display screen messages

Handset registered	The cordless handset registration was successful.
Line X Incoming call	There is an incoming call.
Intercom to:	You have started the intercom process, and need to enter the number of the handset you wish to call.
Line X	The telephone line X is in use.
Memory is full	The directory is full. You cannot save new entries unless you delete some current entries.
Message full	The system memory is full. You cannot record new messages unless you delete some old messages.
Msg. transferred to mailbox X	A message is transferring from the general mailbox to a particular private mailbox.
No Device is connected to the headset jack at base	There is no audio device connected to the AUX IN jack at the telephone base.
No device registered	There are no handsets or headsets registered to the base to deregister.
No items stored	The redial list is empty.
M.O.H. currently in use. Please try again later.	You cannot record or playback music on the telephone base while a call is listening to the current hold music.
Please enter another access code.	The access code you are trying to save already exists in the system.
Please set the alert #	You are trying to confirm the alert number or set the notify alert on or off before you set the alert number.
Press SPKR to confirm the alert call	Press the telephone base speakerphone key to call the alert call number.
PTT To: X:Deskset X Release PTT key to stop	You are using push to talk (PTT) intercom to call Deskset X . Release the one-touch EXT 1-0 key to complete a one-way conversation.

Telephone base display screen messages

PTT To: X:Handset X Release PTT key to stop	You are using push to talk (PTT) intercom to call Handset X . Release the one-touch EXT 1-0 key to complete a one-way conversation.
Recorded M.O.H. reconnect. Aux In Device reset source.	Unplug the audio device from the AUX IN jack at the telephone base while the M.O.H. source is set to Aux In Device .
Registering new device...	A cordless handset, a cordless headset, a deskset or a repeater is registering to the telephone base.
Registration failed	The handset or headset registration failed.
Sorry, this mailbox is being used.	You cannot access a mailbox that is being used.
Speed dial X No number	You cannot initiate a speed dial without a telephone number stored in that speed dial location.
The system is busy. Please try again later.	The system resources are all occupied.
This is your mailbox.	You cannot transfer a message to the telephone base general mailbox.
To use headset, turn off M.O.H. or reset source.	You cannot use a corded headset while the M.O.H. source is from an audio device. You should change the M.O.H. source setting before using a corded headset.
Users in mailbox. Please try again later.	You cannot access a private mailbox in use. You should try again later.
Transfer to: (For systems with two or more handsets/desksets)	You have started the intercom process and need to enter the number of the handset or desksets you wish to call.
XX Missed calls	There are new calls in the caller ID history.

Maintenance

Taking care of your telephone

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

Avoid water

- You can damage your telephone base if it gets wet. Do not use the corded 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 base 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 a 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 unit 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 may be a slight chance of electric shock from lightning.
- Do not use the telephone to report a gas leak in the vicinity of the 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. The user should not plug the phone into a power outlet, and should not put a charged handset into the cradle, if the phone is located in an environment containing concentrations of flammable or flame-supporting gases, unless there is adequate ventilation. 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, 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 liquid, 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, see the **Troubleshooting** section on pages 99-105 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 96-97. Do not open this product except as directed in your user's manual. Opening the product or reassembling it incorrectly may expose you to hazardous voltages or other risks.
- Replace backup battery only as described in your user's manual (see page 9). Do not burn or puncture batteries — they contain caustic chemicals.
- This 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, an under-the-table or cabinet outlet.
- For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.



Caution: Use only the power adapter provided with this product. To obtain a replacement, visit our website at <https://telephones.att.com> or call **1 (888) 915-2007**. In Canada, dial **1 (866) 288-4268**.

Important safety information

Especially about cordless telephones

- **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, 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, under-the-table or cabinet outlet.

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.

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

For C-UL compliance

In compliance with the bilingual requirements for safety, caution, and warning markings of Canadian Federal and Provincial/Territorial statutes and regulations, the French version of Important safety information is included.

Mesures de sécurité importantes



Ce symbole vous alertera d'informations importantes ou d'instructions d'entretien pouvant apparaître dans ce guide d'utilisation. Respectez toujours les mesures de sécurité et de sécurité de base lorsque vous utilisez ce produit, afin de réduire les risques de blessures, d'incendie, ou d'électrocution.

Information relative à la sécurité

- Veuillez lire et comprendre toutes les instructions de ce guide d'utilisation. Relectez toutes les inscriptions apparaissant sur le produit.
- Évitez d'utiliser le téléphone pendant un orage. Il pourrait y avoir un faible risque d'électrocution.
- N'utilisez pas un téléphone près d'une fuite de gaz. Dans certaines circonstances, une flammèche pourrait se produire lorsque l'adaptateur est branché à une prise de courant, ou lorsque le combiné est déposé sur son chargeur. Ceci est un événement fréquent associé avec la fermeture d'un circuit électrique. L'utilisateur ne devrait pas brancher un téléphone dans une prise de courant, et ne devrait pas déposer un combiné chargé dans le chargeur, si le téléphone se trouve dans un environnement comportant une concentration de gaz inflammables ou ignifuges, à moins de se trouver dans un endroit où la ventilation est adéquate. Une flammèche dans de tels environnements pourrait provoquer une explosion. De tels environnements peuvent comprendre : les endroits où de l'oxygène à des fins médicales est utilisé sans ventilation adéquate; des endroits où se trouvent des gaz industriels (dissolvants de nettoyage, des vapeurs de gazoline, etc.), une fuite de gaz naturel, etc.
- N'utilisez pas ce produit près de l'eau ou lorsque vous êtes mouillés. Par exemple, ne l'utilisez pas dans des sous-sols humides ou sous la douche, ou près d'une piscine, d'un bain, d'un évier de cuisine, ou d'une cuve de lavage. N'utilisez pas de liquides, ou de vaporisateurs aérosol de nettoyage. Si le produit entre en contact avec du liquide, débranchez immédiatement le fil téléphonique ou le cordon d'alimentation. Ne rebranchez pas le produit avant qu'il soit complètement sec.
- Installez cet appareil dans un endroit protégé où personne ne peut trébucher sur les cordons d'alimentation ou la ligne téléphonique. Protégez les câbles contre les dommages ou l'abrasion.
- Si le produit ne fonctionne pas correctement, consultez la section **Dépannage (Troubleshooting)** des pages 99-105 de ce guide d'utilisation. Si vous ne pouvez pas régler le problème, ou si le produit est endommagé, consultez la section **Garantie limitée (Limited warranty)** des pages 96-97. N'ouvrez pas ce produit, sauf tel qu'indiqué dans le guide d'utilisation. L'ouverture du produit ou le remontage inadéquat pourrait vous exposer à des tensions dangereuses ou autres dangers.
- Remplacez les piles uniquement tel que décrit dans votre guide d'utilisation (page 9). N'incinerez pas et ne percez pas les piles — elles contiennent des produits chimiques caustiques.
- L'adaptateur de courant est conçu pour être orienté verticalement ou installé sur le plancher. Les broches ne sont pas conçues pour se maintenir en place si la fiche est branchée dans une prise de courant au plafond, sous la table ou sous une armoire.
- Pour les PRODUITS À BRANCHER À UNE PRISE DE COURANT, la prise de courant doit être installée près du produit, afin d'assurer une accessibilité sécuritaire à la prise de courant.

For C-UL compliance



MISE EN GARDE: N'utilisez seulement l'adaptateur inclus avec ce produit.

Pour obtenir une pièce de rechange, visitez notre site Web au

<https://telephones.att.com> ou composez le **1 (888) 915-2007**.

Au Canada, composez le **1 (866) 288-4268**.

Spécifiquement en rapport avec les téléphones sans fil

- Alimentation électrique : La base de ce téléphone sans fil doit être branchée à une prise de courant électrique fonctionnelle. La prise électrique ne doit pas être contrôlée par un interrupteur mural. Les appels ne peuvent pas être effectués à partir du socle du téléphone n'est pas branchée, si elle est hors fonction ou si le courant électrique est coupé.
- L'adaptateur de courant : L'adaptateur de courant est conçu pour être orienté verticalement ou installé sur le plancher. Les broches ne sont pas conçues pour se maintenir en place si la fiche est branchée dans une prise de courant au plafond, sous la table ou sous une armoire.

Mesures préventives pour les utilisateurs de stimulateurs cardiaques implantés dans l'organisme

Stimulateurs cardiaques (ne s'applique qu'aux téléphones sans fil numériques) :

L'organisme 'Wireless Technology Research, LLC (WTR)', une firme de recherche indépendante, a mené une évaluation pluridisciplinaire des interférences entre les téléphones sans fil portatifs et les stimulateurs cardiaques implantés dans l'organisme. Appuyée par l'Administration des aliments et drogues (FDA) des États-unis, la firme WTR recommande aux médecins :

Avis aux détenteurs de stimulateurs cardiaques

- Ils doivent tenir le téléphone sans fil à une distance d'au moins six pouces du stimulateur cardiaque.
- Ils ne doivent PAS placer le téléphone sans fil directement sur le stimulateur cardiaque, tel que dans une poche de chemise, lorsque celui-ci est en fonction.
- Ils doivent utiliser le téléphone sans fil en l'appuyant sur l'oreille qui se trouve dans la direction opposée au stimulateur cardiaque.

L'étude effectuée par l'organisme WRS n'a pas identifié de risque pour les détenteurs de stimulateurs cardiaques causé par les gens qui utilisent un téléphone sans fil à proximité de ceux-ci.

Spécifiquement en rapport avec les répondeurs téléphoniques

Enregistrement deux voies : Cet appareil n'émet pas de bips d'avertissement qui permettent de prévenir l'autre partie que vous enregistrez la conversation. Pour assurer votre conformité aux règlements fédéraux ou provinciaux en rapport avec les enregistrements des conversations téléphoniques, vous devriez informer l'autre partie lorsque vous activez l'enregistrement.

CONSERVEZ CES 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 may not be used with Party Lines. If you have specially wired alarm dialing equipment connected to 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.

FCC part 68 and ACTA

Industry Canada

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(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 0.1. The REN is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed five.

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

This Class B digital apparatus complies with Canadian requirements: CAN ICES-3 (B)/NMB-3(B).
Cet appareil numérique de la classe B est conforme à la norme CAN ICES-3 (B)/NMB-3(B) du Canada.

FCC part 15

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.

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 20 cm (8 inches) or more. If you choose to use a clipping device, please make sure to only use the supplied AT&T belt clip.

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

Limited warranty

The AT&T brands are used under license. This product is covered by a one-year limited warranty. Any replacement or warranty service, and all questions about this product, should be directed to our website at <https://telephones.att.com> or call **1 (888) 915-2007**.

In Canada, call **1 (866) 288-4268**.

1. What does this limited warranty cover?

The manufacturer of this AT&T Product, Advanced American Telephones, warrants to the holder of a valid proof of purchase (“Consumer” or “you”) that the Product and all accessories provided by Advanced American Telephones in the sales package (“Product”) are free from material defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with operation 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 Advanced American Telephones do if the Product is not free from material defects in materials and workmanship during the limited warranty period (“Materially Defective Product”)?

During the limited warranty period, Advanced American Telephones’ authorized service representative will replace, at Advanced American Telephones’ option, without charge, a Materially Defective Product. If we choose to replace this Product, we may replace it with a new or refurbished Product of the same or similar design. Advanced American Telephones will return replacement Products to you in working condition.

Advanced American Telephones will retain defective parts, modules, or equipment. Replacement of Product, at Advanced American Telephones’ option, is your exclusive remedy. You should expect the replacement to take approximately 30 days.

3. How long is the limited warranty period?

The limited warranty period for SynJ® and SynJ2® products is TWO (2) YEARS from the date of purchase, while all other products limited warranty period is ONE (1) YEAR from the date of purchase. If we replace a Materially Defective Product under the terms of this limited warranty, this limited warranty also applies to replacement Products for a period of either (a) 90 days from the date the 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 Advanced American Telephones; 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-Advanced American Telephones electrical accessories; or
- Product whose warranty/quality stickers, Product serial numbers 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 6 below); or
- Charges for installation or set up, 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

<https://telephones.att.com> or call **1 (888) 915-2007**.

In Canada, call **1 (866) 288-4268**.

NOTE: Before calling for service, please check the user's manual. A check of the Product's 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 Product(s) to the service location. Advanced American Telephones will return replaced Product under this limited warranty to you, transportation, delivery or handling charges prepaid. Advanced American Telephones assumes no risk for damage or loss of the Product in transit.

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

- Return the entire original package and contents including the Product to the Advanced American Telephones service location along with a description of the malfunction or difficulty;
- Include "valid proof of purchase" (sales receipt) identifying the Product purchased (Product model) and the date of purchase or receipt; and
- 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 Advanced American Telephones. It supersedes all other written or oral communications related to this Product. Advanced American Telephones provides no other warranties for this Product. The warranty exclusively describes all of Advanced American Telephones' 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 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 Advanced American Telephones 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.

Technical specifications

RF frequency band	1921.536MHz - 1928.448MHz
Channels	5
Operating temperature	32°F - 122°F 0°C - 50°C
Telephone base voltage (AC voltage, 50/60Hz)	100Vrms - 240Vrms
Telephone base voltage (AC adapter output)	AOHAI model number: A318-060100W-US2, 100-240V, 50/60Hz, 200mA, 6V, 1000mA
Headset jack	2.5mm, 32-150ohm

SynJ2 SB67258 small business system disclaimer range 980 feet

Open range test was performed by Wyle Laboratories, an independent commercial test facility. "Up to 980 feet" repeater range refers to the maximum open field range. Actual range may vary depending on intervening obstacles. Maximum operable range distances are based on all-indoor use.

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. 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 building.

Redefining long range coverage and clarity

This telephone base comes with two antennas that gives much better clarity and covers a longer range than before. For even greater range, add optional repeaters (AT&T model SynJ2 SB67228).

Troubleshooting

If you have difficulty with your telephone, please try the following suggestions. For customer service, visit our website at <https://telephones.att.com> or call **1 (888) 915-2007**. In Canada, dial **1 (866) 288-4268**.

My telephone base doesn't work at all.

- Make sure the power cord is securely plugged in.
- Make sure you plug the telephone line cord securely and firmly into the telephone base and the telephone wall jack.
- Reset the telephone base. Unplug the electrical power. Wait approximately 15 seconds, then plug it back in. Allow up to one minute for the telephone base to reset.
- Other electronic products such as HAM radios and other DECT phones, can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.
- You may need to purchase four AA alkaline batteries as backup battery to make the telephone base work in the event of a power failure. Please refer to **Optional backup battery installation** on page 9 in this user's manual.

I cannot get a dial tone from the corded handset.

- First try all the suggestions, as mentioned above.
- Make sure you plug the handset cord securely and firmly into the **HANDSET** jack on the telephone base and the corded handset.
- If the previous suggestions do not work, disconnect the telephone base from the telephone jack and connect to a different telephone. If there is no dial tone on that telephone either, the problem is in your wiring or local service. Contact your telephone service provider.
- Your line cord might be malfunctioning. Try installing a new line cord.

I cannot dial out.

- First try all the suggestions, as mentioned above.
- Make sure you have a dial tone before dialing. The corded handset might take a second or two to connect 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 might cause the telephone to not dial out properly. If you cannot eliminate the background noise, first try muting the corded handset before dialing, or dialing from another room by a cordless handset with less background noise.
- If the other telephones in your building are having the same problem, contact your telephone service provider.

Troubleshooting

My telephone base isn't performing normally.

- Make sure you plug the power cord securely into the telephone base. Plug the power adapter into a different working electrical outlet without a wall switch.
- Reset the telephone base. Unplug the electrical power and remove all the batteries. Wait 15 seconds, then plug the power adaptor back in and install the batteries again. Allow up to one minute for the telephone base to reset.
- Other electronic products such as HAM radios and other DECT phones, can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.

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

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

Troubleshooting

I experience poor sound quality when using the speakerphone.

- For increased sound quality while using the telephone speakerphone, place the telephone base on a flat surface.
- 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 corded handset mode.
- When using a speakerphone, controlling background noise in your environment is essential. While you are listening to your party, press **MUTE** to temporarily turn your microphone off. When it is your turn to speak, remember to press **MUTE** again to turn the microphone on.

I hear other calls while using my telephone.

- Disconnect the telephone base from the telephone jack, and plug in a different telephone. If you still hear other calls, call your telephone service provider.

My telephone base does not ring when I receive a call.

- Make sure that the ringer is not off. Refer to the section on ringer selection in this user's manual.
- Make sure you plug in the telephone line cord securely into the telephone base and the telephone jack. Make sure you plug in the power cord securely.
- You may have too many extension telephones on your telephone line to allow all of them to ring simultaneously. Try unplugging some of the other telephones.
- If the other telephones in your building are having the same problem, contact your telephone service provider.
- Test a working telephone at the telephone jack. If another telephone has the same problem, contact your telephone service provider.
- Other electronic products such as HAM radios and other DECT phones, can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.
- Your line cord might be malfunctioning. Try installing a new line cord.
- Make sure that the ring group assignment is correct. See **Ring group** on page 17 for more details.

Troubleshooting

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

- Other electronic products such as HAM radios and other DECT phones, can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.
- Do not install this telephone base near a microwave oven or on the same electrical outlet. You might experience decreased performance while the microwave oven is operating.
- If you plug your telephone base in with a modem or surge protector, plug the telephone base (or modem/surge protector) into a different location. If this does not solve the problem, relocate your telephone base or modem farther apart from one another, or use a different surge protector.
- Relocate your telephone base to a higher location. The telephone base might have better reception when installed in a high area.
- If the other telephones in your building are having the same problem, contact your telephone service provider.
- 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 telephone base speakerphone, controlling background noise in your environment is essential. While you are listening to your party, press **MUTE** to temporarily turn your microphone off. When it is your turn to speak, remember to press **MUTE** again to turn the microphone on.

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 telephone base.
- 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 (DSL - digital subscriber line) through your telephone lines, you must install a DSL filter between each telephone line cord and telephone wall jack. The filter prevents noise and caller ID problems resulting from DSL interference. Please contact your DSL service provider for more information about DSL filters.
- Make sure that the ring group assignment is correct. See **Ring group** on page 17 for more details.

Troubleshooting

System does not receive caller ID when on a call.

- Make sure you subscribe to caller ID with call waiting features from your telephone service provider. Caller ID feature works only if both you and the caller are in areas offering caller ID service, and if both telephone service providers use compatible equipment.
- Make sure that the ring group assignment is correct. See **Ring group** on page 17 for more details.

The answering system is recording incomplete messages.

- If a caller leaves a very long message, part of it may be lost when the system disconnects the call after three minutes.
- If the caller pauses for longer than six 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 have difficulty hearing messages.

- Press **VOL▲** to increase the speaker volume on the telephone base.

System does not answer after the correct number of rings.

- Make sure that the answering system is on (page 73).
- If toll saver is selected, the number of rings changes to two when there are new messages waiting (page 31).
- If the memory is full or if the system is off, the answering system answers after 10 rings.
- In some cases, the answering system is affected by the ringing system used by your telephone service provider.
- If you subscribe to voicemail service, change the number of rings so that your answering system answers before your voicemail answers (page 71). To determine how many rings activate your voicemail, 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.

Troubleshooting

System does not record messages.

- Make sure the answering system is on (page 73).
- Make sure the memory of the answering system is not full. Please refer to the **Remaining space** section on page 37 in the user's manual. When the answering system 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 answers (page 71). To determine how many rings activate your voicemail, contact your local 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.

System does not respond to remote commands.

- Make sure to enter your remote access code correctly (page 82).
- Make sure you are calling from a touch-tone telephone. When you dial a number, you should hear tones. If you hear clicks, the telephone 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 telephone line you are using. Press dial pad keys firmly.

Outgoing announcement is not clear.

- When you record your announcement, make sure you speak in a normal tone of voice, about nine inches from the telephone base.
- Make sure there is no background noise (TV, music, etc.) while recording.

COVM shows on the screen display and I do not know why.

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

Troubleshooting

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 71). If you subscribe to voicemail service from your telephone service provider, contact your telephone service provider for more information on how to access your voicemail.

I have problems recording music or voice messages.

- If you are using an audio device, make sure the audio cable has been firmly plugged into your telephone and your audio device.
- If you are using the corded handset, make sure the corded handset has been firmly plugged into the telephone base.

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 it 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. 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.

Common cure for electronic equipment.

If the telephone base does not seem to be responding normally, do the following (in the order listed):

- Disconnect the power to the telephone base.
- Disconnect the backup batteries.
- Wait a few minutes.
- Connect power to the telephone base.
- Install the backup batteries again.
- Wait for reestablishing the connection with the telephone base. Allow up to one minute for this to take place.

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Remote access wallet card

Use the wallet card below to help you remember commands to control your answering system from any touch-tone telephone.

Cut along dotted line.



Call your telephone number, then enter your four-digit access code (preset to 0000).

Action	Remote command
Play all messages.....	1
Delete the message.....	3
Repeat the message.....	4
Listen to the previous message.....	4 (twice)
Help menu and return to the remote commands.....	5
Skip the message.....	6
Transfer the message.....	7
End remote access call.....	* (or hang up)

Fold here.

Model name: SynJ2 SB67258

Type: DECT 6.0 4-line corded/cordless small business system

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